

# **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?



Please enter the code

1234 5678







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

# **VDC Operations Manual Template Overview**

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- 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**
- **Given Service And Service And** 
  - Ongoing Monitoring
  - Quality
- □ Provider Best Practices: Delta Center for Independent
  - Living and Bay Aging
- Open Question and Answer (Q&A)
- **Closing**







#### **FAQ: Forms Library**

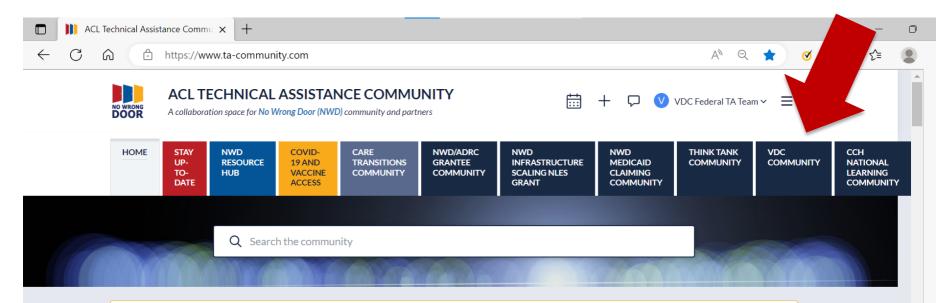
**Question:** Can we get a place for all the various forms people use to live as samples that we can all access?

Response:

- We developed a "forms library" on the <u>TA Community</u> <u>website</u>, 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 <u>VeteranDirected@acl.hhs.gov</u>

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 To find the Forms Library, first go to the <u>ACL TA Community</u> website and navigate to the VDC Community page



#### 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.

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#### • 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

#### 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

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

Iome > VDC Community > VDC Forms Library	
VDC Forms Library $\sim$	Follow Add article
Newest Active Popular ~	Upload and share VDC forms to view and use
Example Authorized Representative Designation Form <i>D</i>	CONTACT US
	To contact the ACL/Technic Assistance team, please
Example Vendor Goods and Services Payment Request Form <i>Q</i> 2 wk ago + © 10	email: NoWrongDoor@acl.t
	TAGS
Example Remediation Training Termination Policy @	Vaccine Access 120
	Partnerships 117 Care Transitions 112
Example Negotiated Risk Agreement 🖉	Governance & Leadership 96
2 wk ago · © 8	Public Outreach & Coordination w/
	Medicaid Claiming 75

**CMS** 



#### **Focused Topic Discussion**





# **Ongoing Monitoring**

#### Ongoing Monitoring Procedures: Person-Centered Counselor Expectations

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- 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**

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- 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**

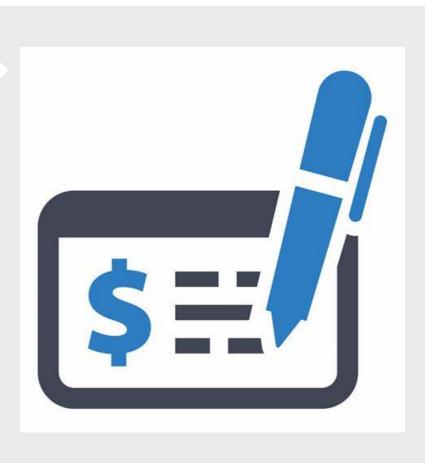
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- The VDC provider specifies the process for serious occurrence reporting, including instances of abuse, neglect, or exploitation. The process includes:
  - Timeframes for reporting to Adult Protective Services (APS), law enforcement, or other local 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**

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- 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**

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- 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

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- 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

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### **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

1234 5678





#### **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

1234 5678





### Closing

- VDC Operations Office Hour series: All recordings can be found on <u>ACL's No Wrong Door YouTube Channel</u>.
- Post-event survey: Please share your feedback through the <u>post-event survey</u>.
- ACL Technical Assistance (TA)-Community: Continue the conversation using the discussion board located in the VDC Community on the <u>ACL TA Community website</u>. Please email <u>veterandirected@acl.hhs.gov</u> 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: <u>veterandirected@acl.hhs.gov</u>

# Appendix

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#### 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