The Veterans Administration and the Local Community Working Together to Help Veterans Live at Home

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What is a Consumer-Directed/ Self-Directed Program?

Truth in Advertising: Lucy Coffey, 108, was a San Antonio resident and one of the oldest female Veterans in the U.S. Ms. Coffey passed away in March 2015. Our AAA had assisted her through its VetCorps Program. However, she was not a VD-HCBS client—we are honoring her today as well as all Veterans.
What is VD-HCBS?

• Veteran-Directed Home and Community Based Services (VD-HCBS) is a program of the VA for self-directed care.

• VD-HCBS empowers Veterans to choose and manage services and supports in their homes as an alternative to living in a long-term care facility.

• The Veteran or Veteran Representative hires, supervises, evaluates and pays the Employee to provide specific services and supports that the Veteran needs to live in his or her own home.
Consumer or Self-Direction

The Consumer decides:

• **What** services, supports and goods are needed  
  – Buys supports and goods to achieve his or her goals

• **When** the services and supports are to be provided

• **Who** provides those services and supports  
  – Hires and manages his/her own Employees to provide the services and supports

• **Where** the services and supports are provided

• **How** the services and supports are provided
Consumer Direction or Self-Direction

Gives the consumer more:

- Choice
- Control
- Flexibility
- Freedom

Area Agency on Aging

VA Health Care | Defining Excellence in the 21st Century
The Veterans Administration Provides Several Community-Based Programs

- Home Health Aide – Homemaker Program
- Respite Program
- Contract Adult Day Health Care
- Home Telehealth
- Home Based Primary Care
What Makes VD-HCBS an Attractive Alternative to Traditional VA Care Models?

- Cost savings
- More efficient use of resources
- Consumer satisfaction
The VA-CBO Partnership

VA Initiates Referral to Community-Based Organization (CBO):

• Referral from a VA Primary Care Social Worker to VD-HCBS Coordinator, who
  • Performs Case Mix Assessment to Determine Budget
  • Offers program to Veteran (Veteran must agree)
  • Refers to CBO:
    – Area Agency on Aging (AAA)
    – Aging and Disability Resource Center (ADRC)
    – State Unit Aging (SUA)

CBO Contacts Veteran or Representative to Set Up Service:

– Explains VD-HCBS
– Conducts Client Needs Assessment
– Develops care/service plan
• Trains Vet or Rep to be an Employer
• Assists with recruiting and hiring for Veteran
– Monthly phone calls
– Quarterly home visits
Basic Qualifications for VD-HCBS Program

Veteran qualifies for Program if 1 or more of the following conditions are met:

- 3 or more ADL dependencies
- Significant Cognitive impairment
- Receiving Hospice Care

OR

2 ADLS & 2 or more of the Following
- 3 or more IADL dependencies
- Recently dc’s from nursing facility
- Recently dc’d from inpt. Rehabilitation facility
- 75 years old or greater
- 3 hospitalizations or 12 outpatient clinic/Emergency evaluations in past 12 months
- Diagnosis of Clinical Depression
- Lives alone in the Community

OR

Meets some of the Criteria of the target Population, but clinically determined by the local VAMC to need services

**All Veterans in VD-HCBS program must have a PCP through their local VA system**

Source: Julie Larsen LCSW, VD-HCBS Program Coordinator, SLC VAMC
Once Consumer is Enrolled, VA and CBO have a Continuing Relationship

CBO Roles and Responsibilities

• Veteran Advocate
• Inform VA Liaison of any status changes regarding Veteran
• Monthly case management meetings

VA Roles and Responsibilities

• Administrative
• VA Liaison
• Oversight of Rainy Day Fund and Budget
CBO’s Role and Responsibilities

The CBO assigns a Care Coordinator who will:

• Assess the Veteran’s needs

• Educate the Veteran about the program

• Help the Veteran create a Consumer-Directed Service Plan and Budget

• Provide information and referral to help the Veteran find the services and supports the Veteran needs, including employees

• Keep the local VA Medical Center informed about the Veteran’s status
CBO’s Role and Responsibilities

• Contract with a Financial Management Service to set up the Veteran’s account, through which the Veteran will
  – Submit bills for the purchase of services/supports
  – Assure employee(s) receive pay and benefits

• Monitor billing to be sure expenditures are within budget and to assure Employees are receiving their pay and benefits

• Help the Veteran evaluate how the VD-HCBS is working

• Help the Veteran learn how to be an effective employer

• Help the Veteran’s employee(s)
  – Understand their role in relation to the Veteran
  – Complete the paperwork required by the VA and the state to be an employee of the VD-HCBS

• Help the employer and employee resolve problems
Veteran Roles and Responsibilities in VD-HCBS

- Recruits, hires, and manages workers
- Sets tasks
- Specifies salary and benefits (optional)
- Assigns flexible work hour schedule
- Makes decisions about needs and services
- Trains/arranges worker training

Veteran or Veteran Representative
Veteran Roles & Responsibilities

The Veteran is responsible for

• Cooperating with the CBO Care Coordinator to plan and direct the Veteran’s Service Plan and budget

• Functioning as the employer
  – Recruiting, hiring and firing employees
  – Planning employee work schedules, training and assignments
  – Keeping time sheets and other employee records
  – Submitting time sheets to Financial Management Service for employee payment
  – Performing annual evaluations

• Managing finances, to include
  – Submitting purchase requests to Financial Management Service
  – Managing a Rainy Day Fund
What If a Veteran Is Unable to Manage an Employee?

- The Veteran’s family or friends can help the Veteran as
  - Legally Authorized Representatives, who have Power of Attorney,
  - Court Appointed Guardians
  - A designated Representative to help with decisions or the management of the VD-HCBS program, or
  - An Employee of the Veteran
  - One person can’t be both Representative/Guardian and Provider
## States with VD-HCBS Programs

updated Nov. 2015

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### Locations with VD-HCBS Programs

*updated Nov. 2015*

| Anchorage, AK | Shreveport, LA | White City, OR |
| Little Rock, AR | Boston, MA | Roseburg, OR |
| Fayetteville, AR | Bedford, MA | Philadelphia, PA |
| San Diego, CA | Perry Point, MD | Coatesville, PA |
| Grand Junction, CO | Togus, ME | San Juan, PR |
| West Haven, CT | Ann Arbor, MI | Charleston, SC |
| Washington, DC | Detroit, MI | Columbia, SC |
| Bay Pines, FL | Saginaw, MI | Sioux Falls, SD |
| Tampa, FL | Battle Creek, MI | St. Louis, MO |
| Gainesville, FL | Iron Mountain, MI | Fort Harrison, MT |
| Orlando, FL | St. Louis, MO | Manchester, NH |
| Miami, FL | Lyons, NJ | Salt Lake City, UT |
| Honolulu, HI | Las Vegas, NV | Richmond, VA |
| Boise, ID | Albany, NY | White River Junction, VT |
| Danville, IL | Syracuse, NY | Puget Sound, WA |
| North Chicago, IL | Chillicothe, OH | Walla Walla, WA |
| Chicago, IL | Portland, OR | Spokane, WA |
| Hines, IL | | Milwaukee, WI |
| Marion, IL | | Tomah, WI |
Veteran’s Directed Home and Community Based Services

CASE STUDIES
Veteran’s Directed Home and Community Based Services

http://www.bc.edu/schools/gssw/nrcpds/tools/videos.html#pstory

VIDEO: CENTRAL TEXAS VD-HCBS
FEATURING THOMAS WILSON, LCSW, CENTRAL TEXAS AAA/ADRC
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