COVER to COVER

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

Building Partnerships to Better Serve Veterans
COVER to COVER (C2C) Short Video

www.utadrc.org
Do you regularly assess a caller’s Veteran status?

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
Veteran’s Misperceptions

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...
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
Navigating 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

Utah Department of Veteran and Military Affairs

Veterans Resources
Utah Veterans Guide
State Veterans Homes
Utah Military Affairs

Outreach Services & Benefits
Veteran Business Resources
Stay Connected / Register

Calendars
Employment
Publications & Data
Vietnam’s 50th Commemoration

Find your State Office http://www.va.gov/statedva.htm
VA Benefits Training

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

SAMPLE Agenda VA Benefits Training

9:00 - 9:30  Welcome and Introductions
9:30 - 10:00  Overview of Federal Branches of VA
10:00 - 11:00  Military Language and Culture
11:00 - 11:15  -----Break-----
11:15 - 12:15  VHA – Enrollment & Eligibility
12:15 - 1:15  -----Lunch-----
1:15 - 2:15  VHA In-Home Services
2:15 - 3:30  Overview State Department of Military Affairs
3:30 - 3:45  -----Break-----
3:45 - 4:45  Overview of VBA Programs
4:45 - 5:00  Wrap-up, Action Items, Next Meeting
Veteran Benefits Specialist
VA, Public and Private Programs

Veteran Benefits Specialist attend on-going VA benefits trainings and shadow VA partners to gain knowledge of the VA System, Benefits, Enrollment, required documents to apply, and how the application process works to assist agency Veteran clients.
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?”

Appointment Request
C2C Project Objectives

Screen callers for Veteran status

Educate on VA Benefits

Assist in navigating application process

Refer to VA partner

Follow Up
COVER to COVER: ACCESS

*FY17 Data includes new sites (ID, OR, CO)

<table>
<thead>
<tr>
<th>C2C Veteran Clients</th>
<th>FY13/14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
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</thead>
<tbody>
<tr>
<td>Total Veterans</td>
<td>584</td>
<td>748</td>
<td>1166</td>
<td>1280</td>
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<tr>
<td>Total Encounters</td>
<td>765</td>
<td>1554</td>
<td>3064</td>
<td>2523</td>
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</table>

Veterans Served by Age

- 80+: 41%
- 70-79: 16%
- 60-69: 17%
- 59-: 19%
- Surviving Spouse: 7%
C2C Sites

Utah (FY13)
• 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
“Henry,” (an 87 yo Veteran) and his wife, “Louise”
- Henry has dementia and struggles with ADLs and IADLs
- The couple lived on a small income and Louise could only buy prescriptions 2 weeks at a time
- Louise applied for Aid and Attendance and was denied, as she didn’t understand that Henry wasn’t eligible

The Veterans Benefits Specialist
- Educated Louise about VA benefits and encouraged her to reconsider
- Helped Henry apply for VHA Healthcare with a catastrophic disability designation

Henry now receives
- Waived copays for medications
- In-home PT and OT
- Adaptive equipment
- VD-HCBS
- Louise now feels “amazement and appreciation” for the VA, rather than frustration and anger
### VETERAN POPULATION (as of 9/30/2015)

<table>
<thead>
<tr>
<th>Description</th>
<th>State</th>
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<tbody>
<tr>
<td>Number of Veterans</td>
<td>409,000</td>
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<tr>
<td>Number of Women Veterans</td>
<td>47,000</td>
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<tr>
<td>Number of Veterans Age 65 and Over</td>
<td>170,000 (42%)</td>
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### BENEFITS (as of 9/30/2015)

<table>
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<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Number of Veterans Receiving Disability Compensation</td>
<td>92,333 (23%)</td>
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### HEALTH CARE (as of 9/30/2015)

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<th>Description</th>
<th>State</th>
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</thead>
<tbody>
<tr>
<td>Number of Enrollees in VA Health Care System</td>
<td>158,756 (39%)</td>
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<tr>
<td>Number of Unique Patients Treated</td>
<td>100,614 (25%)</td>
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</table>

### Find your State Summary

https://www.va.gov/vetdata/stateSummaries.asp
What We Learned Along the Way

- Veteran Administration have many silos
- There are more than ONE VA
- Building Trust between agencies and clients takes time
- Physicians TREAT patients and typically do not make referrals to VA programs
- Many Veterans do not know they are eligible for programs
- Many Veterans may have been told they were not eligible for services – BUT THAT MAY HAVE CHANGED
- VA staff will give out their direct numbers
- VA staff are willing to provide training
CHECK OUT THESE RESOURCES!

VA Acronyms:  

Psycharmor - VA Training Modules (Military Culture)  
http://psycharmor.org/military-culture/

VA Veteran Data https://www.va.gov/vetdata/stateSummaries.asp

VA Benefits http://explore.va.gov/

Home and Community Based Services  
https://www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp
For more information:

COVER to COVER
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