

**FY 2016-2017
SCOPE OF SERVICE**

**COMMUNITY BASED AND ENTRY SERVICES
TARGETED INFORMATION AND ASSISTANCE – FAITH-BASED**

I. PURPOSE

Community Based and Entry 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.

Information & Assistance (I&A) Services

The purpose of Information and Assistance services is to facilitate older adults' access and entry to needed services. The goal is to provide an essential link between the older adult population and appropriate needed services by identifying Allegheny County Department of Human Services Area Agency on Aging (ACDHS/AAA) and public and private community resources to meet varied needs of older adults.

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 the 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. ACCESS 65 meets the need of transportation for a wide range of destinations for eligible participants.

- B. **Allegheny Aging Portal Website:** The Allegheny Aging Portal is a one-stop shop for all Aging related information and/or support. One of the main components of the Aging Portal is the SAMS Help Desk; where one can submit issues with SAMS/AgeNet/OMNIA, etc. One can also access aging related documentation like the Community Senior Center SAMS Manual as well as other valuable information including but not limited to the Learning Management System (LMS). Every SAMS User is given access to the Aging Portal.
<https://allegheny.agingsupportportal.com/Login.aspx>

- C. Alliance for Information and Resource Systems/AIRS Certification: AIRS Certification is a professional credentialing program for individuals working within the Information & Resource/Assistance (I&R/A) sector of human services. Certification is a measurement of documented knowledge in the field of I&R/A reflecting specific competencies and related performance criteria, which describe the knowledge, skills, attitudes and work-related behaviors needed by I&R practitioners to successfully execute their responsibilities. The AIRS Certification Program is operated in alignment with national standards for credentialing organizations. The Certification required for at least one staff member at a Targeted Information and Assistance CONTRACTOR is the CIRS-A/D Certification for I&R Specialists in Aging.
- D. Annual Community Based and Entry Services Organizational Planning Document: An ACDHS/AAA document completed by each Community Based and Entry Services CONTRACTOR on an annual basis that informs the ACDHS/AAA of the CONTRACTOR's organizational and programmatic changes for the next contract year.
- E. CONTRACTOR: An agency, government entity or organization under AGREEMENT with the ACDHS/AAA which provides services to older adults in the community.
- F. CONTRACTOR Annual Service Emergency Preparedness Plan: An annually updated plan outlining emergency operation and emergency closure procedures as specified by ACDHS/AAA.
- G. CONTRACTOR Annual Validation Process: An ACDHS/AAA monitoring activity undertaken by the CONTRACTOR and content reviewed by ACDHS/AAA to determine the extent to which the program is in compliance with applicable aging program policies (Pennsylvania Department of Aging, ACDHS/AAA.)
- H. CONTRACTOR Quality Improvement Process: The ongoing work by the CONTRACTOR and the ACDHS/AAA to continually improve the services provided.
- I. 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, over the telephone or TDD machine.

- J. Informational Events: Refers to public speaking engagements or informational fairs held or attended, used to promote information about services and/or resources.
- K. Master Enterprise Repository (MPER): A repository of key CONTRACTOR 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.
- L. Older Persons Transportation (OPT): A shared ride program supported and administered by Allegheny County DHS/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, Community Senior Center Socialization, and Center-sponsored Social Program trips at a competitive shared-ride rate.
- M. OPT Care Management (CM) Participants: Participants who receive Care Management Services through the ACDHS/AAA network, who are eligible for an enhanced level of OPT Services, including trips to social service agencies.
- N. OPTIONS Care Management (CM) 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.
- O. Participant: Any adult, age 60 or older who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR to participate in services offered through the CONTRACTOR. CONTRACTOR's particular attention should be given to engaging low income, minority individuals, isolated older adults and/or those with disabilities

- P. Report of Need/RON: A RON is a formal assessment document developed by Pennsylvania Department of Aging (PDA) which summarizes the who, what, where, when, and how concerning an allegation of ANEA (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.
- Q. Resource Diversification: A method of obtaining funding or resources for senior community centers from non ACDHS/AAA funding.
- R. Service Unit: A Service Unit represents one service, provided by a Community Based and Entry Services CONTRACTOR for a participant and documented in SAMS IR, the Pennsylvania State database for Aging I&R/A services.
- S. Social Assistance Management System (SAMS): State mandated system used by ACDHS/AAA and CONTRACTORS to document and track all Aging services provided to participants with ACDHS/AAA funding.
- T. 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 and demographics provided to participants with ACDHS/AAA funding.
- U. 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.
- V. 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 Social Assistance Management System.
- W. Transportation Coordination: The work performed by CONTRACTORS to support participant access to transportation options. The work includes education to our constituents on the transportation resources available to them, including OPT and ACCESS 65+.

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

Organizations providing services outlined in this Scope of Service will comply with all federal and state directives listed below.

The primary source of requirements for the Community Based and Entry Services – 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 Directives webpage](#). From this webpage, select the desired Aging Program Directive (APD).

APD for Information and Referral Services

Under [Program Area 11 – Information and Referral](#), select the desired Aging Program Directive (APD).

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

Under [Program Area 01 – Area Agency on Aging Administration](#), select the desired Aging Program Directive (APD).

97-01-02 Accounting Manual for Area Agency on Aging Programs and Updates to Accounting Manual 7/21/2005

Laws

- [2006 Reauthorization of the Older Americans Act](#)
- [Section 504 of the Rehabilitation Act of 1973 \(29 U.S.C. § 794\)](#)
- [Americans with Disabilities Act of 1990 \(42 U.S.C. § 12101-12213\)](#)

Additional Information on Transportation

<http://www.alleghenycounty.us/dhs/transportation/index.aspx>

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

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA 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.

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

Community Based and Entry Services Targeted Information and Assistance Provider

A. Schedule

1. Pre-scheduled closings for holidays or other reasons are listed on the schedule presented in the Provider Planning Document to the ACDHS/AAA Community Based and Entry Division Chief prior to the start of the AGREEMENT year. The schedule is reviewed and approved by the Community Based and Entry Division Chief in a written notification from the ACDHS/AAA to the CONTRACTOR.
2. All unscheduled closures throughout the year are reported to the Community Based and Entry Services Division Chief by the CONTRACTOR via e-mail or by a phone call with a follow-up e-mail. The Division Chief e-mails back acknowledgement of the closures and notifies other ACDHS units as outlined in the Emergency Plan.
 - a. For weather related closures, the CONTRACTOR notifies the Community Based and Entry Services Division via e-mail to the SeniorLine e-mail at SeniorLine@AlleghenyCounty.US as soon as the decision to close is made.
 - b. For other unplanned closures, the CONTRACTOR notifies the Community Based and Entry Services Division via phone call to a SeniorLine Supervisor contact the same day as the closure.

- c. For other administrative closures during the contract year the CONTRACTOR notifies the Community Based and Entry Services Division Chief as soon as the decision to close is made.
- B. Information and Assistance: Each Community Based and Entry Services-Targeted Information and Assistance CONTRACTOR shall have at least one AIRS certified staff member dedicated specifically to provide Information and Assistance at that agency.
1. Information and Assistance is offered on site, face to face, and/or by telephone and/or by internet/e-mail by AIRS certified staff who utilize SAMS/IR and attend ACDHS/AAA SAMS training and/or are trained by CONTRACTOR staff that has been formally trained.
 2. Backup I&A staff have access to and utilize SAMS/IR and attend ACDHS/AAA SAMS training and/or are trained by CONTRACTOR staff that has been formally trained.
 3. CONTRACTOR uses the SAMS IR database to offer participants the fullest range of programs, services, information and benefit assistance. Targeted Information and Assistance CONTRACTORS provide access to a variety of services if available within the ACDHS/AAA Planning and Service area. These services can be provided directly, through contracts, collaborations or through referrals to other CONTRACTORS. In using SAMS IR the CONTRACTOR will document all Information and Assistance in SAMS IR.
 - a. CONTRACTORS must enter all information provided by the participant.
 - b. At a minimum, CONTRACTOR is required to enter the following PDA required fields into SAMS IR:
 - i. Caller (the Default 'Anonymous' is only used if the consumer does not want to provide name)
 - ii. Call Type
 - iii. Caller Type *
 - iv. Consumer
 - v. Referred By *
 - vi. Topic

- vii. Aging Disability Resource Center (ADRC) Outcomes
- viii. Referrals (self-referrals are acceptable if all services requested are available through the site)
- ix. Age (range) of participant *
 - * This 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. ACDHS/AAA and the CONTRACTORS will more clearly define SAMS IR documentation expectations during this contract year.

During AGREEMENT year 2016-2017 ACDHS/AAA uses the following to determine compliance to this contract requirement:

- ACDHS/AAA will use existing SAMS and SAMS IR reports and verification processes in place.
4. Conduct public or group speaking engagements, at a minimum, quarterly.
 5. ACDHS/AAA will send a report to CONTRACTORS by the 15th day of each month (or the following business day if the 15th is on a week-end or holiday) containing Service Units entered in SAMS IR for the prior month. CONTRACTORS are accountable for correcting errors and/or discrepancies in their agency's 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 IR 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 service units.
 6. 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-mail a completed AAA Intake Referral Form to the SeniorLine e-mailbox at SeniorLine@alleghenycounty.us or fax it to 412-350-3091.

7. 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.

8. Transportation Coordination

- a. Assure that interested participants are aware of their transportation options.
- b. Referrals are to be made to the local senior center.

Additional information regarding the transportation system can be found at:

[Human Services/Basic Needs/Transportation](#)

9. ACDHS/AAA OPTIONS Care Management Coordination:

CONTRACTOR will work with the ACDHS/AAA during 2015-2016 to develop a collaborative effort with Care Management agencies to assure participant access to services and information for 2015-2016.

10. Aging Network and CONTRACTOR specific Information / Print and or Electronic Formats

Print and / or distribute information on Aging Services through electronic / print media to local agencies, organizations, religious organizations, and other groups; collect and display informational pamphlets / brochures of interest and use to older adults, their families and care givers. Provide aging network and CONTRACTOR specific information on the agency website.

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

D. AGREEMENT Compliance:

CONTRACTOR complies with the requirements of the COUNTY AGREEMENT and this Scope of Service. On an annual basis, the CONTRACTOR submits a Provider Planning Document to the ACDHS/AAA Community Based and Entry Division Chief. This document presents the CONTRACTOR'S organizational and programmatic intentions for a contract year. The Division Chief 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.

On a quarterly basis, CONTRACTORS will update the ACDHS/AAA on any organizational and programmatic changes and information using the Quarterly Reporting Document.

E. Electronic Information Management

1. CONTRACTOR has the capacity to enter and retrieve data into and from SAMS IR. 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.
2. CONTRACTOR refers participants requiring TDD/TTY equipment to the ACDHS/AAA SeniorLine TDD/TTY at 412.350.2727.
3. CONTRACTOR uses Aging Web Portal resources as appropriate, using system log-in and password.

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

4. CONTRACTOR staff use the current Community Based and Entry Services SAMS IR Manual as a part of their ongoing reference in working in SAMS IR.
5. The Information and Assistance CONTRACTOR is responsible for validating participant service and program data in the appropriate information management system (SAMS, SAMS IR, etc.) by the last business day of the month for the prior month's transactions.

F. Annual Information and Assistance Validation: The CONTRACTOR submits all required documentation, satisfactorily completes validation criteria, on-site monitoring, and any corrective actions noted per ACDHS/AAA process and timeline.

G. Annual Service Emergency Preparedness Plan: CONTRACTOR has and uses a Service Emergency Preparedness Plan that meets the current ACDHS/AAA Criteria.

Current Emergency Plan Criteria are found at:

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

- H. Quality Improvement Initiatives: CONTRACTOR participates in quality initiatives, such as customer satisfaction and program evaluation.
- I. Meeting and Conference Attendance: CONTRACTOR attends and/or participates in the Monthly Community Services Meetings (face to face, conference call or WebEx) and the Annual Conference. CONTRACTOR is responsible for content if not able to attend.
- J. Resource Diversification

CONTRACTOR develops collaborative and current working relationships with other 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 contract requirement:

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

- K. CONTRACTOR Staff Training: CONTRACTOR encourages staff to participate in professional development activities and 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:

1. Health and Safety
2. Positive and appropriate behavior with older adults
3. Special needs of participants with physical and mental disabilities
4. Marketing strategies to reach diverse and / or isolated older adult populations within communities
5. Diversity
6. Confidentiality
7. Community Resources
8. SAMS / SAMS IR
9. Normal and abnormal aging issues
10. Emergency Plan Preparedness
11. Other aging related training

12. General senior community center related training

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

- L. Quarterly Report: The CONTRACTOR submits a report to ACDHS/AAA by the last business working day of the month following the end of the quarter as part of the Quarterly Report. The report includes:
 - 1. Number of Speaking Engagements or events and Older Adult Participants seen during that Quarter.
 - 2. Organizational and/or program (days, times of operation, emergency closures, etc...) changes during the quarter.
 - 3. Key staff changes- CEOs, Program Directors, I&A staff.
 - 4. Other critical organizational and programmatic changes that alter the CONTRACTOR'S approved Annual Provider Planning Document.

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

- A. The ACDHS/AAA works in a collaborative manner with CONTRACTORS 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.
- B. The ACDHS/AAA reviews and approves CONTRACTOR budgets and budget revisions.
- C. The ACDHS/AAA serves as a conduit for new or revised local, state or federal policy.
- D. The ACDHS/AAA runs and sends the SAMS IR Reports to CONTRACTORS on a monthly basis.
- E. The ACDHS/AAA reviews the following reports / information as indicated:
 - 1. SAMS IR Services by Provider Agency (Quarterly)

2. Intake Referrals (Quarterly)
 3. CONTRACTOR Quarterly Reports (Quarterly) – Information and Assistance
- F. On an annual basis, ACDHS/AAA distributes a Provider Planning Document to collect CONTRACTOR'S organizational and programmatic intentions for the following AGREEMENT year. The ACDHS/AAA Entry Services Division Chief reviews and approves the CONTRACTOR planning intentions on an annual and as needed basis.
- G. The ACDHS/AAA reviews the record of CONTRACTOR participation in developing initiatives, collaborations, quality standards, pilots and / or programs.
- H. ACDHS/AAA posts resources on the Aging Web Portal, a system which CONTRACTORS access with a system log-in and password provided by ACDHS/AAA. Web Portal address is:
- <https://allegheny.agingsupportportal.com/Login.aspx>
- I. ACDHS/ AAA Community Based and Entry Services Division provides an Community Based and Entry Services SAMS IR Manual for CONTRACTOR reference in working in SAMS IR on the ACDHS/AAA Web Portal at:
- <https://allegheny.agingsupportportal.com/Login.aspx>
- J. CONTRACTOR Validation: ACDHS/AAA distributes an Annual Validation Process E-Packet; completes content review of all CONTRACTOR submitted Validation Documentation, schedules on-site Monitoring(s); distributes a summary of best practices and / or corrective actions and informs CONTRACTOR agencies of their final status.
- K. ACDHS/AAA monitors the implementation of the Quality Improvement Program Evaluation Plan and the impact of the Plan on the services and / or participants.
- L. ACDHS/AAA offers technical assistance / education as appropriate in the CONTRACTOR Quality Improvement Process and the CONTRACTOR Validation Process.
- M. ACDHS/AAA hosts meetings, conferences calls, trainings, orientations, conferences, and webinars involving CONTRACTORS.
- N. ACDHS/AAA monitors core services by site visits, SAM's data validation process, and CONTRACTOR reports.

- O. The ACDHS/AAA uses data entered in SAMS and SAMS IR to validate services were provided in a given month and quarter to approve or reject invoices for payment.
- P. ACDHS/AAA monitors CONTRACTOR attendance and / or involvement at trainings and use of Aging Web Portal.
- Q. ACDHS/AAA offers support in resolving functional issues related to the SAMS system.
- R. ACDHS/AAA meets upon request of the CONTRACTOR to evaluate and plan innovative and creative approaches to Community Based and Entry Services Targeted Information and Assistance.
- S. 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.
- T. CONTRACTOR accountable to comply with reporting requests when and however they may emerge.