Veteran Directed Care Program Newsletter

September 11, 2026

U.S. Department of Veterans Affairs (VA) Whole Health Experience

The Whole Health Experience is VA's approach to care that meets Veterans where they are and helps them live the life they want to live. Whole Health centers around what matters to Veterans, meaning a Veteran's health team will get to know the Veteran as a person before working with them to develop a personalized health plan based on the Veteran's values, needs, and goals to ensure care remains cohesive and aligned with a Veteran's priorities.

Community providers play a key role by exploring each Veteran's mission and purpose, incorporating those priorities into care plans, promoting share decision-making, encouraging self-care practices represented in the Circle of Health, recognizing social factors that influence wellness, and supporting caregiver resilience. The Whole Health Library offers evidence-informed articles, tools, and learning resources to help providers, caregivers, and Veterans apply Whole Health principles in everyday care.

The Whole Health Experience aligns with the philosophy at the core of Veteran Directed Care (VDC), person-centered thinking and Person-Centered Counseling. Read more about the Whole Health Experience on the VA's Whole Health webpage.

Provider Spotlight: Center for People With Disabilities (CPWD)

The Center for People with Disabilities (CPWD) demonstrates how VDC providers can use Veteran feedback to enhance program effectiveness. CPWD's 2026 annual satisfaction survey, which received 87 responses from Veterans, family members, and authorized representatives, provided valuable insights into the program's impact. Respondents described VDC as "extremely helpful" in facilitating access to quality care, essential resources, and services, while enabling Veterans to maintain dignity and independence at home. CPWD's VDC staff were recognized for their professionalism, responsiveness, and commitment to supporting Veterans and their families.

CPWD systematically reviews survey feedback to identify recurring themes and inform practical resources, task lists, and targeted training on topics such as timesheet submission and new hire paperwork. Survey results are shared with Veterans, person-centered counselors, and VA partners to promote transparency, support outreach, and reinforce engagement. VDC providers are encouraged to evaluate their processes for collecting, reviewing, and utilizing Veteran feedback to celebrate successes, identify training needs, and continuously improve the Veteran-directed care experience. Attached and linked here is a one-page resource detailing CPWD's annual satisfaction survey process.

Thank you to CPWD for sharing their findings and demonstrating how Veteran feedback can be leveraged to strengthen VDC programs!

Veteran Success Stories

Please use the Veteran Success Story form to share inspiring VDC success stories, including positive Veteran stories from their VDC enrollment experience, promising practices as a VDC provider, or stories of success that you have heard from the Veterans you serve. **Submitters will have a chance to be interviewed and featured in an upcoming newsletter!**

Revisions to the VDC Operations Manual Template

Revisions have recently been made to the VDC Operations Manual Template to reflect the most up-to-date VDC policy guidance and recommendations. The table below outlines revisions made to the resource.

VDC Operations Manual Template

Relevant Section	List of Revisions Made
Overview	▪ Language edited for clarity
Section I. VDC Program Background, Guidelines for Participation, Contracts, Preparing to Deliver VDC, and Roles and Responsibilities	▪ Revised indicators for clinical eligibility for VDC ▪ Included guidance on the Senator Elizabeth Dole 21st Century Veterans Healthcare and Benefits Improve Act ▪ Added guidance on the VHA Readiness Review process ▪ Information on Customer Engagement Portal (CEP) replaced with information on eCAMS ePP ▪ Added guidance on completing required Veteran Care Agreement (VCA) re-certification ▪ Added FMS responsibilities ▪ Language edited for clarity
Section II. Referral and Intake	▪ Added call-out box for caregiver identification guidance ▪ Added call-out box for sample budget guidance ▪ Language edited for clarity
Section III. Assessment and Spending Plan Development	▪ Included guidance on minimum Veteran contact and reauthorization reviews ▪ Added guidance on spending plan allowable expenditures ▪ Included Spending Plan Development recommendations ▪ Language edited for clarity
Section IV. Initiating Services and Hiring Workers	▪ Information added on the VDC Wage Workbook and Tool ▪ Revised terminology and guidance on disqualifying events identified in a background check ▪ Added guidance on use of home care agency services ▪ Langued edited for clarity
Section V. Ongoing Monitoring	▪ Language edited for clarity
Section VI. Billing and Invoicing	▪ Removed section on Emergency Back-up Care and Planned Purchases ▪ Removed section on Disputes and Appeals ▪ Language edited for clarity
Section VII. Quality	▪ Revised guidance on VDC provider satisfaction survey tools ▪ Revised guidance for VDC provider complaint or grievance procedures ▪ Language edited for clarity
Appendix A. Veteran Directed Care Operations Manual Template Reference Guide	▪ References updated to reflect revisions made throughout resource
Appendix B. Veteran Directed Care Financial Management Service Requirement for Hubs and Sole Proprietors	▪ Section added as appendix

Reminders

ACL's No Wrong Door (NWD) Website VDC Page: Visit the VDC page on the NWD website for helpful resources. If you do not find a resource, please email veterandirected@acl.hhs.gov.

VDC Monthly Reporting Tool: Please continue submitting your program's data at the end of each month using this form. This helps track the program's impact accurately. If your VDC provider or VAMC is missing from the tool, email veterandirected@acl.hhs.gov with the correct details.

VDC Technical Assistance (TA) Community: VDC providers can share peer-created resources, join in on discussions, and get information on events related to VDC on the VDC TA Community! Create an account at www.ta-community.com or reach out to veterandirected@acl.hhs.gov for assistance with getting access to the Community.

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: Ensure you and your team receive important updates. If you are not yet subscribed, add your information here: VDC Email Distribution List form. We value your partnership supporting Veterans through the Veteran Directed Care program.

Thank you for your continued partnership and dedication to supporting Veterans through the Veteran Directed Care program.