

The 2021 Self-Direction Virtual Conference Series

#SDseries2021



Person-Centered Counseling (PCC) Practices and Invoicing Strategies for Veteran Directed Care (VDC)

June 1, 2021

Applied Self-Direction
Self-Direction Conference



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U.S. Department
of Veterans Affairs

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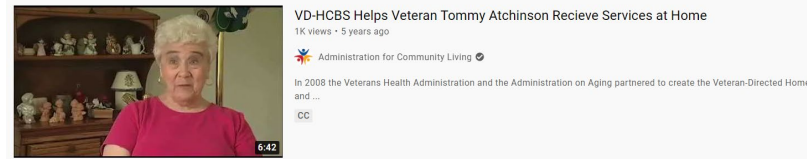
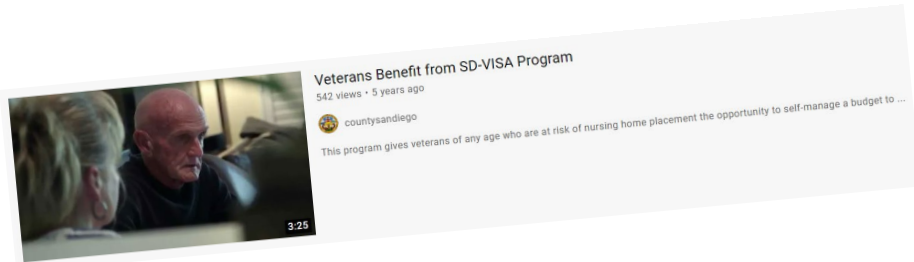
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VDC and PCC: Why is it Important?



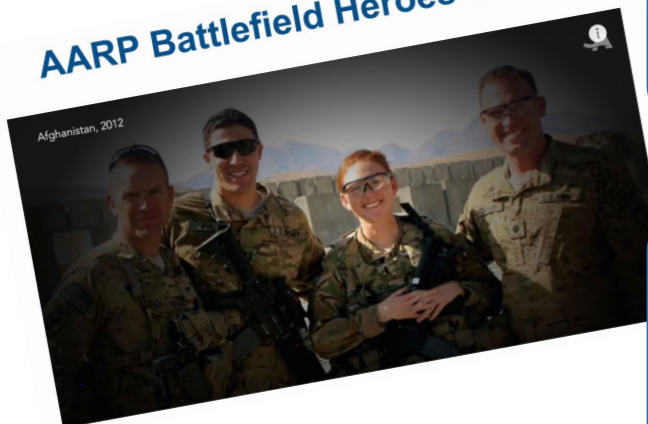
VDC: Veteran Impact



What is Person-Centered Counseling?



AARP Battlefield Heroes Video



“100% of Veterans and Caregivers Report being able to choose who provides care and control how they want services done.” — VDC Experience Analysis

“Just knowing that the VA was going to take care of Dad relieved a major amount of stress for my mom.” — Daughter of Veteran enrolled in VDC

<https://www.youtube.com/watch?v=GntQEGUBIEY>



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Why is PCC Important to VA?

- VDC is different than any other LTSS delivered to Veterans:
 - Budget Authority
 - Employer Authority
- Veterans in VDC are more medically complex than Veterans in other HCBS Programs
- PCC are extensions of VA in providing support to Veterans in their homes and communities



Updated Billing & Invoicing Resources

- VDC Billing & Invoicing Guide
- VDC Monthly Spending Plan Template
- VDC Monthly Service Report



- Poll:

What opportunities are there to clearly document the value and impact of PCC for VDC?



PCC Intersection by Stakeholder Responsibility



Veterans & Employees

- Veterans (and authorized representatives)
 - Participate and engage in assessments and monitoring
 - Identify goals for independent living
 - Design an individualized spending plan
 - Complete and manage employer requirements
- Employees
 - Provide services within the terms and scope of their employment agreement
 - Complete all required employee requirements to include timely and accurate timesheet submission
 - Maintain open communication with their employer and VDC Provider



VDC Provider

- Veteran specific interactions:
 - Referral/Intake
 - In-Home Assessment
 - VDC Spending Plan
 - Monthly Service Report
 - Monthly & Quarterly Follow-up
- VDC Program Level Documentation
 - Policies & Procedures
 - Veteran Manual/Handbook



- Reviewing/Approving VDC Spending Plans
- Reviewing Monthly Service Reports
- VDC Reauthorizations



Strategies for Improving PCC Practices in VDC



Global Budgets

- VDC Authorizations now operate under global budgets
 - A “global budget” means that the Veteran has a budget for the period of the authorization that cannot be exceeded
 - Monthly budget amounts no longer apply for purposes of billing & invoicing
 - There is no longer a planned savings fund requirement for one time purchases
 - All spending must be included in the VDC Spending Plan
- This change places more emphasis on the need to strategically develop VDC Spending Plans and monitor VDC Monthly Service Reports



Global Budgets

- Prior to global budgets...
 - The primary goal was to ensure Veteran's VDC spending **was below the monthly budget**
- Now...
 - The goal is to **maximize the delivery of goods and services** over the course of the authorization without exceeding the global budget



Goods & Services

- VA has updated it's guidance on allowable goods and services
- This includes criteria for goods and services and a list of “allowable” goods and services



Goods and Services: Criteria

1. Meets the identified needs, goals and outcomes in the Veteran's spending plan; AND
2. Improves the Veteran's ability to remain safely in their home; AND
3. Addresses activities of daily living or instrumental activities of daily living needs of the Veteran; AND
4. Be the least costly alternative that reasonably meets the Veteran's identified needs; AND
5. Not be provided or paid for by VA, Medicare, Medicaid, TRICARE, or other agency, organization, program, service, or insurance; AND
6. Not be the responsibility of the Veteran as a homeowner to maintain, repair, or replace; AND



Goods and Services: Criteria

7. Must meet one or more of the following goals:
 - a) Enhance community inclusion and support the Veteran's ability to remain in their home and access their community resources and network;
 - b) Increase the Veteran's independence;
 - c) Develop, maintain, or improve personal, social, physical, and/or work-related skills;
 - d) Decrease dependency on formal support services (i.e. reduce the need for human assistance);
 - e) Increase Veteran's safety in their home and community; and/or
 - f) Enhance family involvement by increasing the ability of direct care workers and caregivers including family members and friends to receive education and skills training needed to provide support to the Veteran.

AND;

8. Be for the Veteran.



Goods and Services

- VAMCs and VDC Providers should discuss the approach to goods and services
- Veteran spending should be individualized and tied to a specific need, goal, and outcome
- What may be appropriate and allowable for one Veteran may not apply to another Veteran

- **Intake/Referral and In-Home Assessments**
 - What process and tools do you use for in-home assessments?
 - Are these shared with the VAMC?
- **VDC Spending Plans**
 - Is there a breakdown of worker's weekly schedule and the services provided?
 - How do you plan for emergency back-up and respite care needs?

- **VDC Monthly Service Report**
 - How often do you review VDC Monthly Service Reports and overall spending against the global budget?
 - How often do you go over monthly spending with VAMCs and Veterans?
- **Monthly and Quarterly Monitoring**
 - What processes and tools do you follow for monthly and quarterly monitoring?
 - What gets shared and with whom?

VAMC and VDC Provider: Communication

- Most VDC Programs have a set schedule for meeting with one another
- It's strongly encouraged that VDC Programs delineate discussions surrounding:
 - VDC Program updates
 - Veteran specific issues/updates
 - Veteran specific issues should balance the perspective of the VAMC with the expertise and recommendation of the PCC



Continuous Quality Improvement

- Poll:

What's one change you can make to improve PCC practices in VDC?



Next Steps/Recommendations

- Consider PCC approaches to implementing policies and procedures
- In your next VDC Program meeting, discuss one change that can be made to enhance PCC practices
- Tune in to the ACL Webinar on VDC Billing & Invoicing scheduled for Wednesday, June 2nd from 2pm-3pm (EST)
 - ACL will be posting new and updated resources on their website:
 - <https://nwd.acl.gov/vdc.html>



Question and Answer

