

**FY 2023-24
SCOPE OF SERVICE**

FISCAL AGENCY MODEL FOR PERSONAL CARE AND HOME SUPPORT

I. PURPOSE

- A. To allow Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA) consumers, who are able and so choose, to self-direct the Personal Care and Home Support services provided by their direct care worker and to be the Employer of Record. A designee may be appointed the Employer of Record if the consumer is unable to fulfill the responsibilities required. In order to provide this service, ACDHS/AAA has established an agreement with a Fiscal Agent (hereafter referred to as “CONTRACTOR”) to perform various fiscal functions on behalf of the consumer as required both by law and good management practice.
- B. To provide services in such a way as to encourage the consumers to maintain or improve their level of functioning and independence and to live with as much dignity as possible.

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. Aging & Disability: See WellSky Aging & Disability.
- C. Designee: A trusted adult who is not the worker, residing in close proximity to the consumer, willing to act as Employer of Record on the consumer’s behalf.
- D. Employer of Record: Term defined and used by the Internal Revenue Service to denote who is legally responsible for activities such as withholding and payment of federal, state and local taxes. The Employer of Record may not be the direct care worker.
- E. Fiscal Agent: Agency who agrees to register the consumer/designee with state and/or federal departments, necessary for becoming the Employer of Record, and then performs the fiscal functions required of the Employer of Record.

- F. Home Support Services: Home Support services include assistance with Instrumental Activities of Daily Living (IADL's) such as basic housekeeping activities necessary to ensure safe and sanitary conditions.
- G. IMT: Integrated Monitoring Tool Application
- H. 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.
- I. 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.
- J. Personal Care Services: Personal Care Services include assistance with Activities of Daily Living (ADL's), such as feeding, skin and mouth care, ambulation, bathing, hair care, grooming, shaving, dressing, transfer activities, toileting and assistance with self-administration of medications (i.e., opening medication containers, providing verbal reminders).
- K. Self-Directed Service: The consumer/designee will recruit, screen, hire, supervise, pay and fire the direct care worker who provides services to them in their home.
- L. 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. Pennsylvania Code, Title 6, Chapter 15: Protective Services for Older Adults
<http://www.pacode.com/secure/data/006/chapter15/chap15toc.html>
- D. [Critical Incident Management Policy for Office of Long-Term Living Home and Community-Based Services Programs](#)

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
Consumer Reimbursement 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

A. 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 CONTRACTORS.
 - a. Only those portions of the care plan, which pertain to a specific service or CONTRACTOR, will be communicated to the appropriate parties involved in providing service to the consumer.
 - b. Consumer permission must be obtained in writing, to share this information.

B. CONTRACTOR will:

1. Train OPTIONS Care Managers (CM) and Trainers within the ACDHS/AAA Care Management provider network on how to present the program to consumers and how to carry out the program requirements.
2. Furnish relevant materials used to develop and operate the program, as well as training materials for Care Management staff, and permit their use by ACDHS/AAA in further program development.
3. Provide all consumer/designees' fiscal forms to ACDHS/AAA.
4. Perform all Fiscal Agent functions for ACDHS/AAA and the consumer/designees who will be the Employers of Record.
5. Request criminal background checks. 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 <https://epatch.state.pa.us>.

6. Receive and approve consumers' time sheets for payment up to the amount of service authorized in WellSky Aging & Disability, by Care Managers.
7. Prepare paychecks for direct care workers every two (2) weeks for the duration of the agreement.
8. Mail paychecks as well as blank time sheets and self-addressed, stamped envelopes for the next pay period to consumers/designees for disbursement to direct care workers.
9. Maintain a file for each consumer containing, at a minimum, initial program registration forms, time sheets submitted and a current account of payroll payments and tax payment/form submissions.
10. Make available to ACDHS/AAA sufficient documentation for audit purposes.
11. Make any Automatic Data Processing (ADP) subcontract reports available to ACDHS/AAA as relevant and/or requested.

C. Units of Service

1. One (1) unit Fiscal Agent - Monthly Fee equals one (1) registration.
2. One (1) unit of Personal Care/Evenings equals one (1) hour.
3. One (1) unit of Home Support-Evenings equals one (1) hour.
4. One (1) unit Support Service equals one (1) monthly fee for reviewing, processing and resolving any issues with direct care worker time sheets for consumers in the program.

D. Electronic Information Management

1. CONTRACTOR 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 CONTRACTOR MPER e-mail address in a timely manner does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
2. CONTRACTOR 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. Due to the nature of the program, Fiscal Agency service delivery does not have to be entered for each month until the last day of the following month.

3. CONTRACTOR 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 CONTRACTOR 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 AGREEMENT period;
- B. Program monitoring and evaluation to assure compliance with Pennsylvania Department of Aging and Allegheny County requirements specified in the terms of this AGREEMENT;
- 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 CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system (WellSky Aging & Disability).