

Veteran Handbook | Veteran Directed Care

What is Veteran Directed Care?

SUPPORTED BY [YOUR LOCAL VA MEDICAL CENTER] AND [ADNA NAME]

This handbook will help you as an enrollee in the Veteran Directed Care program. The program is available to you through a partnership between the [AGENCY] and [YOUR VETERANS AFFAIRS MEDICAL CENTER PARTNER]. This handbook includes information about how the program operates that you can refer to throughout your time in the program. It also explains who is available to support you in this program. Veteran-directed does not mean doing things all by yourself – people are available to support you along the way. This document defines Veteran Directed Care, outlines your responsibilities, and provides information on what to expect from your Person-Centered Counselor and financial management service. Please think carefully about the information in this handbook. With Veteran Directed Care, choice and flexibility come with responsibilities.

[This is a template for your agency to modify as needed to fit your local situation. Please make sure that you complete all the sections that require you insert the specific names of your program, your agency, your FMS provider, and your VAMC. Also, in the body of this template are sections in red and in brackets – such as this one. These are notes that suggest specific areas where you will need to address predictable variations among Aging and Disability Agencies. These are not intended to be part of your final document.]

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What is Veteran Directed Care?

Veteran Directed Care (VDC) offers a *Veteran-directed* approach to home and community-based services. VDC is designed to provide you with more choice and control over the services and supports you need to live successfully at home.

What Does Veteran-Directed Mean?

In the VDC program, Veteran-directed means you decide:

- What services, supports, and goods you need
- When the services and supports are provided
- Who provides those services and supports
- Where the services and supports are provided
- How the services and supports are provided

Veteran-directed means you have more:

- Choice
- Control
- Flexibility
- Freedom

With Veteran-directed, you:

- Are in control of your life and how you live it
- Can get support with what you need in the way you need it
- Make choices about your services and supports
- Hire the people you want to provide your services and supports

Veteran-directed also means:

- Money gets approved for you to use to hire workers and buy supports and goods
- You work with [AGENCY NAME] staff to create a spending plan for that money
- You are responsible for following the VDC rules

My Responsibilities

As a VDC participant, some of your responsibilities will be to:

- Develop a Spending Plan
- Follow your Spending Plan
- Let someone know if you need help
- Work with your **Person-Centered Counselor** from [ADNA NAME]
- Work with your Financial Management Services (FMS) provider, [FMS PROVIDER]
- Arrange to get the services, supports, and goods that you need and pay for them according to your Spending Plan
- Hire and manage the people who will provide services and supports, which may include replacing them if they are not working out for you
- Keep records, especially accurate timesheets with the hours worked by your employees
- Follow VDC guidelines
- Be accountable for the use of VDC funds

Person-Centered Counselor: A trained individual who assists individual Veterans with understanding VDC requirements, developing a service and support plan and budget, and identifying where or how the developed service and support plan and budget can be implemented. The Person-Centered Counselor also serves as the liaison between the Veteran and other VDC staff.

Do I Have to Do This by *Myself*?

You do not have to do this by yourself. The Person-Centered Counselor from [ADNA] and [FMS PROVIDER] can help you. If you want to be in the program, but do not want to manage the hiring and supervising of employees or manage your **budget**, you can appoint a representative to do these things on your behalf. If you want to have a representative, you should choose someone you trust, such as a member of your family, a friend, or someone else who has helped you before. This person should be willing to follow what you say you need and want and be in regular contact with you. It is a good idea for this person to visit you at least once a week.

Budget: The amount of available funding for each individual participant. It is based on the Veteran's needs. The Person-Centered Counselor receives the individual budget from the VA and informs the participant when they are deciding whether to select VDC over traditional VA services and during the planning process. Any requests for adjustments to the budget, based on a change in the Veteran participant's needs, are initiated by the participant through their Person-Centered Counselor.

Person-Centered Counselor

Everyone who participates in the VDC program will have a Person-Centered Counselor. Your Person-Centered Counselor is available to help you:

- Understand VDC
- Assess your needs and think through your goals for VDC services
- Develop your Spending Plan
- Evaluate your Spending Plan and how VDC is working for you
- Understand and complete required paperwork
- Solve any problems that come up

In working with your Person-Centered Counselor, you are responsible for sharing what is important to you and deciding what direction you want your life to go in. **Some important questions to think about asking include:**

- What days and times are you available to meet with me?
- Can you come to me when and where I need you?
- How soon can we meet to get started?
- Can you help me do the paperwork?
- How familiar are you with other community resources?

Financial Management Services

[FMS PROVIDER] is the financial management services (FMS) provider for Veterans participating in VDC. [FMS PROVIDER] will provide all FMS for VDC participants and will:

- Assist you or your representative in completing the paperwork necessary for you to be an employer and for [FMS PROVIDER] to serve as your agent with federal/state agencies
- Act as your payroll agent and take care of all monetary components of your care - such as timesheets, payroll, taxes, and other employer-related requirements
- Arrange Worker's Compensation coverage [NOTE: Worker's Compensation is not required in all jurisdictions]
- Process employee payroll and issue payment to workers either through checks or direct deposit
- Issue W2 forms to your employees for tax purposes and pay all payroll taxes for your employees to the government on your behalf
- Maintain all financial records
- Complete your provider background check
- Send you a regular budget report of how much you have spent and how much you have left in your account
- Contact you and your Person-Centered Counselor if you request something that is not approved in your budget
- Ensure that you pay only for those expenses that you have funds in your budget to cover
- Answer any questions you or the people you hire may have about payroll matters

Everyone who self directs in the VDC program must use [FMS PROVIDER].

Appendix A. Important Contacts and Numbers

It is important to have a list of people whom you can contact for assistance. The below template can be used to record important contacts and numbers for those who will work with you in the VDC program, such as your Person-Centered Counselor, [FMS PROVIDER], [ADNA], and others. An example of how you might complete this template is included as well.

In addition to your Person-Centered Counselor, it is recommended that you include contacts such as your VA/VDC program coordinator or the VA/VDC executive director.

Exhibit 1. Important Contacts and Numbers Template

Important Contacts and Numbers			
	<u>Name</u>	<u>Job</u>	<u>Phone Number</u>
1.			
2.			
3.			
4.			
5.			
6.			
7.			

Exhibit 2. Example of Important Contacts and Numbers Template

Important Contacts and Numbers			
	<u>Name</u>	<u>Job</u>	<u>Phone Number</u>
1.	<i>John Smith</i>	<i>Person-Centered Counselor (or first person the Veteran should call at the ADNA)</i>	<i>111-222-3333</i>
2.	<i>Jane Doe</i>	<i>Second person the Veteran can call at the ADNA with questions/problems</i>	<i>444-555-6666</i>
3.	<i>James Roe</i>	<i>VAMC contact</i>	<i>777-888-9999</i>
4.			
5.			
6.			
7.			