

**FY 2016-2017
SCOPE OF SERVICE**

COMMUNITY BASED AND ENTRY SERVICES – CENTER CLUSTERED SERVICES

I. PURPOSE

Independent Community Services include senior community center clustered services, information and assistance, outreach services, and APPRISE services. Each CONTRACTOR'S Work Statement will specify which of these services are a part of CONTRACTOR'S COUNTY AGREEMENT.

Senior Community Center (SCC) Clustered Services

Senior community center service programs provide an environment which aims to facilitate the social, emotional and physical well-being of older adults as a part of a comprehensive and coordinated system of services by the establishment and support of community based services and programs. This occurs through the coordination and provision of the following services: information and assistance, outreach, nutrition, social, recreational and educational programs, volunteer opportunities within the senior community center and within the community, wellness activities and events, and access to community resources, benefits, services and programs.

II. DEFINITIONS

In addition to the definitions in Pennsylvania Department of Aging Program Directives (APD) referenced in this Scope of Service, and the definitions in COUNTY AGREEMENT, the following definitions will be used:

- A. ACCESS 65: A shared ride program for individuals aged 65+. ACCESS 65 meets the need of nearly unlimited Shared Ride Transportation to Allegheny County Residents, provided through the Transportation Broker ACCESS. A Transportation Broker provides a wide range of transportation funding options for eligible older adults and organizes this county wide. ACCESS 65 meets the need of transportation for a wide range of destinations for eligible participants.
- B. ACCESS ADA: A shared ride program for individuals who demonstrate disability through a screening process coordinated by ACCESS. ACCESS ADA meets the need of nearly unlimited Shared Ride Transportation to Allegheny County Residents, provided through the Transportation Broker ACCESS. ACCESS ADA meets the need of transportation for a wide range of destinations for eligible participants.
- C. Allegheny Aging Portal: The Allegheny Aging Portal is a website for Social Assistance Management System (SAMS) users to access SAMS support and Area Agency on Aging resources. One of the main components of the Allegheny Aging Portal is the SAMS Help Desk where SAMS users can submit issue tickets for problems they are experiencing with SAMS and SAMS IR. Also accessible through the Allegheny Aging Portal are SAMS manuals and instructions as well as other valuable information. Every SAMS User is given access to the [Allegheny Aging Portal](#).
- D. Alliance for Information and Resource Systems / AIRS Certification: AIRS Certification is a professional credentialing program for individuals working within the Information & Assistance (I & A) sector of human services. Certification is a measurement of documented knowledge in the field of I & A reflecting specific competencies and related performance criteria, which describe the knowledge, skills, attitudes and work-related behaviors needed by I & A practitioners to successfully execute their responsibilities. The AIRS Certification Program is operated in alignment with national standards for credentialing organizations. The Certification required for the Information and Assistance Coordinator staff member at a Focal Point Senior Community Center is CIRS-A/D Certification for I&R Specialists in Aging.

- E. Annual AGREEMENT Year Service Day: A day, any day Monday through Sunday, declared by the CONTRACTOR and approved by ACDHS/AAA that the CONTRACTOR is open and offers senior community center services at a specific center location to the public. CONTRACTOR submits these AGREEMENT year service days annually to the ACDHS/AAA for verification and validation.
- F. The APPRISE PROGRAM: The State Health Insurance Assistance Program (SHIP) for Pennsylvanians on Medicare. The APPRISE PROGRAM seeks to find ways to work, with targeted associations, organizations, and businesses, using specially-trained volunteer counselors to inform, educate, and answer questions for residents of Allegheny County who are enrolled in Medicare. This includes questions about original Medicare, Medicaid, Medigap and managed-care options, long-term-care insurance, eligibility for special financial assistance programs to assist those with low incomes, and about related information and resources.
- G. Average Daily Participation (ADP) Rate: The total number of AGREEMENT year service units documented in SAMS divided by the number of service days (verified on an annual basis by ACDHS/AAA with the CONTRACTOR) for each state authorized location. Units for the following services are included in the ADP calculation: 1. S/R/E Senior Center Visit, 2. S/R/E Not in Senior Center, and 3. Congregate Meal Lunch with Senior Center Visit.
- H. Congregate Meal Service: COUNTY funded meals provided in a group setting for participants at Community Senior Centers (or senior center activity locations-i.e. CONTRACTOR picnics, etc.). Reference Attachment A1. through A4.
- I. Copilot: The Copilot touch screen system for Senior Community Centers is web based software designed to assist in the collection and reporting of services utilized by Senior Community Center participants.
- J. Focal Point Senior Community Center: A place in a community or neighborhood that the ACDHS/AAA designates for the collocation and coordination of service delivery for older adults. Focal Point Senior Community Centers are community facilities in which people 60 years of age and over and their spouses regardless of age meet with one another to access a wide array of services and to fulfill many of their social, physical, emotional, cultural and

intellectual needs. COUNTY funding must be used to serve and support participants 60 years of age and older. CONTRACTORS have the option to serve older adults under 60 via other funding streams. Performance Based Contracting specifies minimum requirements needed to achieve the Focal Point Senior Community Center designation and receive base funding.

- K. Healthy Aging Program Activities: Structured activities and print and / or electronic resources that a CONTRACTOR uses in combination to fulfill ACDHS/AAA priority areas and promote wellness outcomes for older adults. Resources for the Healthy Aging Program Activities may come from various sources including: Senior Community Center Clustered Services, PrimeTime Health / Title IIID, Life Enrichment, Cultural Enrichment, or other programs.
- L. Information and Assistance (I & A): Consists of the direct provision of information about and assistance in accessing services and resources to older adult participants, their families and caregivers; this includes screening for needs, providing appropriate current referrals and follow-up if needed and may involve more extensive support to the client which may extend over multiple contacts. I & A services may be provided in person, including in the participant's place of residence, in writing, electronically / e-mail, and over the telephone.
- M. Informational Events: Refers to public speaking engagements or informational fairs held or attended, used to promote information about services and / or resources.
- N. Legal Assistance: The service of legal advocacy that encompasses advice, representation, and education, to eligible older adults, age 60 and older, at Focal Point Senior Community Centers.
- O. Master Provider Enterprise Repository (MPER): A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities and rate information to facilitate documentation of services rendered information by CONTRACTORS. CONTRACTORS are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.
- P. Needs Assessment Tool Express (NAT-E): The NAT-E is an assessment in SAMS. It includes the participant program registration information, Voter

Registration inquiry and a nutrition screening for senior community center services and programming.

- Q. Older Persons Transportation (OPT): A shared ride program supported and administered by ACDHS/AAA, providing Shared Ride Services to eligible Allegheny County residents. Rides are provided through the Transportation Broker ACCESS. OPT meets the need of transportation for medical, shopping, Senior Community Center Socialization, and Center-sponsored Social Program trips at a competitive shared-ride rate.
- R. Older Persons Transportation (OPT) Medical Transportation: Shared Ride transportation for medical and other health related purposes to and from physician offices, hospitals, MH/MR clinics, pharmacy, other specialized medical and health-related facilities, social service agencies (specific to care managed participants) and adult day care centers.
- S. Older Persons Transportation (OPT) Non-Medical Transportation: Pre-grouped transportation for Community Senior Center-based congregate meals and socialization and recreational programs, as well as grocery shopping trips.
- T. OPT Care Management (CM) Participants: Participants who receive Care Management Services through the AAA network, who are eligible for an enhanced level of OPT Services, including trips to social service agencies.
- U. OPTIONS Care Management Program: OPTIONS Care Management offers a broad range of CM services tailored to the specific care needs and preferences of older adults who choose to live in their own homes and communities. CM may be offered as either part of a continuum of services or a separate social work service. CM can also be provided to support caregivers of older adults, regardless of program.
- V. Outreach: Outreach refers to CONTRACTOR initiated contact with persons age 60+:
- On an individualized basis in the participant's home to facilitate access to services and arrange for referral and follow-up
 - Contact with non-enrolled / inactive participants seen at agency-initiated forums or on-site as a result of an agency initiated communication
- W. Participant: Any adult, age 60 or older who is in contact with COUNTY or a COUNTY CONTRACTOR and / or who registers and participates in senior

community center clustered services offered through the CONTRACTOR. CONTRACTORS' particular attention should be given to engaging low income, minority, isolated older adults and those with disabilities.

- X. Performance Based Contracting: An AGREEMENT that focuses on the outputs, quality and / or outcomes of the service provision and may tie at least a portion of a contractor's payment as well as any AGREEMENT extension or cancellation to performance measures.
- Y. Port Authority Transit: A fixed-route mass transit program, providing transportation throughout Allegheny County. Individuals 65+ may ride the entire Port Authority Bus System free of charge with acceptable identification.
- Z. Provider Planning Document: An ACDHS/AAA document completed on an annual basis by each senior community center CONTRACTOR that informs the ACDHS/AAA of the CONTRACTOR'S organizational and programmatic changes for the next AGREEMENT year. The ACDHS/AAA reviews and approves the Planning Document on an annual or as needed basis.
- AA. Quality Program Categories: Five defined categories of quality programming that are eligible for Quality Program Tier funding. The categories are: Fitness, Health and Wellness, Life Skills and Education, Arts and Humanities and Evidence-Based Programs. The categories are defined further in Attachment D.
- BB. Quality Program Tiers: Three Quality Program Tiers created to reward CONTRACTORS that choose to provide additional programming above what is required in the AGREEMENT. The three tiers are Tier 1, Tier 2 and Tier 3. The specific requirements for each tier are included in Attachment D.
- CC. Quality Programming: Programming that meets the specific set of criteria listed below and in Attachment D is eligible for Quality Program Tier funding. Quality Programming is classes or activities that:
 - Fall into one of the five Quality Program Categories
 - Are not self-directed
 - Require the attention of a paid or unpaid instructor/coordinator and may also require materials or other resources
 - Have a typical duration of 30 minutes or longer.
- DD. Report of Need (RON): A RON is a formal assessment tool developed by Pennsylvania Department of Aging (PDA) which summarizes the: who, what,

where, when, and how concerning an allegation of abuse, neglect, exploitation, or abandonment. At a minimum, contents should contain the name, age, address, phone number, if statement available, and problem statement, as well as reporter information if given.

- EE. Resource Diversification: A method of obtaining funding or resources for senior community centers from non-COUNTY funding.
- FF. Senior Community Center Advisory Council: An organized group of individuals who serve in an advisory capacity to the center's leadership on programs and activities provided at Focal Point Senior Community Centers and Senior Community Centers.
- GG. CONTRACTOR: An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.
- HH. CONTRACTOR Annual Service Emergency Preparedness Plan: An annually updated plan outlining emergency operation and emergency closure procedures as specified by ACDHS/AAA.
- II. CONTRACTOR Annual Validation Process: An ACDHS/AAA monitoring method through which documentation from the CONTRACTOR is reviewed by ACDHS/AAA to determine the compliance with applicable aging program policies (Pennsylvania Department of Aging, ACDHS/AAA, and Allegheny County Department of Health).
- JJ. CONTRACTOR Quality Improvement Process: The ongoing work by the CONTRACTOR and the ACDHS/AAA to continually improve the services provided.
- KK. CONTRACTOR Senior Community Center: ACDHS/AAA recognizes two levels of service, depending upon the number of participants and range of services available.
 - 1. Focal Point Senior Community Center: A service level available to CONTRACTORS. Over the AGREEMENT year Average Daily Participation meets or exceeds 50 SAMS service units. The units are:
 - S/R/E Senior Center Visit
 - S/R/E Not in Senior Center

- Congregate Meal Lunch with Senior Center Visit
2. Within this level, CONTRACTORS may offer one or more:
 - a. Community Program Extension: ACDHS/AAA approved community based site developed and offered by CONTRACTOR through associations with local programming agencies, libraries, religious associations / sites and municipalities. Programming and activities occur as requested / needed. Service units are associated with a designated Focal Point Senior Community Center. Community Program Extension sites:
 - i. Provide programming for underserved populations
 - ii. Have activities that are coordinated and planned by CONTRACTOR / center
 - iii. Exist to serve a unique or unmet need in the community
 - b. Senior Community Center: A service level available to multi-site CONTRACTORS. Designated core services may be offered on-site or in affiliation with CONTRACTOR Focal Point Senior Community Center. All Senior Community Centers must have a working collaborative affiliation with a specific Focal Point Senior Community Center.
- LL. Service Unit: A Service Unit represents one service, typically one per day, provided by a senior community center CONTRACTOR for a participant documented in SAMS.
- MM. Social Assistance Management System (SAMS): The Pennsylvania Department of Aging's mandated information system used by ACDHS/AAA and CONTRACTORS to document and track specific services provided to participants with ACDHS/AAA funding and demographics.
- NN. Social Assistance Management System/Information & Referral (SAMS IR): An Information and Referral data collection system that is a part of the integrated SAMS social services software system.
- OO. Social Assistance Management System (SAMS) Compliance Process: An ongoing monitoring activity undertaken by the CONTRACTOR and ACDHS/AAA and reviewed for compliance by ACDHS/AAA to determine the extent to which the CONTRACTOR is entering accurate and thorough information into the SAMS.

PP. Transportation Coordination: The work performed by CONTRACTORS to support participant access to transportation options. This work includes education to participants on the transportation resources available to them including training on OPT policies and procures and authorizations.

III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

A. Aging Program Directives

The primary source of requirements for the Community Based and Entry Division – Program Scope of Services are established by the Pennsylvania Department of Aging and may be accessed by visiting the [Pennsylvania Department of Aging / Aging Program Directive webpage](#). From this webpage, select the Program Area link as identified by the middle two numbers in the APD number, or follow the links below:

1. [Program Area 01 – Area Agency on Aging Administration](#)

05-01-11 Area Agency on Aging Program Income Policies

97-01-02 Accounting Manual

2. [Program Area 03 – Congregate Meals](#)

15-03-01 Policies and Standards for Food Safety and Menu Compliance Monitoring

15-03-02 Pennsylvania Department of Aging Program Directives Nutrition Services

3. [Program Area 04 – Socialization, Recreation, Education & Health Promotion](#)

96-04-01 Senior Community Center and Satellite Center Policies and Standards

Revised Language for Aging Program Directive 96-04-01, Senior Community Center and Satellite Center Policies and Standards

4. [Program Area 06 – Volunteer Services](#)

85-06-01 Volunteer Services

5. [Program Area 11 – Information and Referral](#)

85-11-01 Policies and Procedures for the Provision of Information and Referral Service by AAAs

B. Laws

- [PA Code, Chapter 3, Fair Hearings and Appeals Regulations](#)
- [Section 504 of the Rehabilitation Act of 1973 \(29 U.S.C. § 794\)](#)
- [Americans with Disabilities Act of 1990 \(42 U.S.C. § 12101-12213\)](#)
- [Pennsylvania State Handicapped Code, Public Law 235 as Amended \(71 P.S. § 1455.1 - .3b\)](#)
- [2006 Reauthorization of the Older Americans Act](#)
- [National Voter Registration Act of 1993](#)

C. Organizations providing services outlined in this Scope of Service shall also comply with [Allegheny County Health Department, Article III Food Safety](#).

D. [Additional Information on Transportation](#) on the ACDHS Website

NOTE: This Scope of Service is subject to change based on the changes to the above directives.

IV. PERFORMANCE EVALUATION

Each AGREEMENT year the COUNTY will inform clear expectations of acceptable performance standards to the CONTRACTOR and hold the CONTRACTOR accountable to them. These standards relate to compliance with applicable policies, regulatory guidelines, AGREEMENT scopes, and Performance Based Contracting (PBC), where applicable, to support ongoing service quality and to best meet or exceed the participants' needs and to optimize service impact on its participants. The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the scopes and using findings to build on its strengths and develop strategies on opportunities, through a continuous quality improvement process.

Monitoring tools outlining acceptable evidence are used in evaluating compliance with regulatory requirements, service standards, documentation, and reporting requirements. Monitoring tools applicable to this Scope of Service are:

A. Allegheny County Department of Human Services
Area Agency on Aging
Community Services – Center Clustered Services
Monitoring Tool

B. Allegheny County Department of Human Services
Area Agency on Aging
Pa. Dept. of Aging ENP Meal Monitoring Tool

C. Allegheny County Dept. of Human Services
Area Agency on Aging
On Site Center and Nutrition ENP Monitoring Tool

V. SERVICE STANDARDS: REPORTING AND DOCUMENTATION REQUIREMENTS

A. Focal Point Senior Community Center

1. Minimum Service Standards for CONTRACTORS operating Focal Point Senior Community Centers:

a. Over the AGREEMENT year Average Daily Participation must meet or exceed 50 SAMS service units. The services units are:

- S/R/E Senior Center Visit
- S/R/E Not in Senior Center
- Congregate Meal Lunch with Senior Center Visit

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR must submit a complete and correct Senior Community Center Operational Days form by the due date.
- To determine the Average Daily Participation rate for each Focal Point Senior Community Center, ACDHS/AAA will run monthly SAMS Service Units Reports, total the units from the monthly reports, and divide the service units by the annual AGREEMENT year service days for each Focal Point Senior Community Center site.

Notes:

- CONTRACTORS will have the opportunity to select 3 low attendance days for each Focal Point Senior Community Center per year. The CONTRACTOR will declare the 3 days using the Senior Community Center Operational Days form.
- ACDHS/AAA will send a SAMS Service Units Report to CONTRACTORS on the 15th day of each month (or the following business day if the 15th is on a week-end or a county holiday). This report will contain total service units for each site across the network. CONTRACTORS are accountable for correcting errors and / or discrepancies in their sites' data by the end of the month. ACDHS/AAA can offer technical assistance when requested. ACDHS/AAA will record and store the Service Units data entered in SAMS on the last business day of each month for the prior month's data. This record will be the basis for determining each CONTRACTOR's ADP.

- b. Focal Point Senior Community Centers will utilize touch screen technology to accurately record participant service and program data.
- c. Each Focal Point Senior Community Center will be regularly scheduled to operate a minimum of five days per week, six hours per day.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR must submit an annual Provider Planning Document and a Senior Center Schedule by the due date. The Provider Planning Document and the Senior Center Schedule must be approved in writing by ACDHS/AAA.

Additional scheduling details include:

- i. Pre-scheduled closings for holidays or other reasons must be listed on the Senior Center Schedule submitted with the Provider Planning Document.
- ii. The CONTRACTOR is required to report all unscheduled closures throughout the year to the Community Based and Entry email address:
AAA-CommunityBased&Entry@AlleghenyCounty.US.
 CONTRACTORS are responsible for maintaining

acknowledgment emails from the Community Based and Entry Division.

- For weather related closures, the CONTRACTOR emails: AAA-CommunityBased&Entry@AlleghenyCounty.US as soon as the decision to close is made, prior to notifying the media.
- For other unplanned closures, the CONTRACTOR notifies the Community Based and Entry Division contacts the same day as the closure.
- For other administrative closures during the AGREEMENT year the CONTRACTOR notifies the Community Based and Entry Division contacts as soon as the decision to close is made.

iii. Annual Service Days are calculated by subtracting the number of acknowledged closures due to weather, other emergencies or administrative reasons from the original number of approved, scheduled days.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR must submit a complete and correct Senior Community Center Operational Days form by the due date.
- d. A Focal Point Senior Community Center can offer senior community programming at Community Program Extension sites. The community based sites must be pre-approved by the ACDHS/AAA. These program sites are developed and offered by the CONTRACTOR at other agencies such as: libraries, housing sites, religious associations/sites, municipal locations and other locations frequented by older adults. Service units are associated in SAMS with a designated Focal Point Senior Community Center. Community Program Extension sites:
- Provide programming for underserved populations
 - Have activities that are coordinated and planned by CONTRACTOR / center
 - Exist to serve a unique or unmet need in the community

2. Each Focal Point Senior Community Center must offer all five Senior Community Center Clustered Services on site (Senior Center Programming, Nutrition, Information and Assistance, Outreach and Volunteer).
 - a. Senior Community Center Clustered Services Programming: CONTRACTOR must select a Program Tier for each Focal Point: Compliance, Tier 1, Tier 2 or Tier 3. The Tier requirements are defined in in Attachment D.
 - i. The Compliance Tier requirements are:
 - Schedule and provide a minimum of three (3) activities on site each service day. (NOTE: Meals and volunteer activities do not count toward the three minimum activities required each service day.)
 - ii. Tier 1, Tier 2 and Tier 3 must provide Quality Programming as defined in Attachment D. Fitness is a required Quality Program Category for all three tiers. Focal Point Senior Community Centers selecting Tier 3 must be accredited by the first day of the AGREEMENT.
 - iii. Senior Community Centers that are not Focal Point centers may contribute service units to an affiliated Focal Point's Quality Programming if the center has a Copilot system on site. (Community Program Extension units are routed through an affiliated Focal Point and therefore may be counted towards Quality Programming.)
 - iv. All Quality Programming units of service must be entered into the Copilot system in accordance with the SAMS data entry deadlines in these Scopes of Service.
 - v. An activity, class or program must be categorized into one of the five approved Quality Program Categories in Copilot for the units to count towards the Quality Program Tier. The categorization must occur by the last day of the quarter in order for the activity or class to count towards the Quality Programming for that quarter.

- vi. Each quarter the CONTRACTOR will explain how they achieved the declared Tier on the Quarterly Report.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR will submit a Provider Planning Document that lists all Senior Community Centers, to which Focal Point each center is affiliated, and which non-focal point centers will contribute to a Focal Point's Quality Programming. (The Senior Community Center must have Copilot on-site.)
- The AAA will review Quarterly Reports submitted by CONTRACTOR that show how a Tier level was achieved.
- The AAA will run Quarterly Copilot reports to determine if the declared tier level was met. If the unit requirements were met, the AAA will inform the CONTRACTOR that they may invoice. If the unit requirements were not met, the CONTRACTOR will not receive Quality Program funds for that quarter.

b. Nutrition

- i. Provide congregate meals per the schedule developed by the CONTRACTOR and approved by the ACDHS/AAA annually.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA reviews the approved operational days schedule submitted as part of the Provider Planning Document.

- ii. Nutrition Screening

Shall be completed on all new consumers requesting a congregate meal using the DETERMINE Your Nutritional Health checklist as contained within the PDA assessment tool (NAT-E).

This process is to be repeated annually.

- iii. Nutrition Education

Each congregate meal site shall provide nutrition education quarterly. Approved education material can be presented by CONTRACTOR Agency staff. Each session shall include verbal instruction regarding any written or visual materials distributed or viewed.

The DETERMINE checklist shall be one of the four required education sessions.

Each site shall document and retain for one year (hard copy or electronically) the date, topic presented and consumer sign in sheet. Documentation shall be submitted to AAA quarterly.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Annual Nutrition on site Monitoring
- Quarterly submission of Nutrition Education sessions

iii. Farmers' Market Check Distribution

A. Participate in the annual Farmers' Market Check Distribution Process in compliance with Pennsylvania Department of Agriculture policies. Agencies with a significant number of disallowed checks may be required to reimburse the ACDHS/AAA.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Adherence to Pennsylvania Department of Agriculture polices and the number of errors noted during Check Register review process.

B. Record the number of checks distributed in the Farmers' Market Consumer Group in SAMS.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Review CONTRACTORS entries in Farmers' Market Consumer Group and Reconcile with Check Distribution Numbers.

c. Information and Assistance

i. Each Focal Point Senior Community Center site must have at least one AIRS certified staff member (Certified Information and Referral Specialist for Aging/Disability (CIRS-A/D)) to provide the Information and Assistance service. The service includes

utilizing SAMS IR to provide resources and document each I & A contact. Focal Point Senior Community Centers cannot be without an on-site AIRS-certified I & A staff for longer than six (6) months.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- An AIRS Certification Document for each designated staff member assigned to a Focal Point Senior Community Center.
 - Sending AIRS certified staff updates in the Provider Planning Document and Quarterly Reports.
 - SAMS IR reports
- ii. Backup I & A staff must have access to and utilize SAMS IR, attend ACDHS/AAA SAMS training and / or be trained by AIRS-certified CONTRACTOR staff that has been formally trained.
- iii. Information and Assistance is offered on site, face to face, by telephone, or by internet / e-mail by AIRS certified staff at each Focal Point Senior Community Center. Trained back-up staff may provide I & A in the certified staff's absence, for example, when they are on vacation.
- iv. CONTRACTORS must have an accessible space that ensures privacy, comfort and confidentiality during the I & A interview.
- v. CONTRACTOR must have an advertised I & A schedule with at least twenty (20) hours per week at each Focal Point Senior Community Center.

The purpose of the advertised hours is to assure that there are specified times that I & A services can be secured from the AIRS certified person or back-up. During non-advertised hours, it continues to be the expectation that requests for I & A are responded to by an I & A trained senior center staff member. These requests may be resolved directly, depending on the information being sought, by taking the person's name and number and arranging for a call-back, or by scheduling an appointment.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- I & A schedule posted in Copilot for each Focal Point Senior Community Center with a minimum of twenty (20) hours per week.

vi. CONTRACTOR uses the SAMS IR database to offer participants the fullest range of programs, services, information and benefit assistance. Focal Point Senior Community Centers provide access to a variety of services, if available, within the county. These services can be provided directly, through AGREEMENTS, collaborations or through referrals to other CONTRACTORS. In using SAMS IR the CONTRACTOR will document all Information and Assistance in SAMS IR.

A. CONTRACTOR enters all information provided by the participant in to SAMS IR.

B. At a minimum, CONTRACTOR is required to enter the following fields into SAMS IR:

- Caller (the Default 'Anonymous' is only used if the consumer does not want to provide name.)
- Call Type
- Caller Type *
- Consumer
- Referred By *
- Topic
- Aging Disability Resource Center (ADRC) Outcomes
- Referrals (self-referrals are acceptable if services requested are available through the site)
- Age (range) of participant *

* This is an Allegheny County requirement

NOTE: Documentation in the notes section is strongly encouraged as it assists others in the network that may have occasion to work with the participant as well.

NOTE: CONTRACTOR is encouraged to use Attachment B – SAMS I&A Call Log to collect information when providing I&A any time the SAMS IR Database is not easily accessible.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA will run a SAMS IR Custom Call Report on the 15th of each month (or the following business day if the 15th is on a week-end or a county holiday) and send the report to all CONTRACTORS. CONTRACTORS are accountable for correcting errors and / or discrepancies in their sites' data prior to the last business day of each month. All data is final as of the last day of the month.
- SAMS IR required fields will be monitored.

d. SAMS Registration

- i. CONTRACTOR must register all participants in SAMS.
- ii. CONTRACTOR must ask for the following demographic information at a minimum*:
 - Participant Name
 - Address
 - Phone Number
 - Date of Birth
 - Ethnicity
 - Race
 - Gender
 - Voter Registration
 - Living Alone
 - Emergency Contact

*In the case of a participant declining to provide the minimum demographic information CONTRACTOR staff enters into notes: "The participant would only provide the information documented in SAMS and SAMS IR."

- iii. For the purposes of the ADP, CONTRACTOR must, at a minimum, enter the participant name and a service unit in SAMS.

e. Voter Registration

i. Voter Registration within NAT-E

CONTRACTOR must complete the Voter Registration inquiry in the NAT-E for all participants. In addition the CONTRACTOR must complete the NAT- E, including the Nutrition Risk Screening, for all congregate meal participants. CONTRACTOR solicits as much NAT-E Registration information as participant is willing to provide.

ii. CONTRACTOR is required to offer voter registration assistance for new and updated NAT-E assessments.

iii. All CONTRACTOR staff who complete NAT-E Assessments must participate in state mandated semi-annual training on Voter Registration procedures. The training can be completed using the Train the Trainer model.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- AAA will run reports to determine if the NAT-E is being completed.
- Voter Registration inquiry documented for 100% of consenting participants.
- Voter Registration training must be documented and kept on file.

f. Participant Service Intake Referrals

Upon identifying an older adult's need for ongoing, in-home services, staff documents the identifying information in SAMS/SAMS IR. The CONTRACTOR staff member receives approval from the older adult to make a referral. If such approval is granted, staff e-mails a completed AAA Intake Referral Form to the SeniorLine e-mailbox at SeniorLine@alleghenycounty.us or fax it to 412-350-3091.

g. Reports of Protective Services Need

Upon Identifying possible cases of abuse, neglect, exploitation and abandonment, CONTRACTOR staff contacts ACDHS/AAA Protective Services by calling 412-350-6905 and initiating a Report of Need.

h. Transportation Coordination

Register consenting participants and provide them with access to transportation services.

Transportation Coordination includes:

- Screening participants for all transportation options; OPT, ACCESS 65, ACCESS ADA (Americans with Disabilities Act), MATP (Medical Assistance Transportation Program), Port Authority, and community transportation services.
- Assuring that interested participants are registered and the correct codes are entered into SAMS. CONTRACTOR must submit participants' proof of age to ACCESS and make appropriate referrals to MATP.
- Scheduling group trips.
- Assuring participant complaints are forwarded to the Transportation CONTRACTOR on a timely basis.

Additional information regarding the transportation system can be found on the [Allegheny Aging Portal](#) or the on the [Allegheny County Department of Human Services \(ACDHS\) Website](#)

i. Legal Assistance

CONTRACTOR advertises and schedules legal service appointments per LEGAL CONTRACTOR schedule. CONTRACTOR screens participants prior to appointments (LEGAL CONTRACTOR process). CONTRACTOR must provide confidential space for legal appointments.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- LEGAL CONTRACTOR schedule
- SAMS data
- LEGAL CONTRACTOR quarterly report
- On-site monitoring of confidential space.

Note: LEGAL CONTRACTOR cancellations or their lack of compliance to their responsibility in this service expectation is not a part of the CONTRACTOR AGREEMENT compliance.

j. ACDHS/AAA OPTIONS Care Management Coordination

CONTRACTOR cooperates with CARE MANAGEMENT CONTRACTOR to assure participant access to services and information. An OPTIONS Care Manager is available at mutually agreed upon dates, at each Focal Point Senior Community Center in the Care Management Agency's geographic service area at least quarterly to consult with center staff and participants about care management services.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Review care management schedule on a quarterly basis for 100% compliance. Care management agency cancellations or their lack of compliance to their responsibility in this service expectation is not a part of the CONTRACTOR AGREEMENT compliance.

k. Outreach Services, Programming and Information to Individuals and Communities

These services are done by each focal point throughout the CONTRACTOR service area (Attachment C).

i. The CONTRACTOR completes the following:

- Maintains a list of all households contacted through Outreach services.
 - Maintains a list of the number of participant contacts at Community Outreach events.
 - Submits quarterly Community Outreach Report data by the last business working day of the month following the end of the quarter as part of the Quarterly Report.
- ii. Outreach: On an annual basis, CONTRACTOR is required to engage in four (4) of the eight (8) following activities. These activities are conducted no less than six (6) times an AGREEMENT quarter per Focal Point Senior Community Center:

- A. Senior high rise contacts initiated in group meetings followed by personal contact.
- B. Senior Participants (not previously registered) who come to an event as a result of a targeted posting, mailing and / or drop off of a flyer at participant's home.
- C. Homebound participants who call and request a visit based on a flyer, public information / newspapers and newsletters or mailing.
- D. Setting up informational tables to reach older adults in places where seniors frequent such as pharmacies, coffee shops and health clinics.
- E. Being visible or utilizing other community agency office space (such as libraries or municipal buildings) to provide access to information and services.
- F. Providing written materials (such as placing a sticker on a pharmacy bag) that cause older adults to either follow-up with a visit to the center or to call and request an outreach visit.
- G. Door to door canvassing to reach older adults not currently involved in the aging network.
- H. Speaking Engagements, Community Events, Information Fairs and Staffing Events.

NOTE: ACDHS/AAA will forward requests to provide community education via speaking engagements or information fairs in the CONTRACTOR service area (see Attachment C) to that CONTRACTOR. Depending on CONTRACTOR resources and staff availability, the CONTRACTOR will notify the ACDHS/AAA to strategize on alternate ways of meeting these requests.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR documentation of six (6) outreach activities in the quarterly report (activities ii. A. through H.).

During the AGREEMENT year as a part of the required twenty-four (24) Outreach Activities per Focal Point Senior Community Center the CONTRACTOR must complete four (4) of the eight (8) Outreach Categories (ii. A through H).

- iii. Aging Services and CONTRACTOR specific information is available in print and / or electronic formats.

CONTRACTOR:

- Prints and distributes information on Aging Services through electronic / print media to local agencies; organizations; religious organizations; and other groups.
- Collects and displays informational pamphlets / brochures of interest and use to older adults, their families and care givers.
- Provides aging network and CONTRACTOR specific information on the agency website.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Verified by CONTRACTOR in the validation process.

- iv. Volunteer Opportunities

A. At Focal Point Senior Community Centers: Offer participants the opportunity to volunteer at Focal Point Senior Community Centers.

B. In Community: Offer participants the opportunity to volunteer in the community.

- I. Provide other comprehensive services directly or in collaboration per [PDA Aging Program Directive #96-04-01 Senior Community Center and Satellite Center Policies and Standards](#).

- m. Have an active senior community center advisory council (center-based or regional council) or have participants regularly involved at least quarterly.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA reviews schedule of council meetings as documented in the quarterly report.

- n. Cooperate with ACDHS/AAA and other community entities and organizations in participating / developing initiatives, collaborations, quality standards, pilots and / or programs.

B. Senior Community Centers associated with Focal Point Senior Community Centers

Minimum Service Standards

1. CONTRACTOR must enter accurate service data in SAMS prior to the last day of the month following the month of service.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA will run a network wide SAMS Report on the 15th of each month (or the following business day if the 15th is on a weekend or a county holiday) and send the report to all CONTRACTORS. CONTRACTORS are accountable for correcting errors and / or discrepancies in their sites' data prior to the last business day of each month. All data is final as of the last day of the month.

Notes:

- CONTRACTORS will have the opportunity to select three (3) low attendance days for each Senior Community Center per year. The CONTRACTOR will declare the three (3) days using the Senior Community Center Operational Days form.
 - ACDHS/AAA will record and store the Service Units data entered in SAMS on the last business day of each month for the prior month's data. This record will be the basis for determining each CONTRACTOR's ADP.
2. Each Senior Community Center operates per a schedule submitted by the CONTRACTOR in the Provider Planning Document and approved by ACDHS/AAA on an annual AGREEMENT basis. The CONTRACTOR establishes a program schedule, days and times of operation, that meet needs of participants and communities served.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Provider Planning Document approved in writing by ACDHS/AAA through the Annual CONTRACTOR Planning Process.

Additional scheduling details include:

- i. Pre-scheduled closings for holidays or other reasons must be listed on the operational schedule presented in the Provider Planning Document.
- ii. The CONTRACTOR is required to report all unscheduled closures throughout the year to the Community Based and Entry email address:

AAA-CommunityBased&Entry@AlleghenyCounty.US.

CONTRACTORS are responsible for maintaining acknowledgment emails from the Community Based and Entry Division.

- For weather related closures, the CONTRACTOR emails: AAA-CommunityBased&Entry@AlleghenyCounty.US as soon as the decision to close is made, prior to notifying the media.
 - For other unplanned closures, the CONTRACTOR notifies the Community Based and Entry Division contacts the same day as the closure.
 - For other administrative closures during the AGREEMENT year the CONTRACTOR notifies the Community Based and Entry Division contacts as soon as the decision to close is made.
- iii. Annual Service Days are calculated by subtracting the number of acknowledged closures due to weather, other emergencies or administrative reasons from the original number of approved, scheduled days.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Annual Certification Process by CONTRACTOR and ACDHS/AAA.

3. Each Senior Community Center determines which of the Senior Community Center Clustered Services are provided on site for the AGREEMENT year. The CONTRACTOR submits the Provider

Planning Document to the ACDHS/AAA on an AGREEMENT year basis for ACDHS/AAA review and approval.

4. Each Senior Community Center must be associated with a designated Focal Point Senior Community Center to facilitate participant referrals for comprehensive services and programming. CONTRACTOR informs ACDHS/AAA on an annual AGREEMENT basis in the Provider Planning Document of the association of a Senior Community Center to a designated Focal Point Senior Community Center. The association can be with the same CONTRACTOR or another ACDHS/AAA CONTRACTOR.
5. Senior Community Centers that are not Focal Point centers may contribute service units to an affiliated Focal Point's Quality Programming if the center has a Copilot system on site. (Units from Community Program Extensions will contribute to Quality Programming due to their affiliation with a Focal Point.)
6. Nutrition: If a Senior Community Center serves meals they must abide by the following:
 - i. Provide meals in a congregate setting per the schedule developed by the CONTRACTOR and approved by the ACDHS/AAA annually.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA reviews the approved operational days schedule submitted as part of the Provider Planning Document.

- ii. Nutrition Screening

Shall be completed on all new consumers requesting a congregate meal using the DETERMINE Your Nutritional Health checklist as contained within the PDA assessment tool (NAT-E). This process is to be repeated annually.

- iii. Nutrition Education

Each congregate meal site shall provide nutrition education quarterly. Approved education material can be presented by

CONTRACTOR Agency staff. Each session shall include verbal instruction regarding any written or visual materials distributed or viewed.

The DETERMINE checklist shall be one of the four required education sessions.

Each site shall document and retain for one year (hard copy or electronically) the date, topic presented and consumer sign in sheet. Documentation shall be submitted to AAA quarterly.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Annual Nutrition on site Monitoring
- Quarterly submission of Nutrition Education sessions

7. Farmers' Market Check Distribution

- i. Participate in the annual Farmers' Market Check Distribution Process in compliance with Pennsylvania Department of Agriculture policies. Agencies with a significant number of disallowed checks may be required to reimburse the ACDHS/AAA.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Adherence to Pennsylvania Department of Agriculture policies and the number of errors noted during Check Register review process.

- ii. Record the number of checks distributed in the Farmers' Market Consumer Group in SAMS.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Review CONTRACTORS entries in Farmers' Market Consumer Group and Reconcile with Check Distribution Numbers.

8. Volunteer Opportunities

CONTRACTOR offers participants the opportunity to volunteer at the Senior Community Center.

C. CONTRACTOR

1. AGREEMENT Compliance: CONTRACTOR complies with the requirements of the COUNTY AGREEMENT and this Scope of Service. CONTRACTOR / Agency Level: On an annual basis, the CONTRACTOR submits a Provider Planning Document to the ACDHS/AAA. This document presents the CONTRACTOR's organizational and programmatic intentions for an AGREEMENT year. The ACDHS/AAA reviews the Provider Planning Document, meets with the CONTRACTOR as needed and issues a written acceptance of all or part of the Provider Planning Document as submitted by the CONTRACTOR, either in the original or revised version.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Provider Planning Document must be approved in writing by ACDHS/AAA through the Annual CONTRACTOR Planning Process.

2. Electronic Information Management

- a. CONTRACTOR has the capacity to enter and retrieve data in SAMS and SAMS IR.
- b. CONTRACTOR has the capacity to send and receive electronic communications. Failure to receive or read ACDHS/AAA communications sent to CONTRACTOR MPER e-mail address in a timely manner does not absolve the CONTRACTOR from knowing, responding to or complying with the content of the communication.
- c. CONTRACTOR refers participants requiring TDD/TTY equipment to the ACDHS/AAA SeniorLine (412) 350-2727.
- d. CONTRACTOR uses the [Allegheny Aging Portal](#) resources as appropriate, using system log-in and password.
- e. CONTRACTOR staff use the current SAMS Manuals and Harmony tutorials as a part of their ongoing reference in working in SAMS.

- f. The Focal Point Senior Community Center and Senior Community Center CONTRACTOR is responsible for validating participant service and program data in the appropriate information management system (SAMS, SAMS IR, etc.).

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA will use existing SAMS and SAMS IR reports and verification processes in place.

3. Annual Senior Community Center Validation: The CONTRACTOR submits all required documentation, satisfactorily completes validation criteria, and any corrective actions noted per ACDHS/AAA process and timeline.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Annual CONTRACTOR Validation Process completed per timeline and all criteria in 100% compliance per ACDHS/AAA review.
4. Annual Service Emergency Preparedness Plan: CONTRACTOR has and uses a Service Emergency Preparedness Plan that meets the current ACDHS/AAA Criteria.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Emergency Preparedness Plan complies with 100% of ACDHS/AAA Criteria requirements.

The ACDHS/AAA Emergency Plan can be found on the Allegheny Aging Portal:

<https://allegheny.agingsupportportal.com/Login.aspx>

Under Information Library > Department Manuals > All Users: Emergency Documents

5. Quality Improvement and AGREEMENT Compliance: CONTRACTOR participates in quality initiatives, such as customer satisfaction, program evaluation and monitoring.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- CONTRACTOR meets deadlines and complies with ACDHS/AAA declared expectations.

6. Meeting and Training Attendance: CONTRACTOR attends and / or participates in the Community Services Meetings (face to face, conference call or Webinars) and required training. CONTRACTOR is responsible for content if not able to attend.
7. Congregate Meals: Focal Point Senior Community Centers and Senior Community Centers providing meals must comply with Attachment A.1 Congregate Meal Service of this Scope.

The CONTRACTOR verifies the number of meals ordered on a monthly basis to ACDHS/AAA by the 7th working day using both the SAMS data entries for meals and the daily Meal Delivery Receipt process.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Documentation of Meal Reconciliation Completed Monthly.

8. Resource Diversification

- a. CONTRACTOR develops collaborative and current working relationships with other agencies, such as joint working projects and / or shared initiatives with other organizations and agencies, and shares resources and information with other community agencies both within their designated service area and with the ACDHS/AAA CONTRACTOR network as documented in the annual Validation process.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- Documentation of two (2) Collaborative and current working relationships.

- b. CONTRACTOR allocates additional resources, cash, program income and / or in kind in support of the senior community center services per CONTRACTOR submitted annual budget.

ACDHS/AAA uses the following to determine compliance to this AGREEMENT requirement:

- ACDHS/AAA reviews CONTRACTOR annual budget documenting additional resources, cash, program income and / or in kind in support of senior community center services.

9. CONTRACTOR Staff Training: CONTRACTOR encourages staff to participate in professional development activities. The ACDHS/AAA continues to offer an array of training and educational opportunities through conferences, Community Services Meetings, webinars and other activities for the CONTRACTOR network. In support of this, CONTRACTOR encourages staff the opportunity to participate in annual training as time and resources allow in the areas of:

- Health and Safety
- Positive and appropriate behavior with older adults
- Special needs of participants with physical and mental disabilities
- Marketing strategies to reach diverse and / or isolated older adult populations within communities
- Diversity
- Confidentiality
- Community Resources
- SAMS / SAMS IR
- Normal and abnormal aging issues
- Emergency Plan Preparedness
- Other aging related training
- General senior community center related training

These training opportunities can also include ACDHS/AAA facilitated training, workshops and conferences.

10. Quarterly Report: The CONTRACTOR submits a quarterly report to ACDHS/AAA by the last business day of October, January, April and July.

The report includes:

- a. Organizational and / or program changes during the quarter (days, times of operation, emergency closures, Cooling or Warming Island Days, etc.)
- b. Key staff changes: CEOs, Program Directors, Center Directors

- c. Other critical organizational and programmatic changes that alter the CONTRACTORS submitted and approved Provider Planning Document.
- d. Advisory Council meeting as scheduled
- e. Outreach activity
- f. Title III D Report
- g. Quality Program Tier

ACDHS/AAA uses the following to determine compliance to this contract requirement:

- Timely submission of Quarterly Report with required information.

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (AREA AGENCY ON AGING)

- A. The ACDHS/AAA facilitates the application process for the closure, consolidation, relocation and opening of Focal Point Senior Community Centers and Senior Community Centers.

The ACDHS/AAA reviews, approves or rejects such decisions. If approved, ACDHS/AAA submits the application and related materials to the Pennsylvania Department of Aging for review and approval or rejection.

- B. The ACDHS/AAA works in a collaborative manner with CONTRACTOR to develop the AGREEMENT Scopes of Services. The ACDHS/AAA provides the interpretation of the Scopes and related technical assistance regarding implementation, performance and accountability.

- C. The ACDHS/AAA reviews and approves CONTRACTOR budgets and budget revisions.

- D. The ACDHS/AAA administers grant funds and Title III D Administration on Aging funding as funding is available for such purposes.

- E. The ACDHS/AAA serves as a conduit for new or revised local, state or federal policy.
- F. The ACDHS/AAA runs and sends to CONTRACTOR the PBC Service Units SAMS Report on a monthly basis. All data is final as of the last day of the following month.
- G. The ACDHS/AAA reviews the following reports / information as indicated:
 - a. SAMS PBC Service Units Report (Monthly)
 - b. Co-Pilot Touch Screen Reports (Quarterly) – Quality Programming
 - c. Voter Registration Report (Monthly)
 - d. SAMS IR Services by Focal Point Senior Community Center (Monthly)
 - e. Intake Referrals (Quarterly)
 - f. CONTRACTOR Quarterly Reports (Quarterly)
 - g. Neighborhood Legal Services Schedules (Quarterly)
 - h. Schedule of Advisory Council Meetings and Meeting Minutes (Quarterly)
 - i. Farmers' Market Check Register Review Process (Annually)
- H. On an annual basis, ACDHS/AAA distributes a Planning Document to each CONTRACTOR to collect organizational and programmatic intentions for the following AGREEMENT year. The ACDHS/AAA Community Based and Entry Division reviews and approves the CONTRACTOR Senior Center Schedule (Focal Point Senior Community Centers and Senior Community Centers), Provider Planning Document and Meal Schedules on an annual and as needed basis.
- I. The ACDHS/AAA Community Based and Entry staff acknowledge CONTRACTOR reported unscheduled closures by e-mail. Community Based and Entry staff also notifies other ACDHS units of the closures as outlined in the Emergency Preparedness Plan.
- J. The ACDHS/AAA forwards requests to provide community education via speaking engagements or information fairs to CONTRACTOR based upon service area/s as outlined in Attachment C.
- K. The ACDHS/AAA reviews the record of CONTRACTOR participation in developing initiatives, collaborations, quality standards, pilots and / or programs.
- L. ACDHS/AAA posts resources on the Allegheny Aging Portal. Web Portal address is: <https://allegheny.agingsupportportal.com/Login.aspx>

- M. ACDHS/AAA Community Based and Entry Division provides a SAMS Manual for CONTRACTOR reference in working in SAMS on the [Allegheny Aging Portal](#).
- N. CONTRACTOR Validation: ACDHS/AAA distributes an Annual Validation Process E-Packet; completes content review of all CONTRACTOR submitted Validation Documentation; distributes a summary of best practices and / or corrective actions and informs CONTRACTOR agencies of their final status.
- O. ACDHS/AAA monitors CONTRACTORS' Quality Improvement / Program Evaluation Plan progress.
- P. ACDHS/AAA offers technical assistance / education as appropriate in the CONTRACTOR Quality Improvement Process and the CONTRACTOR Validation Process.
- Q. ACDHS/AAA hosts meetings, conferences calls, trainings, orientations conferences, and webinars involving CONTRACTORS.
- R. ACDHS/AAA monitors core services by site visits, SAMS reports, and CONTRACTOR reports.
- S. The ACDHS/AAA uses data entered in SAMS, SAMS IR and Copilot to validate services provided in a given month and quarter to approve or reject invoices for payment.
- T. ACDHS/AAA monitors CONTRACTOR attendance and / or involvement at trainings and use of Allegheny Aging Portal.
- U. ACDHS/AAA offers support in resolving functional issues related to the SAMS system.
- V. ACDHS/AAA meets upon request of the CONTRACTOR to evaluate and plan innovative and creative approaches to Senior Community Center services.
- W. ACDHS/AAA is responsible for developing interim policies and procedures that meet Pennsylvania Department of Aging and local requirements arising during the term of the AGREEMENT.
- X. The ACDHS/AAA retains the ability to hold the CONTRACTOR accountable to comply with reporting requests when and however they may emerge.

ATTACHMENT A.1 Congregate Meal Service

Food Safety Management Standards Nutrition Program

Each CONTRACTOR will have a Person in Charge (PIC) (paid or volunteer) during food preparation and service at each Focal Point Senior Community Center and Senior Community Center to manage the Congregate and / or Home Delivered Meals Programs. This individual will be trained by ACDHS/AAA staff to safely handle food through monitoring the temperature and quality of all meal components.

The PIC is responsible for:

- Assuring safe food handling practices
- Demonstrating knowledge of foodborne disease prevention
- Identifying menu components that may contain a food allergen
- Restricting anyone with a communicable disease from working / volunteering
- Documenting food safety training

Employee Health and Personal Hygiene Standards:

CONTRACTOR agency shall ensure that all staff and volunteers practice good personal hygiene as follows:

- practice general cleanliness (clean hair and clothing)
- use effective hair restraints when working with food
- practice effective hand washing techniques
- wear single use plastic gloves when touching food
- do not eat or drink in the food preparation area
- do not use tobacco in the food preparation and serving area
- do not work when ill (cold, flu, virus)

Health and Safety Certificates

1. The CONTRACTOR agency congregate meal site must have the following certificates per site:
 - A current, satisfactory Food Safety Assessment to be conducted following the policies of the Allegheny County Health Department. A copy of the assessment report and permit shall be posted on site and submitted in the Validation Process. If violations/exceptions are noted on the inspection report, a letter must be sent to ACDHS/AAA Community Based and Entry Division within 3 working days, explaining how and when each violation/exception will be/was corrected.
 - A current Fire Inspection without violations. A copy of the inspection report will be submitted in the Validation Process.

2. The CONTRACTOR must have one valid Food Protection Certification per CONTRACTOR with the recognition that one certification per site is considered a Best Practice. This policy will remain in effect unless a center is cited for two high critical non-compliance criteria on the Monitoring Tool during a site visit including the annual on-site monitoring. In such cases, ACDHS/AAA will require certification at this center within sixty (60) days.

Safe Food Handling

CONTRACTOR agency shall ensure that the following procedures are provided to staff and volunteers for implementation:

- Thermometers are provided and tested for accuracy/calibrated three (3) times a week using the ice bath method. Results shall be documented on a log and kept on file for one (1) year at the site.
- Thermometers are correctly cleaned and sanitized before and after they are placed into food items. Alcohol wipes are provided and used for this purpose.
- The temperature of refrigerators and freezers is checked on a daily basis. Results shall be documented on a log and kept on file for one (1) year at the site.
- The PIC monitors temperature of both hot (at least 135°) and cold (41° or lower) food twice during holding period (if longer than one (1) hour) each day. Results shall be documented on a log and kept on file for one (1) year at the site.
- Hair restraints are put on before washing hands and used when working with meal components
- Hand washing sinks / areas are provided and used by staff and volunteers and are equipped with soap, warm water, single service towels and a trash receptacle
- Gloves are put on after washing hands and worn when manual contact is made with food products
- An approved sanitizing agent is provided and used per directions on the container/bottle. Agents include unscented bleach and quaternary ammonium tablets.
- Appropriate test strips are provided and used on a daily basis to test sanitizing solution used for cleaning and as the last step in the three (3) step manual washing procedure.
- Leftover meals are offered to an unduplicated participant (an individual that did not register for a meal) to be consumed in the congregate setting
- Leftover foods are offered as seconds to participants to be consumed in the center if the food meets the requirements for food safety (above 135° or below 41°)
- Leftover foods not served to participants may be served at the Senior Community Center during programs and activities if:
 - it was not a hazardous food
 - temperature requirements are maintained
- Only non-hazardous food may be removed from the center (crackers, fresh fruit, bread, pastry, cookies or unopened single serve items)
- Information regarding the safety of food after it is served or removed from the meal site is posted in an area visible to participants.

Meal Ordering Procedure

CONTRACTOR agency shall ensure that:

1. All participants requesting a meal pre-register (either electronically or written) the day prior to receiving the meal and only the accurate / correct number of meals are ordered.
2. Anticipated high or low meal counts for holidays, based on pre-registration, are communicated to the food CONTRACTORS at least one (1) week in advance. After the estimated count is given to the food CONTRACTOR, it can be raised or lowered by five (5) up to three (3) days prior to the event.
3. The center manager or other designated individual electronically places meal orders or changes with the FOOD CONTRACTOR before 1:00 p.m. prior to the serving day.
4. The center manager or other designated individual contacts the FOOD CONTRACTOR by 3 a.m. to cancel the meals ordered for that day.

SCC Meal Delivery Standards

Meal delivery must be monitored by the PIC designated by the CONTRACTOR. The PIC should use the Checklist for Receiving Food (Attachment A.2) as a reference.

1. At least one-half (1/2) hour before the food is scheduled to arrive, the PIC should do the following on a daily basis:
 - Preheat the holding device.
 - Test thermometer for accuracy (calibrate).
 - Review the menu and pan quantity list.
 - Assemble appropriate serving tools and prepare food scales to measure portions if necessary.
 - Determine the number of meals and modified diets ordered for the day.
2. The following procedures should be followed by the PIC during each delivery:
 - Compare all food items to the menu, determine correct quantity and quality, take temperature of each item (135° F Hot; - 41° F Cold) and record on the Daily Temperature Monitoring Sheet (Attachment A.3). Store properly. Retain Temperature Sheet on site for 1 year.
 - If the meal delivery is correct, sign the Delivery Sheet with a complete name and time of delivery. Request copy of the delivery receipt and retain on site for 1 year.
 - If any part of the meal is incorrect (i.e. temperatures are above or below standards, quality is unacceptable or quantity is incorrect), the PIC should inform the driver, CONTRACTOR staff and ACDHS/AAA. The FOOD CONTRACTOR will replace and / or substitute the item in question. Do not sign the Delivery Sheet until the issue is resolved. All shortages and food quality issues should be reported on the Monthly Food Comment Summary Form (Attachment A.4).

Return any unacceptable (i.e., burned, undercooked, unpleasant odor, sour milk, etc.), products to the FOOD CONTRACTOR the following day.

- If a driver refuses to follow the procedure, contact ACDHS/AAA Community Based and Entry at (412) 350-4172 immediately.

Meal Delivery Schedule

1. Report notable schedule changes to ACDHS/AAA.
2. If meals are delivered one-half (1/2) hour beyond the regularly scheduled time, the center may refuse the meals, or accept only meals for the number of participants that have remained.

Ordering Disposable Supplies

1. Orders for supplies and disposables are to be included with the daily electronic meal counts. Supplies are to be delivered the following day with meals. If supplies are not delivered as ordered, make a notation on the delivery slip.
2. Supplies will not be delivered on days when holiday / special meals are served.
3. Center staff should report any changes in the quality of supplies to ACDHS/AAA Nutrition Services by e-mail to marian.matik@alleghenycounty.us
4. The following supplies/disposable products are available for use in the Congregate Meal Program.

Please refer to this list when ordering supplies:

- White laminated styrofoam, 9" inch plate.
- White styrofoam bowls - 4-5 oz. – gelatin, fruit, pudding, coleslaw, etc.
- 8 oz. – (sent for salad only)
- - 10 - 12 oz. – stew and chili (will be delivered the day the item appears on the menu)
- Flat, 4 in. unglazed plate for cakes.
- Oliver trays and film (if applicable)
- Individually wrapped cutlery, including fork, knife and teaspoon.
- Napkins, quarter folded.
- Individually wrapped straws.
- Disposable plastic gloves – medium size.
- Four (4) pot holders will be given to each center at the beginning of the AGREEMENT.

Product Freshness Dating

Milk products should be checked for a “use by date.” The date on the milk carton is the last day the milk may be sold in the store.

Bread products should be checked for a “use by date” or color coded tag. Any product that is two (2) days beyond the date should not be accepted. A replacement will be made through the food CONTRACTOR contingency plan.

Milk Selections

Whole, skim, reduced fat chocolate and buttermilk are available to participants by request; if a preference is not stated the participant will receive 2% milk. Modified diets will receive the milk appropriate to the diet they are receiving.

Altering Menus or Food

Center staff and / or volunteers are not permitted to alter the menu by adjusting food portions or specific foods or by adding any condiments to the food. If a participant has specific medical dietary needs / restrictions the following modified diets are available: calorie restriction (1,000-1,100 or 1,500); low sodium; low fat / cholesterol; or a combination of the available medically required diets.

Refrigerator Usage

Refrigerator/s used in the Senior Community Centers for the Congregate Meal supplies are to be used only for the storing of cold foods used in the Nutrition Program. Staff, volunteers or participants are not to use the refrigerators for storing personal groceries.

If items used for center activities (parties) not related to the meal program are stored in the refrigerator, steps must be taken to keep these items separate.

Sites sharing a refrigerator with another entity should designate / label the shelf used for the Nutrition Program. If items used for activities not related to the meal program are stored in the refrigerator, steps must be taken to keep these items separate.

A section of a shelf may be designated for staff lunches which must be removed by the end of the service day.

Foreign Objects

If a non-food object is found in any food, immediately inform a supervisor and contact ACDHS/AAA. If time permits the contingency plan will be implemented. If possible take a

picture of the item and send it to the Community Based and Entry Division. The object should be saved and given to the driver when the next meal is delivered.

ATTACHMENT A.2
ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED AND ENTRY DIVISION
CHECKLIST FOR RECEIVING FOOD

CONTRACTOR Agency _____

Senior Center _____

Food CONTRACTOR _____

Date _____

YES **NO**

- | | | |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Is the food delivered the same as featured on the menu for the day? |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Are lids of the pans labeled for destination, content and amount? (both hot & cold items) |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. Are the number of meals ordered delivered? |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. Was the food delivered at the proper temperature? (135°F. or higher for hot food; 41° or lower for cold food) |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. Was the entrée the proper weight? |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Was the food delivered on time? |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. At the time of delivery, was the food properly packaged? |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Was the food acceptable? (not burnt, crushed, etc.) |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. Were the delivery containers clean, in good condition, and suitable for delivery? |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. Were non-food items (napkins, Styrofoam cups, plates, etc.) delivered as ordered? |
| <input type="checkbox"/> | <input type="checkbox"/> | 11. Was the quality of the non-food items satisfactory? |
| <input type="checkbox"/> | <input type="checkbox"/> | 12. Was the driver neat, clean; was the food handled properly? |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. Did volunteers adjust the temperature on the steam table? |
| <input type="checkbox"/> | <input type="checkbox"/> | 14. Was the overall delivery process satisfactory? |

Comments _____

Name _____

NOTE: This form should be completed two times a month. **Retain completed form for 1 year.**

ATTACHMENT A.4

**ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES/AGING
COMMUNITY BASED AND ENTRY DIVISION**

**MONTHLY FOOD COMMENT SHEET
SUMMARY REPORT**

CONTRACTOR AGENCY

FOOD CONTRACTOR

NUTRITION COORDINATOR

FOOD COMMENTS: Include problems or positive comments encountered with quality, delivery, temperature, and weights concerning congregate meals, home-delivered meals, modified diets and / or box meals.

DATE	IDENTIFY FOOD	COMMENTS

FOOD SHORTAGES/TEMPERATURES: Include comments concerning shortages and how they were resolved.

DATE	SHORTAGES	TEMPERATURE	COMMENTS

Submit report to ACDHS/AAA by the 7th working day of the month. ACDHS/AAA 7/16

**Attachment B
SAMS I&A Call Log**

Date: _____ Start time: _____ End time: _____

Caller: _____ Caller phone: _____

Caller type: (please circle) SELF AGENCY SPOUSE SON/DAUGHTER SR. CENTER OTHER

Participant: _____ (if different from caller)

Phone: _____ DOB: _____ AGE: _____

Address: _____ Zip: _____

Call Type: (please circle) INCOMING CALL WALK IN APPT OUTGOING CALL HOME VISIT POSTAL MAIL

Referred by: (please circle) SELF FRIEND/FAM SR. CENTER FAITH ORG AAA CALLED BEFORE OTHER:

NOTES:

TOPIC/S:

REFERRALS:

ADRC ACTIVITY: (please circle) BRIEF/SHORT TERM SVC. SERVICES/RESOURCE OTHER CALL ATTEMPTED L/M or NO ANSWER

Appointment made?: YES (date/time) _____ NO _____ Staff: _____

Attachment C
CONTRACTOR Outreach Service Areas

NOTE: Service areas do overlap between CONTRACTORS and CONTRACTORS may also significantly serve communities that are not assigned to them. This Attachment relates specifically to the responsibility for Outreach Services

Independent Community Services Provider	Geographic Area Served
Allentown Senior Citizen Center 631 Warrington Avenue Pittsburgh, PA 15210 (412) 481-5484	Allentown, Arlington Heights, St. Clair Village
Catholic Youth Association 286 Main Street Pittsburgh, PA 15201 (412) 621-3342	Bloomfield, Garfield, Lawrenceville, Oakland – North, Polish Hill, Stanton Heights, Strip District, West Deer and Indiana Townships
Citiparks / SeniorInterests 400 City - County Building Pittsburgh, PA 15219 (412) 255-8895	Allegheny Center, Allegheny West, Allegheny East, Central Northside, Fineview, North Shore, Northview Heights, Perry South, Perry North, Spring Garden, Spring Hill, Summer Hill, Troy Hill, Garfield, Glen Hazel, Greenfield, Hazelwood, Arlington, Banksville, Beechview, Duquesne Heights, Mt. Washington, Ridgemont, South Side Flats, South Side Slopes, South Shore, Chartiers City, Crafton Heights, East Carnegie, Elliott Fairywood, Oakwood, Sheraden, West End, Westwood, Windgap, Homewood – South, Homewood – North, Homewood – West, Lawrenceville, Morningside, Oakland – Central, Oakland – South, East Hills, Larimer, Lincoln, Lemington, Belmar
Council of Three Rivers American Indian Center 200 Charles St Pittsburgh, PA 15238 Phone: 412-782-4457	Allegheny County
Eastern Area Adult Services, Inc. 901 West Street Pittsburgh, PA 15221-2833 (412) 247-1446	Braddock, Braddock Hills, Chalfont, Churchill, E. McKeesport, E. Pittsburgh, Edgewood, Forest Hills, Monroeville, N. Braddock, N. Versailles, Pitcairn, Rankin, Swissvale, Trafford, Turtle Creek, Wall, Wilkinsburg, Wilmerding

<p>Hill House Association 2038 Bedford Avenue Pittsburgh, PA 15219 (412) 392-4450</p>	<p>Bedford Dwellings, Bluff, Crawford – Roberts, Downtown – Golden Triangle, Civic Arena, Upper Hill, Middle Hill, Oakland – West, Oakland – North, Oakland – South, Polish Hill, Strip District, Terrace Village</p>
<p>Jewish Community Center 5738 Forbes Avenue Pittsburgh, PA 15217 (412) 521-8010</p>	<p>Point Breeze, Regent Square, Squirrel Hill, Swisshelm Park</p>
<p>LifeSpan, Inc. 314 E. 7th Avenue Homestead, PA 15120 (412) 464-1300</p>	<p>Clairton, Dravosburg, Duquesne, Elizabeth Boro, Elizabeth Twp., Forward, Glassport, Liberty, Lincoln, McKeesport, Port Vue, South Versailles, Versailles, West Elizabeth, West Mifflin, White Oak, Baldwin Boro, Homestead, Jefferson, Munhall, Pleasant Hills, South Park, West Homestead, Whitaker, Whitehall, Baldwin Twp, Bethel Park, Bridgeville, Carnegie, Castle Shannon, Collier Twp., Dormont, Greentree, Heidelberg, McDonald, Mt. Lebanon, N. Fayette Twp, Oakdale, Scott Twp, S. Fayette Twp, Upper St. Clair, Coraopolis, Crafton, Crescent, Findlay, Ingram, Kennedy, McKees Rocks, Moon, Neville, Pennsbury Village, Robinson, Rosslyn Farms, Stowe, Thornburg, Esplen, Hays, New Homestead, Lincoln Place, Brentwood, Mt. Oliver, Beltzhoover, Bon – Aire, Carrick, Knoxville, Mt. Oliver</p>
<p>Lutheran Service Society 440 Lincoln Avenue Pittsburgh, PA 15202 (412) 734-9330</p>	<p>Avalon, Bellevue, Ben Avon, Ben Avon Heights, Emsworth, Killbuck, Brighton Heights, California, Kirkbride, Chateau, Manchester, Marshall, Shadeland</p>
<p>Northern Area Multi – Service Center 209 – 13th Street Pittsburgh, PA 15215 – 2491 (412) 781-1175</p>	<p>Aspinwall, Blawnox, Brackenridge, Brighton Heights, Cheswick, East Deer, Etna, Fawn, Fox Chapel, Frazer, Hampton, Harmar, Harrison, Indiana, Millvale, O'Hara, Richland, Shaler, Sharpsburg, Springdale Boro, Springdale Twp, Tarentum, West Deer Aleppo Twp, Bell Acres, Bradford Woods, Edgeworth, Franklin Park, Glenfield, Haysville, Leet, Leetsdale, Marshall, McCandless, Ohio, Osborne, Pine, Reserve, Ross, Sewickley Boro, Sewickley Heights, Sewickley Hills, West View</p>

<p>Penn Hills Senior Centers 147 Jefferson Road Penn Hills, PA 15235 (412) 244-3400</p>	<p>Penn Hills</p>
<p>Plum Senior Community Center 499 Center – New Texas Road Pittsburgh, PA 15239 (412) 795 – 2330</p>	<p>Plum</p>
<p>Riverview Community Action Corp. 501 Second Street P.O. Box 437 Oakmont, PA 15139 (412)-828-1062</p>	<p>Cheswick, Oakmont, Springdale, Verona</p>
<p>Seton Center, Inc. 1900 Pioneer Avenue Pittsburgh, PA 15226 (412) 344-4777</p>	<p>Brookline, Overbrook</p>
<p>Vintage, Inc. 401 N. Highland Avenue Pittsburgh, PA 15206 (412) 361-5003</p>	<p>East Liberty, Friendship, Highland Park, Shadyside</p>

Attachment D Quality Program Tiers

Quality Program Category Definitions		Compliance Tier	Quality Program Tier 1	Quality Program Tier 2	Quality Program Tier 3
FOCAL POINT SCOPES OF SERVICE PROGRAM REQUIREMENTS:					
Minimum of 3 activities per day (excluding lunch and volunteering): Socialization and Recreation <ul style="list-style-type: none"> Formal and informal activities with the primary intention to promote social wellness Examples: games, bingo, cards, holiday events, shopping and restaurant day trips Self-Directed <ul style="list-style-type: none"> Informal activities that are readily accessible, require minimal ongoing resources and typically utilized by an individual (as opposed to a group) Examples: fitness studio usage, computer station, automated blood pressure check, book nook, puzzles 		Compliance with Scopes of Service	Compliance with Scopes of Service	Compliance with Scopes of Service	Compliance with Scopes of Service
FOCAL POINT QUALITY PROGRAM REQUIREMENTS:			Compliance Tier PLUS 3 of 5 Categories (Fitness required):	Compliance Tier PLUS 4 of 5 Categories (Fitness required):	Compliance Tier PLUS 5 of 5 Categories (Fitness required) PLUS Accreditation:
Quality Program Categories	1. Fitness <ul style="list-style-type: none"> Organized activity/class with the primary intention to promote physical activity / exercise; has an assigned paid or unpaid leader and duration of at least 30 mins. Examples: Silver Sneakers, Line Dance, Aerobics, T'ai Chi, Yoga, Zumba 	-	300 Service Units per quarter EXAMPLE: 23 units/week 2 classes/12 people each 4 classes/6 people each	1250 Service Units per quarter EXAMPLE: 96 units/week 3 classes/32 people each 6 classes/16 people each 10 classes/10 people each 15 classes/6-7 people each	1250 Service Units per quarter
	2. Health and Wellness <ul style="list-style-type: none"> Organized activity/class with the primary intention to promote healthy behavior Examples: Health speakers, health screenings, brain health 	-	200 Service Units per quarter EXAMPLE: 15 units/week 1 class/15 people each 3 classes/5 people each	350 Service Units per quarter EXAMPLE: 27 units/week 1 class/27 people each 3 classes/9 people each 5 classes/5-6 people each	350 Service Units per quarter
	3. Life Skills and Education <ul style="list-style-type: none"> Organized activity/class with the primary intention to promote new skills and/or knowledge Examples: technology classes, driver safety, language classes, support groups 	-	90 Service Units per quarter EXAMPLE: 7 units/week 1 class/7 people each 2 classes/4 people each	175 Service Units per quarter EXAMPLE: 13 units/week 1 class/13 people each 2 classes/6-7 people each	175 Service Units per quarter
	4. Arts and Humanities <ul style="list-style-type: none"> Organized activity/class with primary intention to promote creativity and/or appreciation for the arts and culture Examples: art class, performing arts, writing or drama class, day trip to a museum, theater or cultural event 	-	90 Service Units per quarter EXAMPLE: 7 units/week 1 class/7 people each 2 classes/4 people each	250 Service Units per quarter EXAMPLE: 19 units/week 1 class/19 people each 3 classes/6 people each	250 Service Units per quarter
	5. Evidence-Based Programs <ul style="list-style-type: none"> Organized program/curriculum recognized by the Administration on Aging - see https://www.ncoa.org/resources/highest-tier-evidence-based-health-promotiondisease-prevention-programs/ Examples: Enhanced Fitness, HomeMeds, Walk with Ease, Chronic disease self-management Program sessions funded via Title IIID cannot be counted toward fulfillment of Category 5 requirement. 	-	At least 1 completed evidence-based program in a given quarter	At least 1 completed evidence-based program in a given quarter	At least 1 completed evidence-based program in a given quarter
Accreditation <ul style="list-style-type: none"> Accreditation requires meeting defined standards in the following 9 categories: Purpose and Planning, Community Connections, Governance, Administration/Human Resources, Program Development/Implementation, Evaluation, Fiscal/Asset Responsibility, Records/Reports, Facility/Operations Note: Experience suggests approximately 6 mos. from submission to certification; 18 mos. start to finish. 		-	-	-	NCOA/NISC Accredited at beginning of fiscal year Note: Requires programming in 12 of 14 areas defined by NCOA/NISC

Notes:

- Service units must be entered into CoPilot to be counted toward Quality Program requirements.
- "Organized activities" are defined as activities that are not self-directed; organized activities require the attention of a paid or unpaid instructor/coordinator and may also require materials or other resources; organized activities have a typical duration of 30 minutes or longer.
- An activity can only be counted in 1 category. For example an art class specially designed as a support group could count toward the Arts/Humanities or the Life Skills/Education category, but not both.
- Qualifying activities that occur outside of the Focal Point at an associated satellite or recognized community extension counts toward attainment of quality tier. Associated satellites must have a CoPilot system to enter units. Recognized community extension units are entered in the associated Focal Point's CoPilot system.