

Home and Community-Based Services for Florida's Seniors: Homemaker Services¹

Muthusami Kumaran, Katlyn Diamond, and Patricia Boyd²

Introduction

This publication is part of the Home and Community-Based Services for Florida's Seniors series, a collection of educational resources designed to inform the public about home and community-based support services available to seniors in Florida.

The Older Americans Act of 1965 (OAA) provides a variety of home and community-based services for eligible older Americans (those aged 60 years or older, as defined by the OAA) that are channeled through the Administration on Aging (AoA) and state-level units on aging. In the state of Florida, these services are administered and implemented through Florida's Aging Network, which comprises the Florida Department of Elder Affairs (DOEA) and a host of 58 nonprofit organizations.

As the older adult population of Florida continues to grow rapidly, it is increasingly important that the state's seniors, their caregivers, other stakeholders, and the general public understand the home and community-based services and protections available through the 58 nonprofits — 11 Area Agencies on Aging (AAAs) and 47 Community Care for the Elderly (CCE) lead agencies — that make up Florida's Aging Network.

Homemaker Services

Homemaker services are authorized under Title IIIIB of the OAA, a section of the law which mandates supportive services that enhance the well-being of older adults and help them to continue living independently.

Under homemaker services, trained homemakers assist clients in the completion of daily nonmedical activities. Such support helps older adults maintain a clean, safe, and healthy environment in their homes (ACL, 2021). Homemaker activities could include the following (DOEA, 2023).

- Cleaning

- Using the phone
- Scheduling healthcare appointments
- Shopping
- Cooking
- Assisting with medications
- Managing finances

Vital daily activities such as these that require complex thinking and organization are known as instrumental activities of daily living (IADLs) (Cleveland Clinic, 2024). IADLs are a critical part of maintaining independence as an older adult; thus, homemaker services are important to Title IIIIB's mission.

Importantly, homemaker services do not include any hands-on personal care such as bathing, feeding, or changing (AHCA, 2025). Licensed homemakers also cannot directly administer medications, and they are generally limited with medication support because they are not licensed health professionals.



Figure 1. An older adult talks to a health care worker.

Credit: © ChayTee/Adobe Stock.

Eligibility

Although all adults aged 60 and over are eligible to apply for OAA homemaker services, priority is given to those with greater social and economic needs. Homemaker services are targeted towards individuals with difficulty

completing one or more of the instrumental activities of daily living (IADLs) (ACL, 2021). Additionally, like all OAA services, homemaker services give priority to those with low income, those with limited English proficiency, and those who live in rural areas, where other services and community support may be limited.

Requirements

To access these services, potential recipients must fill out a 701A Condensed Assessment Form, which gauges their abilities and needs. It helps to identify the potential client's conditions and resources regarding mental health, cognition, physical health, activities of daily living, nutrition status, health, caregiver status, social support, and environmental risks (DOEA, 2020). The results from this form are used to generate several priority and risk scores and a rank that determines an individual's priority in receiving homemaker services.

Although the 701A form must be filled out in person, a copy can be found at the following link: [701A Condensed Assessment](#).

Importantly, if seniors need more comprehensive care than homemaker services, they may be eligible to receive case-managed services through Florida's Community Care for the Elderly (CCE) Program or Home Care for the Elderly (HCE) program. These options do require more extensive paperwork.

If you need help determining what option may be best for you or a loved one, contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for more support.

Conclusion

Homemaker services are an invaluable resource provided by the OAA, helping older adults to complete basic home tasks. Although all adults aged 60 and older are eligible to

receive this service, it is targeted towards those with the greatest social, economic, and health needs.

If you think that you or a loved one could benefit from the provision of this service, contact the Elder Helpline at 1-800-96-ELDER (1-800-963-5337) for more support. This helpline connects you to your local service provider to begin the process of applying for these services.

References

- Administration for Community Living (ACL). (2021). *Overview of Older Americans Act Title III programs*. Office of Performance and Evaluation, Administration for Community Living. https://acl.gov/sites/default/files/Aging%20and%20Disability%20in%20America/OAA%20Title%20III%20Report_2018_FINAL_WEB_VERSION_508.pdf
- Agency for Health Care Administration (AHCA). (2025). General information – Frequently asked questions: Homemaker and Companion Services (HCS) registration.
- Cleveland Clinic. (2024). Activities of daily living. <https://my.clevelandclinic.org/health/articles/activities-of-daily-living-adls>
- Department of Elder Affairs. (2023). Appendix A: Service descriptions and standards. In *Department of Elder Affairs programs and services handbook*. <https://elderaffairs.org/wp-content/uploads/2026/02/2023-Appendix-A-Service-Descriptions.pdf>
- Department of Elder Affairs. (2020). Chapter 2: Intake, screening, prioritization, assessment, and case management. In *Department of Elder Affairs programs and services handbook*. <https://elderaffairs.org/wp-content/uploads/2026/09/Chapter-2-Intake-Screening-Prioritization-Assessment.pdf>

¹ This document is FCS3484, a publication of the Department of Family, Youth and Community Sciences, UF/IFAS Extension. Original publication date September 2026. Visit the Ask IFAS website at <https://ask.ifas.ufl.edu> for the currently supported version of this publication. © 2026 UF/IFAS. This publication is licensed under [CC BY-NC-ND 4.0](#).

² Muthusami Kumaran, associate professor, nonprofit management and community organizations, UF/IFAS Department of Family, Youth and Community Sciences, Gainesville, FL; Katlyn Diamond, clinical director, Council on Aging of Martin County, Stuart, FL; Patricia Boyd, undergraduate research intern, UF College of Agricultural and Life Sciences, Gainesville, FL; UF/IFAS Extension, Gainesville, FL 32611.

The Institute of Food and Agricultural Sciences (IFAS) is an Equal Opportunity Institution authorized to provide research, educational information, and other services only to individuals and institutions that operate in compliance with applicable federal and state non-discrimination laws and policies. For more information on obtaining other UF/IFAS Extension publications, contact your county's UF/IFAS Extension office. U.S. Department of Agriculture, UF/IFAS Extension Service, University of Florida, IFAS, Florida A&M University Cooperative Extension Program, and Boards of County Commissioners Cooperating. Andra Johnson, Dean for UF/IFAS Extension.