

**FISCAL YEAR 2023-2024  
SCOPE OF SERVICE**

**PROTECTIVE SERVICES  
FINANCIAL EXPLOITATION**

**I. PURPOSE**

Assist Protective Service Investigation and seek to develop collaborative working relationships with local law enforcement, so as to facilitate the referral of financial exploitation cases from Allegheny County Department of Human Services Area Agency on Aging (ACDHS/AAA) to appropriate law enforcement authorities.

**II. DEFINITION**

- 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. **CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.
- C. **DHS** – Allegheny County Department of Human Services
- D. **Financial exploitation consultation** refers to activities and support services that are provided on the behalf of the financially abused older adult.
- 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.

### III. AGING PROGRAM DIRECTIVE(APD)/FEDERAL/STATE REGULATORY REFERENCE AND COMPLIANCE

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

#### Laws

- [2016 Reauthorization of the Older Americans Act](#)
- [Pa. Statute Title 35 \(Older Adults Protective Services Act\)](#)

#### Regulations

- [6 PA Code Chapter 15](#)

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. The monitoring tool applicable to this Scope of Service is:

Pennsylvania Department of Aging  
Protective Services Monitoring Tool

**V. SERVICE STANDARDS AND REQUIREMENTS, REPORTING AND DOCUMENTATION REQUIREMENTS**

- A. The CONTRACTOR 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 CONTRACTOR MPER e-mail address the same day does not absolve CONTRACTOR from knowing, responding to or complying with the content of that communication.
- B. Document all relevant case activity into SAMS/Wellsky database. Documentation should occur within timeframes prescribed by ACDHS/AAA staff that correspond with Pennsylvania Department of Aging directives.
- C. Submit invoices duly signed and dated to the ACDHS/AAA on a monthly basis.
- D. At the request of ACDHS/AAA, the consultant will provide financial exploitation investigations of protective services consumers.
- E. Within three (3) working days of the referral, in-home or on-site financial exploitation investigations on consumers referred by the ACDHS/AAA are initiated.
- F. Assist other protective service workers to investigate and resolve financial exploitation cases to which other protective service workers have been assigned.
- G. Attend orientation and training functions as required.
- H. Train other protective service workers in financial exploitation investigation techniques and documentation.
- I. In performing services pursuant to this Agreement, consultant will abide by:
  - 1. The standards of protective service workers as defined in the Older Adults Protective Service Law.

2. The standards and regulations of the Pennsylvania Department of Aging regulations (Chapter 15 on Protective Services).
  3. The applicable Federal and State statutes.
- J. One (1) unit of service equals one (1) hour of consumer or staff support as defined by the Area Agency on Aging.

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

ACDHS/AAA will support the CONTRACTOR 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 services;
- E. Technical assistance as needed regarding program requirements;
- F. Technical assistance, direction and cooperation to assist the CONTRACTOR in satisfactorily recording program and service data into the appropriate information management system.