

HOUSEKEEPING

Service Description

H028-HL

A service that provides assistance in the performance of routine household activities at an individual's place of residence.

Service Requirements and Limitations

1. This service shall be provided in the consumer's home. Consumers residing in home and community-based alternative residential settings are not eligible for this service.
2. This service may be provided outside the consumer's residence only when unsafe/unsanitary conditions exist or in the community when purchasing supplies or medicines.
3. This service shall not be provided when the consumer is hospitalized.
4. Within the same day, this service cannot be provided in conjunction with Attendant Care or Home Health Aide services that encompass homemaker tasks without special approval of the consumer's support coordinator.
5. This service is for the benefit of the consumer, not for other family members or residents
6. The ISP team shall decide, prior to the delivery of services, who and how service delivery will be monitored. Minimum Arizona Health Care Cost Containment System (AHCCCS) requirements are:
 - 6.1 At least one (1) supervisory visit for each direct care staff must be made by the qualified vendor within the first 90 (ninety) days of their hire date and when the direct care staff is present.
 - 6.2 An initial supervisory visit is made to speak with the consumer/consumer's representative regarding the quality of care, delivery of services and education of the consumer/or their representative about the need to call the Qualified Vendor if concerns develop between supervisory and/or support coordinator visits. This visit can be combined with the visit described above. This visit must be initiated not more than five days from initial provision of the service. A follow-up site visit is required at 30 (thirty) days. A 60 (sixty) day visit is required if issues are identified; otherwise these ongoing visits should be made every 90 (ninety) days thereafter.

Service Goals and Objectives

Service Goals

To preserve or improve the safety and sanitation of the consumer's living conditions.

Service Objectives

The Qualified Vendor shall ensure that the following objectives/outcomes are met:

1. Develop and implement a schedule and general plan of care (Housekeeping Agreement).
2. Provide assistance to attain or maintain safe and sanitary living conditions, including but not limited to the following tasks:
 - 2.1 Dusting;
 - 2.2 Cleaning floors, bathrooms, oven, refrigerator, and windows (if necessary for safe and sanitary living conditions);
 - 2.3 Cleaning kitchen, washing dishes, routine maintenance and cleaning of household appliances;
 - 2.4 Changing linens and making bed;
 - 2.5 Washing, drying and folding the consumer's laundry (ironing only if necessary);
 - 2.6 Shopping for and storing household supplies and medicines;
 - 2.7 Taking garbage out; and
 - 2.8 Other duties as determined appropriate and necessary by the Individual Support Plan (ISP) team.
3. In unusual circumstances, the following tasks may be performed:
 - 3.1 To attain safe living conditions:
 - 3.1.1 Heavy cleaning such as washing walls or ceilings, or
 - 3.1.2 Yard work such as cleaning the yard and hauling away debris.
 - 3.2 To assist the consumer in obtaining and/or caring for basic material needs for water, heating and food; and
 - 3.3 Planning, shopping, storing and cooking food for nutritional meals.

Service Utilization Information

1. Typical utilization of housekeeping is two (2) to four (4) hours per week.
2. Using the assessment and plan development processes, needs are assessed by the consumer's ISP team based upon what is normally expected to be performed by a consumer and/or his/her natural supports. Consideration should be made to age appropriate expectations of the consumer and his/her natural supports (what can reasonably be expected of each member based on his/her age). This service will only be utilized after the consumer/natural supports and resources have been exhausted.
3. The ISP team shall decide, prior to the delivery of services, who and how service delivery will be monitored.
4. Housekeeping tasks are to be performed only for the consumer's areas of the home or common areas of the home used by the consumer.
5. The consumer or family is expected to provide all necessary housekeeping supplies.
6. The consumer or family is responsible to provide money for supplies and food in advance of the purchase if direct service staff is expected to shop for food and household supplies.
7. The amount of housekeeping provided shall be determined based on the home requirements for a safe and sanitary environment. If more than one (1) eligible consumer resides in the home, payment will not be made twice for cleaning common areas of the home.
8. Housekeeping staff shall not provide supervision of consumers or personal care to the consumer.

Rate Basis

Published. The published rate is based on one (1) hour of direct service.

Throughout the term of the contract, the appropriate billing codes, billing units, and associated billing rules are subject to change. All billing codes and billing units, and associated billing rules will be included in the Division's Policies and Procedures Manual, Billing Manual, RateBook, and/or other provider resources made available by the Division.

Direct Service Staff Qualifications

Direct service staff shall be physically capable of performing the required tasks.

Direct Service Training Requirements

See Section 5.3.5—Direct Service Training Requirements.

Recordkeeping and Reporting Requirements

1. The Qualified Vendor shall maintain a copy of the Housekeeping Agreement on file and make it available to the consumer/family/consumer's representative and/or Division upon request.
2. The Qualified Vendor must adhere to the requirements of "non-provision of service" as required by Division policy.
3. The Qualified Vendor must maintain on file proof of hours worked by their direct service staff, e.g., staff time sheets. Each time-sheet or equivalent document must be signed by the consumer/family/consumer's representative as verification of hours served.
4. The Qualified Vendor shall maintain data to demonstrate full compliance with all programmatic and contractual requirements of the Department and the Division.