



## VETERAN DIRECTED CARE PROGRAM

### Veteran Directed Care Program (VDC): Overview of Veterans Health Administration VDC Readiness Review Process

#### Veterans Health Administration Readiness Review Criteria

The Veterans Health Administration (VHA) Veteran Directed Care (VDC) Readiness Review is conducted with Aging and Disability Network Agencies (ADNAs) that are eligible and interested to deliver VDC in partnerships with Veterans Affairs Medical Centers (VAMCs). Eligible entities are listed on the Administration for Community Living's (ACL) [No Wrong Door website](#) and include Aging and Disability Resource Centers (ADRCs), Area Agencies on Aging (AAAs), Centers for Independent Living (CILs), and State Units on Aging (SUAs). The Readiness Review certifies that ADNAs meet specific criteria to become VDC Providers as required by the VHA's Office of Geriatrics and Extended Care. The eight criteria include:

1. The agency has an understanding of and competence in person centered planning and participant direction;
2. The agency has a procedure to receive and respond to VA referrals for the VDC program;
3. The agency has a procedure that facilitates a person centered planning process and supports Veterans as they develop their spending plans;
4. The agency has a procedure to support the Veteran's or their representative's role as an employer;
5. The agency has a procedure to support Veterans as Veterans assess risks during the planning process and develop plans to mitigate those risks;
6. The agency has a process for supporting the Veteran as they purchase and oversee the services they receive;
7. The agency has acquired the services of a Financial Management Service (FMS) and has an understanding of the FMS' role. There is a distinct component of the Readiness Review required for FMS related functions. The agency has a procedure for analyzing program quality and identifying opportunities for program improvements; and
8. The agency has the administrative capacity to operate the program.

#### VDC Program Models

- **VDC Providers** sign the Veteran Care Agreement with the VAMC and is responsible for all aspects of the program (including the administrative elements, delivery of person centered counseling, and FMS). Providers work directly with the VA to deliver VDC services to include receiving Veteran referrals from VAMCs for VDC, billing VAMCs for VDC and collecting reimbursement from VA for VDC. In some cases, the VDC provider



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performs the FMS function within their organization, and in other examples the VDC provider contracts with an external FMS organization to provide this service.

- **ADNA Subcontractors** deliver person-centered counseling services through a contractual relationship with a VDC Provider.

Currently there are two delivery models that VDC Providers use to serve Veterans enrolled in the program:

### Sole Proprietor Model

In this model, the **VDC Provider** performs all administrative functions of the program and provides person centered counseling services. The VDC Provider may elect to subcontract with another entity for FMS-related functions.

### Hub and Spoke Model

In this model, the **VDC Provider** (the “Hub”) performs all administrative functions of the program, ensures FMS-related functions are performed either within the organization or via subcontract, and may also provide person centered counseling services. The **VDC Provider** also manages sub-contractual agreements with one or more **ADNA Subcontractors** (the “Spokes”) to deliver person centered counseling services.

### VA VDC Readiness Review Process

All ADNAs interested in delivering VDC services must pass a VA VDC Readiness Review by demonstrating competencies outlined in Table 1. Competency is documented with detailed notes of each conversation and submission of the deliverables listed in Table 1. The Readiness Review process is determined by program model:

#### Sole Proprietor Model

**VDC Providers** wishing to operate as a Sole Proprietor must complete all Readiness Review requirements listed in Table 1.

#### Hub and Spoke

**VDC Providers** wishing to operate as a “Hub” must complete all Readiness Review requirements listed in Table 1. **ADNA Subcontractors** operating as “Spokes” must complete the three topics of the Readiness Review highlighted in blue in Table 1. Additionally, the Providers and Subcontractors are expected to work collaboratively throughout the Readiness Review process. If the **ADNA Subcontractor** (“Spoke”) is completing the Readiness Review at the same time as the **VDC Provider** (“Hub”), topics can be covered jointly. If the “Hub” already completed the Readiness Review and is bringing in a new “Spoke” under subcontract, the “Hub” is expected to participate collaboratively in the “Spoke’s” Readiness Review process.



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## Changing Business Model

There are circumstances where an ADNA has passed a Readiness Review but is required to re-complete the Readiness Review due to a change in their VDC business model. These circumstances include:

1. If an **ADNA Subcontractor** desires to become a **VDC Provider**, either in the Sole Proprietor model, or in the Hub and Spoke model
2. If an **ADNA Subcontractor** is entering into a new subcontract with a new or different **VDC Provider** in the Hub and Spoke model
3. If a **VDC Provider** changes their model to operate as an **ADNA Subcontractor** to another ADNA in the Hub and Spoke model

**Table 1. VA VDC Readiness Review Process and Requirements for ADNAs interested in becoming VDC Providers**

Topic	Requirements to Demonstrate Understanding	Required Deliverables
<b>VDC &amp; Participant Direction: Background and Experience</b>	<ul style="list-style-type: none"> <li>• ADNA understands the purpose of VDC (particularly for VAMCs)</li> <li>• ADNA must communicate how participant direction is put into practice</li> <li>• ADNA must have experience with participant directed programs, or have an established policy for training Person-Centered Counselors on principles of participant-directed programs</li> </ul>	No deliverables associated with this topic
<b>Person-Centered Counseling Assessments, Spending Plans, Hiring Workers</b>	<ul style="list-style-type: none"> <li>• ADNA staff must be trained in person-centered counseling</li> <li>• ADNA has templates and tools for assisting the Veteran with the development of a spending plan using their VDC budget</li> <li>• ADNA is able to help the Veteran understand their role and responsibilities under VDC</li> <li>• ADNA understands how to explain and apply policies, guidelines and laws for hiring, paying and supervising workers</li> </ul>	Person-Centered Assessment Tools that will be used in VDC Spending Plan Template
<b>VDC Invoicing and Payment Procedures<sup>1</sup></b>	<ul style="list-style-type: none"> <li>• ADNA has identified procedures they will use to invoice VAMCs</li> <li>• ADNA has a plan to manage cash-flow</li> <li>• ADNA and FMS Provider have for a procedure for communicating information on actual Veteran spending</li> </ul>	<ul style="list-style-type: none"> <li>• Handbook/ Program Manual for Veterans</li> </ul>



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Topic	Requirements to Demonstrate Understanding	Required Deliverables
<b>Financial Management Services</b>	<ul style="list-style-type: none"><li>• ADNA must complete FMS Readiness Review document</li><li>• ADNA and FMS Provider, if applicable, understand all processes related to financial management services</li></ul>	<ul style="list-style-type: none"><li>• FMS Readiness Review</li></ul>
<b>Sustainability</b>	<ul style="list-style-type: none"><li>• ADNA has risk mitigation strategy and quality assurance plan for managing VDC</li><li>• ADNA has a process for tracking Veteran outcomes for VDC</li></ul>	<ul style="list-style-type: none"><li>• Program Policy Manual</li></ul>

How can my organization learn more about the VDC Program?

**Contact:** [VeteranDirected@acl.hhs.gov](mailto:VeteranDirected@acl.hhs.gov)

**No Wrong Door (NWD) Systems VDC Resources:** <https://nwd.acl.gov/VDC.html>

**VHA VDC Website:** [https://www.va.gov/geriatrics/guide/longtermcare/Veteran-Directed\\_Care.asp](https://www.va.gov/geriatrics/guide/longtermcare/Veteran-Directed_Care.asp)