

1240-A ATTENDANT CARE AND HOMEMAKER (DIRECT CARE SERVICES)

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EFFECTIVE DATE: June 30, 1994

Attendant Care

Description

This service provides assistance for a member to remain in their home and participate in community activities by attaining or maintaining personal cleanliness, activities of daily living, and safe and sanitary living conditions.

Barring exclusions noted in this section, Attendant Care (ATC) may include the following as determined by the member's assessed needs:

- A. Meal preparation and clean up (e.g., meal planning, preparing foods, special diets, clean-up, and storing foods);
- B. Eating and assistance with eating;
- C. Bathing (e.g., washing, drying, transferring, adjusting water, and setting up equipment);
- D. Dressing and grooming (e.g., selecting clothes, taking off and putting on clothes, fastening braces and splints, oral hygiene, nail care, shaving, and hairstyling);
- E. Toileting (e.g., reminders, taking off and putting on clothes and/or undergarments, cleaning of catheter or ostomy bag);
- F. Mobility (e.g., physical guidance or assisting with the use of wheelchair);
- G. Transferring;
- H. Cleaning;
- I. Laundry (e.g., putting clothes in washer or dryer, folding clothes, putting away clothes);
- J. Shopping (e.g., grocery shopping and picking up medications);
- K. Attending to certified service animal needs; and,
- L. General supervision for a member who cannot be safely left alone. (See Appendix A, B and C.)

Responsible Person's Participation (Attendant Care)

The member/family is responsible to provide:

- A. Needed supplies (e.g., cleaning supplies) or money for supplies. Money must be provided in advance when the Attendant Care provider is expected to shop for food, household supplies, or medications; and,
- B. Documentation required for the approval of this service.

Considerations (Attendant Care)

When assessing the need for this service, the following factors will be considered:

- A. Due to advancing age, a temporary or permanent documented physical or cognitive/intellectual disability or documentation of other limitation, the parent or guardian cannot meet a child's basic care needs;
- B. Due to the child's intensive medical, physical, or behavioral challenges, which are a result of the disability, the parent or guardian cannot meet the child's care needs;
- C. The child, due to a medical condition or procedure related to the disability, is unable to attend their school/work/day program, and natural support(s) is/are unavailable to provide care;
- D. The adult member is unable to meet specific, basic personal care needs;
- E. The adult member lives alone and is temporarily unable to meet basic personal care needs due to a medical condition or illness;
- F. The members' needs are not currently met due to unavailability of service. Attendant Care may be used as an alternative service;
- G. The member has medical or physical needs, was living in a Developmental Home, Group Home, Intermediate Care Facility, Nursing Facility, or other out of home placement, and with Attendant Care, the member will be able to return home;
- H. When a spouse provides Attendant Care, the total hours of Attendant Care may not exceed 40, regardless of who provides the care. In addition, the member may not receive any similar or like service (i.e., Homemaker). (Habilitation services are not a similar or like service.);
- I. Attendant Care services are subject to monitoring and supervision as outlined in Arizona Health Care Cost Containment System (AHCCCS) policy; and,
- J. When a family member requests to become the Attendant Care Provider for a member over the age of 18, the Support Coordinator/designee will conduct a personal interview with the member.

Settings (Attendant Care)

Attendant Care Services may only be provided:

- A. In the member's home (unlicensed);
- B. In an Independent Developmental Home when there is a specific issue, problem, or concern that is believed to be temporary or short term, and the service is approved by the Assistant Director/designee; and,
- C. In the community:
 - 1. While accompanying the member; or,
 - 2. While shopping or picking up medications.

Exclusions (Attendant Care)

Exclusions to the authorization of Attendant Care service are indicated below. Exceptions shall be approved by the District Manager.

- A. The Attendant Care Service:
 - 1. Shall not substitute for private pay day care or a school program for children;
 - 2. Shall not cover before and after school care needs, days when there is no school, half school days, holidays, or summer and winter breaks, or for 'babysitting' unless a child meets the criteria for supervision;
 - 3. Shall not be provided for acute illnesses that prevent the child from attending private daycare or school;
 - 4. Shall not be provided while the member is hospitalized;
 - 5. Shall not substitute for Work, Day Program, Transportation, or Habilitation, unless those services are not available to the member;
 - a. When used as a substitute, Attendant Care shall be used only until an appropriate service is available; or,
 - b. When the appropriate service has been refused, Attendant Care cannot be used as a substitute.
 - 6. Shall not substitute for Respite;
 - 7. Shall not be received during the provision of a Division funded Employment or Day Program;
 - 8. Shall not be used to avoid residential licensing requirements;
and,
 - 9. Shall not be used to take the place of care provided by the natural support system for children.
- B. The tasks below are not included as part of the Attendant Care Service:

1. Cleaning up after parties (e.g., family celebrations and holidays);
2. Cleaning up several days of accumulated dishes;
3. Preparing meals for family members;
4. Routine lawn care;
5. Extensive carpet cleaning;
6. Caring for household pets;
7. Cleaning areas of the home not used by the member (e.g., parents' bedroom or sibling's bathroom);
8. Skilled medical tasks. (See Appendix D – Skilled Nursing Matrix.); and,
9. Shopping for a child living in the family home.

The Division will not authorize Attendant Care when the only tasks identified are cleaning, shopping and laundry.

Homemaker (Housekeeping)

Service Description and Goals (Homemaker)

This service provides assistance in the performance of activities related to routine household maintenance at a member's residence. The goal of this service is to increase or maintain a safe, sanitary, and/or healthy environment for eligible members.

Service Settings (Homemaker)

This service would occur in the member's own home or family's home. It would occur outside only when unsafe/unsanitary conditions exist and would occur in the community when purchasing supplies or medicines.

Service Requirements (Homemaker)

Before Homemaker can be authorized, the following requirements must be met:

- A. Safe and sanitary living conditions shall be maintained only for the member's personal space or common areas of the home the member shares/uses.
- B. Tasks may include:
 1. Dusting;
 2. Cleaning floors;
 3. Cleaning bathrooms;

4. Cleaning windows (if necessary to attain safe or sanitary living conditions);
 5. Cleaning oven and refrigerator (if necessary to prepare food safely);
 6. Cleaning kitchen;
 7. Washing dishes;
 8. Changing linens and making beds; and,
 9. Routine maintenance of household appliances.
- A. Washing, drying, and folding the member's laundry (ironing only if the member's clothes cannot be worn otherwise).
- B. Shopping for and storing household supplies and medicines.
- C. Unusual circumstances may require the following tasks be performed:
1. Tasks performed to attain safe living conditions:
 - a. Heavy cleaning such as washing walls or ceilings; and,
 - b. Yard work such as cleaning the yard and hauling away debris.
 2. Assist the member in obtaining and/or caring for basic material needs for water heating and food by:
 - a. Hauling water for household use;
 - b. Gathering and hauling firewood for household heating or cooking including sawing logs and chopping wood into usable sizes; and,
 - c. Caring for livestock used for consumption including feeding, watering and milking.
 3. Provide or ensure nutritional maintenance for the member by planning, shopping, storing, and cooking foods for nutritious meals.

Target Population (Homemaker)

Members who are eligible for or are receiving assistance through the Supplemental Payment Program (SPP) will not receive Housekeeping. Members who are not eligible for Arizona Long Term Care Services (ALTCs) should be referred to the SPP. Needs are assessed by the Support Coordinator based upon what is normally expected to be provided by a member and/or his/her caregiver. It is important to remember that housekeeping services are based on "assessed need" and not on a person's or the family's stated desires regarding specific services.

Consideration should be made to age appropriate expectations of the member and his/her entire family (what can reasonably be expected of each member based on his/her age). The team should consider the natural supports available and not supplant them. In addition

to the guidelines found in this section, there may be a need for the SPP if any of the following are factors:

- A. A member is living with his/her family and has intense medical, physical, or behavioral needs; and the family members are unable to care for the member and maintain a safe and sanitary environment;
- B. A member is living with his/her family and the family members have their own medical/physical needs that prevent the family members from maintaining a safe and sanitary environment (documentation of the medical/physical needs may be required);
- C. A member is living independently and has medical/physical needs that preclude him/her from maintaining/attaining a safe and sanitary environment;
- D. A member is living independently and has demonstrated that he/she cannot maintain a safe and sanitary environment. Habilitation should be considered before using Housekeeping so the member's abilities may be maximized; and,
- E. The family is experiencing a crisis that prevents them from maintaining a safe and sanitary environment. The situation would be documented in the member's progress notes and the service delivery would be of a time-limited nature.

Exclusions (Homemaker)

The following exclusions apply to the provision of Homemaker:

- A. Homemaker is to be performed only for the members' areas of the home or common areas of the home used by the member, e.g., parents' or siblings' bedrooms or bathrooms would not be cleaned. Other examples of inappropriate use of Homemaker services include:
 - 1. Cleaning up after parties;
 - 2. Cleaning up several days of accumulated dishes;
 - 3. Preparing meals for the whole family; and,
 - 4. Routine lawn care.
- B. Homemaker shall not be provided to members residing in group homes, vendor supported developmental homes, skilled nursing facilities, non-state operated Intermediate Care Facilities for Persons with an Intellectual Disability or Level I or Level II Behavioral Health Facilities.

Service Provision Guidelines (Homemaker)

Typical utilization of Homemaker would be two to four hours per week. Additionally:

- A. The member or family is expected to provide all necessary supplies;
- B. This service shall not be provided when the member is hospitalized or otherwise receiving institutional services. The service may only be provided at the end of hospitalization to allow the member to return to a safe and sanitary environment; and,
- C. Members residing in Group Homes, Foster Homes or Adult Developmental Homes shall not receive this service.

Utilization of Homemaker will be in accordance with the Service Authorization Matrix.

Provider Types and Requirements (Homemaker)

Designated District staff will ensure all contractual requirements related to Homemaker providers are met before services can be provided. Additionally, all providers of ALTCS must be certified by the Division and registered with AHCCCS prior to service initiation.

Service Evaluation (Homemaker)

The Individual Support Plan/Individualized Family Service Plan/Person Centered Plan review (Plan Review) shall document appropriateness of this service based upon the Support Coordinator's observation and input from the member, family, and provider.

Service Closure (Homemaker)

This service is no longer appropriate when:

- A. The member's medical, physical or behavioral needs have decreased;
 - B. The physical/medical needs of the family members have decreased;
 - C. The family is no longer experiencing crisis;
 - D. The member no longer resides at home, has moved out of state, or when the member is no longer eligible for ALTCS;
 - E. The member moves to a residential or institutional setting; or,
 - F. The family has adequate resources or other support to provide the service.
- A Notice of Intended Action must be sent in accordance with the processes defined in of this policy manual.

Other Homemaker Services

- A. The amount of Homemaker provided shall be determined based on the home requirements for a safe and sanitary environment. If more than one eligible member resides in the home, payment will not be made twice for cleaning common areas of the home.

- B. If the family is receiving supplemental payments for other members in the home, the Support Coordinator shall determine if the Supplemental Payment Program (SPP) is meeting the family's needs.