

90-400.08. VETERAN'S SERVICE BENEFITS

A. General This section provides information on the Veteran's Service Benefits requirements in the GR Program.

B. Requirements All applicants meeting the conditions described in [D](#), below, for Veteran's Benefits referral shall be required to complete the CW 5 and shall be required to apply for Veteran's Administration (VA) benefits. When determining the GR grant amount, the monthly benefit amount indicated in Section IV of the CW 5 will be counted towards the GR budget. Application for VA benefits shall be made by the veteran at the VA Regional Office listed below:

Veteran's Administration Regional Office
8810 Rio San Diego Drive
San Diego, CA 92108

C. Verification Verification of VA benefit status is by CW 5 referral to the Veteran's Service Representative (VSR), Mail Stop D273.

D. Who must Complete the CW 5 The CW 5 must be completed at intake and redetermination when the applicant/recipient:

- is in receipt of VA benefits and is unable to provide verification of VA benefits.
- (or spouse or parent/stepparent) does not receive VA benefits and has served in the U.S. military for any period.
- (or a dependent) has applied for or expects to receive VA benefits.
- is a dependent (including stepchild) of a veteran who is receiving a VA pension, disability, or educational benefits.
- is a disabled veteran or the dependent of a disabled or deceased veteran.
- is currently receiving VA disability benefits and his/her disability has worsened.

E. Who Does Not Complete the CW 5 Do not complete a CW 5 when one of the following situations exist:

- VA benefits can be verified.
- The individual is on active duty in the military.

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Who Does Not Complete the CW 5
(continued)

- The individual's service was limited to the Merchant Marine, National Guard, or Reserves.
- There is no legal relationship between the applicant/recipient and the veteran or paternity cannot be established.
- A previous CW 5 completed by the VSR indicates that no future benefits are available to the veteran.
- The case file contains a copy of a completed CW 5 returned by the VSR within the last three months.
- The veteran cannot be identified by at least one of the following:
 - SSN and DOB
 - Military serial number
 - VA claim number.

F. CW 5 not Processed

When a CW 5 is not processed, the worker must document that fact and the reason on the application. A CW 5 referral may be made to explore benefits potentially available to the natural child of a veteran, even though the veteran has never been legally married. Benefits in this case may be available to the veteran parent and to the child.

G. Completion of CW 5

The worker must complete the CW 5 ([Appendix C](#)) to ensure that the information provided is both accurate and legible. The table below provides instruction on how to complete each section of the CW 5.

Section	Completion
1	Enter O-273 – Attn Office of Military & Veterans Affairs.
2	Enter the worker's name, worker number, and telephone number.
3	Enter the case name, case number, and applicant's/recipient's telephone number. If the applicant/recipient does not have a telephone, enter "NONE."
4	Check the appropriate box to: <ul style="list-style-type: none"> • verify the amount or status of VA benefits currently being received by an applicant/recipient; or • refer for a determination of new benefits (no VA benefits currently being received) when the information on the application indicates potential eligibility.

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Completion of
CW 5
(continued)

Section	Completion						
5	<ul style="list-style-type: none"> • Enter the appropriate name used by the veteran in the military. If there has been a name change since discharge enter both names. • Enter all other known information about the veteran. For example: <ul style="list-style-type: none"> – DOB – Birth place – If the veteran is alive. If not, the date and place of death. – If the veteran is in the home – VA claim number – SSN – Military serial number – Date entered service – Date discharged – Branch of service <table border="1" data-bbox="586 1066 1398 1255" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="586 1066 889 1108">If ...</th> <th data-bbox="889 1066 1398 1108">Then the worker must enter ...</th> </tr> </thead> <tbody> <tr> <td data-bbox="586 1108 889 1182">any of the above is unknown,</td> <td data-bbox="889 1108 1398 1182">"Unknown" in the space provided.</td> </tr> <tr> <td data-bbox="586 1182 889 1255">the veteran is homeless,</td> <td data-bbox="889 1182 1398 1255">"Homeless" in the space provided for the address.</td> </tr> </tbody> </table>	If ...	Then the worker must enter ...	any of the above is unknown,	"Unknown" in the space provided.	the veteran is homeless,	"Homeless" in the space provided for the address.
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any of the above is unknown,	"Unknown" in the space provided.						
the veteran is homeless,	"Homeless" in the space provided for the address.						
6	When the veteran is not in the home all known information about the claimant (applicant/recipient) must be completed.						
7	Is not required for GR. This section must be completed when appropriate for Medi-Cal Only cases.						
8	The veteran or dependent/claimant must read, sign and date the authorization statement.						
9	This section is completed by the VSR.						
10	The worker must enter the FRC's mail stop and worker number in this section.						

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**H.
Veterans
Service Rep-
resentative**

VSR is a specialist in the area of Veteran's benefits. The primary task of the VSR is to verify benefit information requested on a CW 5 and to identify veterans who are potentially eligible to benefits. When a veteran has been identified as potentially eligible, he/she shall be required to apply for benefits.

The VSR will process the CW 5s through the Veteran's Administration Regional Office to verify benefits on a flow basis. Verification will be forwarded to the worker when it is received by the VSR. Due to the VSR reliance on the VA for verification, no objective has been set for response time to CW 5 inquiries.
