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Serving Massachusetts Elders & Their Families

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Fiscal Year 2014

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Categories

Homemaker Notice of Intent (HNOI) to Contract

Interest for Massachusetts

- Professionals: human service workers in the elder network
- Providers: vendors and other providers of direct services to elders

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New Provider Q & A

September 23, 2013

Homemaker NOI

HNOI stands for Homemaker Notice of Intent. [Find out more about HNOI.](#)

- [HNOI Announcements](#)
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HNOI Q & A Agenda

- Introductions
- HNOI Schedule
- Application Question Review
- Application Content Updates
- Resources
- Open Q & A



FY 2014 HNOI Schedule

Application Open:	September 30, 2013
Application Close:	October 11, 2013 @ Mid-Night
Application Review Period:	October 14, 2013 – November 22, 2013

**** No extensions planned for FY14**



HNOI Question Review

Before getting started.....

- HNOI Application – Considered in it's entirety
- Review Instructions and Guidance Documents
 - ✓ Found on <https://noi.800ageinfo.com/>
- Question review will cover some important programmatic questions taken directly from the NOI Application



HNOI Question Review (Cont.)

Question 1

FTE (full time equivalent) homemakers_____

FTE personal care workers_____

ANSWER– Your application must include a FTE number for both homemakers and personal care workers.

Reference – Provider Agreement–By entering into this Agreement, the Provider agrees to deliver homemaker and personal care services and, at the option of the ASAP, supportive home care aide services/or non-homemaker services, to elder clients. (Guidance Document)



HNOI Question Review (Cont.)

Question 2

What are the days and hours of operation for your main office?

ANSWER– ASAP Providers are required to operate Monday through Friday, 9:00am–5:00pm. Your application must specify these hours of operation.



HNOI Question Review (Cont.)

Question 3

Describe your procedures for handling client emergency situations, including instructions to staff when a client does not answer the door.

ANSWER–Your application must indicate that a plan is in place for dealing with emergencies in the consumer’s home, including accessing emergency medical services and contacting provider supervisors.

Your application must specify procedure for reporting to the ASAP as outlined in the Reportable Incidents section of the Homemaker Standards.

Reference– Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines (Guidance Document)



HNOI Question Review (Cont.)

Question 4

What are the credentials of your direct care supervisors?

ANSWER–Your application must specify that supervision is provided by qualified staff as defined in the Qualifications section of the Homemaker Standards.

Your application must specify how you meet the RN Supervisory requirement for Personal Care.

Reference– Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines.



HNOI Question Review (Cont.)

Question 5 (questions relating to Hiring and Equal Opportunity)

1. Describe your company's recruiting, screening, and hiring policies and procedures.
2. Describe your CORI procedures. How do you make individual determinations based upon findings of CORI checks?
3. How do policies and procedures ensure equal opportunity in hiring?

ANSWER–Your application must address these questions.

Your application must specify procedure for contacting the registry maintained by DPH before hiring to determine if there is a sanction, finding or adjudicated finding of a violation.

References– Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines

105 CMR 155.000: PATIENT AND RESIDENT ABUSE PREVENTION, REPORTING, INVESTIGATION, PENALTIES AND REGISTRY (Guidance Document)



HNOI Question Review (Cont.)

Question 6

Describe your training program for homemakers/personal care homemakers.

ANSWER– Review the Training and In-Service Education section of the Homemaker Standards. The Mass Council's Training Curriculum is referenced throughout.

Your application must specify that homemakers/personal care homemakers complete a training program as described in the Standards that includes these key elements:

3-hour orientation prior to placement for all new employees (no exemptions)

40-Hour Homemaker Training

60-Hour Personal Care Training

Training certificates awarded

Homemakers/personal care homemakers receive a minimum of 6-hours per year on-going training (full-time employees)

Reference Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines



HNOI Question Review (Cont.)

Question 7

How does your agency deal with allegations of loss or theft of, or damage to, a client's property?

ANSWER–Your application must specify procedure for reporting allegations to the ASAP as outlined in the Reportable Incidents section of the Homemaker Standards.

Your application must specify procedure for reporting allegations to DPH.

References– Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines 105 CMR 155.000



HNOI Question Review (Cont.)

Question 8

What is your agency's policy regarding Money Management by homemakers/personal care homemakers?

ANSWER–Your application must specify that your policy prohibits the handling of consumer's money unless the ASAP has established special arrangements.

Reference– Provider Agreement Attachment A: Homemaker Standards and Personal Care Guidelines



Application Content Updates

Updated Documents to be Posted by Friday, September 27th

- Consolidated Homemaker/Non-Homemaker Contract
- Homemaker Standards and Personal Care Guidelines
- ASAP/AAA Geographical Listing



Resources

HNOI Website

<https://noi.800ageinfo.com/>

The Massachusetts Council for Home Care Aide Services

<http://www.mahomecare aides.com/content/home.aspx>

Mystic Valley Elder Services – Partner Agency – Documents & Guidance

<http://www.mves.org/join-us/partner-agencies/>



Q & A

