

ARKANSAS DEPARTMENT OF HUMAN SERVICES  
Division of Aging and Adult Services

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<b>Policy Type</b> AAA Funcs.	<b>Subject of Policy</b> Home Repair/Modification/Maintenance	<b>Policy Number</b> 223.00
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**Policy Statement**

Providers who receive federal or state funds for Home Repair/Modification/Maintenance services provided to frail, older individuals, particularly those who have low incomes, are in the greatest economic need or are in the minority, who reside in a home they own, (have paid for or are in the process of buying) must comply with the provisions of the Older Americans Act as well state and federal regulations pertaining to the funding and delivery of such services.

**Purpose**

The purpose of this policy is to provide an organized system of assisting the frail older individual in obtaining adequate home repairs and renovations designed to enable them to maintain their homes in conformity with minimum housing standards. These include improving or maintenance of basic home appliances and taking weatherization or other energy conservation measures. This policy is also designed to help frail older individuals who have physical disabilities get assistance in adapting their homes and places of residence to meet their physical needs. Finally, this policy will help frail elderly individuals obtain assistance in getting installation of security devices, structural modifications or alterations of their residences to deter and prevent unlawful entry into their homes.

**Scope**

This policy applies to all area agencies on aging and all subcontractors of home and community-based services that provide Home Repair/Modification/Maintenance to eligible individuals.

**General Authority**

Older Americans Act of 1965 as Amended  
Arkansas Code Annotated Section 25-10-101 et. seq.

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Effective Date: 01/01/96

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Arkansas Department of Human Services/Division of Aging and Adult Services	
Section: AAA Funct.	Subj. of Proc.: Home Repair/Modification/Maintenance
Procedure: 223.01	Corresponding Policy: 223.00
Origin. Unit: Comm. Based Servs.	Effective Date: 01/01/96

### Scope

These procedures apply to all area agencies on aging and all subcontractors of home and community-based services that provide Home Repair/Modification/Maintenance services to frail, older individuals.

### Definitions

- I. Older Individual: A person 60 years of age or older.
- II. Homeowner: An individual living in a residence he/she already owns or is in the process of buying.
- III. Own Home: Means that the individual is living in a residence he/she maintains for himself/herself or is maintained for him/her by his/her caretaker. "Own Home" does not include any group care.
- IV. Minor Home Repairs: Renovations to a dwelling which are essential for the health and safety of the elderly homeowner, such as repairing a roof, stairs, etc. Home repair involves the physical maintenance, reconstruction to a dwelling owned by an older individual who is unable to perform the needed work.
- V. Minor Home Modifications: Alterations or improvements of a dwelling to make it more accessible and usable by physically disabled and/or frail older individuals. This involves adaptations to the interior as well as exterior of the dwelling by constructing grab-bars or rails, ramps, etc. to make it easier and safer to carry out activities such as bathing, cooking, walking and opening doors.
- VI. Minor Home Maintenance: Servicing of basic home appliances, weatherization, pest control, etc.
- VII. Basic Home Appliances: Items necessary for refrigerating or preparing food, or heating or cooling the home.
- VIII. Unit: One (1) unit of service equals one (1) client per annual reporting period.

### Procedural Requirements

- I. Responsibilities of the Division of Aging and Adult Services:

- A. Monitor all state and federally funded activities which involve service delivery to frail older individuals.
- B. Establish an assessment process to ensure compliance with program policy and procedures.
- C. Provide technical assistance and quality assurance in program area.
- D. Provide necessary reports requested by the Administration on Aging and/or state legislators.
- E. Revise program area policy and procedures as necessary.

## II. Responsibilities of Providers:

Each service provider offering Home Repair/Modification/Maintenance services funded by state and/or federal funds must meet the following program requirements.

### A. Service Activities:

1. A person qualified by training or experience must be designated to supervise the service.
2. There must be an organizational structure with clear lines of supervision, approved position descriptions, established job qualifications and the clear assignment of all functional tasks.
3. Satisfactory procedures must be established to recruit, train, schedule and evaluate staff (paid and volunteer).
4. The client shall be allowed the opportunity to contribute to the cost of the service if financially able.
5. Satisfactory procedures must be established to utilize client contributions for the service.
6. Satisfactory procedures must be established to provide timely and accurate reports that might be required by DAAS on the Home Repair/Modification/Maintenance Program.
7. Satisfactory procedures must be established to protect confidentiality of records which include an older person's name and personal information, and to obtain and record the individual's informed consent prior to release of personal information.

8. Satisfactory procedures must be established to objectively resolve service complaints and evaluate the quality of the services.

B. Area Agency on Aging responsibilities:

1. Identify older individuals needing Home Repair/Modification/Maintenance;
2. Accept referrals for older individuals needing Home Repair/Modification/Maintenance from outreach and other community agencies and individuals;
3. Arrange to provide services through:
  - a. Individual provider (maintenance man/handyman); or
  - b. Volunteer team with supervision; or
  - c. Contracting with a provider agency.
4. If the area agency on aging arranges to provide services through an individual provider (maintenance man/handyman) or through a team of volunteers with supervision, the area agency on aging shall:
  - a. Arrange for the Home Repair/Modification/Maintenance to be completed;
  - b. Develop resources in the community to obtain donations of materials, equipment, supplies, etc. (contributions keep down the cost of service);
  - c. Assure that a memorandum of understanding describing the planned work, be signed by the property owner prior to initiation of the work. This is to confirm that the property owner understands and concurs with the work. This documentation should be maintained in client's case file;
  - d. In regards to renter occupied dwellings, renovations and repairs may only be provided when these are not the responsibility of the landlord. These renovations and repairs may not be structural in nature. No repairs should be made to a rental unit without a memorandum of understanding describing the planned work and signed by the landlord prior to initiation of the work. There also must be in the memorandum of understanding, agreement from the landlord not to

increase the rent due to improvements resulting from this service;

- e. Assure that work is properly supervised, that accident, health and safety considerations for workers and others are observed;
- f. Insure that all applicable federal, state and local building codes are followed and that required licenses, inspections, bonding, insurance, approval, permits are obtained;
- g. Obtain liability insurance and Worker's Compensation insurance;
- h. Maintain documentation of work performed, client's name, address, dates and times work was initiated and completed and estimated and actual costs. This documentation shall be maintained in the client's case file;
- i. Maintain documentation that upon completion of work, there is an inspection (by area agency on aging/provider who first saw and stated that the work needed to be done) of the work performed, including the extent of the repair, the quality of work performed, a review of the costs and a comparison of actual costs to the estimated cost. This documentation should be maintained in client's case file;
- j. Follow-up with older individual, once Home Repair/Modification/Maintenance is completed to ascertain if the work was satisfactorily performed/completed;
- k. Allow the client the opportunity to contribute to the cost of the service;
- l. Maintain a waiting list, if needed, for older individuals needing Home Repair/Modification/Maintenance;
- m. Recruit and promote the use of volunteers if the area agency on aging is arranging for the service to be provided through a team of volunteers with supervision;
- n. If the area agency on aging is arranging for the service to be provided through a team of volunteers with supervision, it would then be the area agency on aging's responsibility to inspect the client's dwelling (before

actual repair or modification is started) and write up an estimate of the cost of work to be completed.

The individual provider (maintenance man/handyman) shall:

- a. Inspect the client's dwelling (before actual repair or modification is started) and provide an estimate of the cost of work to be completed;
  - b. Insure that all applicable federal, state and local building codes are followed and that required licenses, inspections, bonding, insurance, approval, permits are obtained;
  - c. Complete Home Repair/Modification/Maintenance job.
5. If the area agency on aging arranges to provide services by contracting with a provider agency, the area agency on aging shall develop procedures for overseeing the program and monitoring the provider agencies' areas of responsibilities as listed below.

Provider agencies' responsibilities:

- a. Develop resources in the community to obtain donations of materials, equipment, supplies, etc. (contributions keep down the cost of service);
- b. Recruit and promote the use of volunteers;
- c. Inspect the client's dwelling (before actual repair or modification is started) and write up an estimate to submit to the area agency on aging of the cost of work to be completed;
- d. Assure that a memorandum of understanding describing the planned work, is signed by the property owner prior to initiation of the work. This is to confirm that the property owner understands and concurs with the work. This documentation should be maintained in client's case file;
- e. In regards to renter occupied dwellings, renovations and repairs may only be provided when these are not the responsibility of the landlord. These renovations and repairs may not be structural in nature. No repairs should be made to a rental unit without a memorandum of understanding describing the planned work and

signed by the landlord prior to initiation of the work. There also must be in the memorandum of understanding, agreement from the landlord not to increase the rent due to improvements resulting from this service;

- f. Arrange for the Home Repair/Modification/Maintenance to be completed;
- g. Assure that work is properly supervised, that accident, health and safety considerations for workers and others are observed;
- h. Utilize, whenever possible, local area agencies on aging, providers or community resources to accomplish the Home Repair/Modification/Maintenance services;
- i. Insure that all applicable federal, state and local building codes are followed and that required licenses, inspections, bonding, insurance, approval, permits are obtained;
- j. Obtain liability insurance and Worker's Compensation insurance;
- k. Follow-up with older individual, once Home Repair/Modification/Maintenance is completed to ascertain if the work was satisfactorily performed/completed;
- l. Maintain documentation that upon completion of work, there is an inspection (by the area agency on aging/provider who first saw and stated that the work needed to be done) of the work performed, including the extent of the repair, the quality of work performed, a review of the costs and a comparison of actual costs to the estimated cost. This documentation should be maintained in client's case file;
- m. Maintain a waiting list, if needed, for older individuals needing Home Repair/Modification/Maintenance.

### III. Eligibility

#### A. Title III Recipients:

- 1. A person 60 years of age or older who is residing in a home that he/she owns, has paid for or is in the process of buying; and

2. Must be frail, i.e., the term "frail" means, with respect to an older individual in the State, that the older individual is determined to be functionally impaired because the individual is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual; and/or
3. Must be in the greatest economic need; i.e. means the need resulting from an income level at or below the poverty line; and/or
4. Must be in greatest social need, i.e. means that need caused by noneconomic factors, which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that restricts the ability of an individual to live independently; and
5. Must be without significant social support systems, i.e. persons who are willing and able to perform required services for them.

B. State Aging Services Recipients:

1. Must meet the criteria for Title III funding; and
2. Must have an income at or below 200% SSI.

**Special Note:** A person age 60 years of age or older who is frail and/or disabled is also eligible to have modifications made to accommodate their special needs at their place of residence regardless of whether they are in their own home or residing in someone else's place of residence. (Examples of modifications can include but are not limited to: installing ramps, stair lifts, widening doorways, installing grab bars or hand rails, replacing door knobs with lever handles, etc.) **Written approval authorizing the modifications and signed by the owner of the residence where the modifications will be made must be obtained and placed in the client's case file before modifications are begun.**

**Special Note:** This service is also available to handicapped/disabled individuals who are dependents of or the spouse of and residing with an individual who is sixty years of age or older who is living in a home that they own, have paid for or are in the process of buying.

IV. Cost Limitations

- A. Minor Home Repair/Modification/Maintenance services shall not exceed \$150.00 per client/per home when funded by Title III D under the Older Americans Act of 1965 as amended. Title III D funds shall not be used in place of other available programs;
- B. Minor Home Repair/Modification/Maintenance services shall not exceed \$1,000.00 State Aging Services monies per client/per home. (More than one Home Repair/Modification/Maintenance service can be performed per client/per home but the total amount for these combined services cannot exceed \$1,000.00.)

V. Location of Service

Home Repair/Modification/Maintenance services are provided at a home in which the older individual or couple reside in which they are in the process of buying - or at the home owned or paid for by the older individual or couple where they reside; with the exceptions listed under **III. Special Notes**, above.

VI. Access to Service

An eligible client may enter the service system at any point through a referral from a case manager or community agency or an individual request for service.

VII. Delivery Characteristics

The provision of minor Home Repair/Modification/Maintenance shall include, but is not limited to the following:

- A. Installing a ramp or platform lift to entry level for people who cannot walk up or down stairs;
- B. Widening doorways for wheelchairs to pass through;
- C. Lowering cabinets, shelves, counters and sinks, leaving space underneath for pulling in a wheelchair;
- D. Installing grab bars or hand rails at toilets, bathtubs, and showers;
- E. Replacing bathtubs with showers or hand-held showers;
- F. Installing a stair lift;
- G. Replacing door knobs with lever handles;
- H. Repairing a roof or siding;

- I. Repairing steps, porches, sidewalks or driveways;
- J. Installing smoke detectors, alarm systems or bars on windows and doors;
- K. Servicing heating and cooling systems;
- L. Repair of stove and/or refrigerator;
- M. Weatherization, such as, caulking and weather-stripping windows and doors or covering them with plastic, insulating attics, walls and floors;
- N. Pest prevention and control.

### VIII. Staffing

- A. There must be a person qualified (by training or experience) designated to oversee the Home Repair/Modification/Maintenance service program.
- B. There must be a person qualified (by training or experience) designated to supervise the Home Repair/Modification/Maintenance workers.
- C. In providing direct services, if an area agency on aging staff member is designated to oversee the Home Repair/Modification/Maintenance Program in which the labor is performed by contract persons or volunteers, Title III Administrative funds can be budgeted for administration with a 10% cap on administration. (No Title III D funds are authorized for administration.)
- D. There must be adequate qualified staff to meet the purpose of the program. All Home Repair/Modification/Maintenance workers (paid or volunteer) must:
  - 1. Be at least 18 years or age;
  - 2. Have proven knowledge of the use and limitation of tasks required to perform their duties;
  - 3. Have the ability to carry out directions and instructions and maintain simple records;
  - 4. Be able to read well enough to comprehend and follow the directions or instructions needed in completing the job(s).

IX. Training

Training for Home Repair/Modification/Maintenance administrative staff (paid and/or volunteer) shall include but is not limited to:

- A. Safety, accident prevention and basic first-aid procedures;
- B. Simple repairs and the use of tools and equipment;
- C. Overall operation of the Home Repair/Modification/Maintenance program;
- D. Estimating labor, materials and tools for job(s);
- E. Inspecting and evaluating completed work;
- F. Monitoring of staff and/or volunteers for safety and quality of work;
- G. Confidentiality of client information;
- H. Reporting of units.

X. Prohibited Activities:

- A. Smoking in the client's home;
- B. Accepting gifts from the client;
- C. Breach of client's confidentiality;
- D. Reporting for work at the client's place of residence while under the influence of alcohol, illegal drugs or abuse of legal drugs or the consumption of alcoholic beverages, the use of illegal drugs or abuse of legal drugs while working in the client's place of residence.