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?

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

Total living veterans: 19,588,586

- Pre-World War II only: 15,889
- World War II: 1,305,803
- Between World War II and Korean War only: 109,753
- Korean War: 2,089,285
- Between Korean War and Vietnam Era only: 1,816,731
- Vietnam Era: 6,978,549
- Between Vietnam Era and Gulf War Era only: 2,738,607
- Gulf War (August 1990-August 2001): 3,555,358
- Gulf War (September 2001 or later): 2,744,379

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
- Rhode Island
- Northern Mariana Islands
- Alabama
- Illinois
- Nebraska
- South Carolina
- South Dakota
- American Samoa
- Indiana
- Nevada
- Tennessee
- Arizona
- Iowa
- New Hampshire
- Texas
- Arkansas
- Kansas
- New Jersey
- Utah
- Colorado
- Louisiana
- New York
- Vermont
- Connecticut
- Maine
- North Carolina
- Virgin Islands
- Delaware
- Maryland
- North Dakota
- Virginia
- District of Columbia
- Massachusetts
- Ohio
- Washington
- Florida
- Michigan
- Oklahoma
- West Virginia
- Georgia
- Minnesota
- Oregon
- Wisconsin
- Guam
- Mississippi
- 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
- C&P
- VBA
- DD-214
- PTSD
- UDVMA
- 10-10 EZ
- OEF/OIF
- CBOC
- RO
- TRIP Training
- "Fully Developed Claim"
- "Golden Ticket"
- VISN
- Presumptive Condition
- Military Culture
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

Veterans Served 906
April 2013 - March 2015

- 80+ (425)
- 70-79 (194)
- 60-69 (126)
- 59- (133)
- Widows of Veterans (28)

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?”

Appointment Request
Connecting Veterans to VA Programs

- Veteran Healthcare Enrollment
- In-Home Services
- Disability Compensation
- Pension
- Aid & Attendance
- Veterans Homes
- Burial
- Widow Benefits
Basic Information to Apply for VA Benefits

- “Golden Ticket” Certified DD-214 (Discharge or separation papers)
  1) 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.

www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp
Key VA Resources

Check out these websites

✓ www.va.gov
✓ www.va.gov/vetdata/veteran_population.asp
✓ www.explore.va.gov
✓ www.ebenefits.va.gov
✓ www.cem.va.gov
✓ 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

- 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!

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