April Veteran Directed Care Educational Webinar

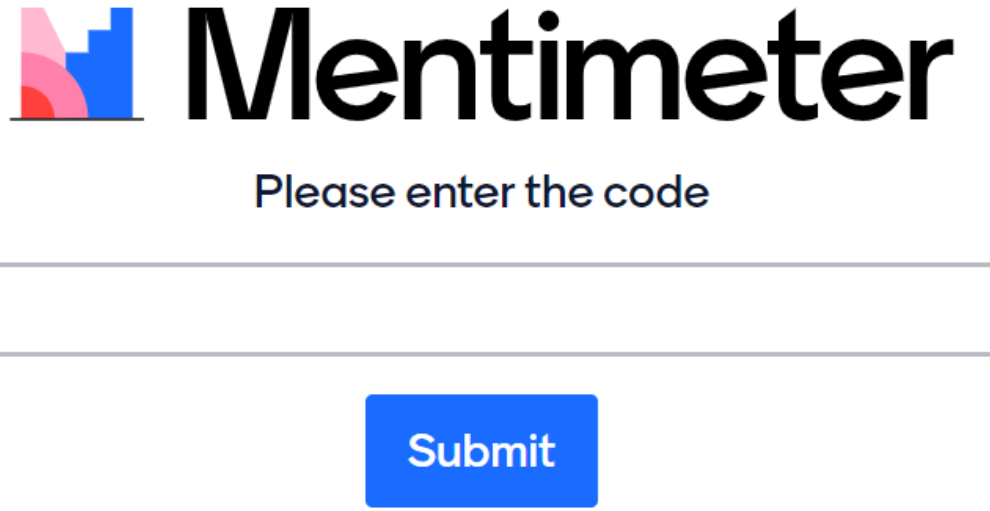
April 30, 2025

***Recorded Webinar**

Menti Poll – Icebreaker

Go to **www.menti.com** and enter code: **9854 2867**

How long has your organization been a Veteran Directed Care (VDC) provider?



Agenda

- Welcome, 2024 VDC Recap, and VDC Annual Survey
- Veterans Health Administration (VHA) Updates
- VDC Policy Reminders and Updates
  - Paid Leave Guidance
  - Spending Plan Development
  - Monthly Service Reports
  - Veteran Satisfaction
- Open Question and Answer (Q&A)
- Closing

Victoria Wright, Program Officer for VDC and Inclusive Transportation Programs

2024 VDC Expansion Growth

61 Aging and Disability Network Agencies (ADNA) onboarded, including 27 sole proprietors and 34 spokes

43 Veterans Affairs Medical Centers (VAMC) with new VDC programs, including 23 with active referrals

6 new states with VDC programs

2,045 new Veterans enrolled, for a current total of 7,036 Veterans

VDC Annual Survey

- Person-Centered Counseling
  - On average, VDC providers reported a ratio of 1 person-centered counselor for every 20-21 Veterans (across provider types)
- Billing
  - 67% reported submitting UB-04s electronically
  - 74% reported <30 business days on average between the end of the month being billed and their invoice submission
  - 78% reported <15 business days on average between invoice submission and payment receipt
  - VDC providers reported partnerships with 34 unique FMS providers

The VDC Annual Survey received responses from 88 VDC providers, including 20 hubs and 68 sole proprietors.

Veterans Health Administration (VHA) Updates

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

Readiness Review Renewals

Hayley (Mitchell) Mahony
Senior Consultant, The Lewin Group

Readiness Review Renewals

- As of 2025, VHA requires that VDC providers renew their Readiness Review certificate prior to resigning a Veteran Care Agreement (VCA)
- VDC providers will complete a Readiness Review Renewal to verify their competencies in delivering VDC and compliance with VDC procedures

Readiness Review Renewal Process

- The Readiness Review renewal process consists of two reviews, one for the program component and the second for the Financial Management Service (FMS) component.
  - The program re-certification will confirm that the Aging and Disability Network Agency (ADNA) complies with VCA requirements and national program policies and procedures as outlined in the VDC Field Guidebook and VDC Operations Manual.
  - The FMS renewal will confirm that the ADNA complies with the policies and procedures for FMS operations, including tracking of a Veteran's flexible 365-day "global" case mix budget authorization.
- Upon completion of the Readiness Review renewal process, the VA VDC team will make a recommendation to VA Central Office to proceed with a certificate recertifying the ADNA as a VDC provider or to not resign the VCA.

Menti Poll

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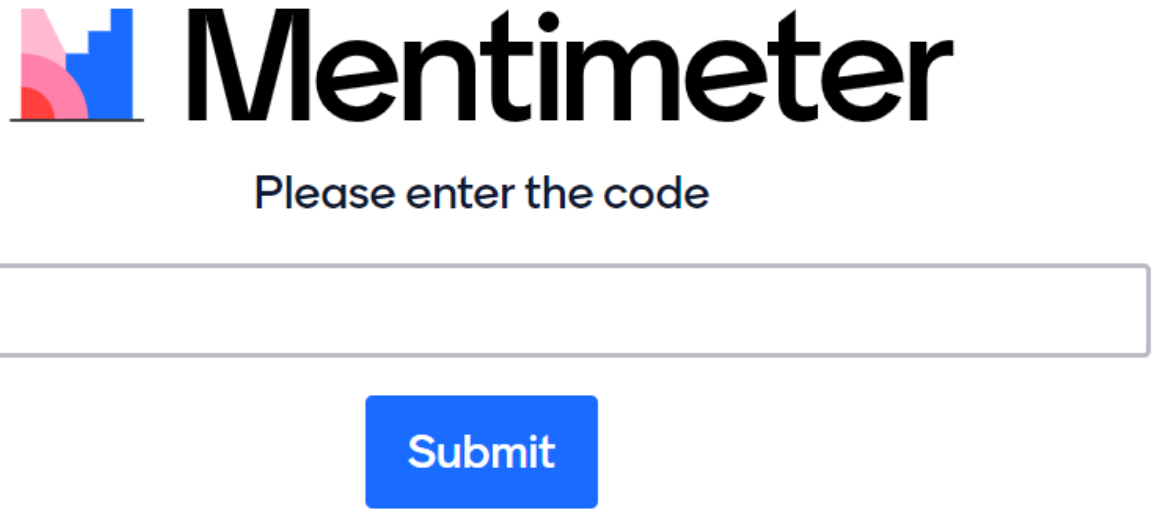
What VDC policy questions do you have that are not currently answered in existing resources (e.g., VDC Operations Manual, VDC Billing and Invoicing Guide, and VDC Field Guidebook)?



Paid Leave Laws

Susan Flanagan

Principal, Westchester Consulting Group

2025 State, County, and City Paid Leave Laws Overview

- No federal law currently requires employers to provide sick leave or maintain an illness leave policy.
- The Family Medical Leave Act (FMLA) requires eligible employers to provide up to 12 weeks of unpaid sick leave for certain medical situations affecting an employee or immediate family member.
- In 2025, many states have implemented or expanded paid sick leave and/or paid family and medical leave laws, varying by state.
- In 2025, 19 states and the District of Columbia have or will have mandatory paid sick leave laws, 14 of which were effective prior to 2025.
- Four counties and 27 cities also have paid sick leave laws.
- Additional information on the specific state, city, and county paid sick leave laws will be distributed following the webinar.

Paid Leave Guidance

Hayley (Mitchell) Mahony
Senior Consultant, The Lewin Group

Paid Leave Guidance

- ADNAs may submit authorized budget amendment notifications to VAMCs to increase a Veteran's authorized budget to address a cost beyond control when state/regional paid leave laws affect Veterans as employers
- The ADNA must notify the VDC Program Coordinator of the Veteran's authorized budget amendment by preparing and submitting a quarterly or as needed report as an attachment to the Veteran's spending plan

Spending Plan Development

Hayley (Mitchell) Mahony
Senior Consultant, The Lewin Group

Monthly Spending Plan

- VDC providers may use the VDC Monthly Spending Plan template to help map how Veterans intend to use their VDC budget and estimate spending during their authorization period
- A Veteran's spending plan delineates the amount the Veteran is estimated to spend each month, by including information on:
  - The workers hired by the Veteran
  - Goods and services the Veteran plans to purchase
- The VDC provider compares the spending plan amount against the total budget available to the Veteran for the authorization period

Monthly Spending Plan

The PCC submits the spending plan to the VAMC VDC Program Coordinator **within five days of completion** on a form approved during the VDC provider's Readiness Review process and addresses:

The service(s), support(s), or good(s) that will help the Veteran live in the community
How and why this service, support, or good will help the Veteran
Who will help provide the service, support, or good
Start date/end date of the plan
Frequency, hours, and amount
Cost of services, supports, or goods

Monthly Spending Plan Approval

- After the PCC submits the plan – and any supporting documents – to the VAMC, the VDC Program Coordinator reviews it to ensure no duplication of services and that all items relate to a need on the assessment summary
- Once approved, copies of the authorized plan are distributed to the Veteran, VDC provider, PCC, and FMS

The VAMC is required to approve the spending plan prior to the Veteran using their VDC monthly budget and reflect any spending the Veteran incurs while enrolled in VDC.

Monthly Spending Plan

- Emergency back-up plan
  - The spending plan includes an individualized emergency back-up plan that assures services are delivered
  - The emergency back-up plan is reviewed at least quarterly to confirm the availability/non-availability of the persons listed
- The PCC updates the spending plan throughout the year to reflect changes in need or circumstance
  - Veterans may initiate changes or changes may occur under the guidance of a PCC and communicated to VA staff through the VDC provider

Only items included in the approved VDC spending plan will be approved for payment.

Monthly Service Reports

Hayley (Mitchell) Mahony
Senior Consultant, The Lewin Group

Monthly Service Report

- VDC providers keep a detailed record of their Veterans' monthly expenses and share it with their VAMC partners
- At a minimum, the Monthly Service Report includes the following:
  - Average Veteran monthly budget
  - Monthly administrative fees
  - Amount spent on goods and services in the month
  - Amount spent on emergency back-up care and planned purchases
  - Amount of total Veteran budget for authorizations spent and remaining to date

Monthly Service Report

Only items included in the approved VDC spending plan will be approved for payment.

If the VAMC VDC Program Coordinator sees a discrepancy between the spending plan and what was spent, they will direct the VDC provider to review the spending plan with the Veteran and, when appropriate, adjust to reflect the care needs of the Veteran.

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

Veteran Satisfaction

Kelly Owczarski
Research Consultant, The Lewin Group

Menti Poll

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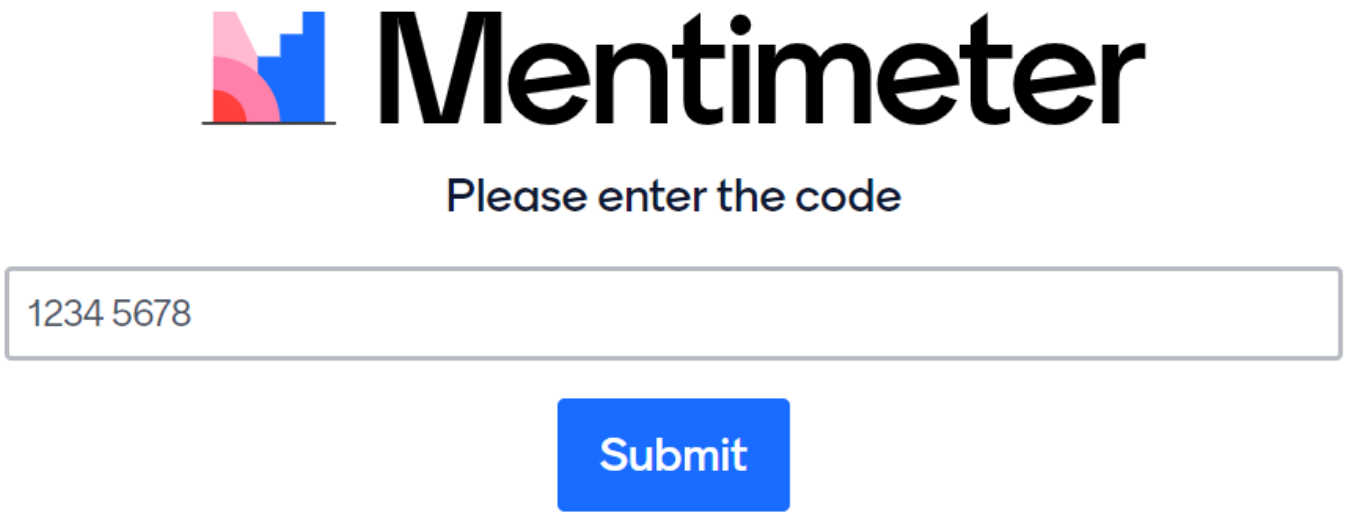
Does your program collect and employ Veteran satisfaction data?



Satisfaction Surveys

- 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

Satisfaction Surveys

- 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

ACL is interested in hearing from VDC providers about their processes for collecting Veteran satisfaction data. The **Veteran Satisfaction Form** is an optional form for VDC providers to complete to assist ACL in developing a comprehensive understanding of how Veteran satisfaction is measured across the VDC program.

Questions? Comments?

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