

Celebrating VA Social Work: 90 years of Excellence



VA Care Management and Social Work Services

Care and Compassion across the Continuum



Honoring the History of VA Social Work...



Since our humble beginnings in 1926, VA Social Workers have been a force of change and growth across the spectrum of VA programs and departments. We honor the contributions of the Social Work Innovators who blazed a trail across unfamiliar territories: advancing the profession of Social Work, creating innovative services, and laying the foundation for holistic care. Today, over 12,000 strong, VA Social Workers proudly carry on the mission to expand and improve patient care services.



Lest we forget...



The 30 Social Work Innovators honored in this presentation provide a modest representation of the dedicated Social Workers who have selflessly cared for our nation's Veterans through these past 90 years.

Each and every one has a page in our proud story.

A story that continues to unfold...



“Medical Social Work is one of America’s greatest contributions to modern medicine.”

~1930 Annual Report~



“It is now fully realized that the trained Social Worker, cooperating with the doctor in attendance, is of valuable assistance in diagnosis, treatment and follow-up, not to say anything of the many advantages directly to the general welfare of the patient and to the more efficient administration of the hospital.”

~ Manual of Hospital Standards from American College of Surgeons (1930).

[Click here for list of references, resources & list of committee members.](#)

Innovators & Events

Social Workers changing the face of VA Healthcare since 1926



INNOVATORS

EVENTS



1926

2016

AID FOR DISABLED VETERANS

Red Cross Provides Medical Social Service to Men Being Treated in Government Hospitals

How is the government paying its debt to the discharged soldiers, sailors and marines, sick and disabled by their war service? What is the American Red Cross doing to help?

For training for physically handicapped, crippled, amputees in schools and colleges throughout the country under the direction of the Federal Board for Vocational Education. But before the men can take training medical care is generally necessary; and the sick ex-service men who may not need training must have medical treatment before they can take their places as normal citizens.

For the hospital and sanatorium treatment of these men there are today over fifty United States Public Health Service hospitals with several more scheduled soon to open. The first of this month practically 9,000 men were being cared for in these hospitals. In private and public hospitals and sanatoria under contract with the Public Health Service about 9,000 men are receiving treatment. By a recent ruling of Congress additional provision has been made for the care of the men in soldiers' homes and army and navy hospitals. This will mean the care of 11,000 more beds.

The Red Cross is providing medical social service in all hospitals of the Public Health Service and sends workers also to some of the contract hospitals to look after the interests of the men. It has furnished clothing, hospital supplies and material for legal work, bookery and other forms of occupational therapy. It maintains workers in the offices of the district supervisors of the Public Health Service where the men are interviewed and examined, and where they file their claims for disability. The staff of Red Cross workers in the supervisor's office in Boston, for instance, comes in contact with about 2,000 men every month.

In Surgeon General Hugh S. Cummings' tribute to the Red Cross at the completion of a year's work he speaks of medical social service as the most important form of assistance given by the Red Cross.

Medical social service is not limited to recreation and entertainment for the men. It forms a part of their daily life from the time they enter the hospital until they are discharged.

When a man is admitted to the hospital he finds a Red Cross worker in the receiving ward who attends to his immediate needs and helps him straighten out his disability pay or the government allowance due his family.

After he has become established he is visited every day by a Red Cross ward worker to whom he can appeal for any service which it is responsible for the other attendants to give. She will write home for him or perform any errands he may want. If it develops that he is worrying about conditions at home everything possible is done through the Red Cross Chapter in the home town to assist the family in straightening out its tangles.

If the man is not confined to his bed he can find recreation in the Red Cross lounge, where there are books, billiard and indoor tennis tables, cards and other games, writing material and perhaps music. Entertainments are held here evenings. Parties and picture shows in the wards are also furnished with occasional rumpuses when convalescence comes.

Finally when the men are ready to leave the hospital, he is advised about further medical care and about the opportunities for training under the Federal Board for Vocational Education. He is directed to go to the Red Cross headquarters nearest his home for further service if it is needed. The local Red Cross is at the same time notified that the man is returning and may still have problems which call for advice.

THE RED CROSS MEDICAL SOCIAL WORKER HELPS A DISABLED SOLDIER RECOVER IN A PUBLIC HEALTH HOSPITAL, WITH WORK TO THE POINT OF HOME-SERVICE FULLY APPRECIATED BY ALL CONCERNED.

AS VOCATIONAL WORKER INSPECTING A CLASS OF DISABLED SOLDIERS IN A PUBLIC HEALTH HOSPITAL, SHE APPLIES THE RED CROSS TRAINING.

The Red Cross Bulletin, Vol. IV, No. 35, August 23, 1920, p. 2

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Click on image to explore VA SW INNOVATORS or EVENTS

[CLICK HERE TO END TIMELINE EXPLORATION](#)

VA Social Work Innovators

Click on any image to learn more about some of the significant people in VA Social Work history!



Frances Foster



Irene Grant



Virginia Karl



Helen Kapiloff



Harriet Rinaldo



Joe Whitener



Del Anderson



John Reida



Bob Quinnelly



Terry Harbert



James Kelly



Doug Mitchell



Barbara Fretwell



Paul Smits



Deborah Amdur

1926

1936

1946

1956

1966

1976

1986

1996

2006

2016



Claire Lustman



Margaret Daniel



Roger Cumming



Thelma Hauser



Zelda Foster



Essie Morgan



John Fulton



Paul Burton



Alex Bealer



Jerry Satterwhite



Judy Arnold



Judith Talbert



Jill Manske



Kristin Day



Carol Sheets

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Francis Foster



*Established the 1st
National VA
Social Work
program
1925 - 1926*

When Red Cross indicated they had limited capacity to meet the increasing needs of Veterans in their community programs, a medical council advisory board to the Director and Medical Director of the Veterans Bureau was established in 1924. In 1925, the Council recommended that Social Workers be placed in the Veterans Bureau regional offices and hospitals. As a result, Ms. Frances A. Foster was brought in from Cincinnati as Chief Social Worker to develop a program of Social Work for the Veterans Bureau. In 1926, the Red Cross withdrew its Social Workers from the Veterans Bureau neuropsychiatric hospitals and casework positions in the regional offices. However, many former Red Cross psychiatric Social Workers remained in their jobs as government civil service staff. Frances Foster was instrumental in laying the foundation for what would become the Social Work Department until 1926 when she left and Irene Grant was named as the first official VA Social Work Director.

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Irene Grant Dalrymple

NASW PIONEER



*“Mother of VA
Social Work”*

*First Social
Work
Department
Director*

Ms. Irene Grant can rightly be called the mother of the Department of Veterans Affairs Social Work Service. After serving in the American Red Cross during and following World War I, she was hired in the Veteran’s Bureau Central Office in Washington, D.C. following Frances Foster’s departure in October 1926. She was subsequently selected as the first Director of the new Social Work Department. At her first meeting with the Administrator of the Bureau of Veterans Affairs, she was asked if being a Social Worker was anything like being a Socialist. From this meager beginning and primitive understanding of the nature of Social Work within the agency, Grant managed to forge a program of individual, group, and community Social Work for Veterans and their families during the 1920's and throughout the dark and austere days of the Great Depression. First and foremost, in her administrative philosophy, was her dogged adherence to professional standards of performance and her insistence on professional education as the basic qualification for employment. Under her leadership, the program grew in size and professional stature. It was the first Federal Social Work program to gain affiliation with professional schools of Social Work. It became a leader in community care for the mentally ill, and in developing the social aspects of medical care and rehabilitation. This was the heritage left by Ms. Grant which became the foundation for the post World War II VA programs.

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Virginia Cardona Karl

NASW PIONEER



*Promoted use of
meaningful
measures and
research to
inform practice*

In 1941, Ms. Virginia Cardona Karl received her M.A. in Social Work from the School of Social Service Administration, University of Chicago. Her Social Work experience included serving as a Social Work trainee at Boston City Hospital, medical Social Worker at the Evanston Hospital Association, and psychiatric and medical Social Worker with the American Red Cross stationed at the Walter Reed General Hospital. In 1944, she started her career with the Veterans Administration as a Employee Counselor at the VA Central Office and in 1945 she moved to the VA Regional Office D.C. and worked as a medical/psychiatric Social Worker and Supervisor and Acting Chief Social Worker. In 1949, Ms. Cardona Karl returned to the Veterans Administration Central Office where she remained until her retirement in 1974. During those years she worked in Social Work Service, as Chief, Administrative Standards & Services Division and Chief, Manpower and Staffing Division. In this position, Ms. Cardona Karl assessed procedures and methods of work, redeveloped procedures and methods in keeping with changing Social Work practices in the V.A. and Social Work profession. She developed appropriate reporting systems regarding all aspects of Social Work program activities to serve administrative, supervisory, professional and budgetary purposes, initiated studies and plans in the beginning days of data processing for the use of automated systems and methods by Social Workers in the VA. Ms. Cardona Karl worked on the development of a more meaningful method for measuring the quantitative accomplishments of Social Work programs for use in determining the manpower resources needed to accomplish the Social Work programs mission and to develop criteria for staffing requirements culminating in the establishment of the first Social Work research position within the V.A. She documented the establishment and development of the foster home program for the psychiatric patients in the V.A., collecting data over the years and publishing findings in many VA publications. This program of care was in the vanguard and the data were basic for the field and used by many other professionals as reference points and resources in their program activities and development in this field of patient treatment and care. On January 2, 1974, Ms. Cardona Karl received the Distinguished Career Certificate from the Administrator of Veterans Affairs.

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Claire Lustman

NASW PIONEER



*The first
professional
Social Worker to
serve in a field
VA hospital in
WWII*

Ms. Claire Rose Lustman began her career as a Social Worker at the University of Pittsburgh Graduate School of Social Work. She was awarded an MS in Social Administration in June 1941. Two years later, she responded to an urgent appeal for medical and psychiatric Social Workers for placement overseas in World War II at U.S. Army and Naval Hospitals by the American Red Cross. Her initial assignment was in Brisbane, Australia at the rear echelon for General MacArthur's headquarters. In March 1945, the Veterans Administration Social Work Service, in Washington, DC, offered Ms. Lustman a position as the first professional Social Worker to serve in a field VA hospital. VA hospitals were being inundated by returning wounded and sick servicemen from all the fighting fronts. General Hines, the VA director, sponsored Ms. Lustman's initial position at the VA Hospital in Aspinwall, Pennsylvania, designed to establish a model program of medical social services, as a prototype for similar efforts throughout the system. Ms. Lustman set up a stellar medical and psychiatric Social Work program in affiliation with the University of Pittsburgh, Graduate School of Social Work. In 1964, Ms. Lustman was called to the Veterans Administration Central Office in Washington, DC, to the position of Director, Social Work Educational Services. The charge was to develop and direct educational affiliations with qualified schools of Social Work throughout the United States. She also initiated a staff development program on behalf of the medical and psychiatric Social Workers throughout the VA health care system. When Claire Lustman retired from the Veterans Administration in September 1975, the VA's Chief Medical Director cited her for her distinguished career. She received professional recognition for her committee work with the National Association of Social Workers (NASW). She also authored several articles for professional journals and publications of the Council on Social Work Education and NASW. She taught social administration courses at two graduate Schools of Social Work and served the University of Pittsburgh and Howard University as an adjunct associate professor of Social Work for ten years.

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Helen Bell Kapiloff

NASW PIONEER 2001 & AVASW HALL OF FAME RECIPIENT 2007



Supported the education and training of the next generation of Social Workers

Ms. Helen Bell Kapiloff's pioneering work with the Veterans' Administration in Houston, Texas, has made her a legend in the Houston Social Work community. Serving as Chief of Social Work from 1946, when the decision was first made to build a VA facility in Houston until 1996, Ms. Kapiloff was instrumental in collaborating with Baylor University College of Medicine to develop a Social Work research program in the VA. A passionate and tireless advocate for the inclusion of Social Work in the medical community, she campaigned and lobbied the Texas Legislature for a Graduate School of Social Work at University of Houston. Under Kapiloff's supervision, more than 300 Social Work students were placed at the VA for field instruction. The daughter of immigrant parents, Ms. Kapiloff grew up with sensitivity for those who are not part of mainstream life in the U.S., as well as for people who face great adversity while trying to make a living. At the age of 16, Ms. Kapiloff entered Rice University to study sociology and was later encouraged to attend University of Chicago's School of Social Work Administration. Upon completion of graduate studies at the University of Chicago, Ms. Kapiloff began her distinguished career as a medical Social Worker at Johns Hopkins Hospital, in Baltimore and worked in the American Red Cross in the Military and Naval Welfare program at Fort Mead, Maryland before joining the staff at the Veterans Administration. Ms. Kapiloff's many honors and awards include Social Worker of the Year and Lifetime Achievement Award, Houston Chapter, NASW. She also served as part of the NASW/Texas State Delegation to the National Delegate Assembly for several terms.

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Margaret Daniel

NASW PIONEER



*Promoted
professional
guidelines and
training for
Social Work*

Ms. Margaret Daniel's career is synonymous with the beginnings of public welfare in the 1930s and the establishment of professional Social Work as a career service within the Veteran's Administration following World War II. Ms. Daniel selected Social Work as her major as an undergraduate at the University of Minnesota where she received her bachelor of science degree in 1931. Until 1941, she participated in the early years of child welfare and public welfare in New York, New Mexico, and Missouri. Following completion of the graduate program at the New York School (Columbia University), and award of the master of Social Work degree in 1942, she served overseas as a supervisor of the social services in the Armed Service Hospitals in India, China, and Burma. At the end of World War II, her background and demonstrated leadership as a professional Social Worker made her a natural for pioneer work with the Veteran's Administration, which was undergoing extensive reformation with new and exciting opportunities for professional service. Beginning in 1946 as a Social Work Consultant in the St. Louis Branch Office she served first a four state and later an eight state area. Later, Ms. Daniel moved to the Central Office as Education Chief within the Social Work Service. During this period, the VA was regarded as a standard bearer for professional Social Work and Ms. Daniel was a leader in establishing educational and experience guidelines for the professional staff. Working with schools of Social Work, she helped to make VA field work assignments a bastion of excellent supervision and good practice. In 1964, Ms. Daniel moved from the VA to the Training Branch of the National Institute of Mental Health (NIMH) where she remained until her retirement in 1973. This was a period when NIMH was the source of significant support for students and faculty in graduate schools of Social Work, not only for training for mental health, but for all professional Social Work through the inclusion of mental health content in the generic curriculum. Ms. Daniel left her mark on both Social Work education and practice through her pioneer work at the VA and her continued contribution at NIMH to high standards in Social Work education.

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Harriet Rinaldo

NASW PIONEER



The first to identify 'Clinical Social Work' as a specialty standard

Ms. Harriett Rinaldo's work with the Veteran's Administration Social Work Service produced personnel standards, rating procedures, and recruitment procedures that became a model for the federal government and other Social Work agencies. She was the first to identify "Clinical Social Work" as a specialty standard within personnel specifications.

After Ms. Rinaldo received her Social Work degree she went to work for the Children's Aid Society in Philadelphia later transferring to the county welfare agency in the same city. In 1943, Ms. Rinaldo moved to New York with the Social Security Agency and in 1946 to the Veterans Administration in Washington, D.C. where she remained until her retirement in 1972.

At the Veterans Administration, Ms. Rinaldo was responsible for recruiting hundreds of qualified Social Workers to fill the manpower requirements of the Post World War II VA Medical Services expansion. In this connection she established job definitions and standards that influenced Civil Service requirements for other federal agencies and for state and local health care programs. Ms. Rinaldo served on various committees at the National Association of Social Workers and was a key member of the Committee on the Study of Competence from 1963 to 1970 and was on the Academy of Certified Social Workers (ACSW) Board that developed the first examinations for the ACSW. She was also active in the American Public Welfare Association and the Council on Social Work Education.

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Roger Cumming

NASW PIONEER



*Instrumental in
developing the
concept of
clinical Social
Work*

As the Director of Social Work Service for the Veterans Administration (1949-1965), Mr. Cumming was instrumental in developing the concept of clinical Social Work. With his vision, the services of psychiatric and medical Social Workers within the VA were integrated. The VA Program then became the model for practice in other health and mental health settings. After retirement from the Veterans Administration, Mr. Cumming was appointed as Special Assistant to the Commissioner of the Social Security Administration (1965 to 1967). In this position he was able to influence policies related to retirement and disability insurance coverage. Mr. Cumming was born in Canada and later moved with his parents to the United States. He received a bachelors degree from the University of Minnesota in 1932 and his MSW from the University of Chicago School of Service Administration in 1936. Prior to his service in the Navy during WWII (1944-46), he was a probation officer in Washington, DC; taught at the University of Chicago; and worked in the personnel division of the Minnesota State Welfare Department. In 1946, Mr. Cumming joined the VA as an Area Chief of the Social Work Service. He served as the Director of Social Work Service for the VA in 1949. Along with his work in the VA, he was active in the establishment of both the National Association of Social Work and the Council of Social Work Education. He was the first non-dean to become President of the Council of Social Work Education. In 1965, Mr. Cumming was given an outstanding achievement award by the University of Minnesota "as a token of high esteem and in recognition of noted professional attainment." This award cited his long time record as a public servant in state and national government, his creative innovation of the concept of clinical Social Work, his outstanding contribution to the welfare of Veterans, and his presidency of the Council of Social Work Education as all worthy of special commendation.

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Joseph A. Whitener

AVASW HALL OF FAME RECIPIENT 2004



Promoted high expectations for Social Workers to engage in Leadership

Mr. Joseph Whitener was a graduate of Wofford College and served as a pilot in the U.S. Air Force during World War II. He received his Masters degree in Social Work from the University of North Carolina and began work with the VA in 1953. His first Chief position was at the Tuscaloosa VA, from 1963 to 1972, where he wrote a proposal for a half million dollar Veterans program for the Alabama Commission of Mental Health. In 1972, Mr. Whitener was sent to Israel to present the program to the International Congress of Social Psychiatry. In 1972, he became the first Chief of Social Work at the newly opened Tampa VA Hospital. The Social Work staff quickly grew to over 45. Many Social Workers who wished to move into leadership positions would transfer to Tampa because of Joe's reputation as a mentor and educator. Eight of his staff became Chiefs of Social Work in the VA, and one of those became a medical center director. Mr. Whitener constantly encouraged staff to challenge themselves professionally and personally. He was an innovative thinker who could easily put ideas into action. His skills as a communicator and negotiator made it possible for his staff to begin and lead new programs that directly benefited Veterans. One of Mr. Whitener's greatest contributions to the VA system was as a Social Work Administrative Leadership Training (SWALT) Preceptor. His high energy level, superb communication skills, and ability to motivate made him the consummate mentor. During the time he was a SWALT Preceptor, there was a high expectation that graduates of the program would take leadership positions throughout the system.

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Thelma Hauser

1st VACO SW PIONEER



*" I feel so blessed
to be doing what I
love for so long."
~T. Hauser*

Ms. Thelma Hauser began her career in 1949 as a Printer's Assistant in the Department of Treasury. In 1955, she took a position as a Social Worker for the DC Government, Department of Public Welfare and on March 28, 1957, she began work as a Social Worker at the Washington DC VA Medical Center.

In 2002, Ms. Hauser was inducted into the VACO VA Social Work Pioneers honoring her lifetime of service and recognizing her as the first African American Social Worker hired in VA. Ms. Hauser was referred to as the "be" Social Worker. Her motto was just "be" there.

On April 3rd, 2009, Ms. Thelma Hauser was recognized for 60 years of service to the federal government. "I feel so blessed to be doing what I love for so long." Ms. Hauser said at a celebration held in her honor.

Washington DC VA Medical Center Director, Brian A. Hawkins, presented Ms. Hauser with a crystal plaque, a certificate and a rare 60-year government service pin. He praised Ms. Hauser for helping to break down gender and color barriers. "You are one of the brave souls who helped break down barriers when many of us were not so brave." Mr. Hawkins said.

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Zelda Foster

NASW PIONEER



Ms. Zelda Foster started work at the Brooklyn VA hospital in 1959 and applied the principals of hospice care to patients in her care at a Veterans Administration hospital long before such practices became widespread. She was largely successful at spreading those ideas throughout the VA hospital network. In the *Journal of the National Association of Social Workers* (1965), she wrote of her experiences as supervisor of Social Work at the Veterans Administration Medical Center in Brooklyn and of the hospital's efforts to reform its treatment of the terminally ill.

"The majority of patients were considered capable of understanding the nature of their diseases. The good patient was no longer one who silently submitted to his fate. Patients were able to view the doctor more realistically and had less of a need to invest him with magical, omnipotent powers."

Advocated for patient centered care & shared decision making before there was a term for it

Dr. Florence S. Wald, the dean of the Yale School of Nursing at the time, said Ms. Foster was instrumental in persuading hospitals to adopt the principles of hospice care. "She focused on the organization, from the top down," Dr. Wald said. "Not only hospices, but hospitals must make room for family members to stay overnight, not just during visiting hours; that they be able to feed their dying family members; that the minister or the rabbi be part of the decision-making process."

Ms. Foster taught at the Columbia School of Social Work and was director of mental health for the Children's Aid Society. She was also the first president of the New York State Hospice Association. After working at the Brooklyn VA Hospital from 1959 to 1971, she returned in 1979, serving as Chief of Social Work until her retirement in 1998. Dr. Gerbino, of N.Y.U., said Ms. Foster also "trained hundreds of social workers in leadership for end-of-life care. There are many mini-Zeldas that she inspired, myself included," Dr. Gerbino said.

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Delwin Anderson

NASW PIONEER & AVASW HALL OF FAME RECIPIENT 2004



*Dedicated to
Social Work's
commitment to
treatment and
rehabilitation of
the whole person*

Mr Delwin M. (Del) Anderson began his Veterans Administration career in 1947 as a field Social Worker in Duluth, Minnesota and subsequently held positions of supervisor, Chief Social Worker, and area chief before coming to Central Office as Director of the Social Work Service of the Department of Medicine and Surgery in the Veteran's Administration from 1964 to 1974. During this time he was responsible for giving direction to 2,600 Social Workers who were employed in 171 hospitals, 18 domiciliaries, and 206 out-patient clinics, the largest program of organized social service in the United States. In his work in the Veterans Administration, Mr. Anderson stressed the importance of Social Work's commitment to the treatment and rehabilitation of the whole person in the context of the individual's medical and social environment. He emphasized the growing recognition of the social components of illness and injury and upon planning with the person and utilizing his or her assets rather than focusing on disability. His leadership placed social service representation within Veterans Administration policy-making groups where it was possible to consider new ways to preserve family ties and to provide the required resources and opportunities which would advance the Veteran patient's successful return to family and community life. Mr. Anderson also encouraged the appointment of Social Workers as consultants and administrators in other programs of the complex Veterans Administration. Mr. Anderson served on committees and boards of a number of Social Work organizations including NASW, CSWE, the National Conference on Social Welfare, the American Hospitals Association, Society for Hospital Social Work Directors, and the National Council on Aging and published numerous articles including the section on "Veterans' Service" for the 1971 Encyclopedia of Social Work. He served on the editorial board of Social Work from 1965 to 1971 and was chairman of the editorial committee for Proceedings of the Annual Forum of the National Conference on Social Welfare in 1972. The Veterans Administration honored Mr. Anderson by selecting him to attend several Executive Seminars given the Civil Service Commission and the Brookings Institute. He received an award from the University of Minnesota for outstanding achievement at the 5th annual meeting of the School of Social Work Alumni Association in 1969 and the Veterans Administration's Distinguished Service Award in 1974.

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John Reida

NASW PIONEER



*Instrumental in
bringing Social Work
into the computer age*

In 1965, Mr. John Reida joined the Washington, DC central office staff as Chief, Social Work Community Programs. Mr. Reida exemplified the qualities one expects in a professional Social Worker, and he possessed the integrity, loyalty, self-confidence, and can do spirit of a U.S. Marine. During World War II, Mr. Reida served with the 1st Marine Division in the Pacific, participating in landings on Guadalcanal. This background served him and his agency well in his final assignment as Chief, Social Work Administrative Standards and Services.

Mr. Reida evolved the Social Work Service program into the new age of computer programs for statistical indicators, work measurement, quality control, and statistical models for criteria and standards for service delivery and outcomes. His eclectic approach to the role of Social Work in society served to enlarge his contribution in a number of assignments such as: task force on outreach to Spanish speaking Veterans; liaison with military Social Work in the coordination of services to Vietnam Veterans; committee on investigative ombudsman for nursing homes; VA delegate and board member, National Health Council; and special outreach and programs for Native American Veterans.

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Essie Morgan

NASW PIONEER



Instrumental in the development and growth of the community placement model & spinal cord injury program

Ms. Essie Morgan joined the staff of the Veterans Administration Hospital in Tuskegee, Alabama. There she developed a community placement program for psychiatric patients which served as a model for the VA's psychiatric hospital system. In 1965, Morgan joined VA's Washington Central Office, Social Work staff, where she became the Chief, Community Service Section. In this capacity, Ms. Morgan provided national leadership and direction in the out-placement of patients into community care settings. She also served as liaison Social Worker to the Spinal Cord Injury Service.

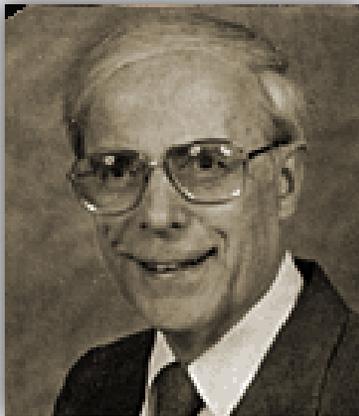
Later, Ms. Morgan became the first Chief of a newly created program, Socio-Economic Rehabilitation and Staff Development, for the Spinal Cord Injury Service, a program that grew out of her effective work as the liaison Social Worker. In recognition of her demonstrated administrative and leadership qualities, the VA Administrator of the Department of Veterans Benefits selected her for the post of Area Field Director, Western Region. Ms. Morgan completed her VA career as the Manager, Washington, DC Regional Office. She was the first African American woman to hold these positions.

Among her many awards were the Federal Career Women's Award from the Civil Service Commission, and the Speedy Award from the Paralyzed Veterans of America, an award she prized above all others.

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John Fulton

AVASW HALL OF FAME RECIPIENT 2009



“Representing you in VACO has been the highlight of my professional career.” ~ J. Fulton

Mr. John Fulton, an Army Veteran who earned his MSW from the University of Minnesota in 1960, was hired at the Saint Cloud, Minnesota, VA Hospital and was promoted to Chief of Social Work Service in Fargo, ND in 1966. During that time he taught part time at the University of Minnesota, Morehead Campus, Introduction to Sociology and Social Work. Mr. Fulton is proud that one of his students ultimately became the Director, Social Work Service, at the University of Minnesota Medical Center in Minneapolis, Minn. In 1970, he went to the Brentwood, VA Hospital (West Los Angeles) as the Chief, Social Work Service, where he was part of a project to demonstrate that many institutionalized Veterans could live in the community. As a result, Brentwood VAMC went from 1280 inpatient beds to 350 beds in two or three years. The Social Work staff expanded from 22 when Mr. Fulton arrived to 86, the largest in the VA at the time. Mr. Fulton led the expansion of the community care program, met the challenges to serve the Veterans discharged from institutional care, and created innovative programs for Viet Nam Veterans which became the precursor for the Vet Centers later established VA wide. In June 1980, Mr. Fulton was selected Director, SWS, VACO and was instrumental in the formation of the VA Geriatrics Health Services Liaison Committee and planning the VA's Independent Living Services Pilot programs. As VA Social Work Director, Mr. Fulton developed eight national Social Work committees which formed the Field Advisory Committee which then evolved into the Social Work Leadership Council. Mr. Fulton was one of the original members of AVASW (then AVASWC) supported and encouraged the activities of AVASW and remained a member throughout his VA career and his retirement. A strong defender of VA Social Work, Mr. Fulton argued against Social Workers being deemed “non-essential” during budgetary shut down. He also turned to AVASWC, to write a letter to the Chief Medical Director stating the association's position resulting in the designation of Social Work being changed to essential. Since then, Social Work has remained in the essential category when furloughs are considered.

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Paul Burton

VACO VA PIONEER 2004 & AVASW HALL OF FAME RECIPIENT 2009



"If we organize this right, it won't take much time to do it." ~ P. Burton

Mr. Paul Burton came to the VA in 1967 and, in addition to his many contributions as a leader in VA Social Work, he was also a founding member of what is now the Association of VA Social Workers (AVASW). Over decades, he served in most of the officially-elected leadership positions of the organization, including President, Newsletter Editor, and Treasurer. Mr. Burton led membership and advocated for the profession in his uniquely perceptive, courageous, clever, and creative manner. He moderated annual Chiefs' Conferences for years with such wisdom and wit that his extemporaneous remarks were treasured as much as the content of planned presentations. Likewise, Mr. Burton's newsletter articles and editorial commentary were anticipated and valued for their searing insight and unabashed humor.

He was instrumental in influencing the expansion and inclusion of membership eligibility to all VA Social Workers. He has instructed and mentored countless VA Social Workers throughout more than 30 years of his career. His love for Social Work, its professional outcomes, its impact with the VA, and the roots of the Association are all reflected in the history he cared enough to capture in writing. He was selected as the VA Social Worker of the Year in 2002.

Mr. Burton's legacy is the undying appreciation of the many lives of VA Social Workers he has touched in so many positive ways.

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Alex Bealer

AVASW HALL OF FAME RECIPIENT 2010



*“HONOR,
DUTY,
COUNTRY”*

~ Alex Bealer

Mr. Alex Bealer, an undergraduate history major, attended graduate school in Social Work in San Antonio after serving in the Army, working in public welfare and as a case aide at the Temple, TX VA Hospital. After receiving his MSW, Mr. Bealer was employed as a clinical Social Worker at the VA hospitals in Kerrville, TX, Temple, TX and Washington, D.C. He completed Social Work Administrative Leadership Training (SWALT) in 1970 and subsequently served as Chief of Social Work Service at VA facilities in Oregon, Maryland, Maine and at the Outpatient Clinic in San Antonio, TX. In 1976, Mr. Bealer was selected to be the Chief of the Social Work Service at the Audie Murphy VA Hospital in San Antonio (now the South Texas Veterans Health Care System) where he remained until his retirement in 1999. In 1994, Mr. Bealer surprised everyone when, for family reasons, he changed his name from H. R. Alexsanian to Alex Bealer.

Mr. Bealer excelled in staff development and as a result of his leadership and partnership with skilled Social Work staff members, programs at Audie Murphy were developed and expanded in residential care, spinal cord injury, visual impairment services, services to homeless Veterans and others. He expanded the Social Work graduate internship program and was a SWALT preceptor for 24 trainees, many of whom became leaders in the VA. Not surprisingly, interns, new staff and SWALT trainees received an in-depth orientation to the VA mission, history, and what it means to serve Veterans. He continued his Army career and retired as a Colonel in 1997. Mr. Bealer was also recognized by the Blinded Veterans Association and he was named VA National Social Worker of the Year in 1997.

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Robert Quinnelly

AVASW HALL OF FAME RECIPIENT 2005



*Innovator – the
creation of the
Community
Services Program*

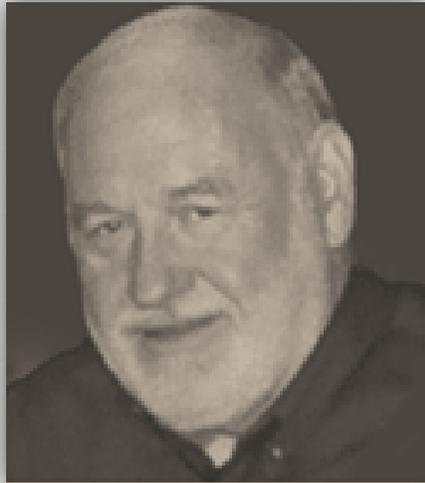
Mr. Robert M. Quinnelly retired as Chief of Social Work for the Tuscaloosa Veterans Affairs Medical Center. Mr. Quinnelly's life and character is consistent with the standards of the Social Work Profession. He made a significant impact on the lives of so many Veterans, students and fellow employees. He began his career as a Social Worker in Child Welfare in Mississippi prior to joining the staff at the Tuscaloosa VA Medical Center (TVAMC). After working several years at TVAMC, Mr. Quinnelly took a job as the Director of Child Welfare for the state of Georgia to develop the Atlanta Youth Pregnancy Prevention Program and a Day Care Program.

In 1970, Mr. Quinnelly was recruited to return to Tuscaloosa VAMC to implement an innovative community mental health program conceptualized prior to his leaving the VA. This program was the Community Services Program (CSP), a community based outpatient mental health program. Initially, the program was structured as a hospital based traveling treatment team. Over the next few years the program expanded to include the development of store-front offices in the local community. As the program offices developed into more sophisticated and effective, efficient treatment facilities with Social Work Team leaders, the goals of providing access closer to home, reduction in recidivism to inpatient hospitalization, and intensive therapeutic patient and family care were met. CSP grew into providing coverage through five offices for the northern 31 counties of Alabama and portions of Mississippi (Columbus). The innovative program was the first community-based program in the Department of Veterans Affairs. As such, the national VA Central Office conducted multiple, extensive research projects to determine the efficacy.

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Jerry Satterwhite

VACO VA PIONEER 2002 & AVASW HALL OF FAME RECIPIENT 2007



*"Social Work: the
Swiss Army knife
of VA Healthcare"*

~ J. Satterwhite

Mr. Jerry Satterwhite served as the Chief of Social Work Service at the Birmingham VAMC, Senior SWALT Preceptor, VHA SW Leadership Council Chairperson, Education Committee Chairman, and Association of VA Social Workers Officer. He was instrumental in developing the first computerized Social Work Information System (SWIMS), and was the Social Work representative on the VA Computerized Medical Records Committee. Even in his retirement, he continues to serve as an Officer of the Association of VA Social Workers as the Congressional Liaison. Mr. Satterwhite was instrumental in getting Hybrid Title 38 legislation passed and providing the Commission on Care with vital information in support of VA Social Work staff.

Mr. Satterwhite has guided & mentored the VA Social Work profession, along with countless VA Social Workers and other professionals. He has actively promoted excellence in Social Work. He has represented the profession well in the community, such as through the Society of Social Work Leaders in Health Care as well as the Association of Social Work Boards.

Mr. Satterwhite has served on the Alabama SW board for more than ten years. He has served on numerous committees and worked on national practice and training initiatives. Just as importantly, he has always offered friendship and support, wherever he goes.

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Terry Harbert

VACO VA PIONEER 2004 & AVASW HALL OF FAME RECIPIENT 2009



*"Sometimes it is
easier to get
forgiveness than to
get permission."
~ T. Harbert*

Mr. Terry Harbert was employed by the Department of Veteran Affairs in June of 1971 as a staff Social Worker. A Veteran himself, he brought an experiential, personal knowledge base to his chosen, professional field. Mr. Harbert quickly rose to leadership roles, becoming a SWS Chief in July of 1976. Over the years, he faced difficult challenges, but always approached them with intelligent, creative, and courageous solutions. Mr. Harbert was particularly known for expertise in mental health issues and professional education. One of his greatest legacies was to train numerous SWALT graduates and to mentor many supervisees, many of whom became leaders in their own right and 3 of whom serve as AVASW officers. Mr. Harbert served as a mentor to Ms. Laura Taylor, LCSW, current National Director of Social Work prior to his retirement.

Mr. Harbert retired in June of 2007 after a 36 year VA career. In his typical fashion of community involvement, he has helped rebuild the town of Greensburg, KS, following its almost total leveling and complete devastation from a tornado several years ago. Mr. Harbert has personally been responsible for helping build 24 new homes. Thus, 24 families' lives have been positively affected, if not re-created. He jokes that those families have "adopted" him and his wife, Paula, who has simultaneously led their church group in a quilt-making effort for the benefit of the Greensburg community.

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James Kelly

NASW PIONEER 1997



*Responsible for
shaping the
modalities of
long-term care as
we know it today*

Mr. James R. Kelly's pioneering work in the development and administration of the VA Extended Care Programs shaped the modalities of long-term care now available to Veterans across the country. As Chief, Community Care Programs (1975-1988) and Director, Extended Care Service (1988-1997) in the VA Central Office, he fostered the growth of new home and community-based services and led the effort to coordinate and integrate individual long-term care programs into a unified continuum of extended care programs. Mr. Kelly achieved many "firsts" in his pioneering efforts in the VA: implementing legislation and setting standards allowing VA to reimburse community nursing homes; arranging for adoption of Medicare/Medicaid standards by VA; initiating the first federal standards for residential care; implementing Community Residential Care, Adult Day Health Care and Homemaker/Home Health Aide services within the VA system; expanding these programs to include older adults who are frail and people who experience mental illness as well as individuals with physically disability; establishing a comprehensive policy for VA long-term care programs.

Mr. Kelly's Social Work career started at the VA Hospital in Perry Point, Maryland, where he was on the staff for 10 years. He was Chief, Social Work Service at the VA Medical Center in Togus, Maine for three years, before being reassigned as one of the original staff members in the Geriatrics and Extended Care Strategic Healthcare Group when it was formed as an office in 1975. The National Council honored Mr. Kelly's work in Adult Day Health Care on Aging by awarding him the John Heinz Award in 1993. Upon his retirement from the VA, in 1997, Mr. Kelly received a Distinguished Career Award from the Secretary of the Department. The citation concluded:, "James Kelly epitomizes the public servant at his very best. A career federal employee, he has consistently demonstrated intelligence, hard work, determination, and attention to detail to become and remain a successful leader in long-term care.'

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Judy Arnold

AVASW HALL OF FAME RECIPIENT 2011



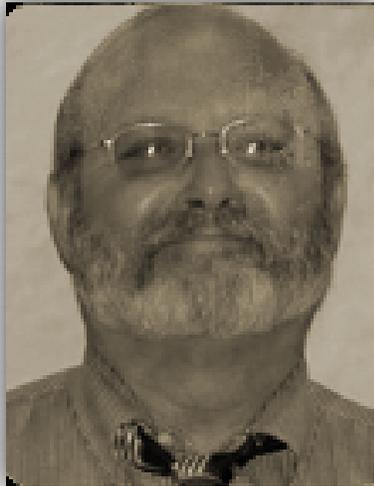
*Telly Award
winning film: The
Price of Freedom:
The Military
Experience*

Ms. Judy Lukas Arnold, a MSSW graduate of the University Of Tennessee School Of Social Work, retired in June, 2011. With over 33 years of service, Ms. Arnold served in seven VA's and one VISN office. At the time of her retirement was Chief of Social Work Service Eastern Kansas (Topeka/Leavenworth). She served on several National Committees, including Chair of the Social Work Leadership Council. As Chair of the VHA-SWS Education Committee, she led a project, which produced an award-winning film, "The Price of Freedom: The Military Experience". Ms. Arnold was instrumental in the development, support, and promotion of the "Memory Keeper" Program, an interactive online DVD, which allowed children of Military Service Members to journal and maintain a scrapbook for their deployed parents. Ms. Arnold was a Leadership VA alumni and a recipient of the DVA Under Secretary of Health's Award for Excellence in Social Work Leadership. During her last year of service, Ms. Arnold was the Lead developer of the core curriculum for the Customer Service module and the Co-Leader of the Education module in the VA Social Work Leadership Training: "The Legacy of Leadership: A Roadmap to Success". She was President of the MOKAN Chapter of the Society for Social Work Leadership in Health Care. On the national level, she received the Society's "Health Care Social Work Leader of the Year Award for Distinguished Leadership". She has served on the Association of VA Social Workers' Executive Committee for more than 17 years, including as President, Secretary (3 terms), Nominations Chair, and Conference-Planning Chair. Ms. Arnold is an active member of National Active & Retired Federal Employees, having served for 3 years as her chapter's Alzheimer's Chair. She volunteers at the Child Care Center of Safe Home, Johnson County's only shelter for victims of intimate partner violence.

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Doug Mitchell

JILL MANSKE VACO PIONEER 2009 & AVASW HALL OF FAME RECIPIENT 2013



*Supporting the
growth,
professionalism
and leadership of
VA Social Work*

Mr. Doug Mitchell retired in March, 2013 from the Phoenix VA Health Care System after over 30 years of VA service. He was inspired to go into the field of Social Work toward the end of his military career. While working in a mental health center, Mr. Mitchell realized that the Social Workers were the most successful working with their clientele. He entered Federal Service as a Team Leader in the Shreveport LA Vet Center. While working for the Vet Centers, Mr. Mitchell was a therapist, an Associate Regional Manager, and later a Regional Manager. He truly loved working in the Department of Veteran Affairs. For him, it was an opportunity to work with his brothers and sisters. His guiding principle throughout his career in VA was "Ask what the right thing to do is and do it." For his staff, knowing what "was the right thing to do," was the key to solving problems. "Can't" was never acceptable vocabulary; not when a Veteran was counting on us to find a way. Among his greatest victories in life, Mr. Mitchell counted transitioning Phoenix VA Health Care System (PVAHCS) Social Work from the fragmented model of product line based – Social Workers, back to a Social Work Service Line. That transition included great growth, from 39 Social Workers in 2001 to over 145 in 2013. In addition, Mr. Mitchell developed a greater role for education, training and management within his service line. During his tenure as Chief, PVAHCS Social Workers had a major roles in program management within the facility, supervisors were empowered, and many more opportunities for promotion were given increased access to clinical educational offerings. In 2009, the National Association of Social Workers, Arizona Chapter presented Mr. Mitchell with the Social Worker of the Year Award. He has been active with NASW since 1994 and served on various committees. Mr. Mitchell served as President of AVASW, chaired the VA Social Work Leadership Council, and received recognition and awards from Western Region Vet Center Team Leaders in recognition of his leadership and management skills when he was Western Region Director, VA Readjustment Counseling Service. His dedication to growing skilled clinicians and supervisors for the future is a gift that will remain in VA Social Work for years to come.

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Barbara Fretwell

AVASW HALL OF FAME RECIPIENT 2010



*Implemented
Synergy
Newsletter*

Ms. Barbara Fretwell began her VA career in Ann Arbor, Michigan as a clinical Social Worker. She moved to Kansas City, Missouri as a clinical Social Worker and then Supervisor. After completing the Social Work Leadership Training (SWALT) Program, Ms. Fretwell became the Chief of Social Work Service, Wichita, Kansas VAMC. Before her retirement in 2000, she was part of the original leadership team that opened the West Palm Beach VA Medical Center. Ms. Fretwell helped recruit the 1500 personnel from throughout the country to support this newly organized, highly technical, and paperless medical center. She developed and was the Director of the Social Work and Chaplain Department. She organized a leadership team to create the Customer Relations Program for the Medical Center. The Program became operational when Ms. Fretwell assumed the leadership and performance improvement oversight and, in addition to her other duties, became the Medical Center Customer Relations Coordinator. Throughout her career, Ms. Fretwell served on several national Social Work committees and was the first Chair of the Social Work Public Relations Committee where she was instrumental in the creation of the national newsletter, Synergy. Ms. Fretwell also served as a SWALT Preceptor and faculty for the Allied Clinical Health program. It was during this time she became interested in developing and facilitating human relations, administrative and leadership training programs and authoring the Social Work handbook for non-Social Work supervisors of Social Workers while many VA's began to re-organize into matrix organizations in the mid-90's. Ms. Fretwell is very active in her community serving on several Boards and Partnerships. Ms. Fretwell has not lost touch with her VA roots. She has presented workshops on leadership development for EES and continues to serve VA Social Workers in her role as Webmaster for the Association of VA Social Workers (AVASW) and is responsible for their wonderfully creative home page. Ms. Fretwell feels both "grateful and proud to have been given the opportunity to serve Veterans and their caregivers/loved ones as a Social Worker in a healthcare system that , overall, provides quality, compassionate and integrated care." Although she is retired from the VA, Ms. Fretwell reports she will always feel connected in some way to Social Work service delivery to Veterans.

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Judith Galimore Talbert

AVASW HALL OF FAME RECIPIENT 2015



"Get it done!"

Ms. Judith Galimore Talbert retired from the VA in April 2012 after twenty two years of dedicated service to Veterans and to the Social Work Profession. Her service spanned the country from Walla Walla, WA to Boston, MA with significant contributions along the way in Philadelphia, PA and Columbus, OH. Ms. Talbert 's experience in the VA includes: Social Work Supervisor, Coordinator of Substance Abuse Programs, Social Work Executive and Chief of Mental Health Services. She completed her SWALT Program under the mentorship of John O'Neil.

Ms. Talbert is highly regarded for her positive "get it done" attitude. She was active in and led many VA committees during years of change and renovation. She was an active member of the Association of VA Social Workers and is a past President of the Association (2002-2004). In March 2003, Ms. Talbert and the AVASW Congressional Liaison traveled to Washington to speak to Congress about VA Social Work issues. They met with staffers from the House and Senate Veterans Affairs Health Sub Committees as well as Senators. The goal at that time was to advocate for Social Workers' inclusion in Hybrid Title 38. This was a successful venture. Ms. Talbert served on the VA Social Work Leadership Council. Ms. Talbert was also active in NASW and is a past President of the SWLHC in Central Ohio.

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Jill Manske

AVASW HALL OF FAME RECIPIENT 2009



"Jill cared about the VA Social Workers and the profession and left the health care landscape a better place."

~ J. Satterwhite

Ms. Jill Manske, an Air Force Veteran, served as National Director of Social Work Service in the Department of Veterans Affairs Central Office from 2000 to 2007. During that time the number of VA Social Workers more than doubled. Social Work became a major player within the Department mainly due to Ms. Manske's competence and willingness to become involved in major initiatives.

Ms. Manske was a founding member of the VA's Faith-Based & Community Initiative Task Force; worked closely with the Fisher House Foundation to create the VA Fisher House Program; was instrumental in the development of VA Seamless Transition Program; chaired the VA Mental Health Veteran and Family-Centered Care Work Group; and placed VA Social Workers in major military hospitals.

Ms. Manske received many honors and awards, too many to list here. However, it should be mentioned she is the only VA Social Worker to receive both the Ida M. Cannon Lifetime Achievement Award (Society for Social Work Leadership in Health Care) and received the Social Worker of the Year Award from the National Association of Social Workers.

Recognizing the importance of succession planning, Ms. Manske began a mentoring program for Social Workers; developed the VHA Social Work Succession & Workforce Development Plan; and helped create a new VA training program for chiefs of medicine, nursing, rehabilitation, psychiatry, dietetics, chaplaincy and Social Work. Despite the above accomplishments and many others, Ms. Manske will be remembered as one who truly cared for Veterans and the quality of their healthcare. She cared about VA Social Workers and the profession and left the health care landscape a better place.

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Kristin Day



“I was drawn to Social Work for its pragmatic, action-oriented focus.”

~ K. Day

Ms. Kristin Day established the Office of Care Management and Social Work Services and served as the Chief Consultant from 2007 to 2009. In this role, Ms. Day served as the first Senior Executive Service position dedicated for Social Work. Under Ms. Day’s leadership, VA stood up an Operation Enduring Freedom/Operation Iraqi Freedom Care Management Program and hired 105 Transition Patient Advocates. Ms. Day also led the establishment of a joint VA and DoD Federal Recovery Coordinator Program, as recommended by the President’s Commission on Care for America’s Wounded Warriors (Dole/Shalala Commission), to integrate care and services for severely injured Servicemembers, Veterans, and their families. As co-chair for a joint VA/Department of Defense (DoD) Case Management Reform Action Group, Ms. Day partnered with DoD leaders and developed multiple programs for severely injured active duty members returning from Iraq and Afghanistan; reported on programing to Congress, the White House and senior VA and DoD leaders. In addition, as Chief Consultant, Ms. Day provided policy oversight for 6000 Masters prepared Social Workers as well as developed and deployed a business model of service delivery used at the local level. Ms. Day started her VA career as a Social Work Intern where she met Veterans who selflessly served, often at personal peril. She felt compelled to serve and served for 27 years. Ms. Day enjoyed making a difference in the lives of those who have given so much to defend our nation.

“I enjoy bringing multiple resources together to achieve an important patient-related goals. One of my most rewarding career moments was ensuring that World War II Prisoners of War were located and received their VA benefits.”

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Paul Smits

VA Distinguished Career Award Recipient 2009



*“Social Workers have taken the key leadership role in helping VA end Veteran Homelessness”
~ P. Smits*

Prior to his social work career, Mr. Paul Smits served as a medic in the US Army in Vietnam and was awarded the Bronze Star during combat operations in 1970.

After completing his Master’s Degree at Western Michigan University, Mr. Smits joined the staff of the Battle Creek VA. His career included Chief of Social Work at two VA facilities, a Vet Center Team Leader, a Mental Health Service Line Manager, a Domiciliary Chief at three facilities, and a Network Homeless Program Coordinator, culminating in directing Veteran’s Health Administration’s Homeless Programs and Residential Rehabilitation and Treatment Programs. He believed that social work expertise and leadership was needed throughout VA and encouraged social workers to aspire to leadership roles across the system.

During his 37 year VA career, Mr. Smits was involved in the development of VA’s homeless programs. In 2003, he was awarded the prestigious Olin Teague Award for Innovation and achieving outstanding results in VISN 5’s Homeless Programs. He co-authored VA’s Five Year Plan to End Homelessness among Veterans, initiated VA’s first homelessness prevention programs, and directed significant growth of VA’s Homeless Program services, which brought over a thousand new social work positions into the VA system. He frequently testified before Congressional Committees on Veteran homelessness and authored a number of professional papers on the topic. VA Secretary Eric Shinseki conferred a Distinguished Career Award to Mr. Smits in December of 2009.

After retiring from VA in 2009, Mr. Smits accepted a position at the University of South Florida serving as the Senior Policy Analyst for VA’s National Center on Homelessness among Veterans. In his role for the National Center, Mr. Smits provides consultation to assist and guide model development for new innovative programs to serve homeless Veterans including Safe Havens and other low demand, harm reduction initiatives.

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Deborah Amdur



*“Social Workers are critical to the mission of the VA and have a key role to play in VA’s Transformation into a 21st Century Organization.”
~ D. Amdur*

Ms. Deborah Amdur, LCSW, ACSW, served as the Chief Consultant, Care Management and Social Work Service from 2010 to 2012. In this role, she had overall responsibility for five national programs including: the Social Work Program, the Caregiver Support Program, the Family Hospitality Program, the Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn Care Management Program and the VA Liaison Program. Ms. Amdur served as the lead in implementing a groundbreaking program that provided both new unprecedented and greatly expanded supports and services for family caregivers of eligible seriously injured Post 9/11 Veterans along with developing a system-wide approach to supporting caregivers of Veterans from all eras. Implementation of PL 111-163 required collaboration across all components on VHA , bringing the clinical aspects of a Veteran’s care together with critical business components. Under Ms. Amdur’s leadership, VA had over 9000 Masters Prepared Social Workers on staff, who were serving in all VA Medical Centers and in all program areas. In addition, Ms. Amdur provided oversight and championed the development and implementation of VA key programs to serve the returning wounded, ill and injured from the wars in Iraq and Afghanistan. Ms. Amdur worked in collaboration with their colleagues at the Department of Defense, the Department of Health and Human Services, TRICARE and a myriad of other federal, state, public, and private enterprises to optimize and ensure Veteran centric care to Service members, Veterans and their families. Ms. Amdur also provided leadership for the Family Hospitality Program which included 14 Fisher Houses at VA facilities around the country. In 2012, VA chartered a Domestic Violence Task Force, to develop a national Domestic Violence/Intimate Partner Violence (DV/IPV) Assistance Program to serve Veterans who experience IPV, Veterans who use IPV, and VA Employees who are impacted by IPV. Ms. Amdur served as the Chair of the Task Force.

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Carol Sheets



"Ms. Sheets has a strong record of stellar leadership at the national level. She championed the Social Work Hybrid Title 38 boarding process for all 7,000 VHA Social Workers." ~ K. Day

Ms. Carol J. Sheets, LICSW, ACSW, served as the National Director of Social Work for Care Management and Social Work Services from 2009 to 2014. In this position, she provided oversight for the practice of more than 10,000 masters' prepared Social Workers in the Veterans Health Administration (VHA). Ms. Sheets provided guidance and set policy for the practice of Social Work in VHA, including establishing practice standards for Social Workers at the staff, supervisory, and chief/executive levels. Ms. Sheets led an effort to develop eight VA Social Work Leadership Training courses available in the on-line Talent Management System. The trainings were paramount for succession planning and enhancing Social Work leadership development for emerging leaders. The trainings have been updated and continue to be completed by VA Social Workers nationwide. Ms. Sheets' direction of the National Social Work Leadership Council, comprised of field based members, also demonstrated succession planning. Through mentoring and support, Ms. Sheets created a very efficient council structure to support the National SW Program Office and the field. Ms. Sheets also successfully established a Department of Veterans Affairs (VA) and Department of Defense (DoD) Social Work Consortium, a forum used by DoD and VA Social Workers to educate each other on programs and practices that are unique to each environment. The United States Public Health Service has now joined the consortium and monthly webinars continue to be offered to Social Workers across all three federal agencies. Ms. Sheets worked with VBA to develop fiduciary education and enhance field understanding of the fiduciary process. Her leadership with this initiative resulted in enhanced relationships between VHA and VBA staff and benefitted Veterans who are in need of fiduciary services. Ms. Sheets served as a key member of the Domestic Violence Task Force. In this role, Ms. Sheets was able to influence the Department's use of a recovery oriented focus and ensured that the program was inclusive of VA employees who are impacted by IPV. The IPV Assistance Program was organizationally aligned in the National Social Work Program Office and Ms. Sheets was instrumental in hiring the National Program Manager position prior to her retirement from VA.

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VA Social Work Events

Click on any image to learn more about the significant events in VA Social Work history!



Order No. 351 Signed Establishing VA Social Work dept.



NASW



Contract Nursing Home



AVASW



Medical Foster Home



Caregiver Support



Intimate Partner Violence Assistance



SW is a profession!



Domiciliary



Community Service Program



Leadership Evolves



Homeless



Advocacy



Ending Veteran Homelessness

1926

1936

1946

1956

1966

1976

1986

1996

2006

2016



Community Residential Care



Training



1967 Power Team!



Blind Rehab



VET Centers



Licensure



Fisher House



Portability



Office of Care Management & Social Work Services



Transitional Care



MHICM



SWALT



Home Based Primary Care



Public Law Support SW



Expanded Eligibility



Confidentiality



Veterans Justice Programs

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General Order No. 351

June 16, 1926



1920 - The National Homes Bureau of Veterans Medicine, hired the first Social Workers in medical programs most of which came from the ranks of the Red Cross. The Red Cross had provided Social services to Veterans in The National Homes, and continued to do so along with the VA Social Workers. The first VA Social Workers provided much the same services as the Red Cross, maintaining the link between the Veterans and their families.

1921 - Congress established the US Veteran's Bureau.

1922 - Public Health Service hospitals serving Veterans were transferred to the Veteran's Bureau. These actions left three agencies administering Veterans' benefits and programs, the US Veterans' Bureau, the Bureau of Pensions (Department of Interior), and the National Homes for Disabled Volunteer Soldiers.

1925 - Francis A. Foster, neuro-psych Social Worker from Cincinnati, OH, was hired by Bureau to begin setting up a National Social Work program.

On June 16, 1926, Brigadier General Frank T. Hines, Director, US Veterans Bureau issued General Order No. 351 establishing a Social Work department (section) in Central Office to "...supervise the activities of all Social Workers at regional offices, sub-offices, and hospitals of the U.S. Veterans Bureau". Thirty-six new positions were authorized for VA Social Workers. The Red Cross resisted having their services replaced by VA Social Workers.

* **1930** - Executive Order 5398 - The U.S. Congress authorized President Herbert Hoover to establish the Veterans Administration to "consolidate and coordinate government activities affecting war Veterans." There were 54 VA hospitals operated by the new Veterans Administration. Frank T. Hines became the first Veterans Administration Administrator.

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Social Work Recognized as a Profession



1945 (July) - under Administrator Hines, Civil Service classifications for nurses, dietitians, Social Workers, and librarians changed from sub-professional to professional with requirements for a professional psychiatric Social Worker including “completion of a four-year college course, and one year of school of Social Work training with six hours of psychiatric courses, and three hundred hours of field work.”

TIDBIT

1945 - *Frank T. Hines retired. General of the Army, Omar Bradley is appointed Administrator, Veterans Administration. He initiated many changes in the VA, including the use of active duty medical personnel in VA hospitals and developing training agreements with medical schools.*

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VA Domiciliary



1940's - During this era, the VA opened and operated approximately 21 Domiciliaries, all connected to VA hospitals, except for White City, Oregon. The "Doms", as they were called, provided "homeless" Veterans with dignity, continuity of care and the opportunity for rehabilitation. They were inexpensive to operate and allowed the residents to have a sense of community and purpose. Most of the resident members performed a "job" and were paid "incentive therapy" compensation. Doms began to fall out of favor during the deinstitutionalization movement in the late 1960s and a drive to prevent Veterans from being "warehoused."

The Dom at White City, OR embarked on a very progressive initiative in 1970, after a VACO team visit earlier that year found both staff and management uncreative and lethargic. The Dom staff divided its residents into three groups with goals for each group - 1) rehab and return to the community; 2) allowed to live in community until their funds were exhausted and then return to the Dom; and 3) encouraged to remain in the Dom because they were too damaged to live in the community. The job training was done by Building Management, Medical Administration and Fiscal Service, among others. Social Workers and psychologists did the evaluations, provided support, and case management.

Most Veterans treated in VA hospitals, clinics, & Doms were service-connected Veterans during the 1940s and 1950s. By the late 1950s and into the 1960s, low income non service-connected Veterans with catastrophic disease or injury were eligible for care due to new legislation. This legislation swelled the numbers of Veterans seeking care. The Domiciliaries were almost gone by the late 1970s but have begun to reemerge in various forms in response to the more recent homeless Veteran population. This was the first comprehensive model of housing and rehabilitation for this population of Veterans.

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Training Future Generations

1947 - A VA annual report stated that “the VA Social service staff has increased from 550 in July 1946 to 1,026 in June 1947.”

The quality of the VA Social service program was considered of such a standard that 27 accredited schools of Social Work placed 105 students with the Veterans Administrations for field placement in connection with their graduate training.

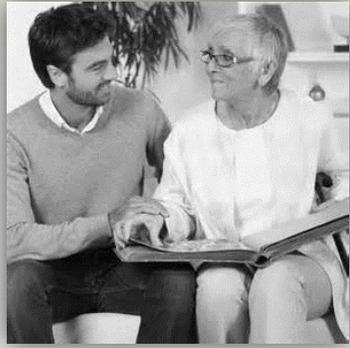
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Community Residential Care Program

- 1940s** - The first community care program was started by VA Social Workers in the late 1940's. Originally called the Foster Care Program, it was later formally implemented by Technical Bulletin 10A-279. The VA had limited authority to treat outpatients at that time, but mentally ill Veterans were eligible for "Trial Visit" in which they would be released from VA psychiatric hospitals into the community. Following six months to one year of a successful Trial Visit, the Veteran was eligible for final discharge. Veterans without family or friends to support them often had no community residence to use for the Trial Visit. The Foster Care program was started by VA Social Workers to serve these Veterans. The program was later formalized by Executive Order from the Administrator, Veterans Administration and by Federal Law in 1983. It has evolved from *Foster Care* to *Family Care*, to *Board & Care*, and is now known as the *Community Residential Care Program*.
- 1951** - By this time, the pilot program had grown and was considered to be the "oldest and most cost-effective of VA's extended care programs" (Psychological Reports, 2000, 86, 21-24).
- 1983** - Public Law 98-160 was enacted. This law provided authority and a mandate for the VA to operate the Community Residential Care (CRC) program. Program requirements were specified in detail. Subsequent additions to the Code of Federal Regulations, and VA policies, implemented the provisions of PL 98-160. Social Work Service was given the responsibility for operating the VA CRC program.

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Mental Health Intensive Case Management Program



The Mental Health Intensive Case Management (MHICM) program was piloted at the Albany VA when a Social Worker, Albert (Al) Washko, was facility director and noted some CRC vets were “revolving door” patients. They organized an intensive case management program for those vets that was very successful at helping them stabilize in the community and avoid frequent re-hospitalizations. In spite of some initial resistance of some leadership who could not initially understand the cost effectiveness of the small caseloads of intensive services, Bob Rosenheck, Director of NEPEC, was instrumental in establishing the MHICM program VA wide within three years of the implementation of the project in Albany.

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NASW



1955 - NASW was formed, combining seven predecessor organizations into one national Social Work organization.

The VA has a long association with NASW, working with NASW lobbyists to advocate for individuals experiencing mental illness, disability, and to promote nursing home standards, etc.

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SWALT



- 1962** - Social Work initiated the first Administrative Leadership Training (SWALT) program. There were 61 applicants for 10 slots. There were 5 "geographically dispersed" facilities designated as training facilities. In 1963, the second class was selected with more formalized policies about the program selection process, how the program would work, etc., with 5 facilities identified to serve as training centers. It was a 6-month training program.
- 1964** - Claire Lustman was hired in VACO Social Work Service as the Director, Social Work Education Services. Ms. Lustman expanded the leadership training program with increased training slots, increased training facilities, and increased funding. It was initially named "Social Work Administrative Leadership" (SWAL), and was later changed to "Social Work Administrative Leadership Training" (SWALT). SWALT became a model for leadership and management training in the VA and was adopted by other VA programs and departments such as Nursing, Personnel, Medical Administration, etc. It continues to be referenced by other National Program Offices to this day as a best practice and model for training leaders.

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Contract Nursing Home



1964 - PL 88-450 established the VA Contract Nursing Home Program. It was later added to the Social Work Service Program Guide in 1967. Social Work Service at VA facilities implemented and operated the contract nursing home program.

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VACO Power Team - 1967



Seated L to R:

**Essie Morgan, Delwin Anderson
(Director), Unknown**

Standing L to R:

**Warren Larson, Harriet Renaldo,
Gus Sperry, Virginia Karl, Claire
Lustman, Carlton Engquist
(Deputy Director), John Reida,
unknown**

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Hines

Blind Rehabilitation

1944, - January 5, President Franklin D. Roosevelt made an extraordinary commitment to our nation's war-blinded Servicemembers when he signed an executive order declaring: "No blinded servicemen from WW II would be returned to their homes without adequate training to meet the problems of necessity imposed upon them by their blindness." In order to meet the demands of this obligation, it was determined that the social adjustment training of blinded soldiers would become the military's duty whereas the Veterans Administration (VA) would assume responsibility for any vocational training. However, Warren Bledsoe knew that what was truly needed was a rehabilitation center so he appointed Russell C. Williams, a blinded World War II Veteran, who was selected to be the first Chief of the Hines Blind Rehabilitation Center.

1967 - Visual Impairment Service Teams (VIST) were established at 71 VA facilities and the names of all Veterans receiving disability compensation or pension for any degree of visual impairment were sent to regional VA Outpatient Clinics. Instructions were given to each facility to make personal contact with each blinded Veteran in their jurisdiction and arrange for periodic reviews of their medical condition and needs. A Social Worker would serve as coordinator of the multidisciplinary team and enlist other appropriate personnel as needed. The VIST Team would be chaired by a physician. The Hines experience created an atmosphere of respect for what blind people could do. It earned respect from outside observers watching the blinded Veterans perform newly learned skills. It was a respect from new patients beginning their BRC training program toward the seasoned patients demonstrating their newly learned skills. Finally, it was an internal respect acquired by the individual patient, themselves, as they began to accomplish tasks that they never dreamed were attainable.

"A Blind Center is where faith is strongest that blind people deserve hope, respect and freedom. These are accorded first, followed by the means of achieving them. Our civilization permits wholesome living when blind and here one learns how."~

Russell C. Williams, First Chief, VA Hines Blind Rehabilitation Center



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Community Services Program

1972 - Bob Quinnelly of the Tuscaloosa VAMC began the Community Services Program (CSP). It consisted of three offices in Northern Alabama staffed by a Social Worker, nurse, clerk and a traveling psychiatrist. The purpose was to keep mental health patients from having to return to the hospital for appointments. These offices were transferred to Birmingham in the 1990's as CBOCs and began seeing medical patients.

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Home Based Primary Care

1972 - Liz Houghton initiated the Home Based Primary Care pilot (originally referred to as the Home Based hospital care program) in New Orleans as a project at 6 facilities. It became established as a national program in 1972 and was designed to serve the chronically ill through the months and years before death, providing needed long-term care services in the home.

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VET Center



1979 - VA National Readjustment Counseling Service (Vet Centers) program was established with the motto, "Help Without Hassles". This program was established as a VA program, but parallel to the Department of Medicine & Surgery. It was designed to reach the estimated 20% of Viet Nam Veterans who were not yet fully integrated into mainstream society.

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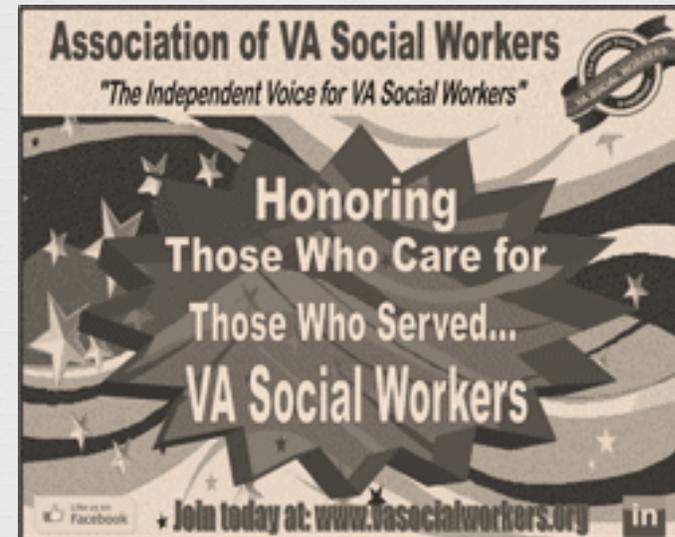


Association of VA Social Workers

1980 - The Association of VA Social Work Chiefs was founded by a steering committee of Southern California VA Social Work Chiefs. Paul Burton chaired the steering committee.

1993 - The Association of VA Social Work Chiefs changed to the Association of VA Social Work Managers as the term “Chief” was becoming obsolete, or undesirable, within the VA.

2002 - The Association of VA Social Work Managers voted to change it's Constitution/Bylaws and changed its name to the Association of VA Social Workers (AVASW), opening membership to all VA Social Workers. Students Interns and VA Retirees became eligible to join at a later date. Now membership is open to all VA Social Workers past, present and future!



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Tale of SW Leadership...

1980 – Dave Anderson, Acting Director of VA Social Work, appointed the first Social Work Field Advisory Committee whose purpose as to advise the Acting Director in matters of policy and serve as a communications conduit to the field. The first members were:

John Paul Jones (Minneapolis)

Steve Petty (Loma Linda)

Liz Houghton (Hines)

Dorothy Fahey (Boston Outpatient Clinic)

Sid Hirsh (Manhattan)

Jerry Satterwhite (Birmingham)

John Fulton was appointed Director of Social Work in 1981 and continued and expanded use of the Field Advisory Committee.

1990 – The VA Social Work Field Advisory Committee morphed into 8 subcommittees with specific functions and the chairs of the 8 committees formed the Field Advisory Committee:

- Ethics – Carole Babb
 - Resource and Program Development – Steve Petty, Loma Linda
 - Strategic Management – Roger Madigan, Buffalo
 - SIUG – Jerry Satterwhite, Birmingham
 - Research and Program Evaluation – J. Fredric Glenn, Brockton
 - Professional Standards & Quality Assurance – James Sola, Boise
 - Graduate and Continuing Education – Melvin White, Salt Lake City
 - SWALT – H.R. Alexsanian (Alex Bealer), San Antonio
-

1994 – During a major decentralization reorganization of VA (into the 22 VISNs) and SWS (into the care line model), each VISN created a “Social Work council” and organized into 7 clusters of 3-4 VISNs). The Chiefs from within each of the seven clusters elected one representative to serve on what became the Social Work Leadership Council (SWLC) which replaced the SW Field Advisory Committee. The first SWLC Chair was Jerry Satterwhite. *In 2014, the name was changed to the Care Management and Social Work Services Leadership Council to reflect the interdisciplinary nature of the many programs under CM/SWS.

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Public Laws Support SW



1987 - PL 99-272 took effect. All Non-Service Connected Veterans applying for health care, or already enrolled, were required to complete income questionnaires to establish their eligibility. Social Workers played a key role in counseling patients/families, updating VA records, etc.

PL 100-6 Treatment and Rehabilitation of Chronically Mentally Ill Veterans passed 2/12/87. It authorized pilot programs for treatment of homeless Veterans with mental illness, including chemical dependence. This program was named the Homeless Chronically Mentally Ill (HCMI) program.

PL 100-77 Stewart B. McKinney Homeless Assistance Act, passed 7/22/87. It defined and shaped Federal Policy on the definitions of homelessness and programs for homeless persons.

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Licensure



1991 - The Veterans Benefits Programs Improvement Act of 1991, Public Law 102-86, dated 8-14-91, amended Title 38 (38 U.S.C. 7402), directly involved Social Work. VA Social Workers appointed after 8-14-91 must be licensed in the state in which they are employed. If appointed without a license, a waiver of three years is granted. By the end of 3 years the Social Worker must be licensed or is terminated.

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Expanded Eligibility



1992 - The Veterans Health Care Act of 1992 expands eligibility for both women Veterans and Desert Storm Veterans, giving authority to provide services previously not authorized, including family therapy, gynecological services, etc., without regard for income limitations. Other initiatives included Hospice Care, alcoholism screening for medical patients, expansion of substance abuse treatment, additional funding for homeless chronically mentally ill Veterans programs, and changes in the law to permit the VA to collect rent from Veterans in residential rehabilitation programs.

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Hope for the Homeless



- 1987 - PL 100-6** The Homeless Chronically Mentally Ill (HCMI) program was initiated in 1987, with the passage of PL 100-6. The \$5 million spending authorized by this law was to be used to support clinical teams to conduct outreach to homeless Veterans, as well as to contract for time-limited residential treatment with community-based service providers. This legislation and subsequent appropriations made it possible to fund HCMI programs at 43 VAMCs nationally. The Health Care for Homeless Veterans Program was eventually developed from the original HCMI program.
- 1992 - PL 102-590, 104-110** The Homeless Veterans Comprehensive Services Programs Act was passed and established VA's Homeless Providers Grant and Per Diem Program and gave VA authority to award grants and per diem payments to grass-roots nonprofit organizations or state and local government agencies to assist homeless veterans. Grants have been awarded nationally since 1994.
- 1992 - VA and HUD** established the HUD-VASH program to serve the neediest, most vulnerable homeless Veterans and their immediate families. VA provides case management and eligibility screening services, while HUD allocates permanent housing subsidies from its "Housing Choice" program. The primary goal of this joint program is to move Veterans and their families out of homelessness. The program was initially implemented in 1992 with special clinical teams at 19 VA Medical Centers. As a result of program expansion in 2008, there is at least one program in each of the 50 states, the District of Columbia, Puerto Rico, and Guam.
- 1994 - PL 102-405, 103-446 and 105-114** Project CHALENG (Community Homelessness Assessment, Local Education and Networking Groups) for Veterans was launched in 1994 to bring together providers, advocates, Veterans and other concerned citizens in order to identify the needs of homeless Veterans and to work to meet those needs through planning and cooperative action.
- 2008 - Section 604 of the Veterans' Mental Health and Other Care Improvements Act of 2008, Public Law 110-387**, authorized VA to develop the Supportive Services for Veteran Families Program, which provides supportive services to very low-income Veteran families in, or transitioning to, permanent housing. Funds are granted to private non-profit organizations and consumer cooperatives who assist very low-income Veteran families by providing a range of supportive services designed to promote housing stability.

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VA Fisher House Program



- 1990** – Zachary and Elizabeth Fisher established the Fisher House Program, constructing “comfort homes” to temporarily lodge the families of hospitalized military personnel.
- 1991** – The first two Fisher Houses opened at the National Naval Medical Center (Bethesda, MD) and Walter Reed Army Medical Center (Washington, DC). By 1993, there were 12 Fisher Houses and the Fisher House Foundation was established.
- 1994** – The first VA Fisher House was constructed on the grounds of the Samuel S. Stratton VA Medical Center, Albany New York. Since 1994, VA Fisher Houses have provided, “A home away from home” for over 100,000 families at no cost, saving millions of dollars in community lodging costs.
- 2000** - Section 221(a) of the Veterans Benefits and Health Care Improvement Act of 2000 (Public Law 106-419) gave VA legislative authority to accept Fisher Houses constructed and donated by the Fisher House Foundation and to use appropriated funds to operate and maintain Fisher Houses.
- 2003** - The VA Fisher House Program was formally established in VA Central Office under the National Social Work Program Office.
- 2010 to present** - Under the leadership of Jennifer Koget, National VA Fisher House & Family Hospitality Program Manager, the VA Fisher House Program expanded to 30 VA Fisher Houses. Future expansion is planned to at least 46 VA Fisher Houses by 2020.

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Confidentiality



1996 - The U.S. Supreme Court ruled on June 13, 1996 (Jaffe vs. Redmond, Case No. 95-266) that confidences shared between licensed Social Workers and their clients are protected under the Federal Rules of Evidence. Client to psychotherapist communications are privileged, and that privilege was extended to licensed Social Workers.



1996 - The annual report (June 13) stated there were 4000+ Social Workers in the Department of Veterans Affairs. The VA is affiliated with 100 graduate schools of Social Work, training 750 to 800 graduate students per year.

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Portability



2000 - PL 106-419 (10/12/00 - SB 1402 from HR 1509) Omnibus Veterans Bill, Section 205, Qualifications For Social Workers, changed the licensure requirement, allows a VA Social Worker to be licensed in any state, not just the state in which they are practicing. It also leaves the time limit for licensure up to the Secretary.



2000 - The annual report (Oct,) stated there are 3900+ VA Social Workers and 750 to 800 Social Work graduate students.

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Medical Foster Homes

- 2000** – “A Tale of Two Social Workers” - The Medical Foster Home (MFH) program began in Little Rock, AR as the result of two Social Workers, Tom McClure, SW for Home Based Primary Care (HBPC) and Patricia Gray, Chief of SWS program working together to develop support in the community for Veterans who were unsuccessful living independently. Supported by Judy Karklins, HBPC Program Director, and Cathey Powers, HBPC Medical Director, a pilot program was implemented as an alternative to institutional placements. Concerned about potential risks, Dr. Tom Edes flew to Little Rock to see this program first hand. He described what he found as “remarkable” and he vowed to expand this program nationally.
- 2008** – The MFH program was formally adopted as a national program and began a period of progressive expansion under the management of two Social Workers, National Coordinators for the MFH Program, Aida Fonseca and Dan Goedken.

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Advocacy



2003 - (March)

The Association of VA Social Workers sent President, Judith Talbert, and Congressional Liaison, Jerry Satterwhite, to Washington DC to discuss a variety of issues with members of Congress, including the difficulties with the Title 5 personnel system, and the desire to move Social Work to Title 38, a more flexible, person oriented, personnel management system. The day after they left, staff from Senate committees called VACO for information about conversion from Title 5 to Title 38.

2003 - (May)

Senator Alen Specter (R-Penn) Chair, Senate Committee on Veterans Affairs, introduced Senate Bill 1156, which proposed to move Social Work (and other professions) from the Title 5 personnel system to Hybrid Title 38. The bill passed the Senate and House, and was signed into law by President Bush on 12-6-03, becoming Public Law 108-170, Veterans Health Care, Capital Asset and Business Improvement Act of 2003. In the final form, 26 occupations or professions were included. SB 1156 was initiated and supported by the Association of VA Social Workers resulting in a significant, positive change in the personnel management system for VA Social Work.

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National VA Liaison Program

- 2003** - When reports of transition challenges for Servicemembers returning from Iraq and Afghanistan began to flood the media, Secretary Principal vowed to fix it. "Events like this are unacceptable. They cannot happen again," he wrote in an August 22, 2003 message to all employees. "Our actions over the next few months will define our department for the lifetime of the Veterans who are now returning from Iraq and Afghanistan." The first step was to assemble the Seamless Transition Taskforce to examine the issues and identify solutions. Dr. Michael J. Kussman, Deputy Chief, Office for Patient Care Services, and Carolyn Hunt, Deputy Director, Compensation and Pension Service, served as co-chairs. "The VBA counselors were doing a wonderful job, but we needed VHA people involved and the logical ones were Social Workers," said Jill Manske, National Director, Social Work Service. Within weeks, Xiomara Telfer, a Social Worker at the Washington, D.C. VA Medical Center, was detailed as the first VA/DoD Liaison at Walter Reed Army Medical Center (WRAMC) and National Naval Medical Center (NNMC) Bethesda where she was embedded with military case managers to facilitate healthcare for ill and injured Servicemembers at VA healthcare facilities nationwide. A VA wide mission, each VA Medical Center and VBA Regional Office designated a point of contact to receive referrals for Servicemembers transitioning from WRAMC and NNMC and to coordinate their initial healthcare and benefits. With success at WRAMC and NNMC quickly realized, the VA/DoD Liaison role was implemented in the following months at Brooke Army Medical Center, San Antonio TX, Madigan Army Medical Center, Fort Lewis WA, and Eisenhower Army Medical Center, Fort Gordon GA.
- 2005** - The National VA Liaison Program was established. Jennifer Perez, LICSW, served as the first National Program Manager. Under her leadership, the Program expanded to consist of 43 VA Liaisons for Healthcare (formerly VA/DoD Liaisons) onsite at 21 Military Treatment Facilities, with virtual services provided at two additional military installations.
- 2015** - As Ms. Perez transitioned to a new position, the Program was evolving further to broaden its reach by providing additional VA Liaison services virtually as well as to replicate the traditional VA Liaison Program in the civilian sector with a unique network focused on warrior care.

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Transition and Care Management Services



- 2003** – Each VA Medical Center established a Point of Contact to receive referrals from the VA Liaisons for Healthcare to coordinate care for transitioning Servicemembers.
- 2005** – The VA Office of Seamless Transition, led by John Brown, was established to provide a seamless transition for wounded, ill and injured Servicemembers as they transitioned from DoD to VA. The VA Liaison Program, led by Jennifer Perez, expanded to 7 VA Liaisons at major MTFs, including Walter Reed Army Medical Center and National Naval Medical Center, Bethesda.
- 2007** – The Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) Care Management Program, led by Peggy Kennedy, MSN, RN, was established to provide comprehensive transition assistance and ongoing case management to new Veterans as they reintegrate into their home communities and into the VA health care system. Each VA Medical Center established an OEF/OIF/OND Care Management team comprised of a Program Manager and Clinical Case Manager(s), both positions held by Master's prepared Registered Nurses or Social Workers, and a Transition Patient Advocate.
- 2015** – The VA Liaison Program and the OEF/OIF/OND Care Management Program were integrated under one National Director and renamed Transition and Care Management Services to more accurately reflect the purpose, target population, and future vision of providing transition and care management services to Post 9/11 Servicemembers and Veterans. Jennifer Perez, LICSW, was appointed as the first National Director.

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Veterans Justice Programs

The Veterans Justice Programs (VJP) consist of two programs that serve Veterans interacting with the criminal justice system across the spectrum from contact with law enforcement to release from prison, jail, and other correctional facilities. VJP is a component of VHA's homelessness prevention efforts, and is vital for providing a gateway to VA and community services for Veterans who are justice involved.

2004 - The Healthcare for Re-Entry Veterans (HCRV) Program was developed in response to Public Law (Pub. L.) 107-95 and codified at Title 38 United States Code (U.S.C.) 2022. Building on ideas pioneered by a small number of Department of Veterans Affairs (VA) programs in the 1980s and expanded by some Health Care for Homeless Veterans outreach teams in the 1990s, the HCRV Program has been successful in partnering with state and Federal prisons to outreach to incarcerated Veterans; providing pre-release assessment services; referrals; linkages to medical, psychiatric, and social services, including housing resources and employment services; and providing post-release short-term case management assistance. The Under Secretary for Health, in 2004, adopted the recommendation by the Mental Health Task Force that "the Secretary should mandate that all VISNs address the re-entry needs of incarcerated Veterans and develop a plan that will be implemented in fiscal year (FY) 2005."

2009 - The Veterans Justice Outreach (VJO) Program was developed in response to 38 U.S.C. 2023, although section 2022 authorizes its continued operation following the lapse of section 2023. All VA medical centers were mandated to appoint and maintain at least one VJO Specialist to serve the needs of Veterans at the front end of the justice system, those in contact with law enforcement, incarcerated in local jails, and participating in treatment courts.

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Care Management and Social Work Services



2007 – Care Management and Social Work Services was established as part of VHA’s Office of Patient Care Services and included representatives from the Department of Defense.

The establishment of this office was significant in that the office was led by the first Senior Executive Service position dedicated for Social Work. Ms. Kristin Day served as the Chief Consultant until 2009.



2007 – 2009 William Feeley, MSW, FACHE, was appointed and served as the Deputy Under Secretary for Health and Operations Management (DUSHOM). The highest position held by a Social Worker within VA.

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Ending and Preventing Veteran Homelessness



VA's goal to end Veteran Homelessness has greatly expanded services available to **permanently house** homeless Veterans and implemented new programs aimed at **prevention, treatment, low-threshold care/engagement** strategies, and the capacity to **track and monitor** homeless outcomes.

- 2009** - VA established the **National Center on Homelessness among Veterans** aimed at developing, promoting, and enhancing policy, clinical care research, and education - promoting data drive, evidence based solutions to end Veteran homelessness.
- 2010** - VA made ending homelessness among Veterans a top priority, undertaking an unprecedented campaign to dramatically increase successful outcomes for Veterans and their families who are homeless or at risk of becoming homeless by the end of 2015. This coincided with the launch of *Opening Doors, the Federal Strategic Plan to End Veteran Homelessness*.
- 2011** - VA launched the Supportive Services for Veteran Families (SSVF) program a **new prevention initiative** to serving Veteran families at risk of homelessness. Roll out of SSVF marked the first time that VA funded services for the spouses and children of Veterans at risk of becoming homeless. In the first year of the program, approximately \$60 million in SSVF funding was awarded to 85 grantees in 40 states and the District of Columbia. Currently in 2016, approximately \$300 million in funding has been made available to private non-profit organizations and consumer cooperatives to provide prevention and rapid-rehousing assistance.
- 2014** - VA enhanced **employment services** and opportunities for homeless Veterans through implementation of Homeless Veterans Community Employment Services (HVCES). HVCES is the only employment program within VA which focuses specifically on homeless Veterans.
- 2016** - In January 2016, VA and HUD announced a demonstration program to offer a permanent home and supportive services to Native American Veterans who are experiencing or at risk of experiencing homelessness. For the first time, VA and HUD awarded \$5.9 million in grants to 26 Tribes.

Under the leadership of Lisa M. Pape, LISW, Executive Director VHA Homeless Programs, there are now over 15 programs and 4,000 staff across VAMCs and hundreds of unprecedented partnerships enhancing access to services for homeless and at risk Veterans. This is enabling communities across the nation to declare an effective end to homelessness among Veterans.

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Caregiver Support Program



2011 (May) – A year after the passing of the Veterans Omnibus Health Services Act 2010 (PL 111-163), VA published the interim final rule, implementing the Caregiver Support Program. The Program of Comprehensive Assistance for Family Caregivers (PCAFC), a significant part of the Law, allowed VA to provide unprecedented supports and services to family caregivers of eligible post-9/11 Veterans. VA began accepting applications for eligible post-9/11 Veterans and Servicemembers to designate their Family Caregivers on May 11, 2011. A menu of services to support family caregivers of Veterans of all eras was developed and implemented, included a national Caregiver Support Line, staffed by Social Workers.

Deborah Amdur, Chief Consultant of the Office of Care Management and Social Work Services, worked closely with leaders across VA, Congress, and the White House, to implement the program in record time at VA medical centers nationwide. Under the leadership of Meg Kabat, National Director, Caregiver Support Program, more than 30,000 caregivers have received services through PCAFC in its first five years.



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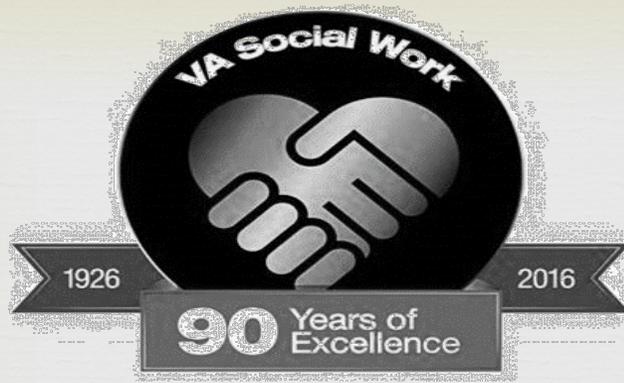


Intimate Partner Violence Assistance



- 2012 - 2013** - VA Chartered a Task Force to address the issue of Domestic Violence/Intimate Partner Violence (IPV) amongst the Veteran population. The task force, consisting of many Social Workers and led by SWS in Central Office, delivered a report with 14 recommendations including establishing local Domestic Violence Coordinators at each VA Medical Center; developing a National Awareness Campaign; providing training across the VA; establishing community partnerships; integrating with the Workplace Violence Program and implementing interventions for Veterans who use violence. The focus emphasized developing a culture of safety and adopting a holistic, trauma-informed, Veteran-centric psychosocial rehabilitation framework to inform all facets of the program.
- 2014** - Under the leadership of Laura Taylor, LSCSW, National Director, Social Work, implementation of the task force recommendations commences.
- 2015** - The IPV Program Pilot kicked off in six pilot sites across the country.
- 2016** - Pilot sites implement a promising practice for Veterans who use IPV.

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Our Story Continues...



- The VA is the largest trainer and employer of professional Social Workers in the country. There are now over 12,000 VA Social Workers serving across the entire spectrum of VA healthcare settings and our workforce has more than doubled since 2003.
- We are the largest and most comprehensive Social Work clinical training program affiliated with over 230 Graduate Schools of Social Work, and operates the largest and most comprehensive clinical training program for Social Work students - training 900 stipend and 400+ non stipend Social Work intern students per year.
- VA Social Workers are leaders, administrators and innovators - carrying on the proud tradition of service to our Veterans, their families, and caregivers.

Just imagine what we can accomplish in the next 90 years!



LIST OF REFERENCES

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AVASW HALL OF FAME: <http://www.vaSocialworkers.org/HallofFame.html>

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VA ARCHIVES: OUR LEGACY



In February 1966, Delwin Anderson, Director of Social Work, Department of Medicine and Surgery, Veterans Administration (VA) placed inactive, historical VA files on permanent deposit in the University of Minnesota, Elmer L. Anderson Library's Social Welfare History Archives. The material covered years 1921 to 1963 and comprises 8 linear feet of space. In 1990, another permanent deposit of materials, covering years 1963 to 1972, was added to the VA archived collection at the Elmer L. Anderson Library.



VA History Timeline Committee:

This project has been a labor of love and respect, brought you by:



LeAnn E. Bruce, Chair (Serving since 2008)

HONORED RETIREES:

Alex Bealer (Retired 1999 with 38 years of service)
Paul Burton (Retired 2008 with 41 years of service)
Jerry Satterwhite (Retired 2006 with 40 years of service)
Jill Manske (Retired 2007 with 33 years of service)

CURRENT VA SW STAFF:

Jennifer Silva (Serving since 2008)
Johnnie Davis (Serving since 1981)
Matthew Fox (Serving since 2006)

SW STUDENT INTERN: Rustin Dudley (Austin, TX), 2016

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