

**Language that will be Amended in Your Existing Contract and/or Future Contracts to be Used as a Guide to Ensure that the Subrecipient Providing In-Home Aide Service is Aware of Responsibilities for Ensuring Adequate Documentation for In-Home Aides:**

*For purposes of this document the (Agency) could be an Area Agency on Aging (AAA) or Department of Social Services (DSS) or any entity that has received Home and Community Care Block Grant, Social Services Block Grant or State In-Home funds to provide the In-Home Aide Service.*

In-Home Aide services means the provision of care for persons or assistance to persons by performing home management and/or personal care tasks that are essential to activities of daily living. Such tasks are performed to enable individuals to remain in their own homes when they are unable to carry out these activities for themselves and when no responsible person is available for these tasks.

It is the full responsibility of (Subrecipient Provider) to hire qualified in home aides to deliver the contracted services. Persons who are hired must be:

- Non-relatives who are age 18 and over and who are qualified to perform the tasks needed by the client or relative of the client (parents, spouse, child or sibling) age 18 and over who gives up employment or the opportunity for employment in order to perform the services and who are qualified to perform the tasks needed by the client.
- Aides who work with clients whose service is paid for with Home and Community Care Block Grant (HCCBG), Social Service Block Grant (SSBG), or State In-Home funds must have demonstrated competence for the tasks they have been assigned to perform. The files maintained by the employing agency should have written documentation of each aide's competency to perform assigned tasks.
- Aides who perform tasks at Level III Personal Care must be registered as Nurse Aide I (NA Is) and listed on the register maintained by the NC Division of Health Services Regulation (DHSR).
- Aides who perform tasks that would require them to be NA IIs must have documentation that they were competency tested to perform the tasks and were approved by the NC State Board of Nursing to perform the tasks.

Assignment of in-home aides is the (Subrecipient Provider's) responsibility. Depending on the type of (Agency) or the funding source the (Agency) may have responsibility for assessment of client's needs and eligibility for service.

The need for continuing the In- Home Aide service will be evaluated on a quarterly basis by (Subrecipient Provider). If the client is dissatisfied with the in-home aide or the in-home aide chooses to terminate the agreement, it is the responsibility of (Subrecipient Provider) to replace in-home aide within a reasonable time period. If the client repeatedly requests a new in-home aide (Agency) in collaboration with (Subrecipient Provider), will evaluate the client's situation and (Agency) will determine client's eligibility for

continued services. (Subrecipient Provider) will provide back up in the event the regular aide(s) is unable to complete the assignment.

Supervision and evaluation of the in-home aide is the responsibility of the (Subrecipient Provider) and must, at a minimum, comply with requirements for the In-Home Aide Levels being provided. (Subrecipient Provider) is required to ensure that the in-home aides have received sufficient training in the level of tasks to be performed before they are allowed to work independently. Competency testing of each in-home aide must be completed and documented in the employee's record that reflects the levels that the in-home aide is qualified to perform. Individual employee records must be maintained and include documentation of training, supervisory visits, and performance evaluations. (Subrecipient Provider) will provide documentation of aide supervision and competency testing to (Agency) annually as part of routine contract monitoring. (Subrecipient Provider) will establish and maintain a client record to include, assessment of client's needs, In-Home Aide service plan, signed copy of Client Bill of Rights and authorization for services.

DSS (Agency) will provide on-going social work case management including client assessments and evaluation for continuing eligibility. Face to face visits with the client will be made at a minimum on a quarterly basis by (Agency) social worker.

(Subrecipient Provider) and (Agency) representatives will confer monthly or as needed regarding services, delivery, or problems if applicable. For DSS (Agency) each client or their representative must be given the name and phone number of their assigned In-Home Aide services social worker and supervisor to have available in case they have any questions or problems. (Agency) and (Subrecipient Provider) must be aware of and agree to abide by applicable confidentiality guidelines and civil rights compliance.

(Subrecipient Provider) is responsible for payment of hours worked by the in-home aide. It is the responsibility of (Subrecipient Provider) to bill (Agency) for authorized services, using appropriate billing forms and agreed upon processes that include copies of the aide tasks and time sheets. These billing forms should be submitted based on the (Agency) timeframe for billing. The (Agency) will reimburse the (Subrecipient) for services delivered as authorized.

In-Home Aide services are subject to the North Carolina Wage and Hour Act.

(Agency) will monitor (Subrecipient) contracts to assure the conditions of the contract on an annual basis or as needed.