



## **National Participant Network (NPN)**

### **GUIDING PRINCIPLES - ELECTRONIC VISIT VERIFICATION (EVV)**

- ◆ We believe that for EVV to be consistent with the philosophy of participant direction, the EVV system must be an optional tool that is utilized and managed by the participant in support of his/her role as employer.
- ◆ We believe that every participant needs to always be seen as the employer, and that steps are taken so that EVV does not undermine that direct relationship. EVV must be set up in a way that would not negatively impact the employer/employee relationship. For example, if work periods are reported in 15 minute segments rather than to-the-minute, a slightly late employee may just wait until the end of the segment, thus shortchanging the participant.
- ◆ We believe that a participant should have the opportunity to use EVV for a trial period, identify pros and cons and then choose to opt in/opt out after that period, on an individual basis. We believe that EVV should not be a system-wide requirement.
- ◆ We believe that the participant must have the option and control to override the EVV system, due to whatever logistical necessity comes up.
- ◆ We believe that some people may be uncomfortable with the process of EVV, disagree with it philosophically or reject it for an undisclosed reason and that is reason enough to allow a participant to opt out of the system.
- ◆ We believe that whatever system EVV has implemented should not produce staffing policies and that the EVV system be used as a tool for documenting hours worked, but not the final determinant of hours paid. The participant is the final determinant.
- ◆ We believe that EVV has a place as a component of a multifaceted reporting system that should not be relied upon as the only means of tracking employee hours.

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- ◆ We believe that all tools used by a participant with his/her employees should be designed to make the employment system easier and more efficient, rather than designed to make it easier and more efficient for administrators at the cost of the participant.
- ◆ We believe that EVV can interfere with the emotional component of the employer/employee relationship by requiring that the first step at the beginning of a work shift is between the worker and the phone rather than the worker and the participant. This can be a dehumanizing element, demeans the participant as the employer and suggests lack of trust by program administrators.
- ◆ We believe that the overarching focus to participant direction is to empower the participant and that the use of EVV has the potential to undermine this key principle by setting up a dynamic that is based on distrust and is dehumanizing.
- ◆ We support the use of technology to streamline the participant's role as employer. For example:

There may be cases where the participant is elderly, sleeps a lot or is in and out of consciousness, and then EVV could be very useful to help the participant supervise employees.

There may be instances where the time sheet might not look correct or there is some confusion, so in this case EVV can be used as a tool to confirm accuracy.

EVV could prove to be helpful in taking the burden off the participant by "policing" timeliness of employees.

- ◆ However, it is crucial that the use of technology doesn't inadvertently undermine participant independence or safety. For example:

There may be logistical or geographical issues that interfere with EVV reporting, such as there is no cell phone signal, the participant is away from home and doesn't own cell phone, or the home's land line is not working due to power out from a storm.

A participant has an emergency or a sudden impromptu need for care and EVV could impede flow and/or speed of care needed at that moment, which might be at the transition between shifts.

Going to the phone and performing the required EVV interaction may not take all that long, but could set up a difficult transition-time dynamic and trigger behaviors in certain participant, such as those on the autism spectrum.