

**Commonwealth of Pennsylvania  
Department of Military and Veterans Affairs**

**Veterans' Service Officer Grant Program**

Notice of Grant Announcement and Guidelines

**Applications Due: November 1, 2021**

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## Key Dates

August 15, 2021	Notice of Grant Announcement (NGA) Release Date
September 15, 2021	Quarterly meetings to discuss grant progression and share best practices will begin in September.
November 1, 2021	Application Due Date: Applications must be submitted to: Department of Military and Veterans Affairs ATTN: Veteran Service Officer Grant Program Manager Bureau of Veterans Programs, Initiatives, Reintegration, and Outreach Bldg. 9-26, Fort Indiantown Gap Annville, PA 17003-5002
July 1, 2022	Period of Performance Start Date
June 30, 2023	Period of Performance End Date
October 1, 2023	Final Program Report

## I. Definitions

Except when the context clearly indicates otherwise, the following definitions apply to these guidelines and the Veterans' Service Officer Grant Program:

- a. "Act" means the Act of December 12, 2007 (P.L. 433, No. 66), which amended the Military and Veterans Code by adding a new section, 51 Pa.C.S. § 9304, relating to grants to Veterans' Service Officer Programs.
- b. "Deputy Adjutant General for Veterans' Affairs" means the Deputy Adjutant General for Veterans Affairs of the Department of Military and Veterans Affairs with the powers and duties described in 51 Pa.C.S. § 1712.
- c. "DMVA" means the Department of Military and Veterans Affairs, an executive department of the Commonwealth of Pennsylvania.
- d. "Eligible Veterans' Service Organization" means veterans' organizations that are members of, and active participants in, the State Veterans' Commission and that are designated to receive grants under this program.
- e. "Program" means the Veterans' Service Officer Grant Program established by the Act.
- f. "Grant Period" means the period of time in which the Grantee must perform the work/complete the activities outlined in the Grantees application and expend the grant funds awarded by DMVA.
- g. "Grantee" – an eligible Veterans Service Organization that is awarded a Veterans' Service Officer Program grant.
- h. "Outreach" is defined as an effort to bring information or services to veterans, military members, and their families where they live or spend time. It is the ability to locate veterans, military members and their families who need help and advice during a confusing time of eligibility and insurance requirements. Additionally, outreach has an educational role wherein a proactive approach is taken to raise the awareness of existing programs, benefits, and services.
- i. "Veterans' Service Officer (VSO)" means an individual who has received and maintains a current accreditation from the U.S. Department of Veterans Affairs (USDVA) as a service officer to assist veterans in submitting applications for benefits and assistance to the USDVA. Accredited Veterans' Service Officers must pass all required examinations and complete all continuing education requirements in order to maintain their accreditation. Veteran Service Officers have up to one year to meet the requirements for accreditation based on their employment start date.

## II. Introduction

The Department of Military and Veterans Affairs (DMVA) announces the availability of grant funding for the Veterans' Service Officer Grant Program. This Notice of Grant Announcement (NGA) seeks applications to support accredited Veterans' Service Officers and the associated costs in accordance with 51 Pa.C.S. § 9304, Grants to veterans' service officer programs.

Specifically, 51 Pa.C.S. § 9304(a-j), sets forth the purpose and goals for this Program; and 51 Pa.C.S. § 9304 also authorizes and directs DMVA to establish procedures, policies, guidelines, forms, and reporting requirements for the Veterans' Service Officer Grant Program.

### III. Veterans' Service Officer Grant Program Opportunity

1. Authorized Spending. Grants awarded under this Program may be used solely to support accredited Veterans' Service Officers and the associated costs, including:
  - a. Wages, benefits, other compensation, and any related personnel costs.
  - b. Training provided by accredited Veterans' service advocacy staff.
  - c. Equipment to be used by accredited Veterans' Service Officer staff.
2. Eligible Grant Recipients.
  - a. The following Veterans' Service Organizations are designated to receive grants under this program:
    - I. The American Legion
    - II. AMVETS
    - III. Veterans of Foreign Wars of the United States
    - IV. Disabled American Veterans
  - b. Additional Pennsylvania Veterans' Service Organizations are designated as eligible to receive grants under the program when:
    - I. The Veterans' Service Organization is a member of the State Veterans' Commission as listed in 51 Pa.C.S. § 1702(b).
    - II. The Veterans' Service Organization serves as an active participant in the State Veterans' Commission, abiding by the statutory rules and guidelines.
3. Program Goals. The program goals are as follows:
  - I. Improvement of the coordination and distribution of Veterans' benefits.
  - II. Maximization of the effective and efficient use of taxpayer dollars; and
  - III. Increasing veterans' participation in available federal, state, and local benefits programs.
4. Measures and Requirements for Meeting Goals. The following criteria for the categories set forth in 51 Pa.C.S. § 9304(c) will be used to evaluate the Veteran Service Organization's Program plan and determine the level of grant award:
  - a. Increasing cooperation and coordination between veterans' service organizations, the USDVA and the DMVA to enhance the delivery of services to Pennsylvania Veterans.
    - I. The number of outreach events (e.g., senior fairs/expos, town halls, virtual events, etc.) the Veterans' Service Organization conducted in conjunction with the USDVA, DMVA, County Director of Veterans Affairs, and/or another veteran service organization during the previous Grant Period.
    - II. The number of interactions per month each full-time VSO or equivalent had with Veterans during the previous Grant Period.
    - III. Veterans' Service Organizations are strongly encouraged to include a narrative about their plan to provide staffing coverage to areas of need, as determined by the DMVA. Veterans Service Organizations that do so may be granted up to 5 extra points for including a substantive plan in their application.
    - IV. As an option to earn up to five extra points, the Veteran Service Organization's plan can demonstrate how they will identify, engage, and partner with DMVA, community providers and other veteran advocates to address gaps in service as identified by DMVA and through collaborative efforts. Veteran Service Organizations are encouraged to form partnerships that enable eligible veterans

to connect with local, state, and federal resources that are available to them. The plans for these partnerships should identify the roles of the partners specific to the Veterans' Service Organization's Outreach program. The plan should also identify any available in-kind services or other funding sources that could also be used to support the Veterans' Service Organization's program activities.

- b. Increasing the number of initial fully developed claims filed with the USDVA on behalf of Pennsylvania Veterans for service-related disabilities or pension benefits.
  - I. The number of fully developed claims submitted by Veterans' Service Officers who are paid using funds from the Program in the required monthly reports to DMVA during the previous Grant Period.
  - II. The number of properly completed monthly Program reports submitted to DMVA during the previous Grant Period.
  - III. The number of monthly Program reports submitted by the due date during the previous Grant Period.
  - IV. The results from the previous Grant Period's intake participant satisfaction surveys.
- c. Developing methods to increase rates of recovery paid by the United States Department of Veterans Affairs to Pennsylvania veterans.
  - I. The Veteran Service Organization's submission of a plan that is focused on increasing program growth from the previous year's performance as measured on monthly grant activity reports.
  - II. The Veteran Service Organization's submission of a plan addressing the implementation of business practices designed to increase claims submission for federal and state benefits.
- d. Expand training opportunities for designated Veterans' Service Organizations and VSOs.
  - I. The number of training opportunities to be conducted by the Veteran Service Organization or with partners during the Grant Period and the number of training opportunities that were attended in each of the previous Grant Periods.
  - II. The number of cross accreditation agreements entered into between the Veterans' Service Organization and other veterans' service organizations participating in the Program and/or the DMVA.
  - III. The number of the Veteran Service Organization's VSOs that attend and completed state veterans' benefits training during the previous Grant Period.
- e. Increasing either the number or percentage of Pennsylvania Veterans enrolled in the USDVA health care system.
  - The number of veterans the Veteran Service Organization's VSOs enrolled in the USDVA health care system during the previous Grant Period and the percentage increase or decrease from the previous fiscal year.
- f. Improving coordination among veterans' service organizations and DMVA to assure an integrated approach to claims processing.
  - The number of applications or referrals submitted by the Veteran Service Organization's VSOs on behalf of veterans for, ancillary, and miscellaneous Pennsylvania benefits during the previous Grant Period. These benefits and services during the Grant Period will be annotated on the VSO Grant Program Monthly Reports.
- g. Improving outreach services to veterans throughout Pennsylvania and each of its counties.

- I. The Veteran Service Organization's inclusion of a plan that clearly articulates how they will use technology and innovative practices to increase their VSO's knowledge of community-based organizations' (non-profit/for-profit) programs and county, state, and federal benefits, and programs available to veterans and their families and increase overall performance. Questions that will be asked to evaluate the quality of the plan will include:
  - (i) Does the plan address business practices that increase their VSOs' ability to utilize resource and referral tools that leverage community-based organizations?
  - (ii) Does the plan address the organizations ability to conduct virtual outreach?
  - (iii) Does the plan address federal benefits?
  - (iv) Does the plan address state benefits?
  - (v) Does the plan address utilization of or referral to community-based providers?
- II. The thoroughness of descriptions provided in the Veterans' Service Organization's grant application regarding its historical and future outreach activities, the number of veterans served by their VSOs and the type of services provided to those veterans.
- III. The number of veterans their VSOs assisted with registering in the Veterans Registry (51 Pa.C.S. § 712) during the previous Grant Period. Whether the VSOs also tracked and reported the number of veterans who refuse to complete the registration process during the previous Grant Period.
- IV. The frequency with which their VSOs coordinated and collaborated with the DMVA and County Directors of Veterans Affairs in support of Outreach events throughout the Commonwealth during the previous Grant Period.
- V. The quality of the Veterans' Service Organization's plan to establish innovative practices, Outreach, and diversity protocols designed to reach and enroll unserved or underserved veterans throughout the Commonwealth in cooperation with DMVA and County Directors of Veterans Affairs.

#### IV. Application Process

1. Application for Grants. Eligible Veterans' Service Organizations may apply for grants under this grant program by applying on forms provided by DMVA on or before the deadlines provided in these guidelines.
  - a. Grant applications will be posted on the Pennsylvania Office of Veterans Affairs web site, [www.dmva.pa.gov](http://www.dmva.pa.gov) and previous grant recipients will be notified by e-mail when the grant application is available.
  - b. To be accepted for review, an application must be complete and signed by an authorized representative of the eligible Veterans' Service Organization.
2. Deadlines for Applications.
  - a. Applications for grants for each fiscal year will be submitted on or before October 1 of the year prior to the beginning of the new fiscal year.
3. Contents of Applications. Applications will be accompanied by:
  - a. A summary of each VSO's prior-year performance in providing services that meet the program goals.

- b. An assessment of the Veterans' Service Organizations' performance in meeting the program goals set previous Grant Period.
- c. A spending plan and program budget for the Grant Period that details the proposed spending of the anticipated grant funds.
- d. A program narrative that describes the plan of the eligible Veterans' Service Organization to meet the Program goals.
- e. A fully completed grant application.
- f. A copy of the prior-year's audit of Program funds performed by a Certified Public Accountant who is retained and paid by the Veterans' Service Organization. The audit must be a financial audit conducted under the provisions of the U.S. General Accounting Office's Government Auditing Standards.

## V. Grant Award Administration

### 1. Review of Applications.

- a. Review Committee. The Deputy Adjutant General for Veterans' Affairs or his/her designee will chair a committee of DMVA staff appointed by the Adjutant General to review grant applications.
- b. Review/Evaluation Criteria. DMVA will review all applications to determine the grant award amounts. The evaluation will focus on:

The level of innovation and strategic planning proposed in the program narrative designed to improve services to veterans:

- I. The proposed enhancements to the organizations existing programs and activities or incorporation of new ways to provide existing services in order to reach more Veterans (25 points);
  - II. The intent to sustain existing partnerships as well as collaborate with additional agencies or organizations at the federal, state, county, and local levels (15 points);
  - III. The proposed budget and justification for the expenditures necessary to support this grant program. (The establishment or negotiation of employee salary and benefits are the sole responsibility of the grantee) (25 points);
  - IV. The Veterans' Service Organization's past performance and past compliance with reporting requirements. This will include the required documentation to be submitted with a new application, as well as the prior year's application, including funds budgeted for the prior year, the efficient use of those funds, the number of Veterans to whom services were provided, the program-level accomplishments and the increase in outreach events (15 points);
  - V. How the Veterans' Service Organization is addressing the VSO shortfalls across the Commonwealth (20 points): and
  - VI. If the funds available for grants in the fiscal year are less than the total of all grants applied for by eligible Veterans' Service Organizations, DMVA will adjust grants based on spending plans and past performance.
2. Review Procedures. The Review Committee will review all applications for the fiscal year at the same time using the same criteria for review of all grants.
- a. Preliminary Review. The Review Committee will conduct a preliminary review of all grant applications to identify questions for the applicants in areas of strengths and weaknesses and will seek clarification as needed.

- b. Tentative Determination. The Review Committee will meet and review all applications as revised after the preliminary reviews to identify the tentative amount of each grant award. The tentative amount of the award will be based on the submissions and past performance. The tentative amounts will be determined before the amount of the appropriation for this program is known.
3. Final Determination and Adjustment of Awards. After the amount of the appropriation for the Program is known, the Review Committee will conduct a final review of the applications. The Review Committee may recommend adjustments in the grant awards based on the availability of funds and the quality and viability of the spending plans and program narrative. The Review Committee will adjust the final awards.
  - a. The funding recommendations of the Review Committee shall be sent to The Adjutant General, who has final approval authority for the grant awards.
4. Grant Agreements. Eligible Veterans' Service Organizations awarded grants under the Program must sign a standard Grant Agreement with DMVA. The Grant Agreement shall be fully executed and considered to have taken effect only after it has been reviewed and signed by the eligible Veterans' Service Organization and all required Commonwealth of Pennsylvania signatories (agency, legal offices, and fiscal reviews).
5. Grant Appropriations. Total amount of grants awarded under the Program will not exceed the amount of the appropriation for the Program.
6. Payments. Grant payments will be made in equal quarterly installments paid in advance in accordance with the approved spending plan and program budget.
7. Grant Period. The grant period will begin on July 1, 2022 and end on June 30, 2023, subject to exceptions described in the Grant Agreement. Grant awards are contingent on the availability of funds.
8. Monthly Reporting Requirements.
  - a. Grantees must provide DMVA with reports for each month of the Grant Period. These reports must be submitted no later than 20 calendar days after the end of the applicable month. (For example: Reports for the month of July must be received by DMVA no later than August 20th.) Grantees must use two spreadsheet reporting formats (Recap and Claims) provided by DMVA. No augmentations are authorized.
    - DMVA may request additional reports as it deems appropriate.
  - b. The Grantee's Adjutant, designated program manager, or representative **must consolidate all monthly reports prior to submission to DMVA. DMVA will only accept a consolidated monthly report sent electronically (e-mail) to [RA-MVDMVAGRANTS@pa.gov](mailto:RA-MVDMVAGRANTS@pa.gov). Faxed or hand carried copies of monthly reports will not be accepted.**
  - c. In accordance with guidance concerning standardizing monthly reports and reporting methodology each Grantee must:
    - I. Utilize an approved software package to accurately track and report monthly claim production.
    - II. Monthly claims reports may only include new compensation/pension generated by the organization for claims awarded during the applicable reporting month. Compensation/pension payments to the veteran or dependent that commenced in a previous month will not be counted in subsequent monthly figures.
    - III. Maintain a copy of the cover sheet of the award/promulgation letter showing the amount(s) of an initial claim, claim for increase or any retroactive payments made

to the veteran. Redacted copies of the award/promulgation letter will be provided as supporting documentation during DMVA audits.

- IV. Claim awards that are received after the close of the reporting period may be added to the next monthly report. A copy of the redacted award/promulgation letter must be kept with the supporting documents for that monthly report to provide proper accountability and use during internal audit processes.
- d. The following are the only authorized categories of claims and end product codes (EPs) that Grantees may report as newly generated money production in fiscal year 2022-23:
    - I. Initial Disability Compensation – EPs 010 & 110
    - II. Reopened Claims for Compensation (Increase) – EP020
    - III. Initial Non-Service-Connected Improved Pension – EP180
    - IV. Reopened Claims for Pension – EP 120
    - V. Initial Death Pension – EP 190
    - VI. Dependency and Indemnity Compensation claims – EP140
    - VII. EVR processing – EP 050 – (increased amount only)
    - VIII. Additional Compensation or Pension Aid & Attendance – EP 120
    - IX. All retroactive payments (claimed one time for month awarded) EP 010
    - X. All payments related to the Appeals process – EP 170
  - e. Grantees must complete an outreach event After Action Review (AAR) at the conclusion of each Outreach event that they conduct/participate in and must retain a copy of the AAR in a historical file for a period of 2 years after the event. AAR's are an item subject to audit by DMVA.
  - f. Grantees must participate in routine calls with DMVA staff to review grant progression, share best practices, ensure integration within DMVA's PA VETConnect program, and receive technical support.
  - g. Grantees must submit a monthly report to DMVA that contains the following metrics:
    - i. Number of unique clients engaged;
    - ii. Number of original compensation and pension claims submitted;
    - iii. Number of appeals certified to the Board of Veteran's Appeals, higher level reviews, certified to the Court of Veteran's Appeals;
    - iv. Number of VA healthcare enrollments or referrals;
    - v. Number of enrollments in other federal, state, county veterans' programs;
    - vi. Number of referrals to community providers (i.e. suicide prevention, drug and alcohol issues and homelessness);
    - vii. Number of clients served via tele/video conference from service locations;
    - viii. Number of clients served within one year from discharge;
    - ix. Number of original Death Indemnity Compensation Claims submitted;
    - x. Number of clients assisted in receiving VA caregiver service or in enrollment into a long-term care facility to include, but limited to the Pennsylvania Veterans Homes;
    - xi. The results of post intake participant satisfaction surveys administered to veterans who the Grantee provided services/assistance to. This information must be provided

to DMVA as part of the monthly reports. An example will be provided as an attachment to these guidelines.

Grantees may include additional performance metrics in their monthly reports that they feel will help DMVA to evaluate the quality or effectiveness of the Grantee's Outreach efforts.

9. Annual Reporting Requirements. Grantees must submit their annual Report to DMVA by October 1, 2023 for the Grant Period. The Annual Report must contain the information described in 51 Pa.C.S. § 9304(h).

a. Grantees must submit the report to the following Commonwealth officials:

- I. The Adjutant General of Pennsylvania;
- II. Deputy Adjutant General for Veterans' Affairs;
- III. The Chair and Minority Chair of the Senate Veterans' Affairs and Emergency Preparedness Committee (one copy each);
- IV. The Chair and Minority Chair of the House Veterans' Affairs and Emergency Preparedness Committee (one copy each); and
- V. The Chair of the State Veterans' Commission.

b. Contents. The report must contain the following information:

- I. A description of all Veterans' Service Officer activities, an accounting of recoveries and a listing of volunteer hours for the eligible Veterans' Service Organization for the preceding Commonwealth fiscal year.
- II. An accounting of expenditures from grants awarded under the grant program audited by a Certified Public Accountant for the preceding Commonwealth fiscal year.
- III. If a Veterans' Service Organization wishes to apply for the following fiscal year, a signed grant application on forms approved by DMVA must be submitted, detailing the proposed budget, spending plan and program narrative for projected programs and services.

10. Audits.

- a. In addition to the audit required as part of the reporting requirements in 51 Pa.C.S. § 9304 (h) and paragraph 10 of these guidelines, as well as such audits required by the Grant Agreement, DMVA or the Auditor General may conduct such audits as they deem necessary or appropriate. Copies of all audit reports shall be available to the chairs and minority chairs of the House and Senate Veterans' Affairs and Emergency Preparedness Committees.
- b. The costs of the audit by a Certified Public Accountant of expenditures under the grant program are an allowable grant expense and should be included in the spending plan and program budget.

## VI. Point of Contact

All questions concerning the Veterans' Service Officer Grant Program policies, procedures and reporting will be addressed by the Chief, Division of Reintegration and Outreach, Nicholas Gilliland at (717) 861-8904 or e-mail at [ngilliland@pa.gov](mailto:ngilliland@pa.gov).

## Appendix A: Application Form

### VETERANS SERVICE OFFICER GRANT PROGRAM APPLICATION FORM FY22/23

Organization Employer ID #  
(EIN): \_\_\_\_\_

Organization Vendor ID #: \_\_\_\_\_

#### A. Organization Information:

ORGANIZATION NAME: \_\_\_\_\_

ORGANIZATION COMMANDER: \_\_\_\_\_

ORGANIZATION ADJUTANT (or Executive Director): \_\_\_\_\_

ORGANIZATION ADDRESS:

\_\_\_\_\_

\_\_\_\_\_

ORGANIZATION PHONE: \_\_\_\_\_

ORGANIZATION EMAIL: \_\_\_\_\_

PA STATE VETERANS' COMMISSION MEMBER? (CHECK ONE)  YES  NO

**B. Application for Grant.** On behalf of \_\_\_\_\_

(organization name), I hereby apply for a grant in the amount of \$ \_\_\_\_\_ pursuant to 51 Pa.C.S. § 9304 (related to grants to veterans' service officer programs) as amended by the Act 66 of 2007. It is understood that DMVA will review this grant application and determine the amount of the grant. It is further understood that, once the amount of the grant is approved,

\_\_\_\_\_ (organization name) and DMVA will execute a Grant Agreement (Contract). No grant funds may be paid or expended until after the beginning of the Grant Period (July 1, 2021 or as described in the Grant Agreement). The grant will be used solely for purposes authorized by law as more fully described in the FY21/22 Spending Plan, which is part of this application.

I hereby certify that the information submitted with this application is true and correct to the best of my knowledge, information and belief. I further certify, on behalf of \_\_\_\_\_ (organization name), that any grants awarded to the organization will be used for the purposes described in this application and approved by DMVA. I further certify that I am authorized to sign this application on behalf of the applicant.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINTED NAME AND  
TITLE \_\_\_\_\_

#### Required Attachments to Application:

- Program Narrative
- Spending Plan and Program Budget
- Past Performance.
- IRS FORM W-9

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FOR OFFICIAL USE

Received by \_\_\_\_\_  
(Initials) (Date)



**ATTACHMENT 2 Spending Plan and Program Budget (continued).** List all planned expenditures from the grant (other than personnel and related costs shown on the preceding page) for the period from July 1, 2022 through June 30, 2023 and describe how they will support the VSO Grant Program Goals. (Attach additional sheets if necessary)

#	Item Description	How Will This Item Support VSO Grant Program Goals	Cost (\$)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

List any other expenditures proposed for grant funds on separate sheets.

**Total Expenditures Planned Using Grant Funds for period beginning July 1, 2022 and ending June 30, 2023**

\$ \_\_\_\_\_

(Note: The total should be equal to the amount of the requested grant.)

**ATTACHMENT 2 Spending Plan and Program Budget (continued).**

**PROGRAM BUDGET.** Describe the overall program budget for the applicant’s Veterans’ Service Officer Program. Use Additional Sheets if necessary.

**Income:**

Source of Funds	20/21 (Current year)	21/22 (Grant year)	22/23 (Future year)
VSO Grant Program (Requested)			
Organization Operating Budget			
Organization National Headquarters			
Other (please be specific)			
<b>Total:</b>			

**Planned Expenditures:**

Category of Expenses	20/21 (Current Year)	21/22 (Grant year)	22/23 (Future year)
Personnel (Salary and Wages)			
Personnel (Benefits)			
Personnel (Training)			
Personnel (Travel and Related Costs)			
Personnel (Other) Please detail			
Operating – Supplies			
Operating – Equipment			
Operating – Rent			
Operating - Utilities			
Operating - Other (Please detail)			
Fixed Assets (items costing \$5,000 or more) (please detail)			
<b>Total:</b>			

**Contact person in case DMVA review results in questions on spending plan and program budget:**

**Name:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**ATTACHMENT 3. PAST PERFORMANCE.** Include a description about how your organization has accomplished veterans' service officer program functions in the past, including amounts of recoveries. If the applying veterans' service organization received a grant the previous year, describe how it has been, and is being, expended. Refer to VSO Grant End of Year Report Guidelines (Attach additional sheets if necessary).

## Appendix B: Application Form Instructions

### Instructions for Completing the VSO Grant Program Application

Important Facts to remember when applying:

- All sections and fields of the application must be complete and legible. Please type or print clearly.
- The organization may attach additional detailed documents, but these do not relieve the organization from the requirement to complete ALL sections of the provided application form.
- An original (signed) and two copies of the application should be submitted.
- Grant applications MUST be received by the deadline to be considered.
- Organizations should consider the VSO Grant Guidance memo of August 18, 2019 when completing this application.

Section A: Organizational Information: Be sure to complete all blanks.

Section B: Applicant for Grant. Be sure to complete all blanks. The figure entered for the amount requested through this program should match that entered on page 4 of the application (**Total Expenditures Planned Using Grant Funds for period beginning July 1, 2021 and ending June 30, 2022**).

Attachment 1: Program Narrative: Explain how your organization will use any grants allocated to it to accomplish the program goals

- Program Goals. --The goals of the grant shall include:
  - Improvement of the coordination and distribution of veterans' benefits.
  - Maximization of the effective and efficient use of taxpayer dollars; and
  - Increasing veterans' participation in available benefits programs.
- The applicant shall use the grant to improve the administration and delivery of services to Pennsylvania's veterans and meet the goals by:
  - Increasing interaction between the veterans' service organizations and the United States Department of Veterans Affairs in order to enhance the delivery of services to Pennsylvania veterans.
  - Increasing the number of initial claims filed with the United States Department of Veterans Affairs on behalf of Pennsylvania veterans for service-related disabilities or pension benefits.
  - Developing methods to increase rates of recovery paid by the United States Department of Veterans Affairs to Pennsylvania veterans.
  - Expanding training opportunities for designated veterans' service organizations and veterans' service officers.
  - Increasing either the number or percentage of Pennsylvania veterans enrolled in the Department of Veterans Affairs health care system.
  - Improving coordination among the veterans' service organizations and with DMVA to assure an integrated approach to claims processing.
  - Improving outreach services to veterans throughout Pennsylvania and each of its counties.

Attachment 2: Spending Plan and Program Budget: Include a spending plan and program budget on forms provided by DMVA showing how you plan to spend the grant as provided by law. **Only include anticipated costs.** For example, if the Service Officer you currently employ does not require health benefits, you would not include the cost of them in your spending plan.

- This grant shall be used solely to support accredited veterans' service officer(s) and the associated costs, including:
  - Wages, benefits, other compensation and related personnel costs.
  - Training provided by accredited veterans' service advocacy staff.
  - Equipment to be used by accredited veterans' service officer staff

Attachment 3: Past Performance: Include a description about how your organization has accomplished veterans' service officer program functions in the past, including amounts of recoveries. This will provide information described in the statute and provide a baseline for future applications.

Attachment 4: IRS FORM W-9 (Request for Taxpayer Identification Number and Certification). This form can be found at <http://www.irs.gov/>

**Applications should be submitted to:**

***Department of Military and Veterans Affairs  
ATTN: Veteran Service Officer Grant Program Manager  
Bureau of Veterans Programs, Initiatives, Reintegration, and Outreach  
Bldg 9-26, Fort Indiantown Gap  
Annville, PA 17003-5002***

***The DEADLINE for FY22/23 Grant Applications is 4 p.m. on October 1, 2021.***

## Appendix C: Monthly Report Example

### VETERAN SERVICE OFFICERS GRANT PROGRAM MONTHLY REPORT

ORGANIZATION NAME	
CONTACT NAME	
PHONE NUMBER	
EMAIL ADDRESS	
GRANT CONTRACT #	
FUNDS COMMITMENT #	
AWARD FISCAL YEAR	2020-21
GRANT AWARD AMOUNT	
REPORTING CYCLE	Monthly
REPORTING PERIOD	

I certify that all expenditures reflected in this report were made in accordance with the terms and conditions of the Grant Agreement awarded by the Commonwealth of Pennsylvania, Department of Military and Veterans Affairs; that documentation is available to support the information reported and will be retained as required by the Grant Agreement; and that the information contained herein is true and correct, to the best of my knowledge and belief.

Print or Sign - Authorized Representative Date

The basis for this report may be found in the grant program guidelines. Further, the new claim and new recap report spreadsheets are provided as attachments to this document.

**REPORTING:**

Please Indicate the Following:

1. The number of Veteran Service Officers employed during this reporting period
2. The total number of hours worked per month
3. The total number of veteran interactions

CATEGORY	TOTAL
Number of Veteran Service Officers	0
Total Number of hours worked for the month (include hours for all Veteran Service Officers)	0
Total Number of Veteran Interactions per Veteran Service Officer	0

Please Provide the following:

1. Quantify outcomes or results during this reporting period that were directly related to the grant funding.

Some categories may not apply to this particular grant purpose. Only enter categories that do apply. This table is a summary of the After-Action Reviews (AAR) completed during the reporting period. CATEGORY	TOTAL
Total Outreach Events (including partnered events)	0
Partnered Outreach Events	0
Number of clients served via tele/video conference from service locations	0
Number of clients served within one year from discharge	0
Total Referrals USDVA ancillary benefits	0
<ul style="list-style-type: none"> <li>• GI Bill</li> </ul>	0
<ul style="list-style-type: none"> <li>• HUD/VASH</li> </ul>	0
<ul style="list-style-type: none"> <li>• Vocational rehabilitation</li> </ul>	0
<ul style="list-style-type: none"> <li>• Other_____</li> </ul>	0
<ul style="list-style-type: none"> <li>• Total USDVA Healthcare enrollment</li> </ul>	0
<ul style="list-style-type: none"> <li>• Number of appeals certified to the Board of Veteran’s Appeals, higher level reviews, certified to the Court of Veteran’s Appeals</li> </ul>	0
<ul style="list-style-type: none"> <li>• Number of original Death Indemnity Compensation Claims</li> </ul>	0
<ul style="list-style-type: none"> <li>• Number of clients assisted in receiving VA caregiver service or in enrollment into a long-term care facility include, but limited to the Pennsylvania Veterans Homes</li> </ul>	0
Referrals to Commonwealth veterans’ programs/services	0
<ul style="list-style-type: none"> <li>• Amputee and Paralyzed Pension</li> </ul>	0
<ul style="list-style-type: none"> <li>• Blind Veterans Pension</li> </ul>	0
<ul style="list-style-type: none"> <li>• Educational Gratuity</li> </ul>	0
<ul style="list-style-type: none"> <li>• Military Family Relief Assistance</li> </ul>	0
<ul style="list-style-type: none"> <li>• Veterans Temporary Assistance</li> </ul>	0
<ul style="list-style-type: none"> <li>• Disabled Veterans Real Estate Tax Exemption</li> </ul>	0
Total Referral to other Commonwealth programs/services	0

• Department of Human Services	0
• Department of Drug and Alcohol Programs	0
• Department of Health	0
• Department of Education	0
• Department of Labor and Industry (CareerLink)	0
• Department of Aging (Area Agency on Aging)	0
• Department of Transportation	0
• OTHER: _____	0
Referral to County veterans' programs/services	0
Registered to the PA Veterans' Registry	0
Veterans who refused to enroll in the PA Veterans' Registry	0
Organizational Training Events Conducted	0
Joint Training Events Conducted	0
VSOs who attended State Benefits Training	0
Number of elected officials that attended events	0

2. General Comments:

## Appendix D: Post Intake Participant Satisfaction Survey Example

### VSO Grant Program Monthly Customer Satisfaction Survey

1) Overall, how would you rate the quality of your experience as a customer? The experience was:

- Very positive 0
- Somewhat positive 0
- Neutral 0
- Somewhat negative 0
- Very negative 0

2) How well did we understand your questions and concerns?

- Extremely well 0
- Very well 0
- Somewhat well 0
- Not so well 0
- Not at all well 0

3) Overall, how satisfied, or dissatisfied were you with the results of our service?

- Somewhat satisfied 0
- Very satisfied 0
- Neither satisfied nor dissatisfied 0
- Somewhat dissatisfied 0
- Very dissatisfied 0

4) How likely are you to recommend us to a friend or colleague if he or she also needs help?

- Extremely likely 0
- Very likely 0
- Undecided 0
- Unlikely 0
- Very unlikely 0