



Service Types Glossary

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Benefits Navigation

The **Benefits Navigation** service type includes those services provided to a client to assist them in navigating the service and/or benefits landscape. Examples include a basic eligibility screening to determine what public or veterans' benefits a client should apply for or assistance obtaining a government-issued ID to apply for those benefits.

Subtype	Definition & Examples	Potential Referral Scenario
Benefits Eligibility Screening	<p>Benefits eligibility screening is defined as assistance in determining whether or not a client is eligible for public benefits (such as SNAP/food stamps, TANF/cash assistance) or veterans' benefits, but does not include application assistance/enrollment activities. This is primarily meant for instances in which the individual is not being referred to be screened for one benefit, but rather for many based on broad eligibility (veteran status; or low-income). For specific benefits screening (i.e. for SNAP screening, or health insurance), the recommendation is for individuals to refer for that particular benefit.</p>	<p>A client calls in and shares that he is a veteran and is interested in learning what veterans' benefits he may be eligible for. He is referred to his local Veteran Service Officer (VSO) to determine eligibility and be connected to the appropriate services.</p>
Health Insurance/Benefits	<p>Assistance with applying for or enrolling in health insurance programs/benefits, such as Medicaid, Medicare, the Children's Health Insurance Program (CHIP), TRICARE, and private insurance through Affordable Care Act (ACA) exchanges; as well as advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc. It could also include applying for premium assistance programs (<i>such as Medicare Savings Program</i>) or prescription assistance programs (<i>such as Extra Help, or HIV-related programs</i>).</p>	<p>A client shares she recently lost her job and associated health insurance and isn't able to take her daughter to the doctor to treat an earache. She is referred to an In-Person Navigator program to enroll in Medicaid.</p>
ID/Documentation Assistance	<p>ID/Documentation assistance is defined as helping a client obtain or replace government-issued identification or other documents, such as state-issued ID, Social Security Card, and birth certificate.</p>	
Immigration Services	<p>Immigration services are defined as assistance with obtaining or renewing an individual's immigration or citizenship status that does not require an immigration lawyer. Examples include green card (LPR) renewal/replacement assistance, naturalization application (N-400) assistance, medical disability exemption or English language exception waiver application assistance, and fee waiver (I-912) application assistance.</p>	



Clothing and Household Goods		
Subtype	Definition & Examples	Potential Referral Scenario
No Subtypes	<p>Clothing & Household Goods could include:</p> <ul style="list-style-type: none"> - Appliances: Refrigerator, microwave, washer/dryer, etc. - Baby Supplies/Furniture - Clothing - Furniture: couches, beds, chairs, etc. - Houseware/Cookware: Pans, dishes, utensils, cooking supplies, etc. - Mobile Devices: cell phones - Personal & Household Goods: personal hygiene products, household cleaning products, other miscellaneous goods 	A client just moved to the area and needs help paying for or acquiring kitchen supplies.
Education		
<p>The Education service type includes those services that assist a client in accessing academic education and achieving literacy, including technological literacy. It can also include supportive services and financial assistance provided to support the obtainment of that education.</p>		
Subtype	Definition & Examples	Potential Referral Scenario
Computer/Technology Classes	Classes to improve use of technology , including basic computer skills, typing, etc.	
Degrees/Certifications	Includes assistance with obtaining degrees or certifications such as GED, Associates, Bachelors, Masters, PhD, and continuing education certifications.	
Early Childhood Education	Early childhood education includes programs for children (typically age eight and younger) to support social, emotional, cognitive, and physical development and promote literacy. <i>Examples include Head Start, Early Head Start, and universal pre-K programs.</i>	
Educational Support Services	Educational support services include any services provided to assist students in the effort to help them accelerate their learning progress, catch up with their peers, meet learning standards, or generally succeed in school. <i>Examples include guidance counseling, college access programs, and support for students with disabilities.</i>	A client presents a need for additional support in their community college courses, including extra time on their exams, due to their disability.
Language Classes	Defined as in-person or online courses to learn a foreign language , such as <i>English as a Second Language</i> classes.	
Tuition Assistance	Includes any type of assistance provided to assist clients in paying tuition for their education . <i>Examples include GI Bill assistance, FAFSA application assistance, and help navigating student loan applications, scholarships, and fellowships.</i>	A client is eligible to use their GI Bill benefits but needs help understanding how to use the benefits and apply to programs in their community.



Employment		
<i>The Employment service type includes services provided to assist a client in obtaining a new job, which could include job training programs, soft skills training, or actual job search and placement assistance.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Career Skills Development	Defined as programs/activities that assist clients in building "soft" job skills , such as resume preparation, training on professional attire and workplace norms, interview skills, and career interest surveys. <i>Examples include job readiness programs, the Homeless Veterans' Reintegration Program.</i>	A client has not had a job for more than 10 years and needs assistance revamping their resume and preparing for an interview.
Internships/Work Experience	Defined as opportunities in which an individual can gain experience in a particular industry , before (or potentially as a step toward) securing employment. <i>This can include short-term and long-term internship and apprenticeship programs, as well as other "work experience" programs.</i>	
Job Search/Placement	Defined as any programs/activities that assist a client in searching for a job, with the ultimate goal of securing employment . <i>Examples include career counseling, job application planning and submission, and connection to employers, networking events, and job fairs.</i>	
Job Training	Defined as training programs in which individuals receive career-specific training . <i>Examples include technical and vocational training, culinary and restaurant industry training, and career training for people with disabilities.</i>	
Entrepreneurship		
Subtype	Definition & Examples	Potential Referral Scenario
No Subtypes	Entrepreneurship includes any assistance provided to clients to support their small business. <i>It could include entrepreneurial training programs, assistance with securing commercial real estate and government permits, small business financing and fundraising, and connection to pro bono business attorneys.</i>	A client is interested in starting his own business and needs someone to review his business plan and financing options.
Food Assistance		
<i>The Food Assistance service type includes any services that assist a client in obtaining food, including nutrition-related public benefits, food pantries, and meal provision.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Emergency Food	Defined as assistance provided to food-insecure individuals to supplement their diets . Examples include groceries received from food pantries or food banks, and gift cards to grocery stores, restaurants, and/or department stores to help purchase food.	A client and their family suffered a natural disaster and need emergency food while they are staying in a temporary shelter.



Prepared Meals	Prepared meals are pre-made meals served to clients unable to provide for themselves. Examples include food delivery programs (e.g. Meals on Wheels), soup kitchens or shelters that serve prepared food.	A senior is struggling to feed herself nutritious meals as it is hard to her to get to the store and navigate kitchen tools, which is affecting her health. Is interested in enrolling in the Meals on Wheels program.
School Meals	Defined as programs that provide subsidized or no-cost meals to eligible students , such as the National School Lunch Program or Summer Food Service Program.	
SNAP/WIC/Other Nutrition Benefits	Defined as application assistance/enrollment for nutrition-related benefits such as the Supplemental Nutrition Assistance Program (SNAP)/food stamps and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	
Housing and Shelter		
<i>The Housing and Shelter service type includes services assisting clients in obtaining and maintaining safe and stable housing, including assistance finding temporary or permanent housing, paying for rent/mortgage or repairs, mediating landlord/tenant relations, and assessing environmental safety.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Assisted Living	Residential facilities that provide on-site services to help people with their activities of daily living when they are not really able to live on their own. Can be permanent or for a period of time. <i>Examples include nursing homes, special care facilities.</i>	
Emergency Housing	Emergency housing is intended as a place for people to live temporarily when they cannot live in their previous residence. This includes individuals experiencing homelessness, as well as people fleeing a specific type of situation or experiencing a housing crisis (natural or man-made disasters, domestic violence, sexual abuse).	
Environmental Exposure Assessment	Services provided in a client's home to provide assessments and counseling to address environmental health and safety concerns in the home (such as mold, lead, allergens, asthma triggers, carbon monoxide, pesticides, radon, etc.).	
Home Expense Assistance/Repairs	Defined as any financial assistance provided specifically for the purpose of paying for expenses related to housing , such as roof repairs, and repairs to fix water/storm damage or damage from natural disasters.	
Home Loans and Financing	Assistance with obtaining home loans and financing for clients purchasing a home.	



Homeless Drop-In Services	Non-housing related services offered to individuals experiencing homelessness, such as shower facilities, laundry services, personal care, etc.	
Housing Applications/ Recertification	Application/recertification assistance for public housing and voucher programs, affordable housing, etc. This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	
Housing Mediation & Eviction Prevention	Housing mediation and eviction prevention services are any services used to address housing issues between tenants and landlords and prevent a client's eviction or foreclosure, without requiring legal assistance. <i>Examples include landlord/tenant mediation and court advocacy to prevent eviction.</i>	
Moving Assistance	Programs providing assistance to clients moving residences.	
Permanent Housing	Connection to permanent housing situations, including supportive programs offered and/or mandatory to residents to help them maintain their housing and access community resources.	
Rent/Mortgage Payment Assistance	Any financial assistance provided specifically for the purpose of paying for rent or mortgage payments.	
Transitional Housing	Connection to housing situations with a time limit to how long client can stay, <i>such as halfway houses.</i>	
Income Support		
<i>The Income Support service type covers services provided to help clients obtain a source of income through public or veterans benefits, or one-time infusions of funds for emergency situations.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Emergency/One-time Financial Assistance	Defined as one-time financial assistance that is not designated for any particular need (i.e. not specifically for rent, food, utilities, medical expenses, etc.). Examples could include financial assistance provided for clients following a fire or natural disaster, or compensation provided to victims of crime.	A client was recently the victim of a hit and run accident, and is eligible for victim compensation funds to help cover medical bills, counseling expenses, and lost wages that were a result of being a victim of crime.
SSI/SSD & Disability Benefits	Defined as cash assistance provided to eligible individuals based on a disability or inability to perform a substantial amount of work due to an impairment. <i>Examples include Supplemental Security Income (SSI), Social Security Disability Income (SSD), State Supplemental Disability programs, Workers' Compensation, and Railroad Workers Disability Insurance.</i> This could also include advocacy on behalf of clients to	



	challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	
TANF/Cash Assistance Programs	Defined as cash assistance provided to eligible low-income individuals and families primarily based on income. <i>Examples include Temporary Assistance for Needy Families (TANF), state cash assistance programs, and cash assistance for special populations (Native Americans, and refugees and other humanitarian entrants).</i> This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	
Unemployment Insurance	Defined as cash assistance provided to eligible individuals who have lost their jobs through no fault of their own. This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	
Veterans Pension & Disability Benefits	Defined as any VA-related cash benefits , including veterans' disability compensation benefits, veterans' and survivors' pension benefit programs, and aid and attendance benefits. This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	

Individual and Family Support

The **Individual and Family Support** service type includes non-clinical services that replace or supplement familial care and support to promote personal development and help individuals and families achieve/maintain stability.

Subtype	Definition & Examples	Potential Referral Scenario
Adult Day Programs	Supportive programs for aging or disabled individuals that provide activities, personal or attendant care, therapeutic support, and vocational training during the daytime hours, typically during the work week.	A client diagnosed with an intellectual disability is not able to work, but is interested in participating in meaningful daily activities.
Caregiving Services	Providing caregivers for individuals who need care/support at home or otherwise.	A client needs someone to assist her aging mother at home while she is at work.
Child Care	Defined as any type of childcare services , including daycares, before and after school programs, and babysitting services.	
Developmental Delay & Disability Support	Any type of support for individuals experiencing a developmental delay or disability, including early intervention services through IDEA Part C, and community-based services for these individuals.	
Environmental Modifications/Accessibility	Wheelchair/ADA accessible home/personal vehicle improvements , such as installing ramps, handle bars in showers, skid-proof flooring, visual alarms/lights for deaf and hard of hearing, hallway handrails, door widening, or car modifications for wheelchairs.	



Family Support Home Visiting	A broad array of home-based services for pregnant women, young children, and their families, with a focus on promoting parent and child physical and mental health, bonding and attachment, confidence and self-sufficiency, and positive, non-violent parenting practices.	
Holiday Programs	Fulfilling holiday wishes of low-income children/families/seniors who may not otherwise receive holiday gifts, holiday food, holiday celebrations, etc.	
Interpretation Services	Interpretation services for speakers of a language other than English, or for individuals who are deaf or hard of hearing.	
Life Coaching	Services helping individuals identify and achieve personal goals .	
Life Skills Training and Support	Training and support services designed to help participants build life skills to improve their ability to live as independently as possible. Services aim to assist participants with issues such as self-care, task completion, communication skills, interpersonal skills, socialization, sensory/motor skills, mobility, community transportation skills, problem solving skills, money management, pre-vocational skills and skills to maintain a household.	
Mentoring	Relationships in which a more experienced or more knowledgeable person helps to guide/ mentor a less experienced or knowledgeable one. <i>Examples can include professional mentoring, as well as organizations such as Big Brother, Big Sister.</i>	
Parenting Education	Support/education for parents and families raising children to help parents understand children's development and needs, as well as their own parental roles and responsibilities.	
Peer Support	Guidance and support toward increased wellness provided for people experiencing disruptive life conditions, or undergoing recovery from mental health, substance use, or trauma conditions by other individuals who have experienced similar life conditions, and/or mental health, substance use or trauma issues.	A client is a veteran who has had a difficult time transitioning to civilian life and would benefit from connecting with another veteran, either in person or over the phone.
Respite Care	Temporary care for dependent elderly, ill, or disabled individuals that provides relief for their usual caregivers . This can occur either inside the person's residence or at a separate facility/location.	
Service Animals	Programs that provide service animals who are trained to do work or perform tasks for the benefit of an individual with a disability. <i>Examples include autism service animals, emotional support animals, facility animals, guide dogs, hearing alert animals, medical alert animals, mobility assistance animals, psychiatric alert assistance animals, and seizure response animals.</i>	



Social Services Case Management	Holistic services provided by a social worker or case manager in a social services setting, usually with the primary goal of financially stabilizing a family/individual.	
Support Groups	Groups that meet regularly to provide support to their members, usually comprised of individuals who have experienced or are experiencing similar life situations (e.g. <i>bereavement, caregiver, lifestyle/transition, parenting/family</i>).	
Legal		
<i>The Legal service type covers professional legal services offering legal advice & counsel or representation for a wide variety of issues.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Bankruptcy Law	Legal assistance related to the reduction or elimination of debts , and potentially providing a timeline for the repayment of debts over time.	
Consumer Rights & Debt Advocacy	Legal assistance focused on protecting consumers' rights to be safe and informed in regard to goods or services they purchase, as well as exposing unfair practices, including those of abusive and unethical debt collectors.	
Conflict Resolution & Mediation	A process in which a neutral mediator assists the parties through constructive discussion and negotiation of their conflict in order to reach a mutually acceptable resolution.	
Criminal Law	Legal assistance relating to offenses against the community at large and the punishment of those who commit crimes .	
Education Law	Legal assistance related to schools, teachers, and the rights of citizens to a public education , as well as standards for those students who attend private schools.	
Employment Law	Legal assistance related to the relationship between workers, employing entities , trade unions, and the government.	
Expungements	Defined as the process by which an individual's prior criminal conviction is "sealed," or erased in the eyes of the law and made unavailable through the state or Federal repositories.	
Family Law	Legal assistance dealing with matters of significant impact on family relationships , particularly relating to adoption, divorce, custody, and abuse.	
Health Law	Legal assistance related to the delivery of health care services .	
Housing Law	Legal assistance related to housing , including eviction prevention, tenants' rights, preserving housing subsidies, and housing discrimination.	



Immigration Law	Legal assistance relating to an individual's immigration status and the associated legal rights, duties, and obligations.	
Military Discharge Upgrade	Legal assistance to improve a veteran's military discharge status .	
Military Law	Legal assistance related to the rules and regulations of the armed forces .	
Public Benefits Advocacy	Legal assistance related to contesting the decision on clients' public benefits applications, with the goal of securing them the benefit(s).	
Tax Law	Legal assistance related to taxation .	
Veterans Benefits Advocacy	Legal assistance related to contesting the decision on clients' veterans' benefits applications, with the goal of securing them the benefit(s)	
Wills & Estates	Legal assistance related to how an individual's property is distributed upon his/her death through wills, estates , etc.	
Mental/Behavioral Health		
<i>The Mental/Behavioral Health service type covers services provided by clinicians to assess, diagnose, treat or professionally counsel individuals to alleviate mental or emotional illness, symptoms, conditions or disorders.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Behavioral Skills Training and Support	Training and support services provided to help manage participants' difficult behaviors , and/or build social/communication/relationship skills.	A client diagnosed with autism and his family need assistance developing a behavior plan to improve his behavior at home and school.
Behavioral Health Medication Management	Services provided to improve the adherence and performance of prescribed behavioral health medications . Could include services such as one-on-one consultation and medication review, developing a care plan, synchronization and compliance packaging.	
Conjoint Counseling	Defined as counseling/psychotherapy where two or more people (e.g. couples, parent and child, etc.) are seen together.	
Crisis Intervention	Defined as ongoing preventive and support services for individuals and families that experience crisis frequently (e.g. for autistic individuals, individuals experiencing PTSD, etc.). Also includes immediate, short-term help to individuals who experience an event that produces emotional, mental, physical, and behavioral distress or problems (e.g. specific population crisis helplines, mobile crisis teams).	A veteran client reports that she suffers from PTSD and needs assistance developing and maintaining a crisis intervention plan.
Family Counseling	Defined as a type of counseling/psychotherapy that brings together members of a family to work through situation or relationship issues by improving communication and resolving conflicts.	



Group Counseling	Defined as a small group of patients with similar therapy needs and/or experiences who meet regularly to talk, interact, and discuss problems with each other and the group leader (therapist).	
Individual Counseling	Defined as counseling/therapy in which an individual works one-on-one with a trained therapist to explore their feelings, beliefs, or behaviors, work through challenging or influential memories, identify aspects of their lives that they would like to change, better understand themselves and others, set personal goals, and work toward desired change.	
Inpatient Mental Health	Defined as 24-hour services delivered in a licensed facility to provide clinical intervention for mental health diagnoses . Client can be living there either temporarily or longer term.	
Mental Health Evaluation	A mental health evaluation can include diagnostic evaluations (assessments of client's level of functioning for the purpose of diagnosis and designing a treatment plan) and psychological testing (standardized test instruments to assess client's cognitive, emotional, neuropsychological, verbal, and defensive functioning).	
Mental Health Expense Assistance	Defined as any financial assistance provided specifically for the purpose of paying for expenses incurred when receiving mental health support (e.g. inpatient MH hospital stay, copays for counseling services) not covered by insurance.	
Mental Health Information/Education	Defined as education, outreach, and information services for those experiencing mental health issues either personally or second-hand (loved one, family member, etc.).	
Psychiatric Services	Defined as diagnosis and treatment of psychiatric disorders , including Assertive Community Treatment (ACT), psychiatric case management, psychiatric medication monitoring, and psychiatric rehabilitation.	
Supportive Therapies	Defined as therapeutic techniques that are experiential, recreational, or expressive. <i>Examples include agritherapy, animal therapy, art therapy, dream therapy, equine therapy, horticultural therapy, hypnotherapy, light therapy, music therapy, play therapy, and recreational therapy.</i>	
Youth Mental Health Services	Defined as any mental health services specifically designated for individuals under the age of 18 .	



Money Management		
<i>The Money Management service type covers those services that help clients manage and improve their financial situation, such as financial literacy classes, budget counseling, or assisting with tax preparation.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Financial Counseling	Defined as one-on-one education and guidance on tackling debt, improving credit score, creating a budget, saving money for the future, preventing foreclosure, and opening a bank account.	A client has significant credit card debt and needs support to strategize and make a formalized plan for paying down the debt/consolidating it.
Financial Literacy Classes	Workshops/group classes providing education around creating a household budget, strategies to be able to save, and how to be smart about personal finances.	A client wants information and resources to understand how to best save their money for a future down payment on a home.
Tax Preparation Services	Assistance with and education on filing taxes.	
Physical Health		
<i>The Physical Health service type refers to clinical services provided to promote the physical well-being of individuals and to manage and prevent diseases.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Chronic Disease Prevention & Management	Defined as integrated care approaches, usually administered/overseen by a licensed medical professional, to prevent or manage chronic diseases such as diabetes, asthma, and heart conditions with the goal of improving quality of life while reducing health care costs by preventing or minimizing the effects of a disease. It generally includes screenings, check-ups, monitoring and coordinating treatment, and patient education. <i>Examples include Diabetes Prevention Programs and asthma self-management programs.</i>	Client is screened and determined to be prediabetic. She is referred to a Diabetes Prevention Program.
Dental Care	Defined as any health care services related to dental health , including preventive care (e.g. cleaning, routine office visits), restorative care (e.g. fillings and crowns), endodontics (e.g. root canals), oral surgery, orthodontics (e.g. retainers, braces), periodontics (e.g. scaling, root planning and management of acute infections or lesions); and prosthodontics (e.g. dentures and bridges).	
Health Care Coordination	Defined as care management or care coordination services provided in a clinical setting (such as those provided in health homes, PCMHs, etc.) that assist patients and their support systems in managing medical conditions more effectively by setting goals, creating a care plan, and coordinating with other entities.	
Health Coaching	A goal-oriented, client-centered partnership that is health-focused and occurs through a process of client enlightenment and empowerment	



	that is based upon behavior change theory. Generally delivered by health professionals, health coaching is an individualized educational approach to self-management through problem solving and goal setting, which can include in-person individual or group sessions.	
Home-based Care	Encompasses a wide variety of services administered in the home (rather than in an institution) to treat an illness, injury, or disability. <i>Examples include personal care services, private nursing services, and certified home health care services.</i>	Client's illness has worsened and her daughter is no longer able to provide an adequate level of care. She is referred for home health care services.
Hospice & Palliative Care	Hospice and palliative care both provide care to address symptoms and side effects of disease and treatment for patients with life-limiting illnesses. Palliative care can be delivered while the patient is actively receiving treatment and can also treat emotional and practical elements of the illness. Hospice care is reserved for terminally ill patients when treatment is no longer curative during the last 6 months of life, assuming the disease takes its normal course. Either can be provided at a facility or in a client's home, depending on client needs and circumstances.	
Long Term Care (Facility-based)	Facility-based long-term care refers to a continuum of medical and social services, specifically provided within an institution rather than the community/home, designed to support the needs of people living with chronic health problems that affect their ability to perform everyday activities.	
Medical Equipment/Assistive Technology	Assistance in paying for and obtaining medical equipment and assistive technology . Medical Equipment includes equipment which is primarily and customarily used for medical purposes and is not generally useful in the absence of illness or injury (e.g. <i>hospital beds, wheelchairs, hemodialysis equipment, respirators, medical regulators, oxygen tests, crutches, canes, trapeze bars, walkers, inhalators, nebulizers, commodes, suction machines, traction equipment, etc.</i>). Assistive Technology includes devices or equipment used to increase, maintain, or improve an individual's functional capabilities (e.g. <i>hearing aids, orthotics, captioned telephones, screen readers, voice output communication devices, bedside and raised seats, hospital beds, shower chairs, wheelchairs, walkers, canes, etc.</i>).	
Medical Expense Assistance	Defined as any financial assistance provided specifically for the purpose of paying for expenses related to medical expenses that is not covered by insurance.	



Medication Management	Services provided to improve adherence to and performance of prescribed medications, which could include medication review, patient technique training, promoting compliance through refill reminder programs, etc.	
Primary Care	Defined as the provision of regular, day-to-day healthcare for any population, including pediatric and reproductive/gynecological care (e.g. maternity care, family planning services, birth control, STI and pregnancy tests and prevention).	
Rehabilitative/Habilitative Services	Habilitative services are defined as health care services that help you keep, learn, or improve skills and functioning for daily living (e.g. therapy for a child who isn't walking or talking at the expected age). Rehabilitative services are defined as health care services that help you keep, get back, or improve skills and functioning for daily living that have been lost or impaired because you were sick, hurt, or disabled. <i>These services may include physical and occupational therapy, speech-language pathology, psychiatric rehabilitation services, hippotherapy, and other services for people with disabilities in a variety of inpatient and/or outpatient settings.</i>	
Screenings & Immunizations	Includes general diagnostics/screenings such as physical exams, x-rays, and blood tests to identify potential risk factors or early stages of disease, as well as vaccinations and immunizations to induce immunity or resistance to infectious diseases.	
Specialty Care	Defined as any specialized health care services outside of primary, dental, and eye care, <i>such as dermatology, oncology, podiatry, etc.</i>	
Social Enrichment		
<i>The Social Enrichment service type includes classes and activities focused on building relationships, promoting community, and increasing feelings of social connectedness.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Advocacy Groups	Defined as groups of specific populations with shared interests, often gathered to influence public opinion and/or policy (politics, religion, moral, health, commercial).	
Arts & Crafts Classes	Encompasses a wide variety of arts & crafts activities involving making something with one's own hands. <i>Examples include crocheting, figure drawing, knitting, painting, pottery classes, sewing, and stamping classes.</i>	
Cooking Classes	Defined as classes teaching cooking techniques , including cuisine-based and skills-based classes.	



Leadership Development	Encompasses a wide range of activities, including seminars and mentoring opportunities, to assist in expanding an individual's capacity to perform in leadership roles , professionally, politically, or extracurricularly.	
Music Classes	Defined as classes or formal instruction in playing a musical instrument or singing, individually or as part of a group.	
Peer to Peer Networking	Defined as networking between groups of peers with common interests, backgrounds, and/or goals in order to cultivate productive relationships to promote career/personal aspirations.	
Professional Development	Defined as activities that actively develop skills to benefit an individual's professional life , including public speaking, professional networking, and job development.	
Special Interest Clubs	Defined as social clubs and societies specific to special interests and hobbies .	
Volunteer Opportunities	Defined as the voluntary commitment of time and energy for the benefit of one's community, environment, or individuals outside one's immediate family. These opportunities are undertaken freely and by choice, without concern for financial gain. <i>Examples include after school tutoring, or working at a local soup kitchen or food pantry.</i>	
Youth Development	Defined as activities with the purpose of enrichment and development for individuals under the age of 18 .	
Spiritual Enrichment		
Subtype	Definition & Examples	Potential Referral Scenario
No Subtypes	Defined as an activity or connection made to a local religious or faith-based group/leader to improve an individual's sense of spirituality.	
Sports and Recreation		
<i>The Sports and Recreation service type includes programs and services focused on organized physical activity for adults and youth of all ability levels.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Adaptive Sports	Defined as sports for people with disabilities , including ADA/wheelchair-accessible sports.	A client with a physical disability misses participating in team sports, and is looking for one she might be able to play.
Boating/Water Activities	Defined as any activity taking place in water and/or a boat , such as canoeing, diving, kayaking, paddle boarding, powerboating, rowing, sailing, snorkeling, scuba diving, surfing, swimming, wakeboarding, and water skiing.	



Exercise Classes/Groups	Defined as any type of class or activity attended for the purpose of physical activity/exercise , such as aerobics, aquarobics, capoeira, dance (ballet, hip hop, jazz, tap), personal trainer services, physical fitness, Pilates, weight lifting, weight training, and yoga.	
Extreme Sports	Defined as recreational activities perceived as involving a high degree of risk , which often involve speed, height, a high level of physical exertion, and highly specialized gear. <i>Examples include hang gliding, ice climbing, off road vehicle riding, mountain climbing, rock climbing, rodeo, skydiving, and white-water rafting.</i>	
Individual/Team Sports	Defined as general recreational activities played individually or in a team . <i>Examples include archery, badminton, baseball, basketball, biking, billiards, bowling, boxing, cheerleading, cricket, curling, cycling, discs/Frisbee, equestrian activities, fencing, football, games (bocce, chess, horseshoes), golf, gymnastics, handball, hockey, lacrosse, paintball, racquetball, rugby, skateboarding, skating, soccer, softball, squash, table tennis, tennis, track and field, volleyball, water polo, and wrestling.</i>	
Martial Arts	Defined as traditional forms of self-defense or combat that rely on physical skills rather than weapons. <i>Examples include aikido, judo, jujitsu, karate, kendo, kickboxing, kung fu, t'ai chi ch'uan, and tae kwon do.</i>	
Outdoor Activities	Defined as recreational activities engaged in in the outdoors , often in natural or semi-natural settings out of town. <i>Examples include farming, fishing, gardening, hiking, horseback riding, horticulture, hunting, and spelunking.</i>	
Snow Sports	Defined as recreational activities or sports played on snow or ice. <i>Examples include cross-country or downhill skiing, sledding, snowboarding, snowmobiling, and snowshoeing.</i>	
Substance Use¹		
<i>The Substance Use service type refers to clinical services provided to address substance use disorders.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Drug/Alcohol Testing	Defined as testing administered for the purpose of determining the presence or absence of alcohol or a drug in a person's body.	
Harm Reduction	Harm reduction programs promote scientifically proven ways of mitigating health risks associated with drug use and other high-risk	

¹ Informed by the Substance Abuse and Mental Health Administration (SAMHSA) guidelines on treatments for substance use disorders: <https://www.samhsa.gov/treatment/substance-use-disorders>.



	behavior, with a non-judgmental approach. <i>Examples include access to sterile syringes, medications for opioid dependence such as methadone and buprenorphine, and overdose prevention.</i>	
Substance Use Counseling	Substance use counseling can be provided individually or at a group level, and focuses on reducing or stopping substance use, skill building, adherence to a recovery plan, and social, family, and professional/educational outcomes.	
Substance Use Expense Assistance	Defined as any financial assistance provided specifically for the purpose of paying for expenses related to substance use treatment.	
Substance Use Recovery Support	Recovery support services are non-clinical services that are used with treatment to support individuals in their recovery goals. <i>These can include specialized living situations, self-help and support groups, staffing drop-in centers, and education about strategies to promote wellness and recover.</i>	
Substance Use Treatment	Substance use treatment can include both inpatient and residential treatment, as well as intensive outpatient services. It is focused on detoxification (or medically managed withdrawal), intensive treatment to help individuals change their behaviors, and preparation for a return to community-based settings. It can be provided in specialty substance use disorder treatment facilities, facilities with a broader behavioral health focus, or by specialized units within hospitals.	
Tobacco Cessation	Defined as programs that assist in the process of discontinuing tobacco smoking.	
Transportation		
<i>The Transportation service type includes programs that provide for the basic transportation needs of the community including special arrangements for older adults, people with disabilities and other community residents who have no personal transportation and are unable to utilize or afford public transportation.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Ride Coordination	Defined as free or low-cost ride coordination services to assist eligible individuals in transportation to and from appointments and services. <i>Examples include donation-based senior transportation programs and paratransit services for elderly and disabled individuals.</i>	A senior client is interested in attending a senior dining center in her area, but does not have access to a car or public transportation. She is referred to a local agency that runs a donation-based transportation program for seniors.
Transportation Expense Assistance	Any program/organization that provides general (usually one-time, not ongoing) financial assistance with paying transportation costs. This could include expenses such as covering car insurance, car repairs, etc.	A client's car broke down and he needs new tires. He is referred to a program that will pay for the tires.



Transportation Passes/Vouchers	Defined as discounted or subsidized transportation costs through passes or vouchers. <i>Examples can include bus passes, gas cards, free metrocards, and other transportation assistance programs.</i>	A client is newly employed and needs assistance getting to her job before she receives her first paycheck. She is referred to a program that provides her with a months' worth of free bus passes.
Utilities		
<i>The Utilities service type includes programs that provide application/advocacy or financial assistance for people who are at risk of having their utilities shut off.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Home Energy/Utilities Benefits	Application assistance and enrollment in home energy/utilities benefits , such as the <i>Low Income Home Energy Assistance Program (LIHEAP)</i> . This could also include advocacy on behalf of clients to challenge eligibility decisions, submitting appeals (those that don't require legal assistance), etc.	It's January and a client mentions he is having trouble making his heating payments. A referral his made to a local social services agency to apply for LIHEAP.
Utility Bill Payment Assistance	Any program/organization that provides general (usually one-time, not ongoing) financial assistance with paying utilities bills (e.g. gas, phone/cable bills, electric and water bills).	
Wellness		
<i>The Wellness service type includes programs that offer individual and/or group sessions to help participants understand how their lifestyle impacts their physical and mental health and develop personal practices that enhance their total well-being.</i>		
Subtype	Definition & Examples	Potential Referral Scenario
Alternative Medicine	Alternative medicine is defined as any treatment or practice that is not part of the standard care traditionally taught in medical schools. <i>Examples can include acupressure, acupuncture, alternative pain management, aromatherapy, biofeedback, chiropractic therapy, crystal therapy, energy healing, herbal medicine, homeopathy, magnetic therapy, massage therapy, naturopathy, reflexology, reiki, traditional healing (Ayurveda, Native American Traditional Healing, Spiritual Healing, Traditional Chinese Medicine).</i>	A client has been experiencing re-occurring pain due to an old injury, and is hesitant to take pain medication. She is interested in exploring alternative medicine options to deal with the pain.
Health Literacy Classes	Workshops/group classes providing education around how to find, understand, and use health information and services.	
Mindfulness and Meditation	Mindfulness and meditation are techniques or practices often used as a way to reduce stress and improve healthy living by assisting individuals in reaching a heightened level of consciousness and concentration. <i>Examples can include autogenic therapy, deep breathing, guided imagery, meditation classes, and mindfulness classes.</i>	A client is under stress due to her role acting as primary caregiver for her elderly mother, and would like to be referred to a provider offering meditation classes to help manage her stress.



Nutrition Education	<p>Nutrition education promotes better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants in a group or individual setting to help them understand and apply the principles of healthful diet and lifestyle choices. <i>Examples can include healthy eating programs and weight loss programs.</i></p>	<p>A young father meets with his employment case manager and mentions he and his wife have been struggling with providing healthy meals for his daughter. He is interested in learning about cooking healthy meals. He is referred to the local university's Nutrition Education Program for young families.</p>
Therapeutic Programs & Retreats	<p>Therapeutic programs & retreats are defined as any programs or multiple day trips with a therapeutic benefit as the main purpose. <i>Examples include weeklong outdoor therapeutic retreats for service members and their supporters with Traumatic Brain Injuries, Post-Traumatic Stress, Military Sexual Trauma, and Polytrauma.</i></p>	
Wellness Expense Assistance	<p>Defined as any financial assistance provided specifically for the purpose of paying for expenses related to wellness services (i.e. expense assistance for alternative health programs such as acupuncture and general wellness).</p>	

