

HOMEMAKER SERVICE
FY 2018-19

DESCRIPTION:

The Homemaker Service offers light housekeeping to individuals who are 60 years of age and older residing in Douglas, Sarpy, Dodge, Cass and Washington Counties and qualify for the service. Typically, the homemaker may be asked to perform any of the following duties: carry out trash; clean bathroom; change/make bed; dust; mop; vacuum; wash dishes; laundry; and in some instances, grocery shopping and meal preparation.

INSURANCE COVERAGE:

- Professional Liability in the amount of \$1,000,000 per occurrence with \$3,000,000 aggregate
- Worker's Compensation
- General Liability in the amount of \$1,000,000

Certificate of Insurance to be furnished to ENOA on the above. Also, the Eastern Nebraska Office on Aging is to be named as an additional insured on the General Liability Policy.

SPECIAL CONDITIONS:

Each contractor will be asked to agree to the following conditions:

1. Background checks to include: Adult Protective, Child Protective and Criminal will be done on all prospective employees and on all current employees on an annual basis. Contractor employees must agree to self-disclose on an annual basis any felonies, misdemeanors, arrest and/or convictions.
2. All time sheets must be signed by client and by the homemaker doing the cleaning each time homemaker service is received. Client is to receive a copy of the timesheet. If timesheets are being signed electronically, the provider shall send the client a copy of the signed time sheets at the end of each month. Electronic timesheets require GPS location, client signature captured, or electronic visit verification or EVV telephony for reimbursement. Timesheets may not be altered in anyway.
3. You will receive an authorization for the maximum hourly amount of service to be provided, however, reimbursement shall be based upon actual time service was provided.
4. In the event an allegation of theft, abuse, or perception of wrongdoing becomes known or is reported to the contractor involving a client and homemaker, ENOA Community Services Division Director shall be notified immediately, so that corrective action can be taken.

5. All billing must be submitted on a monthly basis, by the tenth working day of the following month. ENOA'S financial condition, planning, budgeting, and funding issues mandate Contractor's strict compliance with ENOA'S time requirements for billing statements and time sheet submissions from Contractor to ENOA. ENOA recognizes twelve billing periods in a year with each calendar month representing its own separate billing period. Each month's billing statement and time sheets shall be submitted to ENOA no later than 4:00 p.m. on the 10th business day of the next month.
6. Contractor shall prohibit homemakers from soliciting sales from clients and/or any other additional business or financial opportunities from clients.
7. New Contractor(s) may be asked to provide references which would substantiate contractor's experience in homemaker services.
8. It is expected that a contractor, who receives a referral and is unable to provide service within ten (10) working days after receipt of said referral, will immediately notify and return the referral to ENOA.
9. Contractor shall have in place a policy prohibiting homemakers from being accompanied by any person, including children, during visits to clients; a copy of which will be provided upon request to ENOA
10. Contractor shall have in place a policy prohibiting any visits by homemakers to client homes except for the purposes directly related to the provision of homemaker services; a copy of which will be provided to ENOA upon request.
11. Contractor acknowledges that ENOA may conduct random spot checks on clients receiving homemaker service. Contractor will not be notified prior to these spot checks.
12. Contractor will provide proof of all required insurance at the time of execution of the contract. Contract must provide assurance in its proposal that all insurance requirements will be met and proof thereof will be provided on execution of the contract. This shall include all renewal certificates during contract period.
13. Contractor agrees that ENOA reserves the sole and exclusive right to place limits on the number of clients assigned to each Contractor(s).
14. Contractor agrees that at no time shall a family member of an ENOA client be placed with them as their homemaker.
15. ENOA does not allow the Contractor to subcontract services. Only employees of the Contractor are allowed to provide Homemaker services. Contractor agrees that at no time shall the use of Independent Contractors be used for the purpose of this service.
16. Quality assurance surveys shall be mailed by ENOA to 10% of the clients receiving this service per quarter. Results of these surveys will be shared with contracted agency and issues of concern shall be addressed during annual contractor quality assurance meeting.

17. If the contracted agency is assigned to the same ENOA client for multiple in home services, the agency must schedule separate visits for each service.
18. The Homemaker Service is limited to the following areas of assistance: remove rash; change bed linens/make bed; clean the bathroom; clean the bedroom; clean the range; clean and defrost refrigerator; dust; grocery shopping (check payable to the grocery store or a debit card; no cash or credit cards may be used for grocery shopping); ironing; laundry (home/Laundromat); mopping floor with mop; prepare food; vacuum; wash dishes/load and unload dishwasher; wash mirrors. Under no circumstances shall a homemaker agency staff member provide transportation to a client.
19. Contracted agencies must report the following scheduling issues within 24 hours to ENOA: scheduling problems; service refusal and client cancellations. All other issues that may include Personal Health Information must be reported directly to the clients care manager such as: client hospitalization, changes in client health status, client requests for service changes.
20. The contracted agency must ensure that at no time will pictures be taken of client's property.