



**Executive Office of Elder Affairs**  
RESPECT INDEPENDENCE INCLUSION

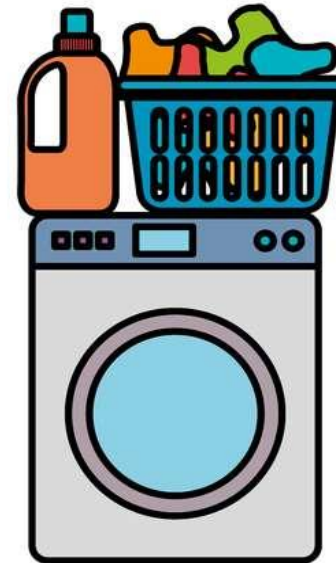


***"Addressing  
Homemaking  
Demand  
through  
Environmental  
Accessibility  
Adaptation"***

**November 2024**  
For ASAP Utilization Only

# Addressing Homemaking Demand through Environmental Accessibility Adaptation (EAA)

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# Addressing Homemaking (HM) Demand

## Identified Needs

- HM service has the largest demand
- HC Program demand: HM, PC, HHA, SHCA
- Assessment of consumer functional status and capabilities
- Coordination efforts between Home Care, Provider & Consumer

## Efforts to Address Demand vs Supply

- Workforce Initiatives
  - Efforts to improve direct care workforce experience
- Increased Rates
- ARPA HCBS initiatives
- PHCAST initiatives

## Additional Solutions

- Service Type of HM consists of multiple tasks (shopping, cleaning, laundry, etc)
- Targeted approach to address tasks within the HM service
  - What is needed?
  - What is not being provided?
- Environmental Accessibility Adaptations (EAA) Solution

# Homemaking Service Definition

**HOMEMAKING\* (HM)** service includes assistance with shopping, menu planning, laundry, and the performance of general household tasks (e.g., meal preparation and routine household care) provided by a qualified homemaker, when the individual regularly responsible for these activities is temporarily absent or unable to manage the home and care for him or herself or others in the home.

## Service Tasks

Perform general or routine household tasks such as:

1. Planning, preparing, and serving meals
2. Purchasing food and household supplies (making a list, shopping, purchasing, and putting groceries & household items away)
3. Making and changing bed linens
4. Cleaning and dusting household
5. Dry mopping, mopping floors (with a mop) and vacuuming
6. Cleaning bathroom
7. Cleaning kitchen
8. Washing dishes
9. Laundering clothes (washing, drying, folding and putting away)
10. Training in home management

# Addressing Homemaking Needs

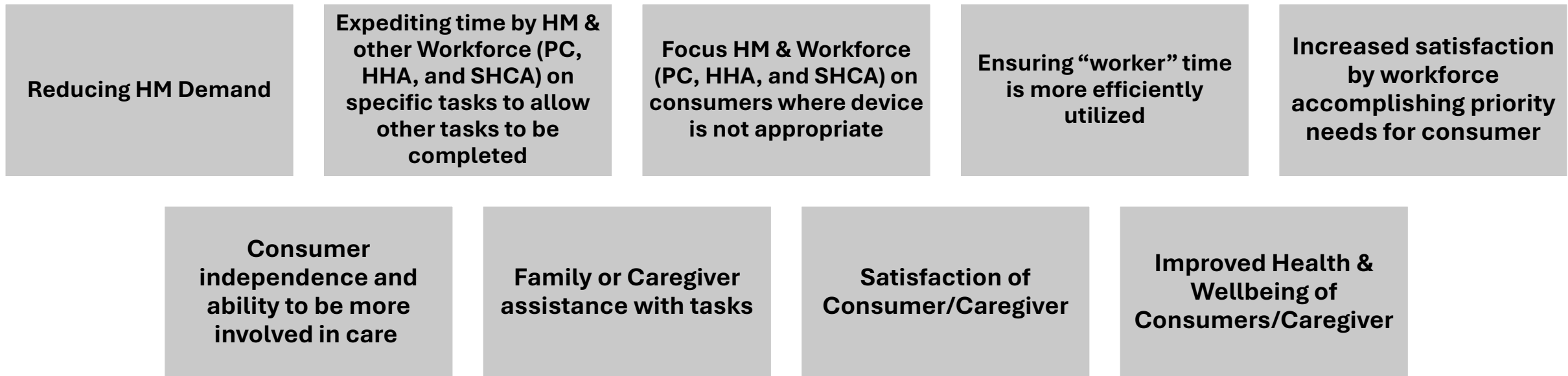


## Appliances/Technology Devices are a viable service option for specific tasks

- Authorize Appliances/Technology devices through existing services (Environmental Accessibility Adaptations)
- Appliances/Technology devices that are portable (not installed), combination appliances, tabletop or electronic device for use in the home
- Ability to meet specific HM tasks
- Increase consumer autonomy



## Benefits of Devices utilized by consumer, family or direct care workforce



# Targeting Specific Tasks within the HM Service

- |                                                                                                                                                                     |                                                                                                                                                                          |                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• <b>Cleaning dishes</b><ul style="list-style-type: none"><li>• Washing, drying &amp; putting away dishes</li></ul></li></ul> | <ul style="list-style-type: none"><li>• <b>Laundering clothes</b><ul style="list-style-type: none"><li>• Washing, drying, folding &amp; putting away</li></ul></li></ul> | <ul style="list-style-type: none"><li>• <b>Cleaning Floors</b><ul style="list-style-type: none"><li>• Dry mopping, mopping floors (with a mop) &amp; vacuuming</li></ul></li></ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
- Could Appliances/Technology Devices be a viable service option for specific tasks? **YES**
    - Authorize Appliances/Technology devices through existing services (Environmental Accessibility Adaptations)
    - Appliances/Technology devices that are portable (not installed), combination appliances, tabletop or electronic device for use in the home
    - Ability to meet specific HM tasks
    - Increase consumer autonomy
  - Could be utilized by consumer, family or direct care workforce to
    - Reduce demand HM
    - Expedite time by HM or other Workforce (PC, HHA, and SHCA) on specific tasks to allow for other assigned tasks to be completed
    - Focus HM or other Workforce (PC, HHA, and SHCA) on consumers who aren't able to use device, need a person vs device, ensure "worker" time is better and more efficiently utilized
    - Possibly more satisfaction by workforce accomplishing priority needs for consumer
    - Consumer independence and ability to be more involved in care
    - Family or Caregiver assistance with tasks
    - Satisfaction of Consumer/Caregiver
    - Improved Health & Wellbeing of Consumers/Caregiver

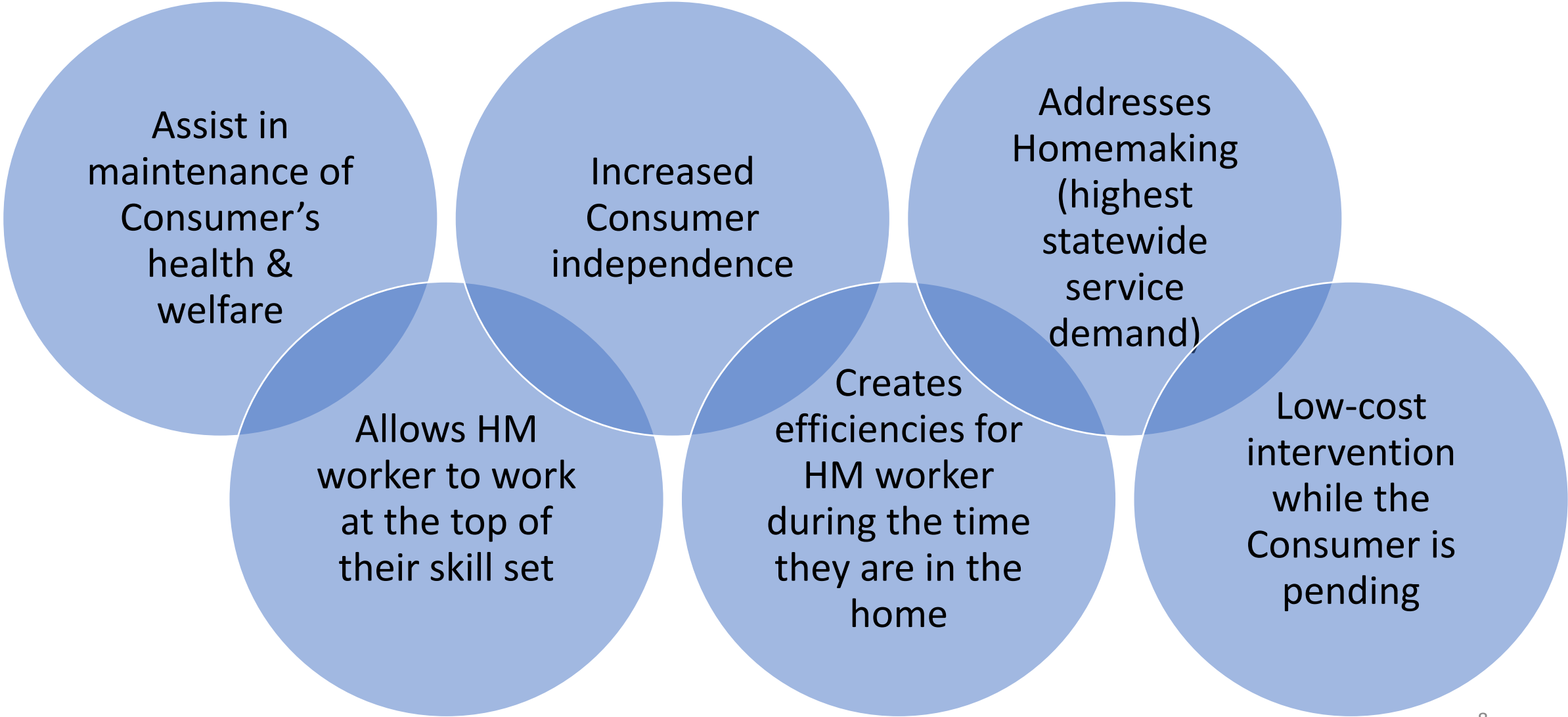
# Environmental Accessibility Adaptation (EAA) Service Definition

**Environmental Accessibility Adaptations\*** includes those physical adaptations to the private residence of the elder or the elder's family required by the elder's service plan that **are necessary to ensure the health, welfare and safety of the elder or that enable the elder to function with greater independence in the home**. Such adaptations include the installation of ramps and grab-bars, widening of doorways, modification of bathroom facilities, or the installation of specialized electric and plumbing systems that are necessary to accommodate the medical equipment and supplies that are necessary for the welfare of the elder.

- Excluded are those adaptations or improvements to the home that are of general utility and are not of direct medical or remedial benefit to the elder. Adaptations that add to the total square footage of the home are excluded except when necessary to complete an adaptation (e.g., in order to improve entrance/egress to a residence or to configure a bathroom to accommodate a wheelchair).

\*As defined in FEW Application & [Attachment A](#)

# Benefits of Appliances/Technology Provision to Address HM Needs





# Appliances/Technology Addressing HM Tasks – Portable Washer/Dryer

## Appliances & Household Items (Examples)



### Portable Appliances

- Available as only washer, only dryer, or as a washer/dryer combination
  - Washing machine hooks up to sink
  - Dryer component requires electricity, self-venting using condenser dryers
- Limitations based on apartment space
- Some designed as being easy to move around and provide accessibility to store
- Prices range from \$150-\$400 for most models
- 1 x expense – Considerations below:
  - Allowable purchase every 10 years for eligible appliances (Manufacturer warranties may vary 1-5 years. Options to extend warranty for additional cost – ASAP should consider this prior to ordering product)
  - Average lifespan of washer/dryer 7-10 years

Each of these examples are readily available for purchase through typical retailers such as: Walmart, Lowes, Home Depot, and Amazon

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# Consumer Portable Washer/Dryer Use Cases

## Scenario 1 – Portable Washer/Dryer

Consumer lives alone in a large apartment complex, has difficulty ambulating & unable to manage own laundry

- Laundry facility located in a separate building
- Constantly in use by other residents
- Prior reports of missing laundry
- Homemaker must wait for the laundry facility, reducing time spent in the home assisting with other HM tasks
- **Option: Portable combination washing machine/dryer**
- **Benefit:** allows the Homemaker to assist with the laundry in home & assist with other household tasks while not having to wait for the laundry to complete.

## Scenario 2 – Portable Washer/Dryer

Consumer lives alone in a private home, has difficulty navigating the stairs and has a history of falls

- Laundry machines in basement
- Consumer would be independent with laundry if they could access machine
- Consumer expresses desire to continue to do own laundry
- **Option: Portable Combination washing machine/dryer on main floor**
- **Benefit:** Allows the consumer to participate in her laundry, providing purpose, meeting preferences without having to navigate stairs to access laundry in the basement

# Portable Washer/Dryer Considerations

## Portable Washer/Dryer:

- need a connection to a water supply and electricity
- may require manual dexterity to be able to secure the device
- and the ability to clean/mop up any spillage
- due to potential leaks or disconnection of the device
- risk/concern for consumers:
  - with vision loss, mobility challenges, functional limitations, etc.
  - environmental conditions/living situation

## As a result:

- Approval from landlord/housing authority as applicable
- Consumer should be assessed initially and at reassessments for ability to hook up/disconnect water/electricity and/or ability to monitor washing/drying cycle prior to ordering any of these devices Discuss and outline a plan prior to ordering device to include (Consumer, Case Manager, Informal Supports):
  - How to connect, or disconnect water lines and electrical as needed
  - Coordinate with provider agency as needed
- In the event of a leak, adequate response for leak and then support system to ensure water can be cleaned up to avoid any fall risks or hazard

# Portable Washer/Dryer Assessment of Considerations

## Assessment/Re-Assessment Questions:

- 1) Does consumer wish to have the portable washer/dryer in the home?
- 2) Consumer's ability to use portable washer/dryer in relation to diagnoses (i.e., Dementia, hearing or vision loss, ability to stand and complete the task)
  - Is consumer able to complete some portions of the task (ex. able to sort clothes, but not able to put them away)
- 3) Does consumer have informal/support supports who may assist with maintaining portable washer/dryer (ex. Loading and unloading, put dishes away)
- 4) Does consumers home support the addition of the unit (ex. space in the home/appropriate location/available electrical outlet)
  - Does the consumer need permission/support from landlord or local housing authority?
- 5) Will the portable washer/dryer support the needs of the consumer?

# Appliances/Technology Addressing HM Tasks – Countertop/Portable Dishwasher

## Appliances & Household Items (Examples)



### Countertop or Portable Dishwasher

- Range of sizes and prices to best fit consumer's living arrangement
- Many connect to the faucet for easy access
- Average price range of \$200-\$300 for countertop
- 1 x expense – Considerations below:
  - Allowable purchase every 10 years for eligible appliances (Manufacturer warranties may vary 1-5 years. Options to extend warranty for additional cost – ASAP should consider this prior to ordering product)
  - *Average lifespan of countertop or portable dishwasher 10-12 years (According to GE)*

Each of these examples are available for purchase through retailers such as: Walmart, Lowes, Home Depot, Amazon, as well as others not listed.

# Consumers Countertop/Portable Dishwasher Use Cases

## Scenario 3 - Countertop/Portable Dishwasher

Consumer lives in an apartment and has orthostatic blood pressure, bending over causes blood pressure to drop and potentially cause the consumer to fall.

- Consumer has a dishwasher but is unable to utilize due to inability to bend over
- **Option: Portable tabletop dishwasher**
- **Benefit:** Consumer can load, wash, and unload own dishes from the portable tabletop dishwasher, without having to bend over. This allows the service provision to the consumer to be assisting with things like laundry and floor cleaning the consumer is not able to do.

## Scenario 4 - Countertop/Portable Dishwasher

Consumer lives alone in a private home, history of falls, regularly hosts a few friends to play bingo with history of falls.

- Engagement with friend group allows for regular socialization activities & connection to community
- Consumer would be independent with dishes if they had a dishwasher
- Consumer expresses desire to continue to have these gatherings
- **Option: Portable tabletop dishwasher**
- **Benefit:** Allows the homemaker to load, wash and unload own dishes and continue to engage in socialization activities and continue to safely assist in homemaking tasks.

# Countertop or Portable Dishwasher Considerations

## Countertop or Portable Dishwasher:

- need a connection to a water supply and electricity,
- may require manual dexterity to be able to secure the device:
- and the ability to clean/mop up any spillage
- due to potential leaks or disconnection of the device
- risk/concern for consumers:
  - with vision loss, mobility challenges, functional limitations, etc.
  - environmental conditions/living situation

## As a result:

- Approval from landlord/housing authority as applicable
- Case Manager will identify ADL's/IADL's that could impair usability of product
- Consumer should be assessed initially and at reassessments for ability to hook up/disconnect water lines and/or ability to monitor washing cycle prior to ordering any of these devices Discuss and outline a plan prior to ordering device to include (Consumer, Case Manager, Informal Supports):
  - How to connect, or disconnect water lines
  - Coordinate with provider agency as needed
- In the event of a leak, adequate response for leak and then support system to ensure water can be cleaned up to avoid any fall risks or hazard
  - Potential addition of drip pan to catch water leaks depending on location of portable dishwasher

# Countertop or Portable Dishwasher Assessment of Considerations

## Assessment/Re-Assessment Questions:

- 1) Does consumer wish to have the portable system in the home?
- 2) Consumer's ability to use portable dishwasher in relation to diagnoses (i.e., Dementia, hearing or vision loss, ability to stand and compete the task)
- 3) Does consumer have informal/formal supports who may assist with maintaining countertop/portable dishwasher (ex. loading and unloading, put dishes away)
- 4) Does consumers home support the addition of the unit (ex. Space in the home/appropriate location)
  - Does the consumer need permission/support with access to water line from landlord or local housing authority?
- 5) Will the system support the needs of the consumer?



# Appliances/Technology Addressing HM Tasks – Robot Vacuum

## Appliances & Household Items (Examples)



- Variation of type - Dry vacuuming only or Dry/Wet combination
- Range of prices to best fit consumer's need for vacuuming/mopping
- Cost of a robot vacuum varies \$100-\$400
- High quality device can be purchased for under \$180.00
- Technology for programmed or non-programmed devices
- 1 x expense - Considerations below:
  - Average lifespan of robot vacuum battery 2-3 years
    - Allowable purchase every 2 years for battery replacement
  - Average lifespan of robot vacuum 4-6 years
  - Manufacturer warranties may vary every 1-2 years for robot. Options to extend warranty for additional cost dependent on protection plan purchase – ASAP should consider this prior to ordering product

Each of these examples are readily available for purchase through typical retailers such as: Walmart, Lowes, Home Depot, and Amazon

# Consumer Robot Vacuum Use Cases

## Scenario 5 – Robot Vacuum

Consumer lives alone and identified service needs include, meal preparation, grocery shopping, laundry, house cleaning (vacuuming/mopping).

- ASAP has located a Homemaker provider who can provide 3 hours per week of Homemaking
- The level of Homemaking assistance the consumer needs exceeds the 3-hour availability & authorization
- **Option: Robot Vacuum**
- **Benefit:** Addresses the vacuuming/mopping need, allowing the Homemaker to concentrate on meal preparation, shopping and laundry while in the home.

## Scenario 6 – Robot Vacuum

Consumer lives alone in a private apartment, no cognitive impairments, has shoulder & arm mobility impairments, no history of falls, was former engineer, house cleaning tasks such as vacuuming is a need.

- Consumer is pending for Homemaking service
- **Option: Robot Vacuum**
- **Benefit:** Helps to meet house cleaning need while the consumer is awaiting Homemaking service. The consumers IADL need is partially met while pending for service when the robot vacuum is provided.

# Robot Vacuum Considerations

## Robot vacuums:

- self-operational functionality
- need electricity/power source
- need smartphone/application to set up
- need to be emptied or assisted if "stuck"
- may have audio component or "alert" if assistance is needed
- risk/concern for consumers:
  - with vision loss, mobility challenges, functional limitations, etc.
  - environmental conditions/living situation
  - potentially could cause a hazard of tripping or falling or agitation due to audio alerts

## As a result:

- Consumer should be assessed initially and at reassessments for appropriate usability prior to ordering the device; including the identification of ADL's/IADL's for usability of product Case Manager will identify ADL's/IADL's that could impair usability of product
- Discuss option, limitations, and considerations of robot vacuum with consumer and/or informal supports
- Share online product video with Consumer and/or Informal Support
- Utilizing a schedule for the Robot Vacuum to operate at times when
  - least amount of foot traffic is expected -best practice to avoid hazards (ex. evening hours)
  - while formal support coordination with provider agency/informal supports for emptying device (ex. Companion, HM/PC/HHA/SHCA)

# Robot Vacuum Assessment of Considerations

## Assessment/Re-Assessment Questions:

- 1) Does consumer wish to have the robot vacuum in the home?
- 2) Does the Consumer understand what a robot vacuum is? And how it works?
- 3) Consumer's ability to use robot vacuum in relation to diagnoses, I/ADL function, therapies/devices, environment, living situation
  - Dementia, Behavioral Health, hearing or vision loss, etc.
  - oxygen cords, walkers, wheelchairs, etc.
  - Limited or inability to bend, grasp, or pickup, etc.
  - animals in the home, multiple steps, narrow spaces, etc.
- 4) Does consumer have informal/formal supports that may assist in maintaining the robot vacuum
  - Removing dirt, ensure charging, assist with alerts, monitor program schedule
  - Can the robot vacuum be programmed run in evening hours when consumer is sleeping?
- 5) Does consumers home support the addition of the robot vacuum
  - Ex. space in the home
  - Ex. appropriate location/available electrical outlet
  - Ex. Animals will not be effected/agitated
- 6) Will the robot vacuum support the needs of the consumer?

# Appliances/Technology Addressing HM Tasks – Air Purifier

## Household Items – Air Purifiers (Examples)



- Variation of type – based on square footage, ability to capture airborne allergens, such as pollen and mold spores, as well as bacteria, viruses, and smoke (include pets)
- Range of prices to best fit consumer's specific need for air filtration
- Cost of air purifier varies \$100-\$400\*
  - *\*Filters may need regular cleaning or additional replacement filter(s) may need to be purchased depending on model*
- High quality device can be purchased for under \$200.00
- Technology for programmed or non-programmed devices
- Per the Attachment A, Environmental Accessibility Adaptations includes addressing the , "health, welfare and safety of the older adult or that enable the individual to function with greater independence in the home," and supports the, "medical or remedial benefit to the older adult."
- 1 x expense – Considerations below:
  - *Additional monthly filter costs may be applicable for maintenance*
  - *Allowable purchase every 2 years for eligible appliances (Manufacturer warranties may vary 1-3 years – ASAP should consider this prior to ordering product)*

Each of these examples are readily available for purchase through typical retailers such as: Walmart, Lowe's, Home Depot, and Amazon

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# Consumer Air Purifier Use Cases

## Scenario 7 – Air Purifier

Consumer lives alone in apartment building, and experiences chronic respiratory issues exasperated by cigarette smoke. A neighbor regularly smokes on their balcony and consumer is impacted by the secondhand smoke into her apartment if windows are open.

- Smoke fumes migrate into consumers unit
- Consumer does not want to move (likes apartment and neighbors)
- Homemaker must spend additional time washing linens to remove smoke fumes
- **Option: ASAP purchases Air Purifier**
- **Benefit:** Allows the aide to concentrate on Homemaking tasks such as meal preparation, shopping and laundry. ASAP had purchased air purifier to mitigate fumes into consumer's apartment which supports medical necessity and reduces risk of exacerbation of respiratory risk.

## Scenario 8 – Air Purifier

Consumer lives with caregiver who has a dog, and experiences respiratory issues due to allergies. Consumer utilizes oxygen on an as needed basis. Although dog is not allowed in consumer's bedroom, there is a need for air purifier in the home as the dog fur and dander travel throughout the home.

- Consumer is allergic to caregiver's dog, but it provides significant emotional support for mental health
- Consumer has respiratory issues related to medical condition
- Homemaker can now focus on other respite services (meal prep and laundry)
- **Option: ASAP purchases Air Purifier**
- **Benefit:** Air purifier captures 99.97% of airborne pollutants; dust mites, pet dander, pollen to support the house cleaning needs while reducing the levels of pet related dander and allergens to reduce consumers need for oxygen. Homemaker can concentrate more on respite services.

# Consumer Air Purifier Use Cases - Continued

## Scenario 9 – Air Purifier

Consumer has an aide providing Homemaking services and they have quickly built a great relationship. Consumer has a cat, Penelope. The Consumer has developed allergies related to the cat, and at times has some difficulty breathing. The consumer and Penelope have been together for 10 years and the consumer can't imagine giving her up for adoption. The aide has a sensitivity to cat dander. Aide does not want to end services with consumer; however, the air quality is becoming too much for her to continue.

- Consumer has respiratory issues related to medical condition
- Aide has allergies related to cat dander
- Both parties would like to continue with this arrangement if accommodations can be made

### **Option: ASAP purchases Air Purifier**

**Benefit:** Air purifier captures 99.97% of airborne pollutants; dust mites, pet dander, pollen to support the house cleaning needs while reducing the levels of pet related dander and allergens. Air purifier will also serve to reduce respiratory issues, providing benefit to both consumer and aide.

# Air Purifier Considerations

## **Air Purifiers:**

- vary in maintenance/notification of cleaning requirements
- filters may need regular cleaning
- additional replacement filter(s) may need to be purchased depending on model
- risk/concern for consumers:
  - with vision loss, mobility challenges, functional limitations, etc.
  - environmental conditions/living situation

## **As a result:**

- Consumer should be assessed initially and at reassessments for appropriate usability prior to ordering the device; including the identification of ADL's/IADL's for usability of product (Ex. Assess for falls awareness)
- Consumer's home should be assessed for available outlets and electrical capacity (3 prong outlet; correct amps/voltage)
- Discuss with Consumer and/or Informal Support
- Secure plug and cord behind device to avoid hazards or falls. Ex. device should be placed against or near wall away from high traffic areas
- Coordination with provider agency/informal supports for cleaning device (ex. Companion, HM/PC/HHA/SHCA)



# Air Purifier Assessment of Considerations

## Assessment/Re-Assessment Questions:

- 1) Does consumer wish to have the air purifier in the home?
- 2) Does the Consumer understand what it is? And how it works?
- 3) Consumer's ability to use air purifier in relation to diagnoses (i.e., Dementia, hearing or vision loss, functional dexterity)
- 4) Does consumer have informal/formal supports that may assist in maintaining air purifier?
  - ex. cleaning or changing filter/ensure plugged-in
- 5) Does consumer's home support the addition of the unit
  - ex. space in the home/appropriate location/available electrical outlet
- 6) Will the air purifier support the needs of the consumer?

# ASAP Next Steps

ASAPs purchase & provision of appliances & technology devices

- Can purchase under “service description” already available
- Service: Environmental Accessibility Adaptations

Provider contracting

- None – if provider already offers
- ASAP work with their contracted EAA providers
- ASAP as a service provider

ASAP Engagement & Actions

- Communicate new option to providers
- Encourage Providers to obtain/order Appliance & Technology Devices
- Educate/Training of CM & RN Staff
- CM & RN assess consumers, discuss w/ consumers option & authorize if appropriate
- Review pending service list for unfilled cases that could benefit from an appliance