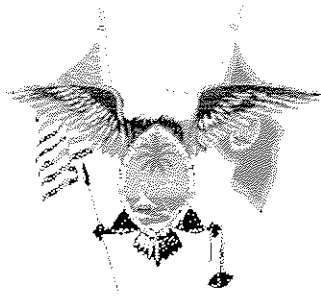


Eddie B. Calvo  
Governor

Ray Tenorio  
Lieutenant Governor

Martin A. Manglona  
Administrator



**OFFICE OF VETERANS AFFAIRS**  
Office of the Governor  
P.O. Box 2950  
Hagatna, Guam 969232  
Tel: (671) 475-8392  
Fax: (671) 475-8392

**A Report to the Citizens of Guam  
Fiscal Year 2016**

The Office of the Veterans Affairs is within the Office of I Maga'lahaen Guahan (P.L. 17-25: III: II Chapter 67) and is headed by a Veterans Affairs Officer appointed by the Governor. The office is responsible for administration of all local laws respecting veterans of the Armed Forces of the United States and is charged with the responsibility of cooperating with the Veterans Administration of the United States in all matters relating to local veterans.

We assist 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 or privileges to which they may be entitled to by reason of their service in the military.

**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**

To work with the Department of Veterans Affairs to improve the quality of health care services to all veterans and to assist all veterans with other benefits or privileges to which they are entitled to by reason of their service in the Military.

**Our Objective**

To honor and recognize the services of all Guam Veterans, and serve as advocates relative to veterans benefits.

**We are your PUBLIC SERVANTS at the Office of Veterans Affairs**

**Administrative Service**

Janet U. Maratita – Administrative Officer  
Evelyn Bonner – Funeral Coordinator  
Liah Concepcion – Reception/Clerk

**Benefit**

Felix Casimiro – Veteran Service Officer  
Marjorie Mesa-Hunter – Veterans Service Representative  
Robert Borja – Veterans Service Representative  
Von Reyes – Veterans Service Representative

**Cemetery**

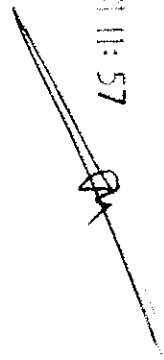
Randy Angoco – Supervisor

**1396**

Gabrielle J. Barcinas – Maintenance  
Micheal J. San Augustin – Maintenance  
Melvin San Nicolas – Maintenance

Kenneth Angoco - Maintenance  
Benjamin Borja - Maintenance  
Joseph Angoco – Maintenance

2016 FEB 25 11:57



33-16-1396

Office of the Speaker  
Judith T. Won Pat, Ed.D

Date: 02-24-16

Time: 3pm

Received By: [Signature]

Our Office of Veterans Affairs, State Agency, is committed to serve all of our veterans and their dependents. In an effort to provide quality service, our office has three (3) sections comprised of the following:

#### **Administrative Section**

Responsible for the daily administrative operation of the office to include personnel, budget and serve as the support staff for the office.

#### **Benefits Section**

This section is "accredited to prepare, present, and prosecute claims before the Veterans Benefits Administration (VBA) or the Board of Veterans' Appeals (VBA)."

All claims processed have 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 veterans. Further processing would be submission of a "Letter of Disagreement" or "Appeals process." This section is also responsible to establish the Veterans Registry and update no less than semi-annually.

#### **Services provided include:**

- **Driver License Fee Renewal Waiver**
- **Veterans License Plates**
  - Registration Fee Waiver for one (1) vehicle for all Veterans rated 100%
- **Counseling and assistance in the preparation of applications for:**
  - Service-Connected Disabilities Claims
  - VA Health Care Benefits
  - VA Pensions applications
  - GI Bill Education and Training
  - Home Loan Guaranty
  - VA Life Insurance
  - Burial and Memorial Benefits
  - Dependents and Survivors Benefits
  - Appeals of VA Claims Decisions
  - Military Medals and Records
- **Referral Services for:**
  - Vocational Rehabilitation and Employment
  - Transition Assistance
- **Assistance with Combat-Related Special Compensation (CRSC)**
- **Assistance with Military Records Corrections**
- **Verification of VA Income**

#### **Cemetery and Burial Section**

This Section is responsible in coordinating with the respective branches of service for burial honors and internment for all deceased veterans and eligible dependents at the Guam Veterans Cemetery. A staff will be in attendance to ensure that honors are properly rendered according to applicable rules and regulations of the Veterans Affairs. This section is responsible for ordering head markers and update the directory of all burials.

#### **Services provided include:**

- **Burial Plots at the Guam Veterans Cemetery for:**
  - Eligible Veterans
  - Eligible Dependents
- **Cemetery**
  - Buried without charge

## PROGRESS and MOVING FORWARD

- **Strive to promptly comply and submit reports as mandated and required**
- Process Veterans Application on pensions and compensation
  - 2015- Guam received over Forty Million dollars in pension and compensation
- Completion of Inventory of each deceased veteran and spouse head marker and headstone
  - Names of deceased veterans buried in the crypts, ground and columbarium
- Expansion and improvement of the Guam Veterans Cemetery
  - Established Directory and website
  - New safety signs and location site of crypts and courtyard (Naftan)
  - Repair and upkeep of the facilities (Chapel, Crypts, Water leaks)
  - Maintain and beautify the landscaping of the courtyard (Naftan)
- Established dress code for our staff during funeral services
- Repair Sewer System of the Office of the Veterans Affairs
- Installed handicap bathroom on 1<sup>st</sup> Floor
- Move all service support staff to 1<sup>st</sup> Floor for all Veterans needs
- Continue outreach programs and referrals

The success of our projects, improvements and events of the Office of Veterans Affairs will not be possible without the support and partnership of our Governor, Lt. Governor, the Legislature, Guam Veterans Commission, 9 different Veterans Organization, TASK FORCE 75-Seabees, the Mayors of Asan-Maina, Barrigada, Chalan Pago, Hagatna, Mangilao, Mongmong, Piti, Tamuning, Talofofo, and Yona, Department of Correction, AmeriCorps, St. Jude Confirmation Class, George Washington High School, Simon Sanchez High School and Southern High School JROTC Drill Team, Father Duenas NJROTC, Guam Territorial Band and National Guard, Band, Jose LG. Rios Middle School- 8<sup>th</sup> Grade Class, Todo Mauleg, Pacific War Museum, Pepsi cola Bottling Co. of Guam, Winchell's Guam, South Pacific Petroleum Corp, Lucky Wholesale, Payless Market, Key Personnel of all Military Commanders, families and friends of the staff of the Veterans Affairs.

Footnote: Disclaimer: Mr. Martin A. Manglona, Administrator of the Office of Veterans Affairs did not assume this role until after April 2015, half of 3<sup>rd</sup> quarter Fiscal Year 2015