

WHAT IF I AM TERMINATED OR DENIED SERVICES?

If DHS denies you services, DHS sends you an adverse notice, informing you that you did not get services. You should file a request for fair hearing at the DHS office where you applied for benefits. You can also come to the Legal Aid Society Center for Equal Justice for help with your fair hearing request. Your request must be received by the department within 90 days of your adverse notice. If you are receiving services and are terminated, you must file your fair hearing request within 10 days of the notice to continue receiving services until you get a hearing decision.

If you want help with the fair hearing, call Legal Aid Society as soon as you receive your adverse notice.

This is meant to be an informational brochure, and is not intended to take the place of legal counsel. The distribution of this brochure by the Legal Aid Society of Hawai'i does not imply that an attorney-client relationship has been formed. This brochure is not intended to be a complete statement of law nor intended to fully describe or evaluate your options.

TO APPLY FOR LEGAL ASSISTANCE, CALL:

1-800-499-4302

OAHU: 536-4302

MAUI: 242-0724

HILO: 934-0678

KONA: 329-8331

KAUAI: 245-7580

MOLOKAI: 553-3251

LANAI: 565-6089

LEGAL AID SOCIETY OF HAWAII

924 BETHEL STREET

HONOLULU, HI 96813

Phone: 536-4302

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LEGAL AID SOCIETY OF HAWAII

Chore Services

The Department of Human Services provides chore services to people who are unable to take care of themselves. Chore services include housecleaning, laundry, preparing meals, and light yard work.

Chore Services

WHAT ARE CHORE SERVICES?

The Department of Human Services (DHS) provides chore services to people who are unable to take care of themselves. Chore services include housecleaning, laundry, preparing meals, and light yard work.

Chore services are activities that do **NOT** require specialized training or professional skills. For example, nursing care is **NOT** a chore service.

WHO IS ELIGIBLE FOR CHORE SERVICES?

People who meet the criteria in Part I and Part II qualify for services:

PART I

Receive or eligible for Supplemental Security Income, medical assistance, or financial assistance (such as general assistance) OR Require protective services (adult protective services)

AND

PART II

- Have a mental or physical condition that makes the person unable to do household chores,
- Does **NOT** have friends, relatives, spouse, or roommates/housemates who are willing to help with household chores, AND
- Does **NOT** receive similar services from another agency.

How Do I Apply?

You should visit your nearest DHS office and request for chore services. Be prepared to talk about your physical or mental condition and explain to the social worker why you need chore services.

WHAT KINDS OF SERVICE CAN I GET?

Your social worker will develop a plan with you to determine what types of services you need. Services are limited to 8 hours per day. Remember that DHS will only pay for the chore services listed in the plan.

WHO HIRES AND PAYS FOR THE CHORE PERSON?

Chore services can be provided by
 Agency contracted with DHS OR
 Person hired by you

Contracted Agency: DHS pays the contracted agency. You may be liable for the difference between the amount the agency charges and the amount that DHS pays the agency. The agency **cannot** deny you services just because you cannot pay.

Hired Person: If you hire someone to do the chore services, DHS reimburses you with monthly cash payments. The cash payments cannot exceed federal or state minimum hourly wages at 8 hours a day. For example, if the minimum hourly wage is \$5, then DHS will reimburse you **at most \$40 per day**.

There is a waiting list for those who want to hire someone on their own. You cannot hire someone now and get reimbursed later. You must wait until DHS says they can reimburse you.

WHEN ARE CHORE SERVICES TERMINATED OR REDUCED?

- Friends or relatives can assist you without charge.
- Your physical or mental condition gets so bad that you need specialized services, nursing care, or adult foster care.
- Your physical or mental condition improves so that you do not need chore services.
- You cannot make use of the services.
- You are no longer eligible.
- The agency that provided you services no longer has a contract with DHS.
- You did not receive services for 30 days.
- You leave the state.
- You move without a forwarding address.
- DHS lacks funds to pay for services.