

Home Forward Statement of Work

1. Purpose

The purpose of this Agreement is to purchase in-home services activities of daily living care (ADL) and instrumental activities of daily living (IADL) services for Medicaid eligible Clients living in Oregon who are referred to Home Forward by a Referring Agency. For purposes of this Agreement, a Referring Agency means either the Oregon Department of Human Services (ODHS) or an Area Agency on Aging. Home Forward will assist to improve the Client's quality of life by delivering services in a compassionate, efficient, and cost-effective manner while promoting independence and personal dignity.

2. Service Locations

- a. 915 NE Schuyler, Portland, OR 97227
- b. 1839 NE 14th, Portland, OR 97212
- c. 4601 SE 39th, Portland, OR 97202
- d. 1218 SW Washington Street, Portland, OR 97205
- e. 2500 N. Williams Avenue, Portland, OR 97227

3. Eligibility Criteria

ODHS will purchase in-home services from Home Forward for Clients whom reside in one of the service locations listed above and that meet all of the following criteria:

- a. Recipients of Title XIX Home and Community-Based Waiver Services;
- b. Meet ODHS eligibility requirements;
- c. Do not need around-the-clock or nighttime care (unless otherwise supplemented by a Homecare Worker enrolled in the Client Employed Provider Program at a cost to ODHS separate from the Agreement rate for Home Forward's services and service plans must be reviewed semiannually for duplication of services as identified in Section 6 of this Statement of Work);
- d. Are able to direct care providers regarding their own care needs; and
ODHS IGA Non-County Amendment Updated: 3/1/2021
- e. Meet Home Forward's eligibility requirements for placement in one of the specified service locations.

4. Referral, Assessment and Placement

Home Forward may accept referrals to determine Congregate Housing Services Program (CHSP) service and housing eligibility from Referring Agency, family members, building management staff, concerned individuals and Clients themselves. Clients will be assessed by the Referring Agency Case Manager for Medicaid services eligibility. Home Forward wants to ensure that eventual participants of the CHSP can be appropriately served and thus fully benefit from participation in the CHSP. The CHSP provides quality limited support in several key areas, but appropriate service levels sometimes include services and supports from other natural and professional connections outside of the CHSP. Assessments will include consideration of any additional natural or professional supports necessary for the referred Client to maintain health, wellness, and housing stability while in the CHSP and/or apartment. Once Clients are determined eligible for Medicaid services and determined to have a service need that can be met through the CHSP with or without additional supports, the Referring Agency may submit a referral to the CHSP Case Management Manager for review and approval or denial of referral. Upon this individual review, the CHSP Case Management Manager shall determine if the referral is accepted or if a secondary committee review is necessary. Circumstances that may prompt secondary review could include additional questions or concerns about the Client's ability to live independently with available supports or other concerns about appropriateness of placement. When needed, the committee review will take place with the Professional Assessment Committee (PAC), a volunteer committee comprised of professional and credentialed staff from Home Forward, Referring Agency, contracted providers, or other relevant community based organizations with expertise in housing, case management, nursing and medical care, Medicaid services, ADL/ IADL assessments, disability accommodations, behavioral health, lived experience of homelessness, or other relevant areas of expertise. Upon referral to PAC, the committee will review the referral and associated information and make a recommendation to the CHSP Coordinator and Program Manager. With this recommendation, these staff will determine whether to accept or deny the referral. Once the referral is accepted or denied through this process, the CHSP Case Management Manager will communicate this decision to the Referring Agency Case Manager in writing with a summary of the reasons for acceptance or denial as well as the Client's right to appeal. Upon referral acceptance, if a unit within a service location is available or

the Client is already in residence at a service location and the program has capacity, the Clients will be admitted to this specialized living program. An individualized service plan, which is developed during an onsite meeting, will identify the CHSP services to be provided. The participants of this meeting, which is coordinated by Home Forward or designee, will have in attendance the location CHSP Case Manager, the designated Referring Agency's Case Manager, the Client and others the Client may wish to invite. The participants of this meeting will become a part of the Client's service planning team. If there are no service locations available, the Client will be placed on a waiting list for housing and services. At times, the waitlists for these service locations can be lengthy and a referred Client's service need picture may change dramatically. During periods of long waitlist wait times, the CHSP Case Management Manager may seek to review Client referral with the Referring Agency Case Manager to ensure ongoing appropriateness of service level and placement and ongoing willingness of ADVS or other supports to maintain service levels that promote health, stability, and wellness. In the case that there is uncertainty or disagreement between the CHSP Case Management Manager and the Referring Agency, Client, or other care team member, the PAC process will be used to remedy this disagreement and make a recommendation for the CHSP Coordinator and Program Manager to consider in their determination. This review must take place prior to a Client being formally "pulled" from the waitlist and offered a unit, in adherence with Fair Housing laws. Once an eligible applicant is pulled from the waitlist for a CHSP service location, Home Forward will conduct additional screening to ensure current eligibility for subsidized apartment unit within the service location. An applicant may be denied housing even if eligible for CHSP, due to established tenancy selection criteria and HUD statutory requirements. Any Client that is determined ineligible for Home Forward's housing or services as a result of this screening will be notified by the Property Manager and CHSP Case Management Manager. If an applicant is found ineligible for housing through tenancy screening, the applicant will be informed of their right to appeal.

5. Client Services

At a minimum, Home Forward shall provide the following services:

- a. Housekeeping, shopping and laundry services;

- b. Assistance with activities of daily living;
- c. Preparation of daily meal, in a group setting (to be served in room if Client's condition temporarily prohibits joining in the group setting);
- d. On-site service coordination;
- e. Health and wellness promotion;
- f. Short notice transportation;
- g. Daytime check-ins; and
- h. Information and referral for other services the Client may require.

6. Service Management

The Home Forward's Service Coordinator is meant to enhance the role of the Referring Agency by being a direct, on-site contact person for the program. The Service Coordinator will be the link between Home Forward, the Client, the Referring Agency, and any other agencies or programs involved. Home Forward's Service Coordinator will maintain an ongoing relationship with the Client's Referring Agency Case Manager. The Home Forward's Service Coordinator will alert the Referring Agency Case Manager about the health, safety, or other concerns about the Client. The review of the Client's service plan will be conducted semi-annually by the service planning team, identified in Section 4 of this Statement of Work, at the Client's service location and must include the review for duplication of services for which the Housing Authority is providing. The Home Forward's Service Coordinator will coordinate this review.