



Veteran Directed Care Program Newsletter

Friday, April 12, 2024

April Veteran Directed Care Office Hour

The Administration for Community Living (ACL) is hosting an office hour session for Veteran Directed Care (VDC) programs on Wednesday, April 17, from 12-1pm ET. The office hour will feature brief updates from ACL and the Veterans Health Administration (VHA), followed by an open session for VDC programs to ask questions and engage with peers. Please register in advance for the session [here](#). We look forward to your participation!

VDC Annual Survey – Thank you!

Thank you to the 78 Sole Proprietors and 18 Hubs who responded to the VDC Annual Survey, capturing data from 2023. Below are a few quick facts that we learned from responders:

1. Response Rate

Approximately 61% of operational VDC providers responded to the VDC Annual Survey.

2. Average Person-Centered Counselor to Veteran Ratios

VDC Provider Type	Average Ratio
Sole Proprietor (n=66)	1 PCC: 17 Veterans
Hub (n=15)	1 PCC: 14 Veterans
Spoke (n=7)	1 PCC: 8 Veterans

3. Electronic Billing

Approximately 80% of VDC providers currently serving Veterans who reported their billing procedure indicated that they are submitting VDC invoices electronically.

4. Financial Management Services (FMS)

VDC providers reported using 41 unique FMS providers, based off the 91 providers who answered this question.

Veteran Success Stories

The VDC Federal Technical Assistance team is collecting VDC program success stories and would love to hear from you! Please use [this form](#) to share any VDC success stories, including positive Veteran stories from their VDC enrollment experience, promising practices related to providing VDC as a VDC provider, or stories of success that you've heard from the Veterans you serve.

Operations Manual Template Updates

The VDC Federal Technical Assistance team recently updated the [VDC Operations Manual Template](#). Below is a list of changes for your reference:

1. Additional guidance for VDC providers on signing a VCA, registering for a National Provider Identifier Number (NPI), and completing the VA vendorization process (Section I, page 9)
2. Background check guidance for authorized representatives (Section I, page 11)
3. Guidance for hiring workers and background checks (Section IV, pages 21-22)
4. Guidance for face-to-face visits (updated throughout)

VDC Monthly Reporting Tool Guidance

Thank you to those who have been reporting to our revised [VDC Monthly Reporting Tool](#). As a reminder, the main update to the VDC Monthly Reporting Tool is the option to report for multiple Veterans Affairs Medical Centers (VAMC) within the same form. However, if your organization only partners with one VAMC, please note that you only need to fill out your data once for that VAMC. You can simply leave the Additional VAMCs section blank. If you partner with multiple VAMCs, meanwhile, please utilize this Additional VAMCs section to report for those VAMCs on the same form. For more information on this update, please refer to the [VDC Monthly Reporting Tool Update Brief](#).

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!