

VA Overview and VA Psychosocial Programming

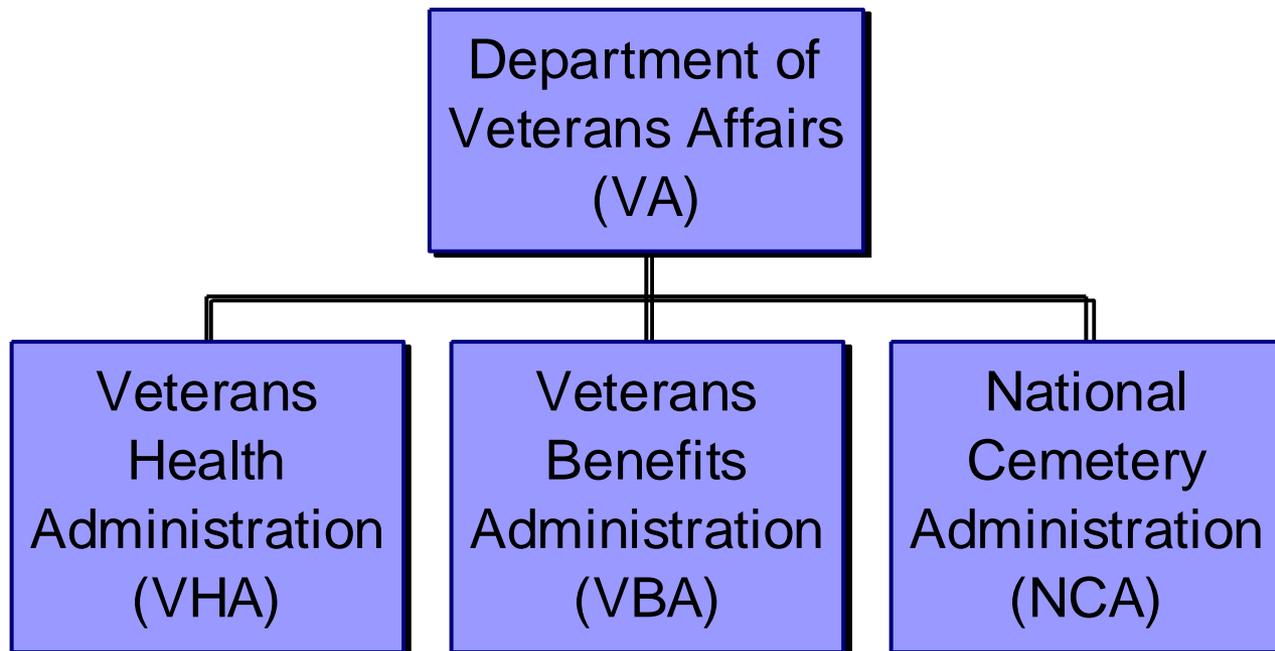
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Organizational Structure of VA



Veterans Benefits Administration (VBA)

- Compensation
- Education & Training
- Home Loans
- Life Insurance
- Vocational Rehabilitation (Chapter 31)

National Cemetery Association (NCA)

- Burial Benefits
- Headstones, markers, and medallions
- Presidential memorial certificates
- Nationwide gravesite locator

Veterans Health Administration (VHA)

- The Veterans Health Administration is America's largest integrated health care system with over 1,700 sites of care, serving 8.76 million Veterans each year
- Indiana has 3 VA Medical Centers, with multiple Community Based Outpatient Clinics (CBOC) serving Hoosier Veterans
- Veterans enrolled in VA health care programs have health coverage that meets the new health care law's standard (ACA)
 - Veterans do not have to take any additional steps to have health coverage

Veteran—Defined (VA Purposes)

- For a former service member to receive certain VA benefits, the person must have active U.S. military service for a minimum period of time and meet nature of discharge requirements. Some members of the National Guard and reserve components have difficulty meeting the active duty and length of service requirements. However, a member of the National Guard or reserve components who is activated for federal military service and serves the full period of activation is considered a veteran for purposes of VA benefits.
 - Prior to 9/8/80, no minimum length of service required
 - Effective 9/8/80, 24 months of continuous active duty or the “full period” for which the service member was ordered to active duty
 - Discharge type requires “under conditions other than dishonorable”

War Time Veteran

Periods of “wartime” designated by Congress:

- *Indian Wars*—January 1, 1817, through December 31, 1898
- *Spanish-American War*—April 21, 1898, through July 4, 1902
- *Mexican Border Period*—May 19, 1916, though April 5, 1917
- *World War I*—April 6, 1917, through November 11, 1918; extended to April 1, 1920
- *World War II*—December 7, 1941, through December 31, 1946; extended to July 25, 1947
- *Korean Conflict*—June 27, 1950, through January 31, 1955
- *Vietnam Era*—August 5, 1964, through May 7, 1975
- *Persian Gulf War*—August 2, 1990, through a date to be prescribed by Presidential proclamation or law

<http://fas.org/sgp/crs/misc/R42324.pdf>

National Veterans Population Data

Veterans Demographics

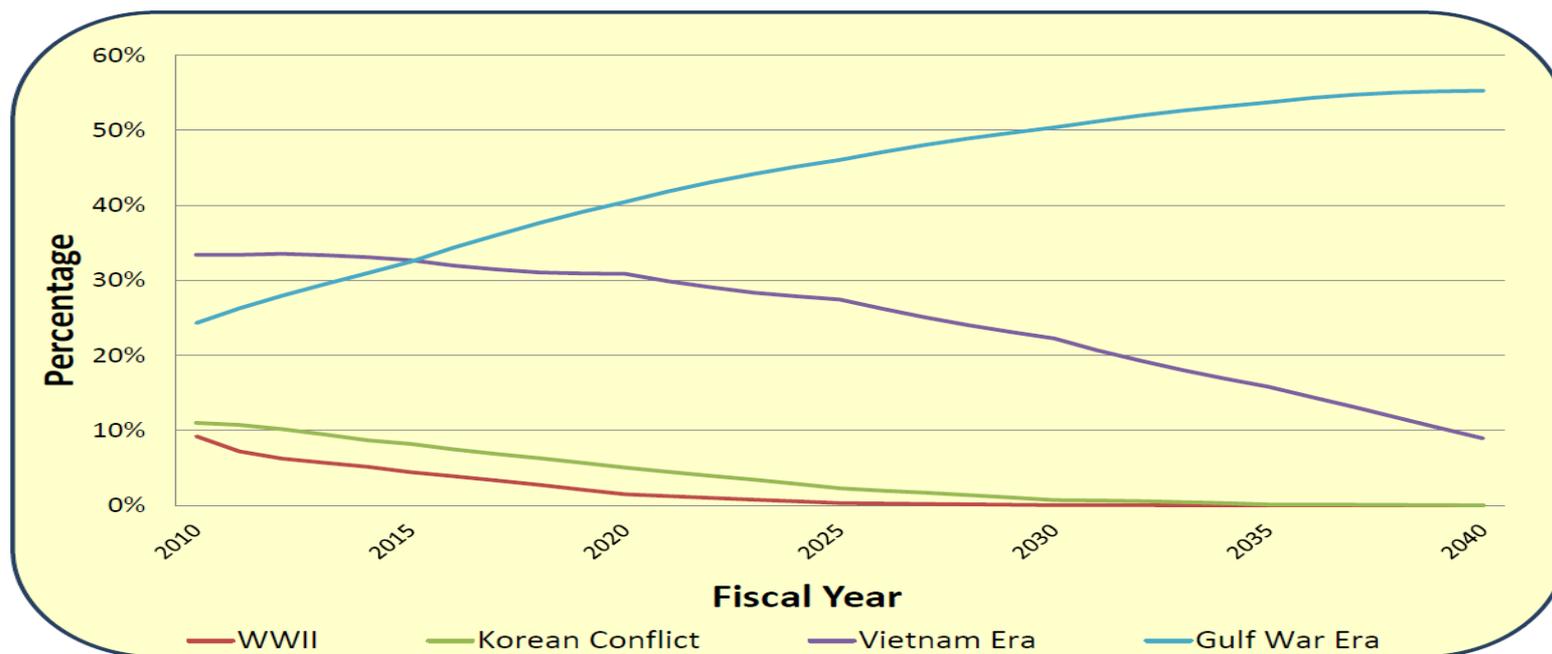
- Projected U.S. Veterans Population: 21,973,000
 - {Female 2,271,000 10%}
- Projected Number of Living WW II Veterans (as of 9/30/2013): 1,246,000
- Estimated Number of WW II Veterans Pass Away Per Day: 413
- Percentage of Veteran Population 65 or Older: 44.19%
- Veteran Population by Race:
 - White 82.7%
 - Black 12.1%
 - Asian/Pacific Islander 1.4%
 - Other 3.0%
 - American Indian/Alaska Natives 0.8%
 - Hispanic 6.3%

VA Benefits & Health Care Utilization

Number of Veterans Receiving VA Disability Compensation (as of 06/30/14):	3.88 M
Number of Veterans Rated 100% Disabled (as of 06/30/14):	425,951
Number of Veterans Receiving VA Pension (as of 06/30/14):	303,968
Number of Spouses Receiving DIC (as of 06/30/14):	360,226
Number of Total Enrollees in VA Health Care System (FY 13):	8.92 M ¹
Number of Total Unique Patients Treated (FY 13):	6.48 M ¹
Number of Veterans Compensated for PTSD (as of 06/30/14):	683,722
Number of Veterans in Receipt of IU Benefits (as of 06/30/14):	323,489
Number of VA Education Beneficiaries (FY 13):	1.09 M
Number of Life Insurance Policies Supervised and Administered by VA (as of 06/30/14):	6.64 M
Face Amount of Insurance Policies Supervised and Administered by VA (as of 06/30/14):	1.28 T
Number of VA Voc Rehab (Chapter 31) Trainees (FY 13):	67,995
Number of Active VA Home Loan Participants (as of 06/30/14):	2.07 M
Number of Health Care Professionals Rotating Through VA (FY 13):	118,799
Number of OEF/OIF Amputees (as of 07/01/14):	1,648 ²

Projected Veteran Population Data by Era

Projected % of Total Veteran Population by Period of Service 2010-2040



Source: Office of the Actuary, Veteran Population Projections Model (VetPop2011), Table 2L

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Indiana Veterans Data

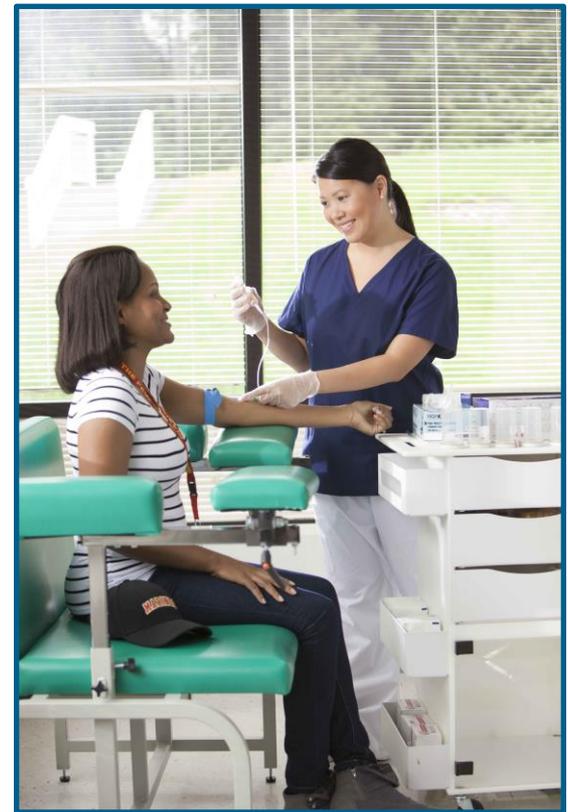
- 468,648 Indiana Veterans (2008-2012 Census)
- Indiana overall population: 6.5 million (2013 Census estimate)
 - Veterans make up approximately 9% of our total Indiana population over the age of 18 years old

Common Abbreviations

- DVA—Department of Veterans Affairs
- DOD—Department of Defense
- MOS—Military Occupational Specialty
- MST—Military Sexual Trauma
- NSC—Non Service Connected
- OEF/OIF/OND—Operation Enduring Freedom/Iraqi Freedom/New Dawn
- PCP—Primary Care Provider
- PTSD—Post Traumatic Stress Disorder
- SCD—Service Connected Disability
- TBI—Traumatic Brain Injury
- VAMC—VA Medical Center
- VACO—VA Central Office
- VARO—VA Regional Office
- VBA—Veterans Benefits Administration
- VHA—Veterans Health Administration
- VISN—Veterans Integrated Service Network
- VJO—Veterans Justice Outreach

More about VA Health Care

- VA operates the largest health care system in the country, with over 1,400 medical centers and clinics across the nation
- VA health care is portable, so coverage will follow
- Since medical records are electronic, they are accessible at any VA facility and online
- American Customer Satisfaction Index (ACSI), an independent customer service survey, ranks the Department of Veterans Affairs (VA) customer satisfaction among Veteran patients among the best in the nation and equal to or better than ratings for private sector hospitals



Overall Healthcare Eligibility

- Served in active military AND discharged under honorable conditions
 - Served 24 months of continuous active duty or completed full period of service (no special requirement for length of service for military entry prior to 1980)
 - Exceptions for medical separation
- Reservist or National Guard member called to active duty by Federal Order (other than training) AND completed full period of service
- There are a number of exceptions to these rules, and Veterans may be subject to income thresholds based on appropriated funding decisions

Enrollment Priority Groups 1-6

- Group 1 - service connected rated 50% or more
- Group 2 - service connected rated 30% or 40%
- Group 3 - service connected rated 10% to 20%, former POWs, discharged from active duty for compensable conditions, and/or awarded special eligibility classification i.e. Purple Heart recipients
- Group 4 - receiving Aid and Attendance or Housebound benefits, and/or have been determined by VA to be catastrophically disabled
- Group 5 – non-service connected and service connected rated 0% disabled, whose income and net worth are below the income threshold
- Group 6 - All other eligible Veterans who are not required to make copayments for their treatment; Veterans receiving care for exposure to toxic substances or environmental hazards while in service and compensable 0% service connected Veterans

Enrollment Priority Groups 7-8

- **Group 7** – Non-service connected Veterans and non compensable 0% service connected Veterans with income and net worth above the VA income threshold, but below the HUD geographic index, who must agree to pay all copayments required.
 - *Sub-priority a:* Non-compensable 0% service-connected Veterans.
 - *Sub-priority b:* Non-service connected Veterans.
- **Group 8** – Non-service connected Veterans and non-compensable 0% service connected Veterans with income and net worth above the VA income threshold, who must agree to pay all copayments required.
 - *Sub-priority a:* Non-compensable 0% SC, Veterans enrolled by 1-16-03.
 - *Sub-priority c:* Non-service connected Veterans enrolled by 1-16-03.
 - *Sub-priority e:* Non-compensable 0% SC Veterans applying after 1-16-03.
 - *Sub-priority g:* Non-service connected Veterans applying after 1-16-03: not eligible.

5 Years of Cost-Free Health Care for Combat Veterans

- OEF/OIF/OND combat Veterans can receive cost free medical care for any condition related to their service in the combat theater for 5 years after the date of discharge or release
- This includes 5 years (post-discharge) cost-free health care for any injury or illness associated with combat service
- After the 5 year period ends, VA care and treatment will continue
 - At that point, veteran could be responsible for co-pays that are based on income and eligibility

VA Health Care Application Process

- Identify VA Health Care Facility of preference
(VA locations finder: <http://www2.va.gov/directory>)
- Complete VA Form 10-10EZ & provide a copy of DD-214 (military discharge document—member copy 4 preferred)
 - Apply online at <http://www.va.gov/healthbenefits/>
 - Apply by phone: 1-877-222-VETS (8387)
 - Walk in to any VA medical facility

VA Health Care Services

- Primary Care/Mental Health/Preventive Care Services
 - Inpatient and Outpatient Medical and Mental Health Treatment
 - Residential treatment programs are available at some VA facilities (PTSD, Substance Abuse, MST, TBI)
 - Pharmacy services
 - Complimentary Alternative Medicine (CAM) options
- Women's Health Program
- Specialty Services
- Psychosocial Programs

Primary Care/Mental Health/Preventive Care Services

- PACT (Patient Aligned Care Team) model used in the delivery of care
 - Patient-driven, proactive, personalized, team-based care
 - Integrated care delivery allows a strong bio-psychosocial approach, allowing enhanced and holistic treatment of the Veteran with regard to his/her environment
- Integrated mental health services within primary care
 - Mental health and physical health are intricately linked, and should be treated concurrently
- Preventive care services include multiple programs managed through the VHA National Center for Health Promotion and Disease Prevention
 - MOVE program (national weight management program to help Veterans lose weight)
 - Tobacco cessation
 - Healthy living messages (stress, safety, limiting alcohol, screening tests and immunizations)
 - <http://www.prevention.va.gov/index.asp>

Women Veterans Health Care

- Since 2000, the number of women Veterans seeking VA health care has doubled
- VA strives to provide the best health care for women Veterans, including:
 - Primary care and preventive health, Mental Health, Gynecology and Maternity and Specialty care
- VA will provide comprehensive pre-natal, intra-partum and post-partum care to eligible women Veterans



VA Specialty Services

- Clinical professionals with expert knowledge to optimize treatment in unique or complicated courses of care. Specialty care providers focus on particular areas of care in which they have extensive training and education.
- Specialty services vary by VA health care treatment location (facility size and complexity)
- Larger VA facilities offer more specialty care



VA Psychosocial Support Programs

- Clinical case management services
- Homeless Veterans programming
- Vocational services
- Veterans Justice Outreach (VJO) program
- Caregiver support coordination program
- Suicide prevention program
- Military Sexual Trauma (MST) program
- Minority Veterans Program

Case Management Services

- Every VA has OEF/OIF/OND and PACT case managers (usually Social Workers or Nurses)
 - Able to assist Veterans with bio-psychosocial concerns including:
 - Healthcare and access to services
 - Employment
 - Relationship & Readjustment Concerns
 - Housing
 - VA Benefits
 - Financial Hardship
 - Legal Concerns
 - Resource referrals

Homeless Veterans Program

Resources for those in need

- Variety of resources, programs, and benefits for Veterans who are homeless or who are at risk of becoming homeless
- National Call Center provides free, 24/7 access to trained counselors
- Counselors can connect you with resources for housing, health care, food, and other assistance
- Call **1-877-4AID VET (1-877-424-3838)**; or Chat live, 24 hours a day, 7 days a week
- More info: <http://www.va.gov/homeless/>



Vocational Services

- VHA services include vocational guidance and counseling, supported employment, transitional employment (compensated work therapy (CWT)), and community job placement assistance
- VBA services available through the VR&E program (Chapter 31); Veteran must meet eligibility criteria (memorandum rating of 20% SCD or more from the VA; some 10% SCD conditions may be considered)
- VA partnerships with other federal, state, and local vocational programs

Veterans Justice Outreach (VJO) Program

- Program designed to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring that eligible justice-involved Veterans have timely access to VHA services as clinically indicated
- Veterans Justice Outreach Specialists are responsible for direct outreach, assessment, and case management for justice-involved Veterans in local courts and jails, and liaison with local justice system partners
- Integral component of Veteran treatment courts

VA Caregiver Support Program

- Every VA Medical Center has a Caregiver Support Coordinator; eligibility criteria for specific programs should be discussed with a VA health care professional
- VA Caregiver Support Line—1-855-260-3274
- VA Caregiver Programs include:
 - Adult Day Health Care Centers
 - Home-Based Primary Care
 - Skilled Home Care
 - Homemaker and Home Health Aide Program
 - Home Telehealth
 - Respite Care
 - Home Hospice Care
 - Caregiver stipend program—specific eligibility criteria:
 - Veteran meets the basic Administrative Guidelines for the Caregiver Support Program having a service related injury that occurred in the line of duty following 09/11/2001. It remains to be determined thru Clinical Evaluation if his line of duty injuries are severe enough that they require the support of a caregiver for at least 6 months or greater.

VA Suicide Prevention Program

Every VA Medical Center has a Suicide Prevention Coordinator

- Provides outreach, education, and training to others (Operation S.A.V.E (Know the Signs, Ask the question, Validate the feelings, Expedite help))
- Manages referrals from the hotline and facility staff
 - Veterans Crisis Line **1-800-273-TALK (8255)** or [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net)
 - Veterans Crisis Line staffed by trained professionals
 - Available 24 hours a day to help in an immediate crisis
 - Can also text to Veterans Crisis Line at 838255
- Coordinates enhancement of care for high risk patients, including case management services
- Tracks suicidal behavior reports and deaths from suicide



Military Sexual Trauma (MST) Program

Every VA Medical Center has a Military Sexual Trauma (MST) Coordinator

- Military Sexual Trauma may include sexual assault or repeated, threatening sexual harassment that occurred while the Veteran was in the military
- MST is not gender specific
- Veterans may receive VA treatment related to MST outside of normal VA health care eligibility requirements
- All Veterans receiving VA health care are screened for MST

Minority Veterans Program

- Minority Veterans Program Coordinators are located at Regional Offices, Health Care Facilities and National Cemeteries and are responsible for:
 - Promoting the use of VA benefits, programs, and services by minority Veterans
 - Supporting and initiating activities that educate and sensitize internal staff to the unique needs of minority Veterans
 - Targeting outreach efforts to minority Veterans through community networks
 - Advocating on behalf of minority Veterans by identifying gaps in services and make recommendations to improve service delivery within their facilities

Helpful Websites

- www.va.gov (all things VA)
- VeteransCrisisLine.net (crisis hotline)
- <http://www2.va.gov/directory/guide/home.asp> (find a VA facility)
- www.in.gov/dva (Indiana Department of Veterans Affairs)
- www.indianapolisva.gov
- www.facebook.com/VAIndianapolis
- www.myhealth.va.gov

Questions?