# Volunteer Chore Service

Through the use of volunteers, this program provides assistance with housework, laundry, shopping, cooking, moving, minor home repair, yard care, limited personal care, and transportation to eligible elderly and disabled persons. The program does not provide assistance with bill paying or to people living in residential care facilities, with the exception of assistance to persons moving back to the community from residential care.

#### Ask the Expert

If you have questions or need clarification about the content in this chapter, please contact:

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## Procedures

### Eligibility

A person is eligible for Volunteer Chore Services (VCS) if he or she is:

1. Eighteen years of age or older; and,

2. Living at home, unless the person is moving from a residential facility to home and needs assistance moving; and,

3. Unable to perform certain household or personal care tasks due to functional or cognitive impairment; and,

4. Financially unable to purchase services from a private provider or to have his or her needs met using other resources.

### Referral Process

1. VCS is required to give priority to referrals from HCS, DDD, I&A and case management staff. Make referrals to VCS when an applicant or client:

1. Does not meet the eligibility requirements for department paid services; or

2. Is on the waiting list for Chore Personal Care Services; or

3. Is eligible for five or less hours of Chore Personal Care Services per

month; or

4. Declines Medicaid Personal Care, COPES or Chore Personal Care

Services because of income participation or estate recovery; or

5. Needs assistance with tasks not available in the Medicaid Personal Care,

COPES or Chore Personal Care Services Program.

1. Complete Section I of the DSHS form 15-184, Referral to Volunteer Chore Service Program, following the instructions on the back of the form. If services are needed on an emergency basis (within 7 days), make a referral to VCS by telephone and send a completed DSHS form 15-184 by mail.
2. Tear out the goldenrod copy of the form and place it in the client’s service record. Mail the rest of the form to the local VCS office with a self-addressed envelope. For the phone number or mailing address of the local VCS office refer to the VCS directory, or call the VCS administrative office at (206) 467-5344 for all counties but Whatcom, Skagit, Island, San Juan, and Snohomish. For these counties, call the local Area Agency on Aging.
3. The VCS staff will search for a volunteer and complete Section II on the referral form. VCS will retain the pink copy and return the completed original to the referring office. This will serve as notice of whether a volunteer has been found for the client.
4. If more than two weeks are needed to find a volunteer, VCS will send a photocopy of the form back to the referring office marked “pending”. Follow up with VCS directly if you have not heard within two weeks whether a volunteer was found.
5. After VCS has completed Section II and returned the form to the referring office, file the white original form 15-184 in the service record, replacing the incomplete goldenrod copy, and send the yellow copy to Attn: Volunteer Chore, AASA, PO Box 45600, Olympia, WA 98504-5600.

## Resources

### Related WACs and RCWs

WAC 388-15-206 Volunteer Chore Services

RCW 74.38.050 Availability of Services for Persons Other Than Those of Low Income—Utilization of Volunteers and Public Assistance Recipients-0Private Agencies—Well Adult Clinics—Fee Schedule, Exceptions

RCW 74.08.541(4)(c) Definitions—Chore Services--Eligibility

## Revision History

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| **Date** | **Made By** | **Change(s)** | **MB #** |
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