

## Housework and errands

### PROVIDER APPLICATION DETAILS

#### INSTRUCTIONS

Please review this entire document and compile the necessary information and documentation before you begin the WA Cares provider application process.

#### GENERAL DESCRIPTION OF SERVICE

Housework and errands services supports beneficiaries to remain in the community by assisting with instrumental activities of daily living related to the health and safety of the beneficiary who may no longer be able to perform such tasks.

##### Housework may include:

- Cleaning kitchens and bathrooms
- Sweeping, vacuuming, and mopping floors
- Dusting
- Assistance with laundry onsite or at a laundry mat (washing, drying, folding)
- Changing bedding and making the bed
- Cleaning ovens and refrigerators
- Washing interior windows and walls of areas of the home used by the beneficiary
- Keeping walkways free of clutter or hazard
- Removing extreme clutter and garbage that may be causing health and safety issues
- Sweeping and mopping behind and under major appliances such as refrigerators, dryers, washing machines, etc.

##### Errands may include:

- Grocery shopping (including order pick up)
- Local essential trips such as going to the pharmacy, post office

##### Excluded tasks include:

- Personal care tasks (bathing, grooming, dressing, etc.)
- Yard work and exterior house cleaning or maintenance
- Home repairs
- Any task that requires skills not usual to performing household chores
- Packing, rearranging furniture unless to support safe walkways through the home

- Errands outside of a reasonable distance from the beneficiary's residence, or trips that are non-essential
- Providing service to anyone in the household other than the beneficiary

## RELATED LAWS, RULES AND POLICIES

Below is a list of some of the laws, rules, and policies that may be helpful to review prior to completing an application. This may not be a comprehensive list of all laws, rules and policies that apply.

- [Chapter 50B.04 RCW: Long-term services and supports trust program](#)
- [Chapter 74.39A RCW: Long-term care services options](#)
- [RCW 43.43.830 through 43.43.845: Washington State Patrol background checks](#)
- [Chapter 388-116 WAC: WA Cares program](#)

## MINIMUM PROVIDER QUALIFICATIONS

1. Contractors must meet all Washington state laws to do business in the state (and city or county requirements, if applicable). This includes having all required business license(s), endorsement(s), credential(s) and certification(s) to provide the service.
2. One year of operating legally as a business in the State of Washington.
3. The agency owner(s) and contract signatory must pass a department of social and health services criminal history background check at initial application and contract renewal.
4. All employees, volunteers, and subcontractors who may have unsupervised access to beneficiaries must have passed a criminal history background check, which must be conducted by the contractor prior to access and every two years. The criminal history background check must at least include Washington State Patrol criminal conviction records and be kept in their personnel or subcontractor file(s).
5. Meet Department of Social and Health Services [insurance requirements](#).
6. Must be able to comply with OSHA's standards for use of cleaning agents.

## PROVIDER CONTRACT

Housework and errand contracts have a maximum duration of two years. The sample contract is available in the [provider toolkit](#). Please review to ensure all contract terms can be met before application.

## REQUIRED DOCUMENTATION FOR PROVIDER APPLICATION

1. Completed provider network application and required attachments.

2. Copy of Washington state business license or proof of exemption that indicates having been in business for at least one year.
3. Copy of W-9 request or taxpayer identification number and certification.
4. Unless you are a sole proprietor, supporting documentation on business organization (e.g., list of partners, members, directors, officers, board members).
5. Name, date of birth, and background check confirmation number for the contract signatory and the agency owner(s) with 5% or more ownership interest.
6. Current certificate of insurance (COI) satisfying the [insurance requirements](#).
7. Current rate(s) or pricing guide, for informational purposes