

PERSONAL CARE
VIRGINIA DEPARTMENT FOR AGING AND REHABILITATIVE SERVICES (DARS)
SERVICE STANDARD

Definition

Personal Care services provide personal assistance, stand-by-assistance, supervision or cues for persons with the inability to perform one or more of the following activities of daily living: eating, dressing, bathing, toileting, grooming, transferring in and out of bed/chair or walking.¹

Eligible Population

Personal Care services are targeted to persons 60 years of age or older who are frail, have disabilities, or who are at risk of institutional placement. Priority is given to persons in the greatest economic or social need and/or who reside in rural or isolated areas, with particular attention to low-income minority individuals and limited English proficient individuals.²

Service Delivery Elements

The Area Agency on Aging (AAA) or service provider must perform all of the following components of personal care services:

Service-Specific Assessment:

A service-specific assessment utilizing the full Uniform Assessment Instrument (UAI) must be performed by the Area Agency on Aging on each potential client to determine whether the person meets the criteria specified in eligible population and the amount of the individual's service specific need.

- Federal Poverty should 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.

Care Plan:

A written individualized care plan must be developed by the Area Agency on Aging that identifies the service components to be provided to the client in response to established need. The plan must be developed prior to service commencement by the Area Agency on Aging with involvement from the client or authorized representative or family member. When "client" is used throughout the standards, it can also mean authorized representative or family member, as deemed appropriate by the agency and/or the client. The client shall be afforded the opportunity to participate in the implementation and evaluation of the 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 service(s) to be provided
- service units to be provided

¹ National Aging Program Information System Reporting Requirements – State Program Report Definitions

² Older Americans Act of 1965, as amended 2006, Section 306(a)(4)(A)(i)

Service Agreement:

A service agreement shall be completed between the client and the service provider. If the Area Agency on Aging is the service provider, the AAA will complete the service agreement. A copy of the service agreement will be maintained at the Area Agency on Aging. The agreement will explain the service arrangement to the client. The client must receive a copy of the agreement. The agreement should include:

- services to be provided
- scheduled hours/days of service
- information regarding voluntary contributions/payment for service
- emergency procedures (what to do/who to contact)
- severe weather policy

Service Activities:

Service activities provided by the provider agency may include:

- assisting with care of teeth and mouth
- assisting with grooming, to include care of hair, shaving, and ordinary care of nails
- assisting with bathing of individual in bed, in tub, or shower, or sponge bath
- assisting individual with dressing and undressing
- assisting individual to move on/off bed pan, commode or toilet
- assisting individual to turn/change position, transfer, and ambulate
- assisting individual with eating or feeding
- assisting individual with self-administered medications and assuring that individual receives medications at prescribed times; not to include pouring or, in any way, determining dosage of medication
- preparing/serving meals, not to include menu planning for special diets

And services as permitted by the licensing entity, and the Virginia Department of Medical Assistance Services if a Medicaid provider.

Service Record:

Service documentation on each client must be in accordance with the requirements of the agency's certifying entity. A service record or log, signed by the client shall record the date and duration of each time the service is provided. The record or log shall be maintained at the Area Agency on Aging. Service units must be recorded in the appropriate electronic data system.

Service Reassessment:

A review of the client's need for services, the amount of services provided and the appropriateness of the care plan shall be performed by the Area Agency on Aging when the client's condition or situation changes, but at least annually. Service reassessment on each client shall also be in accordance with the requirements of the agency's certifying entity.³

- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.

³ Older Americans Act of 1965, as amended, Section 314

- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

Service Termination Policy:

Personal Care services can be terminated at the discretion of the Area Agency on Aging, the service provider, or the client. The client shall receive a copy of the termination policy when service begins. The policy shall have provisions for: appropriate advance notice to the client, preferably ten business days; a service summary and, referrals to other community service programs. Requirements of the licensing agency should be followed.

Administrative Elements

Licensure:

Personal Care providers, including Area Agencies on Aging and their contractors, must be licensed by the Virginia Department of Health.

Area Agency on Aging Staff Qualifications:

- Knowledge: Area Agency on Aging staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging and, a knowledge of community resources and consumer rights.
- Skills: Area Agency on Aging staff should have skills in establishing and sustaining interpersonal relationships and in problem solving.
- Ability: Area Agency on Aging staff should have the ability to communicate with persons of different socioeconomic backgrounds and to work independently and in groups. Staff should have the ability to assess functional limitations and determine necessary tasks to ensure the safety and well-being of the client.

Job Description:

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

- A current and complete job description which shall cover the scope of a the staff member's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Service Provider Staff Qualifications:

- Knowledge: Service provider staff should have an awareness of the biological, psychological, and social aspects of aging; an awareness of the impact of disability and illness on aging and an awareness of community resources and consumer rights.
- Skills: Service provider staff should have skills in establishing and sustaining interpersonal relationships and in assessing what skills and equipment are essential to performing needed personal care services.
- Ability: Service provider staff should have the ability and training required to perform personal care services as needed by the client.

Job Description:

For each paid position, the service provider shall maintain:

- A current and complete job description which shall cover the scope of a personal care worker's duties and responsibilities, and
- A current description of the minimum entry-level standards of performance for each job.

Service provider agencies shall meet or exceed all personnel requirements as set forth by the provider agency's certifying entity.

Units of Service:

Units of service must be reported in the AIM or PeerPlace database 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 personal care services for the client)
- Persons served (Unduplicated)

Program Reports:

- Aging Monthly Report (AMR) to DARS by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures 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 electronic/digital Full 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 will 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.⁴ 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. A fee scale for personal care services shall be updated annually and shall include the full cost of providing one unit of 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

⁴ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

encouraged for individuals whose self-declared income is at or above 185 percent of the poverty line, at contribution levels based on the actual cost of services.⁵

Quality Assurance

Criminal Background Checks:

VDA strongly recommends that the agency and its contractors protect their vulnerable older clients by conducting criminal background checks for staff providing any service where they go to or into a client's home.

Staff training:

- At hiring, personal care workers should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting allowable activities under this service;
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- Workers shall receive a minimum of twelve (12) hours per year of in-service training based on the need for professional growth and upgrading of knowledge, skills, and abilities. In addition, training policies of the licensing agency should be followed.

Service providers shall meet or exceed all requirements for staffing as set forth by the provider agency's certifying entity.

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 agency or contractor should conduct regular and systematic analysis of the persons served and the impact of the service.

- Service providers shall be monitored annually. A written copy of the monitoring report must be maintained by the agency.
- Anonymous client surveys shall be conducted annually. A file of annual anonymous client surveys with a summary of the surveys shall be maintained by the agency.

Client Records:

Area Agencies on Aging are to maintain specific client records in the approved DARS electronic database that include:

- Full Uniform Assessment Instrument
- Federal Poverty Level
- Care Plan
- Service Reassessment, as needed
- Progress Notes
- Consent to Exchange Information Form

⁵ Older Americans Act of 1965, as amended, Section 315(b)

- A Caregiver Form, if this service is funded by OAA Title III E.

Area Agencies on Aging are also to maintain the following additional client records:

- Service documentation, including any fee charged the client
- Signed Client Bill of Rights/ Appeals Process
- Other forms as required by the provider's certifying entity.
- Denial or Termination of Service Notice

Service providers shall meet or exceed all record requirements as set forth by the provider agency's certifying entity.