



**AGING PROGRAM DIRECTIVE**

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<b>Origin:</b> Bureau of Aging Services	<b>Contact:</b> Bureau of Aging Services <a href="mailto:RA-PAgingServices@pa.gov">RA-PAgingServices@pa.gov</a>

**Subject:** ISSUANCE OF AGING SERVICE POLICY AND PROCEDURE MANUAL  
CHAPTER V: CARE MANAGEMENT

**To:** Pennsylvania Department of Aging  
Area Agencies on Aging  
Pennsylvania Association of Area Agencies on Aging  
Pennsylvania Council on Aging

**From:** Robert Torres  
Secretary

**Purpose:** The purpose of this Aging Program Directive (APD) is to issue a new chapter, specific to the service of Care Management, in the *Aging Service Policy and Procedure Manual*. This new chapter provides minimum training requirements for Care Managers, emphasizes the core responsibilities of Care Managers and Care Management Supervisors, and clarifies the care management process for Aging Services Programs.



**Background:**

The Pennsylvania Department of Aging (PDA) provided the Area Agencies on Aging (AAA) with programmatic information and procedural guidance for the OPTIONS Program via Chapter IV: OPTIONS Program and the CSP via Chapter VI: Caregiver Support Program. Per the requirements of the OPTIONS and CSP Chapters, AAAs are required to provide Care Management to all individuals enrolled in the OPTIONS Program or CSP.

The Bureau of Aging Services, the Pennsylvania Association of Area Agencies on Aging (P4A) and several volunteer AAA staff formed a workgroup to create the new Care Management Chapter.

The process to create this chapter included a thorough review of Care Management including the role, responsibilities, and requirements of AAA staff providing Care Management to consumers. This analysis resulted in a draft chapter, which was presented to the aforementioned workgroup for input and revision. After completion of the initial revisions, the revised draft chapter was subsequently distributed to the entire Aging Network with a designated comment period. Additional revisions were made based on comments received leading to the final version of this chapter.

The newly created Care Management Chapter, which is part of the *Aging Service Policy and Procedure Manual*, is posted on the PDA website with links to chapter appendices and additional reference documents, allowing all users to have easy access to the information. The Care Management chapter and appendices can also be printed by local users. PDA will not provide hard copies of the documents.

The Care Management Chapter includes references to Domiciliary Care and the required assessments for the OPTIONS Program and the CSP. Guidance for Care Managers related to the Domiciliary Care Program and assessment will be forthcoming in the Domiciliary Care Chapter and updated Assessment Chapter which will be posted to the *Aging Service Policy and Procedure Manual*.

**Directives:**

Care Management is a service provided by AAAs to assist individuals in need of resources, services, and/or supports. Care Management supports OPTIONS consumers to remain in their home or community. Care Management is also provided to Caregivers enrolled in the CSP to assist with alleviating stress associated with caregiving and support the caregiving relationship. Care Management assists individuals to achieve an optimal level of wellness and functioning through, communication and relationship building, education and advocacy, assessment and person-centered care planning, identification and coordination of resources, services, and supports and provides ongoing follow-up and support.



PDA requires Care Management to be provided as an active service to all individuals enrolled in the OPTIONS Program or the CSP, including individuals placed on a wait list. For the purpose of the chapter, the Caregiver is the identified consumer for the CSP. The policies contained in this chapter apply to the Care Management of consumers enrolled in the OPTIONS or the CSP. Care Management is also required for individuals served in the Domiciliary Care Program. The Care Management Chapter will be updated upon issuance of the Domiciliary Care Chapter.

The following highlights key sections of the Care Management Chapter:

## Section I: Administrative Requirements

This section sets forth the Minimum Education and Training Requirements for staff providing Care Management to consumers.

## Section II: Staff Responsibilities

This section outlines the responsibilities of Care Managers and Care Management Supervisors for the delivery of Care Management.

Care Manager responsibilities include, but are not limited to:

- Conducting Comprehensive Assessments
- Developing Person-Centered Care Plans
- Completing Ongoing Care Management Activities
- Entering Data

Care Management Supervisor responsibilities include, but are not limited to:

- Providing Training and Quality Assurance
- Completing Ongoing Activities
- Providing Supervisory Oversight
- Ensuring Data Integrity

## Section III: SAMS Data Entry

This section outlines the Care Management data entry requirements for consumer records in SAMS. SAMS is the database the AAAs use for collecting, managing, and reporting consumer information for PDA programs. Care Managers are



required to enter timely, complete, and accurate information into the consumer's record in SAMS.

## Section IV: Care Management Process

This section outlines the Care Management Process from the beginning to the end of a case. The section provides guidance and sets forth expectations of Care Managers to provide Care Management to consumers enrolled in OPTIONS or the CSP, through each stage of the Care Management process. The stages of the Care Management Process include:

- Assessment and Identification of Needs
- Identification of Available Supports and Resources
- Care Plan Development
- Initial Care Plan Approval and Implementation
- Reassessment
- Monitoring and Follow-Up
- Case Closure

## Section V: Case Documentation

This section establishes the expectations and outlines the requirements for case documentation in SAMS for consumers enrolled in the OPTIONS Program or the CSP. Case documentation includes:

- Mandatory Journal Entries
- Mandatory Journal Entries for Consumer Contacts
- Mandatory Activities and Referrals
- Mandatory Forms

## Section VI: Confidentiality

This section outlines the requirement to maintain confidentiality and for the AAA to have written confidentiality procedures within their agency to include:

- General Policy
- Release of Information Forms



- HIPAA Policy

This section also includes guidance for Care Managers related to Protective Service Situations and confidentiality requirements.

## Section VII: Quality Assurance

This section outlines the responsibilities of the AAA and PDA to implement quality assurance measures to ensure Care Management is meeting standards set forth in the Care Management Chapter.

This chapter includes the following Appendices:

- B.1 The Department – Approved Acronyms and Abbreviations
- C.1 Voter Declination – Spanish
- C.2 Voter Declination – English
- E.1 6 PA Code Chapter 21 – Domiciliary Care Services for Older Adults
- F.1 Veterans Administration Resources
- F.2 Benefits and Rights for Older Pennsylvanians
- F.3 Limited English Proficiency Service
- F.4 Introduction to Dashboards & Widgets in Aging & Disability (SAMS)