



## VETERAN DIRECTED CARE PROGRAM

# Veteran Directed Care (VDC) Program Super Hub Fact Sheet

## What Are the VDC “Super Hubs”?

To expedite and ease the expansion of the VDC program, the Administration for Community Living (ACL) identified five existing VDC providers that support Veterans in multiple states. These providers – labeled as “super hubs” – are interested in supporting expansion by partnering with local agencies who will provide direct in-person support to Veterans in the program. They were labeled “super hubs” because of their demonstrated success with the VDC program while partnering with multiple Veterans Affairs Medical Centers (VAMC) and/or working to serve Veterans in multiple states and territories. VDC Super Hubs are positioned to rapidly develop and offer the VDC program in new VAMC service areas. They leverage their experience in providing VDC along with their existing operating infrastructure (policies, procedures, training resources, referral processes, billing, etc.) to bring on local agencies to provide the assessment and person-centered counseling.

The five super hubs are as follows:

- **Bay Aging:** Based in Virginia, Bay Aging currently serves Veterans through VDC with the Richmond VAMC, the Hampton VAMC, the Salem VAMC, and the Lyons Campus of the VA New Jersey Health Care System. They are serving Veterans that reside in Virginia, Maryland, New Jersey, and North Carolina.
- **Southern Mississippi Planning and Development District (SMPDD):** Based in Mississippi, SMPDD currently serves Veterans through VDC with the VA Gulf Coast Healthcare System and the Jackson VAMC. They are serving Veterans that reside in Mississippi, Alabama, Florida, and Louisiana.
- **Center for People with Disabilities (CPWD):** Based in Colorado, CPWD currently serves Veterans through VDC with the Cheyenne VAMC and the Denver VAMC. They are serving Veterans that reside in Colorado, Wyoming, and Nebraska.
- **Pennyrile Area Agency on Aging:** Based in Kentucky, Pennyrile currently serves Veterans through VDC with the Marion VAMC, and the VA Tennessee Valley Healthcare System. They are serving Veterans that reside in Kentucky and Tennessee.
- **The Independence Center (The IC):** Based in Colorado, The Independence Center currently serves Veterans through VDC with the Cheyenne VAMC, Denver VA Eastern Colorado Health Care System, and the VA New Mexico Health Care System. They are serving Veterans that reside in Colorado and New Mexico.



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### What Role Do the Super Hubs Serve?

The super hubs, serving as VDC providers, perform all administrative and financial functions of the VDC program and contract with local organizations to deliver person-centered counseling services and provide direct support to enrolled Veterans. VDC Super Hubs operate a VDC Hub and Spoke model.

As VDC providers, the super hubs work directly with VAMCs to facilitate program management – including receiving Veteran referrals, billing for VDC, and collecting reimbursement. Because of this vital role in the program, it is critical that VAMCs have a strong partnership with their chosen VDC Provider.

### Why Should VAMCs Be Interested in Working with the Super Hubs?

**Ease of Expansion:** VAMCs should consider partnering with the super hubs in order to ease and expedite the rapid expansion of the VDC program. These super hubs are already well-established VDC providers and have considerable experience working with multiple partners, onboarding Veterans, and working with various vendors to facilitate successful program management. They also have well-established processes and resources that would aid program start-up, development, and expansion. Accordingly, VDC start-up with these programs may be more efficient than working with a new independent VDC provider.

**Community Partnerships:** VDC expands the VA's reach into the community by forging partnerships with well-established community providers. The VDC super hubs have a depth of experience with tools, resources, and supports at the regional and local community levels. The super hubs also have expertise and skills in person-centered counseling and supporting Veterans with resources and community-based options that meet their goals and preferences. They have training programs that their subcontractors can use to develop staff capabilities and assure greater quality in the delivery of the program.

**Identified Interest in Expansion:** The super hubs have already expressed their interest in supporting and facilitating the expansion of the VDC program. Accordingly, they are eager and ready to partner with VAMCs to start up the program.

### Where Can I Find More Information?

- [The VDC Welcome Fact Sheet](#) provides more information on the VDC program and its benefits for Veterans, caregivers, VAMCs, and providers.
- [The Hub and Spoke Responsibilities Fact Sheet](#) provides more information on the VDC Hub and Spoke model. VDC Super Hubs use the VDC Hub and Spoke model to provide VDC.
- More information on the super hubs can be found at their respective websites:
  - **Bay Aging:** <https://bayaging.org/>



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- **Southern Mississippi Planning and Development District:** <http://smpdd.org/>
- **Center for People with Disabilities:** <https://cpwd.org/>
- **Pennyrile Area Agency on Aging:** <https://www.peadd.org/>
- **The Independence Center:** <https://www.theindependencecenter.org/>
- Questions about the super hub approach or other VDC-related matters can be directed to the ACL VDC Technical Assistance Mailbox at [VeteranDirected@acl.hhs.gov](mailto:VeteranDirected@acl.hhs.gov).