DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANBOOK

Appendix A: Service Descriptions and Standards

PROGRAM: Adult Day Care

PROGRAM FUNDING SOURCE(S): ADI, CCE, HCE, LSP, OAAIIIB, OAAIIIE

A. **DESCRIPTION:** Adult day care is a program of therapeutic social and health activities and services provided to elders who have functional impairments. Services are provided in a protective, community-based environment.

B. **DELIVERY STANDARDS/SPECIAL CONDITIONS:**

1. There shall be one (1) staff member for every six (6) clients. Volunteers can be included in the 1 to 6 staff/client ratio if they perform the same functions as paid staff and comply with training and background check requirements.

2. At least two staff members, one of whom has CPR training, shall be on the premises all the time during the center's hours of operation.

3. Transportation shall be a function of the program. If the center does not provide transportation directly, arrangements for day care participants needing transportation shall be established.

4. Adult day care workers who have direct contact with clients shall have a screening in compliance with the requirements of the DOEA process.

C. **PROVIDER QUALIFICATIONS:**

1. Adult day care centers shall be licensed by the Agency for Health Care Administration in accordance with Chapter 429, Part III, Florida Statutes, and Chapter 58A-6, Florida Administrative Code.

2. Adult day care centers shall be designated in the area plan as congregate dining sites if meals are counted as congregate meals.

D. **RECORD KEEPING AND REPORTING REQUIREMENTS:**

1. Unit of Service: One day, which is equal to eight (8) hours. Partial days must be reported in quarter increments, as follows:

   Up to 2 hours = 0.25 Days
   2-4 hours = 0.5 Days
   4-6 hours = 0.75 Days
   6-8 hours = 1 Day

2. One day of actual client attendance is defined as the time between the time of arrival at the day care center and the time of departure from the

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day care center.

3. One day of daily attendance shall exclude time in transit to and from the center. The cost of travel time shall be reported separately. It is not to be included in the unit rate.

4. Meals cannot be counted as congregate meal units, if included in the cost of the service.

5. Adult day care centers are encouraged to participate in the Adult Care Food Program and receive cash reimbursement for meals and snacks served that meet USDA guidelines. Adult day care centers may not, however, receive reimbursement through the Adult Care Food Program for meals funded by any other payor source, including Older Americans Act Title IIIC funds, or Statewide Medicaid Managed Care Programs.

6. Each meal shall meet the following criteria:

   a. Follow the procedures described in Chapter 5.

   b. Follow the menu development procedures as described in the service description for congregate meals; and

   c. Centers participating in the Adult Food Care Program must follow the Adult Food Care Program meal pattern requirements.

7. A daily attendance log with time in and time out shall be maintained.

8. eCIRTS reporting requirements are in the table below. ↓

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eCIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
ADI	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
CCE	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	ADCVO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
LSP	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	100
OA3B	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	100
OA3E	ADCO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	100

For HCE, the client file shall document why the caregiver is unable to perform the service.

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Appendix A: Service Descriptions and Standards

PROGRAM: Chore

PROGRAM FUNDING SOURCE(S): AC, ADI, CCE, HCE, LSP, OAAIIIB, OAAIIIES

A. **DESCRIPTION:** Chore is defined as the performance of routine house or yard tasks, including such jobs as seasonal cleaning; yard work; lifting and moving furniture, appliances or heavy objects; household repairs which do not require a permit or specialist; and household maintenance. Pest control may be included, when not performed as a distinct activity.

B. **DELIVERY STANDARDS/SPECIAL CONDITIONS**: Chore services may be provided only when there is no other means to accomplish the required tasks.

C. **PROVIDER QUALIFICATIONS:** Providers of chore services may be licensed home health and hospice agencies. Providers may also be independent vendors qualified to provide such service in accordance with all local ordinances that may apply. Home health agencies shall be licensed by the Agency for Health Care Administration in accordance with Chapter 400 Part IV, Florida Statutes. If the service is provided through the AmeriCorps program, volunteers must meet the AmeriCorps® program requirements.

D. **RECORD KEEPING AND REPORTING REQUIREMENTS:**

1. Unit of Service: One worker hour, beginning at the time of arrival and concluding at the time of departure from client contact. Chore service does not include travel time to nor from the client's residence, except as appropriate for performing essential errands (such as picking up materials) as approved by the job order.

2. For AmeriCorps, one worker hour may include travel time.

3. If services are provided to a couple, units cannot be counted twice.

4. The service may include the cost of cleaning material or personal protective supplies. Materials used for repair or improvement, such as locks, doors, screens or grab rails, are not included in the unit rate of this service. Such materials should be donated, sponsored or purchased under the service "Material Aid."

5. The provider must maintain a service log.

6. eCIRTS reporting requirements are below on the next page.

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eCIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
AC	CHO	MONTHLY AGGREGATE REPORTING	ZERO UNIT ENTRY REQUIRED ANNUALLY	9999
AC	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
CCE	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	CHOV	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
LSP	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999
OA3B	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999
OA3ES (SUPPLEMENTAL)	CHO	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999

For HCE, the client file shall document why the caregiver is unable to perform the service.

PROGRAM: Homemaker

PROGRAM FUNDING SOURCE(S): ADI, CCE, HCE, LSP, OAAIIIB, OAAIIIE

A. **DESCRIPTION:** Homemaker service is defined as the accomplishment of specific home management duties by a trained homemaker. Duties may include, but are not limited to, housekeeping; laundry; cleaning refrigerators; clothing repair; minor home repairs; assistance with budgeting and paying bills; client transportation; meal planning and preparation; shopping assistance; and routine house-hold activities.

B. **DELIVERY STANDARDS/SPECIAL CONDITIONS**: Homemaker services can be provided under the HCE program only when the caregiver is physically unable to provide the service.

C. **PROVIDER QUALIFICATIONS:**

1. Homemaker service providers may be home health or hospice agencies licensed or exempt under Chapter 400.464, Florida Statutes. Providers may also be independent vendors or employees of agencies registered with the Agency for Health Care Administration. Homemaker services provided by DOEA, either directly or through a contractor, are exempt from this licensing requirement. Independent vendors do not have to be licensed or registered, if they bill for and are reimbursed only for services they personally render. An agency using more than one employee to provide services shall register as a homemaker/sitter/companion provider in accordance with Chapter 400.509, Florida Statutes.

2. Homemakers shall meet background screening requirements in accordance with Chapter 400.512, Florida Statutes, and Chapter 59A-8.004(10) and (11), Florida Administrative Code.

D. **RECORD KEEPING AND REPORTING REQUIREMENTS:**

1. Unit of Service: One worker hour. Travel time can be counted if the homemaker transports the client or performs essential errands for the client as approved by the job order.

2. Units of services provided to a couple represent one (1) unit for each hour of service. The units cannot be doubled.

3. Clients (and/or their caregivers/designees) and homemakers shall be provided with copies of the tasks authorized by the case manager, service coordinator or homemaker supervisor.

4. Providers shall maintain a written record of activities and report any

unusual incidents or changes in the client's appearance or behavioral changes.

5. For HCE, the client file shall document why the caregiver is unable to perform the service.

6. eCIRTS reporting requirements are below. ↓

eCIRTS REPORTING REQUIREMENTS				
PROGRAM	**SERVICE**	**REPORTING OF SERVICES**	**OAA CLIENT REQUIREMENTS**	**MAX UNITS**
ADI	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
CCE	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
HCE	HMKV	MONTHLY AGGREGATE REPORTING BY CLIENT	N/A	100
LSP	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	20000
OA3B	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999
OA3E	HMK	MONTHLY AGGREGATE REPORTING BY CLIENT	MONTHLY AGGREGATE REPORTING BY CLIENT	9999