

# January Veteran Directed Care (VDC) Educational Webinar

**January 29, 2020**

*AARP Battlefield Heroes Video, Discussion with a VDC  
Veteran Caregiver, and VDC Infographics*

# Agenda

- ❑ Welcome from the Administration for Community Living (ACL)
- ❑ Opening remarks from our partners at the Veterans Health Administration (VHA)
- ❑ AARP Battlefield Heroes video presentation and discussion with VDC Veteran caregiver, Karee White
- ❑ Overview of VDC Infographics
- ❑ Open question & answer (Q&A)
- ❑ Closing

# Opening Remarks from VHA



**Daniel Schoeps,**  
Director, VA Purchased  
Long-Term Services and  
Supports

# VDC Impact on Caregivers: Karee White

- Kimberly White is a Veteran enrolled in the VDC program at the Durham VAMC.
- Karee White is Kimberly's mother and caregiver.
  - ▶ Karee is a freelance writer and strong advocate for the VDC program at the Durham VAMC.
  - ▶ As a strong advocate of the VDC program, she has spread information about the positive benefits of the program and how it has impacted Kimberly and their family.



# AARP Battlefield Heroes Video



AARP. "Army Captain Emerges From Coma After Traumatic Brain Injury." Battlefield Heroes. S1, E7. <https://www.youtube.com/watch?v=T-DJz7BaNiA>, <https://videos.aarp.org/detail/videos/family-caregiving/video/6102041387001/army-captain-emerges-from-coma-after-traumatic-brain-injury?autoStart=true>

# VDC Resources: Veteran and Caregiver Impact

- AARP Battlefield Heroes Video (full episode):  
<https://www.youtube.com/watch?v=T-DJz7BaNiA>
- AARP Battlefield Heroes Video (short episode):  
<https://videos.aarp.org/detail/videos/family-caregiving/video/6102041387001/army-captain-emerges-from-coma-after-traumatic-brain-injury?autoStart=true>
- “It’s Changed Everything”: Voices of Veterans in the Veteran-Directed Home and Community Based Services Program:  
<https://www.tandfonline.com/doi/full/10.1080/01634372.2018.1458054>
- San Diego VDC Program video:  
<https://www.youtube.com/watch?v=GntQEGUBIEY>

# **VDC Infographics**

***Veterans and Caregivers, Veterans Affairs Medical Centers (VAMCs), Aging and Disability Network Agencies (ADNAs)***

# Introduction to VDC Infographics

- The VDC Federal Technical Assistance Team developed three VDC infographics for VDC programs to use as educational resources for various stakeholders to learn about the program.
- Three audiences:
  - ▶ Veterans and caregivers
  - ▶ VAMCs
  - ▶ ADNAs
- Infographics use data, key facts, and personal anecdotes from ADNA staff, VAMC coordinators, and Veterans enrolled in the program.





# VDC Infographic – Veterans and Caregivers

**NO WRONG DOOR**

**VETERAN DIRECTED CARE (VDC)**

**What is Veteran Directed Care (VDC)?**  
The Veterans Health Administration (VHA) program that gives Veterans choice and control over their long-term services and supports.

**VDC MAY BE THE RIGHT PROGRAM FOR YOU IF...**

- You are a Veteran of any age.
- You are enrolled in VA health care.
- You want to live in your own home.
- You meet the clinical need for VDC.
- You are interested in directing your own services.

Directing your services includes using a budget to hire workers and customize your care.

**VDC GIVES YOU CHOICE AND CONTROL**

- Choose the services and supports you use.
- Hire your own workers, including family and friends.
- Live in your own home and community.
- Achieve goals meaningful to you.

**YOUR VAMC AND VDC PROVIDER SUPPORT YOU TO REACH YOUR GOALS**

**YOUR VETERANS AFFAIRS MEDICAL CENTER (VAMC)...**

- Determines if you are eligible for VDC.
- Assigns a monthly budget based on the Veteran's needs and functional limitations.
- Refers you to a VDC provider.
- Approves your plan for spending your budget.

**YOUR VDC PROVIDER...**

- Listens to your goals and needs.
- Helps you plan for your services.
- Connects you to community resources.
- Is a visible and trusted organization in your community.

**WHAT VETERANS ENROLLED IN VDC ARE SAYING\* ...**

\*Quotes from Ruzickides, Journal of Gerontological Social Work, 2019, Vol. 62, No. 2, 129-148.

- "If it wasn't for this program, I would be in an assisted living situation, no doubt about it. You know, with all the disabilities I have, and this is a home saver for me."
- "I think it's helped a lot with (my wife) too, because it's taken a lot of stress off of (her). You know, it just makes me not have to worry."
- "It eliminates (worry) like are they going to show up? Who's going to show up? Are they going to know what to do when they get here?"
- "I can't think of anything more helpful than what's helped me here, because it helped me be a person."

**TO SEE IF VDC IS OFFERED IN YOUR AREA, PLEASE CONTACT YOUR LOCAL VAMC OR VISIT [EIND.VDC](http://EIND.VDC).**

- **Audience:** Veterans and caregivers.
- **Purpose:** to provide Veterans and caregivers with an easy to understand, informative guide to the basic components of the VDC program.
- **How to use:** share with interested or newly referred Veterans and caregivers as an educational resource.

<https://nwd.acl.gov/pdf/Veteran%20Directed%20Care.pdf>

# VDC Infographic – ADNAs



## THE ROLE OF AGING AND DISABILITY NETWORK AGENCIES (ADNAs) IN VETERAN DIRECTED CARE (VDC)

### WHY SHOULD ADNAs CONSIDER VDC?

- ✓ VDC meets the ADNA mission to put people first.
- ✓ VDC enables ADNAs to have greater community reach.
- ✓ ADNAs offer demonstrated experience in a coordinated person centered access system which can lead to negotiating contracts with other buyers.
- ✓ Engaging in VDC can diversify ADNA funding streams, increase organizational capacity, advance the professionalism of the workforce, and promote community options, providing the highest service to our Veterans.
- ✓ ADNAs offer an innovative and flexible service to VA Medical Centers not otherwise available to Veterans.
- ✓ VDC helps achieve the mission outlined in several federal policies, such as the Older Americans Act and the Rehabilitation Act: to improve the lives of older adults and individuals with disabilities by defending their rights to live independently, make choices, and enjoy full integration and inclusion in all parts of American life. The Aging and Disability Network facilitates service provision and ties together the missions of these laws and programs.

"As partners, we are reaching more Veterans in the community with services not only in the VDC Program but other programs.... The program has also allowed the AAA to venture outside of just Medicaid and Older Americans Act funding sources and have a sustainable business line with the VAMC."

— Area Agency on Aging District 7, Inc. Southern Ohio designated Aging and Disability Resource Network

### HOW

#### ADNAs HAVE THE OPPORTUNITY TO PARTNER WITH THE VA TO EXPAND THEIR REACH TO VETERANS IN THE COMMUNITY.

##### SUPPORT VETERANS IN COMMUNITY LIVING

VDC provides an opportunity for ADNAs to partner with a new payer in VA to expand their reach and serve individuals in their community.

ADNAs are a partner to VA and can leverage their expertise and fulfill their mission to help Veterans maximize their independence at home.

The ADNA is the primary resource in assisting Veterans with managing the responsibilities in VDC and provides financial and programmatic oversight to the VDC Program, including staff supervision, quality monitoring, and documentation.

##### PROVIDE PERSON-CENTERED COUNSELING

Serve as a local resource alert to Veterans' needs and help them navigate not just VDC, but other LTSS resources that they may be eligible to receive.

Support completion of a comprehensive, person-centered assessment to develop a service plan based on individual needs, goals, and preferences.

##### RECEIVE REIMBURSEMENT FOR PROVISION OF SERVICES

The ADNA receives Veteran referrals for VDC from one or more VAMCs and is responsible for invoicing VAMCs for VDC on a monthly basis per Veteran.

VAMCs reimburse the ADNA for spending that the Veteran incurred based on a pre-approved spending plan as well as a flat-monthly program administrative fee. The monthly program administrative fee covers program administration costs, person-centered counseling, and financial management services.

### WHAT WE KNOW ABOUT VETERANS IN NEED OF LONG TERM SERVICES AND SUPPORTS

- ➔ **SIGNIFICANT GROWTH EXPECTED**  
From FY2011-2016, the percentage of VA users receiving at least one form of VA long-term services and supports (LTSS) grew by 27.6% to nearly 400,000 Veterans in FY2016. Veterans that VA is required to pay or provide nursing home care for that are likely to need LTSS are projected to double by 2026.
- ➔ **AGE AS A DRIVER IS PREDICTABLE**  
Older Veterans rely on VA to provide LTSS. Only 7.8% of Veterans using VA are over 85 but make up 28% of Veterans receiving LTSS from VA. And, Veterans over 85 are 80% of VA users but make up over 78% Veterans receiving VA LTSS.
- ➔ **RURAL SUPPORTS IS CRITICAL**  
Veterans in rural areas, on average, received fewer home and community based services (HCBS) spots and more nursing home days of care than Veterans in urban areas in FY2016.
- ➔ **SHIFTING DYNAMICS ARE EVIDENT**  
The number of Veterans receiving HCBS grew by 70,581 Veterans in the past five years, a 41% growth!

### MORE HELP IS NEEDED TO SUPPORT VETERAN CHOICE AND CONTROL!

See the [ACL website](#) for a list of operational sites and coverage need areas.

"We saw it as an opportunity to work with the Veteran population in a unique way. We hope to develop strong relationships with the VAMCs that we partner with which will allow us to be involved with other programs that support Veterans — through HCBS styled programs, health and wellness programs, and also programs that deal with younger Veterans with issues such as workforce training, etc."

— Southern Michigan Planning and Development District Inc.

A VDC Readiness Review certifies that the ADNA has tools, processes, and procedures to operate a self-directed care model and meet the requirements to become a VDC provider. ADNAs interested in delivering VDC can choose to become a provider or a subcontractor to another ADNA provider.

### LEARN MORE!

Contact VeteransDirected@acl.hhs.gov  
No Wrong Door (NWD) Systems Key VDC Resources  
Veterans Affairs VDC Website

### ENGAGE!

Make a leadership decision to get started today!  
Build partnerships with your VAMC and other ADNAs!  
Seek a VDC Readiness Review

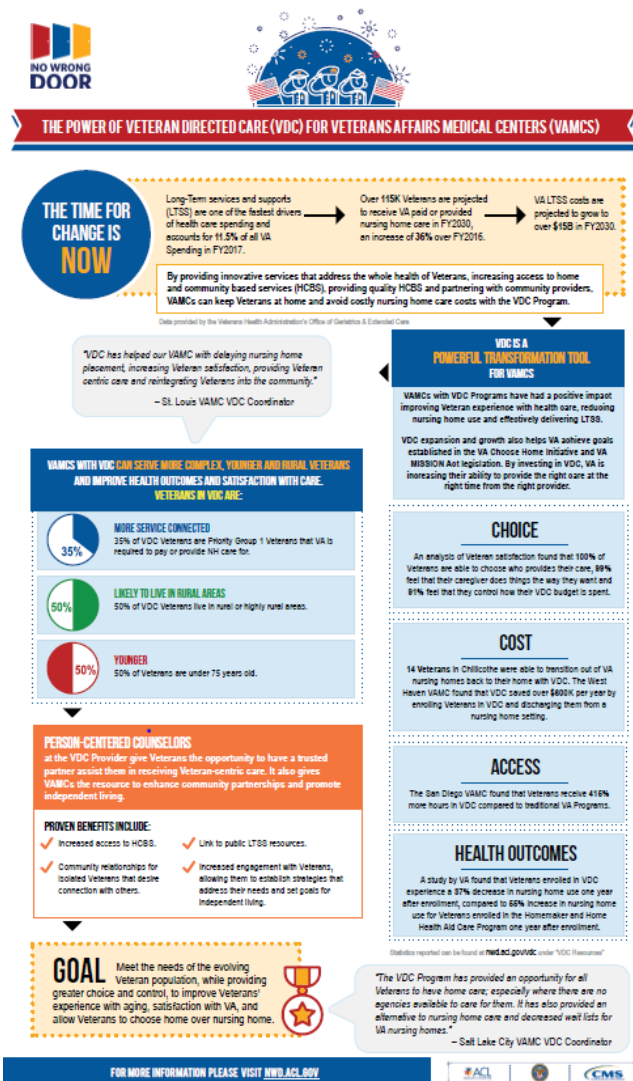
FOR MORE INFORMATION PLEASE VISIT [NWD.ACL.GOV](#)



- **Audience:** ADNAs.
- **Purpose:** to inform ADNAs how they can support Veterans in community living through VDC and provide compelling reasons to consider becoming a provider.
- **How to use:** use to advise newly interested ADNAs of their roles, responsibilities, and partnership opportunities as a provider for the VDC program.

<https://nwd.acl.gov/pdf/The%20Role%20of%20Aging%20and%20Disability%20Network%20Agencies%20in%20Veterans%20Directed%20Care.pdf>

# VDC Infographics – VAMCs



- **Audience:** VAMCs.
- **Purpose:** to inform VAMCs with data on how VDC can meet Veteran needs while providing greater choice and control, leading to improved health outcomes and satisfaction, and reduced nursing home utilization.
- **How to use:** use as a resource to advocate for program startup or growth to expand the VDC program's reach and impact.

<https://nwd.acl.gov/pdf/The%20Power%20of%20Veteran%20Directed%20Care%20for%20Veterans%20Affairs%20Medical%20Centers.pdf>

# VDC Reporting Tool Announcement

- The VDC Monthly Report Tool (formerly known as the VDC Ticker) is transitioning to a new, updated reporting page on ACL's No Wrong Door (NWD) website (<https://nwd.acl.gov/>).
- In preparation for the change, we are collecting information from VDC providers for staff who will be needing access to the reporting tool.
- Upon receiving the information, our technology team will begin creating accounts for each user.
  - An acknowledgement of receipt of your account information will be sent via email.
  - Users will also receive an email notification when they have access system.
- To request access for an account, please click the following link:  
<https://app.smartsheet.com/b/form/7fa4d5f96b884a26a790e722bd480c36>
- **Each staff member is required to submit a new form (i.e. if you have three staff who need access, please submit three separate forms).**

# Questions and Answers

Please use the chat feature in the right side panel of the WebEx platform to enter any questions.



# Closing

- Please complete a brief survey:
  - [https://www.research.net/r/Jan\\_VDC\\_Educational\\_Webinar\\_2020](https://www.research.net/r/Jan_VDC_Educational_Webinar_2020)
- 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)

