

**FY 2023-24
SCOPE OF SERVICE**

ENVIRONMENTAL MODIFICATIONS

I. PURPOSE

- A. To provide home repairs, modifications and adaptations to the residence of eligible homeowners receiving Home and Community Based Care Managed services through the Allegheny County Department of Human Services / Area Agency on Aging (ACDHS/AAA).
- B. To provide environmental modifications for eligible consumers when no family member or other responsible informal caregiver is available for or capable of providing such services.
- C. To provide services in such a way as to enable the consumer to maintain residence in their home and community and function with greater independence by promoting a healthy and safe environment.

II. DEFINITIONS

- A. Aging & Disability: See WellSky Aging & Disability
- B. Environmental Modifications: Activities of a largely non-recurring nature to improve the safety and adaptability of a consumer's home. Acceptable environmental modifications are defined by the Pennsylvania Department of Aging as "reasonable modification to the structure of a home" to facilitate continued care of the consumer in the home. Environmental Modifications are expected to increase the consumer's independence or functioning.
- C. IMT: Integrated Monitoring Tool
- D. 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.
- E. 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.

- F. 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:

- 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. Protective Services for Older Adults
[Chapter VII: Protective Services \(PDF\)](#)

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
Environmental Modifications 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. Adaptations/modifications made to improve consumer safety, increase functionality, improve accessibility and to assist in the provision of care to a consumer in his/her home. The “footprint” of the dwelling cannot be changed or altered in any way. Based on individual assessment the program will not provide for any home repairs, modifications and adaptations to the consumer’s residence if he/she is trying to sell or transfer, or if the home is deeded to a relative or third party, or if there are any back taxes owed, or liens applied. In addition, Provider will not provide services to a residence that is a rental property occupied by the consumer unless prior approval is given in writing by the property owner and special permission granted by ACDHS/AAA.
- 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 Providers.
 - 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

Records shall be maintained for each consumer and shall contain copies of the following information:

1. ACDHS/AAA Environmental Modification Application.
2. Work Scope(s) that detail(s) the specifics of the job which will be completed for each consumer. This will include the type of job, materials that will be used and the time frame in which each job will be completed.
3. Provider is responsible for educating consumer and caregiver on return of any rental equipment when no longer needed. The consumer's file must have a policy statement signed by the consumer and caregiver agreeing to provide access to Provider into consumer's home to retrieve all rental equipment when consumer's case is closed.

D. Initiating Service

1. Referrals for service will be at the discretion of ACDHS/AAA and Care Manager.
 - a. Care Manager identifies and verifies the need for the Environmental Modification with the consumer and/or family.
 - b. Care Manager makes a referral to Provider for a project estimate.
 - c. Provider submits the project estimate which contains the details of the project to the appropriate Care Management agency for review.
 - d. Care Management agency reviews project estimate and discusses with consumer as needed.
2. Care Manager makes a referral to the Provider authorizing services by entering a Service Order into WellSky Aging & Disability.
 - a. Services will be delivered as specified in the Service Order(s). Environmental Modifications are requested and only those ordered and detailed in a current Service Order in WellSky Aging & Disability shall be performed under this contract.
 - b. Provider is not permitted to begin work in the absence of a current Service Order in WellSky Aging & Disability. Reimbursement will be denied for any services delivered

without an authorized Service Order in WellSky Aging & Disability.

3. Service delivery will be initiated within five (5) working days of receipt of the service order.
 - a. File must contain documentation of initial contact with consumer within five (5) business days of receiving notification from Care Manager.
 - b. Any delay of consumer contact or installation must be documented in file.
4. In exceptional or urgent circumstances, service delivery shall be initiated more expediently or immediately upon the verbal request, followed by an E-mail or FAX authorization, from the ACDHS/AAA OPTIONS Program Supervisor or designee.

E. Implementing Service

1. Provider schedules an appointment with the consumer.
2. Provider will preview the home, survey the modification needs and develop a work scope.
3. If the Care Manager determines that the home modification is necessary and reasonable, he/she will notify the AAA for estimates of \$2,500 or more for approval. Upon receipt of approval, Care Manager will notify the Provider and make any necessary adjustments to the Service Order(s) accordingly.
4. Provider will obtain approval of the work estimate by having it signed and dated by the property owner prior to starting the work. For Stair Rides, the approval of the property owner is obtained by the Care Manager. Proof of this approval is a current service order in WellSky Aging & Disability.
5. Stair Ride Providers must complete a written work estimate detailing the work to be done, materials to be used and date installation will take place.
6. All stair rides installed in consumer homes must be in good repair and operating condition. Repair and replacement of equipment due to normal wear and tear is included in the monthly lease.
7. Provider will cooperate fully with Care Management staff in providing service requested for ACDHS/AAA consumers and to resolve problems.

8. Provider will be able to remove installed stair ride(s) within 21 business days after being notified of circumstances regarding the termination of rental and need for the removal of any unit(s).
9. Provider will respond within one (1) day to repair requests that are vital to consumers being able to remain in their residence.

F. Emergency Availability

In case of urgent or critical modification needs, Provider may be sent directly to the home to alleviate the crisis.

G. Activities

1. Environmental Modifications may include the following:
 - a. Major home repairs such as plumbing, electrical, roofing, carpentry, masonry, and cement.
 - b. Home Inspections
 - c. Installation of grab-bars and handrails
 - d. Installation of stair rides; modifications necessary to install stair rides; stair ride monthly lease (All stair rides installed in consumer homes must be in good repair and operating condition.).
 - e. Modifications for wheelchair usage such as widening of doorways, ramps, and adaptations to bathroom facilities.
 - f. Installation of specialized electrical or plumbing systems to accommodate medical equipment.
 - g. Weatherization
 - h. Security repairs
 - i. Extermination and fumigation
2. Urgent environmental modification requests are considered critical if the condition is:

- a. Dangerous
 - b. Serious
 - c. Determined unfavorable by ACDHS/AAA
 - d. Leading to the inability to complete daily living tasks
 - e. Cited by the city, borough, township or county
3. The following work does not constitute an urgent or critical environmental modification:
 - a. Yard work
 - b. New windows (unless broken)
 - c. Additions
 - d. Central air conditioning

H. Condition of the Home

1. If a home is visited and considered structurally unsound, a recommendation and referral is made to ACDHS/AAA to assist consumer to relocate or encourage the consumer to relocate.
2. If the contractor finds the house is dilapidated and unsafe beyond the work that can be provided, the findings are reported to the Care Management agency who will then contact ACDHS/AAA for further evaluation.
3. Consumers can be denied eligibility at this point if there is too great of a renovation or repair needed or if the consumer is living in unsanitary and/or dangerous conditions.

I. Consumer Evaluation

1. Upon completion of the work, Provider will obtain approval of the work from the property owner with his/her signature and date.
2. Prior to authorization for payment of completed projects ACDHS/AAA staff will verify satisfaction with consumer.
3. An evaluation form from Provider may be sent to consumer and/or property owner for completion.

4. Completed evaluations received by Provider directly are kept in consumer's file and a copy shall be forwarded immediately upon receipt to ACDHS/AAA.

J. Reimbursement

The contractor will receive payment from ACDHS/AAA after the home inspection and survey and once the project is completed and consumer and/or property owner is satisfied. For stair ride monthly leases, the contractor will receive payment for inspection and installation followed by regular monthly payments for the rental cost once the stair ride installation is completed and consumer and/or property owner is satisfied.

K. Units of Service

1. One (1) unit Home Inspection equals one (1) inspection.
2. One (1) unit Major Home Repair equals one (1) home modification/repair.
3. One (1) unit Stair Ride Lease Installation equals one (1) installation.
4. One (1) unit Stair Ride Monthly Lease equals one (1) monthly fee.

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

At a minimum, staff will include an administrator who has overall office responsibility for ACDHS/AAA contract compliance.

3. Screening

Assurance will be made that workers have been carefully and individually interviewed, their references checked and evaluated for their position. The worker's current driver's license will be submitted to verify current licensure. A copy of this license will be kept in the worker's file.

M. 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. Contractors will not possess keys to a consumer's home.

Violation of these rules is cause for dismissal by Provider. Failure of Provider to enforce this prohibition is cause for termination of the contract.

N. Electronic Information Management

1. Provider will have the capacity 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 the 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.

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

ACDHS/AAA will support the Provider in meeting service standards and requirements by providing the following:

- A. Timely communication and written correspondence regarding mandated applicable Pennsylvania Department of Aging 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 the Provider in satisfactorily recording program and service data into the appropriate information management system WellSky Aging & Disability.