

Homemaker Services Voucher Program

General Guidelines and Procedures

The following are general guidelines that interested Area Agencies on Aging (AAAs) may use in developing and administering a Homemaker Services Voucher Program in their service region.

I. General Guidelines for Homemaker Services Voucher Program Development

A. Availability of Homemaker Services Program Vouchers:

Homemaker Services Program vouchers are awarded based on the availability of funds.

B. Suggested Targeting Guidelines:

- ❖ In accordance with the Older Americans Act, the AAA should give priority to older persons with low incomes, who are members of a minority group, or who reside in rural areas and have the ability to manage their services.
- ❖ The AAA should ensure that recipients of **homemaker program** vouchers are not currently receiving a similar service under another program.

C. Suggested Level of Service:

It is recommended that **homemaker services program** vouchers be made available at \$375 per quarter.

D. Eligible Participants:

- ❖ Eligible older individuals are identified through the care coordination process.
- ❖ Individuals 60 years of age and older who require services to sustain independent living in a safe and healthy home environment;

E. How It Works:

❖ Request for Application Packet:

Individuals interested in applying for a homemaker services voucher should contact their local AAA and request a homemaker services voucher program application packet be sent to them via mail.

❖ On-line Posting of Application Packet

AAAs may elect to post **their homemaker services voucher program** application packet on-line to facilitate clients access to this program.

❖ AAA Developed Review and Approval Process:

- AAAs should establish an internal process for reviewing and approving homemaker voucher applications. Services should be provided as soon as possible.

❖ Vouchers Issued Directly to Applicants (Participants):

- Once approved, vouchers for homemaker services will be issued by the AAA and sent to the applicant. The applicant may then use the voucher to purchase homemaker services from a provider of his or her choice.

❖ **Minimum Qualifications of Homemaker Services Providers:**

- *Providers of homemaker services must be 18 years of age or older and not reside with the program participant. The AAA should also make an effort to develop a list of possible providers – both from home health or other service agencies as well as other individuals interested in providing this service. See guidelines below on developing a Homemaker Services Provider Registry.*
- **Liability Issues:**
 - Because program participants are given full freedom to hire the homemaker service provider of their choice, the liability issues reside between the program participant and the provider – not an AAA.
 - *If, however, AAAs contract with specific agencies for the provision of homemaker services, and the agency hires the person(s) providing homemaker services, then both the AAA and provider bear some of the liability.*

❖ **Provider Payment:**

- After homemaker services are provided, the voucher must be completed and signed by both the program participant and homemaker service provider, then returned to the AAA. The AAA will then send payment to the homemaker service provider.

II. General Guidelines for Homemaker Services Provider Registry Development

A. Purpose:

The purpose of the Homemaker Services Provider Registry is to provide families needing homemaker services with information on individuals in their area who are interested in providing this service.

B. Documentation Required From Homemaker Services Providers:

In order to be added to the Homemaker Services Provider Registry, interested providers must:

1. Complete the Homemaker Services Provider Registry Application.
2. Provide reliable references for verification by the AAA and program participant.
3. Provide verification of any training(s), certification(s) or license(s).

Once the provider is determined suitable for referral, they are added to the database and their names may be given to callers requesting homemaker services.

C. How the AAA Staff Should use the Registry:

AAA staff will use the information given by the homemaker service provider to match the needs of the caller with the most appropriate provider. Referrals are based strictly on the needs and location of the person in need of the service. It is up to the voucher recipient to interview, screen and hire the homemaker services provider they find most suitable, and to negotiate with the provider for the best price for the service (guidelines are included in the Homemaker Services Voucher Program Guide).

Disclaimer: With regard to the Homemaker Services Voucher Program, the AAA is neither an employment agency nor an employer. Being listed on the registry does not guarantee employment or being contacted for employment.

D. Updating Service and Contact Data:

Once included in the Homemaker Services Provider Registry, providers are responsible for notifying the AAA of any address or telephone changes or changes in their service provision.

E. Removal from the Homemaker Services Provider Registry:

Providers will be removed from the Homemaker Services Provider Registry for the following reasons:

1. Two or more complaints from individuals who have hired the provider to deliver homemaker services.
2. Conviction of a felony in the areas of abuse, neglect, exploitation of a child or disabled adult or vulnerable older person.
3. Failure to provide the AAA with a current address or telephone number.