



COUNTY VETERANS SERVICE OFFICE

December 2024

BENEFITS AWARDED

\$486,802

SCHEDULED APPOINTMENTS

142

WALK-IN CLIENTS

446

CLAIMS FILED

137 Auditable

570 Total

MEDI-CAL VERIFICATIONS

23

ANNOUNCEMENTS

November saw a reduction in all metrics except Medi-Cal verifications, which saw an increase from 14 verifications in October to 23 in November, a 64.29% increase. Benefits awarded decreased by \$206,309, or 29.77%. While this is a sizeable decrease, the amount of benefits awarded is not always reflective of the amount of awards that are actually granted in any given month, but how many awards Veterans Claims Representatives are able to post in our database. The decrease in benefits awarded may be because there were fewer days in the month to post awards. Also possibly attributable to the month's holidays, we had 32 fewer scheduled appointments, a decrease of 18.39%, and 96 fewer walk-in clients, including at the San Francisco VA Medical Center, a 17.71% decrease. It appears that with fewer walk-in clients and appointments, we filed fewer claims, with total claims filed decreasing 9.1% from 627 in October to 570 in November. Auditable claims filed decreased 21.26% from 174 in October to 137 in November.

On November 6, the San Francisco County Veterans Services Office participated in a webinar hosted by the Institute on Aging's Elder Abuse Prevention Program about preventing Veterans from falling victim to scams. We provided an overview of the County Veterans Services Office's functions, emphasizing that we do not charge for the services we provide and that Veterans or dependents should never pay for initial or basic claims assistance.





We also attended the City College of San Francisco's Veterans Day event on Nov. 12, where two CVSO Veterans Claims Representatives provided a claims clinic and assisted a handful of Veterans with their VA claims needs. On December 5 the CVSO hosted our Dept. of Disability and Aging Services (DAS) Benefits and Resources Hub Open House and Resource Fair for Veterans and Families, the goal of which was to make Veterans and family members aware of the programs and services available to them at the DAS Hub and in the community at the Federal, State and Local levels. The January CVSO report will provide a more detailed description of the outcome and takeaways of the event.

We are also piloting a change in how clients can meet with us: Moving forward temporarily, Veterans Claims Representatives will be available for walk-in meetings only on Fridays. For the time being, there will no longer be appointments on Fridays until we review the data to determine the outcomes of this pilot program. The goal is to expand the number of clients we can assist, especially those who face significant barriers to accessing our services virtually, and to better manage the workload for Veterans Claims Representatives on high volume days like Friday.

UPCOMING EVENTS

No upcoming events scheduled at this time.

