



# Calhoun County Senior Services

## Minimum Service Standard

**SERVICE NAME: HANDY HELPER SERVICES**

**DEFINITION:** Handy Helper Services (name changed from Chore Services, 10/6/2017) is designed to help seniors, age 60 and over, with non-continuous household maintenance tasks intended to increase the safety of the individual(s) living at the residence.

**UNIT OF SERVICE:** One unit equals one household receiving up to one hour of on-site maintenance service or task repairs.

**INCOME REQUIREMENT:** Yes. Recipients must be at or below 200% of the poverty level as published in the most recent Federal Register.

**DESIRED OUTCOME:** Seniors will maintain their residence at a level that provides them a safe and secure environment free from obstacles, safety hazards, and troublesome maintenance tasks.

### **MINIMUM SERVICE STANDARD:**

**A. Client Eligibility** – In addition to the recipient eligibility criteria contained in the “ALL SERVICES” standard, each program shall have written eligibility criteria which will include at a minimum:

1. The participant must be the head of household or spouse of head of household to receive assistance.
2. The maximum amount of assistance allowed per household is \$400 (increased from \$250, 10/6/2017) per calendar year, unless household cost-sharing occurs. Assistance may be provided to the same household more than once during the year, the program limit does not limit to one-time assistance only, but as a cumulative amount allowable over a calendar year.

### **B. Service Delivery**

1. Allowable non-continuous maintenance tasks are limited to the following:
  - a. Replacing fuses, light bulbs, electrical plugs, and frayed cords
  - b. Replacing door locks and window catches
  - c. Replacing/repairing pipes
  - d. Replacing faucet washers and faucets
  - e. Installing safety equipment
  - f. Installing screens and storm windows
  - g. Installing weather stripping around doors
  - h. Caulking windows
  - i. Repairing furniture
  - j. Installing window shades and curtain rods

- k. Cleaning appliances
  - l. Cleaning and securing carpets and rugs
  - m. Washing walls and windows, scrubbing floors
  - n. Cleaning attics and basement to remove fire and health hazards
  - o. Pest control (only authorized by appropriately licensed suppliers)
  - p. Grass cutting and leaf raking
  - q. Clearing walkways of ice, snow and leaves
  - r. Trimming overhanging tree branches
2. Non-allowable maintenance tasks include:
    - a. Contact with or removal of lead-based paints
    - b. Contact with or removal of asbestos-lined or covered items
    - c. Construction or removal of ramps used for wheelchair access
  3. Each service provider shall develop working relationships with weatherization, minor home repair, and housing assistance service providers, as available, in Calhoun County.
  4. Each service provider shall maintain a record of homes repaired including dates, tasks performed, materials used, and costs.
  5. The service provider shall utilize a written agreement with the owner of each home to be repaired which includes at a minimum:
    - a. A statement that the home is occupied and is the permanent residence of the recipient.
    - b. Specifications of the repairs to be made by the service provider are to be provided.
    - c. Funds may be used for labor costs, and to purchase materials and tools, used to complete the maintenance repair tasks to prevent or remedy a sub-standard condition or safety hazard.
    - d. Funds may also be used to pay contractors, salaries and other normal costs associated with administering the program.

### **C. Verification of Work**

1. Each service provider shall utilize a job completion procedure which includes:
  - a. Verification that work is completed and correct.
  - b. Verification by a local building inspector(s) that the work satisfies building codes.
  - c. Acknowledgment by the recipient that the work is acceptable, within ten days of completion.
2. Each service provider shall maintain a record of homes repaired including dates, tasks performed, materials used, and costs.
3. The service provider shall utilize a written agreement with the owner of each home to be repaired which includes at a minimum:
  - a. A statement that the home is occupied and is the permanent residence of the recipient.
  - b. Specifications of the repairs to be made by the service provider are to be provided.