

2024 IN HOME SERVICE

DEFINITIONS AND EXAMPLES

All services shall be documented in the following categories:

REGISTERED SERVICES

Unduplicated clients no matter how many times they receive a service for the month are only counted one time for each service. Example: Sallie Sue receives 10 units of Homemaker this month. In the client # she is only counted one time as a client.

Personal Care (1 Hour = 1 Unit) Providing personal assistance, stand-by assistance, supervision and cues for persons who have the inability to perform one or more of the following activities of daily living: eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking.

Examples:

Bathing
Eating / Feeding (But do not Tube feed)
Dressing
Toileting / Changing diaper or bed pads
Transferring in and out of bed or chair
Walking assistance

Comb / Shampoo Hair
Oral Hygiene
Skin Care
Nail Care (Filing and Cleaning, but do not Clip)
Shaving
Changing Bed Linen (in association w/bed bath)

Homemaker (1 Hour = 1 Unit) Providing assistance to persons who have the inability to perform one or more of the following instrumental activities of daily living (ADLs): preparing meals, shopping for personal items, managing money, using the telephone, and doing light housework.

Examples:

Preparing meals / Cooking
Shopping / Errand running
Managing money / Paying Bills
Check Cashing / Balancing Checkbook
Assisting client in making telephone calls
Making the bed / Changing bed linens
Washing / Hanging out / Drying /Ironing Clothes
Washing / Drying / Putting away dishes

Vacuuming / Sweeping / Mopping floors
Reading Mail / Bills
Taking out the trash
Dusting / Cleaning glass
Picking up client's medicine
Performing minor mending
Cleaning the bathroom
Cleaning kitchen counter and stove top

Chore (1 Hour = 1 Unit) – Providing assistance to persons who have difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work, and light maintenance.

Examples:

Defrost Freezer
Clean and Sanitize Refrigerator
Clean Stove Top Burners / Replace Tin Foil
Clean Oven
Waxing Floors
Washing Windows

Cleaning Carpets / Rugs
Washing Walls / Baseboards
Cutting Grass
Trimming Hedges
Edging Sidewalks, Driveway and Curbs
Trimming Limbs

AGGREGATE SERVICES

A client is counted each time they receive a service regardless of the number of times the service is received in a month.

Example: Sallie Sue participates in Information and Assistance 4 times in the month. In the client # she is counted each time. The # entered would be 4 for the month.

Information and Assistance (1 Contact = 1 Unit) Clients and Units will always match. – A service for older individuals that:

- a. Provides current information on opportunities and services available within the community, including information relating to assistive technology.
- b. Links participants to opportunities and services that are available. Contact may be provided via internet, in person, or over the phone. Any I/A contact other than basic information or referral number should be referred to the ADRC/SARCOA. Referral to ADRC are counted as a unit of I/A.
- c. To the maximum extent practicable, ensures that participants are aware of available opportunities and receive needed services by establishing adequate follow-up procedures. Service units for information and assistance refer to individual, one-on-one contacts between an information and assistance provider and client or caregiver. An activity that involves a contact with several current or potential clients or caregivers are considered group services and are not counted as a unit of information and assistance. Group sessions are included in “**Public Education.**”

Examples: Each example requires that **contact** be made with the client in order to log the unit.

Info provided / Application taken for LIHEAP, Project Share or any other energy assistance.
SNAP applications and re-certifications.
Medicaid forms filled out for QMB, SLIMB, etc.

Info provided and paperwork filled out for participation in the Farmers Market program.
Client’s doctor is called and appointment is set.
Medicaid contacted for client for Travel Voucher.

Paperwork completed for client for Brown Bag.
Paperwork completed for Equipment Loan.
Contact made to client to follow-up on whether client received a previously applied for service or benefit.

Arrangements made for client to receive meals.
Equipment supplier contacted for client.
Assist in completing paperwork and applications for the SenioRx Program.

Outreach (1 Contact = 1 Unit) – Clients and Units will always match. Interventions initiated by an agency or organization for the purpose of identifying potential clients or their caregivers and encouraging their use of existing services and benefits. Service units for outreach refer to individual, one-on-one contacts between a service provider and client or caregiver. An activity that involves a contact with several current or potential clients or caregivers is considered group services and is not counted as a unit of outreach. Group sessions are included in “**Public Education.**”

Examples:

Worker calls a person referred to the In-Home Service program to give information about the program and its benefits and determines whether the person is interested in being admitted to the program.
A caregiver calls to inquire about the In-Home Service program for her family member. Program information is given and a meeting for admission to the program is set up to be held at family member’s home.
Contacting an individual in person to provide comfort or help. Whether one or more clients are visited, the session counts as one visit (except in congregate living facilities in which each residential unit visited is counted as a separate visit).
An In-Home Service worker goes to the home of a potential client who was referred to the program and who does not have a telephone. Information about the program is given so that the client may determine if he/she is interested in being admitted.

Public Education (1 Contact = 1 Unit) – Clients and Units will always match. Providing opportunities for Individuals to acquire non-nutrition related knowledge, experience, or skills. This service may include workshops designed to increase awareness on various topics, such as crime or accident prevention, continuing education, or legal issues. They may be designed to teach participants a specific skill in a craft, job, or occupation if the participant does not expect to receive wages or other stipends.