

# HOMELESS LOG

OFFICE: \_\_\_\_\_

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

NAME	C#	SSN#	POA	CLAIM CATEGORY	DATE OF CLAIM	CONFLICT	FORM SUBMITTED	FORWARD TO:	INITIALS (WHO FILED CLAIM)
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									
16.									

COMP (    ),    PEN (    ),    DIC (    ),    WP (    ),    APPEALS (    ),    POA (    )

Department of Veterans Affairs

§ 1.780

(c) Inserted in any envelope or publication the contents of which may be construed to be inappropriate for association with the missing children program.

(d) Inserted in any envelope where the insertion would increase the postage cost for the item being mailed.

(e) Placed on letter-size envelopes on the official indicia, the area designated for optical character readers (OCRs), bar code read area, and return address area in accordance with the Office of Juvenile Justice and Delinquency Prevention guidelines and U.S. Postal Service standards.

(Authority: 39 U.S.C. 3220(a)(2), 5 U.S.C. 301)  
[52 FR 10889, Apr. 6, 1987, as amended at 60 FR 48388, Sept. 19, 1995]

HOMELESS CLAIMANTS

§ 1.710 Homeless claimants: Delivery of benefit payments and correspondence.

(a) All correspondence and all checks for benefits payable to claimants under laws administered by the Department of Veterans Affairs shall be directed to the address specified by the claimant. The Department of Veterans Affairs will honor for this purpose any address of the claimant in care of another person or organization or in care of general delivery at a United States post office. In no event will a claim or payment of benefits be denied because the claimant provides no mailing address.

(Authority: 38 U.S.C. 5103; 5120)

(b) To ensure prompt delivery of benefit payments and correspondence, claimants who seek personal assistance from Veterans Benefits Counselors when filing their claims shall be counseled as to the importance of providing his or her current mailing address and, if no address is provided, the procedures for delivery described in paragraph (d) of this section.

(Authority: 38 U.S.C. 5103; 5120)

(c) The Department of Veterans Affairs shall prepare and distribute to organizations specially serving the needs of veterans and the homeless, including but not limited to shelters, kitchens and private outreach facilities, infor-

mation encouraging such organizations to counsel individuals on the importance of providing mailing addresses to the Department of Veterans Affairs and advising them of this regulation.

(Authority: 38 U.S.C. 5103; 5120)

(d) If a claimant fails or refuses to provide a current mailing address to the Department of Veterans Affairs, all correspondence and any checks for benefits to which the claimant is entitled will be delivered to the Agent Cashier of the regional office which adjudicated or is adjudicating the claim in the case of compensation, pension or survivors' benefits, to the Agent Cashier of the Department of Veterans Affairs facility closest to the educational institution or training establishment attended by a claimant in the case of education benefits, or to the Agent Cashier of any other Department of Veterans Affairs facility deemed by the Agency to be appropriate under the circumstances of the particular case. The claimant, within 30 days after issuance, may obtain delivery of any check or correspondence held by an Agent Cashier upon presentation of proper identification. Checks unclaimed after 30 days will be returned to the Department of the Treasury and the correspondence to the regional office or facility of jurisdiction. Thereafter, the claimant must request the reissuance of any such check or item of correspondence by written notice to the Department of Veterans Affairs.

(Authority: 38 U.S.C. 5103; 5120)

[53 FR 22654, June 17, 1988]

APPEALS FROM DECISIONS OF CONTRACTING OFFICERS UNDER THE CONTRACT DISPUTES ACT OF 1978

AUTHORITY: Sections 1.780 through 1.783 issued under 41 U.S.C. 601-613, 38 U.S.C. 501.

SOURCE: 47 FR 12340, Mar. 23, 1982, unless otherwise noted.

§ 1.780 Board of Contract Appeals—jurisdiction.

The Department of Veterans Affairs Board of Contract Appeals (referred to in §§ 1.780 through 1.783 as the *Board*) shall consider and determine appeals from decisions of contracting officers

[Code of Federal Regulations]  
[Title 38, Volume 1]  
[Revised as of July 1, 2004]  
From the U.S. Government Printing Office via GPO Access  
[CITE: 38CFR1.710]

[Page 91]

TITLE 38--PENSIONS, BONUSES, AND VETERANS' RELIEF

CHAPTER I--DEPARTMENT OF VETERANS AFFAIRS

PART 1\_GENERAL PROVISIONS--Table of Contents

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This is the html version of the file [http://www.warms.vba.va.gov/admin21/m21\\_1/part2/chg56.doc](http://www.warms.vba.va.gov/admin21/m21_1/part2/chg56.doc).  
Google automatically generates html versions of documents as we crawl the web.

**Veterans Benefits Administration M21-1, Part II**

**Department of Veterans Affairs Change 56**

**Washington, DC 20420 July 1, 2004**

Veterans Benefits Manual M21-1, Part II, "Clerical Procedures," is changed as follows:

**Pages 1-II-1 and 1-II-2:** Remove these pages and substitute pages 1-II-1 and 1-II-2 attached.

Paragraph 1.08 is revised to remove references to CAPS and replace the words "CAPS claim suspended reports" with "Pending Detail reports under Inventory Management System (IMS) Detail Reports."

Paragraph 1.09a(1) is revised to delete education forms as examples of priority mail at Veterans Service Centers, to reflect that claims by former prisoners of war and survivors of former prisoners of war are considered priority mail, and to show a reference to Part III, paragraph 2.14e.

By Direction of the Under Secretary for Benefits

Carolyn F. Hunt, Acting Director

Compensation and Pension Service

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**July 1, 2004 M21-1, Part II**

**Change 56**

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## SUBCHAPTER II. MAIL MANAGEMENT

### 1.07 DIVISION MAIL MANAGEMENT

The Veterans Service Center Manager (VSCM) will establish explicit delivery procedures for all categories of mail and will ensure these procedures are included in the station's *Mail Routing Guide*. For information regarding official VA mail procedures, See M23-1, part I, chapter 1, and MP-1, part II, chapter 6. The Veterans Service Center (VSC) will maintain a copy of the guide and will review it for currency at least once a year.

### 1.08 TRIAGE: MAIL REVIEW, CONTROL, AND PROCESSING

Efficient mail management is crucial to the success and control of workflow within the entire VSC. The primary responsibility of the Triage Team is to review, control, and route (or process) all incoming mail, regardless of source, in an expeditious manner. The Mail Review Point analyzes receipts on at least a daily basis (see paragraph a). They are then sent to the Mail Control Point (see paragraph b) or to a Processing Point (see paragraph c). Within seven days of receipt by VA, the team establishes controls. It reviews these tracking and control systems, such as Benefits Delivery Network (BDN), Modern Awards Processing (MAP-D), Control of Veterans' Records System (COVERS), and/or Veterans Appeals Control and Locator System (VACOLS). It feeds nearly all of its work to other specialized units, such as the Pre-Determination and Appeals Teams. Its duties require a broad scope of program knowledge, coupled with a thorough familiarity with the end product (EP), SHARE, MAP-D, COVERS, and VACOLS control systems.

**a. Mail Review.** Mail review is performed at least daily. It ensures that all mail is stamped with the date of receipt by VA. Incoming mail is prioritized according to special circumstances, such as claimant hardship, homelessness, terminal illness, or the possible creation of an overpayment. Mail is sent to the Mail Control Point for greater analysis, control, and proper annotation. Issues that can be concluded quickly should be forwarded to the Mail Processing Point. During review, mail is forwarded to the regional office of correct jurisdiction, including brokered work.

**b. Mail Control.** The Mail Control Point reviews and analyzes the incoming mail in greater detail. It assures that controls are established or updated. It determines the existence and location of the claims file. If necessary, the team creates the claims file and establishes it in COVERS. (The establishment of the VACOLS record after the receipt of a Notice of Disagreement (NOD) is the responsibility of the Appeals Team.) It also determines whether or not there is a current EP or VACOLS record. It places incoming mail under BDN or SHARE control within seven calendar days of receipt in the division. An EP control must be established and properly annotated prior to referring any mail outside the team for claims folder association. The Mail Control Point also creates or updates the MAP-D record for all mail leaving the team. It then routes mail to the appropriate specialized unit, such as the Pre-Determination Team. It acts as a control point for folder transfers, both in and out of the regional office, as well as for military files and electronic applications (Veterans' Online Applications [or VONAPP], and Inquiry Routing and Information System [IRIS]). It processes First Notices of Death (FNODs) and change of addresses. As long as no claims folder is required, it also processes burials, to include plot allowances for state cemeteries. It adjusts benefits after receipt of Automated Medical Information Exchange (AMIE) reports, such as hospital admission or discharge. It runs and maintains the WIPP W-50 and Pending Detail reports under Inventory Management System (IMS) Detail Reports to assure that timely and proper action is being taken.

**c. Mail Processing.** The Triage Team should process the claim, but only when NO development or claims file is required, and the action can be performed promptly. This includes original compensation claims in which the complete service medical records include a discharge examination adequate for rating purposes. The team should also prepare ratings for pension, service connected death, paragraph 29 and 30 benefits, and certain memorandum ratings (such as Vocational Rehabilitation and Education). The team can process simple authorization actions such as reported changes in income or dependency, and cost of living adjustment (COLA) write-outs. It also works special projects such as the Social Security and Railroad Retirement matching programs.

1-II-1

M21-1, Part II July 1, 2004

**Change 56****1.09 MAIL CLASSIFICATION**

For management purposes, division mail is divided into three classes; incoming, in process and outgoing. Each class has a number of categories. The classes and categories are described below.

**a. Incoming Mail.** "Incoming mail" is defined as mail pertaining to claims for benefits which is received from outside the VSC. There are essentially four distinct categories for incoming mail: "priority," "action," "file" and "unidentified."

(1) "Priority" mail consists of items needing immediate attention. These include claims involving hardship, homelessness, terminal illness, or the possible creation of an overpayment. It also includes First Notices of Death (FNOD), Eligibility Verification Reports (EVR), Congressional/Special Interest Inquiries, Veterans Assistance Inquiries (VAI), and claims received from former prisoners of war (POWs) and survivors of former POWs. (See Pt. III, paragraph 2.14e.) Station management may decide to include additional types of mail in this category, but these should be kept to a minimum.

(2) "Action" mail consists of all other forms and letters received from outside the VSC. Establish specific procedures for the routing and processing of action mail, to include the routing of mail received without a file number.

(3) "Unidentified" mail is broken down alphabetically by last name and given to the person(s) responsible for BDN identification attempts.

(4) "File" mail consists of computer-generated award or disallowance letters received from the Hines and Philadelphia Benefit Delivery Centers (BDC). It is the only mail that is referred directly to the file bank without being placed under control.

**b. In Process Mail.** "In process" mail consists of all mail that is under BDN control or is otherwise being controlled as specified in paragraph 1.09c.

**c. Miscellaneous Mail Categories.** Some mail cannot be identified as either constituting an initial claim for which a folder must be built, or for association with an existing claims folder. For management and control purposes, this mail is categorized as follows:

(1) **No Record Mail.** "No record" mail is defined as mail which is passed over the local file bank but for which no claims folder or charge card is found. The person designating it as "no record mail" will annotate the top of the mail with NR, the current date and his or her initials. Forward this mail to the person designated to process "no record" mail.

(2) **Pending Transfer In (PTI) Mail.** If the BIRLS or COVERS record shows location at another station but jurisdiction belongs to the receiving station, the mail is classified as "Pending Transfer In" (PTI) mail. If the mail constitutes a request for genealogical or general information from a folder located in a FRC, request the folder using the procedures specified in paragraph 4.11. (See M23-1, part 1, par 15.26.)

(3) **Pending Transfer Out (PTO) Mail.** If the BIRLS record shows location at another station and that station retains jurisdiction, the mail is considered "PTO" mail.

(4) **Search Mail.** "Search" mail is defined as controlled active mail which has been passed over the file bank and the claims or XC-folder is charged out of files. Give this mail directly to the person designated as "searcher." See paragraph 3.07 for search mail procedures.

(5) **Military File Mail.** Correspondence of a general nature which pertains to matters over which VA has administrative responsibility but does not refer to a claim for benefits and/or does not include a return address is filed in a "military file." See paragraphs 3.22 and 3.23 for more information concerning these files.

1-II-2

Because government money for homeless veterans is currently limited and serves only one in 10 of those in need, it is critical that community groups reach out to help provide the support, resources and opportunities most Americans take for granted: housing, employment and health care.

There are about 200 community-based veteran organizations across the country that have demonstrated impressive success reaching homeless veterans. These groups are most successful when they work in collaboration with federal, state and local government agencies, other homeless providers and veteran service organizations. Veterans in these programs have a higher chance of becoming tax-paying, productive citizens again.

### What can you do?

- **Determine the need in your community.**  
Visit with homeless veteran providers.  
Contact the local mayor's office for a list of providers.
- **Involve others.** If you are not already part of an organization, pull together a few people who might be interested in attacking this issue.
- **Participate in local homeless coalitions.**  
Chances are there is one in your community. If not, this may be the time to start bringing people together around this critical need:
- **Send a financial donation** to your local homeless veteran provider.
- **Contact your elected officials**, and discuss what is being done in your community for homeless veterans.
- **Volunteer** at local homeless veteran service provider agencies and Stand Downs. For information on where they are, go to [www.nchv.org](http://www.nchv.org).

### Who is the National Coalition for Homeless Veterans?

Founded in 1990 by a group of community-based homeless veteran service providers, the National Coalition for Homeless Veterans (NCHV) is a nonprofit, tax exempt, 501(c)3 corporation. NCHV seeks to eliminate homelessness in the veteran community and work its way out of business.

NCHV serves as a liaison between branches of the federal government and community-based homeless veteran service providers.

NCHV remains steadfast to its original goal of advocating for the elimination of homelessness among veterans.

### Tax-deductible donations

NCHV is a tax-exempt 501(c)3 nonprofit organization (EIN 52-1826860) and would be grateful for your donation. Donations are used to further NCHV's mission "to end homelessness among veterans."

Yes, I would like to support programs that help homeless veterans. Enclosed is my donation for \$ \_\_\_\_\_.

Send acknowledgement to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

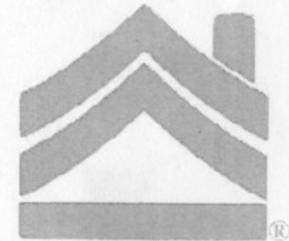
Email: \_\_\_\_\_

Send and make check payable to:

**NATIONAL COALITION  
for HOMELESS VETERANS**

333 ½ Pennsylvania Ave., SE  
Washington, D.C. 20003-1148

# Homeless Veterans Fact Sheet



**NATIONAL  
COALITION  
for  
HOMELESS  
VETERANS**

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Website: <http://www.nchv.org>

## **“Homelessness among veterans is not only a serious problem ... it is a national disgrace”**

Department of Veterans Affairs, *Heading Home: Breaking the Cycle of Homelessness Among America's Veterans*, 1997

### **Why are veterans homeless?**

In addition to the complex set of factors affecting all homelessness — extreme shortage of affordable housing, livable income, and access to health care — a large number of displaced and at-risk veterans live with lingering effects of Post Traumatic Stress Disorder and substance abuse, compounded by a lack of family and social support networks.

Recent VA data demonstrates that male veterans are 1.3 times more likely to become homeless than non-veterans; and female veterans are 3.6 times more likely to become homeless than non-veteran women.

### **The Definition of Homeless**

Public Law 100-77, signed into law on July 22, 1987, known as the “McKinney Act,” identifies a homeless person as one who lacks a fixed, regular and adequate nighttime residence; and who has a primary nighttime residence that is a supervised publicly or privately operated shelter, a temporary residence for individuals intended to be institutionalized, or a public or private place not ordinarily used as a regular sleeping accommodation for human beings.

### **Who is a veteran?**

In general, most organizations use the Department of Veterans Affairs (VA) eligibility criteria to determine which veterans can access services. Eligibility for VA benefits is based upon discharge from active military service under other than dishonorable conditions.

Benefits vary according to type and length of military service. The current VA benefits and eligibility manual can be viewed at [www.va.gov/pubaff/fedben/fedben.pdf](http://www.va.gov/pubaff/fedben/fedben.pdf).

### **How many are there?**

Accurate numbers, community-by-community, are not available. Some communities do annual counts; others do an estimate based on a variety of factors. Contact the closest Department of Veterans Affairs Medical Center, Homeless Coordinator, or the office of your mayor or other presiding government to get information.

The Department of Veterans Affairs estimates that more than 250,000 veterans are homeless on any given night. In 1996, The Urban Institute in conjunction with the National Survey of Homeless Assistance Providers and Clients projected that during the year, 2.3 to 3.5 million people are homeless in America. That would indicate, by taking 23% of that range for veterans, 529,000 to 840,000 veterans will experience homelessness during the year.

### **Who are homeless veterans?**

- 23% of homeless population are veterans.
- 33% of male homeless population are veterans.
- 47% served during the Vietnam Era.
- 17% served after the Vietnam Era.
- 15% served before the Vietnam Era.
- 67% served three or more years.
- 33% were stationed in a war zone.
- 25% have used VA homeless services.
- 89% received an honorable discharge.

- 85% completed high school/GED compared to 56% of non-veterans.
- 79% reside in central cities.
- 16% reside in suburban areas.
- 5% reside in rural areas.
- 76% experience alcohol, drug or mental health problems.
- 46% are white males compared to 34% of non-veteran homeless males.
- 46% are age 45 or older compared to 20% of non-veteran homeless citizens.

Source: “The Forgotten Americans-Homelessness: Programs and the People They Serve,” *Interagency Council on the Homeless*, Dec. 8, 1999.

### **What services do veterans need?**

Homeless Veterans need a coordinated effort that provides secure housing and nutritional meals; essential physical health care, substance abuse aftercare and mental health counseling; and personal development and empowerment. Homeless veterans also need job assessment, training and placement assistance.

NCHV strongly believes that all programs to assist homeless veterans must focus on helping veterans reach the point where they can achieve their highest level of independence.

### **What seems to work best?**

The most effective programs for homeless and at-risk veterans are community-based, nonprofit, “veteran helping veteran” groups. Programs that seem to work best feature transitional housing with the camaraderie of living in structured, substance-free environments with fellow veterans who are succeeding at improving themselves. The most successful programs include individualized case management support, and employment training and placement services.