



AGENDA ITEM #7G(3)
2/12/2024

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

December 29, 2023

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 2023 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,
Michelle Tavares
Michelle Tavares
OAA Program Manager

Enclosures
CC: Kerry Marsalek, COO

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

VA: Bay Pines
Client: Bingman, Melvin
Date: 12/29/2023

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. Current authorization is on file effective 5/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Reauthorization 5/1/2023. Home visit and budget completed 5/2/2023.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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			VAMC approval signed and dated 10/3/2023.
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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCBS Program since 5/02/2022. Current authorization from VA is included in file and effective through 4/30/2024. Budget on file and completed with representative/consumer on 5/02/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Tavares*

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

VA: Bay Pines
Client: Burke, James
Date:12 /29/23

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. Current authorization is on file effective 8/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Reauthorization date 8/1/2023. Home visit and budget completed 7/28/2023.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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?				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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCBS Program since 9/01/2021. Current authorization from VA is included in file and effective through 7/31/2024. Budget on file and completed with representative/consumer on 7/28/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Tavares*

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

VA: Bay Pines
Client: Wilson, Matthew
Date: 12/29/2023

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. Current authorization is on file effective 7/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Reauthorization date 7/1/2023. Home visit and budget completed 6/20/2023.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCBS Program since 8/01/2022. Current authorization from VA is included in file and effective through 6/30/2024. Budget on file and completed with representative/consumer on 6/20/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Tavares*

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

VA: James Haley
Client: Warfel, Leary III
Date: 12/29/2023

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. Current authorization is on file effective 2/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Reauthorization date 2/01/2023. Home visit and budget completed 1/30/2023.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCBS Program since 4/01/2022. Current authorization from VA is included in file and effective through 1/31/2024. Budget on file and completed with representative/consumer on 1/30/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Tavares*

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

VA: James Haley
Client: Daniels, Robert
Date: 12/29/2023

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. Current authorization is on file effective 4/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Reauthorization date 4/1/2023. Home visit and budget completed 4/01/2023.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCBS Program since 10/01/2017. Current authorization from VA is included in file and effective through 3/31/2024. Budget on file and completed with representative/consumer on 4/01/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Tavares*

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

VA: James Haley
Client: Terrell, Fisher
Date: 12/29/2023

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		x	Clients are no longer referred through the ADRC. Referrals are sent directly to VA Program Manager and assigned to VA case manager immediately. Current authorization is on file effective 3/01/2023.
B	Was the Initial Home Visit completed by the Provider within 10 business days from receipt of the referral?	x			Home visit and budget completed 3/22/2023. Home visit completed past the 10 business days due to availability of veteran workers and representative.
Section 2: Care Plan/Service Planning		Yes	No	N/A	Comments
A	According to file documentation, did the Consultant provide Service Planning Assistance?	x			
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			
B	Is the Consultant assisting the Consumer and/or Representative in managing their budget?	x			
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 VDHCB5 Program since 4/01/2023. Current authorization from VA is included in file and effective through 2/29/2024. Budget on file and completed with representative/consumer on 7/28/2023. Monthly contacts continue to assess client's needs and status. No concerns noted.					

Monitor Signature: *Michelle Favares*