The Arc
Northern Shenandoah Valley

THE ARC OF NORTHERN SHENANDOAH VALLEY
PO Box 124 | Middletown, VA 22645
540-692-9650 | SHENVALLEYARC@GMAIL.COM | ARCNSV.ORG

Two service models

In Virginia, people may choose to direct their own personal care services, known as consumer-directed services, or they may choose to have an agency manage their services.

Consumer-directed vs. agency-directed

When consumer-directed services are chosen, a person gets to decide who provides his or her care. The consumer or his/her designee is in charge of hiring personal care providers, training them, approving timesheets and firing them if needed. Providers are paid through a third party, known as the fiscal intermediary. This is usually Public Partnerships or Consumer-Direct Care Network.

If consumer-directed services are chosen, the person with a disability or his/her designee will choose a service-facilitator, which is a person who helps them understand their responsibilities, submits personal care service hour requests. The service facilitator meets with families to discuss any concerns, offer additional training, assess support needs and more.

When agency-directed services are chosen, the consumer does not get to choose who works with them. Any member of the agency staff may be assigned to provide supports. The agency takes care of all the paperwork, managing staff, scheduling and more.

In some cases, a person could utilize both consumer-directed and agency-directed services.