



North Carolina Department of Health and Human Services  
Division of Aging and Adult Services

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**DAAS Administrative Letter No. 15-04**

TO: Area Agency on Aging Directors, Aging Specialists and HHI Service Providers  
FROM: Suzanne P. Merrill *Suzanne P. Merrill*  
SUBJECT: Housing and Home Improvement Service, Clarification and Reporting Requirements  
DATE: July 15, 2015

**ARMS Reporting Requirements for Service Code 140**

This letter replaces Administrative Letter No. 05-4 dated June 22, 2005 which is no longer in effect.

During the last fiscal year, changes were initiated in ARMS to allow the use of multiple Site Route Worker (SRW) codes under service code 140. As clients are entered into ARMS, to replace the "1" numerical place holder previously utilized, providers now enter the cost of the service received associated with SRW codes. This method of reporting is widely utilized by service providers and has proven to be a timely and valuable means of capturing HHI service provision data. This is now a requirement. Categories specified in the Housing and Home Improvement Policies and Procedures and corresponding SRW codes are shown below.

141 – Security enhancements: door knobs with reliable lock and key and or dead bolt locks; windows fitted with reliable locks; emergency response systems installed but not maintained; smoke detectors and carbon monoxide detectors installed but not maintained - provided this service is not provided by the local Fire Department or NCBAM.

142 – Minor home repairs: repair to primary bathroom sink, shower/tub or commode; repair to kitchen sink; doorways widened; floor, wall or ceiling repair; broken door or broken window repair or replaced; shingles and roofing felt replaced.

143 – Mobility and accessibility improvements: grab bar or handrail installation with solid blocking as needed; thresholds modified; steps repaired; ramp built and installed within or adjacent to the home.

144 – Basic household furnishings and inoperable home appliances repair, replacement or purchase: chair; mattress/box springs; stove; hot water heater; refrigerator; washing machine; heating or cooling unit. Service providers may not exceed 20% of their entire HHI yearly allocation for SRW category 144. Costs associated with repair, replacement or purchase of heating and air units should be excluded when determining if expenditures exceed the 20% limit.

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145 – Waiver Requests: any service requested, not listed in 141-144 above, must be sent as a waiver request to the Area Agency on Aging and following the approval, on to DAAS.

Client names can be entered in the unit of service report under more than one SRW category, if more than one service is received. As a place holder within each SRW category, key in the actual project cost of the service(s) under the month the service(s) were received excluding dollar signs or commas. Should costs exceed 999, the ARMS coordinator must key in the first three digits and then return to that field to add another digit up to a maximum of 1500 (per household per program year). SRW code figures will not be used to calculate reimbursement. Review ARMS reporting requirements at: <http://www.ncdhs.gov/aging/arms/manual/ServiceCode-ARMSReporting140.pdf>  
<http://www.ncdhs.gov/aging/arms/manual/ServiceCode-140KeyingIssue.pdf>

### **Housing and Home Improvement Policies and Procedures Clarification and Updated Requirements**

To keep this service strong yet flexible, Housing and Home Improvement Policies and Procedures were rewritten in 2007 and monitoring tools revised to reduce misinterpretation and present consistent expectations and policy compliance. This Administrative Letter seeks to further clarify language and Administrative Code policies as addressed in “Service Provider Responsibilities” Section F (b), (c) and (d).

*10A NCAC 06E.0401*

Section F. The housing and home improvement service provider shall comply with the following issues:

(b) refer individuals and families to federal, state and local agencies for additional services; In order to meet compliance, service providers must notify clients of additional resources they may be eligible for during initial conversations or during service provision. Client file must show documentation that this information was provided. See <http://www.ncdhs.gov/aging/homeimprovement/homeimprovement.htm> for other resources.

(c) maintain records documenting financial and service activities for each individual or family receiving services. In order to meet compliance, the client file must contain an application signed and dated by the person receiving services indicating the person is 60 or older; that the person has no one able and willing to make improvements requested; that the person lives in the county funding HHI services; that the file contains a needs assessment (Appendix C or equivalent); that the file shows proper documentation if the property is rented (Appendix A or equivalent); that the file includes a completed client financial and service activity sheet; and, that the file indicates the person had two opportunities to voluntarily contribute to the service(s) received.

(d) request reimbursement from the Division of Aging and Adult Services for actual project costs: administrative, labor, and materials, not to exceed one-thousand five-hundred dollars (\$1,500) per home per program year. Actual project costs are costs incurred to provide an allowable service to a client. Allowable services are designated on the previous page as SRW codes 141-145.

To further clarify policies, actual project costs incurred for allowable services must be broken down and substantiated by:

- Invoices/receipts for materials purchased and required for job completion;

- breakdown of labor required to complete the job based on number of hours worked multiplied by a rate per hour that is reasonable and customary per territory; and,
- itemized administrative costs: staff time, mileage and limited agency overhead incurred during the period of service provision that shows reasonable, customary and justifiable expenses.

The AAA has the responsibility to provide support to and oversight of the HHI service provider, including the financial oversight. Beginning in the 2015-16 fiscal year, the AAA is required to monitor all HCCBG funded HHI services on an annual basis. To facilitate monitoring, the DAAS Client Financial and Service Activity Sheet (formerly Appendix D) must be completed in full by the provider for each service rendered for each client. This sheet standardizes recordkeeping and simplifies the monitoring process. Having access to the completed Client Financial and Service Activity Sheet enables the AAA monitor to more readily detect large or unusual discrepancies in costs for similar supplies or services within a service area. These added measures will promote program accountability and ensure that costs are reasonable and necessary and that funds are being managed efficiently and effectively to accomplish program objectives. Part II of the AAA monitoring tool will be revised to show documentation in Column H that the AAA reviewed Client Financial and Service Activity Sheets for each client in the record review sample. Per normal procedures, the AAA's monitoring tools will be reviewed by the Division's Housing Program Consultant during program compliance visits or desk reviews as requested.

Knowledge of the DOA-732A and DOA-732A-1 is paramount in determining if costs itemized are reasonable and justifiable for Housing and Home Improvement services provided. The following paragraphs were extracted from the North Carolina Division of Aging and Adult Services, Home and Community Care Block Grant, County Budget Instructions, February 15, 2015:

*The Service Cost Computation Worksheet (DOA-732A) and the Labor Distribution Schedule (DOA-732A-1) have been in use since SFY 98-99. The purpose of these formats is to: (1) encourage service providers to recognize common funding streams and more accurately determine the actual cost of providing services, and (2) to allow lead agencies, Block Grant advisory committees, and other aging interests to be more informed concerning the cost of providing community based aging services.*

*All providers of Home and Community Care Block Grant services must have a method to project service costs based on projected revenues and expenditures. HCCBG providers will utilize the DOA-732A Service Cost Computation Worksheet and DOA-732A-1 Labor Distribution Schedule, or comparable formats, to develop HCCBG unit and non-unit costs....*

*While it is important to recognize the cost of services and to take measures to receive adequate reimbursement, it is imperative that services costs be reasonable and justifiable and, when possible, that services to existing clients are continued and expanded to address waiting lists.*

Administrative Letter 15-04 becomes effective July 1, 2015. Monitoring Tools Part I and II will be revised for the 2016-2017 monitoring season.

