

**70% of Veterans seeking help from COVER to COVER agencies have never enrolled in VA benefits.**

**VA**



U.S. Department  
of Veterans Affairs  
Veterans Health  
Administration



# COVER to COVER

## Impact to Veterans & families

COVER to COVER creates a local resource for many Veterans who are not aware of VA benefit options. Veterans have access to information from trusted agencies in their own communities.

- Local access point for benefit information (VA, public, private)
- Access to personalized benefits counseling in the community where they live
- Education about benefits previously unknown to Veterans
- Assistance with the application process
- Follow-up throughout application process

*“I have had many family members and clients grateful for the information and understand the VA enrollment process better so we don't only have to rely on our Aging Service programs but VA specific programs as well.”*

*— McKenzie Callista Scott,  
Salt Lake County Aging*

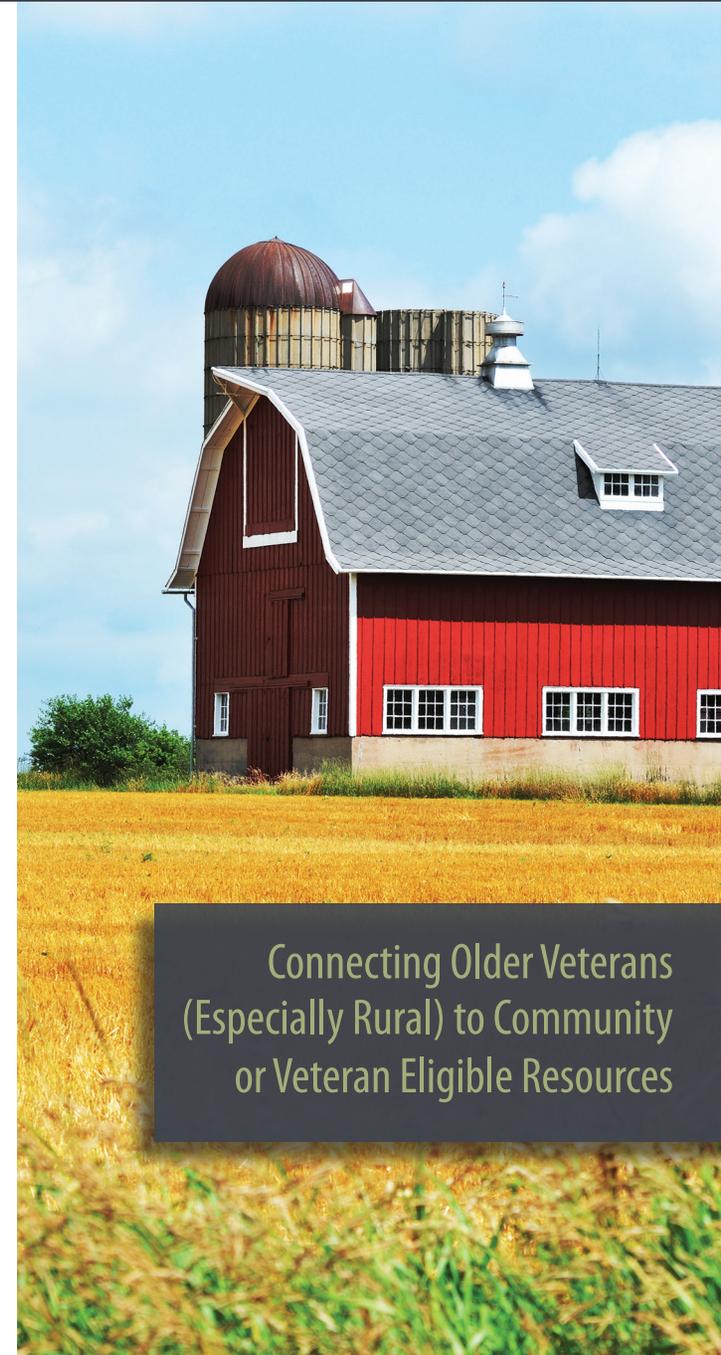


## Do You Want to Make A Difference?

Contact [c2c@va.gov](mailto:c2c@va.gov) to learn more about bringing the COVER to COVER program to your area.



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

## COVER to COVER creates an access point for Veterans to connect to VA and local benefits in the communities where they live.

Many Veterans are not aware of the benefits they can receive from the Department of Veterans Affairs (VA). Instead of looking to the VA for assistance, they seek help from community resources during times of need.

The COVER to COVER program is a Veterans Health Administration Office of Rural Health initiative to assist rural Veterans with gaining access to benefits from the VA and their local community. Developed in Utah, COVER to COVER emphasizes partnerships between the VA, State Veterans Agencies, and community partners such as Aging and Disability Resource Centers, Area Agencies on Aging, and Centers for Independent Living. The COVER to COVER partnership creates a **“no wrong door”** experience for Veterans and their families when they seek assistance with benefits and services at community agencies.



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



### Impact on Community Agencies & Staff

With extensive VA benefits training, community agencies are able to provide a **“no wrong door”** experience to Veteran clients.

- Improve awareness and knowledge of VA and state Veterans programs
- Increase confidence in working with Veterans
- Add VA and state Veterans benefits to the menu of long-term service and support options
- Create strong relationships with resourceful VA partners

*“We built relationships by working events together, filling the service gaps with experts from the VA and Community Agency.”*

*— Joey Allred, Active Re-Entry*

### Impact on VA & State Veterans Agencies

Partnerships with community agencies expand the network for Veterans to learn about benefits and how to connect to the VA.

- Increase pride, public trust, and confidence in the VA
- Strengthen outreach to Veterans
- Improve connections to services the VA does not offer
- Effective outreach to rural areas
- Improve service to Veterans and their families

*“This effort has allowed us to connect with Veterans in new ways and assist in their access to benefits which they have earned due to their service to our great country.”*

*— Gary Harter, Executive Director of Utah Department of Veteran and Military Affairs*

