



9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702 • 727-570-9696 • www.aaapp.org

December 28, 2021

Ms. Dijana Radak, VA Program Manager
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Boulevard, Suite 100
St. Petersburg, FL 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 2021 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: Burke, James
Date: 12/14/2021

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 9/01/2020. Veteran had a reauthorization effective 8/1/2021.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant 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 ADL's. 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, consultant provides 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, consultant 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, consultant 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'I providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'I system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'I system and is able to review time as it is entered. Consultant assists veteran with submitting timesheets as needed.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBP Program since 9/01/2020. Monthly contact between veteran and AAAPP is documented. Current reauthorization effective 8/01/2021 through 7/31/2022 on file. No concerns noted.					

Monitor Signature: Christine Didion

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

VA: Bay Pines
Client: Ford, Forrest
Date: 12/14/2021

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 11/01/2018. Client had a reauthorization effective 4/01/2021.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant 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 ADL's. 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, consultant provides 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, consultant 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, consultant 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 VDHCB Program since 11/01/2018. Monthly contact between veteran and AAAPP is documented. Current reauthorization effective 4/01/2021 through 3/30/2022 on file. No concerns noted.					

Monitor Signature: Christine Didion

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

VA: Bay Pines
Client: Horgen, Kenneth
Date: 12/14/2021

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 VDHCBSS since 8/1/2012. Client had a reauthorization effective 3/01/2021.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant 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 ADL's. 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, consultant provides 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, consultant 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, consultant 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'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 VDHCB Program since 8/01/2012. Monthly contact between veteran and AAAPP is documented. Current reauthorization effective 3/01/2021 through 2/28/2022 on file. No concerns noted.					

Monitor Signature: Christine Didion

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

VA: James Haley
Client: Daniels, Robert
Date: 12/14/2021

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 10/1/2017. Client had a reauthorization effective 4/01/2021.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			VA consultant has provided verbal attestation to AAAPP that budget plan meets veteran's needs. VA consultant has recently begun to include assessment in authorization as requested by AAAPP.
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, consultant provides 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, consultant 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, consultant 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. Consultant assists veteran with submitting timesheets as needed.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBBS Program since 10/01/2017. Monthly contact between veteran and AAAPP is documented. Current reauthorization effective 4/01/2021 through 3/31/2022 on file. No concerns noted.					

Monitor Signature: Christine Didion

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

VA: James Haley
Client: Igus, Randall
Date: 12/14/2021

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 VDHCBS since 10/1/2018. Client had a reauthorization effective 11/01/2021.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			VA consultant has provided verbal attestation to AAAPP that budget plan meets veteran's needs. VA consultant has recently begun to include assessment in authorization as requested by AAAPP.
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, consultant provides 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, consultant 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, consultant 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'I providing Financial Management Services for Consumer?	X			
B	Is the Consultant receiving client budget and billing in the Mains'I system to ensure client / representative are entering billing correctly?	X			Consultant has access to the Mains'I system and is able to review time as it is entered. Consultant assists veteran with submitting timesheets as needed.
Summary/Comments:					
Veteran has been actively enrolled in VDHCBP Program since 10/01/2018. Monthly contact between veteran and AAAPP is documented. Current reauthorization effective 11/01/2021 through 11/01/2022 on file. No concerns noted.					

Monitor Signature: Christine Didion

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

VA: James Haley
Client: Tuimalealiifano, Sualauvi
Date: 12/14/2021

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 VDHCBSS since 5/01/2021. Authorization is on file.
B	Was the Initial Home Visit completed by the Provider within 72 working hours (9 business days) from receipt of the referral?			X	Home visits are not being conducted until further notice due to COVID-19.
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, consultant provides assistance as needed.
B	Do the needs identified in the VA Assessment match Budget Plan needs?	X			VA consultant has provided verbal attestation to AAAPP that budget plan meets veteran's needs. VA consultant has recently begun to include assessment in authorization as requested by AAAPP.
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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.
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Section 4: Financial Management Services		Yes	No	N/A	Comments

A	Is Mains'I providing Financial Management Services for Consumer?	X		
B	Is the Consultant receiving client budget and billing in the Mains'I system to ensure client / representative are entering billing correctly?	X		Consultant has access to the Mains'I system and is able to review time as it is entered. Consultant assists veteran with submitting timesheets as needed.
Summary/Comments:				
Veteran has been actively enrolled in VDHCB Program since 6/01/2021. Monthly contact between veteran and AAAPP is documented. Current authorization effective 5/01/2021 through 4/30/2022 on file. No concerns noted.				

Monitor Signature: Christine Didion