

**FY 2016-2017
SCOPE OF SERVICE**

ENVIRONMENTAL MODIFICATIONS

I. PURPOSE

- A. To provide home repairs, modifications and adaptations to the residence of eligible homeowners receiving Home and Community Based Care Managed services through the Allegheny County Department of Human Services / Area Agency on Aging (ACDHS/AAA).
- B. To provide environmental modifications for eligible Participants when no family member or other responsible informal caregiver is available for or capable of providing such services.
- C. To provide services in such a way as to enable the Participant to maintain residence in their home and community and function with greater independence by promoting a healthy and safe environment.

II. DEFINITIONS

- A. DHS – Allegheny County Department of Human Services
- B. Environmental Modifications: Activities of a largely non-recurring nature to improve the safety and adaptability of a Participant's home. Acceptable environmental modifications are defined by the Pennsylvania Department of Aging as "reasonable modification to the structure of a home" to facilitate continued care of the Participant in the home. Environmental Modifications are expected to increase the Participant's independence or functioning.
- C. 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.
- D. Social Assistance Management System (SAMS): Software used to track all services provided to Participants with ACDHS/AAA funding.

III. AGING PROGRAM DIRECTIVE (APD)/FEDERAL/STATE REGULATORY REFERENCES

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

- A. Pennsylvania Department of Aging APD 15-01-08: Aging Services Policy and Procedure Manual [Aging Policy and Procedures Manual](#)
Chapter 8 Services, Appendix E, Options Service Standards.
- B. [Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)
- C. [Critical Incident Management Policy for Office of Long-Term Living Home and Community-Based Services Programs](#)

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

IV. PERFORMANCE EVALUATION

Each AGREEMENT 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.

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

Allegheny County Department of Human Services
Area Agency on Aging
Environmental Modifications Monitoring Tool

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

In addition to the requirements in the above referenced regulations, the following standards apply:

A. Based on individual assessment the program will not provide for any home repairs, modifications and adaptations to the Participant's residence if he/she is trying to sell or transfer, or if the home is deeded to a relative or third party, or if there are any back taxes owed, or liens applied. In addition, CONTRACTOR will not provide services to a residence that is a rental property occupied by the Participant unless prior approval is given in writing by the property owner and special permission granted by ACDHS/AAA.

B. Participant Confidentiality

1. Security of Participant files will be maintained.
2. Every precaution will be pursued to maintain confidentiality of Participant information, particularly when sharing with other CONTRACTORS.
 - a. Only those portions of the care plan, which pertain to a specific service or CONTRACTOR, will be communicated to the appropriate parties involved in providing service to the Participant.
 - b. Participant permission must be obtained in writing, in order to share this information.

C. Participant Records

Records shall be maintained for each Participant and shall contain hard copies of the following information:

1. ACDHS/AAA Environmental Modification Application.
2. Work Scope(s) that detail(s) the specifics of the job which will be completed for each Participant. This will include the type of job, materials that will be used and the time frame in which each job will be completed.
3. CONTRACTOR is responsible for educating Participant and caregiver on return of any rental equipment when no longer needed. The Participant's file must have a policy statement signed by the Participant and caregiver agreeing to provide access to

CONTRACTOR into Participant's home to retrieve all rental equipment when Participant's case is closed.

D. Initiating Service

1. Referrals for service will be at the discretion of ACDHS/AAA and Care Manager.
 - a. Care Manager identifies and verifies the need for the Environmental Modification with the Participant and family.
 - b. CONTRACTOR submits the project estimate which contains the details of the project to the ACDHS/AAA or appropriate Care Management agency for review and approval.
2. Care Manager makes a referral to the CONTRACTOR authorizing services by entering a Service Order into SAMS for eligible ACDHS/AAA Participants.
 - a. Services will be delivered as specified in the Service Order/s. Environmental Modifications are requested and only those ordered and detailed in a current Service Order in SAMS shall be performed under this AGREEMENT.
 - b. CONTRACTOR is not permitted to begin work in the absence of a current Service Order in SAMS. Reimbursement will be denied for any services delivered without an authorized Service Order in SAMS.
3. Service delivery will be initiated within five (5) working days of receipt of the service order.
 - a. File must contain documentation of initial contact with Participant within five (5) business days of receiving notification from Care Manager.
 - b. Any delay of Participant contact or installation must be documented in file.
4. In exceptional or urgent circumstances, service delivery shall be initiated more expediently or immediately upon the verbal request, followed by an E-mail or FAX authorization, from the ACDHS/AAA OPTIONS CM, In-Home & Misc. Services Supervisor or designee.

E. Implementing Service

1. CONTRACTOR schedules an appointment with the Participant.
2. CONTRACTOR will preview the home, survey the modification needs and develop a work scope.
3. If the Care Manager determines the change is necessary and reasonable, he/she will notify CONTRACTOR of authorization and make any necessary adjustments to the Service Order(s) accordingly.
4. CONTRACTOR will obtain approval of the work scope by having it signed and dated by the property owner prior to starting the work. For Stair Rides, the approval of the property owner is obtained by the Care Manager. Proof of this approval is a current service order in SAMS.
5. Stair Ride CONTRACTORS must complete a written work scope detailing the work to be done, materials to be used and date installation will take place.
6. CONTRACTOR will cooperate fully with Care Management staff in providing service requested for ACDHS/AAA Participants and to resolve problems.
7. CONTRACTOR will be able to remove installed stair ride(s) within 21 business days after being notified of circumstances regarding the termination of rental and need for the removal of any unit(s).
8. CONTRACTOR will respond within one (1) day to repair requests that are vital to Participants being able to remain in their residence.

F. Emergency Availability

In case of urgent or critical modification needs, CONTRACTOR may be sent directly to the home to alleviate the crisis.

G. Activities

1. Environmental Modifications may include the following:
 - a. Major home repairs such as plumbing, electrical, roofing, carpentry, masonry and cement
 - b. Home Inspections

- c. Installation of grab-bars and hand rails
 - d. Installation of stair rides; modifications necessary to install stair rides (All stair rides installed in Participant homes must be in good repair and operating condition.)
 - e. Modifications for wheelchair usage such as widening of doorways, ramps, and adaptations to bathroom facilities
 - f. Installation of specialized electrical or plumbing systems to accommodate medical equipment
 - g. Weatherization
 - h. Security repairs
 - i. Extermination and fumigation
2. Urgent environmental modification requests are considered critical if the condition is:
- a. Dangerous
 - b. Serious
 - c. Determined unfavorable by ACDHS/AAA
 - d. Leading to the inability to complete daily living tasks
 - e. Cited by the city, borough, township or county
3. The following work does not constitute an urgent or critical environmental modification:
- a. Yard work
 - b. New windows (unless broken)
 - c. Additions
 - d. Central air conditioning

H. Condition of the Home

- 1. If a home is visited and considered structurally unsound, a recommendation and referral is made to ACDHS/AAA to assist Participant to relocate or encourage the Participant to relocate.

2. If the CONTRACTOR finds the house is dilapidated and unsafe beyond the work that can be provided, the findings are reported to the Care Management agency who will then contact ACDHS/AAA for further evaluation.
3. Participants can be denied eligibility at this point if there is too great of a renovation or repair needed or if the Participant is living in unsanitary and/or dangerous conditions.

I. Participant Evaluation

1. Upon completion of the work, CONTRACTOR will obtain approval of the work from the property owner with his/her signature and date.
2. Participant may receive a call from an ACDHS/AAA staff person inquiring about the completed project.
3. An evaluation form from CONTRACTOR may be sent to Participant and/or property owner for completion.
4. Completed evaluations received by CONTRACTOR directly are kept in Participant's file and a copy shall be forwarded immediately upon receipt to ACDHS/AAA.

J. Reimbursement

The CONTRACTOR will receive payment from ACDHS/AAA after the home inspection and survey and again once the project is completed and Participant and/or property owner is satisfied.

K. Units of Service

1. One (1) unit Home Inspection equals one (1) inspection.
2. One (1) unit Major Home Repair equals one (1) home modification/repair.
3. One (1) unit Stair Ride Lease Installation equals one (1) installation.

L. Personnel

1. Policies

CONTRACTOR will:

- a. Notify ACDHS/AAA, in writing, of changes at the administrative level in advance, if known, or immediately upon such change.
- b. Maintain sound personnel policies structured to minimize personnel turnover, which would adversely affect the delivery of service. Turnover can be minimized by providing competitive wages commensurate with the required job skills, as well as incentives in the form of bonuses and/or fringe benefits for workers who have given continuous and satisfactory performance.
- c. Assure availability of a staff person to accept phone communication during normal business hours.

2. Staffing

At a minimum, staff will include an administrator who has overall office responsibility for COUNTY AGREEMENT compliance.

3. Screening

Assurance will be made that workers have been carefully and individually interviewed, their references checked and evaluated for their position. The worker's original driver's license will be submitted to verify current licensure. A copy of this license will be kept in the worker's file.

M. Exclusions

1. It is prohibited for workers to accept gifts, bequests, loans, gratuities and emoluments from Participants. This prohibition will appear in CONTRACTORS signed agreements with staff, work rules, handbooks, training, job descriptions and personnel policies.
2. Collection of voluntary contributions is specifically prohibited under this AGREEMENT.
3. CONTRACTORS will not possess keys to a Participant's home.

Violation of these rules is cause for dismissal by CONTRACTOR. Failure of CONTRACTOR to enforce this prohibition is cause for termination of the AGREEMENT.

N. Electronic Information Management

1. CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities within a timeframe specified by ACDHS/AAA. Failure to receive or read ACDHS/AAA communications sent to the CONTRACTOR MPER e-mail address in a timely manner does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
2. CONTRACTOR is responsible for accurately recording all Participant service and program data into the appropriate information management system (SAMS) by the seventh (7th) working day of the month for the prior month's transactions.
3. CONTRACTOR is responsible for coordinating appropriate information management system training (SAMS) and the transfer of knowledge and information to existing and new staff.

VI. RESPONSIBILITIES/EXPECTATIONS OF THE PROGRAM OFFICE (ACDHS/AAA)

ACDHS/AAA will support the CONTRACTOR in meeting service standards and requirements by providing the following:

- A. Timely communication and written correspondence regarding mandated applicable Pennsylvania Department of Aging and Allegheny County requirements, and any changes to these requirements that occur during the AGREEMENT period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this AGREEMENT;
- C. Timely communication and written correspondence regarding the outcome of program monitoring and evaluation activities;
- D. Technical assistance as needed regarding program requirements;
- E. Technical assistance, direction and cooperation to assist the CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (SAMS).