

**FISCAL YEAR 2016-2017
SCOPE OF SERVICE**

**PROTECTIVE SERVICES
ANSWERING SERVICE AND AFTER-HOURS INTAKE / REFERRAL**

I. PURPOSE

To accept calls from the public during non-business hours. The After-Hours Intake / Referral component is provided to record Reports of Need under the Older Adults Protective Services Act and to refer Reports of Need to the appropriate Protective Services Agency. The CONTRACTOR records Reports of Need but does not give advice to callers.

II. DEFINITIONS

- A. **After-Hours Intake/Referral** refers to a system of accountability and availability including documentation of intake Reports of Need and referral to Protective Services agencies for the protection of elderly participants within Allegheny County. The system operates during non-regular business hours including weekends, holidays, and evenings.
- B. **The Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA)** provides services to adults age sixty (60) and over to help them maintain their independence.
- C. **Answering Service** refers to a system which is designed to take calls during non-business hours.
- D. **DHS** – Allegheny County Department of Human Services
- E. **Master Provider Enterprise Repository (MPER)** a repository of key Provider demographic data for all contracted providers who provide services for DHS. DHS applications use MPER to validate contract, services, facilities and rate information to facilitate documentation of services rendered information by Providers. Contracted Providers are required to keep all agency information including but not limited to contacts, facilities and service offering information up to date.

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

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

Laws

- [2006 Reauthorization of the Older Americans Act](#)
- [Pa. Statute Title 35 \(Older Adults Protective Services Act\)](#)

Regulations

- [6 PA Code Chapter 15](#)

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, 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 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

- A. The CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communications through electronic internet communications within one business week. Failure to receive or read Area Agency on Aging communications sent to the CONTRACTOR MPER e-mail address the same day does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.

B. The CONTRACTOR is responsible for accurately recording all participant service and program data into the appropriate information management system, by the seventh (7th) working day of the month for the prior month's transactions or state regulations and standards whichever is less. The CONTRACTOR is responsible for coordinating appropriate information management system training and the transfer of knowledge & information to existing and new staff.

C. Answering Service units:

Base rate unit equals monthly amount billed for allotted calls of 150 per month. Over calls (1) unit of service equals one (1) call for calls over 150 per month.

D. Call Processing units:

Per minute on line telephone agent time while completing Reports of Need.

E. The following services are provided by the Answering Service:

1. The answering service operator will take calls made to the Allegheny County Department of Human Services/Area Agency on Aging's number on:

a. Weekdays from 4:30 p.m. to 8:30 a.m.;

b. Weekends from 4:30 p.m. to Friday until 8:30 a.m. on Monday;

c. Holidays from 4:30 p.m. on the day before the holiday until 8:30 a.m. the day after the holiday.

2. The operator will screen the calls to determine the immediacy of the caller's situation.

a. If an extreme emergency exists (caller distressed, incoherent, agitated or in a life-threatening situation), the operator will direct the caller to the police, fire or paramedic

department in their area;

- b. If the call meets Protective Services criteria, the operator will inform the caller that a Report of Need will be taken;
- c. If the call does not meet Protective Services criteria, the operator will ask the caller to call back during regular Allegheny County Department of Human Services Area Agency on Aging working hours.
- d. Documentation of all calls based on agreed procedures between ACDHS/AAA and Answering Service.
- e. The CONTRACTOR completes a screening function but does not provide any advice to callers.
- f. Receiving, screening and documenting reports of need for Protective Services according to specified procedures included in the ACDHS/AAA On-Call Manual and all Pennsylvania Department of Aging (PDA) standards and requirements.
- g. Referrals to the appropriate Protective Services worker, Supervisor, ACDHS/AAA Administrator or other resources according to specified procedures and within specified time frames.
- h. Personnel - the minimum qualifications for staff performing After-Hours Intake/Referral functions are: completion of the Pennsylvania Department of Aging (PDA) Protective Services Intake curriculum; at least annually satisfactory work performance evaluations are completed, in writing; all persons providing services under the contract shall have signed the PDA Confidentiality Statement and be made aware of all confidentiality requirements and the penalties for violation of the requirements.
- i. Staff performing intake and referral functions shall attend all appropriate training, as required by ACDHS/AAA.

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. Developing program policies and procedures to meet all Pennsylvania Department of Aging and local requirements during the life of this contract;
- B. Program Monitoring and evaluation to assure compliance with the specifications and terms of this contract;
- C. Provide training to meet Protective Services Report of Need Intake requirements under Protective Services Regulations and develop all forms to be used for this contract;
- D. Specifying procedures for initiation and termination of service;
- E. Technical assistance as needed regarding program requirements;
- F. Technical assistance, direction and cooperation to assist the CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system.