



# Home Repair, Modification, Maintenance, Chore and Extermination

## Service Specifications

### 1.0 Definition

- 1.1 Minor home modification, maintenance and repair service (MHM) provides environmental accessibility adaptations to the structural elements of the interior or exterior of a client's place of residence that enable the client to function with greater independence in the home and remain in the community. Modifications, maintenance and repairs that are excluded from this service are those adaptations or improvements to the home that are of general utility and not of direct medical or remedial benefit to the client, such as carpeting, roof replacement, central air conditioning, and adaptations which add to the total square footage of the home, etc.
- 1.2 Chore is a service designed to improve, restore, or maintain a clean, sanitary and safe living environment through the performance of tasks in the home that are beyond the client's capability, and the removal of hazards posing a threat to the client's health and welfare. Chore services are provided only in cases where neither the client, nor anyone else in the household, is capable of performing or financially providing for the services, and where the **SourcePoint** Care Consultant has determined that no relative, caregiver, landlord, community/volunteer agency, or third party is capable of or responsible for their provision.
- 1.3 Pest Control is a service that improves, restores, or maintains a clean, sanitary, and safe living environment through the performance of tasks in the home that are beyond the consumer's capability and the removal of pests posing a threat to the consumer's health and welfare.
- 1.4 MHM/Pest Control services are limited to those that cannot be accomplished through existing informal or formal supports, and those that are not the legal or contractual responsibility of a landlord or a homeowner other than the **SourcePoint** client.
- 1.5 All MHM/Pest Control services must be provided in accordance with applicable building codes and must be authorized by the client's plan of care.
- 1.6 Home Repair, Modification, Maintenance, Chore and Extermination services are limited to those activities that are not the legal or contractual responsibility of a landlord. In the case of a rental property, the responsibility of the landlord, pursuant to the lease agreement, will be examined prior to any authorization of service.

## 2.0 Unit of Service

- 2.1 A unit of service is one (1) job order with a unit rate of the price quoted to and authorized by **SourcePoint**.
- 2.2 The unit rate shall include the cost of materials, labor, supplies, equipment, administrative costs and applicable fees associated with the job requested.
- 2.3 Furnace inspection may be billed as a separate job at the unit rate submitted by provider agency and when approved by care consultant

## 3.0 Provider Services

A Provider shall furnish one or more of the tasks listed in this section.

- 3.1 Minor home modification that includes, but is not limited to:
  - a. Installation of devices to improve the enrollee's ability to perform activities of daily living.
  - b. Minor interior and/or exterior modification to improve the health and safety of the enrollee; and
  - c. Enhanced accessibility modification, such as ramp, doorway, etc.
- 3.2 Minor home maintenance that includes, but is not limited to:
  - a. Inspection of furnace and other heating sources and water heaters;
  - b. Plumbing and electrical repairs; and
  - c. Inspection and maintenance of water pumps.
  - d. The installation of safety devices, such as smoke alarms and/or carbon monoxide detectors.
- 3.3 Minor household repair that includes, but is not limited to:
  - a. Repair or replacement of screens;
  - b. Repair or replacement of broken window panes;
  - c. Replacement/installation of electrical fuses.

3.4 Chore services includes but is not limited to:

- a. Major house cleaning, as defined by **SourcePoint** (i.e. washing walls, ceilings and outside and difficult to reach inside windows; removing, cleaning or re-hanging curtains or drapes; and shampooing carpets and furniture).
- b. Simple household maintenance, as defined by **SourcePoint** (i.e. repairing leaky water faucets, unclogging drains, lighting or relighting a pilot light and replacing furnace filters).
- c. Waste disposal
- d. Moving within Delaware County

3.5 Pest Control

- a. Treatment and removal of bed bugs.
- b. Treatment and removal of fleas and/or ticks.
- c. Treatment and removal of roaches.
- d. Removal of small animals.

4.0 Service Specifications

The Provider must obtain and furnish evidence of compliance with the following:

- 4.1 The Provider shall ensure that the owner understands that the property will be left in the modified state after the enrollee vacates the premises.
- 4.2 All permits required by law, including building permits prior to commencing each work or job order.
- 4.3 Any necessary inspections, inspection reports, and permits required by federal, state and local laws upon completion of each job to verify that the repair, modification or installation was completed. The provider must obtain these inspections, inspection reports, and permits prior to billing for the completed job.
- 4.4 The provider shall furnish **SourcePoint** with a written, itemized estimate of the work to be done, via fax or e-mail, a price quote within seven days of the initial request or in an alternate time period acceptable to **SourcePoint** staff.
- 4.5 The provider cannot bill in excess of the written estimate, unless a written cost revision is authorized by **SourcePoint**.

- 4.6 The provider shall inform the client and **SourcePoint** of any health and/or safety risk expected during the job; and shall assist the client and SourcePoint in coordinating time and dates of service to assure minimal risk of hazard to the client.
- 4.7 The provider shall obtain client signature and date at the close of the job order, certifying that the work authorized has been completed, property is left in satisfactory condition, and incidental damages are repaired.
- 4.7 (a) Provider may utilize an electronic service verification method
- 4.8 In cases where a provider is already in a client's home and identifies additional problems that provider believes should be fixed immediately, should be fixed in conjunction with the original repair, or could easily be fixed while in the client's home, the provider may address the additional problems only if the provider contacts SourcePoint to explain what the problem is, how it will be fixed, the cost of the additional repair, and obtains authorization to complete the additional work.
- 4.8(a): Any additional work of 10% of the total cost or \$250, whichever is less, shall be automatically approved and does not require further conversation with SourcePoint. Should this occur, Provider must notify SourcePoint as soon as possible.
- 4.9 The provider shall inform **SourcePoint** staff when a subcontractor is to be used for authorized work.
- 4.10 Pest Control Providers Only: Provider may be asked to re-inspect property for pests within 2 weeks of last pest control treatment. Unless re-inspection(s) are included in **SourcePoint** care consultant/staff-approved estimate of work, Provider shall quote **SourcePoint** staff re-inspection cost. **SourcePoint** staff must approve written re-inspection cost via fax or e-mail prior to re-inspection.

## 5.0 Provider Agency Requirements

- 5.1 Providers must have appropriate licensure, as required, or other appropriate credentials to perform jobs requiring specialized skills, including but not limited to:
- (a) Electrical work;
  - (b) Heating and ventilation; and,
  - (c) Plumbing work.
  - (d) Pest control.

- 5.2 Provider must comply with **SourcePoint** Home Repair, Modification, Maintenance, Chore services and Extermination Conditions of Participation.
- 5.3 The provider may not bill until completion of the specific service.

## 6.0 Summary of Required Documentation

The Provider of Home Repair/ Minor Modification, Chore services and Pest Control must furnish service specific documentation in addition to the documentation requirements of the **SourcePoint** Home Repair, Modification, maintenance, Chore services and extermination Conditions of Participation. The service documentation required includes:

- 6.1 Record of service delivery and completion of specific service
- 6.2 All other applicable permits and licenses as required by law, ordinance or professional standards based on services provided.