

**FY 2016-2017  
SCOPE OF SERVICE**

**PERSONAL EMERGENCY RESPONSE SYSTEM (PERS)**

I. PURPOSE

- A. PERS is an electronic device which enables certain high-risk Participants to secure help in the event of an emergency. All PERS units need to be certified as meeting the standards for safety and use as outlined in the National Electric Code, NEC Requirements (see Appendix F).
- B. To provide services in such a way as to encourage the Participants to maintain or improve their level of functioning and independence and to live with as much dignity as possible.

II. DEFINITIONS

- A. 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.
- B. 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.

Also, see Aging Program Directive (APD) referenced below.

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. [Aging Policy and Procedure Manual](#)
  - Directive – Issuance of Aging Policy and Procedure Manual Chapter VIII: OPTIONS
  - Chapter VIII. OPTIONS, and
  - Appendix E, OPTIONS Program 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  
Personal Emergency Response System  
Monitoring Tool

#### V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

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

- A. CONTRACTOR will meet or exceed application and licensing requirements, and:
  - 1. Leased units will be updated, at no cost to ACDHS/AAA, as technology improves performance.

2. Rates for OPTIONS services will be no higher than CONTRACTOR'S private pay fee schedule.

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 Providers.
  - 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

CONTRACTOR will maintain standardized individual files for each Participant. The record keeping system must ensure uniformity and consistency in documentation of the service provision.

The Participant's record must contain hard copies of the following information:

1. SAMS Registration Form;
2. SAMS service order with the current prescription;
3. The start date of service;
4. Documentation of:
  - a. each visit made to the PERS Participant;
  - b. each activation of the Participant's PERS;
5. Worker's comments and observations concerning the Participant's condition and his/her response to service, including the reporting of changes and/or problems to the supervisor. Changes and/or problems must be acknowledged by the supervisor;
6. Statements of follow-up action taken by the supervisor, including reporting to the Care Manager.

D. Initiating Service

1. Service volume and delivery will be adjusted at the discretion of ACDHS/AAA.
2. Service delivery and installation will be initiated within five (5) working days of receipt of the service order request.
3. In exceptional circumstances, service delivery will be expedited upon the verbal request of only ACDHS/AAA OPTIONS CM, In-Home & Misc. Services Supervisor or designee.
4. PERS equipment/unit upgrades or changes will be discussed with ACDHS/AAA OPTIONS CM, In-Home & Misc. Services Supervisor or designee prior to changes being made and billing occurring.

E. Hours of Operation and Service Area

1. PERS service will be available seven (7) days per week;
2. PERS Response Center will be available seven (7) days a week 24-hours a day, 365 days a year.
3. The geographic service area is Allegheny County which has special needs in some areas.

F. Units of Service

One (1) unit PERS Monthly Fee equals one (1) monthly fee.  
One (1) unit PERS Cellular Monthly Fee equals one (1) monthly fee.

G. Scheduling

1. To ensure responsive delivery of services, CONTRACTOR and Care Manager have specific roles and must be in close communication. All changes will be authorized by the Care Manager. Care Managers will be notified when there is any deviation from the service ordered. The contact will be documented.
2. Payment will be denied if service is provided in a fashion not specified in the care plan, without adequate justification and Care Management approval.

H. Back-Up Services

1. CONTRACTOR will have a sufficient number of designated alternate installers to deliver service in the absence of the regular installer.
2. CONTRACTOR'S emergency service center shall have a number of designated alternate personnel to deliver service in the absence of regular personnel.

I. Change in Participant Status

Changes in Participant functioning, health or situation will be reported to the Care Manager as soon as possible, but no later than the end of the working day on which the change is noted.

J. Emergencies

CONTRACTORS will have a written contingency plan outlining emergency operation procedures. The plan will include the following provisions:

ACDHS/AAA Care Coordination Division Chief or designee will be notified by 9:00 am on those days when service will be impacted or reduced.

K. 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.

1. Staffing

Staff will include:

- a. Administrator - overall office responsibility for COUNTY AGREEMENT compliance.
- b. Sufficient administrative, supervisory and line staff to insure the efficient and effective provision of service(s) under this AGREEMENT.

2. Recruitment

- a. CONTRACTOR will establish an effective, ongoing program of staff recruitment.
- b. Workers should have good physical and mental health, good moral character and maturity of attitude toward work assignments. Every worker will have a high school diploma / G.E.D. or be able to read, write and follow simple instructions.
- c. Workers will receive a copy of job descriptions, personnel policies and the wage scale for workers at the time of their employment and when there is a revision or change in these policies.

4. CONTRACTOR will maintain on file records of worker training and supervision consistent with requirements set forth in the attached Service Standards.

5. Personnel Files

CONTRACTOR will maintain standardized individual files for all PERS personnel. The record keeping system must ensure uniformity and consistency in documentation. Information documented in the personnel file must be in sufficient detail to assure compliance with all personnel requirements. The file must contain:

- a. A personal interview and follow-up of references provided by the workers;
- b. The results of a written competency exam and documentation of skills observation;

- c. Documentation of completion of orientation;
- d. Documentation of completion of training;
- e. Documentation of supervision consistent with the requirements set forth for OPTIONS Participants;

L. Exclusions

- 1. It is prohibited for workers to accept gifts, bequests, loans, gratuities and emoluments from Participants. This prohibition will appear in Provider's 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. Workers will not possess keys to a Participant's home.
- 4. Transporting Participants in any personal vehicle is prohibited.
- 5. Money management such as budgeting, paying bills and cashing checks is prohibited.

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

M. Meetings

- 1. ACDHS/AAA will arrange and coordinate meetings, including case conferences with Care Management providers, as needed for efficient delivery of services under this AGREEMENT.
- 2. Attendance at these meetings by staff responsible for administration and implementation of this AGREEMENT is mandatory.

N. 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 the CONTRACTOR'S 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 working day of the month for the prior month's transactions.
3. CONTRACTOR is responsible for coordinating appropriate information management system (SAMS) training 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 Provider 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 CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (SAMS).