



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: June 23, 2011

HSS 11-066

Housekeeping Service

for

Division of Services for Aging & Adults with Physical Disabilities

Date Due: July 21, 2011

By 11:00 am Local Time

ADDENDUM # 4 – Revised Service Specifications

**PLEASE NOTE:**

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED RFP.

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Wendy Brown  
Contract Administrator

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Franklin Jones  
Division Contact

Housekeeping Service – RFP HSS-11-066  
Revised Service Specifications

	<p style="text-align: center;"><b>DELAWARE HEALTH AND SOCIAL SERVICES</b></p> <p style="text-align: center;">Division of Services for Aging and Adults with Physical Disabilities</p>	<h2 style="margin: 0;">Housekeeping Service Specification</h2>
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**Revision Table**

Revision Date	Sections Revised	Description
4/26/2009		Revision date – No historical data
5/22/2011	1.1	Revised - (Previous wording: Housekeeping is an in-home service provided to at-risk persons who are infirmed, disabled, or chronically ill, in order to avoid or forestall institutionalization. Housekeeping includes a trained, supervised housekeeper providing services such as preparing meals, chores, shopping, and light housekeeping)
5/22/2011	3.2	Deleted “personal care”; added : “housekeeping”
5/22/2011	4.1	Removed “Housekeeping service must be provided in the consumer’s home while the consumer is present.
5/22/2011	6.3	Removed the phrase “under the direction of an RN, Licensed Practical Nurse, or Social Worker”
5/22/2011	6.19.1.1	Added: “such as assistance with bathing or grooming”
5/22/2011	6.19.1.10	Removed “setting” (from group home setting)
6/13/11	6.3	Listed types of organizations which may perform housekeeping services and included requirements related to background checks for employees of social service agencies
6/13/2011	6.10	Added new requirement that housekeeping services rendered in the consumer’s residence must be performed when the consumer is present in the residence.
6/13/2011	7.2 – 7.2.7	Removed invoicing requirement information as invoicing will be performed by the DSAAPD supplied Invoicing workbook. (Form # IV-001)
6/21/2011	7.1	Revised to read: “The provider will invoice DSAAPD for reimbursement utilizing the Title III and Social Service Block Grant (SSBG) invoicing workbook provided (IW-001 & IW-002) and pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.”



**DELAWARE HEALTH  
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Division of Services for Aging and  
Adults with Physical Disabilities

## Housekeeping Service Specification

### **1.0 SERVICE DEFINITION**

- 1.1 Housekeeping is a supportive service provided to frail, at-risk older persons or adults with physical disabilities in order to prevent or forestall institutionalization. Housekeeping is provided by trained, supervised aides, and includes services such as preparing meals, chores, shopping, laundry, and light housekeeping.

### **2.0 SERVICE UNIT**

- 2.1 The unit of service for housekeeping is one hour of aide service.  
2.2 The minimum billing unit is one quarter (.25) hour.  
2.3 Time spent preparing for the visit and travel to and from may not be billed.  
2.4 The provider is permitted to bill for one hour of service when unable to gain access, however billing for lack of access more than 3 times per year is not permitted.

### **3.0 SERVICE AREA**

- 3.1 Housekeeping services are available to all eligible residents of the State of Delaware.  
3.2 Providers of housekeeping services are permitted to apply to serve sub-areas within the state.

### **4.0 SERVICE LOCATION**

- 4.1 Housekeeping services are not permitted in a long term care, acute care, group home, or other health care setting.

### **5.0 ELIGIBILITY**

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) Case Manager will determine consumer eligibility.  
5.2 DSAAPD Case Manager will determine and authorize the amount of service hours a consumer will receive.  
5.3 Consumers receiving housekeeping services through Older Americans Act Title III funding must be sixty (60) years of age or older.  
5.3.1 Priority will be given to those consumers who:  
5.3.1.1 Are low-income individuals, including low-income minority individuals  
5.3.1.2 Have limited English speaking proficiency  
5.3.1.3 Reside in rural areas  
5.4 Consumers receiving housekeeping services through SSBG funding must be at least eighteen (18) years of age.  
5.4.1 Consumers must also be U.S. Citizens or legal aliens.  
5.4.2 Alien status will be verified.



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## Housekeeping Service Specification

### 6.0 SERVICE STANDARDS

- 6.1 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 6.2 Housekeeping services must be prior-authorized by DSAAPD.
- 6.3 Housekeeping services must be provided by one of the following types of organizations:
  - 6.3.1 Home health agency licensed by the State of Delaware
  - 6.3.2 Personal assistance services agency (PASA) licensed by the State of Delaware
  - 6.3.3 Social services agency whose mission or practice is to provide services to at-risk older persons or persons with disabilities
    - 6.3.3.1 A social service agency must arrange for the performance of background checks for anyone seeking employment in that agency to provide housekeeping services to consumers
    - 6.3.3.2 In arranging for background checks and responding to background check reports, social services agencies must follow requirements for home health agencies as established by the State of Delaware
- 6.4 The provider must develop and maintain policies and procedures for the delivery of housekeeping services.
- 6.5 The service must be provided by trained staff under the direction of a supervisor within the housekeeping agency. A supervisor must complete at least 1 visit within 12 months to do a service assessment. Any service changes in the care plan must be reported to the DSAAPD Case Manager within 48 hours.
- 6.6 The housekeeping supervisor must contact the consumer, conduct a home visit and assessment, and, in consultation with the consumer, develop a care plan within (5) working days of the referral.
- 6.7 The provider must start services within five (5) working days of the assessment date.
- 6.7.1 If the provider does not start services within ten (10) working days of referral the provider must notify DSAAPD regarding the reason for delay.
- 6.8 The provider must maintain a current care plan in the consumer's home.
- 6.9 The provider must attempt to provide housekeeping service at the number of units and frequency requested by DSAAPD in consultation with the consumer.
- 6.10 Housekeeping services rendered in the consumer's residence must be performed when the consumer is present in the residence.
- 6.11 The provider must notify the consumer of any change in schedule, or interruption of service.
- 6.12 The provider must notify the DSAAPD Case Manager of any interruption in service within two (2) working days. Also the provider must notify DSAAPD within two (2) working days if any of the following occur:
  - 6.12.1 Consumer is hospitalized or institutionalized
  - 6.12.2 Consumer is placed in skilled care
  - 6.12.3 Consumer is receiving services from another funding source
  - 6.12.4 Consumer changes address
  - 6.12.5 Consumer expires
  - 6.12.6 Consumer refuses services
- 6.13 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the consumer's case files and medical records.



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## Housekeeping Service Specification

- 6.14 The provider must maintain the consumer's right of privacy and confidentiality.
- 6.15 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.16 The provider must cooperate with DSAAPD to resolve problems which threaten consumer service.
- 6.17 The provider must notify DSAAPD and consumer in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 6.18 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more consumers at a given time.
- 6.19 Allowable Activities - The following services are allowable:
  - 6.19.1 Cleaning, including: vacuuming, sweeping, mopping, cleaning bathroom fixtures, & dusting.
  - 6.19.2 Laundry, including folding and storing clothing and linens
  - 6.19.3 Washing, drying, and storing dishes and utensils
  - 6.19.4 Bagging and placing garbage in collection containers
  - 6.19.5 Making beds and changing linens
  - 6.19.6 Shopping for household essentials, including assisting consumers with economical purchasing consistent with their budgets
  - 6.19.7 Performing essential errands
  - 6.19.8 Assisting in meal preparation, including planning meals/menus
- 6.20 Prohibited Activities - The following services are prohibited:
  - 6.20.1 Personal care services, such as assistance with bathing or grooming.
  - 6.20.2 Providing therapeutic/health related activities that are appropriately performed by a licensed practical nurse, registered nurse or home health aide
  - 6.20.3 Administering medications, either over-the-counter or prescribed, or reminding consumers to take medications
  - 6.20.4 Transporting the consumer in the worker's or consumer's personal vehicle
  - 6.20.5 Companion service
  - 6.20.6 Care of pet, lawn, garden, raking, or snow removal.
  - 6.20.7 Assistance with heavy-duty cleaning, furniture moving, window washing, or other heavy work.
  - 6.20.8 Administering financial or legal advice.
  - 6.20.9 Performing services for members of the household other than the consumer
  - 6.20.10 Providing housekeeping services in a long term care, acute care, group home, or other health care setting.



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**7.0 INVOICING REQUIREMENTS**

7.1 The provider will invoice DSAAPD for reimbursement utilizing the Title III and Social Service Block Grant (SSBG) invoicing workbook provided (IW-001 & IW-002) and pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.

**8.0 DONATIONS (For Title III Consumers Only)**

- 8.1 Consumers, family members, and/or caregivers must be informed of the cost of providing services and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional services available to others.
- 8.2 Providers must have procedures in place to:
  - 8.2.1 Inform applicants, family members and/or caregivers of the cost of providing services and offer them the opportunity to make voluntary contributions.
  - 8.2.3 Protect their privacy with respect to his/her contribution
  - 8.2.4 Safeguard and account for all donations
  - 8.2.5 Use the contributions to expand services
- 8.3 The DSAAPD Case Manager in consultation with the consumer will determine the consumer's donation amount per unit of service. The donation amount will be provided to the Provider on the Service Referral Form.