



COUNTY VETERANS SERVICE OFFICE

April 2024

BENEFITS AWARDED

\$745,781.99

SCHEDULED APPOINTMENTS

187

WALK-IN CLIENTS

747

CLAIMS FILED

155 Auditable

628 Total

MEDI-CAL VERIFICATIONS

31

ANNOUNCEMENTS

March 2024 was a busy and productive month for CVSO both at the HUB and the outstation office at the VA Medical Center – San Francisco/Ft. Miley (VAMC).

- There was an increase of 30.845% in benefits awarded, from \$569,972 in February to \$745,781 in March.
- Although there was 13.54% decrease in auditable claims filed from 176 in February to 155 for the current month, there was 7.5% increase in overall total claims filed from 584 to 628. The decrease in auditable claims filed accounts for secondary auditable claim activities that are within eight calendar weeks of the initial claim. Secondary auditable claim activities will be considered part of initial claim activity and no additional workload units will be allowed therefore not counted as auditable claims.
- Medi-Cal Cost Avoidance Workload unit remains the same at 31.
- A 5.056% increase in Scheduled Appointment occurred in March. Our appointments went up from 178 to 187. Our newest Veterans Claims Representative, Morris Karo, has started to gain his own set of clients and appointments.
- Walk-in Clients also saw an increase of 75.764% from 425 in February to 747 this month. There was an increase in actual walk-in clients both at





the HUB and at the outstation office at VAMC. The increase was also partly due to the introduction of a new system to capture walk-in clients at the VAMC. Work Study staff, Brian Kestler, is making sure the client sign-in process at the San Francisco VAMC is going smoothly. The new system allows us to better track clients' wait times at the hospital and providing an improved customer experience.

- Our CVSO Clerk, Michelle Hill, successfully passed her accreditation test given in early March by the California Department of Veterans Affairs (CalVet/CDVA). She's on her way to completing her requirements to obtain a PIV card. With Michelle's accreditation she would be able to provide additional support and assistance to Veterans Claims Representatives and can sign off on limited VA claims form.
- County Veterans Services Officer/Director Elena Kim extended her maternity leave and expected to be back in full swing first week of June 2024.

UPCOMING EVENTS

- On April 13, 2024 the SF CVSO will participate in the Golden State Warriors' Hoops for Troops Program's Veterans Wellness Day in Thrive City Plaza (outside of Chase Center). The event will include wellness resources and activities for Veterans, employment opportunities and résumé review, and Veterans resources. This event will be free to participants, however does not include entrance to the game. Link to event will be provided once available.

