

RFP Response Form

RFP for Providers for Older Adults Protective Services

PROPOSER INFORMATION

Proposer Name: Ursuline Support Services

Authorized Representative Name & Title: Anthony J. Turo, MPA, Executive Director

Address: 2717 Murray Avenue, Pittsburgh, PA 15217

Telephone: 412-224-4700

Email: aturo@ursulinesupport.org

Website: ursulinesupportservices.org

Legal Status: For-Profit Corp. Nonprofit Corp. Sole Proprietor Partnership

Date Incorporated: August 24, 1981

Partners and/or Subcontractors included in this Proposal: N/A Click here to enter text.

How did you hear about this RFP? Ursuline Support Services is a current Allegheny County Area Agency on Aging (AAA) Protective Services Provider.

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Anthony J Turo	412-224-4700 x111	aturo@ursulinesupport.org
Contract Processing Contact	John Daub	412-224-4700 x114	jdaub@ursulinesupport.org
Chief Information Officer	Anthony J Turo	412-224-4700 x111	aturo@ursulinesupport.org
Chief Financial Officer	John Daub	412-224-4700 x114	jdaub@ursulinesupport.org
MPER Contact*	Anthony J Turo	412-224-4700 x111	aturo@ursulinesupport.org

* *MPER is DHS's provider and contract management system. Please list an administrative contract to update and manage this system for your agency.*

BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.
See Attachment

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Board Chairperson Name & Title: Adam Zihar, JD, CIPP, PMP; Program Director; UPMC, HCC Risk Adjustment Department

Board Chairperson Address: US Steel Tower, 36th Floor 600 Grant Street Pittsburgh, PA 15219

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: [REDACTED]

REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Please do not use employees of the Allegheny County Department of Human Services as references.

Attorney Laura Whiteman, Allegheny County Assistant Solicitor
County of Allegheny
Department of Law
300 Fort Pitt Commons
445 Fort Blvd.
Pittsburgh, PA 15219-1708

[REDACTED]

Carol Bednar, Licensed Social Worker
Ohio Valley Hospital
Willow Brook Geropsychiatric Unit
25 Heckel Road
Kennedy Township, PA 15136

[REDACTED]

Chief Jonathan E. Wharton
Upper Saint Clair Police Department
1820 McLaughlin Run Road
Pittsburgh, PA 15241

[REDACTED]

PROPOSAL INFORMATION

Date Submitted 11/15/2018

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Amount Requested: \$866,666 for two areas; \$433,333 for one area

Proposal Abstract:

Please limit your response to 750 characters

Ursuline Support Services began providing Protective Services in 1988 and was selected in 1995 as one of only three contracted PS providers for the Allegheny County AAA. We support older adults vulnerable to abuse, neglect and exploitation. Our Investigators manage all assigned claims received working with various medical and law enforcement resources, as well as community and AAA social services supports, to ameliorate risk for each individual presented to us through a Report of Need. All of this is accomplished utilizing an individualized person-centered approach as per Protective Services protocols. We believe our long-tenured staff, as well as our overall agency experience and philosophy of compassionate care for our most vulnerable neighbors, positions Ursuline uniquely and ideally to continue this service to an even larger area of Allegheny County going forward.

CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

- I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination and HIPAA.
- By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- MWDBE documents
- Allegheny County Vendor Creation Form
- 3 years of audited financial reports
- W-9
- Budget and budget narrative, as desired

REQUIREMENTS

Please respond to the following. The maximum score a Proposal can receive is 115 points. Your response to this section should not exceed 20 pages.

Indicate the geographic service area zones (see RFP appendices A and B) for which you are proposing to serve: Ursuline Support Services is prepared to provide Protective Services in at least one and up to two

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geographic service areas as identified in the RFP. We would be willing to provide such services in Zone 1, Zone 2 or Zone 3.

Organizational Experience (30 points possible)

1. Describe your organization's experience working with adult's age 60 years and older.

Ursuline Support Services has nearly 40 years' experience serving the most vulnerable of our community neighbors through a wide-variety of programs and services. Founded in 1981 as Ursuline Center, and later renamed Ursuline Senior Services, this not-for-profit agency has built a strong identity in the community by responding to pressing, and mostly unmet, human needs. Most recently in 2014, responding to its expanded range of services and a growing need in the community, the agency rebranded itself as Ursuline Support Services and adopted a new mission, vision, core value statements and strategic plan. While remaining committed to those traditionally served, especially the elderly, Ursuline is intent on assisting as many individuals as possible and on extending its reach, both geographically throughout Southwestern Pennsylvania and within the populations who need the kind of help our agency can uniquely provide.

Since its inception, our social service agency has provided direct assistance to the most vulnerable populations in Allegheny County through a variety of human service programs that address issues such as elder abuse, neglect and exploitation; financial management; service coordination and guardianship. During the first decade of operations, our two longest running programs were established: Guardianship in 1984 and Protective Services in 1988. To meet the changing needs of our community's aging population, the agency's services have expanded and adapted to include Independent Support Services, which encompass volunteer-supported Checks & Balance money management and Cart to Heart shopping programs, as well as service coordination in senior and disability independent living high-rise communities. Our agency employs these programs in an effort to achieve our mission of "helping individuals navigate life's transitions" for the 60+ and disabled individuals we serve. The agency has brought innovative enhancements to the provision of aging services in Allegheny County since our inception. The agency is the only one of its kind in Allegheny County providing the complimentary offerings of Protective Services, Guardianship, Service Coordination and Rep Payee Services all under one roof. We strive to preserve the dignity and independence of older adults, respect their values, backgrounds and needs, and provide the highest quality/most comprehensive group of services available to sustain the highest quality of life possible to those we serve.

Protective Services

Ursuline began providing Protective Services in 1988 and was selected in 1995 to serve as one of only three contracted PS providers through Allegheny County AAA. The program supports older adults who are vulnerable to abuse, neglect, and exploitation. The allegations reported to us can take the form of self-neglect, caregiver neglect, and abandonment, as well as physical, sexual and emotional abuse, along with financial exploitation. Our Investigators manage all assigned claims of abuse and neglect, through working with various medical providers and law enforcement resources, as well as community and AAA social services supports, and then develop plans to mitigate any identified imminent risk through individualized person-centered service planning as per Protective Services protocols.

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Guardianship

Through our existing contract with AAA, our Guardianship Program has been providing services to older wards in the community for nearly 35 years. Our approach to Guardianship is anchored in our long-standing philosophy and practice that first and foremost protects the dignity of each ward we serve. Developed through the cooperation and support of the AAA, and in accordance with the highest standards of the National Guardianship Association, our guardianship approach is grounded in a service model that utilizes strengths-based, collaborative, participant-focused protocols, provided through a full complement of National Certified Guardians, enabling us to serve as a guide and advocate for each ward. Today, Ursuline Support Services is the only publicly-contracted agency in Allegheny County to provide such services for this segment of the population. As part of the county contract, Ursuline Support Services also maintains an agreement with each of the four county-run Kane Regional Nursing Centers to provide guardianship support to appropriate residents in those facilities.

Independence Support Services

Checks & Balance

Originally established in collaboration with AARP and Allegheny County AAA, our Money Management Program was established to provide bill-paying supports for seniors and persons with disabilities in the 1990s. In 2016, with the encouragement and support of the Social Security Administration, Housing Authority City of Pittsburgh and AAA, Ursuline expanded this program to include a volunteer-supported Representative Payee services for Social Security beneficiaries who require additional financial oversight to manage their benefits and secure their ongoing self-sufficiency.

Service Coordination

With nearly 25 years of experience working with seniors, Ursuline rose to meet and face the challenges in present-day public housing facilities in 2005. The addition of public housing service coordination was a natural extension of the services already provided by Ursuline to the elderly throughout our community. In addition to information and referral, advocacy, and linking individuals to community resources, our service coordinators throughout the City of Pittsburgh and Allegheny County work directly with the residents, arranging for recreational activities, health supports, and annual rent rebate applications. Service coordinators also facilitate informational and educational presentations for the more than 1,000 residents of the 11 buildings they staff.

2. Describe your organization's experience with and knowledge of the supports available to older adults within the human services system and within other community-based resources.

Ursuline Support Services helps those in our communities who are most vulnerable, striving to enable them with the maximum degree of independence as they experience life's often difficult transitions. Whether a person suffers from abuse, neglect or financial and emotional distress, Ursuline provides critically-needed support services to disabled adults and seniors. Our employees and volunteers are dedicated to the safety, well-being and comfort of those we serve. With more than 37 years of experience, fueled by a spirit of innovation and collaboration, Ursuline continues to grow and enrich its services and network of referral resources to meet evolving community needs. Ursuline is an active member of the Allegheny County AAA's providers' group representing Home &

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Community-Based Services. Our staff of professionals reaches out to a wide range of other county services as necessary, namely the Allegheny County Health Department, AAA SeniorLine, and The Link, along with federal resources such as the Social Security Administration and Veterans Administration, on behalf of the individuals who require this type of assistance. Mental health networks, including organizations such as Mercy Behavioral, resolve Crisis Services and Center for Victims, also serve as regular partners with Ursuline in the provision of care to some of our most vulnerable program participants. The agency also collaborates with banks, faith-based organizations, food pantry networks, housing authorities, utility companies, and the like, all in the provision of necessary supports to those we serve. Ursuline likewise taps into the generous resources of our many corporate community neighbors, such as Edgar Snyder & Associates, FedEx Ground, Reed Smith LLC and West Penn Hospital, to gain their support of our very expansive annual Holiday Giving Project benefitting our indigent guardianship and service coordination program clients, as well as with other specific support opportunities throughout the year. Ursuline is committed to continually look for ways to improve its program and service offerings to best serve the communities where we work in Allegheny County and Western Pennsylvania.

3. Describe your organization's experience working within the criminal justice system.

Investigators have worked with all levels of law enforcement and the courts to assist older adults with evictions, landlord tenant issues, Emergency Protection from Abuse orders, and filing charges against alleged perpetrators. Investigators have collaborated with Neighborhood Legal Services and Center for Victims in both criminal and civil courts to support older adults. Investigators have worked with Allegheny County District Attorney Investigators and District Attorneys for the prosecution of alleged perpetrators. Staff has been subpoenaed to testify in criminal court. Investigators have contacted Prison Systems to obtain information or gain access to incarcerated older adults and alleged perpetrators or family members. Investigators work with the Allegheny County Sheriff's office when an older adult's house is in foreclosure and they are evicted. Investigators have made referrals to US Postal Inspection Service for mail fraud, mail theft and identity theft. Investigators have made referrals to the Pennsylvania's Office of Attorney General for Elder Mistreatment, phone and email scams, social security theft and fraud, deceptive business practices which include home contractors, banks, car dealerships and sweepstakes. Staff has testified in Medicaid Fraud criminal cases for the Office of Attorney General's Bureau of Criminal Investigations-Medicaid Fraud Control Section. Our Protective Services Program Director has provided Protective Services educational trainings to local police departments. These trainings have created a strong collaboration between this organization and local police departments.

4. Describe the approaches your organization employs to ensure your staff is responsive to a diverse population. Include cultural competency trainings you provide to your staff about working with individuals of different backgrounds in areas such as ethnicity, religion, national origin or ancestry, English language ability, sex, gender identity or expression, sexual orientation, disability, incomes and marital status.

Representing Ursuline Support Services, the Protective Services Director has attended all the DHS LGBTQI+ Community of Practice meetings since their inception several years ago. The Director then shared information on developments of that group with all agency staff. Investigators attend regular trainings offered on hoarding, mental health, and drug and alcohol issues provided by many agencies including AAA and UPMC. Investigators regularly work with the Jewish Community Center

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to better understand the Jewish and Russian communities due to the large population of such older adults in our service area. Investigators have utilized American Sign Language, Nepali, Italian, Swahili, Polish, Russian, Ukrainian and Chinese interpreters to make sure older adults converse more comfortably with Protective Services. Investigators have met with representatives from Center for Victims, Office of Intellectual Disability, Allegheny County Housing Authority, and the Housing Authority City of Pittsburgh. Investigators work and learn from the service coordinators of the Office of Intellectual Disability and the housing authorities to better understand the populations that they serve. The Protective Services Director has provided Protective Services trainings to different types of faith-based organizations. Investigators have acted as liaisons between older adults and Immigration Officials to advocate for undocumented older adults who are facing deportation.

Protective Services Management (75 points possible)

5. Describe your staff plan for Protective Services. Include your desired qualifications for Investigators and Supervisors, how you will recruit and retain staff, and your strategy for staff supervision.

As is the case with all Protective Services staff, all candidates for professional positions with Ursuline Support Services must hold at least a Bachelor's degree. In addition, the desired qualifications for Investigators and Supervisors include: a history of working with seniors; analytical skills; dependability; strong work ethic; professional attitude; leadership; teamwork; communication and interpersonal skills; adaptability; flexibility; initiative; motivation; creativity; and crisis intervention skills.

Ursuline utilizes Indeed, Nonprofit Talent, local college career centers, social media and job fairs to recruit and screen potential staff candidates.

Ursuline has a strong record of retaining employees, as evidenced by the majority of Protective Services staff who have been at Ursuline for nearly 20 years or more. Ursuline offers the ability to work remotely as well as an attractive compensation package, which includes generous paid time off, 401K, IRS rate mileage reimbursement, Employee Assistance Program, health care insurance, as well as eye, dental, and life insurance. Ursuline recognizes quality work verbally or in writing on a regular basis as appropriate. Ursuline instills a positive culture with a supervisory open door policy and 24-hour reflective supervisory support.

Supervisors employ an interactive strategy with staff that builds rapport and technical skills, while leading by example with positive behavior modeling. Supervisors find it is imperative to maintain their own caseload to support the changing needs of Investigators and those we serve in the community brought on by the increased volume of cases experienced in recent years, as well as for the continued field experience and overall skill maintenance. Supervisors regularly meet with Investigators to review cases, review "working remotely plans," and accompany Investigators on visits to ensure quality assurance. Supervisors also cover caseloads while Investigators are on vacation.

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6. Describe your plan to train Protective Services Investigators and Supervisors. Include your requirements for the state-mandated training and the types and the number of hours of any additional or ongoing training.

Investigators and Supervisors are required by Allegheny County AAA and the Pennsylvania Department of Aging to complete state-mandated Protective Services trainings provided by Temple University Institute on Aging, which include a one-time three-day basic training before a new Investigator can conduct investigations. Investigators and Supervisors are mandated to attend yearly enrichment trainings and five-year refresher courses. In addition Supervisors must attend annual Protective Services Supervisor training. All staff is and has always been in compliance with Protective Services training mandates and requirements.

During Annual Performance Evaluations, Investigators are required to list three Career/Professional Development goals through which the Investigators can enhance overall learning, specific skills, and personal growth. This can include but is not limited to: trainings; continued education; serving on a committee; attending professional conferences; and cross-training. The average time each staff member attends required annual trainings is a minimum of six hours.

7. Please describe how you would respond to the following four scenarios.

A. Report: Norm has been diagnosed with dementia that is becoming worse. Norm is not able to perform Activities of Daily Living (ADLs or ADL) without hands-on help and would not know what to do if there was an emergency. It is not safe for Norm to be left home alone for any period of time. However, Norm's wife and sole caregiver, Diane, has been hospitalized leaving Norm home alone. Diane is extremely worried about Norm being home alone.

First Visit: When the Investigator arrived at Norm and Diane's home, Norm came to the door and willingly invited the Investigator into the home without asking for any identification. The Investigator saw that the home was very cluttered with stacks of magazines, newspapers, and other reading material which filled most of the space in the hallway and living room where the Investigator met with Norm. Although there was a path to the front door, it would be very difficult to navigate in the event of an emergency. The Investigator also noticed bottles of what appeared to be urine cluttered throughout the living area and a strong smell of urine present in the home. Norm appeared to be sleeping on a couch in the living room because the stairway was completely blocked and the couch had a blanket and a pillow on it and was the only area that was not cluttered. The Investigator inspected the kitchen and found rotting food in the microwave, refrigerator, and on the kitchen table, which also was very cluttered with papers. The Investigator noticed that the gas on the stovetop was left on and there were newspapers on the counter top very close to the lit stove. The Investigator inspected the bathrooms and found the toilet to be clogged with urine and feces. There were towels and toilet paper in the toilet bowl and on the floor with feces on them. All utilities in the home were functioning, although there were several burnt out lights in the home that had not been replaced.

The Investigators would do the following:

- Ask Norm if it was okay to turn off the stove to ensure immediate safety.
- If Norm refuses to turn off stove then ask Norm to meet Investigator outside.

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- Reintroduce self; ask Norm what he prefers to be called, explain Protective Services and allegations on Report of Need that brought Investigator to the home.
- Ask Norm if he would consent to an investigation.
- Access SAMS on laptop to determine if Norm is currently receiving any services through AAA or any other contacts Norm may have.
- Assess Norm for any visible medical needs or reason to contact 911.

If Investigator determines a reason to call 911 the Investigator would do the following:

- Substantiate investigation due to Investigator confirming the need for Protective Services.
- Present Norm with a service plan to go to the hospital for evaluation.
- Ask Norm for his consent to contact 911.
- Administer the Short Portable Mental Status Questionnaire, go over medical history, current medications and inquire into formal or informal supports while waiting for paramedics.
- Wait for EMS to assess Norm and decide if a transfer to hospital is necessary.
- Follow ambulance to hospital if Norm agrees to go.
- Contact Protective Services Supervisor regarding current situation at house and that Norm has agreed to go to the hospital.
- With Norm's permission, contact Diane to inform her that Norm is being taken to the hospital.
- Collaborate with hospital staff to ensure a comprehensive evaluation to determine Norm's mental capacity and a level of care determination if placement is needed. Based on those results, work with hospital staff and Diane to determine a safe and comprehensive discharge plan for Norm if he is not admitted.
- If it is found that Norm is mentally capacitated and he would like to return to his home, he has the right to self-determination. Investigator would educate Norm about home delivered meals, chore services, homemaking and personal care services, senior companion, medication management and other available services to him. Investigator would offer to make referrals and follow up with services.
- If Norm is agreeable to emergency placement Investigator would work with Diane and hospital staff to get Norm in to the appropriate facility. Investigator would explain that Protective Services can pay for emergency placement for up to ten days through Protective Services contingency fund. If Investigator determines there is still a need for placement, Investigator would ask Supervisor for an extension.
- Reassess Norm after discharge to ensure that he is no longer at imminent risk.
- Present Norm with a Protective Services termination letter and explain to Norm that he is no longer considered to be an older adult at risk.

If EMS or Investigator does not feel that there is a medical need to send Norm to the hospital Investigator would do the following:

- Substantiate investigation due to Investigator confirming the need for Protective Services.
- Ask Norm what he would like to do while Diane is in the hospital and if he feels safe there by himself.
- Explain Investigator's concerns to Norm.
- Work with Norm to create a service plan for Norm to go into emergency placement or stay with informal supports, such as friends, family, or neighbors, temporarily.

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- With Norm's permission, call or visit Diane to determine how long she will be hospitalized, explain current situation and obtain information on any family or friends that may be able to provide Norm with assistance or care during Diane's hospitalization.
- Contact Norm's physician to inquire if Norm has the mental capacity to make his own informed decisions and ask about his supervision needs.
- Explain emergency placement to Norm and ask if he'd be agreeable to the placement. Advise Norm that Diane may be able to set up services while he is gone and clean up the house. Investigator would also explain to Norm that once house is clean and Diane is able to return home he may also be able to return.

If Norm agrees to emergency placement Investigator would:

- Contact Norm's primary care physician regarding appropriate level of care for Norm.
- Obtain necessary documentation and forms, MA 51-Medical Evaluation (MA-51) for skilled nursing facility placement or Documentation for Medical Evaluation (DME) for personal care/assisted living placement.
- If Norm doesn't have a physician, Investigator will ask Norm to go to hospital for medical clearance due to most facilities' unwillingness to admit without needed medical information/clearances.
- If it is determined Norm requires skilled nursing Investigator will contact Allegheny County's contracted nursing facility, Kane Regional Center's admissions department. Investigator will explain Norm's current situation and inquire if they have available beds at any of their four facilities.
- If Norm is appropriate for personal care, Investigator will contact Ursuline's contracted personal care home. Investigator will explain Norm's current situation, ask them if they have an available bed and can admit Norm immediately.
- Contact AAA Protective Services staff or Ursuline's after hours Protective Services supervisor for emergency placement approval.
- Arrange transportation to take Norm to placement facility. This will be paid for by the Protective Services contingency fund.
- Help Norm gather medications, clothing and other items he may need to take to the facility.
- If Norm did not have any clean clothing, Investigator would buy and deliver clothing to Norm at facility. Investigator would use Protective Services contingency fund.
- Meet Norm at the facility to ensure he is comfortable and his needs are being met.
- Regularly collaborate with facility's treatment team throughout Norm's emergency placement.
- Keep in regular contact with Diane regarding Norm's status and her discharge from the hospital.
- Visit Norm at least weekly at the facility to make sure his needs are being met and keep him updated on plans for him and Diane.
- With Diane's permission collaborate with her hospital Social Worker to formulate a discharge plan that will allow Diane and Norm to continue to live together whether it is at home with services or in a facility.
- Complete a Reassessment to ensure that Norm no longer meets Protective Services criteria.
- Present Norm with a Protective Services termination letter and explain to him that he is no longer considered to be an older adult at risk.

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If Norm adamantly refuses Service Plan then Investigator would do the following:

- Determine if Norm is a danger to himself or others and possibly call resolve Crisis Services to evaluate if an involuntary mental health commitment (302) is needed based upon inability to care for self.

If a 302 is not granted Investigator would do the following:

- Offer to get fresh food for Norm and follow up with Diane to explain that Norm refused Service Plan.
- Work with Norm, Diane and Diane's Social Worker to find either informal or formal supports to check on Norm and help him in the house until Diane returns.
- If Investigator was unable to get a mental capacity from Norm's physician, Investigator would return with AAA Protective Services Nurse to evaluate Norm's mental capacity and safety in home.
- Offer Norm and Diane in-home services. Investigator would educate Norm about home delivered meals, chore services, homemaking and personal care services, senior companion, medication management and other available services. Investigator would offer to make referrals and follow up with services.
- No reassessment will be done due to Norm refusing Service Plan.
- Send Norm a Protective Services termination letter to letter and explain to Norm that he is no longer considered to be an older adult at risk.

If a 302 is granted Investigator would do the following:

- Call 911 or local police department and explain that a 302 has been granted for the older adult. Investigator will confirm warrant was received by police and confirm transportation to transport to the hospital.
- Contact Supervisor and substantiate investigation for self-neglect.
- Follow transportation to the hospital
- Meet with hospital staff to confirm the information that was provided by Investigator to justify the 302.
- Wait for psychiatrist to evaluate and admit Norm for inpatient treatment.
- Contact Diane to inform her that Norm is currently at the hospital.
- Call DHS mental health delegate for the time and date of Extended Emergency Involuntary Treatment 303 hearing.
- Attend 303 hearing and testify about observations that warranted the 302.
- While Norm is an inpatient under a 303 commitment, Investigator will collaborate with Norm, Diane, hospital social worker, and psychiatrist to determine appropriate discharge plan for Norm. This may include returning to a clean home with services or placement.
- Complete a Reassessment to ensure that Norm is no longer meets Protective Services criteria.
- Present Norm with a Protective Services termination letter and explain to him that he is no longer considered to be an older adult at risk.

B. Report: Martin has been diagnosed with Parkinson's disease and has some short-term memory impairment. Martin lives in ABC Nursing Facility and requires hands-on assistance with physical care needs. His doctor ordered that two people assist with transferring Martin. One day, a nursing facility caregiver, Daphne, attempted to transfer Martin by herself. To do so, she first purposefully dropped

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Martin on the floor. Martin was in visible pain and was taken to the hospital. X-rays showed that Martin broke his leg.

First Visit: After Martin was discharged from the hospital for his broken leg, the Investigator visited him at ABC Nursing Facility. The Investigator discussed the incident with Martin, but Martin had a difficult time remembering exactly what happened due to his memory loss issues. During the visit, Martin had his leg in a cast and was lying in bed. He appeared to be clean and was eating lunch.

What steps should the Investigator take in this situation?

The Protective Services Investigator would do the following:

- Explain Protective Services and allegations on report of need to Martin. Investigator will also discuss if Martin has ever experienced areas of abuse, neglect, exploitation and/or abandonment.
- Ask Martin to consent to the Protective Services investigation.
- Ask Martin if he feels safe with and approves of the care being provided by the staff.
- Meet with other residents at the facility regarding the care provided at the facility. Investigator would also ask if other resident's had similar experiences with staff not following care plans.
- Meet with the Director of Nursing and facility Administrator to discuss alleged incident and status of alleged perpetrator.
- Review Martin's chart, medications list, diagnosis sheet, patient demographic sheet, and physician and nurse's notes.
- Review staff statements and incident report from alleged incident. Investigator would ask for staff members' contact information to interview staff and confirm their written statements.
- Request alleged perpetrator's termination notice or corrective action plan.
- Review recent incident reports from entire facility to see if staff failure to follow care plan is an ongoing issue.
- Interview the alleged perpetrator in person or by telephone. Investigator would ask for specific details of alleged incident and alleged perpetrator's history of working with Martin. Investigator would also confirm correction action plan or termination with alleged perpetrator.
- Contact Martin's family, with his permission, regarding Protective Services investigation of alleged incident and their experience with care at facility.
- Speak with witnesses, family of residents, and other collateral contacts for their opinions, impression and concerns.
- Contact facility business office to inquire about Martin's income, status of room and board and to determine if there is any evidence of financial exploitation.
- Contact primary care physician to ask about Martin's decision making capacity and their opinion of the quality of care that Martin is receiving at nursing facility.
- Review investigative findings with Protective Services Supervisor.
- Determine if investigation is Unsubstantiated or Substantiated for Protective Services.

If Investigation is found to be substantiated for Caregiver Neglect the Investigator would do the following:

- Develop an individualized Service Plan with Martin and facility staff.
- If Martin approves of Service Plan, Investigator will work with facility staff to ensure proper care is being provided.

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- Complete a Reassessment to confirm Service Plan continues to be appropriate and is being implemented.
- Notify Perpetrator in writing that investigation was substantiated and process to appeal.
- Present Martin with a Protective Services termination letter and explain to Martin that he is no longer considered to be an older adult at risk.

If Investigation is found to be unsubstantiated for Caregiver Neglect the Investigator would:

- Close the investigation

C. Report: Arthur has been diagnosed with chronic obstructive pulmonary disease and heart failure. He uses oxygen 24/7 and experiences some memory issues. Arthur is unable to perform ADLs independently and requires hands-on assistance with ADLs and medication management. Arthur lives with his niece, Janet, who has taken over his finances and helps with his ADLs. However, Arthur is not eating proper meals and is losing weight. He is wearing stained clothing and has a body odor. Janet is not making sure that Arthur is taking his daily medications correctly. Janet has been transferring money from Arthur's accounts into hers without permission. She has opened credit cards and has been purchasing items online using Arthur's name. Arthur is now behind on utility payments and is receiving past due notices. Janet usually is in the house and will not allow in-home service provider staff to speak with Arthur alone. At times, Janet attempts to threaten or intimidate Arthur and provider staff.

First Visit: The Investigator knocked on the front door several times with no answer. The Investigator could hear people in the house talking, but could not make out what they were saying. After several more attempts, Janet answered the door and asked for identification. After the Investigator identified herself and showed her identification, Janet reluctantly allowed the Investigator into the house. The house was in good condition—clean and apparently well kept—but with a strong smell of cigarette smoke present. Arthur was sitting in the living room watching television while using oxygen and smoking a cigarette. Janet also was smoking. The Investigator asked Janet to leave the room so she could speak with Arthur alone. Janet refused and said, "I should be able to hear anything you say to Arthur." The Investigator asked Arthur if it would be acceptable for Janet to remain in the room during the conversation. Arthur looked at Janet first before addressing the question and nodding yes.

What steps should the Investigator take in this situation?

Protective Services Investigator would do the following:

- Discuss the safety risk of smoking while oxygen is in use and ask Arthur and Janet to put out their cigarettes.
- Explain the mandates of Protective Services and the need to speak with each of them privately regarding the allegations on the Report of Need.
- Attempt to de-escalate the tense situation and build trust with Arthur and Janet. Investigator would explain that some reports are made out of genuine concern while others can be intended to hurt the alleged perpetrator or older adult.
- Ask Arthur and Janet again to meet privately.

If Arthur and Janet refuse to meet privately Investigator would do the following:

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- Confirm with Arthur that it's okay to discuss allegations in front of Janet.
- Review the allegations on report of need.
- Ask who owns the house and confirm ownership on Allegheny County Real Estate website.
- Ask Arthur if he has a medical or financial Power of Attorney.
- Discuss how much care is needed and who is providing the care.
- Access SAMS on laptop to determine if Arthur is currently receiving any services through AAA or any other contacts Arthur may have.
- Discuss with Janet her concerns with current in-home provider staff.
- Ask Arthur for permission to discuss services with care manager and/or service coordinator.
- Offer to return with AAA Protective Services Registered Nurse (RN) to determine if Arthur is receiving appropriate care and services. This may allow Investigator or RN to meet privately with Arthur to further discuss allegations.
- Discuss any services or any care issues with care manager and/or service coordinator.
- Return with RN and evaluate Arthur's mental capacity and determine he is receiving the appropriate care. While RN is assessing Arthur, Investigator would attempt to distract Janet allowing RN to address allegations on report of need.

If Arthur and Janet agree to meet privately, Investigator would meet with Arthur first and do the following:

- Talk quietly or write questions for Arthur so that Janet could not hear.
- Explain allegations on Report of Need. Investigator will also ask Arthur if he has ever experienced areas of abuse, neglect, exploitation and/or abandonment.
- Ask Arthur to consent to investigation.
- Ask Arthur who owns the house and confirm ownership on the Allegheny County Real Estate website.
- Ask Arthur if he feels intimidated or fearful.

If Arthur does not confirm allegations Investigator would do the following:

- Discuss available resources for older adults with Arthur.
- Meet with Janet to discuss allegations.
- Contact Arthur's Primary Care Physician to confirm that Arthur is mentally capacitated.
- Reach out to collateral or social contacts for additional information.
- Review investigation details with Protective Services Supervisor.
- Close case Unsubstantiated.

If Arthur confirms feeling intimidated or fearful Investigator would do the following:

- Substantiate investigation.
- Attempt to empower and support Arthur making his own decisions about the next steps utilizing a Person Centered Protective Services approach.
- Develop an individualized Service Plan with Arthur which may include alternative housing, Emergency Placement, Transportation, Protection from Abuse (PFA), eviction process through district court and referrals to AAA Financial Exploitation Consultant, Center for Victims counselling, home delivered meals, homemaking and personal care services, senior companion, medication management and other available services. Investigator would offer to make referrals and follow up with services.

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If Arthur agrees to the Service Plan and wants alternative housing or Emergency Placement the Investigator would do the following:

- Ask Arthur about contacting family or friends for assistance and if he might be able to stay with them.
- If there is family or friends, Investigator will help Arthur contact them and assist with arrangements, including transportation. Transportation will be paid from Protective Services contingency fund.

If Arthur has no options for alternative placement and agrees to go to Emergency Placement the Investigator will do the following:

- Contact Arthur's Primary Care Physician regarding Arthur's capacity, level of care and necessary documentation of medical evaluation form.
- Obtain necessary documentation and forms, MA 51-Medical Evaluation (MA-51) for skilled nursing facility placement or Documentation for Medical Evaluation for personal care/assisted living placement.
- If Arthur does not have a physician, Investigator will ask Arthur to go to hospital for medical clearance and level of care determination.
- Depending upon Arthur's level of care determination, contact Kane Regional Nursing Center's admissions department or Ursuline's Contracted Personal Care Home to inquire if beds are available and when he can be admitted.
- Call AAA Protective Services or Ursuline's After-hours Protective Services Supervisor to obtain Emergency Placement approval.
- Assist Arthur with gathering clothing, medication, checkbook, debit and/or credit cards and anything else he may require while away from home.
- Arrange transportation to take Arthur to placement facility. Transportation will be paid from Protective Services contingency fund.
- Investigator will speak with Janet to discuss allegations on Report of Need.
- Explain to Janet that Arthur is going to alternative housing placement.
- Keep situation calm and explain to Janet how the emergency placement may benefit both she and Arthur.
- If Janet attempts to stop Arthur from leaving the Investigator will contact police to help safely remove Arthur from the home.
- Accompany Arthur to facility and assist with admission paperwork.
- If necessary, Investigator would shop for and supply Arthur with clothing. Investigator would use department store gift cards purchased with Protective Services contingency fund.
- Disclose Arthur's location only to those he approves and with his permission.
- If Arthur agrees, a referral will be made to the AAA Financial Exploitation Consultant.
- Ask if Arthur wants a referral to the Center for Victims for counselling.
- If Arthur agrees Investigator would contact Center for Victims.
- Discuss a referral to the Ursuline's Check and Balances Representative Payee program.
- If Arthur has banking information ask him if he wanted to call Bank to place account on hold.
- Ask Arthur if he would like to call utility companies to discuss payment arrangements or possible termination of services.
- Assist facility Social Worker with the discharge plan.
- Perform Reassessment to confirm the service plan is still appropriate and acted upon.
- Notify Perpetrator in writing that investigation was substantiated and process to appeal.

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- Present Arthur with a Protective Services termination letter and explain to Arthur that he is no longer considered to be an older adult at risk.

If Arthur refuses Service Plan Investigator would do the following:

- Ask Arthur to sign a consent form electing to not consent to a service plan.
- Provide Arthur with resources discussed in the Service Plan.
- Contact Arthur's Primary Care Physician to confirm that Arthur is mentally capacitated.
- Send Arthur a Protective Services termination letter notifying him that he refused the Service Plan and investigation is closed to Protective Services.

D. Report: Marjory has been diagnosed with dementia and has severe cognitive impairment and a poor memory. Marjory requires assistance with all ADLs and lives with her nephew, Lenny. Lenny is Marjory's primary caregiver. He has been reluctant to accept any outside services for Marjory saying that he can "do it alone." Marjory has a bruise on her arm that resembles a hand print, but is not able to recall how she obtained the injury. In the past, Marjory has had bruises of unknown origin on her arms that did not resemble hand prints.

First Visit: The Investigator arrived at Marjory's home and found the front porch to be very cluttered with boxes and what appeared to be old car parts. The Investigator also noticed a pile of empty beer cans next to a chair on the porch. The Investigator knocked on the door several times before Lenny answered the door. Lenny was very impolite and appeared to be under the influence. He asked the Investigator, "Who the hell are you and what do you want?" After the Investigator identified himself and showed his identification, Lenny became more aggravated. He said to the Investigator, "Get the hell off my porch! You guys have been here before and only upset me and I am not letting you in my house!" Lenny then violently shut the door on the Investigator.

The Investigator would do the following:

- Call 911, identify self as an Investigator, explain situation and ask a well-being check be done on Marjory.
- Ask Police to keep Lenny outside so that the Investigator could assess and speak to Marjory privately.
- Explain Protective Services and allegations on Report of Need to Marjory. Investigator would ask if Marjory if she ever experienced abuse, neglect exploitation and/or abandonment.
- Ask Marjory to consent to investigation.
- Administer Marjory the Short Portable Mental Status Questionnaire (SPMSQ) to gain a better understanding of Marjory's capacity.
- If Marjory was unable to consent or refused to consent Investigator would :
- Ask Police to call for an EMS to make sure Marjory is medically stable.
- If Marjory is not medically stable Investigator would ask EMS to transport her to the nearest hospital and work with hospital staff regarding a safe and thorough discharge.
- If Marjory is medically stable, ask her again to consent to an investigation. If Marjory still refuses investigation Investigator would contact Allegheny County Assistant Solicitor regarding Marjory refusing to consent to investigation.

If Marjory appears to be able to understand the conversation the Investigator would:

- Ask Marjory if she takes a medication that may cause her to bruise easily.

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- Ask Marjory for permission to look at arms for bruises.
- If bruises are found Investigator would ask permission to measure and take pictures of her bruises.
- Ask Marjory if she feels safe in the home with Lenny.

If Marjory did not feel safe with Lenny Investigator would do the following:

- Substantiate investigation.
- Develop a Service Plan which would include emergency placement for Marjory.

If Marjory refused placement Investigator would:

- Offer to hire a private pay caregiver to temporarily assist Lenny with ADLs.
- Contact home care agencies to provide personal care, companionship and homemaking for Marjory. Private Pay worker would be temporarily paid for by Protective Services contingency fund.
- Investigator would educate Marjory on Adult Day Care, Life Programs and AAA home services.
- Investigator would offer to make referrals for Adult Day Care, Life Programs, Medical alert, personal care, homemaking, senior companion, home delivered meals and Family caregiver support program.

If Marjory accepts emergency placement Investigator would do the following:

- Contact Marjory's primary care physician to determine mental capacity and level of care. If Marjory does not have a current physician, Investigator would ask for Marjory's consent to be evaluated at the hospital to obtain medical clearance.
- Obtain necessary documentation and forms, MA 51-Medical Evaluation (MA-51) for skilled nursing facility placement or Documentation for Medical Evaluation (DME) for personal care/assisted living placement.
- Contact Ursuline's contracted personal care home or Kane Nursing facility regarding open beds depending on Marjory's level of care.
- Contact Protective Services Supervisor regarding current situation and discuss what steps Investigator should take going forward.
- Contact AAA Protective Services to obtain emergency placement approval.
- Arrange transportation for Marjory to emergency placement facility.
- Obtain clothing and medication list to take to facility.
- With Marjory's permission, discuss with Lenny Marjory's choice to go into placement and explain that this could be the respite that he and Marjory need.
- Meet Marjory at the facility and provide necessary information for admission paperwork.
- Collaborate during facility stay with Marjory, Lenny, facility social worker and physician to determine a long term plan for Marjory. This may include long term placement or returning home with Lenny with more supports so that Marjory feels safe being at home.
- Reassess Marjory at long term care facility or at home to make sure Marjory is no longer at imminent risk.
- Notify Alleged Perpetrator in writing that investigation was substantiated and the process to appeal.
- Present Marjory with a Protective Services termination letter and explain to Marjory that she is no longer considered to be an older adult at risk.

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Investigator would attempt to meet with Lenny and do the following:

- Explain Protective Services and allegations on Report of Need with Lenny.
- Ask Lenny if he is the Guardian, Power of Attorney or medical decision maker.
- Validate with Lenny that caregiving can be overwhelming.
- Explain to Lenny that there are some concerns about possible caregiver burnout, Lenny's refusal of in-home services and how the services could benefit both Lenny and Marjory; discuss with Lenny his drinking habits and whether it has ever impaired his ability to care for Marjory and the condition of the front porch.
- Ask if there is family or other supports that can assist Lenny with caregiver duties. If Lenny states there is not then explain resources that may be available to Lenny and Marjory.
- Offer to make referrals and to resources previously discussed by Investigator and follow up with services/agencies to see if Marjory and Lenny are receiving desired services.
- Explain and offer emergency placement services and transportation for Marjory to Lenny.

If Lenny refuses referrals for services or emergency placement Investigator would:

- Advise Lenny that if Investigator is unable to reduce Marjory's risk at home the case can be substantiated and may lead to legal steps to protect Marjory, including Access to Records or even Guardianship.

If Lenny refuses to allow Investigator into the home and Police would not do well being check then Investigator would:

- Contact Allegheny County Solicitor and ask them to send correspondence to Marjory and Lenny with a date and time for Investigator to visit.
- Investigator will ask AAA Protective Services Registered Nurse (RN) to accompany Investigator for a joint home visit. RN would evaluate Marjory for capacity and supervision needs.
- Attempt home visit on date and time scheduled by Allegheny County Solicitor.

If Lenny does not let Investigator and RN into home Investigator would

- Investigator would attempt to have police do a well- being check again on Marjory.
- Investigator would discuss situation with Allegheny County Assistant Solicitor for a possible Access to Person and further direction on investigation.

8. Describe the challenges you anticipate encountering as a Protective Services provider. How do you plan to mitigate those challenges?

Increase in volume

Supervisors currently carry a caseload to lower the number of cases that each Investigator is responsible for each month. Investigators currently support one another by making visits for each other when the location of Protective Services referral is in an area that they are already planning on visiting.

It is Ursuline's intent, if we are granted the ability to provide Protective Services across two areas through this RFP process, to look into allocating sufficient combined funding to add an additional Investigator to further support the broader allocation of the increased volume of cases.

Timely documentation

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RFP for Providers for Older Adults Protective Services

Supervisors provide a weekly update of current caseload to each Investigator.

Supervisors access agency's SAMS Dashboard to confirm all cases are accepted and assigned within time frame.

Supervisors review documentation in SAMS to ensure that all critical incidents are documented within 24 hours and other investigative activities are documented within five days.

Investigators are provided with a laptop, document scanner and Smart phone to work in the field.

Investigators are also currently provided with the opportunity to work remotely to focus on the completion of paperwork and reduce office interruptions.

Emergency Placement

Ursuline will continue a working relationship with Norbert Personal Care Home, Arden Courts (which is a secured memory care locked facility), and Angelus Convalescent Center (which specializes in mental health) to provide emergency placements when beds are available for personal care level of care individuals.

Ursuline will also continue to utilize the county contract with the four Kane Regional Nursing Centers for appropriate skilled nursing emergency placements at their locations as available.

Ursuline will also continue its working relationships with Baldwin Health Center, Highland Park Care Center, Baptist Homes, Marion Manor and HCR ManorCare for skilled nursing home placement as needed.

If Ursuline is granted the ability to provide Protective Services across two areas through this RFP process, we will endeavor to build similar relationships with appropriate placement facilities in new area(s) that may be less familiar to us.

Older Adults Accessing Resources

Investigators will continue to do the following:

Provide older adults with information regarding 211.

Send out AAA Senior Resource Guide to older adults as requested.

Make appropriate referrals to AAA SeniorLine and other community services.

Collaborate with Ursuline's Independence Support Services, which includes Representative Payee, bill-paying, and grocery shopping supports.

Attend and provide resources to older adults at Senior Resource Fairs, conferences, Adult Day Care Centers, Senior Centers, and senior/disabilities high-rise independent living facilities.

Investigators will begin to do the following:

Follow up with the older adult to see if the referral made by Investigator was beneficial to the older adult or additional resources are needed.

Create a resource binder with information about variety of community programs that an Investigator can take along on visits.

Create an ongoing resource library at the agency for brochures and applications for resources, along with any help that can assist with the completion of such applications.

Prosecution Support

Investigators will continue to do the following:

Make referrals to Office of Attorney General and continue to work with district attorney and its investigators.

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Educate police departments on Older Adult Protective Services.

Collaborate with Center for Victims and Neighborhood Legal Services to assist in obtaining an advocate for a client when one is needed.

Investigators will begin to do the following:

Collaborate with the Allegheny County Bar Association's Pro Bono Center to assist in procuring attorney services as needed.

Arrange and pay for transportation to hospitals, police stations, magistrates, attorneys' offices and court proceedings.

Meet with local State Representatives to discuss the need for stricter laws and penalties for crimes where older adults are the victims.

9. Describe any innovations you will enact, while adhering to the Older Adults Protective Services Act, to increase quality and efficiency of Protective Services delivery and to produce better outcomes for older adults (e.g., use of technology, relationship building, trainings).

Peer Support:

Ursuline's Protective Services Investigators currently schedule a day when they all try to be in the office at the same time to discuss cases and help each other debrief difficult situations.

Investigators have attended the National Adult Protective Services Association conferences to network with other states' Protective Services programs.

Supervisors regularly attend conferences and trainings with Protective Services Supervisors from other counties within the Commonwealth of Pennsylvania.

Ursuline's Protective Services Director has assisted and supported the other two Allegheny County Protective Services agencies with 24-hour a day back up support when they did not have an acting supervisor.

Multidisciplinary Approach:

Ursuline Investigators often use AAA Protective Services RN, psychologist, and Financial Exploitation Consultant for appropriate situations, and have built strong working relationships with each.

Investigators consult with the Allegheny County Assistant Solicitor on difficult cases.

Ursuline has a multidisciplinary approach within the agency. Protective Services Supervisors and Director of Independence Support Services (which includes Housing Authority City of Pittsburgh [HACP] high-rise service coordination, volunteer bill-paying and Rep Payee services, as well as grocery shopping supports), meet numerous times weekly to collaborate on resources and consumers.

Flexibility:

Supervisors and Investigators will continue to be available during business and non-business hours to assist older adults during natural disasters (floods, fires, etc...). Ursuline's staff is often asked by AAA Administration (and has always responded) to assist with these crisis situations even when the

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crisis is not in Ursuline's Protective Services area. Each older adult in these situations is treated as an individual and always handled with compassion and care.

10. Describe how your organization will assure quality and consistency in delivered Protective Services.

As a current Protective Services provider for Allegheny County, Ursuline currently provides the following:

Supervisor reviews cases with each Investigator at least once a week.

Supervisor continues to build quality assurance by observing and assisting Investigators in the field. Ursuline adds to the strength of Allegheny County's Protective Services team by having the most tenured staff across the three current Protective Services contracted providers supporting the AAA. Ursuline brings to the provision of Protective Services in Allegheny County a history of excellent reviews by both county AAA Protective Services and PA Department of Aging monitors. Supervisors continue to work with monitors regarding expectations and any changes in paperwork documentation as such issues arise.

Looking forward to the 2019-20 fiscal year, Ursuline plans to create a new part-time Compliance Coordinator position specifically to review files and assist with field observation of Investigators.

11. Describe your data collection and entry plan.

Investigators currently enter all collected data into the SAMS system as required by the AAA. During each investigation, Investigators collect information needed to enter into the Protective Services Investigation Summary and Assessment form. This information is obtained through meetings with the older adult, and by contacting the physician(s) or nurse(s) to obtain diagnosis, medications, and supervision needs. Investigators send a form letter to the physician's office that includes the older adult's name, birthdate, and what information is being requested from the physician. Investigators also reach out to collateral and social contacts throughout the investigation to gather information that the older adult or doctor cannot provide. These contacts may include: family members; neighbors; church members; friends; care managers/service coordinators; utility company representatives; and apartment managers. If during the investigation, Investigators are unable to reach the older adult at their residence, Investigators will send a letter via mail asking the older adult to contact the Investigator. During investigations where there is an Alleged Perpetrator, Investigators will attempt to contact them via phone. If unable to reach by phone, a letter notifying the Alleged Perpetrator of the allegations on Report of Need (RON) and that Investigator needs to speak with them. Investigators also may collect data from the Allegheny County Real Estate Portal, the Pennsylvania Unified Judicial System Web Portal, and internet search engines, as needed. Investigators also refer to SAMS to review data on older adult's history with AAA. Supervisors use the SAMS Dashboard to monitor current caseloads.

12. Describe how your organization will adhere to Protective Services confidentiality requirements.

Investigators will continue to follow section 15.103 of The Pennsylvania Older Adults Protective Services Act (OAPSA, 35 P.S §10225.101 et seq.) as it pertains to protection of confidentiality of any and all Protective Services case information and documentation.

Each employee and individual that enters Ursuline signs a statement assuring knowledge of applicable confidentiality requirements and penalties for violating them.

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Investigators are trained on confidentiality and who/when there is limited access to records and disclosure of information.

All Protective Services records are in locked file cabinets.

All Ursuline staff is automatically prompted to change their computer system password on their computer every 90 days.

Computers go into “sleep mode” after 20 minutes of screen inactivity to protect all participants’ private information from being viewed by any inappropriate individuals.

Budget (10 points possible)

13. Provide a line item budget for the areas you are proposing to serve. Include allocations for the contingency fund, staff salaries and benefits, travel, training, equipment and administration. You may provide the line item budget in the space below or as an attachment (e.g., Excel file). This question does not count towards page limits.

See Attachment

14. Provide a budget narrative that explains and justifies the line items in the proposed budget. You may provide the budget narrative in the space below or as an attachment. This question does not count towards page limits.

See Attachment

Allegheny County Department of Human Services

Area Agency on Aging Program Funded Detailed Budget AGENCY: URSULINE SUPPORT SERVICES		Protective Services		
PERIOD: 07/01/2019 - 06/30/2020		Administration	Direct costs	Total
1. PERSONNEL				
Program Staff (see footnote 1)			262,757	262,757
Administrative Staff (see footnote 2)		43,333		43,333
PERSONNEL SUB-TOTAL:		43,333	262,757	306,090
F: OTHER PERSONNEL COSTS				
FICA (see footnote 3)			20,101	20,101
Workers Compensation (see footnote 4)			2,000	2,000
Unemployment Compensation (see footnote 5)			7,500	7,500
Life Insurance (see footnote 6)			908	908
Health Insurance (see footnote 7)			15,170	15,170
Pension Plan (see footnote 8)			5,653	5,653
OTHER PERSONNEL SUB-TOTAL (this section)		-	51,332	51,332
PERSONNEL SUB-TOTAL: (1st section)		43,333	262,757	306,090
PERSONNEL TOTAL:		43,333	314,089	357,422
2. COMMUNICATIONS				
Telephone (see footnote 9)			1,200	1,200
Cellular Phone (see footnote 10)			3,800	3,800
Postage/Mailing (see footnote 11)			700	700
Internet (see footnote 12)			265	265
TOTAL COMMUNICATIONS:		-	5,965	5,965
3. CONTRACTED SERVICES				
Purchased Janitorial (see footnote 13)			1,402	1,402
Auditor (see footnote 14)			2,000	2,000
Accounting (see footnote 15)			3,825	3,825
Purchased Professional(s) (see footnote 16)			3,046	3,046
Computer Consulting (see footnote 17)			8,500	8,500
Contingency fund (see footnote 18)			10,000	10,000
TOTAL CONTRACTED SERVICES:		-	28,773	28,773

4. OCCUPANCY			
Utilities (see footnote 19)		1,870	1,870
Building Rent/Lease (see footnote 20)		9,143	9,143
Building Insurance (included in general liability coverage)			-
TOTAL OCCUPANCY:	-	11,013	11,013
5. SUPPLIES and MINOR EQUIPMENT			
Office Supplies (see footnote 21)		2,050	2,050
Leased Equipment (see footnote 22)		1,100	1,100
Laptop computer (see footnote 23)		2,000	2,000
TOTAL SUPPLIES and MINOR EQUIPMENT:	-	5,150	5,150
6. TRANSPORTATION			
Staff Travel, Local: _____ miles @ \$ _____ mile (see footnote 24)		10,000	10,000
Staff Travel, Out-Of-Town _____ miles @ \$ _____ mile			-
TOTAL TRANSPORTATION:	-	10,000	10,000
7. OTHER OPERATING EXPENSES			
Printing & Duplicating (outside source)		1,000	1,000
Membership Dues/Subscriptions (see footnote 25)		1,000	1,000
Training (see footnote 26)		2,400	2,400
Indirect Costs			-
General Liability insurance (see footnote 27)		6,820	6,820
Interest/Bank Fees (see footnote 28)		3,290	3,290
Agency activities (see footnote 29)		500	500
TOTAL OTHER OPERATING EXPENSES:	-	15,010	15,010
8. FIXED ASSETS			
(Itemize if over \$5,000)			-
Fixtures			-
Furniture			-
Other - (Itemize)			-
TOTAL FIXED ASSETS:	-	-	-
GRAND TOTAL EXPENDITURES:	43,333	390,000	433,333
TOTAL AGING FUNDS	43,333	390,000	433,333
Other Support			
GRAND TOTAL RESOURCES	43,333	390,000	433,333

No more than 10% may be budgeted for administration cost

BUDGET NARRATIVE

FOOTNOTES:

1. **Program Staff** – Program Director 1 FTE, Compliance Coordinator 1 FTE, Investigators 4 FTE
2. **Administration** – 10% of contract to support Admin staff functions allocated to contract
3. **FICA** - .0765 of total wages
4. **Workers' Comp** – estimate based on payroll historical data
5. **Unemployment Comp** – based on PA wages formula
6. **Life Insurance** – paid 100% by USS; benefit is one year's salary/FTE
7. **Health Insurance** – employer pays 50% of premiums and maximum of \$2,000 annual deductible
8. **Retirement Savings** – 401(k) plan; employer match equal to 2.5% of annual salary
9. **Telephone** – allocated portion of phone service based on number of lines and applicable long distance
10. **Cellular Phone** – cost of iPhone service
11. **Postage** – actual postage plus allocated cost of postal meter based on ratio of total budget dollars
12. **Internet** – allocated portion of internet service based on ratio of total budget dollars
13. **Janitorial** – allocated portion of janitorial service based on ratio of total budget dollars
14. **Auditor** – allocated portion of annual audit expense based on ratio of total budget dollars
15. **Bookkeeping** – Bookminders fees; aggregate of direct departmental cost and allocation based on a ratio of total budget dollars
16. **Purchased professionals** – payroll processing, 401k administration, health insurance benefit administration, miscellaneous outside services
17. **Computer IT** – allocated portion of expense based on ratio of total budget dollars
18. **Contingency funds** – funds used for emergency situations
19. **Utilities** – allocated portion of annual utility expense based on a ratio of total budget dollars
20. **Rent** – allocated portion of annual building lease based on a ratio of total budget dollars
21. **Supplies** – cost of supplies used by the program
22. **Leased copier and postage meter** – allocated portion of expense based on a ratio of total budget dollars
23. **Laptop computers** – purchase of one laptop computer
24. **Travel** – annual staff travel expense (at current federal mileage rate plus tolls and parking)
25. **Membership dues** – direct cost to program plus allocated portion of expense based on a ratio of total budget dollars
26. **Training** – direct cost to program for professional development
27. **General Liability Insurance** – allocated portion of expenses based on a ratio of total budget dollars
28. **Interest/bank fees** – allocated portion of expenses based on a ratio of total budget dollars
29. **Agency activities** – allocated portion of expenses based on a ratio of total budget dollars

Allegheny County Department of Human Services

Area Agency on Aging Program Funded Detailed Budget AGENCY: URSULINE SUPPORT SERVICES		Protective Services		
PERIOD: 07/01/2019 - 06/30/2020		Administration	Direct costs	Total
1. PERSONNEL				
Program Staff (see footnote 1)			247,060	247,060
Administrative Staff (see footnote 2)		43,333		43,333
PERSONNEL SUB-TOTAL:		43,333	247,060	290,393
F: OTHER PERSONNEL COSTS				
FICA (see footnote 3)			18,900	18,900
Workers Compensation (see footnote 4)			2,000	2,000
Unemployment Compensation (see footnote 5)			10,000	10,000
Life Insurance (see footnote 6)			875	875
Health Insurance (see footnote 7)			18,500	18,500
Pension Plan (see footnote 8)			5,010	5,010
OTHER PERSONNEL SUB-TOTAL (this section)		-	55,285	55,285
PERSONNEL SUB-TOTAL: (1st section)		43,333	247,060	290,393
PERSONNEL TOTAL:		43,333	302,345	345,678
2. COMMUNICATIONS				
Telephone (see footnote 9)			1,200	1,200
Cellular Phone (see footnote 10)			3,800	3,800
Postage/Mailing (see footnote 11)			700	700
Internet (see footnote 12)			265	265
TOTAL COMMUNICATIONS:		-	5,965	5,965
3. CONTRACTED SERVICES				
Purchased Janitorial (see footnote 13)			1,402	1,402
Auditor (see footnote 14)			2,000	2,000
Accounting (see footnote 15)			3,825	3,825
Purchased Professional(s) (see footnote 16)			3,190	3,190
Computer Consulting (see footnote 17)			8,500	8,500
Contingency fund (see footnote 18)			10,000	10,000
TOTAL CONTRACTED SERVICES:		-	28,917	28,917

4. OCCUPANCY			
Utilities (see footnote 19)		1,870	1,870
Building Rent/Lease (see footnote 20)		9,143	9,143
Building Insurance (included in general liability coverage)			-
TOTAL OCCUPANCY:	-	11,013	11,013
5. SUPPLIES and MINOR EQUIPMENT			
Office Supplies (see footnote 21)		2,050	2,050
Leased Equipment (see footnote 22)		1,100	1,100
Laptop computers (see footnote 23)		12,000	12,000
TOTAL SUPPLIES and MINOR EQUIPMENT:	-	15,150	15,150
6. TRANSPORTATION			
Staff Travel, Local: _____ miles @ \$ _____ mile (see footnote 24)		10,000	10,000
Staff Travel, Out-Of-Town _____ miles @ \$ _____ mile			-
TOTAL TRANSPORTATION:	-	10,000	10,000
7. OTHER OPERATING EXPENSES			
Printing & Duplicating (outside source)		1,000	1,000
Membership Dues/Subscriptions (see footnote 25)		1,000	1,000
Training (see footnote 26)		4,000	4,000
Indirect Costs			-
General Liability insurance (see footnote 27)		6,820	6,820
Interest/Bank Fees (see footnote 28)		3,290	3,290
Agency activities (see footnote 29)		500	500
TOTAL OTHER OPERATING EXPENSES:	-	16,610	16,610
8. FIXED ASSETS			
(Itemize if over \$5,000)			-
Fixtures			-
Furniture			-
Other - (Itemize)			-
TOTAL FIXED ASSETS:	-	-	-
GRAND TOTAL EXPENDITURES:	43,333	390,000	433,333
TOTAL AGING FUNDS	43,333	390,000	433,333
Other Support			
GRAND TOTAL RESOURCES	43,333	390,000	433,333

No more than 10% may be budgeted for administration cost

BUDGET NARRATIVE

FOOTNOTES:

1. **Program Staff** – Program Director 1 FTE, Compliance Coordinator 1 FTE, Investigators 4 FTE
2. **Administration** – 10% of contract to support Admin staff functions allocated to contract
3. **FICA** - .0765 of total wages
4. **Workers' Comp** – estimate based on payroll historical data
5. **Unemployment Comp** – based on PA wages formula
6. **Life Insurance** – paid 100% by USS; benefit is one year's salary/FTE
7. **Health Insurance** – employer pays 50% of premiums and maximum of \$2,000 annual deductible
8. **Retirement Savings** – 401(k) plan; employer match equal to 2.5% of annual salary
9. **Telephone** – allocated portion of phone service based on number of lines and applicable long distance
10. **Cellular Phone** – cost of iPhone service
11. **Postage** – actual postage plus allocated cost of postal meter based on ratio of total budget dollars
12. **Internet** – allocated portion of internet service based on ratio of total budget dollars
13. **Janitorial** – allocated portion of janitorial service based on ratio of total budget dollars
14. **Auditor** – allocated portion of annual audit expense based on ratio of total budget dollars
15. **Bookkeeping** – Bookminders fees; aggregate of direct departmental cost and allocation based on a ratio of total budget dollars
16. **Purchased professionals** – payroll processing, 401k administration, health insurance benefit administration, miscellaneous outside services
17. **Computer IT** – allocated portion of expense based on ratio of total budget dollars
18. **Contingency funds** – funds used for emergency situations
19. **Utilities** – allocated portion of annual utility expense based on a ratio of total budget dollars
20. **Rent** – allocated portion of annual building lease based on a ratio of total budget dollars
21. **Supplies** – cost of supplies used by the program
22. **Leased copier and postage meter** – allocated portion of expense based on a ratio of total budget dollars
23. **Laptop computers** – purchase of six laptop computers
24. **Travel** – annual staff travel expense (at current federal mileage rate plus tolls and parking)
25. **Membership dues** – direct cost to program plus allocated portion of expense based on a ratio of total budget dollars
26. **Training** – direct cost to program for professional development
27. **General Liability Insurance** – allocated portion of expenses based on a ratio of total budget dollars
28. **Interest/bank fees** – allocated portion of expenses based on a ratio of total budget dollars
29. **Agency activities** – allocated portion of expenses based on a ratio of total budget dollars