

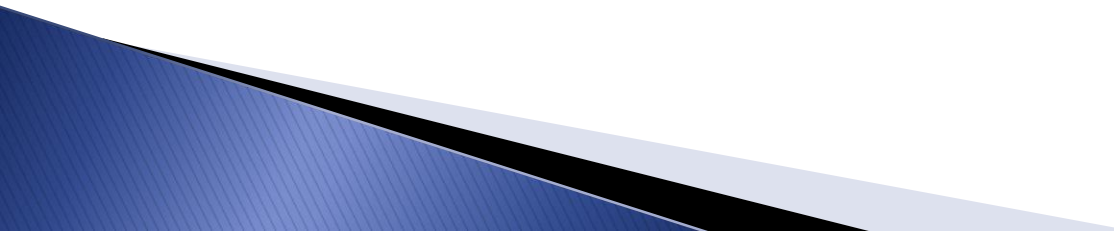
VA Resources

Ruth Mustard, DNP, RN, NEA-BC
Associate Director Patient Care/Nursing Services

Veterans Administration

- ▶ Veterans Benefits Administration (VBA)
 - Veteran's Benefits
 - Service Connection
 - GI Bill
- ▶ National Cemetery Administration (NCA)
 - Burial for Veteran and Spouse at VA National Cemeteries (Columbia, Florence, Beaufort, Anderson)
- ▶ Veterans Health Administration (VHA)
 - Columbia VA Health Care System Columbia
 - Ralph H. Johnson VA Medical Center Charleston

1st Step is Enrollment in VHA

- ▶ Online: va.gov
 - ▶ Telephone option: 1-877-222-8387
 - ▶ Come in person 6439 Garner's Ferry Rd.
Columbia, SC 29209 Welcome Center 1st floor
 - ▶ Helpful to have DD 214 and Financial Information
(tax return) available
- 

Caregiver Support Program

- ▶ Two distinct programs:
 - 1. Program of general caregiver services: No service connection required, no application process but a brief intake process:

Programing Includes:

- Local Support Groups – in person and online
- Annual Resource Fair
- Coaching
- Caregiver Whole Health
- SAVE Training
- Caregivers First
- Annual Summit
- Self care
- REACH
- Outreach
- Building Better Caregivers
- Annie Text Messaging
- Special events
- Various education offerings
- AND MORE

Caregiver Support Program

- ▶ 2. Program of comprehensive assistance for family caregivers:
 - Provides Stipend
 - Lengthy application process
 - Best way to apply is through www.caregiver.va.gov or [Apply for PCAFC](#)

APPLICATION PROCESS

- 90 day process for the Veteran but if delay is due to VA, then applications can take much longer.
- CEAT – Clinical Eligibly TEAM for VISN 7 makes the determination if Veterans / Caregivers qualify for the program. Applications are pending initial CEAT decision 30-90 days. We have 120-200 applications awaiting review at any given time.
- Letters are “8 Point letter’s that mimic VBA claim letters and very long and detailed.
- We have received 1,403 application so far this FY
- We currently have 599 open applications.

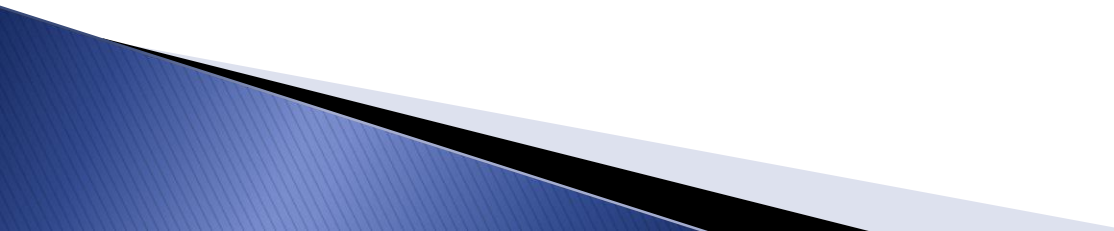
Caregiver Support Program Contacts

803-695-6777 Caregiver Support Program
Main Number

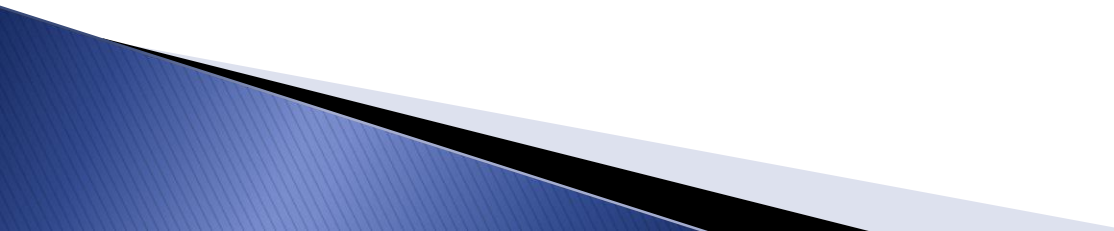
Cristina (Cristy) Roberson Program Manager

Conoshura Williams PFCAFC Coordinator

Carolyn Golson PGCSS Coordinator



Homeless Program–Health Care for Homeless Veterans (HCHV)

1. HCHV Outreach
 2. HCHV/Grant and Per Diem Program (GPD) and Community Emergency Residential Services (CERS)
 3. Housing and Urban Development and VA Supportive Housing Program (HUD/VASH)
 4. Homeless Veteran Community Employment Services (HVCES)
 5. Veterans Justice Outreach Program (VJO)
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HCHV Grant and Per Diem Program (GPD) and Contract Emergency Residential Services (CERS) & Medical Respite

- ▶ Beds in Columbia and Greenville
- ▶ Intake point for homeless Veterans
- ▶ For the immediate transitional housing of homeless Veterans
- ▶ Same day admission
- ▶ Must be independent in ADL's
- ▶ Must be psychiatrically stable
- ▶ Must be able to complete a chore
- ▶ Goal is permanent independent housing
- ▶ Length of stay is 90–180 days
- ▶ Requires abstinence from substance use (drug tested regularly)
- ▶ The house case manager is responsible for providing the case management services to Veterans.
- ▶ The GPD Liaison monitors the contract to assure that the Veterans are receiving the care outlined in the contract and link Veterans with VA services.

Homeless Medical Respite (Columbia Area)

- ▶ Homeless Medical Respite – Key Concepts
 - Medical respite care is acute and post-acute medical care for homeless persons who are too ill or frail to recover from a physical illness on the streets but are not ill enough to be in the hospital (short temp stay).
- ▶ Currently there are 5 Beds located in Richland County
- ▶ Referrals are for homeless Veterans who need to recuperate.
- ▶ Send referrals to VHACMSHCHVGPD@va.gov

Housing and Urban Development VA Supportive Housing (HUD/VASH)

- ▶ Eligibility Criteria
 - ▶ Veteran must be homeless
 - ▶ Veteran must have a disability
 - ▶ Veteran must need and agree to intensive case management services
 - ▶ Veteran must meet HUD income eligibility criteria to qualify for a Housing Choice Voucher
 - ▶ Veteran cannot be a registered sex offender
- └
- ▶ The Housing Authority (HUD) administers the voucher, and the VA (VASH) provides the clinical case management and supportive services to assist the Veteran in obtaining and sustaining permanent supportive housing.
 - ▶ The HUD/VASH program works with several housing authorities to include Columbia, Greenville, Greer, Florence, Spartanburg, Sumter, Lexington, and Rock Hill.
 - ▶ It takes approximately 90–120 days from admission to the program for A Veteran to get permanently housed.

HUD/VASH Voucher Allocations

- ▶ Total VASH Vouchers = 789
- ▶ Currently HUD VASH is 100% vouchers in use (searching or housed)
- ▶ 93% of Veterans in the program are currently housed
- ▶ Columbia Vouchers = 414
- ▶ Florence Vouchers = 32
- ▶ Sumter Vouchers = 10
- ▶ SC Housing (Lexington) = 40
- ▶ Rock Hill Vouchers = 34
- ▶ Greenville Vouchers = 248
- ▶ Greer Vouchers = 6
- ▶ Spartanburg Vouchers = 5

Veterans Justice Outreach Program (VJO) and Health Care for Re-entry Veterans (HCRV)

GOAL:

- ▶ To provide outreach and clinical case management services and supports to justice-involved Veterans to avoid unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible Veterans in contact with the criminal justice system have access to VHA care and services
- ▶ VJO Coordinates with 7 Veterans Treatment Courts
- ▶ The VJO/HCRV Program covers over 45 County/City jails, detention centers and correctional facilities.
- ▶ VJO/HCRV partners with NAMI to conduct Crisis Intervention Team Training to law enforcement and first responders
- ▶ VJO/HCRV collaborates with multiple community partners to provide education about VHA health care and services

HCHV Contact Information

National Call Center for Homeless Veterans: 877-424-3838

Email group: VHACMSHCHVGPD@va.gov

Columbia & Upstate Homeless Program Intake:

- Vacant, ext. 54773
- Tacquetta Gibson: 803-776-4000, ext 55190
- Deborah Bennett-York: 803-776-4000, ext 56386

Upstate Homeless Program Intake:

- Vacant, : 864-299-1600, ext. 22778

Home Based Primary Care (HBPC)

- ▶ Home Based Primary Care (HBPC) is a team-based health care service provided to veterans in their home. Through HBPC services, a physician supervises the health care team who provides in-home support for ongoing diseases and illnesses that affect health and daily activities.
- ▶ Goals of HBPC:

Increase or improve independence and function.

Care and manage chronic issues.

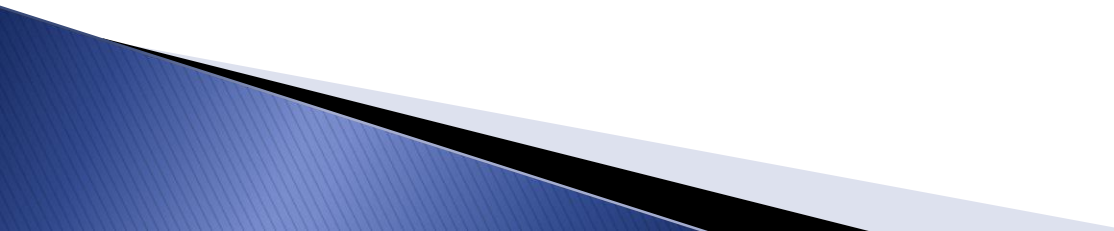
Reduce the need for hospitalizations and emergency room visits.

Improve quality of life.

Keep veterans in their home longer.

Teach veterans and caregivers ways to manage and improve their health.

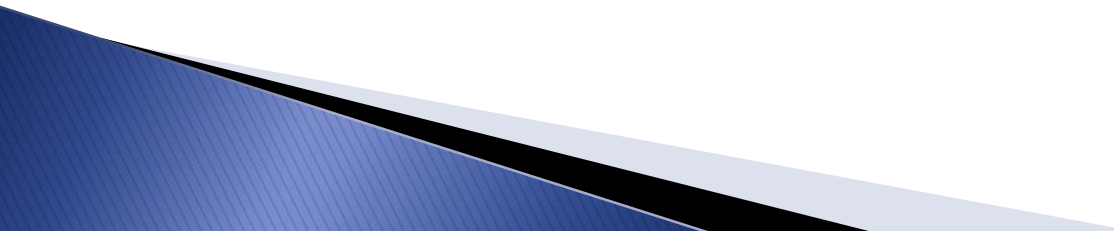
HBPC Patient Aligned Care Team Members

- ▶ Medical Provider (MD, PA, or NP)
 - ▶ Nursing: Registered Nurses experienced in HBPC, Geriatrics
 - ▶ Rehab Services: Kinesiotherapist or Occupational Therapist
 - ▶ Social Worker
 - ▶ Mental Health Social Worker
 - ▶ Nutrition/Dietitian
 - ▶ Pharmacist
- 

Criteria for Admission to HBPC

- Veteran lives within a driving range of 60 minutes from the Dorn VA Medical Center or a Community Based Outpatient Clinic.
 - Has an identified capable caregiver who has been informed of the care required by the Veteran, and who agrees to take responsibility for supervision of the Veteran to include, but not limited too: dressing changes, meal assistance, activities of daily living, medication assistance, transportation, and communication with HBPC staff.
 - Without an identified capable caregiver veteran must be able to live independently and care for him/herself in the home environment as determined by the HBPC team.
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Criteria for Admission to HBPC

- Is homebound, or unable to leave home, as evidenced by the following:
 - Requires the assistance of another individual
 - Requires the aid of a supportive device
 - Leaving home is medically contraindicated
 - Leaving home requires considerable and taxing effort
 - Leave home infrequently and only for brief periods
 - Leaves home only for medical care
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HBPC Admission Process

- ▶ Current PACT Team Provider or PACT Team Social Worker request a HBPC Consult.
- ▶ A screening will be conducted within 28 days by the HBPC assigned case manager.
- ▶ If Veteran is appropriate for HBPC he/she will be admitted to HBPC.
- ▶ Contact: Shalawn Backstrom Program Director and Nurse Manager 803-776-4000 X54691
Shalawn.Backstrom@va.gov

Post-9/11 Military2VA (M2VA) Case Management Program

- ▶ Assist with enrollment and care coordination for Service members (SMs) transitioning from military to VA and transferring care between VA Health Care Systems
- ▶ Provide initial and ongoing care coordination and case management
- ▶ Screen Post-9/11 era SMs and Veterans for high risk factors and case management needs
- ▶ Conduct community outreach and education

Post 9-11 / M2VA Program

- Levels of Case Management:

- **Intensive Case Management:** Weekly Contact

- **Stabilization Case Management:** Biweekly Contact

- **Progressive Case Management:** Monthly Contact (or more as needed)

- **Supportive Case Management:** Quarterly Contact

Post-9/11 Conflicts

More than 3 million Post-9/11 era Veterans have left **active** duty and enrolled in VA healthcare.

- ▶ Operation Enduring Freedom (OEF)
 - 2001–2017
- ▶ Operation Iraqi Freedom (OIF)
 - 2003–2011
- ▶ Operation New Dawn (OND)
 - 2010–2011
- ▶ Operation Freedom's Sentinel (OFS)
 - 2015–present
- ▶ Operation Inherent Resolve (OIR)
 - 2014–present



Veteran Population source: VADIR (VA-DoD Identify Repository) through 6/30/2021

Combat Veteran Enhanced Eligibility

- ▶ Veterans who served in a theater of combat operation after November 11, 1998, and were discharged on or after January 28, 2003
- ▶ 10 years cost-free health care for any condition related to service in theater
- ▶ 10-year enhanced eligibility begins on the (most recent) discharge or separation date from active-duty military service
 - Combat Veterans who enroll under this authority will continue to be enrolled after their enhanced eligibility period ends, however, priority group may change



Reintegration Challenges

- ▶ Loss of camaraderie
- ▶ Loss of purpose and identity
- ▶ Change in structure
- ▶ Reconnecting to relationships and navigating changes within the family
- ▶ Feeling disconnected from civilian life
- ▶ Coping with illness/injury (including invisible wounds)
- ▶ Financial changes, unemployment and underemployment

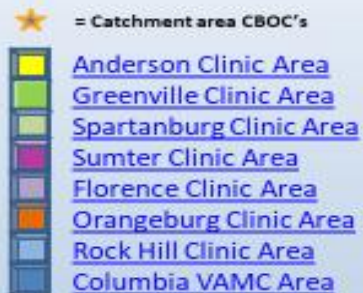
Columbia VA HCS

Columbia VA Health Care System

6439 Garners Ferry Road

Columbia, SC 29209

<https://www.facebook.com/VAColumbiaSC/>



DoD Military Installations
within catchment area:

[Fort Jackson](#)

[Shaw AFB](#)

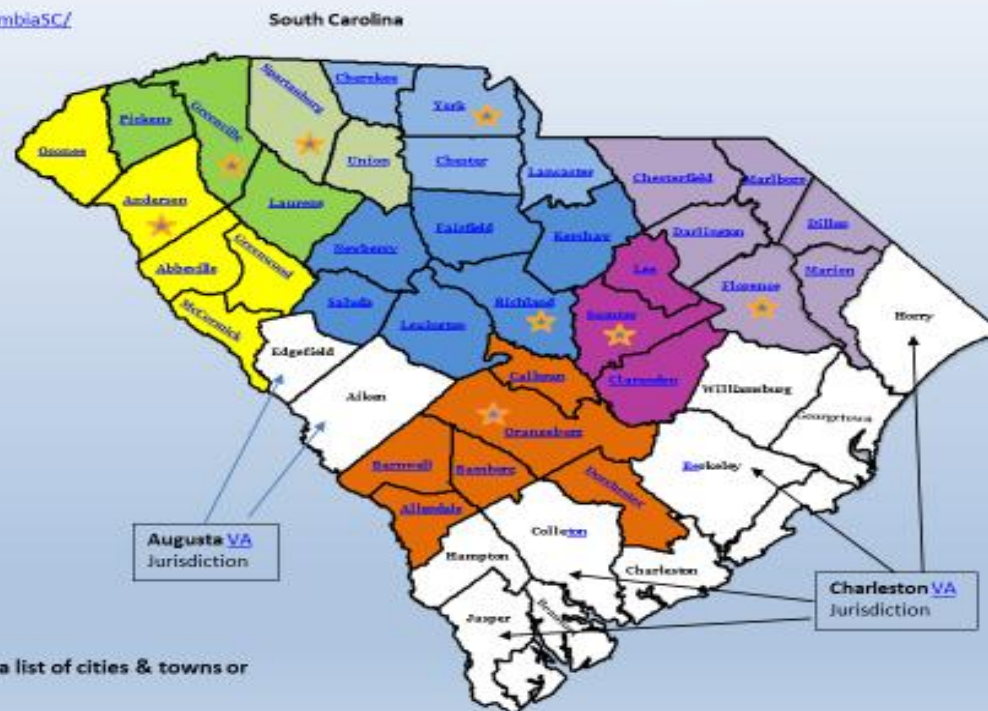
[South Carolina
National Guard](#)

[McEntire JINB](#)

*Click on South Carolina Counties for a list of cities & towns or
any blue link for more information.

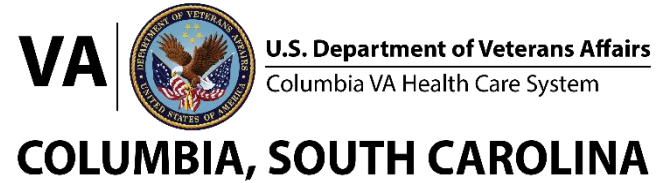
Post 9/11 M2VA Program

Interactive Catchment Map



Your Columbia Post 9/11 M2VA Team

- ▶ Scott Smith, Program Manager, 803-776-4000 Ext. 5-7243
- ▶ Vacant, Program Support Assistant, Ext. 5-7303
- ▶ Samuel Myers, Transition Patient Advocate, Ext. 5-5016
- ▶ Anthony Hodges, Resource/Outreach Specialist, Ext. 5-5013
- ▶ Ann Marie Weaver, RN Case Manager, Ext. 5-6140
- ▶ Kendra Curry, SW Case Manager, Ext. 5-6472
- ▶ Lindsay “Blair” Reese, RN Case Manager, Ext. 5-5014
- ▶ Rachel Conklin, SW Case Manager, Ext. 2-2082 (currently stationed in Sumter)
- ▶ Michelle Greathree, SW Case Manager (Florence, Sumter, Orangeburg), 843-292-8383 Ext. 2-5570
- ▶ Bobbie Kennedy-Anderson, SW Case Manager (Greenville, Spartanburg), 864-299-1600 Ext. 2-2714
- ▶ Kathleen Doherty, RN Case Manager (Anderson), 864-224-5450 Ext. 2-2501



Questions?

Contact: Ruth Mustard, Associate Director, Patient Care/Nursing Services 803-776-4000 X56661 or ruth.mustard@va.gov