

016.19, 91--006

ARKANSAS DEPARTMENT OF HUMAN SERVICES  
DIVISION OF AGING AND ADULT SERVICES

FILED  
REGISTER DIV.  
JUN 21 AM 11:56

Policy Type	Subject of Policy	Policy Number
Provider Function	Homemaker and Chore Services	305.00
		BY _____

Policy Statement:

Providers who receive federal or state funds for homemaker or chore services to individuals aged 60 and older must comply with the provisions of the Older Americans Act as well as state and federal regulation pertaining to the funding and delivery of such services.

Purpose:

The purpose of this policy is to ensure that in-home chore and homemaker services are in compliance with all applicable regulations and standards of service.

Scope:

This policy provides to all providers of homemaker and chore services paid for with state or federal funds.

General Authority:

The authority for this policy is Arkansas Code Ann., Section 25-10-101 et seq.

Effective Date \_\_\_\_\_

ARKANSAS DEPARTMENT OF HUMAN SVCS - DIVISION OF AGING AND ADULT SVCS			
SECTION OF MANUAL:		SUBJECT OF PROCEDURE: HOMEMAKER & CHORE SVCS	
PROCEDURE NUMBER:		CORRESPONDING POLICY: 305.00	
ORIGINATING UNIT: CBC		EFFECTIVE DATE:	

### SCOPE

These procedures apply to all providers who deliver Homemaker or Chore services to elderly clients aged 60 and older and receive either state or federal funding.

### DEFINITIONS

- I. Chore Service: Performs household chores such as running errands, preparing food, simple household tasks, heavy cleaning, yard and walk maintenance, which do not require the services of a trained homemaker or other specialist. This cannot include medically oriented personal care tasks.
- II. Client: Any person who receives one or more Chore or Homemaker service.
- III. Homemaker Service: Performs household tasks such as menu planning, bill paying, checking account management, etc.; may include but cannot be limited to household chores; cannot include medically oriented personal care tasks. Homemaker must be trained in household management tasks and be supervised by a provider agency to assure that these tasks are completed accurately and appropriately.
- IV. Provider: Any entity that provides one or more of the services described in II and III above either as a contractor or subcontractor.
- V. Service Worker: Any person employed to perform one or more Homemaker or Chore task.

### PROCEDURAL REQUIREMENTS:

- I. Responsibilities of the Division of Aging and Adult Services:
  - A. Oversight of all state and federally funded activities which involve service delivery to elderly persons.
  - B. Maintain a list of all Chore and Homemaker service providers.

- C. Accept client complaints with regard to delivery of Homemaker or Chore services. This shall include:
  - 1. Maintaining a file on all complaints.
  - 2. Investigating complaints unless the Division determines that the complaint is without merit.
  - 3. Recording and filing the disposition and resolution of all complaints, indexed by provider name.

## II. Responsibilities of Providers:

- A. Meet all requirements governing service providers of the program under which funding is being provided.
- B. Ensure that all service workers are bonded to protect the client from loss due to misconduct or mismanagement of the client's affairs.
- C. Ensure that all service workers receive instruction in the general needs of elderly clients with regard to Homemaker or Chore services.
- D. Ensure that each service worker has the necessary skills to perform the specific services needed by the specific client(s) whom he or she is assigned to serve.
- E. Review the weekly time sheets of each service worker. Ensure that time sheets are accurate and have been signed by the client or other responsible party.
- F. Visit each client's home at least once every 90 days to evaluate client satisfaction and service worker performance.
- G. Maintain individual records for each client. These records shall include:
  - 1. A schedule of service delivery.
  - 2. Weekly time sheets recording delivery of services and signed by client or responsible party.
  - 3. Record of supervisory visits to the client's home.
- H. Maintain financial records in accordance with standard accounting procedures and comply with all applicable state and federal regulations.

### III. Complaints

- A. Any person who has a complaint about the services provided under these regulations may file a complaint with the Division. The Division shall investigate any complaint regarding violations of these rules.
- b. A record shall be maintained by the Division of all complaints and their resolution, indexed by provider.