New Hampshire Department of Health and Human Services
Office of Human Services

Division of Long Term Supports and Services

Annual Report on Homemaker Services

RSA 161-F: 64

Bureau of Elderly and Adult Services

December 1, 2017

New Hampshire Department of Health and Human Services
Office of Human Services, Division of Long Term Supports and Services
Bureau of Elderly and Adult Services

Homemaker Services Report to Legislature
December 1, 2017
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Requirement: RSA 161-F: 64

On or before December 1 of each year, the Commissioner shall submit a report on the program with recommendations for improvements to the legislature.

Program Authority: RSA 161-F: 62 Administration; Services.

Homemaker services shall be administered through the department and shall be coordinated with any existing homemaker services. The services shall be provided through the purchase of qualified service and, to the extent feasible, shall be coordinated through local agencies. To be certified by the department, any agency, whether public or private, nonprofit or profit, shall meet the basic standards for licensure under RSA 151.

Homemaker services are provided in an individual's home, with the primary purpose of supporting household management and independent living. Tasks are carried out under the auspices of a licensed agency, which assesses the need for the service and implements a person-centered plan of care. Homemaker Services include: light housecleaning tasks, meal preparation in accordance with the individual's person-centered plan, grocery shopping and other errands, instructing the individual in the performance of routine household tasks, household budgeting, nutrition, food purchasing and meal preparation, providing and encouraging socialization and evaluating the individual's progress and when necessary provide information about and referral to other resources. Homemaker Services are one of several important, non-medical services that support individuals in maintaining their independence in their homes and communities.

Prior to employment, homemakers are required to undergo a New Hampshire Criminal Records check as well as a Bureau of Elderly and Adult Services State Registry check.

Homemaker Services are licensed by the Department and are provided by eleven agencies operating as Home Care Services Providers (He-P 822), Home Health Care Providers (He-P 809) and Home Hospice Care Providers (He-P 823). In addition, the Bureau of Elderly and Adult Services defines eligibility and directs the provision of Homemaker Services through its program rules: Title III Older Americans Act Services (He-E 502) and Title XX Social Services Block Grant Services (He-E 501). Homemaker Services are also included in the range of services available for individuals receiving services through the Choices for Independence (CFI) Home and Community Based Services (HCBS) 1915 (c) Medicaid Waiver.

The Bureau of Elderly and Adult Services funds Homemaker Services through Title III, Title XX and State General Funds. For Title III Homemaker Services, individuals must be aged 60 or older, present with a specific need for Homemaker Services and must be socially and/or economically disadvantaged. Title XX Homemaker Services are available for adults with chronic illnesses and/or disabilities, ages of 18 and older, who present with a specific need for the service and also meet income eligibility requirements. Title III and Title XX services are provided to individuals who are not receiving services on the CFI or other HCBS Waiver.

In response to longstanding contract agency concerns regarding challenges with providing Homemaker Services due to workforce issues and an unchanged reimbursement rate, the Department implemented a rate increase at the beginning of State Fiscal Year 2017. The rate was increased from $8.38 to $9.58 per half-hour of service, without an increase in the total appropriation for this service. In addition, in the State Budget approved for the 2018-2019 biennium, Homemaker Services were included with several other Bureau of Elderly and Adult Services' non-Medicaid services to receive a rate increase of up to 5%.

In State Fiscal Year 2017, actual dollars expended for Homemaker Services totaled $4,735,135.00 in Title XX funds and $384,886.00 in Title III funds, for a total of $5,120,021.00. A total of 3030 unduplicated clients received the service, constituting an increase of 497 clients from State Fiscal Year 2016. A unit of service equals one-half hour, and a total of 534,449 units were provided.

The Bureau of Elderly and Adult Services is continuing to assess the provision of Homemaker Services, and to assess the impact of the two rate increases, especially in the more rural areas of the state where distances and travels time between client homes is greater. The goal of the Bureau of Elderly and Adult Services is to ensure that clients are able to receive the appropriate level of services, and ensure that agencies utilize all of their allocated service units.