

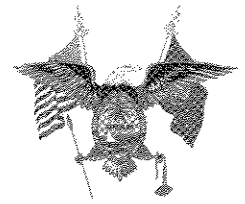
Eddie B. Calvo
Governor

Ray Tenorio
Lieutenant Governor

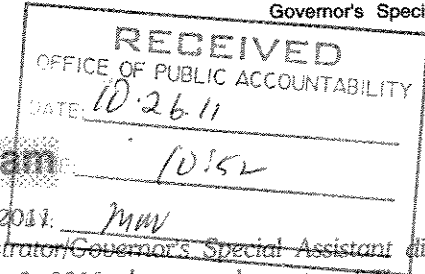
OFFICE OF VETERANS AFFAIRS

Guam Veterans Cemetery

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John S. Unpingco
Governor's Special Assistant



A Report to the Citizens of Guam

For Fiscal Year 2010 - Issued October 26, 2011.

Disclaimer: Mr. John Unpingco, Administrator/Governor's Special Assistant did not assume this role until after January 3, 2011, the second quarter of Fiscal Year 2011.

Our Mission

To ensure that all veterans and their dependents are well informed on their possible benefits under Title 38, U.S. Code of Veterans Benefits, a codification of laws under the Department of Veterans Affairs.

Our Vision

Work with the Department of Veterans Affairs to improve the quality of health care services to all veterans.

Our Objective

To honor and recognize the services of Guam Veterans as their advocate relative to veterans benefits.

Our Goals

- Continue outreach programs
- Work continuously to improve the Guam Veterans Cemetery
- Expansion of the Guam Veterans Cemetery

Our Functions

- Interview and counsel veterans and dependents on their benefits claims
- Coordinate with respective military branches of service for military honors for a deceased veterans
- Do home and hospital visits on disabled veterans and dependents

What We Do, Why We Do It & How We're Different

The Office of Veterans Affairs, State Agency, assists former and present members of the United States Armed Forces and/or their dependents in preparing claims on possible entitlements for disability compensation, pension, hospitalization, health services, education, home loans, local benefits and other benefits or privileges to which they may be entitled to by reason of their service in the military. All claims processed has to be submitted to the Department of Veterans Affairs; Honolulu Hawaii for adjudication. Processing of claims does not end with a decision denied or rated at a percentage unsatisfactory to the veteran. Further processing would be submission of a "Letter of Disagreement" or "Appeals process".

Our office is responsible in coordinating with the respective branches of service for burial honors for all deceased veterans and a staff will be in attendance to ensure that honors are properly rendered. Our office is also responsible in coordinating the interment of eligible dependents at the Guam Veterans Cemetery.

THE MAJOR ISSUES AFFECTING THE VETERANS

CBOC (Community Base Outreach Center)

Medical care is given at no cost to veterans for service-connected health issues on those which were incurred while on active duty. These run the gamut from missing limbs lost in combat to accidents while on training to diseases contracted while on active duty. Veterans are closely monitored and given medication for heart disease, agent orange exposure, diabetes and hypertension. Veterans are also provided with psychiatric treatment for post traumatic stress disorders. Iran/Iraq veterans with problems in adjustment to civilian life after their active duty time is rendered also receive counseling/psychiatric help.

Processing of Claims

Claims processed and submitted for adjudication are taking too long and in some instances, the veteran is deceased before a decision is handed down.

Submission of Medical Records

Veterans submitting claims for conditions that are service-related are experiencing problems in getting their claims approved because request for medical documents to support their claims are no longer available by reason that they are destroyed after so many years or the physician treating them are no longer in business and no one seems to know where they have transferred to.