



**2018 Annual Report  
of the  
Colorado Board of Veterans Affairs**



# STATE OF COLORADO

## COLORADO BOARD OF VETERANS AFFAIRS

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

### Members

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

### Division of Veterans Affairs

1355 S. Colorado Blvd, Bldg. C  
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Denver, Colorado 80222  
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Reuben "Ben" Mestas, Director

John W. Hickenlooper  
Governor

Major General  
Michael A. Loh  
The Adjutant General



## 2018 Report of Board of Veterans Affairs

November 3, 2018

**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:-2018 Annual Report of the Board of Veterans Affairs

In accordance with the Colorado Revised Statutes, I am pleased to provide you the 2018 Report of the Colorado Board of Veterans Affairs (CBVA). This report covers the period of October 20, 2017 through November 3, 2018.

The CBVA is comprised of seven members, all honorably discharged military veterans who serve four-year terms on the board. Our newest members are Shelia Scanlon, a 32 year veteran of the United States Marine Corps, and instructor at the University of Colorado Boulder in the Department of International Affairs and Gender Studies. Shelia replaces William "Robby" Robinson who was term limited. Also joining the board is retired United State Air Force Officer, Longinos Gonzales, El Paso County Commissioner replacing Lacy Golanka, who is deployed with the Colorado National Guard. Tenured board members include Norm Steen, County Commissioner from Teller County, US Army veteran with 32 years of commissioned service. 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. Robby Robinson has agreed to continue with the Board, as its representative to the Board of

Commissioners of Veterans Community Living Centers and the Colorado Veterans Monument Preservation Trust Committee.

As the Colorado Board of Veterans Affairs (CBVA) continues to hold our meetings throughout the state and meet with veterans, it is obvious that we meet the challenge of being misunderstood as being representatives of the federal VA system. We are able in most cases to clarify our role and act as a liaison to facilitate connections with VA when needed. Access to healthcare, mental health, and sustainable housing are issues that we are continually questioned about. With the opening of the new Rocky Mountain Regional Veterans Administration Medical Center in Aurora in August the atmosphere is much more relaxed for the majority of veterans seeking treatment there. The conversion from Choice Card to Community Care (for those rural vets and those required to wait longer than 30 days) for an appointment has resulted in numerous "hiccups", but is slowly being ironed out.

The Veterans Trust Fund and Veterans Assistance Grant continue very powerful tools provided by the state legislature 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 \$737,291.32 to 23 applicant grantees and four of Veteran Community Living Centers. The Veterans Assistance Grant awarded \$936,846.

The CBVA through 2018, has traveled to all regions of the state. Starting in June 2015 meetings have been held in Granby, Grand Junction, Montrose, Florence, Ft. Collins, Sterling, Monte Vista, Colo. Springs, Pueblo, Longmont, Conifer, Trinidad, Durango, Ft. Lyon, Greeley, Buena Vista, Walsenburg, additionally Lakewood, Golden, Aurora, Westminster, and Denver. The make-up of the Colorado Board of Veterans Affairs has taken on a different look over the past few years. Historically most board members have been located on a 25 mile wide band either side of I-25. The present board has 3 in that same corridor, but additionally one member from Teller County, one from the San Luis Valley, one from western Vail Valley and one from the north central mountains. We incorporated for the first time in our history the ability to teleconference the meeting, if circumstances prohibit a personal attendance.

In 2018 the State of Colorado Governor and Legislature continued its commitment to veterans and County Veteran Service Officers by upping its financial support for the mandated County Veterans Service Office. In the past 6 years compensation for the county VSO has increased from \$100.00 a month for a part time VSO to \$1225.00, and \$200.00 a month for a full time VSO to \$2450.00 a month. As a result of the increased funding more counties are committed to increased services to their veterans. We as the CBVA understand that "Local Control" does not guarantee that county BOCCs direct all this funding to the office of the CVSO but are strongly in favor of that end. The more proactive a CVSO is in

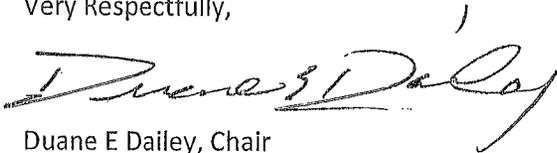
his/her county brings results of advancement in the connection of veterans with their county Veteran Service Officers to obtain VA federal benefits, health care, housing, and employment opportunities.

The FY 17 Geographic Distribution of VA Expenditures (GDY) reflects that each individual dollar spent on a CVSO results in almost \$5000.00 of revenue returned to the county.

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

Thank you for your continued support.

Very Respectfully,

A handwritten signature in black ink, appearing to read "Duane E Dailey". The signature is written in a cursive style with a large, sweeping initial "D".

Duane E Dailey, Chair

Colorado Board of Veterans Affairs

# STATE OF COLORADO

DEPARTMENT OF MILITARY AND VETERANS AFFAIRS

Division of Veterans Affairs

1355 South Colorado Blvd Suite 113.

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## COLORADO DIVISION OF VETERAN AFFAIRS

### 2018 REPORT ON SERVICE TO VETERANS

October 31, 2018

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 120 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 including, but not limited to, assistance with veterans facing mental health, education/Post-911 GI-Bill, vocational rehabilitation, and claims processing.

**Executive Summary:** In Federal fiscal year 2017-18 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 \$3.6 billion mark in total benefits. Of these, \$408 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 is made up of two regions featuring 18 full time employees, which includes staff at our Veterans 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 403,327, which is a decrease from last year by 6,142. 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 continue to anticipate expenditures for VA healthcare to continue to increase 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:**

<b>COLORADO DIVISION OF VETERAN AFFAIRS</b>		
Date: October 31, 2018		
	<b>OFFICE ACTIVITIES</b>	
<b>ITEM</b>	<b>2017</b>	<b>2018</b>
New Power of Attorneys	6834	7829
Letters to VA	5607	4421
New Claims	26684	31,774
Telephone Calls	28183	28,960
Health Care Enrollment	1491	1466
Certified Appeals Sent to BVA	322	365
Referendum E Veteran Property Tax Exemption: Running Total	7892	8866

<b>INTERMENTS IN VETERAN MEMORIAL CEMETERY OF WESTERN COLORADO</b>	
Date 31 OCTOBER 2018	
Veteran	2995
Spouse	1174
Dependent	12
<b>TOTAL</b>	<b>4181</b>

**Short and Long term goals:** This year the Division approved 974 Veterans Property Tax Exemption (REF E) applications. This number includes Veterans widows per (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 a total of 1186. 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. This also includes the intent to file program which allows us to better prepare claims prior to submission. The federal VA has also utilized a more efficient centralized submission facsimile system based in Janesville WI to assist in faster submission to the VA. Our Division made every effort to utilize these programs 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 to about 120 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. These are mostly going to be veterans who served during the Post 9/11 era.

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 using this 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 at 303-284-6077 or Director Joanne Iglesias of CDVA-West at 970-263-8986. Also, we would be happy to meet with you to discuss the Division's recommendations and this annual report.

Sincerely,

Reuben Mestas, Director- East  
Colorado Division of Veteran Affairs

## ANNUAL COUNTY VETERANS SERVICE OFFICER TRAINING AND ACCREDITATION

2018

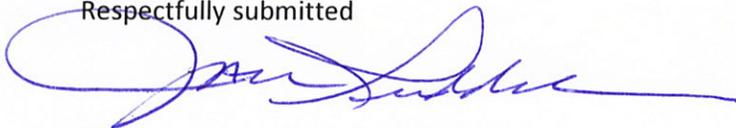
The 2018 Annual County Veterans Service Officer Training Conference was held on April 10 to April 13<sup>th</sup>, 2018 at the Doubletree Hotel, 8773 Yates Drive in Westminster, Colorado. Personnel from the Veterans Administration Regional Office in Lakewood and the Colorado Division of Veterans Affairs staff joined forces to provide the training for new County Service Officers and continuing education credit for seasoned service officers. There were approximately 100 individuals present, 82 of which were Colorado County VSO's, the remaining group were from the Colorado State Veterans Community Living Centers, Rocky Mountain Human Services, Volunteers of America, and the American Legion, all of which provide services to Colorado Veterans.

Major topics, this year, included Claim Development, Compensation and Pensions, Non Service Connected Pensions, Survivors Pensions, Unemployable Veterans, and Presumptive Conditions. There were many minor topics covered as well, including, Regional Office Updates, Mental Health Issues, Home Loan Guarantee Program, Education, Death Benefits, Homeless Veterans, Suicide, State and local programs, Reserve and National Guard Issues, Discharges and Upgrades.

Personnel from the VA Regional Office speakers were probably the best we have ever had. The information was timely, well presented, and allowed time for Questions and Answers from the VSO's in attendance.

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 Veterans Service Officers to upgrade their national accreditation. All participants expressed their appreciation to Ben Mestas, Diane Ricci, and the 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.

## **DEPARTMENT OF MILITARY AND VETERANS AFFAIRS REPORT ON THE COLORADO STATE VETERANS AFFAIRS TRUST FUND FOR FY 17-18**

**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 17-18 covering the period from July 1, 2017 - June 30, 2018.

**Funds Received:** The Veterans Trust Fund (VTF) received a Long Bill appropriation of \$782,830 for FY 17-18. The Division of Veterans Affairs was authorized to expend \$42,197 for administration of the grant; the actual expenditures were \$41,988 for administration which includes \$13,000 for Board travel. Of the \$740,633 total trust fund monies provided for grants, \$734,933.00 was awarded in grants. Midway through the grant period, 3 grant awards were modified to reduce the award, and \$21,000 was then allocated to the State Veterans Cemetery in Grand Junction. The final total of \$716,010.12 was awarded in grants to nonprofit organizations and Veterans Community Living Centers throughout the State. Of those grant funds awarded, \$620,337.39 was expended, resulting in an 87% execution rate for grants.

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

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

**Non-Profit Criteria:**

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

**Program Criteria:** The Colorado Board of Veterans Affairs (BVA) criteria for veterans programs operated by nonprofit veteran's organizations located within the State of Colorado are programs that provide assistance for veterans in need. Examples of such programs are veteran's transportation programs to medical centers and/or clinics (11.2%), homelessness prevention and intervention (37.4%), emergency needs (28.8%), Stand Downs (6.8%), medical/mental health services not provided and/or covered through the VA (3.0%), veteran's employment training programs and job related services (.8%) and other needed services such as food (12%).

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

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

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

- Spanish Peaks Veterans Community Living Center in Walsenburg expended \$11,615.11 for a Security Camera system. Bruce McCandless Veterans Community Living Center in Florence expended \$16,000.00 for Barber/Beauty Shop equipment and supplies, Fitzsimmons Community Living Center in Aurora expended \$16,714.51 for Bariatric Accommodations, and the Veterans Community Living Center at Homelake, in Monte Vista expended \$5,485 for exercise equipment.
- Non-Profit Veterans Service Organizations expended the remaining amount of grant funds. The services provided were located throughout the state, with 60% of the grantees in rural areas and 40% in metro areas. As previously noted, services include transportation to medical appointments, emergency assistance, housing support, Stand Downs, medical/mental health assistance not provided by the VA, employment and educational assistance and other services to meet the needs of veterans. Grantees spent a higher percentage of grant funds on housing support (both homeless intervention and homeless prevention) and emergency assistance than in previous years. For the second year in a row, grantees report spending a higher percentage on these items due to the increasing costs of housing in the State.

During FY 2017-2018, the (duplicated) number of veterans served by grantees was 3,043 with 1,852 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, 96% of the veterans rated the services favorably with 43% indicating a decrease in urgent needs, 35% noting an increase in well-being and 30% citing an increase in overall family well-being as a result of the program. Specific outcomes noted include gaining housing stability, resolving a crisis, and increased access to health care. 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. For instance, based upon grantee feedback, the grant application for 2018-2019 was simplified into a question/answer format rather than a narrative format. During this FY, a greater emphasis was placed on moving funding from organizations unable to expend the award and reallocating those funds. Grantees will continue to be educated on the importance of shifting funds to those areas of greatest need.

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

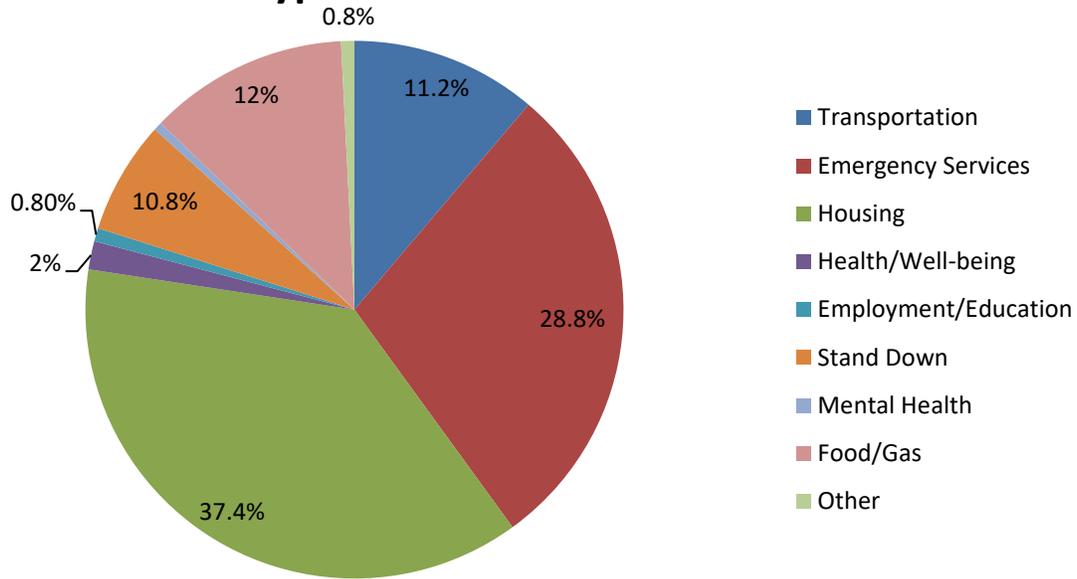
**In Closing:** Over the past fifteen years the Colorado Department of Military and Veterans Affairs and the Colorado Board of Veterans Affairs, through the Colorado Veterans Trust Fund, have provided direct benefits ranging from emergency assistance, housing assistance, work clothes, rent assistance, 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 FY2019-2020.

FY2017-2018 Veterans Trust Fund Grantees

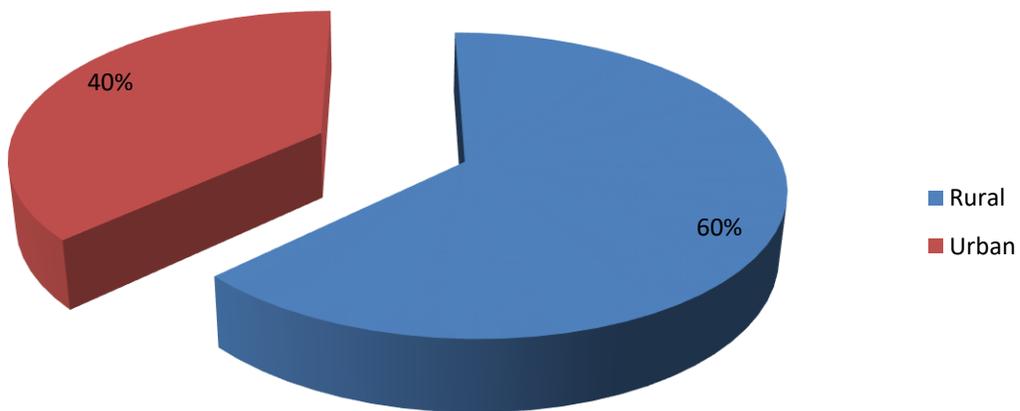
<b>Grantee</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount Awarded</b>
VFW Post 12063	Westcliffe	Vet Assistance	\$40,000
DAV Chapter 48	Durango	Transport/Vet Assist/Stand Down/MH	\$80,270
VFW Post 8661	Conifer	Transport/Vet Assistance	\$8,400
American Legion Post 9	La Junta	Transport/Vet Assistance	\$7,157.12
American Legion Post 25	Florence	Vet Assistance	\$15,000
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
American Legion Post 1980	Woodland Park	Vet assistance	\$25,000
American Legion Post 108	Pagosa Springs	Transport/Vet Assistance/Vehicle	\$30,000-original \$20,000-modified
DAV Dept. of Colorado	Denver	Stand Down	\$19,300
Dept. of Colorado VFW	Lakewood	Vet Assistance	\$30,000
VFW Post 7829	Monument	Vet Assist/Stand Down/Transport	\$40,450
DAV Chapter 44	Cortez	Transport/Vet Assistance	\$63,200
DAV Chapter 25	Grand Junction	Stand Down/Vet Assistance	\$11,000-original \$3,000-modified
American Legion Post 32	Longmont	Transport/Vet Assist/Stand Down	\$60,000
VFW Post 5231	Mancos	Veterans Assistance	\$7,000
American Legion Post 62	Craig	Transport/Vet Assistance	\$7,000-original \$5,000-modified

VFW Post 5843	Meeker	Transportation	\$7,500
American Legion Post 22	Northglenn	Vet Assistance	\$20,000
American Legion Post 38	Fountain	Vet Assist	\$25,000
American Legion Post 4	Ft. Collins	Vet Assistance/ Educ./ Transportation/Stand Down/	\$50,000
American Legion Post 16	Huerfano	Transport/Vet Assistance	\$10,000
VFW Post 1	Denver	Transportation	\$4,000
Spanish Peaks VCLC	Walsenburg	Security camera system	\$12,016
SVCLC Fitzsimmons	Aurora	Bariatric accommodations	\$26,682
Bruce McCandless SVCLC	Florence	Barber/Beauty Shop equipment	\$16,000
SVCLC at Homelake	Monte Vista	Exercise Equipment	\$5,485
<b>Total</b>			<b>\$716,010.12</b>

## Types of Services Provided



## Location of Grantees



# STATE OF COLORADO

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

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Gail Hoagland  
Grant Administrator

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The Adjutant General

### Veterans Assistance Grant 2017-2018 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 2017-2018. Of these funds, a total of \$950,000 was designated to be granted to non-profit or governmental agencies to provide assistance to veterans in the State. The following is a final report of the administration of those monies.

The grant program received requests in the amount of \$1,962,541.50. A total of 32 non-profit organizations and governmental entities throughout the state were awarded grants totaling \$950,000.00. The direct services provided through the grants include the provision of shelter and housing (28.6%), emergency assistance (9.0%), education and employment assistance (0.7%), transportation (6.5%), health and well-being services (16.7%), mental health services (15.9%), substance abuse treatment (8.9%) and other forms of assistance (11%). These "other services" include adaptive farm equipment, mobility assistance, furniture and bedding for transitioning veterans, and Stand Downs. A total of 4552 veterans were served during the contract period. Of those, 2472 were unduplicated.

A total of \$930,641.92 was expended by the grantees, resulting in a 98% execution rate. Some contract modification occurred to ensure that the funds could be best utilized. This execution rate is a strong indicator that the grant award were correctly allocated for the right services provided through the right organizations. Of the total appropriation, \$50,000 was allocated for administering the grant. The administrative costs were \$29,812.

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 80% of veterans indicating an increase in overall well-being for themselves and their families. Significantly, 75% 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, 34% report increased mental health support

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

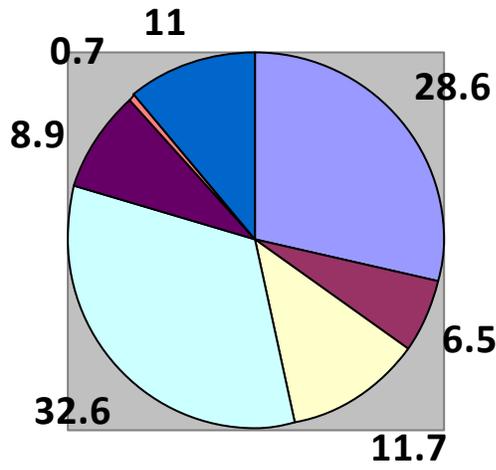
A full list of grant recipients, location and funding amount is attached.

FY2017-2018 Veterans Assistance Grantees

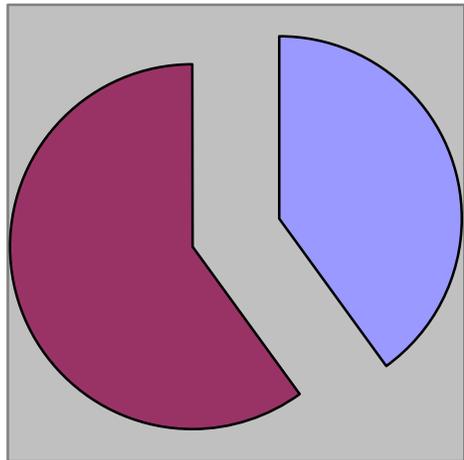
<b>Grantee</b>	<b>Location</b>	<b>Purpose</b>	<b>Amount Awarded</b>
La Puente Home, Inc.,	Alamosa	Veteran Assistance/ Education/Employment	\$20,000
Alamosa County Veterans Services	Alamosa	Emergency/Veteran Assistance/Transportation	\$51,487
Grand County Veterans Services	Hot Sulphur Springs	Veteran Assistance/ Mental Health	\$20,500
CO Veterans Resource Coalition	Colorado Springs	Substance Abuse Shelter	\$80,000
Pikes Peak Workforce Center	Colorado Springs	Employment/ Veteran Assistance	\$30,000
Catholic Charities of Denver	Denver/Ft. Collins	Housing/Veteran Assistance	\$46,750
Mountain Resource Center	Conifer	Emergency Assistance/ Mental Health/Educ. and Employment	\$40,000
Operation Revamp	Grand Junction	Veterans Arts Program/Health and Wellness/Mental Health	\$53,552
Sobriety House, Inc.	Denver	Substance Use/Abuse Treatment	\$90,000
Montrose County	Montrose	Veteran Assistance	\$5,500
Archuleta County Veterans Services	Pagosa Springs	Mental Health/ Emergency Assistance	\$40,000
Goodwill Industries of Denver	Denver	Adaptive Equipment	\$30,000
Providers Resource Clearinghouse	Aurora	Furniture/Bedding	\$65,500
BPOE Lodge #1319	Lamar	Transportation/Emergency Assistance	\$15,050-original \$11,250-modified
Pueblo Veterans Council	Pueblo	Emergency Assistance	\$5,000

Park County Senior Coalition	Fairplay	Emergency Assistance	\$25,000
Chaffee County	Salida	Emergency Assistance	\$10,000
Healing Warriors Program	Ft. Collins	Alternative Health/Mental Health Therapies	\$22,487-original \$25,387-modified
Douglas County Office of Veteran Affairs	Castle Rock	Emergency Assistance	\$7,500-original \$5,500-modified
Colorado Coalition for the Homeless	Denver	Emergency Assistance/Employment	\$5,000
Veterans Acupuncture Center	Denver	Alternative Health	\$10,000
City/County of Denver DHS	Denver	Emergency Assistance	\$23,000
Veterans for Veterans of Archuleta County	Pagosa Springs	Housing/ Emergency Assistance/Stand Down	\$52,924
Home Front Cares, Inc.	Colorado Springs	Emergency Assistance/Housing	\$72,500-original \$75,400-modified
Second Chance Veterans Charity	Denver	Mobility Assistance	\$8,000
Posada	Pueblo	Veterans Assistance	\$17,500
Colorado Veterans Health and Wellness	Colorado Springs	Mental Health/Veterans Court Assessments	\$40,000
Veteran's Puppy for Life	Denver	PTSD Dog Program	\$30,000
Saguache County Veterans Services	Saguache	Emergency Assistance	\$2,250
City/County of Broomfield DHHS	Broomfield	Veteran Assistance	\$8,000
Park County DHS	Fairplay	Veterans Assistance	\$25,000
Pueblo Veterans Ritual Team	Pueblo	Transportation	\$2,500
<b>Total</b>			<b>\$950,000</b>

# Types of Services



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



- Rural
- Metro

# STATE OF COLORADO

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The Adjutant General

### USS Colorado Commissioning Grant 2017-2018 Final Report

Pursuant to SB17-183, Legislative appropriations required the Colorado Department of Military and Veterans Affairs (DMVA) to provide grants in support of the USS Colorado commissioning. DMVA received \$100,000 from the general fund for FY 2017-2018. Of these funds, a total of \$99,000 was designated to be granted to pay for expenses related to the commissioning of the USS Colorado; to promote awareness of the USS Colorado within the state; and to support the crew of the USS Colorado. The following is a final report of the administration of those monies.

The grant program received one application for grant funds. The Navy League of the United States Colorado Council, dba USS Colorado Committee was awarded the full amount of \$99,000 grant. A total of \$1,000 was designated for administrative expenses by DMVA.

A total of \$91,110.22 was expended by the grantee, resulting in a 92% execution rate. The grantee utilized funds for commissioning events including portions of the Chairman's Reception, the Crew and Family reception, and the Post-Commissioning event on the pier. The grantee conducted two awareness promotions with crew members visiting the front range and the western slope. The remainder of the grant funds were utilized for gifts to the crew, including traditional items such as Plank owner plaques, challenge coins, jackets and enhancements to the submarine including cushioned seating, I-Pads and a home theater projector. Administrative costs were fully expended.



**COLORADO**  
Department of  
Labor and Employment

Workforce Development Programs  
633 17<sup>th</sup> Street, Suite 201  
Denver, CO 80202-3660

September 25, 2018

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

Dear Mr. Hunt:

The attached report reflects the Colorado Department of Labor and Employment, Veterans Employment and Training Program's accomplishments for Program Year (PY) 2017. 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 of the JVSG program is to provide eligible transitioning service members, veterans, spouses and wounded warrior caregivers with the employment and training services needed to succeed in today's workforce. As always, we look forward to the continued partnership with the Department of Military and Veterans Affairs Office as we work towards meeting the employment needs of Colorado's Veterans and their families. If you have any questions about this report, please feel free to contact Colin Schneider, State Veterans Program Coordinator at (303) 318-8558 or [colin.schneider@state.co.us](mailto:colin.schneider@state.co.us).

Sincerely,

William Dowling  
Director  
Division Director, Division of Employment and Training



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

**Program Year (PY) 2017 Report on Service to Veterans  
July 1, 2017 – June 30, 2018**

**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 and skilled trade 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, 19,644 veterans registered for employment assistance through Connecting Colorado, CDLE's statewide database during PY 2017. 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 2016 and PY 2017 due to the improving economy and an extremely low unemployment rate for veterans (2.8%). There was a slight decrease in the percentage of veterans who received staff assisted services, during PY 2017, 14,314 (72%) of the 19,644 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 2017 (7/1/16-6/30/17) run 9/24/18**

	<b>Total Vets</b>	<b>18-44</b>	<b>45-54</b>	<b>55+</b>	<b>Post 9/11</b>	<b>Disabled Vets &lt;30%</b>	<b>Special Disabled &gt;30%</b>	<b>Recently Separated</b>
<b>PY 2017</b>	19,644	9,207	4,655	5,768	8,482	6,353	4,958	3,288
<b>Received Staff Assisted Service</b>	14,314	6,295	3,553	4,459	5,913	4,607	3,617	2,113
<b>Percent</b>	72%	68%	76%	77%	69%	72%	72%	64%
<b>PY 2016</b>	22,689	10,665	5,540	6,460	9,684	6,864	5,177	4,169
<b>Received Staff Assisted Service</b>	16,964	7,438	4,355	5,159	6,759	5,122	3,867	2,676
<b>Percent</b>	74%	69%	71%	79%	69%	74%	74%	64%

(Source: CC 9002 report) Note: Veterans may be counted in more than one category with the exception of age categories.



US Code Title 38, Veterans Benefits, requires 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 hold for up to 24 hours "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 2017 the workforce centers referred 53% of registered veteran job seekers to job openings compared to 39% of non-veterans.

During PY 2017, CC received 566,985 job openings from 13,041 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 1,814 registered veterans, 1,791 (98.7%) 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 assure access to the necessary training and



supportive services. Intensive services provide support both during program participation and after job placement. The following table provides a breakout by age and type of barrier for the veterans who received staff assisted services from a DVOP during PY 2017 (7/1/17-6/30/18):

**Colorado Veteran Demographics of Veterans Serviced by DVOP Specialists  
PY 2017 (7/1/16-6/30/17) run 9/24/17**

<b>Total Vets</b>	<b>18-44</b>	<b>45-54</b>	<b>55+</b>	<b>Post 9/11</b>	<b>Disabled Vets &lt;30%</b>	<b>Special Disabled &gt;30%</b>	<b>Recently Separated</b>	<b>Homeless</b>	<b>Female</b>
1,814	877	451	486	983	1,011	851	377	288	237

DVOPs conduct outreach to identify eligible SBE veterans and other eligible persons who, without the receipt of intensive services, would not be able to obtain employment on their own. DVOPs expand the scope of their outreach and its effectiveness by working in partnership with a wide range of public and private agencies and organizations. This includes involvement in the "Homeless Veteran Stand Downs" that take place in Pueblo, Colorado Springs, Grand Junction, Denver and Fort Collins. During these stand downs, homeless veterans are able to receive winter clothing, personal hygiene products, haircuts, hot meals, flu shots, dental exams, 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 2017 (7/1/16-6/30/17) run 9/28/18**

<b>Performance Targets for Jobs for Veterans State Grant Funded Services            (Source: VETS-200A)</b>			
	<b>Goal</b>	<b>Actual</b>	<b>Goal Met? (Y/N)</b>
<b>Intensive Services Provided to Individuals by DVOP Specialists / Total Veterans and Eligible Persons Served by DVOP Specialists in the State</b>	<b>90%</b>	<b>98.7%</b>	<b>Yes</b>
<b>Veterans Entered Employment Rate (VEER) Weighted</b>	<b>53%</b>	<b>73.0%</b>	<b>Yes</b>
<b>Veterans Employment Retention Rate (VERR)</b>	<b>71%</b>	<b>76.0%</b>	<b>Yes</b>
<b>Veterans Average Earnings (VAE) (Six-Months)</b>	<b>\$14,200</b>	<b>\$17,874</b>	<b>Yes</b>
<b>Disabled Veterans Entered Employment Rate (DVEER)</b>	<b>43%</b>	<b>57.9%</b>	<b>Yes</b>
<b>Disabled Veterans Employment Retention Rate (DVERR)</b>	<b>68%</b>	<b>75.7%</b>	<b>Yes</b>
<b>Disabled Veterans Avg. Earnings (DVAE) (Six Months)</b>	<b>\$14,200</b>	<b>\$19,556</b>	<b>Yes</b>



**Colorado Department of Labor Veterans Employment Program Measures**  
**PY 2017 (7/1/16-6/30/17) run 9/24/18**

<b>Performance Targets for Labor Exchange Services for Veterans</b> <b>(Source: ETA-9002D)</b>			
	<b>Goal</b>	<b>Actual</b>	<b>Goal Met? (Y/N)</b>
<b>Veterans Entered Employment Rate (VEER)</b>	<b>49%</b>	<b>56.7%</b>	<b>Yes</b>
<b>Veterans Employment Retention Rate (VERR)</b>	<b>75%</b>	<b>79.6%</b>	<b>Yes</b>
<b>Veterans Average Earnings (VAE) (Six Months)</b>	<b>\$14,500</b>	<b>\$20,240</b>	<b>Yes</b>
<b>Disabled Veterans Entered Employment Rate (DVEER)</b>	<b>41%</b>	<b>52.4%</b>	<b>Yes</b>
<b>Disabled Veterans Employment Retention Rate (DVERR)</b>	<b>71%</b>	<b>77.7%</b>	<b>Yes</b>
<b>Disabled Veterans Average Earnings (DVAE)</b>	<b>\$14,500</b>	<b>\$21,248</b>	<b>Yes</b>





**COLORADO**  
Department of Natural Resources

Executive Director's Office  
1313 Sherman Street, Room 718  
Denver, CO 80203

September 17, 2018

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

Dear Mr. Dailey:

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

C.R.S 33-12-106 - (1) Any resident who displays on the resident's vehicle a Colorado disabled veteran's license plate pursuant to [section 42-3-304 \(3\) \(a\)](#), C.R.S., shall be allowed free entrance to any state park or recreation area, not to include campgrounds, on any day of the year such park or area is open. For the purpose of this section, display of such license plates shall entitle the disabled veteran and passengers in such veteran's vehicle to enter such park or recreation area free of charge.

C.R.S 33-12-106 - (2.3) The commission may promulgate rules to allow free entrance to any state park or recreation area, not to include campgrounds, yurts, or other amenities and services offered, for veterans on one day each year. The commission may determine by rule which day veterans are allowed free entrance to state parks and recreation areas.

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

Acceptable forms of military identification include:

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

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



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

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

The current fee for the Columbine annual pass is \$14.00 and also provides entry into any of our 41 State Parks. Again, this pass does not provide for further discounts such as camping or cabin/yurt rentals. Disabled Veteran's are encouraged to apply for a Columbine Pass even if they have the Disabled license plate. The applicant must be a Colorado resident and 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)(g) Wounded Warrior Hunting Licenses - The Director may make certain deer, elk, and pronghorn licenses available to qualified participants in any United States Armed Services wounded Warrior programs.

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

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

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

As of September 17, 2018 the Division has issued license year-to-date 1047 free combination small game and fishing licenses to veterans with disabilities; we have received 4 requests for military leftover license privileges and one request for military applications for preference points.

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

Sincerely,



Robert Randall, Director  
Colorado Department of Natural Resources

Cc: Bob Broscheid, Director, Division of Parks and Wildlife  
Reuben Mestas, Director DMVA, Division of Veterans Affairs  
Gary Thorson, Assistant Director, I & E Branch, Division of Parks and Wildlife  
Cory Chick, Manager, License Administration, Division of Parks and Wildlife





## **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

September 20, 2018

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, 60 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 Identification Documents

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

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

#### Veteran Designation on Identification Documents

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

#### Expedited Driver License Services

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

#### *We Support Our Military*

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

#### Registration Late Fee

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

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

To improve service to veterans who qualify to receive a qualified exempt military license plate (Air Force Cross, Distinguished Service Cross, Distinguished Flying Cross, Disabled Veteran, Former Prisoner of War, Medal of Honor, Navy Cross, Pearl Harbor Survivor, Purple Heart 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 a designation of "5G", 18/180 Series MOS, Special Forces Tab, OSS, or UNPIK-8240. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-213(18).

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

#### Bronze Star Medal License Plate

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

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

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

#### Civil Air Patrol License Plate

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

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

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

#### Distinguished Flying Cross License Plate

This plate may be issued to a natural person who has been awarded a Distinguished Flying Cross upon presenting a copy of the military order awarding the Distinguished Flying Cross or any other evidence. The first set of plates per applicant is exempt the one-time fee normally associated with specialty license plates and payment of the required taxes and fees is required. Subsequent sets of plates per applicant will be issued upon payment of a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-213(25).

#### Disabled Veteran License Plate

This plate may be issued to qualified applicants who provide documentation of authorization from either the Veteran's Administration or their branch of military service to support that they are 50 percent or more permanently disabled due to a service connected injury. One set of plates may be issued without paying specific ownership tax and registration fees. Additional plates may be obtained upon payment of a one-time \$50.00 fee and the required taxes and fees per C.R.S. 42-3-104 and 42-3-213(5).

#### Fallen Service Member License Plate

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

#### Former Prisoner of War License Plate

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

#### Honorably Discharged Veteran License Plate

This plate may be issued to any person who has received an honorable discharge from any branch of the U.S. Armed Services or who is retired from a branch of the Armed Services. The applicant must present the form DD214 or their honorable discharge documents to obtain this plate. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-231(4).

#### Korean War Veteran License Plate

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

#### Medal of Honor License Plate

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

#### Medal of Valor License Plates

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

Navy Cross	Air Force Cross
Distinguished Service Cross	Silver Star

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

#### National Guard License Plate

This plate may be issued to an individual that provides proof that he/she is an active or retired member of the Colorado National Guard. An applicant shall submit a proof of eligibility form prepared by the Department of Military and Veterans Affairs verifying active or retired status. If the owner of a vehicle registered with a National Guard license plate ceases to be an active member of the Colorado National Guard and has not qualified for retirement from the Colorado National Guard, such person shall return the special license plates to the Department upon expiration of the registration. Upon retiring from the Colorado National Guard, a person wishing to retain such special license plates shall submit a verification or retired status that is issued by the Department of Military and Veterans Affairs to establish eligibility for retention of the plate. This plate may be obtained upon paying a one-time fee of \$50.00 and the required taxes and fees per C.R.S. 42-3-218.

#### Navy Seal License Plate

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

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

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

#### Operation Desert Shield/Storm License Plate

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

#### Pearl Harbor Survivor License Plate

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

#### Purple Heart License Plate

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

#### 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 10<sup>th</sup> Mountain Division License Plate

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

#### USS Colorado Submarine License Plate

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

As of January 1, 2018, the Department records indicate that 150,324 vehicles were registered in the State of Colorado with one of the military plates listed above.

During calendar year 2017, the Department hired 32 veterans. We continue to be grateful for the services provided by our veterans and we, as individuals, are mindful of their contributions to our country and ourselves when we render them service.

Sincerely,

A handwritten signature in blue ink, appearing to read 'MH', with a large, sweeping flourish extending to the right.

Michael Hartman  
Executive Director



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

October 4, 2018

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 2017, payable in 2018. 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 2017 tax year, property taxes paid in 2018;

The total number of disabled veteran exemptions granted is; **5372**

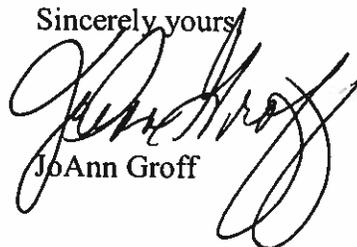
The actual value of the exempted properties is; **\$485,582,199.00**

The total exempted property taxes for qualified disabled veterans is; **\$2,988,070.42**

We have not yet verified the status of the 2018 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, 2019.

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

Sincerely yours,



JoAnn Groff

JAG:mes



# STATE OF COLORADO

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

### Status Report

## Veterans Memorial Cemetery of Western Colorado

November 1, 2017 through October 31, 2018

to the

Colorado Board of Veterans Affairs

October 18, 2018



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



**Veterans Memorial Cemetery of Western Colorado  
November 1, 2017 through October 31, 2018  
to the Colorado Board of Veterans Affairs  
October 17, 2018**

**Executive Summary**

**1. Background**

This section is unchanged.

**2. Physical Layout and Facilities**

This section is unchanged.

**3. Organization**

This section reflects a fourth FTE grounds position.

**4. Functions**

This section includes the addition of two new annual events.

**5. Extra-Curricular Activities**

This section is unchanged.

**6. Burial Operations**

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

**2017 – 2018 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 \$780.00 (from \$762.00) per veteran interment.

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

**Personnel Issues:** Updated to reflect 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 2017-2018 winter season.

**Stonework:** Reflects continuing process of sealing stonework.

**Painting:** Reflects repainting by several local Boy Scouts as Eagle Scout projects at the Administration Building and future project requests.

**Silt Trap:** Reflects need for a new plan for possible expansion of the trap and future needs.

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

**FIRE/Burglar Alarms:** Reflects status of video surveillance cameras at West Shop.

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

**NCA Audit:** Reflects upcoming NCA standards for 2019 audit.

**Rainbird Irrigation System:** Reflects continued repairs.

**GJ Regional Center:** This section reflects the continuing concern with the closing of this facility.

**10. Monuments and Memorials:** Updated to reflect a new memorial bench.

**11. In Closing**

Closing remarks.

**Status Report**  
**Veterans Memorial Cemetery of Western Colorado**  
**November 1, 2017 through October 31, 2018**  
**to the Colorado Board of Veterans Affairs**  
**October 18, 2018**

## **1. Background**

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

The cemetery opened on September 5, 2002 with a capacity of 3,337 units, including 1,758 units for casketed remains and 1,579 units for cremated remains (of which 861 were columbarium [wall] niches). Additionally, there were 775 memorial garden plots available for veterans whose remains were scattered, not recovered or were donated to science. In 2011, two new columbaria, providing an additional 168 niches each, were added to the cemetery. In 2015, a substantial expansion project added another 1,979 gravesites, including four new columbaria providing an additional 672 niches, and improved infrastructure at the cemetery. The cemetery's capacity can be expanded, as necessary, in the future.

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



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

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

The Veterans Memorial Cemetery of Western Colorado occupies 22.5 acres of land owned by the Department of Military and Veterans Affairs. Approximately 15 acres of this land is developed and in use.

There are four facilities onsite: an Administration Building; a Committal Shelter; a Pump House; and, a Maintenance/Storage Building (known as the West Shop). There is an attached garage/light maintenance area at the Administration Building.

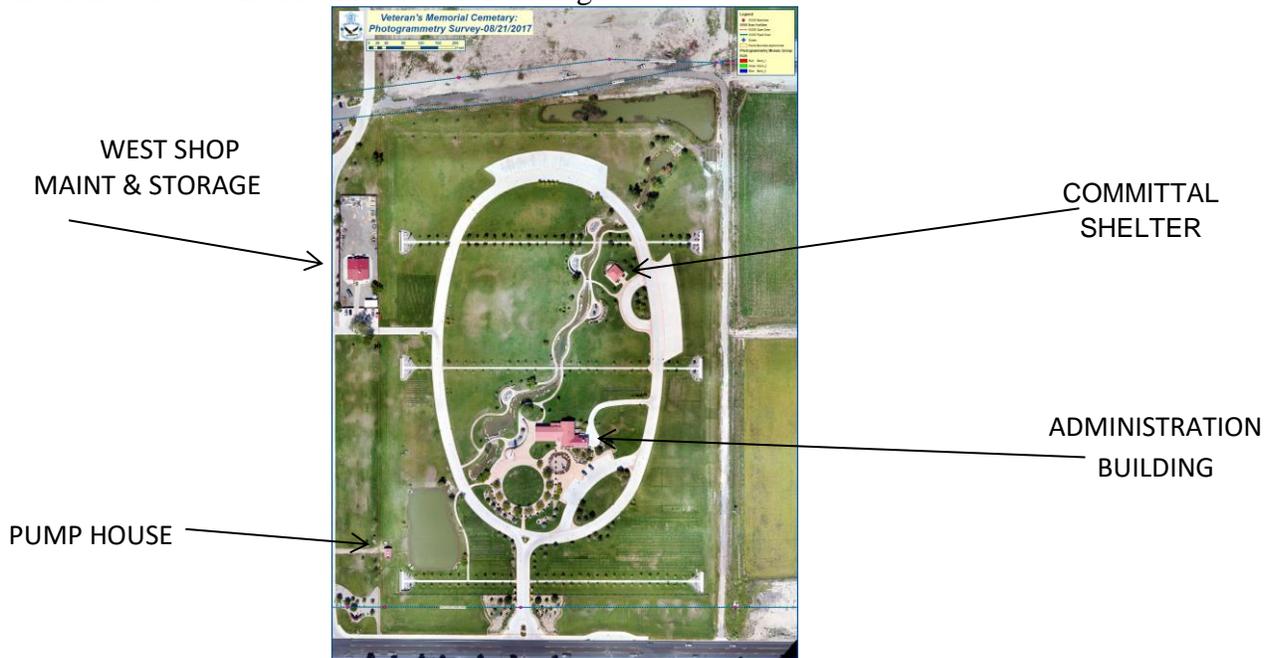


Figure 1

### 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. A request for a fourth full-time grounds person was submitted, approved, and of this date and time, has not yet been hired. 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 the National Eligibility office on behalf of veterans and family members

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

Responding to inquiries

Distributing forms

Completing early registrations, i.e., early determinations of eligibility

Conducting tours

Assisting with records requests

### **Records and documentation, to include:**

Preparing interment record packages (VMC Forms 01 and 02, copies of discharge paperwork, residency paperwork, and interment worksheet)

Preparing Interment Remembrances

Preparing interment tags and temporary markers

Preparing and distributing daily interment schedule & attachments with detailed interment instructions and map locations

Preparing and 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
- National Vietnam War Veterans Day
- Saluting Branches Day

#### **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 2,786 Military Funeral Honors and numerous flag presentations, parades, school appearances and other ceremonies during the fifteen years of its existence.

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

In October, 2016, we implemented a Quarterly Military Honors Service. During this service, the Grand Valley Combined Honor Guard performs military honors as a tribute and final salute in memory of all veterans who had no military honors, or were unaccompanied during their committal for the preceding three months. The Commander reads a list of the veterans' name, Branch of Service, and War Period served. Along with the GVCHG, the ceremony includes the Patriot Guard Riders, the Rocky Mountain Scots (bagpipers), the Veterans Memorial Bell, a dove release and a cannon shot. We have provided Military Honors Quarterly for one hundred eighteen 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 Parade
- Veterans Day Parade
- Wreaths Across America Program
- Local School Presentations
- Veterans Stand-downs
- Town Hall meetings
- Veterans Community Resource events

**6. Burial Operations**

**Gravesite Utilization** (Figure 2).

As of October 17, 2018, the Veterans Memorial Cemetery of Western Colorado has provided 4,194 interments to 3,004 veterans, 1,178 spouses and 12 dependent children. Distribution of these interments by gravesite type is shown below. This does not include the remains of a Civil War-era veteran who was discovered in Lake County, Colorado and was interred in this cemetery in January, 2008.

Based on the total interments as of October 18, 2018, i.e., 4,194, the average interment rate is one a day, 5 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	1609	260	86.09%	13.91%	8.20	31.71	5/25/2021	
In-Ground Niche	1736	697	1039	40.15%	59.85%	3.55	292.50	10/26/2042	
Single Vault	733	260	473	35.47%	64.53%	1.33	356.96	2/11/2048	
Double Vault	1748	704	1044	40.27%	59.73%	3.59	290.98	9/10/2042	
Conventional	576	20	556	3.47%	96.53%	0.10	5,454.82	11/2/2466	
Memorial Garden Plot	775	180	595	23.23%	76.77%	0.92	648.60	1/25/2072	
	7,437	3,470	3,967						
<b>Cemetery Opened : 9/5/2002</b>									

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.

**2017 - 2018 Interments by Month** (Figure 3)

CY 2017 had 309 interments, up from 292 in CY 2017. Interments for CY2018 are running at a pace that, if it keeps up, will total ~ 300. Interments by month since November 1, 2017 are shown below.

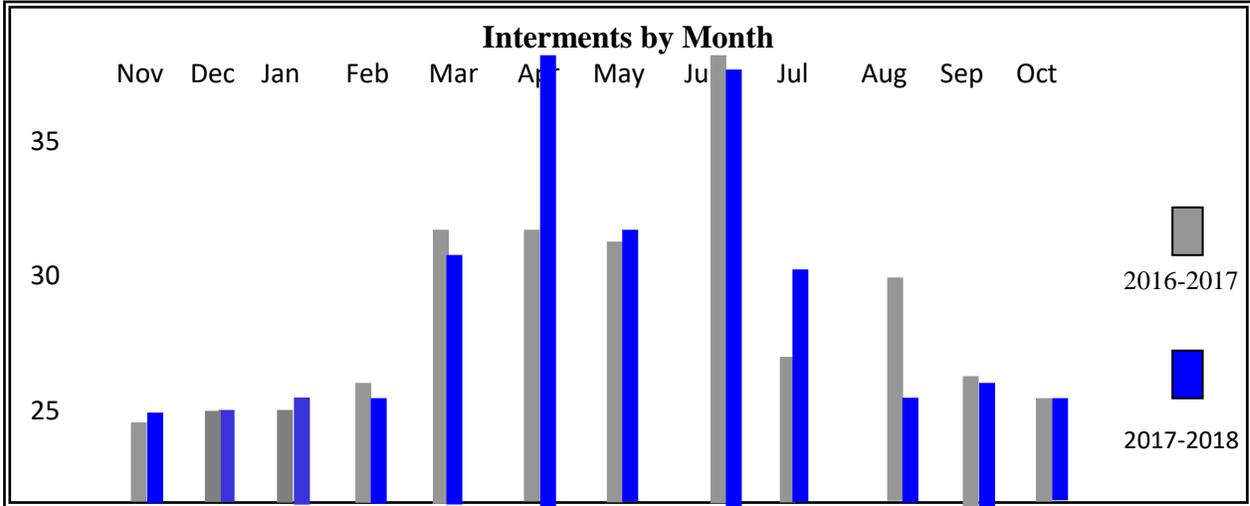


Figure 3

**Interments by Year** (Figure 4)

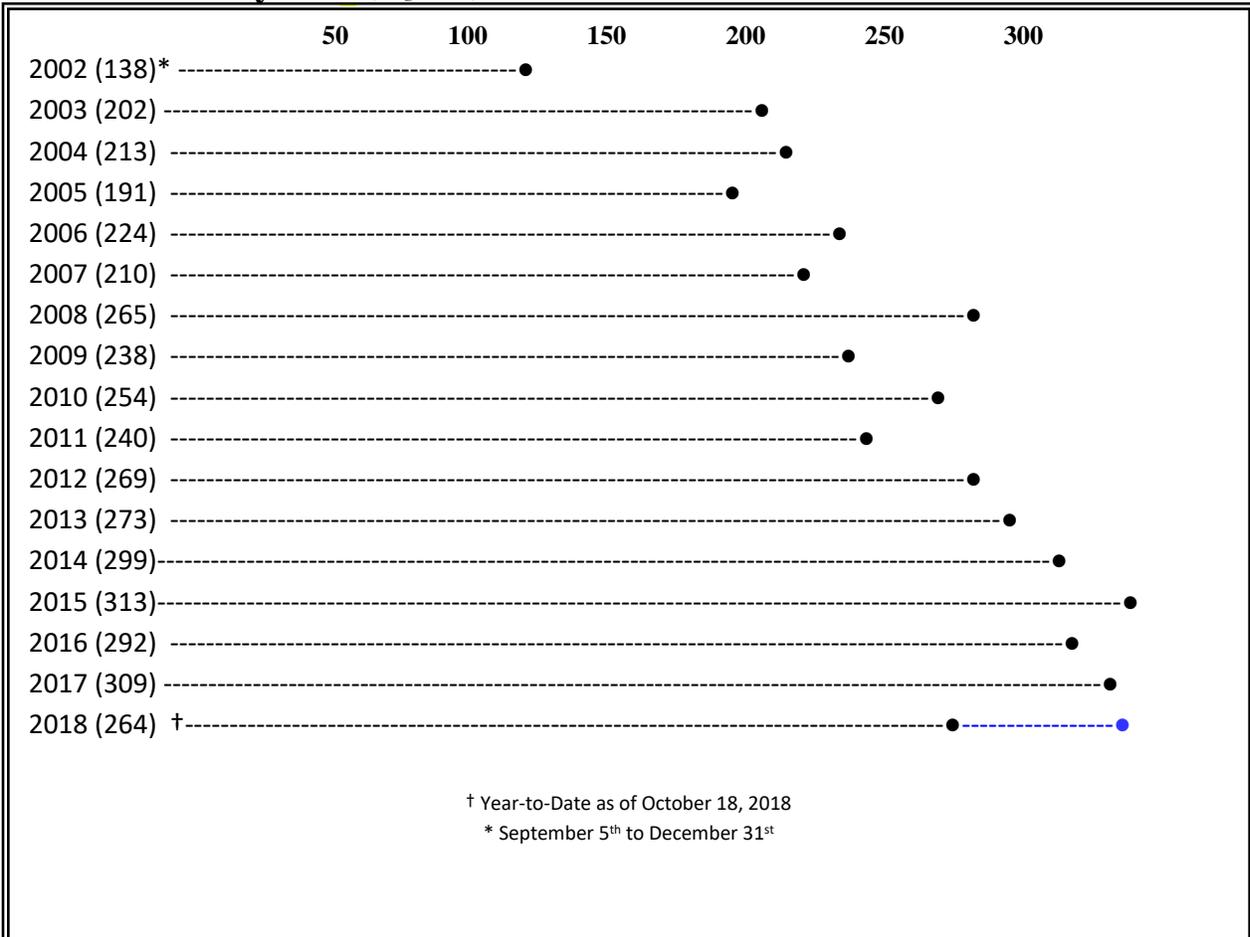


Figure 4

## 7. Customer Satisfaction (Figure 5)

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

In April of this year, new DMV leadership has chosen to revamp these surveys and its process. Accordingly, surveys were sent out only for the last quarter of 2017 and first quarter of 2018. The US Department of Veterans Affairs National Cemetery Administration sends out a triennial survey to next-of-kin, funeral homes and all Colorado Mortuary's and Funeral Homes. NCA surveys went out this year and the results will be reported next cycle.

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.

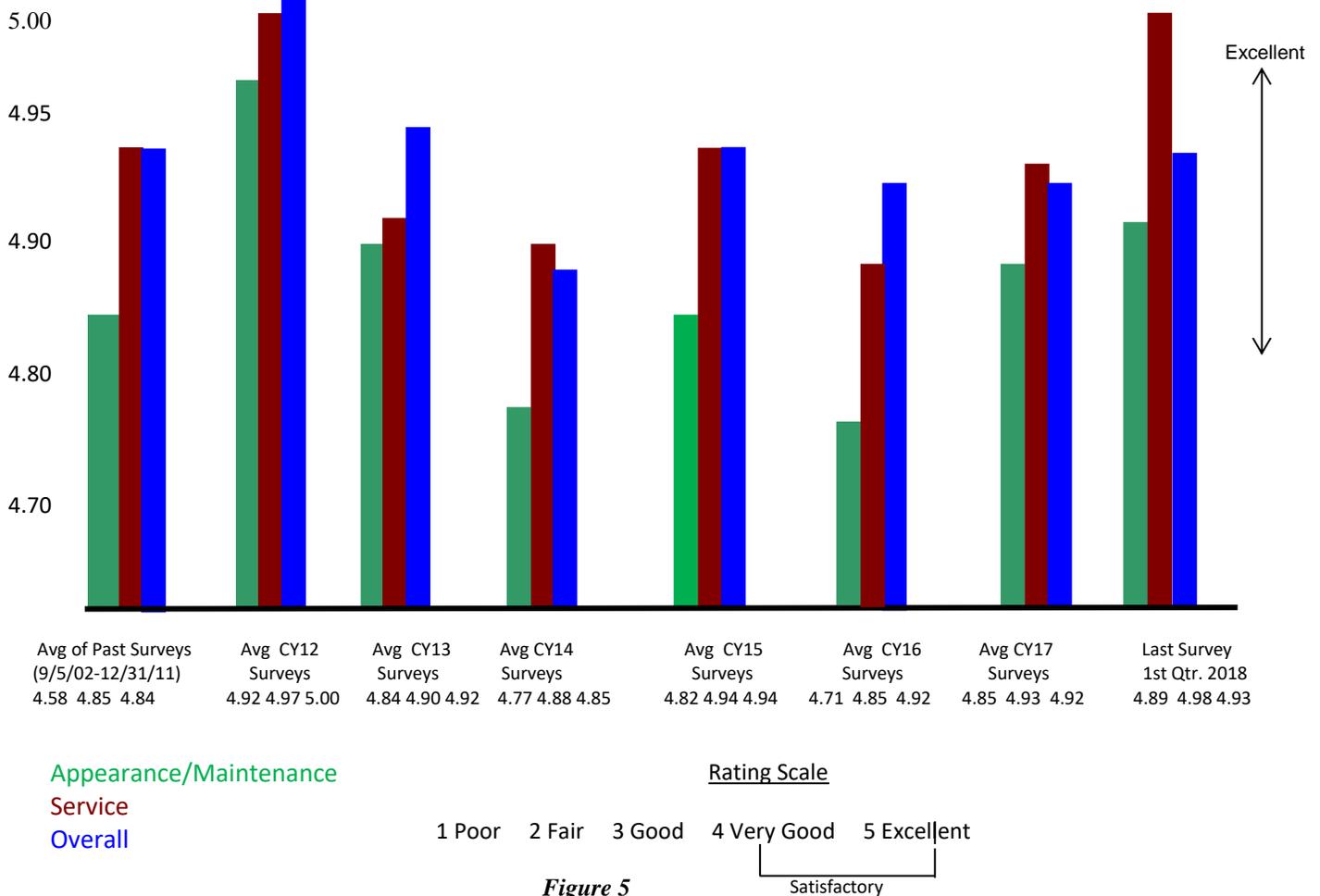


Figure 5

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, 3<sup>rd</sup> Quarter 2017**

1. "Staff very helpful and professional."
2. "Thank you very much for all the hard work you do to maintain the cemetery & services."
3. "I could not believe how beautiful the service was-the family and I were treated with great care."
4. "Outstanding!"
5. "All was perfect. Staff most helpful!"
6. "The people were very nice & very helpful."
7. "I highly recommend this service to any veteran!"
8. "Everything regarding pre-arrangements to the final interment was exceptionally well organized & performed with utmost grace, efficiency & reverence."
9. "Very helpful and excellent service. The VMC is the best maintained and organized in all of Grand Junction."
10. "The grounds and all areas were in excellent condition. The service was professional and moving. Thank you very much for doing such an outstanding job."

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

## **8. Early Registrations**

In an attempt to better serve the local veterans' community and at the same time attempt to predict future needs, the Veterans Memorial Cemetery of Western Colorado offers a service not usually provided at most veterans cemeteries, i.e., Early Registration. We were informed two years ago, the National Cemetery Administration started a similar program for pre-determine of eligibility in a National Cemetery. The NCA's turn-around time is approximately twelve months from the date of mailing to receipt of acknowledgement.

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

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

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

As of the date of this report, 2,152 veterans have registered. This represents 4,874 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**

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

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. With funds from the Board of Veterans Affairs, we were able to contract with a local engineering firm who specializes in water/silt issues. They are currently in the midst of this assessment and we expect a final report with recommendations the first week in November. This report will help guide us as we have submitted a capital construction request which includes mitigation with an emphasis on long term yearly maintenance to prevent this vast amount of silt build up. We appreciate the support of the Board of Veterans Affairs with this project.

### **Flooding of Administration Building Crawl Space**

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

### **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 \$780.00 per veteran in October, 2018, up from \$762.00 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**

During this reporting period, we were able to procure sixteen replacement chairs for the committal shelter, one lowering device, one casket carriage, four new chairs for the family room, two file cabinets for the admin office, a trencher attachment for the Bobcat skid steer, sod cutter, ground tamper, ground protection mats, car hauler trailer, burial operations equipment, trailer for burial operations, three small trailers for the three UTV's, uniforms for the grounds crew and personal protection equipment for roof access.

Additional future needs include equipment to maintain the silt issues in the upper and lower pond, streamside, and silt trap; two commercial mowers, two UTV's, and a tractor with implements.

## **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. However, he only worked for four months and left for permanent employment with benefits. We were unable to hire an FTE for the remainder of the season due to only two months left and it was in the middle of July. We were approved to hire a 4<sup>th</sup> FTE for grounds last spring. This position has not been posted as of this date and time.

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.

I have been promoted to Division of Veterans Affairs-West. The cemetery director position has not been posted as of this date and time, and I continue as the cemetery director as well.

## **Four Newest Columbaria**

The four newest columbaria, 8, 9, 14 and 15, were built in 2015 during the expansion project. Each contains 168 niches, a total of 672 niches. As of October 18, 2018, Columbarium No. 8, No. 9 are at full capacity, No. 15 has 84 niches left, and No. 14 has 168 niches left. Given the current usage rate, we expect to start utilizing Columbarium No. 14 sometime in December. 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 April, 2021. We will need to seek funding for additional columbaria if we are to continue offering columbarium space beyond this time. An additional eight columbaria were included in the recently submitted capital construction request.

## **Roadway and Sidewalks**

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 this area and there does not appear to be any changes. There are some gaps which need caulking in the roadway, and out sidewalks are shifting, causing tripping hazards. A proposal was received, however, due to weather; we will not proceed until next spring. Cemetery staff has highlighted these tripping hazards in the sidewalks with yellow caution paint.

## **In-Ground Gravesites**

We did not experience any issues with in-ground gravesites due to heavy snow and freezing during the 2017-2018 winter seasons. Our winter was so mild it was easy to excavate with the mini-excavator or by hand digging graves.

The new Section 7 In-Ground burial area went into service in September, 2017 and contains 628 gravesites. We have utilized 56 gravesites during this reporting period.

## **Stonework**

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

## **Painting**

Thanks again to two more prospective Eagle Scouts, we were able to refinish and repaint the wrought iron railings on the north side of the Administration Building porch, and side door. We have several more Scouts who will start projects when weather permits. The next section of iron work will be around the assembly area in front of the administration office. The plan is to continue this partnership with the local Boy Scout office and refurbish the rails along Riverside Parkway. This partnership has been very rewarding and beneficial to all.

## **Silt Trap**

Our silt trap needs to be excavated at least once per year, due to the extremely silty ditch water. This year, we hired a hydro-vac company to empty the trap. 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. These findings will be in the current, on-going site assessment from the engineer. Equipment for on-going maintenance was also included in the capital construction request.

## **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. Due to no internet at this shop, we are unable to view from the main administration building. We have put in requests for internet to be installed. DMVA OIT continues to work on a solution.

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

BOSS up and running with minimal issues. Vision Technologies lost their contract with NCA, and were not able to upload data from BOSS to our kiosk/gravesite locator. Vision Technologies and the cemetery were able to work around this issue and our gravesite locator is uploaded with current information on a weekly basis.

## **NCA Audit**

As reported last year, we were audited by NCA in 2016. Our next audit will most likely be sometime in 2019.

The lowest scores we received were in gravesite conditions, which include sunken or raised gravesites, and headstone alignment. We have been working on the areas which we received the lowest scores in preparation of this pending audit and feel we will be fully compliant if given the additional FTE requested and approved this past year.

## **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, who are new to our system, have done a most admirable job keeping the system up in running with the severe drought we are experiencing.

## **GJ Regional Center**

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

One of our main concerns is our network which is through the Regional Center. OIT is aware of the situation and has plans in place for when the center completely closes its doors in a couple of years.

The second concern is the status of the facility when it is vacated. As of this date and time, there has been no formal announcement as to who our new neighbors might be. Our intent is to advocate for the cemetery to remain hallowed grounds as a final resting place for our veterans and their dependents.

## 10. Monuments and Memorial Benches

The CO Society of the War of 1812 and the United States Daughter of 1812 donated a granite bench to the cemetery, in honor of all veterans of the War of 1812. This bench is situated along the north loop road, next to the Veterans Memorial Bell.



## 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 16 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