



**2010 Annual Report  
of the  
Colorado Board of Veterans Affairs**

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# STATE OF COLORADO

## COLORADO BOARD OF VETERANS AFFAIRS

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS



### Members

Ralph P. Bozella, Chair - Longmont  
James Stanko, Vice Chair - Steamboat Springs  
William L. Robinson, Secretary, Castle Pines  
George D. Thomas - Denver  
Jason Crow - Denver  
Franklin db Jackson Sr. - Denver  
Jay Bobick - Denver  
Marvin L. Meyers, Emeritus - Denver

### Division of Veterans Affairs

7645 East 1<sup>st</sup>. Ave., Suite C  
Denver, Colorado 80230  
Phone 303-343-1268  
FAX 303-343-7238

William Conroy  
Director

Bill Ritter, Jr.  
Governor

Major General  
H. Michael Edwards  
The Adjutant General

December 31, 2010

The Honorable Bill Ritter  
Governor, State of Colorado  
200 East Colfax Avenue  
Denver, CO 80203

Representative Jim Kerr, Chairman  
State, Veterans and Military Affairs Committee  
Colorado House of Representatives  
200 East Colfax Avenue  
Denver, CO 80203

Senator Rollie Heath, Chairman  
State, Veterans and Military Affairs Committee  
Colorado Senate  
200 East Colfax Avenue  
Denver, CO 80203

### SUBJECT: 2010 Annual Report of the Board of Veterans Affairs

In accordance with the Colorado Revised Statutes, I am pleased to provide you the 2010 Report of the Colorado Board of Veterans Affairs (CBVA). This report covers the period of December 1, 2009 through November 30, 2010.

The CBVA is comprised of seven members, all honorably discharged veterans of United States of America Military Service. Members serve for a four-year term. James 'Jay' Bobick and William 'Robby' Robinson were appointed to the Board in 2010. Both gentlemen bring a wealth of experience in serving veterans. Mr. Bobick is the immediate past president of the United Veterans Committee of Colorado, and a member of the State Veterans Nursing Home Commission. Mr. Robinson recently retired as Deputy Director

for the Department of Military and Veterans Affairs. Both serve on the Legislative Committee for The United Veterans Committee of Colorado. The Board is pleased to have the service of these veterans. Members that served during the reporting period are listed on enclosure #1.

Board leadership consists of three officers, Chairman Ralph Bozella, Vice-Chairman Jim Stanko, and Secretary Robby Robinson. The current officers will serve until June 2011 when an election of officers will be held. Officers serve for a two-year period.

During the reporting period, the Board of Veterans Affairs met eleven times to address issues and plan programs of service to Colorado Veterans. Most meetings are held at a variety of locations within the Denver-Metro area to include American Legion State Headquarters, Department of Military and Veterans Affairs, the VA Regional Office, the Thornton Ramada Inn Hotel, Fitzsimons Veterans Home, and Wings Over the Rockies. The July meeting at Fitzsimons was held in conjunction with the State Board of Human Services. Two meetings were held outside of the Denver area, one at the Grand Junction VFW and one at the Walsenburg State Veterans Home. Our meetings often attract leadership from veteran service organizations, as well as staff from state and federal agencies that service veterans in Colorado, and representatives of Congressional Delegates and State Legislators.

The Annual Training Session for County Veterans Service Officers was held at the Ramada Inn, Thornton Colorado in May. Some of the members were able to attend this meeting to learn more about the important job duties of the County Veteran Service officers.

Board members are in frequent contact with each other between meetings to communicate issues of concern to Colorado's veterans and their families. Each member maintains contacts with various state veterans service organizations, the United Veterans Committee of Colorado, a variety of agencies within the U.S. Department of Veterans Affairs, and other Colorado state agencies. Board members have made public appearances at various community functions for veterans including, but not limited to, Memorial Day and Veterans Day programs, and conventions of the state veteran service organizations.

The following report provides a summary of the most significant activities completed by the Board for the stated time period. The necessary attachments are included.

Highlights of the CBVA activities included the following during a time of budget cuts by the Governor and the State Legislature:

- ★ The Veterans Trust fund was kept intact.
- ★ Supported HB 1140: Transfer of the Veterans Trust Fund to The Colorado National Guard for the purpose of federal matching funds to build three National Guard armories in Alamosa, Grand Junction, and Windsor.

- ★ Supported HB 1205: Land Use Planning for Military Installations which provides enhanced notification to military installations regarding nearby zoning changes.
- ★ Supported several resolutions which passed to include: HJR 1004 Military and Veterans Appreciation Day at the Capitol; HJR 1005 honoring wounded Warriors; HJR 1006 honoring the 150<sup>th</sup> anniversary of the Colorado National Guard; HJR 1007 honoring the anniversary of the seizure of the USS Pueblo; HJR 1008 honoring those who have died in OEF/OIF service; SJR 025 designates SH 96 Crowley county as All Veterans Memorial Highway; SJR 040 designates SH 91 near Leadville as Fallen Heroes Highway; SJR 025 designates portion of SH 19 in Moffat county as Major William Adams Medal of Honor; SJR 048 honors veterans of the Vietnam War.
- ★ We continued to monitor Project Eagle, the construction of the new VA Medical Center at Fitzsimons.

The Board would like to express its gratitude to Governor Ritter and the State Legislature for its support of veterans' issues throughout the year. We look forward to working with our state leadership to make 2011 a most successful year for veterans.

Please feel free to contact me for any further information. We ask that the Board have the opportunity to meet with the Governor-Elect Hickenlooper. The Board will continue to provide testimony on veteran's issues to the Committees.

Sincerely yours,

A handwritten signature in dark ink, appearing to read 'Ralph Bozella', with a stylized, sweeping flourish extending to the right.

Ralph Bozella, Chairman  
Colorado Board of Veterans Affairs

## **2010 REPORT OF BOARD OF VETERANS AFFAIRS**

### **STRATEGIC PLANNING**

C.R.S. 28-5-703 requires that "the Board shall study periodically the problems of veterans and based on such studies shall propose such programs or statutory changes as it may deem advisable or necessary for veteran's assistance by the state of Colorado or political subdivisions thereof."

The Board published its most recent Strategic Plan in January 2010. It was distributed to the Governor, the Legislature, Veterans Service Organizations and other interested parties.

Every quarter the board reviewed its goals to ensure that it was staying on track. Insights gained in the development of the plan and reviewing the goals enabled the Board to establish and prioritize a list of the needs of Colorado Veterans.

The board will continue to work with its Strategic Plan and in doing so will better able to guide the State in meeting Veterans needs for the next five years.

### **LEGISLATIVE ISSUES AND ACTIONS BY COLORADO BOARD OF VETERAN AFFAIRS**

Part of the statutory mission of the Colorado Board of Veterans Affairs (CBVA) is to advise the executive and legislative branches of Colorado State government concerning issues of importance for the well-being of veterans throughout the State. The CBVA works closely with the United Veterans Committee of Colorado (UVC) on their legislative agenda.

Board members Ralph Bozella, James "Jay" Bobick, George Thomas and past Board member Marvin Meyers spent a great deal of their personal time at the General Assembly. This time was spent proposing, planning, testifying and working on legislative issues which would impact Colorado's veterans. The cooperative working relationship with the UVC has again led to a productive legislative session for the veterans of the State.

The CBVA actively worked on and supported HB 1140. This bill transferred the Veterans Trust Fund to the Colorado National Guard to support the state share of construction of the Grand Junction Readiness Center and land purchases for the readiness centers in Windsor and Alamosa. The bill ensured that those dollars would be sheltered from other uses by the State of Colorado.

Additionally the CBVA supported HB 1205 which provides notification to the commander and flying mission commander of a military installation in Colorado when zoning changes occur in the proximity to the installation. The passage of this bill will assist in assuring that construction near military installations is compatible with the existing military mission.

The CBVA also supported several resolutions which were passed to include: HJR1004 Military and Veterans Appreciation Day at the Capitol; HJR 1005 honoring wounded Warriors; HJR 1006 honoring the 150<sup>th</sup> anniversary of the Colorado National Guard; HJR 1007 honoring the anniversary of the seizure of the USS Pueblo; HJR 1008 honoring those who have died in OEF/OIF service. SJR 025 designates SH96 in Crowley County as All Veterans Memorial Highway; SJR 040 designates SH91 near Leadville as Fallen Heroes Highway; SJR 025

designates a portion of SH19 in Moffat County as Major William Adams Medal of Honor Highway; SJR 048 honors veterans of the Vietnam War.

### **OPERATION RECOGNITION**

In 2001, the Board initiated Operation Recognition, a program for World War II veterans who dropped out of high school to serve our nation during the War to receive postponed diplomas. Operation Recognition graduated nearly 50 veterans in 2002. The program received the support and cooperation of the Colorado Department of Education and many school boards throughout the state. In 2003 Senate Bill 03-100 statutorily authorized local school boards to issue high school diplomas to veterans who left high school to join the armed forces during a time of war, to include WW II, Korea, and Vietnam.

The legislation included language stating that recipients must be at least 60 years old to be eligible. The Board believes that this belated recognition serves to spotlight veterans' contributions and, at the same time, does not encourage our students to drop out of school. More than 500 veterans have received their high school diplomas since the spring of 2001. Not all school districts report their veteran graduates, but we have accounted for 20 veteran graduates from various high schools throughout the Denver metro area for the 2008-2009 school year.

The Board wishes to recognize Brandt Erickson, a volunteer staff member from American Legion Post 1, Denver, for his work to coordinate Operation Recognition. Board member Ralph Bozella also volunteers his time to provide information and coordinate this worthy program for Colorado veterans.

### **VSO TRAINING**

Under the supervision of the Colorado Division of Veterans Affairs, the annual Colorado Veterans Service Officer (CVSO) training was held in May 2010. Training on the utilization of new software has allowed for greater access by CVSOs to federal Department of Veterans Affairs records. Due to the greater efficiency enabled by this training, the rate of veterans entitlements to Colorado veterans has increased dramatically over 2009.

### **COLORADO VETERANS MONUMENT**

C.R.S. 24-80-1401(2) requires that one member of the Colorado board of Veterans Affairs be a member of the Preservation Trust Committee (PTC) for the Colorado Veterans Monument located off Broadway just west of the Capitol. Franklin db Jackson, Sr. was appointed to that position during the September 2009 Board Meeting. The current Preservation Trust Fund (PTF) balance is \$71,000. User fees for Lincoln Park, where the monument is located, generated \$2,400 into the PTF this past year. Interest income and donations contributed \$2,320 into the PTF. Annual operating expenses for the monument are approximately \$3,000. The PTC believes that an additional \$20,000 needs to be added to the PTF to sustain the maintenance of the Monument. They will look for ways to obtain those funds during the next year. Tim Drago should be recognized for his continuing hard work not only in getting the monument built, but also in ensuring that it is maintained to a high standard that reflects the State of Colorado's pride in those men and women who have served their nation and state.

## **COLORADO STATE PARKS**

Veterans with a Disabled Veterans License Plate get free entry to State parks. If age 64 or older, the disabled veteran has the privilege of an Aspen Leaf holder which discounts overnight camping fees by 50%. The detailed report is attachment 1.

## **DIVISION OF WILDLIFE**

The Division issued 431 free combination small game and fishing licenses as of 8 November 2010. These are issued free to Purple Heart recipients and to disabled veterans. The detailed report is attachment 2.

## **DEPARTMENT OF REVENUE**

As of 1 January 2010, there were 115,501 vehicles registered with one of the following veterans or military license plates:

- 1) Free; Medal of Honor Recipient, Disabled Veteran (50% or more disabled), Former Prisoner of War, Disabled Veteran Handicap, Purple Heart, Pearl Harbor Survivor, and Medal of Valor.
- 2) Payment of a one-time fee and required taxes and fees; U.S. Air Force, U.S. Army, U.S. Army Fourth Infantry Division, U.S. Army Special Forces, U.S. Marine Corps, U.S. Navy, U.S. Coast Guard Commemorative, North American Aerospace Defense (NORAD) Command Commemorative Plate, Vietnam Veteran, Korean War Veteran, Fallen Service Member, Honorably Discharged Veteran, Veteran of Afghanistan War, Veteran of Iraq War, Bronze Star Medal and Bronze Star with "V" medal. The detailed report is attachment 3.

## **COLORADO DEPARTMENT OF LABOR AND EMPLOYMENT (CDLE)**

The Colorado Department of Labor and Employment (CDLE) delivers the entire array of labor and employment services to Colorado veterans at all 79 of its State and County-run One Stop Workforce Centers and satellite offices around the state. All CDLE and County Labor and Employment Specialists provide veterans with employment services such as Job Matching and Referral to posted job openings, Vocational and Career Guidance, Labor Market Information, Workshops on Resume Preparation and conducting effective Job Searches. One Stops also refer eligible and qualified veterans to appropriate Workforce Investment Act (WIA) training programs as well as referrals to skilled trade apprenticeships programs throughout the state. Additionally, One Stops are tied in to and make appropriate referrals to multiple Federal, State, and local agencies in the community that provide supportive services to people in need. As illustrated in the chart below, 51,819 veterans registered for employment assistance with the Department last Fiscal Year. This represents a slight increase in registrations from the previous year. Colorado Veterans enjoyed over a \$1.70 an hour higher average wage at placement than non-veterans. The complete report is attachment 4.



### Colorado Veteran Demographics

		Age Demographics								
	Total Vets	18-44	45-54	55+	Male	Female	Campaign Badge	Disabled Vets <30%	Special Disabled >30%	Recently Separated
FY 08	36,650	16,680	10,222	9,733	31,940	4,710	7,868	5,734	1,201	4,713
FY 09	51,819	23,021	13,972	14,813	45,714	6,105	8,445	7,899	1,453	4,715

(Source: 9002)

### DIVISION OF VETERANS AFFAIRS

The Division of Veterans Affairs (which includes the Veterans Memorial Cemetery of Western Colorado) serves as the "hub" of the State's network of County Veterans Service Officers (CVSO). Claims from veterans normally flow from the CVSO to the Division which processes them and then forwards them to the U.S. Department of Veterans Affairs (USDVA) for action or adjudication. Service Officers in the Division are accredited with the USDVA to represent veterans as their "attorney in fact" for appeals. During the year, 10,681 entitlement claims were processed. Settled claims generated about \$136M in new entitlements to Colorado veterans. The complete Division report is attachment 6.

### VETERANS MEMORIAL CEMETERY OF WESTERN COLORADO

The Grand Junction Cemetery was opened in 2002 and now holds the remains of 1471 veterans, 432 spouses and one dependent. Customer satisfaction with services and maintenance continues its enviable record with an average rating of 4.87 out of a possible 5.0.

The annual operating costs of about \$250,000 are offset by three sources of revenue: a GF appropriation, USDVA burial fee reimbursements, and the Colorado Income Tax Check-off. The complete report from the Cemetery is attachment 7.

### VETERANS TRUST FUND

During Fiscal Year 2009-2010 there were two significant actions that impacted the Veterans Trust Fund. The first was the legislative authorization contained in HB 10-1140 that allows the Trust principal to be used for the State matching share of construction of new National Guard armories in Alamosa, Grand Junction and Windsor for the Department of Military and Veterans Affairs. The legislative intent is that the funds used for this purpose be repaid with interest.

The Board continued to use 90 percent of new funds (from the Master Tobacco Settlement) and interest on the Fund principal to support the statutory uses for the funds (State Veterans Nursing Homes, Operation of the State Veterans Cemetery, costs incurred by the Division of Veterans Affairs and grant requests from qualified veterans service organizations. The total appropriation for these purposes was \$1,078,911. Of this sum, the Board authorized the following expenditures:

Division of Veterans Affairs operations	\$31,375
Update of Board Strategic Plan	\$6,000
Veterans Resource Information Clearing House	\$5,000
Veterans Memorial Cemetery Drainage project	\$16,000
Grants	\$917,393

Veterans in the Front Range urban corridor, the Grand Junction area and eleven (11) communities outside of these metropolitan areas were assisted via transportation, employment assistance and homeless programs that provided a means for veterans and dependents to meet medical appointments, find jobs and other needed services. In addition the VTF assisted in the operations of six (6) major homeless/incarcerated veteran projects in the Front Range urban corridor and Grand Junction area. The trust fund also provided funds for the purchase of three (3) vehicles to accommodate transportation programs and nursing home residents. Grants for vehicles provide for the continuance of programs or ongoing service to the veteran community for many years to come.

Grants were provided to American Legion Posts and American Legion State Headquarters, Disabled American Veterans Chapters and the Regional Office of the Disabled Veterans of America, National Association of Black Veterans, Inc., The Retired Enlisted Association, Veterans of Foreign Wars Posts and State Veterans Nursing Homes.

A total of 10,420 veterans were reported to have received either a direct or indirect service, through grantees, from the Veterans Trust Fund.

The full report is attachment 8.

Attachments:

1. Colorado State Parks
2. Division of Wildlife
3. Department of Revenue
4. Colorado Department of Labor and Employment (CDLE)
5. State Veterans Nursing Homes Commission
6. Division of Veterans Affairs
7. Veterans Memorial Cemetery of Western Colorado
8. Veterans Trust Fund



1313 Sherman Street, Room 618 • Denver, Colorado 80203 • Phone (303) 866-3437 • FAX (303) 866-3206 •  
www.colorado.gov/parks

November 8, 2010

Mr. William Conroy  
Department of Military and Veterans Affairs  
Division of Veterans Affairs  
7465 E. 1<sup>st</sup> Avenue  
Denver, CO 80203

Dear Mr. Conroy:

Thank you for your letter requesting the current statutory authority provided to the Colorado Division of Parks and Outdoor Recreation to offer passes and services to Colorado veterans. Specifically, Colorado State Parks offers the following:

C.R.S 33-12-106 (1) – Disabled veteran's license plates – Any resident who displays on the resident's vehicle a Colorado disabled veteran's license plate, pursuant to section 42-3-134 (3)(a), C.R.S., shall be allowed free entrance to any state park or recreation area, not to include campgrounds, on any day of the year such park or area is open. For the purpose of this section, display of such license plates shall entitle the disabled veteran and passengers in such veteran's vehicle to enter such park or recreation area free of charge.

C.R.S 33-12-103.5 (1) – Columbine annual pass - As used in this section, unless the context otherwise requires, a person is "disabled" if the person has been determined to be totally and permanently disabled by the social security administration, the division of worker's compensation or pursuant to rule or regulation of the division.

The current fee for the Columbine annual pass is \$14.00 and also provides entry into any of our 42 State Parks. Again, this hang tab pass does not provide for further discounts such as camping or cabin/yurt rentals. Disabled veterans are allowed to apply for a Columbine Pass even if they have the Disabled veteran's license plate. The applicant must be a Colorado resident and complete an application at either our Denver office or one of our regional offices. If the applicant is on VA disability, they may contact the Veteran's Administration to request a letter of documentation as to their disability. In return, the Veteran's Administration can provide a form letter which will fulfill the required documentation.

If a disabled veteran is 64 years or older, they may also qualify for the Aspen Leaf senior citizen annual pass and the associated privileges of such a pass such as discounted weekday camping. At this time we do not offer a free or discounted pass for those serving on active duty or for retired military.

For the past two years, thanks to the support of the Governor and the Colorado State Parks Board, veterans, active service members and their families have been granted free access to all of our State Parks on Veterans Day to honor their service and sacrifices. To obtain free admission, one must show:

1. Any Valid Active/Reserve/Retired Military ID
2. ID Card from VA, VFW, or American Legion
3. Discharge Papers or DD214
4. Other Proof of Service

Finally, Colorado State Parks is participating with federal land management agencies and disabled veterans organizations to discuss how to improve access to public lands and create outdoor recreation opportunities for disabled veterans. This could provide an extraordinary avenue for disabled veterans to connect with the outdoors.

We look forward to continuing to serve those who have sacrificed so much. Please feel free to contact us if you have any questions or require additional information.

Best Regards,



Dean Winstanley  
Director

cc: Mike King, Department of Natural Resources, Executive Director  
Robert Randall, Department of Natural Resources, Deputy Director

STATE OF COLORADO

Bill Ritter, Jr., Governor

DEPARTMENT OF NATURAL RESOURCES

**DIVISION OF WILDLIFE**

AN EQUAL OPPORTUNITY EMPLOYER

Thomas E. Remington, Director  
6060 Broadway  
Denver, Colorado 80216  
Telephone: (303) 297-1192  
[wildlife.state.co.us](http://wildlife.state.co.us)



*For Wildlife  
For People*

November 8, 2010

William Conroy  
Division of Veterans Affairs  
7465 E. 1<sup>st</sup> Avenue, Suite C  
Denver, CO 80230

Dear Mr. Conroy:

Per your annual request, under State Statute and Wildlife Commission regulation, the Division of Wildlife offers the following types of licenses and services to our states' veterans or active military:

C.R.S. 33-4-104 – (1) Any active or retired member of the United States armed forces while stationed as a resident patient at any United States armed forces hospital or convalescent station located within Colorado, any resident patient at a veterans administration hospital...may obtain a fishing license free of charge, valid for taking fish during the period of residency only, under rules and regulations of the commission.

(2) Any Colorado resident on active duty outside this state with any branch of the armed forces of the United States may obtain, from the division of wildlife, a fishing license free of charge, valid for taking fish while such person is in this state on temporary leave from such duty, but not to exceed a total of thirty days during any year.

(3) (a) Any resident of this state who has received a purple heart for service in the United States armed forces or who is a disabled veteran may obtain from the division of wildlife, free of charge, a lifetime resident combination small game hunting and fishing license.

Wildlife Commission Regulation #206(B)(4)(f) Wounded Warrior Hunting Licenses - The Director may make certain deer, elk, and pronghorn licenses available to qualified participants in any United States Armed Services Wounded Warrior programs.

1. Applicants must be members of the United States Armed Forces, who are residents of, or stationed in, Colorado returning from post-September 11, 2001 overseas contingency operations, who have been so severely injured during combat, including combat-related support activities that they will require years of intense, ongoing care or assistance. Additionally, applicants must be members of a United States Armed Services Wounded Warrior program, as defined in 33-4-102(1.9) C.R.S., and must be assigned to a military medical treatment facility at the time of application for this program.

Wildlife Commission Regulation - #206(B)(4)(h)(1) (bb) In addition to the \$3 application fee, an unsuccessful applicant (except youth as defined by 33-4-117 C.R.S., lifetime license holders and Colorado resident military personnel on active duty outside Colorado), or one who applies using a first choice hunt code established for the purpose of accumulating a preference point only, for deer, elk, pronghorn or bear will be assessed a \$25 fee to receive a preference point unless they have purchased one of the following: an annual license (fishing, small game or resident combination small game/fishing license, furbearer) for the year previous to which they are seeking a preference point; any big game license for the previous year or a current draw license for the species for which

DEPARTMENT OF NATURAL RESOURCES, Mike King, Executive Director  
WILDLIFE COMMISSION, Tim Glenn, Chair • Robert Streeter, Vice Chair • Mark Smith, Secretary  
Members, David R. Brougham • Dennis Buechler • Dorothea Farris • Allan Jones • John Singletary • Dean Wingfield  
Ex Officio Members, Mike King and John Stulp

they are seeking a preference point. The \$25 fee, per species, shall entitle the hunter to preference points for any unsuccessful deer, elk, pronghorn or bear application in that year.

Wildlife Commission Regulation-#206(B)(4)(h)(1)(ee) In lieu of applying through the regular limited license draw, any active duty member of the United States Armed Forces who is stationed at any military facility in Colorado and actively deployed outside the United States, or any active duty member of the United States Armed Forces who is a Colorado resident and is deployed outside the United States, shall, upon their return to the United States, be eligible to apply for preference points for any limited license draw that occurred during their absence. Applications for preference points shall be made on forms provided by the Division and filed within six months upon the member's return to the United States.

Wildlife Commission Regulation- #206(B)(6)(d) Any active duty member of the United States Armed Forces stationed at any military facility in Colorado and actively deployed outside the United States, or any active duty member of the United States Armed Forces who is a Colorado resident and is deployed outside the United States, shall be allowed a preference for the purchase of leftover licenses prior to their sale to the general public.

As of October 22, 2010, the Division has issued year-to-date 431 free combination small game and fishing licenses to veterans with disabilities; we have processed 0 requests for military leftover license privileges, 3 requests for military applications for preference points and issued 12 Wounded Warrior big game licenses.

If you have any questions concerning these licenses or services, please feel free to contact our License Administration Manager, Henrietta Turner, at (303) 291-7379 or [henrietta.turner@state.co.us](mailto:henrietta.turner@state.co.us).

Sincerely,



Marilyn Salazar

Assistant Director of Support Services, Colorado Division of Wildlife

Cc: Robert W. Randall – Deputy Director, Department of Natural Resources  
Henrietta Turner –License Administration Manager, Colorado Division of Wildlife  
File

# STATE OF COLORADO

## DEPARTMENT OF REVENUE

State Capitol Annex  
1375 Sherman Street, Room 409  
Denver, Colorado 80261  
Phone (303) 866-3091  
Fax (303) 866-2400



Bill Ritter, Jr.  
Governor

Roxanne Huber  
Executive Director

August 31, 2010

Mr. Ralph P. Bozella, Chairman  
Colorado Board of Veterans Affairs  
Department of Military and Veterans Affairs  
789 Sherman Street, Suite 260  
Denver, CO 80203

Re: State Board of Veterans Affairs Annual Report to the Governor

Dear Mr. Bozella,

Below you will find a list of the services that are provided by the State of Colorado, Department of Revenue.

With regard to tax services, we have no programs aimed specifically at veterans. We are aware of several statutes that speak to active members of the U.S. military C.R.S. 39-22-103(8)(b) which allows Colorado military personnel who are out of the country for 305 or more days in a year to classify their military income as non-resident for tax purposes, and 39-22-610 CRS which allows a filing extension for military personnel in a combat zone. The extension, which defers interest and penalty, lasts 180 days after the particular assignment has ended.

The Division of Motor Vehicles, Title and Registration Sections has special accommodations for veterans obtaining vehicle license plates as follows:

### Alignment with the Service Members Civil Relief Act (HB07-1352)

On August 8, 2007 Colorado statutes were revised to align with the Service Members Civil Relief Act including clarifying the application of property tax laws and voter registration laws to service members.  
C.R.S. 42-3-104(9)

### Authorization of Military Special License plates for Motor Vehicles Owned by Trusts (HB 08-1151)

The Department of Revenue is required to issue certain military special license plates for a motor vehicle owned by a trust if the trust is created for the benefit of a natural person who is qualified to receive the special license plate and the trust name includes a natural person who is qualified to receive the special license plate. C.R.S. 42-3-213(1)(g)

### Registration Late Fee (SB09-108)

The owner of a vehicle who is active military serving outside of Colorado when the registration grace period expires, if the vehicle has not been operated on any public highway in Colorado between the time the registration period expired, including the grace period and the time the vehicle is registered will be exempt late fees. C.R.S. 42-3-112(3)(b)

U.S. Air Force Plate (HB07-1200)

On or after January 1, 2008, this plate may be issued to a serving member, honorably discharged or retired member of any component of the U.S. Air Force upon presenting a DD214 form issued by the U.S. government or any other evidence sufficient to demonstrate that the applicant is a serving member, honorably discharged or retired member of any component of the U.S. Air Force. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(17)

U.S. Army License Plate

On or after August 1, 2001, this plate may be issued to any person upon presenting a DD214 form issued by the U.S. government, an honorable discharge from the U.S. Army, or sufficient evidence to demonstrate that the applicant is an active, reserve or retired member of the U.S. Army. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(12)

U.S. Army Fourth Infantry Division Plate (HB08-1175)

On or after January 1, 2009, this plate may be issued to a person who supports the U.S. Army Fourth Infantry Division. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(20)

U.S. Army Special Forces Plate (HB07-1352)

On or after January 1, 2008, this plate may be issued to a person who has received an honorable discharge or is an active or reserve member of the U.S. Army Special Forces upon presenting proof of honorable discharge or retirement or proof that the applicant is currently an active or reserve member of the U.S. Army Special Forces. The applicant must submit orders or DD214 form that shows an awarded prefix "3" or suffix "S" or a designation or "5G", 18/180 Series MOS, Special Forces Tab, OSS, or UNPIK-8240. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(18)

Bronze Star Medal License Plate (SB09-026)

On or after January 1, 2007, this plate may be issued to any person who has been awarded the Bronze Star medal. The applicant must present to the department, a copy of the military order awarding the Bronze Star and a DD214 form issued by the U.S. government showing that the applicant received the award. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(14)(a)

Bronze Star with the "V" Medal License Plate (SB06-026)

On or after January 1, 2007, this plate may be issued to any person who has been awarded the Bronze Star with the "V" for valor distinction medal. The applicant must present to the department, a copy of the military order awarding the Bronze Star with the "V" and a DD214 form issued by the U.S. government showing that the applicant received the award. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(14)(b)

U.S. Coast Guard Plate (SB07-027)

On or after January 1, 2008, this plate may be issued to retired, honorably discharged, active, auxiliary, or reserve member of the U.S. Coast Guard upon presenting a DD214 form issued by the U.S. government or other evidence sufficient to demonstrate that the applicant has an honorable discharge or proof that the applicant is currently an active, auxiliary, or reserve member of the United State Coast Guard. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(16)

Disabled Veteran Plate

This plate may be issued to qualified applicants who provide documentation of authorization from either the Veteran's Administration or their branch of military service to support that they are 50% or more, permanently disabled due to a service connected injury. One set of plates may be issued without paying specific ownership tax and license fees.



Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees. C.R.S. 42-3-104 and 42-3-213(5)

#### Disabled Veteran Handicap Plate

This plate permits a disabled individual (must be a mobility disability) to park their vehicle, or a vehicle in which they are a passenger, in designated disability parking spaces. The application must meet two (2) requirements for this plate. Qualified applicants must have (1) a 50% or more permanent, service connected disability AND; (2) a physical impairment verified in writing by a physician licensed to practice medicine in Colorado or a Commissioned Medical officer. Only one set of these plates may be issued per applicant. Applicants may obtain one set without paying the specific ownership tax and license fee. Additional Disabled Veteran license plates (not handicapped) may be issued upon payment of a one-time \$50.00 fee and the required taxes and fees. C.R.S. 42-3-104, 42-3-204 and 42-3-213(5)(a)(II)

#### Fallen Service Member Plate (HB07-1352)

On or after January 1, 2007, this plate is issued to a the current or past spouse, child, sibling, grandparent, or parent of a person who died in the line of duty while serving in the armed forces and deployed in a combat zone. The applicant for a Fallen Service Member license plate will be required to provide a DD214 form for the Fallen Service member and other sufficient documentation to prove eligibility. The plate types include Air Force, Army, Coast Guard, Marine and Navy. The first set of plates per applicant will be issued upon payment of a one-time fee of \$25.00 and the required taxes and fees. Subsequent sets of plates per applicant will be issued upon payment of a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(15)

#### Former Prisoner of War Plate

This plate may be issued to those individuals that were on active duty with the U.S. Armed Forces during a period of armed conflict and were incarcerated by an enemy of the U.S. One set of plates may be issued without paying specific ownership tax and license fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees. If a deceased former prisoner of war was issued a Former Prisoner of War license plate, the surviving spouse may retain the registration of the Former Prisoner of War license plate by paying all required taxes and fees. C.R.S. 42-3-104 & 42-3-213(3)

#### Honorably Discharged Veteran Plate

This plate may be issued to any person who has received an honorable discharge from any branch of the U.S Armed Services or who is retired from a branch of the Armed Services. The applicant must present the form DD214 or their honorable discharge documents to obtain this plate. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213 (4)

#### Korean War Veteran Plate

On or after August 1, 2002, this plate may be issued to any natural person upon providing proof to the county motor vehicle office that he/she was a member of the U.S. Armed Forces between June 27, 1950 and January 31, 1955. The applicant must present the form DD214 or other military separation papers that indicate the dates of time served in the Armed Forces. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(9)

#### Medal of Honor Plate

On or after August 1, 1997, this plate may be issued to qualified applicants who are a recipient of the Medal of Honor. The applicant must present to the department, a letter of verification from the appropriate branch of the U.S. Armed Forces that the applicant has been awarded a medal of honor. These individuals may obtain one set of plates without paying the specific ownership tax and license fee. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees. C.R.S. 42-3-213(7)

#### Medal of Valor Plate (HB03-1367)

On or after August 1, 2003, this plate may be issued to a natural person who has been awarded a military award for valor. When applying for this license plate, the applicant must present a copy of the military order awarding the military award for valor, which includes the following awards:

- Navy Cross
- Distinguished Service Cross
- Air Force Cross
- Silver Star

These individuals may obtain one set of plates without paying the specific ownership tax and license fee. Currently the plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees. C.R.S. 42-3-104 & 42-3-213(10)

#### National Guard Plate

This plate may be issued to an individual that provides proof that he/she is an active or retired member of the Colorado National Guard. An applicant shall submit a proof of eligibility form prepared by the Department of Military and Veterans Affairs verifying active or retired status. If the owner of a vehicle registered with National Guard plates ceases to be an active member of the Colorado National Guard and has not qualified for retirement from the Colorado National Guard, such person shall return the special license plates to the Department upon expiration of the registration. Upon retiring from the Colorado National Guard, a person wishing to retain such special license plate shall submit a verification of retired status that is issued by the Department of Military and Veterans Affairs to establish eligibility for retention of the plates. C.R.S. 42-3-218

#### North American Aerospace Defense (NORAD) Command Commemorative Plate (SB08-101)

On or after July 1, 2008, this plate may be issued to any person that desires to commemorate the North American Aerospace Defense Command's 50<sup>th</sup> anniversary. This plate is a limited issue commemorative plate that will only be issued from July 1, 2008 through January 1, 2010, or when available inventory is depleted, whichever is later. Plates issued within this period may continue to use those plates after January 1, 2010 until they become damaged, destroyed, lost, stolen or unreadable. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(19)

#### Pearl Harbor Survivor Plate

This plate may be issued to qualified applicants who were members of the U.S. Armed Services on December 7th, 1941 and were stationed and present at Pearl Harbor located on the island of Oahu, during the hours of 7:55 a.m. to 9:45 a.m. (Hawaii Time) or offshore at a distance not to exceed three miles from the island. Additionally this individual must have received an honorable discharge from the U.S. Armed Services and hold a current membership in a national organization of survivors on the attack of Pearl Harbor. Applicants may obtain one set without paying the specific ownership tax and license fee. Additional plates may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-104 & 42-3-213(6)

#### Purple Heart Plate

This plate may be issued to qualified applicants who have been awarded a Purple Heart medal for wounds received in combat at the hands of an enemy of the United States. An applicant must present a copy of the military order, awarding the Purple Heart medal or other sufficient evidence that indicates that the applicant received the Purple Heart medal. These individuals may obtain one set of plates without paying specific ownership tax and license fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees. C.R.S. 42-3-104 & 42-3-213(2)

#### U.S. Marine Corps Plate (SB01-220)

On or after August 1, 2001, this plate may be issued to an applicant that provides proof that he/she has received an honorable discharge, is retired or is an active or reserve member of the U.S. Marine Corps. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees. C.R.S. 42-3-213(8)

U.S. Navy Plate (HB05-1313)

On or after July 1, 2006, this plate may be issued to an applicant that provides proof that he/she has been honorably discharged, is retired or is an active or reserve member of the U.S. Navy. The applicant must submit the DD214 or other evidence to demonstrate that they are a qualified applicant. The plate may be obtained upon paying a one-time fee of \$50.00 and all required taxes and fees. C.R.S. 42-3-213(13)

Veteran of Afghanistan War (HB10-1139)

On or after January 1, 2011, this plate may be issued to an applicant that provides proof that he/she was a member of the U.S. Armed Services between October 7, 2001 and the end of the Afghanistan conflict. The applicant must submit the DD214 or other evidence to demonstrate that they are a qualified applicant. The plate may be obtained upon paying a one-time fee of \$50.00 and all requires taxes and fees. C.R.S. 42-3-213(21)

Veteran of Iraq War (HB10-1139)

On or after January 1, 2011, this plate may be issued to an applicant that provides proof that he/she was a member of the U.S. Armed Services between March 20, 2003 and the end of the Iraq conflict. The applicant must submit the DD214 or other evidence to demonstrate that they are a qualified applicant. The plate may be obtained upon paying a one-time fee of \$50.00 and all requires taxes and fees. C.R.S. 42-3-213(22)

Vietnam Veterans Plate (SB004-230)

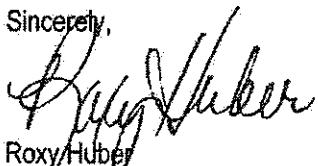
On or after August 1, 2004, this plate may be issued to an applicant that provides proof of service in the U.S. Armed Forces during the Vietnam engagement, specifically, August 7, 1964 to January 27, 1973. Proof of service includes the DD214 or other evidence to demonstrate this requirement. This plate may be obtained upon paying a one-time fee of \$50.00 and the required fees and taxes. C.R.S. 42-3-213(11)

On-Line Vehicle Registration

Some counties allow online renewal of motor vehicle registrations. This will allow service members stationed outside of Colorado to maintain their vehicle registrations. This service may be accessed at <http://www.colorado.gov/revenue/dmv> - Vehicle Registration Renewal.

As of January 1, 2010, the State Registration records indicate that 115,501 vehicles were registered in the State of Colorado with one of the veteran plates listed above. We continue to be grateful for the services provided by our veterans and we as individuals are mindful of their contributions to our country and ourselves when we render them service.

Sincerely,



Roxy Huber  
Executive Director  
Colorado Department of Revenue

BILL RITTER, JR.  
Governor

DONALD J. MARES  
Executive Director

CLARKE BECKER  
Director



**DEPARTMENT OF LABOR AND EMPLOYMENT**  
WORKFORCE DEVELOPMENT PROGRAMS

633 17<sup>th</sup> Street, Suite 700  
Denver, Colorado 80202-3660

October 15, 2010

Mr. William "Bill" Conroy  
Director of Colorado Veterans Affairs  
Division of Veterans Affairs Office  
7465 East 1<sup>st</sup> Avenue, Unit C  
Denver, CO 80230

Dear Mr. Conroy,

The Colorado Department of Labor and Employment (CDLE) Workforce Development Programs is dedicated to providing Colorado's Veterans with superior employment and training services and opportunities while ensuring full statutory compliance with all employment and training preferences allowed by law.

We look forward to our continued partnership with the Division of Veterans Affairs Office as we strive to enhance our services to Colorado's Veterans and their families. The coming year will see a realignment of our Veterans Program to further advance our program's abilities to better serve our veteran job seeking clients and our employers along the front range. The realignment will involve a new focus on the Local Veterans Employment Specialists (LVER) scope of responsibility. Part of the realignment involves the Transition Assistance Programs (TAP) Workshops and the CDLE Veteran's Program will soon consist of Regional LVERs that will have more than one region of responsibility.

The regional responsibilities of the LVER staff will compliment the CDLE sector strategy approach to business operations. The increase of Disabled Veteran Outreach Program (DVOP) staff allows for the opportunity to have more Veterans receive Intensive Employment Services (IES) and allows for our program to house additional DVOP staff to deliver IES in select workforce center office locations.

The past year saw unprecedented growth in several of our special initiatives. Real Lifelines, Incarcerated Veterans Transition Program and the VA Vocational Rehabilitation and Employment grants all served to make life better for their Veteran participants. The Veterans Workforce Investment Program (VWIP) Grant is entering its second year of discretionary funding. It provides training dollars and supplemental support services to Veterans seeking training in the Green Energy fields.

The challenges and successes of our Veteran's Programs for FY09 are reflected in this annual report detailing our effort to improve the quality of career choices, education and training opportunities for Colorado Veterans.

## Colorado Department of Labor and Employment (CDLE)

### 2009 Report on Service to Veterans

For the Colorado Department of Military and Veteran Affairs  
Annual Report to the Governor

The Colorado Department of Labor and Employment (CDLE) delivers a full array of labor and employment services available to Colorado's Veterans at each of its 60 State and County directed One-Stop Workforce Centers. In addition to providing L & E services at local One-Stops, we also provide services at numerous satellite offices, local military bases, VA Vet Center offices and some Colorado Department of Corrections facilities. Veterans can access our services at any of these locations and on the internet at [www.connectingcolorado.com](http://www.connectingcolorado.com).

All CDLE and county partner Workforce Development staff provide our Veterans with core employment services such as Job Matching and Referral to posted job openings, Vocational and Career Guidance, Labor Market Information, Workshops on Resume Preparation, Job Readiness and conducting effective Job Searches. The One-Stop Centers also refer eligible and qualified veterans to appropriate Workforce Investment Act (WIA) training programs, as well as referrals to skilled trade apprenticeships programs in the nine Workforce Regions. Additionally, Colorado One-Stops are connected to multiple Federal, State, and local community agencies that provide supportive services to people in need.

As illustrated in the chart below, well over 50,000 veterans registered for employment assistance with our department during the last Fiscal Year. This represents a 30 percent increase in registrations from FY08. Additionally, women veteran's registrations grew by an astounding 23%. Colorado veteran's registrations by demographics, compared to the previous year, are displayed below.

#### Colorado Veteran Demographics

10/01 thru 9/30	Total Vets	Age Demographics			Male	Female	Campaign Badge	Disabled Vets <30%	Special Disabled >30%	Recently Separated
		18-44	45-54	55+						
FY08	36,650	16,680	10,222	9,733	31,940	4,710	7,868	5,734	1,201	4,713
FY09	51,819	23,021	13,972	14,813	45,714	6,105	8,445	7,899	1,453	4,715

(Source: 9002)

Public Law 107-288 requires our department to provide a Priority of Service to Veterans in all programs funded by the U.S. Department of Labor (DOL). This simply means eligible veterans must be enrolled into programs or provided services ahead of

non-veterans notwithstanding any other provision in law: TEGL 10-09. Our department has issued statewide guidance PGL-10-05-V on this requirement and remains in full compliance with this federal mandate.

CDLE's registered job seeker and current job opening database (JobLink/Connecting Colorado) is programmed to first search for qualified veterans when trying to match qualified job seekers to posted job openings. Veterans Priority of Service is prominently displayed on the ConnectingColorado.com home page. Additionally, when employers conduct qualified applicant searches using our ConnectingColorado website, any electronic applicant list generated ensures that qualified veterans start at the top. As a consequence, our department referred about 50%, or 24,196 of our registered veteran job seekers to a available job openings compared to just 36% of their non-veteran counterparts.

During PY09, WIA Characteristics Reports show that our department enrolled over 3,265 veterans into USDOL funded WIA training programs. This number represents a 92% enrollment rate for Veterans seeking training opportunities, in comparison to an enrollment rate of 88% for non-veteran applicants.

In addition to our experienced and capable State (CDLE) Specialists and County employee Workforce Development partners who provide outstanding front-line services to all veterans, our department employs 20 full-time Disabled Veteran Outreach Program (DVOP) Specialists. Disabled and Special Disabled Veterans, and those Veterans requiring a greater degree of assistance in reaching their employment goals, are serviced by these CDLE (DVOP) personnel. Colorado's DVOPs are responsible for providing Intensive Employment Services (IES) to Veterans which include Job Development, training referrals, and employment case management. The following veterans receive priority in the provision of Intensive Services: disabled, homeless, recently separated, those released from incarceration, as well as those who have other significant barriers to employment. Intensive Services are designed to coordinate a comprehensive assessment of employability and skill levels leading to the development of an Individual Employment Plan for each veteran. The primary objective is to ensure access to the necessary training and supportive services to those most in need. Intensive Services delivered by the DVOP staff, provide support during program participation and after job placement. Listed below is a breakdown by demographic of veterans who received Intensive Services from a DVOP last year:

	<b>ALL VETERANS</b>	<b>DISABLED</b>	<b>RECENTLY SEPARATED</b>	<b>Homeless</b>	<b>Female Veterans</b>
<b>FY 09</b>	1265	568	203	155	175

(Source: Vets 200C and Characteristics Report)

The DVOPs, also conduct outreach in local Federal VA Vet Centers throughout the state. They have formed important linkages and partnerships with many other service providers such as the Denver Homeless Veterans Reintegration Program (HVRP) office, local military installations, non-profit organizations and a host of community service agencies.

Local Veterans Employment Specialists (LVER) are responsible for conducting outreach to employers, facilitating Transition Assistance Programs (TAP) at military installations and advising their One-Stop Management teams, on potential veterans issues and concerns regarding program compliance. Colorado has and 12 full-time and 8 half-time (16 FTE) Local Veteran Employment Specialists (LVER) assigned to the nine Colorado Workforce Regions. These positions are funded through a U.S. DOL Veterans Employment and Training Service (VETS) grant.

Last Fiscal Year, our LVERs conducted approximately 3,000 employer contacts accounting for 33% of the entire employer outreach activity attributed to the Colorado Workforce System. This employer outreach significantly contributed to the 101,000 job openings posted with our department from just under 10,000 employers.

Also during this year, our LVERs conducted 101 three-day Transition Assistance Program (TAP) classes at the Fort Carson Army Post and Schriever and Buckley Air Force bases for approximately 3,535 service members transitioning into the civilian workforce. Additionally, our LVERs provide briefings about One-Stop services at the Air Force Academy and Peterson Air Force Base. Our LVERs also conducted nearly 50 Federal Job Search Workshops throughout the state for approximately 500 Veterans seeking employment opportunities with the Federal Government.

Furthermore, we have a LVER assigned to act as our department's REALifelines coordinator. REALifelines is a U.S. DOL sponsored program designed to assist service members who were seriously wounded in Iraq or Afghanistan make the transition from military to the civilian workforce. Participants receive intensive one-on-one assessment and employment related assistance to ensure a seamless transition of services. The REALifelines coordinator tracks the progress of each participant to ensure no service members fall through the cracks.

Colorado's LVERs have participated and assisted in 45 job fairs or employer specific hiring events in their local workforce centers. These events are designed to bring groups of veterans and employers together at a single event in order to quickly fill employer vacancies and provide veterans vocational and career guidance from private employers.

The department has placed one LVER at the Department of Corrections (DOC) Canon City Correctional Facility. He is responsible for conducting outreach and employment transition workshops inside Colorado's DOC facilities for veterans within 12 months of their projected release date.

Another LVER has been placed at the Colorado National Guard and Reserve Headquarters. She conducts abbreviated Transition Assistance Program classes and facilitates federal job search workshops. This LVER also briefs returning Colorado Guard and Reserve members on employment services available at their local One-Stops.

The challenges in FY09 have been many. An ultra-competitive and unyielding

jobs market made it extremely difficult to reach many of our targeted goals. Only three of the federal performance standards were met. As illustrated in the chart below, our department was able to exceed average earnings standards for those veterans fortunate enough to successfully secure employment in an unstable jobs market. Especially noteworthy, was the Average Earnings increases in the area of salaries for Disabled Veterans.

The number of Colorado residents unsuccessfully looking for work during the reporting period was in excess of 216,500. One year ago today, the number of residents looking for work was 213,300. Colorado's seasonally adjusted Unemployment Rate stood at 8.2 percent in August 2010.

In spite of the challenging economy and tight jobs market, the standards for most of the common measures were only slightly off the targeted goals. Targets were missed by less than ten percent in five of the reporting areas. Entered employment retention goals for disabled veterans were 95% satisfied. The lowest performance area is entered employment for all Veterans receiving Intensive Services (Consolidated DVOP/LVER) shows achievement at 76% of the stated goal. Considering the significant employment barriers of the veteran participants and the state of an unstable and inflexible employment demand, the department considers the performance outcomes an anomaly and product of the year's economic woes.

**STATE VETERAN PERFORMANCE OUTCOMES**  
**PY 09 07/01/2009 - 06/30/2010**

<b>Wagner-Peyser One Stop Veteran Program Measures</b>	<b>Standard</b>	<b>Achieved</b>	<b>Meeting or Exceeding Standard</b>
EER - All Vets	62.00%	47.71%	NO
ERR - All Vets	81.00%	72.83%	NO
Average Earnings - All Vets	\$16,049	\$17,669	YES
EER - Dis Vets	59.00%	45.32%	NO
ERR - Dis Vets	81.00%	73.47%	NO
Average Earnings - Dis Vets	\$16,384	\$18,028	YES
<b>DVOP VETERAN PROGRAM MEASURES</b>			
EER - Dis Vets	65.00%	51.06%	NO
ERR - Dis Vets	81.00%	76.72%	NO
<b>LVER VETERAN PROGRAM MEASURES</b>			
EER-Rec Sep Vets	68.00%	57.61%	NO
ERR - Rec Sep Vets	79.00%	71.22%	NO
<b>DVOP/LVER Consolidated:</b>			
EER - All Vets Weighted	66.00%	50.0%	NO
ERR - All Vets	80.00%	72.62%	NO
Average Earnings - All Vets	\$15,901	\$16,653	YES

(Source 9002 & Vets 200) EER=Enter Employment Rate, ERR=Employment

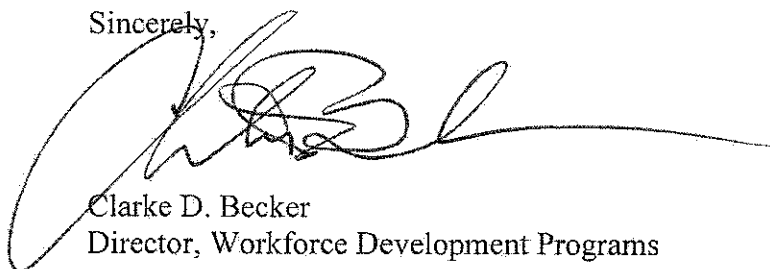


Retention Rate. Statistics for the Performance Common Measures are only available for the most recently completed Program Year 2009.

If you require any additional information or have any questions regarding this report, please contact the Acting State Veterans Programs Coordinator, Arturo Ruiz at 303-318-8751 or [arturo.ruiz@state.co.us](mailto:arturo.ruiz@state.co.us).

We hope to sustain our relationship with the Department of Military and Veterans Affairs and wish to thank you, for your continuing efforts in putting Colorado's Veterans to work.

Sincerely,

A handwritten signature in black ink, appearing to read 'C. Becker', with a long horizontal flourish extending to the right.

Clarke D. Becker  
Director, Workforce Development Programs

Cc: Joshua McDaniel, CO Director of USDOL Veterans Employment/Training Services  
Arturo Ruiz, Interim State Veterans Employment and Training Coordinator

# STATE OF COLORADO

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Division of Veterans Affairs

7465 E. 1<sup>st</sup> Ave.

Denver, CO 80230

(303) 343-1268 ~ (303) 343-7238(Fax)

Bill Conroy  
Director



Bill Ritter Jr.  
Governor

Major General  
H. Micheal Edwards  
The Adjutant General

## COLORADO DIVISION OF VETERAN AFFAIRS

### 2010 REPORT ON SERVICE TO VETERANS

November 15, 2010

For the Colorado Department of Military and Veteran Affairs  
Annual Report to the Governor

Chairman Ralph Bozella  
Colorado Board of Veteran Affairs

Re: State Board of Veteran Affairs Annual Report to the Governor

Dear Mr. Bozella:

It is with great pleasure that I transmit to you the 2010 Report on Service to Veterans. It has been a both a rewarding and a challenging experience for all of us at the Colorado Division of Veteran Affairs to grapple with the needs and issues that our state's veterans and family members have presented to us. We hope that you will find our final report for 2010 assists you in your presentation.

The Colorado Division of Veteran Affairs is made up of a total of 11 full time employees; which includes three employees at the Veteran Memorial Cemetery in Grand Junction, Colorado.

The Division is tasked by Colorado Revised Statue to supervise, direct and train all sixty five county veteran service officers (CVSO's). The majority of our veteran population utilizes the CVSO's as they seek assistance with their claims for benefits with the Federal Department of Veteran Affairs. I am certain you will be pleased to hear that through that training and direction my staff has provided, we were able to service 5201 number of entitlement claims over the last year. Once completed, all applications for benefits are then processed through the State Division of Veteran Affairs office before being sent to the Federal VA for Adjudication. This effort brought an increase of an addition \$92 million dollars in veteran entitlements into Colorado over the 2008 numbers.

The follow information is submitted for your consideration:

COLORADO DIVISION OF VETTRAN AFFAIRS		
Date: 10/30/10		
PRO-RATED RETRO VETERAN AWARD RECOVERY FROM SEPTEMBER 2009 THROUGH OCTOBER 2010		
AWARD TYPE	AWARD AMOUNT (\$)	AVERAGE MONTHLY (\$)
Burial allowance	83,803	6,046
Compensation	38,706,703	2,458,058
Pension	4,979,811	348,263
Death Pension Improved	1,678,808	27,426
DIC	1,589,377	123,222
Automobile	33,000	952
Voc Rehab (CH 31)	329,893	59,844
<b>TOTAL</b>	<b>47,319,731</b>	<b>3,098,729</b>
OFFICE ACTIVITIES		
ITEM	2010	2009
New Power of Attorneys	5354	2334
Letters to VA	10966	5765
New Claims	10681	5406
Telephone Calls	18,726	13,616
Health Care Enrollment	633	N/A
Certified Appeals Sent to BVA	161	N/A
Referendum E Veteran Property Tax Exemption	510	Running Total 3213

INTERMENTS IN VETERAN MEMORIAL CEMETARY OF WESTERN COLORADO	
Date 10/22/10	
Veteran	1471
Spouse	432
Dependent	1
<b>TOTAL</b>	<b>1904</b>

The General Assembly recommended during the 2008 legislative session to earmark monies for a pilot program to increase outreach in a select number of counties. This program examines the impact of a more aggressive campaign to target "hard to reach" pockets of our undeserved state veteran population. Last year \$101,000 was allocated for this endeavor to 4 target counties. As an example of this program, El Paso County has generated 1361 additional outreach claims with an annual dollar net increase of \$2,448,504.00 directly attributed to this program. The Division hopes you will agree with us that this was a small price to pay to begin to resolve this thorny issue.

The Division is also reporting the results of the Disabled Veterans Property Tax Exemption (REF E). Over the course of the last year, an additional 510 applications have been approved. To date 3213 homeowners have been recognized for this benefit. The Division believes that there is not enough data yet with this provision on which to base recommendations for change. At the same time, the Division believes the requirement of this reform is an important component and should not be allowed to expire.

The Division continues to be actively involved in the Transition Assistance Program (TAP) based out of Ft Carson and Buckley Air Base. This program provides a seamless passage for our active duty military to file for benefits through the Federal Department of Veteran Affairs within 120 days of discharge. This program has resulted in many referrals to our office. The Division has developed a similar arraignment with the Denver VA Hospital to process claims for veterans receiving long term treatment in that facility.

In closing, we remain a nation engaged in military operations in Iraq and Afghanistan and personnel are deployed around the world honoring national commitments. Members of the Uniformed Services include the unprecedented utilization of Colorado Guard and Reserve personnel. As the missions draws down, those members return back to their families and communities in Colorado. Concurrently, we are a nation faced with new economic constraints and an economy that went to the brink of a recession and now after 2 years continues in a slow recovery. We recognize the complexity of attempting to legislate programs or entitlement enhancements in a time of dwindling fiscal resources. But the benefits to the State of Colorado far outweigh the cost.

I would be happy to meet with you to discuss the Division's recommendations and its annual report. If you have any questions, please feel free to contact me or Ben Mestas, my Deputy Director at 303-343-1268.

Sincerely,



Bill Conroy, Director

Colorado Division of Veteran Affairs

# STATE OF COLORADO

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## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS Veterans Memorial Cemetery of Western Colorado

### Status Report

### Veterans Memorial Cemetery of Western Colorado

January 1, 2010 through October 31, 2010

to the

Colorado Board of Veterans Affairs

October 22, 2010



VETERANS MEMORIAL CEMETERY OF WESTERN COLORADO  
2830 Riverside Parkway  
Grand Junction, Colorado 81501

**Status Report  
Veterans Memorial Cemetery of Western Colorado  
January 1, 2010 through October 31, 2010  
to the Colorado Board of Veterans Affairs  
October 22, 2010**

**Executive Summary**

**1. Background**

Except for some very minor administrative changes, this section remains unchanged from last year's report.

**2. Physical Layout and Facilities**

Unchanged from last year's report.

**3. Organization**

Updated to reflect Rhy Paris' medical retirement and efforts to fill the vacancy.

**4. Functions**

Unchanged from last year's report.

**5. Extra-Curricular Activities**

Updated to reflect administrative and statistical changes and the discontinuation of certain ceremonies.

**6. Burial Operations**

**Gravesite Utilization:** Updated to reflect numbers, statistics, projections, etc. since last year's report.

**Columbarium Space:** Updated to reflect that maximum capacity for columbarium inurnment was reached in August 2010 and the ramifications thereof.

*(Note: The section on Options in last year's report has been deleted from this year's report as one of the options provided was implemented and is described elsewhere in this report and the other was eliminated from consideration).*

**Funding for New Columbaria:** Updated to reflect the procurement and subsequent loss of funding for a new columbarium and our plans to request funding for completion.

*Executive Summary, Page 2*

**2010 Interments by Month:** Updated to reflect numbers, statistics, projections etc., since last year's report.

**Interments by Year:** Updated to reflect numbers, statistics, projections etc., since last year's report.

**7. Customer Satisfaction**

Updated to reflect comments, numbers, statistics, etc., since last year's report.

**8. Early Registrations**

Updated to reflect numbers, statistics, projections etc., since last year's report.

**9. Issues and Concerns**

Updated to reflect the status of issues and concerns that were raised in last year's report, including:

**Mesa State Development:** Nothing new to report.

**Water Issues:** High ground water table continues to be a problem. Failure of a major irrigation system electrical component during the reporting period.

**Cemetery Funding:** Increase in burial reimbursement rate.

**Equipment Replacement:** Capital equipment replacement needs continue.

**10. New Issues and Concerns**

**Administrative Assistant:** Efforts underway to replace Rhy Paris.

**Future Personnel Needs:** Projects the need for additional personnel resources.

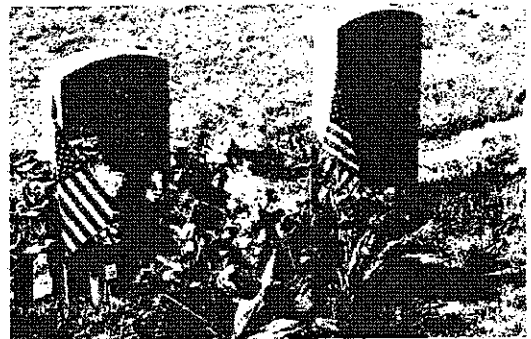
**Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through  
October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009**

## **1. Background**

The Veterans Memorial Cemetery of Western Colorado was authorized by the Colorado Legislature in 1999 to honor Colorado veterans. Construction began in June 2001 and was completed in September 2002. The cemetery is located on 22.5 acres at 2830 Riverside Parkway (formerly D Road), Grand Junction, Colorado, just east of the Grand Junction Regional Center and south of the Grand Junction Readiness Center currently under construction.

The cemetery opened on September 5, 2002 with a capacity of 3,337 units, including 1,758 units for casketed remains and 1,579 units for cremated remains (of which 861 were columbarium [wall] niches). Additionally, there were 775 memorial garden plots available for veterans whose remains were not recovered or were donated to science. The cemetery's capacity can be expanded, as necessary, in the future.

The cemetery is intended to be a dignified final resting place for Colorado's veterans of the armed services, their spouses and eligible dependents. It has been designed to provide a place of meditation and quiet contemplation for veterans, their families and friends. There are memorial walks on either side of the creek running northeast to southwest through the cemetery. These walks pass by each of the five columbaria in front of which are benches for visitors' convenience. There are landscaped areas for in-ground interments, which are characterized by thoughtful placement of trees, shrubs, and other plantings. These areas provide additional places for individual reflection.



The Veterans Memorial Cemetery of Western Colorado conveys the appreciation of the people of Colorado to its veterans and their families for answering the call to duty and faithfully and honorably serving the United States of America and the State of Colorado.

## **2. Physical Layout and Facilities** *(Figure 1)*

The Veterans Memorial Cemetery of Western Colorado occupies 22.5 acres of land owned by the Department of Military and Veterans Affairs. Approximately six acres of this land is developed and in use.

There are four facilities onsite: an Administration Building; a Committal Shelter; a Pump House; and, a Storage Building. There is an attached garage/work area at the Administration Building.

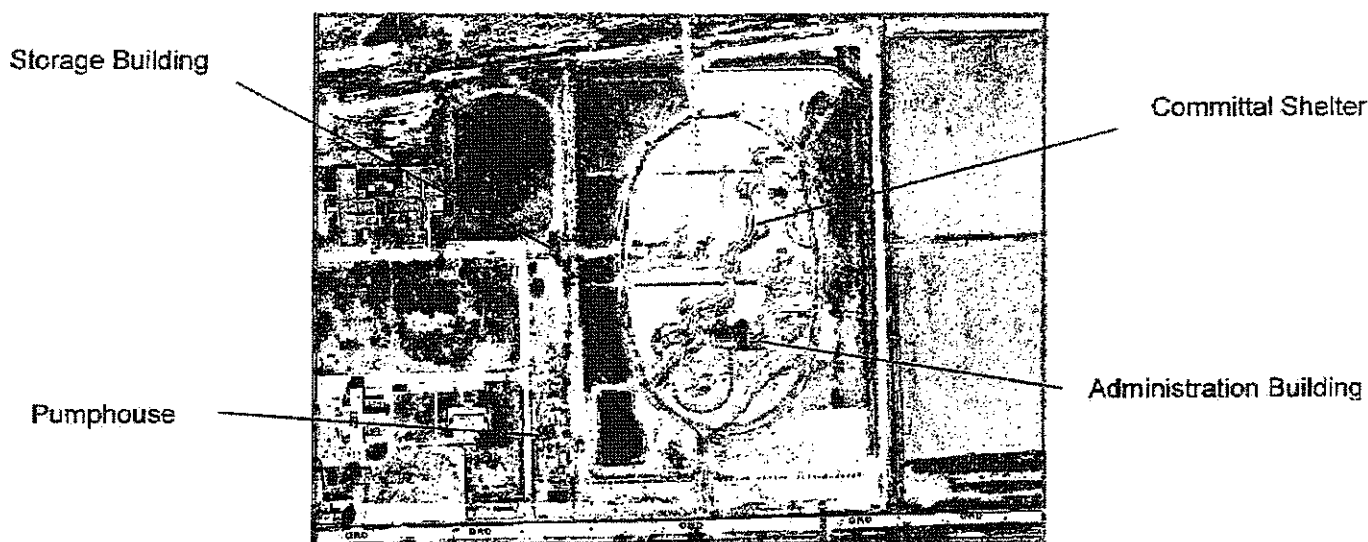
## **3. Organization**

The organizational structure of the cemetery includes a Director, Administrative Assistant (submitted



*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 2*

for reclassification to Program Assistant) to the Director, and two full-time grounds persons. During the growing season, two temporary grounds persons are added to supplement the full time crew. All employees report to the Director.



*Figure 1*

#### **4. Functions**

There are essentially four functions at the cemetery: management/administrative; operational; maintenance; and, landscaping. They involve various and diverse duties and responsibilities as listed below.

##### **Management/Administrative Function**

###### **ELEMENTS**

**Interaction/coordination/scheduling (with funeral service providers and/or next-of-kin), to include:**

- Confirming eligibility of veterans, spouses, dependents for interment
- Scheduling interments
- Scheduling Committal Shelter
- Assigning gravesites, plots, niches
- Scheduling use of Visitors Room
- Making preparations for interment, to include: assisting families, as needed, with military funeral honors, burial flags, Presidential Memorial Certificates

**Interaction with veterans, spouses, dependents**

- Responding to inquiries

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 3*

- Distributing forms
- Completing early registrations, i.e., early determinations of eligibility
- Conducting tours
- Assisting with records requests

**Records and documentation, to include:**

- Preparing interment record packages (VMC Forms 01 and 02, discharge paperwork, residency paperwork, and interment worksheet)
- Preparing Interment Remembrances
- Preparing interment tags and temporary markers
- Preparing and distributing daily interment schedule & attachments with detailed interment instructions
- Preparing and distributing burial certificates to appropriate boards of health
- Preparing and maintaining manuals
- Developing, maintaining and updating procedures
- Generating and maintaining records, to include:
  - Records of interment (using USVA Burial Operations Support System [BOSS])
    - Interment logs and registers
    - Early registration logs
    - Property lists
    - PM schedules
    - Non-exempt time records
    - Demographic and statistical records
- Maintaining and updating grave locator system
- Preparing work schedules for operations personnel
- Preparing and distributing reimbursement requests for US Department of Veterans Affairs

**Monitoring and, when necessary, taking action with regard to systems and equipment warranties and guarantees**

**Performance of routine office tasks**

- Responding to in-person, telephonic, and written inquiries
- Generating routine correspondence and reports
- Ordering supplies and equipment
- Filing
- Tracking non-exempt time records
- Initiating accounting processes
- Coordinating volunteer efforts
- Assigning tasks, monitoring and maintaining appropriate records of Criminal Justice Community Service clients and Mesa County work crews

**Awareness and marketing efforts**

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 4*

Developing, preparing, and distributing presentations, pamphlets, booklets, posters, etc.

Making presentations to Veterans Service Organizations and other groups

**Establishing and maintaining liaisons with appropriate agencies and organizations, to include:**

National Cemetery Administration and other USVA agencies

Veterans Service Organizations

Veterans Service Officers

USVA Medical Center – Grand Junction

Grand Junction Regional Center

CDHS Division of Facilities Management

Community Service Groups

Colorado Department of Military and Veterans Affairs

Others

**Training and instruction**

Attendance at appropriate seminars and training sessions

Training subordinates and support personnel

**Headstones, niche covers, monuments and memorial plaques**

Providing guidance for those ordering headstones and niche covers and those wishing to erect monuments or purchase memorial pillar and/or tree plaques

Ordering headstones and niche covers

Inspecting headstones and niche covers upon receipt for accuracy of inscription and compliance with standards

Processing associated paperwork and making required entries into BOSS

Selecting appropriate locations for monuments

Assigning memorial plaques

Generating and maintaining associated records and correspondence

Advising families when headstones, niche covers, and/or memorial plaques have been set

**Gifts and donations**

Processing financial gifts and donations for memorial plaques and niche vases and distributing associated funds

**Operational Function**

**ELEMENTS**

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 5*

### **Burial Operations, to include:**

- Preparing Committal Shelter for services, to include: setting up microphone, podium, flags, chairs, urn table
- Preparing and transporting casket carriage to Committal Shelter
- Setting up and preparing interment locations, to include: identifying, marking, opening graves/niches, placing drapes and temporary markers
- Transporting caskets/urns and flowers to gravesites
- Placing caskets and urns in gravesites
- Closing gravesites and placing flowers
- Setting and removing headstones and niche covers

### **Planning for and hosting veterans events**

### **Preparing Cemetery for veterans holidays and other events**

### **Safety and security**

- Operating fire and security alarm system

### **Installing monuments and memorial plaques**

## **Maintenance Function**

### **ELEMENTS**

#### **Custodial maintenance (i.e., janitorial services)**

- Maintain restrooms
- Sweep, mop and vacuum floors
- Empty trash and transport to dumpster
- Wash windows
- Replace consumables

#### **Vehicle and equipment maintenance**

- Change oil
- Replace filters
- Lubricate as needed
- Sharpen blades
- Clean equipment
- Effect minor repairs
- Schedule more extensive repairs

#### **Facilities repair and upkeep**

- Replace light bulbs
- Wash down buildings

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 6*

Effect minor repairs  
Schedule more extensive repairs

#### **Snow removal**

Remove snow from walkways and roadways using plow and/or sweeper  
Remove snow from Committal Shelter using handheld tools

#### **De-icing**

De-ice walkways, Committal Shelter and roadways using commercial product  
and/or handheld tools

### **Landscaping Function**

#### **ELEMENTS**

##### **Developing landscaping schedule of services**

Based on varied and diverse input, develop schedule(s) for different landscaping  
tasks

##### **Irrigation system management and operation**

Install, repair, replace sprinkler heads and/or other components  
Monitor and adjust watering times in zones  
Monitor, operate and maintain irrigation system computer  
Service and lubricate pumps  
Monitor system to ensure proper operation  
Maintain ponds, stream corridor and water features  
Implement contingency measures in event of system failure  
Test system at beginning of season and ready for operation  
Shut down and winterize system at end of season

##### **Landscape maintenance, to include:**

Installing/replacing sod  
Seeding  
Weeding  
Pest control  
Irrigating  
Mowing  
Trimming  
Planting  
Pruning  
Aerating  
Fertilizing

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 7*

## **5. Extra-Curricular Activities**

In addition to their normal functions, staff at the cemetery is heavily involved in other veterans-related tasks and activities on the Western Slope.

Management/Administrative staff was responsible for organizing the Grand Valley Combined Honor Guard and the cemetery director is a permanent member of its Board of Directors. As such, he is tasked with the responsibility of helping to oversee the Honor Guard and ensuring its efficient and effective deployment. The Grand Valley Combined Honor Guard has performed over 1,280 military funeral honors and numerous flag presentations, parades, school appearances and other ceremonies during the seven years of its existence.

The Honor Guard's popularity has increased to the point where it is constantly in demand. Again this year, the Honor Guard, which consists of approximately 40 active members, has had to decline numerous invitations because of a lack of resources.

The cemetery's management/administrative staff has been and continues to be responsible for many other events, including:

### **Memorial Day Activities – Annually in May**

- Ensuring proper decoration of Cemetery and placement of individual flags on gravesites
- Retreat Ceremony the night before Memorial Day
- Flag Retirement and Burning Ceremony the night before Memorial Day
- Memorial Day Program and Ceremony at Cemetery

### **Veterans Day Activities – Annually in November**

- Ensuring proper decoration of Cemetery
- Veterans Day Program and Ceremony at Western Slope Vietnam War Memorial Park
- All Services Military Ball

### **Other Veterans-Related Activities (in Grand Junction, Fruita and Palisade)**

- Fourth of July Parades and Ceremonies
- Fall Festival Parades
- Wreaths Across America Program
- Local School Presentations

## **6. Burial Operations**

### **Gravesite Utilization** *(Figure 2.*

As of October 22, 2010, the Veterans Memorial Cemetery of Western Colorado has provided

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1,904 interments to 1,471 veterans, 432 spouses and 1 dependent. Distribution of these interments by gravesite type is shown below. This does not include the remains of a Civil War-era veteran who was discovered in Lake County, Colorado three years ago and interred in this cemetery in January 2008

Based on the total interments as of October 22, 2010, i.e., 1,904, the average interment rate is one a day, 4.7 a week since the cemetery opened.

#### INTERMENT LOCATIONS

	Total Available	Reserved In Use	Remainder Available	Percent In Use	Percent Available	Average Monthly Use	Months Remaining to Zero	Approx. Date of Zero	Reserved Locations
Wall Niche	861	861	0	100.00%	0.00%	8.70	-	10/22/2010	5
In-Ground Niche	718	248	470	34.54%	65.46%	2.51	187.56	3/18/2026	1
Single Vault	313	159	154	50.80%	49.20%	1.61	95.85	9/5/2018	3
Double Vault	934	397	537	42.51%	57.49%	4.01	133.87	10/20/2021	0
Conventional	511	4	507	0.78%	99.22%	0.04	12,544.03	2/19/3041	0
Memorial Garden Plot	775	67	708	8.65%	91.35%	0.68	1,045.80	9/13/2096	0
	4,112	1,736	2,376						

Cemetery Opened: 9/5/2002

Figure 2

(Notes: There are no reserved spaces except when both a husband and wife are veterans and choose to exercise their right to an individual gravesite. In those cases, a space is reserved for the survivor next to the decedent; totals do not reflect double occupancies)

#### Columbarium Space (Figure 3)

On August 27, 2010, we assigned the last columbarium niche, C5-D-42, for the interment of a Navy veteran. As of that date, the only columbarium interments have been second interments of a veteran or spouse. All other interments of cremains have and will continue to be in Section 8, the in-ground niche area.

Funding for a new columbarium was requested (see below).

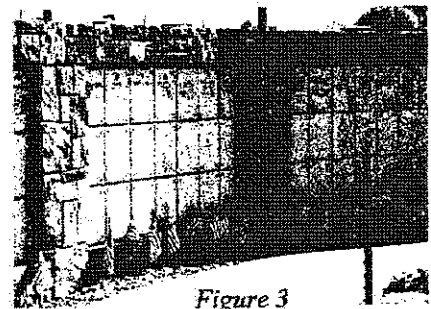


Figure 3

The full utilization of columbarium space has resulted in a substantial increase in the use of in-ground niches. This has, in turn, increased the burden on burial operations in that in-ground interments are more labor-intensive - the niches have to be bored into the ground using heavy equipment; more time-consuming - 30 minutes versus 5 minutes; and, post-interment processes include setting headstones rather than screwing on niche covers (with the subsequent mowing and trimming operations around the headstones).

#### Funding for New Columbaria

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Funding for a new columbarium was approved by the Board of Veterans Affairs during the year in the form of a \$45,000 grant to the cemetery during late winter. An engineering firm was selected and was working on design drawings when, in June 2010, funding was withdrawn.

At that time, considerable progress on design drawings had been made. At this point, the project is "on hold" until new funding can be obtained for construction of a columbarium.

Cemetery management will be making another request to the Board of Veterans Affairs for a grant to complete the project. It is expected that this request will be made in November 2010.

### **2010 Interments by Month** (Figure 4)

While interments were predicted to peak by the VA in 2008, followed by a gradual decline in subsequent years, this was not the case at the Veterans Memorial Cemetery of Western Colorado.

Interments did, in fact, hit the highest rate to date at 265 in 2008 followed by a decline to 239 in 2009. However, this year is on track to be the second busiest year since the cemetery opened.

Interments by month since January 2010 are shown below.

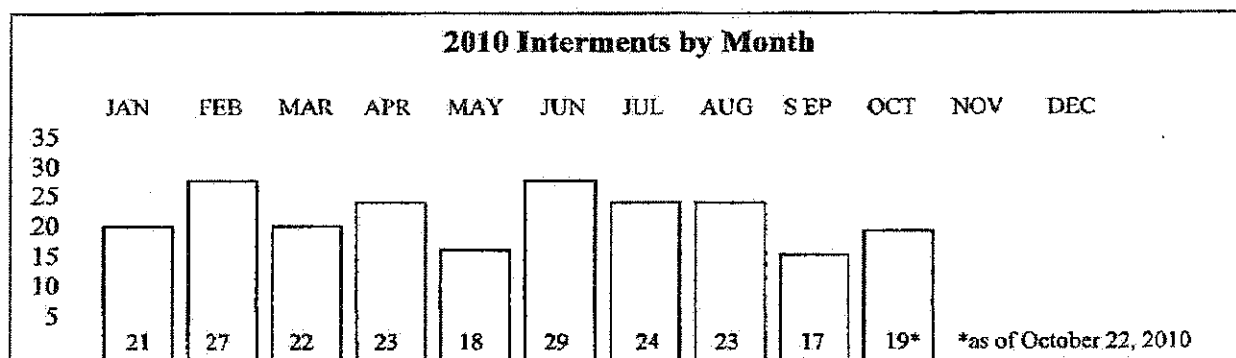


Figure 4

### **Interments by Year** (Figure 5)

The total of 1,904 veterans, spouses and/or dependents interred as of the date of this report are broken down by year below.

## **7. Customer Satisfaction** (Figure 6)

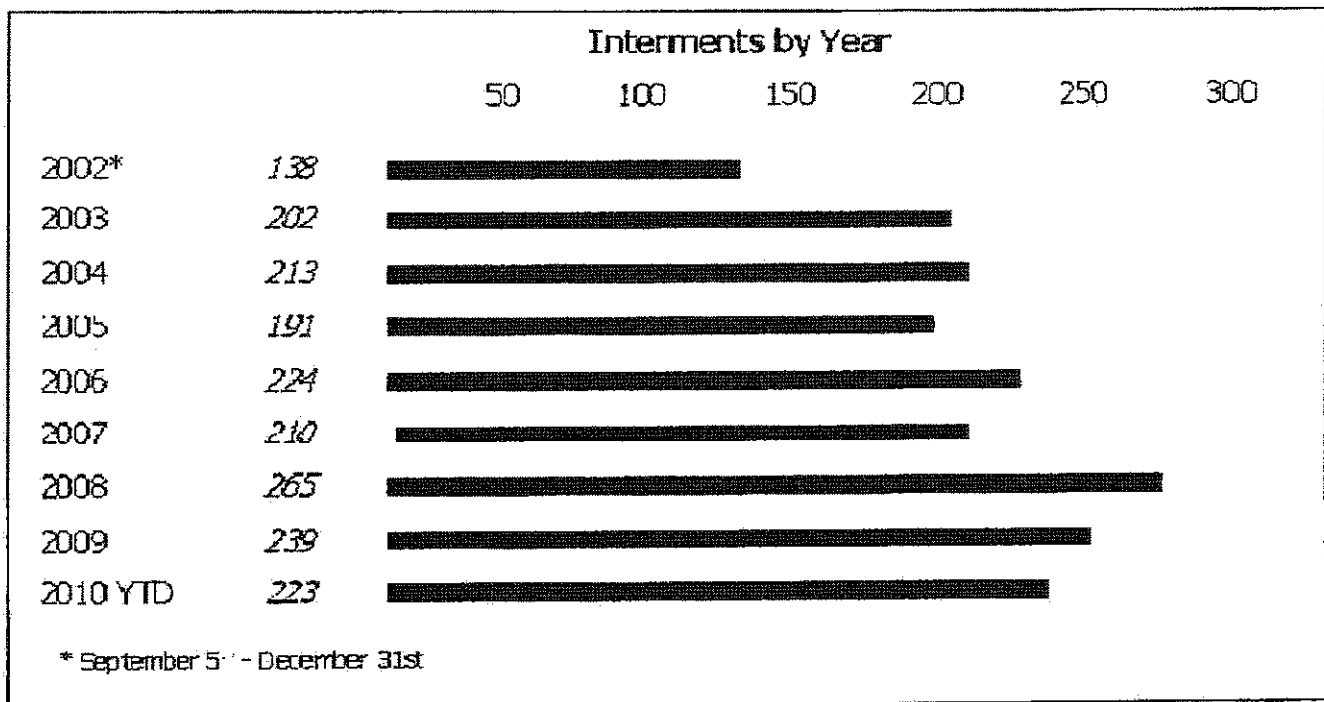
The cemetery sends out Customer Satisfaction Surveys every three months to gauge the level of customer satisfaction for the previous quarter. Thus far, there have been 28 such surveys and the results have been most encouraging. Survey forms, along with stamped, self-addressed envelopes are sent to ~ 25% of the next-of-kin of those who were interred during the previous quarter. All surveys are anonymous, however, many respondents sign their names.



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A scale of 1 to 5 is used with 4 - 5 considered a satisfactory rating. The average of these ratings is shown below.

On the surveys, there is room for any comments a respondent may wish to make. The responses the cemetery has received from the most recent survey are shown below (these are typical of the majority of responses):



*Figure 5*

### **Responses from Customer Satisfaction Survey, 2<sup>nd</sup> Quarter 2010**

1. "Not enough chairs but otherwise great-thanks!"
2. "Could not have been better-my thanks to all who participated"
3. "Very pleased & grateful with the help & consideration! A wonderful experience from start to finish! Thank you all!"
4. "Need grass seed on grave"
5. "Overall everything went smoothly"
6. Comments too lengthy to include here. Respondent was very appreciative-wrote full page letter of gratitude.
7. "We noticed some trees had died and had been removed-would like to donate a tree"
8. "My father LaVern Hubbard was a member of GVCHG-the service was excellent! My regards & thanks!"
9. "I will be very happy when I see my husbands tombstone on his grave"
10. "Thank you very much!"
11. "Good job, right on target!"
12. "Everything done for me was beyond the call of duty!"
13. "Very pleased with the entire service . . .he is in the perfect place. . . thank you again"

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14. "Me and my family were so proud to be a part of Dennis Murphy's funeral-great job to all!!!"

15. "You have a beautiful facility that is so honoring to our Veterans. The people in the office & on the day of the service were so accommodating & kind. Thank you so very much! On a scale of 1-5 you would be a 10!"

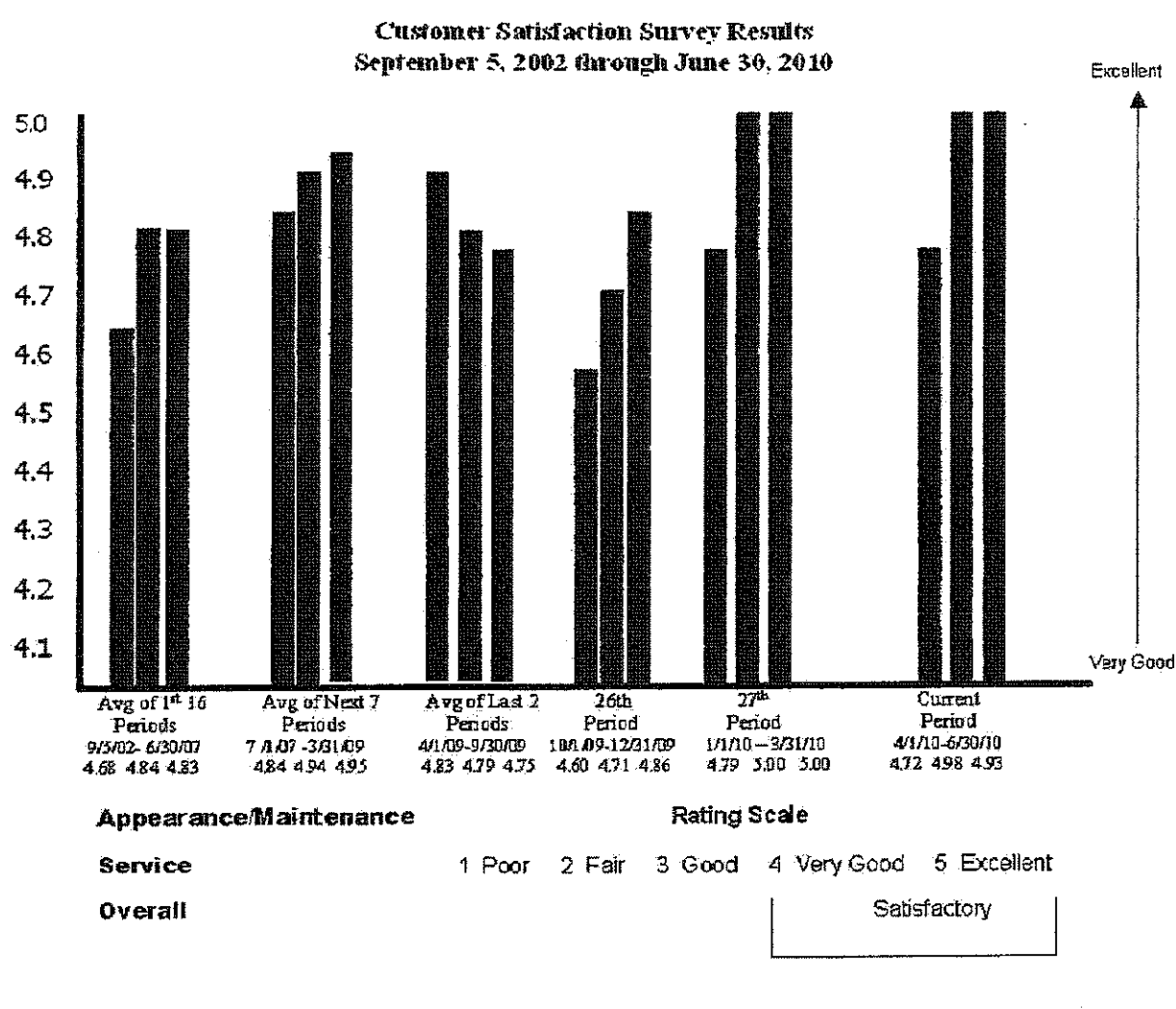


Figure 6

All responses are kept on file at the Cemetery and are available to anyone wishing to review them.

## 8. Early Registrations

In an attempt to better serve the local veterans community and at the same time attempt to predict future needs, the Veterans Memorial Cemetery of Western Colorado offers a service not usually provided at most veterans cemeteries, i.e., Early Registration.

Early Registration allows a veteran to receive an early determination of eligibility for interment at the cemetery. A veteran will complete a cemetery form (VMC Form 1) and submit it with a copy of his or

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 12*

her discharge (e.g., DD214) and proof of residency (if the veteran's home of record was not in Colorado).

The cemetery will determine the veteran's eligibility for interment and keep copies of the paperwork on file so that, when the time comes, it will be one less thing for the family to worry about. There have been several instances where eligibility for interment could not be immediately determined, e.g., the family could not find the discharge. This delayed the interment until eligibility could be determined.

The ancillary benefit to the cemetery of such a program is that it allows cemetery staff to estimate future interments and incorporate the information into short and long range planning.

As of the date of this report, 3,144 veterans have registered. This represents 3,597 likely interments, including these veterans, their spouses and eligible dependents.

## **9. Issues and Concerns**

The issues and concerns identified in last year's report included the following:

### **Mesa State Development**

There were no new developments with this issue during the timeframe covered by this report. This was presumably due to the soft development market in the area. We will, however, continue to monitor the situation and report if and as needed.

### **Water Issues**

As of last year's report, the Silt Trap/Columbarium 5 Project seemed to have effectively addressed the water problems in that area. We were not, however, able to accurately gauge the overall success of the project because the system had been shut down shortly after it was completed. During the winter, we had a minor problem with some of the cultured stones falling off of the wall/bench that was constructed at Columbarium 5 as part of the project. It was addressed and no further problems were experienced.

The overall effectiveness of the solution, based on a complete irrigation season, is rated as high. All components seem to be accomplishing their stated purposes and the water situation remains, at this point, under control.

We did experience a rise in the normally high ground water level at Columbarium 5 for a short period in September 2010, however, it was caused by the buildup of cattails downstream that resulted in a slight overflow of water out of the stream and under the sidewalk in the Columbarium 5 area. The removal of the cattails alleviated the problem to some extent.

We do continue, however, to be plagued by the high water table in the overall area but particularly at Columbarium 5. The very high ground water level in this area precludes normal planting of trees and anything else. We are, therefore, looking at constructing raised planters to provide a satisfactory bed for such plantings.

*Status Report, Veterans Memorial Cemetery of Western Colorado, January 1, 2010 through October 31, 2010, to the Colorado Board of Veterans Affairs, October 22, 2009, page 13*

In addition, we experienced a major failure of a breaker associated with the main irrigation pump breaker. It was discovered that this particular breaker had been installed haphazardly which we believe contributed to its failure. This particular item costs over \$1,200 and is not normally stocked by General Electric or any other parts suppliers. It is usually assembled upon request.

We were able to procure a new breaker at half the cost and our on-staff, licensed electrician, John Ragar, was able to install it with considerable savings to us for labor.

This failure points out the types of issues we expect in the future as features, components and systems at the cemetery start to fail because of age and usage.

### **Cemetery Funding**

Our concerns about long-term funding of the cemetery, especially in view of the current economic situation and budget cutbacks have not changed. We have been fortunate in being able to continue to operate as normal by cutting back in certain areas, e.g., vehicle, electrical and landscaping maintenance. On a positive note, however, we were advised by the National Cemetery Administration that, effective October 2011, the reimbursement rate for veterans' interments will increase from \$300 per interment to \$700. Providing all other funding sources remain stable, this should alleviate our concerns for the immediate future and allow us to perhaps replace some of our aging equipment and address some issues resulting from the maturation of the cemetery, e.g., the increase in in-ground interment of cremains.

### **Equipment Replacement**

The computer in the director's office was replaced and is functioning extremely well, resulting in increased effectiveness. We will need to look at replacing at least one other office computer in the near term.

As reported last year, one of the Gators (utility trucks) and the John Deere 1435 riding mower will have to be replaced or overhauled. In addition to these pieces of equipment, the Hustler riding mower has experienced considerable problems during the year. Support from the local Hustler dealer and the manufacturer has been severely lacking. We have been fortunate in that Gary Vigil, a cemetery grounds person with considerable repair skills, has been able to procure parts and make repairs on his own.

## **10. New Issues & Concerns**

### **Replacement for Rhy**

In addition to the continuing issues and concerns, i.e., the need for new columbaria and continued and appropriate funding for the cemetery, there is one new issue this year; a replacement for Rhy Paris, Administrative Assistant. Rhy left his employment with the cemetery on a medical retirement in June. Since then, we have been trying to hire a replacement for him.

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Joanne Black came on board on June 1, 2010 as a temporary replacement and has done a most commendable job.

We have been unable to identify a suitable replacement for Rhy and, during the process, concluded that the position needed to be reclassified. Accordingly, a revised Position Description Questionnaire was submitted to DMVA Human Resources on October 15, 2010 along with a request to reclassify the position.

As of this date, that process is continuing.

### **Future Personnel Needs**

Because the advancing age of the cemetery has resulted in new challenges, e.g., the increased utilization of in-ground niches, we are predicting that our normal requirements for temporary employees will increase.

In the past, we have successfully utilized two temporary employees during the irrigation season for periods of 3-4 months each. While this has worked well, we are now projecting a need for at least one of these temporary employees for a 6 month period (the maximum allowed).

## **11. In Closing**

The Veterans Memorial Cemetery of Western Colorado is considered by the veterans community, particularly on the Western Slope, to be one of the "crown jewels" of the State Veterans Affairs program. It continues to be symbolic of the DMVA's and the Division of Veterans Affairs' concern for and commitment to Colorado's veterans. It would be a great shame to lose this status because of a lack of funding for a \$280,000 per year facility. Fortunately, the increase in the reimbursement rate will help considerably, provided, it and the cemetery's other funding sources are left intact.

Respectfully submitted,

S/

Richard J. Gigliotti  
Director  
Veterans Memorial Cemetery of Western Colorado  
Grand Junction, Colorado

# STATE OF COLORADO

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

DIVISION OF VETERANS AFFAIRS  
7465 East 1<sup>st</sup> Ave., Suite C  
Denver, Colorado 80230  
Phone 303-343-1268  
FAX 303-343-7238

William H. Conroy  
Director



31 October 2010

To: Colorado Department of Public Health and Environment  
Attn: State Board of Health  
4300 Cherry Creek Drive, South  
Denver, CO 80246-1530

Bill Ritter, Jr.  
Governor

Major General  
H. Michael Edwards  
The Adjutant General

From: William H. Conroy  
Director, Division of Military Affairs  
7465 E. 1<sup>st</sup> Avenue, Unit #C  
Denver, CO 80203

Subject: Executive Summary to Department of Military and Veterans Affairs Report on the Colorado Veterans Affairs Trust Fund for FY 09-10.

The Veterans Trust Fund (VTF) received an appropriation of \$1,078,911 at the beginning of FY 09-10. The board used \$31,375 for administration and Division of Veterans Affairs Operations: \$6,000 upgraded the Board's Strategic Plan and \$5,000 was expended in support of the Veterans Resource Information Clearinghouse. Also, the Veterans Memorial Cemetery of Western Colorado was able to expend \$16,000 that was carried over from the previous year in support of a drainage project. \$917,393 was provided to the grant program. Of the \$917,393 provided for grants, \$852,122 was expended. By the end of the fiscal year \$910,657 was disbursed by the fund.

Grants were provided to American Legion Posts and American Legion State Headquarters, Disabled American Veterans Chapters and the Regional Office of the Disabled Veterans of America, National Association of Black Veterans, Inc., The Retired Enlisted Association, Veterans of Foreign Wars Posts and State Veterans Nursing Homes..

Veterans in the front range urban corridor, the Grand Junction area and eleven (11) communities outside of these metropolitan areas were assisted via transportation, employment assistance and homeless programs that provided a means for veterans and dependents to meet medical appointments, find jobs and other needed services. In addition the VTF assisted in the operations of six (6) major homeless/incarcerated veteran projects in the front range urban corridor and Grand Junction area. The trust fund also provided funds for the purchase of three (3) vehicles to accommodate transportation programs and nursing home residents. Grants for vehicles provide for the continuance of programs or ongoing service to the veteran community for many years to come.

A total of 10,645 veterans were reported to have received either a direct or indirect service, through grantees, from the Veterans Trust Fund.

The attached report breaks down the numerous services provided by the grants. If there are any questions concerning this report, please contact my office.

William H. Conroy  
Director

Encl: Veterans Trust Fund (VTF) Report

**DEPARTMENT OF MILITARY AND VETERANS AFFAIRS REPORT ON THE COLORADO STATE  
VETERANS AFFAIRS TRUST FUND FOR FY 09-10**

**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 09-10 covering the period from July 1, 2009 - June 30, 2010.

**Statutory Issues Affecting the Future of the Veterans Trust Fund:**

**SECTION 2.**

**28-5-709 (1) (b) (III) and (1) (b) (IV), Colorado**

**Revised Statutes, are amended, and the said 28-5-709 (1) (b) is further amended**

**BY THE ADDITION OF A NEW SUBPARAGRAPH,**

to read: 28-5-709. Colorado state veterans trust fund - created - report- repeal. (1) (b) The moneys in the trust fund shall be used for:

(III) Costs incurred by the division; and

(IV) Veterans programs operated by nonprofit veterans organizations that meet criteria adopted by the board and that are selected by the board as grant recipients;

AND

(V) (A) CONSTRUCTION PROJECTS TO BUILD NATIONAL GUARD ARMORIES AT ALAMOSA, GRAND JUNCTION, AND WINDSOR.

(B) THIS SUBPARAGRAPH (V) IS REPEALED, EFFECTIVE JULY 1, 2012.

**Funds Received:** The Veterans Trust Fund (VTF) received an appropriation of \$1,078,911 at the beginning of FY 09-10. The board used \$31,375 for administration and Division of Veterans Affairs Operations: \$6,000 upgraded the Board's Strategic Plan and \$5,000 was expended in support of the Veterans Resource Information Clearinghouse. Also, the Veterans Memorial Cemetery of Western Colorado was able to expend \$16,000 that was carried over from the previous year in support of a drainage project. \$917,393 was provided to the grant program. Of the \$917,393 provided for grants, \$852,122 was expended. By the end of the fiscal year \$910,657 was disbursed by the fund.

**Program Description:** The Colorado State Veterans Trust Fund is designed with the specific goal of assisting all eligible veterans residing in the State of Colorado regardless of race, color, national origin, religion and sexual preference, marital or religious status by providing funds for the following purposes:

- State Veteran's Nursing Homes for capital improvements and needed amenities.
- Costs incurred by the legislative oversight committee and veterans nursing home commission to evaluate quality of care provided at certain state veterans nursing homes.
- Operation and maintenance of existing or future State Veterans Cemeteries.
- Costs incurred by the Division of Veterans Affairs.
- Non-profit Veterans Service Organizations to assist homeless veterans and their families, providing veteran transportation to and from Veteran Medical Centers and Doctor's appointments; stand-downs; veterans forums, and programs to assist the veteran in employment or job related services.

**Population Served:** The actual number of veterans in the State of Colorado is unknown since all veterans are not registered with the Veterans Administration, however the United States Department of Veterans Affairs, National Center for Veterans Analysis and Statistics demographic analysis of the veteran population for the State of Colorado estimates that as of 30 September 2009 there were approximately 424,000 veterans living in the State of Colorado. Obviously, not all of them require assistance. Those that do require assistance include nursing home residents, homeless, indigent veterans, combat disabled veterans, invalids, under-employed and the unemployed. A breakdown of the actual number served through the grant process is provided in subsequent paragraphs of this report.

**Services Provided:** Of the \$917,393 available 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.

**Veterans Memorial Cemetery of Western Colorado** - No money from this year's grant was expended by the cemetery, however \$16,000 that was carried over from the previous year in support of a drainage project.

**State Veterans Nursing Homes (SVNH) –**

**Rifle** - \$28,665 for Resident Furniture

**Denver (Fitzsimons)** - \$34,370 Bariatric Equipment

**Homelake** - \$22,400 Healthy Heart Room

**Florence** - \$41,000 Renovate Sports Grill

**Non-Profit Veterans Service Organizations** – these organizations were awarded \$593,725 in grant funds to support veterans and their needs. A breakout by organization with the purpose and amounts provided to and expended by each grantee with number of veterans served is provided as enclosure #1 to this report.

**Administration** - Administrative costs of \$31,375 include grant management, some Board of Veterans Affairs travel and travel for grantee site visits/inspections.

**Operation and Special Projects** - Division of Veterans Affairs Operations used \$50,000 for document scanning equipment and computers, conduct of County Veteran Service Officer Training and Administrative assistance for claims processing. The update of the five year Strategic Plan cost \$6,000 and the Veterans Resource Information Clearinghouse project, which is an internet based resource for veterans seeking assistance, expended \$5,000.

**Program Effectiveness:** This was the eighth year that the Colorado Department of Military and Veterans Affairs administered the Colorado State Veteran's Trust Fund. The trust fund is operating effectively. It is achieving its designed purpose. On-site visits continue to be conducted by the grant administrator, members of the board and staff members. Success is evidenced by a strong marketing program and by the number of veterans directly served. Shown here by Fiscal Year and Number of Veterans Served:

Fiscal Year	Veterans Served
02-03	1,514
03-04	2,704
04-05	3,517
05-06	7,045
06-07	11,058
07-08	7,717
08-09	10,116
09-10	10,645

**Evaluations:** Grantees are evaluated by on-site visits and/or inspections, quarterly reports and the submission of receipts and/or canceled checks submitted by the grantees. A final year end report is also required from the grantees.

**Closing:** Over the past eight 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 bus passes, food cards, work clothes, rent assistance, utility assistance and transportation to Veterans Affairs medical facilities to 54,361 Veterans in the State. The fund still provides some minimal support to the Division of Veterans Affairs for its operation.



## Enclosure #1

<u>Organization</u>	<u>Purpose</u>	<u>Grant Amount</u>	<u>Amount Disbursed</u>	<u>Veterans Served</u>
Am Leg Post 113, Alamosa	Trans Program	\$3,500	\$3,500	77
VFW Post 899, Alamosa	Trans Program	\$26,325	\$26,287	1,821
VFW Post 3621, Lamar	Trans Program	\$12,900	\$12,900	627
Am Leg Post 108, Pagosa Spgs	Trans Program	\$24,000	\$24,000	57
Am Leg Post 209, Colo Spgs	Support Homeless Shelter	\$70,000	\$70,000	312
Am Leg Post 2, Pueblo	Veh Purchase & Trans Program	\$34,000	\$34,000	1,465
DAV Chapter 30, Salida	Veh Purchase & Trans Program	\$23,259	\$19,051	26
Am Leg Post 109, Windsor	Standdown & Vet Assistance	\$50,000	\$41,024	235
Am Leg Post 44, Steamboat Spgs	Trans Program	\$3,750	\$3,750	81
VFW Post 4663, Clifton	Pets for Vets	\$3,000	\$3,000	13
VFW Post 1247, Grnd Junction	Job & Vet Assistance	\$23,900	\$18,139	225
Am Leg Post 170, Westcliffe	Trns Prgm & Vet Assistance	\$48,250	\$48,250	292
VFW Dept of CO, Lakewood	Vet Services	\$25,000	\$24,992	55
DAV Chapter 48, Durango	Vet Services	\$30,000	\$29,930	185
VFW Post 5231, Mancos	Job & Vet Assistance	\$8,425	\$6,500	16
NABVETS, Denver Chapter 24	Trns Prgm & Vet Assistance	\$20,000	\$20,000	150
Am Leg Post 1992, Aurora	Vet Assistance & Employ	\$18,000	\$18,000	70
Am Leg Post 66, Akron	Trans Prgm	\$6,900	\$5,044	147
Am Leg Post 1, Denver	Job & Vet Assistance	\$20,000	\$12,887	120
DAV Chap 8, Greeley	Veh Purchase & Trans Program	\$33,259	\$23,572	Note 1
TREA Chap 1, Colo Spgs	Standdown & Vet Assistance	\$40,000	\$32,500	Note 1: Vehicle Purchased at end of FY 114
VFW Post 4265, Craig	Trns Prgm & Vet Assistance	\$15,000	\$15,000	313
VVA Chap 57CO, Grand Junction	Stand-down & Vet Assistance	\$10,000	\$5,955	361
VFW Post 4171, Golden	Homeless & Incarcerated Prgm	\$24,000	\$22,056	228
Am Leg Post 203, Pueblo	Standdown & Vet Assistance	\$10,000	\$10,000	103
VFW Post 41, Loveland	Job & Vet Assistance	\$40,000	\$37,631	164
Am Leg Post 103, Littleton	Vet & Job Assistance	\$11,950	\$11,954	152
Am Leg Post 87, Aurora	Vet Assistance & Trans	\$115,640	\$115,640	2,602
DAV Region, Denver	Homeless Standdown	\$15,000	\$15,000	481
Am Leg State Hq's, Denver	Internet Upgrade	\$15,000	\$14,940	150
VFW Post 8661, Conifer	Trans Program	\$9,900	\$984	3
SVNH, Rifle	Resident Furniture	\$28,665	\$27,867	Note 2
SVNH, Denver (Fitz)	Bariatric Equipment	\$34,370	\$34,370	Note 2
SVNH, Homelake	Healthy Heart Room	\$22,400	\$22,400	Note 2
SVNH, Florence	Renovate Sports Grill	\$41,000	\$41,000	Note 2
Note 2: No Additional Veterans Served just better Served				
<b>Totals</b>		<b>\$917,393</b>	<b>\$852,122</b>	<b>10,645</b>

