June VDC Operations Office Hour

Ongoing Monitoring, Quality, and VDC Provider Best Practices
June 2023

Menti Poll – Icebreaker

Go to **www.menti.com** and enter code: **9950 2903**

How many VAMC partners do you have?

Mentimeter

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| 1234 5678 |

Submit

Victoria Wright, Program Officer for Veteran Directed Care and Inclusive Transportation Programs

VDC Operations Manual Template Overview

- Informed by the U.S Department of Veterans Affairs VDC requirements and VDC program best practices

- Purpose:
  - ► To inform the development of a VDC provider's VDC operations manual
  - ► To support program consistency, access, and efficiency

- Organized by key operational areas
  - ► Program Background
  - ► Referral and Intake
  - ► Assessment and Spending Plan
  - ► Initiating Services and Hiring Workers
  - ► Billing and Invoicing
  - ► **Ongoing Monitoring**
  - ► **Quality**

Agenda

- ❑ **Welcome and Announcements from the Administration for Community Living (ACL)**

- ❑ **Overview of the TA Community Forms Library**

- ❑ **Focused Topic Discussion:**

  - ❑ **Ongoing Monitoring**
  - ❑ **Quality**

- ❑ **Provider Best Practices: Delta Center for Independent Living and Bay Aging**

- ❑ **Open Question and Answer (Q&A)**

- ❑ **Closing**

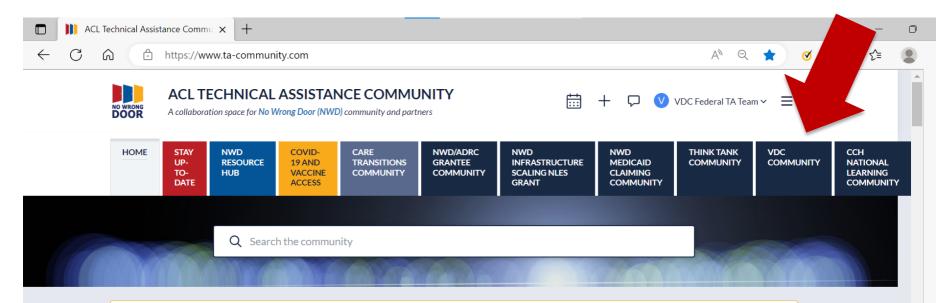# TA Community Forms Library

FAQ: Forms Library

Question: Can we get a place for all the various forms people use to live as samples that we can all access?

Response:

- ► We developed a "forms library" on the TA Community website, where we will house the various forms that VDC providers use for their VDC processes (e.g., the intake process, person-centered assessments, etc.)

- ► If you would like to share your existing VDC form templates with peers, please forward them to VeteranDirected@acl.hhs.gov

TA Community Forms Library

- To find the Forms Library, first go to the ACL TA Community website and navigate to the VDC Community page

TA Community Forms Library

- The Forms Library will be at the top of the resource page

TA Community Forms Library

- You will find a collection of helpful forms and an option to add additional templates

Focused Topic Discussion

Ongoing Monitoring → Quality → VDC Provider Best Practices

Ongoing Monitoring

Ongoing Monitoring Procedures: Person-Centered Counselor Expectations

- Each VDC provider is required to have oversight procedures that support the Veteran to ensure services are delivered on-time and in a safe manner

- The person-centered counselor (PCC) monitors the Veteran's health, safety, and the outcomes of services provided in the service plan

- At a minimum, the PCC is expected to:

  ► Conduct reassessments

  ► Work with the Veteran to develop service plans annually

  ► Conduct face-to-face visits at least quarterly to monitor well-being

  ► Document Veteran interactions such as date of contact, topics discussed, and plans for follow up

Person-Centered Counselor Expectations

- PCCs schedule monthly interactions with Veterans/caregivers and/or authorized representative

- During monthly and quarterly monitoring consults, the PCC observes and discusses the following with the Veteran and/or authorized representative

  - ► Health status changes in the Veteran

  - ► Potential caregiver burnout

  - ► Signs of neglect or abuse of the Veteran by the caregiver or hired workers

  - ► Discussions for if the Veteran's spending plan is meeting their needs, and any changes the Veteran desires

  - ► Identification of other services and supports outside of VDC that may help the Veteran live independently

Serious Occurrence Reporting

- The VDC provider specifies the process for serious occurrence reporting, including instances of abuse, neglect, or exploitation. The process includes:

  - ► Timeframes for reporting to Adult Protective Services (APS), law enforcement, or other local authorities, as appropriate

  - ► Timeframes for reporting serious occurrences to the VDC provider and the VAMC

  - ► How serious occurrences are documented and responded to

Managing Spending

- The PCC and FMS assist the Veteran in monitoring spending and following their budget

- The PCC and Veteran receive monthly service reports and review monthly during phone calls and face-to-face visits

- The VDC provider specifies their process for responding to Veteran over- or under-spending, including any actions that may be taken for consistent spending that is not approved in the Veteran's spending plan

Quality

File Review

- The VDC provider audits files quarterly for program compliance and quality. A supervisor or designee not responsible for providing person-centered counseling services to Veterans whose files are under review completes the file audit
  - ► The VDC provider should maintain records for seven years
- The VDC provider describes its procedure for conducting file audits, including:
  - ► Selection process for files
  - ► Person responsible for the audit
  - ► Items to be reviewed during audit
  - ► Follow up procedures

Satisfaction Survey

- The VDC provider surveys Veterans, at a minimum, after enrollment in the program, at six months, and annually thereafter. Veterans dis-enrolling from the program also receive a survey during the discharge process

- The survey addresses:
  - ► The Veteran's experience in VDC
  - ► Care, support, and information received
  - ► The VDC team, including the PCC

- The VDC provider develops procedures for administering the satisfaction survey, including:
  - ► Person responsible for survey administration
  - ► Person responsible for compiling and analyzing results, if different
  - ► Process by which surveys will be conducted (e.g., phone, face-to-face)
  - ► How the compiled survey data will be used by the VDC provider

Veteran Complaints

- The VDC provider shares a copy of the Veteran's complaint or grievance procedure with the Veteran and/or authorized representative

- All Veteran complaints or grievances are documented and maintained by the VDC provider

- The VDC provider develops a new or adopts an existing complaint or grievance procedure for the VDC program

Monitoring Quality of Service Delivery and Subcontractors

- If applicable, the VDC provider specifies the process for monitoring their FMS provider for quality, as defined in the FMS Readiness Review

- If applicable, VDC providers serving as providers with subcontractor relationships for person-centered counseling (i.e., Hubs) specify:

  ► How they will monitor the services provided by their subcontractors (i.e., Spokes), including file review

  ► Documents to be submitted to the Hub and timeframes for submitting them

  ► The mechanism for entering into a formal agreement with the Spoke (e.g., contract, Memorandum of Understanding (MOU))

  ► Communication processes and methods between the Hub, Spoke, and VAMC

Menti Poll

Go to **www.menti.com** and enter code: **9950 2903**

Please describe how your VDC program audits files for program compliance and quality.

VDC Provider Best Practices

VDC Provider Best Practices

Questions? Comments?

Menti Poll

Go to **www.menti.com** and enter code: **9950 2903**

What is one thing you will consider doing differently as a result of what you learned from this office hour session?

Please enter the code

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Closing

- **VDC Operations Office Hour series**: All recordings can be found on ACL's No Wrong Door YouTube Channel.

- **Post-event survey:** Please share your feedback through the post-event survey.

- **ACL Technical Assistance (TA)-Community**: Continue the conversation using the discussion board located in the VDC Community on the ACL TA Community website. Please email veterandirected@acl.hhs.gov for access.

- **VDC Monthly Reporting Tool Data**: Report your Veteran census data every month with the VDC monthly reporting tool

- **Technical Assistance**: Please email the VDC Technical Assistance Team with any questions: veterandirected@acl.hhs.gov

Appendix

Section I: VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities
- Veteran Directed Care Program Background
- Veteran Eligibility
- Preparing to Deliver Veteran Directed Care: Steps to Consider
- VAMC, VDC Providers, and Participant Roles and Responsibilities

Section II: Referral and Intake
- Referral Process: Use of HSRM
- Intake Process

Section III: Assessment and Spending Plan Development
- Assessment Process
- Goods and Services
- Monthly Service Report
- VAMC Approval

Section IV: Initiating Services and Hiring Workers
- Initiating Services
- Hiring Workers
- Homecare Agency Services
- Non-employee Goods and Services

Section V: Ongoing Monitoring
- Ongoing Monitoring
- Managing Spending
- Disenrollment

Section VI: Billing and Invoicing
- Monthly Responsibilities
- Monthly Service Report
- VDC Invoices
- Emergency Back-up Care and Planned Purchases

Section VII: Quality
- File Review
- Satisfaction Survey
- Complaints
- Monitoring Quality of Service Delivery and Subcontractors