

HOMEMAKER SERVICE SPECIFICATIONS
(These rules are subject to change with each new contract cycle)

1.0 Definition

- 1.1 **Homemaker** services enable a client to achieve and maintain a clean, safe, healthy environment, assist the client to manage personal appointments and day-to-day household activities as authorized by the case manager.

- 1.2 **Homemaker Escorted Client Transportation (*Optional service*)** enables a client to travel to necessary locations such as a grocery store, post office, bank, etc. **with** a homemaker escort, in the homemaker escort's vehicle, or designated agency vehicle. Homemaker escorts are not permitted to use a client's vehicle. The service is designed to meet the needs of clients who lack strong support systems and require supervision and assistance due to physical or mental impairments. ***Provider agencies interested in this area of service delivery must contact the FCOA Quality Improvement Manager to obtain authorization to provide this service.***

2.0 Unit of Service

- 2.1 A unit of Homemaker service is one hour of direct client service.

- 2.2 A unit of Homemaker Escorted Client Transportation service is one hour of direct client service billed at 1.5 times the provider agency's unit rate for Homemaker service.

- 2.3 The unit rate shall include administration, supervision, travel and documentation time.

3.0 Provider Agency Requirements

- 3.1 The Provider shall assure service delivery capability at least five days each week.

- 3.2 The Provider shall have a written policy addressing workers handling of client funds.

- 3.3 For Homemaker Escorted Client Transportation, the homemaker shall use his/her own vehicle or a designated agency vehicle, and the provider shall ensure proof of a valid driver's license and proper insurance (i.e. a business rider).

- 3.4 The provider must make a reasonable effort to provide homemaker escort transportation to the closest location possible. Locations will be agreed upon by

the FCSO case manager and provider. Locations will be limited to those that can accommodate a client's daily living needs (i.e., public benefits, grocery store, pharmacy, bank, post office, doctor's office). Exceptions may be determined by the FCSO case manager.

3.5 The Provider shall develop and implement an internal Quality Assurance plan, for the purpose of assuring clients are receiving quality services as authorized by FCSO.

3.6 ***Optional Extended Hours:*** **Homemaker services** that are provided after 7:00 p.m. Friday and before 7:00 a.m. Monday (weekend service) may be billed at 1.25 units for each single service unit. Providers must obtain prior authorization by the FCSO case manager in order to provide and bill for weekend service delivery. Failure to obtain prior approval may result in refusal of payment.

4.0 Personnel Qualifications

The Provider staff shall have the following qualifications:

4.1 **Homemaker Supervisor:**

The Homemaker Supervisor must demonstrate evidence of one of the following qualifications.

a) Is a registered nurse, a licensed practical nurse or a social worker currently licensed to practice in the state of Ohio;

OR

b) Possesses a bachelor's degree or an associate degree in a health or human services field of study.

OR

c) Possesses a minimum of four years of direct home and community based service provision experience.

4.2 **Homemaker Paraprofessional:**

The Homemaker Paraprofessional must demonstrate evidence of one of the following personnel qualifications:

a) Successful completion of the nurse aide competency evaluation program conducted by the Ohio Department of Health,

OR

b) Successful completion of the Medicare competency evaluation program for home health aides without a 24 month lapse in employment as a nurse aide or home health aide

OR

c) One year of paid supervised employment experience in a health or

human services field, and successful written and skill testing by return demonstration,

OR

- d) Successful completion of a certified vocational program in a health-related field and successful written and skill testing by return demonstration.

OR

- e) Successful completion of at least twenty hours of training and skill testing by return demonstration that includes, but is not limited to the following:
 - a) Housecleaning Skills
 - b) Meal preparation/Nutrition
 - c) Laundry
 - d) Basic Home Safety
 - e) Universal Precautions and Infection Control
 - f) Communicable Diseases
 - Hand washing
 - Disposal of bodily waste
 - g) Body mechanics for direct service worker
 - h) Communication and Listening Skills
 - i) Client mobility
 - j) Emergency Protocol
 - k) Role and Expectations of Homemaker paraprofessional
 - l) Documentation Skills

4.3 The twenty hours of instruction do not include agency orientation or FCSO program orientation.

4.4 The twenty hours of instruction may be provided via a combination of classroom and supervised field experience.

5.0 Homemaker Paraprofessional Supervision

The Provider shall assure that a Homemaker paraprofessional performs services outlined in the FCSO authorized care plan and that the Provider's supervisor oversees the Homemaker staff member in client care tasks.

- 5.1 The supervisor shall complete and document a home visit to confirm the daily activities of the Homemaker paraprofessional before client care is initiated.
 - a) The supervisor shall prepare a written initial client assessment and homemaker daily care plan specific to each client and consistent with the FCSO authorized plan.

- b) The supervisor shall obtain client's signature and date on the care plan.
- c) The supervisor shall provide each Homemaker paraprofessional with a copy of the daily plan for each client assigned.

5.2 The supervisor shall evaluate the Homemaker paraprofessional's compliance with the daily care plan and FCSO authorized plan at least every ninety days. Results of the evaluation shall be documented in a written ***Client Supervisory Visit Report*** and shall include the following:

- a) A review of documented Homemaker client contacts including list of tasks performed and client's response to service.
- b) A supervisory visit with the client in the client's home.
- c) The supervisor shall obtain client's signature and date on the ***Client Supervisory Visit Report***.

5.3 The supervisor shall complete, sign, and date the ***Client Supervisory Visit Report*** every ninety days and maintain documentation to show the report was forwarded to the FCSO Case Manager within two weeks of the visit.

5.4 The supervisor shall assure that documentation for each episode of service delivery includes the tasks performed, the client's response to the service, the date of the service, the time in/out, and the signatures of the client/caregiver and the homemaker paraprofessional.

6.0 Continuing Education

The Provider shall furnish a minimum of eight hours of continuing (in-service) education for each Homemaker paraprofessional annually.

- 6.1 The Provider shall maintain signed documentation of Homemaker staff participation in continuing education sessions.
- 6.2 The eight hours of continuing education requirement is in addition to the twenty hours of training instruction and skill testing.
- 6.3 The following topics are recommended for Homemaker paraprofessional continuing education instruction.
 - a) Health and Wellness
 - b) Normal Aging
 - c) Illness and Disability
 - d) Chronic Diseases
 - e) Special Needs of the Elderly

- f) Death and Dying
- g) Universal Precautions

7.0 Duties and Responsibilities

The Provider shall assure Homemaker paraprofessional assignment and capability to perform services outlined in the authorized care plan and/or requested by the client which may include any of the following tasks.

- 7.1 House Cleaning:
 - a) Dusting and straightening furniture
 - b) Cleaning floors and rugs by wet/dry mop and vacuum sweeping
 - c) Cleaning the kitchen, including washing dishes, pots and pans
 - d) Cleaning the outside of appliances, counters and cabinets
 - e) Cleaning ovens, defrosting and cleaning refrigerators
 - f) Maintaining a clean bathroom, including cleaning the tub, shower, sink, toilet bowl and medicine cabinet; emptying and cleaning commode chair/urinal
 - g) Changing linens and making beds
 - h) Washing inside windows within reach from floor
 - i) Removing trash from the home

- 7.2 Meal Preparation and Nutrition:
 - a) Meal preparation
 - b) Special diet preparation with qualifying instruction by Supervisor
 - c) Cleaning of eating and food preparation areas
 - d) Food shopping, including purchase planning, handling of client funds and return of receipts. (Refer back to Homemaker Specification 3.2 for reference.)

- 7.3 Laundry:
 - a) Separating, washing and drying client's clothes and linens in the client's home or at the Laundromat. If using a Laundromat, it is not appropriate to launder more than one client's clothing simultaneously.
 - b) Folding and ironing clothes and linens
 - c) Putting away finished laundry
 - d) Hand mending at client's request

- 7.4 Basic Home Safety:
 - a) Identify and report safety hazards to immediate supervisor
 - b) Eliminate safety hazards with client and supervisor approval

- 7.5 Additional Activities:
 - a) Reading to and writing for the client at the client's request

b) Accompany client to appointments

7.6 Errands:

a) Errands include but are not limited to grocery shopping, picking up prescriptions and household items.

8.0 Summary of Required Documentation

The Provider of Homemaker services shall maintain the following documentation:

Required Documentation	Due Date	Remarks
Initial Client Assessment and Homemaker Care Plan	Prior to start of care	Provider must maintain original documentation in client record
Client Supervisory Visit Report	Every 90 days (copy to CM within 2 weeks of visit)	Provider must maintain original documentation in client record
Supervisor and Homemaker case consultation and communication	As needed	Provider must maintain original documentation in client record
Documentation signed and dated by the client for each instance of service delivery	As provided	Provider must maintain original documentation in client record
Staff Continuing Education	Annual – 8 hours	Provider must maintain documentation in employee personnel file