

HOMEMAKER SERVICE SPECIFICATIONS

(These rules are subject to change with each new contract cycle.)

1.0 Definition

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 FCSO case manager.

Homemaker Escort Transportation (optional service) enables a client to travel to necessary locations such as a grocery store, medical appointment, post office, bank, etc. with an escort. The escort remains with the client the entire time to provide assistance as requested by the client. The client must go with the escort to the destination, in the escort's vehicle or designated agency vehicle. Escorts are not permitted to use a client's vehicle. This 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. *Once awarded a contract, Provider agencies interested in this service must contact the FCOA Quality Improvement Manager to obtain authorization to provide this service. A unit of service is one hour and clients may be awarded a maximum of six (6) hours per month. This service will be reimbursed at 1.5 times the agency's unit rate for Homemaker Services.*

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 Escort Transportation** services 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 **Homemaker Escort 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 auto and liability insurance (i.e., business rider.)

- 3.4 The Provider must make 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 **Optional Extended Hours**: 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. 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.

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) 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 two 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 under section 3721.31 of the Revised Code within the last twenty-four months;
- OR**
- b) One year of paid supervised employment experience in a health or human services field, and successful written and skill testing by return demonstration;

OR

- c) Successful completion of the Medicare competency evaluation program for home health aides required under 42 C.F.R. Part 484, without a twenty-four month lapse in employment as a nurse aide or home health aide;

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 (20) hours of training including but not limited to the following:
 - Housecleaning Skills
 - Meal preparation/Nutrition
 - Laundry
 - Basic Home Safety
 - Universal Precautions and Infection Control
 - Communicable Diseases
 - Hand washing
 - Disposal of bodily waste
 - Body mechanics for direct service worker
 - Communication and Listening Skills
 - Client mobility
 - Emergency Protocols
 - Role and Expectations of Homemaker paraprofessional
 - Documentation Skills
- f) Prior to provision of services to a client, the provider must conduct written testing and skills testing by return demonstration of homemaker paraprofessional. Testing shall cover all topics covered in the twenty (20) hours of training.
- g) The twenty (20) hours of instruction shall not include FCSO program and agency orientation hours required for new agency employees as specified in the Conditions of Participation.
- h) The twenty hours of instruction may be provided via a combination of classroom and supervised field experience.
- i) The Homemaker Paraprofessional must be able to communicate with the client/families and emergency service systems personnel.

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 (90) days. The evaluation shall include a review of documented Homemaker client contacts including a list of tasks performed and client's response to service. Results of the evaluation shall be documented in a written ***Client Supervisory Visit Report every ninety (90) days.***

- a) A supervisory evaluation visit shall be conducted with the client in the client's home at six (6) month and twelve (12) month intervals and documented in Client Supervisory Visit Report.
- b) A supervisory evaluation visit shall be conducted with the client in the client's home or over the phone at the three (3) month and nine (9) month intervals and documented in a Client Supervisory Visit Report.
- c) The supervisor shall obtain the client's signature and date on the Client Supervisory Visit Report at the 6 month and 12 month evaluations only.
- d) **Homemaker Escort Transportation:** Supervisory visits for Escort Transportation may be combined with other evaluations of services being provided to client. When client's only service is Escort Transportation, supervisory evaluations shall be conducted every ninety (90) days with client by phone.

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
- h) Culture Diversity
- i) LGBTQ Education and Sensitivity
- j) Maintaining Professional Boundaries
- k) Bed Bug 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, the surrounding wall area, shower, sink, toilet bowl and medicine cabinet; emptying and cleaning commode chair/urinal and cleaning floors
 - 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. ***At no time is it appropriate for the homemaker to purchase own items, lunch or groceries while functioning as a paraprofessional.***
- 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. ***At no time is it appropriate for the homemaker to launder his/her clothing with those of the client's 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) Purchase errands including but not limited to grocery shopping; picking up prescriptions, household items, and personal items.
 - b) Errands are to be completed for the client by the homemaker. ***At no time is the homemaker permitted to take the client with him/her to complete the errands. Homemakers are not permitted to use a client's vehicle or transport the client in their own vehicle.***
- 7.7 **Homemaker Escort Transportation:**
- a) Help client find the office inside the building;
 - b) Assist client with paperwork during check-in and check-out;
 - c) Carry groceries and package for client;
 - d) Assist client with getting in and out of the building;
 - e) Assist client with getting in and out of vehicle;
 - f) Ensure client arrives home safely.
 - g) Provide assistance as requested by client or FCSO Case Manager.

