

MAIDS Statement of Work
(This is not the Hospice Contract)

1. Purpose:

The purpose of this Contract is to establish a relationship between Oregon Department of Human Services (ODHS) Aging and People with Disabilities (APD) and Contractor for the provision of a Specialized Living Program (SLP) for Medicaid eligible consumers (Clients), referred by either Area Agency on Aging (AAA) or APD, and requiring continuous support in a home and community-based setting due to complex physical, intellectual, and behavioral health needs. Contractor agrees to provide Specialized Living Services pursuant to Oregon Administrative Rules for In-Home Services OAR-411-030 and for Specialized Living Services OAR-411-065.

2. Locations:

Contractor shall provide Specialized Living Program (SLP) services to ODHS referred Clients. ODHS makes no guarantee as to the number of Clients referred to Contractor. Services shall be provided at the following location:

Rock of Ages/Valley View Retirement Development Campus
15600 SW Rock of Ages Road
McMinnville, OR 97128

3. Eligibility and Admission:

- a. Contractor shall provide SLP services to ODHS referred Clients who are:
 - (1) Current recipients of Title XIX OSIP Home and Community Based

Waivered Services;

(2) Adults who meet Aging and People with Disabilities (APD) service eligibility;

(3) Adults who require assistance with Activity of Daily Living (ADL) upon discharge from acute or long-term care facilities;

(4) Adults who are at risk of institutionalization because of physical or cognitive condition; or

(5) Able to direct their care through their person-centered service plan.

b. ODHS will have no financial responsibility for Clients who are receiving Specialized Living Services until such time as ODHS has completed a Medicaid service plan, eligibility for placement has been determined, and the placement and payment have been authorized by ODHS.

4. Referrals:

a. The AAA or APD offices shall assign a Medicaid APD Case Manager to this SLP.

b. The APD Case Manager shall evaluate the Client's Medicaid service eligibility and establish the Medicaid service plan through the completion of the Client Assessment and Planning System (CA/PS) prior to admission.

c. The APD Case Manager will refer a Client to the Contractor for services only when it has been determined that:

(1) The Client meets the requirements of eligibility and admission criteria; and

(2) The appropriate service supports and planning can be carried out through this service setting.

d. Within 10 working days of receiving the referral, the APD Case Manager and Contractor shall complete a screening of the application. The purpose of this screening is to determine appropriateness of the move into the SLP and to assure the Client has the necessary information to make informed decisions regarding their move, their ability to manage their Medicaid service plan, and their ability to direct their own care.

Based on this screening, a joint decision between the APD Case Manager and Contractor to accept or refuse the referral shall be made within 10 business days of the screening. The APD Case Manager will contact the Client with the decision. If the Client has been accepted into the SLP, the APD Case Manager will complete the referral.

5. Planning conference:

a. If service for an eligible ODHS Client is to occur, an in-person conference will be arranged by the APD Case Manager. Participants of this conference

shall include the APD Case Manager, Contractor, the Client and Client's designated representative.

b. The purpose of the conference is to:

- (1) Establish Contractor's roles and responsibilities regarding the Client;
- (2) Agree upon the Client's roles and responsibilities, including the responsibility to apply financial resources towards the cost of care;
- (3) Establish the APD Case Manager's roles and responsibilities;
- (4) Discuss the formal complaint process;
- (5) Develop the person-centered service plan. This person-centered service plan, which is driven by the Client, will be formalized in writing by the SLP with copies provided to the attending members;
- (6) Identify community services which may be important within the person-centered services plan such as medical and vocational,
- (7) Identify Client's ability to perform ADL and self-management tasks, ability to address health and safety concerns, and ability to direct staff in meeting care needs.

c. Long Term Care Community Nursing Services, as defined in OAR 411-48 and OAR 411-030-0050, may be authorized by the APD Case Manager and may become part of the Medicaid service plan.

d. Contractor and APD Case Manager shall review the person-centered service plan annually at the Client's place of residence to determine how

the SLP will meet the needs identified in the Medicaid service plan, as well as review incident reports, Adult Protective Services (APS) complaint reports, potential referrals and Client-specific placement issues.

6. Services to be Performed:

Contractor shall:

a. Provide home care services based on each Client's individual person-centered service plan. Home care services include providing to Client:

- (1) Guidance and assistance to understand and successfully use the person-centered service plan;
- (2) Assistance with toileting/bowel and bladder care - assisting to and from bathroom, on and off toilet/commode; incontinence care; external cleansing of perineal area; external cleansing of Foley catheter; emptying catheter drainage bag; changing colostomy or ileostomy bag in stabilized situations, and maintenance bowel care;
- (3) Bathing/personal hygiene - assisting with bathing (tub, bed-bath or shower); assisting with shampooing of hair, and assisting with mouth care;
- (4) Dressing/grooming – assisting with dressing and undressing; assisting with hair grooming, nail care, foot care, and skin care;
- (5) Cognition - assisting with developing improvement of behavioral problems, cognitive deficiencies, and emotional support as needed;
- (6) Medication/oxygen use - Assisting with administration of medications, assuring medication is administered as ordered by

physician, observing for reactions; maintain clean oxygen equipment, and assuring adequate oxygen supply;

(7) On-site registered nurse consultation, teaching as supervision of caregivers, including delegation of nursing tasks, as appropriate;

(8) Transportation - assisting in arranging or providing transportation to and from stores, medical facilities, etc.;

(9) Housekeeping - maintaining a healthy and safe environment including but not limited to cleaning, laundry, and shopping; and

(10) Twenty-four-hour availability- being available and responsible to meet the needs of the Client over a twenty-four-hour period.

7. Termination of Services

a. Contractor shall discuss and document termination procedures with the APD Case Manager, SLP staff, Client, and caregivers.

The goal of the discussion is to seek consultation from all parties that the service is no longer appropriate, cannot meet the needs of the Client, or to identify alternative resources in the community.

A Client will be terminated from the SLP when:

(1) Client's condition changes to the degree that service/medical needs can no longer be met;

(2) Client does not contribute their share of costs;

(3) Client requests to leave the SLP;

(4) Client has observable behavior which is deemed to be detrimental to self or other Clients and is beyond the staff's ability to be safely managed; or

(5) Client, after due notice and consistent intervening efforts by staff, fails to consistently comply with Contractor's resident attendant care guideline, service agreement, house rules, or lease requirements.

b. Written termination notices confirming the date of termination will be reviewed and approved by the Client's planning team. This notice will be sent by the Contractor to the Client with a copy to the APD Case Manager. The date of termination, reason for termination, and recommendations for alternative community resources will be included in the notice.

c. Temporary absence, including periods of hospitalization or visits, are not considered termination if the intent is to return to the facility. Contractor will notify the APD Case Manager of any absences lasting more than 24 hours.

8. Contract Administration and Reporting:

Contractor shall:

a. Notify the APD Case Manager of pending discharge from the SLP or move from one SLP property to another and anticipated date of discharge or move;

- b. Provide name(s) and phone numbers of Contractor's administrative staff to local ODHS office;
- c. Provide space and opportunity for the APD Case Manager to meet with Clients in privacy;
- d. Invite the APD Case Manager to participate in all meetings scheduled regarding the Client's person-centered service plan. Contractor shall provide notice of meeting at least 3 business days prior to scheduled meeting.

9. Staffing Requirements:

Contractor shall:

- a. Ensure employees have completed and submitted a Criminal History Release Authorization form (ODHS 0301AD) to the Referring Agency. All employees and volunteers must comply with the criminal history check rules in OAR 407-007-0200 through 407-007-0380. Criminal history rechecks will be conducted at least every other year from the date of employment.
- b. Ensure SLP services provided will be rendered by qualified and trained employees under the supervision of the SLP program

administrator or designee. The SLP services will be provided as requested by the Client in accordance with this Contract, the APD Case Manager's Medicaid service plan and the person-centered service plan.

c. Ensure that there are a sufficient number of qualified and trained employees to meet the needs of the Clients receiving services.

d. Ensure the employees are at least 18 years of age and have sufficient communication and language skills to enable them to perform their duties and interact effectively with Clients who are receiving SLP services as well as AAA or APD staff.

e. Ensure the employees have completed an SLP program-specific orientation, conducted by the SLP program administrator or designee, before independently providing services. The orientation shall include, but not be limited to, the following subject areas:

- (1) duties and responsibilities;
- (2) Client's rights;
- (3) professional conduct, appropriate boundaries between SLP employees and Clients, and confidentiality of Client information;
- (4) description of the services provided by the SLP;
- (5) appropriate subject matter based on the needs of the special populations served by this SLP, including understanding, providing for and meeting Client care needs;

(6) assisting Clients to be successful within the framework of the person-centered service plan.