

FY 2024-2025
SCOPE OF SERVICE
HOME SUPPORT SERVICES – Agency Model
Home Support
Home Maintenance (Chore)

I. PURPOSE

- A. To provide Home Support Services for individuals eligible for care managed services. Home Support Services include:
 - 1. Home Support - (for Service Standards, see Addendum 1);
 - 2. Home Maintenance (Chore) - (for Service Standards, see Addendum 2);
- B. To provide services to qualified individuals in their own homes by trained, supervised workers when no family member or other responsible informal caregiver is available for or capable of providing such services, or to provide occasional relief to the person regularly providing such services. Housekeeping and Home Maintenance services specifically exclude Home Health and Personal Care.
- C. To provide services in such a way as to encourage the consumer to maintain or improve level of functioning and independence.

II. DEFINITIONS

- A. Aging & Disability: See WellSky Aging & Disability
- B. IMT: Integrated Monitoring Tool
- C. Integrated Monitoring Tool (IMT) Application: Supporting improved quality, efficiency and collaboration of DHS monitoring efforts, the Integrated Monitoring Tool (IMT) captures key details and summary results from every monitoring visit and shares them across DHS offices. The application is built around administration, policy and procedure, staffing and personnel, environment, service delivery and outcomes.
- D. 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.

- E. WellSky Aging & Disability (formerly SAMS): The Pennsylvania Department of Aging's mandated information system used by Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA) and CONTRACTORS to document and track specific services provided to consumers with ACDHS/AAA funding and demographics. The application is also known as Aging & Disability.

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. Chapter IV: OPTIONS Program Directive – Issuance of Aging Policy and Procedure Manual Chapter IV: OPTIONS
- B. Appendix A. 1, OPTIONS Program Service Standards. Appendix A.1 OPTIONS Service Standards.
- C. Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults <http://www.pacode.com/secure/data/006/chapter15/chap15toc.html>

Organizations providing Housekeeping, Home Maintenance (Chore) shall also comply with the following state directives:

- D. Appendix E.2 of the OPTIONS Program Pennsylvania Code, Title 28, Subpart H, Chapter 611: Home Care Agencies and Home Care Registries General

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. A progressive performance intervention plan is used to determine ACDHS/AAA response to contract non-compliance. The monitoring tool applicable to this Scope of Service is:

Allegheny County Department of Human Services
Area Agency on Aging
Personal Care-Agency Model and Home Health Services
Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, for all monitoring visits, all service providers are required to access and upload documentation via the online application. For each monitoring visit, the county will utilize IMT to share important monitoring documents. Service providers are required to complete the monitoring process through IMT.

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

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

- A. Provider will meet or exceed application and licensing requirements, provide current license and most recent licensing monitoring results upon request and:
 - 1. At the start of this contract Provider will have an administrative and/or supervisory office within a reasonable distance from the ACDHS/AAA office to allow for cost effective and efficient communications between the offices. This office should be able to resolve questions and problems.
 - 2. Rates for OPTIONS services will be no higher than Provider's private pay fee schedule.
- B. Consumer Confidentiality
 - 1. Security of consumer files will be maintained.

2. Every precaution will be pursued to maintain confidentiality of consumer information, particularly when sharing with other agencies.
 - a. Only those portions of the care plan, which pertain to a specific service or Provider, will be communicated to the appropriate parties involved in providing service to the consumer.
 - b. Consumer permission must be obtained in writing, in order to share this information.

C. Consumer Records

Provider will maintain standardized individual files for each consumer. The record keeping system must ensure uniformity and consistency in documentation of the service provision. All entries by workers and the supervisor will be signed with their full signatures, including first and last names and dated.

The consumer's record must contain hard/electronic copies of the following information:

1. WellSky Aging & Disability Registration Form;
2. WellSky Aging & Disability service order with the current prescription;
3. Documentation of each visit made to the consumer will include the worker's time/task sheet. This should indicate the arrival and departure times, specific services provided and the signature for each date of service from the consumer or a family member. The worker is prohibited from signing in lieu of consumer. If using telephony (through either the consumer's home phone or a cell phone app/gps) verifying the services were completed in the home, then the consumer's signature is not necessary.
4. Documentation of worker's comments and observations concerning the consumer's condition and his/her response to service, including the reporting of changes and/or problems to the supervisor (office staff may document workers' comments but the documentation must be unedited). Changes and/or problems must be acknowledged by the supervisor;
5. Statements of follow-up action taken by the supervisor, including reporting to the Care Manager when indicated.

D. Initiating Service

1. New referrals for Home Support Services are initiated by OPTIONS Care Manager through Activities and Referrals entered into the consumer's WellSky Aging & Disability file after the

consumer has been assessed and deemed eligible for services.
The consumer chooses provider from Provider Choice List.

Provider will respond 100% via WellSky Aging & Disability Activities and Referrals within three (3) business days to the Care Manager whether they have a worker available.

Provider will attempt to service as many consumers as possible off of the Hard to Serve list.

2. Service volume and delivery will be adjusted at the discretion of ACDHS/AAA.
3. Service delivery will be initiated within five (5) working days of receipt of the service request.
4. In exceptional circumstances, service delivery will be expedited upon the verbal request of only ACDHS/AAA OPTIONS Program Supervisor or designee. A follow-up email will be sent for confirmation.

E. Hours of Operation and Service Area

1. Services will be available seven (7) days per week, as prescribed by the Care Manager, based on the consumer's input and needs. Reimbursement will be at the contracted cost.
2. There are three (3) specific geographic service areas in Allegheny County. ACDHS/AAA expects that a provider will anticipate the factors that need to be addressed in order to meet the needs of each consumer. The Provider's workstatement will indicate which area(s) the Provider will serve.

F. Units of Service

1. One (1) unit Home Support equals one (1) hour. Time spent in travel, meetings, case discussions and record keeping cannot be reported as units of service.
2. Recording Partial Service Delivery – A unit of service = 1 hour. Partial units of service delivery are to be recorded in quarter hour increments including .25, .50 and .75 units. Provider is able to bill a quarter hour when service is delivered for more than 7½ minutes.

Example: Prescription is for 2 units / hours, service is scheduled for 10 a.m. until noon.

Start Time	End Time	Units
10:00 a.m.	11:02 a.m.	1.00
10:00 a.m.	11:08 a.m.	1.25
10:00 a.m.	11:37 a.m.	1.50
10:00 a.m.	11:40 a.m.	1.75
10:00 a.m.	11:50 a.m.	1.75
10:00 a.m.	11:58 a.m.	2.00

G. Scheduling

1. To ensure responsive delivery of services, Provider and Care Manager have specific roles and must be in close communication. The Care Manager develops the care plan specifying the level of service, the total number of hours per day, the days and times, if appropriate, for service and the tasks to be performed. All changes (increases, decreases, holds, continuations and terminations) will be authorized by the Care Manager. Provider will notify Care Managers when there is a pattern of deviation from the service as ordered.

Provider will deliver on Service Orders (consumer-driven not counted)
Target is 90% of Ordered Services.

2. Payment will be denied if service order isn't followed as specified in the service plan.

H. Back-Up Services

1. Provider will have a sufficient number of designated alternate workers to deliver service in the absence of the regular worker. To the extent possible, workers should consistently provide services to the same consumers and report regularly at the times and days agreed upon. The Provider will offer a replacement worker to the consumer 100% of the time, and record this through an *action* in the consumer's WellSky Aging & Disability file.
2. If a Provider chooses to staff a case with a more highly skilled employee, Provider may only bill at the prescription rate.

I. Missed Services/Undelivered Hours

1. Provider will notify the consumer at least one (1) hour prior to service delivery when a different worker is assigned.

The Provider will record this *action* in the consumer's WellSky Aging & Disability file.

2. Provider will notify the consumer and the Care Manager in a timely manner if services cannot be provided on the day and/or at the time prescribed and arrange for an alternative time.
3. All notification to the consumer's Care Manager regarding undelivered hours will be documented. Missed service delivery must be reported to the Care Manager by entering an *action* in WellSky Aging & Disability within five (5) working days from when missed service delivery occurred.
4. Provider accurately records missed services with *actions* in WellSky Aging & Disability 100% of the time.
5. If consumer cancels on the day of a scheduled service or does not allow entry to the home when the worker arrives, Provider may bill for the full amount of that service date. Provider must notify Care Manager of recurrent refusals.

J. Quality Assurance

On an annual basis, provider will engage at least 10% of consumers served in a quality assurance contact through completing one (1) of the following activities:

1. Annual / bi-annual satisfaction survey of all, or a random sample of, consumers served (phone, email, mail, or in-person).
2. New consumer satisfaction survey implemented at least 30 days following service start date with all, or a random sample of, new consumers (phone, email, mail, or in-person).
3. Consumer contact phone call with all, or a random sample of, consumers served in which quality of services and consumer satisfaction is discussed and documented in the consumer record.
4. Consumer contact home visit with all, or a random sample of, consumers served in which quality of services and consumer satisfaction is discussed and documented in the consumer record.

K. Emergencies

Provider will have a written contingency plan outlining emergency operation procedures.

The ACDHS/AAA Emergency Plan can be found on the Allegheny Aging Portal:

<https://allegheeny.agingsupportportal.com/Login.aspx>

Under Information Library > Department Manuals > All Users: Emergency Documents

The plan will include the following provisions:

1. ACDHS/AAA Entry, Advocacy and Oversight Division Chief or designee will be notified by 9:00 a.m. on those days when service will be cancelled or reduced.
2. If services cannot be delivered because of severe weather or other emergency conditions, Provider will contact each consumer to:
 - a. Assess the consumer's situation, safety, health and the availability of adequate heat and food;
 - b. Reschedule service.
3. Provider will immediately notify the Care Manager of any consumer whose safety or health is jeopardized or who is without adequate heat or food.

L. Personnel

1. Policies

Provider 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.

2. Staffing

Administrator – Overall office responsibility for ACDHS/AAA contract compliance.

Scheduler – Coordinates all workers' schedules to provide services as referred by ACDHS/AAA.

3. Recruitment

- a. Provider 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 for workers at the time of their employment and when there is a revision or change in these policies.
- d. This contract must ensure that Home Support workers receive a minimum hourly wage of \$10.00 per hour (\$12.00 is recommended). Home Maintenance (chore) workers must receive a minimum hourly wage above \$10.00 per hour (above \$12.00 is recommended). Overtime work is compensated in accordance with current federal and state laws.

4. Criminal History Record Check

- a. Provider will require applicants to submit to a Pennsylvania State Police (PSP) background check using the PA Access to Criminal History at [Pennsylvania Access To Criminal History - Home \(pa.gov\)](http://Pennsylvania Access To Criminal History - Home (pa.gov)). Substitute clearances are not acceptable. The report must be dated within one (1) year prior to their employment start date.
- b. Applicants applying for employment as a member of the office staff and owner/owners are also required to obtain a criminal history report.
- c. If an applicant supplies their own Pennsylvania State Police background check, Provider must then access and print the report from [Pennsylvania Access To Criminal History - Home \(pa.gov\)](http://Pennsylvania Access To Criminal History - Home (pa.gov)), and place it into the personnel file. The report must be dated within one (1) year prior to their employment start date.
- d. All requests for FBI background checks must be made directly through Identogo at www.identogo.com/locations/pennsylvania. In addition, applicants who have not been PA residents for two (2)

consecutive years, without interruption and immediately preceding the date of application for employment, must obtain original PA Department of Aging FBI background check from IdentoGO in addition to the PSP background check from epatch.

- e. Results from the FBI background check will be sent directly to the applicant with instructions to the applicant to show the results to the agency or facility at which they have applied for employment. The agency must retain a copy of the FBI background check in the applicant's file.
- f. If either the epatch or the FBI background check result in positive findings, then the agency or facility must consider the following factors in the hiring decision: (1) nature of the crime; (2) facts surrounding the conviction; (3) time elapsed since the conviction; (4) evidence of individual's rehabilitation; and (5) nature and requirements of the job. Documentation of consideration of these factors must be included in the employee's personnel file.
- g. The agency or facility will make the final employment determination on all applicants.

Note: Staff may not directly work with consumers until the appropriate criminal history clearance/clearances are received and documented in their personnel file.

5. Physical Examination and Health Screen

- a. Any staff person, who visits consumers in their homes, must comply with federal, state and local health requirements related to physical examinations and communicable disease screenings.
- b. Any staff person, who visits consumers in their homes, must have a physical examination within one (1) year prior to employment by a physician, or a nurse practitioner or physician's assistant under the direction of a physician. The report must state that the staff person is capable of completing the work of an in-home services direct care worker/supervisor.
- c. After the initial physical, any housekeeping/home maintenance worker, who visits consumers in their homes must have a health screen by an RN every other year thereafter indicating the same.

6. Communicable Diseases

- a. When caring for consumers with communicable diseases, ACDHS/AAA expects Provider to follow procedures recommended in the Center for Disease Control (CDC) guidelines and Occupational Safety & Health Administration (OSHA) regulations. (The CDC toll free number is 1-800-232-4636.)
 - b. Providers are also expected to provide appropriate protective articles such as, but not limited to, aprons, gloves and masks and to have in-services on universal precautions.
 - c. Based on CDC guidelines, Provider will develop a written policy regarding communicable diseases.
 - d. Provider will notify the ACDHS/AAA OPTIONS Program Supervisor upon determining or learning from another source that a consumer has a communicable disease.
7. Training and Competency
- a. No Housekeeping service may be rendered to a consumer by a worker prior to demonstration of his/her competency in performing the specific service assigned. The competency training and examination must meet the requirements of [Pennsylvania Code, Title 28, Subpart H, Chapter 611.55 subsection \(b\)](#).
 - b. For each broad area of training an appropriate supervisor shall provide instruction. The training instructor shall be capable of demonstrating and teaching all housekeeping activities.
 - c. The agency must review the worker's competency at least once per year after initial competency is established through direct observation, testing, training, consumer feedback or through a combination of methods. The annual competency review must be completed within 365 calendar days.
 - d. Housekeeping/home maintenance worker will receive an additional four (4) hours of training annually after initial training.
8. Provider will maintain on file records of worker training and supervision.
9. Personnel Files

Provider will maintain standardized individual files for all Home Support 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. Documentation of face-to-face interview and two references;
- b. The results of a written competency exam and documentation of skills observation;
- c. Documentation of four (4) hours of annual training;
- d. A current/updated job description;
- e. The original report of criminal history record information from the Pennsylvania State Police background check (epatch) and, if required, the FBI criminal history results;
- f. Documentation of consideration of any positive criminal history findings prior to employment;
- g. Documentation of physical examinations
- h. Documentation of supervision consistent with the program requirements.

M. Coordination with Care Management (CM) Providers

1. Care Managers providing services under contract with ACDHS/AAA have primary responsibility for monitoring the plan of care for each consumer.
2. Changes in consumer functioning, health or situation will be reported to the consumer's Care Manager as soon as possible, but no later than the end of the working day on which the change has been noted. Following hospitalization, services will resume only after the Care Manager's re-authorization.

N. Exclusions

1. It is prohibited for workers to accept gifts, bequests, loans, gratuities and emoluments from consumers. 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 contract.
3. Workers will not possess keys to a consumer's home.

4. Transporting consumers 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 Provider. Failure of the Provider to enforce this prohibition is cause for termination of the contract.

O. 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 contract.
2. Attendance at these meetings by staff responsible for administration and implementation of this contract is mandatory.
3. Participate 100% in Case Conferences request.

P. Electronic Information Management Minimum Systems Requirements. The Pennsylvania Department of Aging (PDA) mandates the use of WellSky Aging & Disability as the CM consumer database for the CM Program. CM Providers must utilize the WellSky Aging & Disability database. A stand-alone installation installs a single instance of WellSky Aging & Disability on a machine, with MSDE/SQL data base components, and requires the following:

- Windows 8 or higher
- PC Processor 2 Ghz or better
- 3 GB RAM (Minimum) 4GB RAM (Recommended)
- Internet Explorer 10 or higher
- E-mail capability
- Latest version of Microsoft Silverlight (required for WellSky Aging & Disability)

System Updates. Providers must have the capability to respond to any changes in WellSky Aging & Disability requirements indicated by the ACDHS/AAA or PDA during the term of the contract.

1. Provider 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 Provider MPER e-mail address in a timely manner does not absolve Provider from knowing, responding to or complying with the content of that communication.

2. Provider is responsible for accurately recording all consumer service and program data into the appropriate information management system (WellSky Aging & Disability) by the seventh (7th) working day of the month for the prior month's transactions.
3. Provider is responsible for coordinating appropriate information management system training (WellSky Aging & Disability) and the transfer of knowledge and information to existing and new staff.
4. Provider is responsible for regularly running and reviewing rosters and service order reports to ensure proper service delivery and timely/accurate billing.

Q. Cleaning Supplies and Equipment

If consumer is unable to provide cleaning supplies and equipment, then provider will attempt to furnish them.

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 PDA and Allegheny County requirements, and any changes to these requirements that occur during the contract period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this contract;
- 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 Provider in satisfactorily recording program and service data into the appropriate information management system (WellSky Aging & Disability).

Addendum 1 – Home Support

SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

I. Housekeeping Activities

- A. Dishes;
- B. Dusting;
- C. Laundry;
- D. Linen change;
- E. Sweeping, mopping or vacuuming rooms used by the consumer;
- F. Instruction in home management. Home management includes such things as maintaining an orderly environment, proper food storage, preparation of shopping lists and maintaining appliances in safe working condition;
- G. Shopping assistance with or without the consumer;
- H. Meal preparation;
- I. Escorting consumer to appointments.

II. Units of Service

Home Support – Housekeeping services are normally ordered in a one (1) hour minimum block of time and one half (1/2) or one quarter (1/4) hour increments, as stated on the care plan. One (1) unit Home Support – Housekeeping equals one (1) hour.

III. Supervision Standards

- A. The supervision of the worker must occur in a consumer's residence initially, with the supervisor accompanying each worker new to the Provider on his/her first home visit.
- B. Subsequent to the initial supervisory visit, the worker must be supervised in a consumer's home at the time of the annual competency review. The annual supervisory visit must be completed within 365 calendar days.
- C. Supervision and a competency review must occur more frequently than the annual requirement when disciplinary action is taken, or issues related to quality of care are identified.
- D. The supervisor shall be capable of demonstrating and teaching all housekeeping activities.

Addendum 2
Home Maintenance (Chore)

SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

I. Home Maintenance (Chore) Activities

A. Heavy cleaning to the extent necessary to maintain a consumer's health and safety. This may involve:

1. Washing walls, ceilings, floors, woodwork, baseboards and cupboards in the consumer's living area;
2. Moving furniture and large area rugs to clean under them;
3. Shampooing carpets;
4. Taking down, washing and re-hanging curtains or drapes;
5. Cleaning blinds;
6. Cleaning inside windows;
7. Cleaning outside windows on the ground floor only;
8. Sorting through boxes (with consumer's approval/supervision) to eliminate clutter;
9. Heavy Cleaning of the interior and exterior of refrigerator and stove;
10. Defrosting refrigerator;
11. Removing rubbish or clutter and garbage accumulation (animal and human waste excluded) because of Health Department citation;
12. Cleaning the attic, basement or other storage areas to remove fire and safety hazards only.

B. Preparation for extermination

C. Assistance in packing a consumer's belongings to move to another location and assistance in unpacking at the new home.

II. Initiating Service

Service delivery will be initiated within thirty (30) days of receipt of the service request.

III. Implementing Service

The Home Maintenance (Chore) Provider will:

- A. Review the service order;
- B. Estimate the number of hours required to complete the task. If the prescription cannot be completed within the allotted time frame, contact the Care Manager;
- C. Furnish ACDHS/AAA with time estimates and formulas for estimating the time necessary to complete common, routine tasks.

IV. Units of Service

One (1) unit of Home Support - Home Maintenance (Chore) service equals one (1) hour of Home Maintenance (Chore) service provided directly to a consumer in a consumer's home or on a consumer's property.

V. Scheduling

- A. Home Maintenance (Chore) services are scheduled to accommodate consumer needs and will be completed in a single block of time unless approval for additional time has been granted by the Care Manager.
- B. The Provider will notify both consumer and Care Manager if services cannot be provided when requested and arrange an alternative time.

VI. Personnel

- A. Staff will include workers who are physically able to perform Home Maintenance (Chore) activities.
- B. The Provider will provide training in the provision of services to the elderly and general orientation to all new workers prior to any actual service delivery by them.