

## Section 3.0 Scope of Work

### 3.1 Service Specifications

#### DEFINITIONS

**Minor Home Repair, Modifications, and Maintenance Services** provide environmental accessibility adaptations to the structural elements of the interior or exterior of a client's place of residence that enable the client to function with greater independence in the home and remain in the community. Modifications, maintenance and repairs that are excluded from this service are those adaptations or improvements to the home that are of a general utility and not of direct medical or remedial benefit to the client, such as carpeting, roof replacement, and adaptations which add to the total square footage of the home, etc.

**General Cleaning Services** are designed to improve, restore, or maintain a clean, sanitary, and safe living environment through the performance of tasks in the home that are beyond the client's capability. General cleaning services are provided only in cases where neither the client, nor anyone else in the household, is capable of performing or financially providing for the services, and where the FCOA case manager has determined that no relative, caregiver, landlord, community/volunteer agency, or third party is capable of or responsible for the provision.

**Biohazard Cleaning Services** are designed to improve, restore, or maintain a clean, sanitary, and safe living environment through the removal of hazards posing a threat to the client's health and welfare. Biohazard cleaning services are provided only in cases where neither the client, nor anyone else in the household, is capable of performing or financially providing for the services, and where the FCOA case manager has determined that no relative, caregiver, landlord, community/volunteer agency, or third party is capable of or responsible for the provision.

**Moving Services** is the moving of a client's furniture and belongings to another location within Franklin County. This service also includes the pickup and delivery of furniture from the Furniture Bank of Central Ohio.

**Extermination/Pest Control** means a service that improves, restores, or maintains a clean, sanitary and safe living environment through the performance of tasks in the home that are beyond the client's capability and the removal of pests posing a threat to the client's health and welfare.

#### SERVICE SPECIFICATION 1: UNIT OF SERVICE

- 1.1 A unit of service is one job order with a unit rate of the price quoted to and authorized by FCOA.
- 1.2 The unit rate shall include the cost of materials, labor, supplies, equipment, administrative costs and applicable fees associated with the job requested.
- 1.3 Furnace inspection may be billed as a separate job at the unit rate submitted by provider agency and when approved by care

consultant.

- 1.4 For General Cleaning Services only, a unit is one hour of direct client service and shall include administration, supervision, travel and documentation time.

## SERVICE SPECIFICATION 2: PROVIDER SERVICES

2.1 Minor home modification includes but is not limited to:

- a. Installation of devices to improve the client's ability to perform activities of daily living.
- b. Minor interior and/or exterior modification to improve the health and safety of the client.
- c. Enhanced accessibility modification, such as a ramp, steps, doorway, etc.

2.2 Minor home maintenance includes but is not limited to:

- a. Inspection, repair or replacement of furnace, other heating sources and water heaters.
- b. Plumbing and electrical repairs.
- c. Inspection and maintenance of water pumps.
- d. The installation of safety devices such as smoke alarms, and/or carbon monoxide detectors.

2.3 Minor household repairs that include, but is not limited to:

- a. Repair or replacement of screens.
- b. Repair or replacement of broken windows.
- c. Replacement/installation of electrical fuses.
- d. Handyman services (i.e., relighting a pilot light, replacing furnace filters or light bulbs).
- e. Snow removal and lawn care.
- f. Waste disposal.

2.4 General cleaning services include but are not limited to:

- a. Residential Cleaning Services enable a client to achieve and maintain a clean, safe, and healthy living environment. This is a reoccurring service (i.e., weekly or bi-weekly). Services shall include the following tasks as requested by the client:
  - Dusting and straightening furniture.
  - Cleaning floors and rugs by wet/dry mop by vacuum sweeping.
  - Cleaning the kitchen, including washing dishes, pots and pans.
  - Cleaning the outside of appliances, counters and cabinets.
  - Cleaning ovens, defrosting and cleaning refrigerators.
  - Maintaining a clean bathroom, including cleaning the tub, the surrounding wall area, shower, sink, toilet bowl and medicine cabinet; emptying and cleaning commode chair/urinal and cleaning floors.

- Changing linens and making beds.
  - Removing trash from the home.
  - Separating, washing, drying, and folding client's clothes and linens in the client's home or at laundromat.
- b. Biohazard Cleaning of homes with hoarding and unsanitary conditions including feces clean-up. This is a one-time service authorization that may include several days and could include washing affected walls and shampooing affected carpets or furniture.
- 2.5 Moving services include but are not limited to:
- a. Moving client's furniture and belongings within Franklin County.
  - b. Assist with packing or unpacking and providing boxes to clients when needed.
  - c. Pickup of furniture from the Furniture Bank of Central Ohio and deliver to client's home.
- 2.6 Extermination/Pest Control
- a. Treatment and removal of bed bugs.
  - b. Preparation of a client's home prior to bed-bug extermination.
  - c. Treatment and removal of fleas and/or ticks.
  - d. Treatment and removal of roaches.
  - e. Removal of small animals.

### SERVICE SPECIFICATION 3: SERVICE DELIVERY

- 3.1 Provider must respond to FCOA within 3 business days upon receipt of referral (not applicable to General Cleaning Services).
- 3.2 Provider must make contact with the assigned client within 3 business days to schedule a service date upon receipt of approved referral.
- 3.3 With the exception of General Cleaning Services, the Provider shall furnish FCOA with a written, itemized estimate of the work to be done via fax or email, a price quote within three (3) business days of the initial request or in an alternate time period acceptable to the FCOA Home Repair Manager or Inspector. In emergencies, where the health and safety of a client may be at risk, the provider shall respond with a quote by 9:00am the following day.
- 3.4 Provider must make all reasonable effort to deliver services as authorized.
- 3.4.1 In the event of a staff member absence, the Provider must make every effort to furnish a substitute to deliver the services as authorized by FCOA.
  - 3.4.2 In the event services cannot be delivered as authorized, the Provider must promptly notify FCOA of the following information:

- a. Client Name
- b. Reason service cannot be delivered
- c. If subsequent service order will be affected.

- 3.4.3 In situations of potential client and/or Provider staff jeopardy, the Provider must participate in FCOA problem resolution to promote continuing service delivery.
- 3.5 Provider must not increase or decrease units of client service or change the start of service or a schedule without prior written approval from FCOA.
- 3.6 The Provider shall inform the client and FCOA of any health and/or safety risk expected during the job, and shall assist the client and FCOA in coordinating time and dates of service to assure minimal risk of hazard to the client.
- 3.7 The Provider shall obtain client signature and date at the close of the job order, certifying that the work authorized has been completed, property is left in satisfactory condition, and incidental damages are repaired.
- \*Note: Provider may utilize an electronic service verification Method.*
- 3.8 In cases where a Provider is already in a client's home and identifies additional problems that the Provider believes should be fixed immediately, should be fixed in conjunction with the original repair, or could easily be fixed while in the client's home, the Provider may address the additional problems only if the Provider contacts FCOA to explain what the problem is, how it will be fixed, the cost of the additional repair, and obtains written authorization to complete the additional work.
- 3.9 Any additional work of 10% of the total cost or \$250, whichever is less, may be approved. Should this occur, Provider must notify FCOA as soon as possible, clearly document the additional expense on the invoice, and provide receipts.

#### SERVICE SPECIFICATION 4: PROVIDER AGENCY REQUIREMENTS

The Provider must obtain and furnish evidence of compliance with the following:

- 4.1 Appropriate licensure, required certifications, or other appropriate credentials to perform jobs requiring specialized skills, including but not limited to:
- f. Electrical;
  - g. HVAC;
  - h. Hydronics;
  - i. Plumbing;
  - j. Refrigeration; and
  - k. Pest Control.

- 4.2 Documentation that the property owner understands that the property will be left in a modified state after the client vacates the premises.
- 4.3 All permits required by law, including building permits prior to commencing each work or job order.
- 4.4 Any necessary inspections, inspection reports, and permits required by Federal, State, and Local laws upon completion of each job to verify that the repair, modification or installation was completed. The provider must obtain these inspections.

**SERVICE SPECIFICATION 5: SUMMARY OF REQUIRED DOCUMENTATION**

- 5.1 The Provider of Home Repair, Minor Modification, General Cleaning Services, Biohazard Cleaning Services, and Pest Control must furnish service specific documentation in addition to the documentation requirements of the FCOA Conditions of Participation. The service documentation required includes:
  - a. Record of service delivery and completion of specific service.
  - b. Pest Control licensure by the Ohio Department of Agriculture (applies only to Pest Control).
  - c. All other applicable permits and licenses as required by law, ordinance or professional standards.

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