

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
HOME SAFETY, MODIFICATION AND REPAIR SERVICES**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

This service provides person-centered home safety evaluations, home safety training, home modifications/installations of assistive technology, home maintenance and/or home repair services to persons, age 60 and older, who are at risk for injury and/or decreased ability to remain in their residences.

SERVICE CATEGORIES AND UNIT MEASURES:

The following service categories and unit measures must be used to document the amount of service provided:

Home Safety Evaluations: An assessment that determines the client's desires for specific home safety standards relevant to client's activities, and then evaluates the client's ability to perform Activities of Daily Living (ADLs) within their primary residence targeted to the client's identified activities. Based on the evaluation, recommendations are made that would improve the safety, accessibility and/or the quality of life for the client and his/her caregiver.

Optional: A licensed occupational therapist (OT) or physical therapist (PT) may complete the evaluation.

Home Safety Training: The client and family/caregivers are taught techniques that encourage safe activities, conserve energy, and enhance quality of life for both the caregiver and receiver.

Home Modifications: Minor or major home modifications to any section of the client or family's residence or property to improve safety, accessibility and/or the quality of life. Home modifications may include, but are not limited to: installing hand rails, grab bars, bathtub cut-outs, vision panels in doors, leverage door handles or faucets, adhesive strips, carpeting or kick plates, building ramps, modifying or replacing doors, modifying sinks or cabinets to accommodate wheelchairs, removing thresholds, closing open risers on stairs and amplifying telephone rings and door bells.

Home Maintenance: Minor or major maintenance to the existing home or property to improve safety, accessibility and/or the quality of life of the client. Home maintenance may include, but is not limited to: changing batteries in smoke detectors; changing furnace and/or air conditioner filters; resetting water softeners; changing sprinkler heads; and replacing non-repairable appliances, such as air conditioners, garbage disposals, washers and dryers.

Home Repair: Minor or major repair to the existing home or property to improve safety, accessibility and/or quality of life for the client. This can include, but is not limited to: repairing stairs, roofs, railings; replacing parts on appliances; and/or repairing electrical items.

One unit equals completion of one home modification, home maintenance activity or home repair and/or any other intervention that is part of the home service plan.

One unit equals completion of one hour of home safety evaluation or home safety training.

SPECIFICATIONS:

1. Required Services:
 - 1.1 Identify client needs through initial discussion with client about desires for home safety and associated activities, and then perform an evaluation of the client's home, in response to requests for services, or a referral received from a provider or agency.
 - 1.1.a Develop standardized forms and methods of communication between team members, clients and referring agencies to ensure the client receives assistance that is appropriate and timely.
 - 1.1.a.1 A comprehensive and detailed safety evaluation form is to be developed and must include the client's requests and impediments as fundamental, a recommendation list based on client's preferences, reviewed with the client, as well as the client's (or caregiver's) signature agreeing to the recommendations.
 - 1.2 Home modifications and home repairs must have the required permits and be approved by a building inspector(s) when applicable.
2. Operating Procedures:
 - 2.1 A home and/or safety evaluation shall be completed prior to the start of service. The safety evaluation shall document the condition of the client's primary residence and property; and identify needed services and recommendations.

- 2.1.a When two or more agency partners collaborate with the same client, one agency will be designated to complete a home safety evaluation that can be used by all parties.

Based on the evaluation recommendations, a Home Services Plan is created that will improve the safety, accessibility and/or the quality of life for the client and his/her caregiver.

Optional: A licensed occupational or physical therapist performs the evaluation of the primary residence and determines how the client is performing Activities of Daily Living (ADL) within that environment.

- 2.1.b The person responsible for completing the home service shall review recommendations of the evaluator and shall assess the dwelling to determine the feasibility and appropriateness of the service as part of the Home Services Plan. The final Home Services Plan shall be approved and signed by the client or caregiver.
- 2.1.c The cost of the home service, such as material and installation expenses, shall be detailed in the Home Services Plan.

3. Documentation Requirements:

- 3.1 Home Services Plan Activity Record: Service must be provided in accordance with the established Plan. An Activity Record must be completed after each service visit and must contain the following documentation:
 - 3.1.a Name of client and date of service;
 - 3.1.b Services provided to the client, including any services provided in addition to those specified in the Plan;
 - 3.1.c Signatures of client (or caregiver) and provider on completed Home Services Plan; and
 - 3.1.d A list of authorized Home Safety Plan services not provided to the client and a brief explanation of why they were not provided.

Client signatures are to be obtained only after services have been provided.

- 3.2 Independent Contractor Verification: If the client has home repairs completed by an outside contractor, the following must occur:
 - 3.2.a The client must obtain three bids for projects that cost over \$2,000;
 - 3.2.b The contractor must be licensed and bonded; and

3.2.c A procedure must be established that allows the grantee to verify the cost and the completion of the services provided. If the client plans to contribute to the cost of the project, this should also be noted.

3.3 Projects and equipment that are covered by insurance or provided free of charge through another source are not to be charged to the grant funding.

3.4 Durable Medical Equipment (DME) (orders or requests) must first be sent to the insurance company by the physician and include a prescription. If insurance denies coverage, contact your assigned ADSD Resource Development Specialist (RDS) for written approval before charging the item to the grant. Durable Medical Equipment such as commodes, canes, etc. will only be considered for approval when proper documentation of a denial from the insurance company is provided. Documentation, such as the prescription, insurance denial and RDS approval, must be maintained in the client's file.

3.4.a If Durable Medical Equipment is provided following the above guidelines, a waiver is required to be signed by the client. The waiver must indicate the providing agency and the State of Nevada are not held responsible for maintaining the equipment, servicing the equipment or liable for any damages or injury from the DME equipment that was provided.

4. Verification of Service:

4.1 A visit or phone call must be made to each client no later than six (6) weeks after the service is provided. The purpose of the follow-up is to: verify that the Home Services Plan was followed and the work was completed, assess the client's satisfaction with the service, and amend the Home Services Plan if any other service needs have been identified.

4.1.a If additional services are identified, the grantee will document the need and determine if funds are available for completion of the service. If additional services are provided, another follow-up phone call or visit must be completed and documented.

5. Client Contact Steps:

5.1 The following is a summary of steps for assessments, job completion, quality assurance and reassessment:

5.1.a Begin Date – Information is received from client or referring agency;

5.1.b Complete initial Home Services Evaluation;

- 5.1.c Develop Home Services Plan;
- 5.1.d Obtain necessary permitting, if applicable;
- 5.1.e Develop work schedule;
- 5.1.f Complete service;
- 5.1.g Perform follow-up visit or phone call within 6 weeks of completion;
- 5.1.h Schedule and complete additional work, if applicable. Complete steps 5.1.c to 5.1.h again; and once all repairs or modifications are complete,
- 5.1.i Client file is closed.