

**FY 2016-2017
SCOPE OF SERVICE**

Money Management Program

I. PURPOSE

- A. To assist low-income seniors (60+) who have significant problems with budgeting, paying routine bills and keeping track of financial matters through a protective financial services program. The program matches trained volunteers with Participants who are most vulnerable to financial exploitation or neglect; those who are isolated, have mental or physical disabilities, and have limited income. The Money Management program supports Participants who are at risk because of their inability to manage their monthly financial responsibilities.
- B. To provide services in such a way as to encourage Participants to maintain or improve their level of functioning and independence and to live with as much dignity as possible.

II. DEFINITIONS

- A. DHS – Allegheny County Department of Human Services
- B. 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.
- C. Social Assistance Management System (SAMS): Software used to track all services provided to Participants with Allegheny County Department of Human Services Area Agency on Aging (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:

[Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults](#)

[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 directive.

IV. PERFORMANCE EVALUATION

Each AGREEMENT year the COUNTY will inform clear expectations of acceptable performance standards to the CONTRACTOR and hold the service provider 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.

Monitor 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
Money Management Program
Monitoring Tool

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

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

- A. The Money Management Program is appropriate when a person needing service from this program meets the following criteria:
 - 1. Low income and few liquid assets as defined by AARP
 - 2. No other formal or informal resources available.
- 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. The Money Management Program Provider will be responsible for:

1. Recruitment, screening and training of volunteers.
2. Determination by Program Coordinator of Participant's eligibility for the program.
3. Obtaining a service agreement signed by Participant and volunteer.
4. Monitoring of volunteer activities.
5. Submitting reports to ACDHS/AAA, as required.
6. Maintaining accurate records of all Participants' accounts.

D. Program Components

The Money Management Program offers a Bill Payer service to those who are experiencing difficulty managing monthly financial obligations.

1. The Money Management Program assists seniors with disabilities and low incomes who have trouble maintaining control over their finances. The program matches trained volunteers with Participants who need help making sure bills get paid and budgeting money. The goal of the program is to give Participants enough help with financial matters that they continue to live independently.
2. The CONTRACTOR'S primary duties are to recruit, train and supervise a corps of volunteers. After completing the training, volunteers are matched with Participants by mutual consent.
3. Participants of the Money Management Program are seniors who are capable of living alone and signing checks. The Participant may, however, be homebound, somewhat disabled or have

difficulty in budgeting and is without the support of family or friends who could assist with monthly bill paying and record keeping. The volunteer provides this support and prolongs the Participant's ability to live independently. The Participant is permitted to retain full control of their finances.

4. Both the Participant and volunteer sign a Participant Service Agreement, specifying types of assistance to be given by the volunteer, informing the Participant of the limits of the program and designating the account with which the volunteer will work.
5. The volunteer completes a monthly bill payer report form documenting the amount and type of bills paid.
6. The CONTRACTOR reviews the monthly reports and compares them to bank statements at least quarterly. Any discrepancies are followed up. The monitor also checks to make sure that the Participant is satisfied with the service.

Taken together, these measures provide a framework of communication and supervision so that any problems which arise can be identified and handled promptly. While the first concern is to protect the Participant from a loss of funds, the measures outlined above also helps to protect the volunteer from accusations of wrongdoing or misunderstanding as well as provide back up support to the volunteer.

E. General Safeguards

1. The program is designed for individuals with low income and few liquid assets; thus the risk per Participant is small.
2. Volunteers are interviewed and screened by the Program Coordinator. References are checked and a criminal history check is conducted through the Pennsylvania State Police PA Access to Criminal History at <https://epatch.state.pa.us>. Substitute clearances are not acceptable.
3. The Program Coordinator provides comprehensive volunteer training, written procedures and ongoing supervision on the limits of the role of the volunteer.
4. The CONTRACTOR will provide insurance covering certain losses of funds that result from intentional or unintentional misuse of Participants' funds. Participant income guidelines and frequency of monitoring are designed to ensure that the insurance level is adequate to protect individual Participants.

F. Units of Service

One (1) unit of Money Management service equals one (1) hour.

G. Electronic Information Management

1. CONTRACTOR will have the capacity/ability 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 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 will submit a detailed billing statement to ACDHS/AAA for all charges and fees for services by the seventh (7th) working day of the month for the prior month's transactions.

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

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

- A. Timely communication and written correspondence regarding Allegheny County requirements, and any changes to these requirements that occur during the AGREEMENT period;
- B. Program monitoring and evaluation to assure compliance with Allegheny County requirements specified in the terms of this AGREEMENT;
- C. Technical assistance as needed regarding program requirements;
- D. Maintaining an advisory council.