

**IN-HOME HOMEMAKER
FY2024**

**PART 2
SPECIFICATIONS FOR SERVICE
*Aging Ahead***

CONTRACT PERIOD: July 1, 2023 through June 30, 2024

ELIGIBLE PERSONS: Persons 60 years of age or older

SERVICE AREA: St. Louis, St. Charles, Jefferson, Franklin Counties

SERVICE OBJECTIVE: In-home homemaker services shall consist of general household activity provided by a trained homemaker when the client is unable to manage the home and care for himself/herself or others in the home or when the individual (other than the service recipient) who is regularly responsible for these activities is temporarily absent.

UNIT OF SERVICE: One unit is one hour of direct homemaker service to a client.

SERVICE DELIVERY SYSTEM

Provider must:

1. Comply with Federal and State Regulations and with Division of Senior and Disability Services/*Aging Ahead* standards now in force or under development for homemaker/services. Adhere to 19 CSR 15-7.021
2. Deliver services within the counties of St. Louis, Jefferson, Franklin and St. Charles Counties to persons aged 60 years or older. Provider must bid on all counties in the Service Area.
3. Deliver Homemaker services for primarily home management and assistance with activities of daily living on a regular basis for a person who has multiple needs and requires this assistance in order to remain in the home. Services may include the following activities:
 - A. Meal planning, preparation and cleanup;
 - B. Washing dishes, pots, pans and utensils;
 - C. Cleaning kitchen counters, cupboards, and appliances, including oven, surface burners and inside refrigerator;
 - D. Cleaning bathroom and fixtures;
 - E. Making beds and changing sheets.
 - F. Sweeping and/or vacuuming, and mopping floors;
 - G. Tidying and dusting the home;
 - H. Laundering clothes and linens;
 - I. Ironing and mending clothes;
 - J. Washing inside windows and cleaning coverings that are within reach without climbing;
 - K. Bagging trash inside the home and putting it out for pick-up;
 - L. Shopping for essential items (examples: groceries, cleaning supplies);
 - M. Performing essential errands (examples: obtaining food stamps, picking up medication,

- N. Reading and writing essential correspondence for blind service recipients or recipients documented in the service plan who are unable to perform these tasks;
 - O. Instruct the client in ways to become self-sufficient in performing household tasks.
4. Deliver in-home chore services consisting of providing assistance with intermittent, short-term household tasks necessary to the maintenance of a clean, safe, sanitary, habitable home environment. Attributes of the service include restriction of the assistance to non-skilled tasks, and determination of the need for service in relationship to the client's functioning capacity. Services may include the following activities:
- A. Washing walls and woodwork;
 - B. Cleaning closets, basement and attics;
 - C. Shampooing rugs;
 - D. Airing mattresses and bedding;
 - E. Spraying for insects within the home with over-the-counter supplies;
 - F. Providing rodent control within the home (e.g., setting traps, putting out over-the-counter supplies;
5. Follow most recent care plan as specified by the authorized provider supervisor in St. Louis County or *Aging Ahead* COS Specialist in Jefferson, Franklin and St. Charles counties.
6. Provide a qualified Homemaker Supervisor to update each case monthly, via record review or discussion with in-home worker. Copy of updates to be included in monthly report to *Aging Ahead*.
7. Provide a qualified Homemaker Supervisor to conduct in-home assessment of each new client. Annual in-home reassessments and six-month telephone reassessments. Copy of reassessment findings to be made available to *Aging Ahead* for monitoring. One reassessment per year may be conducted by telephone.
8. Provide a plan to inform clients of other existing services available to meet their needs (examples: transportation, nutrition services).
9. Submit monthly billing and report forms to *Aging Ahead* and maintain required back-up information.
10. Provider shall be required to enter all client information and units of service into the Aging IS system. Each provider will be responsible for the monthly fee for the use of the necessary Aging IS seat(s) while the contract is in effect.

METHOD OF BID

1. Interested provider of service must complete a Request for Proposal and submit an application for funds.
2. Proposal must meet all specifications as stated in Service Delivery System.
3. Proprietary agencies must include profit margin in each unit.
4. Funds for this program will be supplied by Older Americans Act Funds which has a 15% Cost Sharing or Matching requirement.

5. Maximum allowable administration costs shall not exceed 12% of total budget request.
6. Reimbursement from *Aging Ahead* contract amount shall not exceed one-fourth of the total per quarter, unless the reimbursement for the previous quarter was less than one-fourth of the total *Aging Ahead* amount.
7. Complete RFP Section E (page 20) addressing each of the following requirements:
 - A. Plan to complete all of the requirements detailed in the In-home Homemaker Specifications Service Delivery System parts 1-10.
 - B. Plan to assure compliance with Code of State Regulations Service Standards for In-home Services, 19 CSR 15-7.010 and 19 CSR 15-7.021.
 - C. Staff orientation and In-Service Training Plans including:
 - 1) Description of the Orientation Training Plan:
 - a. List topics to be addressed;
 - b. Identify orientation methods to be used; i.e., classroom, on-the-job, etc.;
 - c. Identify staff and/or outside organizations primarily responsible for providing orientation training;
 - d. Describe documentation procedures for orientation training.
 - 2) Describe the In-Service Training Plan:
 - a. List topics to be addressed;
 - b. Identify in-service training methods to be used;
 - c. Identify staff and/or outside organizations primarily responsible for providing in-service training.
 - d. Describe documentation procedures for in-service training.
 - D. Training and Orientation for volunteers
 - E. Record keeping and contribution system
 - 1) Identify location of records;
 - 2) Specify confidentiality safeguards;
 - 3) Describe the procedures for invoicing;
 - 4) Describe the methods used to ask for client contributions including the frequency of opportunity to contribute; (Describe methods for collecting and recording contributions);
 - 5) Describe the procedures used to assure that all contributions are used to expand the services.
 - F. Description of grievance and complaint procedure.
 - G. Denial of services policy.
 - H. Inclement weather policy.
 - I. Marketing methods: Describe the communication network used to inform the target population about the proposed service. Consider items such as a toll-free number, methods to reach clients

who do not have telephones, brochures, newspaper ads, and other marketing activities.

J. Describe methods for coordination with other *Aging Ahead* sponsored services for the proposed service area and with other agencies/organizations which might benefit service recipient. The following procedures may be used by service providers in coordinating activities:

- 1) Identify people and/or organizations that will enhance program capabilities either now or in the future;
- 2) Contact related agencies and organizations within the surrounding service area;
- 3) Negotiate understandings which outline coordinative efforts to be undertaken;
- 4) Document activities resulting from coordinative efforts.

K. Citizen Participation, Support Network, Outreach:

Provider shall have in place by the effective date of this contract a program of outreach for the purpose of informing the target population about the proposed services. Providers must demonstrate that they have the capability to implement a planned program to obtain local citizen input regarding the operation of the proposed service.

- 1) Describe the provisions for active citizen participation. Consider the use of an advisory committee, a suggestion box system and area meetings.
- 2) Describe a planned program for recruiting, training and utilizing volunteers. Volunteers must confirm with any pertinent standards.
- 3) Describe planned fund-raising activities. Consider items such as local government agency support, service club support, private sector support, special events, social gatherings.
- 4) Include specific plan to reach socially and economically needy with emphasis on reaching low income, minority individuals.
- 5) Describe conflict of interest policy (or attach copy).