



**STATE OF COLORADO DEPARTMENT  
OF MILITARY AND VETERANS' AFFAIRS  
VETERANS TRUST FUND (VTF)  
GRANTEE GUIDELINES JULY 2025**



## *Congratulations on your Veterans Trust Fund Grant!*

The Veterans Trust Fund Grant is administered by the Colorado Board of Veterans Affairs and the staff of the Colorado Division of Veterans Affairs. These grant funds can be expended only on behalf of Colorado veterans who are in need of material or financial assistance.

Grant recipients are nonprofit veterans' organizations that are nationally recognized by Congress as an organization that can provide services to veterans. Generally, those organizations hold a 501(c)(19) or (23) although those nationally recognized organizations with a 501(c)4 are also eligible.

Our grants office is available to assist you in the administration and execution of your grant. If you have questions about allowable expenses, reimbursements, reporting requirements, or any other aspects of your grant, please contact us using the information below.

*Colorado Division of Veterans Affairs*

*Lisa Stamm, Grants Manager*

*720-628-1480*

*Lisa.Stamm@dmva.state.co.us*

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*This handbook explains important grant policies and procedures.*

*Read it thoroughly and keep it available as a resource.*

*It is mandatory that each grantee reads this handbook in its entirety.*



## Table of Contents

Initial Steps.....	7
Letter of Instruction .....	7
EFT Authorization Form .....	7
Authorized Representatives and Program Contacts .....	7
Authorized Representatives and Program Contacts (continued) .....	8
Grant Overview .....	8
Payment Eligibility .....	8
When to Expect Payment.....	8
How To Submit .....	9
Unallowable Expenses.....	9
Unallowable Expenses (continued).....	10
Accounting Requirements for Grant Funds .....	11
Tracking Requirements for Grant Expenditures .....	11
Budget Modifications .....	11
Legal Notice: Privacy and HIPAA.....	12
Privacy .....	12
Health Information.....	12
Additional Guidance .....	13
Tax Exempt Status.....	13
Liability Insurance .....	13
Post Membership .....	13
Inclusionary Services .....	14
Americans with Disabilities Act (ADA).....	14

# DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



Underserved Veterans .....	14
Policy.....	16
Reimbursement Requests.....	17
Reimbursement and Replenishment.....	17
Reimbursement and Replenishment (continued) .....	18
Documentation Errors .....	18
Redacting Information .....	19
Submitting Payment Requests.....	19
Unique Expenses .....	20
Vehicle Signage .....	20
Stand Downs.....	20
Program-Specific Guidance .....	21
Bills .....	21
Rent Assistance .....	21
Rent Assistance (continued) .....	22
Transportation.....	22
Transportation (continued).....	23
Transportation (continued).....	24
Mental Health Services or Alternative Health Services .....	24
Other Professional Services.....	25
Incidental Needs .....	25
Emergency Financial Assistance .....	26
Gift Cards and Gift Certificates .....	27
Additional Requirements .....	28

DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



DMVA Satisfaction Survey .....	28
DMVA Required Reporting.....	28
Quarterly Report Instructions.....	29
Best Practices of Successful VTF Grantees.....	32
ADDENDA.....	34
Grantee Expenditure Spreadsheet Sample.....	35
Grantee Mileage/Per Diem Travel Reimbursement Spreadsheet Sample .....	36



## Initial Steps

### Letter of Instruction

Each grantee (Authorized Representative only) will receive a Letter of Instruction (LOI) and Terms and Conditions via email. These documents serve as the OFFICIAL Agreement.

This is a legally binding document between the grantee organization and the State. Read the entire document and ensure that you understand the terms and requirements.

This grant is unilateral, meaning that the full terms of the agreement are automatic upon receipt. You do not need to sign or return any copies of the agreement. Services or work covered under the grant agreement shall commence on **July 1, 2025**. Funds spent prior to the agreement start date cannot be reimbursed.

### EFT Authorization Form

**All grantees must be set up to receive funds via Electronic Funds Transfer (EFT). No exceptions** will be made. All grantees must submit an EFT authorization form if there is not one already on file or if there have been changes on your account. Your reimbursements will be deposited directly into your account. If needed, contact us and you will receive a fillable PDF version of this form to complete and submit. Payments cannot be sent until this form has been received. The email address you provide on the form will receive a notice when payment is sent.

### Authorized Representatives and Program Contacts

If at any time during the grant period the individual(s) noted on your application as the Authorized Representative and/or the Program Contact changes, you must notify us immediately.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Authorized Representatives and Program Contacts (continued)

You will need to send an official signed letter with the changes identified. **Please keep in mind that even if there are changes to these individuals, the grant is to your organization as a whole.** You will need to perform the duties of these individuals in their stead or return the grant to DVA.

## Grant Overview

### Payment Eligibility

Grant funds can be spent only on items that are listed in the grant application and approved in the grant agreement. If there is a question regarding whether an expense is allowable, refer to your application budget and grant agreement. If you are still uncertain, contact the Grant Manager. Please note: All grant payments are on a *reimbursement basis only*. No advance payments will be issued under any circumstances.

Grant funds must be spent within the grant period in order to qualify for reimbursement. The grant period begins on **01 July** and ends on **June 30**. Funds spent before the agreement is fully executed or after June 30 cannot be reimbursed. Funds must be expended and utilized during the grant period. Expenses (utility payments, transportation, etc.) must occur within the grant period to be allowed and bills or invoices must be **current**, showing a due date within the grant period. Depending upon the circumstances, the only exception is if a rent demand letter is served after the grant period begins and may cover unpaid rent prior to the term.

### When to Expect Payment

The best way to ensure prompt reimbursement is to make sure your request is complete and correct before submitting. Once your complete documented request has been received, you can expect a payment within three weeks, although it is our goal you receive payment much sooner. Please keep in mind that some banks hold the funds for up to a week before releasing them into your account. We have no control over your bank's policies. You should contact your bank to find out what the policy is and how long your funds will be held.



## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112

### How To Submit

***INCLUDE YOUR ASSIGNED GRANT NUMBER ON ALL DOCUMENTATION***

Email all reimbursement requests to [grant.reimbursement@dmva.state.co.us](mailto:grant.reimbursement@dmva.state.co.us). This includes all payment requests and the accompanying documentation. Your reimbursement request should include your cover letter, spreadsheet, and documentation. You must submit them as one PDF file. **Please condense the file prior to sending.**

***Correspondence may not be mailed or hand delivered to the Grants Office.***

### Unallowable Expenses

The only expenses that can be paid are those listed in your line-item budget and approved in your grant agreement. Fundamental policies regarding unallowable payments are below.

- Grant funds cannot be used to pay for rent/lease deposits.
- Grant funds cannot pay administrative costs. Administrative costs, including overhead or indirect rates, are not allowed.
- VTF grantees can use up to 10% of their approved budget for costs associated directly with the VTF program (Program Costs). Program costs **must** have been approved in the original grant application budget. If the submitted budget contained administrative expenses, they were disallowed in the LOI and the grant agreement.
- VTF funds cannot pay for capital construction or capital improvements. This includes replacing (rather than repairing) appliances or equipment that could improve home value.



## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Unallowable Expenses (continued)

- Any ADA-related improvements to a veteran's home **must receive prior approval from the Grant Manager**. This is to ensure the expense will not be classified as a **capital improvement**, which may not be eligible for reimbursement.
- Grant funds cannot be used to create a credit balance when paying expenses or bills for a veteran. A payment that creates a credit balance will be disallowed.
- Grant funds cannot be used to cover more than the minimum payment due on a credit card balance to keep the account in good standing.
- Equipment purchases are only allowable if the cost is less than \$5,000 and falls under the 10% allowable program costs. Please note, equipment costs associated with the VTF program **must** have been approved in the grantee's original grant application.
- Grant funds cannot be used to pay gratuities and cannot be used to pay taxes on direct purchases made by tax-exempt organizations.
- Grant funds cannot duplicate financial or other assistance provided by another entity, including the VA.
- Budget line items that were not approved and noted in your LOI cannot be paid.
- Please note, any expense that is \$5,000 and above **must** have prior approval from the Grant Manager.
- Grant funds cannot duplicate financial or other assistance provided by another entity, including the VA.
- Use of funds must follow all applicable laws including federal, state and local laws.



## **Accounting Requirements for Grant Funds**

You are required to keep grant funds segregated from other finances.

This can be easily done by keeping a separate bank account for grant funds or using accounting software that supports distinct cost centers.

## **Tracking Requirements for Grant Expenditures**

Keep all supporting documentation for grant expenses in a secure file. Include a file for each veteran served. This ensures that all grant documents remain available for potential review by the Grant Administrator or the State Auditor's Office. Details on what documentation to include when submitting a request for payment are in the Reimbursement Request section beginning on page 16.

The veteran file should contain a copy of the veteran's DD214, the organization's paperwork determining the need for assistance, and any other important information pertaining to that individual. Do **not** send these documents with requests for payment.

Please make sure that all documents containing private information are locked and secured. Minimize access by others. Keep in mind that a veteran's identity and information should be kept as securely as your own.

## **Budget Modifications**

Throughout the grant year, budget modifications may be made, at the discretion of the Grants Department, in order to properly assist veterans in need and meet execution rate targets. Programs that are underutilizing their funds may be subjected to award reduction. It is **IMPERATIVE** that you submit your Reimbursement Requests on a **MONTHLY** basis and stay in communication with the Grants Department.



## **Legal Notice: Privacy and HIPAA**

### **Privacy**

The Privacy Act of 1974 forbids the disclosure of information from a system of records without the written consent of the individual whose information is disclosed. To protect your veterans' right to privacy, make sure your submissions NEVER contain:

- Copies of DD-214s
- Copies of photo IDs
- Social security numbers

### **Health Information**

The Health Insurance Portability and Accountability Act also has a privacy rule. This rule protects individually identifiable health information from being shared without the owner's express permission. You may have seen this type of information referred to as "protected health information," or PHI.

PHI includes any information regarding your veterans' physical or mental health condition or the healthcare they receive. To protect your veterans' healthcare privacy, make sure you NEVER send the following connected with a veteran's name:

- Copies of prescription labels
- Medical or therapy bills that show the condition being treated
- Reasons for medical transport that disclose the type of appointment

Please Note: If your requests for payment violate these federal laws they cannot be processed, and payment cannot be issued. You may need to redact this information PRIOR to submitting it.



## Additional Guidance

### Tax Exempt Status

In Colorado, nonprofit organizations that have 501(c) 3 status with the IRS and that substantiate a charitable purpose are exempt from state sales tax. If your organization is tax-exempt, grant funds **cannot** be used to pay sales tax on direct purchases made by your organization. You should use your tax exemption when making such purchases.

If your organization is tax-exempt but you have a program that assists veterans with economic support measures such as paying utility bills, the purchase of those services is done by the veteran and not by the organization providing assistance. It is allowable to pay state, local, and excise taxes in these circumstances.

If your post does not have 501(c)3 status with the IRS, you are not eligible for exemption from state sales tax.

### Liability Insurance

Your organization or post is required to have liability insurance, particularly if you sponsor a Stand Down or have a transportation program. Liability insurance protects your organization from the risk of being sued and held legally responsible for something that causes injury or harm. To learn more about liability insurance in Colorado, visit the website of the Division of Insurance at [www.dora.colorado.gov/insurance](http://www.dora.colorado.gov/insurance) or call them at 1-800-930-3745.

### Post Membership

You may not require a veteran to become a member of your Post or any other organization to receive services. This is a violation of the grant agreement and could be deemed a crime. Your grant funds will be pulled immediately should you impose these requirements.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Inclusionary Services

Grant services are meant to be inclusive and should be provided to all eligible veterans in a non-discriminatory manner. State law prohibits discrimination in the areas of employment, housing, credit, public accommodations, and education. Under Colorado law, discrimination and different treatment are illegal if based on race, color, creed, national origin, religion, sex, sexual orientation, gender identity, pregnancy, physical disability, mental disability, retaliation, age (in employment and credit), familial status (in housing and credit) or marital status (in credit). Discrimination in the provision of services and activities is prohibited.

### Americans with Disabilities Act (ADA)

All grantees are required to comply with the Americans with Disabilities Act (ADA) and applicable state accessibility laws. This includes ensuring that all programs, services, activities, facilities, events, and communication materials are accessible to individuals with disabilities. Reasonable accommodation must be made as required by law, including (but not limited to) allowing service animals and accommodating mobility aids or medical devices such as oxygen tanks—particularly when transporting veterans. Grantees are responsible for understanding and implementing current accessibility standards.

## **Underserved Veterans**

All grantees are required to track underserved veteran data as part of their application and/or intake forms. The underserved veteran data from the application forms must be tracked and entered in accordance with reporting requirements. While veterans are not required to complete the underserved veteran information, refusal to provide this information does not disqualify them from receiving VAG services.

All VTF grantees must prioritize underserved veterans when utilizing grant funds. This prioritization may include targeted outreach efforts and other strategies aimed at increasing participation from these populations. Each grantee will be required to attend trainings pertaining to underserved veterans.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



For the purposes of the VAG grant, underserved veterans include:

- Ethnic and minority veterans
- Women veterans
- Native American veterans
- LGBTQ+ veterans
- Veterans living in remote or rural areas
- Veterans over the age of 65
- Currently incarcerated veterans

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Policy

Every grantee is required to have a policy in place regarding eligibility and policies in relation to the VTF grant. The Grants Manager will work with grantees to ensure your policy addresses best practices. Each policy must contain the following statement:

If a veteran believes they have been discriminated against, or would like to file a complaint in relation to the Veterans Trust Fund (VTF) please contact:

Lisa Stamm, DVA Grants Manager

[Lisa.Stamm@dmva.state.co.us](mailto:Lisa.Stamm@dmva.state.co.us)

720-628-1480





## Reimbursement Requests

### Reimbursement and Replenishment

Documentation of expenditures is required with any request for payment. A request for payment is any time you are asking for reimbursement.

Payment requests require a cover letter specifying the total amount requested and a spreadsheet detailing expenses. This spreadsheet is a necessary item of documentation. If it is not included your request cannot be processed.

The spreadsheet can be either computer-generated or handwritten. It must link each service to a veteran, but it is not necessary to provide the veteran's full name. You can use case or client file numbers, or just the last name of the veteran. This is enough information to connect each expenditure to a veteran without disclosing personal identity.

See page 34 for an example. You will be provided with an editable copy of this spreadsheet for your use.

**Send all the following as a single PDF file** when submitting a request for payment:

- Cover letter with total amount of request
- Spreadsheet
- Copy of payment method (copy of check or debit/credit card statement)
- Bill or invoice if paying an expense, and/or
- Lease, rent demand, or detailed receipt if paying for housing, and/or
- Mileage or transportation detail

This is all the documentation that is required. It is designed to clearly show the amount requested, what was paid with the funds, and verification of payment made and received.

If you are documenting that an expense was paid with a check, a cancelled check is not required. A photocopy of the actual check is sufficient. A carbon copy of the check may not be used.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Reimbursement and Replenishment (continued)

If a check that has been reimbursed is not cashed or is returned within the grant period, that documentation needs to be submitted and the funds accounted for either through documenting and subtracting the amount on a subsequent request, or by submitting a check to DMVA. In cases of a returned security deposit from a previous grant period, you must reimburse that amount via a check to DMVA to reimburse that amount from a previous grant award. Please note, starting with the 2025-2026 grant year, grant funds can no longer be used to cover security deposits of any kind.

**Do not send** these items when submitting a request for payment:

- Extra copies
- Blank papers
- DD214s or other identification documents

Before sending your request for payment, check your PDF to ensure that all the required documents are included and all documentation is legible. The payment request cannot be processed if documents cannot be read. Documentation should be included in the order listed on the Expenditure Spreadsheet.

### Documentation Errors

If your reimbursement request is rejected, you will be notified of the corrections that need to be made. When resubmitting your reimbursement request, you will need to resubmit your entire request, including any corrections that need to be made. Partial documentation will not be accepted.

**It is the responsibility of the grantee to ensure documentation is complete and legible.**

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Redacting Information

Bills, receipts, and bank statements that are submitted in support of your payment request must be as intact as possible. Redact **only** the following information:

- Personal identifiers, such as social security or driver's license numbers
- Account numbers
- Health information, such as the purpose of a medical visit or a prescription label

If additional information is redacted or documents appear to be altered, payment cannot be issued.

### Submitting Payment Requests

Include ASSIGNED GRANT NUMBER

Email all requests for reimbursement as a PDF to: [Grant.reimbursement@dmva.state.co.us](mailto:Grant.reimbursement@dmva.state.co.us).

You **MUST** submit at least one reimbursement request each month and send each request **only once**. Please do not send more than two reimbursement requests per month.

**Reimbursement requests must be sent alone, under separate cover. Do not send them with quarterly reports, surveys, or other correspondence.**

Final reimbursement requests for the grant year must be received via email by the close of business (5:00PM MDT) on **June 30**.



## Unique Expenses

### Vehicle Signage

The grant program may pay for specific signage for vehicles purchased partially or in whole through grant funds.

This signage is required. Its wording is exact and must state:

“Purchased with funds provided by the State of Colorado Veterans Assistance Grant”

Funds cannot pay for any other signage or plaques.

### Stand Downs

Stand Downs are unique events, and some different procedures apply. Grantee organizations providing services at a Stand Down do not need to collect and file a DD214 from every veteran served, as long as a veteran's status is determined when they check in to the event.

At a Stand Down, grantee organizations need to maintain a sign-in list or a log of each veteran to whom they provide service. This log can be compared to the master log maintained at check-in. Satisfaction surveys should be provided on the spot so they can be completed on site, with a confidential return method available so the surveys can be left at the event and don't need to be sent back.

Please note retreats or other events with VTF funds, must maintain a sign-in list or a log of each veteran to whom they provide service. This log can be compared to the master log maintained. Satisfaction surveys should be provided at the time of the event/retreat so they can be completed on site, with a confidential return method available so the surveys can be left at the event and don't need to be sent back.



## Program-Specific Guidance

Below please find examples of the documentation required for different types of veterans' assistance. This is not a comprehensive list. It provides guidance regarding programs that are frequently utilized. If you have specific questions about your program, please contact the Grant Administrator. Veteran assistance expenditures are required to help veterans in need. Establish and be prepared to demonstrate need when providing emergency or incidental assistance. Veteran assistance payments that fail to demonstrate need risk not qualifying for grant funds.

### Bills

Assistance with a veteran's bills requires either:

- a copy of a current bill being paid that documents the amount being paid, or
- a detailed receipt for payment, and
- a copy of the payment method used

The bill or receipt must have the veteran's name on it, be current and dated within 30 days of the payment and not show a credit balance. The bills must not indicate autopayments exist on the account as that might result in double payment. **Estimates** are not accepted as documentation for any expense. For lodging, the actual **folio** print out showing each day of the stay must be submitted. Accepted documentation does NOT include a reservation confirmation.

### Rent Assistance

Rent assistance requires:

- the pertinent portions of lease agreement, or
- a rent demand, **or**
- a detailed receipt from the landlord, **and**
- a copy of the payment method used

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Rent Assistance (continued)

If a lease is used as documentation, it must include the name of the veteran, the rent amount, the lease term, and the signature page. If the lease is not current or does not state a lease term, then it must specify that the term of the lease is month-to-month. Any additional charges such as utilities should also be noted in the documentation. If the veteran receives a discounted rate (such as through HUD/VASH) you must also submit the current paperwork noting the amount the veteran must pay. Do not submit additional lease pages or addenda.

If a receipt for rent is submitted, it is preferred that the receipt is an official printout or receipt with the property name or letterhead/ logo on the receipt. At a minimum it must include the name of the veteran, the name of the property (if applicable), the address of the rental, and provide the name and telephone number for the landlord or property manager. It must also state the amount of rent due, the amount paid, and the period of time for which payment is made. It must be signed by the landlord. All information must be verifiable. The receipt must be from the landlord/property manager, not from you.

**Standardized forms will not be accepted as an official receipt.**

### Transportation

Requirements for **ALL** transportation programs are:

- A copy of your transportation program policy must be on file with the Grant Administrator
- Veterans cannot be reimbursed for transportation if they receive travel reimbursement through the VA
- Current mileage reimbursement rate can be found at <https://osc.colorado.gov/financial-operations/fiscal-rules-procedures/travel-fiscal-rule/mileage-reimbursement-rate>

If a volunteer uses a vehicle owned by the state, federal, county government, or by any other private entity, mileage or gas reimbursement is not permitted.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Transportation (continued)

If a veteran drives his/her personal vehicle to medical appointments and is being reimbursed for fuel or paid mileage, submit the following:

- an identifier for the veteran
- the distance travelled for mileage reimbursement, or
- receipts if fuel reimbursement is requested, and
- a copy of the payment method

PLEASE NOTE: If a veteran uses a gift card to pay for fuel, s/he will not be reimbursed. We cannot be assured that the gift card being used is not provided through you or another entity. This could result in double dipping, so it can't be reimbursed.

See the sample transportation form provided on page 35. You will be provided with an editable copy of this spreadsheet for your use.

If the veteran is renting a car for medical transportation, submit the following:

- an identifier for the veteran
- a copy of the invoice, or
- receipt for payment, and
- a copy of the payment method

If a volunteer drives his/her personal vehicle to transport other veterans to medical appointments, submit the following:

- the name of the driver
- an identifier for the veteran(s)
- the distance travelled
- receipts if fuel reimbursement is requested, and
- a copy of the payment method

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Transportation (continued)

Per diem compensation is available to volunteer drivers who transport veterans to medical appointments. This per diem payment can be provided in addition to mileage payment **or** fuel reimbursement. To be eligible for reimbursement of per diem payments, you must submit a copy of your per diem payment policy to the Grant Administrator before submitting your payment request.

The purpose of per diem compensation is to help volunteers pay for meals. Thus, mealtimes need to fall within the period of transit in order to qualify for per diem payment. All per diem rates for Colorado can be found at <https://osc.colorado.gov/financial-operations/fiscal-rules-procedures/travel-fiscal-rule>

### Mental Health Services or Alternative Health Services

Only therapists licensed by the State of Colorado may receive payment through grant funds. You must verify (and provide documentation to the Grant Administrator) that the therapist is licensed without restrictions and is not on probation by DOLA. If you use a licensed mental health program (not an independent individual) for therapeutic services, you do not have to provide this documentation.

You must ensure that the services provided do not duplicate those provided by the VA or a Vet Center. In some cases, you may be required to limit the number of sessions available through grant funding.

For professional mental health services, submit:

- A copy of the invoice from the therapist
- A copy of the payment method



## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Other Professional Services

If you are paying an invoice for professional services, such as employment related expenses, trainings, education, etc., please include:

- a copy of the invoice from the billing entity
- a copy of the payment method used

It is important to include the invoice received for the services. An internal check request is insufficient documentation.

### Incidental Needs

Some assistance programs help veterans with incidental needs such as gas, groceries, or public transportation assistance. If your program offers this assistance, it must be specifically listed in your line-item budget.

Incidental needs **cannot** be met by providing veterans with:

- cash assistance, **or**
- checks written directly to veterans

Neither of these types of expenditures can be reimbursed.

Incidental needs can be met by providing veterans with:

- bus passes or tokens
- gift cards
- gift certificates
- the purchase of specific necessary items

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Emergency Financial Assistance

If approved in your line-item budget, grant funds may be used to provide Emergency Financial Assistance in order to help veterans that demonstrate significant financial need.

Items that may be covered include, but are not limited to:

- Utility Bills
- Phone Bills (business phone plans are unallowable)
- Cable/Internet Bills
- Firewood or Propane for heating of home
- Septic Tank cleanout

If you have any questions regarding allowable expenses, please reach out to the Grant Administration BEFORE the expense is incurred.

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

6848 S. Revere Parkway

Centennial, CO 80112



### Gift Cards and Gift Certificates

Gift certificates and gift cards are limited to **no more than \$50.00 per** certificate or card. You may issue more than one gift card/certificate to each veteran at your discretion.

The use of gift cards issued by major retailers, such as Visa, MasterCard, AMEX, Discover, etc., is discouraged. These cards can be sold for cash or exchanged for different gift cards at a variety of check cashing stores, vending machines, kiosks, and websites.

Gift cards and gift certificates should be tailored as closely as possible to a specific need.

The veteran should be notified that the gift cards **cannot** be used to purchase tobacco or alcohol products.

If your organization offers bus passes, bus tokens, food/gas gift cards, or gift certificates, you must maintain a log that includes:

- an identifier for the veteran who received the item(s)
- the unique identifier for the gift card
- distribution date
- the veteran's signature indicating receipt
- a witness's signature for each disbursement

Do not submit your logs with your payment requests. Keep them on file for future inspection.

For reimbursement for the purchase of gift cards or gift certificates, please provide:

- A copy of the method of payment
- A copy of the receipt for the purchase **AND**
- A copy of the card (front and back) or certificate with the unique identifier number, IF the identifying card number is not included on the receipt.



## Additional Requirements

### DMVA Satisfaction Survey

The DMVA Satisfaction Survey is a mandatory assessment tool provided by the State. Use the following guidelines regarding your satisfaction surveys:

- Provide a survey to each unduplicated (new) veteran served through grant funds
- Provide a method for participants to return surveys anonymously
- Keep your surveys on file

Do not send your surveys or copies of surveys to the Grant Administrator. These are your responsibility to file. Survey results will be compiled and included in your regular quarterly reports. Please do feel free to include significant statements made by the veterans in the comments section as well as any grant program feedback.

### DMVA Required Reporting

Quarterly progress reports and a final closeout report must be submitted to the Grant Manager via the web-based form link. The Grant Manager will send out the link to the form at the end of each quarter and end of fiscal year.

The quarterly reports are due on 15th of October, January, and April, and July. A cumulative closeout report is also due on July 15. This final report should reconcile all grant funds and include **cumulative numbers** for the entire grant year. You are required to use the current, web-based form. Reports submitted in any format other than the web-based will not be accepted.

Only veterans served through grant funds should be included on the reports. You may serve additional veterans through other funding, but those should not be included in the numbers reported.

All the information requested on the report is required. Reporting requirements include the reporting and tracking of underserved veteran populations.



## Quarterly Report Instructions

Please use this as guidance when completing the information fields in your quarterly report. Each grantee must track underserved veteran categories.

Report Field	What To Include
Name of Grantee	This is the name of the organization receiving the grant, not the name of the person completing the report. <u>Please don't forget this line, as you will be out of compliance if we don't know you sent it.</u>
Quarter	The reporting period is the quarter that just ended.
Final	The final report should include information from entire grant year.
Number of new (unduplicated) veterans  NOTE: During the 1 <sup>st</sup> quarter, all veterans served are considered "new"	This is the number of veterans served during the quarter that just ended who were being served for the <u>first</u> time this grant year.  This should only include veterans who received services due to the use of your grant funds. Please provide the number of new veterans that identify as male and the number identifying as females.
Total number of veterans (new and returning)	This is the total number of veterans served (including new and returning or ongoing) during the quarter. This should only include

# DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

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	veterans who received services due to the use of your grant funds.
Number of service contacts	A service contact is each unique time a veteran requests and receives assistance. If a veteran receives more than one type of assistance simultaneously, count it as one service contact.
Average number of service contacts per individual	Divide the total number of service contacts by the number of veterans. Hint: If you come up with a number that is less than 1, it is incorrect. Reverse your numbers and then divide.
Number receiving specific services	Use the categories provided. If you have a service type that does not fit into the categories, use the “other” option and then be sure to specify the exact service(s)
Satisfaction surveys distributed	How many surveys did you give out?
Satisfaction surveys returned	How many completed surveys did you receive?
Satisfaction survey results	Count and report the number of responses in each response category.
Program Specific Results or Outcomes	Count and report the number of responses in each response category

## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

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Are there any events/factors impacting spending?	Answer yes or no. If yes, explain exactly what those events or factors were. This could be something as simple as increased or decreased contacts, time of year, delays, etc.
Are you on track to expend your grant funds?	Answer yes or no regarding whether you are on track to expend all of your grant funds. If no, fully explain your projection as to how much you will spend.
Comments	Feel free to include comments from your surveys and well as your feedback regarding your grant and the overall grant program.

If you have any questions about your quarterly or final report, please contact the Grant Administrator prior to the due date.

By the second quarter, if spending is slow, or you don't think you will expend all funds by year end, PLEASE contact the Grant Manager or expect to be contacted.



## **Best Practices of Successful VTF Grantees**

1. Outreach/Letting veterans know about the program
  - a. Story in local papers/weekly calendar updates in paper
    - i. (Free) ads in community papers
  - When recruiting volunteer drivers, the most effective time to place an ad is in the weeks before Veterans Day, Memorial Day, 4<sup>th</sup> of July, and Patriots Day
  - b. Attend Community events to promote the program
  - c. Post flyers
  - d. Utilize collaborating organizations to spread the word
  - Some areas find it helpful to establish a particular day of the week/month for intakes. If so, publicize that information broadly.
  - If you have the capacity, establish/enhance web presence
  - Identifying scammers vs. eligible veterans
  - Ask questions up front regarding veteran's branch of service, unit, tours and rank
    - e. Utilize CVSOs with access to verifying information
  - Ask specific questions regarding current status to determine eligibility for specific services (i.e. homeless, disability rating with VA, retirement benefits, etc.)
2. Collaboration
  - Work hand in hand with County Veteran Service Officers who can assist with DD-214s, identifying potential double-dipping, and need vs. want
    - a. Utilize local Posts (VFW and Legion) to notify members of availability of funds and parameters of funds
  - Work hand in hand with other service providers in the area for referrals to services that can't be provided (or can better be provided) by other resources
3. Getting the right documentation
  - Require all necessary documentation (DD-214s, bills, invoices, and receipts) to be provided up front prior to giving assistance. For frequent types of requests, keep a list of needed documentation available for quick reference



## DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

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- Request a direct mileage map from Google Maps from veteran's address to the medical center or Dr. office location.
  - a. Persistent phone calls to vendor, particularly landlords to send documents
- Let apartment managers know up front that you will not refer veterans to them or utilize their services unless they provide required documents
- If you aren't certain, ask questions rather than guessing
- 4. Getting reimbursed quickly and having requests approved
  - a. Send documentation in exact order as listed on the spreadsheet
  - b. Make sure all items are readable and copy well
  - c. Make sure all pages are turned the same direction
- If there are unique aspects to request/expense, provide an explanation (i.e. the invoice and payment amounts don't match)
- If there is assistance requested that may or may not fit within grant parameters, ask the grant administrator first before providing assistance. It can be helpful to provide an explanation as to why you think it DOES fit a particular line item.
- Be as specific but general as you can when establishing budget for application by using phrases like "including but not limited to," "such as" or "other similar types of expenses"
  - d. Conduct after action reviews each year to capture unexpected circumstances and expenditures to put into budget
- Make sure to submit monthly
- 5. General
  - Make sure to utilize the training available, read the handbook, attend webinars, etc.
  - Make sure to attend office hours as required and needed.
  - Make sure to attend all required trainings.
  - If you are having difficulties, let the Grant Administrator know. There are Mentor Grantees available to provide you with assistance. Don't hesitate to utilize this helpful resource!

DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

Division of Veterans Affairs

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## **ADDENDA**

### **Sample Forms**


Veterans Trust Fund Sample Expenditure Spreadsheet

Veterans Trust Fund Sample Mileage/Per Diem Spreadsheet



## Grantee Expenditure Spreadsheet Sample

**Colorado Division of Veterans Affairs**  
**Veterans Trust Fund (VTF) / Veterans Assistance Grant (VAG)**  
 Grantee Expenditure Spreadsheet



Organization:			Input your information in green cells		
Grant Number:		Reimbursement Period:			
Invoice Date (MM/DD/YYYY)	Check Number / Payment Method	Amount	Paid To	Purpose - Select From Drop Down	Veteran
1		\$ -			
2		\$ -			
3		\$ -			
4		\$ -			
5		\$ -			
6		\$ -			
7		\$ -			
8		\$ -			
9		\$ -			
10		\$ -			
11		\$ -			
12		\$ -			
13		\$ -			
14		\$ -			
15		\$ -			
16		\$ -			
17		\$ -			
18		\$ -			
19		\$ -			
20		\$ -			
21		\$ -			
22		\$ -			
23		\$ -			
24		\$ -			
25		\$ -			
<b>Request Total:</b>		\$ -			

Please include all documentation in the order of your spreadsheet

For DVA Internal Use Only  
 GAE: \_\_\_\_\_ Vendor: \_\_\_\_\_  
 Line: \_\_\_\_\_ Address: \_\_\_\_\_

DEPARTMENT OF MILITARY AND VETERANS' AFFAIRS

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## Grantee Mileage/Per Diem Travel Reimbursement Spreadsheet Sample

Colorado Division of Veterans Affairs

Veterans Trust Fund (VTF) / Veterans Assistance Grant (VAG)

Veterans Mileage/Per Diem Travel Reimbursement



Organization:											
Grant Number:			Reimbursement Period:								
Veteran	Driver	Date	Driving To/From	Start Time	End Time	Travel Time	Total Miles	Milage Rate	Per Diem Amount	Total Paid to Driver	Check Number
1								\$ 0.63	\$ -	\$ -	
2								\$ 0.63	\$ -	\$ -	
3								\$ 0.63	\$ -	\$ -	
4								\$ 0.63	\$ -	\$ -	
5								\$ 0.63	\$ -	\$ -	
6								\$ 0.63	\$ -	\$ -	
7								\$ 0.63	\$ -	\$ -	
8								\$ 0.63	\$ -	\$ -	
9								\$ 0.63	\$ -	\$ -	
10								\$ 0.63	\$ -	\$ -	
11								\$ 0.63	\$ -	\$ -	
12								\$ 0.63	\$ -	\$ -	
13								\$ 0.63	\$ -	\$ -	
14								\$ 0.63	\$ -	\$ -	
15								\$ 0.63	\$ -	\$ -	
16								\$ 0.63	\$ -	\$ -	
17								\$ 0.63	\$ -	\$ -	
18								\$ 0.63	\$ -	\$ -	
19								\$ 0.63	\$ -	\$ -	
20								\$ 0.63	\$ -	\$ -	

Total: \$ -

State of Colorado - Effective 1/1/2025			Mileage Reimbursement Rate   OSC
2WD	\$0.63	Normal Driving Conditions	
4WD	\$0.67	Use only when travelling in inclement weather, i.e. Snowy Conditions	