

**FISCAL YEAR 2020-2021
SCOPE OF SERVICE**

PROTECTIVE SERVICES - SENIOR VICTIM ASSISTANCE

I. PURPOSE

The Senior Victim Assistance Program provides advocacy assistance services to elder crime victims, elder family members of crime victims and crime prevention information to persons age 60 and over.

II. DEFINITIONS

- A. **ACDHS/AAA:** Allegheny County Department of Human Services / Area Agency on Aging provides services to adults age sixty (60) and over to help them maintain their independence.
- B. **CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.
- C. **Master Provider Enterprise Repository (MPER)** A repository of key CONTRACTORS' demographic data for all CONTRACTORS who provide services for DHS. DHS applications use MPER to validate AGREEMENT, services, facilities, rate information and document program funded budgets and invoices to facilitate documentation of services rendered and claims 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.

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

- [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 outline clear standards of acceptable performance to which the CONTRACTOR will be held. These standards relate to compliance with applicable policies, regulatory guidelines, Scopes of Service, Contract Workstatements, and Performance Based Contracting (PBC), where applicable. Standards are set to support quality service that meets or exceeds the needs of the consumer, and to optimize the impact of the service provided.

The CONTRACTOR is responsible for adhering to the timelines in reporting its compliance to the Scopes of Service 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:

Pennsylvania Department of Aging
Protective Services Monitoring Tool

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. Program Standards and Requirements:
 - 1. Advocacy Assistance Services shall include:
 - a. Advocacy: Individual support and intervention to assist victims in negotiating the legal, medical and social services systems;

- b. Accompanying victims through legal, medical, and social services systems, as necessary;
 - c. Counseling: Information and supportive counseling provided to assist the victim in understanding options, controlling decisions, and developing a support system in the community; counseling may be offered to family and/or significant others;
 - d. Victim Compensation: Assistance with the completion of applicable forms and documents.
- C. The Crime Prevention Program shall include oral presentations and distribution of literature to senior citizen groups.
- D. Referrals to ACDHS/AAA Social Services Programs:
 - 1. Clients indicating a need for supportive social services shall be referred to the ACDHS/AAA.
 - 2. Reports of elder abuse, neglect, exploitation, and abandonment shall be referred to the appropriate ACDHS/AAA Protective Services Provider for intake, screening, and investigation.
- E. Eligibility and Enrollment Requirements:

Appropriate clients:

 - 1. Advocacy Assistance Services: Allegheny County residents age sixty (60) and over who are victims of crime.
 - 2. Crime Prevention Program: Senior citizen groups throughout Allegheny County.
- G. The following reports and documents shall be submitted by the seventh (7th) working day of each month on ACDHS/AAA approved forms:
 - 1. A list and number of persons served, and the units of service provided in:
 - a. Advocacy
 - b. Counseling
 - c. Victim's Compensation
 - d. Case Management

2. The list and number of persons referred to ACDHS/AAA or its subcontractors; referrals are not to be counted as a unit of service.
3. Monthly invoice.

G. Units of Service

1. Time spent in documentation and reporting shall not be reported as a unit of service.
2. One (1) unit of service equals one (1) hour contact with the consumer.

H. A system of records about service activity participation and scheduling shall be maintained in order to document current operations, meet funding requirements, promote community support, and guide future planning.

I. Policies which ensure that individual participation information is maintained in a confidential manner consistent with applicable state and federal laws shall be established.

J. Additional narrative and/or statistical reports on ancillary activities shall be submitted, as required by ACDHS/AAA Administration.

K. Maintaining up-to-date, accurate individual consumer records according to ACDHS/AAA policies and procedures.

L. Maintaining records on three areas of agency operation: service delivery, personnel management, and finance. Required legal and ACDHS/AAA forms will be used.

M. Submitting monthly program and consumer statistics for all services to ACDHS/AAA on a timely basis, using ACDHS/AAA approved forms.

N. Maintaining the confidentiality of consumer records. Every precaution will be pursued to maintain confidentiality of consumer information, particularly when sharing with other agencies.

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 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.