

DEPARTMENT OF BENEFIT PAYMENTS



July 17, 1974

ALL-COUNTY LETTER NO. 74-124

TO: ALL COUNTY VETERANS SERVICE OFFICERS

SUBJECT: WELFARE VETERANS BENEFITS REFERRAL PROGRAM

REFERENCE:

As you know, the Department of Benefit Payments (DBP), in conjunction with the DVA, 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 CVSOs during the review and share with you two products of the review - the final review report and a training package for welfare eligibility workers (EWs). These materials are provided to assist you in coordination with your county welfare department.

The report confirms that the referral program has been a considerable asset in securing benefits for welfare applicants and recipients. However, the receipt of these benefits could be more than doubled with some minor improvements to the program. All the recommended improvements are contained in the report. The recommendations of specific concern to CVSOs involve DBP clarification and/or establishment of policy and procedures, modification of the WR 5, and investigation of improved subvention funding to CVSOs. I have accepted and taken action to implement each of these recommendations.

The policy and procedure improvements are contained in the attached EW training package which has been sent to all county welfare directors. The training package was designed to clarify procedures and responsibilities and to simplify the referral process for EWs. In so doing, we believe that CVSOs will benefit from receipt of more accurate referrals which they can process and respond to more readily.

Modification of the WR 5 involves only the instructions. The specific changes are designed to reflect the current format of related welfare forms and provide more specific instructions to EWs. The new instructions will specify what information is necessary to research a claim and state that if this information

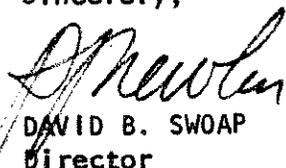
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is not available, the EW must obtain it before initiating a referral. This change was designed to eliminate useless referrals. Modified WR 5 forms should begin to be processed through county welfare departments in a few months when the current stock has been exhausted.

The final recommendation of specific concern to you is that improvements and alternatives to the subvention program be considered. The report suggests a couple of alternatives to the current subvention program which would better ensure your ability to process referrals from county welfare departments. DBP and DVA staff will pursue development of these subvention alternatives. DVA will keep you advised of progress in this area and any impact on your operations.

The review of the referral program not only indicated the outstanding job CVSOs do for welfare applicants and recipients, but also for nonwelfare veterans and their dependents in each county. For welfare applicants and recipients, your efforts may prevent the need for a veteran or his dependent to seek public assistance by availing them of the earned benefits they are entitled to. I wish to congratulate you for the excellent job you are doing for your community.

Sincerely,

for 

DAVID B. SWOAP
Director

By
PHILIP J. NEWLIN
Chief Deputy Director

Attachment

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