Title III-B: Home Repair and Maintenance Service Definitions

Applicable Rules and Regulations

This service is governed by:

- Older Americans Act (OAA) Title III-B
- 455 IAC 1 & 2 – Home and Community Based Services Rule
- Section 4014 of the Indiana Division on
- Aging Operations Manual
- CoAction Policies and Procedures

Service Description

- Home Repair/Maintenance and minor home repair services are planned and monitored maintenance and minor repair activities essential to health and safety.
- Home Repair may be made to an owner or renter occupied single-family dwelling. The intent of the service shall be to make the dwelling habitable and shall not be done to improve the appearance of the property.
- Service activities shall be performed in order of priority. Repairs made to correct life threatening conditions and/or conditions that pose a health or safety hazard to the older adult or person with disabilities will be top priority.

Allowable Services

- The Home Repair and Maintenance Services program dollars shall be used only for repairs that directly correct and/or prevent health and/or safety hazards.
- Home Repair/Maintenance and minor home repair activities may include:
    - plumbing, heating, and electrical malfunction repair or replacement;
    - storm door, window, and screen repairs;
    - gutter and roof patching;
    - heavy cleaning; and
    - broken step repairs;
- Health and safety alterations may include installation of:
    - handrails;
    - ramps;
    - deadbolts;
    - smoke detectors;
    - locks; and
    - window bar
- Ground maintenance services may include limited lawn moving, snow removal, and minimal yard cleanup to assure safe entrance and departure from the premises.
- Time spent in assessing the job, obtaining the supplies, performing planned activities, and cleaning up.
- Travel time between work sites.

Non-Allowable Services

Service providers will not be paid for such activities as:

- Billing for more than the actual time of each staff person delivering services, even when more than one client is simultaneously benefiting from the service; and
- Billing for home repair services which cannot be documented as avoiding a clear and present health/safety hazard. Services may not be provided for aesthetic purposes only.

Provider Requirements

Providers must successfully complete the contracting process through CoAction's Request for Proposals. If the Indiana State Department of Health implements a Personal Service Agency Licensure for this service, all providers will need to be in compliance with these licensing requirements. Each service provider must meet all applicable federal, state, and county requirements.

Documentation and Reporting Standards

- Need must be identified in the service plan.
- Services must be outlined in the service plan.
- Data record of services must be provided, including:
  - Complete date and time of service (in and out)
  - Specific services or tasks provided
  - Signature of employee providing the service (minimally the last name and first initial)
- Each staff member providing direct care or supervision of care to the individual must make at least one entry on each day of service. All entries should describe an issue or circumstance concerning the individual.
- Documentation of service delivery is to be signed by the participant or designated participant representative.

Unit of Service

1 hour = 1 unit of service.

Funding Sources

Title III, CHOICE, SSBG, Older Hoosier Funds, and local funds.

Service Authorization

Services must be provided in accordance with the Vendor Authorization issued by the CoAction Care Manager.

Quality Assurance

CoAction will conduct reviews and may visit sites to ensure compliance with service requirements. Providers agree to site monitoring and records review.

Purpose and Alignment with the Older Americans Act

This service is part of CoAction's mission to reduce barriers to care, promote health equity, and support independent living for older adults and individuals with disabilities. It aligns with the OAA's focus on access, inclusion, and service delivery in the least restrictive environment.