Care Management and Social Work Services

- Care Management and Social Work Services (CM/SWS) was established in 2007 as a Strategic Healthcare Group within VHA’s Office of Patient Care Services.

- CM/SWS is led by a Chief Consultant, a Social Worker, who serves as the principal clinical advisor on care management and social work practices for VHA.

- CM/SWS supports Veterans, their families, Caregivers, and staff through the:
  - National Social Work Program
  - Family Hospitality and Fisher House Program
  - Domestic Violence/Intimate Partner Violence Assistance Program
  - Caregiver Support Program
  - VA Liaison Program
  - VA Transition and Care Management Program
  - DoD Wounded Warrior Programs
The mission of VA Social Work is to maximize health and well-being through the use of psychosocial interventions for Veterans, families and Caregivers.

The National Social Work Program Office provides policy development and guidance in clinical practice for VA’s Social Work programs nationwide.

VA is the largest employer of Social Workers in the Nation with over 11,000 Master’s prepared Social Workers.

Social Work Chiefs or Executives are located at each VA medical center to serve as the leaders and experts on Social Work professional practice.

VA trains more Social Work graduate students than any other single agency. The Social Work allied health trainee program in collaboration with the Office of Academic Affiliations offers approximately 1000 Social Work stipends per year.
VA Fisher House and Family Hospitality Program

- The VA Temporary Lodging Program (generally referred to as “Hoptel”) provides temporary lodging for Veterans receiving outpatient VA medical care or Compensation and Pension (C&P) examinations.
- VA Fisher Houses provide temporary accommodations and ‘a home away from home’ at no cost for the families and Caregivers of hospitalized Veterans and Active Duty Servicemembers.
- Fisher Houses are constructed by the Fisher House Foundation and gifted to the Department of Veterans Affairs (VA) and Department of Defense (DOD) to provide temporary accommodations, comfort and support during a period hospitalization for an unexpected illness or injury.
- As of June 2014, there are 26 VA Fisher Houses with plans to expand to at least 40 over the next several years. In 2013, VA Fisher Houses accommodated over 18,791 guests.

Domestic Violence/Intimate Partner Violence Assistance Program

- Creates access to services for Veterans with the aim of maintaining or establishing the physical, emotional and psychological safety and well-being of Veterans and their families.
- Provides staff training on screening and assessment of Domestic Violence/Intimate Partner Violence (DV/IPV).
- Expands screening, prevention, and intervention services to Veterans.
- Strengthens partnerships with community resources.
The mission of VA’s Caregiver Support Program (CSP) is to promote the health and well-being of family Caregivers who care for our nation’s Veterans, through education, resources, support, and services.

The Caregivers and Veterans Omnibus Health Services Act of 2010 (P.L. 111-163), signed into law by President Obama on May 5, 2010, allows VA to provide unprecedented services and supports to family Caregivers of Veterans.

P.L. 111-163 establishes additional supports and services for family Caregivers of Veterans injured in the line of duty on or after September 11, 2001 through the Program of Comprehensive Assistance for Family Caregivers, including a stipend paid directly to the Caregiver, mental health services, and health insurance if the Caregiver is not already eligible under a health care plan.

Caregiver Support Coordinators (CSCs) are located at each VA medical center to serve as the clinical experts on caregiving and to assist family Caregivers of Veterans with the menu of services available to support them within VA and the community.
Caregiver Training and Education

**Comprehensive Assistance Program Core Curriculum (English and Spanish):**

- Family Caregivers applying for the Program of Comprehensive Assistance must complete training available in a traditional classroom setting, a workbook format, or an online format. Modules include Caregiver self-care, home safety, basic caregiving skills, providing personal care, managing challenging behaviors, and resources.

**Caregiver Self Care Courses (English and Spanish):**

- 3-hour courses taught by a team of two healthcare professionals are available to all Caregivers of Veterans receiving care through VA. Topics available include Managing Stress, Problem Solving & Effective Communication, Taking Care of Yourself, and Utilizing Technology.

**Evidence-Based Training and Education:**

- VA has partnered with National Council on Aging (NCoA) to provide Building Better Caregivers™ (BBC), an on-line, interactive, 6 week workshop designed to help Caregivers better problem solve and better manage their own emotions, stress, and physical health. BBC is available to Caregivers of Veterans of all eras, as well as Veterans who are Caregivers themselves.
- CSP provides training to VA clinicians in Resources for Enhancing All Caregiver's Health (REACH) VA, a targeted intervention for family Caregivers of Veterans with Alzheimer's/Dementia. REACH VA is currently expanding to SCI/D, mental health, ALS, and MS.
- CSP provides training to VA clinicians in Spouse Telephone Support (STS), a telephonic support group for spouses of post 9/11 Veterans.

**VA SME Trainings for Family Caregivers:**

- CSP provides trainings for family Caregivers conducted by VA experts on topics including PTSD, TBI, and Pain using VA's Satellite network and VA eHealth University (VeHU).
Caregiver Support and Outreach

Caregiver Support Line:
- The Caregiver Support Line (1-855-260-3274) serves as a resource and referral center for Caregivers, Veterans and others seeking Caregiver information; provides referrals to local VA Medical CSCs and VA/community resources; and provides emotional support. CSL social workers provide monthly education calls on self care topics for family Caregivers of Veterans.

Caregiver Website:
- VA's website dedicated to Family Caregivers, http://www.caregiver.va.gov provides Caregiver stories, resources, and a zip code look up feature that allows Caregivers to identify their local Caregiver Support Coordinator.

Caregiver Peer Support Mentoring Program:
- The Caregiver Peer Support Mentoring Program matches more experienced Caregivers with less experienced Caregivers to receive guidance, and to share their experiences, wisdom, and skills with one another.

Hero Miles:
- VA has partnered with the Fisher House Foundation to extend Hero Miles to Veterans and Family Caregivers participating in the Program of Comprehensive Assistance for Family Caregivers.

Outreach to Active Duty Servicemembers:
- VA and DoD share information regarding Active Duty Servicemembers currently receiving Special Compensation for Assistance with Activities of Daily Living (SCAADL) to ensure a seamless transition for the supports and services available to their family Caregivers.
VA Transition and Care Management Services

- Consists of two national programs, the VA Liaison Program and Transition and Care Management Program, whose mission is to:
  - Transition ill and injured Servicemembers and Veterans between DoD and VA systems of care and;
  - Provide comprehensive and specialized transition assistance and ongoing biopsychosocial support to new Veterans as they reintegrate into their home communities and into VA health care
  - Partner with DoD Wounded Warrior Programs

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VA Liaison Program

- VA has 43 VA Liaisons for Healthcare stationed at 21 MTFs.
- Advanced practice, licensed, Masters prepared Registered Nurses and Social Workers.
- Placed in Military Treatment Facilities (MTFs) with high concentrations of ill and injured Servicemembers.
- Integrated with DoD Case Managers to provide onsite clinical consultation and collaboration regarding VA resources and treatment options.
- Educate Servicemembers and their families about the VA system of care individualized to their specialized care needs.
- Coordinate Servicemembers’ initial VA registration & secure appointments prior to their leaving the MTF.
- Collaborate with the Transition and Care Management team at the receiving VA facility for the Servicemembers/Veteran’s individualized ongoing care and services.

VA Transition and Care Management Program

- VA has Transition and Care Management teams serving each VA Medical Center.
- Care Management team members include a Program Manager and Case Manager(s) (Master’s prepared RNs or Social Workers), and a non-clinical Transition Patient Advocate (TPA).
- Coordinate patient care activities and ensure patient-centered, integrated care and benefits.
- Screen all new Veterans presenting for VA care for the need for case management.
- Assess biopsychosocial issues including risk factors such as homelessness, unemployment, and substance abuse.
- Identify and access VA and community resources to ensure Veterans’ ongoing needs are met.
- Serve as Lead Coordinators as a single point of contact for Servicemembers, Veterans, and their families.
- Support DoD and community outreach events.
DoD Wounded Warrior Programs

Army Wounded Warrior Program (AW2):

- The Army Wounded Warrior Program (AW2) is the official U.S. Army program that assists and advocates for severely wounded, ill and injured Soldiers, Veterans, and their Families.
- The Army Wounded Warrior Program (AW2) was officially established in 2004 and is having its 10th anniversary this year.
- As of June 2014, there are 20,325 severely wounded, injured, ill Soldiers that are enrolled in the AW2 program.
- Assist in the transition from military to civilian life for wounded/ill/injured Soldiers.
- AW2 Advocates, help Soldiers and their families get through the Wounded Warrior Lifecycle, fostering the Soldier’s independence and provide personalized local support on a wide range of issues and resources.

United States Marine Corps Wounded Warrior Regiment (WWR):

- Provides and enables assistance to wounded, ill and injured Marines, sailors attached to or in support of Marine units, and their family members in order to assist them as they return to duty or transition to civilian life.
- The Regimental headquarters element, located in Quantico, Va., commands the operations of two Wounded Warrior Battalions located at Camp Pendleton, Calif., and Camp Lejeune, N.C., and multiple detachments in locations around the globe.
- Recovery Care Coordinators are non-medical points of contact the wounded, ill or injured (WII) Marine and their family will have with the support network that will ensure a smooth transition either back to full duty, or to the civilian community.
- District Injured Support Coordinators (DISCs) are Marines who are located throughout the country to conduct face-to-face visits and telephone outreach to wounded, ill and injured (WII) Marines and their families who are recovering within their assigned region. DISCs assist WII Marines who are experiencing extensive transition challenges, convalescing at home and those who may be away from a local base or station’s resources. DISCs assist Marines with psychological health, legal, benefits, employment, housing, and many other matters.