

Veteran Directed Care Program (VDC)

Program Manual for Veterans



**A Partnership between
Pennyrire Area Agency on Aging and Independent Living (Pennyrire AAAIL)
Pennyrire Area Development District (PADD)**

And

VA Medical Center Partners

Introduction

This guidebook is designed to help you to use the Veteran Directed Care program also known as Veterans Directed Care Program (VDC). This program is made available to you through a collaboration between the United States Department of Veterans Affairs, VA Medical Center Partners, Pennyriple Area Development District (PADD), and the Pennyriple Area Agency on Aging and Independent Living (Pennyriple AAAIL).

This handbook provides information you may need in order to understand the program and how it can help you. There are Case Managers which are trained and available to help guide you along the way.

The handbook also explains your rights & responsibilities in the VDC Program. There is a section that explains duties of all involved. There are ideas and tips for developing your service and support plan as well as budget. Please carefully review the information in this handbook. With the VDC Program, choice, and flexibility also come with responsibilities.

All Case Managers working with the VDC Program are required to read thoroughly through the VDC Program Manual for Veterans & VDC Program Manual and be trained by the VDC Program Coordinator through Pennyriple Area Agency on Aging & Independent Living (Pennyriple AAAIL). Case Managers must also meet qualifications of employment as required by the Pennyriple AAAIL. All these requirements must be met prior to any Case Manager taking on a caseload in the VDC Program to ensure that all veterans enrolled in the VDC Program receive the best possible assistance and services.

Important Phone Numbers & Information

Pennyriple Area Agency on Aging and Independent Living Phone:
270-886-9484 Toll-Free: 1800-928-7233

My Case Manager:

Phone: 270-886-9484 Toll Free: 1800-928-7233

Other Important Numbers:

TABLE OF CONTENTS

The sections below are the main topics discussed throughout the VDC Program Manual, however in specific sections there are additional subtopics which are not listed below. It's important that you review the entire manual in order to familiarize yourself with the VDC Program.

- Introduction
- Table of Contents
- What is Veterans Directed Care (VDC)?
- Who Qualifies?
- Authorized Representative Option
- Self-Direction & Participant Rights
- Participant Responsibilities
- Case Manager & Financial Management Roles/ Duties
- Payroll / Timesheets
- Monitoring Procedures
 - o Annual Satisfaction Survey
- Employer of Record & What does it Mean
- Initial Visit – Assessment (MEBH) & Reassessment (6 & 12 month) & Case Mix (VAMC)
- Service Plan, Spending Plan & Budget (budget is incorporated into a section on the Spending Plan)
 - o Timeframe
 - o Starting to Create the Service & Spending Plans
 - o Things your Service & Spending Plans should include
 - o Service & Spending Plan Guidelines
 - o Submitting Service & Spending Plans for Approval (Summary in development of “Plans” included)
 - o Procedures for changing the approved Service & Spending Plans
 - o Goods & Services (3 types of payments)
- Spending Rules
 - o Allowable Purchases (except when covered by other insurances which include (Examples Included)
 - o Allowable Special Purchases (Savings Funds)
 - o Not Allowable Purchases
 - o Generally, NOT Allowable (except under special circumstances)
 - o VA Funded Programs
- Budget Responsibilities
- Making it Happen: Arranging for Services, Supports, and Goods (Includes Hiring your own Help)
 - o Emergency Back-Up Worker
- Training Your Employee
- How to be an Effective Employer (Includes termination of an Employee and/or Veteran)
- Incident / Complaint Reporting (procedures includes on CM & FMS as well as anyone else)
- What if VDC isn't working for me?
- Health & Safety
- HIPPA Compliance
- Contacts
- VDC Flow Chart
- Appendix A. Glossary of Terms
- Appendix B. Frequently Asked Questions (Answers)
- Appendix C. Payment Rates for Employees (or worker/ PA)
- Appendix D. Orientation forms for the Employer (Veteran / Representative)
- Appendix E. Orientation forms for the Employee/ Worker/ or PA
- VDC Flow Chart

What is the Veterans Directed Care Program (VDC)?

The Veterans Directed Care Program (also known as VDC Program) is a program to provide home and community-based services to help you stay at home and remain in the community. VDC Program serves veterans of any age that are at risk of nursing home placement and their family caregivers.

Through the VDC Program, you work with a Case Manager to receive a comprehensive assessment that identifies needs and preferences and develop an individual Service & Spending Plan. Your Spending Plan is available for purchasing goods and services that best meet your needs. Although you will not handle the money from your Spending Plan directly, you can decide how to spend your funds on the goods and services you need in order to remain in the community. If you hire an employee/worker (personal assistant-PA), you are the employer of records and responsible for the recruiting, interviewing, hiring, and training (and terminating if needed) the employee. However, the money to pay for your employee/worker (personal assistant) will be processed by Pennyrile Area Development District FMS staff.

Who Qualifies?

To qualify for the VDC Program, you must first be enrolled to receive primary care at one of the Veterans Administration Medical Centers (VAMC), meet the eligibility criteria for home and community-based services as determined by the VAMC, desire to self-direct their services & supports, and be referred to Pennyrile AAAIL by the VAMC.

Authorized Representative Option

In the VDC Program, you are responsible for making all decisions regarding your Spending Plan and your workers. If you are unable to make these decisions or cannot hire or supervise your worker, you may elect to designate a friend or family member as an authorized representative for you. Your authorized representative will be responsible for making Service & Spending Plan choices, hiring and supervising the worker and will be the official employer of record for all of your worker/employees. Representatives will be allowed to make decisions for the veteran as long as the veteran does not object or is unable to make his / her own decisions. A representative must be at least 21 years of age to assume this role. If you are interested in this option, talk to your Case Manager.

Self-Direction & Participant Rights

In the VDC Program, self-direction (self-determination) & participant rights go hand and hand. Self-direction & the participant's rights allow the veteran to have the following rights:

- You have the right to live as you choose, in your own home, as independently as you desire.
- You have the right to be treated with dignity and respect.
- You have the right to privacy and confidentiality.
- You have the right to create a Service & Spending Plan that meets your needs within the guidelines of the program which includes goods and services.
- You have the right to decide where, when, and how services & supports are provided.
- You have the right to hire people you want to provide services and supports (pending approval, per PADD) as well.
- You have the right to a monthly report on how your Spending Plan funds are spent.
- You have the right to bring whomever you wish to all meetings pertaining to the program.
- You have the right to an explanation of all services and procedures for billing.

- You have the right to refuse services and terminate your participation in the program at any time.
- You have the right to submit a complaint about any aspect of the program.

Participant Responsibilities

- You must demonstrate the required skills and abilities needed to self-direct employees or designate an Authorized Representative to do so.
- You must actively participate in developing your Service Plan & Spending Plan.
- You must keep scheduled appointments (**program policy states that a face to face home visit must be conducted 1x every 3 months with phone calls in between**). If a representative is designated, representative & Veteran must be present at home visits.
 - Home visits may occur or be required more often than normal when the enrollment process begins.
- You must review your Spending Plan statement and monitor all expenditures to ensure that you do not exceed your budget amount.
- You must complete all necessary forms and provide information to the PADD FMS to ensure compliance with tax and labor laws.
- You must maintain adequate communication with your Case Manager.
- You must manage your employees by:
 - Recruiting and hiring your employees.
 - Setting job duties and training your employees.
 - Paying your employees a fair and legal wage.
 - Setting your employees' schedules in advance and reviewing time sheets to ensure they are correct.
 - Submit timesheets to Case Manager either by fax, email, mail, or in person.
 - Supervising your employees'/ workers' (or PA) daily activities and reviewing the adequacy and quality of their work.
 - Ensuring a safe work environment for your employees.
 - Notifying the PADD FMS & Case Manager immediately if you choose to no longer employ a worker.
- *You must develop an emergency back-up plan in case your worker is not available (encouraged but not required).*
- You must notify your Case Manager immediately if you are admitted to the hospital or other medical facility.
- You must oversee the activities of any other service providers that provide your services.
- You must arrange to get the services, supports and goods you need and pay for them.
- You are responsible for all required paperwork and adhering to all tax and labor laws.
- **The veterans & representatives (if applicable) are responsible for following all the VDC Program rules & regulations.**

Case Manager & Financial Management Roles/ Duties

The Veterans Directed Care Program is designed so that you will have maximum control over the services you receive. People in your life can also help you with the VDC Program. You may choose people you trust, such as your family, friends, or people who have helped you before. You don't have to do this by yourself. You will have a Case Manager, as well as financial management service (FMS) staff from Pennyriple Area Development District assisting you along the way.

It's important to remember that if questions arise, it's preferred that the questions go through your assigned Case Manager first, and if financial, will be consulted with PADD FMS staff. However, if it's a financial question or issue, you have the right to contact the PADD FMS staff directly. Communication is key and keeping your Case Manager informed is vital to the success of the program. If the financial issue/question is simple in nature & easily answered or fixed by FMS staff, it's not mandatory to inform your Case Manager. The roles they will fill in assisting you are as follows:

Case Manager

- Assess & Reassess your needs to determine a monthly budget amount in accordance with the approved tier system on the assessment. Case Mix Assessment may be completed by VAMC or Case Manager if requested by VAMC.
- Provide information about community services and benefits.
- Assist you to develop your Service Plan (optional), Spending Plan, and Budget if requested.
- Providing guidance to help you evaluate your Service Plan & Spending Plan as well as budget and determine how the VDC Program is working for you.
- Provide guidance on the amount and types of help available, and how much to pay for them.
- Educate and support your role as an employer.
- Monitor your progress by keeping in regular contact with you (1x monthly by phone or home visit or more often when you're just starting the program).
- Home visits (face to face) will be conducted 1x every 3 months, with a telephone call in between home visit months. There will be a 6-month assessment to ensure the current budget is meeting your needs & a 12-month reassessment annually.
- Answering questions & helping you understand VDC Program.
- Work with you to gain access to needed services.
- Ensure that you have an adequate emergency back-up plan.
- Report suspected cases of abuse, neglect, exploitation to agencies that investigate elder abuse and neglect and to the Area Agency on Aging and Independent Living.
- Verify citizenship/legal alien status and background record of employee. Being available to you during regular working hours.

NOTE: If you go into the hospital, you must contact your Case Manager immediately. Many times, more care is needed after a stay in the hospital, and the Case Manager can help you with these service changes.

Financial Management Services (FMS- Pennyrile Area Development District)

- Is labeled as the "Payroll Agent" and provides payroll services.
- Track how much you are spending on your Spending Plan.
- Provide you with a monthly budget statement so you can track your spending (if requested).
- Make payment to your employees.
- In addition to the Case Manager, inform you of procedures for purchasing goods and services.
- In addition to the Case Manager, inform you of procedures and forms used to report employee hours.
- Act as your payroll agent and take care of all money issues like timesheets, payroll, tax withholdings, workers compensation, and other wage and tax related functions.
- Send payment to places where you purchase your Goods & Services and other services.
- Answer questions you and the people you hire may have about payroll matters.

Payroll

The PADD FMS staff is referred to as the "Payroll Agent" for persons providing services under the VDC Program and is responsible for completing tax, labor, and social security documents, as needed. They calculate and file tax documents, distribute wages to employees, manage workers' compensation (if requested), disability, and benefit insurances,

Process for Payroll / Timesheet

- Worker completes and signs time sheet.

- You or your authorized representative review timesheet for accuracy & sign/date.
 - Timesheets may be faxed, emailed, mailed, or delivered in person. If errors occur, please mark one line through error, initial, date in which error was corrected, and mark correction
 - *Failure to fix an error correctly will result in the timesheet being sent back & may delay payment.*
- You or your authorized representative sends the completed and signed time sheet to the Case Manager to submit to PADD FMS staff to process as indicated on the payroll schedule

The table below shows you which tasks are completed by the Case Manager and/or the PADD FMS staff.

Question or Issue	Case Manager	FMS
1. Time sheets, paycheck	X	X
2. Background checks	X	
3. How much money is left in your Spending Plan	X	X
4. Taxes, workers' compensation, etc.		X
5. Monthly Spending Plan statement		X
6. Payments to vendors/providers for purchases		X
7. Reimbursements for approved purchases		X
8. Admitted to the hospital	X	
9. Information on other programs	X	
10. Reassessments or changes to your Spending Plan	X	
11. Recruiting, hiring, managing and firing workers	X	
12. Enrolling in or leaving the program	X	
13. Finding new workers	X	
14. Tax forms, employment application and forms		X

Monitoring Procedures

The Case Manager will be in contact with the Veteran at least once every thirty days. The Case Manager will make a home visit at least 1x every 3 months. The Case Manager will contact the veteran and/or authorized representative by phone at least once per month during the months in which there is no home visit scheduled. The Case Manager will document the monitoring visits and other

activities/communication with veteran. A 6-month assessment will also be completed to ensure the approved budget is meeting the needs of the veteran.

The Case Manager will monitor and refer, as needed, the following needs of the Veteran, which have a clear impact on the veteran's health and wellbeing, and communicate such needs to the Pennyrile AAAIL Program Coordinator (if other than Case Manager) & VAMC:

- Health and functional status.
- Environmental needs.
- Health and welfare issues.
- Abuse, neglect and exploitation issues.
- Ensure all employees/workers (or PA) have completed all required forms by Pennyrile AAAIL, and PADD FMS.
- Coordination with providers included in the assessment or Service Plan (if applicable).

The Case Manager, in collaboration with the veteran, Pennyrile AAAIL and VAMC (when necessary), will monitor employee(s) activities on an ongoing basis to ensure the following:

- Services are being provided as indicated in the Service Plan (optional) and Spending Plan.
- Volume of services being provided is enough to meet the Veteran's needs.
- The schedule of services is enough to meet the veteran's needs as identified in the Functional Assessment.
- All activities & services being provided to the Veteran are being performed safely and successfully. Veteran is satisfied with his/her employee(s) / worker (personal assistant)
- Goods and services provided to the veteran are accurately documented on timesheets, activity forms, and/or Purchase- Payment Authorization & Reimbursement Forms (if applicable).

Annual Satisfaction Survey: To ensure that the VDC Program is operating appropriately and efficiently, annual satisfaction surveys will be mailed to the veteran or representative (if applicable) at the time of reassessment to complete and asked to mail back. A date will be established which the veteran has to have the completed survey submitted by if survey is mailed. A pre-addressed, stamped return envelope must accompany all surveys disseminated and must be returned to Case Manager within (30) days of form being mailed out.

These surveys are important to us, and we want your honest opinions so that you can help Pennyrile Area Agency on Aging and Independent Living with their quality assurance efforts.

Surveys are done at the time of the 12-month reassessment only, and although it's optional participation, it's strongly encouraged.

Meetings with Veterans: The Case Manager will involve the veteran in the implementation & management of this program as long as they're enrolled in the VDC Program.

Employer of Record & What Does It Mean

When you self-direct through the VDC Program, you become the "**Employer of Record.**" In addition, you will receive training on being an "employer of record," including how to oversee finding, hiring, scheduling and training your own employees; civil rights compliance; workers' compensation; and other employer-related issues.

As an "employer of record," you will have the following responsibilities:

- Complete the employer paperwork (including all required forms by CM & PADD FMS).

- Help the people you hire complete their employee paperwork (supplied by the Case Manager or FMS staff). ○ PADD FMS staff will process all the paperwork for you.
- Review, approve and submit original timesheets to the Case Manager (then CM will submit to PADD FMS staff) on time, through the mail, so that your employees get paid for their work on a timely basis.

Note: You will be provided with all the training and tools you need to be a successful employer.

Risk Mitigation Procedures: Risk factors will be identified by the Case Manager (CM) and discussed with the veteran before the service is initiated, or immediately after the risk is identified. The Veteran, with the assistance of the Case Manager, will develop an agreement to deal with recognized risks. A Memorandum of Understanding will be developed by the Case Manger that addresses the risk, and ensures that veteran is aware of the risk, when there is a difference of opinion about the risk. Should the risks identified involve things such as (but not limited to) violent actions or threats to others or self, sexual behavior towards CM, or workers, or use of illegal drugs, CM can seek involuntary termination from the VDC Program immediately.

Initial Visit – Assessment & Reassessment

The Case Manager will schedule a time to come to your home and conduct a functional Assessment, also referred to as the Mental/ Emotional/Behavioral Health Assessment (MEBH Assessment) that identifies needs and preferences. The purpose of the MEBH assessment is to identify your individual circumstances, resources, strengths and needs so that you may remain in the community and avoid nursing facility placement.

A 6-month assessment is also required by the VAMC to ensure the approved budget meets the needs of the veteran.

The VA will perform a Case Mix Assessment that will be completed prior to the referral to AAAIL being made to assess your needs and establish the funding you will receive. Case Managers MEBH is also completed as reassurance to ensure the approved Case Mix matches the veterans need. The Case Mix Assessment & MEBH Assessment will work in conjunction with the assessment the VAMC completed.

Other forms may be provided to the veteran or authorized representative at the initial visit, or other times throughout this process, but may not require completion at that time or anything to be completed at all (examples- incident/ complaint forms, VDC Program Manual for Veterans)

Specific forms will be provided to veteran or authorized representative during different stages of the enrollment process.

Reassessment

Veterans participating in the VDC Program must have a full assessment completed on an annual basis. The reassessment can be completed between 30 -45 days prior to the current level of care (LOC) ending. Annual reassessment procedure is as follows.

The Case Manager, with the veteran (or representative) and desired parties, shall complete a reassessment using the complete assessment tools as follows:

- At least once annually.
- When the Veteran would like to change his/her services and VA Spending Plan based on changed needs (will also have the chance at the 6-month assessment required by the VAMC).
- Upon significant change in condition.

The reassessment and a new VA Service & Spending Plan must be completed and signed by all required parties prior to the previous Service & Spending plan end dates

- Case Manager, together with the veteran / representative, shall assess the veteran's circumstances, resources, strength and needs.
- Case Manager, together with the veteran/ representative, shall identify the service options which will address the veteran's unmet needs and for which the veteran is eligible.
- Case Manager shall identify, if any, the informal/family supports that will continue
- Case Manager shall obtain the signature of the veteran and representative (when applicable) on the Service & Spending Plan (as applicable).
- Case Manager and Program Coordinator (if other than CM) shall sign the Service & Spending Plan (as applicable).
- Case Manager will be provided with a new Spending Plan in reference to the reassessment to discuss with veteran.
- Items that should be completed & in veterans' chart prior to sending new Spending Plan to VAMC liaison:
 - Journal entry or case note
 - Service Plan
 - Spending Plan
 - Functional Assessment (MEBH Assessment)
- When the Pennyrile AAAIL receives the signed /approved Spending Plan back from the VAMC liaison (email, fax, or mail), he/she will implement any changes to the plan.

Service Plan, Spending Plan & Budget

The Service Plan, Spending Plan, and Budget describe the budget allowance, services, supports, and goods you will need to live in the community you want and avoid nursing facility placement. The Service Plan details the duties, tasks, hours, etc.... of the paid employees (or PA). The Spending Plan lists who will provide the services, supports, and goods, costs of each (includes pay wage for employees & required weekly hours), and how much you want to spend. The budget allowance figures (or budget, is located on the Spending Plan) as determined in the assessment (budget tier level), is the money available to you in order for you to obtain goods & services and remain in the community. Remember, you do not have to spend all the money available to you. It may accumulate in budgeted amounts over several months to acquire something that you need to stay in your home & community in the future, or you may purchase an approved item knowing you will less to spend in future months. Your case manager is available to support your decisions on purchases, and the VA must approve all purchases.

Service Plans are optional but Spending Plans are required.

Timeframe

- The Service Plan is implemented as quickly & efficiently as possible (the Veteran develops the Service Plan, but assistance can be requested) to provide services to the veteran as soon as possible. It is likely that additional services may be determined at follow up meetings with the Veteran. The Service Plan can be amended at any time.
 - The Spending Plan must be submitted to the VAMC Liaison within 14 days from date of referral (if possible). Please allow time for Case Manager to create, and review with veteran the Spending Plan, regarding the 14-day timeframe (if possible).
- Case Manager & PADD FMS staff will have all required paperwork within **(14)** business days (if possible) which includes the identification of a personal assistant to provide personal care, homemaking, etc.... and submittal of required worker documentation.
- There may be cases in which a Veteran requests additional time to consider his or her options. **If it is not possible to have a Service Plan in place & submit the Spending Plan to the VAMC Liaison within (14) business days from the date the referral was made by the VAMC to Pennyrile AAAIL for any reason including the preference of the Veteran, the Case Manager must notify the Pennyrile AAAIL Program Coordinator and VAMC within (1) business day (if possible).**

Deciding what is Important

VDC Program allows YOU to decide what services, supports and goods best meet your community living needs. It's extremely important that you carefully evaluate & take time thinking about what is most important to you. Think about what you are currently getting help with now. Think about what things would make it easier for you to stay in your home. Once you have carefully evaluated your needs, the next step would be scheduling a planning meeting with your Case Manager. Your Case Manager will provide some ideas and recommendations, but only you can make the final decisions.

The Case Manager will assist you in the process of creating the Service & Spending Plans (if requested) once you determine what goods & services you need.

How to get MY needs met

In considering what is most important to you, use the following three questions to help you in the process:

- What services and supports will I pay for?
 - Finding things you will pay for may take time. You want to “shop” for the best price and best value. You want to be sure that what you buy is what you need for community living, whether it is services, supports, equipment or supplies.

- Can I get any of the things I need for free?
 - Sometimes this is possible. Make sure your friends and relatives are aware of your specific needs & potential items needed. If family & friends can't help you with anything free, they may know someone who can.
- Could a local club, civic organization, or faith organization provide any of the things I need for free?
 - Ask your Case Manager for resources. Sometimes the first call does not get you exactly what you want, but it gets you started in the process of seeking help.

I'm making my Service Plan and Spending Plan. How should I start?

- *Although the Service Plan Form is optional, your needs must be identified before a Spending Plan can be created.*
- Think about what you would like your life to be like and what services, supports and goods would improve your life. What skills would you like to improve? How would you like to spend your time? With whom would you like to spend your time? Think about why these changes would make your life better.
- Think about who might help you make these things occur.
- As mentioned previously, once these questions are answered, contact your Case Manager to schedule a planning meeting should you require assistance.
- Final step in the development will be creating your Spending Plan (budget allowance already determined by the MEBH Assessment) with your Case Manager (if requested). Please remember that family and friends who are involved in your care or are willing to help are more than welcome to attend this meeting upon your approval.
 - Please keep in mind the Spending Plan should be sent to VAMC liaison for approval within 14 business days from date of referral (if possible).

What should my proposed Service Plan and Spending Plan include and how will I get what I need?

- The funds allocated to you by the VA will be for an entire year. It's required that you break down the budget into monthly amounts to help you plan how you will meet your needs throughout the year. You can break down utilization of funds weekly, monthly, or yearly on the Service Plan, but calculations on the Spending Plan must be broken down into **"Monthly Cost."** **Pennyrile FMS can help provide options on the breakdown of the budget and also will be created on the Spending Plan.** In making your Service Plan, think about the following:
 - What services, supports and goods you will need each month, and those services, supports and goods you may need once during the year or just a few times.
 - The types of workers you need to hire to provide the services and supports
 - The types of goods you may need
 - How often you will get the services, supports and goods.
 - The amount of money you have and how much money will be needed to pay for the services, supports and goods.
 - Your backup, or emergency, plan (strongly encouraged but not required).
 - How you will decide if your Service Plan/ Spending Plan is working for you.

Are there specific Service Plan and Spending Plan approval guidelines?

Yes! When developing your Service Plan and Spending Plan, you must follow the approval guidelines. Your Case Manager will give you information about the guidelines and explain how they affect your plans and budget.

The services, supports and goods that you choose must meet the following criteria:

- Help you meet your functional, medical and/or social needs
- Help you reach the goals you may have set for yourself

- Not be prohibited by federal and state laws and regulations
- Not be available through another VA source AND
- Do one or more of the following:
 - Make it easier for you to do things that are hard because of your disability or health issues
 - Increase your safety in your home environment
 - Lessen your need for other publicly funded services

If you have a change in health or social needs, a short hospitalization with change in health baseline, another assessment may be conducted, and plans developed in accordance.

The Pennyrile Area Development District (PADD) FMS staff will hold the funds for your Spending Plan in a special account for you. The FMS pays the bills for the services listed in your Spending Plan. The FMS will **ONLY** pay for services that are in the approved Spending Plan and that you authorize. Authorized items must also abide by VDC Program regulations, and VAMC rules.

Submitting your Service Plan, Spending Plan and Budget for approval

It's strongly encouraged that you review your completed Service Plan and Spending Plan one last time prior to submitting it for approval. Ask yourself the following questions to ensure the Service Plan and Spending Plan you developed focuses on your long-term service needs and help you:

- Live at home and in the community the way you want.
- Reach your personal, social, physical or work-related goals.
- Be involved with your family, friends, and community in the way you want.
- Increase your independence to the extent possible.
- Decrease your need for other publicly funded services.
- Make sure your budget follows the budget approval guidelines developed by the VAMC.

Once you complete your Service Plan and Spending Plan, your Case Manager will review the 2 plans & check budget allowance (developed off MEBH assessment) for accuracy according to funds available, per VAMC, and send to VDC Program Coordinator (if different than CM at Pennyrile AAAIL) for review.

Once approved by VDC Program Coordinator or Pennyrile FMS, they will send the Spending Plan to the VAMC liaison for final approval. VAMC liaison “currently” only wants the Spending Plan to be submitted, which must be approved. More information may be requested from the VAMC liaison, but only as needed. Once it is approved by VAMC (CM or Pennyrile FMS are notified by email), the VAMC liaison will send the signed Spending Plan back to the Pennyrile FMS who will notify and send a copy to the Spoke (if applicable).

A copy will be given to you, a copy will be maintained by the Case Manager, and a copy will be given to PADD FMS staff. All invoices and receipts you submit to the Case Manager for payment will be provided to PADD FMS staff and will be checked against your approved Spending Plan & Budget.

Summary of Steps in Development of Service & Spending Plans (budget included in Spending Plan)

- MEBH Assessment conducted.
- Service Plan is completed by Veteran (CM can assist if requested) & submitted to CM
 - Service Plan is used as a referencing tool for Veteran or Representative to develop the Spending Plan (CM can assist if requested).

- Spending Plan (developed based off Service Plan or verbally by the Case Manager) is developed & submitted to CM (CM can assist if requested).
- If VDC Program Coordinator is someone other than CM, Spending Plan should be sent & reviewed prior to submitting to the VAMC liaison for approval (Spending Plan must be typed & developed in correct Spending Plan format prior to submitting to the VAMC liaison). Pennyrile FMS develops the Spending Plans.
- Spending Plan is sent to the VAMC liaison for approval via fax or email.

If Spending Plan is approved, PADD FMS will be notified via email by the VAMC liaison & Spending Plans will be provided to CM (Spoke if optional), PADD FMS, and veteran/ representative.

Procedure for Changing my Approved Spending Plan

If your situation changes and you need to make changes to your approved Spending Plan, contact your Case Manager first to discuss the change and, if necessary, get approval. Depending on the changes you want to make, you may have to amend your Spending Plan and get approval again from the VAMC.

Amendment Required When

- If you want to make a major change, such as changing your worker's pay rate or spending more on a service or item' you will have to revise your Spending Plan, notify Pennyrile FMS, and seek approval from the VAMC. Change(s) mean(s) that you will have to spend less on something else.
- You want to add a new need to the plan and buy a new service or good. Again, remember when you add a new service or good, you will have less to spend somewhere else, and you will have to adjust your spending.

Amended NOT Required When

- You want to increase or decrease slightly the amounts you spend on the approved purchase.
- You have unexpected assistance and will be spending less than you planned that month for a service or support.
- You want to redistribute your workers' hours among your workers (when you have more than one worker) while keeping the total number of hours the same.
- You want to change a purchase from an approved service or good to an alternate service or good that could address your needs in a similar or better way with little change in your approved budget.

Even if no changes are being requested to the Spending Plan at the time of recertification, a new Employee/ Provider Agreement Form must be completed on each paid employee.

Annual Plans & Budget Review

In month 12 of your VDC Program, you will be reassessed to renew your VDC Program eligibly for next year. During this reassessment, you will also review your Service Plan (if applicable), Spending Plan, and Budget to decide if they are working for you. You can also review the plan(s) and budget more often, if needed. When you review your plan(s) and budget, you may want to make changes, especially if your needs have changed. Contact your Case Manager and follow the guidelines described in the previous section for making changes in your approved Service Plan, Spending Plan, and Budget.

A 6-month assessment (completed in the 1st year only) is also required to ensure the budget is developed & approved is meeting your needs.

A copy of the revised documents will be reviewed by Case Manager and submitted to PADD FMS by the Case Manager. It is important that a revised Spending Plan is created and provided by the Case Manager. Not doing so could influence whether goods and services are paid.

Please keep in mind that funds in your Spending Plan are not intended to pay for "ALL" services and goods. It is intended as a supplement to your own and other local resources.

What if My Service Plan and Spending Plan Aren't Approved?

Work with your family, friends, or representative (if applicable) to figure out your options, including help to request reconsideration of the decision. Final disapproval decisions will be sent to you in writing or via email, including steps to follow if you disagree with the decision. Also, you always have the right to appeal the decision and ask for a "Fair Hearing."

Goods & Services

All approved goods or services must be documented in the Veteran's Spending Plan, either under goods, services, or in savings. **The veteran is responsible for covering all purchases he/she makes which are not budgeted for and approved in his/her Veteran's Spending Plan.**

Invoice payments -Can be made for approved purchases in the Veteran's Spending Plan directly to an individual who, or company that, has provided services or goods and provides the Pennyrile ADD FMS staff with an invoice. For example, if a local company will install a ramp in your house, they will provide an invoice requesting payment for the work.

Process for Invoice Payments

- Ask the provider to send an invoice directly to Case Manager to submit to PADD FMS with the following information:
 - Your name, date(s) and service(s)/good(s) provided, cost of service(s), and to whom the payment should be made (provider), including mailing address.
- If the provider cannot send it directly to the Case Manager, you should complete and sign the "Purchase/Payment Authorization & Reimbursement Form", attach the invoice and mail the completed form to assigned Case Manager to submit to PADD FMS staff.

Receipt payments (must be allocated for in Spending Plan & budget allowance) can be made for approved purchases directly to you if you have already paid the invoice and provide proof of payment in the form of a receipt. For example, if a grab-bar is on your approved Spending Plan and you picked one up at the store, the PADD FMS will reimburse you for the cost.

Process for Receipt Payments

- Complete the "Purchase/Payment Authorization & Reimbursement Form" (be sure to sign).
- Attach original receipt.
- Mail both the completed payment request form and the invoice(s) information to the Case Manager in order to submit to PADD FMS.

Service Payments: These are for those services provided to you. These may be performed by individuals who are not with a specific company.

Process for Service Payment

- Complete and sign "Purchase/Payment Authorization & Reimbursement Form"

- Have the person providing the service complete and sign the Payment Request Form
- Mail the completed form to Case Manager in order to submit to PADD FMS

All (3) payment types require an invoice or receipt as mentioned above as well as the other requirements before payment is issued. A “Purchase/Payment Authorization & Reimbursement Form” must also be included and submitted to Case Manager before reimbursement or payment will be issued

Please note that at times, the VAMC may request additional information before approving a specific item or purchase.

Spending Rules

Allowable purchases except when covered by another VA source or insurance:

Note: Items, Services or Goods in question, have to be approved by the VAMC in your approved spending plan before authorization of purchase

You **MAY** choose from the following VDC Program services, supports and goods (not limited to & if available in area):

- Adult Day Care (Spending Plan may only pay full if Vet chooses to attend a site in which the VAMC does not have a contract. ADC under contract, VA pays for 3 days w/transportation, or 5 days w/out transportation. The Spending Plan may supplement the VA benefit either by paying for additional days or by paying for transportation to increase the number of days from 3 to 5.
- Caregiver Education and Training.
- Caregiver Support Coordination.
- Chore Maintenance.
- Environmental Services (e.g. small appliances, grab bars, ramp, lift chair, etc.).
- Escort Services.
- Health Maintenance.
- Independent Living Consultant Services.
- Individually identified services necessary for independent living.
- Individually identified goods necessary for independent living.
- Information and Referral Services.
- In-Home Respite Care.
- Medication Management.
- Nutritional Services.
- Shopping or Running Errands.
- Socialization Support Services.
- Transportation (may be reimbursed for: bus or specialized bus, taxis, expensive payments to informal providers such as family, neighbors, etc....)
- Employee/ Worker (personal assistant- PA) to help you meet your functional, medical and/or social needs.
- Personal Care (e.g. physical or verbal assistance with eating, bathing, dressing, grooming, transferring).
- Homemaking (e.g. cleaning, laundry, meal planning & preparation, shopping) among other health related duties.

- Assistive Technology (e.g. emergency response system, electronic pill minder).
- Home Delivered Meals.
- Environmental Support (e.g. yard care, snow removal, extensive cleaning).
- Disposable medical supplies.
- Any other good/services needed to maintain your health, well-being, and community independence including co-payments (Must be VDC Program & VAMC Approved).

Allowable Services
(Examples of other services supports and goods)

Category	Example
Adult Day Care	<ul style="list-style-type: none"> • <input type="checkbox"/> Adult Day Care Center Program- Covered under Vet Spending Plan if veteran attends an AD site which the VAMC doesn't have a contract with. Under contract ADCs- VA pays for 3 days w/ transportation or 5 days w/out transportation. Spending plan may supplement the VA benefit. • <input type="checkbox"/> Adult Day Care in another home other than the veterans.
Caregiver Education & Training	<ul style="list-style-type: none"> <input type="checkbox"/> Caregiver support programs. <ul style="list-style-type: none"> • A Matter of Balance. <input type="checkbox"/> Chronic Disease Self- Management Class. <input type="checkbox"/> Other Evidenced Based Programs.
Caregiver Support Coordination	<ul style="list-style-type: none"> <input type="checkbox"/> Comprehensive caregiver assessments. <input type="checkbox"/> Referral to caregiver's support services. • Home and phone visit support
Chore Maintenance	<ul style="list-style-type: none"> <input type="checkbox"/> Initial heavy-duty cleaning of home. <input type="checkbox"/> Removal of trash/debris from the home. <input type="checkbox"/> Yard cleanup
Electronic Monitoring	<ul style="list-style-type: none"> <input type="checkbox"/> Purchase of room monitors. <input type="checkbox"/> Bed alarm <input type="checkbox"/> Programmable or voice-activated phones. <input type="checkbox"/> Personal alarms <input type="checkbox"/> Life lines (available through VAMC). <input type="checkbox"/> Cell phones

Environmental Services	<ul style="list-style-type: none"> <input type="checkbox"/> Installation of grab bars, railings, specialized lighting, etc... <input type="checkbox"/> <input type="checkbox"/> Minor home repair. <input type="checkbox"/> Painting (interior or exterior) <input type="checkbox"/> Plumbing <input type="checkbox"/> Ramps (if denied by VA)
Escort Services	<ul style="list-style-type: none"> <input type="checkbox"/> Accompanying and personally assisting the veteran to obtain a needed service. <input type="checkbox"/> Filling out applications and explaining directions to the veteran.
Health Maintenance	<ul style="list-style-type: none"> <input type="checkbox"/> Cooking classes for caregiver (worker, employee, personal assistant). <input type="checkbox"/> Gym or Health Club membership. <input type="checkbox"/> Health Counseling <input type="checkbox"/> Health Education <input type="checkbox"/> Massage therapy beyond services traditionally covered by insurance. <input type="checkbox"/> Service/ Support Animal Health. <input type="checkbox"/> Public health maintenance programs (structured weight reduction programs).
Homemaking Services	<ul style="list-style-type: none"> <input type="checkbox"/> Light Housekeeping. <input type="checkbox"/> <ul style="list-style-type: none"> • Laundry <input type="checkbox"/> Sweeping & mopping floors. <input type="checkbox"/> Dusting <input type="checkbox"/> Changing linens <input type="checkbox"/> Cleaning the bathroom (toilet, tubs/showers, sinks & floors). <input type="checkbox"/> Cleaning the kitchen (loading/unloading dishwasher, hand washing dishes, washing off countertops, sinks, floors, and stovetops as needed).

Personal Care Services	<ul style="list-style-type: none"> <input type="checkbox"/> Assist in/out of the shower or bath tub/any assistance during the bathing process. <input type="checkbox"/> Assistance in getting on/off the toilet. <input type="checkbox"/> Brushing teeth/dentures. <input type="checkbox"/> Personal grooming tasks and dressing. <input type="checkbox"/> Providing verbal prompts to taking medication or placing pills from the medication minder into the hands of the veteran and verbally reminding or physically guiding the veteran to take them.
Individually identified services or goods necessary for “Independent Living”	<ul style="list-style-type: none"> <input type="checkbox"/> Upkeep of service animals required for veteran to stay independent. <input type="checkbox"/> What would you feel is needed in your home to keep you independently living not covered by traditional VA programs and services or insurances.
Information and Referral Services	<ul style="list-style-type: none"> <input type="checkbox"/> Referral to community agencies and programs to improve quality of life.

Respite Care	<ul style="list-style-type: none"> <input type="checkbox"/> In-home services can be provided by volunteer or paid help, occasionally or on a regular basis. Respite services may include meal preparation, housekeeping, assistance with personal care and/or social and recreational activities (verified by CM). <input type="checkbox"/> Out-of-home respite care programs may include contracted short stay at an area nursing home or other specialized facilities, for up to 30 days, that provide emergency and planned overnight services, allowing caretakers (or PA’s) 24hour relief.
Nutritional Services	<ul style="list-style-type: none"> <input type="checkbox"/> Home Delivered Standard Meal- the regular menu from the standard menu that is served to the majority of participants. <input type="checkbox"/> Therapeutic meal or liquid supplement – a special meal or liquid supplement that has been prescribed by a physician and is specifically ordered for the participant by the dietician (i.e. diabetic diet, renal diet, pureed diet, tube feeding).
Safety Services	<ul style="list-style-type: none"> <input type="checkbox"/> Personal Emergency Response System includes the installation of the individual monitoring unit, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, paramedic, or volunteer, and follow-up with the veteran. <input type="checkbox"/> Combination key box for the door, this keeps a key available for easy access to the home by emergency personnel. <input type="checkbox"/> Home Safety Evaluation by a professional person to assure safety of travel paths and needs.

Shopping or Running Errands	<input checked="" type="checkbox"/> Shopping with or without the veteran for the veteran.
Socialization Support Services	<input type="checkbox"/> Employee/ worker (personal assistant) to accompany the veteran to activities such as education or exercise classes. <input type="checkbox"/> Employee/ worker (personal assistant) taking the veteran to the movies, a Bible study, or other social engagements (verified by CM).
Transportation	<input type="checkbox"/> Public transportation or other transport required to go for socialization support or medical support activities with the designated caregiver (or PA) providing escort. <input type="checkbox"/> A Month Public Transport Pass to get around town or the area to go to social activities. <input type="checkbox"/> An escort to a veteran who has special needs (physical or cognitive) when using regular vehicular transportation.
Participant-Delegated Goods and Services	<input type="checkbox"/> Funds from your budget may be spent on services/and or items that would make life easier for you, meaning that you would need less assistance from others due to this item or service increasing your independence. <input type="checkbox"/> For example, a fax machine which helps you facilitate a timely submission of timesheets for your employees. Or perhaps a microwave oven might make it easier for you to prepare your own meals as opposed to paying someone to prepare them for you.
Savings Funds (Specified Savings)	<input checked="" type="checkbox"/> These are savings that are directed toward a specific purchase. There is no limit on how large these savings can
	get, but the full cost and amount of savings per month must be specified in your Spending Plan. Once the full amount of the item is saved, the item must be purchased. For example, if you need a ramp installed in the house that will cost \$300, you may save \$50 a month. Once you have saved the \$300, the ramp must be purchased.
Savings Funds (Savings for emergencies and backup services)	<input checked="" type="checkbox"/> These are savings for costs that might arise, or for emergency backup planning. If a veteran has an employee/ worker (personal assistant), the veteran is required to save for emergency in home services provided through an agency unless a reliable informal caregiver is identified to serve as the emergency provider. Savings may not exceed the monthly Spending Plan amount less \$100.

Allowable Special Purchases (Including Savings Funds)

In developing your budget, keep in mind that your annual available funding must cover your needs for a whole year. This includes planning and budgeting for a special, higher-cost item, along with the services and goods you require on a regular basis. You can purchase:

Participant-Delegated Goods and Services

Funds from your budget may be spent on services and/or items that would make life easier for you, meaning that you would need less assistance from others due to this item or service increasing your independence. For example, you purchase a fax machine which helps you facilitate a timely submission of timesheets for your employees. Or perhaps a microwave oven might make it easier for you to prepare your own meals as opposed to paying someone to prepare them for you. It's recommended that you always keep your Case Manager informed in this process.

When you buy something other than hiring someone to help you, you need to:

- Find what it is you're looking to buy.
- Find out if it is the best price for you.
- Get a quote (more than 1), which is a written document showing how much the service or item will cost, including tax and delivery or setup fees, if they apply.
- Find out if the business will accept a check from PADD FMS.
- Send the quote with a request for a check to PADD FMS.
- Find out if the item is covered
 - PADD FMS staff will pay the people selling what you want so you get the item or service.

Savings Funds (2 Kinds)

You may save funds each month for large, approved items or services or for emergency backup services. There are two kinds of savings:

Specified Savings: These are savings that are directed toward a specific purchase. There is no limit on how large these savings can get, but the full cost and amount of savings per month must be specified in your Spending Plan. Once the full amount of the item is saved, the item must be purchased. For example, if you need a ramp installed in the house that will cost \$300, you may save \$50 a month. Once you have saved the \$300, the ramp must be purchased.

Savings for emergencies and backup services (Rainy Day Funds): These are savings for costs that might arise, or for emergency backup planning. For example, Veteran discharged from hospital and requires more care than previous for a while. **If a veteran has an employee/ worker (personal assistant), the veteran is required to save for emergency in home services provided through an agency unless a reliable informal caregiver is identified to serve as the emergency provider.** An emergency back-up individual is strongly recommended but can't be mandated. Savings may not exceed the monthly Spending Plan amount less \$100. For example, if the Spending Plan is \$1,000, the veteran's rainy-day funds could not be more than \$900.00.

Services, supports and goods NOT covered in the VDC Program

Note: Items, Services or Goods in question, will have to be approved by the VAMC before authorization of purchase

NOT allowable (not limited to):

- Room and board for the veteran: This includes rent/mortgage payments as well as payment for temporary lodging (e.g., hotels). It also includes normal food and toiletry purchases. *Special foods or supplements that are indicated by your assessment may be allowable.*
- Gambling, alcohol and recreational drugs (both legal and illegal).
- Loans to workers.
- Personal items or services not related to your disability.
- Experimental treatments.
- Home modifications that add square footage.
- Payment to an authorized representative or guardian.
- Tobacco products.
- Vacation expenses other than the cost of direct services.
- Skilled nursing services.
- Habilitation Therapy.
- Internet access.
- Items covered by other programs: This includes many items of durable medical equipment which are covered by the VA, any other services the veteran may be eligible for under the VA Health System, or services already being provided to a veteran or their family caregiver(s) by or through the VA. Exclusions to this include programs and/or services from providers that the VA does not contract with, or for services and programs that the VA does not cover as part of the VA health system benefits.
- Vehicle maintenance.
- Purchase of non-adapted vehicles.
- Maintenance of any vehicle, except as noted above.
- Transportation for any purpose not associated with activities that are clearly related to a therapeutic goal in your Spending Plan and are restricted in cost and/or distance.
- Transportation costs that are covered by VA health services.

Generally, not allowable except under special circumstances

- Recreational equipment: If the recreational equipment is clearly linked to maintaining independence, health or safety, then it will be considered. Goods whose primary purpose is clearly fitness over recreation (e.g., a stationary bicycle or special shoes for walking) are allowable.
- Routine home costs: Utility bills and routine home maintenance, such as painting or roofing, typically fall under “room and board” and will not be allowed. In extraordinary situations where your independence is at stake, a onetime expenditure may be allowed with the approval of the AAAIL. Even in this case, however, all other possible resources need to have been exhausted first. The ban does not include certain home maintenance costs, such as snow shoveling and home repairs, that are required to ensure the safety of your environment.
Clothing: Specialized clothing that relates to the documented needs of the veteran, e.g., special shoes can encourage safe ambulation if they are not covered by the VA.
- Pets related costs (unless service animal): The cost of pet food or pet care items are not allowable; however, dog walking or other pet care needed to help a veteran remain in the home may be provided.

- Transportation: Veterans may use their allowance to pay for transportation associated with their identified functional needs. These may include:
 - The purchase of adapted vehicle.
 - Costs of maintenance of adaptive equipment on vehicles.
 - Other costs associated with activities that clearly relate to their identified functional needs, such as trips to the grocery or other stores to acquire personal essentials and trips to therapies that are not covered by VA health services.
 - Types of transportation that may be reimbursed include bus or specialized bus transportation and taxis.
 - Expense payments to informal transportation providers (e.g. family and neighbors) may be authorized with the approval of the VDC Program Case Manager (must consult with VAMC staff prior to approval).

VA Funded Programs

The Veteran's Service & Spending Plan must ensure that services do not duplicate those provided by the VAMC or other payers. VAMC has the following community-based services benefits:

- Home Based Primary Care.
- Adult Day Services.
- Hospice.
- Respite for caregivers (up to two weeks in hospital per year)
- Homemaker/Home Health Aide: By enrolling in the VDC Program, the Veteran is ineligible for the VA Home Maker/Home Health Aide (HM/HHA) benefit. He or she is eligible for all other community-based services listed above. There will be a period of transition for Veterans who are currently receiving VA HM/HHA services who move to VDC. Once fully enrolled in the VDC Program, all VA funded HM/HHA services must cease.
- Durable Medical Equipment: The VAMC provides a wide range of Durable Medical Equipment (DME). No DME shall be included in the Veteran's Spending Plan and Care Plan unless it is not covered by the VAMC. Assistive Technology may be covered by the VA as DME.
 - **Please check with the VAMC liaison first with any questions regarding what DME options might be covered as a VA benefit outside of this program.**

Veterans enrolled in the VA Health Care System are not eligible for Medicaid, but do remain eligible for Medicare Part A, B, and D. **The Older Americans Act Title III services may be used as part of the services provided by the VDC, but they must not be duplicative. For example, if meal preparation is part of a veterans Service Plan for workers, he or she may not receive home delivered meals sponsored by an area agency on aging..**

Budget Responsibilities

You have several responsibilities for using your monthly Spending Plan allowance. These include:

- Make purchases that are consistent with your approved Spending Plan & Budget. You should buy the services and other purchases detailed on your Spending Plan. This confirms you are meeting your needs and effectively managing your own services. It also guarantees your Spending Plan & Budget is being used according to the VDC Program guidelines.
Provide the Case Manager with documentation, such as invoices, receipts and timesheets to be submitted to PADD FMS staff if not sent directly to PADD FMS staff.
- Keep track of your spending each month. PADD FMS staff will send you a monthly statement that lists what was allocated on your Spending Plan, your expenses to date and the balance of funds in your account. The statement

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will be mailed to you. Please keep in mind that invoices and time sheets that were sent in after the monthly statement was run will not be reflected in your expenses to date. As the employer of record, it's your job or representative (if applicable) to keep track of your spending so you do not overspend. Contact your Case Manager if your services need changes.

Making It Happen: Arranging for Services, Supports and Goods

As you wait for approval of your Spending Plan, you can begin to work on getting the services, supports and goods. **However**, you cannot hire someone and begin services until your plan(s) and budget are approved.

Hiring Your Own Help

You may hire your own service workers, a family member, or a friend if it abides by VDC Program policy & policy set-forth by VAMC. Below are some very important things to consider & have answered before you think about hiring:

- What do I need the service provider to do?
- How do I want it done?
- How often do I want help? Part-time or Full-time (how often is individual available)
- Do I want help on the weekends and/or during the week?
- Do I prefer someone who is male or female?
- Do I prefer someone of a particular age?
- Does the person who helps me need to be physically in shape & have a lot of strength?
- Does the person who helps me need to be able to drive & have their own car?
- Do I need more than one person to help me or different people to help with different tasks?
- What do I want the people who help me to know about me?
- Do I want the people who help me to be friends, neighbors, family members or a formal provider?
- Would the person I want most to help me be the best person for the job?
- How much am I willing to pay for the help I need?

Finding an Employee/ Worker or Personal Assistant (PA)

A potential service with the VDC Program is hiring your own employee (worker / personal assistant). The employee generally assists with personal care or homemaking tasks, transportation, as well as other services (if applicable) which include dressing, bathing, grooming, shopping, laundry and other activities for which you may need some assistance. If you do not have anyone in mind to hire, then you will need to find someone, and there are several ways to go about that which are discussed later in this section.

The employee can be a family member, a friend, a neighbor or an individual you recruit. It cannot be **your appointed representative** (if chosen). This individual does not need any special training or license, unless you require that. If you hire an employee/worker/PA, you become the **Employer of Record**, and you will take on the role as the managing supervisor of that individual.

- **(Benefits & Overtime)-** *Employees will not receive paid vacation time, sick leave, or health insurance through the VDC. Overtime (40 hours a week) is not acceptable and will not be paid. Employees / workers are only authorized to work up to a maximum of 40 hours a week, anything additional will be considered overtime and is not allowed.*

Veteran / representative has the **OPTION** as part of the VDC Program & the VAMC rules/ regulations to obtain “**workers compensation**” on all employees/workers in case of a workplace injury. If veteran request workers compensation, these funds will be taken out of the veteran’s budget.

- PADD FMS (Payroll Agent) will provide the typical employer functions of providing payroll processing, and liability coverage, while you train and supervise the individual’s work. It is a shared role designed to relieve you of having to tackle payroll, worker’s compensation, and tax withholding.
- If you already know the individual you want to use as your employee/worker, (Case Mix) is determined & Service Plan created, (not required by VAMC), notify your Case Manager. You may meet with the individual to get them started in the hiring process (if requested by veteran/ representative). The employee/worker fills out an application and all applicable employment forms as required by Pennyriple Area Agency on Aging & Independent Living, and Pennyriple Area Development District (PADD) FMS staff (in accordance with correct stage on flow chart). The individual will need to show proof of identification and citizenship. You will be oriented on the payroll process. A background check on the worker is required, but you will make the decision on whether to hire the worker (CM has the right to & final decision in approving or denying an employee based off background check results or Nurse Abuse Registry results).
- A worker must earn at least the state minimum wage and be in line with prevailing wage standards for the work performed. Federal Social Security and Medicare taxes must be paid. **Veterans have the right to obtain worker’s compensation insurance on their employees, but funds will be taken out of the budget. Employees “HOURLY WAGE” may not exceed \$30.00 per hour. However, if a veteran opts to pay his employee \$30.00 per hour, then the taxes will cause the gross wage to increase over \$30.00 per hour which is acceptable.** Your worker’s wages and benefits will be deducted from your monthly service Spending Plan.
- Employees are not authorized to work for any reason during the time the veteran has been institutionalized (medical hospital, NF, rehabilitation center, psychiatric hospital etc.). Employees may begin work once veteran has been discharged and back in his/her home.
- No individual worker can get paid utilizing funds from your monthly Spending Plan unless they:
 - Are at least 18 years of age.
 - Are legally allowed to work in this country.
- Submit to a statewide criminal background check (must be approved by CM and veteran/ representative) and a Nurse Abuse Registry check (must be approved by CM and veteran/ representative) in accordance with VDC & PADD rules/regulations).
 - Both checks must be reviewed & approved by CM and/or PADD (if applicable) in accordance with VDC Program & PADD rules/regulations.
- Employees/ Workers may NOT be listed on Abuse Registry, have any felony charges, have any charges which may be abuse or exploitation related. Waiver form can be completed if approved by VAMC first.
- Are not your representative (if applicable).

Veteran, authorized representative, or potential employee/ worker must pay the cost, which can be taken from your budget, prior to the background check being requested.

Utilizing the VDC budget to pay for the cost of the background check is not allowed.

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Should the veteran or representative choose to use an agency to provide their employees (primary employee or emergency employee), background checks are not required by the VDC Program (unless requested) since the employing agency should have already conducted background checks, among other more in-depth checks prior to hire.

Ideas of Finding Help

- People you already know.
- Word of mouth (let people know you're looking for help).
- Local organizations for people with disabilities.
- Church
- Your physician
- Employment agencies
- Placing an advertisement or ad in the local newspapers or radio
- Placing an advertisement or flyer on bulletin boards at local organizations.
- Placing an advertisement or flyer at local colleges or universities.
- Ask your Case Manager for ideas.

Guidelines to Advertising (Paid & Free)

- Give clear job expectations and candidate requirements. • Emphasize important details and worker characteristics.
- Be honest, realistic, and make no vague promises.
- Comply with state and federal laws on discrimination. This means you cannot state in an ad that you need someone to be Catholic or Jewish, male or female, or black or white.
- Protect your privacy! It is not a good idea to list your address or full name. Instead, use just your first name and phone number.

Sample Advertisements

IN-HOME CARE WORKER Individual needed to provide care for older adult. Flexible schedule, HS or GED, valid driver's license, and reliable transportation are required. This position is located in (name of town). Call (phone #).
Part-time, Personal Assistant needed for male with disability, 8: 00A.M-12:00P.M weekdays. Help with personal care, grocery shopping, and housekeeping. \$___ per hour. Call (Phone #).

Interviewing Reminders

You, as your own employer of record, have the right to conduct the telephone interview & face to face interview how you wish, but please remember there are questions you are legally allowed & not allowed to ask by law (*See section "The Law & Interviewing Questions" for details*). If you still need assistance with generating a list of interview questions or questions about interviewing in general, please feel free to contact your Case Manager for recommendations.

Important: It's **highly** recommended that you perform both a phone interview & face to face interview with all potential employees or service providers. If you prefer to do only one form of interviewing, then that's your choice as the employer of record and managing supervisor of that individual. Although it's highly recommended to conduct a thorough interview on all potential employees or service providers, **it's NOT mandated by the VDC Program or VAMC.**

The LAW & Interviewing Questions

There are rules involved when interviewing someone for a job. There are certain questions that you cannot legally ask someone during the interview process. These include questions about an applicant's birth date, race, nationality, sexual orientation, native language, health problems, disabilities, marital or parental status and religion. If you ask applicants these questions, you are breaking the law. A list of those questions is included below. Make sure you familiarize yourself with it before you start interviewing people.

Subject	Illegal Questions	Legal Questions
National Origin/citizenship	Are you a citizen? Where were you/your parents born? What is your "native" tongue?	Are you authorized to work in the US? What languages do you read, speak and write fluently? (this must be relevant to the job)
Age	How old are you? What is your birthday?	Are you over the age of 18?
Marital/family status	Are you married? Are you living with someone? Do you plan to have a family? How many kids do you have? What are your childcare arrangements?	This job requires some evening hours. Would you be able to work some evenings as necessary? Punctuality is essential to this job. Can you assure you will be on time?
Affiliations	What social or religious organizations do you belong to?	Do you belong to any professional groups that you consider relevant to your ability to perform this job?
Disabilities	Do you have any disabilities? Have you had any recent illnesses or operations? What was the date of your last physical exam?	Are you able to perform the essential functions of this job with or without reasonable accommodations?

Screening Applicants (Phone Interview)

Screen all applicants over the telephone and take notes on each. This is your chance to screen applicants and decide whom you should meet in person to interview. The screening should involve three general steps.

- Inform the Caller about:
 - The hours you will need someone to work.
 - The general location of the house, but do not give out the address (protect your privacy!).
 - Any requirements of the job, such as being able to lift a specific amount of weight.

Ask Questions. It is a good idea to ask applicants questions, whether they are your own or some suggested ones below. Listen carefully to their responses and take notes. You might get a sense of their attitude and personality.

As previously mentioned in the section, "Hiring Your Own Help," think about those questions and your answers when you prepare your interview questions. It's also important to ask your basic need questions, but also save important questions for the face to face interview should it occur. Examples of questions are as followed:

- Are you 18 or older? (They must be 18 or older to be hired).
- What experience do you have? Have you been in a similar position?
- If so, where did you work, how long did you work there, and what did you do?
- What days and hours are you available to work?
- Can you perform all the duties that I have outlined?
- Do you have transportation to get you to the job?
- Have you ever been convicted of a crime?
- If you are hired, when could you start?
- What are your wage expectations?
- Check References
 - Confirm the length of employment at each position.
 - Determine the actual job description or assistance provided.
 - Ask about interaction between employee and the person receiving care.
 - Check to see how the employee accepted direction and supervision.
 - Ask about the worker's reliability and dependability.
 - See if there were any problems encountered in the work relationship.
 - Ask if the previous employer would hire the candidate again

Face to Face Interview

Select Applicants and Arrange for Face-to-face Interviews. You should only select people that sound extremely good to you for a formal interview. Make sure to write down the person's name and phone number in case you need to contact them again before the interview.

- Arrange the interviews in a public place rather than in your home.
- Allow 45 minutes to an hour for each interview.
- Have a list of questions prepared prior to the interview.
- Start on time.
- Listen more and talk less.
- Never make the offer on the spot; keep your options open.
- Tell the candidate that you will check all references before making an offer.
- Bring a family member or friend along on the interview. A second person will be able to observe the candidate and be able to offer a second opinion.
- Stress to applicants that **YOU** are the employer.
- Stress the importance of the worker being on time for his/her job, being consistent, and contacting you, the employer, if they are unable to come to work.
- Explain daily routine(s) to the applicant; include tasks that you want them to do for you as well as the days and hours the worker will be needed.
- Ask about dependability, how long the persons stayed on past jobs, salary, responsibilities, how they got along with other employers, how they got along with their supervisors. The answers to these questions will give some idea of the applicant's reliability.

Emergency Backup Worker

- When your worker is not available, a backup worker must be in place to provide for your service needs during these times. The backup worker must be an identified and reliable individual or an in-home care agency-based worker that can meet your services needs temporarily.

- There are many in-home care agencies that provide homemakers services. You may find working with an agency is costlier than employing an individual. However, an agency offers several advantages, among them the assurance that the worker will be trained, and a backup worker is available when needed.
- If you decide to contract with an agency for backup or emergency assistance, inquire about the agency's accreditation and/or state licensing. You might want to request references from the agency. It is also helpful to provide a job description that outlines the kind of care and assistance that you require.
- An emergency backup worker is not required but is strongly encouraged.

Training Your Employee

Training is one of the most important parts in managing your worker/ employee (personal assistant). You are the expert in knowing what needs to be done. Even experienced workers need to be trained in how YOU want things done. If you have had a worker before, you probably have a good idea of what works for you. There is more than one way to train your employee. Some people will respond well to verbal instructions while others may respond better to hands on demonstrations. The main thing to make sure of is that the care is provided in the way that you prefer. If you want help, please ask your Case Manager for assistance.

If you are training a new person, here are some things you might want to cover:

- Talk about your needs and abilities. The more they know the better they will be able to meet your needs.
- Give examples and explain any technical terms you use.
- Talk about any symptoms or health concerns for which your employee may need to be aware. Let your employee know about situations that might happen and how best to handle them. In addition, include how you want emergency situations handled.
- As you go through your routine, explain why tasks need to be done. This will help your employee realize the importance of these tasks.
- Provide training on how to operate or use any special equipment. Things like wheelchairs, lifts, shower chairs etc....
- By providing good training up front, you may increase the chances of an employee being able to be more effective at their job. Taking more time in the beginning can lead to better overall results.

How to be an Effective Employer

A worker/employee (personal assistant) is not always paid well. They rarely receive good fringe benefits. Therefore, people who take these kinds of jobs often do it because it has other rewards, such as personal satisfaction or a chance to work closely with other people. That makes work environment a very important factor in keeping your worker.

Good employers create a work environment that will bring out the best a homecare worker has to offer. You will want your employee to have good morale, be happy and satisfied with his or her work and be a productive employee. Good communication between you and your employee(s) are key.

To create that good work environment

- Reward your employee with praise for the work he/she is doing. Everyone wants to feel appreciated, needed and important.
- When you must criticize your employee, it is important to be open and honest and to criticize the action, not the person. For example, your personal assistant has returned an hour later than planned. He or she did not call to explain, and you are angry.

- You might say, “You said you would be home an hour ago. In the future, I would appreciate it if you would call me and let me know you'll be late.”
- Don't say “You stupid idiot, you're always late! I don't know what I'm going to do with you.” This will only make him or her defensive and you won't resolve anything.
- Personal Assistants have their own lives too. It is important to be sure to respect their privacy, leave them alone during their time off and realize that unexpected events sometimes disrupt schedules. Flexibility and compromise are important qualities for both of you.
- Ask your worker/ employee (personal assistant) how he or she feels about their work and about you as an employer. Both of you will need to be open to make changes in the routine, in attitude, and in anything else that can correct the problem.

Terminating an Veteran and/or Employee

With the prior approval of the VAMC liaison and Pennyrile AAAIL Program Coordinator (if different than Case Manager), individuals (veterans/ representatives and/or employees) may be involuntarily terminated (immediately if deemed necessary) from the VDC Program for the following reasons (not limited to):

- Noncompliance with VDC Program Enrollment & Agreement form as well as the Rights & Responsibilities by the Veteran or household member (veteran/ representative).
- Unapproved use of the Veteran’s Spending Plan (veteran / representative).
- Violent actions or threats that pose a safety hazard to themselves, employee/worker (personal assistant), in-home worker, or Case Manager, including displaying a dangerous weapon in the open (veteran / representative or employee).
- Inappropriate behavior, including behavior of a sexual nature (veteran / representative or employee).
- Use of illegal drugs by the Veteran, or anyone else, while in the home of the Veteran (veteran / representative or employee).

If the Case Manager has any issues or concerns with the employee, Case Manager will address these with the veteran or authorized representative to discuss with the employee. Case Manager will only step in if needed.

Some of these reasons are not only relevant to the Veteran, but also to the employee/ worker. Should an employee pose an action towards veteran or another individual in the home that the Case Manager considers jeopardizing veterans’ health, safety, and welfare, but the veteran doesn’t want to terminate the employee, the Case Manager is authorized and has the right to seek termination of that employee from the VAMC Liaison

Pennyrile Program Coordinator and FMS must be notified of this request.

As the employer of record & supervising agent of your employees (or PA), you have the right to terminate the employees (or PA) anytime you wish. Most people do not like having to dismiss or fire someone. However, sometimes that “perfect” person you hired does not work out. People and situations change. If you find at some point that your worker is not meeting your needs, you may have to fire that person. Keeping a Veteran/ Employee Agreement form up-to-date and keeping a regular schedule for reviewing your employee’s job performance can help you decide if you have grounds for firing.

Some Grounds for Firing (Worker/ Employee)

The reasons to fire someone will vary. Here are some of the most common reasons:

- The employee work does not meet agreed upon expectations (Service Plan).
- The employee does not learn fast enough to meet your changing needs.
- The employee is late or fails to show up too many times.

- The employee's personal habits bother you.
- The employee does not pay attention to your instructions.
- You find you are having too many arguments.
- You do not feel safe and comfortable with the employee.
- The employee has a schedule that is not flexible enough for you.
- The employee violates your employment conditions, seriously or often.
- Violating Veteran confidentiality (employee).

Terminating an Employee Agreement Properly & Arising Questions

Weigh all your options before you fire a worker (or PA). Maybe trying to work things out with the employee might be better. Trying to hire a new one will take time and effort and there is no guarantee your new employee will be a better worker.

How you decide to handle terminating a worker will depend upon your personality, your employee's personality, and the situation. You might want to get advice from your Case Manager and make sure a back-up plan is available before you fire your worker. However, if firing is your decision, consider the following questions:

- How should you tell the employee you are firing him/her? Doing it by phone or letter may feel safer and/or easier but doing it "in person" is more respectful. Having a third person present, such as your designated representative, when telling the employee, he/she is fired is an option.
- What reasons should you give the employee for terminating him/her? If you have been giving plenty of feedback and doing regular evaluations, the worker should not be surprised. Please do this without attacking his/her personality.
- He/she should also know what you have said are grounds for termination. In some cases, something may happen, or some very serious problem may arise that you have not addressed in your guidelines or evaluations. In most cases, give the employee some idea of why you are firing him/her, but you do not have to go into detail.
- How will the worker react? Have a neighbor, friend, relative, or consultant in the room with you and your worker if you feel there may be a problem when you bring up the subject of termination.
- How much notice should you give your worker? Be fair but remember that if you give the worker notice, you may risk even more problems with his/her work and behavior.
- Who will provide your support once you fire the worker? Before you terminate your present employee (or PA), have at least one backup worker ready to step in right away.
- Are you safe and secure? If the worker you fired had access to the keys to your residence or car, get them back on the same day that you fire the individual.

Learn from the experience. After you have had some time to consider the situation, think about what you have learned. Would you deal with the situation in a different way? Was there a question you would have asked in the interview process that might have helped you realize this was not the person for you?

Once you terminated an employee (or PA), contact your Case Manager right away. Your Case Manager will also notify the PADD Program Coordinator & PADD FMS staff since they will need to make changes to the employee's work file and to your records.

The Case Manager also has the right to terminate a Veteran if there are severe concerns but must reach out to Pennyrile Program Coordinator and the VAMC for final approval of termination.

Important: Do not withhold payment of wages even if you are not satisfied with his/her work. Just give notice and terminate the agreement.

Incident/ Complaint Reporting

Should you decide to participate in the VDC Program, you will be provided copies of an “Incident/ Complaint Reporting Form” at your request. This form is typically completed by the veteran or authorized representative in case an incident or complaint occurs. However, the veteran’s worker/ employee (personal assistant), Case Manager, AAAIL, VAMC as well as others have the right to complete a complaint/incident form as well.

This form is recommended to be completed should issues occur with your employee/ worker (personal assistant), service providers, Case Manager, FMS staff, etc.... as a means of tracking issues should terminating your “Employee Contract” be the next option.

Depending on who the incident/ complaint pertains to, please see the contacts below on “whom” the incident/complaints should be sent to.

If you have an issue with a paid employee or program, please reach out to your assigned Case Manager first.

Issues with Spokes “Other Than” PADD Program Coordinator or PADD FMS Fax,

mail, email, or drop off the completed form at the following address:

Harley McCarty, Veteran Directed Care Coordinator (AAAIL Level)

Pennyrile Area Development District (PADD)

300 Hammond Drive, Hopkinsville, KY 42240

Phone: (270) 886-9484 (If complaint/ incident needs to be discussed by phone in addition to completing Incident Form)

Fax: (270)-886-3211

If the issue can’t be resolved by the Case Manager or PADD FMS, then the Case Manager will consult with Director of Long Term Services and Supports, Payton Kidd for guidance or possibly ADD Director, Jason Vincent if needed. If issue needs to be taken up with the federal level contact, then it will be addressed with VAMC Liaison.

Please keep a copy of the Complaint/Incident form for your records.

Issues with PADD Program Coordinator or PADD FMS

Complaints should be addressed (mailed, faxed, or emailed) directly with Director of Long Term Services and Supports, Payton Kidd at the following:

(Director of Long Term Services and Supports, Payton Kidd should be consulted with first before ADD Director)

Payton Kidd, Director of Long Term Services and Supports
Pennyrile Area Agency on Aging & Independent Living
300 Hammond Drive

Hopkinsville, KY 42240
Phone: 270-886-9484 PaytonT.Kidd@ky.gov

Jason Vincent, Pennyrile Area Development District, Executive Director
Pennyrile Area Development District
300 Hammond Drive
Hopkinsville, KY 42240
Phone: 270-886-9484
Jason.Vincent@ky.gov

What if the VDC Program Isn't Working for Me?

If you decide that VDC Program is not working for you, you can seek disenrollment from the VDC Program and return to services through other VA programs. Contact your Case Manager to work together on a plan for this transition if you want. Pennyrile Program Coordinator and Pennyrile FMS must be informed as well as the VAMC.

Health & Safety

The Department of Veterans Affairs and the Area Agency on Aging and Independent Living want to make sure that you are receiving the services and supports you need in VDC Program to live successfully at home and in the community. Officials from the Department of Veteran Affairs (VA) will look at the program to make sure VDC Program policies and directives are being followed and that VDC Program participants are receiving the services and supports they need.

If you suspect abuse, neglect or exploitation, please call Adult Protective Services at 1-800-752-6200 or via the internet at www.chfs.ky.gov/dcbs

HIPPA Compliance

All internal and external data information systems must be HIPPA compliant. Any information sent electronically about this program or the veteran that contains personally identifying information must be encrypted and password protected.

Contacts

Pennyrile Area Agency on Aging and Independent Living

Harley McCarty, Veteran Directed Care Coordinator
Pennyrile Area Agency on Aging & Independent Living (Employed through PADD)
300 Hammond Drive, Hopkinsville, KY 42240
Phone: 270-886-9484 Fax:
270-886-3211
Email: Harley.McCarty@KY.GOV
Public Website: www.peadd.org

Payton Kidd, Director of Long Term Services and Supports
Pennyrile Area Agency on Aging & Independent Living (Employed through PADD)
300 Hammond Drive, Hopkinsville, KY 42240
Phone: 270-886-9484 Fax:
270-886-3211
Email: PaytonT.Kidd@KY.GOV
Public Website: www.peadd.org

PADD Financial Management Staff (AAAIL Level)

Hayla Swaw, Deputy Chief Financial Officer (Pennyrile FMS)
Pennyrile Area Development District
300 Hammond Drive, Hopkinsville, KY 42240
Phone: 270-886-9484
Fax: 270-886-3211
Email: Hayla.Swaw@ky.gov
Public Website: www.peadd.org

Pennyrile Area Development District, Executive Director (ADD Level)

Jason Vincent, ADD Director
Pennyrile Area Development District
300 Hammond Drive
Hopkinsville, KY 42240
Phone: 270-886-9484
Fax: 270-886-3211
Email: Jason.Vincent@KY.GOV

Service Area

Kentucky: Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, and McCracken, Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg, Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson, and Washington, Breathitt, Knott, Lee, Leslie, Letcher, Owsley, Perry, and Wolfe, Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble, Daviess, Hancock, Henderson, McLean, Ohio, Union, and Webster, Bath, Menifee, Montgomery, Morgan, and Rowan, Boyd, Carter, Elliott, Greenup, and Lawrence, Bracken, Fleming, Lewis, Mason, and Robertson, Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott and Woodford, Floyd, Johnson, Magoffin, Martin, and Pike
Tennessee: Bedford, Coffee, Franklin, Giles, Hickman, Lawrence, Lewis, Lincoln, Marshall, Maury, Moore, Perry, Wayne, Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley, Cheatham, Davidson, Dickson, Houston, Humphreys, Montgomery, Robertson, Rutherford, Stewart, Sumner, Trousdale, Williamson, and Wilson, Anderson, Bledsoe, Blount, Bradley, Campbell, Claiborne, Cocke, Grainger, Hamblen, Hamilton, Jefferson, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Polk, Rhea, Roane, Scott, Sequatchie, Sevier and Union, Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, Washington, Shelby, Tipton, Lauderdale, and Fayette counties
Ohio: Champaign, Clark, Darke, Greene, Logan, Miami, Montgomery, Preble, and Shelby
Indiana: Clay, Parke, Putnam, Sullivan, Vermillion, and Vigo, Marion, Boone, Hamilton, Hancock, Shelby, Johnson, Morgan, Hendricks, Monroe, Madison, and Henry, Benton, Carroll, Clinton, Fountain, Tippecanoe, Montgomery, Warren, White, Clark, Floyd, Harrison, and Scott

Pennyrile Area Agency on Aging and Independent Living acknowledges the VA Programs already initiated in other states, and specifically Illinois, which have graciously shared their manuals, suggestions, and other documents by email.

"Employment is contingent on the worker providing all information required to successfully enroll the worker in the VF/EA FMS entity's payroll system."

Appendix A. Glossary of Terms

Adult Day Care: Daytime care of any part of the day, less than 24-hour care. The program provides a structured, comprehensive program that is designed to meet the needs of adults when functional impairments through an individual plan of care by providing health, social, and related support services in a protective setting other than the veterans home.

Area Agency on Aging and Independent Living (AAAIL): The AAAIL holds a contract with the Department of Veterans Affairs, hires individual Case Managers and trains these Case Managers to work at the local level and provide supports to individual VDC participants

Budget: The amount of available funding for each individual participant. The participants Care Coordinator receives the individual budget from the MVAMC and informs the participant when he/she is deciding whether to select self-direction over traditional VA services and during the planning process. Any request for adjustments to the budget, based on a change in the Veterans participant's needs, are initiated by the participant through his/her Care Coordinator.

Caregiver Education and Training: Access to a resource library, informational resources, support groups, seminars and focus groups, individual or group counseling. And education services to employees / workers (personal assistants) of veteran.

Caregiver Support Coordinator: Employees/ workers (personal assistants) of veteran often give more hours than they are paid for in additional service to the veteran. Caregiver support coordinator begins with compressive caregiver assessments through home or office visits and phone follow-up. A plan of care is created based on the assessment and staff assist in coordinating necessary care and services to include caregiver trainings and support groups to help support caregivers in their roles. This may also include individual or group counseling services to assist caregivers with problem solving and emotional support.

Chore Maintenance: Initial and/or periodic heavy cleaning chores. Some initial assessments may reveal that a home is unhealthy due to prior neglect of household chores by the veteran. Chore Maintenance allows a heavy-duty level of cleaning to get the home into a health environment for the veteran. This may include removal of trash and debris from the home, heavy cleaning (scrubbing floors, washing walls, washing outside windows) moving heavy furniture, yard cleanup, and walk maintenance and repair.

Case Manager: A trained individual who assists individual VDC participants with understand the VDC requirements, developing a service and spending plan/ budget, and identifying where or how the developed service and spending plan/budget can be implemented.

Consumer Direction: A belief that emphasized the ability of older person, persons with disabilities and, where appropriate, with the veteran's approval, their families, to decide about their own needs and make choices about what services would best meet those needs. Consumer direction and self-direction are sometimes used interchangeably.

Electronic Monitoring: This may include the purchase of room monitors like baby monitors to place in the room of veteran and a family member to enable movement monitoring, motion monitors, and other monitor services not otherwise covered by VA or other insurance programs.

Environmental Services: Gutter cleaning, home injury control (installation of grab bars, railings, specialized lighting, etc....), minor home repair (windows, screens, shower pans, etc. as indicated by veteran), painting (interior or exterior), plumbing), ramps, leaf removal & lawn care (mowing, flower planting, shrub trimming), and specialized lighting (motion sensors, outside lighting, etc....).

Escort Services: Accompanying and personally assisting the veteran to obtain a needed service. This may be provided by a paid caregiver, a paid escort, or service provider. It may include assisting the veteran in understanding and filling out applications for services (i.e. social security benefits, veteran's benefits, food stamps, etc....).

PADD Financial Management Staff: PADD FMS staff are housed within the Pennyrite Area Development District and will act on behalf of each VDC participant to handle employer-related functions, pay participants' workers, taxes, and help the participants keep track of his/her funds.

Health Maintenance: The provision of services prescription and medications, and /or other assistive devices which will prevent, alleviate, and/or cure the onset of acute or chronic illness, increase awareness of special health needs, and/or improve the emotional well-being of the veteran. This may include the cost of a caregiver to escort the veteran to facilitate participation as needed. Some health maintenance services include the following:

- Continued health maintenance and monitoring not available through insurance or veteran's benefits.
- Cooking classes for caregiver (or PA).
- Gym or Health Club membership
- Health Counseling
- Health Education
- Massage therapy beyond services traditionally covered by insurance.
- Pet Therapy
- Public health maintenance programs (like water exercise classes or cardio-aerobic exercise classes).
- Structured weight reduction programs.

Homemaking Service: These include but are not limited to laundry, sweeping and mopping floors, dusting, changing linens, cleaning the bathroom (toilet tubs/showers, sinks & floors), cleaning the kitchen (loading/unloading dishwasher, hand washing dishes, washing off countertops, sinks, floors, and stovetops as needed). This may also include the preparation of meals, home management, and/or escort services.

Individually identified services or Goods Necessary for Independent Living: These services and goods are not covered by traditional VA or other resources but are deemed to be necessary for the veteran to remain independent with the best quality of life as defined by the veteran.

Information and Referral Service: Consists of activities such as assessing the needs of the veteran, evaluation appropriate resources, assessing appropriate response modes, including organizations capable of meeting those needs, providing information about each organization to help the veteran make an informed choice, helping the veteran for whom services are not available by location alternative resources when necessary, actively participating in linking the veteran to needed services and following up on referrals to ensure the service was received or provided.

Nutritional Services: Hot, cold, frozen, dried, or supplemental food which provides a minimum of 1/3 of the daily recommended dietary allowance (RDA) as established by the Food and Nutrition Board of the National Academy of Sciences- National Resource Council.

- Home Delivered Standard Meal- the regular menu from the standard menu that is served to the majority of participants'

- Therapeutic meal or liquid supplement- a special meal or liquid supplement that has been prescribed by a physician and is specifically for the participant by the dieting (i.e. diabetic diet, renal diet, pureed diet, tube feeding).

Participants in VDC: All veterans enrolled in the VA Health System are eligible to participate in the VDC program who meet requirement for the program and state an interest in Consumer Directed services. Where participants have cognitive impairments, the participant may designate a person (family member or trusted friend) if it abides by VDC policy & VAMC policy, to be their “Designated Representative” to make decision or act for them.

The VAMC determines all eligibility into the VDC Program.

Personal Care Services: These are service tasks provided directly for the veteran’s person and include but not limited to assistance in/out of the shower or bath tub, any assistance during the bathing process, assistance in getting on/off the toilet, brushing teeth/dentures, personal grooming tasks and dressing as well as providing verbal prompts to taking medication or placing pills from the medication minder into the hands of the veteran and verbally reminding or physical guiding the veteran to take them.

Respite Care: Respite care provides short-term breaks that relieve stress, restore energy, and promote balance in caregivers of the veteran.

- In-home services can be provided by volunteer or paid help, occasionally or on a regular basis. Services may last from a few hours to overnight, and may be arranged directly with an individual, family member, or through an agency. Respite series may include meal preparation, housekeeping, assistance with persona care and/or social and recreation activities.
- Out-of-home respite care programs include an array of series provide in a congregate or residential setting (nursing home, assisted living center, adult day care center) to the veteran in need of supervision. Services may include contracted short stay at an area nursing home or other specialized facilities that provide emergency and planned overnight services, allowing caretakers 24-hour relief. In addition to supervised services, the facility will be expected to provide meals, social and recreational activities, personal care, monitoring of health status, medical procedures and/or transportation (limited to 30 days per episode).

Safety Services: These may include a Personal Emergency Response System) or a combination key box for the door (keeps a key available for easy access to the home by emergency personnel). Safety Services may include a home safety evaluation by a professional person to assure safety of travel paths and needed durable medical equipment that may create a safer environment for the veteran.

- Personal Emergency Response System includes the installation of the individual monitoring unit, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, paramedic, or volunteer, and followup with the veteran
- Combination key box for the door, this keeps a key available for easy access to the home by emergency personnel.
- Home safety Evaluation by a professional person to assure safety of travel paths and needed durable medical equipment that may create a safer environment for the veteran.

Self- Determination: A broad concept that means veteran participants have overall control of their lives and ability to take part in society. The veteran has the ability to succeed or fail on his/her own decisions. Self-determination rests on five basic principles: 1) freedom to lead a meaningful life in the community; 2) authority over dollars needed for support; 3) support to organize resources in ways that are life-enhancing and meaningful; 4) responsibility for the wise use of public dollars; and 5) confirmation of the important leadership that self-advocates must hold in a newly designed system

Self-Direction: A process by whereby older persons, individuals with disabilities and, where appropriate, families have high levels of direct involvement, control and choice in identifying, accessing and managing the services they obtain to meet their personal assistance and other health-related needs. Self-direction and consumer direction are sometimes used interchangeably.

Services & Spending Plans: A participant's plan that contains the services that he participant chooses; the service(s)'s projected cost, frequent and duration; and the type of provider who furnishes each service. The plans also include other services and informal supports that complement services in meeting the participant's needs.

Shopping or Running Errands: Shopping with or without the veteran. If the caregiver (or PA) uses the veteran's private vehicle, no mileage is paid. If the caregiver (employee/ worker / personal assistant) uses their own private vehicle for travel, mileage and travel may be reimburses as greed up with the veteran.

Socialization Support Services: Caregiver (or PA) to accompany the veteran to activities such as education or exercise classes, support groups, movies, or other social engagements as indicated by the veteran. Counseling and support advisory counseling is provided that is beyond services traditionally reimbursed by VA or other insurance.

Transportation: The local Medicaid transporter, or other transporter, required to accompany the veteran to travel for socialization support or medical support activities with the designated caregiver may be reimbursed as agreed upon with the veteran. Provision of transportation assistance may include an escort to a veteran who has special needs (physical or cognitive) when using regular vehicular transportation.

Veteran Directed Care (VDC or VDC Program in): The VDC Program is a partnership program with Pennyrile Area Development District (PADD), Pennyrile Area Agency on Aging and Independent Living (PAAAIL), and the United States Department of Veterans Affairs through which eligible participants will have the option to control and direct services, supports and Medicaid funds, using the essential elements of person-centered planning, individual budgeting, participant protections, and quality assurance and quality improvement.

Appendix B. Frequently Asked Questions

Pennyrile Area Agency on Aging and Independent Living
270-886-9484
Toll Free- 1800-928-7233 866-844-4396
(ADRC Intake Line)

Q. How can veterans qualify for the VDC Program?

A. All veterans enrolled in the VA Health System may be eligible to participate in the VDC Program. The veteran must state an interest in consumer directed care and be determined to be “in need of Nursing home care” defined by the VAMC. The VAMC determines eligibility and who is appropriate for the VDC Program.

Q. Who is the leader in the VDC Program?

A. The veteran participant is the leader. He/she decides if family members or any other persons should be involved.

Q. What services are included?

A. The veteran decides what services he/she needs. This means the veteran may choose to buy any services, supports or goods if those services, supports or goods:

- Help him/her to meet his/her functional, medical and/or social needs and live life successfully;
- Help him/her to reach the goals he/she has set for himself/herself;
- Are not prohibited by Federal and State laws and regulations;
- Are not available through another source; and
- Do one of or more of the following:
 - The service or item would make it easier for the veteran to do things that are hard because of his/her disability;
 - The service or item would increase the veteran’s safety in his/her home environment’ and or
 - The service or item would lessen the veteran’s need for VA or other publicly funded services.

Q. How much funding is available for services and who decides how it will be spend?

A. The amount of funding available for you will be determined by the VA on the Case Mix scale. Your Case Manager will have this information and will be able to tell you how much money you have available. You may use this money to buy what you need to live in the community. Remember, you do not have to spend all the money available to you. It may accumulate in budgeted amounts over several months to acquire something that you need to stay in your home and community.

Q. Who can help the veteran develop the plan(s) and budget?

A. The veteran decides what services he/she needs, and he/she develops a Service Plan, Spending Plan with the assistance of the Case Manager and anyone else the veteran wants to be involved, such as a family member or trusted friend. Pennyrile FMS will put all the services & budget numbers together on a Spending Plan prior to submission to the VAMC.

Q. Who hires the employee / worker (personal assistant) and decides what to pay them? Who pays the workers?

A. The veteran decides what workers to hire and how much to pay them. Payment to your workers will be handled by the PADD FMS staff based on the approved budget and will handle other financial responsibilities of the participant.

Q. Who can help the veteran with implementing the approved Service Plan, Spending Plan & Budget?

A. The veteran's Case Manager can help to implement the approved Service Plan & Spending Plan. PADD's FMS staff will help implement the approved budget by paying the Veteran's workers and keeping track of expenses.

Q. How much flexibility and control will the Veteran have about services?

A. The veteran directs his/her services. The Veteran will have flexibility and control over the types of services and supports he/she purchases (some services, supports, or items may have to be approved by Case Manager or VAMC), who will provide the services, where and when those services and supports will be received, and how much the workers are paid.

Q. What learning, and training activities are included?

A. The veteran will receive information about the VDC Program and how it works from multiple sources such as his/her Case Manager, one-on-one learning and peer support. Veterans may also study on their own, using the VDC Program Manual for Veterans, worksheets and other materials.

Appendix C. Payment Rates for Employees/Workers (Personal Assistants)

As an employer or record, one of the most frequent questions posed often is “How much should I pay my employee / worker (personal assistant)?”

You will want to provide a fair and just payment for the services that you receive so the worker that you prefer who is doing a good job the way you want them to do it, will stay as your employee (or PA). Your Case Manager will provide you with samples of what agencies are currently charging for the same or similar services in your area at your request.

This may be a good place to start in determining a fair salary for the services you wish to purchase.

Please keep in mind that, as an Employer of Record, when you offer a salary you will also be paying the Social Security and Medicare Taxes for your employees from your own budget. This means, for example, if you budget \$15.00 an hour for a service, your employee may only receive a portion with the rest being paid for taxes. PADD FMS staff will do all these payments for you, but the full charge of these come from your budget.

As mentioned previously in this manual, below is important information specific to employees that you should remember as the “Employer of Record.”

Employees will not receive paid vacation time, sick leave, or health insurance through the VDC. Overtime (40 hours a week) is not acceptable and will not be paid. Employees / workers are only authorized to work up to a maximum of 40 hours a week, anything additional will be considered overtime and is not allowed.

A worker must earn at least the minimum wage and be in line with prevailing wage standards for the work performed. Federal Social Security and Medicare taxes must be paid. Additionally, all workers must be covered under worker’s compensation and unemployment insurance. The gross wages and benefits paid to workers may not exceed \$20.00 per hour. Your worker’s wages and benefits will be deducted from your monthly service Spending Plan.

Appendix D. Orientation Forms for the Employer (Veteran/Representative)

In this appendix are located the forms that are specific to the veteran/ representative (Employer) if applicable, entering the VDC program. These forms will be filled out, and/or provided at the meeting with your Case Manager at the initial home visit (but not limited to, should other later be required). The forms are as followed:

- Authorized Representative Form (even if appointing self)
- Enrollment & Agreement Form
- Service Plan (example of a Service Plan, examples of approved services/goods, and glossary of terms included) 
- Rights & Responsibilities Form
- Release of Information Form
- Background / Nurse Abuse Registry Agreement Form
- Veteran Set-Up Form (if enrollment into VDC Program is selected)
- Workers Compensation Acknowledgement Form
- Application for Unemployment Insurance Form
- 2678 Form (Employer/ Payer Appointment of Agent
- 8821 Form (Tax Information Authorization)
- SS-4 Form (Application for Employer Identification Number)
- Employee Application Form (copies provided)
- Veteran Directed Care Program (VDC) Program Manual for Veterans
- MEBH Assessment (Functional Assessment) – Billing Tier information included as reference for Case Manager
 - Funding tier will be established based off the MEBH Assessment
- Incident /Complaint Forms (procedures included- will provide copies)

Appendix E. Orientation Forms for the Employee/Worker (or PA)

The following forms are related to the employee/ worker (personal assistant) as chosen & approved by the veteran or representative (if applicable) and Case Manager (Pennyrile AAAIL- employed through Pennyrile Area Development District).

These forms will be provided to the veteran or authorized representative for reference to complete prior (if applicable) or during the veteran / employee training once an employee has been identified and approved. *These forms will be provided/completed with the veteran & employee during different stages as the process begins as **relevant**.* Forms are as followed, but not limited to (if changes need to be made):

- Employment Application (copies provided at initial visit- completed when employee identified)
- Employee Set-Up Form
- Employee Timesheet
- Veteran / Employee Agreement (tasks & schedule template included)
- AOC Background Form – template provided at initial visit for identified employee information
- City Withholding Form
- Payroll Direct Deposit Form (optional)
- Timesheet Due Date Form
- Revenue Form (K-4)
- Form W-4
- Employment Eligibility Verification (I-9)

VDC Program Flow Chart (Already Updated) (Included in following pages)

Pennyrile Area Development District / Pennyrile Area Agency on Aging and Independent Living has entered into an agreement with Area Agency on Aging, PSA 2 (OH), Area IV Agency on Aging & Community Action Programs, Inc (Area 4)- IN, Big Sandy Area Agency on Aging (KY), Bluegrass Area Development District/ AAAIL (KY), Buffalo Trace Area Agency on Aging (KY), CICOA Aging & In-Home Solutions (Area 8) IN Ind VAMC, East Tennessee Human Resource Agency (TN), FIVCO Area Agency on Aging (KY), Gateway ADD (KY), Greater Nashville Regional Council (TN), Green River Area Agency on Aging (KY), Kentucky Regional Planning & Development Agency (KY) KIPDA, Kentucky River Area Agency on Aging (KY), Lincoln Trail ADD (KY), Northwest Tennessee Development District/ Area Agency on Aging (TN), Purchase Area Agency on Aging (KY), South Central Tennessee Development District (TN), Thrive West Central (Area 7)- IN to provide services to veterans in their region by subcontracting under Pennyrile Area Development Districts program & financial readiness reviews with VAMC Partners.

The following process is the agreement that Pennyrile AAAIL and all VDC Spokes have agreed upon to follow from the time a referral is received to the time the veteran is fully active. Step by step instructions are as followed:

- 1. Referral from VAMC**
 - VAMC emails a referral packet to Area Aging on Aging and Independent Living along with established Case Mix & pertinent information.

- 2. Intake**
 - Pennyrile staff reviews referral which includes identifying Case Mix level by VAMC and processes through Nexus.

- 3. Pennyrile to Soke Referral**
 - Nexus provides secure email of forms & referral packet to contact at receiving Spoke. Case Mix level identified in email.

- 4. Scheduling**
 - Receiving Spoke reviews referral packet & has 2 business days to make contact with veteran or representative (if applicable) to schedule an assessment.
 - Assessment forms consistent with program manual (initial visit forms) prepared.

- 5. Assessment**
 - CM completes MEBH assessment to determine needs / services & budget tier for comparisons to Case Mix. Service Plan development can be started if needed.

- Assessment must be completed within 7 business days from date of referral received to receiving Spoke. (Inform Pennyrile Program Coordinator & VAMC if not able).
 - Some employer forms completed by veteran or representative if applicable.
 - Can begin working on the Service Plan at this time also.
- 6. Poor Candidate**
- Veteran either doesn't want to enroll in the VDC Program or needs a representative & no one is available. (Bill for partial assessment fee). STOP HERE!
- 7. Good Candidate**
- CM compares MEBH assessment tier with Case Mix tier. If questionable, submit email to VDC Coordinator and VAMC.
 - Upon VAMC request, the MEBH assessment may need to be submitted for review.
 - Have veteran or representative start process of requesting AOC background checks on potential employees.
 - Note: If VAMC only requests projected Spending Plan to be submitted (additional info upon request), than skip step 7.
- 8. Authorization of Budget Amount**
- VAMC reviews completed MEBH assessment. If approved, VAMC notifies receiving Spoke CM of approval.
- 9. Upload to Pennyrile AAAIL**
- Upload all assessment forms via Laserfiche which also includes 2678, 8821, SS-4, and Unemployment forms (FMS forms) & Service Plan if completed
- 10. Development of Service Plan (if not completed fully at time of assessment)**
- Help veteran with the development of the service plan if requested (includes identifying services, employees, and requested hours per week with priority, per service, hourly wages, Goods & Services or any specified savings).
 - Service Plans are only a "wanted" Spending Plan set-up & is not the finalized (approved) Spending Plan.
 - Service Plans are optional
- 11. FMS upload**
- If no discrepancies with Case Mix tier, receiving Spoke shall upload via Laserfiche any FMS or program completed forms (if not already sent) & finalized Case Mix tier to Pennyrile Program Coordinator. Include detailed Service Plan & employee information/ AOC results, application, Nurse Abuse Check results & employee set-up form(s).
- 12. Develop Spending Plan (Pennyrile FMS)**
- PADD FMS completes Spending Plan.
 - Can't fully complete until AOC & Nurse Abuse results have been sent to Pennyrile Program Coordinator

- If Spending Plan doesn't come to what veteran needs/ wanted as on the Service Plan, Pennyrile Program Coordinator will contact receiving Spoke & provide details with their CM having to consult with veteran (AAAIL to Spoke Communication)
- 13. Authorization of Spending Plan (VAMC)**
 - Pennyrile FMS will submit Spending Plan (as long as all required forms are received including employee AOC results & Nurse Abuse Check) via email to the VAMC for approval/denial.
 - 14. Approved Spending Plan Distribution (Receiving Spoke)**
 - If approved, Pennyrile FMS will send a copy of the approved Spending Plan to receiving Spoke's designated staff.
 - 15. Remaining Employer Paperwork**
 - Any additional FMS or program forms (if any) that were not completed at initial assessment to ensure veteran or authorized representative as employer must be completed.
 - 16. Verification of Forms**
 - Pennyrile FMS or Pennyrile Program Coordinator verifies all FMS related forms are completed / approved & up to date pending employee training forms.
 - 17. Initiate Services**
 - Receiving Spoke will be notified by Pennyrile FMS that all FMS related forms are in place & home visit/employee training may be scheduled.
 - 18. Schedule Home Visit/ Employee Training**
 - Veteran and/ or appointed representative & employee are trained on timesheets & budget management.
 - All remaining employee forms are signed/ dated by employee and veteran (representative if applicable).
 - Receiving Spoke staff should notify Pennyrile Program Coordinator of the date of scheduled home visit/ training (will be start date of service for FMS on form- required).
 - 19. Submit Remaining Employee Packet Forms to Pennyrile Program Coordinator**
 - Upload all remaining employee related forms to Laserfiche.
 - 20. Timesheet / Invoices- Submission to Pennyrile FMS**
 - Signed & reviewed timesheets (reviewed by receiving Spoke) should be uploaded via Laserfiche to Pennyrile FMS staff in accordance with Pennyrile FMS timesheet due date schedule. .
 - 21. Invoices pertaining to G&S should also be submitted to Pennyrile staff via Laserfiche with receipt/invoice and approved reimbursement/purchase authorization form.**

- 22. Employee Pay Day/ G&S Invoices**
- Pennyrile FMS will issue checks to employees in accordance with the timesheet due date schedule.
 - Reimbursement for invoices (Goods & Services) will also be sent out upon completion of Pennyrile FMS.
- 23. Monthly Reports**
- Pennyrile FMS will send out monthly reports to each veteran showing a detailed summary of spending for that given month.
 - Pennyrile AAAIL will establish a report through secured email which will be emailed to receiving Spoke contact to provide to veteran.
- 24. Monthly Monitoring / Monthly Expectations**
- Case Managers have the responsibility to monitor the veterans' health, safety, and welfare. Face to face visits 1x every 3 months (more if needed & or during the initial assessment process), and phone calls in between months when face to face visits are not conducted are required.
 - Pennyrile FMS will monitor fiscal & Case Managers should also monitor the usage of the budget.
 - Pennyrile will establish a report where home visit & phone call (in between face to face visits) are to be documented. Monthly Case notes and Monthly Visit log must be emailed to Pennyrile staff and FMS by the 15th of the next month.
- 25. FMS Monthly Spending Plan Submission to VAMC**
- Pennyrile FMS will submit monthly spending report for each veteran to the VAMC for reimbursement of services paid/ due.
- 26. FMS Distribution of Monthly Fees (FMS / CM)**
- Upon Pennyrile FMS reimbursement from the VAMC, Pennyrile FMS will allocate agreed upon funds in the contract to Case Management & Financial Management providers.
- 27. Reassessment (6 Month & Annually)**
- Reassessments (MEBH assessment & updated Spending Plan only required at time of reassessments, per VAMC) are conducted on a 6-month basis during the first year, and annually (every 12 months) thereafter.
 - At the time of 12-month reassessment, even if the Case Mix doesn't change, and Employee Agreement Contract must be updated.
 - After reassessment, submit completed MEBH assessment and notify Pennyrile Program Coordinator and PADD FMS of any requested changes.
 - Process to approve Spending Plan with notifications will be same as previously mentioned by Pennyrile FMS.