

Manchester VA Social Work and Volunteer Services



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VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Manchester Healthcare System

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Manchester VA Social Work

What does my social worker do?

- Social workers assist Veterans, families, and caregivers by assessing and providing support and assistance in various areas of care coordination.
- They connect Veterans with resources, services and programs to meet their current needs and address issues related to access to care, psychological status, economics, functional status, housing, social support, and help Veterans complete Advance Directives.

We currently have 82 Social Workers that work across Manchester VA/CBOC's

Community Engagement

- **Liaison with healthcare teams internally and externally**
- **Provide psychosocial support, resource and referral, mental health therapy, program administration, and clinical case management through individual, family and group appointments.**
- **Building community partnerships**
 - Attend community workgroups and teams
 - Facilitate community focused workgroups and teams
 - Build relationships for resource and referral work
 - Host and join multiple community outreach events yearly
 - Standdown
 - NH Caregiver Conference
 - Bike week
 - UNH office hours
 - And more

Areas & Services you will find Social Workers

- Primary Care
- Home Based Primary Care
- Mental Health
- Community Based Outpatient Clinics
- Spinal Cord Injury
- Geriatric and Extended Care Programs
- Women's Health
- Community living Center
- Intimate Partner Violence
- Pain Clinic
- Military 2VA
- Community Liaison Hospital Program - New
- Caregiver Support
- Medical Foster Home Program - Re-start

And More.....

Military 2 VA (M2VA) Program

M2VA works with Veterans who have served after 9/11

Establish/connect to eligible VA health care services including:

- Enrollment and Eligibility in VA health care system
- Medical
- Mental health
- Substance use
- Specialty
- Dental

Explore readjustment concerns after military separation

- Social networks
- Financial hardship
- Employment/unemployment concerns
- Legal issues
- Housing/homelessness
- VA benefits
- Long term case management tracking for those with more complex needs

M2VA Program

Referrals are received through many different avenues

National Guard/Reserve

Military Treatment Facilities

**Nation Wide M2VA Teams and VA
Providers**

**Locally Established New Patient
Outreach**

Community Organizations

Family & Friends

Self-Referral

Outreach events to include:

- Yellow Ribbons
- Post Deployment Health Reassessments
- Family days
- Veteran Conferences

M2VA Program Engagement

M2VA in the community:

- Attending Pre and Post deployment events
- Retiree events
- Managing Veteran/Military Workgroup comprised of community and military agencies
- Attending VSO events
- Attending local colleges to support Veteran students
- Many more.....

Who to contact:

**Nicole Settupane, LICSW
M2VA Program Manager
603-624-4366 Ext. 6932**

Caregiver Support Program

The Caregiver Support Program (CSP) mission is to promote the health and well-being of family caregivers who care for our nation's Veterans, through education, resources, supportive services and service excellence. It is comprised of two unique programs:

- 1) The Program of General Caregiver Support Services (PGCSS)**
- 2) The Program of Comprehensive Assistance for Family Caregivers (PCAFC)**

Caregiver Support Program

The Program of General Caregiver Support Services (PGCSS)

- Serves caregivers of enrolled Veterans of *all* eras.
- A General Caregiver is defined as a person who provides personal care services to a Veteran who needs assistance with one or more activities of daily lives and/or needs supervision or protection based on symptoms or residuals of neurological care or other impairment or injury
- Those enrolled in the PGCSS are eligible for:
 - Training, Education, and Support
 - Building Better Caregivers
 - Resource and Referral
 - Resources for Enhancing All Caregivers' Health in the VA (REACH VA)
 - Caregiver Support Line
 - Counseling
 - Peer Support Mentoring
 - Email Listserv
 - Caregiver Self-Care Courses

Caregiver Support Program

The Program of Comprehensive Assistance for Family Caregivers (PCAFC)

- **The Program of Comprehensive Assistance for Family Caregivers (PCAFC) currently offers enhanced clinical support for caregivers of eligible Veterans seriously injured in the line of duty.**
- **As of 10/1/2022 program applications will open to all eras. Until then all except those who served between May 7, 1975 and September 10, 2001.**
- **Those enrolled in the PCAFC are eligible for enhanced services including:**
 - Financial stipend
 - Access to ChampVA healthcare insurance (if they are uninsured)
 - Mental Health Counseling
 - Caregiver education and training.
 - Respite services to caregivers enrolled in PCAFC at a minimum of thirty days of respite care a year for Caregivers.
 - Eligible Veterans and Caregivers may also receive Hero Miles.
 - Caregivers may also be eligible for travel compensation when traveling with a Veteran to their medical appointments.

Caregiver Support Program

Manchester VA Caregiver Support program

(603) 624-4366 ext. 6895

Veteran Directed Care Program

- **Veteran Centered Program that is based on a partnership model with the community.**
- **Began in 2008 as a pilot program in other states based on DHHS and VHA identified need.**
- **Manchester VAMC started the Veteran Directed Care Program as a pilot in 2012, serving one county.**

- **Today the program exists in every county of New Hampshire**
- **Has 7 Aging and Disability Network Agencies**
- **Serving 55 Veterans in the program.**

Veteran Directed Care Program

- **The Veteran Directed Care Program provides services for Veterans who are eligible for Nursing Home level of care.**
- **The Veteran Directed Program is part of the Geriatrics Extended Care (GEC) continuum of care that provides Veterans with the ability to remain at home for as long as possible by being able to pay an individual to provide their care needs.**
- **If interested in the Veteran Directed Care Program Veterans can reach out to their VA Primary Care Team to begin the process.**

Veteran Directed Care Program Coordinator Manchester VA

Kristen Lawlor

(603) 624-4366 ext.6960

Medical Foster Home Program

Purpose:

- **Medical Foster Homes are private homes in which a trained caregiver provides services to a few individuals.**
- **A Medical Foster Home can serve as an alternative to a nursing home. It may be appropriate for Veterans who require nursing home care but prefer a non-institutional setting with fewer residents.**

Medical Foster Home Program

Services Provided:

- **Medical Foster Homes are private residences where the caregiver and relief caregivers provide care and supervision 24 hours a day, 7 days a week.**
- **Caregiver provide for Veterans:**
 - **Help with activities of daily living (e.g., bathing and getting dressed)**
 - **Help taking medications**
 - **Some nursing assistance**
 - **All of your meals**
 - **Planned recreational and social activities**

Loved ones of Veterans have:

- **Peace of mind having a caregiver able to provide care for 24 hours a day, 7 days a week**
- **A place to enjoy spending time with the Veteran**
- **VA ensures that the caregiver is well trained to provide VA planned care. While living in a Medical Foster Home, Veterans receive Home Based Primary Care.**

Medical Foster Home Program

- **Medical Foster Homes are not provided or paid for by VA.**
- **To be eligible Veterans must be enrolled in a VA where the program is offered and be eligible for Home Based Primary Care (HBPC).**
- **You will have to pay for the Medical Foster Home yourself or through other insurance. The charge for a Medical Foster Home is about \$1,500 to \$3,000 each month based on your income and the level of care you need. The specific cost is agreed upon ahead of time by you and the Medical Foster Home caregiver**

Medical Foster Home Program

Manchester VA is in process of re-establishing this program. A Program Coordinator will start in October 2022

**Until then for questions call
Kristin Maxwell, Chief of Social Work
(603) 624-4366 ext. 6468**

Veteran Community Partnership Program

Veteran Community Partnerships (VCPs) are organized partnerships through which local VA facilities connect with state and local community services and agencies to:

- Develop and foster strong relationships**
- Enhance and improve access to care, services and benefits**
- Promote seamless transitions**
- Educate community agencies and VA providers**
- Support caregivers and families**
- Measure results through shared reporting**



Volunteer Services

- **Compassionate Contact Corps.- New program**
- **DAV Transport**
 - DAV drivers travel through-out NH picking up and dropping off Veterans for their appointments. The more drivers that are available the more we can support our Veteran community.

The Manchester VAMC would love to have you become one of our Volunteers.

We have volunteers that:

- Ambassador
- Transport patients
- Support clinics administratively
- Drive veterans (DAV transportation)
- Logistics
- Recreation Therapy
- Chaplain Service
- MyHealtheVet

Volunteer Services

Volunteers are very important part of the VA system; they are often the first people Veterans see entering the facility and provide a warm and welcoming smile. Many of our volunteers are Veterans but many are not. They volunteer to give back and enjoy every minute of it.

If you are interested in volunteering at the Manchester VAMC, please contact Michelle Toohey at 603-624-4366 X6422 or Robyn Romaniak at 603-624-4366 X1852.

Questions