

BVS POC REPORT – NEW VETERANS CARE CENTERS

1. Date of Report: December 17, 2020
2. BVS POC(s): Thurray Kent, John Bell, Dan Helmer
3. Service Area/Program: New Veterans Care Centers
4. VDVS Director/Program Manager: Chief Deputy Commissioner Steven Combs
5. Mission of service area/program (i.e. what does it do?):

The Commonwealth of Virginia is constructing two new veterans care centers (also referred to as state veterans homes):

- Jones & Cabaco Veterans Care Center, Virginia Beach, 128 beds
- Puller Veterans Care Center, Fauquier County, 128 beds.

The Virginia Department of Veterans Services (VDVS) will operate the new veterans care centers (VCCs) in a manner that

- a) Provides veteran residents with exceptional care in a home-like environment and
- b) Enhances their sense of well-being.

To achieve this goal, the VDVS will:

- Take a whole person approach that focuses not just on providing physical health care to residents, but also providing recreational, therapeutic, and social opportunities that contribute to overall physical and mental health;
- Operate the care centers as symbols of the Commonwealth's commitment to her veterans; and
- Serve the greatest possible number of veterans by maintaining the highest practical facility census at state veterans care centers

6. Who does the service area/program serve (i.e. who are the customers)?

The new VCCs will serve veterans of the armed forces who received an honorable discharge and who currently reside in or entered the armed forces from Virginia.

Three types of care will be provided:

- a) Skilled nursing care;
- b) Alzheimer's/memory care; and
- c) Short-term rehabilitative care.

Admission will be based on medical necessity – residents will have to need the level of care the new VCCs will provide, and the new VCCs will have to be able to provide the level of care the resident needs.

7. How is the service/program delivered?

Residents of the new VCCs will receive a wide range of services while living at the care centers. These services will support the whole person approach as above.

- Direct resident (patient) care – medical care/activities of daily living (ADLs) in three areas: skilled nursing, Alzheimer’s/memory, and short-term rehabilitation;
- Transport to outside care, medical appointments;
- Food service – three meals/day plus special events/celebrations tailored to residents’ dietary needs;
- Environmental, housekeeping, laundry, linens, etc.;
- Therapy – physical, occupational, speech, recreational;
- Social services – care coordination, family connections;
- Pharmacy – in-house, integrated into direct care planning/delivery;
- Activities – physical/mental/spiritual. Community groups;
- Physical plant – maintenance, grounds;
- Security; and
- Financial and eligibility services.

8. How does delivering the service/program help Virginia’s veterans?

The new VCCs will serve veterans in Hampton Roads and Northern Virginia, where veteran-specific long-term residential care does not currently exist.

9. By helping the veteran, how does it help the Commonwealth?

The VCCs are symbols of Virginia’s commitment to serving those who served, and will be centers of their communities. The new VCCs will also benefit the local economies, as each will employ more than 200 people in a variety of positions.

10. What is the statutory authority for the service area/program?

[Code of Virginia, §2.2-2001](#). *Administrative responsibilities of the Department; annual report.*

A. The Department shall be responsible to the Secretary of Veterans and Defense Affairs on behalf of the Governor for the establishment, operation, administration, and maintenance of offices and programs related to services for Virginia-domiciled veterans of the Armed Forces of the United States and their eligible spouses, orphans, and dependents. Such services shall include, but not be limited to, benefits claims processing and all medical care centers and cemeteries for veterans owned and operated by the Commonwealth

11. Where do the resources for the service area/program come from (general fund, non-general fund, donations, etc.?)

Virginia’s two current VCCs rely on facility-generate revenue for operations, as will the new VCCs. These come from non-general fund sources, including Medicaid, Medicare, U.S. Department of Veterans Affairs payments for service, and private pay. A working capital

advance (WCA) has been authorized to fund start-up for the new VCCs and to sustain operations until the new VCCs reach a break-even point. This period will last from eight months prior to the first resident being admitted to an estimated 19 months afterwards, when near-full occupancy is expected.

12. How has COVID-19 impacted the delivery of services? What service adaptations have been made or are planned?

N/A at present, as new VCCs will not open until early 2022. By this point it is expected that most of the population will be vaccinated, but the new VCCs will still have to operate in an environment of increased testing, PPE (personal protective equipment) usage, and perhaps some restrictions on visitation and other operations.

13. What are the biggest challenges facing the service area/program at present?

Construction is on track at both new VCCs. Industry-wide staffing shortages in the health care industry may have an impact on when the new VCCs can open.

14. What strategic opportunities are there for the future?

The opening of Virginia's new VCCs will create a network of four VCCs serving the major population centers of Virginia: Hampton Roads, Northern Virginia, Richmond/Central Virginia, and Roanoke/Western Virginia. At this time, no additional VCCs are planned. The Puller VCC site does allow some room for a later addition, but this will be dependent on demand and funding.

15. What else do you want the Board to know about this service area?

The new VCC projects have been embraced by the local communities, and there will be much opportunity for the VCCs to be centers of community/volunteer activity once the COVID-19 pandemic eases. VDVS greatly appreciates the City of Virginia Beach, which donated 24 acres for the Jones & Cabacoy VCC site, and the partnership between Fauquier County, the Vint Hill Economic Development Authority (EDA), and Vint Hill Village LLC for donating 30 acres for the Puller VCC site.