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**IDAPA 15  
TITLE 01  
Chapter 02**

**15.01.02 - SENIOR HOMEMAKER SERVICES  
IDAHO OFFICE ON AGING**

**000. AUTHORITY.**

The Idaho Senior Services Act, Chapter 50, Title 67, Idaho Code, provides for "in-home services,...., designed to permit older people to remain independent and be able to avoid institutionalization and that these services be provided in a coordinated manner and be readily available when needed and accessible to all older people"; and authorizes the Idaho Office on Aging (IOOA) to promulgate rules under the Act. (7-1-92)

**001. TITLE AND SCOPE.**

These rules governing the operation of Senior Homemaker Services are promulgated by the Idaho Office on Aging pursuant to Chapter 52, Title 67, Idaho Code. (7-1-92)

**002. -- 009. (RESERVED).**

**010. DEFINITIONS.**

For the purposes of this rule: (7-1-93)

01. Adult Protection. Services available to a person sixty (60) years of age or older who is unable to protect himself from abuse, neglect, or exploitation due to physical or mental impairment which affects the person's judgment or behavior to the extent that the person lacks sufficient understanding or capacity to make, communicate, or implement decisions regarding his/her person. (7-1-92)

02. Approved Assessment Process. An in-home assessment of the client's functional limitations, living environment, and level of support available from other sources, using the IOOA assessment instrument. (7-1-92)

03. Condition of the Home. The assessed status of the client's living environment such as structural barriers; unsanitary conditions; safety hazards; adequacy of cooking; laundry, heating, and plumbing facilities; and general condition of upkeep. (7-1-92)

04. Contractor. Any recognized legal entity or governmental unit contracting to provide Homemaker Services. (7-1-92)

05. Basic Budget Management. Assistance with bill paying, depositing checks, and economical methods of shopping. (7-1-92)

06. Frail. Having a physical or mental disability, including having Alzheimer's disease or a related disorder with neurological or organic brain dysfunction, that restricts the ability of an individual to perform normal daily tasks or which threatens the capacity of an individual to live independently. (7-1-92)

07. Functional Impairment. The diminished ability to perform basic activities of daily living. (7-1-92)

08. Homemaker. A person who has successfully completed basic orientation and demonstrates skills in homemaking activities and who under supervision provides homemaker services. (7-1-92)

09. Homemaker Supervisor. A person with demonstrated knowledge of, and experience in providing, community based home care services. (7-1-92)

10. Homemaker Service. Non-medical assistance with household tasks such as housekeeping; essential shopping; meal planning and preparation; household management; basic budget management; essential errands for food, medications, banking or bill paying; and limited maintenance personal care. (7-1-92)

11. Instrumental Activities of Daily Living. The performance of basic non-medical self-care activities required to sustain an individual in a daily living environment, i.e., cooking, cleaning, laundry, linen change, payment of household bills and banking, writing, using equipment such as the telephone, and understanding and following

instructions. (7-1-92)

12. IOOA. Idaho Office on Aging. (7-1-92)

13. Maintenance Personal Care. Non-medical assistance to the client such as washing, drying, combing, and brushing hair; eating; walking; and reminding the client to take medication. Maintenance personal care does not include nursing care, bathing, or cutting of finger and toenails for diabetic clients. (7-1-92)

14. Unit of Service. One (1) hour of service shall include activities in the home for the client, errands accomplished for the client, and transportation of the Homemaker to the residence of the client. (7-1-92)

**011. -- 149. (RESERVED).**

**150. POLICY.**

Senior Homemaker Services is a part of a continuum of community-based long term care designed to provide assistance needed to compensate for functional limitations. Services are delivered over a sustained period of time to elderly adults with diminished functional capacity. Senior Homemaker Services provide assistance that is needed to manage independently in a home environment when disabilities undermine capacities. The program is designed to assist with instrumental activities of daily living for individuals aged sixty (60) and older. The intent of the program is not to take away the client's independence, and the program is not designed to supplant family support. Senior Homemaker Services provide maintenance and guidance to eligible individuals to restore or enhance their capabilities for self-care, and independent living. Available family must be involved in developing service plans for clients to ensure that the formal services provided will enhance the informal supports provided by the family. A client or court-ordered guardian, shall have the right to accept or refuse Senior Homemaker Services at any time. Senior Homemaker Services shall be provided until termination occurs according to the service plan. (7-1-92)

**151. ELIGIBILITY.**

Persons aged sixty (60) years and over living in Idaho and determined to be in need through an approved assessment process are eligible for the Senior Homemaker Services. Persons eligible to receive Personal Care Services through the Department of Health and Welfare are not eligible for Senior Homemaker Services unless the services are determined to be needed on an interim, emergency basis. (7-1-92)

**152. SERVICE DESCRIPTION.**

Senior Homemaker Services shall include: general cleaning of the home, making and changing beds, dishes, laundry, meal preparation, shopping, maintenance personal care, basic budget management, and required assistance with instrumental activities of daily living. (7-1-92)

**153. PURPOSE OF SERVICE.**

01. Maintain Independence and Dignity. To secure and maintain in a home environment the independence and dignity of individuals who are capable of self-care with appropriate supportive services. (7-1-92)

02. Protect the Frail Elderly. To provide a component of a continuum of care. (7-1-92)

03. Prevent Institutionalization. To avoid or delay placement of individuals into long-term care institutions. (7-1-92)

04. Remedy Harmful Living Arrangements. Promote health and safety. (7-1-92)

**154. PRIORITIES RELATED TO SENIOR HOMEMAKER SERVICES.**

All approvals to receive Senior Homemaker Services are made on a priority basis determined by the approved assessment process. Priorities are ranked in the following order: (7-1-92)

01. Functional Impairment. The highest priority is the greatest degree of functional impairment. (7-1-92)

02. Informal Supports. The second highest priority is the least degree of family or informal supports.

(7-1-92)

03. Home Condition. The third highest priority is the condition of the home. (7-1-92)

04. Geographic Isolation. The lowest priority is geographic isolation. (7-1-92)

**155. -- 199. (RESERVED).**

**200. HOMEMAKER TRAINING AND SUPERVISION.**

All homemakers must possess the ability independently to complete all assigned tasks and to communicate well with persons having multiple disabilities. Homemakers must also be able to foster the independence of clients served.

(7-1-92)

01. First Aid and CPR. Homemakers must complete Basic First Aid and CPR training and maintain certification in both. (7-1-92)

02. Homemaker Orientation. All homemakers must receive an employee orientation from the contractor before performing homemaker services. Orientation will include the purpose and philosophy of the Senior Homemaker Services, program regulations, policies and procedures, proper conduct in relating to clients, and handling of confidential and emergency situations that involve the client. (7-1-92)

03. In-Service Training. Contractors must provide or arrange for a minimum of twenty (20) hours of training for homemakers each year, which upgrades employee skills and knowledge in providing homemaker services. (Each homemaker must complete a minimum of twenty (20) hours annual training.) Areas of training may include the aging process, communication skills, community service, resources, and homemaking skills. All homemakers providing maintenance personal care must first receive training in assisting clients with instrumental activities of daily living such as ambulation and feeding. All homemakers providing services to clients with infectious diseases must first receive training in proper handling of soiled linens, clothing and body fluids, including the use and disposition of disposable gloves provided by the homemaker agency. (7-1-92)

04. Homemaker Supervision. All contractors must have written job descriptions and personnel policies for homemakers. All homemakers must receive an annual performance evaluation. Homemaker supervisors must be available to homemakers on a daily basis to discuss changes in client circumstances, scheduling problems, and emergency situations. (7-1-92)

05. Assignment of Clients. When assigning a client to a homemaker, the homemaker supervisor must provide to the homemaker, at a minimum, the client's service plan and emergency contacts. (7-1-92)

06. Wage and Benefits. The contractor must offer homemakers competitive wages and benefits to avoid staff turnover and promote quality service. (7-1-92)

**201. -- 249. (RESERVED).**

**250. CONDUCT OF HOMEMAKERS.**

Contractors must assure, through personnel policies, orientation procedures, signed homemaker agreements, and supervision that homemaker conduct is governed by the following restrictions. A copy of these restrictions, signed by the homemaker, will be placed in each homemaker's personnel file. (7-1-92)

01. Accepting Money. A homemaker is not permitted to accept money from any homemaker client. (7-1-92)

02. Financial Loans. A homemaker is not permitted to make or accept financial loans to or from the clients. (7-1-92)

03. Sale of Goods. A homemaker is not permitted to solicit the purchase of goods, materials, or services from clients. (7-1-92)

04. Addresses. A homemaker is not permitted to provide a personal telephone number or home address to clients. (7-1-92)
05. Private Work. A homemaker is not permitted to work privately for a client of Homemaker Services. (7-1-92)
06. Client's Residence. A homemaker must not enter a client's residence in the absence of the client or court-appointed guardian. (7-1-92)
07. Proselytizing. A homemaker must not engage in religious proselytizing during the course of employment. (7-1-92)
08. Medication Administration. A homemaker must not administer medication except to remind client to take medication, assist with removing cap from multi-dose containers, and observe the client taking medication. (7-1-92)
09. Confidentiality. A homemaker must maintain information regarding clients served and their personal living situations in a confidential manner. (7-1-92)
10. Smoking. A homemaker must not smoke in the home of a client. (7-1-92)

**251. -- 299. (RESERVED).**

**300. FEES.**

Individuals receiving Senior Homemaker Services must pay a fee for service according to a variable fee schedule based on the current annual household income. Income will be assessed based upon self-declaration by the client. Written documentation of income may be requested on a case-by-case basis when judged necessary by the contractor. Income for this purpose means gross income (including Social Security, Supplemental Security Income, Old Age Assistance, interest, dividends, wages, salaries, pensions, etc.) less non-covered medical and prescription drug costs and medical insurance costs. Payments received by the client from property owned and leased will be counted as income after Internal Revenue Service allowed expenses are deducted, i.e., insurance, taxes, water, sewer, trash, if paid by the client. (7-1-92)

01. Fee Schedule. All clients shall complete an Income Declaration Form annually and will be charged for service according to a sliding fee established by the IOOA. The fee scale will range from zero (0%) to one hundred percent (100%) of payment for the cost of services. The cost of services will be based on the contractor's unit cost for Senior Homemaker Services. The client's percentage of payment will be determined by comparing the client household's annual income to the United States Department of Health and Human Services Poverty Guidelines for one hundred and twenty-five percent (125%) of poverty. The fee scale will be updated annually. (7-1-92)

02. Waiver of Fee Scale. The sliding fee scale may be waived for clients who refuse to pay the fee for service if lack of service would be detrimental to the client. (7-1-92)

03. Income Redetermination. When a client's income increases or decreases, the client must notify the homemaker service for a redetermination of income. The contractor must review all income declarations annually with clients to determine any changes in fee charge. (7-1-92)

04. Use of Fees-Accounting. Fees for services shall be accounted for and be used to offset costs of the Senior Homemaker Program including direct service, administrative and capital expenditures. (7-1-92)

**301. -- 349. (RESERVED).**

**350. SERVICE PROCEDURES.**

All service procedures, including client intake, assessment, service denial, service plan, referral to other services, reassessment, and termination must be detailed in the service contract with the contractor. (7-1-92)

**351. -- 399. (RESERVED).**

**400. PROGRAM INTAKE AND ASSESSMENT.**

01. Emergency Intake. If the referral reflects a crisis, for example, a change in health or functional status or illness or absence of the caregiver, a home visit must be conducted within one (1) working day to assess the emergent need; and, if appropriate, a Homemaker will be assigned and service initiated immediately. (7-1-92)

02. Normal Intake. Client contact will be initiated within five (5) days of receipt of the referral, and an assessment conducted within two (2) weeks of referral. (7-1-92)

03. Client Assessment. To determine level and type of service need, the organization identified in the service contract will conduct an in-home assessment using the IOOA assessment tool. The assessment will identify: (7-1-92)

a. Demographic information; (7-1-92)

b. Living arrangement and condition of home; (7-1-92)

c. Family and informal supports; (7-1-92)

d. Emergency contact; (7-1-92)

e. Services currently received; (7-1-92)

f. Medical status, special diets, allergies; and (7-1-92)

g. Functional status in instrumental activities of daily living. (7-1-92)

04. Coordination of Assessment. If a comprehensive assessment is available from another human service agency and the client signs a release of information, the client will not be reassessed by the homemaker contractor. The homemaker provider must make a reasonable effort to obtain a current copy, not more than sixty (60) days old, of the other agency's assessment. If a current assessment from another human service agency is not obtained, a Senior Homemaker Service assessment must be completed. In either case a home visit to the client will be made to design the individual service plan. (7-1-92)

05. Additional Determinations. During the home visit the contractor will also: (7-1-92)

a. Determine eligibility and request that all potential clients complete the IOOA Income Declaration Form and; (7-1-92)

b. Explore alternatives to Homemaker Services when the assessment indicates the service request is inappropriate or invalid. (7-1-92)

**401. -- 449. (RESERVED)**

**450. DENIAL OF REQUEST.**

An applicant must be notified of a denial of service and the right to appeal in writing. The request for Senior Homemaker Services may be denied based upon assessment findings when: (7-1-92)

01. Applicant Not in Need of Service. Assessment shows the applicant's functional deficits are not severe enough to warrant services, and the client is able to remain independent or has adequate support through family or other sources of assistance. (7-1-92)

02. Other Care Needed. The client's needs are of such magnitude that more intensive supports such as Medicaid personal care services, attendant care, or referral for institutional placement are indicated. In such instances, alternatives will be explored with the client and family, if available, and the client will be referred to appropriate

services. (7-1-92)

03. Barriers to Program Objectives Exist. (7-1-92)

a. The applicant's home is hazardous to the homemaker because of rodents or insects, faulty electrical or plumbing systems, or human or animal waste; (7-1-92)

b. The applicant's home is not reasonably accessible to a homemaker because of impassable roads; (7-1-92)

c. The applicant's behavior is a threat to the safety of a homemaker; (7-1-92)

d. The applicant is abusive or has a history of committing violent crimes or sexual abuse. (7-1-92)

e. Where barriers listed in Subsections 450.03.a., 450.03.c., or 450.03.d. exist, the client will be referred to adult protection authorities or other appropriate agency. (7-1-92)

04. Lack of Funding or Available Homemaker. The denial is based on lack of an available homemaker or funding. In such instances the client shall be placed on a waiting list maintained by the contractor. Services will be arranged for and provided on a priority basis. (7-1-92)

**451. CLIENT WAITING LIST.**

When an eligible applicant is denied service based on lack of homemaker personnel or funding, the applicant shall be placed on a waiting list. The applicant must receive an in-home assessment prior to placement on a waiting list. Applicants on the waiting list for service will be prioritized according to Idaho Office on Aging Rules Governing Senior Homemaker Services, Title I, Chapter 2, Section 154. All applicants placed on a waiting list must be notified of this action in writing. (7-1-92)

**452. -- 499. (RESERVED).**

**500. APPEAL.**

Any client who is placed on the waiting list, denied service, or whose service has been terminated, will be notified of that action in writing and will be informed of the right to appeal. The appeal process is enumerated in Rules Governing Idaho Senior Services Programs (IDAPA 15, Title 01, Chapter 01, Section 600). (7-1-92)

**501. SERVICE PLAN.**

For clients assessed as needing Senior Homemaker Services, a service plan will be developed in consultation with the client (and family, if available) and will consist of client responsibilities, family responsibilities, specific services, total hours, and visits to be provided per month, along with short and long-term goals. (7-1-92)

01. Contractor Review of Other Services. If appropriate, the contractor will review with the client other available in-home support services (such as home-delivered meals, chore, and telephone reassurance) that could also assist the client to remain at home and will make necessary referrals. (7-1-92)

02. Refusal of Services. The client or court appointed guardian decides to accept or refuse Senior Homemaker Services. (7-1-92)

03. Signing of Service Plan. The service plan must be signed by the client or court appointed guardian prior to initiation of service. (7-1-92)

04. Revision of Service Plan. After services have been in place for one (1) month, the homemaker will recommend to the supervisor any changes needed in the service plan such as hours of service or tasks performed. The contractor will revise the service plan based on these recommendations if they fall within service priorities, service definitions, and availability of homemaker hours. The homemaker will continue to inform the supervisor of any recommended revisions of service plans. The contractor will inform the client of any service plan changes. (7-1-92)

05. Update of Service Plan. The service plan will be updated at least annually to assess the client's need

for continued Senior Homemaker Services and initialed by the client. The service plan update must be based on an in-home reassessment of the client. The service plan must be updated more frequently if the functional ability, living conditions, or availability of other supports of the client change significantly between reassessments. (7-1-92)

**502. SERVICE COORDINATION.**

If the homemaker provider is serving an individual who is also a client of another human service agency, an effort will be made to coordinate services. (7-1-92)

**503. TERMINATION OF SERVICE.**

01. Reasons for Termination. Termination may occur for any of the following reasons: (7-1-92)
  - a. Service proved ineffective, insufficient, or inappropriate to meet the needs of the client; (7-1-92)
  - b. Other resources were utilized; (7-1-92)
  - c. Client withdrew from the program or moved; (7-1-92)
  - d. Family support to client increased; (7-1-92)
  - e. Client was placed in an institution; (7-1-92)
  - f. Client died; (7-1-92)
  - g. Client's functioning improved; (7-1-92)
  - h. Client no longer wants service; (7-1-92)
  - i. Client's home is hazardous to the homemaker; (7-1-92)
  - j. Client's home is not reasonably accessible to the homemaker; (7-1-92)
  - k. Client's behavior is a threat to the safety the homemaker; (7-1-92)
  - l. The client verbally abuses or sexually harasses the homemaker; (7-1-92)
  - m. Client refuses to pay fee determined for service; (7-1-92)
  - n. Homemaker funding is not available. (7-1-92)

02. Notification of Termination and Right to Appeal. Client will be informed in writing of the reasons for agency-initiated service termination and the right to appeal at least two (2) weeks prior to termination. The homemaker contractor will, if appropriate, refer the client to other services. (7-1-92)

**504. PROGRAM OUTCOME.**

01. Maintenance. Maintain individuals in their homes by arranging for and providing Senior Homemaker Services. (7-1-92)
  - a. Prevent inappropriate and unnecessary initial institutional placements. (7-1-92)
  - b. Prevent the return to an institution. (7-1-92)
  - c. Provide for earlier discharge from an institution. (7-1-92)
02. Short-Term Rehabilitation. Provide the opportunity for rehabilitation at home by providing services to those who are temporarily incapacitated because of short-term illnesses or injury. (7-1-92)



03. Crisis Intervention. Maintain older individuals in their own homes, on a short term basis, during a crisis when the normal caregiver is incapacitated or absent. (7-1-92)

04. Protection. Enable individuals to remain in their own homes during a crisis by coordinating with adult protection services. (7-1-92)

**505. -- 799. (RESERVED).**

**800. ADMINISTRATIVE PROVISIONS.**

Hearings and appeals shall be governed according to the provisions of this rule and IOOA policies. (7-1-92)

**801. CONFLICTS.**

Where there is any conflict between these rules, and provisions of the Idaho Code, the statutes govern. For relevant matters not addressed, refer to applicable sections of the Idaho Code. (7-1-92)

**802. -- 999. (RESERVED).**