

**FISCAL YEAR 2022-2023  
SCOPE OF SERVICE**

**PROTECTIVE SERVICES  
OVERNIGHT SHELTER/SUPERVISION**

**I. PURPOSE**

To provide short-term housing and housing related services to eligible consumers faced with crisis situations.

**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 and safe healthy lifestyles.
- B. **CONTRACTOR:** An agency, government entity or organization under AGREEMENT with the COUNTY which provides services to older adults in the community.
- 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. **Overnight Shelter/Supervision** is the provision of temporary housing and required supportive service for consumers in an emergency situation arising from:
1. Eviction;
  2. Emergency incapacity of consumer's caretaker;
  3. Abuse or exploitation (As defined in Protective Service Regulations);
  4. Abandonment by caretaker or other sole social support;
  5. Health or life-threatening living arrangement;

6. Temporary placement pending completion of alternative living arrangements.
- E. **The Pennsylvania Department of Health (DOH)** exists to promote healthy lifestyles, prevent injury and disease, and to assure the safe delivery of quality health care for all Commonwealth citizens.
- F. **The Pennsylvania Department of Human Services** seeks to promote, improve and sustain the quality of family life, break the cycle of dependency, promote respect for employees, protect and serve Pennsylvania's most vulnerable citizens and manage resources effectively.
- G. **Required Supportive Services** include meals, laundry, required personal and / or medical care, arranging for emergency medical attention.

### 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**

- [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, REPORTING AND DOCUMENTATION REQUIREMENTS**

- A. The CONTRACTOR will have the capacity to retrieve and submit data, information, reports and other communication through electronic internet capabilities 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. Appropriate Consumers
1. Consumer must be sixty (60) years of age or older.
  2. When appropriate consumer should agree to voluntarily shelter Admission.
  3. There must be no suitable alternative living arrangements immediately available to the consumer and no alternative support resources willing or able to provide shelter.
  4. Consumer must have established immediate need for emergency placement and supportive services, as defined above.
  5. All immediate medical care and treatment needs of consumer must have been fully met before admission to emergency shelter may be considered.
  6. Consumers with acute medical conditions requiring hospitalization will not be accepted for emergency shelter admission.
  7. Direct referrals from hospitals will not be accepted for emergency placement admission.
  8. Consumers that are alcoholics or drug abusers are not appropriate for placement.

C. Admission/Discharge Procedures

1. The Social Service Provider in the ACDHS/AAA network must complete required investigation and screening prior to requesting emergency placement.
2. Authorization for admission and initial arrangement for emergency placement will be made only by the ACDHS/AAA Program Manager or designee.
  - a. All requests for emergency placement received by ACDHS/AAA Central Information and Assistance (I &A) / Intake will be referred to the Program Manager, or designee, for placement authorization.
  - b. Emergency requests for admission outside normal working hours, weekends and on holidays may be approved by designated ACDHS/AAA On-Call staff, which approval will be confirmed by completion of an admission form during the first working day after such placement has been authorized.
3. The Social Service Provider in the ACDHS/AAA network will make arrangements for admission to emergency placement facility including transportation, when necessary.
  - a. The Social Service Provider in the ACDHS/AAA network is responsible for all care management functions including: Investigation, referral to ACDHS/AAA for registration and assessment for relocation.
  - b. All consumers must have a medical evaluation immediately following admission to the Shelter. When feasible, the evaluation should be arranged through the consumer's doctor.

D. Responsibilities of Emergency Placement Providers

1. To provide authorized emergency placement and support services in accordance with AGREEMENT requirements and according to ACDHS/AAA admission policies and procedures.
2. To provide authorized care and supervision of ACDHS/AAA consumers, including lodging, meals, laundry, required personal and / or medical care and arranging for emergency medical attention.

3. To furnish prompt notification to the ACDHS/AAA Program Manager or designee of any serious condition or problem encountered by an ACDHS/AAA consumer under care.
4. To accept consumers for admission to emergency shelter only upon the authorization of the ACDHS/AAA Program Manager or designee.
5. The Emergency Placement CONTRACTOR must as expeditiously as possible notify ACDHS/AAA Protective Services Manager whenever a consumer leaves the shelter without notification.
6. To provide to the ACDHS/AAA Social Services worker, when requested, an evaluation of the consumer's level of functioning.

E. Special Requirements of Emergency Shelter Providers

1. Personnel
  - a. A sufficient number (as defined by the Pennsylvania Department of Human Services / Pennsylvania Department of Health) of trained and qualified staff to carry out effectively the service delivery requirements of the contract.
  - b. The staff shall exhibit a positive supportive attitude towards elderly ACDHS/AAA consumers while under care in the emergency shelter facility.
2. Program
  - a. Adequate level of qualified staff and supervision must be provided on a twenty-four (24) hour per day basis, seven (7) days per week.
  - b. Adequate records and files must be maintained on all ACDHS/AAA consumers admitted to emergency shelter care; reports thereon shall be made to ACDHS/AAA in accordance with contract requirements.
  - c. Required invoices must be submitted according to the contract each month.
  - d. To maintain the confidentiality of consumer records.

3. Facility Requirements

- a. The facility for emergency housing and the housing related services must be conducive to carrying out the functions as specified in the program requirements.
- b. The facility shall have adequate arrangements to accommodate both female and male consumers.
- c. The facility must meet all governmental regulations for health and safety, as well as other related regulations such as zoning.

F. Limitations on Admissions and Length of Stay

1. The length of stay in ACDHS/AAA funded emergency shelter shall not exceed fifteen (15) calendar days.
2. Any stay longer than fifteen (15) calendar days must have written authorization from ACDHS/AAA Program Manager or designee on appropriate ACDHS/AAA form.
3. No consumer may be admitted to the emergency shelter on more than two separate occasions within any six (6) month period. No such request may be considered without the prior written consent of the ACDHS/AAA Program Administrator or designee.
4. The Allegheny County Department of Human Services/Area Agency on Aging will not pay for any new admissions for Emergency Shelter and Respite services whose existing regular license has been downgraded to provisional status until such time as full licensure is restored.

G. Units of Service

One twenty-four (24) hour day shall be considered one (1) unit of emergency placement service.

H. The Social Service Provider in the ACDHS/AAA network is responsible for furnishing the Protective Services Administrator or designee (during normal working hours) or the ACDHS/AAA On-Call Staff (after normal working hours, weekends or holidays) with the following information prior to placement:

1. Consumer's Name, Address, Telephone Number;

2. Sex, Date of Birth, Age;
  3. Caregiver / Emergency Contact;
  4. Doctor's Name, Telephone Number;
  5. Mobility Level;
  6. Orientation;
  7. Contingency;
  8. ADLS;
  9. Allergies;
  10. Medications;
  11. Current Living Arrangements; and
  12. Reason for Emergency Placement.
- I. A summary of the ACDHS/AAA Social Service needs assessment shall be given to the emergency placement facility within two (2) working days following an authorized admission.
- J. All persons admitted to ACDHS/AAA emergency facilities must be active consumers of the ACDHS/AAA Social Services System prior to admission or must be registered in the system within three (3) working days following authorized admission.
- K. Relocation planning for permanent consumer housing must be initiated by the Protective Services Investigator/Care Manager as soon as the consumer is placed by the ACDHS/AAA Social CONTRACTOR.
- L. An Emergency Placement Admission form signed both by the Social Service worker and supervisor must be completed in duplicate. A copy must be forwarded to the ACDHS/AAA Program Administrator no later than five (5) working days following consumer's admission to emergency shelter.
- M. The ACDHS/AAA Protective Services Administrator or designee will monitor all placements of consumers in emergency placement facilities.

**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 service;
- 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.