



A
Doorway to
Helping Rural Veterans
Navigating the VA & Understanding Military Culture

*Presented by:
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2012 Identifying Gaps

A Survey to Agencies:

2012 National ADRC Survey

- 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

A Survey to Veterans:

2010 VA Report

Only 41% of Veterans stated they understood their VA Benefits “a lot” or “some”

Veteran’s misperceptions

- Believe income is too high for any assistance
- Aren’t eligible because they didn’t serve in combat
- Other Veterans are more deserving

COVER to COVER Program

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

- Train community agency staff on VA benefits
- Create a New Access point for Veterans within their communities
- Build relationships between community agencies, State Veteran Agencies and the VA

VA Benefits Training

VA Organizational Structure

Service Branches

Military Culture

VHA Healthcare

VHA In-Home Services

Caregiver Support

Pension

Aid & Attendance

Burial Benefits

Disability Compensation

Home Modifications

VA State Nursing Home

Vet Centers

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

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*

VHA: Community-Based Outpatient Clinic (CBOC or VA Clinic)

The Veterans Health Administration (VHA) has over 8,000 CBOCs and continue to expand in rural areas.

Find the CBOC (VA Clinic) nearest you:

<https://www.va.gov/find-locations/?facilityType=health>

*Typically Veterans need to have their first appointment at a VA Medical Center, however, due to COVID an expansion of Telehealth there may be exceptions

Community Care – Support in Rural Areas

Urgent Care website:

https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp From this website you can also see the emergency care website.

The urgent care card is something all Veterans should print out to take with them to their urgent care appointment and to the pharmacy as it explains to providers what to

do. https://www.va.gov/COMMUNITYCARE/docs/programs/UC_Assistance_Cards.pdf#

*Veterans MUST be ENROLLED in VA Health Care and may depend on Priority Group

State Department of Veterans Affairs

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

Department of Military and Veterans Affairs

About DMVA Military Affairs Veterans Affairs Veterans Homes

Donate

Events Calendar

Veterans Registry

Register To Vote

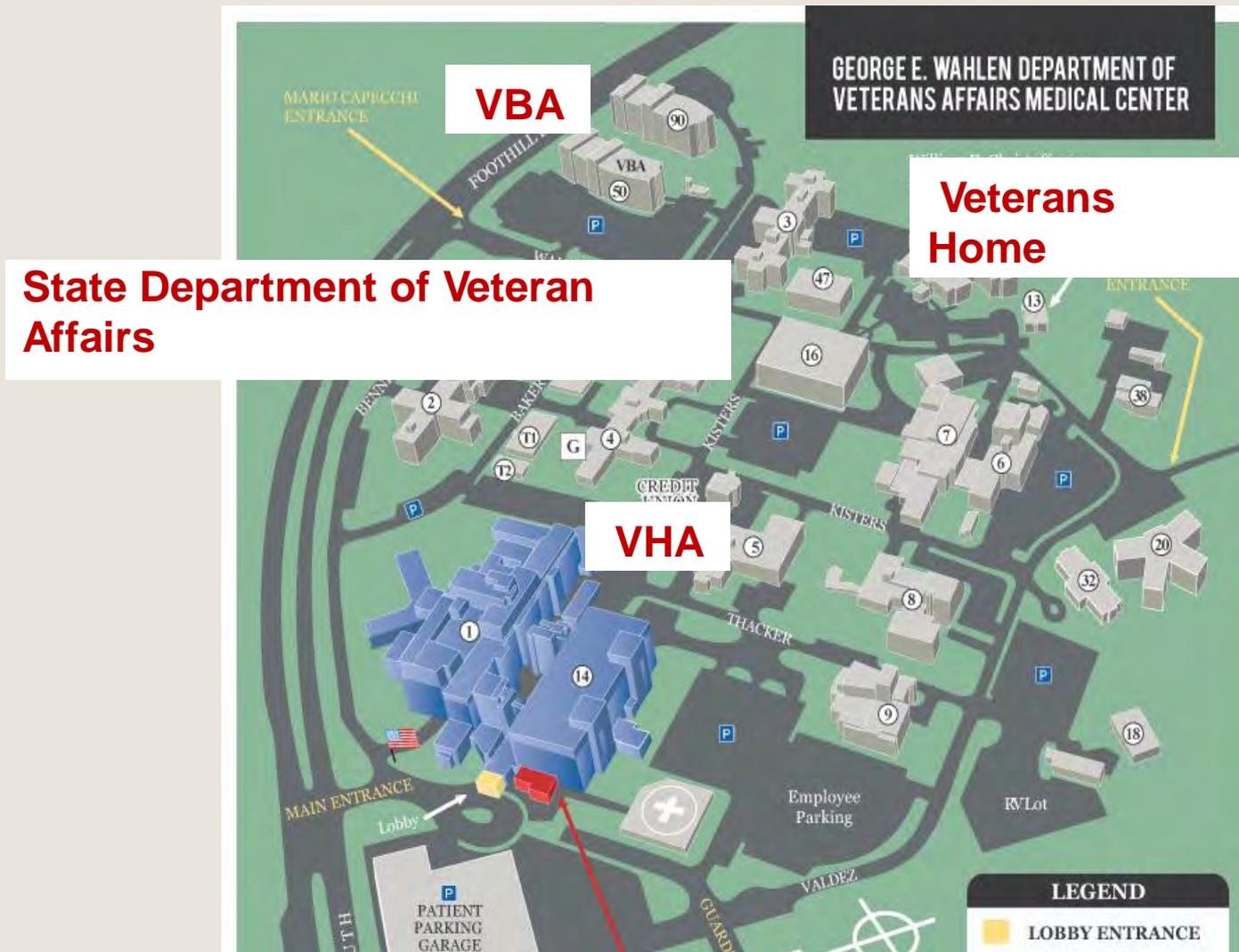
Military Family Education

Contact Your County Director

Veterans Crisis Line

Find a Veteran Service Officer (VSO):
Assistance with VBA Claim submission

Salt Lake City “The VA”



Navigating your local VHA or VAMC



Top Bar – Federal Branches and General Information

- Health
- Benefits
- Burials & Memorials
- About VA
- Resources
- Media Room
- Locations
- Contact Us

VA » Health Care » Roseburg VA Health Care System

Roseburg VA Health Care System

Home

▶ Patients & Visitors

Become a Patient

Appointments

▶ Locations & Directions

▶ Compare your VA Facility

▶ Health Care Services

Health Care Providers

▶ News & Events

Jobs & Careers

▶ About Us

▶ Contact Us

Volunteer or Donate

▶ Operating Status

Left Side in Grey – LOCAL INFO & Numbers



Coronavirus

For VA-specific information: Read our [coronavirus FAQs](#) and [public health response](#), or use our [coronavirus chatbot](#).

Prepare for a visit: Everyone entering our facilities is screened, and visitors are limited. Face coverings are mandatory. Please contact us first before going to any of our locations. For some needs, you may be able to get care at home by phone or video.

For the latest coronavirus information: Visit the [CDC website](#).



How pregnant Veterans can navigate COVID-19

[Learn more »](#)

Roseburg VA Health Care System
913 NW Garden Valley Blvd
Roseburg, OR 97471
541-440-1000 | 800-549-8387
[Directions](#)

Enrolling in VA Health Care

The VA Health Care Enrollment form is ONLY 2 pages!

BUT the Veteran MUST have a DD214



Become a Patient

All Veterans are encouraged to enroll in the VA Health Care System. To begin the process, please complete an [Application for Health Care Benefits](#). You can submit the form online, or you may print the form and mail it to us at:

Portland VA Medical Center
Business Office - Eligibility
3710 SW US Veterans Hospital Rd.
Portland, OR 97239

You can also go to any of the VAPORHCS locations listed on [THIS WEB PAGE](#) for enrollment services and support.

Whether mailing or bringing your application, please include the following items —

- a copy of both sides of your current insurance card (including Medicare or Medicaid)
- a copy of your DD214, 'Armed Forces Report of Transfer or Discharge'
- (Purple Heart recipients only) a copy of your award letter if 'Purple Heart' is *not* noted on your DD214

To speak to someone in our eligibility office, please call (503) 220-8262, ext. 55000

Changing Agency Protocol

Instead of Asking consumers:

“Are you a Veteran?”

Ask:

“Have you or a loved one served in the Military?”

- “Have you ever accessed your Veteran benefits?”
- “Have you ever enrolled in the VA for health care?”
- “When did you serve?”

Why is asking the question important?

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

Questions?



Understanding Military Culture 101



Understanding Military Culture 101

Esprit de Corp:

1. a sense of unity and of common interests and responsibilities, as developed among a group of persons closely associated in a task, cause, enterprise, etc.
2. consciousness of and pride in belonging to a particular group; the sense of shared purpose and fellowship
3. The feeling of camaraderie among members of a group or an organization: from the French meaning “Group Spirit”



Understanding Military Culture 101

More than a job or a career

We all understand a job is something we do to pay the bills until we discover what we want to be when we grow up and then start our careers. But the military is a 24/7 life style; there is no nine to five quitting time. A soldier is “on” all day every day and has given up many of their own freedoms to protect your freedoms.

If you don't like your job you can just quit. But, a soldier has a moral and legal obligation to fulfil his/her contract. The military lifestyle is one of community and camaraderie with whole families involved and committed to the overall mission of protecting America.

This is why the mindset of a veteran is vastly different than someone who has never served. A veterans world view and how they prioritize their lives will often also be completely different than a non-veteran as well.

Understanding Military Culture 101

The Great Sacrifice

Both the soldier and their families sacrifice their free will and a lot of time apart from each other during training deployments. There is also the constant moving from base to base and school to school. This along with the deployments into combat zones can take a toll on the soldier, their marriages and their family life. Studies have concluded that the stress of combat and the nature of military service makes the military one of the highest divorce rate occupations.

There is also the bigger sacrifice of possible loss of life or limb. It is because of this voluntary sacrifice that veterans will compartmentalize their feeling and their inner thoughts for fear that they will be seen as weak if they express them out loud or ask for help. They view what happens to them as their fault or their choice. Therefore, they will “suck it up!” and deal with it alone.

Understanding Military Culture 101

Core Values

All of the military branches have their own set of core values. However, they are all similar and they all share “Honor” as one of those core values:

Army: Loyalty, Duty, Respect Selfless Service, Honor, Integrity, Personal Courage

Navy and Marine Corps: Honor, Courage, Commitment

Airforce: Integrity, Service Before Self, Excellence, Honor

Coast Guard: Honor, Respect, Devotion to Duty

Honor is repeated in each because it encompasses the true meaning of service.

Dictionary.com defines honor as:

1. honesty, fairness, or integrity in one's beliefs and actions:
2. high respect, as for worth, merit, or rank:
3. high public esteem; fame; glory:
4. the privilege of being associated with or receiving a favor from a respected person, group, organization, etc.:



Understanding Military Culture 101

Military Traits

To understand military culture is to understand the military traits that make up that culture. Many words thrown around in the workplace or in civilian culture fail to grasp the true meaning to a soldier or veteran. Words like diversity and tolerance; a soldier has a firm understanding of what it means to be diverse. They have to go to battle with people from all different races, cultures and religions. They have to look out for each other on the battle front and trust the person next to them regardless of their ethnicity, gender, religion or age. In the Army we had a saying “The only color we see is green” which was the color of the uniform each soldier was wearing... I guess today it would be the only color we see is desert tan.

Other Traits:

Highly Structured
Code of Conduct
Strong Work Ethics

Mission/purpose driven
Loyalty
Disciplined

Esprit de Corps
Team Work
Self-reliance



Understanding Military Culture 101



My Story: Growing up (and getting older) in the Military



Understanding Military Culture 101

Although there is competition between services. Veterans will band together with a life long bond

ARMY STRONG!



NEW NAVY PT

MARINES ARE THE ULTIMATE BUMS



THEY'LL SLEEP ANYWHERE, EAT ANYTHING, AND ASK YOU FOR DIP, CIGARETTES, MONEY AND ALCOHOL

U.S. COAST GUARD



PLAYING PRETEND NAVY SINCE 1915

Meanwhile, In the Air Force...



"Pew! Pew! Pew! hehe"

"I know, HA!!"

"OMG, I'm all like- PEW!!PEW!!"

"Pew! Pew! We are so getting Subway after this K?"

Learning a New Culture and Language

- Participate in On-line training modules
<https://psycharmor.org/military-culture-school/>
- Invite the VA staff to provide a presentation at your staff meeting
- Ask those in your agency that have served in the military to share more about military culture

VA Acronyms – New Language

- Department of Veteran Affairs (VA)
- Veterans Health Administration (VHA)
- Veterans Benefits Administration (VBA)
- National Cemetery Administration (NCA)
- Veterans Affairs Medical Center (VAMC)
- Veteran Service Officer (VSO)
- Veteran Administration Central Office (VACO)
- Aid & Attendance (A&A)
- Community Based Outreach Clinic (CBOC)
- Regional Office (RO) (is also known as VBA office)
- Discharge or Separation Papers (DD214)
- Golden Ticket = DD214 (cannot receive services or benefits without it)
- Department of Military and Veteran Affairs - DMVA
- Veterans Integrated Service Network – VISN
- Military Occupational Specialty – MOS

Military Lingo

https://www.va.gov/VETSINWORKPLACE/docs/em_termsLingo.asp

Thank you for your
Service!



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additional resources at www.utadrc.org
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