

# **Veterans Service Office part time Intern:**

**Transit Occupancy Tax (TOT) funds for veterans services and programs.**

**El Dorado County Veterans Affairs Commission**

**Part Time Veterans Service Office (VSO) help.** TOT funds split with additional funds found for other half of part time expense. (pending matching fund capabilities.)

**\$10,000.00 annually**

## **Opportunity**

Pay \$10 and hour. Maximum 20 hours a week. Occasionally must be able to work weekends and evenings.

## **Requirement-**

Must know Microsoft Word, Excel, and Powerpoint. Adept at email and social networking including Face book and Twitter. Must have strong communication skills and be able to interact with the public. Self starter and strong organizer a plus. Must be a veteran. DD214 required. Active reserve or in college preferred.

## **Intern Responsibilities-**

The individual selected for this internship will be in charge of:

- Creating and updating reports of TOT fund expenditures
- Data entry, filing, answering phones
- Social media interaction and daily postings
- Ensuring web page calendar is updated and current
- Receive communication from local veterans organization and add events to website calendar
- Sending emails to Veterans list about new and existing services, community events put on by Government Veterans Services Offices and EDC Veterans groups, and any information submitted by the Veterans Commission
- Learn operations and information relating to working in the VSO offices
- Participate in outreach including attending events around the county dictated by VSO

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## **VETERANS RESOURCE CENTER FOLSOM LAKE COLLEGE/EL DORADO CENTER**

**Transit Occupancy Tax (TOT) funds for veterans services and programs.  
El Dorado County Veterans Affairs Commission**

Since the implementation of the Post 9/11 GI Bill in 2009 and the increasing number of veterans who are returning to our region after active duty, there is a growing consensus that helping our student veterans will benefit the surrounding communities and the county. A specific plan to address that is the creation of a Veterans Resource Center on college campuses. In fact, this is a recommendation put forth by the Troops to College initiative here in California and adopted by all four colleges in the Los Rios Community College District. In late 2012, Folsom Lake College addressed this need by setting aside a space on the main campus in El Dorado County as our Veterans Resource Center (VRC).

It can be difficult with limited out-reach for veterans transitioning out of the military to locate information on, understand, and obtain the resources and benefits they are entitled to. One of the biggest issues facing combat veterans is social isolation. Many of these combat veterans have difficulty adjust to civilian life, especially adjusting to college. The Veterans Resource Center not only provides college support services for veterans and their dependents, but also serves as a focal point for a variety of resources. The VRC helps incoming Veteran students transition from soldiers to scholars. In addition, students and prospective students are assisted with accessing their VA education benefits as well as direct students to both campus and community resources that would help them succeed in their educational goals. The VRC is staffed with current veteran students and has space for students to complete online application, do their homework, and relax and socialize with other veteran students.

The FLC's VRC was opened with a small community donation, used mainly for furniture. As it moves forward, the VRC will require funds for supplies, center décor and limited staffing. In addition, the VRC is addressing a huge need of our veterans by initiating a textbook lending library. Even with receipt of their GI Bill benefits, it can be difficult for our veterans to stretch their dollars to make ends meet. College textbooks are very expensive. To meet that need, they are implementing a Books for Veterans program that involves purchasing textbooks and obtaining donations from current students with used textbooks, resulting in a lending library for our veterans.

Although community colleges provide the best value in higher education, the cost of books, supplies, and transportation are still substantial. Many veteran students are working, yet still cannot fully afford the associated costs. Veterans using their GI bill for education in El Dorado County including SLT currently enrolled number 72 and steadily growing. Folsom Lake College, Folsom, data shows 81 additional veterans who are residents of El Dorado County as being currently enrolled. **Recommended TOT funds annually, \$5,000.00.**

### **General Background information:**

For those students using the Post 9/11 GI Bill, they receive a stipend based on the # of units they're enrolled in (\$41.67 per unit). If the veteran is enrolled in 12 units, the amount would be \$500.04, average cost of books only \$970.00

**. Students using the old Montgomery GI Bill or one of the Reservist VA chapters do not receive a book stipend.** They pay for textbooks out of pocket.

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From Christine Wurzer Admissions & Records Supervisor

To: Richard W. Buchanan EDC-VAC District #3

I checked through our current spring veterans and dependents, **and found that 33% of our students using their GI Bill live in El Dorado County (81 out 248) not counting the El Dorado Campus.** I can't give you any numbers or details about our textbook lending library since we are just this month kicking it off. I would guess that 20-30 students each semester will use textbooks in the library, but that's an estimate.

For your reference, here are typical book prices:

Accounting 301 (financial accounting)	\$186.70
ADMJ 300 (intro to administration of justice)	\$152.60
CHEM 305 (intro to chemistry)	\$198.15
ENGWR 300 (college composition)	\$66.70
MATH 120 (intermediate algebra)	\$168.00
SPAN 401 (intermediate Spanish)	\$175.70

These are all typical courses taken by our vets.

Another possible use of some of the \$5,000 is a VA emergency loan program. Often times, especially for our new veteran students, they won't receive their first payment from the VA until the 2nd month of the semester and that's usually a prorated amount. It would be great if we could provide an emergency loan to help pay for textbooks and

supplies prior to the start of the semester, and then they repay that when they receive money from the VA.

Basically, the emergency loan program would work as follows:

- Student completes emergency loan request form and submits to our office. Part of
- We prepare check made to student for a specified amount.
- If repayment is not made, we would place financial restriction hold on student's account, so they could not enroll or obtain official transcripts until it is paid.

Let me know if you have further questions

Thank you!  
Christine Wurzer  
Admissions & Records Supervisor  
Folsom Lake College  
\* 916/608-6645

## *Cost of Attendance*

A student or parent may not foresee accurately the expenses involved in attending college. While students must determine their own budget, in keeping with needs and resources, the following is the *annual* cost of attendance for financial aid students attending Folsom Lake College during the 2013-14 award year.

	Living with parents	Living off-campus
Enrollment Fees - \$46/unit, full time	\$1,104	\$1,104
Books/Supplies	\$1,656	\$1,656
Room/Board	\$4,346	\$10,862
Miscellaneous/Personal	\$3,114	\$2,854
Transportation	\$1,206	\$1,206
Total	\$11,426/yr	\$17,682/yr

(Estimated only 15 to 25% live with their families)

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## **Veterans Care Program**

**Transit Occupancy Tax (TOT) funds for veterans services and programs.  
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EDC-VAC Veterans Care Program (VCP): Annual funding of the EDC-VCP will help to provide custodial care for disabled veterans and/or low income, elderly/frail veterans. Only lower-income veterans are eligible for this VCP needs-based program. Income guidelines apply. Durable medical equipment, e.g., special beds, walkers, shower chairs, wheelchairs, etc. will be made available through Snowline Hospice at no charge to the VCP when inventories allow. The program costs \$20,000.00 annually.

95% of Veterans die outside the VA system and are cared for in our communities. At Snowline Hospice, 1 in 3 patients are Veterans. In our community, we have Veterans living and dying alone. Snowline Hospice cares for a growing number of Veterans each year. Some are impoverished. Some are very isolated with no family or friends to assist them in their frail state. Others have family caregivers who are often elderly and frail themselves. It costs Snowline Hospice \$18 per hour to hire personal-care services. The hospice benefit does not cover long-term custodial care. Few of these Veterans have enrolled for VA benefits. Thus, the Medicare Hospice Benefit does not entirely meet the caregiving needs of many of our Veteran patients and their families. Hospice services are covered by Medicare but custodial care services are not. Hospice home health aides visit Hospice patients at scheduled intervals, depending on the patient's and family's need, typically for one hour a few times per week.

The Medicare term for what is covered is "routine intermittent" care. Some patients become so disabled that they need around the clock or near around the clock help. This is called custodial care.

### **Definition of Custodial Care:**

Non-medical care that addresses personal needs, and is available to a chronically ill individual.

***...This is the help that is needed by many elderly family caregivers and that is not provided for other than on regularly scheduled intermittent visits by the Home Health Aides.***

**What is custodial care?**

Some examples of custodial care would include help with dressing, bathing, help out of bed, help to the bathroom, incontinence, and assistance for patients with wheelchairs and/or dementia. Alzheimer's patients who have a tendency to wander usually have only custodial care needs

**Medicare**

Medicare does not pay for most long term care. Specifically, it does not pay for custodial care or personal care, such as help with activities of daily living, which account for most of the cost of long term care. However, Medicare will pay for some nursing home, hospice, and home health care, if you meet certain conditions. Medicare does not pay for non-skilled home care or home health care aides to help you with the activities of daily living, unless you are also receiving skilled nursing or therapy services.

**Hospice Care**

Medicare covers the cost of hospice care for patients with terminal illness who are not expected to live more than six months. Covered services include medication for pain relief, control of symptoms, medical and support services from a Medicare approved hospice agency, and certain additional services that are ordinarily not covered by Medicare. Hospice care can be provided to the patient in their own home, in the nursing home where they live, or in a hospice care facility. Medicare will also cover some short-term respite care to give the family caregiver time to rest.

**Veteran's Benefits**

The Veteran's Administration (VA) offers a wide variety of long term care benefits to eligible veterans, including adult day care, home care, home health care, home-based skilled nursing and primary health care, hospice and palliative care, respite care, and nursing home care.

Veterans may be eligible for care in one of the VA's own nursing homes, in a nursing home for veterans operated by a state government, or in a privately-owned nursing home under contract to the VA.

Eligibility and co-payment requirements vary depending on what type of care the veteran needs.

There is usually a waiting list for services, and a veteran's priority on the list is generally determined by whether he or she has a service-related disability, and also based on the severity of his or her disability.



Dear Sirs:

95% of Veterans die outside the VA system and are cared for in our communities. There are about 22 million veterans in America. 1 in 4 dying in America is a Veteran. At Snowline Hospice, 1 in 3 of our patients are Veterans. We have, in our community, Veterans living alone and dying alone. Snowline Hospice cares for a growing number of Veterans each year. Some are impoverished. Some are very isolated with no family or friends to assist them in their frail state. Others have family caregivers but that person is often elderly and frail themselves. It costs Snowline Hospice \$18 per hour to hire a personal care service. The hospice benefit does not cover long-term *custodial care*. Few Veterans have enrolled for VA benefits. Thus, the Medicare Hospice Benefit does not entirely meet the caregiving needs of many of our Veteran patients and their families. A designated \$20,000 grant could be used to pay for personal care services that could help a dying veteran remain in his/her own home with family and loved ones. Qualification will be based on a simple financial needs assessment and set a limit to the maximum benefit hours a given veteran patient would be eligible for. We will receive the funds, designate them for this purpose only and handle the distributions. The County would not need to be involved in handling the accounts payable nature of this grant. This is just the tip of the ice berg of Veteran needs.

Snowline Hospice's long term goal: To change the community's culture on how to care for and view Veterans. Enrolling in the VA needs to start 2 years before a Veteran needs it. The community needs to have systems in place to encourage Veterans to enroll. One example is the elderly care medical community needs to start routinely asking military history questions to best serve the specific physical, psychological and VA enrollment needs of the 1 in 3 patients they are aiding.

Snowline Hospice is a partner of the *We Honor Veterans* program which is a collaboration between the VA and National Hospice and Palliative Care Organization. The goals are to promote Veteran-centric educational activities, increase organizational capacity to serve Veterans, support development of strategic partnerships and to increase access and improve quality. As a Level 4 Partner Snowline Hospice is the only hospice in Northern CA to have earned this top rank so far.

Please help us to provide our El Dorado County Veterans' caregiving needs.

Sincerely,

Jennifer Eells  
Community Outreach Coordinator

Hospice services are covered by Medicare but custodial care services are not. They are not the same thing. Hospice home health aides visit patients at scheduled intervals for an hour depending on the patient's and family's need, typically a few times per week.

The Medicare term for what is covered is "routine intermittent" care. Some patients become so disabled that they need around the clock or near around the clock help. This type of care is custodial.

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WE HONOR VETERANS

## Snowline Hospice is now Level 4

We have earned the highest level available in our We Honor Veterans program. Of the 5300 hospice programs in the United States, only 1776 have registered in the national program & only 75 have attained Level 4. That puts Snowline in the top 1.42% of hospices in the nation. Only 6 hospices in California have earned the level and Snowline is the only one North of Merced.

The NHPCO was impressed with our activities and wrote us the following:

"It is very rare that we do not have to ask for clarifications or additional information for Level Reports but it is clear to us by looking at your report that Snowline Hospice has definitely achieved Level Four.

A BIG congratulations to you and your team, you guys are doing outstanding work!

Thanks for everything you are doing for Veterans in California, keep it up!"

## What did it take to attain Level 4?

### 1. EDUCATION to

- a. *Staff and Volunteers*: 15 different presentations with 152 attendees
- b. *Community Education*: 5 different presentations with 238 attendees
- c. *Veteran Organizations (not including VA)*: 2 presentations with 144 attendees

### 2. PARTNERSHIPS with

- a. *Veteran Organizations (VA and VSOs)*: 10 meetings/events with 129 attendees
- b. *Other Hospices (regional & statewide)*: 13 meetings/conference calls with 85 attendees

### 3. IMPLEMENTATIONS of

- a. *Veteran-centric Volunteer Program*: A two year project which included designing, creating, implementing, reporting, evaluating and updating.
- b. *Military History Checklist Done During Admissions*: trained admissions staff to ask Veteran related questions, changed medical records software to capture this data, evaluated/reported data & procedures over 12 months and implemented changes.
- c. *"Thank you for Serving" Certificate Presentations*: Our Veteran patients for the past year and a half have been presented a certificate and pin thanking them for their service to our country. We are in the process of forming a Veteran-volunteer group to formalize this ceremony and to include members of local VFWs, etc.
- d. *Family Surveys of Veteran Patient Care*: Snowline added this survey to our evaluations sent to our patients' families as a follow up after receiving our care. We evaluated the responses over 12 months. Then we created a Performance Improvement Plan (PIP) based on a weakness area. This included creating a brochure and four flyers to assist our social workers.
- e. *NHPCO's Standards of Practice Related To Veterans*: First we reviewed each formal standard and then analyzed how it related to Veterans. We implemented the changes. After a year, we evaluated and created an annual review report. Performance Improvement Plans were implemented.
- f. *Revised Organizational Policies & Procedures*: Changes were made to reflect our commitment and service to Veterans. The Board of Directors voted on these changes each time. Many meetings occurred and numerous staff were involved in making these improvements over the past two years.
- g. *Staff Training*: Over the past year we created new hire orientation to include our Veteran-centric care. We will have on-going, annual staff training to update and refresh our Veteran care.
- h. *Community Veteran Recognition Ceremonies*: To date Snowline has held five Veteran recognition events with community Skilled Nursing Facilities. There have been 330+ attendees and 75+ certificates given out. We coordinate local VFW's, singers, donors, volunteers and more to add festivity and formality to these ceremonies. Snowline will be doing five of these events for both Memorial Day and Veterans Day.

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# Mini-Grant Program:

Transit Occupancy Tax (TOT) funds for veteran services and programs.  
El Dorado County Veterans Affairs Commission

## INTRODUCTION

The El Dorado County Veterans Affairs Commission (VAC) “Mini-Grant” Program through Requests for Proposal (RFP) will provide “mini-grants” to organizations planning services and programs that will significantly and positively impact existing veteran services and programs as well as likely to create new services and programs for Veterans of El Dorado County: \$20,000.00 annually

## ORGINIZATIONS:

- (1) A single division or branch of any accredited Veterans Service Organization in good standing.
- (2) Not for profit organizations in good standing, with programs or services that aid veterans, compliant with laws and in accordance with established patters and standards approved by EDC-VAC and the El Dorado County Board of Supervisors.

## “MINI-GRANT” PROGRAM;

The EDC-VAC, will administer the Mini-Grant Program through the EDC Veteran Service and Chief Administrators offices. The EDC-VAC “mini-grant” will be funded by the Transit Occupancy Tax (TOT) and will be available annually not to exceed \$ 20,000 total.

The Mini-Grant Program will serve as an important source of funding for veterans services and programs within El Dorado County. From an administrative perspective, the value of the Program will lay in its simplicity, flexibility, and minimal time requirements. From a veteran’s community perspective the program will be, veterans community friendly, straightforward with minimal reporting requirements and convenient application deadlines.

## RFP:

The RFP will describe the scope and details required for successful proposals, laying out the criteria that will be applied to the submission and evaluation. RFP application will be available at the Veterans Service Office, 130 Placerville Drive, suite-B, Placerville, CA. 95667

Of noteworthy importance, the EDC-VAC “Mini-Grant” Program is the only competitive veteran’s community grant program limited to direct appropriations for the recognition, services and programs for veterans in El Dorado County.