Guam Veterans Affairs Office Standard Operating Procedures 01A-2019 Functional Statement, Overview, Structure, Authority, and Responsibilities	Supersedes: 01-2019	Effective Date: February 27, 2019	Page 1 of 4

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I. The scope and purpose of this standard operating procedure (SOP) is to describe and promulgate as policy, the overall mission, values, organizational structure, responsibilities, and requirements of the Guam Veterans Affairs Office (GVAO) Staff particularly in relation to the functioning of the veterans programs that the GVAO administers inclusive of the administrative and operational activities of Guam's veterans cemetery. This SOP sets forth the authority and responsibilities and functions of all employees, and volunteers assigned to GVAO.

This SOP applies to all administrative and operations work assignments that GVAO employees and volunteers are involved in that relates to accountability and documentation of veterans records, GVAO equipment, vehicles and properties, and financial funds associated with the operations and administrative functions.

II. Mission

The Guam Veterans Affairs Office (GVAO) is responsible for the administration of all local laws respecting veterans of the Armed Forces of the United States. It is the agency of the government of Guam charged with the responsibility of cooperating with the Veterans Administration of the United States on all matters relating to local veterans. The Office assists every veteran of Guam and their family members in presenting and pursuing such claims as the veteran, family member, or survivor are entitled to under current federal law. The processing of claims for veterans and their dependents and survivors is limited to the initial claims. The claims may include the following types of benefits and service:

1. Disability compensation benefits.
2. Disability pension benefits.

3. Dependents' indemnity compensation.
4. Widow's death pension.
5. Burial benefits.
6. Confirmed and continued claims.
7. Vocational rehabilitation and education.
8. Waivers of indebtedness.
9. Other benefits that result in monetary awards to the claimant. The Office of Veterans Affairs provides staff services for Guam veterans and cooperates with all local veterans organizations.

Maintain the highest standards of Guam's veterans cemetery, keeping the cemetery clean, having available space for veteran's burials with honors, and the use of the veterans cemetery chapel for memorial services.

III. Vision

Guam's Veterans, the men and women who served honorably on active duty with the U.S. Armed Forces, will receive the highest quality of support and care involving the agency's federal and local benefit processing and consultation services, and burial services with honors. We envision Guam's veterans feeling appreciated and satisfied because of our commitment to support and assist them with healthcare benefits, advocate for programs to assist veterans that are disabled, homeless, unemployed or in need of training and education assistance. We envision that Guam's veterans are given a dignified burial with honors for their service to our island, and nation.

IV. Organizational Structure, Authority, Duties and Responsibilities.

Title 10 GCA Chapter 67 is the enabling law that outlines the establishment of GVAO. A clear line of authority establishes accountability for GVAO administration and operations functions, and is as follows:

1. Director of Veterans Affairs: The Director of Veterans Affairs is the head of the GVAO and is charged with the duties and responsibilities of administration and operations management of the GVAO. The Director of GVAO assist the members of the Guam Veterans Commission once impaneled, with community resource initiatives that address veteran's issues from healthcare, homelessness, to job training, higher education programs, and public or private sector employment. The Director of GVAO is an unclassified employee, appointed by the Governor of Guam.

2. Veterans Affairs Service Officer: The veterans affairs service officer is the highest classified service employee of GVAO and in the absence of the Director

for GVAO, is charged with the duties and responsibilities of the Director to manage the administration, and operations activities of the GVAO. The veterans affairs service officer is certified to provide counseling and guidance to veterans with their applications for veterans local and federal programs and benefits.

3. Administrative Officer (AO): The GVAO Administrative Service Officer is a classified employee. The AO serves as the Chief financial officer for GVAO, and oversees the payroll, and fund accounts for the GVAO, and performs additional duties as the GVAO Human resource manager and other duties as designated by the Veterans Affairs Service Officer and Director GVAO to ensure efficiency of administration and operations activities of the GVAO are carried out.

4. GVAO Administrative Assistant is a classified employee, and assigned duties and responsibilities to assist the GVAO administrative officer accomplish and meet the mission of the GVAO Admin and Human Resource functions. In the absence of the Administrative Officer the GVAO administrative assistant is designated to carry out the duties of the AO, and other duties designated by the Veterans Affairs Service Officer and the Director GVAO.

5. Veterans Service Representative: The Veterans Service Representative is a classified employee. Veterans service representatives are charged with the duties of providing veterans counseling and guidance with applications for both local and federal veterans programs and benefits. The senior veterans service representative performs additional duties that may be delegated in support of the GVAO mission from directives of either the Director GVAO, Veterans Affairs Service Officer, and GVAO administrative officer or designee.

6. Veterans Affairs Burial Program Coordinator: The Veterans Affairs Program Coordinator is currently an unclassified position. The veterans affairs planning coordinator is assigned duties and responsibilities of scheduling and coordination of ceremony honors conducted for veterans with burial services at the veterans cemetery. The veterans affairs burial planning coordinator reports directly to the director GVAO, and Veterans Affairs Service Officer for additional duties as may be delegated to support the mission of GVAO.

7. Veterans Cemetery Maintenance Supervisor: The GVAO veterans cemetery maintenance supervisor is a classified employee. The GVAO veterans cemetery maintenance supervisor reports directly to the Director GVAO, and Veterans Affairs Service Officer. The veterans cemetery maintenance supervisor is charged with the duties and responsibilities of supervision and management of veterans affairs cemetery workers to clean and maintain the facilities, crypts, and grave sites of the cemetery. The veterans cemetery maintenance supervisor ensures that

the cemetery rules and regulations are complied with consistent with National Cemetery Administration, federal regulations, and coordinates with the GVAO Burial Planner Coordinator to ensure burial services are conducted in a professional and dignified manner. The Veterans cemetery maintenance supervisor maintains accountability of all cemetery properties, and use of resources through reports, inclusive of inventory reports, inspection reports, and performs other duties as designated by the Director of GVAO or veterans affairs services officer.

8. Veterans cemetery worker: The veterans cemetery worker is a classified employee. The veterans cemetery worker performs ground maintenance and facility maintenance at the veterans cemetery. The veterans cemetery worker reports directly to the Veterans cemetery maintenance supervisor, and may be delegated other duties and responsibilities in support of the GVAO mission.

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