



## Board Summary Report

**Date:** 09/12/2019  
**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 August, 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 August 2019 - Summary Report**

For the month of August, 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: **833**
  - Specific to current claim action/status: **84**
  - Appointments, referrals, general inquiries: **749**
- Scheduled/walk-in appointments/home visits: **61**
- Claims for federal benefits filed to the VA: **27**
- Other applications and claim correspondence: **35**
- Requests for military records and corrections: **6**
- Veterans Trust Fund requests granted: **4**
- New favorable award notifications received: **32**
  - 2019 Favorable decisions to date: **240**
  - 2019 VA claim award recoveries to date: **\$2,924,719.95**

- **Training, Outreach and Community Events:**

- 08/27/19 to 08/29/19 – Training: Annual CVSO Training with CDVA

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

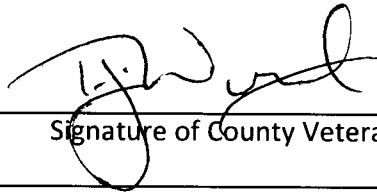
County of **ARAPAHOE** Month of **AUGUST 2019**

General Information		Request for Medical Records	
Telephone Calls	833	21-4142 & 21-4142a	4
Office Visits	60	Military Records/Corrections	
Home Visits	1	SF180	2
Outreach Visits	0	DD149	0
Community Events	0	DD293	0
Request for Medal	0	NA 13075	0
Operation Recognition	0	NA 13055	0
Correspondence Rec'd	446	NSC Pension	
Correspondence Written	526	21-527EZ	0
Info/Referral/Inquiries	688	21-8416	0
VCAA Notice / 5103 / Misc.	18	Widows Pension	
State Benefits	0	21-534EZ	1
Income Verifications	5	21-8416	1
New Claims Initiated		DIC	
21-22 CVA	27	21-534EZ	0
21-22 others	0	Burial Allowance	
SC Entitlement		21P-530	2
21-526EZ	23	40-1330	0
21-0966 Informal	1	21-2008	0
21-526EZ Reinstate	0	26-1817	0
21-526EZ IU	0	Waivers/Compromise	
21-8940 IU	0	21-4138	0
21-4192 IU Employer	0	21-5655	0
21-4138 SMC	0	Appeals	
21-686c Dependency	0	21-0958 / 20-0995 / 20-0996	6
21-674 School Attendance	0	VA Form 9 / 10182 (AMA)	4
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	1
21-8678 Clothing Allow	0	Utilities Assistance	0
21-4502 Adaptive Equip.	0	Prescription Assistance	0
26-4555 Housing	0	Food Assistance	3
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

9-12-19

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 15<sup>th</sup> 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