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

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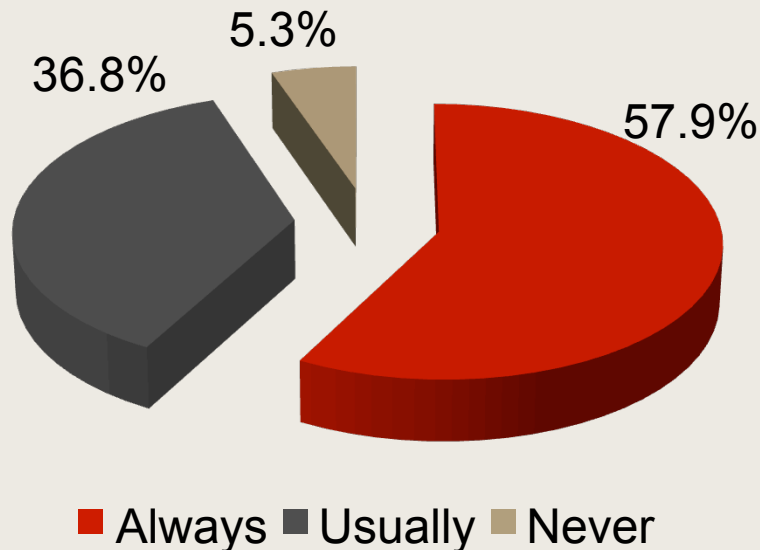
COVER to COVER (C2C)
Short Video

www.utadrc.org

2012 ADRC National Survey

Do you regularly assess a caller's Veteran status?

Staff Challenges:

5.3%

36.8%

57.9%

■ Always ■ Usually ■ Never

☐ 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
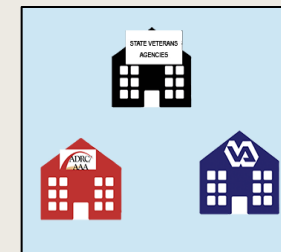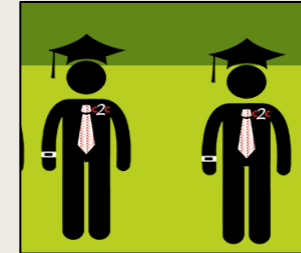
Navigating the VA

Three Federal Branches of VA

Veterans Benefits Administration (VBA)

Veterans Health Administration (VHA)

National Cemetery Administration (NCA)

Provides financial and other forms of assistance

Provides health care

Provides burial benefits and manages VA's National Cemeteries

State Offices of Veterans Affairs

Utah Department of Veteran and Military Affairs

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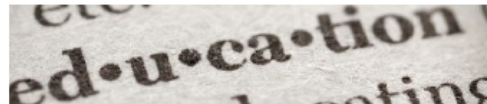
VA Benefits Training

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

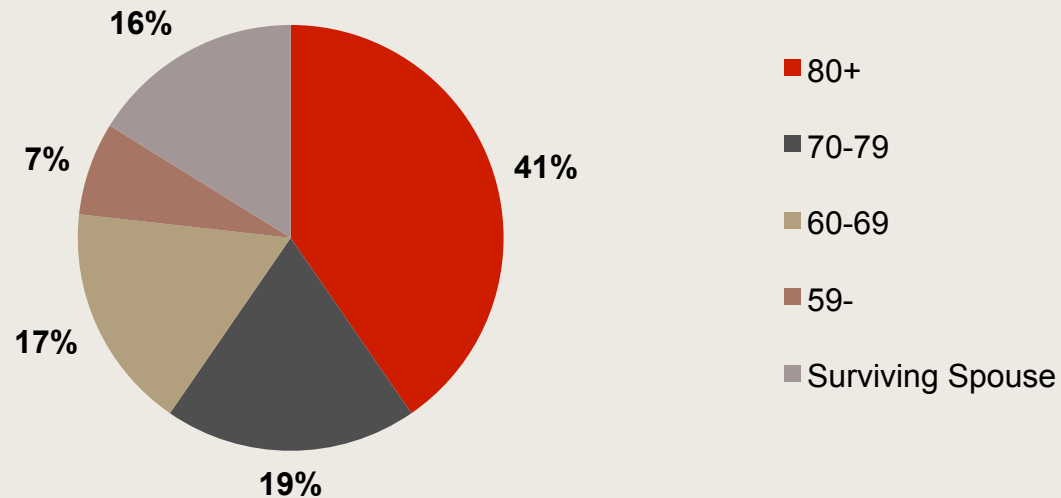**A**ssist in navigating application process

Refer to VA partner

Follow Up

Appointment Request

COVER to COVER: ACCESS

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

C2C Veteran Clients	FY13/14	FY15	FY16	FY17
Total Veterans	584	748	1166	1280
Total Encounters	765	1554	3064	2523

Veterans Served by Age

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

C2C Sites

Utah (FY13)
- Active Re-Entry
- Bear River
- Davis County
- Five County
- Salt Lake Aging and Adult Services
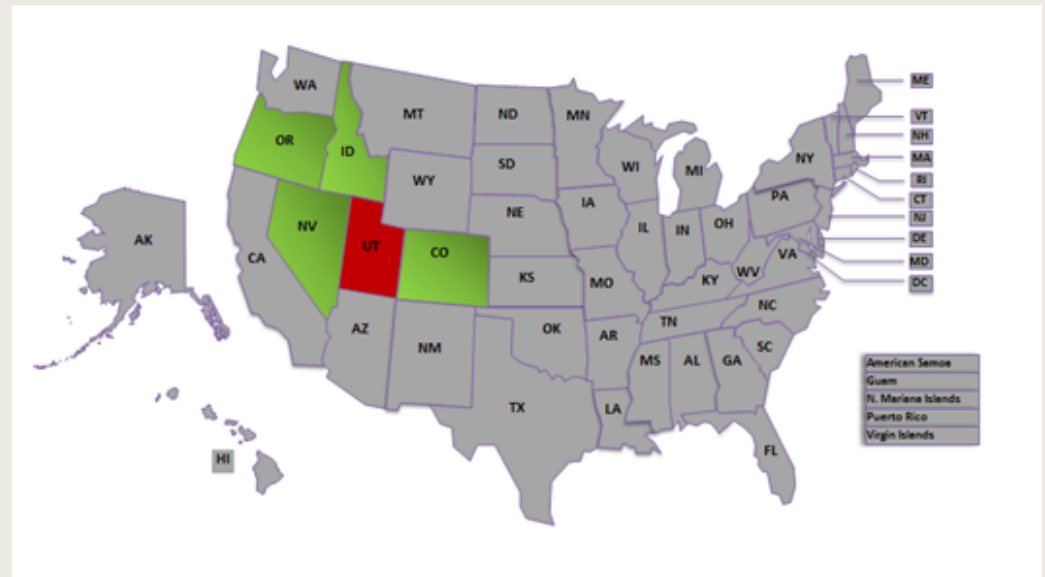- San Juan County
- Mountainland

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 and Louise
"Amazement and Appreciation"

- "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

Veterans in Your Community

Colorado's Veteran population

VETERAN POPULATION (as of 9/30/2015	State
Number of Veterans	409,000
Number of Women Veterans	47,000
Number of Veterans Age 65 and Over	170,000 (42%)

BENEFITS (as of 9/30/2015)	State
Number of Veterans Receiving Disability Compensation	92,333 (23%)
HEALTH CARE (as of 9/30/2015)	State
Number of Enrollees in VA Health Care System	158,756 (39%)
Number of Unique Patients Treated	100,614 (25%)

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:
http://www.advocacymonitor.com/acronyms-breakdown-from-the-ncil-veterans-subcommittee/

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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