

CHAPTER 3

ASSESSMENT STANDARDS & AUTHORIZED SERVICES

APPLICATION OF HOURLY TASK GUIDELINES

Introduction To Hourly Task Guidelines

The hourly task guidelines listed in this chapter is the average weekly range for the tasks indicated. They are *not*, however, automatic entitlements.

The actual time allowed must be based on an evaluation of the individual recipient's circumstances. The actual amount of time authorized must take into consideration the following:

- Recipient's physical and mental limitations and abilities.
- Functional ranking.
- Size of the home.
- Proximity to laundry, shopping, and medical facilities.
- Availability of help from friends and acquaintances.
- Universal precautions.
- Variance in needs on "good" days and "bad" days.

(30-758.1[a])

Inefficient Provider

No adjustment will be made due to the inefficiency or incompetence of the provider. (30-758.3)

Exceptions to Guidelines

An exception to the time guideline may result in receiving more or less time based on the recipient's individual need for each service and the time needed to complete the task. Any exception to the hourly task guidelines must be documented on the 12-42 HHSA.

The hourly task guidelines may be exceeded under the following circumstances:

- Application of the hourly task range would result in a substantial threat to the recipient's health and safety.
 - Recipient's safety does not encompass the fact that application of the standard is inconvenient, uncomfortable or does not satisfy the recipient's personal standards for cleanliness, etc.
 - In order for an exception to be allowed based on a "substantial threat to safety", it must be shown that the standard would cause "personal harm, injury, or loss" to the recipient.
- Application of the hourly task range would require immediate placement in a medical out-of-home facility.
- Exceptions may be authorized if the recipient's doctor states that the client will need to be placed in a medical Out of Home Care Facility within the next 30 days if more time is not allowed.
- Application of the hourly task range would result in loss of employment for the recipient.

Documentation and approval

- All exceptions of the hourly task guidelines must be documented on the IHSS worksheet (12-42 HHSA).
- All exceptions of the hourly task guidelines require approval by the Social Work Supervisor. (30-758.4)

HOURLY TASK GUIDELINES

The following guidelines apply unless an exception is required and documented in the case file.

I. DOMESTIC SERVICES

- A. Independent Living - 6 hrs monthly.
- B. Shared Living - Refer to prorating instructions beginning on page 3-30.

II. HEAVY CLEANING

Heavy cleaning is authorized for thorough cleaning of the home to remove hazardous debris or dirt.

- A. Limited to the following tasks and time guidelines:
 1. Cleaning walls and ceilings.
 2. Cleaning cupboards.
 3. Shampoo rugs and carpeting.
 4. Wash windows.
 5. Clean window coverings.
 6. Clean under and behind furniture.
- B. More than 20 hours total per year requires supervisor approval.
- C. May be authorized at the time IHSS is initially granted to enable the provider to perform continuous maintenance.
- D. May be authorized if a lapse in eligibility occurs, eligibility is re-established and IHSS has not been provided within the previous 12 months.
- E. May be authorized if recipient's living condition result in a threat to his/her health or safety.
- F. May be authorized when a recipient is unable to prepare his/her home for fumigation as required by statute or ordinance, and is at-risk of eviction.
- G. Consider size and number of rooms, windows, cupboards, carpet, amount and size of furniture and number of persons in the household. Two IHSS recipients sharing household and needing heavy cleaning would divide total time authorized.

III. LAUNDRY***In the Home – 1.0 Hours***

For laundry services where laundry facilities are available in the home, the guideline time shall not exceed 1.0 hours total per week per household unless the recipient's need requires an exception to exceed this limit. Recipients with incontinence may require an exception to the limit.

- A. Laundry facilities are considered available in the home if, at a minimum, there is a washing machine and a capability to dry clothes on the premises.

- B. In assessing time for in-home laundry services, it is expected that the provider will accomplish other tasks while clothes are washing and drying.

Outside the Home – 1.5 Hours

For laundry services where laundry facilities are not available in the home, the time shall not exceed 1.5 hours total per week per household unless the recipient's need requires an exception to exceed this limit.

- A. The need for out-of-home laundry services exists when laundry facilities are not available on the premises and it is therefore necessary to go outside the premises to accomplish this service. Included in out-of-home laundry is the time needed to travel to/from a locally available laundromat or other laundry facility.
- B. It is expected that the typical provider will use a local laundromat during non-peak hour time and will utilize as many machines simultaneously as necessary for efficient time utilization.

IV. FOOD SHOPPING – 1.0 Hours

The guideline time for “food shopping” shall not exceed 1.0 hour total per week per household unless the recipient's need requires an exception to exceed this limit.

V. OTHER SHOPPING & ERRANDS – 0.5 Hours

The guideline time for “other shopping/errands” shall not exceed 0.5 hours total per week per household unless the recipient's need requires an exception to exceed this limit.

VI. TRANSPORTATION

- A. Medical appointment – only if documented:
1. Medi-Cal will not provide the services.
 2. The recipient needs help getting to and from car.

A reasonable estimate of actual time traveled in minutes. This does not include waiting time for the provider to sit in the Dr.'s office unless it is *essential* and documented in the narrative and on the 12-42 HHSA.

- B. Alternate Resources

A reasonable estimate of actual time traveled in minutes. Such as to a day care or nutrition center if the alternative resources do not provide transportation themselves and the client is unable to go from home to car without physical assistance. Document the reasons on HHSA 12-42 and narrative.

VII. YARD HAZARD ABATEMENT

- A. The following items of need are allowed:
1. Remove grass, weeds, rubbish.
 2. Remove ice, snow, access hazard.
- B. Does not include regular grass cutting and yard maintenance.
- C. Is limited to a maximum of 8 hours, twice a year. Exceptions require approval of Program Manager.
- D. Not allowed in shared living unless all housemates fall into one or more of the following categories:
1. Other IHSS recipients unable to provide such a service.

2. Other persons physically or mentally unable to provide service
3. Children under the age of 14

VIII. PROTECTIVE SUPERVISION

- A. This service is available for monitoring the behavior of non-self-directing confused, mentally ill, or mentally impaired persons.
- B. The Social Worker must discuss with the recipient, or the recipient's guardian or conservator, the appropriateness of out-of-home care as an alternative to protective supervision.
- C. The Social Worker shall determine that the entire 24-hour need for protective supervision can be met, through any of the following or a combination of the following:
 1. IHSS
 2. Alternative Resources
 3. A reassurance phone service when feasible or appropriate
- D. Total authorized hours, including protective supervision, cannot exceed 283 hours for a PCSP client. A non-severely impaired client is limited to a maximum of 195 total authorized hours. A non-severely impaired individual, who is PCSP eligible, may receive up to 195 hours protective supervision. His/her other needs would be met through the 283 hours maximum PCSP authorization.

Time for these services must be assessed according to each recipient's need.

IX. TEACHING AND DEMONSTRATION

Services may be authorized only when there is a reasonable expectation that there will be an equivalent reduction in the need for the specific IHSS funded service being taught or demonstrated. (Limits are determined by regulation. The full cost of training must be fully recovered by the reduction of services within six months after the conclusion of the training period.) (30-757.18)

X. PARAMEDICAL

- A. Form SOC 321 completed and signed by a physician or licensed health care professional must be received prior to authorization on the SOC 293.
- B. The services shall be provided under the direction of the licensed health care professional. (Time limits are governed by the actual time in minutes, as prescribed by the physician.)