

Veteran-Directed Care (VDC) Educational Webinar

October 17, 2018

Program Updates and VDC Spending Plans

Agenda

- Welcome and Overview
- Updates from VA Central Office
- Overview of VDC Spending Plans
- Closing, Reminders, and Upcoming Events

VDC Program Data

Over the past six months, VDC experienced growth with three new approved Veterans Affairs Medical Centers (VAMC) and eight new approved Aging and Disability Network Agencies

VDC Quick Facts

- **219** ADNAs
- **38** states (including D.C and Puerto Rico)
- **66** VAMCs
- **7,249** cumulative Veterans served
- **2,188** current Veterans served

VDC Program Growth

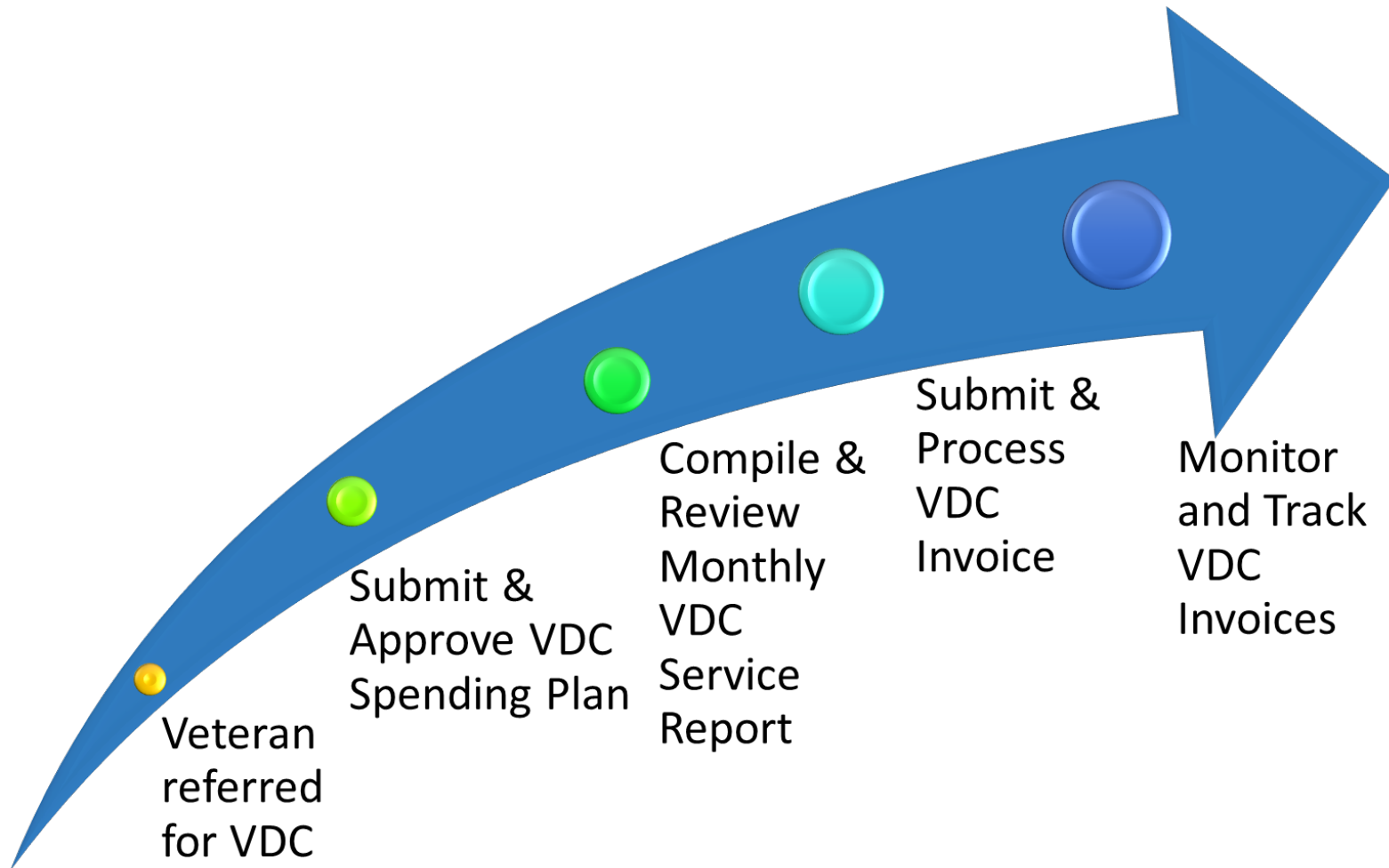
- Phoenix VA Health Care System
 - Pima Council on Aging
- Gulf Coast Veterans Health Care System
 - Southern Mississippi Planning and Development District
 - South Alabama Regional Planning Commission
 - Northwest Florida Area Agency on Aging
- Cincinnati VAMC
 - Council of Southwestern Ohio
- Senior Services of Southeastern VA (Richmond VAMC)
- Uintah Basin Area Agency on Aging (Salt Lake City VAMC)
- Northwest Tennessee Area Agency on Aging and Disability (Middle Tennessee Health Care System)

Remarks from VA Central Office



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

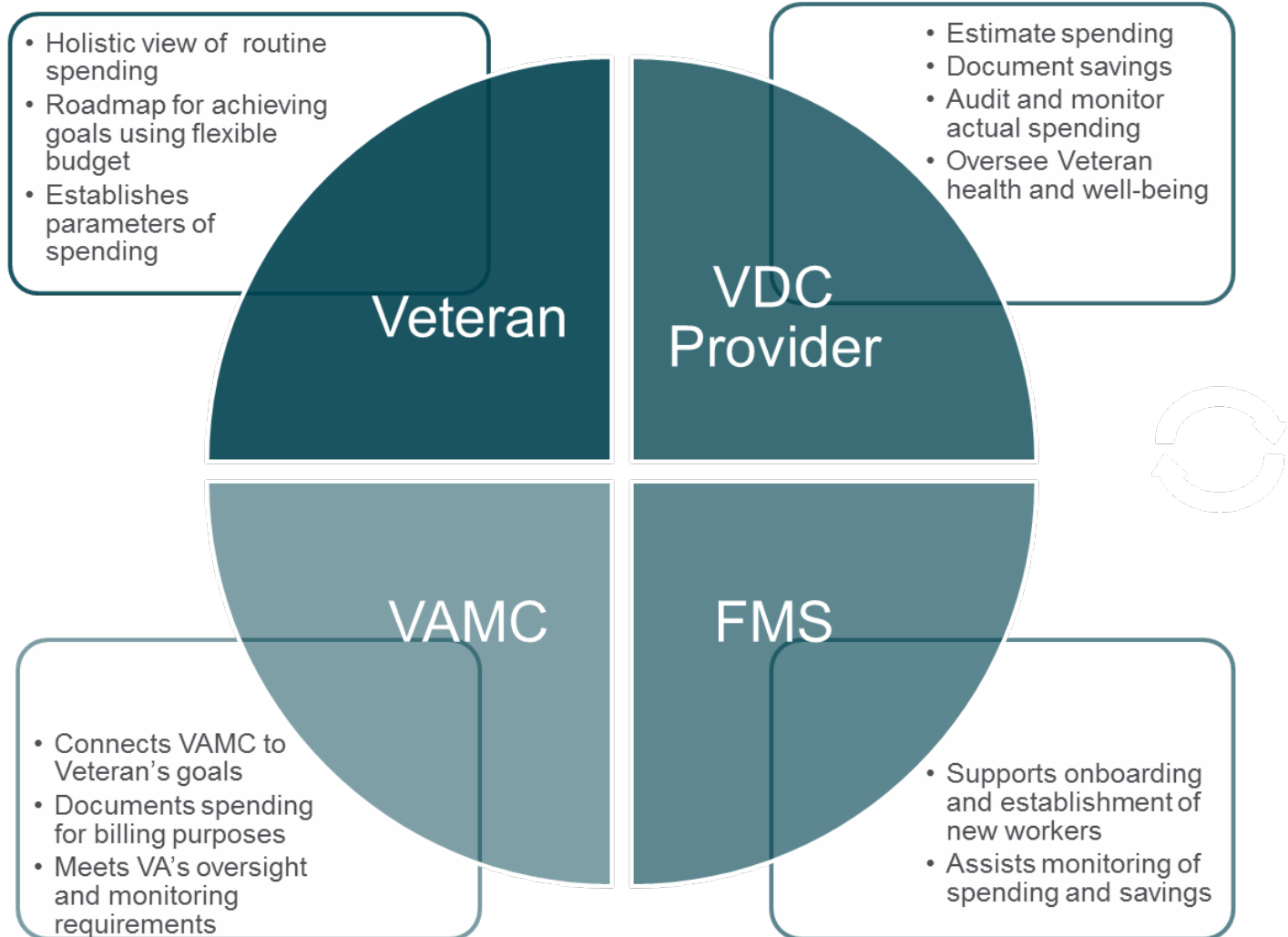
VDC Billing & Invoicing Process



Importance of VDC Spending Plans

- The spending plan reflects the individualized planning process through which Veterans determine how to spend their budgets
 - ▶ Functional needs, including consideration of health and safety
 - ▶ Personal goals and preferences
 - ▶ Planned savings and emergency back-up
- The spending plan is a flexible document that is updated when Veterans' needs or preferences change
- Spending plans guide the delivery of supports (i.e., through workers hired by the Veteran) and the purchase of goods and services
 - ▶ Ongoing, routine services and supports
 - ▶ Planned purchases
 - ▶ Emergency back-up spending

Purpose of VDC Spending Plan



VDC Spending Plan

- VDC Spending Plans include:
 - ▶ Breakout of employees, worker rates and planned schedule of employees
 - ▶ Estimate of other personal care services (i.e. day care) and/or goods that the Veteran will purchase monthly
 - ▶ Breakout of one-time goods and services along with an estimated date of purchase
 - ▶ Monthly contributions to emergency back-up and planned savings with a justification for the purpose
 - ▶ Estimated total Veteran spending during the Veteran's authorization period
- Once the Veteran develops their VDC Spending Plan, it's submitted to the VAMC for review and approval
- The VAMC reviews the plan to identify items/services that may be covered under other VA programs

After VDC Spending Plan Approval

- VDC Providers invoice for the VDC Assessment Fee
- VDC Providers send the VDC Spending Plan to the FMS Provider and to the Veteran
- Veteran can begin to use their flexible and individualized budget
 - ▶ At this time, employees hired by the Veteran can begin providing services
- The VDC Provider and FMS track and monitor Veteran spending to ensure:
 - ▶ Veteran spending and savings are in accordance with the VDC Spending Plan
 - ▶ Veteran is on track to spend their VDC authorized budget for the authorization period
- VAMCs use the VDC Spending Plan to review against Monthly Service Reports and VDC invoices

Person-Centered Planning Process: Best Practices

- Veteran controls the process, attendees, time and location of meetings
- Veteran receives any needed support to fully participate in the planning process
- Planning process reflects a strengths-based approach
- Personal, cultural, and linguistic preferences are recognized and followed
- If Veteran has a representative or guardian, the Veteran's preferences are honored
- Process is free from conflicts of interest
- Veteran identifies services and supports that meet their goals and makes decisions about how their budget will be spent

Veteran Goals and Preferences

- Goals may be aspirational:
 - ▶ *I will stay in my own home, even if my health or my abilities change.*
- Goals may be expressed as particular social roles:
 - ▶ *I am an active member of my [place of worship].*
 - ▶ *I am a volunteer [in my community].*
- Goals will vary based on a Veteran's circumstances:
 - ▶ *I will be able to pay my bills each month.*
 - ▶ *I will visit my sister in her home at least monthly.*
 - ▶ *I will earn my bachelor's degree.*

Veteran Goals

- Go to www.menti.com and enter code 783459

Where do you document the Veteran's goals and preferences?

- ▶ In the assessment document
- ▶ In the spending plan document
- ▶ Elsewhere in the Veteran's record
- ▶ The Veteran's goals and preferences are discussed, but not necessarily documented



Please enter the code

Submit

Spending Plan Strategies

- Use a strengths-based approach
 - ▶ Gather information about the Veteran's positive qualities and attributes
 - ▶ Identify the Veteran's strengths, assets, and resources
- Identify unique, personally meaningful goals
 - ▶ Ask open-ended questions to understand the Veterans preferences and goals
Facilitate a conversation where the person-centered counselor is actively listening more than talking
- Balance Veteran needs and preferences
 - ▶ Understand what is most important to the Veteran (e.g., people, places, possessions, pace of life)
 - ▶ Understand what is important for the Veteran to be healthy, safe, and independent
 - ▶ Explore how the Veteran wishes to balance these needs and preferences, including conversation about risk
 - ▶ Evaluate whether the spending plan supports the Veteran to achieve goals

Spending Plan Strategies

- Go to www.menti.com and enter code 783459

What is an example of an open ended question you've used to discover the Veteran's goals and preferences?



Please enter the code

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The code is found on the screen in front of you

Mr. White's Story

- ▶ Kind and gentle, always looking to help others
- ▶ Good sense of humor
- ▶ Is 82 years old and loves living independently in his home
- ▶ Quiet and reserved, a man of few words
- ▶ Privacy and independence are of utmost importance
- ▶ No strangers assisting with any personal care
- ▶ Attend his grandson's little league games on Saturday mornings
- ▶ Is diagnosed with diabetes, epilepsy; Veteran had a stroke two years ago
- ▶ Needs assistance with dressing, grooming, walking, and bathing
- ▶ Needs help shopping for groceries and preparing meals
- ▶ Uses a walker to move around the house and uses the bathroom independently with the aid of grab bars and an elevated toilet seat
- ▶ Does not drive
- ▶ Has a daughter who lives 5 miles away and stops by each evening after work to check on her father

Mr. White's Story

- Go to www.menti.com and enter code 783459

Give one example of something from Mr. White's story that would shape the way you support Mr. White to develop his spending plan.



Please enter the code

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Spending Plan Strategies

- Go to www.menti.com and enter code 783459

What is one action that you will take as a result of this webinar?



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Questions for Office Hours

- Go to www.menti.com and enter code 783459

Please enter any questions you may have from this webinar. We will address questions during office hours on Wednesday, November 7.



Please enter the code

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Closing

- Please complete a brief survey:
 - ▶ https://www.research.net/r/October_VDC_Educational_Webinar
- Office Hours will be held on **Wednesday, November 7 from 2:00 – 3:00 pm**. Please come ready to engage with each other, ACL and VHA, ask questions and work together to identify successful VDC Program processes and procedures.
- Please email the VDC Technical Assistance Team with any questions or to share your own successes!
 - ▶ veterandirected@acl.hhs.gov