Department of Veterans Affairs

Serving the Pacific Islands

Department of Veterans Affairs (www.va.gov)

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Veterans Health Administration (VHA)

Veterans Affairs operates the nation's largest integrated health care system with more than 1,500 sites of care, including hospitals, community clinics, community living centers, domiciliaries, readjustment counseling centers, and various other facilities.

VA Pacific Islands Health Care System

Spark M. Matsunaga VA Medical Center

459 Patterson Road
Honolulu, HI 96819
808-433-0600 | 800-214-1306

http://www.hawaii.va.gov/

The VA Pacific Islands Health Care System (VAPIHCS) Honolulu provides a broad range of medical care services, serving an estimated 127,600 veterans throughout Hawaii and the Pacific Islands. The VAPIHCS provides outpatient medical and mental health care through a main Ambulatory Care Clinic on Oahu (Honolulu) and through five Community Based Outpatient Clinics (CBOCs) on the neighboring islands including: Hawaii (Hilo and Kona), Maui, Kauai, and Guam. Traveling clinicians also provide episodic care on Lanai and American Samoa. A fee basis Internist residing on Molokai provides medical care eight hours/week at the Molokai Rural Health Center. Mental health care is provided by traveling clinicians from the Maui CBOC.

Long term and transitional rehabilitative care services are provided by the VA 60 bed Center for Aging, located on the Tripler Army Medical Center (TAMC) grounds. VA staffed inpatient psychiatric care and partial hospitalization care are also provided within a 20 bed VA operated ward in Tripler Army Medical Center. A 16 bed VA Post Traumatic Stress Disorder Residential Rehabilitation Program formerly in Hilo, on the island of Hawaii, has been successfully relocated to a VA Ward with TAMC on Oahu in December 2005. Medical inpatient care for veterans is provided by VA hospitalists and Department of Defense (DoD) physicians in TAMC through a VA/DoD sharing

agreement, or through non-VA care providers in the community. Home Based Primary Care is provided on the islands of Oahu, Hawaii (Hilo and Kona) and Kauai (Lihue).

National Center for PTSD- Pacific Islands Division

Pacific Islands Division
3375 Koapaka Street
Suite I-560
Honolulu HI 96819
Phone: (808) 566-1546
Fax: (808) 566-1885

http://www.ptsd.va.gov/about/divisions/pacific-islands-division.asp

The Center of Excellence for research and education on the prevention, understanding, and treatment of PTSD. Although the Center is a VA Center, there are a total of seven divisions across the country provide expertise on all types of trauma - from natural disasters, terrorism, violence and abuse to combat exposure.

The Center provides no direct clinical care; the purpose is to improve the well-being and understanding of individuals who have experienced traumatic events, with a focus on American Veterans. The Center conducts cutting edge research and apply resultant findings to:

"Advance the Science and Promote Understanding of Traumatic Stress."

PTSD Among Asian-American and Pacific Islander Veterans: For Veterans and Families

http://www.ptsd.va.gov/public/videos/ptsd-aa-pi-vets.asp

The purpose of this video series is to increase awareness of the cultural aspects experienced by Asian American Veterans with PTSD. Within his or her life, each Asian American Veteran carries experiences, which may include discrimination or abuse, and this may compound PTSD.

Community Based Out-Based Clinic (CBOC)

Agana Heights, Guam Community-Based Outpatient Clinic

498 Chalan Palayso
Agana Heights, GU 96910
Phone: 671-475-5760

http://www.hawaii.va.gov/locations/Agana_Heights_Guam.asp

The purpose of the Community Based Outpatient Clinics is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses.

The CBOC is not equipped to provide emergency services. If emergency services are needed, you should seek treatment at the US Naval Hospital emergency room.

Veterans wishing to enroll for care in this clinic may call or visit the any weekday.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours- Monday – Friday 7:30 a.m. - 4:00 p.m., Saturday-Sunday-Closed.

Hilo, Hawaii Community-Based Outpatient Clinic

1285 Waianuenue Avenue, Suite 211
Hilo, HI 96720
Phone: 808-935-3781

http://www.hawaii.va.gov/locations/Hilo_Hawaii.aspc.asp

The purpose of the Community Based Outpatient Clinics is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses. The CBOC is not equipped to provide emergency services. If emergency services are needed, you should seek treatment at the Hilo Medical Center emergency room.

Veterans wishing to enroll for care in this clinic may call or visit the any weekday.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours- Monday – Friday 7:30 a.m. - 4:00 p.m., Saturday-Sunday- Closed.

Kailua-Kona, Hawaii Community-Based Outpatient Clinic

35-377 Hualalai Road
Kailua-Kona, HI 96740
Phone: 808-329-0774

http://www.hawaii.va.gov/locations/Lihue_Kauai.asp

The purpose of the Community Based Outpatient Clinics is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses.

Veterans wishing to enroll for care in this clinic may call or visit the any weekday.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours- Monday – Friday 7:30 a.m. - 4:00 p.m., Saturday-Sunday- Closed.

Lihue, Kauai Community-Based Outpatient Clinic

4485 Pahe'e Street, Suite 150
Lihue, HI 96766
Phone: 808-246-0497
Fax: 808-246-9349

http://www.hawaii.va.gov/locations/Lihue_Kauai.asp

The purpose of the Community Based Outpatient Clinics is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours- Monday – Friday 7:30 a.m. - 4:00 p.m., Saturday-Sunday- Closed.

Maui Community-Based Outpatient Clinic

203 Ho'ohana Street, Suite 303
Kahului, HI 96732
Phone: 808-871-2454

http://www.hawaii.va.gov/locations/Maui.asp

The purpose of the Community Based Outpatient Clinics is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses.

The CBOC is not equipped to provide emergency services. If emergency services are needed, you should seek treatment at the nearest hospital emergency room.

Veterans wishing to enroll for care in this clinic may call or visit the any weekday.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours: Monday - Friday7:30 a.m. - 3:00 p.m. Saturday-Sunday Closed.

Pago Pago, American Samoa Community-Based Outpatient Clinic

Fiatele Teo Army Reserve Bldg
Pago Pago, AS 96799
Phone: 684-699-3730
Fax: 684-699-9147

http://www.hawaii.va.gov/locations/Pago_Pago_American_Samoa.asp

The American Samoa CBOC is to provide primary health care to eligible veterans using available resources. Primary health care means non-emergent care for veterans with stable chronic health problems or minor acute illnesses.

The CBOC is not equipped to provide emergency services. If emergency services are needed, you should seek treatment at Lyndon B. Johnson Medical Center Hospital Emergency Room.

Veterans wishing to enroll for medical care in this clinic may call or visit us any weekday.

Additional Features

- Handicapped Accessible: full and easy access for all veterans.
- Personal Care: Highly qualified primary care providers, specialty care referrals to the Pacific Islands Health Care System.
- Laboratory: Blood drawing services available.
- Prescriptions: Routine prescriptions processed through the mail or My HealtheVet.

Hours: Monday– Friday 7:30 a.m. - 3:00 p.m. Saturday-Sunday Closed.

Philippines

Manila Community Based Out-Based Clinic

1501 Roxas Boulevard
Pasay City, PI 1302
Phone: 632-318-8387 Or 632-318-8387
Fax: 632-310-5957

http://www2.va.gov/directory/guide/facility.asp?ID=682

“To provide quality health care services to eligible Veteran population in the Philippines and provide quality service in support of the VA Regional Office and Social Security Administration activities.”

VA office has been in operation in the Philippines since the US Veterans Bureau was opened in 1922 (except during the Japanese occupation of WW II), and it is an integral part of the Unites States’ Mission to the Republic of the Philippines.

VA Regional Office (RO) and Outpatient Clinic (OPC) operate in Manila, Philippines. Both administrations are now co-located on US Embassy grounds. This illustrates the US Government’s continuing commitment to Veterans in the Philippines by providing a new state-of-the-art facility that provides a safer, more accessible "one-stop-shop" for all Veterans' needs. The new building boasts new diagnostic equipment and increased clinical and administrative space to provide world-class health care and support Veterans' claims for disability benefits. The USDVA-Manila staff includes 225 Filipino employees, working hard every day to serve Veterans of both our nations.

The new Outpatient Clinic (OPC) proudly opened its doors for business on January 31, 2011. This is the only VA healthcare facility located in a foreign country. VHA Directive 2007-006 and 38CFR17.35 provide the authority for delivery of outpatient health care services to US Veterans residing or sojourning in the Philippines.

Health care services are provided at the OPC by Primary Care Physicians (PCPs) and contracted Specialist Consultants. Most specialties are available in house or by contract.

OPC services are made up of general medicine and internal medicine with subspecialties in: Audiology, Cardiology, Dermatology, DM/Endocrinology, ENT, Gastroenterology, Mental Health, Nephrology, Neurology, Ophthalmology, Orthopedics, Psychiatry, Psychology, Pulmonary, Rheumatology,

Ancillary services include: Laboratory, Nursing, Pharmacy, Prosthetics, Radiology, Social Work

The OPC also provides general and/or medical specialist examinations sufficient to identify a condition and determine the extent to which a Veteran is disabled. All findings are elemental to the adjudication of claims for VA benefits.

The OPC is accredited by: OIG – CAP 2009, College of American Pathologist Laboratory Accreditation Program 2009

Inpatient and fee basis outpatient care is limited to treatment of service-connected conditions and is provided through fee-based arrangements with accredited medical facilities and private health care providers in the community.

Eligibility for care at the Manila OPC is unique and by appointment only. A US Military Veteran must have a VA service-connected disability rating of at least zero percent. Service connected US Veterans who receive services through the Manila OPC may be treated for their non-service connected disabilities within the available scope of services and resources of the Manila OPC.

Recent US Military combat Veterans may receive care at no cost for a limited period of time regardless of whether or not they have a VA service-connected disability of at least zero percent. For more information go to: http://www.va.gov/healthbenefits/.

Former Prisoners of War Advocate can provide special assistance to former POWs. Please contact Leoncia Revidad at 011-632-318-8374.

The domestic toll-free number for callers in the Philippines is 1-800-1888-8782.

Before you come to Manila Outpatient Clinic

http://www.paloalto.va.gov/docs/VA_Manila.pdf

http://www.paloalto.va.gov/docs/2013PatientHandbook_Manila.pdf

Office of Rural Health (ORH)

VHA Office of Rural Health (10P1R)
1722 Eye Street, NW
Washington DC, 20006

Phone: (202) 461–1928
Email: rural.health.inquiry@va.gov

http://www.ruralhealth.va.gov/

The mission of ORH is to improve access and quality of care for enrolled rural and highly rural Veterans by developing evidence-based policies and innovative practices to support the unique needs of enrolled Veterans residing in geographically remote areas. The Office is located in Washington, DC.

VHA Program

My Health*e*Vet

https://www.myhealth.va.gov/index.html

My Health***e***Vet is VA's online personal health record. It was designed for Veterans, active duty Service members, their dependents and caregivers. My Health***e***Vet helps you partner with your health care team. It provides you opportunities and tools to make informed decisions and manage your health care

National Cemetery Administration (NCA)

NCA honors Veterans and their families with final resting places in national shrines and with lasting tributes that commemorate their service and sacrifice to our Nation.

National Memorial Cemetery of the Pacific

2177 Puowaina Drive
Honolulu, HI 96813-1729
Phone: (808) 532-3720
FAX: (808) 532-3756

http://www.cem.va.gov/CEM/cems/nchp/nmcp.asp

Historical Information

Few national cemeteries can compete with the dramatic natural setting of the National Memorial Cemetery of the Pacific. The “Punchbowl” was formed some 75,000 to 100,000 years ago during the Honolulu period of secondary volcanic activity. A crater resulted from the ejection of hot lava through cracks in the old coral reefs which, at the time, extended to the foot of the Koolau Mountain Range.

To schedule a burial: Fax all discharge documentation to the National Cemetery Scheduling Office at 1-866-900-6417 and follow-up with a phone call to 1-800-535-1117.

Visitation Hours:
The cemetery is open daily.
Sept. 30 thru March 1, from 8:00 a.m. until 5:30 p.m.
March 2 thru Sept. 29, from 8:00 a.m. until 6:30 p.m.
On Memorial Day, the cemetery is open from 7:00 a.m. until 7:00 p.m.

NCA Program

Veterans Cemetery Grants Program

http://www.cem.va.gov/grants/index.asp

The Department of Veterans Affairs (VA) Veterans Cemetery Grants Program was established in 1978 to complement VA’s National Cemetery Administration. The

program assists states, territories and federally recognized tribal governments in providing gravesites for Veterans in those areas where VA's national cemeteries cannot fully satisfy their burial needs. Grants may be used only for the purpose of establishing, expanding or improving Veterans cemeteries that are owned and operated by a state, federally recognized tribal government, or U.S. territory. Aid can be granted only to states, federally recognized tribal government, or U.S. territories. VA cannot provide grants to private organizations, counties, cities or other government agencies.

Veterans Benefits Administration (VBA)

As one of three administrations within VA, the Veterans Benefits Administration (VBA), in partnership with the Veterans Health Administration and the National Cemetery Administration, provides benefits and services to Service members, Veterans, and their families in recognition of their service to the Nation.

Honolulu Regional Office

459 Patterson Road, E-Wing
Honolulu, HI 96819-1522
Phone: 800-827-1000
Fax: (808) 433-0478

http://www.vba.va.gov/ro/honolulu/index.htm

The Honolulu Regional Office is responsible for administering VA's benefit programs under the leadership and direction of the Under Secretary for Benefits for the Veterans Benefits Administration. Formerly part of the Honolulu VA Medical & Regional Office Center (VAMROC), the Honolulu Regional Office (RO) was renamed as a standalone RO on June 2, 2003. The office is co-located with the Spark M. Matsunaga Pacific Islands Health Care System medical center, on the grounds of the Tripler Army Medical Center (a military base).

The Honolulu Regional Office serves the veterans of Hawaii and the Western Pacific US Territories, and has out based offices in Hilo, HI, Kahului, HI, and Hagatna, Guam. Its jurisdiction covers many small island populations dispersed throughout an enormous geographic area of approximately 4.6 million square miles of the Pacific Ocean, and includes the State of Hawaii, US Territories of Guam, and American Samoa, as well as the Commonwealth of the Northern Marianas Islands (Saipan, Tinian and Rota).

Regional Office Intake Site

Camp Smith

Department of Veterans Affairs
459 Patterson rd 1st floor (E-Wing)
Honolulu, HI 96819

Hours of operation
Monday - Friday 8:00 am - 3:30 pm

Fort Shafter

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation
8:00 am - 3:30 pm

Hickam Air Force Base

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation
8:00 am - 3:30 pm

Marine Corps Base Hawaii

Marine Corps Base Hawaii
Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation
8:00 am - 3:30 pm

Pearl Harbor Naval Base

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation
M - F 8:00 am - 3:30 pm

Sand Island Coast Guard

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation

M - F 8:00 am -3:30 pm

Schofield Barracks

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation

M - F 8:00 am - 3:30 pm

Tripler Army Medical Center (First Floor/E-Wing)

Department of Veterans Affairs
459 Patterson Rd 1st floor (E-Wing)
Honolulu, HI 96819

Presence at Facility and hours of operation

M - F 8:00 am - 3:30 pm

Guam Benefits Office- Intake Site

Reflection Center, Suite 202
222 Chalan Santo Papa St.
Hagatna, GU 96910

Philippines

Manila Regional Office

U.S. Department of Veterans Affairs
1501 Roxas Boulevard
Pasay City, PI 1302
Phone: 632-550-3888
Fax: 632-550-3944

http://www2.va.gov/directory/guide/facility.asp?ID=681&dnum=3

VA office has been in operation in the Philippines since the U.S. Veterans Bureau was opened in 1922 (except during the Japanese occupation of WW II), and it is an integral part of the Unites States' Mission to the Republic of the Philippines.

VA Regional Office (RO) and Outpatient Clinic (OPC) operate in Manila, Philippines. Both administrations are now co-located on US Embassy grounds. This illustrates the US Government's continuing commitment to Veterans in the Philippines by providing a new state-of-the-art facility that provides a safer, more accessible "one-stop-shop" for all Veterans needs. The new building boasts new diagnostic equipment and increased clinical and administrative space to provide world-class health care and support Veterans claims for disability benefits. The USDVA-Manila staff includes 11 Americans and 221 Filipino employees working hard every day to serve Veterans of both our nations. The Manila Regional Office and Outpatient Clinic's new address is 1501 Roxas Boulevard, 1302 Pasay City, Philippines.

The Regional Office administers compensation, pension, Vocational Rehabilitation and Employment and education benefits to 15,000 beneficiaries. Monthly disbursement is approximately $15.6 million. VA also administers the U.S. Social Security Administration (SSA) in the Philippines. About $18 million is disbursed monthly to 19,000 SSA beneficiaries.

VBA Program

Native American Direct Loan

http://benefits.va.gov/HOMELOANS/nadl.asp

The Native American Direct Loan (NADL) Program helps eligible Native American Veterans finance the purchase, construction, or improvement of homes on Federal Trust Land, or to reduce the interest rate on such a VA loan.

eBenefits

https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal?utm_source=intmkt&utm_medium=badge&utm_campaign=PM

eBenefits is a portal; a central location for Veterans, Service Members, and their families to research, find, access, and, in time, manage their benefits and personal information.

eBenefits offers:

- A personalized workspace called My Dashboard that provides quick access to eBenefits tools. Using eBenefits tools, you can complete various tasks. You can apply for benefits, download your DD 214, view your benefits status, in addition to other actions as needed. This workspace is available to you once you have created an eBenefits account
- A catalog of links to other sites that provide information about military and Veteran benefits

Vet Center

The Vet Center Program was established by Congress in 1979 out of the recognition that a significant number of Vietnam era vets were still experiencing readjustment problems. Vet Centers are community based and part of the U.S. Department of Veterans Affairs. Readjustment counseling is a wide range of psycho social services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life.

Hawaii

Western Oahu Vet Center

885 Kamokila Boulevard, Unit 105 (10P8/4B-0621)
Kapolei, HI 96707
Phone: 808-674-2414 or 877-927-8387

Kauai Vet Center

3-3367 Kuhio Hwy. Suite 101
Lihue, HI 96766-1061
Phone: 808-246-1163 Or 877-927-8387
Fax: 808-246-4625

Normal working hours are 8:00am to 4:30pm Monday through Friday. In an effort to better serve the veteran and family members, upon request Vet Centers will provide services after normal work hours and/or on weekends.

Maui Vet Center

35 Lunalilo Street, Suite 101
Wailuku, HI 96793
Phone: 808-242-8557 Or 877-927-8387
Fax: 808-242-8559

Normal working hours are 8:00am to 4:30pm Monday through Friday. In an effort to better serve the veteran and family members, upon request Vet Centers will provide services after normal work hours and/or on weekends.

Western Oahu Vet Center

885 Kamokila Boulevard, Unit 105 (10P8/4B-0621)
Kapolei, HI 96707
Phone: 808-674-2414 or 877-927-8387

Guam

Guam Vet Center

222 Chalan Santo Papa Reflection Ctr. Ste 201
Hagatna, GU 96910
Phone: 671-472-7160 Or 877-927-8387
Fax: 671-472-7162

Normal working hours are 8:00am to 4:30pm Monday through Friday. In an effort to better serve the veteran and family members, upon request Vet Centers will provide services after normal work hours and/or on weekends.

American Samoa

American Samoa Vet Center

Ottoville Road
Pago Pago, AS 96799

Mailing Address:
P.O. Box 982942
Pago Pago , AS 96799
Phone: 684-699-3760 Or 877-927-8387
Fax: 684-699-3764

Veterans Affairs Program Offices

Center for Minority Veterans (CMV)

http://www.va.gov/centerforminorityveterans/

First and foremost our staff is dedicated to serving all Veterans regardless of race or ethnicity. As required by Congress in 1994, under Title 38 Public Law 103-446 § 509, CMV's primary emphasis is on minority Veterans. Specifically, these veterans include the following minority groups: Pacific Islander, Asian American, African American, Hispanic/Latino, and Native American, including American Indian, Alaska Native, and Native Hawaiian. The Center has an Asian American and Pacific Islander Veterans Liaison and is located in Washington, DC.

Advisory Committee on Minority Veterans (ACMV)

http://www.va.gov/centerforminorityveterans/Advisory_Committee.asp

Appointed by the Secretary, The Advisory Committee on Minority Veterans (ACMV) was established under Public Law 103-446 § 510, November 2, 1994. The Committee consists of veterans who represent respective minority groups and are recognized authorities in fields pertinent to the needs of the minority group they embody. Currently, there are two members on the Advisory Committee from the Hawaii and Pacific Islands.

Center for Women Veterans (CWV)

http://www.va.gov/womenvet/

In November 1994, Public Law 103-446 established the Center for Women to monitor and coordinate VA's administration of health care and benefits services and programs for women Veterans. The Center serves as an advocate for a cultural transformation (both within VA and in the general public) in recognizing the service and contributions of women Veterans and women in the military, and in raising awareness of the responsibility to treat women Veterans with dignity and respect. The Director, Center for Women Veterans, acts as the primary advisor to the Secretary of Veterans Affairs on all

matters related to policies, legislation, programs, issues, and initiatives affecting women Veterans.

Center for Faith-based and Neighborhood Partnerships (CFNP)

http://www.va.gov/CFBNPARTNERSHIPS/index.asp

The Department of Veterans Affairs (VA) Center for Faith-based and Community Initiatives was established on June 1, 2004, by Executive Order 13342. The objective was to coordinate agency efforts for the elimination of regulatory, contracting, and other programmatic obstacles. The removal of these obstacles would enable faith-based and community organizations to access resources they need to provide social and community services.

Office of Survivors Assistance (OSA)

http://www.va.gov/survivors/

The Office of Survivors Assistance (OSA) is a Department of Veterans Affairs (VA) program designed to provide dedicated and comprehensive support to Survivors and dependents of deceased Veterans and members of the Armed Services.

The Office of Survivors Assistance was established by Public Law 110-389, Title II, Section 222, in October 2008, to serve as a resource regarding all benefits and services furnished by the Department to Survivors and Dependents of deceased Veterans and members of the Armed Forces. OSA also serves as a principal advisor to the Secretary of Veterans Affairs and promotes the use of VA benefits, programs and services to survivors.

Office of Intergovernmental Affairs

http://www.va.gov/opa/iga/

The Office of Intergovernmental Affairs (IGA) serves as the Department's liaison in all intergovernmental affairs matters and is the primary point of contact with federal, state, local, American Indian, and Native Alaskan Government officials. The mission of IGA is to coordinate VA's participation in intergovernmental affairs initiatives, including White

House-sponsored activities, and assess the issues and concerns of state, local, and Tribal officials and the impact of VA's action on their areas of jurisdiction. The office also facilitates continuous and bilateral communications between state and Tribal governments and VA to gain early knowledge of their actions, concerns, issues, and supporting programs.

VA for VETS

http://vaforvets.va.gov/Pages/default.aspx

VA for Vets facilitates the reintegration, retention and hiring of Veteran employees at the Department of Veterans Affairs (VA). We offer career-search tools for Veterans seeking employment at VA, career development services for our existing Veterans, and coaching and reintegration support for military service members. *VA for Vets* is your gateway to a rewarding career serving our nation's Veterans.

Office of Small and Disadvantaged Business Utilization (OSDBU)

http://www.va.gov/osdbu/

The goal of Office of Small and Disadvantaged Business Utilization (OSDBU) is to help Veteran-Owned and Small businesses contribute most effectively to the important mission of VA. OSDBU seeks to enable SDVOSB, VOSB, Small Disadvantaged Businesses, HUBZone Businesses, and Woman-Owned Small Businesses to add value to the work of VA. OSDBU provides outreach and liaison support to businesses (small and large) and other members of the public and private sectors concerning Small Business Acquisition issues. OSDBU is responsible for monitoring VA implementation and execution of the socioeconomic programs. Access the OSDBU contact information if you have questions regarding working with VA.

Homeless Veterans

http://www.va.gov/homeless/about_the_initiative.asp

In 2009, President Barack Obama and VA Secretary Eric K. Shinseki announced the goal of ending Veteran homelessness by the end of 2015. Together with partners and supporters nationwide, VA is determined to meet that challenge through the Homeless Veterans Outreach Initiative, an unprecedented commitment to those who served our nation but lack safe, secure housing.

VA Adaptive Sports Program

http://www.va.gov/adaptivesports/index.asp

The mission of the VA National Veterans Sports Programs & Special Events Office is to motivate, encourage and sustain participation and competition in adaptive sports among disabled Veterans and members of the Armed Forces through partnerships with VA clinical personnel as well as national and community-based adaptive sports programs. The Office achieves this mission by providing information and resources to disabled Veterans, their support networks and those in the adaptive sports community.

National Center for Veterans Analysis and Statistics (NCVAS)

http://www.va.gov/vetdata/

The National Center for Veterans Analysis and Statistics (NCVAS) supports planning, analysis, and decision-making activities through the collection, validation, analysis, and dissemination of key statistics on Veteran population and VA programs.

News in the Pacific Islands

Telehealth Care Program

Home Telehealth, also known as Care Coordination/Home Telehealth, is a service that allows the Veteran's physician or nurse to monitor the Veteran's medical condition remotely using home monitoring equipment.

Veterans can be referred to a care coordinator for enrollment in Home Telehealth services by any member of their care team. Enrollment is approved by a VA provider for Veterans who meet the clinical need for the service.

A care coordinator gets health information that each Veteran provides through personalized questions answered on special equipment, and then checks in with the Veteran by phone, if needed. If any of the Veteran's health measurements do not seem normal, the care coordinator talks with their physician or nurse and then gets back to the Veteran with next steps.

Telehealth in Hawaii and the Pacific Islands April 16th 2013

Provided by VHA Telehealth Services and VHA Office of Rural Health

1. In Fiscal Year (FY) 2012 the Office of Rural Health (ORH) invested $7.7 million in innovative projects designed to overcome the distance challenges of the Pacific Rim and improve health care access for Veterans. Projects included:
    - Home-Based Primary Care (HBPC) programs on Guam and Maui
    - An outreach clinic in Saipan
    - A virtual medical management pharmacist for Veterans outside of Oahu
    - Patient travel funding to transport over 1,200 Veterans from the Western Insular Islands (American Samoa, Guam, and Saipan) to needed medical appointments

2. In FY2013, ORH is funding $7.65 million in projects focused on Pacific Rim Veterans, sustaining most of the previous year's projects and adding new initiatives including:
    - Spinal Cord Injury outreach and treatment to Hilo, Kona, Maui, Molokai, Kauai, American Samoa and Guam
    - Leveraging telehealth technology to provide clinic based virtual telemental health care on the Island of Kauai

- In-home Telemental Health Care for Veterans with Post Traumatic Stress Disorder (PTSD) in Guam, Saipan, and American Samoa

3. Office of Telehealth Services Routine Telehealth Data
    - Routine Telehealth activity between Hawaii and Pacific Islands for FY2012 1,345 patients had 2,829 telehealth encounters
    - These activities take place between Honolulu and Hilo, Kona, Maui, Kauai, Guam, and American Samoa

Home Based Primary Care Program

Home Based Primary Care is health care services provided to Veterans in their home. A VA physician supervises the health care team who provides the services. Home Based Primary Care is for Veterans who have complex health care needs for whom routine clinic-based care is not effective.

Home Based Primary Care is for Veterans who need skilled services, case management, and assistance with activities of daily living (e.g., bathing and getting dressed) or instrumental activities of daily living (e.g. fixing meals and taking medicines); are isolated or their caregiver is experiencing burden.

Home Based Primary Care can be used in combination with other Home and Community Based Services.

VA Pacific Islands Reaches Out
Wednesday, August 17, 2011

http://www.hawaii.va.gov/features/VA_Pacific_Islands_HCS_Reaches_Out.asp

Molokai, the most Hawaiian of the Hawaiian Islands, has a population of approximately 8,000; 40 percent of which are of native Hawaiian descent. The people of Molokai have fought to preserve their lifestyle and as a result it has no malls, no elevators, no building taller than a palm tree, no traffic lights, but it lacks nursing homes and struggles with high unemployment.
However, it is the home of some 600 Veterans, many of whom have no other health care except for the VA. So, when the Office of Rural Health, in conjunction with the Office of Geriatrics and Extended Care, provided funding for new Home Based Primary Care (HBPC) programs there, our Veterans of Molokai were grateful. The nearest Community Based Outpatient Clinic (CBOC) is located on another island, separated by

an expanse of ocean and requiring a trip by airplane or ferry to access. Until then, the only VA presence on Molokai was an Outreach Clinic, where VA Pacific Islands Health Care System (VA PIHCS) operated out of the Molokai General Hospital two afternoons a week with periodic visits from VA mental health providers. In-home services were not available or provided by VA staff, yet Veterans needed those services.

One of these Veterans was John, a 73-year old 100% native Hawaiian, who had sustained leg and ankle injuries during his service in the Air Force. Following his return home to Molokai, he was injured on the job when a bus he was working on rolled over his already injured leg. He then had two serious strokes and became wheelchair bound.

When referred to the Home Based Primary Care Program, John's lipids and blood pressure were not controlled. With closer monitoring by the HBPC team and enrollment in the Care Coordination Home Telehealth program, John's medical condition stabilized.

A visit by the HBPC occupational therapist led to home improvements and proper equipment including a hospital bed, shower chair, safety bar and raised toilet seat, which increased his ability to have his personal needs met and enhanced his safety in the home.

John began an exercise program with the assistance of a HBPC physical therapist, increasing his strength and prevented contractures, which were already starting. The HBPC social worker obtained Homemaker/Home Health Aide services to assist his wife to provide her with some respite.

According to John, the best thing that happened was that the team helped him obtain a motorized power chair. He loves to venture outdoors and enjoy his beautiful Molokai Island home; another example of how VA PIHCS strives to achieve patient-centered care.

John is one of many Veterans serviced by the Home Based Primary Care program who have expressed high satisfaction with the outreach they received. John's wife sums up the sentiments of the Veterans best with her remark, "We thought the Veterans on Molokai were forgotten, but now we know they are not."

According to Charlotte Kuwanoe, VA PIHCS HBPC Program Director, Veterans are offered dignity and decision-making by having the option to remain on their home island, rather than being displaced to a neighbor island skilled nursing facility, during their end of life. "We want our Veterans to be comfortable, especially during this time," said Kuwanoe. "We look for ways to reach out, restore hope and remind our Veterans that

we honor them, respect their preferences and strive to provide Veteran-centered care," she said.

Federal Benefits for Veterans, Dependents and Survivors-On-Line Edition

http://www.va.gov/opa/publications/benefits_book.asp