INTRODUCTION
Most of the long-term care that is provided to Older Adults in America is not medical care but personal care (sometimes called custodial care). Because of this distinction, personal care provided in people’s homes is generally not covered by Medicare, by Supplemental Medicare Plans or by traditional private plans. Those eligible for Medi-Cal may be able to receive limited assistance through the In-Home Supportive Services program (IHSS). The Older Americans Act allows for the provision of in-home personal care that is intended to help supplement the care people receive from family and other sources.

Older adults in our region have cited a number of concerns about in-home personal care, including but not limited to: private home care agencies are too expensive or someone’s income/assets are too high to qualify for IHSS, hiring individual care workers is too risky and/or time-consuming, unskilled home care workers can be unreliable and/or untrustworthy, skilled home care workers can be difficult to find and difficult to keep for any length of time, particularly in rural areas.

As of January 2016, the Home Care Services Consumer Protection Act requires Home Care Organizations operating in California to be licensed, and it creates a public, online registry for Home Care Aides with completed background checks. Applicable Funded Partners must be in compliance with this Act.

PURPOSE
AAA4 has allocated Title III-B funds for Personal Care for the purposes of:
1) Providing in-home assistance to select Older Adults with unmet care needs for a limited period of time as specified below; and,
2) On behalf of all Older Adults residing in the area to be served, working to reduce barriers that may exist relative to item (1), such as a general lack of awareness of existing needs/concerns, a lack of knowledge of alternative resources and/or a lack of understanding of applicable LTC benefits.

SERVICE PARAMETERS
**Required Activities**
Personal Care: To assist clients with routine care of a personal nature such as bathing, dressing, personal appearance, feeding, and general hygiene.
Unit: One hour

**Other Allowable Activities**
Additional activities allowed under this category include hands-on care such as: shampooing hair, grooming, assistance with toileting activities such as bedpan and bedside commode, shaving with electric or safety razor, brushing of teeth, mobility assistance and assistance in transferring and re-positioning in bed, simple nail care, self-sufficiency training and training for family care of client.
Unit: One hour
**Prohibited Activities**
Funded Partners shall not perform any procedures requiring the education and skills of a Licensed Medical Practitioner.

**Client Counts**
Only the direct recipients of personal care services are considered clients. If two or more people residing in the same household are clients, then each person shall have their own case file and shall be counted as separate individuals.

**The Geographic Service Area**
Applicants may propose to serve Placer and/or Sacramento County or specific portions thereof.

**Client Eligibility**
At the time services are provided, clients in this category must:
(a) Be 60 years of age or older;
(b) Reside within the county where the service is funded;
(c) Have significant personal care needs that would otherwise be unmet; and,
(d) Not also be receiving personal care via IHSS.

**Client Prioritization**
Due to the frailty of the personal care client group, continued service to existing clients is a special priority. New Funded Partners should reassess these clients to determine continued need six months after each client’s last recorded assessment. Funded Partners must have a written prioritization plan approved by AAA4.

**Client Wait Lists and Related Factors**
Personal Care is a time-limited service. The maximum period of time any one client can remain on a Funded Partner’s roster (in either active or inactive status) shall be 52 consecutive weeks, without regard to contractual start and end dates. Any client who exceeds this limitation is not eligible to receive any additional Personal Care services via AAA4 until at least one year has passed since the date s/he last received that service.

Personal care is NOT classified as a critical service. If a Funded Partner chooses to open a Wait List, then AAA4 approval of a written, Wait List procedure is required.

**Service Referrals**
Providers of Personal Care services are well positioned to conduct comprehensive, in-home assessments. Funded Partners shall use the information gathered to make appropriate referrals to other community resources.

**THE SERVICE PLAN**
**Data Reporting**
Personal Care is a registered service.
MANAGEMENT AND STAFFING
Prior to any unsupervised contact between care workers and clients or prospective clients, Funded Partners shall ensure such workers have received a minimum of twenty hours of entry-level training which must include: (1) transferring, toileting and bathing; and (2) basic safety precautions, emergency procedures, and infection control. Funded Providers shall also ensure all personnel who have direct contact with clients receive at least five hours of training annually on subjects including but not limited to: client's rights and safety; providing for and responding to client’s needs; reporting, detecting and preventing abuse and neglect; and, assisting clients with personal hygiene and other home care services.

PROGRAM REQUIREMENTS
Funded Partners shall reassess needs at least every six months or more frequently as necessary after the initial assessment in order to determine if the continuation of services is warranted, and if so, for how long.

Funded Partners will shall notify clients two weeks prior to any deliberate change in their regular service schedule.

ADDITIONAL REQUIREMENTS
Safety and Disaster Preparedness
Funded Partners shall identify clients who are homebound and work with them to ensure they either have a reliable evacuation plan or that the appropriate authorities have their name, address and contact information for use during an evacuation.

RECOMMENDATIONS
Matching Clients to Care Workers
Funded Partners are encouraged to determine which workers are most compatible with each client and to treat client compatibility as a significant factor in the way service schedules are formulated.

Home Safety Assessment
Home safety assessments and/or other fall prevention activities should be conducted for all clients receiving services in their homes. Clients should be encouraged to implement safety activities such as installing smoke detectors and removing or securing throw rugs.