

# STATE OF COLORADO

## COLORADO BOARD OF VETERANS AFFAIRS

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

### Members

Duane Dailey, Chair  
Jack Rudder, Vice Chair  
Hollie Caldwell, Secretary  
Longinos Gonzalez  
Patricia Hammon  
Norm Steen  
Sheila Scanlon

Division of Veterans Affairs  
1355 S. Colorado Blvd, Bldg. C  
Suite 113  
Denver, Colorado 80222  
Phone: 303-284-6077  
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David Callahan, Acting Director

Jared Polis  
Governor

Major General  
Michael A. Loh  
The Adjutant General



## 2019 Report of Board of Veterans Affairs

October 31, 2019

**The Honorable Jared Polis**  
**Governor, State of Colorado**  
**200 East Colfax Avenue**  
**Denver CO 80203**

**Senator Mike Foote**  
**State, Veterans & Military Affairs Committee**  
**Committee**  
**Colorado Senate**  
**200 East Colfax Avenue**  
**Denver CO 80203**

**Representative Chris Kennedy**  
**State, Veterans & Military Affairs**

**Colorado House of Representatives**  
**200 East Colfax Avenue**  
**Denver CO 80203**

**Subject:-2019 Annual Report of the Board of Veterans Affairs**

In accordance with the Colorado Revised Statutes 28-5-703, I am pleased to provide you the 2019 Report of the Colorado Board of Veterans Affairs (CBVA). This report covers the period of July 01 2018 through June 30, 2019.

The CBVA is comprised of seven members, all honorably discharged military veterans who serve four-year terms on the board. Our newest members, Shelia Scanlon, a 32 year veteran of the United States Marine Corps, and retired United State Air Force Officer, Longinos Gonzales, El Paso County Commissioner were confirmed by the Senate Veterans & Military Affairs Committee in March, and US Army veteran Duane Dailey was re-confirmed for another four year term. Tenured board members include Norm Steen, County Commissioner from Teller County, US Army veteran with 32 years of commissioned service, Hollie Caldwell, US Air Force, Pat Hammon, US Army and current CBVA Chair Jack Rudder, US Air Force. Robby Robinson has agreed to continue as the Board's representative to the Board of Commissioners of Veterans Community Living Centers and the Colorado Veterans Monument Preservation Trust Committee.

As the Colorado Board of Veterans Affairs (CBVA) continues to hold our meetings throughout the state and meet with veterans, it is obvious that we meet the challenge of being misunderstood as being representatives of the federal VA system. We are able in most cases to clarify our role and act as a liaison to facilitate connections with VA when needed. Access to healthcare, mental health, and sustainable housing are issues that we are continually questioned about. With the conversion from Choice Card to Community Care, and now with the implementation of the Mission Act, the County Veterans Service Officers (CVSOs) are kept very busy trying to interpret the latest upgrades in the delivery of VA health care.

Per the CBVA Strategic Plan, the CBVA through 2019 has traveled to all regions of the state. Starting in June 2015 meetings have been held in Granby, Grand Junction, Montrose, Florence, Ft. Collins, Sterling, Monte Vista, Colo. Springs, Pueblo, Longmont, Conifer, Trinidad, Durango, Ft. Lyon, Greeley, Buena Vista, Walsenburg, additionally Lakewood, Golden, Aurora, Westminster, and Denver. In 2020 the CBVA will travel to Burlington, Cortez, and Steamboat Springs in addition to Lakewood, Littleton, and Colorado Springs. The make-up of the Colorado Board of Veterans Affairs has taken on a different look over the past few years. Historically most board members have been located on a 25 mile wide band either side of I-25. The present board has 3 in that same corridor, but additionally one member from Teller County, one from the San Luis Valley, one from western Vail Valley and one from the north central mountains. We incorporated for the first time in our history the ability to teleconference the meeting, if circumstances prohibit a personal attendance. We continue to hold Board Orientation and Training Retreats at the beginning of each fiscal year to ensure that the Board members understand the duties, roles and statutory requirements.

The Veterans Trust Fund and Veterans Assistance Grant continue to be very powerful tools provided by the state legislature to greatly assist those vets in need. These two grants are truly appreciated by those they help. The end results of both grants, the distribution of funds to those veterans and families is indeed invested properly, as demonstrated by the reported outcomes and effectiveness measures. Requests from grantees for the VTF grant and for the VAG grant were greatly increased both in the number of applicants and the amount of dollars available. The Veterans Trust Fund awarded \$786,034 to 23 applicant grantees and four of Veteran Community Living Centers. The Veterans Assistance Grant awarded \$939,846 to 30 nonprofit organizations.

In 2018 the State of Colorado Governor and Legislature continued its commitment to veterans and County Veteran Service Officers by upping its financial support for the mandated County Veterans Service Office. In the past 6 years compensation for the county VSO has increased from \$100.00 a month for a part time VSO to \$1225.00, and \$200.00 a month for a full time VSO to \$2450.00 a month. As a result of the increased funding more counties are committed to increased services to their veterans. The more proactive a CVSO is in his/her county brings results of advancement in the connection of veterans with their county Veteran Service Officers to obtain VA federal benefits, health care, housing, and employment opportunities. To further add transparency to this often misunderstood funding line, the CBVA, through the leadership of CBVA member and Teller County BOCC member Norm Steen, has facilitated with Colorado Counties Inc. (CCI) a moderated panel presentation at the annual winter conference of CCI in

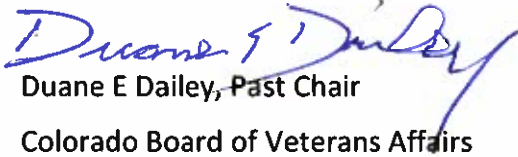
Colorado Springs for the further education of Colorado's County Commissioners better understand the most important role of the CVSOs and veterans of this great state.

The FY 18 Geographic Distribution of VA Expenditures (GDX) reflects that each individual dollar spent on a CVSO results in almost \$5000.00 of revenue returned to the county.

As Colorado continues to increase in population and grow its services it is evident that those veterans served by this great state of Colorado and the numerous community-based organizations are outstanding.

Thank you for your continued support.

Very Respectfully,

  
Duane E Dailey, Past Chair  
Colorado Board of Veterans Affairs

November 22, 2019

Subject: 2019 Annual Report  
Training for County Veteran Service Officers

The Division of Veterans Affairs staff and invited experts provide in-office training to new County Veteran Service officers, an annual joint continuing education conference as well as regional update meetings every year.

The 2019 Annual County Service Officer Training Conference was held at the Westminster Doubletree August 27 through August 30, 2019. The Division of Veterans Affairs staff, including State Veteran Service Officers, and invited experts provided separate sessions of training and foundation classes for new Service Officers and continuing educations and update sessions for seasoned Officers. There were 98 participants with representatives from all County Service offices as well as the State Community Living Centers, non-profit groups who serve Veterans and Veteran Service organizations.

Presenters provided sessions on various subjects from new VA appeal processes, to the Women Veterans Program at the Grand Junction VA Hospital, to new VA pension rules and procedures, new Aid and Assistance Guidelines, new programs under the Mission Act, Blue Water Navy procedures, ethics and many more current subjects. Special emphasis and information was presented about current issues facing our state veterans such as homelessness, suicide, substance abuse, unique rural issues and unique womens' issues.

By the end of the conference each service officer had received the latest information on various subjects, new programs, new regulations, benefits and legislative actions in order to better perform their mission and help Colorado veterans and their families. Service Officers also had valuable time to network, discuss specific issues and share insights for their work.

At the conclusion of the conference a written exam was given, the information in the exam reviewed by all and those with a passing grade were given a certificate of completion. All participants shared their appreciation for the great job done by the Division Staff in preparing and presenting the conference.

Respectfully yours,



Patricia J. Hammon  
Vice Chairman, Colorado Board of Veteran Affairs  
Eagle County Veteran Service Officer

# STATE OF COLORADO

## DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Division of Veterans Affairs East

1355 South Colorado Blvd Suite 113

Denver, CO 80222

(303) 284-6077 ~ (303) 284-3163 (Fax)

Richard Tremaine, MBA  
Director



Jared R. Polis  
Governor

Major General  
Michael A. Loh  
The Adjutant General

## COLORADO DIVISION OF VETERAN AFFAIRS

### 2019 REPORT ON SERVICE TO VETERANS

December 2019

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

Chair, Colorado Board of Veteran Affairs

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

#### Executive Summary

In federal Fiscal Year 2018-2019, Colorado veterans continued to make a positive impact on local economies with nearly \$3.6 billion in benefits. The Colorado Division of Veterans Affairs assisted with facilitation of direct payments to veterans in the form of compensation and pension benefits exceeding \$1.6 billion. In other benefits, approximately \$432 million went to education and vocational rehabilitation and more than \$1.2 billion was expended on medical care. The Division of Veterans Affairs is comprised of East and West regions based in Denver and Grand Junction, with staff located at the DVA East offices in Denver and Lakewood, at the DVA West office at the Western Region One Source in Grand Junction, and at the Veterans Memorial Cemetery. The U.S. Department of Veterans Affairs reported the Colorado veteran population at 398,783, which is a decrease from last year by 4,944. This decrease indicates the loss of aging veterans countered by an increase in Post 9-11 veterans leaving the military with the reduction in forces. We anticipate that expenditures for VA health care will continue to increase with the aging population of Vietnam-era veterans and with the necessary care provided for our veterans from Operation Iraqi Freedom and Operation Enduring Freedom.

#### Significant Activities and Accomplishments:

Outreach continued as a major mission for the Division. State veterans service officers actively participated in various outreach events and programs, including public and private nursing homes and assisted living facilities, Stand Downs for homeless veterans, Transitional Assistance Programs for veterans transitioning from active duty, Veterans Day activities, and county events. These efforts increase the Division's visibility, and the resulting number of inquiries and claims filed contribute to overall Division effectiveness.

The annual training conference for county veterans service officers was held in Westminster in August 2019. This event enables the state veterans service officers to meet with and train the county veterans service officers in large and small groups as well as one-on-one. The Division uses a variety of teaching methods and activities to facilitate learning and active participation. The Division also conducted regional training in the spring, during which state veterans service officers travelled to meet with county veterans service officers in or near their home counties.

The Division continues to support its mission of assisting Colorado veterans in accessing their state and federal benefits by filing claims and processing benefit requests at both our East and West Division offices. When reviewing the table below, please note that in the current assessment new claims for benefits are counted separately from the total number of associated actions filed.

### Summary of Program Assessment

<b>COLORADO DIVISION OF VETERAN AFFAIRS</b>		
October 31, 2019		
	<b>OFFICE ACTIVITIES</b>	
<b>ITEM</b>	<b>2018</b>	<b>2019</b>
New Power of Attorneys	7,829	7,917
Letters to VA	4,421	4,949
New Claims	31,774	12,807
Health Care Enrollment	1,466	1,396
Certified/Appealed to BVA	365	709
Filings Not Otherwise Categorized	NA	23,106
Referendum E Veteran Property Tax Exemption: Running Total	8,866	11,098

### Short and Long Term Goals

The Division continues to pursue its strategic goal to increase its understanding of the needs of Colorado veterans and to assess the quality of their experience with veterans service officers throughout the state. A standardized survey is supplied to veterans who visit a veterans service office in any county, capturing feedback on each veteran's experience and tracking what motivated the visit. The Western Region One Source opened in May 2019, providing a central location for myriad services available to veterans of the western slope. Outreach remains a priority, with veterans service officers attending community events and presenting at a wide variety of locations.

### Challenges and Goals

The Division is seeking opportunities to expand its outreach to obtain fuller perspective of the needs of Colorado veterans. The valuable information captured from the surveys conveys the needs of veterans who have sought out information and services, and the Division hopes to find avenues to reach out to veterans who have not opted into VBA, VHA, or a related system. Veteran community events and Stand Downs are excellent opportunities to connect with some of those veterans who may be underserved. The Division is currently recruiting a state veterans service officer who will focus on diversity and inclusion.

**Administrative Condition**

The Division is creating a Statement of Work to invite bids on case management software. The VetraSpec system is no longer a sole source provider in the field and the Division will explore additional functionality possibly available from other vendors. VBA continues to expand its capacity to electronically receive new claims, with a new direct submit feature from various case management platforms that became available in 2019. The Division is committed to making a variety of submittal options available to veterans service officers throughout Colorado. This involves ongoing training, including the creation of a web-based training library and new content added to the semiannual trainings provided to the county veteran service officers.

Please let me know if you would like any additional information.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Richard Tremaine', with a long horizontal stroke extending to the right.

Richard Tremaine, MBA  
Director, Colorado Division of Veteran Affairs East

**DEPARTMENT OF MILITARY AND VETERANS AFFAIRS REPORT ON THE  
COLORADO STATE VETERANS AFFAIRS TRUST FUND FOR FY 18-19**

**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 18-19 covering the period from July 1, 2018 - June 30, 2019.

**Funds Received:** The Veterans Trust Fund (VTF) received a Long Bill appropriation of \$851,500 for FY 18-19. The Division of Veterans Affairs was authorized to expend \$42,500 for administration of the grant; the actual expenditures were \$42,320 for administration. Of the total non-administrative appropriation, \$12,000 was allocated for Board travel and \$22,966 allocated to the State Veterans Cemetery in Grand Junction. Of the total \$786,034 trust fund monies provided for grants, \$739,531.32 was awarded in grants to nonprofit organizations and Veterans Community Living Centers throughout the State. Of those grant funds awarded, \$623,790.28 was expended, resulting in an 84% execution rate for grants.

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

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

**Non-Profit Criteria:**

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

**Program Criteria:** The Colorado Board of Veterans Affairs (BVA) criteria for veterans programs operated by nonprofit veteran's organizations located within the State of Colorado are programs that provide assistance for veterans in need. Examples of such programs are veteran's transportation programs to medical centers and/or clinics (9.5%), homelessness prevention and intervention (42.7%), emergency needs (25.1%), Stand Downs (5.2%), medical/mental health services not provided and/or covered through the VA (2.8%), veteran's employment training programs and job related services (1.1%) and other needed services such as food (6%).

**Eligible Population:** Veterans within the state of Colorado with an other than dishonorable discharge. There are no income eligibility requirements.

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

**Non-Profit Veterans Service Organizations and State Veterans Community Living Centers** – these organizations expended \$620,337.39 in grant funds to support veterans and their needs.

- Bruce McCandless Veterans Community Living Center in Florence was awarded \$20,000 and expended \$9,848.97 for emergency lighting throughout the facility, Veterans Community Living Center in Rifle was awarded \$21,385 and expended \$21,000 for improvements to the picnic area, Fitzsimmons Community Living Center in Aurora was awarded \$19,731.40 and expended \$2,213 to expand the day room, and the Veterans Community Living Center at Homelake, in Monte Vista was awarded \$6,929.92 and expended \$6,857.22 for a digital bulletin board system.
- Non-Profit Veterans Service Organizations expended the remaining amount of grant funds. The services provided were located throughout the state, with 60% of the grantees in rural areas and 40% in metro areas. As previously noted, services include transportation to medical appointments, emergency assistance, housing support, Stand Downs, medical/mental health assistance not provided by the VA, employment and educational assistance and other services to meet the needs of veterans. Grantees spent a higher percentage of grant funds on housing support (both homeless intervention and homeless prevention) and emergency assistance than in previous years. For the second year in a row, grantees report spending a higher percentage on these items due to the increasing costs of housing in the State.

During FY 2018-2019, the (duplicated) number of veterans served by grantees was 2,224 with 1,447 unique individuals (unduplicated) receiving services and support. Of those served, 212, or 15% were women veterans.

**Program Effectiveness:** A service recipient survey is utilized to measure the effectiveness of the services provided by the grantees and to measure the outcomes or impact of the services. The survey utilizes a standard Likert scale to rate the grantee program effectiveness, and changes in well-being. Overall, 95% of the veterans rated the services favorably with 57% indicating a decrease in urgent needs, 44% noting an increase in well-being and 42% citing an increase in overall family well-being as a result of the program. Specific outcomes noted include gaining housing stability (41%), decreasing basic needs such as food (45%), and increased access to health care (37%). Many veterans write personal notes of appreciation on the surveys.

**Evaluation of the Operation of the Program:** Process improvements remain a primary focus. An increase in the number of grantee trainings via webinars and in-person one-on-one sessions were conducted. An updated and improved Grantee Handbook was provided to all grantees with specific details on VTF policies, procedures and processes. We continue to seek input from grantees for further program enhancements. The lower execution rate was a result of three significant issues including the high turnover rate of grant managers within the funded organizations, resistance to modify grant awards, and awarding amounts that exceeded grantee capacity. There was an unusually high rate of turnover by the grantee's grant managers due to illness, death, or relocation. In some cases, the organizations struggled to find a replacement since all of the grantees operate with volunteer grant managers. We will continue to work with organizations to help them identify grant managers and provide training to those new to managing the grant. Additional in-person meetings will be held in those situations. The second issue relates to the reluctance of releasing funds awarded through grant modifications. During this FY, a greater emphasis was placed on grant award modifications to move funding from organizations unable to expend the award and reallocating those funds to grantees with greater need than funds allocated. We will continue to educate and train those individuals managing the grants on the importance of shifting funds to those grantees and areas of greatest need. A third issue is training of Board members to determine an organization's capacity and to make funding decisions accordingly. The Board's strategic plan addresses this in an initiative for Board members to conduct non-monitoring visits to grantee organizations to learn more about the area they serve and the needs and the capacity of their programs. This education will lead to better decision-making on grant awards. As always, we continue to expand outreach to eligible entities to increase the saturation throughout the state.

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

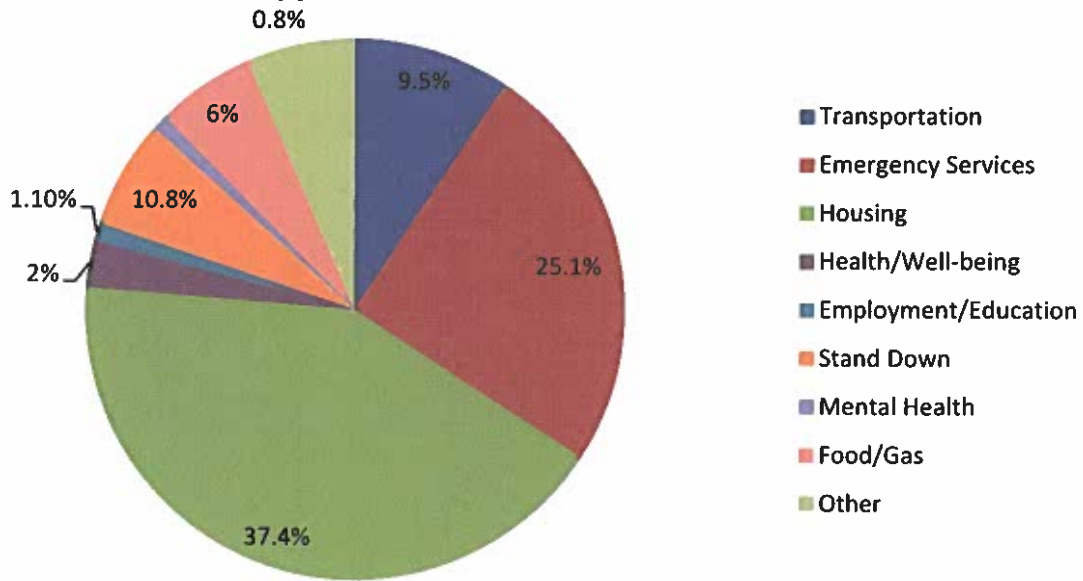
**In Closing:** Over the past fifteen years the Colorado Department of Military and Veterans Affairs and the Colorado Board of Veterans Affairs, through the Colorado Veterans Trust Fund, have provided direct benefits ranging from emergency assistance, housing assistance, work clothes, rent assistance, utility assistance and transportation to Veterans Affairs medical facilities to tens of thousands of veterans throughout the State.

**FY2018-2019 Veterans Trust Fund Grantees**

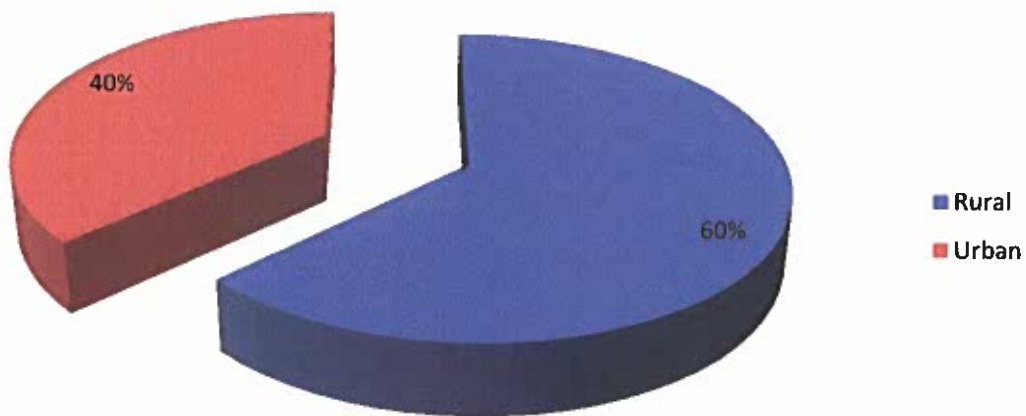
<b>Grantee</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount Awarded</b>
VFW Post 12063	Westcliffe	Vet Assistance	\$55,000
DAV Chapter 48	Durango	Transport/Vet Assist/Stand Down/MH	\$92,620
VFW Post 8661	Conifer	Transport/Vet Assistance	\$8,400
American Legion Post 9	La Junta	Transport/Vet Assistance  **Modification increase	\$14,275-original  \$16,275-final award
American Legion Post 25	Florence	Vet Assistance	\$15,000
American Legion Post 44	Steamboat Springs	Transportation	\$4,550
American Legion Post 103	Littleton	Vet Assistance  **modification increase	\$25,000-original  \$30,000-final award
VFW Post 41	Loveland	Vet Assistance/Employment	\$69,000
American Legion Post 88	Hot Sulphur Springs	Vet Assistance	\$30,200
American Legion Post 1980	Woodland Park	Vet assistance  **modification decrease	\$20,000-original  \$15,000-final
American Legion Post 113	Alamosa	Vehicle	\$33,000
VFW Post 4051	Colorado Springs	Stand Down/Vet Assist/Transitional Housing	\$99,050
Dept. of Colorado VFW	Lakewood	Vet Assistance  **modification increase	\$40,000-original  \$50,000-final award
VFW Post 4171	Golden	Vet Assistance	\$10,000

DAV Chapter 44	Cortez	Transport/Vet Assistance	\$60,000
American Legion Post 32	Longmont	Transport/Vet Assist/Stand Down  **modification decrease	\$59,200-original  \$41,440-final award
VFW Post 5231	Mancos	Veterans Assistance	\$4,000
American Legion Post 62	Craig	Transport/Vet Assistance  **modification increase	\$5,000-original  \$7,000-final award
VFW Post 5843	Meeker	Transportation  **modification increase	\$5,000-original  \$9,000-final award
American Legion Post 22	Northglenn	Vet Assistance	\$12,000
American Legion Post 16	Huerfano	Transport/Vet Assistance	\$10,000
SVCLC Fitzsimons	Aurora	Day Room Expansion	\$19,731.40
CO Veterans Community Living Center	Rifle	Picnic Area Improvements	\$21,385.00
Bruce McCandless SVCLC	Florence	Emergency Lighting	\$20,000
SVCLC at Homelake	Monte Vista	Digital Bulletin Boards	\$6,929.92
<b>Total</b>			<b>\$739,531.32</b>

## Types of Services Provided



## Location of Grantees



# STATE OF COLORADO

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

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Richard Tremaine  
Director

Gail Hoagland  
Grant Administrator



Jared Polis  
Governor

Major General Loh  
The Adjutant General

### Veterans Assistance Grant 2018-2019 Final Report

Pursuant to C.R.S. 28-5-712, Legislative appropriations authorized the Colorado Department of Military and Veterans Affairs (DMVA) Veterans Assistance Grant to receive \$1,000,000 from the general fund for FY 2018-2019. Of these funds, a total of \$950,000 was designated to be granted to non-profit or governmental agencies to provide assistance to veterans in the State. The following is a final report of the administration of those monies.

The grant program received requests in the amount of \$1,617,791.63. A total of 30 non-profit organizations and governmental entities throughout the state were awarded grants totaling \$939,846.00 after having to rescind an award of \$5,000. The direct services provided through the grants include the provision of shelter and housing (26.6%), emergency assistance (13.2%), education and employment assistance (1.6%), transportation (5.9%), health and well-being services (13.3%), mental health services (10.1%), substance abuse treatment (9.9%) and other forms of assistance (16.3%). These "other services" include advanced dog training program specific to PTSD, furniture and bedding for transitioning veterans, and Stand Downs. A total of 5100 veterans were served during the contract period. Of those, 2793 were unduplicated, unique individuals.

A total of \$924,605.65 was expended by the grantees, resulting in a 98% execution rate. . This execution rate is a strong indicator that the grant award were correctly allocated for the right services provided through the right organizations. Of the total appropriation, \$50,000 was allocated for administering the grant. The administrative costs were \$43,310.

Program evaluation measures include a service recipient survey to measure the effectiveness of the services provided by the grantees and to measure the outcomes or impact of the services. The survey utilizes a standard Likert scale to rate the grantee program as well as changes in the overall health and well-being of veterans served. Overall, 97% of the veterans rated the services favorable with 85% of veterans indicating an increase in overall well-being for themselves and their families. Another 35% reported that the services increased their mental health support and wellbeing. Again, this indicates that the services provided meet the statutory intent of improving veterans overall health and wellbeing. An additional measure of housing stability was reported by 34%, and 47% indicated the services decreased urgent needs.

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

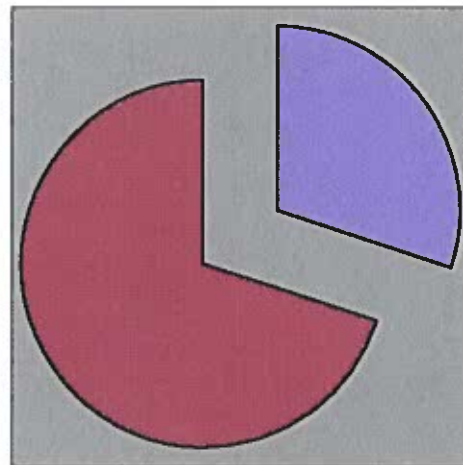
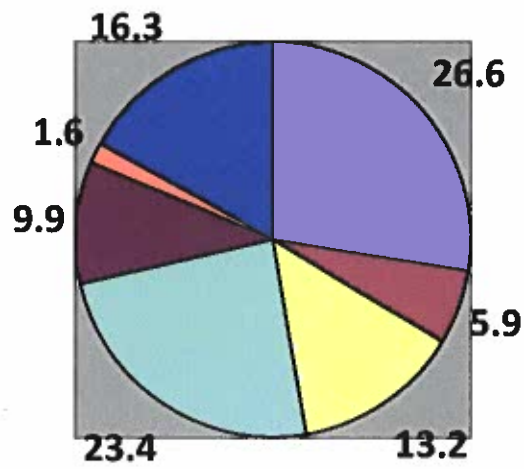
A full list of grant recipients, location and funding amount is attached.

**FY2018-2019 Veterans Assistance Grantees**

<b>Grantee</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount Awarded</b>
La Puente Home, Inc.,	Alamosa	Veteran Assistance/ Education/Employment	\$25,000
Alamosa County Veterans Services	Alamosa	Emergency/Veteran Assistance/Transportation	\$53,510
Grand County Veterans Services	Hot Sulphur Springs	Veteran Assistance/ Mental Health	\$26,500
CO Veterans Health & Wellness	Colorado Springs	Mental Health	\$40,000
Pikes Peak Workforce Center	Colorado Springs	Employment/ Veteran Assistance	\$30,000
Catholic Charities of Denver	Denver/Ft. Collins	Housing/Veteran Assistance	\$50,000
Mountain Resource Center	Conifer	Emergency Assistance/ Mental Health/Educ. and Employment	\$40,000
Operation Revamp	Grand Junction	Veterans Arts Program/Health and Wellness/Mental Health	\$53,802
Sobriety House, Inc.	Denver	Substance Use/Abuse Treatment	\$90,000
Hinsdale County	Lake City	Transportation	\$1,452
Archuleta County Veterans Services	Pagosa Springs	Mental Health	\$25,000
Veteran's Puppy for Life	Denver	PTSD Service Dogs	\$45,000
Providers Resource Clearinghouse	Aurora	Furniture/Bedding	\$99,300
BPOE Lodge #1319	Lamar	Transportation/Emergency Assistance	\$12,500
Pueblo Veterans Council	Pueblo	Stand Down	\$8,060
Saguache County Veterans Services	Saguache	Veterans Assistance	\$2,250

Costilla County	San Luis	Veteran Assistance/ Mental Health	\$8,500
Healing Warriors Program	Ft. Collins	Alternative Health/Mental Health Therapies	\$33,000
Douglas County Office of Veteran Affairs	Castle Rock	Emergency Assistance	\$10,000
Colorado Coalition for the Homeless	Denver	Emergency Assistance/Employment	\$7,500
Veterans Acupuncture Center	Denver	Alternative Health	\$17,500
City/County of Denver DHS	Denver	Emergency Assistance	\$46,000
Veterans for Veterans of Archuleta County	Pagosa Springs	Housing/ Emergency Assistance/Stand Down	\$75,000
Home Front Cares, Inc.	Colorado Springs	Emergency Assistance/ Housing	\$75,000
Posada	Pueblo	Veterans Assistance	\$20,000
Comitis Crisis Center	Aurora	Homeless Services	\$14,972
City/County of Broomfield DHHS	Broomfield	Veteran Assistance	\$5,000
Park County DHS	Fairplay	Veterans Assistance	\$20,000
Pueblo Veterans Ritual Team	Pueblo	Transportation	\$5,000
<b>Total</b>			<b>\$939,846</b>

## Types of Services





October 1, 2019

Michael Hunt  
Deputy Director  
Colorado Board of Veterans  
Department of Military and Veteran Affairs  
1333 South Colorado Blvd. Building C, Suite 113  
Denver, CO 80222

Dear Mr. Hunt:

The attached report reflects the Colorado Department of Labor and Employment, Veterans Employment and Training Program's accomplishments for Program Year (PY) 2018. We are dedicated to providing Colorado's veterans with outstanding employment and training services and Colorado businesses with qualified veteran job seekers.

The report outlines the outreach services we provided to veterans through the Jobs for Veterans State Grant (JVSG) and state and county operated American Job Center/Workforce Center staff. The Veterans Program partners with the local workforce areas in accordance with U.S. Department of Labor/VETS Veterans Program Letters (VPL), specifically VPL 03-14 and VPL 03-14 changes 1 and 2, which outline the duties and responsibilities of the Local Veteran Employment Representative (LVER) and the Disabled Veteran Outreach Program (DVOP) Specialist. These 38 individuals are strategically located within county and state operated workforce centers with the highest veteran populations.

The mission of the JVSG program is to provide eligible transitioning service members, veterans, spouses and wounded warrior caregivers with the employment and training services needed to succeed in today's workforce. As always, we look forward to the continued partnership with the Department of Military and Veterans Affairs Office as we work towards meeting the employment needs of Colorado's veterans and their families. If you have any questions about this report, please feel free to contact Colin Schneider, State Veterans Program Coordinator at (303) 318-8558 or [colin.schneider@state.co.us](mailto:colin.schneider@state.co.us).

Sincerely,

William Dowling  
Director



**Colorado Department of Labor and Employment (CDLE)**

**Program Year (PY) 2018 Report on Service to Veterans**

**July 1, 2018 – June 30, 2019**

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

The Colorado Department of Labor and Employment (CDLE) provides a wide array of labor and employment services to Colorado veterans throughout the State and county-run workforce centers and satellite offices around the State. CDLE effectively uses the Jobs for Veterans State Grant (JVSG) and the State Workforce System to promote the hiring and retention of eligible veterans, spouses and caregivers of wounded warriors. State and county Labor and Employment Specialists provide employment services that include, but are not limited to:

- Resume and cover letter writing
- Interview tips and techniques
- Translating military experience to civilian knowledge, skills, and abilities
- Navigating online job boards and career fair resources
- Targeted job search by industry
- Providing labor market information and wage data
- Identifying community based education and training opportunities

Workforce centers also refer eligible veterans to appropriate Workforce Innovation and Opportunity Act (WIOA) training programs and skilled trades apprenticeship programs throughout the state. Colorado's workforce centers make referrals to various federal, state, and local agencies in the community that provide supportive services to those in need.

As can be seen in the following chart, 17,692 veterans registered for employment assistance through CDLE's statewide database, Connecting Colorado, during PY 2018. Connecting Colorado provides a web-based platform to help match qualified job seekers and employers in need of skilled workers. Employers can view resumes, search for qualified candidates, post job openings, and learn about the hiring incentives offered by the state. Veterans can post resumes, conduct job searches, access employment resources using self-directed virtual employment tools, or receive in person staff assisted services through their local workforce center.

There was an overall decrease in the number of veterans seeking employment services between PY 2017 and PY 2018 due to the improving economy and an extremely low unemployment rate for veterans. There was a slight decrease in the percentage of veterans who received staff assisted services. During PY 2018, 12,568 (71%) of the 17,692 currently

registered veterans received staff assisted services through their local workforce center. Veterans who receive staff assisted services are more likely to have higher rates of entered employment, employment retention, and average wages. For this reason, CDLE strongly encourages veterans to visit their local workforce center to receive one-on-one staff assisted services. The table below provides a demographic breakout of all veterans registered in the system and those who received staff assisted services.

**Colorado Veteran Demographics of Veterans Served by Workforce Center Staff**  
**PY 2018 (7/1/18-6/30/19)**  
 (report run 9/30/19)

	<b>Total Vets</b>	<b>Ages 18-44</b>	<b>Ages 45-54</b>	<b>Ages 55+</b>	<b>Post 9/11</b>	<b>Disabled Vets &lt;30%</b>	<b>Special Disabled &gt;30%</b>	<b>Recently Separated</b>
<b>PY 2018</b>	17,692	8,027	4,192	5,464	7,686	6,004	4,748	2,660
<b>Received Staff Assisted Service</b>	12,568	5,320	3,073	4,171	5,144	4,229	3,348	1,656
<b>Percent</b>	71%	66%	73%	76%	67%	70%	71%	62%
<b>PY 2017</b>	19,644	9,207	4,655	5,768	8,482	6,353	4,958	3,288
<b>Received Staff Assisted Service</b>	14,314	6,295	3,553	4,459	5,913	4,607	3,617	2,113
<b>Percent</b>	72%	68%	76%	77%	69%	72%	72%	64%

(Source: CC 9002 report)

Note: Veterans may be counted in more than one category with the exception of age categories.

US Code Title 38, Veterans Benefits, requires CDLE to provide priority of service to veterans for all Employment and Training programs funded by the U.S. Department of Labor (DOL). A "veteran" is defined as a person who served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable. "Priority of service" means that the veteran either receives access to employment, training and placement services provided under a qualified job training program ahead of, or, earlier in time than non-veterans (notwithstanding any other provision in laws). CDLE has issued statewide guidance on this requirement and is in full compliance with the federal mandate.

Colorado takes priority of service even further: The names of qualified veterans appear at the top of all employer-generated electronic applicant referral lists. Connecting Colorado places new job postings on a hold for up to 24 hours, which gives the veteran job seeker a 24-hour opportunity to view new job openings before they are available to non-veterans. As a result, in

PY 2018 the workforce centers referred 49% of registered veteran job seekers to job openings compared to 39% of non-veterans.

During PY 2018, Connecting Colorado received 449,894 job openings from 15,125 employers. Most of these job openings were a result of CDLE's active participation with Job Central. Job Central is the public service employment website owned and managed by leading U.S. employers through their membership in the Direct Employers Association, and enables employers to outreach through a network of 50 state sites and over 6,200 cities and communities.

In addition to the state and county Labor and Employment Specialists who provide front-line services to all veterans, CDLE employs 28 full-time Disabled Veteran Outreach Program (DVOP) Specialists and 10 full-time Local Veteran Employment Representatives (LVER) staff who are assigned to workforce areas around the state. The primary role of DVOPs is to provide intensive services to "eligible veterans and eligible persons." In order to effectively serve eligible veterans and spouses and efficiently target their services, the DVOP specialists utilize a case management approach. Under federal law, services are limited to eligible veterans and eligible persons who meet the definition of an individual with a Significant Barrier to Employment (SBE).

DVOPs provided staff services to 1,368 registered veterans, 1,368 (100.0%) of whom received intensive employment services to help them obtain suitable employment. Veterans in need of intensive services fall into one or more of the following categories:

- Disabled Veterans
- Wounded Warriors
- Homeless
- Formerly Incarcerated
- Vietnam Era
- Recently Separated
- Low Income
- Lacking a High School Diploma
- Between Ages 18-24
- Receiving Public Assistance
- An Eligible Spouse

Intensive services require more staff time than regular employment services and are coordinated comprehensive employment plans to assure access to the necessary training and supportive services. Intensive services provide support both during program participation and after job placement. The following table provides a breakout by age and type of barrier for the veterans who received staff assisted services from a DVOP during PY 2018 (7/1/18-6/30/19):

**Colorado Demographics of Veterans Serviced by DVOP Specialists**  
**PY 2018 (7/1/18-6/30/19)**  
(report run 8/30/19)

Total Vets	18-44	45-54	55+	Post 9/11	Disabled Vets <30%	Special Disabled >30%	Recently Separated	Homeless	Female
1,368	644	306	418	711	768	646	226	260	167

DVOPs conduct outreach to identify eligible SBE veterans and other eligible persons who, without the receipt of intensive services, would not be able to obtain employment on their own. DVOPs expand the scope of their outreach and its effectiveness by working in partnership with a wide range of public and private agencies and organizations. This includes involvement in the "Homeless Veteran Stand Downs" that take place in Pueblo, Colorado Springs, Grand Junction, Denver, and Fort Collins. During these stand downs, homeless veterans are able to receive winter clothing, personal hygiene products, haircuts, hot meals, flu shots, dental exams, and mental health resources, as well as employment services.

The LVER's primary role is to conduct employer relations and advocate on behalf of veterans regarding the valuable knowledge, skills and abilities that veterans bring to the workforce. They do this through customized hiring events, job fairs, job search workshops, employer panels and personal visits to local businesses. These events are designed to bring groups of veterans and employers together to fill employer vacancies while providing veterans with vocational and career guidance as well as information on job training, apprenticeships, and work experience opportunities offered by private employers.

JVSG performance measures changed effective October 1, 2018 with the start of the new Federal Fiscal Year (FFY). The old performance measures have been included for reference, however all programs are being measured based on the Workforce Innovation and Opportunity Act (WIOA) guidelines. The program will have new performance measures starting again October 1, 2019 and going forward this report will only include the current performance measures for US DOL.

<b>VETERAN PERFORMANCE MEASURE NEGOTIATED &amp; OUTCOMES</b> <b>Rolling Four Quarters (July 1, 2018 to June 30, 2019)</b>			
<b>Measures for JVSG Services to Veterans</b>	<b>Negotiated Baseline</b>	<b>Outcome</b>	<b>Standard Met (Yes/No)</b>
Intensive Services Rate	90.0%	98.9%	Yes
Employment Rate - 2nd Quarter After Exit	63.6%	60.9%	No, Within 90%
Employment Rate - 4th Quarter After Exit	58.5%	59.48%	Yes
Median Earnings - 2nd Quarter After Exit	\$6,638	\$6,457	No, Within 90%
<b>Measures for Wagner-Peyser Services to Veterans Negotiated Baseline</b>	<b>Negotiated Baseline</b>	<b>Outcome</b>	<b>Standard Met (Yes/No)</b>
Employment Rate - 2nd Quarter After Exit	61.5%	61.1%	No, Within 90%
Employment Rate - 4th Quarter After Exit	57.9%	59.8%	Yes
Median Earnings - 2nd Quarter After Exit	\$6,453	\$6,173	No, Within 90%

(Source: WIOA Quarterly Performance Report, Rolling 4 Quarters (7-1-18 to 6-30-19, run 10-1-19))

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 The reports below are for reference only, and will not be included in future reports  
 as these performance measures are no longer used for the JVSG program  
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**Colorado Department of Labor Veterans Employment Program Measures**  
**PY 2018 (7/1/18-6/30/19)**  
 (report run 9/30/19)

<b>Performance Targets for Jobs for Veterans State Grant Funded Services (Source: VETS-200A)</b>			
	<b>Goal</b>	<b>Actual</b>	<b>Goal Met? (Y/N)</b>
<b>Intensive Services Provided to Individuals by DVOP Specialists / Total Veterans and Eligible Persons Served by DVOP Specialists in the State</b>	<b>90%</b>	<b>99.3%</b>	<b>Yes</b>
<b>Veterans Entered Employment Rate (VEER) Weighted</b>	<b>53%</b>	<b>71.8%</b>	<b>Yes</b>
<b>Veterans Employment Retention Rate (VERR)</b>	<b>71%</b>	<b>76.33%</b>	<b>Yes</b>
<b>Veterans Average Earnings (VAE) (Six-Months)</b>	<b>\$14,200</b>	<b>\$18,007</b>	<b>Yes</b>
<b>Disabled Veterans Entered Employment Rate (DVEER)</b>	<b>43%</b>	<b>54.5%</b>	<b>Yes</b>
<b>Disabled Veterans Employment Retention Rate (DVERR)</b>	<b>68%</b>	<b>75.1%</b>	<b>Yes</b>
<b>Disabled Veterans Avg. Earnings (DVAE) (Six Months)</b>	<b>\$14,200</b>	<b>\$20,151</b>	<b>Yes</b>

**Colorado Department of Labor Veterans Employment Program Measures**  
**PY 2018 (7/1/18-6/30/19)**  
(report run 9/30/19)

<b>Performance Targets for Labor Exchange Services for Veterans</b> <b>(Source: ETA-9002D)</b>			
	<b>Goal</b>	<b>Actual</b>	<b>Goal Met? (Y/N)</b>
<b>Veterans Entered Employment Rate (VEER)</b>	<b>49%</b>	<b>57.1%</b>	<b>Yes</b>
<b>Veterans Employment Retention Rate (VERR)</b>	<b>75%</b>	<b>82.5%</b>	<b>Yes</b>
<b>Veterans Average Earnings (VAE) (Six Months)</b>	<b>\$14,500</b>	<b>\$21,293</b>	<b>Yes</b>
<b>Disabled Veterans Entered Employment Rate (DVEER)</b>	<b>41%</b>	<b>53.2%</b>	<b>Yes</b>
<b>Disabled Veterans Employment Retention Rate (DVERR)</b>	<b>71%</b>	<b>81.0%</b>	<b>Yes</b>
<b>Disabled Veterans Average Earnings (DVAE)</b>	<b>\$14,500</b>	<b>\$22,290</b>	<b>Yes</b>



## **COLORADO**

**Department of  
Natural Resources**  
Executive Director's Office  
1313 Sherman Street, Room 718  
Denver, CO 80203

November 7, 2019

Colorado Board of Veterans  
Department of Military and Veterans Affairs  
Jack Rudder, Chairman  
1355 South Colorado Blvd. Building C, Suite 113  
Denver, CO 80230

Dear Mr. Rudder:

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

C.R.S 33-12-106 – (1) Any resident who displays on the resident's vehicle a Colorado disabled veteran's license plate pursuant to section 42-3-304 (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 33-12-106 – (2.3) The commission may promulgate rules to allow free entrance to any state park or recreation area, not to include campgrounds, yurts, or other amenities and services offered, for veterans on one day each year. The commission may determine by rule which day veterans are allowed free entrance to state parks and recreation areas.

Commission Regulations – CCR 445 –#700-2(j) Any vehicle occupied by a current, reserve or honorably discharged member of any United States military service, on the State observance of Veteran's Day. At least one form of past or present military identification shall be presented at the Park entrance. Acceptable forms of military identification include:

- DD214;
- Active, retired or veteran military cards;
- The display of military license plates.

C.R.S. 33-12-106 (2.4) (a) The commission shall promulgate a rule to allow veterans, including active duty personnel, free entrance to any state park or recreation area, not to include campgrounds, yurts, or other amenities and services, for the month of August each year. The commission may promulgate a rule setting evidence standards to show a person is a veteran and issue a sticker or other device that identifies a person as a veteran



for future entrance. The commission may also charge a fee for issuing the sticker or other device that identifies a person as a veteran, but the fee must be based on the direct and indirect cost of issuing the sticker or other device.

In addition to those very specific programs, Veterans may also qualify for:

**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 41 State Parks. For pass holders who are 65 years of age or older, the pass provides a \$3.00 discount on camping, except on weekends and holidays. Disabled Veteran’s are encouraged to apply for a Columbine Pass even if they have the Disabled license plate. The applicant must be a Colorado resident and submit an application to our Denver office. 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.

Veterans 64 years of age or older who are Colorado residents may also qualify for the Aspen Leaf (Senior Citizen) Annual Pass at a cost of \$70 per year.

**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.

**Commission Regulation #206(B)(4)(g) 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.

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.

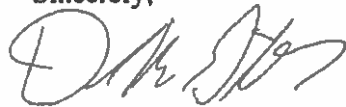
Commission Regulation-#206(B)(4)(i)(1)(ee) In lieu of applying through the regular limited license draw, any active duty member of the United States Armed Forces who is stationed at any military facility in Colorado and actively deployed outside the United States, or any active duty member of the United 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.

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 18, 2019 the Division has issued license year-to-date 926 free lifetime fishing licenses and 1428 free combination small game and fishing lifetime licenses to veterans with disabilities; we have received 2 requests for military leftover license privileges and one request for military applications for preference points.

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.

Sincerely,



Dan Gibbs, Director  
Colorado Department of Natural Resources

Cc: Dan Prenzlowl, Director, Division of Parks and Wildlife  
Lauren Truitt, Assistant Director, I & E Branch, Division of Parks and Wildlife  
Danielle Isenhardt, Manager, License Pass and Rservervation Section, Division of Parks and Wildlife  
Richard Tremain, Director, Department of Military and Veterns Affairs





**COLORADO**  
**Department of Local Affairs**  
Division of Property Taxation

November 18, 2019

Jack Rudder, Chairman  
Department of Military and Veterans Affairs  
Colorado Board of Veterans  
1355 South Colorado Blvd., Building C, Suite 113  
Denver, Colorado 80230

Dear Mr. Rudder:

Per your request, I have provided below the number of properties, actual value, and the exempted taxes for disabled veterans who received the Disabled Veterans Property Tax Exemption in 2018, payable in 2019. My office administers the program to determine if a veteran has applied on more than one property in the state or illegally claimed an exemption. Additionally, my office provides information and support for county offices and taxpayers regarding the program. At this time, we do not provide any other direct services to veterans in Colorado.

For the 2018 tax year, property taxes paid in 2019;

The total number of disabled veteran exemptions granted is; **5857**

The actual value of the exempted properties is; **\$ \$535,180,163.00**

The total exempted property taxes for qualified disabled veterans is; **\$ \$3,448,846.06**

We have not yet verified the status of the 2019 tax year applicants; those applications are currently under review. Exempt property tax amounts will be calculated after those taxes are due in January 2020.

Should you have questions regarding the program or any other activities of the Division of Property Taxation please contact me.

Sincerely yours,

JoAnn Groff

JAG:mes





**COLORADO**  
**Department of Local Affairs**  
Division of Housing

November 22, 2019

Jack Rudder, Chairman  
Department of Military and Veterans Affairs  
Colorado Board of Veterans  
1355 S. Colorado Blvd., Building C, Suite 113  
Denver, CO 80230

Dear Mr. Rudder,

**Division of Housing: Programs Serving Veterans**

**1. Fort Lyon Supportive Residential Community**

**Program Details:** Fort Lyon Supportive Residential Community is a two-year housing program for Coloradans experiencing homelessness and struggling with substance abuse. It combines vocational, educational, and life skills programming with community-based treatment to help people reach recovery and stability in their housing and lives after exiting the program.

**Program benefits to veterans:** The Fort Lyon program prioritizes veterans, meaning that any veteran referred to the program is moved to the top of the waiting list.

**Number of veterans served at Fort Lyon:** 12% of the individuals served in the program were veterans, which equals 58 individuals over the course of the year (NOTE: Fort Lyon metrics are determined on a fiscal year basis).

**2. Other Rental Assistance Programs Serving Veterans**

**VASH program details:** The HUD-Veterans Affairs Supportive Housing (HUD-VASH) program combines Housing Choice Voucher (HCV) rental assistance for homeless veterans with case management and clinical services provided by the Department of Veterans Affairs (VA).

**Program benefits:** Veterans in the program receive a housing rental voucher to help cover the cost of privately-owned housing.

**Number of veterans currently served by DOH VASH vouchers:** 801

**Other DOH housing voucher programs:** The Division of Housing provides other state and federally funded housing rental vouchers. Currently, an additional 126 veterans are served by these voucher programs.

**Number of veterans currently served with other vouchers:** 126

Sincerely,

Wendy Hawthorne  
Deputy Director  
Division of Housing



**COLORADO**  
**Department of Revenue**  
Executive Director's Office

Physical Address:  
1375 Sherman Street  
Denver, CO 80203

Mailing Address:  
P.O. Box 17087  
Denver, CO 80217-0087

July 1, 2019

Mr. Duane Dailey, Chairman  
Colorado Board of Veterans Affairs  
Department of Military and Veterans Affairs  
1355 S. Colorado Blvd., Building C, Suite 113  
Denver, CO 80230

Dear Chairman Dailey,

A list of veteran services that are provided by the State of Colorado, Department of Revenue are listed below, pursuant to C.R.S. 28-5-703.

**Service Members Civil Relief Act and the Military Spouse Residency Relief Act**

The department continues to ensure that service members and their qualifying spouses, under the protection of the Service Members Civil Relief Act and the Military Spouse Residency Relief Act, continue to receive the services, protections and tax exemptions afforded to them by these acts.

**Deployed Military Motor Vehicle Taxes and Fees**

A member of the U.S. Armed Forces is eligible for the exemption of registration fees and pays a \$1.00 specific ownership tax for their vehicles registered in Colorado while the service member is deployed outside the U.S. The service member must (1) show that he/she is serving outside the U.S.; AND (2) files a signed affidavit that the motor vehicle will not be operated on a highway while they are serving outside the U.S. If the service member has credit remaining on his/her motor vehicle at the time they are serving outside the U.S., the department shall place that amount of credit into a "holding" account for the service member to apply to the payment of specific ownership tax and registration fees on any vehicle owned by the service member upon the return to the U.S. per C.R.S. 42-3-107(10)(b) and 42-3-314.

**Colorado VETS-2-TRUCKS Program**

This program is designed for individuals who are currently serving, are close to military discharge, or were discharged within the last 90 days. They must have experience driving heavy military trucks with a safe driving record for at least the last two years. These veterans may qualify for a Colorado Commercial Driver License (CDL) without having to take the commercial driver skills test.

**e-Services**

Since its inception in 2006, 47 counties offer online renewal of motor vehicle registrations. This allows service members stationed outside of Colorado to maintain their vehicle registrations. With the recent implementation of the Colorado Driver License, Record, Identification, and Vehicle Enterprise Solution (DRIVES) on August 6, 2018 the Department has implemented enhanced e-Services that offer first time registrations, registration renewals, license plate replacements, and persons with disability military license plates to be performed online across all 64 counties. e-Services can be accessed at [mydmv.colorado.gov](http://mydmv.colorado.gov).

**Military Identifier on Identification Documents**

This program allows eligible applicants to have a military identifier added to their regular or commercial driver license or identification card for no additional fee. The applicant may choose between Air Force, Army, Coast Guard, Marine Corps, National Guard or Navy. The eligible applicant

must present either his/her valid military identification card or a DD214 per C.R.S. 42-2-114(10) and 42-2-303(5).

#### Veteran Designation on Identification Documents

This program allows eligible applicants to have a veteran identifier added to their regular or commercial driver license or identification card for no additional fee. The eligible applicant must present either his/her valid military identification card or a DD214 per C.R.S. 42-2-114(11) and 42-2-303 (4).

#### Expedited Driver License Services

Expedited service in state driver license offices is offered to active military members in uniform. A sign in each office states the following:

*"We Support Our Military*

*Members of the Armed Forces in uniform will be provided expedited service."*

#### Registration Late Fee

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 per C.R.S. 42-3-112(3)(b).

#### County Issuance of Qualified Exempt Military License Plates

To improve service to veterans who qualify to receive a qualified exempt military license plate (Air Force Cross, Distinguished Service Cross, Distinguished Flying Cross, Disabled Veteran, Former Prisoner of War, Medal of Honor, Navy Cross, Pearl Harbor Survivor, Purple Heart, World War II Veteran or Silver Star) the department has worked with county clerk and recorders to have these plates issued from county motor vehicle offices. This service is now offered by 47 county motor vehicle offices and continues to be offered at the state office in Lakewood. Prior to this service being offered by the counties, veterans and service members who qualified to receive these license plates were required to have the issuance of these plates be completed at the Division of Motor Vehicles office in Lakewood. Eligible veterans and service members are encouraged to contact their county motor vehicle office to see if their county participates in this program.

The Division of Motor Vehicles has special accommodations for veterans registering vehicles in Colorado and obtaining vehicle license plates as follows:

#### Authorization of Military Special License Plates for Motor Vehicles Owned by Trusts

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 per C.R.S. 42-3-213(1)(g).

#### Person with Disability Military License Plates

On August 5, 2015, the department began issuing person with disability military license plates for any military license plate and increased the number of persons with disabilities license plates that an individual can be issued from one to two. To receive a person with disability military license plate, the qualifying applicant must demonstrate that they meet the requirements for the military license plate and also meet the person with disability requirements under C.R.S. 42-3-204, C.R.S. 42-3-213(1)(h) and C.R.S. 42-3-218(2)(b).

#### U.S. Air Force License Plate

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 per C.R.S. 42-3-213(17).

#### U.S. Army License Plate

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 per C.R.S. 42-3-213(12).

#### U.S. Army Fourth Infantry Division License Plate

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 per C.R.S. 42-3-213(20).

#### U.S. Army Special Forces License Plate

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 of "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 per C.R.S. 42-3-213(18).

House Bill 17-1149 effective August 9, 2017 removed the suffix "S" from the applicant's orders or DD214 form as proof that the applicant qualifies to be issued the U.S. Army Special Forces license plate.

#### Bronze Star Medal License Plate

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 per C.R.S. 42-3-213(14)(a).

#### Bronze Star with the "V" Medal License Plate

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 per C.R.S. 42-3-213(14)(b).

#### Civil Air Patrol License Plate

This plate may be issued to any person that supports the Civil Air Patrol. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-213(27).

#### U.S. Coast Guard License Plate

This plate may be issued to retired, honorably discharged, active, auxiliary, or reserve members 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 per C.R.S. 42-3-213(16).

#### Distinguished Flying Cross License Plate

This plate may be issued to a natural person who has been awarded a Distinguished Flying Cross upon presenting a copy of the military order awarding the Distinguished Flying Cross or any other evidence. The first set of plates per applicant is exempt the one-time fee normally associated with specialty license plates and payment of the required taxes and fees is required. 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 per C.R.S. 42-3-213(25).

#### Disabled Veteran License 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 percent or more permanently disabled due to a service connected injury. One set of plates may be issued without paying specific ownership tax and registration fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-104 and 42-3-213(5).

#### Fallen Service Member License Plate

This plate is issued to 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. 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 is exempt the one-time fee normally associated with specialty license plates and payment of the required taxes and fees is required. 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 per C.R.S. 42-3-213(15).

#### Former Prisoner of War License Plate

This plate may be issued to 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 registration 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 per C.R.S. 42-3-104 and 42-3-213(3).

#### Honorably Discharged Veteran License 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 per C.R.S. 42-3-231(4).

#### Korean War Veteran License Plate

This plate may be issued to any natural person upon providing proof 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 per C.R.S. 42-3-213(9).

#### Medal of Honor License Plate

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 registration fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(7).

#### Medal of Valor License Plates

These plates may be issued to a natural person who has been awarded a military award for valor. When applying for this plate, the applicant must present a copy of the military order awarding the military award for valor, which includes the following awards:

Navy Cross	Air Force Cross
Distinguished Service Cross	Silver Star

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

#### National Guard License 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 a National Guard license plate 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 plates shall submit a verification or retired status that is issued by the Department of Military and Veterans Affairs to establish eligibility for retention of the plate. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-218.

#### Navy Seal License Plate

This plate may be issued to a natural person who has received an honorable discharge, is retired, or is an active or reserve member of the United States Navy Seals. To qualify for the plate, an applicant must submit a DD214 form issued by the United States Government and a certification from the UDT/SEAL Association, Inc., the Rocky Mountain Chapter of the UDT/SEAL Association, Inc., or a successor organization. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-213(26).

#### North American Aerospace Defense (NORAD) Command Commemorative License Plate

This plate may be issued to any person who desires to commemorate the North American Aerospace Defense Command's 50<sup>th</sup> anniversary. This plate was a limited issue commemorative plate that was only issued from July 1, 2008 through January 1, 2010. Plates issued within this period may continue to be used 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 per C.R.S. 42-3-213(19).

#### Operation Desert Shield/Storm License Plate

This plate may be issued to a natural person who provides a DD214 form issued by the United States Government or other evidence sufficient to demonstrate that the applicant is a veteran of the armed services who served between August 2, 1990, and February 28, 1991. The plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-213(24).

#### Pearl Harbor Survivor License Plate

This plate may be issued to qualified applicants who were members of the U.S. Armed Services on December 7, 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 on Pearl Harbor. Applicants may obtain one set without paying the specific ownership tax and registration fees. Additional plates may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-104 and 42-3-213(6).

#### Purple Heart License 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 registration fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-104 and 42-3-213(2).

#### Submarine Service License Plate

Implemented with House Bill 18-1244 effective January 1, 2019, this plate may be issued to qualified applicants who provides proof that he/she has received an honorable discharge, is retired, or is an active or reserve member of the Submarine Service of the United States Navy. An applicant must present a form DD 214 issued by the United States Government or other evidence sufficient to

demonstrate the applicant is a veteran, active or reserve member of the Submarine Service of the United States Navy. This plate may be obtained upon paying a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(30).

#### U.S. Marine Corps License Plate

This plate may be issued to an applicant who 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 \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(8).

#### U.S. Navy License Plate

This plate may be issued to an applicant who 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 \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(13).

#### Veteran of Afghanistan War License Plate

This plate may be issued to an applicant who 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 \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(21).

#### Veteran of Iraq War License Plate

This plate may be issued to an applicant who 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 \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(22).

#### Vietnam Veterans License Plate

This plate may be issued to an applicant who provides proof of service in the U.S. Armed Forces during the Vietnam engagement, specifically, August 7, 1964 to May 7, 1975. Proof of service includes the DD214 or other evidence to demonstrate this requirement. This plate may be obtained upon paying a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(11). House Bill 18-1361 changed the eligibility end date from January 27, 1973 to May 7, 1975 effective August 8, 2018.

#### World War II Veteran License Plate

This plate may be issued to an applicant who provides proof that he/she was a veteran of the U.S. Armed Services between September 16, 1940, and July 25, 1947. The applicant must submit the DD214 or other documents to demonstrate that they are a qualified applicant. These individuals may obtain one set of plates without paying specific ownership tax and registration fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-104 and 42-3-213(23).

#### U.S. Army 10<sup>th</sup> Mountain Division License Plate

This plate may be issued to an applicant who provides proof that he/she was honorably discharged, retired, reserve, or active member of the 10<sup>th</sup> Mountain Division of the United States Army. The applicant must submit a DD214 form issued by the United States Government or other evidence sufficient to demonstrate that the applicant is a veteran, a reserve member, or an active member of the 10<sup>th</sup> Mountain Division of the United States Army. This plate may be obtained upon paying a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(29).

#### USS Colorado Submarine License Plate

This plate may be issued to any person who supports the USS Colorado Submarine (SSN-788). This plate may be obtained upon paying a one-time \$50.00 fee and required taxes and fees per C.R.S. 42-3-213(28).

As of January 1, 2019, the Department records indicate that 156,563 vehicles were registered in the State of Colorado with one of the military plates listed above.

During calendar year 2018, the Department hired 31 veterans. 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,

A handwritten signature in blue ink, appearing to read "Heidi Humphreys", with a stylized flourish at the end.

Heidi Humphreys  
Deputy Executive Director/Chief Operating Officer

# STATE OF COLORADO

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

### Status Report

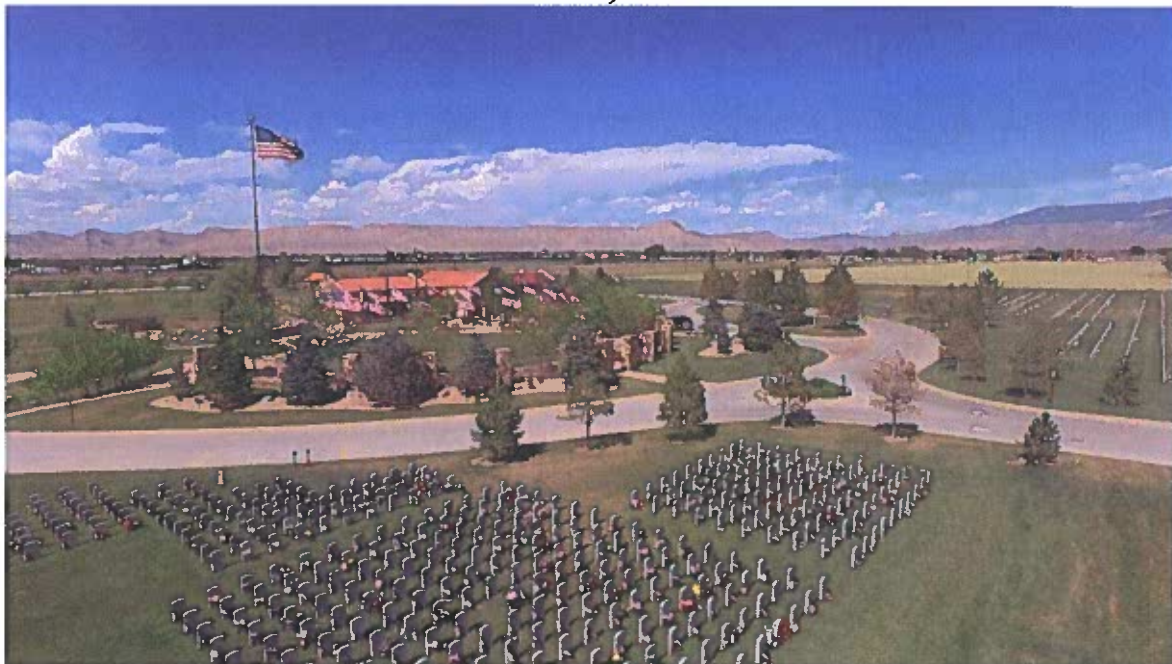
### Veterans Memorial Cemetery of Western Colorado

November 1, 2018 through October 31, 2019

to the

Colorado Board of Veterans Affairs

October 18, 2019





**Veterans Memorial Cemetery of Western Colorado  
November 1, 2018 through October 31, 2019  
to the Colorado Board of Veterans Affairs  
October 18, 2019**

**Executive Summary**

**1. Background**

This section is unchanged.

**2. Physical Layout and Facilities**

This section is unchanged.

**3. Organization**

This section reflects a fourth FTE grounds position and a temporary administrator.

**4. Functions**

This section is updated to reflect monitoring of building(s) security cameras.

**5. Extra-Curricular Activities**

This section is updated to include Missing in America Project.

**6. Burial Operations**

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

**2018 – 2019 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 new survey, comments, etc., since last year's report.

**8. Early Registrations**

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

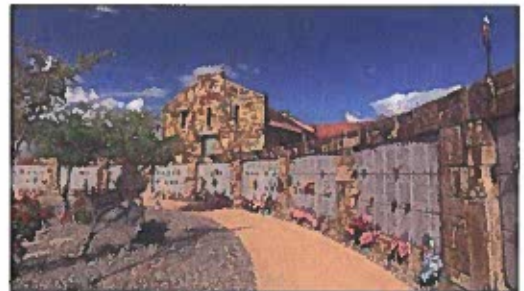
**Status Report  
Veterans Memorial Cemetery of Western Colorado  
November 1, 2018 through October 31, 2019  
to the Colorado Board of Veterans Affairs  
October 18, 2019**

## **1. Background**

The Veterans Memorial Cemetery of Western Colorado was authorized by the Colorado Legislature in 1999 to honor Colorado veterans. A grant to build the cemetery was obtained from the United States Veterans Administration (VA). 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.

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 scattered, not recovered or were donated to science. In 2011, two new columbaria, providing an additional 168 niches each, were added to the cemetery. In 2015, a substantial expansion project added another 1,979 gravesites, including four new columbaria providing an additional 672 niches, and improved infrastructure at the cemetery. As of this date and time, there are only 126 niches remaining. Funding was received and a Capital Construction project is underway to build eight new columbaria, to be completed in the spring of 2021. This will add 1,344 niches, which should last another twelve years. 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 five columbaria in front of which are benches for visitors' convenience. The other six columbaria are located at the east and west ends of the northernmost, center and southernmost windrows that cross the property. 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 15 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 Maintenance/Storage Building (known as the West Shop). There is an attached garage/light maintenance area at the Administration Building which was expanded in 2015.



*Figure 1*

## 3. Organization

The organizational structure of the cemetery includes a Cemetery Administrator (currently vacant), Cemetery Support Assistant, and four full-time grounds persons. During this growing season, an additional temporary grounds person was added to supplement the full time crew. A temporary Administrative Assistant was added to support the transition of a new Director. The new Director resigned on August 31, 2019, to pursue other endeavors. The position has been posted and interviews are taking place. The temporary Administrative Assistant resigned September 11th to accept a full time, permanent position with another state department. The temporary Grounds person's assignment was completed on August 30, 2019. All employees currently report to the DVA West Director with oversight by the Cemetery Support Assistant.

## 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
- Making records requests through the National Eligibility office on behalf of veterans and family members

#### **Interaction with veterans, spouses, dependents**

- Responding to inquiries
- 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, copies of 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 and map locations
- 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, electronic 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**

- 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
- Colorado Army National Guard
- 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**

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

- Preparing Committal Shelter for services, including: 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 placement of 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 and preparations for and hosting veterans' events, to include:**

- Memorial Day Ceremony
- Veterans Day Ceremony
- Wreaths Across America Ceremony
- Quarterly Military Honors for Unaccompanied Veterans
- National Vietnam War Veterans Day
- Saluting Branches Day
- Missing in America Project

#### **Safety and security**

- Operating fire and security alarm system
- Monitoring building security cameras

#### **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
- Clean and maintain facilities
- 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 the system at end of season

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

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

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

In addition to their normal functions, staff at the cemetery are 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 Administrator is a permanent member of its Board of Directors. As such, he/she 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 3,137 Military Funeral Honors and numerous flag presentations, parades, school appearances and other ceremonies during the sixteen 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.

In October, 2016, we implemented a Quarterly Military Honors Service. During this service, the Grand Valley Combined Honor Guard performs military honors as a tribute and final salute in memory of all veterans who had no military honors, or were unaccompanied during their committal for the preceding three months. The Commander reads a list of the veterans' name, Branch of Service and War Period served. Along with the GVCHG, the ceremony includes the Patriot Guard Riders, the Rocky Mountain

Scots (bagpipers), the Veterans Memorial Bell, a dove release and a cannon shot. We have provided Military Honors Quarterly for one hundred forty-five veterans during this reporting period.

In the fall of 2017, the COARNG Team III joined the local Honor Guard to participate in these Quarterly Military Honors and their presence has added a most memorable tribute.

The cemetery's management/administrative staff have been, and continue 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

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

- Quarterly Honors service for veterans interred with no Military Honors
- Fourth of July Parades and Ceremonies
- Fall Festival Parade
- Veterans Day Parade
- Wreaths Across America Program
- Local School Presentations
- Veterans Stand-downs
- Town Hall meetings
- Veterans Community Resource events
- Missing in America Project

## **6. Burial Operations**

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

As of October 18, 2019, the Veterans Memorial Cemetery of Western Colorado has provided 4,524 interments to 3,240 veterans, 1,270 spouses and 14 dependent children. 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 and was interred in this cemetery in January, 2008.

Based on the total interments as of October 18, 2019, i.e., 4,524, the average interment rate is one a day, five a week, since the cemetery opened.

INTERMENT LOCATIONS									
		Total Available	In Use	Remainder Available	Percent In Use	Percent Available	Average Monthly Use	Months Remaining to Zero	Approx. Date of Zero
	Wall Niche	1869	1723	146	92.19%	7.81%	8.27	17.65	3/26/2021
	In-Ground Niche	1736	766	970	44.12%	55.88%	3.68	263.73	6/11/2041
	Single Vault	733	269	464	36.70%	63.30%	1.29	359.24	4/16/2049
	Double Vault	1748	741	1007	42.39%	57.61%	3.56	283.03	1/11/2043
	Conventional	576	20	556	3.47%	96.53%	0.10	5,789.81	5/5/2495
	Memorial Garden Plot	775	193	582	24.90%	75.10%	0.93	628.04	5/15/2071
		7,437	3,712	3,725					
Cemetery Opened : 9/5/2002									

Figure 2

(Note: 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)

Traditionally, cremation has been the choice of disposition ~ 62% of the time with ~ 60% of those opting for cremation choosing a columbarium niche over an in-ground niche.

## 2018 - 2019 Interments by Month (Figure 3)

CY 2018 had 311 interments, up from 292 in CY 2017. Interments for CY2019 are running at a pace that, if it keeps up, will total ~ 335. Interments by month since November 1, 2018 are shown below.

MONTH	VETERAN	SPOUSE	DEPENDENT	MONTH TOTAL	YTD
November 2018	10	7	0	17	4220
December 2018	14	6	1	21	4241
January 2019	15	4	0	19	4260
February 2019	10	10	1	21	4281
March 2019	42	5	0	47	4328
April 2019	20	8	0	28	4356
May 2019	25	11	0	36	4392
June 2019	20	7	0	27	4419
July 2019	21	9	0	30	4449
August 2019	21	9	0	30	4479
September 2019	16	9	0	25	4504
October 2019	15	5	0	20	4524

Figure 3

### Interments by Year (Figure 4)

The interments of 4,524 veterans, spouses and/or dependents are broken down by year below.

<b>YEAR</b>	<b>VET</b>	<b>SPOUSE</b>	<b>DEPENDENT</b>	<b>TOTAL</b>
<b>2002</b>	<b>116</b>	<b>21</b>	<b>1</b>	<b>138</b>
<b>2003</b>	<b>166</b>	<b>36</b>	<b>0</b>	<b>202</b>
<b>2004</b>	<b>170</b>	<b>43</b>	<b>0</b>	<b>213</b>
<b>2005</b>	<b>154</b>	<b>37</b>	<b>0</b>	<b>191</b>
<b>2006</b>	<b>183</b>	<b>41</b>	<b>0</b>	<b>224</b>
<b>2007</b>	<b>151</b>	<b>59</b>	<b>0</b>	<b>210</b>
<b>2008</b>	<b>187</b>	<b>78</b>	<b>0</b>	<b>265</b>
<b>2009</b>	<b>175</b>	<b>63</b>	<b>0</b>	<b>238</b>
<b>2010</b>	<b>193</b>	<b>60</b>	<b>1</b>	<b>254</b>
<b>2011</b>	<b>165</b>	<b>74</b>	<b>1</b>	<b>240</b>
<b>2012</b>	<b>182</b>	<b>86</b>	<b>1</b>	<b>269</b>
<b>2013</b>	<b>182</b>	<b>90</b>	<b>1</b>	<b>273</b>
<b>2014</b>	<b>203</b>	<b>93</b>	<b>3</b>	<b>299</b>
<b>2015</b>	<b>215</b>	<b>98</b>	<b>0</b>	<b>313</b>
<b>2016</b>	<b>195</b>	<b>97</b>	<b>0</b>	<b>292</b>
<b>2017</b>	<b>188</b>	<b>120</b>	<b>1</b>	<b>309</b>
<b>2018</b>	<b>210</b>	<b>97</b>	<b>4</b>	<b>311</b>
<b>AS OF 10/18/2019</b>	<b>205</b>	<b>77</b>	<b>1</b>	<b>283</b>
<b>TOTAL</b>	<b>3,240</b>	<b>1,270</b>	<b>14</b>	<b>4,524</b>

*Figure 4*

## **7. Customer Satisfaction** *(Figure 5)*

The cemetery has historically sent out Customer Satisfaction Surveys every quarter to gauge the level of customer satisfaction for the previous quarter.

In April 2018, new DMV leadership chose to revamp these surveys and its process. Accordingly, surveys were not sent out for a year. A new survey was recently developed and is modeled after the US Department of Veterans Affairs National Cemetery Administration's triennial survey. This survey will be distributed to the next-of-kin during the fourth quarter of 2019 and results of this new survey will be reported in next year's annual report. In the interim, a logbook of compliments and complaints were placed in the administration building. Below is a sampling of results:

"Thumbs up for everything-the cemetery is a beautiful place."

"You all do an amazing + wonderful job here at the cemetery. We really appreciate the dedication and honor that you give each and every veteran and their loved ones."

"Thank you for keeping this place perfect all the time."

"We really appreciate your hard work and care."

All responses are kept on file at the Cemetery and are available to anyone wishing to review them. The cemetery also maintains a compliment/complaint log at the front desk where visitors also share their opinions.

## **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 veteran's cemeteries, i.e., Early Registration. We were informed three years ago, the National Cemetery Administration started a similar program for pre-determine of eligibility in a National Cemetery. The NCA's turn-around time is approximately twelve months from the date of mailing to receipt of acknowledgement.

Early Registration allows a veteran to receive an early determination of eligibility for interment at this cemetery. A veteran will complete a cemetery form (VMC Form 1) and submit it with a copy of his or her discharge paper (e.g., DD214) and proof of residency (if the veteran's home of record was not in Colorado).

The cemetery determines the veteran's eligibility for interment and keeps copies of the paperwork on file so that, when the time comes, it will be one less thing for the family to worry about. For those who did not complete early registration, there have been several instances where eligibility for interment could not be immediately determined, e.g., the family could not find the discharge paper. 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, 2,087 veterans have registered. This represents 4,936 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:

### **Colorado Mesa University (formerly Mesa State College) Development**

There were no new developments with this issue during the timeframe covered by this report.

### **Water Issues**

#### **(Silt Buildup) Lower pond/Upper Pond/Stream Bed**

As previously reported, silt remains an issue at the cemetery.

Last year at this time, an Engineering assessment was completed which helped guide the request for a Capital Construction Project, which was approved. Along with new columbaria, this upcoming project includes mitigation of silt, faulty pond liners and stream reconstruction. All of this is with an emphasis on long term yearly maintenance to prevent this vast amount of silt build up and issues we have been experiencing. This Capital Construction project also includes needed equipment for cemetery staff to provide on-going maintenance.

### **Cemetery Funding**

Funding continues to remain a significant concern. A stable source of funding for the cemetery needs to be identified and established; otherwise its long-term viability is in question.

Burial reimbursements from the VA are usually increased ~\$18 yearly. We have not received notice of an increase and continue to be reimbursed at \$780.00 per veteran in October, 2018. This represents 75% of the cost to inter an individual veteran.

Spouses or other eligible dependents are not reimbursed. These reimbursements only account for about half of the cemetery's budget.

In March, 2019, VA changed the process for submitting requests for eligible veteran reimbursement. This new process resulted in a significant delay in receiving funding. At the close of FY19, we had accrued almost \$48,000. This significantly impacted cemetery operations and budget. Working directly with a VA Pension and Fiduciary representative and DMVA accounts receivable representative, we have received all funding for FY19. The process is starting to smooth out and reimbursement for FY20 are coming in within three weeks. As of this date and time, we have accrued \$3,900.

Funding remains a major concern.

## **Equipment Replacement/Repair**

During this reporting period, we were able to procure a John Deere 1550 small mower to replace our aging 2004 JD1450, John Deere gas UTV, an edger and aerator attachment for our Grasshopper 735 mower, a winch, welder, and welding equipment.

Additional equipment will be purchased this next year to maintain the silt issues in the upper and lower pond, streamside and silt trap; two commercial mowers, two UTV's and a tractor with implements are included in the upcoming Capital Construction project.

## **Personnel Issues and Needs**

The cemetery staff now consists of six FTE's, two in the office and four on the grounds crew. We do not anticipate hiring a seasonal employee on the grounds crew next spring, due to hiring the fourth FTE.

We will, however, be requesting an additional .5 FTE for the administration office. The increase in interments, early registrations, phone calls and walk-in assistance has increased to the point where it has been difficult to keep up. Our yearly interments continue to steadily increase.

The cemetery director position was filled in March, 2019, and the director chose to terminate her employment on August 31, 2019. As of this date and time, I continue as the interim director.

## **Columbaria**

The four newest columbaria, 8, 9, 14 and 15, were built in 2015 during the expansion project. Each contains 168 niches, a total of 672 niches. As of October 18, 2019, three of the four columbaria are at capacity and there are 124 remaining niches in the last columbarium. We expect to be completely out of Columbaria space by April 2021. Space was reserved between Columbarium No.'s 9 and 15 to the west, and No.'s 8 and 14 to the east, to allow placement of four future columbaria.

An additional eight columbaria were included in the recently approved capital construction request. Four additional columbaria will be placed to the north of the cemetery, at a location to be determined by the Cemetery Administrator with guidance by the engineering contractor.

## **Roadway and Sidewalks**

The concrete roadway was re-caulked two years ago as part of the warranty from the 2015 expansion project. We have been monitoring several sections near the committal shelter, assembly area, north-west of the administration building and numerous lifting and shifting in the sidewalks and roadways where the concrete is failing. Cemetery staff have highlighted these tripping hazards in the sidewalks with yellow caution paint. A quote was obtained and a request for funding submitted to the Board of Veterans Affairs to mitigate these safety hazards. As of this date and time, no determination of a funding source has been confirmed.

## **In-Ground Gravesites**

We did not experience any issues with in-ground gravesites during the 2018-2019 winter seasons. Our winter was so mild it was easy to excavate with the mini-excavator or by hand digging graves.

## **Single Vault Gravesites**

The original single vault area, Section 1S, reached capacity in September 2019. The new single vault area, Section 2S, which is directly south of Section 8 In-Ground area, was put into operation. This area consists of 78 gravesites.

## **Stonework**

Only stonework on columbaria which needed immediate attention were caulked and sealed which included the stonework on the floor of the committal shelter. We did obtain a proposal to repair concrete and stones in the committal shelter which are causing tripping hazards. This will most likely take place in the spring when the weather permits. Cemetery staff was able to patch the worst area at the shelter, however, it has since failed.

## **Painting**

Thanks again to one more prospective Eagle Scout, we were able to refinish and repaint the wrought iron railings on several sections in the Assembly Area. The plan is to continue this partnership with the local Boy Scout office to continue refurbishing the rails in this area and along Riverside Parkway. This partnership has been very rewarding and beneficial to all.

## **Silt Trap**

Our silt trap needs to be excavated at least once per year, due to the extremely silty ditch water. Every year, we hire a hydro-vac company to empty the trap. Due to design, the cemetery does not have the required heavy equipment to remove the silt. Part of the upcoming Capital Construction project will include a long-term solution for our silt issues. Equipment for on-going maintenance was also included in the capital construction request to allow cemetery staff to mitigate on an on-going basis to alleviate build up. Additional silt traps will most likely be constructed in the north and south irrigation holding ponds.

## **Main Line Irrigation System Breaks**

We did not experience major breaks in the irrigation system water lines this past year, due to the mild winter. We continue to monitor as this continues to be a fairly costly spring ritual.

## **FIRE/BURGLAR ALARMS**

The west shop had a new fire and burglar alarm system installed as part of the expansion project in 2015; However, no video surveillance cameras or associated recorders were installed. Due to minor damage to the outside of a building and two newly installed two 500-gallon fuel tanks next to our open driveway, we installed surveillance cameras at the West Shop. Due to no internet at this shop, we are unable to view from the main administration building. A new fiber network project has been approved and will provide access for networking at the West Shop.

## **BURIAL OPERATIONS SUPPORT SYSTEM (BOSS)**

BOSS up and running with minimal issues. Vision Technologies lost their contract with NCA, and were not able to upload data from BOSS to our kiosk/gravesite locator. Vision Technologies and the cemetery were able to work around this issue and our gravesite locator has been uploaded with current information on a weekly basis. We learned in September, Vision Technologies will no longer be able to work around this issue. A request has been submitted to NCA for the Cemetery administrative assistant and myself to have access to this function on the VA Intranet.

## **NCA Audit**

As previously reported, we were audited by NCA in 2016. Our next audit is now scheduled for September, 2020. Preliminary self-auditing has been distributed to all cemetery staff to prepare for this review.

The lowest scores we had received in 2016 were in gravesite conditions, which include sunken or raised gravesites, and headstone alignment. We have been working on these areas which we received the lowest scores in preparation of this pending audit and feel we will be fully compliant, with the additional FTE recently hired.

## **Rain bird Irrigation System**

We have focused our energies on tightening up our irrigation system, replacing sprinkler heads with more efficient water distribution heads, and tracking down and repairing/replacing aging parts. We continue to notice a significant reduction in our water usage this season. All three grounds persons, who are new to our system, have done a most admirable job keeping the system up in running with the severe drought we are experiencing.

## **GJ Regional Center**

We were advised the Grand Junction Regional Center, our neighbors to the west, would be closing its doors in the near future. The administration staff moved to a new location, the laundry facility closed as well as the warehouse. We purchased a washer and dryer unit and have been able to keep up with washing our cleaning rags and towels. We set up own accounts with various suppliers and this process has been smooth.

## **Network**

In preparation for the pending closure of the Regional Center, State OIT moved us off of CDHS network and onto DMVA. State OIT were able to successfully migrate the administration building network from CDHS to DMVA, with minimal disruption. New computers and laptops were also purchased and installed.

With this change, we have been experiencing network issues and need to upgrade. We have been working with OIT, CenturyLink and a local contractor to upgrade from 7M MOE on Copper to 100M MOE on fiber. A SOW was submitted and approved, and the raceway for the conduit will be installed this fall. CenturyLink will then be able to pull fiber and upgrade our system. This will enable a faster, more efficient and reliable network for the Administration office.

### **Additional Land**

With the State Architects Office and Interim Deputy Director Greg Dorman, we submitted a zero-dollar capital construction request for ~4 acre strip of land to the west of the cemetery, west of the Readiness Center Road. This strip of land will allow for additional parking for those visiting the future interment sites to the west. It will also be able to provide future storage space for our growing equipment storage needs. The addition of this land will also provide a “buffer” for when the Regional Center officially closes and doors. Our intent is to advocate for the cemetery to remain hollowed grounds as a final resting place for our veterans and their dependents.

## **10. Monuments and Memorial Benches**

There were no additional monuments or memorial benches donated during this reporting period.

## **11. In Closing**

The Veterans Memorial Cemetery of Western Colorado continues to be one of the “crown jewels” of the State Veterans Affairs program on the Western Slope. To the veteran’s community and their families, it represents the State of Colorado’s concern for, and commitment to, its veterans.

In spite of increased reimbursement over the years by the VA for veterans’ interments, funding for the cemetery and its operations has always been an issue with our operating budget. Hopefully, new funding sources will be found to maintain the high levels of appearance, operational efficiency and management effectiveness developed over the past 17 years.

The cemetery and its staff continue to enjoy the highest levels of support from the veterans’ community and this has been a significant contributor to any successes the cemetery has enjoyed.

Respectfully submitted,

Joanne Iglesias  
Director  
Division of Veterans Affairs-west  
Grand Junction, Colorado