



**COVER to COVER**

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

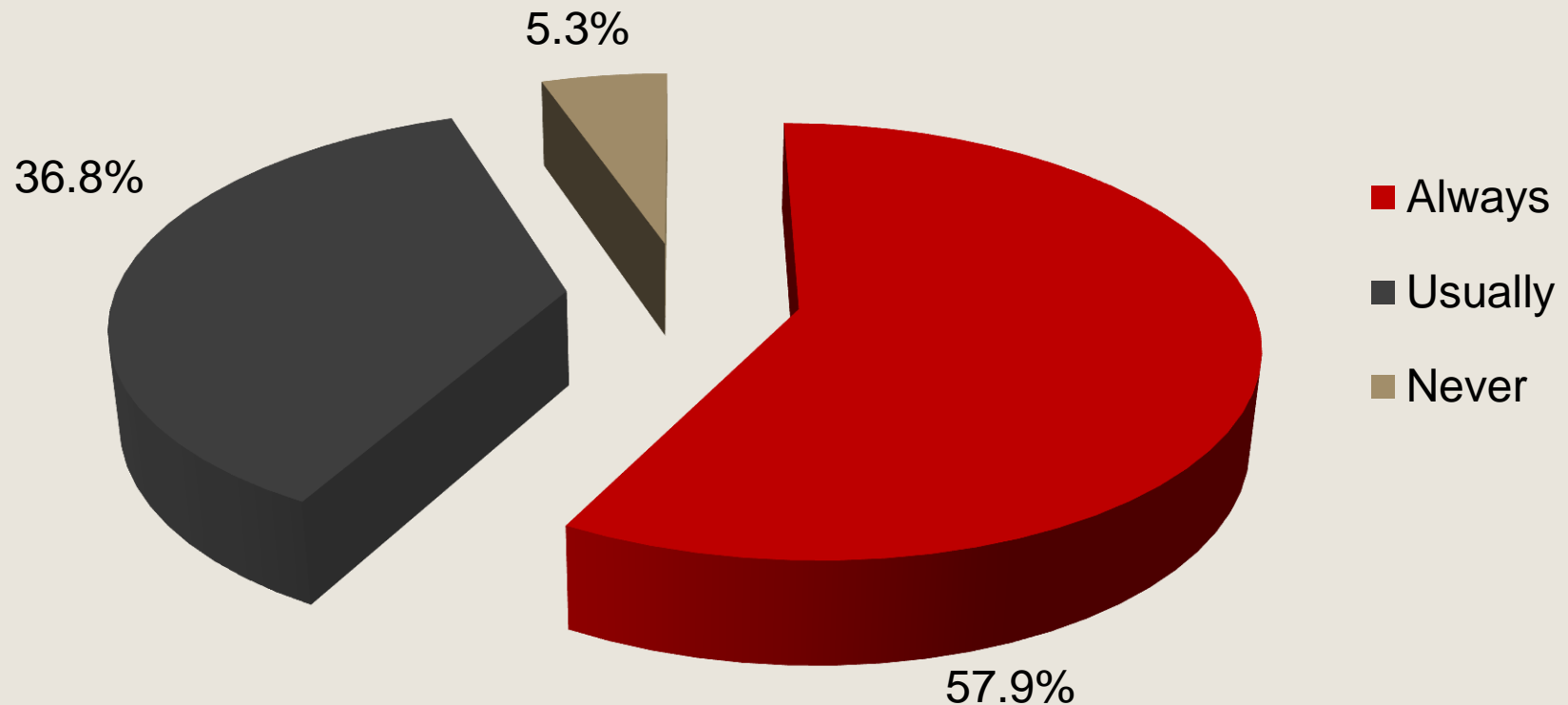


Have you served in the  
military?

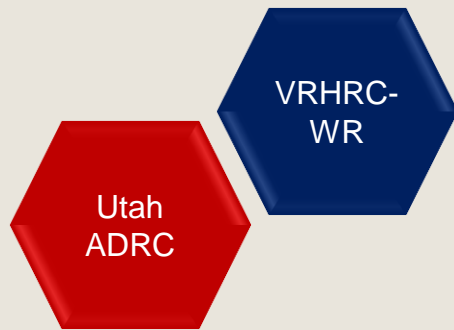
Do you have a family member who  
has served in the military?

# 2012 ADRC National Survey

**Do you regularly assess a caller's Veteran status?**

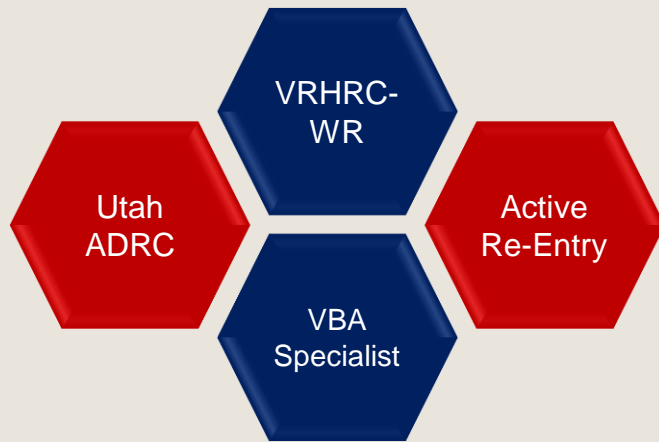


# 2012: Nationwide Needs Assessment



- Challenges
  - ▣ Rarely connect with VA to address Veteran needs
  - ▣ Lack basic information about most VA benefits
  - ▣ General awareness of VA information resources—not very helpful
  - ▣ Most positive feelings about VA resources with a personal contact at VA

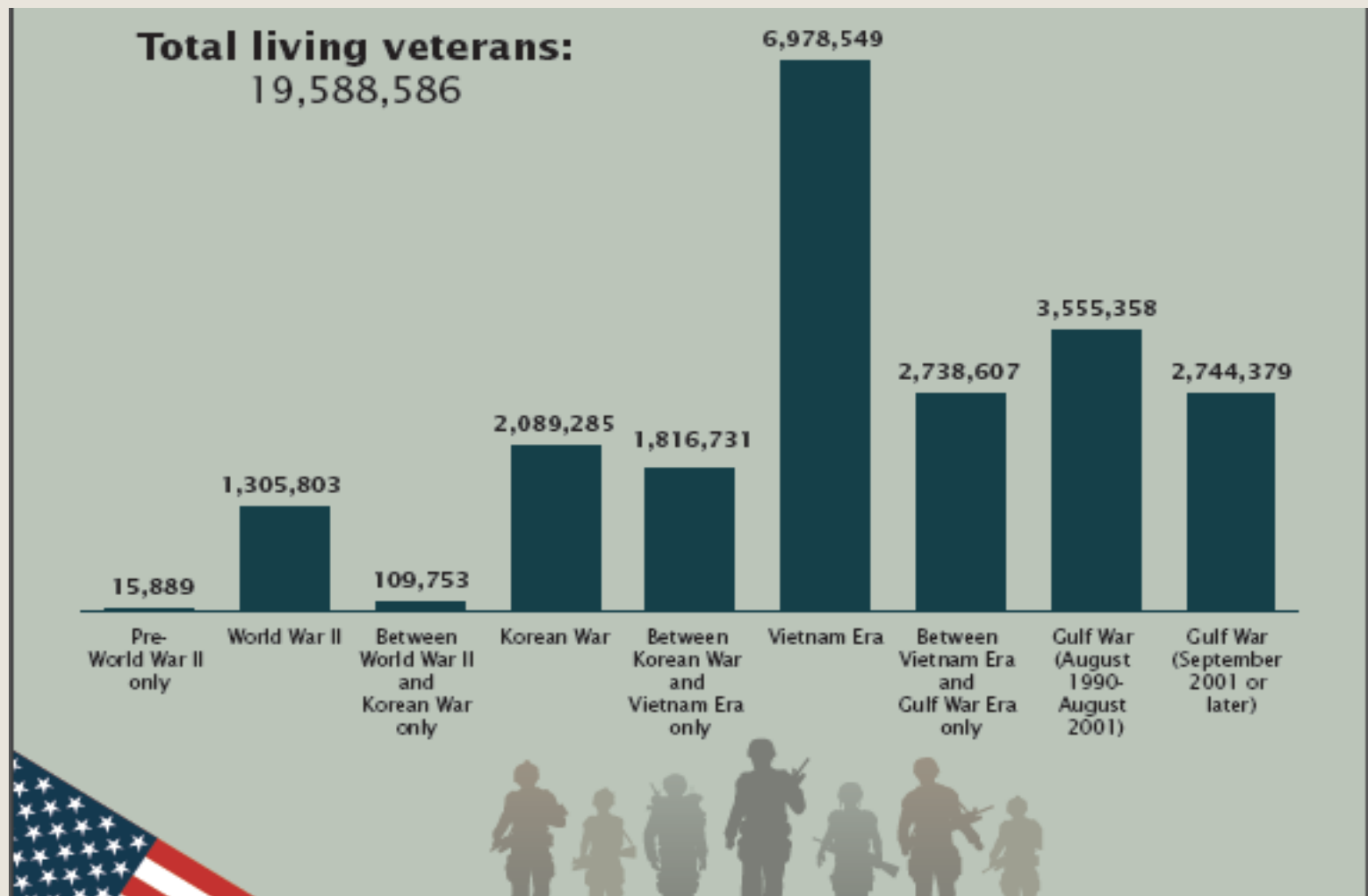
# 2012: First Contact



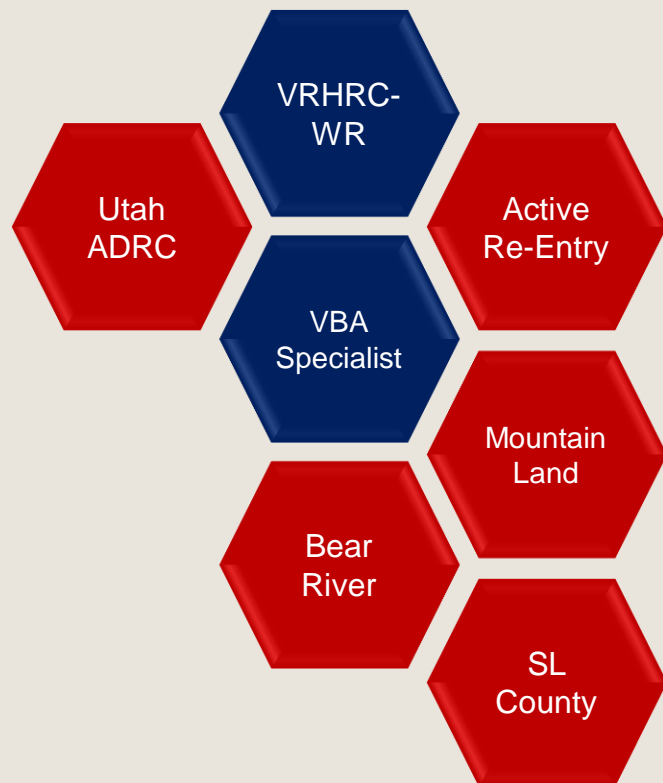
- Utah Active Re-Entry contacts VBA specialist about veteran outreach

**Agency Frustration in Veterans  
getting solicited for  
“Financial Planning”**

# 9 Million Veterans Over 65



# 2013: ORH Funds Pilot (4 ADRC Sites)



## □ Goals

- ▣ Create access point for rural Veterans
- ▣ Provide options counselors training in VA Benefits
- ▣ Build relationships with the VA and ADRC
- ▣ Expand to all Utah ADRC sites in rural areas
- ▣ Disseminate to ADRC programs nationwide

# Participating Area Agencies on Aging

## **Bear River - AAA**

Serving: Box Elder, Cache, Rich

## **Salt Lake Aging and Adult Services - AAA**

Serving: Salt Lake County

## **Mountainland - AAA**

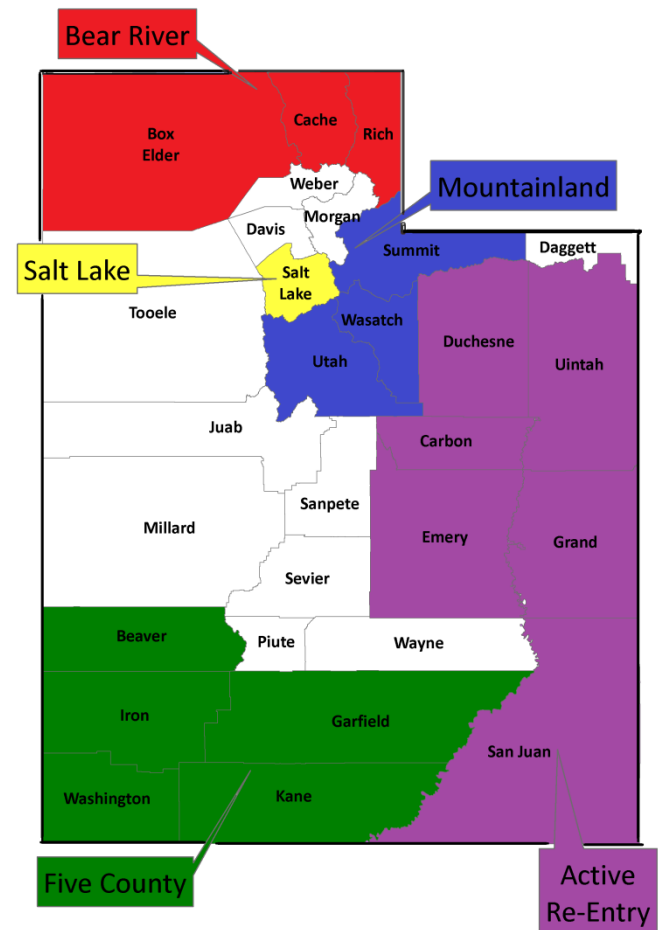
Serving: Summit, Utah, Wasatch

## **Active Re-Entry- CIL\***

Serving: Grand, San Juan, Uintah, Emery, Carbon, Duchesne

## **Five County - AAA**

Serving: Beaver, Garfield, Iron, Kane, Washington Counties





# This is NOT VD-HCBS



- ❑ Provides in-depth VA Benefits training to agency staff
- ❑ Creates a New Access Point for veterans
- ❑ Connects Veterans, Caregivers and Widows to the VA
- ❑ Now offers a No Wrong Door experience for agency veteran clients



LEARNING THE BASICS

# One VA-Three Agencies



Veterans  
Benefits  
Administration  
(VBA)



Veterans  
Health  
Administration  
(VHA)



National  
Cemetery  
Administration  
(NCA)

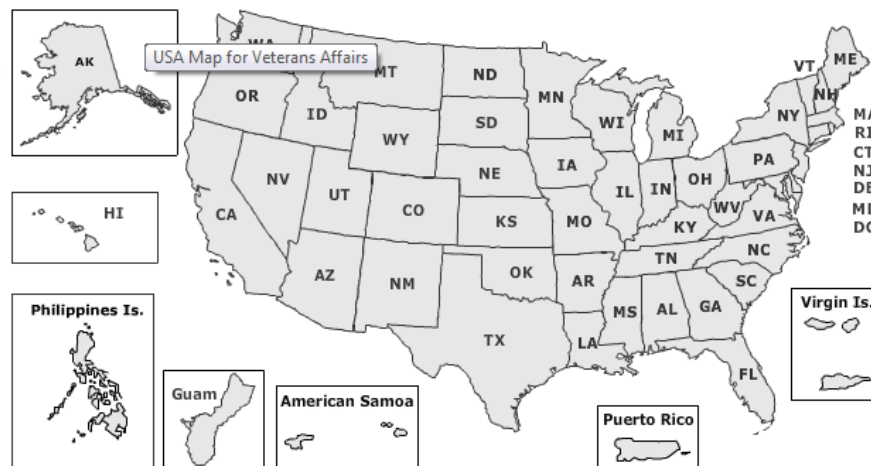
# State Offices of Veterans Affairs

## Locations

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

### State/Territory Veterans Affairs Offices

Alaska	Idaho	Montana	Puerto Rico
Alabama	Illinois	Northern Mariana Islands	Rhode Island
American Samoa	Indiana	Nebraska	South Carolina
Arkansas	Iowa	Nevada	South Dakota
Arizona	Kansas	New Hampshire	Tennessee
California	Kentucky	New Jersey	Texas
Colorado	Louisiana	New Mexico	Utah
Connecticut	Maine	New York	Vermont
Delaware	Maryland	North Carolina	Virgin Islands
District of Columbia	Massachusetts	North Dakota	Virginia
Florida	Michigan	Ohio	Washington
Georgia	Minnesota	Oklahoma	West Virginia
Guam	Mississippi	Oregon	Wisconsin
Hawaii	Missouri	Pennsylvania	Wyoming



<http://www.va.gov/statedva.htm>

# VA Trainings Hours = 1276

February 1, 2013 –April 30, 2015



VHA Healthcare

Mental Health

Caregiver Support

Aid & Attendance

Pension

VA Nursing Home

Burial Benefits

Disability Compensation



# VA Language Alphabet Soup

VHA NCA VSO

Branches of  
Veteran  
Affairs

DD-214

C-file UDVMA

C&P VBA

PTSD

“Fully Developed  
Claim”

10-10  
EZ

OEF/OIF

VISN

Presumptive Condition

VSO

CBOC

“Golden  
Ticket”

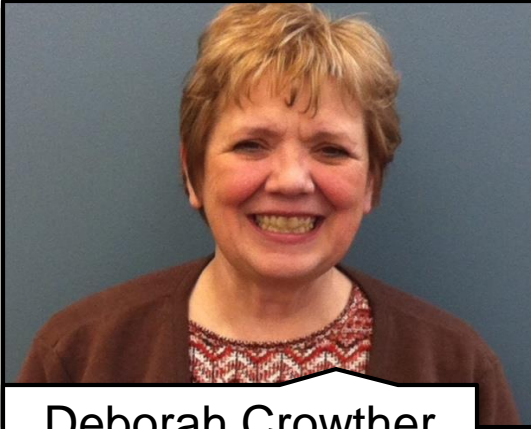
Military  
Culture

RO

TRIP Training

# Veteran Service Officers

## Experts in Public, Private & VA Programs



Deborah Crowther  
Bear River



Joey Allred  
Active Re-Entry



Melanie Haws  
Mountainland



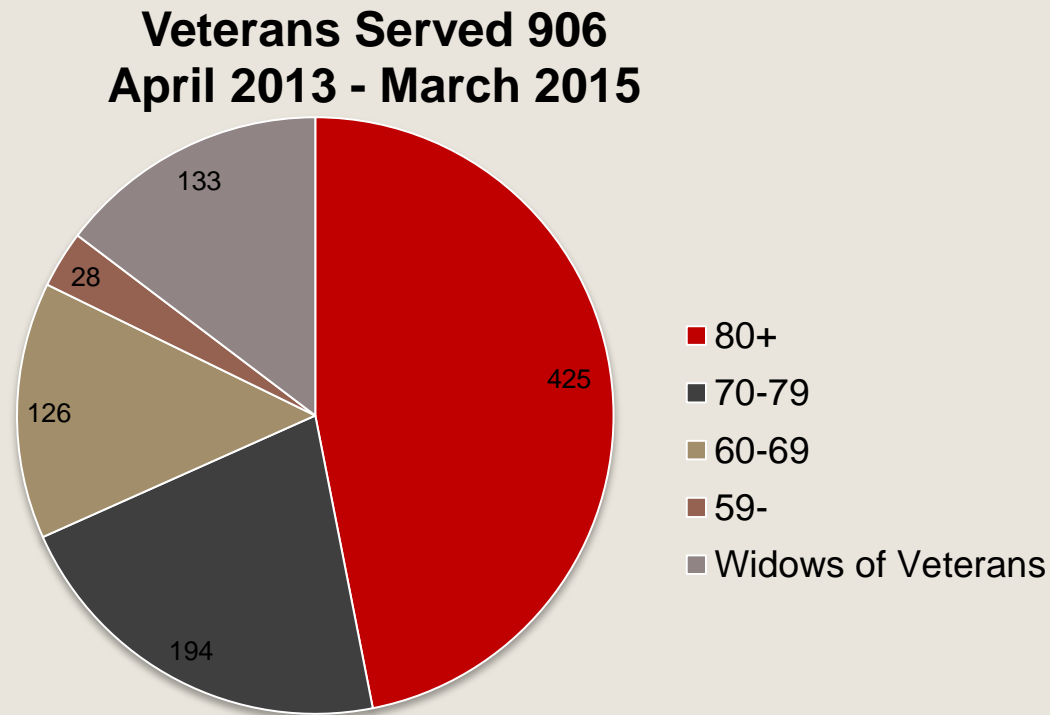
Stephanie Herrig  
SLCO



Rachel Stoddard  
SLCO

# Making a Difference

Who do we serve? Older Veterans, Caregivers, Widows



Many have **never** received VA Benefits or know that they are eligible



# Rubber Hits the Road

## 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 with our VA Benefits Specialist?”



# Connecting Veterans to VA Programs

- Veteran Healthcare Enrollment
- In-Home Services
- Disability Compensation
- Pension
- Aid & Attendance
- Veterans Homes
- Burial
- Widow Benefits

The image shows a sample of a VA Application for Health Benefits form. The form is titled "Department of Veterans Affairs APPLICATION FOR HEALTH BENEFITS" and is divided into two main sections: "SECTION I - GENERAL INFORMATION" and "SECTION II - MILITARY SERVICE INFORMATION".

**SECTION I - GENERAL INFORMATION**

1. VETERAN'S NAME (Last, First, Middle Name) \_\_\_\_\_

2. MOTHER'S MAIDEN NAME \_\_\_\_\_

3. GENDER ☐ MALE ☐ FEMALE

4. ARE YOU SPANISH, HISPANIC, OR LATINO? ☐ YES ☐ NO

5. WHAT IS YOUR RACE? (You may check more than one. Information is required for statistical purposes only.)

☐ AMERICAN INDIAN OR ALASKA NATIVE ☐ BLACK OR AFRICAN AMERICAN

☐ ASIAN ☐ WHITE ☐ NATIVE AMERICAN OR OTHER PACIFIC ISLANDER

6. SOCIAL SECURITY NUMBER \_\_\_\_\_

7. DATE OF BIRTH (mm/dd/yyyy) \_\_\_\_\_

7A. PLACE OF BIRTH (City and State) \_\_\_\_\_

8. PERMANENT ADDRESS (Street) \_\_\_\_\_

8A. CITY \_\_\_\_\_

8B. STATE \_\_\_\_\_

8C. ZIP CODE \_\_\_\_\_

8D. COUNTY \_\_\_\_\_

8E. HOME TELEPHONE NUMBER (Include area code) \_\_\_\_\_

8F. MOBILE TELEPHONE NUMBER (Include area code) \_\_\_\_\_

8G. E-MAIL ADDRESS \_\_\_\_\_

9. CURRENT MARITAL STATUS ☐ MARRIED ☐ NEVER MARRIED ☐ SEPARATED ☐ WIDOWED ☐ DIVORCED

10. I AM ENROLLING TO OBTAIN MINIMUM ESSENTIAL COVERAGE UNDER THE AFFORDABLE CARE ACT ☐ YES ☐ NO

11. WHICH VA MEDICAL CENTER OR OUTPATIENT CLINIC DO YOU PREFER? (For listing of facilities visit [www.va.gov/directory](http://www.va.gov/directory)) \_\_\_\_\_

12. WOULD YOU LIKE FC CONTACT YOU TO S: YOUR FIRST APPOINTMENT? ☐ YES ☐ NO

**SECTION II - MILITARY SERVICE INFORMATION**

1. LAST BRANCH OF SERVICE \_\_\_\_\_

1A. LAST ENTRY DATE \_\_\_\_\_

1B. LAST DISCHARGE DATE \_\_\_\_\_

1C. DISCHARGE TYPE \_\_\_\_\_

2. MILITARY HISTORY (Check yes or no)

A. ARE YOU A PURPLE HEART AWARD RECIPIENT? ☐ YES ☐ NO

B. ARE YOU A FORMER PRISONER OF WAR? ☐ YES ☐ NO

E. DID YOU SERVE IN SW ASIA DURING THE GULF WAR BETWEEN AUGUST 2, 1990 AND NOVEMBER 11, 1997? ☐ YES ☐ NO

F. DID YOU SERVE IN VIETNAM BETWEEN JANUARY 9, 1962 AND MAY 7, 1975? ☐ YES ☐ NO

# Basic Information to Apply for VA Benefits

- “Golden Ticket” Certified DD-214 (Discharge or separation papers)
  - 1) [www.archives.gov](http://www.archives.gov)
  - 2) State Department of Military Affairs
  - 3) County Recorder
- Marriage and Death Certificate (for Widows)
- Financial information (Checking information)
- Medical Records (Disability Comp/DIC)

# VA In-Home Services

Services help chronically ill or disabled Veterans of any age remain in their homes. Veteran can receive more than one service at the same time. **\*\*Must be enrolled in VA Healthcare\*\***

- ❑ **Adult Day Health:** VA can cover the cost of veteran going to Adult Day Care from approx 8am-5pm. (There may be \$15 co-pay)
- ❑ **Homemaker:** 1-2 times a week to help with laundry, light housekeeping, meal prep, if there are no family members who can help with this.
- ❑ **Home Health Aid Care:** Assist with bathing and changing the Veteran up to 7 days a week.
- ❑ **Respite Care:** VA can provide caregiving for 1-6 hour a day for a total of 30 days per calendar year in order to give caregivers a break.

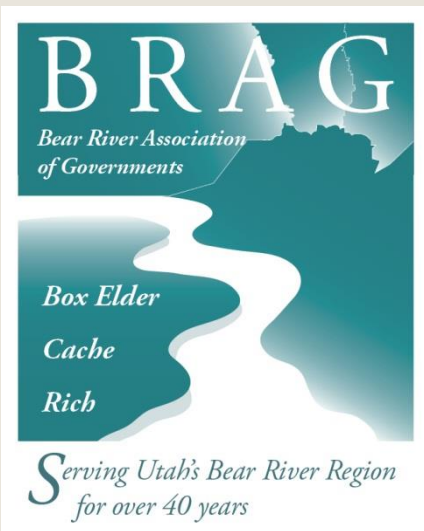
# Key VA Resources

Check out these websites

- ✓ [www.va.gov](http://www.va.gov)
- ✓ [www.va.gov/vetdata/veteran\\_population.asp](http://www.va.gov/vetdata/veteran_population.asp)
- ✓ [www.explore.va.gov](http://www.explore.va.gov)
- ✓ [www.ebenefits.va.gov](http://www.ebenefits.va.gov)
- ✓ [www.cem.va.gov](http://www.cem.va.gov)
- ✓ [www.va.gov/statedva.htm](http://www.va.gov/statedva.htm) (find your State Office)

Did you know the VA has a **YouTube Channel**?  
Good stuff! @ U.S. Department of Veteran Affairs

# Model Partnership



Deborah Crowther



Larry Dawson



**Collaboration in Veteran Outreach**

# New Bridge for Agencies

“A Bridge between Community Agencies  
and the VA  
get Veterans Connected to Services”





# Finding VA Partners

- ❑ Finding Supporters
- ❑ Introducing your agency
- ❑ Understanding the Gaps: what the VA offers and what it does not
- ❑ Requesting Training for AAA/ADRC staff
- ❑ Asking for Direct Phone Numbers
- ❑ Learning VA Programs and Navigating the System
- ❑ Tracking clients – DATA
- ❑ Commitment to provide better service to veterans



# WARNING: Obstacles Ahead!



Remember the Common Goal:

-Providing better service to Veteran Clients-

# Overcoming Obstacles

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- Finding direct VA contacts (Training Requests)
- Agency building trust with the veteran
- Agency building trust with the VA
- Learning the VA Language
- Understanding Military Culture

# Trainings, Partnerships take....



And  
Patience!

# Reach out to your VA Partners



# What We Learned Along the Way

- Veteran Affairs have many silos
- 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
- Collecting specific data outcomes

# Unexpected Outcomes

- Endorsement from VBA for VA on-line TRIP training
- Sponsorship from the Utah Department of Veteran and Military Affairs for Veteran Service Officer (VSO) accreditation
- Invitations to VA trainings
- Potential to self refer to the VD-HCBS program
- Divert veterans from State Programs to VA Programs
- ADRC Staff were eager and enthusiastic to receive VA Benefits training

# Celebrate!

In May 2015, VA Office of Rural Health selected this project as the #1 “Promising Practice”

In FY16 the model will be expanded to 2-3 additional states. Funding supports time for VA Benefit Training, working with veterans, and outreach events.





# Thank You for your Service!



Jennifer Morgan, ADRC Director/VA Project Lead [jen.morgan@utah.edu](mailto:jen.morgan@utah.edu)