

**FY 2023-2024
SCOPE OF SERVICE**

**ENTRY, ADVOCACY AND OVERSIGHT
TARGETED OUTREACH – AMERICAN INDIAN**

I. PURPOSE

The purpose of Outreach is to seek out and identify geographically hard to reach or socially isolated eligible individuals who are in greatest need of services and to provide them with information and the opportunity to participate in the needed services.

II. DEFINITIONS

In addition to the definitions in Pennsylvania Department of Aging / Aging Program Directives (APD) referenced in this Scope of Service, and the definitions in the COUNTY AGREEMENT, the following definitions will be used:

- 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. **Allegheny Aging Portal Website:** The Allegheny Aging Portal is a one-stop shop for all Aging related information and/or support. One can access aging related documentation like the ACDHS/AAA Housing Information Guide for Senior Adults, as well as other valuable information.

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

- C. **Annual AGREEMENT Year Service Day:** A day that the CONTRACTOR is open, offers Outreach services to the public and submits contract year service days annually to the Allegheny County Department of Human Services/ Area Agency on Aging (ACDHS/AAA) for verification and validation.

- D. **Annual Entry, Advocacy and Oversight Organizational Planning Document:** An ACDHS/AAA document completed by each Entry, Advocacy and Oversight CONTRACTOR on an annual basis that informs the ACDHS/AAA of the CONTRACTOR'S organizational and programmatic changes for the next contract year.

- E. **Consumer:** Any adult, age 60 or older who is in contact with ACDHS/AAA or an ACDHS/AAA CONTRACTOR and / or who register and participate in outreach services offered through the CONTRACTOR. CONTRACTOR'S particular attention should be given to engaging low income, minorities, isolated and/or those with disabilities.
- F. **CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.
- G. **CONTRACTOR Annual Service Emergency Preparedness Plan:** An annually updated plan outlining emergency operation and emergency closure procedures as specified by ACDHS/AAA.
- H. **CONTRACTOR Annual Validation Process:** An ACDHS/AAA monitoring activity undertaken by the SERVICE PROVIDER and content reviewed by ACDHS/AAA to determine the extent to which the program is in compliance with applicable aging program policies (Pennsylvania Department of Aging, ACDHS/AAA).
- I. **Informational Events:** Refers to public speaking engagements or informational fairs held or attended, used to promote information about services and/or resources.
- J. **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.
- K. **Older Persons Transportation (OPT):** A shared ride program supported and administered by ACDHS/AAA, providing Shared Ride Services to eligible Allegheny County residents. Rides are provided through the Transportation Broker Transdev Services, Inc. OPT meets the need of transportation for medical, shopping, Community Senior Center Socialization, and Center-sponsored Social Program trips at a competitive shared-ride rate. Additional information regarding the transportation system can be found at:

Human Services/Basic Needs/Transportation

- L. **OPTIONS Care Management (CM) Program:** OPTIONS Care Management offers a broad range of CM services tailored to the specific care needs and preferences of older adults who choose to live in their own homes and communities. CM may be offered as either part of a continuum of services or a separate social work service. CM can also be provided to support caregivers of older adults, regardless of program.
- M. **Outreach:** Outreach refers to CONTRACTOR initiated contact with persons aged 60+
- on an individualized basis in the consumer's home to facilitate access to services and arrange for referral and follow-up or
 - contact with non-enrolled/inactive consumers seen at agency-initiated forums or on-site as a result of an agency-initiated communication.
- N. **Report of Need / RON:** A RON is a formal assessment document developed by Pennsylvania Department of Aging (PDA) which summarizes the who, what, where, when, and how concerning an allegation of abuse, neglect, exploitation, or abandonment. At a minimum, contents should contain the name, age, address, phone number, if statement available, and problem statement, as well as reporter information if given.
- O. **Resource Diversification:** A method of obtaining funding or resources for Entry, Advocacy and Oversight providers from non-ACDHS/AAA funding.
- P. **Service Unit:** A Service Unit represents one service, provided by an Entry, Advocacy and Oversight Targeted Outreach CONTRACTOR for a consumer documented on an Outreach log.
- III. AGING PROGRAM DIRECTIVES (APD) / FEDERAL / STATE REGULATORY REFERENCE AND COMPLIANCE

Organizations providing services outlined in this Scope of Service will comply with all federal and state directives listed below.

The primary source of requirements for the Entry, Advocacy and Oversight – Targeted Outreach American Indian Scope of Services are established by the Pennsylvania Department of Aging and may be accessed by visiting the [Pennsylvania Department of Aging / Aging Program Directives webpage](#). From this

webpage, select the Program Area link as identified by the middle two numbers in the APD number, or follow the link below:

[Program Area 01 – Area Agency on Aging Administration](#)

97-01-02 Accounting Manual for Area Agency on Aging Programs and Updates to Accounting Manual 7/21/2005

Laws

- [Section 504 of the Rehabilitation Act of 1973 \(29 U.S.C. § 794\)](#)
- [Americans with Disabilities Act of 1990 \(42 U.S.C. § 12101-12213\)](#)
- [Older Americans Act](#)

This Scope of Service is subject to 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:

Allegheny County Department of Human Services
Area Agency on Aging
Entry, Advocacy and Oversight – Targeted Outreach Monitoring Tool

V. SERVICE STANDARDS, REPORTING AND DOCUMENTATION REQUIREMENTS

A. Outreach Services

1. Are done throughout the CONTRACTOR'S service area - Allegheny County.
2. Outreach is to be conducted monthly.
3. Outreach activities are conducted no less than six (6) times per contract quarter.
4. The CONTRACTOR completes the following:
 - a. Maintains a list of all households contacted through Outreach services; at a minimum, enters the consumer name / address and the date of initial Outreach contact.
 - b. Maintains a list of the number of eligible consumer contacts at Community Outreach events; at a minimum, enters the date of the Outreach site / event, the name of the Outreach site/event and the number of new / unenrolled consumers seen.
 - c. The CONTRACTOR submits a quarterly report to ACDHS/AAA for October, January, April and July containing Service Units for the prior quarter by the last working day of the following month with the exception of July, in which it is due the end of the second work week.

Service responsibilities are outlined in the workstatement and include the activities listed below:

- Senior consumers contacts initiated in group meetings followed by personal contact.
- Senior consumers (not previously registered) who come to an event as a result of a targeted posting, mailing and/or drop off of a flyer at consumer's home.

- Homebound consumers who call and request a visit based on a flyer, public information / newspapers and newsletters or mailing.
- Being visible or utilizing other community agency office space (such as libraries or municipal buildings) to provide access to Outreach services.
- Providing written materials (such as brochures / flyers) that cause senior consumers to either follow-up with a visit to the agency or to call and request an outreach visit.
- Door to door / phone call canvassing to reach senior consumers not currently involved in the aging network.
- Staffing Community Events and Information Fairs

B. Schedule

1. Pre-scheduled closings for holidays or other reasons are listed on the schedule presented in the Provider Planning document to the ACDHS/AAA Entry, Advocacy and Oversight Division contacts prior to the start of the contract year. The schedule is reviewed and approved in a written notification from Entry, Advocacy and Oversight Division to the CONTRACTOR.
2. All unscheduled closures throughout the year are reported to the Entry, Advocacy and Oversight Division by the CONTRACTOR via e-mail or by a phone call with a follow-up e-mail. The Division e-mails back acknowledgement of the closures and notifies other ACDHS units as outlined in the Emergency Plan.
 - a. For weather related closures, the CONTRACTOR notifies the Entry, Advocacy and Oversight Division via e-mail to the SeniorLine e-mail at SeniorLine@AlleghenyCounty.US as soon as the decision to close is made.
 - b. For other unplanned closures, the CONTRACTOR notifies the Entry, Advocacy and Oversight Division contacts the same day as the closure.

- c. For other administrative closures during the contract year the CONTRACTOR notifies the Entry, Advocacy and Oversight Division contacts as soon as the decision to close is made.

C. Farmers' Market Check Distribution

Agency on-site participation in the annual Farmers' Market Check Distribution Process is encouraged.

D. Consumer Service Intake Referrals

Upon identifying an older adult's need for ongoing, in-home services, the CONTRACTOR staff member shall seek approval from the older adult to make a referral. If such approval is granted, staff e-mail a completed ACDHS/AAA Intake Referral Form to the SeniorLine e-mailbox at SeniorLine@allegHENYcounty.us or fax it to 412-350-3091.

E. Reports of Protective Services Need

Upon Identifying possible cases of abuse, neglect, exploitation and abandonment, CONTRACTOR staff contacts ACDHS/AAA Protective Services by calling 412-350-6905 and initiating a Report of Need.

F. Transportation Referrals

1. Assure that interested consumers are aware of their transportation options
2. Referrals for OPT and ACCESS are to be made to the local senior center.

Additional information regarding the transportation system can be found at

[Human Services/Basic Needs/Transportation](#)

G. ACDHS/AAA OPTIONS Care Management Coordination:

CONTRACTOR cooperation with Care Management agencies to assure consumer access to services and information is encouraged. For example, hosting an OPTIONS Care Manager at mutually agreed upon dates at an agency function to consult with staff and consumers about care management services.

H. Aging Network and CONTRACTOR Specific Information / Print and or Electronic Formats

Print and/or distribute information on Aging Services through electronic / print media to local agencies, organizations, religious organizations, and other groups; collect and display informational pamphlets / brochures of interest and use to older adults, their families and care givers. Provide aging network and provider specific information on the agency website.

I. Cooperate with ACDHS/AAA and other community entities and organizations in participating/developing initiatives, collaborations, quality standards, pilots and/or programs.

J. Contract Compliance

CONTRACTOR complies with the requirements of the COUNTY AGREEMENT and this Scope of Service. CONTRACTOR / Agency Level: On an annual basis, the CONTRACTOR submits a Provider Planning document to the ACDHS/AAA. This document presents the CONTRACTOR'S organizational and programmatic intentions for a contract year. The ACDHS/AAA reviews the Provider Planning document, meets with the CONTRACTOR as needed and issues a written acceptance of all or part of the Provider Planning document as submitted by the CONTRACTOR, either in the original or revised version.

K. Electronic Information Management

1. CONTRACTOR has the capacity to communicate electronically. Failure to receive or read ACDHS/AAA communications sent to CONTRACTOR MPER e-mail address in a timely manner does not absolve the CONTRACTOR from knowing, responding to or complying with the content of the communication.
2. CONTRACTOR refers consumers requiring TDD/TTY equipment to the ACDHS/AAA SeniorLine TTD/TTY at 412.350.2727.

L. Annual Entry, Advocacy and Oversight Targeted Outreach Validation

The CONTRACTOR submits all required documentation, satisfactorily completes validation criteria, on-site monitoring, and any corrective actions noted per ACDHS/AAA process and timeline.

(Measurable 2023-2024 - Process completed per timeline and all criteria in 100% compliance per mid contract year review.)

- M. Annual Service Emergency Preparedness Plan: CONTRACTOR has and uses a Service Emergency Preparedness Plan.
- N. Quality Improvement Initiatives: CONTRACTOR participates in quality initiatives, such as customer satisfaction and program evaluation.
- O. Meeting Attendance: CONTRACTOR attends and / or participates in the appropriate ACDHS/AAA meetings (face to face, conference call or video conferencing). CONTRACTOR is responsible for content if not able to attend.
- P. Resource Diversification

CONTRACTOR develops collaborative and current working relationships with other agencies and shares resources and information with other community agencies both within their designated service area and with the ACDHS/AAA CONTRACTOR network as documented in the annual Validation process.

ACDHS/AAA uses the following to determine compliance to this contract requirement:

- Documentation of two (2) collaborative and current working relationships.

- Q. CONTRACTOR Staff Training: CONTRACTOR encourages staff to participate in professional development activities and the ACDHS/AAA continues to offer an array of training and educational opportunities through conferences, Entry, Advocacy and Oversight Meetings, webinars and other activities for the CONTRACTOR network. In support of this, CONTRACTOR encourages staff the opportunity to participate in annual training as time and resources allow in the areas of:

1. Health and Safety
2. Customer service
3. Special needs of consumers with physical and mental disabilities
4. Marketing strategies to reach diverse and /or isolated older adult populations within communities
5. Diversity
6. Confidentiality
7. Community Resources

8. Normal and abnormal aging issues
9. Emergency Plan Preparedness
10. Other aging related training

These training opportunities can also include ACDHS/AAA training, workshops and conferences.

- R. Quarterly Report: The CONTRACTOR submits a report to ACDHS/AAA for October, January, April and July by the 15th day of the following month with the exception of July, in which it is due the end of the second work week. The report includes:
1. Number of Community Outreach Events and Older Adult Consumers seen during that Quarter
 2. Organizational and/or program (days, times of operation, emergency closures, etc....) changes during the quarter
 3. Key staff changes- CEOs, Program Directors, Outreach staff, Fiscal contacts
 4. Other critical organizational and programmatic changes that alter the CONTRACTOR'S approved Annual Provider Planning document

VI. RESPONSIBILITIES / EXPECTATIONS OF THE PROGRAM OFFICE (AREA AGENCY ON AGING)

- A. The ACDHS/AAA works in a collaborative manner with CONTRACTORS to develop the AGREEMENT Scopes of Services. The ACDHS/AAA provides the interpretation of the Scopes and related technical assistance regarding implementation, performance and accountability. In this process, ACDHS/AAA continues to transition to Performance Based Contracts.
- B. The ACDHS/AAA reviews and approves CONTRACTOR'S budgets and budget revisions.
- C. The ACDHS/AAA administers grant funds as funding is available for such purposes.
- D. The ACDHS/AAA serves as a conduit for new or revised local, state or federal policy.
- E. The ACDHS/AAA reviews the following reports / information as indicated:

CONTRACTOR Quarterly Reports (Quarterly) – Outreach

- F. On an annual basis, ACDHS/AAA distributes a Planning Document to collect CONTRACTOR'S organizational and programmatic intentions for the following contract year. The ACDHS/AAA Entry, Advocacy and Oversight Division reviews and approves the CONTRACTOR schedule and intentions on an annual and as needed basis.
- G. The ACDHS/AAA forwards requests to provide community education via speaking engagements or information fairs in Allegheny County service area(s) to CONTRACTORS as appropriate.
- H. The ACDHS/AAA reviews the record of CONTRACTOR participation in developing initiatives, collaborations, quality standards, pilots and / or programs.
- I. ACDHS/AAA posts resources on the Aging Web Portal, a system which CONTRACTORS access with a system log-in and password provided by ACDHS/AAA. Web Portal address is <https://allegheny.agingsupportportal.com/Login.aspx>
- J. CONTRACTOR Validation: ACDHS/AAA distributes an Annual Validation Process E-Packet; completes content review of all CONTRACTOR submitted Validation Documentation, distributes a summary of best practices and / or corrective actions and informs CONTRACTOR agencies of their final status.
- K. ACDHS/AAA offers technical assistance / education as appropriate in the CONTRACTOR Quality Improvement Process and the CONTRACTOR Validation Process.
- L. ACDHS/AAA hosts meetings, conference calls, trainings, orientations, conferences, and webinars involving CONTRACTORS.
- M. ACDHS/AAA monitors core services by site visits and CONTRACTOR reports.
- N. ACDHS/AAA monitors CONTRACTOR attendance and / or involvement at trainings.
- O. ACDHS/AAA meets upon request of the CONTRACTOR to evaluate and plan innovative and creative approaches to Entry, Advocacy and Oversight Targeted Outreach.

- P. ACDHS/AAA is responsible for developing interim policies and procedures that meet Pennsylvania Department of Aging and local requirements arising during the term of the AGREEMENT.

- Q. ACDHS/AAA retains the ability to hold the CONTRACTOR accountable to comply with reporting requests when and however they may emerge.