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Chapter 70 - Homemaker Services

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Chapter 70 - HOMEMAKER SERVICES
0900 - Program Code from SSRS

70.04 DEFINITION OF SERVICE (WAC 388-15-220)

Homemaker services are services to individuals and families in their own homes or in special group situations outside their homes which will help individuals overcome specific and temporary barriers to maintaining, strengthening and safeguarding their functioning in the home. Services and tasks include recruiting, screening, training and supervising qualified agency personnel to directly provide in-home care; interpreting the nature and scope of homemaker services to other agency personnel as well as to the community at large; conferring with other professional and nonprofessional persons involved in any given case (i.e. family, doctor, mental health professional, BDD case services staff, nutritionist, etc.) to discuss progress, changes of plan and alternate forms of care where appropriate (chore service, foster care, day care, institutionalization). Homemaker services include the direct provision of in-home care as well as the teaching of home management and self-help skills to individuals and groups.

For a further definition and description of Homemaker Services, see the '75-'76 Title XX Comprehensive Annual Social Services Program Plan, page 88.

70.06 GOALS

Homemaker services may be provided to meet any of the five goals defined in Chapter 10.04. However, only one goal may be pursued at any given time. When a goal change is made and is reflected in a revision of the DSHS 14-140(X), the Primary Recipient form, it is the responsibility of the worker supervising the homemaker placement to request a conference with the Homemaker Supervisor or Coordinator to discuss chagnes in the service delivery plan.

70.08 ELIGIBILITY

1. Families and individuals eligible for Homemaker Services are:

    a. Recipients of Aid to Families with Dependent Children;

    b. Individuals whose needs are taken into account in determining the needs of AFDC recipients;

    c. Recipients of SSI or state supplementation;

    d. Recipients of Medicaid and other individuals whose gross family income does not exceed 80% of the state median gross income for a family of four, adjusted to family size. See Chapter 10.08.

Homemaker Services may be given as a support service in a protective service case, and to foster families, without regard to income only if payment can be made from state funds.

In determining eligibility for Homemaker Service to foster families, foster care maintenance payments may be disregarded as a source of family income.

In all cases, the worker submitting the request for Homemaker Service shall be responsible for securing a completed DSHS 14-139(X), Social Service Application, determination of eligibility prior to the delivery of service.

2. Priorities.

It is the ultimate responsibility of the ESSO Homemaker Supervisor or Coordinator to determine which Homemaker Service requests shall be accepted when man-month or staff limitations make it impossible to honor all valid requests. In making such determinations, ESSO Homemaker unit staff shall consider Legislative Proviso #30, which is found in Senate House Bill #866, (passed into law 6/8/75) page 40, lines 10-12, and which reads as follows:

> "Priority utilization of Homemakers shall be made when such service is related to employment of a grant recipient or to retention of an individual in a home environment."

For purposes of establishing service priorities, this will be interpreted to include the avoidance of unnecessary removal and replacement of foster child care during a temporary foster family crisis.

ESSO Homemaker unit staff shall continue to consider Homemaker Service as support to protective service a priority.

70.10 ACTIVITIES WHICH MAY BE PERFORMED TO REACH A SPECIFIC GOAL

1. Serviceworker

   a. Make a time contract or definite agreement with the client who is to receive homemaker services, covering plan, goals, work hours of homemaker, what agency expects from client.

   b. Maintain contact with homemaker, client and other team members for exchange of information, discussion of progress in reaching contract goals, making plans to handle unforeseen circumstances, offering advice and support, deciding on extension of service, or termination, as indicated.

   c. Evaluate the service, while being given and following termination, in collaboration with team members.

2. Homemaker Supervisor and/or Coordinator

   a. Recruit, interview, evaluate and recommend for hiring homemaker applicants.

   b. Interpret to employed homemaker staff their role and responsibilities both to the agency and to the individuals and families they serve.

   c. Plan and carry out orientation, pre-service and in-service training, and continue regular supervision of the homemakers.

   d. Plan and carry out training for casework supervisors and service-workers responsible for service plans, so that they will understand their own role, that of the homemaker, their relationship to each other and to the individuals and families they serve.

   e. Interpret homemaker service to the community.

   f. Evaluate referrals for homemaker service according to priorities based on need and limitations of man-months or staff. Coordinate communication among the team members.

   g. Maintain records and reports and keep statistical data; give final approval of homemaker time reports.

   h. In offices with less than five Homemaker positions, a casework supervisor generally will continue to perform the coordinating function. In offices with between five and ten homemaker positions the Homemaker coordinator may be assigned a limited number of new or inactive cases where homemaker service is the only or primary need and no other social service staff is available to carry the case. (CPS, CWS, WIN E&T, and Adult Service workers will continue to carry their own cases when homemaker services is to be used as a support service to an overall social service plan.) In offices which are assigned more than ten Homemaker positions, in addition to a full-time coordinator, a service worker or service workers should be attached to the Homemaker Unit to carry the new or inactive case requiring Homemaker service only.

3. Homemaker

   a. Teach inproved methods of child care and discipline, household management, buying and preparation of food, to parents and older children.

   b. Teach methods of self-care, household management, food buying and preparation to ill, convalescing, disabled or aged individuals.

c. Evaluate individual functioning, consult with professional staff, participte in planning for initiation, continuation and/or termination of homemaker services, or alternatives.

d. Care for families or individuals during the temporary absence or incapacity of other responsible adult.

e. Manage home, perform necessary household tasks, such as laundry, ironing, cleaning.

f. Prepare economical and appetizing meals, including special diets as required.

g. Provide supportive and/or personal services to ill, convalescing, disabled or aged individuals.

h. Prepare reports and keep records.

70.12 PROCEDURES FOR PROCESSING REQUESTS FOR HOMEMAKER SERVICES

Applications for referrals may originate at Intake or other services sections. ESSO's shall determine procedures for handling telephone referrals from other agencies, hospitals, individuals and other sources. See 14.00 and 14.08.

BDD case services staff may refer requests for Homemaker Services directly to the ESSO Homemaker unit. In such cases, BDD staff shall be responsible for determining eligibility for services and shall submit the appropriate forms to the ESSO. The BDD team member who is responsible for coordinating the case plan of the client for whom Homemaker Services is requested shall follow the procedures outlined in this section and shall perform the service-work activities here in described. It is understood that, in all but exceptional cases, the BDD team coordinator will be a social service oriented team member.

The ESSO worker receiving the inquiry regarding Homemaker Services shall clear to determine whether or not the applicant is an active service case. If so, the worker shall refer the inquiry directly to the appropriate service worker. If it is not an active case, the worker shall refer the inquiry to Intake for further need determination.

Procedures in Intake

1. Intake worker interviews applicant and determines whether or not Homemaker Service is the primary service need at this time.

2. If the primary service need appears to be other than Homemaker Service, (i.e. Protective Service, CWS, Chore Service, BDD case services), referral is made to the appropriate unit.

3. If Homemaker Service appears to be the primary need and the Intake worker can determine that the need is of a short-term crisis intervention nature, where ESSO procedures will allow, the worker may determine service eligibility, open the case for service, and submit the Homemaker Service referral form (DSHS 15-46) to the Homemaker Supervisor or Coordinator for action. In such cases, the Intake worker shall perform the necessary caseworker activities outlined above and below until the case can be transferred or terminated.

4. In ESSO's where servicework staff has been assigned to the Homemaker unit specifically for the purpose of carrying otherwise unassignable Homemaker Service cases, the Intake worker may refer the applicant directly to the Homemaker unit for case assignment, eligibility determination and case supervision.

5. In no case will direct Homemaker Services be begun before a service worker is assigned to supervise placement.

Procedures in Ongoing

1. When client requests Homemaker Service.

   a. Serviceworker discusses situation with client, explores possibility of help from relatives or friends, describes Homemaker Services further, and determines service eligibility.

   b. On client's agreement to accept Homemaker Service if provided, serviceworker completes DSHS 15-46, Homemaker Service Referral form as far as possible and routes it through casework supervisor to the Homemaker Service Supervisor or Coordinator according to ESSO procedures. Duplicate is filed in case record.

2. When the serviceworker initiates Homemaker Service plan. (In some situations, for example, when the client has no knowledge that this resource is available, or when the need is for improvement in standards of household management, child care, self-care or other areas, the service worker may take the initiative in proposing the possibility of Homemaker Service to the client.)

   a. Homemaker Service is described to client and service eligibility is determined.

   b. On client's agreement to accept Homemaker Service if provided, referral form is completed as far as possible by the serviceworker.

   c. Referral form is routed through casework supervisor to Homemaker Supervisor or Coordinator according to ESSO procedures. Duplicate is filed in case record.

70.20 PROCEDURES FOLLOWING RECEIPT OF REFERRAL FORM BY HOMEMAKER SUPERVISOR OR COORDINATOR

1. If Homemaker Services are determined inappropriate or not possible to provide:

   Serviceworker or Intake worker is notified by Homemaker Service Supervisor or Coordinator of reason for refusing Homemaker Service.

   Serviceworker informs client of refusal and reason using DSHS-145(X) Notice of Action. Informs client of alternatives.

   Serviceworker or Intake worker writes reasons for refusal on duplicate referral form in case record. Homemaker Supervisor or Coordinator does same on original referral form and files it.

2. If Homemaker Services are determined appropriate but not possible to provide at time requested:

   Serviceworker or Intake worker is notified by Homemaker Service Supervisor or Coordinator.

   Serviceworker informs client.

   Serviceworker files referral in pending file or flags for future date if situation does not require immediate service. If immediate service is required, serviceworker assists client in making alternate plans such as chore service, day care or nonagency resources.

3. If Homemaker Services are determined appropriate and can be provided:

   a. A Homemaker is selected and a planning conference is arranged. Basic conferees are Homemaker Supervisor or Coordinator, and the Serviceworker. Casework supervisor should participate if possible. If the situation is one with a teaching goal, it is important that the Homemaker also attend. When more than a usual amount of personal care is considered, the nursing care consultant shall be asked to participate. Other staff members or persons from outside the agency should be included if indicated.

      Discussion and decisions at conference cover total plan, goals, work hours, what client may expect from the Homemaker and client, probable length of time service will be provided.

   b. Serviceworker makes home visit.

      Makes contract with client covering total plan, goals, work hours, what client may expect from the Homemaker, what the agency expects from the client, probable length of time service will be provided.

      Arrange to meet with Homemaker and client at client's home.

The Homemaker may be present for all or part of the serviceworker's home visit following the conference, rather than there being two separate visits.

c. Serviceworker, Homemaker and client meet at client's home.

The agreement or terms of the contract are reviewed so that all have the same understanding.

d. Homemaker remains at client's home to begin service, or returns later at a date agreed upon.

If the service goal is for the Homemaker to teach, agreements are made between the Homemaker and the client at various appropriate stages, based on the client's receptivity, teachability, and progress.

e. Homemaker completes Form DSHS 15-45, Homemaker Monthly Report at the end of each month for use in serviceworker evaluation and further planning. It is also used by the Homemaker Supervisor or Coordinator as a tool in the supervision of the Homemaker.

f. Contact is maintained between and among all staff and any others who are involved, and client, for the duration of Homemaker services.

g. Plans for termination are discussed by the serviceworker with the Homemaker and the client prior to implementation.

h. Final evaluation of Homemaker Services, before or after termination, as indicated, by discussion at planned conference. Those attending will probably include the same personnel as were present at planning conference.

i. At termination, Homemaker completes recording form DSHS 15-45.

j. Serviceworker records evaluation on form DSHS 15-44 Serviceworker's Evaluation and files in case record, incorporating summarized conference discussion, Homemaker's observations and own conclusions. A copy of this final evaluation is routed to the Homemaker Service Supervisor or Coordinator.

4. Homemaker Service and chore service may be provided concurrently when:

a. Preliminary heavy cleaning is necessary before a Homemaker assumes her duties,

b. The service plan requires chore services to augment Homemaker services,

c. A Homemaker is preparing a chore service worker to assume household responsibility after the Homemaker leaves.

70.24 PROCEDURES FOR TIME KEEPING AND REPORTING

The Homemaker I completes indicated sections of Homemaker's Weekly Time Report, DSHS 15-48. This is routed to the Homemaker Supervisor or Coordinator who completes it and signs the form when approved. All of the DSHS 15-48's are routed to the unit clerk at the end of the working month. The unit clerk uses this information to complete Monthly Attendance Report, DSHS 3-33 which is then routed to the State Office payroll unit for preparation of the supplemental payroll.

The Homemaker Supervisor or Coordinator will complete form DSHS 15-49, Homemaker Monthly Report, in triplicate at the end of each month. The original is routed to the State Office of Program Analysis and the duplicate to the State Office of Family, Children and Adult Services, in care of the Homemaker Program Specialist. The triplicate is retained in the ESSO.

Report of Homemaker Group Instruction, form DSHS 15-72, is completed in duplicate for each group at the end of the month. The original is forwarded to the State Office of Family, Children's and Adult Services, in care of the Homemaker Program Specialist. The ESSO will retain the copy for filing.

70.25 MILEAGE AND TRAVEL TIME

Homemaker I Official Station and Mileage

The official station of the Homemaker I is the Homemaker's own home. Mileage is paid for the distance to and from the Homemaker's home and the ESSO when the Homemaker goes to the office for prearranged conferences or training. It is not paid when the Homemaker goes to the office for the purpose of delivering report forms or for any contact which has not been previously approved by the Homemaker Supervisor or Coordinator.

Homemaker II Official Station and Mileage

The official station of the Homemaker II is the ESSO. She is not paid mileage for the distance traveled to and from home and office. Mileage to and from client's homes is allowed for actual distance according to the location from which she leaves and to which she goes following the visit, whether it be to her official residence or station.

Homemaker I Travel Time

The Homemaker I is paid at her hourly rate for the time it takes her to drive to and from her home to her assignment when such travel immediately preceeds or follows the direct delivery of Homemaker Service.