



## Board Summary Report

**Date:** 10/07/2020  
**To:** Board of County Commissioners  
**Through:** Don Klemme, Community Resources Department Director  
**From:** Joshua Medina, 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 September, 2020.

**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.

**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 from the State of Colorado for the services provided to veterans in Arapahoe County. There is also a positive fiscal impact to individual veterans and claimants through successful claims recoveries.

**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.

Joshua Medina, County Veterans Service Officer  
Linda Haley, Senior Resources Division Manager  
Don Klemme, Community Resources Department Director



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

County of **ARAPAHOE** Month of **September 2020**

General Information		Request for Medical Records	
Telephone Calls	811	21-4142 & 21-4142a	1
Office Visits	59	<b>Military Records/Corrections</b>	
Home Visits	0	SF180	2
Outreach Visits	2	DD149	0
Community Events	2	DD293	0
Request for Medal	0	NA 13075	0
Operation Recognition	0	NA 13055	0
Correspondence Rec'd	985	<b>NSC Pension</b>	
Correspondence Written	985	21-527EZ	0
Info/Referral/Inquiries	364	21p-8416	0
VCAA Notice / 5103 / Misc.	0	<b>Widows Pension</b>	
State Benefits	2	21-534EZ	3
Income Verifications	2	21-8416	0
<b>New Claims Initiated</b>		<b>DIC</b>	
21-22 CVA	25	21-534EZ	3
21-22 others	0	<b>Burial Allowance</b>	
<b>SC Entitlement</b>		21P-530	0
21-526EZ	12	40-1330	0
21-0966 Informal	61	21-2008	0
21-526EZ Reinstate	0	26-1817	0
21-526EZ IU	0	<b>Waivers/Compromise</b>	
21-8940 IU	0	21-4138	0
21-4192 IU Employer	0	21-5655	0
21-4138 SMC	0	<b>Appeals</b>	
21-686c Dependency	7	21-0958 / 20-0995 / 20-0996	3
21-674 School Attendance	1	VA Form 9 / 10182 (AMA)	0
<b>VA Healthcare</b>		<b>VA Home Loan</b>	
10-10EZ	0	26-1800	0
CHAMPVA	0	<b>Insurance Claims</b>	
<b>Homeless Veterans Claims</b>		29-357	0
Service Connection	0	29-4364	0
NSC Pension	0	29-336 Beneficiary	0
<b>VOC REHAB</b>		29-4125 Lump Sum	0
28-1900 CH31	0	<b>VTF Requests</b>	
<b>MISC CLAIMS</b>		Rental Assistance	0
21-8678 Clothing Allow	0	Utilities Assistance	0
21-4502 Adaptive Equip.	0	Prescription Assistance	0
26-4555 Housing	0	Food Assistance	0
10-0103 HISA Grant	0	Transportation Assistance	0
CRSC	0	Clothing Assistance	0
<b>Incarcerated Veterans</b>		Other	0
21-526EZ Reinstatement	0		
21-4138 Apportionment	0		



ARAPAHOE COUNTY  
VETERANS SERVICE OFFICE

## Arapahoe County Veterans Service Office September 2020 - Summary Report

For the month of September, 2020:

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:	811
Specific to current claim action/status:	447
Appointments, referrals, general inquiries:	364
Scheduled/walk-in appointments/home visits:	59
New claims for federal benefits filed to the VA:	15
Other applications and claims correspondence:	1
Requests for military records and corrections:	2
Veterans Trust Fund requests granted:	0
New favorable award notifications received:	0
2020 Favorable decisions to date:	153
2020 VA claim award recoveries to date:	\$ 1,939,811.07

### Training, Outreach and Community Events:

4 days out of office for holiday and CDVA training, multiple days training a new VSO, United Veterans Coalition awards Banquet, 44th annual armed forces appreciation luncheon,

Respectfully Submitted,

Joshua Medina  
County Veterans Service Officer  
Arapahoe County, Colorado