

VA



U.S. Department
of Veterans Affairs

Social Work

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DO ALL VETERANS HAVE A SOCIAL WORKER?

All veterans have a social worker assigned to their PACT clinic, though they may not be onsite everyday. You **do not** need a referral to see a social worker. Talk to your primary care team or call the social work office number at your local VA.

If you are inpatient, a separate social worker is assigned to you. You can ask your team to speak with your assigned social worker.

- We also have social workers in various specialty programs such as:
 - Emergency Department
 - Homeless
 - Substance use
 - Caregiver support
 - Palliative Care
 - Community Based Home Care
 - Community Living Centers (CLC)
 - Polytrauma
 - Spinal cord
 - Whole Health



COMMONLY PROVIDED SOCIAL WORK SERVICES

- **Psychosocial assessments-** social workers can meet face to face or by video appointments with veterans to complete a comprehensive psychosocial to determine veteran's needs and/or eligibility for VA programs and services
- **Case management-** Social workers can schedule regular and recurring appointments with veterans to case manage their VA care, which includes assisting with transportation, financial strain and management, referral to VA or community resources, housing or nursing-home placement options, coordinate internal VA consults, and managing complex medical care.
- **Referrals-** Social work will screen for referrals to internal VA programs or community agencies ensuring coordination of services and continuity of care. Common referrals consist of (VA transportation, respite services, digital divide devices, prosthetic orders to be entered by PCP, home health, meals on wheels, medical chaperones, and more)
- **Education-** Provide education pertinent to VHA system, healthcare planning to include advance directives and other legal documents, education on applying for benefits from the VA, Social Security and other government and community programs.
- **Mental Health-** Clinical social workers can address emotional, behavioral, and mental health needs through individual, family or group therapy.
- **Discharge Planning-** Coordination of care when discharging from a VA or non-VA hospital.



CAPACITY AND END OF LIFE PLANNING

- **VA Advance Directives-** Social workers can assist with completion of legal documents that name a health care agent as well as specify living will preferences.
- **Non-VA Medical Power of Attorney-** Veterans may have documents drawn up outside the VA and social workers can accept these documents if determined to be completed correctly and valid and enter them into the veteran's record.
- **Durable Power of Attorney-** VA social work does not assist with power of attorneys in reference to financial or estate decisions and will be referred to an attorney.
- **Guardianship-** Inpatient social workers may assist with coordination of probate court rulings when veteran's capacity is in question. Outpatient social workers may assist in providing case management through this process or referrals and information.
- **VA Fiduciary-** Social workers or VA providers can submit for fiduciaries of veterans who receive VA income if it is believed that the veteran lacks capacity to appropriately manage their VA funds.



VISN 17 VA CONTACT NUMBERS

- North Texas (Dallas) [\(214\) 742-8387](#)
- West Texas (Big Spring) [432-263-7361](#)
- Central Texas (Temple) [\(254\) 778-4811](#)
- South Texas (San Antonio) [\(210\) 617-5300](#)
- Valley Coastal Bend (Harlingen)
[\(956\) 291-9000](#)
- El Paso [\(915\) 564-6100](#)
- Amarillo [\(806\) 355-9703](#)