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December 20, 2022

Ms. Dijana Radak, VA Program Manager
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Boulevard
Suite 100
St. Petersburg, Florida 33702

Dear Dijana,

Please find enclosed the completed monitoring tools for the three Bay Pines and three James Haley VDHCBs client files reviewed during the December 2022 client file monitoring. The files reviewed contained appropriate and required documentation and paperwork.

Thank you for your assistance and cooperation during this programmatic monitoring.

Sincerely,

Christine Didion

Christine Didion
General Revenue Program Manager

Enclosures

cc: LaShanna Young, Controller

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: Bay Pines
Client: Kiley, Kevin
Date: 12/06/2022

Section 1: Referral and Assessment		Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Client has been enrolled in VDHCBBS since 10/01/2019. Current authorization is on file effective 8/01/2022 through 7/31/2023.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Home visit was not conducted due to COVID-19. Budget completed by phone on 8/04/2022.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA assessment completed 8/01/2022. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
Section 3: Budget Planning		Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Per monthly notes, case manager provides assistance as needed.
C	Was the Budget Plan completed correctly?	X			Annual budget completed 8/04/2022.
Section 4: Financial Management Services		Yes	No	N/A	Comments
A	Is Mains'l providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'l system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'l system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBBS Program since 10/01/2019. Current authorization from VA is included in file and effective through 7/31/2023. Budget on file and completed with representative/consumer on 8/04/2022. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christine Didion

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: Bay Pines
Client: Humphrey, Ralph
Date: 12/06/2022

Section 1: Referral and Assessment		Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Clients are no longer referred through the ADRC. Referrals are sent directly to VA Program Manager and assigned to VA case manager immediately. Client enrolled 4/01/2022.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Home Visit and budget completed 4/01/2022.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA assessment completed 3/17/2022. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
Section 3: Budget Planning		Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Per monthly notes, case manager provides assistance as needed.
C	Was the Budget Plan completed correctly?	X			
Section 4: Financial Management Services		Yes	No	N/A	Comments
A	Is Mains' providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains' system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains' system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBSP Program since 4/01/2022. Current authorization from VA is included in file and effective through 2/28/2023. Budget on file and completed with representative/consumer on 4/01/2022. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christine Didion

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: Bay Pines
Client: Bouchelle, Guy
Date: 12/06/2022

	Section 1: Referral and Assessment	Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Clients are no longer referred through the ADRC. Referrals are sent directly to VA Program Manager and assigned to VA case manager immediately. Client enrollment effective 10/01/2022.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Referral received from VA on 9/19/2022. Home Visit and budget completed 9/28/2022.
	Section 2: Care Plan/Service Planning	Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA assessment completed 9/15/2022. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
	Section 3: Budget Planning	Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Per monthly notes, case manager provides assistance as needed.
C	Was the Budget Plan completed correctly?	X			
	Section 4: Financial Management Services	Yes	No	N/A	Comments
A	Is Mains'1 providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'1 system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'1 system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBSP Program since 10/01/2022. Current authorization from VA is included in file and effective through 8/31/2023. Budget on file and completed with representative/consumer on 9/28/2022. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christine Didion

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: James Haley
Client: Lauria, Frank
Date: 12/06/2022

Section 1: Referral and Assessment		Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Clients are no longer referred through the ADRC. Referrals are sent directly to VA Program Manager and assigned to VA case manager immediately. Client enrollment effective 01/01/2022.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Home visit was not conducted due to COVID-19. Budget completed by phone on 12/30/2021.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA authorization. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
Section 3: Budget Planning		Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Per monthly notes, case manager provides assistance as needed.
C	Was the Budget Plan completed correctly?	X			
Section 4: Financial Management Services		Yes	No	N/A	Comments
A	Is Mains'l providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'l system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'l system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCB5 Program since 1/01/2022. Current authorization from VA is included in file and effective through 11/30/2023. Budget on file and completed with representative/consumer on 12/30/2021. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christine Didion

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: James Haley
Client: Valenti, Frank
Date: 12/06/2022

Section 1: Referral and Assessment		Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Client has been enrolled in VDHCBSP since 5/01/2019. Current authorization is on file effective 5/01/2022.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Home visit was not conducted due to COVID-19. Budget completed by phone on 5/01/2022.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA authorization. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
Section 3: Budget Planning		Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Documentation exists of consultant assisting client with surplus in budget due to VA not providing authorization when required.
C	Was the Budget Plan completed correctly?	X			
Section 4: Financial Management Services		Yes	No	N/A	Comments
A	Is Mains'1 providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'1 system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'1 system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBSP Program since 5/01/2019. Current authorization from VA is included in file and effective through 4/30/2023. Budget on file and completed with representative/consumer on 5/01/2022. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christina Didion

**Veterans Directed Home and Community Based Services Program
Monitoring Tool**

VA: James Haley
Client: McKay, John
Date: 12/06/2022

Section 1: Referral and Assessment		Yes	No	N/A	Comments
A	Did the ADRC confirm receipt of the referral from the VA and was it documented?			X	Clients are no longer referred through the ADRC. Referrals are sent directly to VA Program Manager and assigned to VA case manager immediately. Client enrollment effective 07/01/2022.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?	X			Home Visit and budget completed 6/24/2022.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	X			Per monthly notes, case manager provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			Veteran is assessed as needing hands-on assistance with ADLs, per VA authorization. Budget Plan is for Personal Care Assistance.
C	Was the enrollment documentation submitted to the VA for review?			X	Due to COVID-19, VA does not have to review for approval.
D	Does the documentation reflect that the Consumer and/or Representative was able to decide what mix of goods and services will best meet their need? Did the Consultant assist in this process?	X			
E	Is the Consumer and/or Representative being assisted by the Consultant to purchase items or services needed to live independently in the community?	X			Per monthly notes, VA case manager continues to contact representative and provide assistance as needed.
F	If desired, was the Consumer and/or Representative able to utilize traditional service providers?			X	Veteran has chosen to utilize directly hired employees rather than traditional service providers.
G	Is the Consultant providing support services to facilitate service delivery?	X			Per monthly notes, case manager provides assistance as needed.
H	If there were any conflicts between program design and implementation of self-direction, was the VA made aware of the situation and was the conflict resolved?			X	None noted.
Section 3: Budget Planning		Yes	No	N/A	Comments
A	Did the Consumer and/or Representative stay within the budget authorized by the VA?	X			No issues noted.
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	X			Per monthly notes, case manager provides assistance as needed.
C	Was the Budget Plan completed correctly?	X			
Section 4: Financial Management Services		Yes	No	N/A	Comments
A	Is Mains'l providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'l system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'l system and is able to review time as it is entered.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBSP Program since 7/01/2022. Current authorization from VA is included in file and effective through 5/31/2023. Budget on file and completed with representative/veteran on 6/24/2022. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: Christine Didion