

Veterans Services – June 2022 Report

Terry Thomas, County Veterans Service Officer

1. EDC Veteran Services Updates:

Office Surveys: We have been conducting office surveys recently to assist Veteran Services in following up with clients and identifying the areas of improvement needed to provide efficient and effective service to our Veteran community in El Dorado County. These surveys also identify the assistance provided and areas of concern that should be addressed in a follow up call or interview.

Veteran Service of El Dorado is also involved with the Citrus Heights Vet Center and other leadership and participates in conducting a Stand-Down in the South Lake Tahoe area on September 17th, 2022. We are still in the development stages of the Stand-Down and one of the main objectives is to bring awareness to the veteran population in SLT and point these veterans and or dependents in the right direction concerning eligible benefits and health care through the VA and there state and local government agencies. Please stay tuned for more updates in the future.

July 6th there was conducted in the East Room, a Public Form concerning the Veterans Monument Bronze Plaque Criteria. The selected facilitator was Kenny Dison a Marine Corps Veteran that is currently employed by the Department of Veteran Affairs. The goals for the Public Form were to include all stakeholders, re-affirm the now standing criteria or consider asking the BOS to adopt a revised criterion. Also, to construct a new pathway to hear appeals, should that need occur. There was a lot of discussion to amend the now stated criteria and utilize the VSO to oversee appeals. There will be more to come concerning the Veterans Monument as information collected will be brought back to the BOS.

2. Housing Update: Richard Todd

3. Claims Updates:

June 2022 Claim Submissions: 196

Including, but not limited to:

38 Claims for Service-Connected Disability

24 Intent to File

29 Appointments of EDC VSO as Representative for Veterans

11 Statements in support of claim

14 Appeals or Higher-Level Review

4 Applications for VA Healthcare

10 Applications for Pension or Survivor Benefits

12 Veteran Status on Driver's License

27 Cal Vet College Fee Waivers

14 Income Verifications

Total funds awarded to Veterans in June:

Retroactive \$37,609.91

Monthly \$11,356.88

Total Phone Calls: 197

Total Scheduled Appointments: 65

Total Walk-In clients seen: 167

South Lake Tahoe Updates:

There was a total of 12 veterans/dependents seen in the month of June.

- Compensation/Pension Claims
- Dependent add on
- College Fee Waivers

Visitors Call Log:

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4. VA Updates: VA Health Chat App/Available on through App Store and Google Play

[VA Health Chat | VA Mobile](#)

Use VA Health Chat for immediate answers when:

- **You feel ill and unsure about going to an emergency room or clinic**
- **You have a reaction to a medication**
- **You have questions about your prescriptions**
- **You need medical advice for a minor injury or illness, such as:**
 - **Allergies**
 - **Congestion/cough/cold**
 - **Earache**
 - **Fever**
 - **Rash**
 - **Sore throat**
 - **Stomachache**

The VA Health Chat team can also help you:

- **Find your closest VA facility**
- **Refill a VA prescription**
- **Send a non-urgent message to your health care team**

5. Veterans Crisis Line

The Veterans Crisis Line has been changed to Dial 988 then Press 1. All telephone service providers in the U.S. must activate no later than July 16, 2022.

6. 32nd Anniversary ADA Commemoration Event:

When and Where

Date: Thursday, July 21, 2022

Time: 1:00 PM to 1:30 PM (ET)

Location: Observance will be held on **ZOOM**

Link: <https://www.zoomgov.com/j/1615661958>

Phone: (669) 254 5252 **Webinar ID:** 160 566
1958

Questions

If you have any questions about this event including reasonable accommodation requests, please direct them to the HCS ED&I Mailbox: DiversityAndInclusion.VBACO@VA.GOV

7. End of report. Questions?

8. Thank you!