

IN HOME SERVICE UNIT  
HOMECARE CLIENT PROFILES

DATE OF VISIT \_\_\_\_\_

HMPC\_\_\_\_ HSCH\_\_\_\_ (Weekly hours)\_\_\_\_\_  
(Check Service)

PROVIDER AGENCY \_\_\_\_\_

CASE MANAGER \_\_\_\_\_

PROGRAM OFFICER \_\_\_\_\_

CLIENT NAME (OR ID#) \_\_\_\_\_

1. Check the service start date and document if the supervisor visited the client within five working days of service start
  
2. Look for at least two supervisory visits within the last Six months
  
3. Look for documentation of supervisor's finding in the client's case record
  
4. Is it clear from the record that the supervisor supervised the worker during the visit (observed and documented performance; demonstrated correct performance; provided instruction where needed)

5. Note the date of the last referral form from the case management agency and is it current within the last 6 months
  
6. Check to see if client has had the same homecare worker for the past year or that the client has not had major disruption in service due to changing the homecare worker.
  
7. Check the case notes that document the absence of worker to see if a replacement worker was offered to the client
  
8. Check if there are substantive case notes in the client's file
  
9. Review the monthly service for the last two months, did the client receive their authorized level of homecare service
  
10. Review the client's file for the cost-share or contribution letter. If it is not in client's file ask to see the most current letter sent to the client

**ANSWER QUESTION BASED ON BACKUP  
DOCUMENTATION FROM THE PROGRAM. REVIEW 3  
HOMECARE WORKERS FILES FOR COMPLIANCE.**

11. Check if program maintain workers attendance timesheets or use a workers call in system
  
12. Check workers time sheet for signature of clients for hours reported on the monthly service summary. Check two months
  
13. Is there a completed application for new workers stating they never committed a felony or crime in workers file
  
14. Are two references from past employees or two written personal references if workers had no work history in employees file
  
15. Are their documentation that the workers had a physical exam or drug screen prior to being hired
  
16. Did the homecare workers receive 6 hours of in-service training

17. Is their documentation of workers having a PPD skin test for tuberculosis within the last two years
  
18. Did the workers file have documentation that they were given a copy of the program's personnel policy
  
19. What is the program's system for replacement workers when a worker is absent and is there documentation
  
20. Is their documentation describing the program's client grievance procedure