

## DEPARTMENT OF BENEFIT PAYMENTS



July 17, 1974

ALL-COUNTY LETTER NO. 74-123

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: VETERANS BENEFITS REFERRAL PROGRAM

REFERENCE:

The Department of Benefit Payments, in conjunction with the Department of Veterans Affairs, recently conducted a review of the Veterans Benefits Referral Program. I wish to thank you for the fine cooperation and assistance you gave to DBP staff who visited various county welfare departments during the review. Attached are two products of the review - the final review report and an EW training package.

As you know, the referral program utilizes Form WR 5 to verify and secure veterans benefits for eligible welfare applicants and recipients. Receipt of veterans benefits can reduce or even eliminate the need of some families for public assistance. Although the program is doing well, the review identified some actions which could approximately double the receipt of veterans benefits by welfare applicants and recipients. The improvements are contained in the attached report and EW training package, but I will summarize those of specific concern to you.

The review indicated that DBP policy on veterans benefits was not completely clear to all CWDs. DBP policy, in accordance with EAS 44-103, is that veterans benefits are an available source of income which must be explored by both the county welfare department and the applicant/recipient. Failure to take all actions necessary to obtain veterans benefits by potentially eligible applicants/recipients can result in denial or discontinuance of aid.

The need for modification of forms was also determined through the review. The WR 5 is being modified to correspond to the current organization of the WR 2 and to contain more specific instructions on veterans benefits referrals. The WR 2 is being modified to contain references to the WR 5 in appropriate sections.

GEN 654 (2/74)

These form modifications, detailed in the training package, were designed to simplify the referral task for EWs and will be accomplished at the next printing of the forms. Samples of the modified forms are contained in the training package.

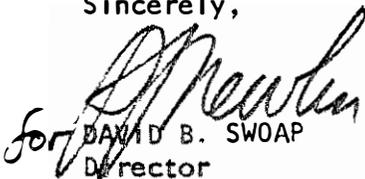
We realize the difficulty of clarifying eligibility for veterans benefits. We, therefore, have included a process flow chart in the training package to assist EWs and CWD managers in using the program and bringing potential improvements to our attention. No DBP training has been scheduled on this package. If you feel such formal training is necessary, please contact Oliver Michaelis (916/445-0285) of the County Training Bureau. Training will be conducted thirty days after statewide needs have been assessed.

Your County Veterans Service Officer (CVSO) will also receive a copy of the report and training package to facilitate coordination of the program within your county. In the course of our review, we found CVSOs to be very cooperative and responsive to suggestions. We believe they will be anxious to work with you.

AFDC Program Operations Bureau (POB) will be available to assist you in making improvements to veterans benefits referral operations in your county. They will also gather your suggestions for additional program improvements and ensure you receive a response to your suggestions. Please contact your county liaison analyst or Bob Barton (916/445-4458), Chief of Program Operations Bureau, if you have any questions or suggestions.

I am confident that the improvements recommended in the attached report will significantly increase receipt of veterans benefits by eligible applicants and recipients. We are looking forward to working with you in accomplishing improvements to the program. Thank you again for your assistance in our review of the program.

Sincerely,

  
for DAVID B. SWOAP  
Director

By

PHILIP J. NEWLIN  
Chief Deputy Director

Attachment

cc: CWDA  
Mr. Frank D. Nicol, Director  
DVA