

RESIDENTIAL REPAIR & RENOVATION
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Provides for home repairs and/or home maintenance to persons 60 years of age and older, includes weatherization provided with Older Americans Act funds to assist them in maintaining their homes in conformity with minimum housing standards and/or to adapt their homes to meet their needs.

Eligible Population

Individuals are eligible for Residential Repair and Renovation service if they are 60 years of age and older. Priority shall be given to older individuals who are in the greatest economic and social need, with preference given to low-income minority individuals and to those older persons residing in rural or geographically isolated areas.¹

Service Delivery Elements

Agencies providing Residential Repair & Renovation service must perform all of the following component:

Repairs or modifications to the homes of person, that are essential to the health and safety of the older occupants. The types of repairs or modifications may include repairs to the structure itself, electrical and plumbing repairs, weatherization, accessibility modifications, security modifications, and yard work and home maintenance essential to maintaining the health and safety of the older person.

Administrative Elements

Qualifications:

- Knowledge: Residential Repair and Renovation service staff, subcontractor or volunteers should have an awareness of biological, psychological and social aspects of aging; the impact of disabilities and illnesses on aging; the housing needs of older persons.
- Skill: Residential Repair and Renovation Services staff, subcontractor or volunteers should have skills in repairing or modifying the homes of older persons to meet their specialized needs.
- Ability: Residential Repair and Renovation staff, subcontractor or volunteers should have the ability to communicate with persons of different socio-economic backgrounds; conduct an effective interview; complete an assessment; arrange and negotiate service referrals; and work independently.

Job Descriptions:

For each paid and volunteer position funded by Title III of the Older Americans Act, an Area Agency on aging shall maintain:

¹ Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

- A current and complete job description which shall cover the scope of duties and responsibilities of service staff; and
 - A current description of the minimum entry-level standards of each job.²

Units of Service:

Units of service must be reported in AIM for each client receiving the service.

- Number of homes repaired
- Persons served (unduplicated): the client/caregiver who is to receive a service(s)

Program Reports:

- Aging Monthly Report (AMR) to VDA 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 client level data transmitted to VDA by the last day of the following month.

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.³

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁴

And/or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁵

Allowable Costs:

Costs associated with activities of this service are allowable.

Quality Assurance

Staff Training:

- Staff should receive orientation on agency policies and procedures, community characteristics and resources, and procedures for conducting the allowable activities under this service.
- Staff should receive a minimum of 10 hours of in-service training, the content of which to be based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

² 22 VAC 5-20-250, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

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

⁴ Older Americans Act of 1965, as amended, Section 315(a)

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

Consultation, supervision and case review shall be available to all staff providing the service.

Program Evaluation:

The agency should conduct regular systematic analysis of the persons served and the impact of the service. Subcontractors shall be monitored annually.

Client Records:

Service providers must maintain specific program records that include:

- Virginia Service – Quick Form (At a minimum, this form must be updated annually).
- 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.
- Other housing assessment documents.