



San Benito County Veteran Services

Monterey County Military and
Veterans Affairs Office



Outline



Background

Overview

Status Report

Future Goals





Background



Veteran Services Misconceptions

- Just fill out and file forms
- All Veterans can use the VA for healthcare
- Only help Veterans with disabilities
- Only help Veterans with accessing VA health care
- Only help Veterans
- One visit is all it takes

Our office develops solid cases to submit to the VA and advocate for the Veteran, their spouse and dependents to obtain Federal and State Benefits. This process can take multiple visits and appeals before getting a satisfactory decision. We help veterans and their families access a wide range of benefits such as Health Care and Disability Compensation as well as Educational and Surviving Spouse Benefits



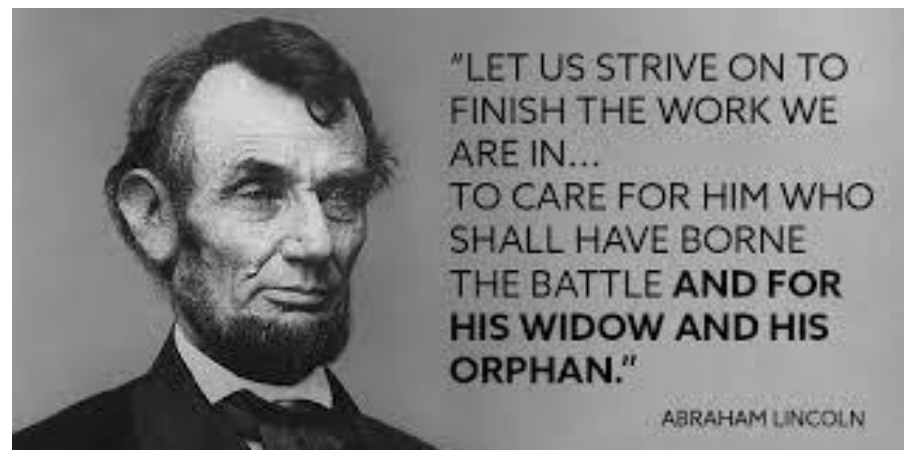
Background

America's Promise to Veterans

President Lincoln articulated for the nation a basic truth: that those who have made the greatest sacrifices in service to their country deserve their country's service in return.

"To care for him who shall have borne the battle and for his widow and his orphan."

– President Abraham Lincoln





Background



California Military & Veterans Code Section 970.

- (a)The board of supervisors of each county may **appoint**, prescribe the qualifications of, and fix the compensation of an officer to be titled “**county veterans service officer**.” The appointee shall be a veteran.
- (b)It shall be the **duty** of the county veterans service officer to **administer** the **aid** provided for in this chapter, to **investigate** all **claims**, applications, or requests for aid made pursuant to the terms of this chapter, and to **perform** any other veteran related **services as requested** by the county board of supervisors.
- (c)Notwithstanding subdivision (a), **two or more counties may jointly establish a single veterans service office** which shall serve all the counties that agree to the joint establishment of that office.



Background



- **Administer Aid** – connect veterans with VA programs for housing, education, and healthcare
- **Investigate Claims** – file claims for VA Pension and Compensation Benefits and Death Benefits
- **Perform Services** – outreach and referral services to veteran service organizations



Background



Two Counties, One CVSO, Huge Support

- Agreement established on July 1st 2011
- One County Veteran Services Officer (CVSO)
- One Veteran Services Representative (VSR)
- Monterey County Support Team
 - Analyst
 - 5 Additional VSRs
 - Clerical Support



Overview



Veterans Benefits & Services

Burial

& Memorial Benefits

Health

Benefits & Services

Compensation

& Pension Benefits

Vocational Rehab

& Employment Services



Home Loan

Guaranty Services

Life Insurance

Program

Appeals

Board of Veterans' Appeals

Education

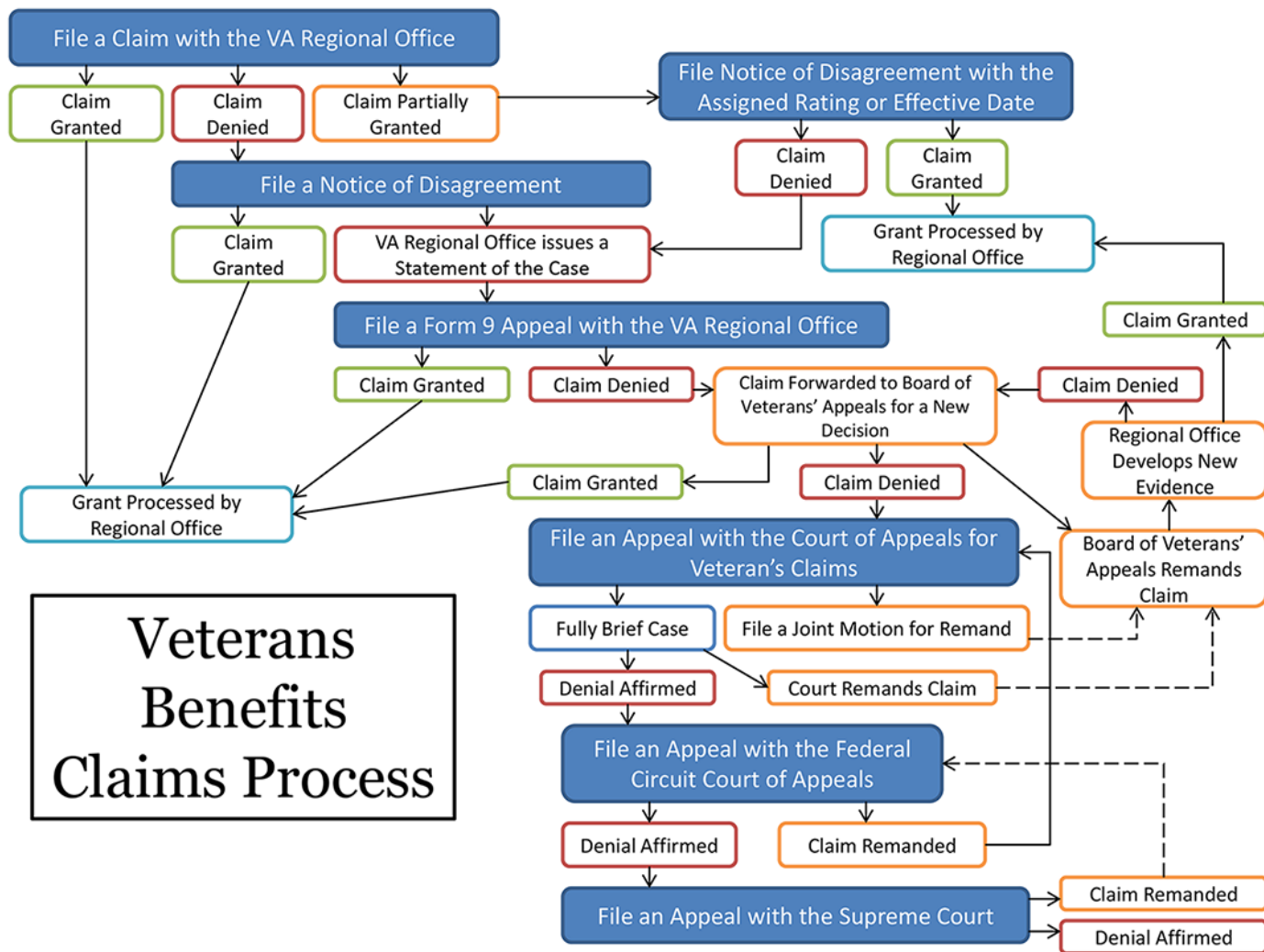
Benefits

CUSTOMER FOCUSED

- Information & Referral
- Transition Assistance & Education
- Tuition Fee Waivers
- State and National Park Passes
- CDL Veterans Designation
- Aid & Attendance
- Dependent & Indemnity Compensation
- CHAMPVA – Healthcare
- DoD / VA Identification Cards
- Benefit Summary Letters



Overview





Status Report



- San Benito County Veteran Population
5,474 Veterans & Dependents
26% Connected with Veterans Services
\$13,277,000 in continuing benefits
\$20,521 average award per claimant



Status Report



San Benito County Veteran Services Annual Report

\$2,278,598
Total Annual
Contribution

Disability Compensation Awards

\$843,322

Retroactive Payments

\$1,254,844

Annualized Reoccurring Monthly Payments



Claims Filed

983



1,347

Veterans & Dependents Served

College Tuition Fee Waiver Program



\$148,176 in dependent fees waived

\$32,256

Annual Subvention
Payment

258

New Contacts made at

18

Outreach Events

Customer Satisfaction
Survey



95%

Very Satisfied



Status Report



- Activity/Efforts
 - Office temporarily relocated
 - 439 4th Street
- All phone calls received by headquarters
- Regular visits from:
 - Santa Cruz Vet Center
 - VA Mobile Treatment Vehicle
 - Hud-VASH and SSVF Housing Assistance
- Clerical support trained to process entry level services (DMV, Intent To File, Records Requests)





Future Goals



- Areas of Opportunity
 - Homeless Veteran Outreach
 - Housebound/Hospice Veteran Outreach
 - Underserved Areas of County Outreach
 - High School Partnership – Tuition Fee Waiver
 - Veterans Treatment Court
 - Transportation Services to Palo Alto / Marina VA Clinics

Thank-you for your time

Questions?

