

# Manchester VA Medical Center: Programs and Benefits

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**Presented For:**

Seacoast Veterans Conference

**Presented By:**

Jennifer White, LCSW, Caregiver Support  
Program Coordinator

Danielle Smith, LICSW, Caregiver Support  
Program Coordinator

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# Objectives

- I. Supportive Services Review
  - Caregiver Support Program
  - Homemaker/Home Health Aide
  - Adult Day Health Care
  - Veteran Directed Care
  - Community Living Center
  - Community Nursing Home
  - Medical Foster Home
- II. Questions

\*\* The information presented is current as of June 2023. However, VA is continually updating and supporting Veterans and benefits. Information is subject to updates. Please check with your local VA to determine if this information remains the most current at the time you are viewing\*\*



# Manchester VA Medical Center Main Campus



718 Smyth Road Manchester, NH 03104



# Manchester VA Community Based Outpatient Clinics



**Pease International Tradeport**  
302 Newmarket Street  
Portsmouth, NH 03803-0157



**Town Line Plaza**  
630 West Main Street, Suite 400  
Tilton, NH 03276



**71 Hobbs Street, Suite 304**  
Conway, NH 03818



**5 Terrascape Parkway**  
Somersworth, NH 03878



# Manchester VA Provides the Following Health Care Services

- **Preventive Medical Care (Primary Care and HBPC)**
- **Urgent Care services**  
**Mon-Sun 8:00am-4:30pm**
- **Outpatient medical specialties**
- **Dental\***
- **Pharmacy**
- **Prosthetic services**
- **Specialized health care for women Veterans**
- **Treatment related to Military Sexual Trauma (MST)**

- **Peer support services**
- **Outpatient Alcohol & drug treatment**
- **Readjustment counseling, mental health services**
- **Polytrauma/ TBI**
- **Vocational Rehab(Supported Employment)**
- **Community Living Center**
- **Whole Health**
- **And More ...**



# Social Work Driven Programs

- Military 2 VA (M2VA)
- Intimate Partner Violence (IPVAP) Program
- Medical Foster Home Program (MFH)
- Adult Day Health Care Program
- Veteran Directed Care Program
- Behavioral Health Liaison
- Community Hospital Liaison Program
- Community Nursing Home Program
- HUD-VASH Program
- Homeless Outreach Program
- Veteran Justice Outreach
- Grant and Per Diem Program
- Local Recovery Coordinator
- ERange
- TBI
- Women's Health PM
- Suicide Prevention



# 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)**

Serves caregivers of eligible 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

## 2) The Program of Comprehensive Assistance for Family Caregivers (PCAFC)

Serves caregivers of eligible Veterans of *all* eras.

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.

### 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.

# Home Health Aide

## What is it:

A Homemaker or Home Health Aide is a trained person who can come to a Veteran's home and help the Veteran take care of themselves and their daily activities.

This program is for Veterans who need skilled services, case management and help with activities of daily living.

Homemaker Home Health Aides work for an organization that has a contract with VA. A Homemaker or Home Health Aide can be used as a part of an alternative to nursing home care, and as a way to get Respite Care at home for Veterans and their family caregiver.

## Am I eligible?

Since **Homemaker Home Health Aide** services are part of a service within the VHA Standard Medical Benefits Package, all *enrolled Veterans* are eligible **if they meet the clinical need for the service**.

A copay for Homemaker and Home Health Aide services may be charged based on your VA service-connected disability status

[https://www.va.gov/geriatrics/guide/longtermcare/homemaker\\_and\\_home\\_health\\_aide\\_care.asp](https://www.va.gov/geriatrics/guide/longtermcare/homemaker_and_home_health_aide_care.asp)



# Adult Day Health Care

- Adult Day Health Care is a program Veterans can go to during the day for social activities, peer support, companionship, and recreation.
- The program is for Veterans who need skilled services, case management and help with activities of daily living.
- The program may be provided at VA medical centers, State Veterans Homes, or community organizations.
- Since **Adult Day Health Care** is part of the VHA Standard Medical Benefits Package, all enrolled Veterans are eligible **IF they meet the clinical need for the service and it is available.**
- A copay for Adult Day Health Care may be charged based on your VA service-connected disability status and financial information. Contact your VA social worker/case manager to complete the *Application for Extended Care Benefits (VA Form 10-10EC)* to learn the amount of your copay.



# Veteran Directed Care

- Veterans in this program are given a flexible budget for services that can be managed by the Veteran or the family caregiver. Veteran-Directed Care can be used to help Veterans continue to live at home or in their community.
- As part of this program, Veterans and their caregiver have more access, choice and control over their long-term care services.
- Since **Veteran-Directed Care** is part of the VHA Standard Medical Benefits Package, all *enrolled Veterans* are eligible **If they meet the clinical need for the service and it is available**. NOTE: This is a newer VA program and is only available in certain locations.



# Community Living Center

- It is a place where Veterans can receive nursing home level of care, which includes help with activities of daily living (e.g., bathing and getting dressed) and skilled nursing and medical care.
- The mission of a Community Living Center is to restore each Veteran to his or her highest level of well-being. It is also to prevent declines in health and to provide comfort at the end of life. Some facilities have different focuses (ie: palliative care, short term rehabilitation...).
- **Your eligibility is based on clinical need and setting availability.** The VA will provide Community Living Center (VA Nursing Home) care if you meet certain eligibility criteria involving your service-connected status, level of disability, and income. You must first be enrolled in the VA health system and be medically and psychiatrically stable.
- A copay may be charged for CLC care based on your VA service-connected disability status and financial information.

[https://www.va.gov/geriatrics/guide/longtermcare/va\\_community\\_living\\_centers.asp#](https://www.va.gov/geriatrics/guide/longtermcare/va_community_living_centers.asp#)



# Contract Nursing Home

- A Community Nursing Home is a place where Veterans can live full-time and receive skilled nursing care any time of day or night.
  - Community Nursing Home care always provides:
    - 24-hour skilled nursing care (such as wound care or help with IV medication)
    - Occupational and physical therapy
    - Access to social work services
  - Some Community Nursing Homes also provide:
    - Short term rehab services
    - Hospice and palliative care for the end of life
    - Special care for dementia
- VA contracts with community nursing homes to care for Veterans. The Community Nursing Home program is offered in many communities so Veterans can receive care near their homes and families.

[https://www.va.gov/geriatrics/guide/longtermcare/community\\_nursing\\_homes.asp](https://www.va.gov/geriatrics/guide/longtermcare/community_nursing_homes.asp)



# Contract Nursing Home Continued

- **Eligibility for a Community Nursing Home is based on clinical need and setting availability.**
- The VA will only pay for Community Nursing Home care if you meet eligibility criteria involving your **service-connected status level of disability**, and income.
- If you do not meet these requirements, you will need to use your own resources to pay for nursing home care, which may include Medicare benefits and/or applying for Medicaid assistance if you cannot afford to pay.



# Medical Foster Home

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

[Medical Foster Homes - Geriatrics and Extended Care \(va.gov\)](https://www.va.gov/medical-foster-homes-geriatrics-and-extended-care/)



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