



**DELAWARE HEALTH AND
SOCIAL SERVICES**
Division of Services for Aging and
Adults with Physical Disabilities

**Adult Protection Report Hotline
and Call Center Support Services
Service Specifications**

Revision Table

Revision Date	Sections Revised	Description
04/25/2018		Original



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1.0 SERVICE DEFINITION

1.1 Services which provide after-hours abuse, neglect and exploitation reporting hotline service for the Adult Protective Services Program (APS) and after-hours answering service and call documentation hotline service for the Aging and Disability Resource Center of DSAAPD (ADRC).

2.0 SERVICE GOALS

2.1 To provide Delawareans with 24/7 access to the APS report hotline and call center support services.

3.0 SERVICE UNIT

3.1 A unit of service is one minute.

3.2 The length of call (LOC) is measured by the number of minutes per call in addition to the agreed upon base rate.

3.3 Emails, hang-up, and wrong numbers are not included in the service units.

4.0 SERVICE AREA

4.1 The service is available statewide in all three counties: New Castle, Kent and Sussex.

5.0 SERVICE STANDARDS

5.1 The provider must comply with all applicable Federal, State, and local rules, regulations, and standards applying to the service being provided.

5.2 Service must be provided and administered according to metrics and standard operating protocols established for the APS report hotline and the call center support services (see 5.7).

5.3 Services must be provided by qualified call center operators with the ability to communicate effectively with older individuals, persons with disabilities, caregivers and professionals throughout the aging and disability provider network.

5.4 Services must be supervised by a qualified call center specialist with knowledge and experience in operating, managing and supervising call center operators and services.

5.5 The provider must participate in training sponsored by DSAAPD, if requested by DSAAPD that will enable the provider's personnel to perform services more effectively.

5.6 The provider must comply with DSAAPD quality assurance measures related to this program (see 5.8).

5.7 Standard Operating Protocols

5.7.1 For APS report hotline:

5.7.1.1 Operators will respond promptly and professionally to all calls received after hours at the designated times established by DSAAPD Monday through Fridays, weekends, holidays and during declared states of emergency.



- 5.7.1.2 Operators will efficiently elicit and collect required information using the agreed upon reporting method.
 - 5.7.1.3 Operators will adhere to metrics established for call center support services average length of calls, which is ten minutes or less.
 - 5.7.1.4 Operators will accurately document call information on the agreed upon reporting method, which is the Medware Harmony for APS reporting portal founds at <https://fw1.harmonyis.net/DEDSAAPDLiveIntake/>.
 - 5.7.1.5 Operators will make referrals to police and emergency services as deemed necessary.
 - 5.7.1.6 Operators will maintain confidentiality of all APS cases and information received.
 - 5.7.2 For call center support services:
 - 5.7.2.1 Operators will respond promptly and professionally to all calls received after hours at the designated times established by DSAAPD Monday through Fridays, weekends, holidays and during declared states of emergency.
 - 5.7.2.2 Operators will efficiently elicit and collect required information using the agreed upon daily reporting method.
 - 5.7.2.3 Operators will adhere to metrics established for call center support services average length of calls, which is five minutes or less.
 - 5.7.2.4 Operators will accurately document call information on the agreed upon daily reporting method. Required information includes:
 - 5.7.2.4.1 Name of Caller.
 - 5.7.2.4.2 Phone Number.
 - 5.7.2.4.3 Reason(s) for Call. Examples include general information, staff messages, referral for services, etc.
 - 5.7.2.5 Submit agreed upon daily report to the ADRC the next business day for ADRC staff to process and follow-up according to standard operating protocols.
- 5.8 Quality Assurance Measures**
- 5.8.1 Provider is expected to meet established metrics for length of call for both APS report hotline and the call center support services. There will be monthly reporting to DSAAPD in order to monitor this. Noncompliance may result in termination of the service.
 - 5.8.2 DSAAPD will conduct random evaluations of reports each month for both APS report hotline and the call center support services to ensure accuracy of the information provided to DSAAPD.



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- 5.8.3 The provider must provide separate monthly reports to DSAAPD for both APS report hotline and the call center support services. Reports must include:
- 5.8.3.1 Number of calls answered.
 - 5.8.3.2 Total minutes.
 - 5.8.3.3 Length of all calls.
 - 5.8.3.4 Average length of call.
 - 5.8.3.5 Total abandoned calls.
 - 5.8.3.6 Average call wait.
 - 5.8.3.7 Number of calls transferred from call center support service to APS report hotline and vice versa.
 - 5.8.3.8 For APS report hotline, number of referrals to police or emergency services.
 - 5.8.3.9 Number of outbound calls and the reason for the outbound call.

6.0 INVOICING REQUIREMENTS

- 6.1 The provider will invoice DSAAPD for reimbursement, pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.
- 6.2 The provider will submit additional information and/or data, as requested by DSAAPD or its funding sources.
- 6.3 For the annual Invoice Review, the provider must submit the requested source documentation for the invoice period being reviewed. All information must be provided in an email to DSAAPD through the use of Adobe or Microsoft Office based software. All supporting documentation must be sent via secure email.