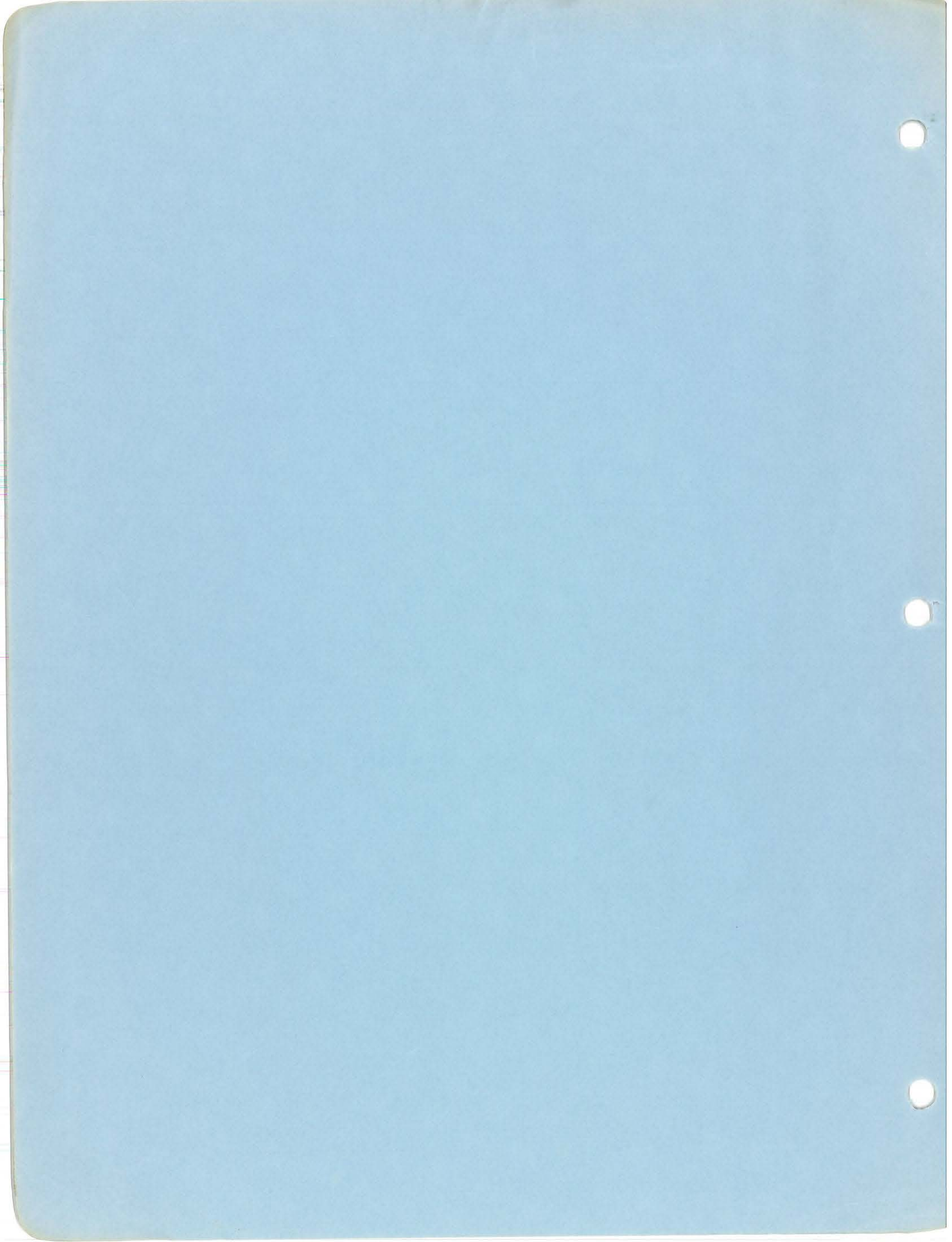


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IOWA HOMEMAKER STANDARDS



IOWA HOMEMAKER STANDARDSCONTENTS

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IOWA HOMEMAKER STANDARDS

FOREWARD

These standards are intended to be goals for continuous improvement of services to children, families and adults. They represent practices which are considered to be most desirable in providing homemaker services. These are, therefore, standards for the social services of homemaker agencies regardless of auspices or setting.

These standards are directed to all who are concerned with the improvement of homemaker services: to the general public, citizens groups, public officials, legislators, and the various professional groups; to those responsible for administration of homemaker services, board members and agency staff; to agencies whose functions include planning for and financing community services.

IOWA HOMEMAKER STANDARDS (cont'd)

PURPOSE

The Homemaker Program is to strengthen family life by providing for individuals, parents and children in the family setting an array of services which enables them to function more adequately in their roles as individuals, parents and children. Among the services provided are:

Exploring and evaluating the situation in the home.

Substitute care for children.

Assisting and relieving over-burdened mothers.

Helping a mother learn to care for, supervise, and discipline children, to keep house and to function adequately as a parent.

Helping individuals who require out-patient medical care only to remain in their homes.

Relieving family members who provide continual care for an elderly, blind, disabled or chronically ill family member.

IOWA HOMEMAKER STANDARDS (cont'd)ORGANIZATION AND ADMINISTRATIONIncorporation

The agency shall define its purpose and functions broadly in its articles of incorporation or if unincorporated, in written constitution and by-laws. The articles of incorporation or if unincorporated, written constitution and by-laws shall be submitted to the State Department of Social Services.

Board

The agency shall have a governing board which together with the executive shall be responsible for making agency policy and for financing and general management of the agency.

1. Membership. The agency shall provide for continuity of board membership.
2. Meetings. The board shall meet regularly for the purpose of insuring the proper operation of the agency according to its defined purpose.
3. Minutes. The minutes of each meeting of the board shall be kept and made a part of the permanent records of the agency.
4. Annual report. The governing board shall require the administrator to submit to them a written annual report, a copy of which shall also be sent to the State Department of Social Services.

Administrator

The responsibility for the administration of the agency shall be delegated to an executive director.

POLICIES AND PROCEDURES

The agency shall have written policies approved by the governing board and available for review by the purchasers of service. Such policies shall cover at least:

Intake Policies

Intake policies shall designate those persons eligible for service.

IOWA HOMEMAKER STANDARDS (cont'd)POLICIES AND PROCEDURES (cont'd)Length of Service

Any limitations on length of service shall be stated.

Charge for Service

Charge for services shall be available to all purchasers, itemizing the services included in the charge. The amount charged shall be based on actual costs, on a sliding scale in accordance with ability to pay. Ability to pay shall not determine eligibility for service.

Policies and Procedures

Purchase agreements, on the use of service, with the Department of Social Services, shall be developed jointly, put in writing, and reviewed annually.

Agreement shall cover:

1. Type of service purchased.
2. Individuals and families for whom service is offered.
3. If casework service, as well as, homemaker service is purchased, designate the caseworker responsible for the casework plan for the family or individual, and who will monitor the services provided.
4. Payment for services will follow billing procedures and fiscal reporting established by the Department of Social Services.

Budget for Homemaker Service

The budget shall provide for those expenses required for the operation of the service, salaries of all staff, including Social Security, retirement, transportation costs, payment for time spent in conferences and in-service training, and medical examinations: administrative costs such as rent, equipment, office supplies, telephone and insurance.

Financing and Accounting

The agency shall have a sound plan of financing which gives assurance of sufficient funds to carry it through its first year of operation

IOWA HOMEMAKER STANDARDS (cont'd)

POLICIES AND PROCEDURES (cont'd)

Financing and Accounting (cont'd)

in order to carry out its defined purposes. Thereafter, it shall have sufficient resources, predictable income, or both, not totally dependent on fees, for a three month operating period.

Audit

An audit shall be made annually by an accountant (preferably a certified public accountant) and his report made a part of agency records. A financial record of all receipts, disbursements, assets and liabilities shall be maintained.

PERSONNEL POLICIES

Personnel policies for homemakers shall be in writing and adopted by the governing board. This statement shall be made available to an employee and to purchasers of service. Policies shall cover beginning salary, salary increases, hours of work, sick leave, holidays, vacation, an evaluation plan, and attendance at work conferences.

Salaries for Homemakers

Salaries shall be adequate to attract qualified people and comparable to those paid in the community for other positions of equal responsibility.

Hours of Work

Regular hours of work per week should not exceed 40 hours. Overtime shall be compensated for by time off or an arrangement for overtime pay. Travel time, over a stated amount, time of interviews with caseworkers, supervisor or consultant, in-service training instruction and home visits to plan for placement shall be considered part of the work day.

Physical Examination

Each homemaker shall have a physical examination prior to employment. Annual examinations shall be required thereafter.

IOWA HOMEMAKER STANDARDS (cont'd)PERSONNEL POLICIES (cont'd)Protection for Homemaker

Each agency shall provide protection for the homemaker which shall include liability insurance, insurance coverage in case of accident on the job.

Personnel Record

A personnel record shall be maintained for each employee and shall contain the following information:

- Application showing qualification and experience.
- Date of employment, interviews, references.
- Reports of physical examinations.
- Reports of job performance including an annual evaluation.
- Record of training and education during employment.
- Record of time taken for leaves - sickness and vacation.
- Date of separation and reason for separation.

RECORDS AND REPORTING

Records to be kept by agency:

1. Case records for family which includes referral plan and service plan, as well as, on-going service progress reports by homemaker and supervisor.
2. Personnel Record (III-5).
3. Administration and interpretation.
 - a. Service statistics
 - b. Families served
 - c. Working hoursBoard Minutes (I-2-2)
Audit Reports (II-7)

IOWA HOMEMAKER STANDARDS (cont'd)

RECORDS AND REPORTING (cont'd)

4. Reporting

Reporting should reflect information needed by agency to plan, budget, administer, interpret and evaluate the program.

Authorized representatives of the State Department of Social Services shall have access to all records and shall respect their confidential nature.

STAFF

Agency shall have sufficient number of qualified homemakers to meet effectively the needs brought to the agency. The administrative and supervisory staff may vary with the size of the agency.

Executive Director or Administrator

A. Qualification

Graduation from college with major course work in social services, home economics, nutrition, dietetics, home management or public health nursing and one (1) year experience in homemaker related service or social service work.

B. Responsibility

1. Set up and staff the program with adequate casework and homemaker staff.
2. Serve as liaison between staff and board and between staff and community.
3. Implement policies according to regulations which govern the program.
4. Formulate a plan for recruitment and selection of homemaking staff.
5. Arrange for or establish a training program which provides basic skills and experiences for homemaker.
6. Develop a plan for assigning homemaker, defining the supervisory responsibilities, and methods of reporting.

IOWA HOMEMAKER STANDARDS (cont'd)STAFF (cont'd)

7. Carry out board's decision regarding:
 - (a) Payment plan, sick leave, vacation, insurance, transportation for all staff.
 - (b) Arrangement for working space.
 - (c) Evaluation of the program.
 - (d) Fiscal management.
 - (e) Interpretation of the program to the community.

Homemaker Supervisor

A. Qualifications

Completion of 8th grade and two (2) year's experience in homemaking related service.

B. Responsibilities

1. Responsibility between director and homemaker.
2. Orientation, training, job assignments.
3. Continued supervision of homemakers.
4. Interpretation to homemakers of their job, the relationship of the purchasing agency and the employing agency, relationship of the homemaker to the employing agency.
5. Evaluation of the homemaker's performance.
6. Maintenance of effective relationships with all staff.
7. Use of consultation to secure appropriate and timely assistance.
8. Evaluation of referrals to agency; define areas of responsibility with purchasing agency.

Homemaker

A. Qualifications

IOWA HOMEMAKER STANDARDS (cont'd)STAFF (cont'd)Homemaker (cont'd)

1. Shall have good physical and mental health; shall demonstrate maturity.
2. Ability to work within an agency and under supervision.
3. Have experience in one of the following: care of children, adults who are elderly or ill, or home management.
4. Ability to read and write, follow written and verbal instructions, talk on the telephone.
5. Provide own transportation.
6. Understand and respect the need for confidentiality.
7. Ability to get along with people, have respect for others and be able to accept those who are different from her in race, nationality, religion, cultural patterns and standards of living.

B. Responsibilities

Her duties will vary in each family, and change as the situation changes. She shall be able and willing to do any task a mother would do in the home.

1. Assist parent to continue or improve present child-rearing practices, aid in home management skills, such as instructions in how to purchase and prepare food, budget and maintain a clean and effectively managed home.
2. Observation of family activities which may be significant to total plan of the agency.
3. Supervision to a child's play and stimulate educational activity while at home.
4. Specific duties related primarily to home management, necessary food preparation, house cleaning, laundry, on-going personal care of child and adult - to limited degree in bathing, combing hair, and dressing.

IOWA HOMEMAKER STANDARDS (cont'd)STAFF (cont'd)Homemaker (cont'd)

5. Assist nurses with home health care of individuals under a plan of treatment ordered by a physician. The assigned responsibilities of the homemaker might include assisting with personal care, assisting with exercises, assisting with special diets, assisting with movement about the home (ambulation).
6. Attendance at staff meetings, training courses as required.
7. Maintain required records.

Caseworker

A. Qualifications

Graduation from college and one (1) year social work experience.

B. Responsibilities

1. Carries primary responsibility for the family in need. Casework plan.
2. Takes initiative in obtaining and coordinating services and resources which the family requires.
3. Takes action in operating situations to bring better results.
4. Plans with the homemaker to work effectively within the framework of the casework plan.
5. Gives encouragement, support and recognition to the homemaker.
6. Periodically evaluates the casework plan and the use of the homemaker.
7. Prepares family and homemaker for the time when homemaker leaves.

Clerical

Sufficient clerical staff to maintain required records.

IOWA HOMEMAKER STANDARDS (cont'd)STAFF DEVELOPMENT AND TRAININGStaff Development

The agency shall:

Provide for orientation and training of homemaker staff.

Provide staff meetings with consultants.

Provide opportunities for educational development.

Maintain an agency library with basic professional literature and current professional periodicals.

Training Program

Agency shall provide pre-employment orientation to the service and to agency program, and continuing in-service training planned as part of long-term staff development.

1. History and philosophy of homemaker service in relation to public and private welfare.
2. Introduction to personality growth and development.
3. Family life and living.
4. Maintaining family health.
5. Nutrition and Food Management.
6. Home Management and Housekeeping skills.
7. Knowledge of available community resources.

AGENCY EVALUATION

The agency program should be evaluated annually by agency or qualified personnel outside the agency, in relation to its purpose, operation, and achievement of goals.

Modification or expansion of services program should be supported by reports compiled throughout the year.

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