Patients generally have all their personal needs met. Access to care: Patients are entitled to care and have transportation. Economics: Patients have sufficient income for their needs. Housing: Patients have adequate housing for their needs. Psychological Status: Stable mood and behavior. Social Support: Patients have supportive relationships.

**Functional Status:** Patients are functionally independent.

**LEVEL 1 INTERVENTIONS**
Answer questions regarding the business of health care to include the cost of health care in the VA and outside the VA (utilizing Medicare, Medicaid, private health insurance, and supplemental insurance policies). Refer to community dental programs if not eligible in the Veterans Health Administration.

Answer questions regarding Veterans Benefits (health benefits, pensions/compensation, burial benefits, veterans homes, vocational rehabilitation, etc).

Prepare Advance Directives.

Schedule/reschedule appointments, ensure that ordered equipment/services are obtained, and provide information and assistance with transportation arrangements.

Provide supportive counseling to assist patient and family with their adjustment to a diagnosis or disability.

Order respite care.

Provide patient/family education about health promotion, disease prevention and management of self.

Refer for competency exams (neuro-psychological assessments, payee, guardianship, fiduciary, etc) consult with PCP.

Patients have a minor concern with access to care, economics, housing, psychological status, social support or functional status.

**Access to care:** Patients may have questions or need assistance with the means test/eligibility for care or need assistance to arrange for transportation to the VA. They may need to have appointments rescheduled due to transportation problems.

**Economics:** Patients have some income. They may need assistance in managing with their income. They may need assistance to either increase their income, or decrease their expenses.

**Housing:** Patients may have housing that is inadequate for their needs.

**Psychological Status:** Patients may have a minor mood or behavioral disturbance that occasionally interferes with daily functioning.

**Social Support:** Patients have supportive relationships, but they aren’t receiving all the support or assistance that they may need.

**Functional Status:** They may need assistance with IADL’s and/or ADL’s.

**LEVEL 2 INTERVENTIONS**
In addition to Level 1 Interventions

**Access to Care:**
- Assist patients as needed to get their means tested (change in income, etc). Schedule/reschedule appointment if patient needs to change care settings.
- Prepare Handicapped Parking Placard applications.
- Prepare applications for reduced fare public transportation programs.
- Arrange for temporary lodging.
- Provide bus tickets and other transportation assistance.

**Economics:**
- Refer for financial counseling.
- Provide assistance with application pensions/benefits.
- Provide assistance with application for Social Security.
- Refer for Vocational Rehabilitation Program.
- Refer to subsidized housing.
- Provide assistance to apply for a reduction of property taxes.
- Provide assistance to apply for energy assistance programs.
- Provide assistance to patients who are homeless.
- Assist patient to keep utilities on or resume service.

**Housing:**
- Refer for city programs to assist with home maintenance.
- Refer for weatherization programs/loans.
- Assist patient to keep utilities on.
- Refer for assistance with rodent/insect infestations.

**Psychological Status:**
- Refer for supportive counseling to allow patient to ask for and accept assistance.
- Refer to mental health programs.
- Refer to substance abuse treatment programs.

**Social Support:**
- Refer to family/peer counseling.
- Senior centers for meal/socialization.
- Peer support group.

**Functional Status:**
- For meals on wheels.
- For home health care.
- Refer to rehabilitation to increase functional ability.

Patients have a minor concern with access to care, economics, housing, psychological status, social support or functional status.

**Access to care:** Patients may have limited or cost prohibited transportation to the VA. They may need to have many appointments scheduled for the same day, or schedule overnight accommodations due to transportation problems.

**Economics:** Patients have too little income to support basic human needs. Their expenses exceed their income. Patients need immediate assistance to either increase their income, or decrease their expenses.

**Housing:** Patients have housing that is inadequate for their needs.

**Psychological Status:** Patients may have a major mood or behavioral disturbance that interferes with daily functioning.

**Social Support:** Caregiver is overwhelmed and stressed by patient care needs. Patients have strained relationships and do not receive adequate assistance.

**Functional Status:** Patients may be at risk for falls or other injuries. Patients may need assistance with IADL’s or ADL’s.

**LEVEL 3 INTERVENTIONS**
In addition to Level 1 and 2 Interventions

**Access to Care:**
- If not eligible for all healthcare at the VA, and have no health care insurance, apply for Medicaid.
- If patient needs to pay privately for an ambulance to access care, coordinate appointments on the same date.
- Prepare applications for wheelchair van service.
- Check community resources for transportation.
- Work with support system to see if other possibilities exist for transportation.

**Economics:**
- Refer for temporary welfare benefits.
- Refer to community programs or legal assistance to arrange for transportation.
- Check community resources for transportation.
- Work with support system to see if other possibilities exist for transportation.

**Housing:**
- Refer to group homes.
- Refer to assisted living facilities.
- Refer to nursing homes.

**Psychological Status:**
- Patient needs inpatient psychiatric unit to improve functioning and safety.

**Social Support:**
- Provide supportive counseling to improve relationships with family/friends.

**Functional Status:**
- Refer for inpatient rehabilitation to improve functional ability/ improve safety.
- Refer to Adult Day Health Care.

**LEVEL 4 INTERVENTIONS**

**Access to Care:**
- Give bus tickets.
- Arrange transportation.

**Economics:**
- As listed previously in level 2 & 3, but with increased emphasis and advocacy.
- Refer for employment resources.
- Refer for pensions/benefits.
- Refer for temporary welfare benefits.
- Refer for public housing/HUD/Veterans Home.
- Apply for Medicaid.

**Housing:**
- Refer to homeless shelters.
- Refer to public housing.
- Refer to Veterans Home.
- Refer to group homes.
- Refer to assisted living facilities.
- Refer to nursing homes.

**Psychological Status:**
- Refer to inpatient psychiatric unit to improve functioning and safety.

**Social Support:**
- Provide supportive counseling to improve relationships with family/friends.

**Functional Status:**
- Refer for inpatient rehabilitation to improve functional ability/ improve safety.
- Refer to group homes/assisted living/nursing homes.
- Refer to Adult Protective Services.

Patients have a crisis with access to care, economics, housing, psychological status, social support or functional status.

**Access to care:** Patients may be unable to afford or find transport/mobility.

**Economics:** Patients have no income. Patients need immediate assistance to either find work or receive benefits.

**Housing:** Patients have no home.

**Psychological Status:** Patient needs inpatient psychiatric admission.

**Social Support:** Patient lacks social support.

**Functional Status:** Patient needs socially dependent.

**LEVEL 4 INTERVENTIONS**
In addition to Level 1, 2, and 3 Interventions