

**FY 2023-2024
SCOPE OF SERVICE**

Money Management Program

I. PURPOSE

- A. To assist seniors (60+) who have significant problems with budgeting, paying routine bills and keeping track of financial matters through a protective financial services program. The program matches trained volunteers with consumers who are most vulnerable to financial exploitation or neglect; those who are isolated, have mental or physical disabilities, and have limited income. The Money Management program supports consumers who are at risk because of their inability to manage their monthly financial responsibilities.
- B. To provide services in such a way as to encourage consumers to maintain or improve their level of functioning and independence.

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. 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.
- 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. WellSky Aging & Disability (A & D): 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
[PA Code Chapter 15](#)

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

IV. PERFORMANCE EVALUATION

Each contract year the ACDHS/AAA will inform clear expectations of acceptable performance standards to the service provider and hold the service provider accountable to them. These standards relate to compliance with applicable policies, regulatory guidelines, contract scopes, and Performance Based Contracting (PBC), where applicable, to support ongoing service quality and to best meet or exceed the consumers' needs and to optimize service impact on its consumers. The service provider is responsible for adhering to the timelines in reporting its compliance to the scopes 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
Money Management Program
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. The Money Management Program is appropriate when a person needing service meets the following criteria:
 - 1. Seniors (60+) who have significant problems with budgeting, paying routine bills and keeping track of financial matters through a protective financial services program.
 - 2. No other formal or informal resources available.

- 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. The Money Management Program Provider will be responsible for:
 - 1. Recruitment, screening and training of volunteers.
 - 2. Determination by program coordinator of consumer's eligibility for the program.
 - 3. Obtaining a service agreement signed by consumer and volunteer.
 - 4. Monitoring of volunteer activities.
 - 5. Submitting reports to Allegheny County Department of Human Services/Area Agency on Aging (ACDHS/AAA), as required.
 - 6. Maintaining accurate records of all consumers' accounts.

- D. Program Components

The Money Management Program offers a Bill Payer service to those who are experiencing difficulty managing monthly financial obligations.

1. The program matches trained volunteers with consumers who need help making sure bills get paid and budgeting money. The goal of the program is to give consumers enough help with financial matters that they continue to live independently.
2. The Service Provider's primary duties are to recruit, train and supervise a corps of volunteers. After completing the training, volunteers are matched with consumers by mutual consent.
3. Consumers of the Money Management Program are seniors who are capable of living alone but need assistance managing and paying their bills. The consumer may, however, be homebound, somewhat disabled or have difficulty in budgeting and is without the support of family or friends who could assist with monthly bill paying and record keeping. The volunteer provides this support and prolongs the consumer's ability to live independently. The consumer is permitted to retain full control of their finances.
4. Both the consumer and volunteer sign a Consumer Service Agreement, specifying types of assistance to be given by the volunteer, informing the consumer of the limits of the program and designating the account with which the volunteer will work.
5. The volunteer completes a monthly bill payer report form documenting the amount and type of bills paid.
6. The Service Provider reviews the monthly reports and compares them to bank statements at least quarterly. Any discrepancies are followed up. The monitor also checks to make sure that the consumer is satisfied with the service.

Taken together, these measures provide a framework of communication and supervision so that any problems which arise can be identified and handled promptly. While the first concern is to protect the consumer from a loss of funds, the measures outlined above also helps to protect the volunteer from accusations of wrongdoing or misunderstanding as well as provide back up support to the volunteer.

E. General Safeguards

1. The program reduces risk for seniors (60+) who have significant problems with budgeting, paying routine bills and keeping track of financial matters through a protective financial services program.

2. Volunteers are interviewed and screened by the program coordinator. References are checked and a criminal history check is conducted through the Pennsylvania State Police PA Access to Criminal History at <https://epatch.state.pa.us>. Substitute clearances are not acceptable.
3. The program coordinator provides comprehensive volunteer training, written procedures and ongoing supervision on the limits of the role of the volunteer.
4. The Service Provider will provide insurance covering certain losses of funds that result from intentional or unintentional misuse of consumers' funds. Consumer income guidelines and frequency of monitoring are designed to ensure that the insurance level is adequate to protect individual consumers.

F. Electronic Information Management

1. Provider will have the capacity/ability 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 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 will submit a detailed billing statement to ACDHS/AAA for all charges and fees for services by the seventh (7th) working day of the month for the prior month's transactions.

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

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

- A. Timely communication and written correspondence regarding Allegheny County requirements, and any changes to these requirements that occur during the contract period;
- B. Program monitoring and evaluation to assure compliance with Allegheny County requirements specified in the terms of this contract;
- C. Technical assistance as needed regarding program requirements.