

# STATE OF COLORADO

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

6848 South Revere Parkway  
Centennial, Colorado 80112  
Phone 720-250-1500  
Fax 720-250-1519  
www.colorado.gov/dmva



Jared Polis  
Governor

Brigadier General  
Laura Clellan  
The Adjutant General

November 1, 2021

Senator Dominick Moreno  
Chair, Joint Budget Committee  
200 East 14<sup>th</sup> Avenue, 3<sup>rd</sup> Floor  
Denver, CO 80203

Dear Senator Moreno,

The Department of Military and Veterans Affairs is pleased to submit its FY 2020-21 response to Request for Information (RFI) #1 which reads as follows:

*Requests Affecting Multiple Departments:*

**All Departments** -- Based on the Department's most recent available record, what is the FTE vacancy and turnover rate: (1) by department; (2) by division; (3) by program for programs with at least 20 FTE; and (4) by occupational class for classes that are located within a larger occupational group containing at least 20 FTE. To what does the Department attribute this turnover/vacancy experience? Do the statewide compensation policies or practices administered by the Department of Personnel help or hinder the department in addressing vacancy or turnover issues? The Department had 180 active employees and 16 separations for a total 9% turnover rate in FY 2020-21. Although division and program level data are unavailable at this time, the following turnover data is provided for eleven classes:

Summary of Permanent Classified Staff Turnover for FY 2020-21 by Department					
Department	Total Separations	Voluntary	Involuntary	Retire	Turnover Rate
Military & Veterans Affairs	16	12	1	3	9.10%

Description	Positions Available	Current Filled	Separations
Administrator III	3	1	2
Architect III	2	1	1
Civil Eng Proj Manager I	2	1	1
Pipe/Mechanical Trades II	15	8	2
Program Mgmt II	2	2	1
Soc Services Spec III	11	6	4
Soc Services Spec IV	1	0	1
Structural Trades II	23	16	3
Transportation Mtc I	9	0	1

Department Vacancies	
Number of Current Vacancies	33
Percentage of Department	18%

*To what does the Department attribute this turnover/vacancy experience?*

The Department observes that state employee pay is not keeping pace with inflation and housing cost increases. Anecdotally, a majority of the state employees who have voluntarily left have done so for better pay elsewhere, including a 20-year department employee who left this month for "a better opportunity."

*Do the statewide compensation policies or practices administered by the Department of Personnel help or hinder the department in addressing vacancy or turnover issues?*

The inability to provide "steps" within the pay bands means that a majority of state employees remain in the first quartile of their pay band for their career. Coupled with limited room for advancement and little to no budget room to support any sort of targeted incentive quartile increases, the Department continues to see a high rate of turnover.

Sincerely,

DocuSigned by:



Greg Dorfman

Resource Director and Legislative Liaison  
Colorado Department of Military and Veterans Affairs

Cc:

Representative Julie McCluskie, Vice-Chair, Joint Budget Committee

Representative Leslie Herod, Joint Budget Committee

Representative Kim Ransom, Joint Budget Committee

Senator Chris Hansen, Joint Budget Committee

Senator Bob Rankin, Joint Budget Committee

Carolyn Kampman, Joint Budget Committee, Staff Director

Emily Hansen, Joint Budget Committee, Staff

Seth Walters, Office of State Planning and Budgeting, Staff

# STATE OF COLORADO

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

6848 South Revere Parkway  
Centennial, Colorado 80112  
Phone 720-250-1500  
Fax 720-250-1519  
www.colorado.gov/dmva



Jared Polis  
Governor

Brigadier General  
Laura Clellan  
The Adjutant General

October 1, 2021

Senator Dominick Moreno  
Chair, Joint Budget Committee  
200 East 14<sup>th</sup> Avenue, 3<sup>rd</sup> Floor  
Denver, CO 80203

Dear Senator Moreno,

The Department of Military and Veterans Affairs is pleased to submit its FY 2020-21 response to Request for Information (RFI) #5 which reads as follows:

5. Each Department is requested to provide the following information to the Joint Budget Committee by October 1, 2021, for each program funded with Tobacco Master Settlement moneys: the name of the program; the amount of Tobacco Settlement moneys received for the program for the preceding fiscal year; a description of the program including the actual number of persons served and the services provided through the program; information evaluating the operation of the program, including the effectiveness of the program in achieving its stated goals; and a recommendation regarding the amount of Tobacco Master Settlement funds the program requires for FY 2020-2021 and why.

Sincerely,  
DocuSigned by:

A393C1A4E94E46F...

Greg Dorman  
Resource Director and Legislative Liaison  
Colorado Department of Military and Veterans Affairs

Cc:

Representative Julie McCluskie, Vice-Chair, Joint Budget Committee  
Representative Leslie Herod, Joint Budget Committee  
Representative Kim Ransom, Joint Budget Committee  
Senator Chris Hansen, Joint Budget Committee  
Senator Bob Rankin, Joint Budget Committee  
Carolyn Kampman, Joint Budget Committee, Staff Director  
Emily Hansen, Joint Budget Committee, Staff  
Seth Walters, Office of State Planning and Budgeting, Staff

## **DEPARTMENT OF MILITARY AND VETERANS AFFAIRS REPORT ON THE COLORADO STATE VETERANS AFFAIRS TRUST FUND FOR FY 20-21**

**Subject:** Colorado State Veterans Trust Fund

**Requirement:** Pursuant to §25-1-108.5 (2), C.R.S. as amended, the following report is provided for State Fiscal Year 20-21 covering the period from July 1, 2020 - June 30, 2021.

**Funds Received:** The Veterans Trust Fund (VTF) received a Long Bill appropriation of \$846,836 for FY 20-21. This does not include \$157,862 of additional spending authority of the Tobacco Master Settlement funds authorized for the Western Region One Source (WROS). The Division of Veterans Affairs was authorized to expend \$42,500 for administration of the grant; the actual expenditures were \$36,651 for administration. Of the total non-administrative appropriation, \$10,000 was allocated for Board travel, and \$15,000 allocated to the State Veterans Cemetery in Grand Junction. A total of \$781,408.42 was awarded in grants to nonprofit organizations and Veterans Community Living Centers throughout the State. Of those grant funds awarded, \$587,449.43 was expended, resulting in a 75% execution rate.

**Program Description (with eligible population):** The Colorado State Veterans Trust Fund is designed with the overall goal of assisting all veterans in need residing in the State of Colorado regardless of race, color, national origin, religion, gender identity, marital or religious status. The key goals of the program are to provide sufficient support and funding to meet the needs of veterans in the four areas defined below:

- State Veteran's Community Living Centers for capital improvements or needed amenities for existing or future state veterans nursing homes.
- Operation and maintenance of existing or future State Veterans Cemeteries.
- Costs incurred by the Division of Veterans Affairs.
- Veterans programs operated by nonprofit veterans' organizations that meet criteria adopted by the Board and that are selected by the Board as grant recipients.

**Non-Profit Criteria:**

Nonprofit veterans' organizations: Nonprofit veterans' organizations must be nationally recognized by the United States Department of Veterans Affairs as an organization that can provide services to veterans under Title 38, USC. This includes organizations designated by the IRS as a 501(c)19 or 501(c)23 organization as well as some 501(c)4 entities.

**Program Criteria:** The Colorado Board of Veterans Affairs (CBVA) established criteria for veteran programs operated by nonprofit veteran's organizations located within the State of Colorado to provide assistance for veterans in need. Examples of such programs are veteran's transportation programs to medical centers and/or clinics (7.2%), homelessness prevention and intervention (55.5%), emergency needs (28.9%), medical/mental health services not provided and/or covered through the VA (4.2%), and other needed services such as food and gas or other assistance (4.2%).

**Eligible Population:** Veterans within the state of Colorado with an other than dishonorable discharge. There are no income eligibility requirements, although demonstrated need for assistance is required.

**Services Provided:** The following represents a breakdown by category of agencies that received funding, grants or awards during the reporting period, to include the type of service and/or assistance provided.

**Non-Profit Veterans Service Organizations and State Veterans Community Living Centers** – these organizations expended \$654,308.14 in grant funds to support veterans and their needs.

- Bruce McCandless Veterans Community Living Center in Florence was awarded \$52,000 and expended \$39,133 for an entertainment system, Veterans Community Living Center in Rifle was awarded \$40,814 and expended \$39,993 for the purchase of a handicap accessible van, Fitzsimmons Community Living Center in Aurora was awarded \$24,750 and expended the full amount for a Scandent system, and the Veterans Community Living Center at Homelake, in Monte Vista was awarded \$51,924.42 and expended the full amount for privacy curtains and recliners in veteran's rooms.
- Non-Profit Veterans Service Organizations expended the remaining amount of grant funds. The services provided were located throughout the state, with 70% of the grantees in rural areas and 30% in metro areas. As previously noted, services include transportation to medical appointments, emergency assistance, housing support, medical/mental health assistance not provided by the VA, and other services to meet the needs of veterans. Grantees spent a higher percentage of grant funds on housing support (both homeless intervention and homeless prevention) and emergency assistance which are becoming the common needs addressed through the grant. For the fourth year in a row, grantees report spending a higher percentage on these items due to the increasing costs of housing in the State.

During FY 2020-2021, the (duplicated) number of veterans served by grantees was 973 with 734 unique individuals (unduplicated) receiving services and support. This number was lower than the previous year, as COVID-19 impacted the number of veterans served overall as will be further detailed below.

**Program Effectiveness:** A service recipient survey is utilized to measure the effectiveness of the services provided by the grantees and to measure the outcomes or impact of the services. The survey utilizes a standard Likert scale to rate the grantee program effectiveness and changes in well-being. Overall, 97.6% of the veterans rated the services favorably (strongly agree and agree) with 55% indicating a decrease in urgent needs, 50% noting an increase in well-being and 45% citing an increase in overall family well-being as a result of the program. Additional specific outcomes noted include gaining housing stability (36%), decreasing basic needs such as food (49%), and increased access to health care (22%). Notably, 27% cited an increase in overall mental health support, even though mental health services are not a focus on the VTF programs. Many veterans write personal notes of appreciation on the surveys.

**Evaluation of the Operation of the Program:** The most significant impact on the grant program was COVID. Yearlong influences on expenditures were both needs created by COVID and other needs unpredictably met by COVID relief funding, making this a unique grant year. The grant programs continued to address housing stability needs for veterans not eligible for relief fund assistance, while referring those eligible for assistance to DOH relief funds. Homeless veterans normally served through temporary motel stays until gaining entry into a housing program were better served by other organizations that were able to provide long-term hotel stays. Transportation programs were essentially shut down for a period of time as VA Health Clinics were not scheduling appointments for a period of time. Many appointments continued to be shifted to telehealth rather than in person. Most stand downs were cancelled. Many of the individuals that operate the grant program are considered high risk individuals, thus were not able to address veteran needs with a number of individuals personally impacted by COVID. Some programs did find a way to operate remotely via telephone and email contact. Many veterans eligible to be served were reluctant to seek assistance or did not have the ability to operate remotely via computer, emails and video. Process improvements remain a primary focus in terms of the grant program operations. A survey of grantees, seeking input on the effectiveness of trainings, the responsiveness to grantees and suggestions for changes. The input provided demonstrated that the grant program is meeting the grantee needs and providing a high level of support. The increase in the number of grantee trainings via webinars and one-on-one sessions have continued. An updated and improved Grantee Handbook was provided to all grantees with specific details on VTF policies, procedures and processes. We

continue to seek input from grantees for further program enhancements. The process of grant modifications in which funds from underperforming grantees were released to high performing grantees continued to prove successful. Unfortunately, some grantees were unwilling to release funds although they continued to be unable to perform on the grant. The training of Board members to determine an organization's capacity and to make funding decisions accordingly is ongoing. The Board began the process of conducting non-monitoring contacts (remotely) to grantee organizations to learn more about the area(s) they serve and the needs and the capacity of their programs. The Board gained some valuable insights from this process which may lead to better decision-making on grant awards. As always, we continue to expand outreach to eligible entities to increase the saturation throughout the state.

**Grantees:** Please see the attached list for all grantees awarded Veterans Trust Fund monies.

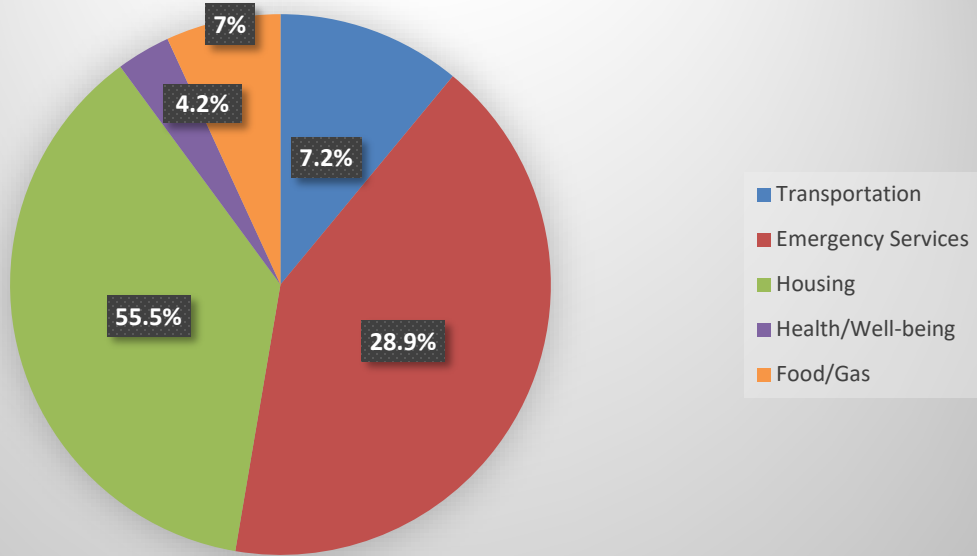
**In Closing:** Over the past seventeen years the Colorado Department of Military and Veterans Affairs and the Colorado Board of Veterans Affairs, through the Colorado Veterans Trust Fund, have provided direct benefits ranging from emergency assistance, housing assistance, work clothes, rent assistance, utility assistance and transportation to Veterans Affairs medical facilities to tens of thousands of veterans throughout the State. We respectfully request the full amount of funding of 1% of the total Tobacco Master Settlement for FY2022-2023.

FY2020-2021 Veterans Trust Fund Grantees

Grantee	Location	Purpose	Amount Awarded
VFW Post 12063	Westcliffe	Vet Assistance	\$75,750
VFW Post 5231	Cortez	Vet Assistance ***modification increase	\$50,000-original \$85,000-final award
VFW Post 8661	Conifer	Transport/Vet Assistance	\$8,400
American Legion Post 9	La Junta	Transport/Vet Assistance ***modification decrease	\$29,920-original \$21,920-final award
American Legion Post 9-11	Palmer Lake	Vet Assistance	\$4,000
American Legion Post 44	Steamboat Springs	Transportation/Vet Assistance ***modification increase	\$5,000-original \$6,250-final award
American Legion Post 103	Littleton	Vet Assistance	\$30,000
American Legion Post 11	Trinidad	Vet Assistance ***modification decrease	\$27,000-original \$13,500-final award
American Legion Post 88	Hot Sulphur Springs	Vet Assistance	\$35,000

American Legion Department of CO	Denver	Vet assistance	\$30,000-original award \$0-final award (returned grant)
Dept. of Colorado VFW	Lakewood	Vet Assistance	\$50,000
VFW Post 4061	Canon City	Van Purchase-Transportation	\$41,000
DAV Chapter 44	Cortez	Vet Assistance	\$50,000
American Legion Post 67	Berthoud	Vet Assistance	\$27,000
VFW Post 3641	Pueblo	Veterans Assistance ***modification increase	\$20,100-original award \$35,100-final award
American Legion Post 75	Cortez	Veterans Assistance	\$40,000
American Legion Post 62	Craig	Transport/Vet Assistance	\$6,000
VFW Post 5843	Meeker	Transportation ***modification decrease	\$9,000-original award \$3,000-final award
American Legion Post 22	Northglenn	Vet Assistance ***modification increase	\$25,000-original award \$40,000-final award
American Legion Post 18	Greeley	Vet Assistance	\$35,000
American Legion Post 2	Pueblo	Vet Assistance ***modification decrease	\$17,500-original award \$10,000-final
CO Veterans Community Living Center	Rifle	Vehicle	\$40,814
Bruce McCandless SVCLC	Florence	Entertainment system	\$52,000
SVCLC at Homelake	Monte Vista	Privacy curtains, Recliners	\$51,924.42
SVCLC Fitzsimons	Aurora	Scandent system	\$24,750
<b>Total</b>			<b>\$781,408.42</b>

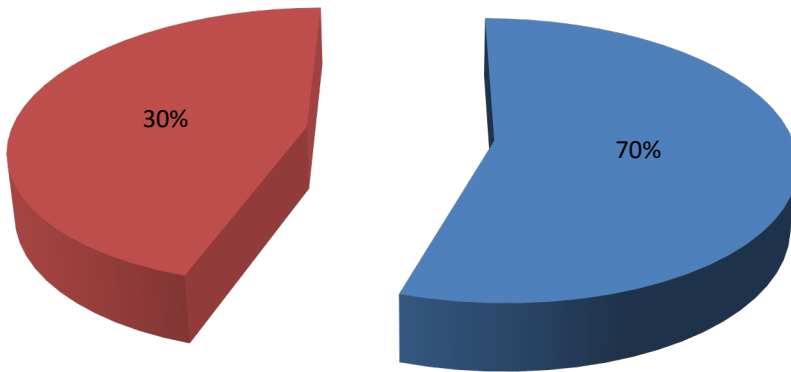
## Types of Services Provided



## Location of Grantees

Urban

Rural





# STATE OF COLORADO

---

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS COLORADO DIVISION OF VETERANS AFFAIRS

1355 S. Colorado Blvd., Suite 113, Building C  
Denver, Colorado 80222

Phone: (303) 284-6077, Fax: (303) 284-3163

Joanne Iglesias  
Acting Director

Gail Hoagland  
Grant Administrator



Jared Polis  
Governor

Brigadier General  
Laura L. Clellan  
The Adjutant General

### Veterans Assistance Grant 2020-2021 Final Report

Pursuant to C.R.S. 28-5-712, Legislative appropriations authorized the Colorado Department of Military and Veterans Affairs (DMVA) Veterans Assistance Grant to receive \$850,000 from the general fund for FY 2020-2021. Of these funds, a total of \$800,000 was designated to be granted to non-profit or governmental agencies to provide assistance to veterans in the State. Additionally, a total of \$157,886 from the VAG Cash Fund was allocated, all of which was designated for grant funding. This resulted in a total of \$957,886 of funds available to be awarded to organizations throughout the state serving veterans. The following is a final report of the administration of those monies.

The grant program received requests in the amount of \$2,361,529.33 from a total of 47 applicants. A total of 29 non-profit organizations and governmental entities throughout the state were awarded grants totaling \$947,300. The direct services provided through the grants include the provision of shelter and housing (26.4%), emergency assistance (17.3%), transportation (4.1%), health and well-being services (19.4%), mental health services (15.7%), substance abuse treatment (11.8%) and other forms of assistance (3.7%). These "other services" include Veteran Stand Downs. A total of 2487 veterans were served during the contract period. Of those, 1484 were unduplicated, unique individuals of which 289 were female veterans. The allocation to administer the grant program was \$50,000, of which \$43,444 was spent. The administration of the grant was impacted as a number of planned site monitoring visits had to be cancelled. This resulted in some funds not utilized.

A total of \$756,746.72 was expended by the grantees, resulting in an 80% execution rate. The execution rate was impacted by a number of significant factors. Yearlong influences on expenditures were both needs created by COVID and other needs unpredictably met by COVID relief funding, making this a unique grant year. The grant programs continued to address housing stability needs for veterans not eligible for relief fund assistance, while referring those eligible for assistance to DOH relief funds. Homeless veterans normally served through temporary motel stays until gaining entry into a housing program were better served by other organizations that were able to provide long-term hotel stays. The entire grant period was impacted, otherwise, there is confidence that the execution rate would have been in the high 90% range. Many of the grantees demonstrated creativity and resiliency in adapting and finding ways of serving veterans during the pandemic.

Of note, one grantee, a residential substance abuse treatment program, adjusted the program to ensure social distancing, and surprisingly, has remained COVID free. Transportation programs were impacted by the VA shifting to telehealth appointments and essentially stopping in person appointments. Contactless assistance was a prevalent service delivery method.

Some programs were unable to adjust to the changing environment. For instance, one program funded to provide a Stand Down was unable to do so safely, and decided to return their grant funds. Others, particularly in rural areas without reliable, stable internet access could not operate in a remote environment as readily as those in metro areas. Still others experienced staffing issues as the pandemic directly impacted those providing the services. As a result, a number of grant awards were modified to reduce the amount to some and increase awards to others that were able to provide continuity of service.

Program evaluation measures include a service recipient survey to measure the effectiveness of the services provided by the grantees and to measure the outcomes or impact of the services. The survey utilizes a standard Likert scale to rate the grantee program as well as changes in the overall health and well-being of veterans served. Overall, 95.7% of the veterans rated the services favorably with 89% of veterans indicating an increase in overall well-being for themselves and 54% reported an increase in wellbeing for their families. Another 53% reported that the services increased their mental health support and 56% noting a decrease in urgent needs. These indicators demonstrate that the services provided meet the statutory intent of improving veterans overall health and wellbeing and an increase in mental health support. An additional measure of housing stability was reported by 36%, and increased access to health care was noted by 54%. It should be noted that alternative health and dental services are included in this measure.

Of the total grantees, 60% are located within a metro area and 40% within rural areas.

Given the increasing interest in the Veterans Assistance Grant program as indicated by the number of applicants and amounts requested, we respectfully request the full amount of grant funds be allocated as noted in statute.

A full list of grant recipients, location and funding amount is attached.

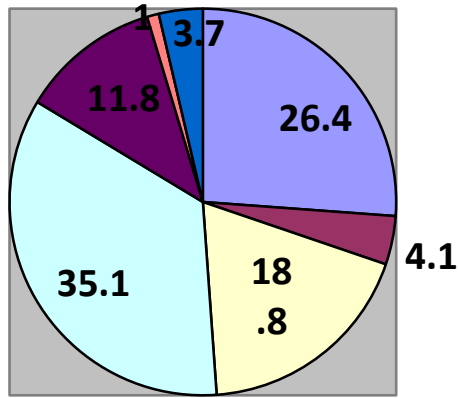
FY2020-2021 Veterans Assistance Grantees

Grantee	Location	Purpose	Amount Awarded
La Puente Home, Inc.,	Alamosa	Veteran Assistance	\$25,000
Alamosa County Veterans Services	Alamosa	Emergency/Veteran Assistance/Transportation	\$55,000
Grand County Veterans Services	Hot Sulphur Springs	Veteran Assistance/ Mental Health	\$25,500
CO Veterans Health & Wellness	Colorado Springs	Mental Health ***modification increase	\$10,000-original award \$20,000-after modification
Pikes Peak Workforce Center	Colorado Springs	Employment/ Veteran Assistance ***modification decrease	\$30,000-original award \$20,000-after modification
Saguache County VSO	Saguache	Veteran Assistance	\$5,500
Mountain Resource Center	Conifer	Emergency Assistance/ Mental Health/Educ. and Employment	\$15,000
Operation Revamp	Grand Junction	Veterans Arts Program/Health and Wellness/Mental Health	\$50,000
Sobriety House, Inc.	Denver	Substance Use/Abuse Treatment	\$90,000
City of Aurora Veterans Commission	Aurora	Stand Down	\$20,000-initial award \$0-returned grant

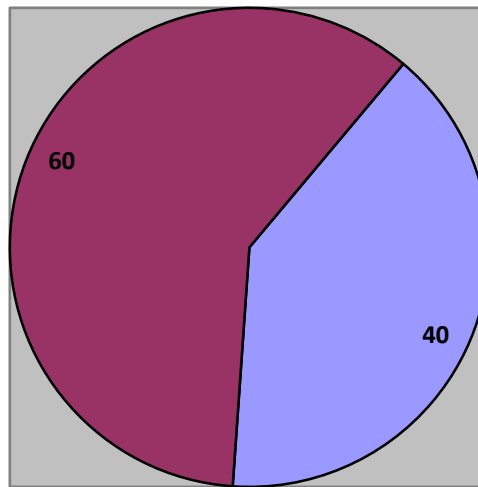
Women Marines Association CO1	Aurora	Veteran Assistance	\$4,000
BPO Elks #1319	Lamar	Transportation/Vet Assistance	\$18,000-original award \$8,000-after modification
Warrior Wellness Foundation	Colorado Springs	Equine Assisted Therapy	\$40,000
University of Colorado, Denver Heroes Clinic	Aurora	Dental care ***modification increase	\$40,000-original award \$55,000-after modification
Pueblo Veterans Council	Pueblo	Stand Down	\$8,000
Pitkin County Human Services	Aspen	Veteran Assistance	\$20,000
Costilla County	San Luis	Veteran Assistance/ Mental Health ***modification increase	\$10,000-original award \$20,000-after modification
Healing Warriors Program	Ft. Collins	Alternative Health/Mental Health Therapies	\$50,000
Douglas County Office of Veteran Affairs	Castle Rock	Vet Assistance/Mental Health	\$12,500
Colorado Coalition for the Homeless	Denver	Emergency Assistance/Employment	\$3,800
Veterans Puppy for Life	Denver	PTSD Dog Program	\$45,000
City/County of Denver DHS	Denver	Veteran Assistance/Mental Health ***modification decrease	\$50,000-original award \$20,000-after modification

Veterans for Veterans of Archuleta County	Pagosa Springs	Housing/ Emergency Assistance/Stand Down  ***modification increase	\$75,000-initial award  \$85,000-after modification
Home Front Military Network	Colorado Springs	Emergency Assistance/ Housing	\$65,000
Posada	Pueblo	Veterans Assistance	\$30,000
Mt. Carmel Veteran Service Center	Colorado Springs	Veteran Assistance	\$35,000
Park County DHS	Fairplay	Veteran Assist/Trans./Mental Health	\$15,000
El Paso County Homeless Veterans Coalition	Colorado Springs	Stand Down, Homeless Transition Program, Veterans Assistance	\$65,000
Pueblo Veterans Ritual Team	Pueblo	Transportation Program/Vehicle Purchase	\$35,000
<b>Total (after modifications)</b>			<b>\$947,300</b>

# Types of Services



- Housing
- Transportation
- Emergency Serv.
- Health/Mental Health
- Substance abuse
- Educ./Employ



- Rural
- Metro