

**FY 2022-2023
SCOPE OF SERVICE**

ACCELERATED SUPPORT FOR OLDER PERSONS (ASOP)

I. PURPOSE

To enhance the quality of life among older adults by preventing and/or delaying institutionalization through direct and supported services that foster independence and reduce recidivism.

II. DEFINITIONS

- A. Accelerated Support for Older Persons (ASOP) offers supportive services provided through intensive care management to persons 60 years and older that have been adjudicated and/or referred by a representative of any legal institution in order to re-establish and/or maintain these seniors in their chosen communities.
- B. Aging & Disability See WellSky Aging & Disability.
- C. 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.
- D. IMT: Integrated Monitoring Tool Application
- E. 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.
- F. 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.
- G. WellSky Aging & Disability (formerly SAMS): The Pennsylvania Department of Aging's mandated information system used by 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.

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:

Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults
<http://www.pacode.com/secure/data/006/chapter15/chap15toc.html>

This Scope of Service is subject to change based on changes to the above directives.

A. 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:

Allegheny County Department of Human Services
Area Agency on Aging
Accelerated Support for Older Persons
Community Program / Outreach
Monitoring Tool

DHS Monitoring utilizes the Integrated Monitoring Tool (IMT). As such, all service providers have been instructed to request access to the online application through DHS. For each monitoring visit, all associated documentation will be accessible to the provider through IMT.

B. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

- A. The SERVICE PROVIDER is responsible for accurately recording all consumer service and program data into WellSky Aging & Disability system, by the seventh (7th) working day of the month for the prior month's transactions. The SERVICE PROVIDER is responsible for coordinating appropriate training in the WellSky Aging & Disability system and the transfer of knowledge & information to existing and new staff.

WellSky Aging & Disability journal entries will be entered within three business days and state the reason for late entry as necessary.

- B. The provider 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 SERVICE PROVIDER MPER e-mail address the same day does not absolve SERVICE PROVIDER from knowing, responding to or complying with the content of that communication.
- C. The provider will ensure that all consumers have an active care plan that includes monthly contact with the consumers and at least two (2) of these being face to face in any year. Monthly journal documentation will show the results of these contacts as well as any progress made towards the care plan goals.
- D. Provider will maintain the following throughout:
1. Hiring and training of staff.
 2. Creating and maintaining informational literature, including a brochure and a fact sheet.
 3. Compiling a master list of referral sources.
 4. Mailing and distribution of program information.
 5. Making presentations to referral resources.
 6. Reviewing and evaluating ASOP progress.
 7. Assisting with identifying additional funding resources.
 8. Assisting with identifying additional supportive services in consumers' communities.

9. A Strategic Emergency Response Plan (SERP) ready to address natural or pervasive disruptions in service.

E. Procedures

1. Referrals will be directed to the Information and Assistance section for intake from ACDHS/AAA and its designated service providers, Allegheny County's probation offices and its designated providers, Magistrates, Health providers and the community at large. Once a referral has been determined to meet ASOP criteria, the referral is transferred to the assessor or care manager.
2. Assessment of consumers, which could be a Care Management function, will result from a scheduled home and/or institution visit within seven working days of intake. The assessment will include registration, mini-assessment, care plan, court mandates and other documentation as required.
3. Care Management services will start within seventy-two (72) hours after completion of the assessment. While maintaining a caseload of no more than sixty (60) consumers, the care manager will be responsible for monitoring the service that was established through the care plan. Using the care plan as a guide, the care manager will link referrals to the ACDHS/AAA intake department if aging services are identified as one of the community resources.
4. Documentation/recording will be maintained in a secure and confidential location for monitoring and review by designated auditors.
5. Documentation in WellSky Aging & Disability journals will contain details of all contacts and attempted contacts with consumer, providers, and other system professionals.

F. Geographic Service Area – Allegheny County

ACDHS/AAA reserves the right to require the provider to serve consumers residing outside the contracted area to meet special needs or circumstances.

G. Personnel

Minimum qualifications for care manager and support staff are as follows:

1. Bachelor's Degree and one (1) year direct aging and/or criminal justice system casework experience.

2. Additional staffing will be available to perform functions according to specified standards and requirements and to ensure that routine absences will not interfere with provider's ability to fulfill contract obligations such as:
 - a. Initial assessment;
 - b. Development of care plan and goals (ASOP Action Plan);
 - c. Monitoring consumer status and progress;
 - d. Maintenance of case files with up-to-date consumer information;
 - e. Statistical recording;
 - f. Supervision;
 - g. Response to requests from Allegheny County within five (5) business days.

H. Contingency Funds

1. Funds shall be budgeted for emergency placement, clothing, food, health and safe environment and purchase of temporary service for ASOP consumers.
2. Allocation for funds is determined by ACDHS/AAA. ACDHS/AAA reserves the right to use these funds in emergency situations.
3. It is prohibited to use contingency funds for staff training and travel expenses.
4. Contingency funds utilization will need ACDHS/AAA prior approval.

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (ACDHS/AAA)

ACDHS/AAA will support the service provider 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 service provider in satisfactorily recording program and service data into the WellSky Aging & Disability system.