

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

**PROTECTIVE SERVICES  
FINANCIAL EXPLOITATION**

**I. PURPOSE**

Assist Protective Service Investigation and seek to develop collaborative working relationships with local law enforcement, so as to facilitate the referral of financial exploitation cases from Allegheny County Department of Human Services Area Agency on Aging (ACDHS/AAA) to appropriate law enforcement authorities.

**II. DEFINITION**

- A. **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.
- B. **DHS** – Allegheny County Department of Human Services
- C. **Financial exploitation consultation** refers to activities and support services that are provided on the behalf of the financially abused older adult.
- D. **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 AND REQUIREMENTS, 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. Submit monthly reports to ACDHS/AAA regarding the progress of Financial Exploitation Investigation cases. Monthly reports should include: number of Reports of Need reviewed, cases accepted, dollar amounts involved, hours spent, referrals to law enforcement, intended outcomes, impediments to outcomes, and approximate times to resolution.
- C. Submit invoices duly signed and dated to the ACDHS/AAA on a monthly basis.

- D. At the request of the Allegheny County Department of Human Services/ Area Agency on Aging (ACDHS/AAA), the consultant will provide financial exploitation investigations of protective services participants.
- E. Within three (3) working days of the referral, in-home or on-site financial exploitation investigations on participants referred by the ACDHS/AAA are initiated.
- F. Assist other protective service workers to investigate and resolve financial exploitation cases to which other protective service workers have been assigned.
- G. Attend orientation and training functions as required.
- H. Train other protective service workers in financial exploitation investigation techniques and documentation.
- I. In performing services pursuant to this Agreement, consultant will abide by:
  - 1. The standards of protective service workers as defined in the Older Adults Protective Service Law.
  - 2. The standards and regulations of the Pennsylvania Department of Aging regulations (Chapter 15 on Protective Services).
  - 3. The applicable Federal and State statutes.
- J. One (1) unit of service equals one (1) hour of participant or staff support as defined by the Area Agency on Aging.

**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 interim 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. Developing all intake, assessment and reporting forms to be used for this contract;
- D. Specifying procedures for initiation and termination of services;
- 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.