



# Calhoun County Senior Services

## Minimum Service Standard

**SERVICE NAME: BED BUG REMEDIATION**

**DEFINITION:** Bed bug remediation is provided to assist seniors, age 60 and over, who are homeowners whose quality of life has been severely affected by bed bugs. Assistance with preparation for treatment may be provided to renters who are facing eviction because of frailty or inability to prepare for bed bug treatment because of physical or mental disabilities.

**UNITS OF SERVICE:** Allowable services may include any or all of the following:

1. One household receiving bed bug treatment by a licensed exterminator and follow up inspection as needed to assure that treatment is successful.
2. Home care or professional home cleaning to assist a senior preparing the home for bed bug remediation including the washing of clothing and other materials, house cleaning and moving of furniture.
3. Purchase of mattress bags and interceptor cups as needed for the household's mattresses and box springs.

**INCOME REQUIREMENT:** Yes. Recipients served during Calendar Year 2023 must be at or below 250% of the poverty level as published in the most recent Federal Register. Those served in other years must be at or below 200% of the poverty level as published in the most recent Federal Register.

**DESIRED OUTCOME:** Seniors will remain independent in their own home and be able to receive homecare, adult day care and other services without interruption because of bed bug infestation.

### **MINIMUM SERVICE STANDARD:**

**A. Recipient Eligibility Criteria:** In addition to the recipient eligibility criteria contained in the "ALL SERVICES" standard, each service provider shall have written eligibility criteria which will include at a minimum:

1. Recipients must own and occupy the home being treated for bed bugs remediation. Assistance for bed bug treatment may not be provided on rental property. Assistance with preparation may be provided renters who are otherwise facing eviction because of inability to prepare for bedbug treatment.
2. If a renter, the property owner needs to complete a referral form certifying that the recipient is at risk of eviction due to their inability to prepare for bed bug treatment.
3. If a homeowner, recipients should be current on their property taxes.
4. Higher priority for services may be given to participants who have had supportive services cancelled because of bed bug infestation.
5. Remediation can only be provided for bed bug infestation. Roaches or other pest remediation will not be funded.
6. If the services provider determines that a hoarding situation exists, the homeowner may be denied service and referred to mental health services or other service providers.

### **B. Bed Bug Remediation Criteria and Allowable Costs:**

1. Remediation must be provided by a licensed exterminator who must follow recognized standards for treatment and should provide for follow-up inspection in the initial contract for service.
2. Written estimates must be received and approved by the recipient homeowner prior to treatment commencing.
3. Bed Bug Remediation may be provided every two years with a unit cap of \$2,500 per household.



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Exceptions may be granted upon written request based on extenuating circumstances with written approval by the Senior Services Manager.

4. Funds may be used to pay licensed exterminators, home care or professional cleaners, for supplies such as mattress bags and inceptor cups, staff salaries, and other normal costs associated with administering the program.

#### C. Service Delivery:

1. Required Tasks:
  - a. Assess situation and make recommendations for bed bug treatment.
  - b. Provision of education about bed bug prevention; recipients should be provided written descriptions of responsibilities including preparation for service and obligations to keep the home in a condition that does not promote and prevents future bed bug infestations.
  - c. Bidding out of bed bug remediation by a licensed exterminator; funds awarded may be used for bedbug extermination by heat treatment and/or chemical spraying whichever is deemed more effective for each individual situation.
2. Allowable Tasks: If it is determined during the initial assessment that the recipient is unable to prepare the housing unit for successful treatment because of disability or frailty, program funds may pay for assistance by staff, or contracted homecare or professional cleaners, to:
  - a. Move furniture
  - b. Strip beds of bedding including washing and drying of bedding
  - c. Place mattresses and box springs in protective encasements
  - d. Place inceptor cups under all bed legs
  - e. Ensure no bedding, when leaving, touches walls, floors or furniture
  - f. Empty drawers, nightstands, desks, closets, and other storage units
  - g. Place loose items into sealed plastic bags for heat treatment
  - h. Vacuum
  - i. Remove items from walls, including pictures, paintings, artwork, etc.
  - j. Remove and launder window treatments
  - k. Clear off all shelves
  - l. Launder clothing, followed by at least 30 minutes on high heat in the dryer

#### D. Verification of Work:

1. For each address assisted, the service provider must verify the recipient's household income, age and homeownership before assistance is provided.
2. A record of homes assisted must be maintained including addresses, dates, tasks performed, and costs.