



OAA - TITLE III-B

Personal Care Services and Homemaker Services

Application

Packet

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Senior Services of Southeastern Virginia

REQUEST FOR APPLICATION

Information & Instructions

Senior Services of Southeastern Virginia is accepting applications for provision of Title III Older Americans Act services under the Area Plan for Aging Services. Funding will be available for the period October 1, 2021 to September 30, 2022 (FY22). Proposals accepted for funding in FY22 may be renegotiated for an additional year. Programs and services funded are governed by the Older Americans Act of 1965, as amended. Copies of the Older Americans Act of 1965, as amended, and of the most recent Federal Regulations interpreting the Act are available for review. Sample copies of the agreement to be signed between Senior Services and those contractors accepted as vendors are available for review in the Senior Services Administrative offices. If you are interested in reviewing the agreement or Older Americans Act, please contact:

Brigid Miller
Chief Financial Officer
bmiller@ssseva.org
(757) 222-4511

Providers will be selected based on the evaluation criteria shown below. You may be requested to attend interviews or to otherwise clarify your application and to submit revisions of your proposals as may result from negotiation. This application does not commit Senior Services to award a contract, to pay for any costs incurred in the preparation of the application, to respond to this request or to be bound to procure or contract for these services. The decision to award will be based on, but not limited to the following:

- A. Experience and ability of the agency/organization in delivery of the service
- B. Expertise in reaching the elderly in greatest economic and social need
- C. Reasonableness of costs
- D. Adherence to service definition and service delivery parameters
- E. Availability of funds
- F. Geographic area(s) to be served. We have a greater need to provide the service in the following zip codes:
Chesapeake: 23323, 23322, 23324, 23325, 23336, 23327, 23328.
Virginia Beach: 23456, 23454, 23457.
Suffolk: 23851, 23439, 23433, 23332, 23438, 23437, 23436
- G. The provider being a Certified State SWaM (small, woman owned and minority owned) business

Instructions:

- A. An original service application should be submitted to Senior Services no later than the close of the workday (4:30 p.m.) **November 12, 2021.** Type all information. Attach additional pages where necessary.
- B. Refer to the enclosed descriptions of services defined by the Virginia Division for the Aging.
- C. Services will commence as early as applications are reviewed and accepted and the project year ends September 30, 2022. Proposals accepted for funding in FY22 may be renegotiated for an additional year.
- D. Changes may be required in a proposed cost. If this should be the case with your application, your agency will be notified by Senior Services.
- E. All contracting agencies must be equal opportunity employers and must serve the elderly without regard to race, sex, color, national or ethnic origin, or handicap.
- F. Payment of funds requested from Senior Services will be made on a monthly reimbursement basis upon receipt of Senior Services' monthly financial and programmatic reports.

Senior Services of Southeastern Virginia
OAA
APPLICATION FOR DELIVERY OF SERVICES TO THE ELDERLY
(where applicable, please provide your answers on separate paper)

A. GENERAL INFORMATION

1. Applicants Organization Name: _____
Address: _____
City/State/Zip: _____
Phone: _____

2. Proposed Service: Homemaker ☐ Personal Care ☐

3. Type of Agency: (Check one)

- ☐ Corporation
☐ Government Agency
☐ Partnership
☐ Sole Proprietorship/Individual
☐ Tax Exempt or Non-Profit

4. Renewal Date of License: _____

6. Are you a Small, Women-owned, and Minority-owned Business (SWaM)?
☐ Yes ☐ No

SWaM #: _____

7. Define the Geographic Area to be served (Please be specific; use zip codes and neighborhoods): _____

8. Project Director, Supervisor or Coordinator:

Name: _____
Title: _____
Phone: _____

B. COMPANY INFORMATION

9. Cost of the Service per hour: _____
10. Principals of the Agency or Board of Directors: _____
11. Date of Incorporation and/or Certification: _____
12. State of Incorporation (if Applicable): _____
13. a. Do you perform Background Checks on your employees:
Yes ☐ No ☐
b. Do you perform Random Drug and Alcohol testing:
Yes ☐ No ☐
14. Do you have written policies and procedures manual for day to day operations: Yes ☐ No ☐
15. Is your staff covered by insurance or are they bonded in the event of theft:
Yes ☐ No ☐
16. Please provide 5 references: (include customers and business associates)

Name: _____
Contact Person: _____
Phone: _____

Name: _____
Contact Person: _____
Phone: _____

Name: _____
Contact Person: _____
Phone: _____

Name: _____
Contact Person: _____
Phone: _____

Name: _____
Contact Person: _____
Phone: _____

C. SERVICES TO BE PROVIDED

17. Describe the elderly population you presently serve in the area. Number of persons:
_____ 60 Years of age & Over

- _____ 75 Years of age & Over
- _____ Elderly persons living alone
- _____ Elderly who are below poverty level
- _____ Minority elderly (60+)

18. Define what hours and days of the week are your services available:

19. Plan of Action (Include objectives and methods to deliver services including coverage if an employee is out sick):

20. Describe the staff's qualifications to provide this service: (Please include the number of staff and staff training opportunities)

21. Describe the experience of your agency in providing the service, what other services your agency provides to senior citizens and how the proposed service fits into the total program:

22. Describe your ongoing oversight and monitoring of staff and cases:

23. Describe your process for review of case files and service plans:

24. Describe your process for handling complaints and investigation of said complaints:

HOMEMAKER
VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES (DARS)
SERVICE STANDARD

Definition

Homemaker services provide assistance to persons with the inability to perform one or more of the following activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework.¹

Eligible Population

Homemaker services are targeted to persons 60 years of age or older who are frail, have disabilities, or who are at risk of institutional placement. Priority shall be given to persons who are in the greatest economic or social need and/or residing in rural or geographically isolated areas, with particular attention to low-income minority individuals and individuals with limited English proficiency.²

Service Delivery Elements

The Area Agency on Aging (AAA) must perform all of the following components of homemaker services:

Service-Specific Assessment:

A service-specific assessment using Part A of the Uniform Assessment Instrument shall be performed by the Area Agency on Aging on each potential client to determine whether the individual is eligible for the service, the amount of the individual's service-specific need, and the individual's level of priority for service delivery.

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Care Plan:

A written individualized care plan must be developed by the Area Agency on Aging that identifies the service components to be provided to meet the client's assessed need. The plan must be developed prior to service commencement with involvement from the client or an authorized representative or family member. When "client" is used throughout the standards, it can also mean authorized representative or family member, as deemed appropriate by the agency and/or the client. The client shall be afforded the opportunity to participate in the implementation and evaluation of the plan. The plan may be modified to reflect any change in the client's needs. Each plan must include:

- identified service needs
- services to be delivered by the service provider or other sources
- goals and objectives of service to be provided
- the quantity of service units to be provided

¹ National Aging Program Information System Reporting Requirements – State Program Report Definitions

² Older Americans Act of 1965, as amended 2006, Section 306(a)(4)(A)(i)

Service Agreement:

A service agreement shall be completed between the client and the service provider. If the Area Agency on Aging is the service provider, the AAA will complete the service agreement. A copy of the Service Agreement will be maintained at the Area Agency on Aging. The agreement will explain the service arrangement to the client. The client shall receive a copy of the agreement. The agreement shall include:

- services to be provided
- scheduled hours and days of service
- information regarding voluntary contributions
- emergency contacts
- severe weather policy

Service Activities:

Service activities provided by the provider agency may include:

- Basic housekeeping and home management skills necessary to ensure safe, sanitary conditions in the client's home, such as dusting, vacuuming, sweeping and mopping. Housekeeping is performed only for the client;
- Instructing client in home management, including maintaining an orderly environment, proper food storage, preparation of shopping lists, meal planning and preparation;
- Shopping assistance with or without client;
- Personal laundry and mending of clothing;
- Client transportation may be provided only when other transportation services are unavailable and for scheduled appointments. Need must be clearly documented. Routine transportation is not permitted.

Client assistance may include:

- Assistance with eating, including set up, opening containers, and cutting food. Feeding is not permitted.
- Assistance with bathing of areas that the client cannot reach. Bed baths or transferring are not permitted.
- Assistance with dressing of ambulatory clients, such as the fastening of clothing on the client. Lifting or putting on braces or other supports is not permitted.
- Assistance with personal grooming, such as combing hair, brushing dentures and shaving with an electric razor. Cutting nails or shaving with a blade is not permitted;
- Supportive assistance with ambulation, such as providing stabilization to the client while walking. Lifting and transferring are not permitted.

Service Record:

A service record or log, signed by the client, shall record the date and duration of each time the service is provided. The service record or log shall be maintained at the Area Agency on Aging. Service units must be recorded in the approved DARS electronic data reporting system.

Service Reassessment:

A review of the client's need for services, the amount of services provided and the appropriateness of the care plan shall be performed by the Area Agency on Aging when the client's condition or situation changes, but at least annually.

- Federal Poverty Level should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Service Termination Policy:

Homemaker services can be terminated at the discretion of the Area Agency on Aging, the service provider or the client. The client shall receive a copy of the termination policy when service begins. The policy shall have provisions for: appropriate advance notice to client, preferably of ten business days; a service summary, and referrals to other community service programs, as appropriate.

Administrative Elements

Area Agency on Aging Staff Qualifications:

- Knowledge: Area Agency on Aging staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging, and a knowledge of community resources and consumer rights.
- Skills: Area Agency on Aging staff should have skills in establishing and sustaining interpersonal relationships and in problem solving.
- Ability: Area Agency on Aging staff should have the ability to communicate with persons of different socioeconomic backgrounds and to work independently and in groups. Staff should have the ability to determine specific household tasks necessary to improve the environment and living conditions of the client.

Job Description:

For each paid position, an Area Agency on Aging shall maintain:

- A current and complete job description which shall cover the scope of a the staff member's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Service Provider Staff Qualifications:

- Knowledge: Service provider staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging, and an awareness of community resources and consumer rights.
- Skills: Service provider staff should have skills in establishing and sustaining interpersonal relationships and in assessing what skills and equipment are essential to performing needed household tasks.
- Ability: Service provider staff should have the ability to perform household tasks needed by the client.

Units of Service:

Units of service must be reported in the approved DARS data system for each client receiving the service. Service units can be reported by a client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Hours (All hours spent assessing the need for, arranging and delivering homemaker services for the client.)
- Persons served (unduplicated)

Program Reports:

- Aging Monthly Report (AMR) to DARS by the twelfth (12th) of the following month. If the Area Agency on Aging supports the homemaker service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM or PeerPlace client level data transmitted to DARS by the last day of the following month.
- A completed and properly maintained electronic/digital Part A of the Uniform Assessment Instrument (UAI) is a mandatory requirement.
- The question "Client in Federal Poverty?" (Answer Yes or No) must be asked and recorded.
- A written Policies and Procedures Manual must be maintained for the service.

Consumer Contributions/Program Income:

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the agency's governing board, regarding the collection, disposition, and accounting for program income.³ There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

Cost Sharing:

An Area Agency on Aging is permitted to implement cost sharing for recipients of this service.⁴

Voluntary Contributions:

Voluntary contributions shall be allowed and may be solicited for this service, provided that the method of solicitation is non-coercive. Such contributions shall be encouraged for individuals whose self-declared income is at or above 185 percent of the poverty line, at contribution levels based on the actual cost of services.⁵

Quality Assurance

Criminal Background Checks:

DARS strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service when said staff goes to or into a client's home.

³ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

⁴ Older Americans Act of 1965 as amended 2006, Section 315(a)

⁵ Older Americans Act of 1965 as amended 2006, Section 315(b)

Staff training:

Each homemaker service provider agency providing the above mentioned service activities shall comply with the following:

- At hiring, homemakers should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service;
- All homemakers shall have a minimum of 16 hours basic training within the first year of employment; training topics should include, but are not limited to ethics and confidentiality in patient care, home safety precautions, working with diverse populations, and home management.
- Workers should receive a minimum of 8 hours per year of in-service training based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

- Consultation, supervision and case review shall be available to all staff providing the service.
- The Case Monitor Section for this service must be completed in the approved DARS electronic data system

Program Evaluation:

The Area Agency on Aging should conduct regular and systematic analysis of the persons served and the impact of the service.

- Service providers must be monitored annually. A written copy of the monitoring report must be maintained by the agency.
- Anonymous client surveys shall be conducted annually. A file of annual anonymous client surveys with a summary of the surveys shall be maintained by the agency.

Client Records:

Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system that includes:

- Part A of the Uniform Assessment Instrument
- Federal Poverty Level
- Care Plan
- Service Reassessment, as needed
- Progress Notes
- Consent to Exchange Information Form
- A Caregiver Form, if this service is funded by OAA Title III E.

Area Agencies on Aging are to maintain the following additional client records:

- Service plan/documentation, including any fee charged the client
- Signed Client Bill of Rights/ Appeals Process
- Denial or Termination of Service Notice

Homemaker FAQ's

1. Are certain activities prohibited to homemaker service providers?

Yes, providers should consult the Virginia Department for the Aging Service Standards to make sure they are knowledgeable about prohibited activities.

2. Is training required for homemaker service staff?

Yes, at hiring, homemakers should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service. All homemakers shall have a minimum of 8 hours per year of inservice training after completing the first year of employment. Training programs that provide certification must comply with the guidelines of the Homecare University.

3. The VDA Homemaker Service Standard states that homemaker training that provides Certification must comply with training guidelines as established by the National HomeCaring Council. Where can I find information about this organization?

In 1986, the National Association for Home Care merged with the National Homecaring Council, which became part of the NAHC's related Foundation for Hospice and Home Care. For further information on this organization, please consult its website at www.nahc.org.

PERSONAL CARE
VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES (DARS)
SERVICE STANDARD

Definition

Personal Care services provide personal assistance, stand-by-assistance, supervision or cues for persons with the inability to perform one or more of the following activities of daily living: eating, dressing, bathing, toileting, grooming, transferring in and out of bed/chair or walking.¹

Eligible Population

Personal Care services are targeted to persons 60 years of age or older who are frail, have disabilities, or who are at risk of institutional placement. Priority is given to persons in the greatest economic or social need and/or who reside in rural or isolated areas, with particular attention to low-income minority individuals and limited English proficient individuals.²

Service Delivery Elements

The Area Agency on Aging (AAA) or service provider must perform all of the following components of personal care services:

Service-Specific Assessment:

A service-specific assessment utilizing the full Uniform Assessment Instrument (UAI) must be performed by the Area Agency on Aging on each potential client to determine whether the person meets the criteria specified in eligible population and the amount of the individual's service specific need.

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Care Plan:

A written individualized care plan must be developed by the Area Agency on Aging that identifies the service components to be provided to the client in response to established need. The plan must be developed prior to service commencement by the Area Agency on Aging with involvement from the client or authorized representative or family member. When "client" is used throughout the standards, it can also mean authorized representative or family member, as deemed appropriate by the agency and/or the client. The client shall be afforded the opportunity to participate in the implementation and evaluation of the plan. The plan may be modified to reflect any change in the client's needs. Each plan shall include:

- identified service needs
- services to be delivered by the service provider and/or by other sources
- goal(s) and objective(s) of service(s) to be provided
- service units to be provided

¹ National Aging Program Information System Reporting Requirements – State Program Report Definitions

² Older Americans Act of 1965, as amended 2006, Section 306(a)(4)(A)(i)

Service Agreement:

A service agreement shall be completed between the client and the service provider. If the Area Agency on Aging is the service provider, the AAA will complete the service agreement. A copy of the service agreement will be maintained at the Area Agency on Aging. The agreement will explain the service arrangement to the client. The client must receive a copy of the agreement. The agreement should include:

- services to be provided
- scheduled hours/days of service
- information regarding voluntary contributions/payment for service
- emergency procedures (what to do/who to contact)
- severe weather policy

Service Activities:

Service activities provided by the provider agency may include:

- assisting with care of teeth and mouth
- assisting with grooming, to include care of hair, shaving, and ordinary care of nails
- assisting with bathing of individual in bed, in tub, or shower, or sponge bath
- assisting individual with dressing and undressing
- assisting individual to move on/off bed pan, commode or toilet
- assisting individual to turn/change position, transfer, and ambulate
- assisting individual with eating or feeding
- assisting individual with self-administered medications and assuring that individual receives medications at prescribed times; not to include pouring or, in any way, determining dosage of medication
- preparing/serving meals, not to include menu planning for special diets

And services as permitted by the licensing entity, and the Virginia Department of Medical Assistance Services if a Medicaid provider.

Service Record:

Service documentation on each client must be in accordance with the requirements of the agency's certifying entity. A service record or log, signed by the client shall record the date and duration of each time the service is provided. The record or log shall be maintained at the Area Agency on Aging. Service units must be recorded in the appropriate electronic data system.

Service Reassessment:

A review of the client's need for services, the amount of services provided and the appropriateness of the care plan shall be performed by the Area Agency on Aging when the client's condition or situation changes, but at least annually. Service reassessment on each client shall also be in accordance with the requirements of the agency's certifying entity.³

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.

³ Older Americans Act of 1965, as amended, Section 314

- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Service Termination Policy:

Personal Care services can be terminated at the discretion of the Area Agency on Aging, the service provider, or the client. The client shall receive a copy of the termination policy when service begins. The policy shall have provisions for: appropriate advance notice to the client, preferably ten business days; a service summary and, referrals to other community service programs. Requirements of the licensing agency should be followed.

Administrative Elements

Licensure:

Personal Care providers, including Area Agencies on Aging and their contractors, must be licensed by the Virginia Department of Health.

Area Agency on Aging Staff Qualifications:

- Knowledge: Area Agency on Aging staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging and, a knowledge of community resources and consumer rights.
- Skills: Area Agency on Aging staff should have skills in establishing and sustaining interpersonal relationships and in problem solving.
- Ability: Area Agency on Aging staff should have the ability to communicate with persons of different socioeconomic backgrounds and to work independently and in groups. Staff should have the ability to assess functional limitations and determine necessary tasks to ensure the safety and well-being of the client.

Job Description:

For each paid position, an Area Agency on Aging shall maintain:

- A current and complete job description which shall cover the scope of a the staff member's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Service Provider Staff Qualifications:

- Knowledge: Service provider staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging and an awareness of community resources and consumer rights.
- Skills: Service provider staff should have skills in establishing and sustaining interpersonal relationships and in assessing what skills and equipment are essential to performing needed personal care services.
- Ability: Service provider staff should have the ability and training required to perform personal care services as needed by the client.

Job Description:

For each paid position, the service provider shall maintain:

- A current and complete job description which shall cover the scope of a personal care worker's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Service provider agencies shall meet or exceed all personnel requirements as set forth by the provider agency's certifying entity.

Units of Service:

Units of service must be reported in the AIM or PeerPlace database for each client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Hours (All hours spent assessing the need for; and, arranging and delivering personal care services for the client)
- Persons served (Unduplicated)

Program Reports:

- Aging Monthly Report (AMR) to DARS by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM or PeerPlace client level data transmitted to DARS by the last day of the following month.
- A completed and properly maintained electronic/digital Full Uniform Assessment Instrument (UAI) is a mandatory requirement.
- The question "Client in Federal Poverty?" (Answer Yes or No) must be asked and recorded.
- A written Policies and Procedures Manual will be maintained for the service.

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income.⁴ There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service. A fee scale for personal care services shall be updated annually and shall include the full cost of providing one unit of service.

Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive. Such contributions shall be

⁴ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

encouraged for individuals whose self-declared income is at or above 185 percent of the poverty line, at contribution levels based on the actual cost of services.⁵

Quality Assurance

Criminal Background Checks:

VDA strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service where they go to or into a client's home.

Staff training:

- At hiring, personal care workers should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting allowable activities under this service;
-
- Workers shall receive a minimum of twelve (12) hours per year of in-service training based on the need for professional growth and upgrading of knowledge, skills, and abilities. In addition, training policies of the licensing agency should be followed.

Service providers shall meet or exceed all requirements for staffing as set forth by the provider agency's certifying entity.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service. The Case Monitor Section for this service must be completed in the approved DARS electronic data system.

Program evaluation:

The agency or contractor should conduct regular and systematic analysis of the persons served and the impact of the service.

- Service providers shall be monitored annually. A written copy of the monitoring report must be maintained by the agency.
- Anonymous client surveys shall be conducted annually. A file of annual anonymous client surveys with a summary of the surveys shall be maintained by the agency.

Client Records:

Area Agencies on Aging are to maintain specific client records in the approved DARS electronic database that include:

- Full Uniform Assessment Instrument
- Federal Poverty Level
- Care Plan
- Service Reassessment, as needed
- Progress Notes
- Consent to Exchange Information Form

⁵ Older Americans Act of 1965, as amended, Section 315(b)

- A Caregiver Form, if this service is funded by OAA Title III E.

Area Agencies on Aging are also to maintain the following additional client records:

- Service documentation, including any fee charged the client
- Signed Client Bill of Rights/ Appeals Process
- Other forms as required by the provider's certifying entity.
- Denial or Termination of Service Notice

Service providers shall meet or exceed all record requirements as set forth by the provider agency's certifying entity.

Personal Care FAQ's

1. What activities can be performed when providing personal care?

Service activities listed in the Virginia Department for the Aging Personal Care Service Standard or services listed in the Department of Medical Assistance Services or other services as noted by the provider's certifying body.

2. What activities should be included in the time reported for personal care services?

All hours spent in assessing the need for; and, arranging and delivering personal care services for the client.