



FAQs

#centeredaroundyou

WHAT IS THE VEBA RESOURCE CENTER (VRC)?

The VEBA Resource Center is a caring and safe environment that supports VEBA members as they define their path to well-being. Everyone's health care journey is unique, so we help our members find the resources that work for them. The VRC is centered around you.

Most health care systems are designed for efficiencies, which does not give people the space they need to explore their most pressing issues. At the VRC, we look at chronic disease more often as the symptom of greater underlying challenges, as opposed to the singular challenge to solve.

WHAT ARE SOME EXAMPLES OF PERSONAL RESOURCES?

A diverse team of professionals supports VEBA members in developing personalized plans so they can live healthy lives. Examples include:



MENTAL HEALTH SUPPORT & EDUCATION

VEBA recognizes that depression, anxiety, addiction, domestic violence and mental health conditions impact many individuals in our community, as well as their families. We provide support to VEBA members through access to individual and group counseling, virtual visits and customized programs that can put individuals on a path to healing and recovery.



MOVEMENT

The VRC meets members where they are in their journey to healthy living through custom-tailored fitness programs. Health coaches work with members to develop personalized programs and maintain healthy habits.



STRESS REDUCTION

As part of a comprehensive program to improve physical and mental health, VEBA provides members with access to on-site services such as acupuncture, meditation sessions and group counseling.



NUTRITION & COOKING

A healthy diet is key to good physical and mental health. VEBA offers nutrition counseling and cooking classes tailored to the individual's needs. Members also receive support in overcoming their barriers for accessing healthy, affordable food.

WHAT RESOURCES DOES THE VRC OFFER?

At the VRC, a team of professionals supports members in developing personalized plans for becoming their healthiest selves, because health care should not be one-size-fits-all. As part of that process, our Care Navigators help VEBA members identify, address and overcome personal barriers.

The VRC makes accessing resources easy through:

- ✓ On-site and Off-hour Appointments
- ✓ Telephonic Counseling and Support
- ✓ No-cost Childcare when at the VRC
- ✓ Financial Assistance
- ✓ Transportation Support
- ✓ Community Resources and more

WHY WAS THE VRC CREATED?

VEBA's top priority is empowering our members to become advocates for their own well-being. The current health care system is disjointed and does not put the individual at the center of care. By looking beyond symptoms to understand what's really occurring with our members, we can get to the root cause of chronic disease. This customized approach results in better care for our members, higher quality health care and lower costs for their employers.

WHO CAN USE VRC RESOURCES?

VEBA provides health care benefits for education, municipal and public agency employees. VRC resources are available to VEBA's nearly 150,000 members from more than 65 public sector employers. Based on the specific need and service, VRC services may also be extended to family members and dependents.

HOW CAN MEMBERS ACCESS VRC SERVICES?

The VRC engages with members both on-site in Mission Valley, as well as at the employer site. Members get started on their personalized plans through an all day Health Reboot camp or by working directly with a Care Navigator. Depending on personal need, the member may access services at the VRC, virtually, and/or through our community partners.

To learn more, please visit vebresourcecenter.com.

WHAT IS CALIFORNIA SCHOOLS VEBA?

California Schools VEBA was started in 1993 through the combined efforts of school superintendents and representatives from the California Teachers Association and the California School Employees Association.

As a non-profit health care trust, the California Schools VEBA is required to invest all funds into improving members' health and well-being. As part of this commitment, the VEBA Board launched the VRC to improve on the quality and experience of our members in their health journeys.

To learn more about VEBA, visit vebaonline.com.