

Veteran Directed Care: Hub and Spoke Responsibilities

Overview

There are two major delivery models under which Veteran Directed Care (VDC) providers serve Veterans enrolled in the VDC program. Under the Sole Proprietor model, the VDC provider performs all administrative functions of the program, delivers the person-centered assessment and counseling, and either provides or secures Financial Management Services (FMS) through a contract. Under the Hub and Spoke model, the Hub provides all administrative functions of the program, secures the person-centered assessment and counseling through subcontracts with local Aging and Disability Network Agencies (ADNA),ⁱ and either provides or secures FMS through a contract. The Spoke, meanwhile, is the ADNA sub-contractor of the Hub who assists in delivering person-centered counseling services. The Hub has full accountability of the delivery of the VDC program and holds the Spoke responsible for the functions they deliver.

This fact sheet outlines a typical distribution of responsibilities between the Hub and its Spokes under the VDC Hub and Spoke model. However, some roles and responsibilities may vary according to a Hub/Spoke subcontract. Hubs and their Spokes must work closely together to delineate appropriate roles.

Hub Responsibilities

As the designated VDC provider, a Hub operating the VDC program must:

- Be ultimately responsible for VDC program operations, compliance, and quality assurance (including FMS procurement/operation and spoke procurement/operation)
- Maintain a relationship and consistent communication with the VDC Program Coordinator at the Veterans Affairs Medical Center (VAMC) and the Spoke, including, for example:
 - Monthly meetings with the VAMC and the FMS entity as applicable
 - Monthly calls with the Spoke ADNAs
- Receive Veteran referrals and authorizations/reauthorizations from the VDC Program Coordinator at the VAMC
- Forward Veteran referrals and authorizations/reauthorizations to the appropriate Spokes to use to develop Veteran Spending Plans and amended Spending Plans as needed
- Submit requests for amendments to Veterans' authorizations and budgets as needed
- Forward completed Veteran Spending Plans and amended plans, as needed, to the VDC Program Coordinator for review and approval
- Monitor VDC program operations, including Spoke operations

ⁱ ADNAs include Aging and Disability Resource Centers (ADRCs), Area Agencies on Aging (AAAs), Centers for Independent Living (CILs) and/or State Units on Aging (SUAs).



- Design, implement, and analyze results from an Annual Veteran/Representative Satisfaction Survey
 - Surveys should ideally be conducted within 60 days of Veteran enrollment to monitor the enrollment process and then annually thereafter with each Veteran enrolled in VDC
- Prepare Monthly Service Reports for each Veteran served in a service month and submit to the VDC Program Coordinator at the VAMC (or coordinate with the FMS entity as applicable). Either approach works; however, the VDC provider is ultimately accountable for the accuracy of the Veteran Monthly Service Report
- Prepare and submit monthly billing (or coordinate with the FMS entity as applicable). The VDC provider is ultimately responsible to submit monthly billing to the VAMC. If the task is delegated to the FMS, the VDC provider is responsible for the accuracy and timely submission of the bills.
- Prepare a Monthly Veteran Spending Report to track Veteran spending and distribute it to the Veteran/Representative and Spoke Person-Centered Counselors (or coordinate with the FMS entity as applicable)
- Prepare VDC program monitoring reports for internal use to track Veteran over- and under-spending and use of overtime, as well as share these reports with Spokes
- Report and investigate critical incidents reported by the Spokes. Critical incidents shall be reported to the VDC Program Coordinator for discussion and resolution
 - Consider reporting to Adult Protective Services as well as appropriate
- Provide customer service that is culturally and linguistically competent, including military competence
- Monitor VDC requirements across states served as applicable

Spoke Responsibilities

As the Spoke, the ADNA must:

- Provide information and assistance to Veterans and their representatives
- Monitor Veterans' overall health and safety in the home using (at a minimum) monthly calls and quarterly in-home visits
- Conduct monthly meetings with the Hub to maintain good lines of communication
- Receive Veteran authorizations and reauthorizations, including budget information from the Hub



- Meet with each Veteran referred to VDC to learn about the Veteran's needs (conduct an assessment to determine functional needs) and learn how the Veteran would like to meet those needs
- In collaboration with the Veteran, prepare Veteran Spending Plans and amended Spending Plans with the Veteran and members of their circle of support as appropriate
- In collaboration with the Veteran, prepare Emergency Backup Plan and updates for Veterans and ensure Designated Emergency Backup Worker forms are completed with all identified Emergency Backup workers
- Distribute Employer Enrollment and Direct Care Worker Employment and Vendor Engagement Packets to Veteran/representatives and assist them in completing forms and providing required information
 - Forward this information either to the Hub (if they are doing FMS in-house) or to the contracted FMS entity
- Submit Veteran Spending Plans and amendments to the Hub for submission and approval to the VDC Program Coordinator
- Notify the Hub and provide assessment information when the Spoke determines that the Veteran's authorized budget is not sufficient due to a significant change in Veteran's health status
- Notify the Hub when a critical incident with the Veteran is identified
- Receive approved Spending Plans from the Hub for distribution to the Veteran/representative-employer
- Monitor Veterans' monthly spending using report(s) generated by and received from the Hub and implement the Remediation, Training, and Termination policy and steps with the Veteran/representative as needed and appropriate
- Provide Customer Service that is culturally and linguistically competent, including military competence

Tools and Resources

[Find a VDC Program](#): Full list of VAMCs and ADNAs eligible to provide the VDC program

[VDC Welcome Fact Sheet](#): Overview of the VDC program and the program's benefits for Veterans and their caregivers, VAMCs, and ADNAs