

case study:

Financial Management Services for a Veterans Program in Washington



THE CLIENT

Washington Department of Social & Health Services (DSHS), Aging & Disability Services Administration (ADSA)

THE PROJECT

Transition of a VDHCB program (the Veteran Directed Home Services program) involving significant new system design and development through the introduction of Public Partnerships Web Portal platform, while maintaining compliance with the state's Collective Bargaining Agreement.

"My wife and I had tried living in an assisted living facility and then we moved back home. Being on this program gave me a chance to live in my own home. My wife had a stroke and can't care for me so having a caregiver really helps. Prompt service is nice, since things in the VA usually take a long time."

-Self-directing veteran in Washington

THE OPPORTUNITY

Following the traditional Request for Proposal procurement process, PCG Public Partnerships, LLC (PPL) was selected to serve as the Financial Management Services (FMS) provider for the state of Washington's VDHCB program, replacing the incumbent vendor. VDHCB is a new service delivery model funded through the Veteran's Administration (VA) as an alternative to nursing facility care. The program provides eligible veterans the opportunity to receive home and community-based services to enable them to continue to live in their homes and communities. These VA-funded services are available statewide and are coordinated and delivered by four Area Agencies on Aging (AAAs) in Western Washington.

THE PPL APPROACH

PPL took a number of steps to help ensure a successful transition of the VDHCB program, including

- Established an office in Kent, WA to build a local presence and to

provide on-the-ground support for program stakeholders;

- Worked closely with the VD-HCBS Program Manager to establish program rules and to design a Web Portal to meet program requirements and improve the overall service delivery model;
- Conducted interactive Web Portal training sessions to teach AAA Care Consultants to enroll participants, create and manage spending plans, and become familiar with navigating the Web Portal as a service delivery tool;
- Studied the state's Social Service Payment System (SSPS), the system responsible for processing payroll for all Individual Providers, and established processes to interface with this system to enable the Web Portal to serve as the sole system for management of veterans' budgets; and
- Assisted in the implementation of veterans' spending plans and service delivery by serving as the FMS, providing a structure for the creation of spending plans, configuring systems for billing, payment, and reporting, and providing Individual Provider contracting, vendor credentialing, customer service, and program management.

THE RESULT

Accomplishments and outcomes from this project include

- A successful transition from the previous FMS with no interruption in services to 13 Veterans.
- Configuration and implementation of the Web Portal platform, making the task of creating and monitoring participant budgets easier and more transparent for Care Consultants, ADSA, and VA staff, including greater visibility to funds set aside for larger planned purchases and "rainy day" funds.
- Greater visibility of the Individual Provider contracting process and status for Care Consultants and the VDHCB program management staff.
- Development of strong relationships with ADSA staff members, the AAAs, and the local provider network.

Positive outcomes indicated by veterans on the first satisfaction survey administered by ADSA in March 2011, including responses from 12 of the 13 enrolled participants.

- 100% of Veterans served are 'Very' or 'Somewhat' satisfied with their VDHCB services overall.
- All but one veteran reported that the services helped them 'A Lot' and that VDHCB services improved their quality of life 'A Lot.'
- When asked how likely it is that without these services they would have had to go to a nursing home or another type of care facility, 4 answered 'Somewhat Likely,' 2 answered 'Very Likely,' and 5 answered 'Almost Certain.'