

**CHORE**  
**VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES (DARS)**  
**SERVICE STANDARD**

**Definition**

Chore services provide assistance to persons having difficulty with one or more of the following instrumental activities of daily living: heavy house work, yard work or sidewalk maintenance.<sup>1</sup>

**Eligible Population**

Chore services are targeted to persons 60 years of age or older who are frail, have disabilities, or who live in isolated areas, with particular attention to low-income minority individuals and individuals with limited English proficiency.<sup>2</sup>

**Service Delivery Elements**

The Area Agency on Aging must perform all of the following components of chore services:

**Service Specific Assessment:**

A service specific assessment using the Part A of the Uniform Assessment Instrument shall be performed on each potential client to determine:

- The person meets the criteria specified in eligible population
- The person's needs for supports/services
- The level of priority for service delivery the person meets
- The person's Federal Poverty Level. The Federal Poverty/VDA form may be used for documentation.
- Any fee for service charge determined by the applicable sliding fee scale

**Service Plan:**

A written individualized service plan shall be developed which identifies the supports/services to be provided to the client in response to established need. The plan is to be developed prior to service commencement by the Area Agency on Aging with involvement from the client or authorized representative or family member to the greatest extent possible. When "client" is used throughout this service standard, it can also mean authorized representative or family member, as deemed appropriate by the Area Agency on Aging and/or the client. The client will be ensured the opportunity by the Area Agency on Aging to participate in the implementation and evaluation of the service plan. The plan may be modified to reflect any change in the client's needs. Each plan shall include:

- Identified service needs
- Services to be delivered by the service provider and/or by other sources
- Goal(s) and objective(s) of support(s)/service(s)
- Service units to be provided

---

<sup>1</sup> National Aging Program Information System Reporting Requirements – State Program Report Definitions

<sup>2</sup> Older Americans Act as Amended 2006, Section 306 (a)(4)(A)(i)

### Service Agreement:

A service agreement will be completed between the Area Agency on Aging and the service provider with input from the client. If the Area Agency on Aging is the service provider, it will produce the service agreement. The client will receive a copy of the agreement. The agreement will include:

- Services to be provided
- Scheduled hours/days of service
- Information regarding voluntary contributions/payment for service
- Emergency contacts
- Severe weather policy

### Service Activities:

Service activities provided by the service provider agency may include:

- Window – washing
- Floor cleaning (scrubbing and polishing)
- Yard Maintenance
- Painting – limited
- Chopping and stacking wood
- Carrying coal, wood and water
- Removal of ice and snow
- Minor repair work performed in the home on furniture and appliances
- Minor repair work performed on the home (e.g. light carpentry work, hinge work, door knob repair, replace broken glass, etc.)
- Heavy cleaning

### Service Record:

The client will sign a service record when the service is provided. Service records will be maintained at the Area Agency on Aging.

### Service Reassessment:

A review of the client's need for services, the amount of services provided and the appropriateness of the care plan will be performed by the Area Agency on Aging when the client's condition/situation changes, but at least annually.

- Federal Poverty Level will be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

### Service Termination Policy:

The Area Agency on Aging must have a service termination policy that includes:

- A service summary
- Appropriate referrals to other community agencies, if needed
- Follow-up services for the client, as appropriate

Chore services can be terminated at the discretion of the service provider, the Area Agency on Aging or the client. The Area Agency on Aging must mail notification of termination of chore services to the client 10 business days in advance of the date the action is to become effective if the service is ended by the service provider or the Area Agency on Aging.

### Administrative Elements

#### Area Agency on Aging Staff Qualifications:

- Knowledge: Area Agency on Aging staff shall have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging; a general knowledge of minor home repair tasks and major household cleaning tasks; a knowledge of tools and equipment used in minor home repairs and heavy duty cleaning; and an awareness of community resources and consumer rights.
- Skills: Area Agency on Aging staff shall have skills that enable them to establish and sustain personal relationships, work with service providers and solve problems.
- Abilities: Area Agency on Aging staff shall be able to communicate effectively with persons of different socioeconomic backgrounds; to work independently and in groups, and to supervise contractors if necessary.

#### Job Description:

For each paid position an Area Agency on Aging shall maintain:

- A current and complete job description of the scope of each employee's or volunteer's duties and responsibilities. This description is updated as often as required.
- A current description of the minimum entry-level standards of performance for each job.

#### Service Provider Staff Qualifications:

- Knowledge: Service providers should have an awareness of, or sensitivity to the needs of older persons and individuals with disabilities. They will have the knowledge to ascertain the skills and equipment needed to perform the required chores to meet the specialized needs of older persons or individuals with disabilities.
- Skills: Service providers must be able to perform minor home repairs and heavy duty household cleaning as needed by the client. Home repairs may require licensed contractors and the Area Agency on Aging may require a copy of the contractor's license and proof of liability for their files. Volunteers should be supervised by individual(s) with skills in repairing or modifying the homes of older adults.  
-Licensure of private contractors is **required** for any service above \$1,200.00
- Abilities: Service providers should be able to perform service activities as demonstrated through references from prior similar work experiences.

#### Units of Service:

Units of service must be reported in the approved DARS electronic data system for each

client receiving the service. Service units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Hours (All hours spent assessing the need for; and, arranging and delivering chore services)
- Persons served (Unduplicated)

#### Program Reports:

- Aging Monthly Report (AMR) to DARS by the twelfth (12<sup>th</sup>) of the following month. This report must be updated and submitted even if no expenditure or units of service occurred.
- AIM or PeerPlace client level data transmitted to DARS by the last day of the following month.
- A completed and properly maintained Part A electronic/digital Uniform Assessment Instrument (UAI) is a mandatory requirement.
- The question “Client in Federal Poverty?” (Answer yes or no) must be asked and recorded.
- A written Policies and Procedures Manual must be maintained for the service.

#### Consumer Contributions/Program Income:

The Area Agency on Aging shall formally adopt written policies and procedures, approved by the governing board, regarding the collection, disposition, and accounting for program income. There must be a written policy on handling of Client Program Income (CPI) and other gratuities and donations.

#### Cost-Sharing/Fee for Service:

An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.

#### Voluntary Contributions:

Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive. Such contributions shall be encouraged for individuals whose self-declared income is at or above 185 percent of the Federal Poverty line, at contribution levels based on the actual cost of service.<sup>3</sup>

### **Quality Assurance**

#### Criminal Background Checks:

The Virginia Department for the Aging strongly recommends that the agency and its contractors protect their vulnerable older citizens by conducting criminal background checks for staff providing any service where they go to or into a client’s home.

#### Area Agency on Aging Staff Training:

---

<sup>3</sup> Older Americans Act as Amended 2006. Section 315(b)

- Initial – An in-depth orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service
- Ongoing – A minimum of ten (10) hours per year of in-service training, the content of which is based on the need for professional growth and upgrading of knowledge, skills and abilities.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service. The Case Monitor Section for this service must be completed in the approved DARS electronic data system.

Program Evaluation:

The Area Agency on Aging shall conduct regular and systematic analysis of the persons served and the impact of the service.

- Service providers must be monitored annually. A written copy of the monitoring report will be kept at the Area Agency on Aging.
- Anonymous client surveys must be conducted annually. A file of these surveys with a summary of the survey results will be maintained by the agency.

Client Records:

Area Agencies on Aging must maintain specific program records in the approved DARS electronic data system:

- Part A of the Uniform Assessment Instrument
- Federal Poverty Level
- Service Plan
- Service Reassessment, as needed
- Progress Notes
- Consent to Exchange Information Form
- Caregiver Form, if this service is funded by OAA Title III E

The Area Agency on Aging will also maintain the following additional client records:

- Service documentation, including any fee charged the client
- Signed Client Bill of Rights/Appeals Process
- Denial or Termination of Service Notice