CHAPTER 40

HOMEMAKER SERVICES

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CHAPTER 40
HOMEMAKER SERVICES

40.00 PROGRAM AUTHORITY

Federal: 45CFR228

State: RCW 74.08.530, 74.08.540, and 74.08.550.
WAC 388-15-220, 388-15-010(2), and 388-15-120.

40.10 POLICY

40.11 PURPOSE OF SERVICE

The Homemaker Program is intended to strengthen the integrity and autonomy of the family unit through the provision of specific supportive and skill building services. Such services are designed to prevent or reduce the length of out-of-home placement of certain children receiving Children's Protective Services, Family Reconciliation Services, or other child welfare services authorized by Community Services Offices.

40.12 SERVICE DESCRIPTION

A. Homemaker service is provided by qualified persons who are employed by the department and are trained and supervised by professional social service staff.

B. Homemakers are team members working to deliver specific services described in the case plan which is developed by the assigned service worker.

C. Homemaker services provide for the teaching and demonstration of child management, child development, household management, interpersonal, and planning skills to eligible families.

D. Homemaker services may include transportation, child care, meal preparation, and other household services only on a goal-oriented and time-limited basis.

E. Homemaker services may be used in the gathering, assessment, and documentation of information necessary for further case planning consistent with program purposes.

F. Homemaker Group Instruction may be provided for eligible families when such plan is determined to be the most effective and efficient method for improving home management and child rearing skills according to the individual client's needs. (See 40.34 C 3.)

40.13 GENERAL POLICIES RELATED TO THIS SERVICE

A. Homemaker service is available only to families currently receiving another children's service such as CPS, FRS, or Child Placement Services. CSO service workers are assigned to all cases receiving homemaker services.

B. Eligible clients may accept or refuse homemaker services. If homemaker services are part of a court-ordered service plan, client refusal is reported back to the court.

C. Although homemakers may be used in both emergent and planned situations, advanced planning to achieve program purposes is encouraged.

D. Whenever possible homemakers teach and encourage parents to perform household and parenting tasks rather than performing such tasks themselves.

E. The total amount of service available is strictly governed by the homemaker staff-month allocations distributed to the Regions.

40.14 PRIORITIES RELATED TO THIS SERVICE

A. All homemaker service requests are approved by the homemaker supervisor or designee on a priority basis.

B. The two factors used in establishing the priority of homemaker service requests are the quantity of service time needed and the emergency of the need.

1. The relative quantity of service time appropriate for various types of requests is determined as follows:

a. High priority requests should contain the following elements:

- High risk of placement or high probability of continued placement.

- Specific activities that homemakers perform having a high probability of reducing the need for placement.

- Good probability that homemaker intervention and teaching will improve parenting and home management ability after termination thereby reducing the long-term risk of placement.

b. Low priority requests are characterized by the following:

- Repetitive child care emergencies.

- Nonemergent situations in which parental skill building is unlikely to occur and is not part of the case plan.

- Transportation to and supervision of appointments and visits unless such activity is part of the case plan.

- Nonemergent performance of household chores and child care tasks unless part of a service plan for the purpose of demonstration and skill building.

2. Response time depends on whether an eligible case has been determined emergent or nonemergent (see 40.21).

40.15 ELIGIBILITY

Homemaker services are provided to appropriate children's services cases without regard to income. To be eligible for the service families must be currently receiving another children's service and meet one or more of the following criteria. Adolescents as well as parents in the family unit may be eligible to receive skill building services.

A. A case plan has been developed which indicates that the teaching and demonstration of skills to eligible families might prevent the need for placement or allow a child to return home from placement. Such a plan must document needs in one or more of the following specific areas:

   1. Child management methods;
   2. Budget and household management;
   3. Child development and age-appropriate expectations;
   4. Interpersonal skills;
   5. Child care and nutrition;
   6. Scheduling for and attending appointments;
   7. Survival and networking skills.

B. An emergent need must exist in which the temporary use of homemakers would prevent out-of-home placement. Such situations include:

   1. The unpredicted absence of the primary caretaker when it is expected that a suitable substitute can soon be found.

   2. Situations in which the primary caretaker is available but temporarily incapacitated and is expected to recover or find other help soon.

40.20 PROGRAM STANDARDS

40.21 PROGRAM EXPECTATIONS/RESPONSE TIME

A. Emergent Response

   1. Service will be initiated on the same day when the referral is a crisis in which placement is imminent or the situation is life threatening.

2. The homemaker supervisor and the service worker will explore alternatives to homemaker services when the service request appears inappropriate or invalid, or when service is not available.

B. Nonemergent Response

1. The homemaker supervisor and service worker will have an initial planning conference as soon as possible but within three days for all other situations in which placement or an additional move is likely but not imminent or life is not threatened.

2. The supervisor will evaluate the request and suggest alternatives, as in 40.21 A. 2, if it is inappropriate or the service is unavailable.

40.22 APPROPRIATE PROGRAM/SERVICE OUTCOMES

Appropriate homemaker service outcomes are limited to the following:

A. The need for a short-term emergency child placement is prevented because a homemaker provided short-term care and support until other in-home resources are identified and used.

B. The nonemergent placement of a child is prevented because the homemaker support and skill-building services strengthened the family sufficiently to reduce risk of further abuse, neglect, or conflict.

C. A child previously in placement is returned home because of the parent(s) improved ability to provide care as a result of homemaker services.

D. The service produces new information indicating that homemakers are not needed or that another service is more appropriate.

E. A plan for out-of-home placement of a child is pursued because of increased information about the family's inability or unwillingness to parent when such information results from use of homemakers.

F. The case is closed without significant change in parenting ability or placement planning, because the client moved, refused services, or found other resources.

Long-term maintenance of children in their own homes without concurrent improvement in parenting ability is not an appropriate homemaker service outcome.

40.30 SERVICE PROCEDURES

40.31 ASSESSMENT/AUTHORIZATION

A. Assessment of Need

The individual may request homemaker service or the service worker may propose the possibility of and describe homemaker service to the client when the need is for direct care and/or improvement in standards of household management, and/or child care skills.

1. The service worker discusses the situation with the client, explores the possibility of help from relatives or friends, and describes homemaker services further. After deciding that homemaker services might help meet the client's needs as described in the service plan, the worker determines whether homemaker hours are available.

2. If available, the client makes preliminary decision to accept or reject homemaker service.

B. Denial of Request

1. The homemaker supervisor will evaluate and deny the request when:

   a. Services are inappropriate for the client (see 40.12, 40.13 D, and 40.22).

   b. There are no staff resources available or capable of filling the request.

2. The service worker will explore alternatives, i.e., chore services, home health services, respite care, parent aides, parenting classes, with the client and make referral, if needed.

C. Approval of Request

When homemaker services are appropriate and can be provided, the service worker will:

1. Arrange for services as in 40.32.

2. Complete DSHS 14-154(X) (see Chapter 99), Social Services Authorization, with identifying information and description of type and amount of service requested. Code 4001 is to be used for individual cases, and 4003 for group instruction. The form is routed to the homemaker supervisor according to CSO procedures.

40.32 PLANNING/DELIVERY/REVIEW

Effective delivery of homemaker services requires both coordinated planning and careful review.

A. Planning:

1. After homemaker service is authorized, the assigned service worker will convene a planning conference with the assigned homemaker. The conference will include the worker's supervisor and/or the homemaker's supervisor as available and may include other staff or community members if needed. The conference will occur prior to the delivery of service in nonemergent cases and within five working days of authorization for emergent but continuing homemaker cases.

2. The purpose of the conference is to assure the integration of homemaker services into the total service plan and to assure that utilization priorities are appropriately followed. The conference will produce the following information to be documented in the service plan and made available to both the homemaker and the family.

   a. A listing of homemaker service goals describing the specific changes or accomplishments that will result from the use of homemaker services.

   b. A listing of the activities to be performed by the homemaker, the family, and the service worker in order to accomplish these goals.

   c. A work plan or schedule detailing the times when the homemaker, worker, and family will perform the activities agreed to and an estimate of the time needed to achieve the service goals.

B. Delivery of the plan includes the following:

1. The service worker contacts the client to make final arrangements for the homemaker service plan.

2. The service worker and homemaker meet the client at the client's home to review the agreement or terms of the plan.

3. The homemaker remains at the client's home to begin service, or returns at an agreed upon date.

4. The service worker completes and submits DSHS 14-154(X), retaining a copy for the service record. (See special instructions for completing DSHS 14-154(X) for Homemaker Services in Chapter 4, Appendix A, #4000.)

5. The service worker enters appropriate information including service goals and timeframes on DSHS 2-305(X), Service Episode Record (SER).

C. Review of service requires the following:

1. The homemaker reports progress to the service worker by using DSHS 15-45(X), Homemaker Monthly Report, for all cases. In group teaching situations, homemakers and clients work on tasks to reach the identified group goals.

2. The service worker maintains contact with the homemaker, client, and with all persons involved as needed and at least monthly for the duration of the service plan.

3. The service worker continually evaluates progress during the service plan to see if changes need to be made based on client's receptivity, learning capacity and progress.

40.33 TERMINATION OF SERVICE

A. The service worker discusses plans for termination with the homemaker and the client prior to the termination of service.

B. The homemaker supervisor arranges a conference to make a final evaluation of the homemaker services provided. Those attending should include if possible the same staff present at the planning conference. (See 40.32 A.)

C. The homemaker summarizes progress and activities on a DSHS 15-45(X) sending copies to the service worker or appropriate supervisor.

D. The service worker records the service evaluation on DSHS 2-305(X) (see Chapter 99 SER), incorporating a summary of the conference discussion, the homemaker's observations, and the worker's own conclusions.

E. The service worker will terminate and submit DSHS 14-159 retaining the CSO copy for client's record and sending vendor copy to the homemaker supervisor and one copy to client. Route other copies according to standard instructions.

40.34 STAFF RESPONSIBILITIES/ACTIVITIES

A. Service worker responsibilities in the delivery of homemaker services are to:

1. Determine eligibility.

2. Establish a time-limited service plan and definite agreement with the client who is to receive homemaker services, including goals, activities and work plan (see 40.32 A).

3. Maintain contact with the homemaker, client and other team members for exchange of information, discussion of work plan in reaching contract goals and for contingency planning.

4. Evaluate the service plan during the delivery and following the termination of the service, in collaboration with team members.

5. Maintain records documenting homemaker involvement:

   a. DSHS 14-154/159, Social Services Authorization/Change of Service Authorization.

   b. DSHS 2-305(X), Service Episode Record.

   c. DSHS 15-45(X), Homemaker Monthly Report.

B. Homemaker supervisor responsibilities are to:

1. Recruit, interview, evaluate and recommend homemaker applicants for employment.

2. Interpret to homemaker staff their role and responsibilities to the agency and to the clients they serve.

3. Plan and provide/arrange for orientation and continuing training for homemakers.

4. Provide/arrange for a resource library of pertinent educational/informational articles, materials, and available community resources to increase knowledge and skills of homemakers in working with the clients whom they serve.

5. Provide/arrange for essential household management supplies as funds allow.

6. Complete performance evaluations.

7. Monitor homemaker services according to Manual G, Chapter 40, procedures.

8. Assure that homemaker forms are completed.

   a. Review DSHS 15-45(X), Homemaker Monthly Report, for content and forward to service worker for filing in case record.

   b. Review and approve DSHS 15-48(X), Homemaker's Weekly Time Report, Form A20, Travel Voucher, Form S.F. 6953, Leave Request, and DSHS 15-49(X), Monthly Report of Homemaker Services.

c. Maintain homemaker log of service activities designating client's name; address; telephone number; homemaker assigned, hours of service per day, week or month, date services began and ended.

9. Interpret homemaker services to CSO staff and to the community upon request.

10. Process homemaker service requests:

a. Review and evaluate referrals for homemaker service according to eligibility, assessment, and planning guidelines. (See 40.15, 40.31, and 40.32.)

b. Approve appropriate requests on a priority basis and without exceeding the CSO allocation of hours.

c. If service is approved, assign homemaker and provide homemaker with a copy of DSHS 14-154(X) completed by the service worker.

d. If service is denied, follow procedures outlined in 40.31 B.

11. Participate in homemaker planning, evaluation, and termination conferences when appropriate.

12. Serve as a resource person to the homemaker who provides group instruction.

13.. Assume responsibility for the coordination of similar non-DSHS community service programs with homemaker services (see 40.70 B).

C. Homemaker responsibilities are to:

1. Perform tasks indicated in the case plan which may include:

a. Teaching child development and age appropriate child behavior to caretakers.

b. Teaching and demonstration of appropriate methods of child management.

c. Teaching and demonstration of appropriate methods of budget and household management.

d. Demonstration of appropriate problem solving and interpersonal/survival skills.

e. Assisting in the scheduling of and attendance at medical, dental, counseling, educational, or other appointments directly related to the service plan.

f. Providing transportation, child care, meal preparation, or other household services on a time-limited, goal-oriented basis as described in the service plan.

2. Participate in the ongoing review, evaluation and termination of the service plan.

3. Provide progress and problem information to the caseworker on a regular basis as specified in service plan.

4. Participate in appropriate training activities, read professional material as assigned, and maintain a working knowledge of agency policy and procedure.

5. Prepare reports and keep records which include:

   a. DSHS 15-45(X), Homemaker Monthly Report.

   b. DSHS 15-48(X), Homemaker Weekly Time Report.

6. Provide homemaker group instruction (group instructions are optional based on the skill, interest of the homemaker and time available).

   a. Group instruction is time limited to three months for each group member.

   b. Homemaker group instruction may be a resource to clients who have received maximum days of homemaker services and are interested in increasing their child care and home management skills through the group process.

   c. Homemaker group instruction may include:

      (1) Parenting skills
      (2) Child development
      (3) Nutrition - meal preparation
      (4) Health care
      (5) Budgeting and money management
      (6) Consumer education
      (7) Socialization skills
      (8) Family life education
      (9) Home management.
      (10) Networking/survival skills

   d. Reporting System:

      Documentation of group instruction is on DSHS 15-72(X), Monthly Report of Homemaker Group Instruction (see back of the form). Number of hours of group instruction provided during the month will also be recorded on DSHS 15-49(X), Monthly Report of Homemaker Services.

40.97 INTERFACE WITH OTHER DSHS SERVICES

A. Homemaker service is an integral part of a total service team plan. (See 40.12 for Homemaker Service description.) In all cases, a CSO service worker will be assigned to supervise the social service plan.

B. Homemaker service is one of several home-based services available through DSHS. Homemaker services may be used in combination with Mental Health, DDD, DJR, or other Community Services Office services as long as the case remains open for a CSO-administered children's service. Representatives of other divisions may appropriately participate in multi-disciplinary staffings of cases requiring multiple services.

40.98 INTERFACE WITH NON-DSHS SERVICES

A. Homemakers do not usually interface independently with non-DSHS services. Responsibility for coordination of the homemaker service with non-DSHS services rests with the CSO Children's Services worker, unless stated in the service plan.

B. Community-based programs which may be available to a recipient in conjunction with homemaker service include parent education, parent aides, community-based counseling, and county extension services.

C. It is the responsibility of the homemaker supervisor to be aware of available community service resources and to help the service worker in coordinating homemaker services with other services being provided to the recipient.

40.99 REQUIRED FORMS AND INSTRUCTIONS

A. See Chapter 99, Forms, for general instructions on these generic forms.

DSHS 2-305(X)	Service Episode Record (10/78)
DSHS 14-154(X)	Social Services Authorization (Rev. 9/80)
DSHS 14-159	Change of Service Authorization (Rev. 1/81)
DSHS 15-45(X)	Homemaker Monthly Report
DSHS 15-46(X)	Homemaker Service Referral
DSHS 15-48(X)	Homemaker's Weekly Time Report (Rev. 1/74)
DSHS 15-49(X)	Monthly Summary of Homemaker Services (Rev. 9/80)
DSHS 15-72(X)	Monthly Report of Homemaker Group Instruction (Rev. 9/80)