September Veteran Directed Care Educational Webinar

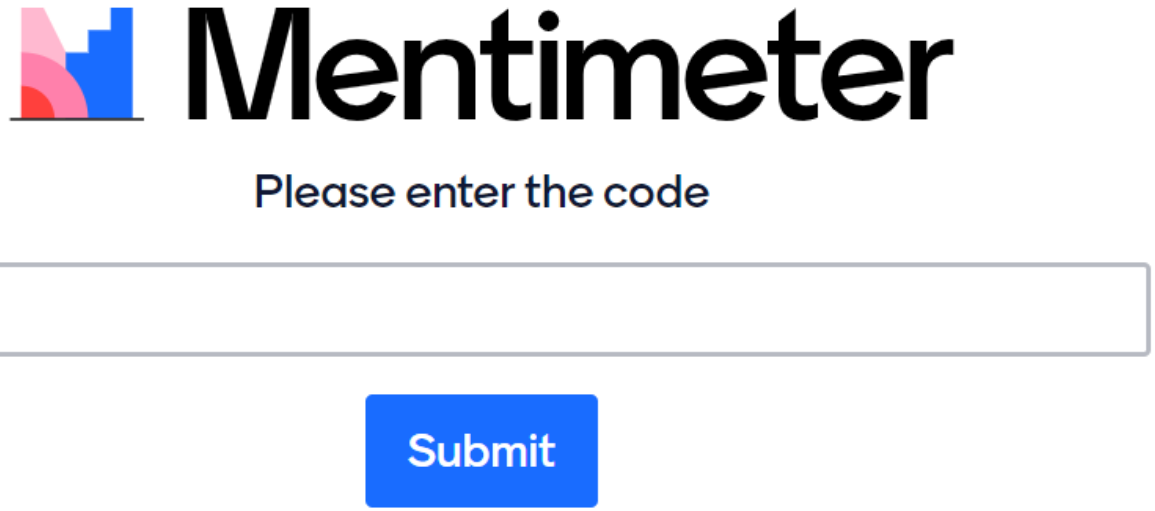
September 22, 2025

***Recorded Webinar**

Menti Poll – Icebreaker

Go to **www.menti.com** and enter code: **9489 6208**

What is one component of the Veteran Directed Care (VDC) program that is working well for you?



Agenda

- Announcements from the Veterans Health Administration (VHA)
- Welcome from the Administration for Community Living (ACL)
- Small Group Discussions
- Closing

Veterans Health Administration (VHA) Updates

Daniel Schoeps,
Director, VA Purchased Long-Term Services and Supports, VA Office of Geriatrics and Extended Care (GEC), VHA

Victoria Wright, Program Officer, Center for Innovation and Partnership

Overview of VDC Program Efficiency Committee

- ACL convened a committee of VDC providers to discuss best practices for program administration.
- **Goal:** provide recommendations that address administrative efficiencies of operating the VDC program.

Small Group Discussions

Hayley (Mitchell) Mahony

Senior Consultant, The Lewin Group

VDC Program Efficiency Committee Volunteer Panelists

- **Holly Ewing**, Center for People with Disabilities
- **Christy Huling**, Western Montana Area VI Area on Aging, Inc.
- **Lucinda Hurt**, AgeGuide Northeastern Illinois
- **Alyssa Schafer**, Delta Center for Independent Living
- **Marlee Stiglets**, Southern Mississippi Planning and Development District

Breakout Rooms

Hayley (Mitchell) Mahony

Senior Consultant, The Lewin Group

Best Practices for Referrals

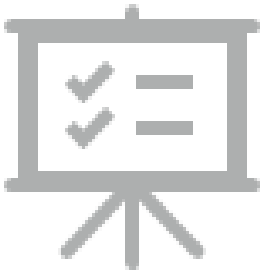
Other than basic information, what important pieces of information does the VA Medical Center share with your VDC program about the Veteran at the time of referral?

Do Veterans typically identify a caregiver prior to the referral?

What processes do you have in place to reduce the turnaround time from receiving a Veteran referral to sending the initial spending plan for VDC coordinator approval?

VA Central Office requests all Veterans to be able to start services within 30 days of referral. Are you able to meet that timeline in most cases?

Best Practices for Spending Plan Development



In developing the initial VDC spending plan, what are the most important aspects to include to ensure that the VDC coordinator has what they need for approval?

Do you have a process in place to respond to Veteran over- or under-spending?

Tracking Spending and Completing Monthly Service Reports (MSRs)

What are some examples of changes you suggest to Veterans to ensure spending stays on track and does not exceed the authorized budget?

How do you approach discussions with your partnering VAMC(s) if they express concerns or have questions about a monthly service report (e.g., there is a discrepancy between the spending plan and what was actually spent over the course of the month)?

Tracking Veteran Satisfaction with the VDC Program

How often do you administer satisfaction surveys?

What types of questions do you ask? (e.g., Veteran's experience in VDC, care, support, information received, and feedback on the VDC team, including the person-centered counselor)

How do you administer the surveys?

How do you use the data in the satisfaction surveys to improve program operations?

Closing

- **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