




Developmental Services

Homemaker

Monitoring Protocol

Homemaker services are those general household activities such as meal preparation, laundry, vacuuming and routine household cleaning provided by a trained homemaker when the person who usually handles these task is unable to perform them. The intent of this service is to ensure that the individual’s home environment remains clean, safe, and sanitary.

Cite	Standard	Probes
<p>Explanation of Monitoring Tool Symbols/Codes</p> <p> Alert: Denotes a critical standard or cite relating to health, safety and rights. A deficiency requires a more intense corrective action and follow-up cycle.</p> <p>“W” Weighted Element: A “W” followed by 2.0 or 4.0 in the Cite column denotes elements that <i>have a greater impact on the monitoring score.</i></p> <p>“R” Recoupment: An “R” in the Cite column denotes an element that is subject to recoupment of funds by the State if the element is “Not Met.”</p>		
<p>B. Provider Qualifications and Requirements</p> <p><i>For all training related elements of performance appearing under this section: Review Area Office requirements for mandatory meetings and training documentation. Review provider's/staff member training records to determine if documentation is maintained, and at a minimum includes: The topic of the training; Length of the training session; Training dates; Participants' signature; Instructor's name; Objectives and/or a syllabus.</i></p>		
1	<p>Providers may be licensed home health or hospice agencies by the Agency for Health Care Administration.</p> <p>Or</p> <p>Independent vendors are at least 18 years of age and that have one year of experience working in a medical, psychiatric, nursing or childcare setting, or working with individuals with developmental disabilities.</p>	<p>Review Area Office enrollment files or other information submitted by the provider for evidence of provider’s current enrollment or licensure in agency situations.</p> <p><i>Note: Independent vendors may be individuals or employees of agencies registered with the Agency for Health Care Administration. Independent vendors are not required to be licensed or registered.</i></p> <p><i>For independent vendors, college or vocational/technical training from an accredited institution equaling at least 30 semester hours, 45 quarter or 720 classroom hours may be substituted for the required experience.</i></p>

Cite	Standard	Probes
2 	Level two background screenings are complete for all direct service employees.	<p>Review available personnel files or records to ascertain compliance. Check for:</p> <ul style="list-style-type: none"> • Notarized affidavit of good moral character; • Proof of local background check • Documentation of finger prints submitted to FDLE for screening and screening reports on file; • Criminal records that include possible disqualifiers have been resolved through court dispositions. • If this is an agency, look for evidence that the provider has used the screening information to identify any potentially disqualifying offenses and to make a determination of eligibility of the employee to render services and supports. As appropriate, look for evidence of Area Office exemptions on disqualifying offenses. <p><i>Note: Home health agency staff providing Home and Community Based Waiver services to developmentally disabled individuals must have Level II background screening.</i></p>
3  W4.0	Provider undergoes background re-screening every 5 years.	<ul style="list-style-type: none"> • Review available personnel files or records to verify that provider and staff, as applicable, undergo background re-screening at least every 5 years. • Look for evidence of completion and submission of an FDLE Form, identified as either attachment 3 or 4. <p><i>Note: Fingerprint cards are not required on resubmission.</i></p>
4	The provider attends mandatory meetings and training scheduled by the Area Office and/or Agency.	<p>If this is an onsite visit:</p> <ul style="list-style-type: none"> • Ask the provider if they are aware of Area Office and Agency mandatory meeting and training schedules. Ask the provider if they can produce any notices, announcements or agendas received about meetings or training. • Ask the provider what Area Office and Agency meetings or training they have attended during the review period. • Ask the provider for any evidence they have to verify attending the meeting or training. <p>If this is a desk review</p> <ul style="list-style-type: none"> • Look for evidence in documents supplied by the provider of attendance at Area Office and Agency meetings, such as notes in personnel files or other records. <p><i>Note: If the Area Office has not sponsored any mandatory meetings or training, score this element 'Not Applicable'.</i></p>

Cite	Standard	Probes
5 NEW	Direct service staff has received training in the Agency's Direct Care Core Competencies Training.	<p>Look for documented evidence that direct service staff have received this training or an equivalent which has been approved by the Agency.</p> <p>Training was received within the required timeframes as developed by the Agency.</p> <p>This training may be completed using the Agency's web-based instruction, self-paced instruction or classroom-led instruction.</p>
6 W2.0	Independent providers and agency staff receive training on responsibilities and procedures for maintaining health, safety and well-being of individuals served.	<p>Review provider personnel files or training records for evidence of this type of training.</p> <p>If this is an onsite review, ask the provider and/or their staff about what types of training programs they have and continue to attend.</p> <p>Training on health, safety and well-being of individuals could include such topics as:</p> <ul style="list-style-type: none"> • Fire safety for the environment; • Evacuation procedures in the event of natural or other disasters; • Training on what to do in the event of personal health emergencies involving consumers; • Basic infection control training, e.g., hand washing before and after all contact with consumers. • Identifying and reporting concerns about health, safety and well-being of individuals and the environment in which they are living. <p>Refer also to the provider's policy in this area to determine compliance.</p> <p><i>Note: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; providers and their staff may attend a program offered through another provider.</i></p>

Cite	Standard	Probes
7	Independent providers and agency staff receive training on required documentation for service(s) rendered.	<p>Look for evidence that the provider and/or staff have received training on the type and format of documentation that is required for the services and supports that they render.</p> <p>Examples of this training could include:</p> <ul style="list-style-type: none"> • Instruction on documentation that is required for reimbursement and monitoring purposes. <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>
8	Independent providers and agency staff receive training on responsibilities under the Core Assurances.	<p>Look for evidence that the provider and/or staff have been familiarized with and have had some training related to the Core Assurances section of their Waiver Services Agreement and the DS Waiver Services Florida Medicaid Coverage and Limitations handbook.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> • The rights of individuals in the program and how the provider respects these rights; • Maintaining confidentiality of consumer information; • Offering individual's choice of services and supports; • Recognizing and reporting of suspected abuse, neglect or exploitation; • Rendering services in an ethical manner. <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>

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9	Independent providers and agency staff receive training on responsibilities under the requirements of specific services offered.	<p>Look for evidence that the provider and/or staff have been familiarized with and have had training related to the service specific sections of their Waiver Services Agreement and the DS Waiver Services Florida Medicaid Coverage and Limitations handbook.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> • Specifics of rendering services and supports; • Service limitations; • Service documentation requirements; and • Billing for services. <p><i>NOTE: The Area Office is not the sole source for a provider to find training programs and activities referred to in the Core Assurances. Providers may develop their own curriculum for their staff; provider and their staff may attend a program offered through another provider.</i></p>
10 W2.0	Independent providers and agency staff receive other training specific to the needs or characteristics of the individual as required to successfully provide services and supports.	<p>Look for evidence that the provider and/or staff assigned to render services and supports to individuals have received some orientation to an individual and their unique characteristics and needs.</p> <p>The family or guardian or other providers or people who are in regular contact with and understand the unique characteristics and needs of the individual can provide this orientation.</p> <p>Examples of this training could include instruction on:</p> <ul style="list-style-type: none"> • Communicating with the individual; • Unique environmental issues for the individual • Unique individual characteristics that provider needs to be aware of in order to render services <p>This training may be one-on-one in nature, and therefore documentation will not take the form of an agenda, or curriculum with handouts and outline. Also look for evidence in the consumer's record, such as in notes or other provider documentation.</p>

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11	Proof of required training in recognition of abuse and neglect to include domestic violence and sexual assault, and the required reporting procedures is available for all independent vendors and agency staff.	<ul style="list-style-type: none"> • Review personnel files and other provider training records for evidence of required training. • If applicable, ask staff about the in-service training that they have received. • Training should include prevention, detection and reporting requirements.
C. Service Limits and Times		
12	The provider renders no more than 40 units of this service per day.	<p><i>Note: A unit is defined as a 15 minute time period or portion thereof.</i></p> <p>Review provider claims data and service logs or records.</p>
13	The provider is authorized to render Homemaker services.	Review provider records for a service authorization.
14	The provider renders services and supports at a frequency and intensity as defined in the service authorization.	Review provider records for a service authorization and compare these to claims data and the provider's billing documents and service log.
15 NEW	Provider is not rendering Homemaker services to individuals living in a licensed residential facility.	<p>Review service logs and other documentation to determine what services are being rendered and where the services are being provided.</p> <p>Interview the individual receiving services.</p>
16	The provider does not supervise, or render personal or hands-on care to an individual.	<ul style="list-style-type: none"> • Ask the provider to describe the type of services they provide. • Review service logs to determine the type of services and supports the provider is rendering. • Ask individuals about the types of services and supports they are receiving from the provider.
17	The provider limits services to the individual's primary living area.	<p><i>Note: The primary living area includes the bedroom and bathroom. It may include the kitchen and a common area, if regularly utilized by the individual.</i></p> <p>Review service logs and other documentation to determine what services are being rendered and where the services are being provided.</p> <p><i>Note: This service is available in the family home only when there is documentation as to why the family cannot provide the support. Individuals living in licensed residential facilities are not eligible to receive homemaker services.</i></p>

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18	Providers of incidental transportation comply with program requirements.	<p><i>(Incidental transportation is considered that which is outside of the transportation for disadvantaged program.)</i></p> <p>Determine if the provider transports individuals. If yes, determine if the provider is following program requirements including:</p> <ul style="list-style-type: none"> • If transportation is provided in personal cars and/or agency vehicles, check personnel files to verify that valid licenses, vehicle registration and proof of insurance coverage are on file and current. • The Area Office should be notified immediately of any traffic violations, with the exception of parking tickets. • Ask the provider about their system to ensure vehicle safety.
D. Documentation		
19 R	Provider has at a minimum copies of the service logs for the period being reviewed.	<p>Review provider claims data and records for service logs or other documents for evidence that the:</p> <ul style="list-style-type: none"> • Individual's home environment remains clean, safe, and sanitary • Services are provided in the individual's own home or family home. <p>Service logs are to be submitted to the waiver support coordinator on a monthly basis.</p> <p><i>Note: A service log contains the individual's name, social security number, Medicaid ID number, the description of the service, activities, supplies or equipment provided and corresponding procedure code, times and dates service was rendered.</i></p> <p><i>Note: This service is available in the family home only when there is documentation as to why the family cannot provide the support.</i></p> <p>This Cite is subject to recoupment as reimbursement documentation if not available.</p>

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