

Division of Aging and Adult Services Manual

Housing and Home Improvement Policies and Procedures

Effective Date: July 1, 2007

This page intentionally left blank

Table of Contents

I.	General Information	I. 1
	A. Mission	
	B. Vision	
	C. Goals	
	D. Background	
II.	Legal Base	II. 1-3
III.	Policies and Procedures	
	A. Definitions	III. A 1
	B. Service Populations, Service Application	III. B 1
	C. Housing	III. C 1-2
	D. Home Improvement	III. D 1-3
	E. Prohibited Activities	III. E 1
	F. Service Provider Responsibilities	III. F 1-3
	G. Waiver Requests	III. G 1
IV.	Appendices	IV. 1
	A. Landlord/Owner Agreement	
	B. Consent to Proceed	
	C. Intake, Needs Assessment and Services	
	D. Client Financial and Service Activity Sheet	
	E. Waiting List Evaluation	
	F. Client Bill of Rights	
	G. Waiver Request	
	H. Service Provider Policies and Procedures	
	I. Consumer Contributions Policy	

I. General Information

A. Mission

The Housing and Home Improvement service promotes independence and supports aging-in-place and aging-in-community to North Carolina's seniors, families and persons with disabilities. Through area agencies on aging, departments of social services and local service providers, the housing and home improvement service provides information and referral to those individuals and families wishing to remain in, return to or locate safe affordable independent housing. It identifies health and safety issues affecting the home or areas adjacent to the home and provides needed improvements or home modifications to enhance mobility.

B. Vision

The Housing and Home Improvement service will educate and assist individuals and families, governmental entities, non-profit and for profit agencies on housing and home improvement services which promote independence and allow citizens of North Carolina to remain within their community of choice and avoid or postpone a move into a health care setting.

C. Goals

Enhance the quality of life for individuals and families that living in safe affordable housing provides. Expand awareness of accessibility improvements: grab bars, handrails and ramps, to promote safety and enhance mobility.

Promote universal design in construction.

Increase civic, faith based and volunteer involvement in home improvement services.

Collaborate with public and private agencies to promote recurring funding for NC housing issues.

Establish benchmarks to show that funding the housing and home improvement service is a cost effective measure.

D. Background

Through an administrative letter signed by Directors of the North Carolina Division of Social Services and the North Carolina Division of Aging, administrative policy and procedure responsibilities were delegated to the Division of Aging which was officially renamed the Division of Aging and Adult Services effective September 1, 2003.

II. Legal Base

Congressional declaration of objectives

The Congress hereby finds and declares that, in keeping with the traditional American concept of the inherent dignity of the individual in our democratic society, the older people of our Nation are entitled to, and it is the joint and several duty and responsibility of the governments of the United States, of the several States and their political subdivisions, and of Indian tribes to assist our older people to secure equal opportunity to the full and free enjoyment of the following objectives:

(1) ... (2) ...

(3) Obtaining and maintaining suitable housing, independently selected, designed and located with reference to special needs and available at costs which older citizens can afford.

42 U.S.C. Sec 3001(3)

Grants for supportive services

(a) Grants

The Assistant Secretary shall carry out a program for making grants to States under State plans approved under section 3027 of this title for any of the following supportive services:

(1 ... (2) ... (3) ... (4) services designed (A) to assist older individuals to obtain adequate housing, including residential repair and renovation projects designed to enable older individuals to maintain their homes in conformity with minimum housing standards; (B) to adapt homes to meet the needs of older individuals who have physical disabilities; (C) to prevent unlawful entry into residences of older individuals, through the installation of security devices and through structural modifications or alterations of such residences; or (D) to assist older individuals in obtaining housing for which assistance is provided under programs of the Department of Housing and Urban Development;

42 U.S.C. Sec 3030d (a) 4

In addition to the Older Americans Act grant, there are other funding streams available to the North Carolina Division of Aging and Adult Services and the North Carolina Division of Social Services for supportive services targeted primarily to individuals and families with the greatest economic or social need.

(a) There is established the Family Preservation Services Program of the Department of Health and Human Services. To the extent that funds are made available, locally-based family preservation services shall be available to all 100 counties. The Secretary of the Department of Health and Human Services shall be responsible for the development and implementation of the Family Preservation Services Program as established in this Part.

(b) The purpose of the Family Preservation Services Program is, where feasible and in the best interests of the child and the family, to keep the family unit intact by providing intensive family-centered services that help create, within the family, positive, long-term changes in the home environment.

(c) Family preservation services shall be financed in part through grants to local agencies for the development and implementation of locally-based family preservation services. Grants to local agencies shall be made in accordance with the provisions of G.S. 143B-150.6.

G.S. 143B-150.5

There is hereby created the Social Services Commission of the Department of Health and Human Services with the power and duty to adopt rules and regulations to be followed in the conduct of the State's social service programs with the power and duty to adopt, amend, and rescind rules and regulations under and not inconsistent with the laws of the State necessary to carry out the provisions and purposes of this Article. Provided, however, the Department of Health and Human Services shall have the power and duty to adopt rules and regulations to be followed in the conduct of the State's medical assistance program.

(1) The Social Services Commission is authorized and empowered to adopt such rules and regulations that may be necessary and desirable for the programs administered by the Department of Health and Human Services as provided in Chapter 108A of the General Statutes of the State of North Carolina.

(2) The Social Services Commission shall have the power and duty to establish standards and adopt rules and regulations:

a. For the programs of public assistance established by federal legislation and by Article 2 of Chapter 108A of the General Statutes of the State of North Carolina with the exception of the program of medical assistance established by G.S. 108A-25(b);

b. To achieve maximum cooperation with other agencies of the State and with agencies of other states and of the federal government in rendering services to strengthen and maintain family life and to help recipients of public assistance obtain self-support and self-care;

G.S. 143B-153

(a) There is hereby created within the office of the Secretary of the Department of Health and Human Services a Division of Aging, which shall have the following functions and duties:

(11) To administer a Home and Community Care Block Grant for older adults, effective July 1, 1992. The Home and Community Care Block Grant shall be comprised of applicable Older Americans Act funds, Social Services Block Grant funding in support of the Respite Care Program (G.S. 143B-181.10), State funds for home and community care services administered by the Division of Aging, portions of the State In-Home and Adult Day Care funds (Chapter 1048, 1981 Session Laws) administered by the Division of Social Services which support services to older adults, and other funds appropriated by the General Assembly as part of the Home and Community Care Block Grant. Funding currently administered by the Division of Social Services to be included in the block grant will be based on the expenditures for older adults at a point in time to be mutually determined by the Divisions of Social Services and Aging. The total amount of Older Americans Act funds to be included in the Home and Community Care Block Grant and the matching rates for the block grant shall be established by the Department of Health and Human Services, Division of Aging [and Adult Services]. Allocations made to counties in support of older adults shall not be less than resources made available for the period July 1, 1990, through June 30, 1991, contingent upon availability of current State and federal funding;

G.S. 143B-181.1

To utilize effectively the resources of our State, to provide a better quality of life for our senior citizens, and to assure older adults the right of choosing where and how they want to live, the following principles are hereby endorsed:

(9) Options in housing should be made available.

G.S. 143B-181.3.

Housing and Home Improvement is the designated name of the supportive service administered through the NC Division of Aging and Adult Services which can make a difference in the lives of individuals and families wishing to live independently in safe affordable homes within their communities of choice. This service can enable them to obtain, retain, or return to independent housing and resolve health and safety issues affecting their home or areas adjacent to their home.

10A NCAC 06E .0301; 10A NCAC 06W .0; 10A 71R .0909.

This page intentionally left blank

III. Policies and Procedures

A. Definitions of Importance

Activities of Daily Living (ADL)	Personal care activities including bathing or showering, dressing, eating, getting in or out of bed or chair, and toileting.
Instrumental Activities of Daily Living (IADL)	Independent living activities including doing household chores, managing personal money, preparing meals, shopping for groceries and personal items, and using the telephone or transportation.
Greatest economic need	The need resulting from an income level at or below the poverty line.
Greatest social need	The need caused by physical or mental disabilities; language barriers; or cultural, social or geographical isolation caused by racial or ethnic status that restricts the ability of an individual to perform normal daily tasks or threatens the capacity of the individuals to live independently.
Home	A housing unit for individuals or families. The home may be owned, rented, or accessed through a lifetime right. It may stand alone and be stick built, manufactured or modular, or may be an apartment or condominium within a larger structure that is secured by lock and key.
Independent Housing	A home that provides a private living arrangement and is not part of a licensed facility.
Service Provider	An area agency on aging, a department of social services or any public or private agency or individual from whom an area agency or department of social services purchases services to conduct housing and home improvement services.
Waiting for service	When an individual has requested housing and home improvement services that exists in the county but is not receiving it and is potentially eligible for the service, and could be served if the service were expanded.

10A NCAC 06E .0302; 10A NCAC 06W .0105

III. Policies and Procedures

B. Service Populations and Service Application

The eligible population for the Housing and Home Improvement service with funding administered by the Division of Aging and Adult Services and focused on those with greatest economic and social need:

- (a) are 60 years of age or older;
- (b) have no one able and willing to perform the services for them; and
- (c) reside within a county where the housing and home improvement service is funded.

The eligible population for the Housing and Home Improvement service with funding administered by the Division of Social Services:

- (a) under the age of 65 with a disability;
- (b) have no one able and willing to perform the services for them; and
- (c) reside within a county where the housing and home improvement service is funded.

Individuals and families are within the target population based on need for one or more elements of the housing and home improvement service.

Within the target population, individuals and families must be served in the following order of priority when there are others waiting for service:

- (a) adults and children for whom the need for protective services has been substantiated and the service is needed as part of a protective services plan or intervention plan;
- (b) adults who are at risk of abuse, neglect, or exploitation and children who are at risk of abuse, neglect, or dependency;
- (c) adults with ADL or IADL impairments who are at risk of placement in a health care facility;
- (d) children who need the service as part of a plan of preventive services designed to strengthen the family and preserve the home for the child, or as part of permanency planning to enable a child to return home from substitute care;
- (e) adults with three or more ADL or IADL impairments; and
- (f) adults with one or two ADL or IADL impairments.

10A NCAC 06E .0303; 10A NCAC 06W .0106; 10A NCAC 71R. 0909.

An application for services shall be signed and dated for housing and home improvement services and shall be made by

- (a) an adult on his or her own behalf;
- (b) an adult on behalf of his or her minor child; or
- (c) an adult acting on behalf of a disabled adult, defined in G.S. 108A-101(d)

http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_108A/GS_108A-101.html

[any person 18 years of age or over or any lawfully emancipated minor who is present in the State of North Carolina and who is physically or mentally incapacitated due to mental retardation, cerebral palsy, epilepsy or autism; organic brain damage caused by advanced age or other physical degeneration in connection therewith; or due to conditions incurred at any age which are the result of accident, organic brain damage, mental or physical illness, or continued consumption or absorption of substances].

10A NCAC 06E.0304; 10A NCAC 06W .0107.

III. Policies and Procedures

C. Housing

Housing services support independent living by providing information to individuals and families to enable them to obtain housing, retain the housing they have or return to independent housing. The housing information includes: fair housing; foreclosures; grants or loans for home repair; home buying; homelessness prevention; independent housing options and locations; landlord tenant relations; mortgage delinquency and default resolution counseling; predatory lending; reasonable accommodations; reverse mortgage counseling and tenant's rights and responsibilities.

10A NCAC 06E .0301; 10A NCAC 06W .0104; 10A NCAC 71R .0909.

Program guidance

Service providers have the option of providing this service.

Individuals and families requesting housing services may be from all walks of life and representative of all income levels. Resource information to a wide array of requests should include local service agencies and those listed below.

For assistance in locating housing in the public, subsidized and affordable sectors, become familiar with the following resources:

NC Division of Aging and Adult Services www.ncdhhs.gov/aging

NC Housing Coalition www.nchousing.org

NC Housing Finance Agency www.nchfa.com

US Department of Agriculture www.rurdev.usda.gov; and

http://rdmfhrentals.sc.egov.usda.gov/RDMFHRentals/select_state.jsp

US Department of Housing and Urban Development www.hud.gov; and

<http://www.hud.gov/apps/section8/step2.cfm?state=NC%2CNorth+Carolina>; and

NC Housing Search www.nchousingsearch.org

Assistance for those moving within or to North Carolina wishing to locate active adult communities, naturally occurring retirement communities or continuing care retirement communities (CCRC); become familiar with:

www.retiresouth.net

www.theseniorguide.com

www.NewLifeStyles.com

www.MatureLivingChoices.com

NC Department of Insurance http://www.ncdoi.com/FED/SE/fed_se_home.asp on left side, click on Continuing Care Retirement Communities

Assistance for those providing/needing transitional housing or shelters; become familiar with:

NC Housing Coalition www.nchousing.org

NC Coalition to End Homelessness www.ncceh.org

Division of Aging and Adult Services www.ncdhhs.gov/aging/housing.htm Emergency Shelter Grant

For renters needing assistance to remain in rental housing, become familiar with:
Fair Housing which includes Reasonable Accommodations and Reasonable Modifications:
NC Department of Administration, the Human Relations Commission www.doa.state.nc.us/hrc/
Landlord-Tenant Laws: NC Justice Center www.ncjustice.org
Renter's Rights and Responsibilities: NC Housing Finance Agency www.nchfa.com
Legal Services: NC Legal Aid www.legalaidnc.org
Rental Assistance: <http://www.hud.gov/local/index.cfm?state=nc&topic=renting>
Support Services:

NC Department of Health and Human Services:
Division of Aging and Adult Services www.ncdhhs.gov/aging
Services for the Blind www.ncdhhs.gov/dsb
Child Development <http://ncchildcare.dhhs.state.nc.us>
Services for the Deaf and Hard of Hearing <http://www.ncdhhs.gov/dsdhh>
Council on Developmental Disabilities www.nc-ddc.org
Disability Rights www.disabilityrightsn.org
Mental Health Developmental Disabilities Substance Abuse Services www.ncdhhs.gov/mhddsas
Public Health <http://publichealth.nc.gov>
<http://epi.publichealth.nc.gov>
Social Services www.ncdhhs.gov/dss
Vocational Rehabilitation www.ncdhhs.gov/dvrs

For homeowners needing assistance to purchase a home, become familiar with:
Homebuying: NC Housing Finance Agency www.nchfa.com
United States Department of Housing and Urban Development www.hud.gov
United States Department of Agriculture www.rurdev.usda.gov
Manufactured Housing: NC Department of Insurance www.ncdoi.com/OSFM/
NC Housing Finance Agency www.nchfa.com
Predatory Lending:
http://portal.hud.gov/hudportal/HUD?src=/states/north_carolina/homeownership/predatorylending

For individuals and families needing assistance to prevent foreclosure, become familiar with:
Housing Counseling (HUD approved):
NC Housing Finance Agency www.nchfa.com
Housing and Urban Development www.hud.gov
Legal Services: NC Legal Aid www.legalaidnc.org
Reverse Mortgages: NC Housing Finance Agency www.nchfa.com
Foreclosure Prevention: NC Housing Finance Agency www.nchfa.com

For individuals and families needing expertise on universal home design:
North Carolina State University: www.design.ncsu.edu/cud/ and
<http://design-dev.ncsu.edu/openjournal/index.php/redlab/issue/view/5>

III. Policies and Procedures

D. Home Improvement

Home improvement services identify health and safety issues affecting the home or areas adjacent to the home in which an individual or family lives and provides needed improvements to resolve those issues. Health and safety issues include security enhancements; minor home repairs; mobility and accessibility improvements; and basic household furnishings and home appliance repair, replacement or purchase.

10A NCAC 06E .0301; 10A NCAC 06W .0104; 10A NCAC 71R .0909

Program guidance

Areas listed below constitute the allowable expense items. Requests for items not listed should be made as a waiver request.

Security enhancements:

- (a) door knobs installed with reliable lock and key and or dead lock bolts;
- (b) windows fitted with reliable locks;
- (c) emergency response systems installed (but not maintained);
- (d) smoke detectors and carbon monoxide detectors installed (but not maintained).

Minor home repairs:

- (a) repair to primary bathroom sink, shower/tub or commode;
- (b) repair to kitchen sink;
- (c) doorways widened;
- (d) floors repaired;
- (e) doors or windows repaired or replaced;
- (f) shingles and roofing felt replaced.

When homes have become neglected and major work is necessary, referring customers to other resources is critical. HCCBG and SSBG funds are intended to fund minor repairs and improvements and requesting maximum reimbursement for one project is discouraged.

Mobility and accessibility improvements:

- (a) grab bar or handrail installation with solid blocking as needed;
- (b) thresholds modified;
- (c) ramps built and installed within or adjacent to the home.

Ramps have historically been a major emphasis for the housing and home improvement service. Recent increases in materials and transportation costs have been the primary impetus to increase the maximum reimbursement to \$1,500. The Wood Ramp Design handbook <http://design-dev.ncsu.edu/openjournal/index.php/redlab/article/viewFile/80/34> clarifies code compliance and explains that residential ramps are not covered under public building ramp

requirements in most single-family residential access remodeling projects. Closely question the local inspection or planning office for additional guidance.

Basic household furnishings and home appliance repair, replacement or purchase:

- | | |
|---------------------------|------------------------------|
| (a) chair; | (a) stove; |
| (b) mattress/box springs. | (b) hot water heater; |
| | (c) refrigerator; |
| | (d) washing machine; |
| | (e) heating or cooling unit. |

As with other service areas, exhausting other funding resources should be accomplished before requesting reimbursement from HCCBG or SSBG. Local non-profits or faith based agencies may be a good resource for donated appliances or furnishings. Purchasing appliances and furnishings should be a small percentage of the total housing/home improvement HCCBG or SSBG yearly budget. Care should be taken to purchase energy efficient basic models only and more specifically is not intended to provide whole house heating or cooling systems.

Federal and State resources:

For individuals and families needing home improvement services that identify and correct health and safety issues affecting their home or areas adjacent to their home, the following resource information should be made available to them in addition to local non-profit and faith based organizations. If internet access is not available, individuals should contact the regional area agency on aging or county department of social services for local agency telephone number and office address.

Weatherization Assistance and Heating Air Repair and Replacement Program

Both the Weatherization Assistance Program and the Heating Air Repair and Replacement Program (HARRP), administered through the NC Energy Office in the Department of Commerce, intend to improve energy efficiency, household safety, and educate the public about maintaining energy efficiency. Focus is on the elderly, the disabled, families with children, high energy users and the energy burdened. <http://www.nccommerce.com/energy/about-us/weatherization-office>

DPP

The Displacement Prevention Partnership is administered by NC Vocational Rehabilitation-Independent Living Program and NC Housing Finance Agency to assist persons whose home needs accessibility modifications so they can continue to live there. Contact information to the local Independent Living office is: www.nchfa.com/homebuyers/horepairs.aspx#displacement

Urgent Repair Program

The NC Housing Finance Agency, the NC Housing Trust Fund and local government and non-profit agencies administer the Urgent Repair program. Emergency housing conditions that threaten life or safety such as failing septic systems, dangerous heating systems, rotten floors are examples as well as accessibility modifications to enable people to continue living at home. Contact: www.nchfa.com/Homebuyers/HOrepairs.aspx

Single-Family Rehabilitation Program

The NC Housing Finance Agency administers the Single-Family Rehab program, an interest free deferred loan, for homes needing major repairs with funds made available through local governments and non-profit agencies. Contact: www.nchfa.com/Homebuyers/HOrepairs.aspx

CDBG

The Community Development Block Grant (CDBG) administered by the NC Department of Commerce Scattered Site Program provides assistance to eligible households for critical housing rehabilitation to include certain manufactured homes built after 1978. Local/county governments can apply every three years for approximately \$400,000 to assist persons living in small cities. Entitlement areas of NC (Asheville, Burlington, Cary, Chapel Hill, Charlotte, Concord, Durham, Fayetteville, Gastonia, Goldsboro, Greensboro, Greenville, Hickory, High Point, Jacksonville, Kannapolis, Lenoir, Morganton, Raleigh, Rocky Mount, Salisbury, Wilmington, Winston-Salem and the three counties of Mecklenburg, Wake and Cumberland)

To locate county information, go to www.nccommerce.com/cd/investment-assistance

USDA

The United States Department of Agriculture (USDA) has a Home Repair Loan and Grant Program – Section 504 for rural homeowners needing assistance with repairs and improvements (includes ramp construction) or with the removal of health and safety hazards.

For contact information: www.rurdev.usda.gov/nc/do-list.htm

III. Policies and Procedures

E. Prohibited Activities

Housing and home improvement service funding shall not be used for:

- (a) rent;**
- (b) utility bills;**
- (c) food;**
- (d) medicine;**
- (e) security and utility deposits;**
- (f) taxes;**
- (g) home improvements negatively affecting the structural integrity of the home;**
- (h) home improvements which are an obligation of the landlord;**
- (i) work done to the property of a landlord without written approval; and**
- (j) duplication of any home improvement service to the same housing unit for three consecutive years following receipt of initial service.**

10A NCAC 06E .0402; 10A NCAC 06W .0109

Program guidance

This grant money may not be used for maintenance activities, including rent, utility bills, food, medicine, security and utility deposits or taxes. There may be local agencies, public and private, which provide emergency assistance or crisis intervention funding to assist in this area. Regional area agencies on aging and county departments of social services are resources for this information.

The home improvements covered with this grant money are for projects considered minor. Improvements that would compromise the structural integrity of the house is not a funded activity.

While this grant money does allow for work to be done on rental property, if the lease stipulates that the landlord is responsible, this grant money will not cover the work. For all other service activity, the landlord must sign a form that allows for work to take place. It is also suggested that the landlord be requested to sign not to initiate a rent increase for a year or more. See Appendix A.

This grant money will not pay for a home improvement service repeated to the same housing unit within a three year period.

III. Policies and Procedures

F. Service Provider Responsibilities

Apart from the rules and policies associated with the Housing and Home Improvement service program, it is imperative that service providers maintain a presence in the community. Participating with local faith based and civic groups, in addition to non-profit and governmental agencies, insures that the service activities can continue to grow. Promoting the Housing and Home Improvement service through fund raising activities, involving local merchants, contractors, equipment operators and other professionals will bring added visibility to the program and allow citizens and elected officials see the merit of maintaining individuals and families in their homes within the community and delay premature institutionalization. This service program can be expensive to operate and taking advantage of grant opportunities can be another funding alternative as can participation with the local United Way. Be creative and take advantage of ways to expand the service dollars. Get a good reputation and keep it by providing customary services yet being open to trying something new. Realize that the best way to advance the service is to be professional, collaborate with others and utilize the funding wisely and in its entirety each year.

The housing and home improvement service provider shall comply with the following issues:

10A NCAC 06E .0401; 10A NCAC 06W .0108

- (a) provide orientation, training, or supervision for volunteers assisting with housing and home improvement services;**

Program guidance

The service provider should make every effort to include the applicant in decisions made regarding the services to be performed and should treat the applicant and property with respect. The applicant should be informed that in order to address requests from a large number of applicants, the use of volunteer labor may be necessary and that due to a dependence on volunteers, workmanship may not measure to professional standards. Signatures attesting to receipt of this information should be considered. See Appendix B.

Volunteers should be given proper verbal and/or written instructions to accomplish service requests appropriately and should be observed periodically as needed to assure that adequate service outcomes will occur.

- (b) refer individuals and families to federal, state, and local agencies for additional services;**

Program guidance

When the initial request for services occurs, applicants must be informed and further assisted, if possible, in taking advantage of benefits under other federal, state and local programs or otherwise assure that the service is coordinated with other appropriate services in the community and that

services rendered will not constitute an unnecessary duplication of services provided by other sources. See Appendix C.

In addition to the Home and Community Care Block Grant and Social Services Block Grant funds, the following shows a listing of other fund sources:

Community Services Block Grant (CSBG) www.ncdhhs.gov/oeo

Displacement Prevention Partnership www.nchfa.com/homebuyers/horepairs.aspx#displacement

Urgent Repair Program www.nchfa.com/Homebuyers/HOrepairs.aspx

Single Family Rehabilitation Program www.nchfa.com/Homebuyers/HOrepairs.aspx

Community Development Block Grant (CDBG) www.nccommerce.com/cd/

US Department of Agriculture (USDA) www.rurdev.usda.gov/nc/do-list.htm

Local programs should be added to this listing, and when other local, federal and state programs are funded, this should be updated and kept available.

(c) maintain records documenting financial and service activities for each individual or family receiving services;

Program guidance

Each applicant receiving services must have a separate record or case file that documents the financial and service activity. The record must include the DAAS 101 completed for applicants receiving services, or other agency approved forms. The application for services must be signed and dated by the person to receive the service or an adult acting on behalf of a child or disabled adult. Within the record, include a needs assessment or identification of applicant needs; documentation of actions taken including documentation of plan to meet needs and the actual service activities that were charged to the client; service denial or termination; list of agencies to whom applicant was referred and dates; follow-up contacts made and dates. See Appendix C. Purchase of products or materials with receipts; labor charges; and actual administrative charges. See Appendix D.

(d) request reimbursement from the Division of Aging and Adult Services for actual project costs: administrative, labor, and materials, not to exceed one-thousand five-hundred dollars (\$1,500) per home per program year;

Program guidance

In order to draw reimbursement for service activities, the individual client name and information must be entered into ARMS with the number 1 added in the Units of Service column beside the client name. \$1500 is the maximum amount that can be directed to each household per program year. The Division of Aging and Adult Services Home and Community Care Block Grant Procedures Manual for Community Service Providers provides reporting and reimbursement procedures. The following equation, using the maximum reimbursement rate, can be used as guidance: $\frac{\$1,500}{100\%} = \frac{x}{90\%}$

In the equation above, the actual project cost multiplied by 90% equals \$1,350 (the amount of reimbursement you can expect); the provider match of \$150 when added to the \$1,350 would equal \$1,500.

(e) provide opportunities for service recipients to voluntarily contribute towards the cost of services received;

Program guidance

Requesting consumer contributions helps extend the availability of Housing and Home Improvement services administered by the North Carolina Division of Aging and Adult Services and the North Carolina Division of Social Services by soliciting from clients a portion of the cost for services rendered based upon their ability and willingness to contribute. Revenues collected from clients are retained by the service provider and used to increase services.

Clients applying for or receiving Supplemental Security Income (SSI) are exempt.

Clients who self-declare as being above the federal poverty line must be given the opportunity to contribute toward the cost of services before services are rendered and again after the service is completed. The decision to share in the cost of services is ultimately the decision of the client. Services will not be denied based solely on lack of financial participation.

(f) maintain confidentiality of all records;

Program guidance

When interviewing an applicant for service, care should be taken to keep circumstances of personal concern private. Likewise, once a record is started, it should be kept in a location accessible only to staff working with the Housing and Home Improvement service.

(g) maintain a listing of individuals or families waiting for services.

Program guidance

For planning purposes, it is important for local planning boards and elected officials to know where there are deficits in service availability. A waiting list provides documentation to support that need. ARMS provides the report for applicant information.

III. Policies and Procedures

G. Waiver Requests

The Division of Aging and Adult Services may waive any requirement that is not statutorily required if the area agency on aging submits a written request. Factors DAAS shall use in determining whether to grant the waiver are:

- (1) additional cost requirements;**
- (2) need for the waiver;**
- (3) degree of benefit to the service recipient;**
- (4) whether the agency had control over the circumstances that required the requested waiver; and**
- (5) previous requests for waivers submitted from the agency.**

10A NCAC 06E .0403; 10A NCAC 06W .0110.

Program guidance

As local programs are run in accordance with policies, there will be times when individuals or families request services outside normal operating policies and procedures as outlined in this manual. When these requests are felt by the local service provider who will be requesting reimbursement from HCCBG, and the area agency on aging to be genuinely needed and within service provider capabilities the area agency on aging can make a written request to DAAS addressing the five factors listed above. For those service providers requesting SSBG reimbursement, a written request to the Housing Program Consultant, DAAS responding to the five factors above will be adequate.

Item 1: include the numerical cost of the project: what costs will be submitted through ARMS and what costs partnering agencies or others participating in service provision will contribute.

Item 2: include other resources contacted for funding this project and whether these funds have been exhausted.

Item 3: include how the service may prevent a move into a health care setting or if there are others living in the home to benefit from the service.

Item 4: include if circumstances beyond your control required the waiver be requested such as unexpected increase in product costs or increased labor costs due to unforeseen damages.

Item 5: include the number of waiver requests initiated by service provider.

IV. Appendices

The following pages include forms that are **optional** to use. Based on past experiences, agencies have requested assistance with identifying concise tools to access information or relay pertinent information to customers. Feel free to use these existing tools or modify to meet your individual needs.

Dear Landlord /Owner:

In order to benefit _____ living at _____
_____ the following home improvement services have been

- requested: 1) _____
- 2) _____ 3) _____
- 4) _____ 5) _____

Are you responsible for providing these home improvements listed above? ____Yes ____ No
Are you in agreement that home improvements may be provided by someone else? ____Yes ____ No

Landlord/Owner Signature: _____

Questions above in bold print are compliance issues and signature is required - 10A NCAC 06E .0402

- Are you willing to contribute toward the cost of home improvements? ____ Yes ____ No
- If a ramp is provided, do you agree that it may be removed when no longer needed? ____ Yes ____ No
- Will you agree not to increase rent for a minimum of ____ years following these improvements? ____ Yes ____ No
- Will you agree not to serve a routine eviction for a minimum of ____ years following these improvements? ____ Yes ____ No
- Are you responsible for providing repair of _____ appliance(s)? ____ Yes ____ No
- Are you responsible for providing replacement of _____ appliance(s)? ____ Yes ____ No Do you agree that these appliances will remain the property of the renter if you are not responsible for this service? ____ Yes ____ No

Comments: _____

Landlord/Owner Signature: _____

Date: _____ Agency Representative Signature: _____

Dear Landlord/Owner:

In order to benefit _____ living at _____
_____ the following home improvement services have been

- requested: 1) _____
- 2) _____ 3) _____
- 4) _____ 5) _____

Are you responsible for providing these home improvements listed above? ____Yes ____ No
Are you in agreement that home improvements may be provided by someone else? ____Yes ____ No

Landlord/Owner Signature: _____

Questions above in bold print are compliance issues and signature is required - 10A NCAC 06E .0402

- Are you willing to contribute toward the cost of home improvements? ____ Yes ____ No
- If a ramp is provided, do you agree that it may be removed when no longer needed? ____ Yes ____ No
- Will you agree not to increase rent for a minimum of ____ years following these improvements? ____ Yes ____ No
- Will you agree not to serve a routine eviction for a minimum of ____ years following these improvements? ____ Yes ____ No
- Are you responsible for providing repair of _____ appliance(s)? ____ Yes ____ No
- Are you responsible for providing replacement of _____ appliance(s)? ____ Yes ____ No
- Do you agree that these appliances will remain the property of the renter if you are not responsible for this service? ____ Yes ____ No

Comments: _____

Landlord/Owner Signature: _____

Date: _____ Agency Representative Signature: _____

Home Improvement Services
CONSENT TO PROCEED

Applicant's Name: _____

Home Address: _____

Home Improvement Service(s) requested: _____

Date Service is expected to begin: _____

Please read the following; sign and date if in agreement:

You have requested the above home improvement service(s) from our agency. It is felt this project can be categorized as a minor home improvement and permitted under the Home and Community Care Block Grant. Be advised that our agency has limited funding for this service and in order to address requests from a large number of applicants, the use of volunteer labor may be necessary. Please be aware that due to our necessary dependence on volunteers, workmanship may not measure up to professional standards, however, all work will be done in good faith.

By signing this form, you acknowledge the above and are willing to release from responsibility those individuals performing this work and are willing to proceed with the services you requested.

Signed: _____ Date: _____
Applicant's name

Signed: _____ Date: _____
Agency representative

Housing and Home Improvement Service
INTAKE, NEEDS ASSESSMENT AND SERVICES

Person requesting service: _____ Age: _____ Date: _____

Person evaluating need for service: _____ Date: _____

Is property in question: ___owned ___rented ___life time right County _____

Is applicant: 60+ ___ Yes ___ No a Veteran ___Yes___ No Applicant lives alone ___ Yes ___ No

Does applicant receive SSI? ___Yes ___No Is anyone else available to assist? ___Yes ___No

Housing services support independent living by providing information on: fair housing, foreclosures; grants or loans for home repair; home buying; homelessness prevention; independent housing options and locations; landlord tenant relations; mortgage delinquency and default resolution counseling; predatory lending; reasonable accommodations; reverse mortgage counseling and tenant's rights and responsibilities. Specify areas of request:

This needs' assessment indicates one or more services would: ___promote mobility ___ promote caregiver assistance ___ reduce likelihood of falls ___ reduce premature institutionalization Other_____

Home Improvement services identify health and safety issues affecting the home or areas adjacent to the home. Check services applicant requested. **Send a waiver to the AAA for requests not listed below.**

Security features: ___locks-windows or doors ___ dead bolt lock ___emergency alert equipment___ (no on-going maintenance contract) ___ smoke/carbon monoxide detectors

Minor home repairs and improvements: ___ repair bathroom sink, shower/tub commode___ repair kitchen sink ___ repair/replace door or window ___ roof shingles/felt replaced ___ floor repaired___ walls/ceiling repair ___ doorways widened

Modifications to promote mobility: ___ ramp ___ grab bars ___ handrail ___ threshold repair___ steps

Provision of, repair of or replacement of basic furnishings or household appliances: ___ mattress/box springs ___ chair___ stove ___ hot water heater ___ refrigerator ___ washing machine___ heating appliance ___ cooling appliance

For other possible areas of service, applicant was provided additional information on (date) _____ to: ___ Local/County government-small cities (CDBG) ___(large) City government Entitlement Communities (CDBG) ___ Vocational Rehab/ Independent Living/DPP ___ Area Agency on Aging (HCCBG) ___ Local tax office ___ N C Energy (Weatherization) (Heating Air Repair) ___ Department of Social Services (State In-Home or SSBG) ___ USDA ___ NC Housing Finance Agency (Urgent Repair) (HOME) ___ VA ___ Faith based or civic organizations:(names)_____

Within this agency, service request will be referred to: _____

List other agencies providing assistance: _____

List services to be provided: _____

Work provided on this date: _____ Was client satisfied with services? ___Yes ___ No Why not and what was done to correct problem? _____

Consumer Contribution policy was discussed with this person before and after project? ___Yes ___ No

Was this person placed on a waiting list? ___Yes ___No

Housing and Home Improvement Service
WAITING LIST EVALUATION

Applicant(s) Name: _____ Date: _____

Address: _____ Phone #: _____

Applicant(s) Age/Date of Birth: _____

The purpose of this form is to categorize home improvement jobs and evaluate if the applicant(s) place on the waiting list is appropriate.

Listed below is/are the Home Improvement Service(s) which is/are needed:

- 1. _____
(Description of service needed) Cost of Home Improvement Service \$ _____
- 2. _____
(Description of service needed) Cost of Home Improvement Service \$ _____
- 3. _____
(Description of service needed) Cost of Home Improvement Service \$ _____

APPROXIMATE TOTAL COST: \$ _____

(Cannot exceed \$1,500 total cost, administrative, labor and materials, per household per program year)

Applicant/Authorized Family Member Agency Representative

Does applicant live alone: ___ Yes ___ No Number in household: _____ Have a caregiver: ___ Yes ___ No

Issues that show priority for Home Improvement services when others are waiting for services:

- 1) ___ Adult/Child Protective Service has been substantiated
- 2) ___ Adult/child at risk of abuse, neglect, or exploitation/dependency
- 3) ___ Adult/child at risk of institutionalization/placement out of home
- 4) Child needing services as part of a preventive services plan
- 5) ___ Adult with 3 or more ADL or IADL impairments
- 6) ___ Adult with one or two ADL or IADL impairments
- 7) ___ Adult/ child institutionalized or hospitalized who could return home following receipt of home improvement services.

Total number of items 1 – 7 checked: _____ Present placement on Waiting List: _____

Based on functional status and total number of items checked, do you feel this applicant(s) should be moved ahead of others on the Waiting List? ___ Yes ___ No Comments on back.

Your rights as a client of _____ are as follows:

1. You have the right to be fully informed of your rights and responsibilities as a client of our agency.
2. You have the right to reliable accurate information and appropriate and professional services from our agency.
3. You have the right to expect that information you share with the agency will be kept confidential and will be shared only with your consent as it relates to obtaining other housing related services.
4. You have the right to be informed of other service agencies where you can apply for housing related services.
5. You have the right to receive a timely response to your request for services.
6. You have the right to know that housing related services are provided from the agency if those services exist in this county, if money is available to provide such services and if your housing needs can be met under state policies.
7. You have a right to be fully informed in advance about the housing related services to be provided and the total cost of the services.
8. You have the right to expect respect for your property and reasonable service outcomes.
9. You have the right to be informed about other services provided through this agency.
10. You have the right to contribute to the cost of services, but will not be denied services based solely on your inability to contribute.
11. You have the right to voice a grievance related to service denial or unreasonable housing services provided.

(When service denial or unreasonable housing related services are received, a grievance may be filed by the service applicant. This must be done in writing to the immediate supervisor within seven (7) working days following the denial or receipt of services. The supervisor will reply to the applicant within three (3) working days after sufficient discussions have been held to make a reasonable judgment regarding the grievance. If applicant feels the issue remains unresolved, the grievance, in writing may be directed to the agency Director. After review, the Director will issue a decision in writing within three (3) days. Should the decision remain unresolved, the applicant can direct the grievance to the Area Agency on Aging Administrator. After a thorough investigation, the AAA Administrator will respond to the applicant in writing within five (5) working days. The decision of the AAA Administrator is considered final.

WAIVER REQUEST

Date:

To:

From:

Re: Waiver Request for:

Service Requested:

Estimated cost of the project:

Estimated cost to be submitted into ARMS:

Partnering agencies:

Other funding resources:

How will this service benefit the recipient?

- promote mobility for client others in the home
- promote caregiver assistance in the home
- reduce likelihood of falls
- reduce premature institutionalization
- Other:

Give background information that will support the need for this service:

Service Provider Policies and Procedures for HCCBG

The Housing and Home Improvement service offered by this agency will promote independence and support aging-in-place and aging-in-community to the seniors of _____ County. This service will provide information and referral to those individuals wishing to remain in, return to or locate safe affordable independent housing. It will identify health and safety issues affecting the home of those individuals and provide needed home improvements or home modifications in accordance with Standards developed by the Division of Aging and Adult Services, to enhance mobility and allow these citizens to remain within their community to avoid or postpone a move into a health care setting. In order to pursue this mission, this agency,

_____ agrees to:

1. Market services to and serve persons age 60 and above, who live within the county, and have no one able or willing to perform services for them.
2. Assess the need for service and target those with greatest economic or social need.
3. Maintain a waiting list and prioritize according to 10A NCAC 06E .0303, as needed.
4. Provide any or all of the following services in addition to housing information referrals:
 - a) security enhancements (door knobs with reliable lock and key or dead lock bolts; windows fitted with reliable locks; emergency response system installed; smoke / carbon monoxide detectors)
 - b) minor home repairs (repair to primary bathroom sink, shower/tub or commode; repair to kitchen sink; doorways widened; floors repaired; doors or windows repaired or replaced; shingles and roofing felt replaced)
 - c) mobility and accessibility improvements (grab bar or handrail installation with solid backing; thresholds modified; ramps built and installed within or adjacent to the home)
 - d) basic household furnishings and home appliance repair, replacement or purchase (chair; mattress/box springs; stove; hot water heater; refrigerator; washing machine; heating or cooling unit)

For the services specified above, this agency will collaborate with other agencies such as Weatherization, Displacement Prevention Partnership-Vocational Rehabilitation, Urgent Repair, Community Development Block Grant, US Department of Agriculture-Home Repair Loan and Grant Program, etc.

Services requested not included above, will be requested as a Waiver Request, if feasible, to the Area Agency on Aging and Division of Aging and Adult Services.
5. This agency will not allow HCCBG funds to pay for rent, utility bills, food, medicine, security and utility deposits, taxes.
6. This agency will not perform home improvements negatively affecting the structural integrity of a home.
7. This agency will not provide home improvements which are an obligation of the landlord and will have written approval prior to work being done to the property of a landlord.
8. This agency will not duplicate a home improvement service to the same housing unit for 3 consecutive years following original service.
9. This agency will:
 - a) provide orientation, training or supervision for volunteers assisting with services
 - b) refer individuals to appropriate federal, state and local agencies for additional services
 - c) have the client receiving services sign the application and maintain records documenting those financial and service activities
 - d) request reimbursement from DAAS for the actual project costs including administrative, labor and materials - \$1,500. or less per household per year
 - e) provide 2 opportunities for client to voluntarily contribute towards the cost of services received without penalty for refusing
 - f) maintain confidentiality of all records.

Program Manager: _____ Date: _____

Consumer Contributions Policy

(condensed from the Consumer Contributions Policy Manual 2005)

<http://www.ncdhhs.gov/aging/manual/consumercontributions.pdf>

<http://www.ncdhhs.gov/aging/monitor/providerassuranceform.pdf>

The Consumer Contributions Policy applies to all services administered by the DAAS and six services (adult day care, adult day health, housing and home improvement, in-home aide services, personal and family counseling, and preparation and delivery of meals) administered by the DSS regardless of funding source.

Adults receiving services as part of a Protective Services Plan; individuals who receive transportation services funded through the NC Division of Social Services; or individuals participating in the Senior Companion Program will be excluded from any Consumer Contributions Policy requirements up to a maximum of 12 months.

Unless a person receives Housing referral services ONLY, or are part of the exclusions listed in the paragraph above, **all recipients of Housing and Home Improvement shall be provided with the opportunity to voluntarily contribute to the cost of the service(s) received:**

- **upon initiation of the provision of Housing and Home Improvement service and**
- **once following completion of the project.**

The service provider will:

1) Inform each recipient or designated representative that the contribution is entirely voluntary and that there is no obligation to contribute.

Note: **Providers are prohibited from using the Recommended Contribution Schedule with service recipients who are at or below the federal poverty line.**

2) Inform the recipient or designated representative that all contributions collected will be used to expand the service(s).

3) Inform the client or designated representative that information about the client's participation in consumer contributions shall be confidential.

4) Inform each recipient or designated representative of who should be contacted, including the telephone number, if there are questions regarding consumer contributions.

5) Inform the recipient or designated representative of the total cost of the service.

6) Inform the recipient or designated representative that services will not be reduced or terminated for failure to contribute.

7) Maintain the completed Provider Assurance Form (Appendix D) in each client's file verifying that the above information was provided to the service recipient or designated representative.

Based on the service recipient's self declared income, only those recipients of Housing and Home Improvement who are above the federal poverty guideline are required to receive a copy of the Recommended Contribution Schedule.

**Consumer Contributions Policy
Provider Assurance Form**

This is to certify that two opportunities to voluntarily contribute to the cost of Housing and Home Improvement services has been provided to: _____

The discussion included:

1. That the contribution is entirely voluntary and that there is no obligation to contribute.
2. That all contributions collected will be used to expand the service(s).
3. That information about the client's participation in consumer contributions shall be confidential.
4. Who the service recipient or designated representative should contact, including the telephone number, if there are questions regarding consumer contributions.
5. The total cost of the service.
6. That services will not be reduced or terminated for failure to contribute.
7. That they have an opportunity to voluntarily decide whether or not to contribute toward the cost of the service and the process by which contributions will be collected.

Service(s) Provided	Actual Cost
1.	1.
2.	2.
3.	3.

Contact method (check one for each date)	Date	Agency Representative Signature
____ Telephone ____ In person	_____	_____
____ In person ____ by letter	_____	_____
____ Other (explain) _____		

Notes: