Community First Choice
Chore Services
Conditions of Participation

Chore services may be provided for a recipient only when neither the recipient, nor anyone else in the household, is capable of performing or financially responsible for the tasks required to maintain a clean, sanitary, and safe home environment. These tasks include routine household chores as well as work necessary to maintain safe access and egress for the recipient's residence. Chore services may not be authorized, or may be time limited when a relative who is a caregiver and lives in the home of the recipient, a caregiver, a landlord, a community/volunteer agency, or a third-party payer is capable of, or responsible for, the tasks.

The provider who chooses to offer chore services must be certified as a provider of chore services under 7 AAC 127.050 or a provider of home and community-based waiver services under 7 AAC 130.220, meet with the requirements of 7 AAC 127.087, and operate in compliance with the Provider Conditions of Participation for Home and Community-Based Waiver Services and Community First Choice Chore Services *and the following standards.*

I. Program administration

A. **Personnel**.

1. Chore services program administrator.
   a. The provider must designate a chore services program administrator who is responsible for day-to-day management of the program.
   b. The provider may use a term other than program administrator for this position, e.g., program director, program manager, or program supervisor.
   c. The program administrator must be at least 18 years of age, and qualified through experience and education in a human services field or setting.
      i. Required experience:
         (A) one year of full-time or equivalent part-time experience working with human services recipients and their families; and
         (B) one year (which may be concurrent) of full-time, or equivalent part-time experience, as a supervisor of two or more staff who worked full-time or equivalent part-time in a human services field or setting, in a position with responsibility for planning, development, and management or operation of programs involving service delivery, fiscal management, needs assessment, program evaluation, and similar tasks.
      ii. Required education: high school or general education development (GED) diploma.
2. Chore service workers.
   a. Chore service workers must be at least at least 18 years of age; qualified through education or experience; and possess, or develop before providing services, the skills necessary to perform, as requested by the recipient, the tasks included in the chore services plan.
   b. Required education and alternatives to formal education:
      i. high school or general educational development (GED) diploma; or
      ii. demonstration to the provider of the ability to read written instructions and to make appropriate entries regarding services in the recipient record or file.

B. **Training**.

1. The provider must
   a. provide orientation and training to chore service workers to ensure they are qualified to perform, and to maintain a safe environment while performing, assigned tasks; and
   b. instruct chore service workers to notify the program manager, the supervisor, or the appropriate authority, when there is cause for concern about a recipient's health, safety, or welfare.

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2. The provider must provide training to chore service workers in regard to the following:
   a. safety in the workplace, and proper use of tools and equipment;
   b. maintenance of a clean, safe, and healthy home environment;
   c. universal precautions and basic infection control procedures;
   d. understanding the needs of the population to be served; and
   e. for those who provide food preparation and shopping services, safe food handling and storage, nutrition requirements, and nutritious meal preparation.

C. **Monitoring services**.

1. The provider must monitor the delivery of chore services as frequently as necessary to evaluate whether the following conditions are met.
   a. The services are furnished in accordance with the plan of care and in a timely manner.
   b. The services are delivered in a manner that protects the recipient's health, safety and welfare.
   c. The services are adequate to meet the recipient's identified needs.
2. The provider must act to ensure substandard service is improved or arrange for service delivery from other chore service workers.

II. Chore services process

A. **Evaluation.**

The provider must collaborate with the recipient and the recipient's care coordinator to determine whether, given the recipient's choices, diagnosis, and needs, its chore service workers have the capacity to provide chore services for that recipient.

B. **Development**.

1. The program administrator or chore services supervisor must consult with the recipient and the recipient's care coordinator to identify the tasks that can be performed by chore service workers to make it possible for the recipient to live safely at home.
2. The recipient's plan of care must specify the tasks to be performed, and the frequency of performance of each task.

C. **Implementation**.

1. Before services are delivered in the home, the recipient and family must be given an opportunity to explain how they would prefer that tasks be performed, and, if reasonable and possible, the chore service workers must deliver the services as directed by the recipient or family.
2. The provider must obtain information about, and inform the direct service workers regarding
   a. the daily routine of the recipient;
   b. special requirements for performance of chore services;
   c. the emergency plan for the home, and the location of first aid kit or supplies;
   d. the operation or restrictions on use of household appliances;
   e. conditions that require caution in the use of chemicals in the home, or that might affect service delivery; and
   f. circumstances that could result in an emergency, appropriate responses to such an emergency, and contact instructions.
3. The chore service worker must ensure the safety of the recipient at all times in the provision of chore services.

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