



**DELAWARE HEALTH AND  
SOCIAL SERVICES**

Division of Services for Aging and  
Adults with Physical Disabilities

**Stand By Me 50+  
Service Specifications**

**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
4/4/2016		Original
4/12/2016		Revised entire document
7/5/2017	6.3	Added



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**Stand By Me 50+  
Service Specifications**

**1.0 SERVICE DEFINITION**

1.1 Stand By Me 50+ provides information, resources and support to increase the economic stability of Delawareans age 50 and older who are planning for or in retirement, through financial coaching, benefits access, workshops and retirement planning.

**2.0 SERVICE GOAL**

2.1 The goal of Stand By Me 50+ is to help individuals ages 50 and older who face or have experienced a decline in income and living standards in retirement by providing information and support to navigate the challenges of living on fixed or uncertain incomes.

**3.0 SERVICE AREA**

3.1 Stand By Me 50+ service must be provided Statewide.

**4.0 PROGRAM DESCRIPTION**

4.1 Resource Library

4.1.1 A resource library with written and online materials, including interactive planning tools, will be maintained and made accessible to Stand By Me 50+ participants.

4.2 Information and Referral

4.2.1 Staff and program volunteers will provide information about resources and how to improve financial security.

4.3 Financial Coaching

4.3.1 Financial coaches will meet with participants for one-to-one financial coaching and comprehensive person-centered benefits access and enrollment from staff and trained volunteers. The goal is for the financial coaches to serve 320 unduplicated individuals per year.

4.4 Community Education

4.4.1 Informational and educational presentations and workshops designed to increase financial literacy and sense of competency will be offered throughout the community and in collaboration with community partners, as needed.

**5.0 SERVICE STANDARDS**

5.1 General Service Standards:

5.1.1 The provider must comply with all applicable Federal, State, and local rules, regulations, and laws applying to the provision of the service.

5.1.2 All staff and volunteers providing the service must be qualified per the provider's work plan. The provider must have a written job description for each job category and written personnel policies.

5.1.3 The provider must develop and maintain policies and procedures for the delivery of Stand By Me 50+.

5.1.4 The provider must keep DSAAPD informed of all service delivery concerns.



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- 5.1.5 The provider must maintain the participant's right of privacy and confidentiality.
- 5.1.6 The provider must establish a system through which participants may present grievances/complaints about the operation of the service.
- 5.1.7 The provider must utilize an assessment process that is identified in the provider's work plan.
- 5.1.8 The provider must offer information and referral to other programs for which the consumer might be eligible, including referral for assistance for accessing public benefits.
- 5.1.9 The provider must have the capacity, either internally or through established networks, to communicate with non-English-speaking participants.
- 5.1.10 Outreach materials, including electronic outreach, shall acknowledge funding from the Division of Services for Aging and Adults with Physical Disabilities.

**5.2 Additional Service Standards for Providers Using Volunteers**

- 5.2.1 Offer volunteers reimbursement for mileage at the rate that is equal to the state business travel reimbursement rate.
- 5.2.2 Must train volunteers prior to participant contact.

**6.0 INVOICING REQUIREMENTS**

- 6.1 The provider must invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q, and Invoicing.
- 6.2 Provide monthly number of unduplicated persons served.
- 6.3 For the annual Invoice Review, the provider must supply supporting documentation for the contract invoice for the selected month of the Invoice Review. 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.