



COUNTY VETERANS SERVICE OFFICE

June 2024

BENEFITS AWARDED

\$116,289.39

SCHEDULED APPOINTMENTS

162

WALK-IN CLIENTS

503

CLAIMS FILED

144 Auditable

512 Total

MEDI-CAL VERIFICATIONS

10

ANNOUNCEMENTS

May brought both great staff development opportunities and some staffing challenges. The DAS Benefits and Resources Hub, which the San Francisco County Veterans Services Office falls under, held the first post-Pandemic staff “retreat,” called the All-Staff Symposium, where we took time to learn about the other programs we work with, network, and grow as a unit among other service programs. One of our Veterans Claims Reps, Elvie Flaviano, also had the opportunity to grow her skills as a Claims Rep, which required months, if not years, of training ahead of the advanced Certified Veterans Advocate course and exam she passed in May. She will be able to use her enhanced skill set to provide a greater level of support and advocacy to our Veteran clients, especially with appeals to the Board of Veterans Appeals. However, the staff development, and further staff leave, also left us shorthanded throughout the month, evidenced by significantly reduced numbers in most categories.

There was a slight increase of nearly 100 walk-in clients in May 2024 from April, or 22.08%, and there was a slight decrease in appointments from 182 in April to 162 in May, or 11.63%. There was a sharp decrease in benefits awarded, from \$508,628 in April to \$116,289 in May, or 76.74%, which may be explained by fewer staff resources to post the awards and the ongoing demands of meeting with clients. There was a 19.34% decrease in total claims filed between April and





May, from 611 to 512, and a 20.88% decrease of auditable claims filed from 179 to 144. Medi-Cal Verifications decreased from 26 to 10, or 61.54%.

May also saw the SF CVSO participate in several outreach activities to reach Veterans and dependents. These included attending the San Francisco Never Better Elders event, hosted by the Community Living Campaign, the Homeownership San Francisco Housing Expo, where we provided information on VA, CalVet, and local housing benefits and resources like the BMR housing lottery Veterans preference, a presentation to the San Francisco VA Medical Center Dementia Committee, and attending a SF Giants game with the San Francisco and Palo Alto VA Medical Center teams, where we connected with over 60 Veterans from throughout the Bay Area.

