



Board Summary Report

Date: 01/06/2020
To: Board of County Commissioners
Through: Don Klemme, Community Resources Department Director
From: T.J. Westphal, County Veterans Service Officer
Subject: Veterans Service Officer Summary Report

Direction/Information:

The purpose of this report is to communicate the services provided to veterans and their families by the Arapahoe County Veterans Service Officer during the month of December, 2019.

Background

The Colorado Department of Veterans Services requires assistance to veterans and their families in compliance with Sections 28-5-801 et seq., Colorado Revised Statutes, in receiving their benefits such as, but not limited to:

Burials:

- Provide veterans within Arapahoe County the information regarding their burial allowance
- Advise and assist family members of veterans collection of death pension

Health Services:

- Assist veterans in processing claims for medical benefits
- Assist and coordinate with veterans' Medicaid cases

Claims:

- Prepare, present and appeal claims for VA benefits on behalf of Arapahoe County veterans and their dependents

Links to Align Arapahoe

The services provided to veterans through our Veterans Services Office link to the Align Arapahoe Initiatives of Quality of Life and Service First. By connecting veterans to the resources available for them and assisting them with claims which may increase their available income, quality of life is improved. Service First is met through the timely and professional delivery of services to all veterans and family members who work with the Veterans Service Office.

BoCC Consent Agenda

Discussion

Arapahoe County Veterans Services provides full-time assistance to veterans and their families as required by state statutes.

Alternatives

This document is a state form required by the State of Colorado to be submitted monthly as application for monetary benefits payable to the County General Fund in accordance with Section 28-5-707 Colorado Revised Statutes.

Fiscal Impact

The County receives \$29,400 annually for the services provided to veterans in Arapahoe County. There is also a positive fiscal impact to individual veterans through successful claims recoveries. **Note:** *As of January, 2019 the annual amount received by the County from the State of Colorado increased from \$23,400.*

Concurrence

This report was presented to Donald A. Klemme, Community Resources Department Director, who recommends approval and signature by the Board of County Commissioners.

Attorney Comments

If appropriate, include this section.

Reviewed By:

Although physical signatures are not required, the BSR must still be reviewed by all necessary departments prior to submitting. You **MUST** provide sufficient time for finance and county attorneys to review your document prior to being submitted. The names of the individuals that have approved must be listed below.

T.J. Westphal, County Veterans Service Officer
Linda Haley, Senior Resources Division Manager
Don Klemme, Community Resources Department Director



ARAPAHOE COUNTY
VETERANS SERVICE OFFICE

Arapahoe County Veterans Service Office December 2019 - Summary Report

For the month of December, 2019:

- The County Veterans Service Office prepared, presented and appealed claims for federal benefits to the Department of Veterans Affairs. The office also administered the Veterans Trust Fund for emergency financial assistance. Staff conducted all daily operations to include meeting with veterans and/or their dependents, conducting community outreach, processing legal correspondence and fielding calls related to claims, resource referrals and general inquiries.

- **Goals and Objectives:**
 - Total phone calls processed: **982**
 - Specific to current claim action/status: **47**
 - Appointments, referrals, general inquiries: **935**
 - Scheduled/walk-in appointments/home visits: **103**
 - Claims for federal benefits filed to the VA: **29**
 - Other applications and claim correspondence: **28**
 - Requests for military records and corrections: **5**
 - Veterans Trust Fund requests granted: **3**
 - New favorable award notifications received: **48**
 - 2019 Favorable decisions to date: **376**
 - 2019 VA claim award recoveries to date: **\$4,711,980.63**

- **Training, Outreach and Community Events:**
 - 12/03/19: Training – Appeals Training w/CDVA Appeals Team
 - 12/10/19: Community – UVC Monthly Meeting

Respectfully Submitted,

T.J. Westphal
County Veterans Service Officer
Arapahoe County, Colorado



Colorado Department of Military and Veterans Affairs
County Veterans Service Officers Monthly Report and Certification of Pay

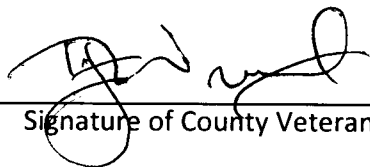
County of ARAPAHOE Month of DECEMBER 2019

General Information		Request for Medical Records	
Telephone Calls	982	21-4142 & 21-4142a	4
Office Visits	103	Military Records/Corrections	
Home Visits	0	SF180	0
Outreach Visits	0	DD149	0
Community Events	1	DD293	0
Request for Medal	0	NA 13075	0
Operation Recognition	0	NA 13055	1
Correspondence Rec'd	466	NSC Pension	
Correspondence Written	494	21-527EZ	0
Info/Referral/Inquiries	935	21-8416	0
VCAA Notice / 5103 / Misc.	6	Widows Pension	
State Benefits	0	21-534EZ	0
Income Verifications	0	21-8416	0
New Claims Initiated		DIC	
21-22 CVA	29	21-534EZ	1
21-22 others	0	Burial Allowance	
SC Entitlement		21P-530	0
21-526EZ	24	40-1330	2
21-0966 Informal	3	21-2008	0
21-526EZ Reinstatement	0	26-1817	0
21-526EZ IU	1	Waivers/Compromise	
21-8940 IU	1	21-4138	0
21-4192 IU Employer	1	21-5655	0
21-4138 SMC	0	Appeals	
21-686c Dependency	8	21-0958 / 20-0995 / 20-0996	4
21-674 School Attendance	0	VA Form 9 / 10182 (AMA)	2
VA Healthcare		VA Home Loan	
10-10EZ	0	26-1800	0
CHAMPVA	0	Insurance Claims	
Homeless Veterans Claims		29-357	0
Service Connection	0	29-4364	0
NSC Pension	0	29-336 Beneficiary	0
VOC REHAB		29-4125 Lump Sum	0
28-1900 CH31	0	VTF Requests	
MISC CLAIMS		Rental Assistance	0
21-8678 Clothing Allow	0	Utilities Assistance	1
21-4502 Adaptive Equip.	0	Prescription Assistance	0
26-4555 Housing	0	Food Assistance	2
10-0103 HISA Grant	0	Transportation Assistance	0
CRSC	0	Clothing Assistance	0
Incarcerated Veterans		Other	0
21-526EZ Reinstatement	0		
21-4138 Apportionment	0		

Certification by County Veterans Service Officer

I hereby certify, the above captioned monthly report is true and accurate. I have been paid the following amount(s) for the month of , 20__ from _____ county.

Salary \$	-
Expenses \$	-
Office Space \$	-
Telephone \$	-
Office Supplies \$	-
Travel \$	-
Training Conference \$	-
Other \$	-
TOTAL \$	-



Signature of County Veterans Service Officer

1-6-2020

Date

Certification by County Commissioner or Designee

In accordance with CRS 28-5-707, I hereby certify the accuracy of the Report CVA-26 revised 9-11-2015:

County Commissioner or Designee of

County

Date

This certification, submitted monthly, properly signed and executed is considered as application for the monetary benefits to the County General Fund in accordance with 28-5-804 (2002) Colorado Revised State Statute.

Submit this form no later than the 15th day the following month.

Mail to:
Colorado Division of Veterans Affairs
Attention: Deputy Director
1355 South Colorado Blvd.
Building C, Suite 113
Denver, Colorado 80222