

**FY 2016-2017
SCOPE OF SERVICE**

**COMMUNITY BASED AND ENTRY SERVICES
TARGETED OUTREACH – AMERICAN INDIAN**

I. PURPOSE

Outreach Services

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 part of CONTRACTOR'S COUNTY AGREEMENT.

The purpose of Outreach is to seek out and identify geographically hard to reach or socially isolated eligible individuals who are in greatest need of services and to provide them with information and the opportunity to participate in the needed services.

II. DEFINITIONS

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

- A. Annual AGREEMENT Year Service Day: A day that the CONTRACTOR is open, offers Outreach services to the public and submits contract year service days annually to the ACDHS/AAA for verification and validation.
- B. 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.
- C. CONTRACTOR: An agency, government entity or organization under contract with the ACDHS/AAA which provides services to older adults in the community.
- D. CONTRACTOR Annual Service Emergency Preparedness Plan: An annually updated plan outlining emergency operation and emergency closure procedures as specified by ACDHS/AAA.

- E. CONTRACTOR Annual Validation Process: An ACDHS/AAA monitoring activity undertaken by the SERVICE PROVIDER 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).
- F. CONTRACTOR Quality Improvement Process: The ongoing work by the SERVICE PROVIDER and the ACDHS/AAA to continually improve the services provided.
- G. Informational Events: Refers to public speaking engagements or informational fairs held or attended, used to promote information about services and/or resources.
- H. Master Provider 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.
- I. 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. Additional information regarding the transportation system can be found at <http://www.alleghenycounty.us/dhs/transportation/index.aspx>
- J. 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.

K. 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 or
- contact with non-enrolled/inactive participants seen at agency-initiated forums or on-site as a result of an agency initiated communication.

L. Participant: Any adult, age 60 or older who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR and / or who register and participate in senior community center clustered 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.

M. 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 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.

N. Resource Diversification: A method of obtaining funding or resources for Community Based and Entry Services providers from non ACDHS/AAA funding.

O. Service Unit: A Service Unit represents one service, provided by a Community Based and Entry Services Targeted Outreach CONTRACTOR for a participant documented on an Outreach log.

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 – Targeted Outreach American Indian 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 Program Area

link as identified by the middle two numbers in the APD number, or follow the link below:

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

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

Laws

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

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

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will inform clear expectations of acceptable performance standards to the service provider and hold the service provider accountable to them. These standards relate to compliance with applicable policies, regulatory guidelines, contract 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 service provider 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

A. Outreach Services

1. Are done throughout the CONTRACTOR'S service area - Allegheny County.
2. Outreach is to be conducted monthly.
3. Outreach activities are conducted no less than six (6) times per contract quarter

4. The CONTRACTOR completes the following:
 - a. Maintains a list of all households contacted through Outreach services; at a minimum, enters the participant name / address and the date of initial Outreach contact.
 - b. Maintains a list of the number of participant contacts at Community Outreach events; at a minimum, enters the date of the Outreach site / event, the name of the Outreach site/event and the number of new / unenrolled participants seen.
 - c. The CONTRACTOR submits a quarterly report to ACDHS/AAA by the last business day of October, January, April and July containing Service Units for the prior quarter.

Outreach Services are conducted monthly throughout Allegheny County, with Outreach activities conducted no less than six (6) times per contract quarter. Service responsibilities are outlined in the Work Statement and include the activities listed below:

- Older Adult contacts initiated in group meetings followed by personal contact.
- 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.
- Homebound participants who call and request a visit based on a flyer, public information / newspapers and newsletters or mailing.
- Being visible or utilizing other community agency office space (such as libraries or municipal buildings) to provide access to Outreach services.
- Providing written materials (such as brochures / flyers) that cause older adults to either follow-up with a visit to the agency or to call and request an outreach visit.

- Door to door / phone call canvassing to reach older adults not currently involved in the aging network.
- Staffing Community Events and Information Fairs

B. 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 contract year. The schedule is reviewed and approved in a written notification from the Community Based and Entry Division Chief 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 contacts as soon as the decision to close is made.

C. Farmers' Market Check Distribution

Agency on-site participation in the annual Farmers' Market Check Distribution Process is encouraged.

D. Participant Service Intake Referrals

Upon identifying an older adult's need for ongoing, in-home services, the CONTRACTOR staff member shall seek 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.

E. 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.

F. Transportation Referrals

1. Assure that interested participants are aware of their transportation options
2. Referrals for OPT and ACCESS are to be made to the local senior center.

Additional information regarding the transportation system can be found at

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

G. ACDHS/AAA OPTIONS Care Management Coordination:

CONTRACTOR cooperation with Care Management agencies to assure participant access to services and information is encouraged. For example, hosting an OPTIONS Care Manager at mutually agreed upon dates at an agency function to consult with staff and participants about care management services.

H. 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 provider specific information on the agency website.

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

- J. Contract 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 a contract year. The ACDHS/AAA Community Based and Entry 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.

- K. Electronic Information Management

1. CONTRACTOR has the capacity to communicate electronically 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 TTD/TTY at 412.350.2727.

- L. Annual Community Based and Entry Services Targeted Outreach 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.

(Measurable 2016-2017 - Process completed per timeline and all criteria in 100% compliance per mid contract year review.)

- M. 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>

- N. Quality Improvement Initiatives: CONTRACTOR participates in quality initiatives, such as customer satisfaction and program evaluation.
- O. 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.
- P. 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.
- Q. 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 Based and Entry 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:
 - a. Health and Safety
 - b. Positive and appropriate behavior with older adults
 - c. Special needs of participants with physical and mental disabilities
 - d. Marketing strategies to reach diverse and /or isolated older adult populations within communities
 - e. Diversity
 - f. Confidentiality

- g. Community Resources
- h. SAMS / SAMS IR
- i. Normal and abnormal aging issues
- j. Emergency Plan Preparedness
- k. Other aging related training
- l. General senior community center related training

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

- R. Quarterly Report: The CONTRACTOR submits a report to ACDHS/AAA by the last business day of the month following the end of the quarter in a format developed by ACDHS/AAA. The report includes:
 - 1. Number of Community Outreach 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. In this process, ACDHS/AAA continues to transition to Performance Based Contracts.
- B. The ACDHS/AAA reviews and approves CONTRACTOR'S budgets and budget revisions.
- C. The ACDHS/AAA administers grant funds as funding is available for such purposes.
- D. The ACDHS/AAA serves as a conduit for new or revised local, state or federal policy.

E. The ACDHS/AAA reviews the following reports / information as indicated:

CONTRACTOR Quarterly Reports (Quarterly) – Outreach

F. On an annual basis, ACDHS/AAA distributes an Operational Intentions document to collect CONTRACTOR'S organizational and programmatic intentions for the following contract year. The ACDHS/AAA Community Based and Entry Services Division Chief reviews and approves the CONTRACTOR Operational Schedule and Operational Intentions on an annual and as needed basis.

G. The ACDHS/AAA forwards requests to provide community education via speaking engagements or information fairs in Allegheny County service area(s) to CONTRACTORS as appropriate.

H. The ACDHS/AAA reviews the record of CONTRACTOR participation in developing initiatives, collaborations, quality standards, pilots and / or programs.

I. 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>

J. 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.

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, conference calls, trainings, orientations, conferences, and webinars involving CONTRACTORS.

N. ACDHS/AAA monitors core services by site visits and CONTRACTOR reports.

- O. ACDHS/AAA monitors CONTRACTOR attendance and / or involvement at trainings and use of Aging Web Portal.
- P. ACDHS/AAA meets upon request of the CONTRACTOR to evaluate and plan innovative and creative approaches to Community Based and Entry Services Targeted Outreach.
- Q. 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.
- R. The ACDHS/AAA retains the ability to hold the CONTRACTOR accountable to comply with reporting requests when and however they may emerge.