Serving Veterans

1. Understand Military Language and Culture

2. Learn how to navigate the VA system

3. Build VA partnerships
Do you ask the person seeking help if he/she is a Veteran?

- Always: 53% (48 participants)
- Usually: 19% (17 participants)
- Occasionally: 20% (18 participants)
- Never: 9% (8 participants)

Participants: 91
If so, are you more likely to ask:

- Have you served in the military? 35%
- Are you a Veteran? 51%
- Ask another way 14%

Answered: 80
Why is asking the right question important?

➢ Those who have served do not always identify as a “Veteran”
➢ Help Veterans feel understood and respected for their military service
➢ Build rapport and trust with Veteran clients
➢ Make effective referrals to Veteran-specific programs
➢ Identify military widows – they could be eligible for benefits
Barriers to helping Veterans

- Veterans are unclear about benefits offered by the VA
- Agencies don’t know where to refer Veterans
- Often older Veterans or spouse can’t find discharge papers
- Agency staff have a lack of knowledge of VA benefits
- Are there benefits if a Veteran did not serve during a war time era?
- How do VA benefits work with Medicare?
- VA pharmacy benefits and Part D with LIS
- Access to in-home care and services
- Issues of trust
Military Lingo – Not All “Soldiers”

- Soldier
- Seaman
- Airman
- Marine
- Guardsman
Learning a New Culture and Language

There are 356,000 Veterans employed at the VA – 89% work at Veterans Health Administration. Veterans may be your clients and those you are building partnerships with.

- On-line training
- Ask the VA to provide a presentation
- Veterans working in your agency
War Time Eras

- World War I (April 6, 1917 – November 11, 1918)
- World War II (December 7, 1941 – December 31, 1946)
- Korean conflict (June 27, 1950 – January 31, 1955)
- Gulf War (August 2, 1990 – through a future date to be set by law or Presidential Proclamation)

Remember: NOT all benefit eligibility is based on serving during a War Time Era
Making a Difference

Deborah story of Veteran

Before Connecting to VA
➢ Enrolled in Medicaid and Medicare
➢ Eligible for Section 8 housing
➢ Food Pantry
➢ Not enough money for gas to get to appointment
➢ Income $1,500 per month

After VA Service Connection Disability
➢ Enrolled in Medicare and VA Healthcare
➢ Planning on purchasing a home using VA home loan
➢ No longer living check to check
➢ Income $4,639 per month
Finding Resources - VA Community Map
Navigating the VA  https://va.gov/
Three Branches – Called Administrations

Veterans Health Administration (VHA)
Veterans Benefit Administration (VBA)
National Cemetery Administration (NCA)
Finding VA contacts

TIP! The Regional Office “RO” is the same as VBA – Veterans Benefit Administration

State and Local Resources

VA has many resources available for Veterans and family members. See our locations listings for your nearest facility. Additional state and local resources are available through State Veteran Affairs offices and Veterans Service Organizations.

Locations

- Hospitals and Clinics
- VA Medical Centers Map Factsheet
- Vet Centers
- Regional Benefits Offices
- Regional Loan Centers
- Cemetery Locations

return to top
Veterans Integrated Service Networks (VISN):

VISN 1: VA New England Healthcare System
VISN 2: New York/New Jersey VA Health Care Network
VISN 4: VA Healthcare - VISN 4
VISN 5: VA Capitol Health Care Network
VISN 6: VA Mid-Atlantic Health Care Network
VISN 7: VA Southeast Network
VISN 8: VA Sunshine Healthcare Network
VISN 9: VA MidSouth Healthcare Network
VISN 10: VA Healthcare System
VISN 12: VA Great Lakes Health Care System
VISN 15: VA Heartland Network
VISN 16: South Central VA Health Care Network
VISN 17: VA Heart of Texas Health Care Network
VISN 19: Rocky Mountain Network
VISN 20: Northwest Network
VISN 21: Sierra Pacific Network
VISN 22: Desert Pacific Healthcare Network
VISN 23: VA Midwest Health Care Network
VISN 9: VA MidSouth Healthcare Network

VISN | VA Health Care System | VA Medical Center | Outpatient Clinic | Community Based Outpatient Clinics | Vet Center

VISN

VISN 9: VA MidSouth Healthcare Network (Nashville, TN)

return to top

VA Health Care System

Lexington VA Medical Center (Lexington, KY)
Tennessee Valley Healthcare System (Nashville, TN)

return to top

VA Medical Center

Lexington VAMC: Cooper Division (Lexington, KY)
Lexington VAMC: Leestown Division (Lexington, KY)
Memphis VA Medical Center (Memphis, TN)
Mountain Home VAMC/Johnson City (Mountain Home, TN)
Robley Rex VA Medical Center (Louisville, KY)
Tennessee Valley Healthcare System - Alvin C. York (Murfreesboro) Campus (Murfreesboro, TN)
Tennessee Valley Healthcare System - Nashville Campus (Nashville, TN)

return to top

Outpatient Clinic

Bristol, Virginia OPC (Bristol, VA)
Charlotte Avenue (Nashville) VA Clinic (Nashville, TN)
<table>
<thead>
<tr>
<th>Service</th>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensated Work Therapy</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511 Ext. 3162</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Lexington VA Medical Center</td>
<td>859-281-4848</td>
</tr>
<tr>
<td>Enhanced RANGE Program</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511 Ext. 3176</td>
</tr>
<tr>
<td>Former Prisoners of War Program</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511 Ext. 3953</td>
</tr>
<tr>
<td>Health Benefits Center</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511 Ext. 4948</td>
</tr>
<tr>
<td>Hospice and Palliative Care</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511 Ext. 4116</td>
</tr>
<tr>
<td>Lexington Phone Operator</td>
<td>Lexington VA Medical Center</td>
<td>859-233-4511</td>
</tr>
<tr>
<td>New Patient Scheduling</td>
<td>Lexington VA Medical Center</td>
<td>859-281-4948</td>
</tr>
<tr>
<td>Parkinson’s Disease</td>
<td>Lexington VA Medical Center</td>
<td>859-281-4920</td>
</tr>
<tr>
<td>Pastoral Care</td>
<td>Lexington VA Medical Center</td>
<td>859-281-4910</td>
</tr>
<tr>
<td>Patient Advocate</td>
<td>Lexington VA Medical Center</td>
<td>859-381-5905</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Lexington VA Medical Center</td>
<td>859-281-4811</td>
</tr>
</tbody>
</table>

**Local Contacts**
- Enrollment and Eligibility
- Social Worker
- Geriatric Social Worker
- Public Affairs
- Caregiver Program
- Homeless
- State Department of Veteran Affairs
VA Healthcare Benefits

- Primary Care
- Specialty and Inpatient Care
- Preventive Health Care
- Pharmacy Benefits
- Emergency Care
- Diagnosis and Treatment for Mental Health and Substance Abuse
- Surgical Care and Organ Transplantation Rehabilitation
- Nursing Home Care
- Home Health Care
- Respite and Hospice Care
- Readjustment Counseling
- Blind Rehabilitation Services
Building Trust

What to Ask After Have you Served in the Military?

- When did you Serve?
- Where did you Serve?
- What Branch of the Military did you serve in?
- What was your job while serving?
- Have you ever enrolled at or connected to the VA for services or support?
- Have you ever enrolled in VA for health care?
- If you are low income and served during a war time period did you know you could be eligible for pension?
Questions
CHECK OUT THESE RESOURCES!


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

VA Veteran Data [https://www.va.gov/vetdata/stateSummaries.asp](https://www.va.gov/vetdata/stateSummaries.asp)


Home and Community Based Services [https://www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp](https://www.va.gov/GERIATRICS/Guide/LongTermCare/Home_and_Community_Based_Services.asp)

For more information:

Jennifer Morgan – COVER to COVER Program Manager, NCOA Consultant
Jen.morgan@usu.edu
Deborah Crowther – Bear River AAA, BEC deborahc@braq.utah.gov