

# **Veteran Directed Care (VDC) Educational Webinar**

**January 16, 2019**

**Enhancing VDC Quality and Fidelity**

*Strategies for Operating a Successful VDC Program*

# Agenda

- Welcome and Overview
- Updates from VA Central Office
- Enhancing VDC Quality and Fidelity
  - ▶ Communications
  - ▶ Training and Coaching Staff
  - ▶ Program Operations and Measurement
- Closing and Next Steps

# ACL Welcome and Announcements

## VDC Quick Facts

- **232** Aging and Disability Network Agencies (ADNAs)
- **39** states (including D.C and Puerto Rico)
- **67** Veterans Affairs Medical Centers (VAMCs)
- **7,249** cumulative Veterans served
- **2,188** current Veterans served

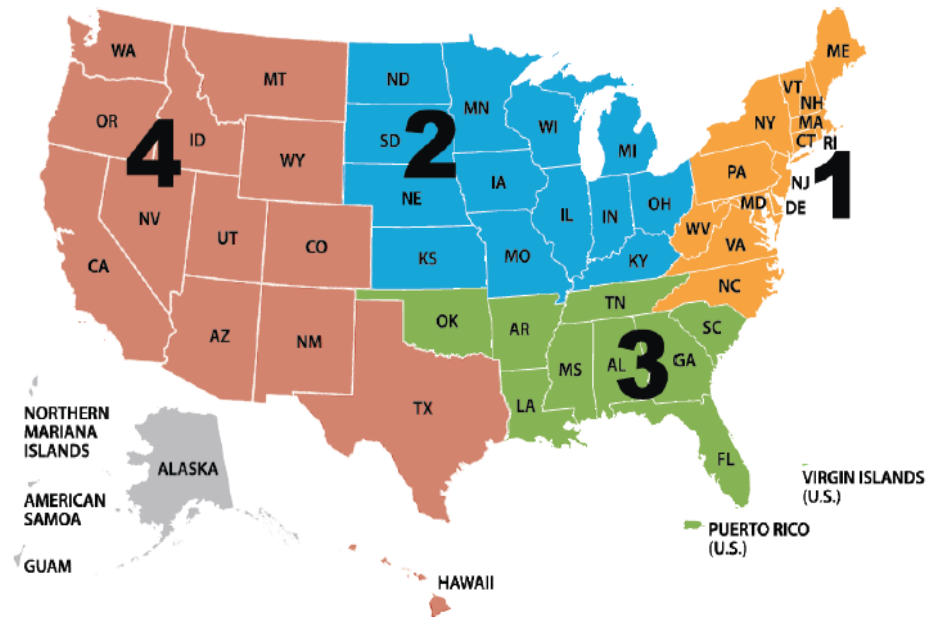
# Updates from VA Central Office



Dan Schoeps, Director,  
VA Purchased Long-Term  
Services and Supports

# VA Community Care Networks

- VA has made three awards for Community Care Network (CCN) Regions 1, 2 and 3
  - ▶ The VA CCN Regions are included in the map to the right
  - ▶ Region 4 is expected to be awarded in April 2019
  - ▶ Regions 5 and 6 cover Alaska and the Pacific Islands, respectively
- VA's Press Release can be found using the link below:
  - ▶ <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5175>



# VA Community Care Networks

- There will be two opportunities for non-VA Providers to participate in VA's Community Care Program
  - ▶ By directly entering into agreements with VA's CCN Contractors (e.g. third party administrators)
  - ▶ By directly entering into Veteran Care Agreements with VA Medical Centers
- More information on Veteran Care Agreements will be released in a Federal Register notice
- At this time, there is no action needed by VDC Programs or VDC Providers
- More information regarding the impact of VA CCN on the VDC Program will be provided as it becomes available

# VDC: Government Shutdown

- Veterans enrolling in VDC are required to obtain and provide an Employee Identification Number (EIN) given by the Internal Revenue Service (IRS)
  - ▶ Individuals can only obtain one EIN in their lifetime
  - ▶ Individuals that have applied for an EIN previously, but do not know their EIN, must submit an SS-4 Form to the IRS via email or mail to obtain their assigned EIN
- Applying for an EIN is available via an online application
  - ▶ The IRS application to apply for an EIN is still available
  - ▶ Individuals unable to locate their EIN will not be able to receive their EIN from IRS due to the Partial Federal Government Shutdown
- **IMPACT:** Veterans enrolling in VDC that already have, but do not know, their EIN will not be able to hire workers until the shutdown ends
- **SOLUTION:** Veterans enrolling in VDC in this situation may only be able to purchase agency services until they can receive their EIN from the IRS

# Enhancing VDC Quality and Fidelity

- VDC is a unique program, distinct from others offered by the VAMC and your agency
  - ▶ VAMCs rely on the expertise of ADNAs to deliver the program with fidelity
  - ▶ Veterans and their families/caregivers rely on the VDC program to help them achieve their goals and meet their needs in a flexible and personalized way
- Today's webinar will highlight three opportunities to strengthen elements of VDC that advance quality and fidelity:
  - ▶ Communications
  - ▶ Training and coaching staff
  - ▶ Program operations and measurement



# Unique Elements of VDC

Go to [menti.com](https://menti.com) and enter code **75 33 1**

**What feature of the VDC program makes it unique or distinct as compared to other programs and services your agency or VAMC offers?**



Please enter the code

Submit

# Unique Elements of VDC

- Self-directed model where Veterans have employer and budget authority
  - ▶ Veterans determine their preferred mix of goods, services and hired workers when determining how to spend their budget
  - ▶ Veterans choose and hire their workers (including family members, if desired) and determine their rate of pay
- No pre-defined service categories or definitions
- VAMCs partner with Aging and Disability Network Agencies (ADNAs) as providers
  - ▶ ADNAs offer knowledge of local communities and resources
  - ▶ ADNAs possess expertise in Person-Centered Counseling
  - ▶ ADNAs deliver VDC using various business models (e.g., sole proprietor, hub and spoke)

# Communicating about VDC

- All communications about VDC present an opportunity to ensure and advance program quality and fidelity
  - ▶ Inform and educate stakeholders about VDC
  - ▶ Convey expectations to staff working within the VDC program
  - ▶ Support Veterans and their caregivers to make informed decisions
- The language used to describe and operate VDC programs communicates important messages to stakeholders about values and expectations
  - ▶ Roles and titles
  - ▶ Activities
  - ▶ Program goals

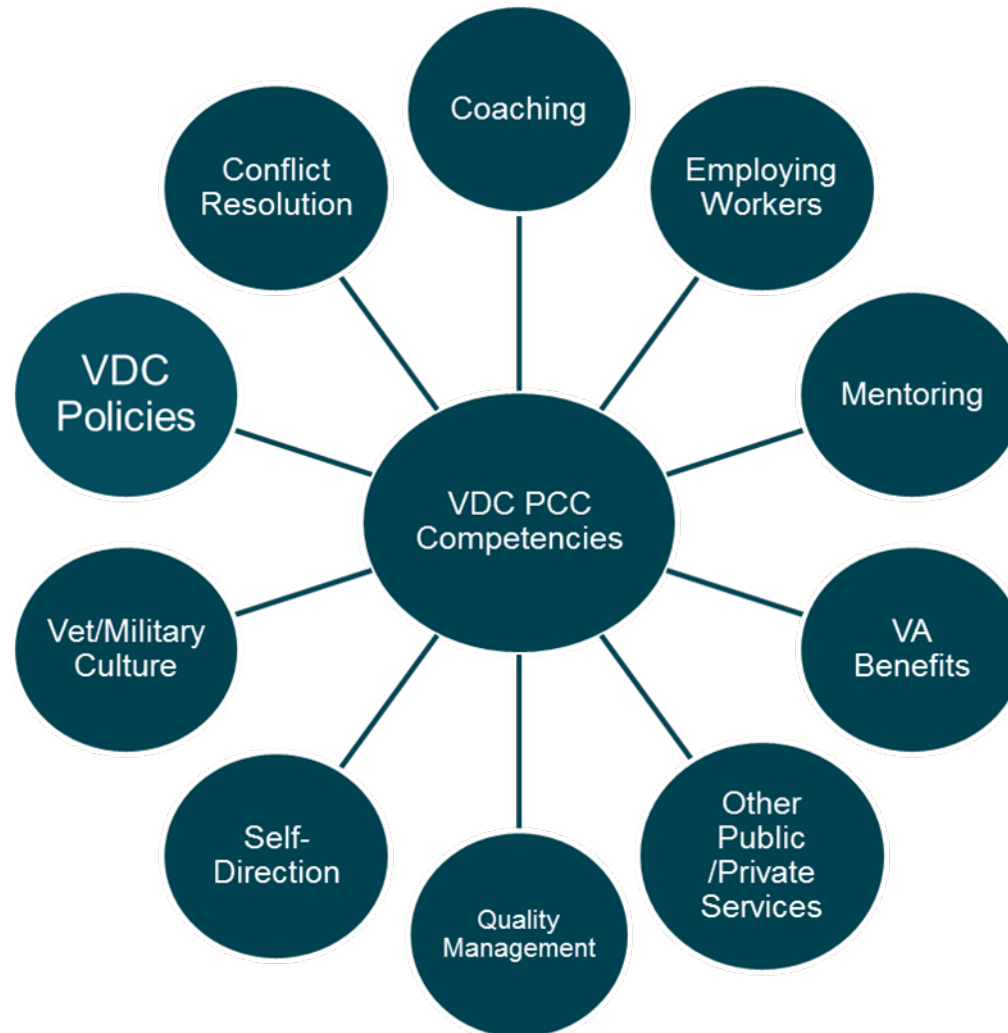
# Training in VDC

- Go to [menti.com](https://menti.com) and enter code 75 33 1

## What training do the Person-Centered Counselors in your VDC program receive? (select all that apply)

- Person-centered planning training required by your state
- Self-direction training required by your state
- Person-centered planning training required by your agency
- Self-direction training required by your agency
- Veteran-specific training (e.g., VA system, Veterans' health and social needs)
- Training in interviewing techniques (e.g., open-ended questions, questions about life goals, motivational interviewing)
- On-the-job training/job shadowing within the VDC program (with your agency or with another agency)
- On-the-job training/job shadowing in other programs within your agency
- Other, please describe using the chat feature

# Enhancing the Role of Person-Centered Counselors in VDC



# Achieving Desired Outcomes

*“What gets measured gets done”*

- To enhance program quality and fidelity, consider:
  - ▶ WHAT is measured
    - Outcomes (e.g., increased satisfaction, progress toward goals, decreased ER visits)
    - Outputs or processes (e.g., person-centered planning processes, diversity among spending plans across Veterans in the program, timely completion of program requirements)
  - ▶ HOW it is measured, such as:
    - Record review (supervisor or peer)
    - 1:1 or group supervision
    - Satisfaction surveys
    - VAMC data review

# Achieving Desired Outcomes

- Go to [menti.com](https://www.menti.com) and enter code 75 33 1

**What outcomes measures are you tracking in your VDC program?**



Please enter the code

Submit

# VDC Program Measures

- Go to [menti.com](https://menti.com) and enter code 75 33 1

**What quality assurance tools or strategies do you find most helpful in the ongoing monitoring of your VDC program?**



Please enter the code

Submit



# Closing

- Please complete a brief survey:
  - ▶ [https://www.research.net/r/Jan\\_VDC\\_Educational\\_Webinar](https://www.research.net/r/Jan_VDC_Educational_Webinar)
- Please email the VDC Technical Assistance Team with any questions or to share your own successes!
  - ▶ [veterandirected@acl.hhs.gov](mailto:veterandirected@acl.hhs.gov)
- Stay tuned: in the coming months, the VDC Ticker will be transitioning to a new, updated reporting page on ACL's No Wrong Door (NWD) website (<https://nwd.acl.gov/>).
  - ▶ VDC Programs will receive communications with details regarding the change
- The next VDC Educational Webinar will take place on April 17, 2019