



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Personal Attendant
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
7/30/2020		Version for 2020 Request for Proposal (RFP) & 2021 Contract Year
11/4/2020	2.4	Added
12/9/2020	2.1	Changed to "personal attendant"



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Personal Attendant
Service Specifications**

1.0 SERVICE DEFINITION

- 1.1 Personal attendant services (PAS) provide support to persons with disabilities who need assistance with the functions of daily living, self-care, or mobility. Specific supports may include assistance with a range of activities such as bathing, dressing, personal hygiene, meal preparation, shopping, housekeeping, transportation, communication, on-the-job functions, or other related services allowable by a funding source and specified in the Individual Service Plan (ISP). PAS is a participant-directed service in which service recipients (participants) are common-law employers of their own attendants.

2.0 SERVICE UNIT

- 2.1 The unit of service for personal attendant service is one (1.0) hour.
- 2.2 The minimum billing unit is one quarter (.25) hour.
- 2.3 Time spent travel to and from the participant's home (or initial service site) is not billable unless specifically required under the Fair Labor Standards Act (FLSA).
- 2.4 The hourly reimbursement rate for Personal Attendant service is currently set at **\$9.75**.
- 2.5 Reimbursement rate options include:
- 2.5.1 Regular time
 - 2.5.2 Overtime (when required under FLSA)
 - 2.5.3 Travel time (when required under FLSA)

3.0 SERVICE AREA

- 3.1 Personal attendant services are available to all eligible residents of the State of Delaware.

4.0 SERVICE LOCATION

- 4.1 Personal attendant services may be provided in the home of the participant, place of employment, or other location designated by the participant.
- 4.1.1 Personal attendant services may be provided in a long-term care facility or acute care setting under limited circumstances if approved by DSAAPD.

5.0 ELIGIBILITY

- 5.1 Division of Services for Aging & Adults with Physical Disabilities (DSAAPD) determines participant eligibility.
- 5.2 A participant who is not willing or able to self-direct personal attendant care has the option of using a representative for purposes of directing the service.

6.0 SERVICE STANDARDS

- 6.1 The personal attendant must comply with all Federal, State, and local rules, regulations and laws applicable to the provision of the service.
- 6.2 In order to qualify to provide personal attendant services, an individual:
- 6.2.1 Must be aged 18 or over unless a waiver of this requirement is made in writing by DSAAPD.
 - 6.2.2 Must submit to background checks.
 - 6.2.3 Must meet the individual requirements of the participant.



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Personal Attendant
Service Specifications**

- 6.2.4 Must not serve in the capacity of representative for purposes of overseeing the direction of the personal attendant services.
 - 6.2.4.1 If a provider serves as the legal representative of the participant, then she/he must appoint another individual to serve as a representative responsible for directing the personal attendant service on behalf of the participant.
- 6.3 DSAAPD authorizes the number of service hours a participant will receive.
 - 6.3.1 All personal attendant services must be prior-authorized by DSAAPD.
 - 6.3.2 DSAAPD may establish service caps.
 - 6.3.2.1 DSAAPD may authorize service hours above established caps in cases of emergency or extreme need.
- 6.4 The personal attendant must deliver personal attendant services at the direction of the participant who has employed him/her to deliver such services.
- 6.5 The personal attendant must sign an agreement with a Support for Participant Direction Service Provider (support entity) contracted by DSAAPD to facilitate the delivery of personal attendant services.
 - 6.5.1 The agreement will be developed by the support entity.
 - 6.5.2 The agreement will delineate the responsibilities of the support entity.
 - 6.5.3 The agreement will include a copy of the Personal Attendant Service Requirements, which establish parameters for the provision of the personal attendant service.
- 6.6 The personal attendant must follow the Individual Service Plan (ISP) developed by the participant in coordination with the support entity.
- 6.7 The personal attendant must accept that the program participant, as a common-law employer, has the discretion to continue or discontinue his/her employment.
- 6.8 The personal attendant must participate in training made available by the support entity and program participant.
- 6.9 The personal attendant must provide such information required by the support entity to process payroll information.
- 6.10 The personal attendant must provide accurate information to the support entity about hours of services rendered during each pay period.
- 6.11 The personal attendant must allow the support entity to process invoices (or claims) on his/her behalf for personal attendant services rendered.
- 6.12 The personal attendant must accept payment from the support entity as payment in full for the personal attendant services rendered.
- 6.13 The personal attendant must accept payment only for personal attendant services actually rendered and understands that any falsification or concealment of material fact in this regard may be prosecuted under federal and state law.
- 6.14 The personal attendant must notify the support entity if she/he becomes aware of a participant's hospital admission/discharge or nursing home placement/discharge.
- 6.15 The following support activities may be allowable as part of the personal attendant service if included in the Individual Service Plan (ISP) and permitted by the funding source:
 - 6.15.1 Bathing.
 - 6.15.2 Dressing.
 - 6.15.3 Personal hygiene.



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Personal Attendant
Service Specifications**

- 6.15.4 Transferring.
- 6.15.5 Toileting.
- 6.15.6 Feeding.
- 6.15.7 Mobility assistance.
- 6.15.8 Skin care.
- 6.15.9 Supervision/companionship.
- 6.15.10 Household cleaning.
- 6.15.11 Laundry.
- 6.15.12 Washing dishes.
- 6.15.13 Making beds and changing linens.
- 6.15.14 Shopping for household items.
- 6.15.15 Performing errands.
- 6.15.16 Preparing meals.
- 6.15.17 Transporting/escorting to a physician's office or other medical facility.
- 6.15.18 Transporting/escorting to a job interview, place of employment, or other employment-related activity.
- 6.15.19 Transporting/escorting to a community facility (such as a bank, post office, library, pharmacy, etc.) or event.
- 6.15.20 Assisting with communication.
- 6.15.21 Assisting with bill-paying.
- 6.15.22 Assisting with other support needs identified in an Individual Service Plan (ISP).
- 6.16 The personal attendant may accompany a participant on vacation or other temporary stays away from home, if permitted by DSAAPD, except as specified in section 4.1.1.
 - 6.16.1 The roles and responsibilities of the personal attendant and the participant are the same as when at home.
 - 6.16.2 Personal attendant service program funds will not cover any of the costs associated with travel for the personal attendant or the participant.
- 6.17 Payment is made only for activities designated in a participant's ISP and in an amount authorized by DSAAPD.
 - 6.17.1 When the personal attendant is a legally-responsible relative (e.g., a spouse or parent of a minor) the ISP (and corresponding payment authorization) will include only those activities which respond to a specific deficit or deficits in a participant's capacity to carry out ADLs and/or IADLs and which represent extraordinary care not typically provided by a legally-responsible relative in the absence of these deficits.