

# **June VDC Operations Office Hour**

## **Ongoing Monitoring, Quality, and VDC Provider Best Practices**

### **June 2023**

# Menti Poll – Icebreaker

Go to [www.menti.com](https://www.menti.com) and enter code: **9950 2903**

How many VAMC partners do you have?



Please enter the code

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](mailto:VeteranDirected@acl.hhs.gov)

# TA Community Forms Library

- To find the Forms Library, first go to the [ACL TA Community website](https://www.ta-community.com) and navigate to the VDC Community page

ACL Technical Assistance Community

https://www.ta-community.com

ACL TECHNICAL ASSISTANCE COMMUNITY  
A collaboration space for No Wrong Door (NWD) community and partners

VDC Federal TA Team

HOME | STAY UP-TO-DATE | NWD RESOURCE HUB | COVID-19 AND VACCINE ACCESS | CARE TRANSITIONS COMMUNITY | NWD/ADRC GRANTEE COMMUNITY | NWD INFRASTRUCTURE SCALING NLES GRANT | NWD MEDICAID CLAIMING COMMUNITY | THINK TANK COMMUNITY | **VDC COMMUNITY** | CCH NATIONAL LEARNING COMMUNITY

Search the community

**Welcome to the Administration for Community Living (ACL) Technical Assistance (TA)-Community!**

The ACL TA-Community is a collaboration space for the NWD community and partners to stay informed, access resources, and connect with one another! A quick overview of the community's sections:

- ★ **Stay-Up-to-Date:** Users can get the latest updates on NWD-related news and upcoming events.
- ★ **Resource Hub:** Resources and promising practices related to NWD, ADRCs, COVID-19, and more will be continually updated and posted.



# TA Community Forms Library

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

Home > VDC Community

## VDC Community ▾

Welcome to the VDC Community! Providers can share peer-created resources, join in on discussions, and get information on events related to VDC. For more information on the VDC program, please visit: <https://nwd.acl.gov/vdc.html>

### VDC Forms Library

Upload and share VDC forms for others to view and use



### Peer-Created Resources

VDC providers may post peer-created resources related to the topic to share with other users. To post a resource, click on the "Add resource" button on the top of the side column on the right-hand side. Don't forget to add topic tags to your resource!

### VDC Discussions

Disclaimer: All posts are submitted by users and are not endorsed by the Administration for Community Living (ACL).

### VDC Events

Stay updated on upcoming events related to VDC.

## CONTACT US

To contact the ACL/Technical Assistance team, please email: [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov)

## TAGS

Vaccine Access 120

Partnerships 117

Care Transitions 112

Governance & Leadership 96

Public Outreach & Coordination w/ Key Referral Sc

Medicaid Claiming 75

Person-Centered Counseling 65

Supporting Unique Pop. 64

[View all tags >](#)

## UPCOMING EVENTS

 **Network Development Track Meeting**  
Wed May 24 at 2 PM - 3:30 PM EDT

# TA Community Forms Library

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

Home > VDC Community > VDC Forms Library

## VDC Forms Library ▼

Follow ⋮

**Newest**   Active   Popular ▼

Example Authorized Representative Designation Form 🔗

2 wk ago • 👁 16

Example Vendor Goods and Services Payment Request Form 🔗

2 wk ago • 👁 10

Example Remediation Training Termination Policy 🔗

2 wk ago • 👁 9

Example Negotiated Risk Agreement 🔗

2 wk ago • 👁 8

**Add article**

Upload and share VDC forms for others to view and use

**CONTACT US**

To contact the ACL/Technical Assistance team, please email: [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov)

**TAGS**

Vaccine Access 120

Partnerships 117

Care Transitions 112

Governance & Leadership 96

Public Outreach & Coordination w/ Key Referral Sc

Medicaid Claiming 75



## Focused Topic Discussion



# 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 disenrolling 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.



Please enter the code

Submit

# 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

Submit

# 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](mailto: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](mailto: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