



Veteran Directed Care Program Newsletter

Friday, June 9, 2023

Veteran Directed Care Operations Office Hour Series Recap

Over the past four months, the Administration for Community Living's (ACL) Veteran Directed Care (VDC) federal technical assistance team facilitated a series of office hour sessions that centered around policies and best practices outlined in the newly released [VDC Operations Manual Template](#). Slides and recordings from the VDC Operations Office Hour Series are located on [the ACL No Wrong Door \(NWD\) website's VDC page](#). Below is a recap of the content covered in each session.

- [Session one](#) reviewed the intake process, including the steps to consider when receiving a Veteran referral and information to cover with the Veteran during the initial visit. The session also discussed VDC provider expectations to ensure Veterans' needs are being met during the VDC assessment process and through monthly and quarterly visits. Additionally, the session provided information on the VDC goods and services criteria.
- [Session two](#) covered VDC spending plan development, approval, and updates, as well as monthly services report expectations and guidance. The session also reviewed considerations for initiating services and hiring VDC workers.
- [Session three](#) discussed billing and invoicing procedures, including monthly responsibilities and emergency backup and planned spending protocol. The session also reviewed updated guidance for the VA refund policy and VDC claims resubmission that is included in the updated [VDC Billing and Invoicing Guide](#) (as of May 2023).
- [Session four](#) provided an overview of procedures for monitoring VDC program quality. The session also engaged representatives from Delta Center for Independent Living and Bay Aging to share their best practices regarding VDC file audit reviews, Veteran satisfaction surveys, and subcontractor ("Spoke") quality monitoring.

VDC Forms Library

The VDC Community, part of the ACL TA Community, is a collaboration platform where VDC providers can receive updates on upcoming events, share and access peer-created resources, and engage in discussions with other VDC providers. Based on provider feedback during the VDC Operations Office Hour Series, a "forms library" was created on the [TA Community website](#), where various forms that VDC providers use for their VDC processes are stored. Sign up [here](#) to request access. Please contact us at VeteranDirected@acl.hhs.gov if you have any questions or concerns. We look forward to seeing you on the VDC Community!

VDC Monthly Reporting Tool Reminder

This is a friendly reminder to please report Veteran census for your VDC program on a monthly basis using the [VDC Monthly Reporting Tool](#). The VDC Monthly Reporting Tool is a portal for VDC providers to enter their Veteran census data, ensuring an opportunity to accurately account for availability and growth of the program. If you have already reported Veteran census for your VDC program using the VDC Monthly Reporting Tool for **May 2023** and/or previous months, we would like to thank you for submitting your program's data.

Technical Assistance

Have a question? Need guidance? Want to share good news about your VDC program? Reach out to the VDC Federal Technical Assistance Team at veterandirected@acl.hhs.gov. We look forward to hearing from you!

VDC Email Distribution List

If you or other VDC program staff are not already on the VDC email distribution list, [please enter your information using this link](#) to make sure you don't miss out on important news!

