

EXHIBIT B: HOMEMAKER SCOPE OF WORK

Policy

Homemaker service is designed to provide assistance to compensate for functional or cognitive limitations. Homemaker services assist eligible individuals in their own homes to restore, enhance, or maintain their capabilities for self-care and independent living. (IDAPA 15.01.01.040.01)

Purpose of Service

- Maintain Independence and Dignity. To secure and maintain in a home environment the independence and dignity of consumers who are capable of self-care with appropriate supportive services.
- Prevent Institutionalization. To avoid or delay placement into long-term care institutions.
- Remedy Harmful Living Arrangements. To promote the health and safety of the consumer.
- Crisis Intervention. To assist the consumer through a crisis, if the homemaker service(s) required meet the consumer's needs and can be provided within the guidelines set forth in the applicable rules and regulations.

Eligibility

Determination of eligibility for services is the responsibility of the Area Agency on Aging of North Idaho (AAANI) Information and Assistance staff. Generally, individuals who are 60 years of age or older are eligible if they are unable to maintain their own homes and meet a minimum assessed score as determined by the AAANI. A referral for service, received from any source, must be screened using the homemaker assessment in the ICOA approved GetCare assessment instrument. Potential clients must be sixty (60) years of age or older with a functional ability score of 14 or higher to be eligible for services. Only one person per household may be enrolled in the homemaker program. The Service Provider will be notified by the AAANI when homemaker services are authorized.

When consumers are determined to be eligible for other formal homemaker services such as Medicaid, they are no longer eligible for AAANI homemaker services.

Types of Services Performed

Homemaker services include, but are not limited to, the following activities:

- General housekeeping
- Essential errands
- Laundry services
- Meal preparation (only when home-delivered meals are not available)
- Washing dishes
- Making and changing of beds

Exclusions

Homemakers shall not perform the following services, which are not eligible for reimbursement from the AAANI:

- Meal preparation if receiving AAANI home-delivered meals. Homemakers shall not prepare meals for a consumer if they are currently authorized and receiving AAANI home-delivered meals.
- Transportation. Homemakers shall not transport a consumer.
- Medical judgments. Homemakers shall not make medical judgments or any determinations regarding the application of advance directives and no passing of medication.
- Bathing and washing hair. Homemakers may not assist consumers with bathing or washing hair, or both, if the Service Provider does not have adequate and appropriate insurance coverage.

Unit of Service

A unit of service equals one hour, or fraction thereof, in quarter hour increments, in service to the consumer. Travel to and from the consumer's home to provide homemaker service is not included in service unit measurement.

Cost Sharing Payments

- n/a

Consumer Enrollment

- Each consumer assessed and authorized to receive homemaker services may choose the authorized Service Provider of their choice. A consumer may, at any time and at their sole discretion, terminate the services of the Service Provider and work with Information & Assistance staff to choose another authorized Homemaker Service Provider. A consumer must be contacted by the new Service Provider within five (5) business days upon receipt of approval for service by the AAANI.
- The Service Provider must designate one point of contact to receive incoming referrals and updated homemaker services allocations, and to acknowledge and respond (in writing) to correspondence. The ICAT Homemaker authorization form must be signed no later than the start of service date and returned via email or fax to AAANI. If the Service Provider fails to return the referral form within such ten (10) business day period, the consumer may select another authorized Service Provider.
- The Homemaker Service Provider is required to document each consumer visit, noting the tasks accomplished, the beginning and ending time of each visit, and any changes in consumer condition or circumstances. The consumer, or in-home family caregiver of a consumer with dementia, will verify the service units and timelines of each visit by signing the documentation.
- If the Service Provider is unable to provide service on the third consecutively scheduled day, the AAANI Information and Assistance staff will be notified in writing within three (3) business days of the third missed day.

- Any change that impacts consumer service must be discussed jointly by the Service Provider and a representative of the AAANI Information and Assistance. Changes include, but are not limited to, staffing difficulties, scheduling problems, and conflicts between consumer and Service Provider personnel.

Accommodations

- Accommodations for Geographic Inaccessibility. All Service Providers shall make and document efforts to locate and hire workers to meet the consumer service need. Documented efforts include employment advertising and networking efforts.
- Accommodations for Language. All Service Providers shall make reasonable accommodations to work with persons who speak a language other than English.
- Cultural Accommodations. All Service Providers shall make reasonable accommodations for cultural differences and take them into account when delivering services.
- Accommodations for Disabilities. All Service Providers shall make reasonable accommodations to work with persons who have vision or hearing impairments or other disabilities.

Training & Supervision

- Orientation. All service workers shall receive an employee orientation from the Service Provider before performing any services. Orientation shall include the purpose and philosophy of services, review of pertinent skills, program regulations, policies and procedures, proper conduct in relating to consumers, and handling of confidential and emergency situations involving a consumer.
- In-Service Training. Service Providers shall annually provide service workers with a minimum of ten (10) hours training for the purpose of upgrading their skills and knowledge.
- Bathing and hair washing. Service Providers (who have adequate and appropriate insurance coverage) shall ensure that service workers who assist consumers with bathing and hair washing receive specific training in performing these services before being assigned to a consumer.
- Supervision. Service Providers shall maintain written job descriptions for all service workers and shall have written personnel policies. All service workers shall receive a written annual performance evaluation. Supervisors of service workers shall be available to service workers during work hours to discuss changes in consumers' circumstances, to resolve problems with schedules, or to respond to emergencies.

Medical Emergencies

In case of medical emergency, service workers shall immediately call 911 or the available local emergency medical services and, if appropriate, shall initiate CPR.

Restrictions

Service Providers shall insure, through personnel policies, orientation procedures, signed service workers' agreements, and supervision, that the service worker's conduct

is governed by the following restrictions. A copy of these restrictions, signed by the service worker, shall be placed in each service worker's personnel file.

- Service workers shall not accept money or a loan, in any form, from a consumer.
- Service workers shall not solicit the purchase of goods, materials, or services from a consumer.
- Service workers shall not provide a personal telephone number or home address to consumers.
- Service workers shall not work privately for a consumer outside the scope of this Contract.
- Service workers shall not enter a consumer's residence in the consumer's absence.
- Service workers shall not engage in religious proselytizing during the course of employment.
- Service workers shall not administer medications. A service worker may remind a consumer to take medications, assist with removing the cap from a multi-dose or bubble pack container, and may observe the consumer taking medications.
- Service workers shall regard all consumer communications and information about consumers' circumstances as confidential.
- Service workers shall not smoke in the home of a consumer.

Disclosure of Information

Service Providers' disclosure of information about consumers is limited by law. All information obtained from a consumer, whether verbal or written, and any records created from that information, shall be treated as confidential.

Disclosure. A Service Provider may disclose to anyone the content of a consumer's communication only with the consumer's prior, informed consent. Without the consumer's prior, informed consent, the Service Provider may:

- Only disclose information for purposes directly related to the administration of the program under which the consumer is applying for or receiving benefits; or
- Disclose consumer information to auditors and to persons conducting research within certain defined circumstances as approved in writing by the ICOA.

Consumer's Expectation of Privacy. Disclosure of information to others does not abrogate a consumer's expectation of privacy as protected by law. Those to whom disclosure is made have a duty to maintain the confidentiality of the disclosure.

Disclosure Required. The disclosure of information required for a coordinated assessment of a consumer and for coordinating the delivery of service to a consumer is allowed between aging network Service Providers and, if required, the Department of Health and Welfare. Disclosure to individuals outside of that group shall not be authorized without prior written approval from the ICOA.

Termination of Service

The Service Provider must inform AAANI of their intent to discontinue services to a consumer and allow for a two-week transition to a different Service Provider. This

includes services discontinued because Service Provider has a staffing shortage and/or is unable to provide services in locations where they were once provided. The reason for service termination must be in writing to the AAANI. Waitlists for AAANI consumers must be kept by AAANI, not the Service Provider.