



"Working Harder To Make Aging Easier"

Service Standards

Title III-B Residential Repair and Renovation

The Residential Repair service provider must adhere to the Northeastern Illinois Area Agency on Aging General Service Requirements in addition to service-specific requirements listed below. All service standards are developed by the Northeastern Illinois Area Agency on Aging unless otherwise cited as IDOA standards.

I. Definitions (IDOA/NEIL):

A. Service Definition: Residential Repair and Renovation includes:

- 1.** Assistance to older persons to maintain their homes in conformity with minimum standards or to adapt homes to meet the needs of older persons with physical problems. (IDOA 603.25A)
- 2.** All repairs or renovation must meet local established standards and ordinances. (IDOA 603.25A)
- 3.** Minor modification of homes that is necessary to facilitate the ability of older persons to remain at home and that is not available under other programs.

B. Unit of Service: Each home repaired or renovated constitutes one unit of service. The renovation must be completed (not in progress) in order to be considered as a service unit. (IDOA 603.25C)

C. Client Eligibility: In addition to serving the target populations identified in the General Service Standards, client must meet the following requirements:

- 1.** Be aged 60 years or older.
- 2.** Clients who's at-home functioning may be enhanced by repair and/or renovation are appropriate recipients.

II. Service Activities (IDOA/NEIL): Service activities may include:

- A.** arrangement for repairs or renovations; (IDOA 603.25B)
- B.** follow-up provided to ensure that an older person receives satisfactory service; (IDOA 603.2B)
- C.** purchase and/or installation and/or repair of the following:
 - 1.** Smoke detectors (audible; visual or adaptable to linkage with some other type of alarm, e.g., linkage to a fan) that allows a sensory impaired person to detect the occurrence of a fire;
 - 2.** Furnace cleaning and tuning to ensure proper operation of furnace.
 - 3.** Air Conditioner repair
 - 4.** Windows.
 - 5.** Steps.
 - 6.** Bars for showers and/or tubs.
 - 7.** Hallway or stair railings.
 - 8.** Raised toilet seat.
 - 9.** Ramps.
 - 10.** Lowered sink or adjustable height sink for increased accessibility.
 - 11.** Plaster.
 - 12.** Door locks or handles.
 - 13.** Electrical wiring, switches, outlets, etc.
 - 14.** Plumbing, including adaptable handles and other fixtures.
 - 15.** Shelving, to increase accessibility.
 - 16.** Modifications to highlight stairs, steps, inclines, etc.
 - 17.** Elevated stair lift
 - 18.** Door closers that delay shutting time.
 - 19.** Non-skid adaptations to showers and/or tubs.
 - 20.** Roof repair
 - 21.** Phone amplifiers for the hearing impaired; large numbered or “talking” phones for the visually impaired and other telephone equipment which will ease phone use.
 - 22.** Other renovation or repair activities that benefit the health and well-being of the client with prior approval from the Area Agency on Aging.

III. Service Standards

A. Eligibility Determination

1. Residential Repair and Renovation funds are available to all clients regardless of their CCP eligibility or Managed Care status.
2. The CCU will conduct face-to-face assessment with a client to identify their eligibility and need for services.
3. After completion of the assessment CCU is responsible for the following activities:
 - a. preparation of a written plan for home modification;
 - b. linkage to an appropriate contractor for performance of the service;
 - c. active intervention and advocacy to ensure the delivery of the service;
 - d. and final evaluation to ensure the renovation or repair has been completed in a satisfactory manor.
4. The Residential Repair and Renovation services shall not supplant repair and renovation services available from other sources.
5. The Residential Repair and Renovation services may be provided only when there is no other source of residential repair or renovation available.

B. Maximum Cost per Unit of Service: A per person served cap of \$500 is applicable for all purchases on behalf of a Residential Repair and Renovation client. Expenses over \$500 must be approved by the Area Agency on Aging.

1. **Waiver requests for expenses above \$500 submitted to the Area Agency on Aging shall include the following information:**
 - a. Client initials
 - b. Description of the need
 - c. Total amount of the expense
 - d. Information regarding availability and use of other funds to meet the need and,
 - e. Description of the client's plan for long term stability

2. Waivers submitted without the above requirements may be returned for more information or denied.
3. An administrative fee less than or equal to ten percent of the total cost of the expense may be included in the total expenses submitted to the Area Agency on Aging for reimbursement.
 - a. The administrative fee shall be subtracted from the total Residential Repair and Renovation allocation for the year. For example, if a client need is \$500, \$50 may be added to the total expense as an administrative fee. \$550 should be subtracted from the total allocation for the fiscal year.

C. Procurement Requirements

1. Vendor Selection

- a. The CCU shall assist clients in securing providers of repair and renovation services in the most expedient manner.
- b. Providers completing an in home repair and/or renovation must be reputable individuals or organizations and shall meet any applicable local licensure requirements;
- c. and shall maintain comprehensive liability insurance in the amounts of \$50,000 for property damage, \$300,000 for total damages and \$100,000 per person.
- d. Each CCU shall maintain documentation assuring that Residential Repair contractors are qualified according to these requirements.
- e. A price or cost analysis must be made in connection with every procurement action. Price analysis is to be accomplished through the comparison of price quotations (verbal or written). The client and CCU shall make a final vendor selection based on the procurement results and the client's choice of vendor to complete the repair and/or renovation. Procurement files shall include the basis for provider selection.

D. Records and Documentation

- 1.** Providers shall assure maintenance and safeguard of information relating to applicants and participants as a required by federal and state law. All records, case notes and other information on persons served shall be confidential and protected from unauthorized disclosure.
- 2.** Providers shall maintain individual participant records in a secure file. The case file for each participant shall minimally include:
 - a.** Intake form(s)
 - b.** Documentation of participant eligibility for Residential Repair funds
 - c.** Procurement records including the basis for procurement selection
 - d.** A copy of the waiver from the AAA for expenditures over \$500
- 3.** A recordkeeping system shall be in place which keeps count of units of Residential Repair and Renovation provided per client, unduplicated persons and client demographics.
- 4.** CCUs shall maintain records of the type of repair or renovation performed, the cost of labor and the cost of the total renovation. If total costs exceeds the funds available from Residential Repair and Renovation assistance, the CCU shall document the source of assistance for the excess amount.
- 5.** All program records, reports, and related information and documentation, including files of terminated participants, which are generated in support of a contract/grant between the provider and the AAA shall be maintained by the provider for a minimum of three years from the submission of the last expenditure report of the appropriate fiscal year or for a period of time otherwise specified by the AAA (e.g., if any litigation, claim or audit is started prior to the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the affected records, information or documentation has been resolved.

IV. References

- A.** Department of Housing, City of Chicago Weatherization Program Schedule "C" General Conditions from 1987 Illinois Home Weatherization Assistance Program (IHWAP), Programmatic and Administrative Manual: Volume II Procurement Standards for Subgrantees, Appendix E. Illinois Department of Commerce and Community Affairs (IDCCA).
- B.** Appendix F Labor Contract from IHWAP 1987 Programmatic and Administrative Manual: Volume II. Procurement Standards for Subgrantees. IDCCA.
- C.** Illinois Home Weatherization Assistance Program Authorization Documents from 1987 IHWAP Procedures, Volume I. Basic Component Chapter 3. IDCCA.
- D.** Final Inspection from 1987 IHWAP. Program Procedures, Volume I, Basic Component; Chapter VIII. IDCCA.
- E.** Adaptable Housing from Adaptable Housing: Marketable Accessible Housing for Everyone, designed for U.S. Department of Housing and Urban Development by Barrier Free Environments Inc., Raleigh, North Carolina, 1987.
- F.** ANSIA 117.1-1986" from American National Standards for buildings and facilities providing accessibility and usability for physically handicapped people, American National Standards Institute, Inc.
- G.** Appendix D Competitive Negotiation Documents from IHWAP.
- H.** Programmatic and Administrative Manual: Volume II Procurement Standards for Subgrantees, 1987. IDCCA.