

**Fiscal Year 2024-2025
SCOPE OF SERVICE**

PROTECTIVE SERVICES - PSYCHOLOGICAL ASSESSOR

I. PURPOSE

To provide Psychological Evaluation for those consumers who may be incapacitated.

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.
- D. **Psychological Evaluations** are those services designed to determine a consumer's capacity and overall mental status.

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. At the direction of the Allegheny County Allegheny County Area Agency on Aging (ACDHS/AAA), the consultant will provide comprehensive psychological evaluation of Protective Service consumers.
 1. One (1) unit of service equals one (1) hour contact with the consumer.

2. Within five (5) working days of the referral an in-home or on-site evaluation on consumers referred by the ACDHS/AAA must be performed.
 3. Evaluate the consumer to determine the consumer's capacity/mental health status and/or the presence of psychiatric illness.
 4. Recommend specific interventions for working with the psychiatric/mental health consumer in the home.
 5. As needed and as available, participate in case conferences to identify the need for psychiatric evaluation or to discuss interventions appropriate to specific consumers.
 6. Provide phone consultation regarding the psychiatric / mental health needs of specific consumers.
 7. Provide expert testimony as requested and appropriate during capacity hearings for specific consumers.
- C. In performing services pursuant to this Agreement, the Consultant will abide by:
1. The standards of medical practice and ethics of the American Psychological Association.
 2. The standards and regulations of the Bureau of Professional and Occupational Affairs.
 3. The applicable Federal and State statutes.
- D. Within three (3) to five (5) working days of the evaluation a comprehensive written report must be submitted and contain the following:
1. A clear indication of the purpose for which the evaluation was undertaken; i.e., guardianship, protective services, determination of capacity.
 2. Evaluation of the mental capacity and / or the presence of psychiatric illness.
 3. Treatment recommendations including the need for further evaluation, monitoring, in-home or institutional treatment.

- E. Submit invoices duly signed and dated to the ACDHS/AAA on a monthly basis.

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.