



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 basic 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 served during Calendar Years 2022 and 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 maintain their residence at a level that provides them a safe and secure environment free from safety hazards.

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 (the limit for rebuilding stairs and railings increases to \$900) 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. Health and safety items should be prioritized, with cosmetic tasks only be completed if units are still available.
3. Program limits may be increased to \$900 for the repair and replacement of stairs and railings for safe entry and exit from homes.
4. A doubling of units to allow for maximum assistance of up to \$800 is allowable with written permission from the Senior Services Manager in cases directly pertaining to the health and safety of the senior and their household.

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 faucet washers and faucets
 - d. Repairing toilets
 - e. Installing safety equipment including smoke detectors, carbon monoxide detectors, and grab bars
 - f. Installing screens and storm windows
 - g. Installing weather stripping around doors
 - h. Caulking windows
 - i. Clearing household spaces to remove safety and health hazards
 - j. Grass cutting if resident has received a citation from their municipality
 - k. Cleaning gutters of one-story homes
 - l. Spring and/or fall yard clean-up
 - m. Placing house numbers on homes and mailboxes so the address is prominent and easy to read for delivery drivers and emergency services
 - n. Purchase and installation of new mailboxes including setting posts
2. Preventative Services are provided during the winter for Meals on Wheels to allow for snow and ice removal. This allows Meals on Wheels drivers to safely access the home and sidewalk. These units are not counted against the program limit of \$400 for Meals on Wheels recipients, as winter snowfall is unpredictable.
 3. 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
 - d. Continuous grass mowing
 - e. Continuous snow removal (except in the case of Meals on Wheels recipients)
 4. Each service provider shall develop working relationships with weatherization, minor home repair, and housing assistance service providers, as available, in Calhoun County.
 5. Each service provider shall maintain a record of homes repaired including dates, tasks performed, materials used, and costs.
 6. 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.