

STATE OF COLORADO

COLORADO BOARD OF VETERANS AFFAIRS

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Members

Duane E. Dailey, Chair
Jack Rudder, Vice Chair
Hollie Caldwell, Secretary
William L. Robinson
Patricia Hammon
Norm Steen
Lacey Golonka

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Reuben "Ben" Mestas, Director

John W. Hickenlooper
Governor

Major General
Michael A. Loh
The Adjutant General



2017 Report of Board of Veterans Affairs

October 20, 2017

The Honorable John Hickenlooper
Governor, State of Colorado
200 East Colfax Avenue
Denver CO 80203

Senator Vicki Marble
State, Veterans & Military Affairs Committee
Colorado Senate
200 East Colfax Avenue
Denver CO 80203

Representative Mike Foote
State, Veterans & Military Affairs Committee
Colorado House of Representatives
200 East Colfax Avenue
Denver CO 80203

Subject:-2017 Annual Report of the Board of Veterans Affairs

In accordance with the Colorado Revised Statutes, I am pleased to provide you the 2017 report of the Colorado Board of Veterans Affairs (CBVA). This report covers the period of December 12, 2017 through October 20, 2017.

The CBVA is comprised of seven members, all honorably discharged military veterans who serve four-year terms on the board. Our newest members are Norm Steen, (taking office on November 1) County Commissioner from Teller County, US Army veteran with 32 years of commissioned service. Lacey Golonka, US Army veteran and member of the Colorado Army National Guard. Tenured board members William "Robby" Robinson, US Army. CBVA Secretary Hollie Caldwell, US Air Force. Pat Hammon, US Army. CBVA Vice-Chair Jack Rudder, US Air Force. CBVA Chairman Duane Dailey US Army. The latter three are all County Veteran Service Officers. (CVSO).

Colorado veterans that are living in the southern and southwest part of the state are challenged by crossing the state line to receive health care closer to them that is provided in Denver or Grand Junction. They travel to Albuquerque New Mexico. The travel distance is in excess of 250 miles one way. Bureaucratic red tape within state laws and federal VA rules makes it impossible for all of the veterans needs to be filled. As a result of our trips to Trinidad and Durango the CBVA requested the Denver VA Regional Office, in conjunction with the Albuquerque VA Hospital to conduct town hall meetings in both communities'.

The ongoing challenge of timely access to quality mental health care that is unique to the veteran population, especially during the time of crisis in rural parts of the state is unfortunately almost non-existent. Urban area veterans have a greater opportunity for treatment, through existing established federal VA facilities and Vet Centers. Rural vets have very little hope or resources for mental health assistance mainly due to lack of competent treatment facilities, and practitioners familiar with veterans unique circumstances. Far too often veterans in mental health crisis are referred to local law enforcement agencies, causing an already bad situation to get worse for the vet and family in need of help. The VA implemented "Veterans Choice Card", designed to allow those veterans more than 40 miles from the nearest VA medical facility, or waiting for a long time for a scheduled medical appointment is slowly improving, but needs much more refinement.

Veteran homelessness is an ongoing challenge in all areas of the state. During our board meeting in FT. Lyon the veteran residents that attended our meeting expressed gratitude for the outstanding program of being removed from the streets of Denver and regaining their sobriety. Doubt and fear of what the future holds for them was a concern. While two of the residents felt comfortable in remaining in the southeast part of the state, the other expressed that he would return to the unknown, undefined culture of the inner city. As the metro areas continue to police and clean up their area an increasingly amount of those homeless migrate to rural area (especially during warmer months) to live in isolation until the limited resources they have dwindle and then they begin to tax the local resources.

The Veterans Trust Fund and Veterans Assistance Grant are very powerful tools provided by the state and passed through to this board for us to greatly assist those vets in need. These two grants are truly appreciated by those they help, but the administration of them are dynamic in part due to the fact that state auditors are requiring the board to more closely monitor in detail the outcomes provided. This is the most loudly voiced concern of grantees, who for the most part are volunteers and frustrated in the additional tasks required to deliver the grant monies to those in need. The end results of both grants, the distribution of funds to those veterans and families is indeed invested properly. 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 \$680,450. to 26 applicant grantees and \$60183. to the State Veteran Community Living Centers. 60% of the VTF applicants are in rural Colorado. The Veterans Assistance Grant received 47 grantee applications requesting a grand total amount of \$1,928,341. This request more than doubled resources available. 60% of the VAG applicants are from urban areas.

The CBVA through 2017, 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 in addition to the Denver metro area. The make-up of the board has taken on a different look in the past few years. Historically most board members have been located on a 50 mile wide band either side of I-25. Presently the board is made up of 3 urbanites, one from Teller County, one from the San Luis Valley, one from western Vail Valley and

one from the north central mountains.

Future meetings will take us to locations within each US congressional district, the Community Living Center in Walsenburg, as well as the Denver VA Regional Office.

In 2017 State of Colorado again stepped up its commitment by upping its financial assistance for the mandated County Veterans Service Office. In the past 5 years compensation for the county VSO has increased from \$100.00 a month for a part time VSO to \$975.00, and \$200.00 a month for a full time VSO to \$1950.00 a month. This act has resulted in an advancement in the connection of Colorado County Veteran Service Officers to assist veterans in obtaining their federal VA benefits, health care, housing, and employment opportunities.

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.

Very Respectfully,

A handwritten signature in dark ink, reading "Duane E Dailey". The signature is fluid and cursive, with the first name "Duane" and last name "Dailey" clearly legible. The middle initial "E" is smaller and positioned between the first and last names.

Duane E Dailey, Chair

Colorado Board of Veterans Affairs

ANNUAL COUNTY VETERANS SERVICE OFFICER TRAINING

The 2017 Annual County Veterans Service Officer Training Conference was held on April 18 through April 21, 2017, at the Denver Marriott West Hotel. Personnel from the Veterans Administration and the Colorado Division of Veterans Affairs staff provided training to new County Service Officers and continuing education credit for seasoned service officers. There were 107 individuals present, 80 of which were Colorado County VSO's, and 27 from either the state office or other entities, Colorado State Veterans Community Living Centers, Rocky Mountain Human Services, Volunteers of America, Vietnam Veterans of America, and the American Legion, all of which provide services to Colorado veterans. This year's theme was ***"Rural Vets, Women Vets, and Homeless Vets—the Importance of all Colorado Veterans, Regardless of Where They Live!"*** New for this year, was the inclusion of small group, round table discussions after each segment, and placing lesser experienced VSO's with the more experienced VSO's at each table. This format was well received by all participants. Veterans Administration personnel from the VA Pension Center, in St. Paul, Minnesota, presented a 2 hour block on Pensions, Pensions with Aid and Attendance, Nursing Home/Assisted Living Facilities, Dependent Indemnity Compensation, Burial Benefits, and updated contact information for accredited VSO's. Colorado HUD/VASH with VA regional personnel and Volunteers of America presented on the Homeless Veterans question. Ben Mestas' staff from CBVA, made presentations on the statewide software Vetraspec, Guard and Reserve issues, presumptive and secondary issues, discharge upgrades, appeals, ethics, educational benefits, as well as on the women specific VA clinics in Pueblo, Colorado Springs, Denver, and Grand Junction. The end result was to provide each service officer with the most up-to-date information on changes in programs, benefits and legislative actions that may impact current benefits, thus providing the greatest level of benefits to Colorado veterans.

At the conclusion of the conference, a written examination was given to all participants, everyone achieved passing grades and were presented with certificates and documentation for the National Association of County Veteran Service Officers to upgrade national accreditation. All participants expressed their appreciation to Ben Mestas, Diane Ricci, and their staff from the Denver office for their time and dedication to planning and coordinating this event.

Respectfully submitted



Bennie Jack Rudder

Colorado Board of Veterans Affairs

STATE OF COLORADO

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Division of Veterans Affairs

1355 South Colorado Blvd Suite 113.

Denver, CO 80222

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

Reuben "Ben" Mestas
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The Adjutant General

COLORADO DIVISION OF VETERAN AFFAIRS

2017 REPORT ON SERVICE TO VETERANS

October 31, 2017

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

Chairman Duane Dailey
Colorado Board of Veteran Affairs

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

Dear Mr. Dailey:

This year was marked by persistent outreach to Colorado Veterans with over 170 outreach events. State Veteran Service Officers monthly participated in and actively attended events including: Colorado's public and private nursing homes, homeless stand-downs, Transitional Assistance Program for veterans transitioning from active duty, Veterans Day events, county events, one-stop-shops, and many others. The need for highly trained State and County Service officers remains paramount as we see the ongoing need for assistance with veterans facing Post-Traumatic Stress Syndrome, education/Post-911 GI-Bill, vocational rehabilitation, and claims processing.

Executive Summary: In Federal fiscal year 2016-17 Colorado Veterans continued to make a positive impact on their local economies as Colorado saw an over-all increase by \$300 million and reached the \$4.1 billion mark in total benefits. Of these \$391 million went to education and vocational rehabilitation benefits. The Colorado Division of Veterans Affairs team assisted with the \$1.5 billion in direct pay outs to veterans in the form of compensation and pension benefits. The Division of Veterans Affairs team features 18 full time employees, which includes staff at our Veteran Memorial Cemetery in Grand Junction, grant administrator and State Veteran Service Officers. The U.S. Department of Veterans Affairs reported the Colorado Veteran population at 409,469, which is a decrease from last year by 3802. This small decrease indicates a small loss of aging veterans countered by an increase in Post 9-11 veterans leaving the military with the reduction in forces while other veterans are choosing Colorado as their home. We anticipate expenditures for VA healthcare to continue with the aging population of Vietnam Veterans, and with the care for our Veterans from Operation Iraqi Freedom and Operation Enduring Freedom.

Summary of Significant Activities and Accomplishments:

Unceasing outreach continued as a major mission for the Division: Our Service Officers actively participated in various programs mentioned above increasing visibility, phone calls, appointments, claims filed and overall division effectiveness.

Annual training Conference for County Veteran Service Officers (CVSO): This paramount week-long annual event in April enables the State VSOs to meet with and train the CVSOs in large and small groups as well as one-on-one. We use a variety of teaching methods and activities to facilitate learning and active participation. We also conduct regional training in the fall where my staff travels throughout the state to meet with CVSO's in their home counties.

Processing Veteran Benefits: Our team filed more than 11,401 additional claims this year than last.

Summary of Program Assessment:

The following information is submitted for your consideration:

COLORADO DIVISION OF VETERAN AFFAIRS		
Date: October 31, 2017		
	OFFICE ACTIVITIES	
ITEM	2016	2017
New Power of Attorneys	6063	6834
Letters to VA	6157	5607
New Claims	26937	26684
Telephone Calls	27742	28183
Health Care Enrollment	1596	1491
Certified Appeals Sent to BVA	238	322
Referendum E Veteran Property Tax Exemption: Running Total	7132	7892

INTERMENTS IN VETERAN MEMORIAL CEMETERY OF WESTERN COLORADO	
Date 31OCTOBER2016	
Veteran	2799
Spouse	1073
Dependent	9
TOTAL	3881

Short and Long term goals: This year the Division approved 658 Veterans Property Tax Exemption (REF E) applications. This number includes Veterans widows (HB 14-1373).

We continued to streamline our business model with the VA in the processing of compensation and pension claims. This is most evident in the decrease in count of Letters to VA by over 840. This is indicative of the change in programs implemented by the VA in coordination with their State partners with the Fully Developed Claim (FDC) Program allowing veterans to provide all claim forms, supporting documents, and private medical evidence up front with the initial submission of the claim resulting in faster claims processing time. Our Division made every effort to adhere to this program and our data shows the program worked in minimizing the number of letters going back and forth between the VA and veterans during the evidence gathering phase of VA claims. The result was also a faster claim turn-around time in the FDC program by at least 90 days on average.

Challenges and Goals: By 2025 U.S. Department of Veterans Affairs predicts veterans from Post 9-11 conflicts as the largest group, followed by our Vietnam Veterans and Korean War era Veterans. Currently our Vietnam Era veterans are the largest group. By 2040 the VA predicts we will see the largest population of female and minority veterans in U.S. history.

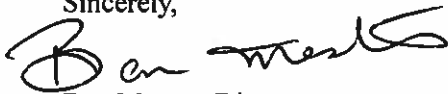
Our success is measured by the percent of veterans seeking us as their representative. The Post 9-11 generation of veterans choose to utilize online applications and social media to obtain veteran information. Thus, we continue to adapt to the latest technologies to reach veterans. Despite advances in technology, nothing replaces the sound advocacy our Division provides in assisting veterans in obtaining VA Benefits. The mediums may have changed, but the laws and requirements surrounding VA benefits have not.

As our Armed Forces participate in world-wide missions, our Nation's leaders will continue to call upon the myriad of units based in Colorado. As Colorado Veterans complete their tours of duty, we will provide unabated support serving them as they return home to a grateful community here in Colorado.

Administrative Condition: Our Division reported last year our use of the web based program, VETRASPEC, for claim management and claim filing for benefits with the Federal Department of Veteran Affairs. The U.S. Department of Veterans Affairs is currently partnering with VETRASPEC programmers on an initiative called Digits-to-Digits, whereby claims entered in to the State's VETRASPEC system will automatically populate into the VA's programs for claims processing. This potentially provides the State with significant cost savings in terms of paper expense. With the assistance of my staff, Colorado Counties were able to service 15,536 new entitlement claims in VETRASPEC over the last year.

If you have any questions, please feel free to contact me or Diane Ricci, my Deputy Director at 303-284-6077. Also, I would be happy to meet with you to discuss the Division's recommendations and this annual report.

Sincerely,

A handwritten signature in black ink, appearing to read "Ben Mestas", with a stylized flourish at the end.

Ben Mestas, Director
Colorado Division of Veteran Affairs

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS REPORT ON THE COLORADO STATE VETERANS AFFAIRS TRUST FUND FOR FY 16-17

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 16-17 covering the period from July 1, 2016 - June 30, 2017.

Funds Received: The Veterans Trust Fund (VTF) received a Long Bill appropriation of \$845,588 for FY 16-17. The Division of Veterans Affairs was authorized to expend \$42,197 (less than 5% of the funds) for administration of the grant; the actual expenditures were \$38,595.27 (4.1%) for administration, which includes a significant amount of Board travel. Of the \$803,391 total trust fund monies provided for grants, \$95,283.73 was allocated to the State Veterans Cemetery in Grand Junction for necessary equipment and to the Division of Veterans Affairs for VetraSpec costs and equipment and \$76,431.59 of those funds were expended. The remainder or \$708,107.27 was awarded in grants to nonprofit organizations and Veterans Community Living Centers throughout the State. Of those grant funds awarded, \$671,573.46 was expended, resulting in a 95% 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 Nursing Homes 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 included 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 to the needs of veterans for their health and well-being. Examples of such programs are veteran's transportation programs to medical centers and/or clinics (16%), homelessness prevention and intervention (28%), emergency needs (25%), Stand Downs (10.8%), medical/mental health services not provided and/or covered through the VA (3.4%), veteran's employment training programs and job related services (.8%) and other needed services (17%).

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 \$671,573.46 in grant funds to support veterans and their needs.

- Homelake Veterans Community Living Center expended \$59,641.27 for a Scandent identification system and furniture. Bruce McCandless Veterans Community Living Center in Florence expended \$29,130.00 for a sensory room, enhanced technology and disaster preparedness.
- Non-Profit Veterans Service Organizations expended the remaining amount of grant funds. The services provided were located throughout the state, with 63% of the grantees in rural areas and 37% 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. Grantees report spending a higher percentage on these items due to the increasing costs of housing in the State.

During FY 2016-2017, the (duplicated) number of veterans served by grantees was 4,860 with 2,638 unique individuals (unduplicated) receiving services and support.

Program Effectiveness: A service recipient survey was 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, 91% of the veterans rated the services highly favorable with 96% indicating an increase in well-being as a result of the program. Specific outcomes noted include gaining housing, resolving a crisis, and increased well-being. Many veterans write personal notes of appreciation on the surveys.

Evaluation of the Operation of the Program: Process improvements remain a primary focus. Additional grantee trainings via webinars 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. During this year, previous grantees that are no longer applying for grant funds were surveyed as to the reasons for non-participation. The response rate was extremely poor, but those that did respond indicated a change in Post leadership impacted the ability to apply, resources were needed for other activities, the deadline was missed but would apply in the future, and one response that the grant process has become too difficult. Of note, several former and new organizations applied for funds for FY2017-2018.

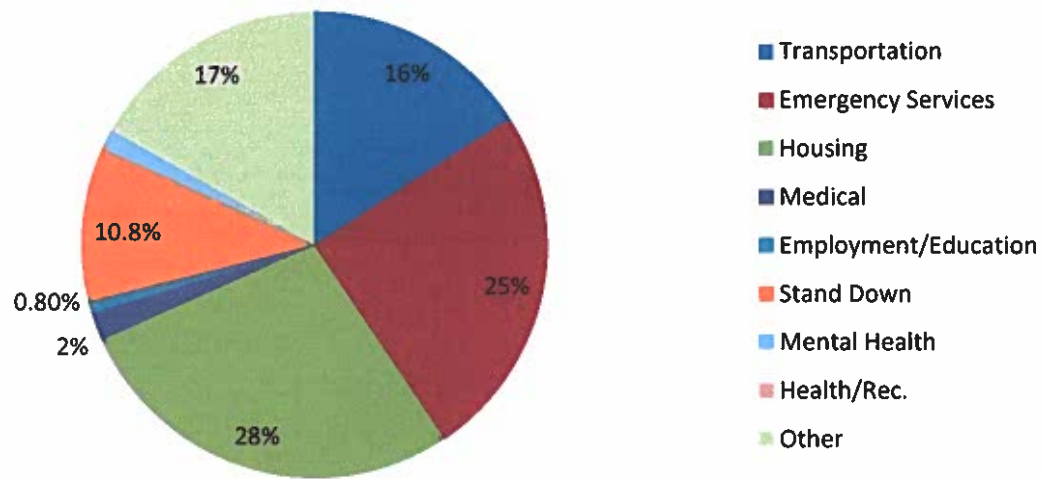
Grantees: Please see the attached list for all grantees awarded Veterans Trust Fund monies.

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. We would request 1% of total trust transfer funds available not to exceed \$1,000,000 for FY2018-2019.

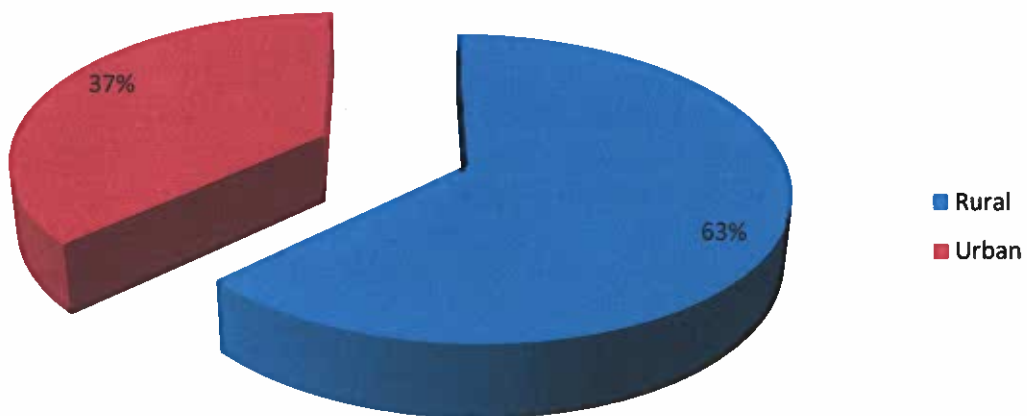
FY2016-2017 Veterans Trust Fund Grantees

Grantee	Location	Purpose	Amount Awarded
VFW Post 12063	Westcliffe	Vet Assistance	\$40,000
DAV Chapter 48	Durango	Transport/Vet Assist/Stand Down/MH	\$81,720
VFW Post 8661	Conifer	Transport/Vet Assistance	\$8,400
American Legion Post 9	La Junta	Transport/Vet Assistance	\$7,553
American Legion Post 25	Florence	Vet Assistance	\$20,000
American Legion Post 44	Steamboat Springs	Transportation	\$6,550
American Legion Post 103	Littleton	Vet Assistance	\$30,000
VFW Post 41	Loveland	Vet Assistance/Employment	\$59,000
American Legion Post 88	Hot Sulphur Springs	Vet Assistance	\$20,000
VFW Post 899	Alamosa	Transportation	\$25,064
American Legion Post 108	Pagosa Springs	Transport/Vet Assistance/Vehicle	\$44,500
DAV Dept. of Colorado	Denver	Stand Down	\$19,300
Dept. of Colorado VFW	Lakewood	Vet Assistance	\$50,000
VFW Post 7829	Monument	Vet Assist/Stand Down/Transport	\$45,000
DAV Chapter 44	Cortez	Transport/Vet Assistance	\$63,200
DAV Chapter 25	Grand Junction	Stand Down/Vet Assistance	\$12,000
American Legion Post 32	Longmont	Transport/Vet Assist/Stand Down	\$60,000
VFW Post 5231	Mancos	Veterans Assistance	\$10,400
American Legion Post 62	Craig	Transport/Vet Assistance	\$17,000
SVCLC Homelake	Monte Vista	Scandent system, dining furniture	\$59,641.27
Bruce McCandless SVCLC	Florence	Tech room, Sensory Stimulation room, Disaster Preparedness	\$29,139
Total			\$708,107.27

Types of Services Provided



Location of Grantees



STATE OF COLORADO

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS COLORADO DIVISION OF VETERANS AFFAIRS

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

Denver, Colorado 80222

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

Ben Mestas
Director

Gail Hoagland
Grant Administrator



John W. Hickenlooper
Governor

Maj. Gen. Michael A. Loh
The Adjutant General

Veterans Assistance Grant 2016-2017 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 2016-2017. Of these funds, a total of \$960,000 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 \$1,311,757. A total of 25 non-profit organizations and governmental entities throughout the state were awarded grants totaling \$949,149.98. The direct services provided through the grants include the provision of shelter and housing (34%), emergency assistance (12%), education and employment assistance (4%), transportation (5%), health/mental health services (9%), substance abuse treatment (21%) and other forms of assistance (16%). These "other services" include alternative health/mental health treatment, therapeutic art programming, family retreats, adaptive farm equipment, furniture and bedding for transitioning veterans, and Stand Downs. A total of 2685 veterans were served during the contract period. Of those, 2220 were unduplicated.

A total of \$897,090.61 was expended by the grantees, resulting in a 94% execution rate. This execution rate was significantly higher than the previous years' 87% execution rate. Of the total appropriation, \$40,000 was allocated for administering the grant (less than the allowed 5%). The administrative costs were \$29,389, or 74% of the funds allocated.

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, 96% of the veterans rated the services favorable with 92% indicating an increase in overall well-being. Significantly, 53% of the veterans responding to the survey reported an increase in overall stability including housing and food stability with significant decreased urgent needs. Additionally of note, 24% report increased mental, health and family well-being. Of the total grantees, 60% are located within a metro area and 40% within rural area.

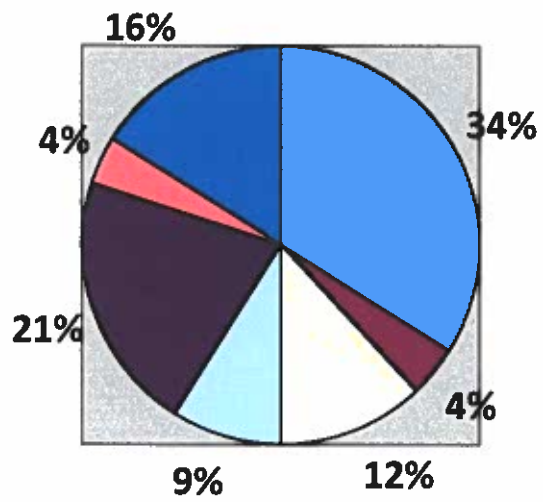
(A full list of grant recipients, location and funding amount is attached.)

FY2016-2017 Veterans Assistance Grantees

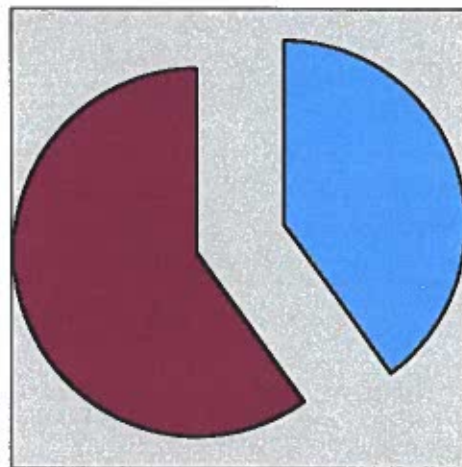
Grantee	Location	Purpose	Amount Awarded
La Puente Home, Inc.,	Alamosa	Veteran Assistance/ Education/Employment	\$25,000
Alamosa County Veterans Services	Alamosa	Emergency/Veteran Assistance	\$25,000
Grand County Veterans Services	Hot Sulphur Springs	Emergency Assistance/ Mental Health	\$20,500
CO Veterans Resource Coalition	Colorado Springs	Substance Abuse Shelter	\$99,145.98
Pikes Peak Workforce Center	Colorado Springs	Employment/ Veteran Assistance	\$30,000
Catholic Charities of Denver	Denver/Ft. Collins	Housing/Veteran Assistance	\$60,000
Mountain Resource Center	Conifer	Emergency Assistance/ Mental Health/Educ. and Employment	\$40,000
Operation Revamp	Grand Junction	Veterans Arts Program/Vehicle	\$65,623
Sobriety House, Inc.	Denver	Substance Use/Abuse Treatment	\$90,000
Project Sanctuary	Granby	Family retreats	\$16,331
Archuleta County Veterans Services	Pagosa Springs	Mental Health/ Emergency Assistance	\$40,000
Goodwill Industries of Denver	Denver	Adaptive Equipment	\$40,000
Providers Resource Clearinghouse	Aurora	Furniture/Bedding	\$67,750
BPOE Lodge #1319	Lamar	Transportation/Emergency Assistance	\$15,050

Pueblo Veterans Council	Pueblo	Emergency Assistance	\$10,000
Park County Senior Coalition	Fairplay	Emergency Assistance	\$45,000
Chaffee County	Salida	Emergency Assistance	\$35,000
Healing Warriors Program	Boulder	Alternative Health/Mental Health Therapies	\$21,000
Douglas County Office of Veteran Affairs	Castle Rock	Emergency Assistance	\$10,000
Colorado Coalition for the Homeless	Denver	Emergency Assistance/Employment	\$5,000
Women Veterans of Colorado	Denver	Stand Down	\$5,250
City/County of Denver DHS	Denver	Emergency Assistance	\$36,000
Veterans for Veterans of Archuleta County	Pagosa Springs	Housing/ Emergency Assistance/Stand Down	\$50,000
Home Front Cares, Inc.	Colorado Springs	Emergency Assistance/Housing	\$72,500
Veteran Resources Initiative	Colorado Springs	Emergency Assistance	\$25,000
Total			\$949,149.98

Types of Services



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



- Rural
- Metro



COLORADO
Department of
Labor and Employment

Workforce Development Programs
633 17th Street, Suite 201
Denver, CO 80202-3660

October 12, 2017

Duane Dailey, Chairman
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) 2016. 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 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 outlines the duties and responsibilities of the Local Veteran Employment Representative (LVER) and the Disabled Veteran Outreach Program (DVOP) Specialist. These 40 individuals are strategically located within county and state operated workforce centers with the highest veteran populations.

The mission 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 Division of 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.

Sincerely,

Elise Lowe-Vaughn
Director, Workforce Programs, Policy and Strategic Initiatives





COLORADO

Parks and Wildlife

Department of Natural Resources

6060 Broadway
Denver, CO 80216
P (303)291-7377

September 13, 2017

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

Dear Mr. Mestas:

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 42 State Parks. Again, this pass does not provide for further discounts such as camping or cabin/yurt rentals. Disabled Veterans are encouraged to apply for a Columbine Pass even if they have the Disabled license plate. The applicant must be a Colorado resident and complete an application at either our Denver office or one of our Regional Offices. If the applicant is on VA disability, they may contact the Veteran's Administration to request a letter of documentation as to their disability. In return, The Veteran's Administration can provide a form letter which will fulfill the required documentation.

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 \$60 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)(f) Wounded Warrior Hunting Licenses - The Director may make certain deer, elk, and pronghorn licenses available to qualified participants in any United States Armed Services wounded Warrior programs.

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

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

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

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 September 13, 2017 the Division has issued license year-to-date 560 free combination small game and fishing licenses to veterans with disabilities; we have received one request for military leftover license privileges and 3 requests for military applications for preference points and have issued 1 Wounded Warrior big game licenses.

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,



Bob D. Broscheid

Director, Colorado Division of Park and Wildlife

Cc: Bob Randall - Executive Director, Department of Natural Resources
Gary Thorson - Assistant Director, I & E Branch, Colorado Parks and Wildlife
Cory Chick - Manager, License Administration, Colorado Parks and Wildlife
File



COLORADO

Department of Revenue

Division of Motor Vehicles

Physical Address:
1881 Pierce Street
Lakewood, CO 80214

Mailing Address:
P.O. Box 173350
Denver, CO 80217-3350

July 1, 2017

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,

Pursuant to C.R.S. 28-5-703 below, you will find a list of veteran services that are provided by the State of Colorado, Department of Revenue.

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

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.

On-Line Vehicle Registration

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. This service may be accessed at

<https://apps.colorado.gov/apps/dor/dmv/vehicle/registration/renewal/welcome.jsf>.

Military Identifier on Driver License

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 sufficient documentation that they are a veteran for the purposes of any benefit or preferences given to veterans by the State of Colorado or any political subdivision of Colorado 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 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).

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 50th 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).

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 January 27, 1973. Proof of service includes the DD214 or other evidence to demonstrate this requirement. This plate may be obtained upon paying a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-213(11).

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 10th 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 10th 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 10th 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, 2017, the Department records indicate that 143,162 vehicles were registered in the State of Colorado with one of the military plates listed above.

During calendar year 2016, the Department hired 26 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,


Barbara J. Brohl
Executive Director



COLORADO
Department of Local Affairs
Division of Property Taxation

September 13, 2017

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

Dear Mr. Dailey:

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 2016, payable in 2017. 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 2016 tax year, property taxes paid in 2017;

The total number of disabled veterans exemptions granted is; **5040**

The actual value of the exempted properties is; **\$435,451,020.00**

The total exempted property taxes for qualified disabled veterans is; **\$3,561,901.58**

We have not yet verified the status of the 2017 tax year applicants; those applications will be reviewed in October, and any exempt property tax amount will be calculated after those taxes are due in January, 2018.

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:rmb



Colorado Department of Labor and Employment (CDLE)

Program Year (PY) 2016 Report on Service to Veterans
July 1, 2016 – June 30, 2017

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 duties and qualifications
- Navigating online job boards and career fair resources
- Targeting job search by industry
- Providing information of wage rates and employment trends
- Identifying education and training grants and opportunities offered within the community

Workforce centers also refer eligible veterans to appropriate Workforce Innovation and Opportunity Act (WIOA) training programs including work-based learning opportunities and Registered 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, 22,689 veterans registered for employment assistance through Connecting Colorado, CDLE's statewide database during PY 2016. Connecting Colorado (CC) provides a web-based venue 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 of 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 2015 and PY 2016 due to the improving economy and an extremely low unemployment rate for veterans (1.8%). However, it is worth noting that there was a significant increase in the percentage of veterans who received staff assisted services: during PY 2016, 16,964 (74%) of the 22,689 currently registered veterans received staff assisted services through their local workforce center. Veterans who receive staff assisted services are more likely to have higher success rates in 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 2016 (7/1/16-6/30/17) run 9/28/17

	Total Vets	18-44	45-54	55+	Post 9/11	Disabled Vets	Special Disabled >30%	Recently Separated
PY 2016	22,689	10,665	5,540	6,460	9,684	6,864	5,177	4,169
Received Staff Assisted Service	16,964	7,438	4,355	5,159	6,759	5,122	3,867	2,676
Percent	74%	69%	71%	79%	69%	74%	74%	64%
PY 2015	26,454	12,440	6,587	7,414	11,058	7,589	5,518	4,877
Received Staff Assisted Service	18,161	8,137	4,688	5,328	7,193	5,251	3,858	2,984
Percent	67%	65%	71%	72%	65%	69%	70%	61%

(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 that CDLE provide priority of service to veterans for all Employment and Training programs funded by the U.S. Department of Labor (DOL). "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 (CC) places new job postings on a 24 hour "veteran hold," 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 2016, the workforce centers referred 57% of registered veteran job seekers to job openings compared to 46% of non-veterans.

During PY 2016, CC received 571,630 job openings from 13,989 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 29 full-time Disabled Veteran Outreach Program (DVOP) Specialists and 11 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 1,964 registered veterans, 1,909 (97.2%) 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
- Recently Separated
- Low Income
- Lacking a High School Diploma
- Between 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 ensure 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 2016 (7/1/16-6/30/17):

Colorado Veteran Demographics of Veterans Serviced by DVOP Specialists
PY 2016 (7/1/16-6/30/17) run 9/28/17

Total Vets	18-44	45-54	55+	Post 9/11	Disabled Vets	Special Disabled >30%	Recently Separated	Homeless	Female
1,964	972	491	500	1,098	1,080	910	481	357	291

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 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, mental health resources as well as employment services.

The LVER's primary role is to conduct employer relations and advocate on behalf of veterans about 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.



Colorado Department of Labor Veterans Employment Program Measures

PY 2016 (7/1/16-6/30/17) run 9/28/17

Performance Targets for Jobs for Veterans State Grant Funded Services (Source: VETS-200A)			
	Goal	Actual	Goal Met? (Y/N)
Intensive Services Provided to Individuals by DVOP Specialists / Total Veterans and Eligible Persons Served by DVOP Specialists in the State	90%	97.2%	Yes
Veterans Entered Employment Rate (VEER) Weighted	53%	72.0%	Yes
Veterans Employment Retention Rate (VERR)	71%	77.0%	Yes
Veterans Average Earnings (VAE) (Six-Months)	\$14,200	\$16,696	Yes
Disabled Veterans Entered Employment Rate (DVEER)	43%	56.0	Yes
Disabled Veterans Employment Retention Rate (DVERR)	68%	76.3%	Yes
Disabled Veterans Avg. Earnings (DVAE) (Six Months)	\$14,200	\$18,234	Yes



Colorado Department of Labor Veterans Employment Program Measures
 PY 2016 (7/1/16-6/30/17) run 9/28/17

Performance Targets for Labor Exchange Services for Veterans (Source: <i>ETA-9002D</i>)			
	Goal	Actual	Goal Met? (Y/N)
Veterans Entered Employment Rate (VEER)	49%	54.8%	Yes
Veterans Employment Retention Rate (VERR)	75%	77.2%	Yes
Veterans Average Earnings (VAE) (Six Months)	\$14,500	\$19,117	Yes
Disabled Veterans Entered Employment Rate (DVEER)	41%	50.0%	Yes
Disabled Veterans Employment Retention Rate (DVERR)	71%	75.3%	Yes
Disabled Veterans Average Earnings (DVAE)	\$14,500	\$20,067	Yes



A Promising Practice for the Colorado Veterans Program

As the JVSG program changed its focus to working with Veterans with Significant Barriers to Employment (SBEs), it was quickly recognized that successful employment outcomes would not be achieved unless certain partners were at the table. JVSG staff sought help in working with Veterans who have mental health concerns, substance abuse issues, etc., and a “team” approach was created. A group of subject matter experts from across different entities would be key to achieving the collective purpose of quality employment for Veterans with barriers to employment.

With this in mind the Veteran’s Training, Resource and Collaboration (V-TRaC) team was formed and is quickly becoming a successful mechanism to achieve positive results for the JVSG customer. The V-TRaC team meets regularly to share expertise with various resources and programs and to create a plan around the individual need of the veteran. Although V-TRaC teams have only been in practice for the last year, this process is quickly being lauded as a promising practice to achieve good employment outcomes for Veterans with SBEs.

Selected Success Stories

Military Veterans Employment Exposition: The Colorado Department of Labor & Employment Veterans’ Staff and the Pikes Peak Workforce Center collaborated with the Colorado Employer Support of the Guard and Reserve, the Fort Carson Transition Office, and a consortium of community and veteran service organizations, to host the 2017 Colorado Springs Military & Veterans Employment Exposition held May 16-18th. The first two days consisted of Industry Information Panels at Pikes Peak Community College on May 16th and 17th. Colorado Department of Labor & Employment Veterans’ Representatives arranged for over 50 employers from industries including Information Technology, Healthcare, Transportation, Law Enforcement, Skilled Trades, Energy, State and Local Governments, Federal Agencies, Business and Manufacturing to meet with over 400 Transitioning Service members, veterans and their spouses.

Employers addressed topics such as entry points into their industries for entry level, mid-level, and executive level positions as well as hiring practices and trends within their industries. They also addressed how to leverage military experience and the translation of military accomplishments into language an employer could understand. Employers also met one-on-one with veterans to discuss opportunities within their company and they helped veterans practice answering the question ‘tell me about yourself’ during the Speed Networking Class. The Military & Veterans Employment Exposition concluded on May 18th with a job fair at the Mortgage Solutions Financial Center attended by 175 employers and 15 veteran resource agencies and over 600 transitioning service



members and veteran job seekers. Employers from every industry were present and all were impressed with the preparedness and talents of our transitioning service members and veterans.

Arthur J. was a 67-year-old, ex-offender who had just completed a 14-year prison sentence for an offense that significantly limited his employment options. He was motivated to begin a new chapter in his life, and willing to do whatever it would take to get there. Although Arthur had interviewed for several positions before meeting with the DVOP, his conviction prevented him from moving forward. He expressed an interest in horticulture (as a profession), but needed immediate employment to pay for his stay in a halfway house. The DVOP assisted Arthur with resume preparation and also, based upon his employment goal and limitations, conducted a job development with Mile High Maintenance (MHM) and arranged an interview for Arthur. Arthur interviewed with the employer, and was hired for a position that would help him rebuild his life and pursue new dreams. In return, MHM added an employee who is grateful for a second chance. The DVOP continues to assist Arthur with his goal of completing a horticultural apprenticeship.

Andrea S. was a recently separated veteran with a pending VA disability claim who was referred to the DVOP for assistance. The DVOP provided resume preparation, vocational guidance, job referrals and referrals to training and supportive services. The DVOP helped Andrea to enroll in the Career Transition Program and WIOA so she could complete training for a Project Management Professional (PMP) Certification. Because of the DVOP's assistance, Andrea obtained employment as a Project Manager with the USDA for \$34/ hour.



STATE OF COLORADO



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

Status Report

Veterans Memorial Cemetery of Western Colorado

November 1, 2016 through October 31, 2017

to the

Colorado Board of Veterans Affairs

October 17, 2017



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



**Veterans Memorial Cemetery of Western Colorado
November 1, 2016 through October 31, 2017
to the Colorado Board of Veterans Affairs
October 17, 2017**

Executive Summary

1. Background

This section is unchanged.

2. Physical Layout and Facilities

This section is unchanged.

3. Organization

This section is unchanged.

4. Functions

This section is unchanged.

5. Extra-Curricular Activities

Updated to reflect the new Quarterly Military Honors service for unaccompanied veterans, Veterans Stand-downs and Town Hall meetings.

6. Burial Operations

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

2016 – 2017 Interments by Month: Updated to reflect numbers, statistics, projections etc., since last year's report.

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

7. Customer Satisfaction

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

8. Early Registrations

Updated to reflect numbers, statistics, projections etc., since last year's report along with the addition of NCA's new pre-determine of eligibility.

9. Issues and Concerns

Issues and concerns from last year's report were updated to reflect their current status or eliminated if they were no longer relevant. New issues and concerns were documented.

Colorado Mesa University (formerly Mesa State College) Development: No new developments.

Water Issues: This section has been updated to reflect silt buildup in the lower pond and streambed.

There were no new issues with flooding in the administration building crawl space.

Cemetery Funding: Funding remains a major concern. Burial reimbursements from VA have increased to \$762.00 (from \$749.00) per veteran interment.

Equipment Replacement/Repair: Reflects the status of newly acquired equipment and additional future needs.

Personnel Issues: Updated to reflect full staff and future needs.

Columbaria: Reflects the status of the four newest columbaria, and the need to seek funding for additional columbaria.

Roadway: This section is updated to reflect on going concerns

In-Ground Gravesites: Reflects minimal problems with in-ground gravesites freezing during the 2016-2017 winter season and the addition of a new In-ground area put into operation.

Stonework: Reflects continuing process of sealing stonework.

Painting: Reflects repainting by a local Boy Scout as his Eagle Scout project at the Administration Building. Due to the lack of resources, we are still unable to refinish and repaint the wrought iron at the Committal Shelter, Assembly Area and Riverside Parkway frontage.

Silt Trap: Reflects need for a new plan for possible expansion of the trap.

Main Line Irrigation System Breaks: Numerous Main lines breaks experienced during reporting period.

FIRE/Burglar Alarms: Reflects additional alarm system installed at West Shop and upgraded system at Administration building.

Burial Operations Support System (BOSS): No issues to report.

NCA Audit: Reflects need for additional Grounds FTE to meet NCA standards for 2019 audit.

Rainbird Irrigation System: Reflects continued repairs.

Cemetery Expansion Project: Reflects all warranty items complete.

GJ Readiness Center: This new concern reflects the closing of this facility to the west and our concerns.

10. Monuments and Memorials

There were no additional monuments or memorials placed during this reporting period.

11. In Closing

Closing remarks.

Status Report
Veterans Memorial Cemetery of Western Colorado
November 1, 2016 through October 31, 2017
to the Colorado Board of Veterans Affairs
October 17, 2017

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 not recovered or were donated to science. The cemetery's capacity can be expanded, as necessary, in the future. 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 672 niches, and improved infrastructure at the cemetery.

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.

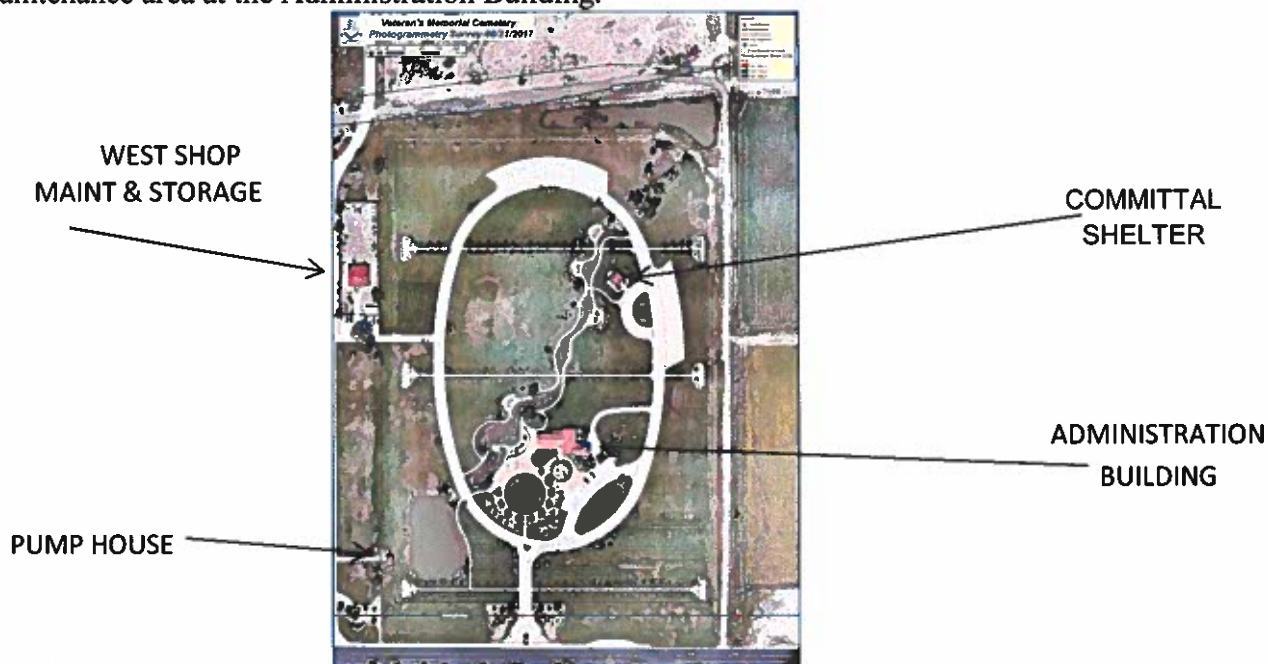


Figure 1

3. Organization

The organizational structure of the cemetery includes a Director, Cemetery Support Assistant, and three full-time grounds persons. During the growing season, an additional temporary grounds person is added to supplement the full time crew. All employees currently report to the 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 EVetRecs 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 distributing burial certificates to appropriate boards of health
Preparing and maintaining manuals
Developing, maintaining and updating procedures
Generating and maintaining records, to include:

Records of interment (using USVA Burial Operations Support System [BOSS])
Interment logs and registers
Early registration logs
Property lists
PM schedules
Non-exempt time records
Demographic and statistical records
Maintaining and updating grave locator system
Preparing work schedules for operations personnel
Preparing and distributing reimbursement requests for US Department of Veterans Affairs

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

Performance of routine office tasks

Responding to in-person, telephonic, and written inquiries
Generating routine correspondence and reports
Ordering supplies and equipment
Filing
Tracking non-exempt time records
Initiating accounting processes

Coordinating volunteer efforts
Assigning tasks, monitoring and maintaining appropriate records of Criminal Justice Community Service clients and Mesa County work crews

Awareness and marketing efforts

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

Safety and security

- Operating fire and security alarm system

Installing monuments and memorial plaques

Maintenance Function

ELEMENTS

Custodial maintenance (i.e., janitorial services)

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

Vehicle and equipment maintenance

- Change oil
- Replace filters
- Lubricate as needed
- Sharpen blades
- Clean equipment

- Effect minor repairs
- Schedule more extensive repairs

Facilities repair and upkeep

- Replace light bulbs
- 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 is heavily involved in other veterans-related tasks and activities on the Western Slope.

Management/Administrative staff was responsible for organizing the Grand Valley Combined Honor Guard and the cemetery director is a permanent member of its Board of Directors. As such, 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 2,670 Military Funeral Honors and numerous flag presentations, parades, school appearances and other ceremonies during the thirteen 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 sixty two veterans during this reporting period.

On October 2, 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 Parades
 Veterans Day Parade
 Wreaths Across America Program
 Local School Presentations
 Veterans Stand-downs
 Town Hall meetings

6. Burial Operations

Gravesite Utilization (Figure 2).

As of October 17, 2017, the Veterans Memorial Cemetery of Western Colorado has provided 3,881 interments to 2,799 veterans, 1073 spouses and 9 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 17, 2017, i.e., 3881, the average interment rate is one a day, 5.02 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	1507	362	80.63%	19.37%	8.19	44.20	6/3/2021
In-Ground Niche	1736	650	1086	37.44%	62.56%	3.53	307.44	1/16/2043
Single Vault	733	243	490	33.15%	66.85%	1.32	371.05	4/7/2048
Double Vault	1748	670	1078	38.33%	61.67%	3.64	296.07	2/9/2042
Conventional	576	17	559	2.95%	97.05%	0.09	6,050.73	10/13/2514
Memorial Garden Plot	775	147	628	18.97%	81.03%	0.80	786.12	5/11/2082
	7,437	3,234	4,203					

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.

2016 - 2017 Interments by Month (Figure 3)

CY 2016 had 292 interments, down from 313 in CY 2015. Interments for CY2017 are running at a pace that, if it keeps up, will total ~ 300. Interments by month since November 1, 2016 are shown below.

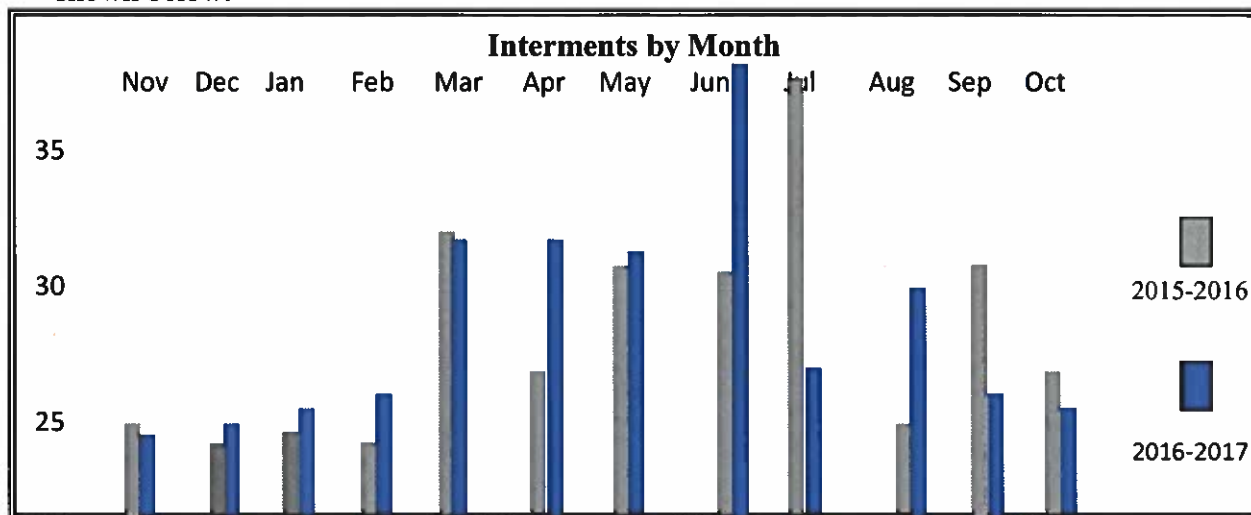


Figure 3

Interments by Year (Figure 4)

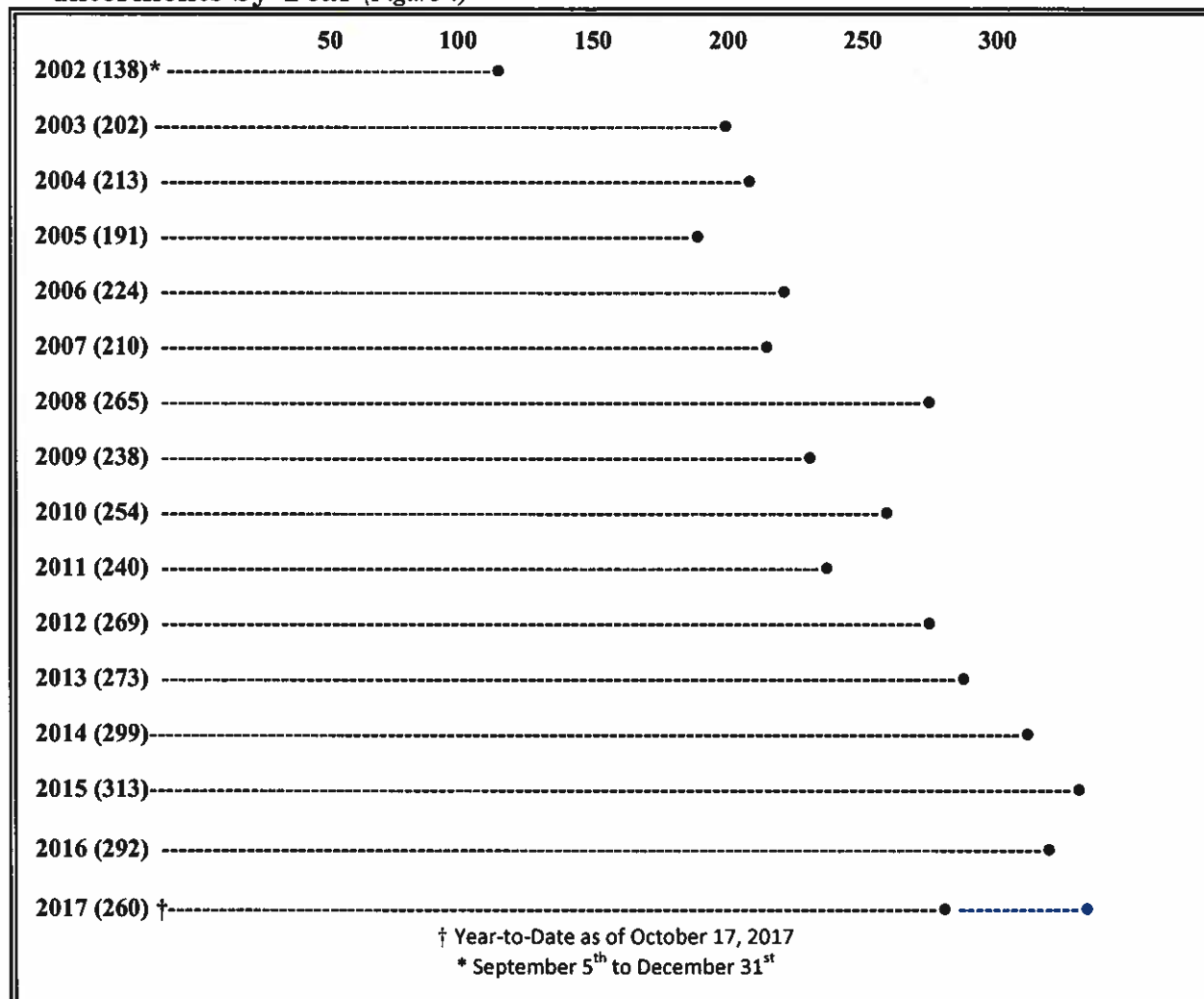
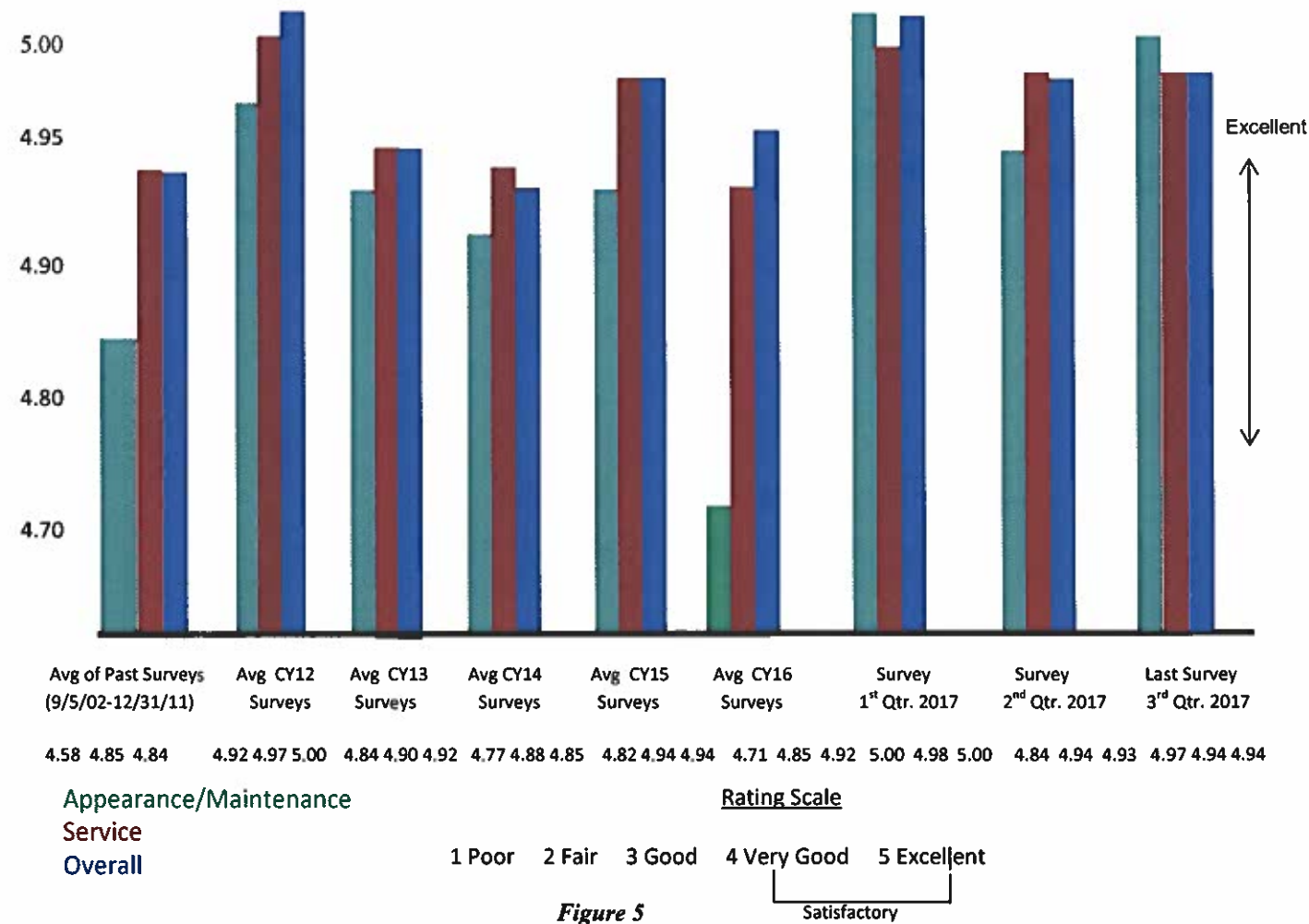


Figure 4

7. Customer Satisfaction (Figure 5)

The cemetery sends out Customer Satisfaction Surveys every three months to gauge the level of customer satisfaction for the previous quarter. Survey forms are given to ~ 25% of the next-of-kin of those who were interred during the previous quarter. All surveys are anonymous; however, many respondents sign their names.

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



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

Comments from Customer Satisfaction Survey, 3rd Quarter 2017

- 1. "It is a wonderful facility for veterans & their spouses."
- 2. "The assistance provided us couldn't have been more professional or helpful. Thank you for making the whole process so easy. Outstanding!"

3. "The service was exemplary. The staff was gracious and helpful. I could not have asked for more."
4. "This was a very special and lovely service; everyone was so kind and considerate. Many Thanks!
5. "Amazing facility."
6. "It was a wonderful service and experience. Thanks to everyone. It was handled professionally."
7. "Amazing service & staff was so kind!"
8. "I can't thank you enough. It was the most beautiful service I could ask for. I want to thank you, each of you, for your service."
9. "This was one of the most beautiful services I have been to. The genuineness of the volunteers is amazing. I am forever grateful and deeply touched!"
10. "Helped to make it a "Celebration of Life" extremely professional & helpful. Thanks"
11. "The care, professionalism, and quality were all outstanding from Office Personnel to Honor Guard!"

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

8. Early Registrations

In an attempt to better serve the local veterans' community and at the same time attempt to predict future needs, the Veterans Memorial Cemetery of Western Colorado offers a service not usually provided at most veterans cemeteries, i.e., Early Registration. We were informed this year, the National Cemetery Administration started a similar program for pre-determine of eligibility in a National Cemetery.

Early Registration allows a veteran to receive an early determination of eligibility for interment at the cemetery. A veteran will complete a cemetery form (VMC Form 1) and submit it with a copy of his or her discharge (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. 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, 2,106 veterans have registered. This represents 4,725 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

Silt buildup has plagued the cemetery since its inception, and this year was no exception. At the start of the irrigation season, our pumps struggled to supply the amount of water required to keep them functioning properly. As previously reported, this was due to the amount of silt built up in the lower pond and streambed. We were unable to run our waterfall feature last winter due to the high level of silt causing lower than required water level in the lower pond. We experienced a rise in the normally high ground water level at Columbarium 4 and 5 due to the amount of silt. This issue has occurred in the past, resulting in overflowing of the stream liner and undercutting the sidewalk and ground. Past mitigation has included constructing a stone barrier in front of Columbarium 5 to redirect water, building a silt trap, cleaning up cattails downstream and moving rock from the center of the stream to help to alleviate the problem. This season we removed cattails and moved rock from the streambed to help the water flow faster and not pool.

This silt problem had been increasing over the years, and, during the expansion project, the silt in the upper pond, was excavated. The silt in the lower pond and stream bed are in dire need of silt removal and liner repair.

DMVA Architect, Domenick Scarimbolo, was consulted and examined the area. With the mutual consent of all affected parties, it was decided that an engineering firm needed to be involved. We are currently proceeding through the required process and a Statement of Work has been developed.

We are hoping to have an engineering firm on board this fall to provide guidance to mitigate the silt and make recommendations for yearly maintenance to prevent this vast amount of silt build up. A funding source will also need to be identified as well.

Flooding of Administration Building Crawl Space

There were no new developments with this issue during the timeframe covered by this report. We are continuing to monitor the buildings' crawlspace monthly.

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 were increased to \$762.00 per veteran in October, 2017, up from \$749.00 previously. 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.

Equipment Replacement/Repair

Thanks to the support from the Board of Veterans Affairs, we were able to replace our two aging commercial mowers, as well as the sweeper attachment for our Bobcat Skid Steer. We also procured a breaker attachment for our Bobcat, which will greatly assist us with breaking up headstones, and will be utilized this winter to break up frozen ground. A V-plow was attached to one of our Kubota's and will speed up our clearing of snow in the parking areas and along sidewalks. Small tools and a trailer were also purchased to assist with landscaping and burial operations. Files which had been stored in cardboard boxes are now filed in new locking file cabinets.

If we are able to procure funding to remove silt and repair the liner in the lower pond, streambed and pond below the upper waterfall, we would like to purchase a portable hydro-vac trailered unit for a cost of ~ \$35,000. This unit would assist with ongoing maintenance efforts to clear silt from the lower pond around the inlet pipe every season, after irrigation has been turned off for the season. We would also be able to "vacuum" silt in the streambed to keep it clear and keep the cattails down. This would, hopefully, prevent another costly removal of silt build up in five or six years.

Personnel Issues and Needs

The cemetery staff consists of five FTE's, two in the office and three on the grounds crew. We had our normal .5 FTE temporary, seasonal employee, this irrigation season.

Because of the advancing age of the cemetery, additional buildings to maintain, which have resulted in new challenges, and increased interments, we are now projecting a need for an additional FTE on the grounds crew. This request will be submitted in the next fiscal year and would replace the seasonal employee. This will give us two teams of two, to maintain burial, landscaping and maintenance operations.

We will also be requesting an additional .5 FTE for the administrative 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.

Four Newest Columbaria

The four newest columbaria, 8, 9, 14 and 15, were built in 2015. Each contains 168 niches, a total of 672. As of October 17, 2017, Columbarium No. 8 is at capacity and No. 9 has 25 niches left. Given the current usage rate, we expect to start utilizing Columbarium No. 14 sometime in November. 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. The columbaria on the east side will need a connecting sidewalk to allow access for all.

We expect to be completely out of Columbaria space by June, 2021. We will need to seek funding for additional columbaria if we are to continue offering columbarium space beyond this time.

Roadway

The concrete roadway was re-caulked last summer as part of the warranty from the expansion project. We have noticed a section near the committal shelter where the concrete may be failing. We continue to monitor the area for any further changes.

In-Ground Gravesites

We experienced minimal problems with in-ground gravesites due to heavy snow and freezing during the 2016-2017 winter season. We augured holes in advance and this greatly helped cut down on opening interment sites which consisted of frozen ground. We will again auger holes before winter sets in. These holes will be covered and marked with traffic cones. If we run into any issues, our newly acquired Breaker Attachment for our Skid steer should be able to pick away at the frozen ground.

We completed our last row in Section 6, in-ground urns. Section 6 was utilized to the point where prospective new Columbaria's sidewalk would be placed. In order not to disrupt burial operations by future construction, we opted to plot out and utilize a new in-ground area, Section 7. This burial area went into service in September, 2017 and contains 628 gravesites. It is across the road to the east of Section 6. This area was originally planned for a conventional area, however, new oversize, double vaults were placed just north of the original conventional area, as part of the expansion project, which opened up Section 7.

Stonework

Only stonework on columbaria which needed immediate attention were caulked and sealed which included the stonework on the floor of the committal shelter.

Painting

Thanks to a prospective Eagle Scout, we were unable to refinish and repaint the wrought iron at the Administration Building and Assembly area railings. The Assembly Area ironwork, Committal Shelter, bridges, and fencing along Riverside Parkway remain unfinished and in need of repainting.

Silt Trap

Our silt trap needs to be excavated at least once per year, due to the extremely silty ditch water. This year, FMS #3 assisted with this process. Due to design, the cemetery does not have the required heavy equipment to remove the silt. We are working on a long term solution for our silt issues, which may include expanding the silt trap to accommodate the vast amount of silt.

Main Line Irrigation System Breaks

We continued to experience major breaks in the irrigation system water lines this past year. This was due to the age of the system, its heavy usage and, in some cases, faulty installations. It 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. However, no video surveillance cameras or associated recorders were installed. Due to minor damage to the outside of a building and two newly installed 500 gallon fuel tanks next to our open driveway, we installed surveillance cameras at the West Shop. We also upgraded the VHS recorded video camera at the Main Administration building, and added cameras for full coverage of the area surrounding the building.

BURIAL OPERATIONS SUPPORT SYSTEM (BOSS)

BOSS up and running with minimal issues.

NCA Audit

As reported last year, we were audited by NCA. Our next audit will most likely be in 2019.

The lowest scores we received were in gravesite conditions, which include sunken or raised gravesites, and headstone alignment. We would need to add a fourth FTE to our grounds crew to be able to split the crew into two teams, one to focus on landscaping/grounds management and the other to focus on burial operations and headstone placement, to meet the minimum requirements of NCA. We will be submitting a request next FY.

Rainbird 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 are new to our system, and I have been training them throughout this season.

Cemetery Expansion Project

All warranty items and punch list items were completed this year. The landscape Company, Clarke & Company, honored their extended warranty on trees, and replaced twenty five trees this past spring.

GJ Regional Center

A new issue has come about during this year regarding our neighbors to the west, the Grand Junction Regional Center. We have been advised this facility will be closing its doors in the near future.

The cemetery has connections to the Regional Center's networking and warehouse. DMVA OIT has begun working on separating our networking to maintain continuity of operations. Cemetery staff has begun setting up vendors to order and procure goods. We have concerns about unknown future occupants and the impact on our cemetery. We continue to monitor the situation.

10. Monuments and Memorial Benches

There were no monuments or memorials placed 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 15 years.

Once again, funding for silt removal from the lower pond and stream bed, and liner replacement, must be procured to save the state's investment in irrigation pumps, trees, shrubs, grass, and landscaping.

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

Veterans Memorial Cemetery of Western Colorado
Grand Junction, Colorado