Connecting Rural Aging Veterans to VA Benefits
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RURAL VETERANS
- 5.2 million (23%) of US military Veterans live in rural areas.
- 3 million rural veterans enrolled for Veterans Administration (VA) healthcare; 56% are 65 years or older.

2010 National Survey of Veterans
- 41.0% had basic understanding of their VA benefits.
- 20% had knowledge of specific benefits.
- 42% not aware of VA healthcare benefits.

Barriers to care:
- Limited services in rural areas.
- Travel and transportation difficulties.
- 43% do not have broadband access at home.

AGING & DISABILITY RESOURCE CENTERS (ADRC)
- Single entry points for long-term services and supports (LTSS)
- “No wrong door approach”
- Provide options counseling
- Person-centered
- Optimize LTSS needs and goals
- Potential access point for rural Veterans

2012 National ADRC Survey
- Do you regularly assess a caller’s Veteran status?

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

Program Goals
- Create an access point for rural Veterans.
- Train ADRC options counselors on VA benefits.
- Build relationships between ADRCs and VA.

Program Intervention
- In-depth VA benefit training for appointed ADRC employees.
- Training provided by local VA benefits experts.
- ADRC employees use new knowledge to serve rural Veteran clients.

Utah ADRC Pilot (2013-2016)
- 5 ADRCs serve 19 counties.
- 14/19 counties are entirely rural.
- 72% of Veterans ≥65 live in ADRC catchment.
- 74 hours of VA benefits training for appointed ADRC options counselors.
- Developed relationships between ADRC and VA employees for future questions and needs.

CASE EXAMPLE
- Clients: Veteran Couple – 94 year old man and 96 year old woman.
- Problems: Serious health issues, want to stay at home, never applied for VA benefits.
- Intervention: ADRC options counselor connected them to community and VA benefits.
- Results: Monthly disability compensation, VA healthcare, in-home services.
- Still living at home.

UTAH COVER to COVER PILOT RESULTS

Veterans served by ADRCs

<table>
<thead>
<tr>
<th>Program</th>
<th>FY13/14</th>
<th>FY15</th>
<th>FY16</th>
<th>Total*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans</td>
<td>584</td>
<td>748</td>
<td>1166</td>
<td>2498</td>
</tr>
<tr>
<td>Total Encounters</td>
<td>**</td>
<td>1554</td>
<td>3064</td>
<td>4618**</td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80+</td>
<td>289</td>
<td>347</td>
<td>505</td>
<td>1141</td>
</tr>
<tr>
<td>70-79</td>
<td>126</td>
<td>135</td>
<td>209</td>
<td>470</td>
</tr>
<tr>
<td>60-69</td>
<td>93</td>
<td>108</td>
<td>198</td>
<td>399</td>
</tr>
<tr>
<td>59-</td>
<td>12</td>
<td>26</td>
<td>56</td>
<td>94</td>
</tr>
<tr>
<td>Widow</td>
<td>73</td>
<td>132</td>
<td>198</td>
<td>403</td>
</tr>
</tbody>
</table>

Types of Referrals to VA Resources

<table>
<thead>
<tr>
<th>Program</th>
<th>FY13/14</th>
<th>FY15</th>
<th>FY16</th>
<th>Total*</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA Program Referrals</td>
<td>283</td>
<td>367</td>
<td>495</td>
<td>1,145</td>
</tr>
<tr>
<td>In-Home Services</td>
<td>57</td>
<td>246</td>
<td>360</td>
<td>663</td>
</tr>
<tr>
<td>Aid &amp; Attendance</td>
<td>269</td>
<td>274</td>
<td>441</td>
<td>984</td>
</tr>
<tr>
<td>Pension</td>
<td>164</td>
<td>178</td>
<td>235</td>
<td>577</td>
</tr>
<tr>
<td>Disability</td>
<td>85</td>
<td>132</td>
<td>407</td>
<td>567</td>
</tr>
<tr>
<td>State Nursing Homes</td>
<td>110</td>
<td>155</td>
<td>266</td>
<td>533</td>
</tr>
<tr>
<td>Burial Benefits</td>
<td>80</td>
<td>29</td>
<td>206</td>
<td>315</td>
</tr>
<tr>
<td>Total Referrals</td>
<td>1,048</td>
<td>1,383</td>
<td>2,410</td>
<td>4,841</td>
</tr>
</tbody>
</table>

* Represents the total number of unique Veterans seen
** Data not collected for entire duration of FY13/14

Satisfaction
84% of clients were satisfied with the service and would refer other Veterans.

EXPANSION
We are expanding to other states! Interested in learning more?
Contact us:
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Bret Hicken: bret.hicken@va.gov

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