



ARAPAHOE COUNTY  
VETERANS SERVICE OFFICE

## Arapahoe County Veterans Service Office December 2020 - Summary Report

For the month of December, 2020:

- The County Veterans Service Office prepared, presented and appealed claims for federal benefits to the Department of Veterans Affairs. The office also administered the Veterans Trust Fund for emergency financial assistance. Staff conducted all daily operations to include meeting with veterans and/or their dependents, conducting community outreach, processing legal correspondence and fielding calls related to claims, resource referrals and general inquiries.
- **Goals and Objectives:**
  - Total phone calls processed: 645
    - Specific to current claim action/status: 138
    - Appointments, referrals, general inquiries: 507
  - Scheduled/walk-in appointments/home visits: 126
  - New claims for federal benefits filed to the VA: 28
  - Other applications and claims correspondence: 1
  - Requests for military records and corrections: 0
  - Veterans Trust Fund requests granted: 0
  - New favorable award notifications received: 23
    - 2020 Favorable decisions to date: 205
    - 2020 VA claim award recoveries to date: \$2,464,084.94

\*Due to an error in information Technology, outgoing phone logs did not save from 12/4 to 12/31 and do not correctly reflect total calls.

- **Training, Outreach and Community Events:**
  - None due to staffing transition and reduced in-office operations for COVID-19 safer-at-home order

Respectfully Submitted,

Joshua Medina  
County Veterans Service Officer  
Arapahoe County, Colorado



**Colorado Department of Military and Veterans Affairs**  
**County Veterans Service Officers Monthly Report and Certification of Pay**

**County of ARAPAHOE Month of December 2020**

General Information		Request for Medical Records	
Telephone Calls	645	21-4142 & 21-4142a	2
Office Visits	126	Military Records/Corrections	
Home Visits	3	SF180	0
Outreach Visits	2	DD149	0
Community Events	0	DD293	0
Request for Medal	0	NA 13075	0
Operation Recognition	0	NA 13055	0
Correspondence Rec'd	1490	NSC Pension	
Correspondence Written	1490	21-527EZ	0
Info/Referral/Inquiries	0	21-8416	1
VCAA Notice / 5103 / Misc.	1	Widows Pension	
State Benefits	0	21-534EZ	4
Income Verifications	0	21-8416	0
New Claims Initiated		DIC	
21-22 CVA	77	21-534EZ	1
21-22 others	0	Burial Allowance	
SC Entitlement		21P-530	0
21-526EZ	27	40-1330	0
21-0966 Informal	10	21-2008	0
21-526EZ Reinstate	0	26-1817	0
21-526EZ IU	0	Waivers/Compromise	
21-8940 IU	1	21-4138	0
21-4192 IU Employer	5	21-5655	0
21-4138 SMC	4	Appeals	
21-686c Dependency	8	21-0958 / 20-0995 / 20-0996	6
21-674 School Attendance	0	VA Form 9 / 10182 (AMA)	0
VA Healthcare		VA Home Loan	
10-10EZ	0	26-1800	0
CHAMPVA	0	Insurance Claims	
Homeless Veterans Claims		29-357	0
Service Connection	0	29-4364	0
NSC Pension	0	29-336 Beneficiary	0
VOC REHAB		29-4125 Lump Sum	0
28-1900 CH31	0	VTF Requests	
MISC CLAIMS		Rental Assistance	0
21-8678 Clothing Allow	0	Utilities Assistance	0
21-4502 Adaptive Equip.	0	Prescription Assistance	0
26-4555 Housing	0	Food Assistance	0
10-0103 HISA Grant	0	Transportation Assistance	0
CRSC	0	Clothing Assistance	0
Incarcerated Veterans		Other	0
21-526EZ Reinstatement	0		