



## ESCORT SERVICE SPECIFICATIONS

### 1.0 Definition

Escorted Client Transportation enables a client to travel to necessary locations, such as a grocery store, post office, bank, etc. with an aide escort. **This service must not be used for medical transportation unless prior authorization is given by the Care Consultant.** This service is designed to meet the needs of clients who lack strong support systems and require supervision due to physical or mental impairments.

- 1.1 Premium Escort: service authorized by the care consultant, of 2 hours or less provided during a given shift

### 2.0 Unit of Service

- 2.1 A unit of Escorted Client Transportation is one (1) hour of direct client service.
- 2.2 The unit rate must include all associated costs, including assessment, administration, supervision, travel and documentation time.
- 2.3 The number of units authorized in each service day may vary from a fraction of a unit to several units.
- 2.4 Premium service shall be billed under the appropriate care plan item. A Provider's premium rate shall be set by the Provider agency and shall not exceed 1.5 x the contracted rate for the basic service
- 2.5 **SourcePoint** services and program are person-centered and based on the client's assessed need. Providers are not permitted to impose minimum shift lengths.

### 3.0 Provider Agency Requirements

- 3.1 The Provider must have a written policy addressing workers handling of client funds.
- 3.2 The aide must use their own vehicle or designated agency vehicle to transport the client.
- 3.3 The Provider must have a written policy regarding requirements for direct care workers providing escort services. This policy at a minimum must include:
  - 3.3(a) Collection of aide's current car insurance, updated annually

- 3.3(b) Collection of aide's current driver's license, updated upon expiration and as necessary
- 3.3(c) Collection of aide's certified 3-year driving record, updated every 5 years
- 3.3(d) What constitutes an unfavorable result of driving record and steps agency will take when an unfavorable result is received
  - 3.3(d)(1) At minimum: no more than 2 moving violations or 2 at fault accidents within a 12-month period or 4 moving violations or 3 at fault accidents within a 24-month period
  - 3.3(d)(2) Automatic prohibited offenses: DUI, reckless operations or death due to driving violations
- 3.3(e) Agency's policy regarding whether direct care workers with unfavorable driving records can take additional training to provide escort, including what the training options are (with the exception of any offense in 3.4(c)(2)).

**OR**

If direct care worker's with unfavorable driving records are prohibited from providing escort until driving record is considered clean

- 3.3(f) Training staff on what to do in case of emergency on the road, including contacts within the agency and notification of **SourcePoint** care consultant

#### 4.0 Continuing Education

The Provider must furnish a minimum of six (6) hours of continuing (in-service) education for each direct care worker annually. This six (6) hour continuing education requirement is in addition to the training required under Section 10.

- 4.1 The Provider must maintain documentation of aide's participation in continuing education sessions.
- 4.2 The following topics are recommended for direct care worker continuing education instruction.
  - a) Health and Wellness
  - b) Normal Aging
  - c) Illness and Disability
  - d) Chronic Diseases
  - e) Maintaining boundaries in the helping profession
  - f) Special Needs of the Elderly
  - g) Death and Dying
  - h) Universal Precautions

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## 5.0 Duties and Responsibilities

The Provider must assure direct care worker assignment and capability to perform services outlined in the authorized plan which may include any of the following tasks:

### 5.1 Basic Home Safety:

- a) Identify and report safety hazards to immediate supervisor
- b) Eliminate safety hazards with client and supervisor approval

### 5.2 Errands:

- a) Purchase errands, including but not limited to groceries, prescriptions, household items and personal items
- b) At no time is it appropriate for an aide to complete their own errands or purchase their own items while functioning as a paraprofessional.

## 6.0 Direct Care Worker Supervision

The Provider must assure that a direct care worker performs services outlined in the authorized plan and that the Provider's supervisor oversees the direct care worker in client care tasks.

### 6.1 The supervisor must complete and document a home visit to define the expected daily activities of the direct care worker *before client care is initiated*.

6.1 (a) The supervisor must prepare a written daily care plan specific to each client and consistent with the authorized plan.

6.1 (b) The supervisor must obtain the client's (designated caregiver if client unable to sign) signature on the initial care plan.

6.1 (c) The supervisor must provide each direct care worker with a copy of the daily care plan for each client assigned.

### 6.2 The supervisor must evaluate direct care worker's compliance with the daily care plan and **SourcePoint's** authorized plan every three (3) months or sooner.

6.2 (a) Review the direct care worker's documented client contacts to ensure task completion is consistent with the care plan and authorized plan.

6.2 (b) Client Supervisory Service Reviews must be completed every 3 months or sooner.

(b)(1) Reviews may be completed in-person, by phone, or virtually

(b)(2) In-person reviews must be completed for new client enrollment

(b)(3) In-person reviews must be completed when a client has been on suspension for 30 or more days

(b)(4) There should be no Client Supervisory Service Reviews conducted via telephone back-to-back.

6.2 (c) Documentation of Client Supervisory Service Reviews conducted via telephone/virtually via Web must indicate that the Review was completed via telephone and include the same information as Reviews conducted in-person.

6.2 (d) The Provider should make every effort to schedule in-person Client Supervisory Reviews ahead of time. Unscheduled Client Supervisory Reviews are to be conducted only in situations when Provider has made multiple attempts to contact client/caregiver via telephone.

6.3 The supervisor must ensure that each episode of Escort service delivery, including a listing of tasks performed by the direct care worker, client response to the service, date of service, time in/out of aide, signed by the aide and the client or designated caregiver.

6.4 The supervisor must evaluate client response to the care plan and reflect problems identified by client through the documentation review and Client Supervisory Service Review process identified in Section 6.0, Item 6.2 and notify the care consultant of recommended modifications and resolution of any problems identified.

6.5 The supervisor must complete a **SourcePoint** or agency Supervisory Report every 3 months or sooner and maintain documentation this has been completed in client's file.

## 7.0 Service Delivery

The Provider must have a monitoring system/method in place to verify service delivery. This mechanism must be capable of verifying:

7.1 Whether the aide is present at the location where the services are to be provided and at the time the services are to be provided;

7.2 Whether the Provider's employees have provided the services at the proper location and time, by the end of the working day;

- 7.3 Client/caregiver signature at end of service shift. If the Provider uses an electronic service verification system (ESVS) and the system does not have signature capability the Provider must maintain hard copies of client/caregiver's signatures for each service delivery.
- 7.4 A protocol to be followed in scheduling a substitute employee when the monitoring system identifies that an employee has failed to provide home care services at the proper location and time, including standards for determining the length of time that may elapse without jeopardizing the health and safety of the consumer;
- 7.5 Procedures for maintaining records of the information obtained through the monitoring system;
- 7.6 Procedures for compiling annual reports of the information obtained through the monitoring system, including statistics on the rate at which home care services were provided at the proper location and time; and
- 7.7 Procedures for conducting random checks of the accuracy of the monitoring system to ensure the system is in proper working order

Note: Above items are still required for agencies utilizing an electronic service delivery system (ESVS).

## 8.0 Summary of Required Documents

The Provider of Escort services must furnish Escort service specific documentation in addition to the documentation requirements of the Conditions of Participation. The Escort service specific documentation required includes:

- 8.1 The Provider assessment outcome
- 8.2 Client specific Escort care plans
- 8.3 Documentation of each episode of client contact
- 8.4 Regular supervisor/worker case consultation and communication
- 8.5 **SourcePoint** or agency Client Supervisory Services Review Report, as required in 6.2

## 9.0 Personnel Qualifications

The Provider must assure and maintain documentation that position descriptions and direct care worker possess the following qualifications prior to service delivery:

9.1 Direct Care Worker:

- 9.1.1 Is a high school graduate, OR has completed GED OR has a minimum of one year of work experience
- 9.1.2 Is able to understand written care plans, execute instructions and document services delivered
- 9.1.3 Is able to communicate with clients/families and emergency service systems personnel
- 9.1.4 Has one of the following:

9.1.4 (a) Successful completion of the nurse aide competency evaluation program conducted by the Ohio Department of Health;

OR

9.1.4 (b) Current State Tested Nursing Assistant (STNA) or certified home health aide

OR

9.1.4 (c) One year of paid supervised employment experience as a homemaker paraprofessional without a five-year lapse in employment;

OR

9.1.4 (d) One-year relevant supervised experience with a home cleaning company, custodial company or related field and completion of training section 10.3 & 10.4 with in-field demonstration;

OR

9.1.4 (e) One-year relevant life/work experience, documented by the agency, and completion of training section 10.3 & 10.4 with in-field demonstration;

OR

9.1.4(f) Completion of 11 hours of in-field training under section 10 and 10 working days of in-field training with observation prior to service delivery.

9.1.5 The Provider must maintain and furnish documentation of the direct care worker's training and in-field demonstration in their personnel file. The documentation requirements are:

9.1.5 (a) date of the training;

9.1.5 (b) number of hours of the training;

9.1.5 (c) subject areas covered;

9.1.5 (d) The qualifications of the trainer and field trainer;

9.1.5 (e) The signatures of the trainer and the direct care worker verifying the accuracy of the record;

9.1.5 (f) Date of in-field demonstration of each required skill with signature of field trainer and direct care worker.

9.2 Supervisor: The Provider must ensure that the supervisor of direct care workers meets at least one of the following qualifications:

9.2.1 Is a registered nurse or a licensed practical nurse currently licensed to practice in the state of Ohio;

OR

9.2.2 Possess a bachelor's degree (BS or BA) OR an associate degree in one of the following areas:

- Home Economics
- Counseling
- Gerontology
- Social Work
- Nursing
- Public Health
- Health Education
- Other related field

OR

9.2.3 Possesses a minimum of four (4) years of direct community service experience in the provision of home care services.

## 10.0 Classroom Training Topics.

\*Components requiring demonstration during in-field training

### 10.1: Housecleaning- 3.5 hours

- Handling cleaning products and prevention of dangerous chemical mixtures
- \*Dusting
- \*Cleaning floors by mop, vacuum, sweeping
- \*Cleaning appliances
- \*Cleaning the bathroom, including commodes & urinals
- \*Changing bed linens

### 10.2: \*Laundry -0.5 hour

- Sorting, washing, drying clothes and linens
- Folding clothes and linens

### 10.3: Other Homemaker Tasks – 2.5 Hours

- \*Meal prep/Nutrition
  - Including specialty diets
- Basic home safety
- Communication & listening skills
- Proper documentation

### 10.4: Additional Areas for Attention when working with older adults – 4.5 hours

- \*Universal Precautions for infection control and communicable diseases
- Maintaining appropriate boundaries in the helping profession
- Mandated reporting
- Emergency protocol

10.5: The required training hours do not include agency orientation hours required for new agency employees as specified in the Conditions of Participation.

10.6: Agency is expected to implement additional training, if deemed necessary through ongoing performance appraisals and/or client feedback, to assure all staff are able to perform the duties required.