COVER to COVER
“Connecting Older Veterans (Especially Rural) to Community Or Veteran Eligible Resources”

Collaborative project between the Utah ADRC and VHA Office of Rural Health: Building VA Partnerships to Better Serve Veterans
C2C Quick Video

www.utadrc.org
2012 ADRC National Survey

Do you regularly assess a caller’s Veteran status?

- 36.8% Always
- 5.3% Usually
- 57.9% Never

Staff Challenges:
- Lack basic information about most VA benefits
- VA resources—not very helpful
- Most positive feelings about resources was having a personal contact at the VA
Understanding Veterans Benefits

2010 VA Report – Only 41% of Veterans stated they understood their VA Benefits “a lot” or “some”

Many Veterans have misperceptions about VA Benefits
- Believe income is too high for any assistance
- Aren’t eligible because they didn’t serve in combat
- Other Veterans are more deserving
- Negative attitudes about VA

Thus, many Veterans do not seek help from the VA or the State Department of Military Affairs

Instead, they turn to community agencies...
Utah ADRC’s unique VA connection
COVER to COVER Objectives

- Train community agency staff members to become Veteran Benefits Specialist
- Create a New Access point for Veterans within their communities
- Build relationships between community agencies, State Veteran Agencies and the VA
Three Federal Branches of VA

Veterans Benefits Administration (VBA)
- Provides financial and other forms of assistance

Veterans Health Administration (VHA)
- Provides health care

National Cemetery Administration (NCA)
- Provides burial benefits and manages VA’s National Cemeteries
# State Offices of Veterans Affairs

## Locations

Select a state or territory below to visit the Web site for that location’s Department of Veterans Affairs office.

<table>
<thead>
<tr>
<th>State/Territory Veterans Affairs Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska</td>
</tr>
<tr>
<td>Alabama</td>
</tr>
<tr>
<td>American Samoa</td>
</tr>
<tr>
<td>Arkansas</td>
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<td>Arizona</td>
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<td>Florida</td>
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<tr>
<td>Georgia</td>
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<tr>
<td>Guam</td>
</tr>
</tbody>
</table>

[http://www.va.gov/statedva.htm](http://www.va.gov/statedva.htm)
VA Benefits Training

VA Organizational Structure
Military Culture
VHA Healthcare
VHA In-Home Services
Pension
Aid & Attendance
VA State Nursing Home
Burial Benefits
Disability Compensation
Caregiver Support
Home Modifications

Southern Utah Veterans Home Tour & Training - 2016
What Language do you Speak?

- BIP
- VHA
- NCA
- VSO
- MOS
- SHIP
- OAA
- NCOA
- DD-214
- ACL
- UDVMA
- C&P
- VBA
- PTSD
- "Fully Developed Claim"
- VISN
- "Golden Ticket"
- ADRC
- OEF/OIF
- VSO
- Presumptive Condition
- NASUAD
- Military Culture
- CBOC
- RO
- CIL
- AAA
Changing Agency Protocol

New Direction...Screening callers

☐ “Have you or a loved one served in the Military?”
☐ “Have you ever accessed your Veteran benefits?”
☐ “Would like more information on VA Benefits?”
☐ “Would you like to talk to our VA Benefits Specialist?”
C2C Project Objectives

S - Screen callers for Veteran status
E - Educate on VA Benefits
A - Assist in navigating application process
R - Refer to VA partner

Follow Up
COVER to COVER: ACCESS

*All Data is from Utah sites

<table>
<thead>
<tr>
<th>C2C Veteran Clients</th>
<th>FY13/14</th>
<th>FY15</th>
<th>FY16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Veterans</td>
<td>584</td>
<td>748</td>
<td>1166</td>
</tr>
<tr>
<td>Total Encounters</td>
<td>765</td>
<td>1554</td>
<td>3064</td>
</tr>
<tr>
<td>Hours Spent with Veterans</td>
<td>551</td>
<td>1065</td>
<td>1996</td>
</tr>
<tr>
<td>Non-connected Veterans</td>
<td>*</td>
<td>*</td>
<td>744</td>
</tr>
<tr>
<td>Assisted with Application</td>
<td>*</td>
<td>*</td>
<td>390</td>
</tr>
</tbody>
</table>

- 64% of Veterans had not been connected to the VA for benefits prior to contacting the C2C site
Who do we serve? Older Veterans and their families

April 1, 2013 to September 30, 2016
Unique Veteran Clients: 2498*

Veterans Served by Age

- 80+: 45%
- 70-79: 19%
- 60-69: 16%
- 59-: 16%
- Surviving Spouse: 4%

*Utah Data Only
C2C Sites

**Utah (FY 2013)**
- Active Re-Entry
- Bear River
- Davis County
- Five County
- Salt Lake Aging and Adult Services
- San Juan County
- Mountainland

**Colorado (FY16)**
- Grand Junction ADRC

**Nevada (FY17)**
- Northern Nevada ADRC

**Idaho (FY16)**
- Southeastern Idaho Council of Governments

**Oregon (FY16)**
- NorthWest Senior & Disability Services
- Lane County
Strategies to help you

- Understand the Branches of the VA
- Military Culture Training
- Branches of the Military
- Introduce yourself to a local vet rep or VSO
- Do some research
- Make Contact!
- Request a VA benefits training from your local VA
Veterans in your State

https://www.va.gov/vetdata/stateSummaries.asp
Check Out These Resources!


Psycharmor - VA Training Modules (Military Culture)  
- What all Veterans want you to know
- VA 101 & 102


VA Data & Stats  [https://www.va.gov/vetdata/](https://www.va.gov/vetdata/)

Home and Community Based Services  
[https://www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp](https://www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp)
Questions?
For more information:

COVER to COVER
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