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](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 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?
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 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

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What outcomes measures are you tracking in your VDC program?
VDC Program Measures

• Go to 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?
Closing

• Please complete a brief survey:
  ► 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!
  ► veteranandirected@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