

Veterans Services- December 2022 Report

1. EDC Veteran Services Updates:

Staffing update: We have made an offer to an applicant for the VSR-I/II position and are waiting on a reply. Lauren has put in the request to have the SR. VSR position posted, and it is currently in process. We hope to have both positions filled as soon as possible. At that time, we will have a full staff. However, the new VSR will have to attend training before they will be able to begin assisting veterans and or family members with their benefit needs.

Special Thanks: The Veteran Services Office staff would like to thank Commissioner John Poimiroo and Commissioner Phil Houseworth for their service to the veterans of El Dorado County on the Veterans Commission. We wish them both our best on their new paths.

Upcoming trainings: There are no changes in upcoming training from last month's report. Just to reiterate, the Winter CACVSO training conference is Feb 26, 2022, to Mar. 4, 2022, and will be held in Sacramento. Attendees from our office is TBD at this time. As always, the representatives from our office will bring back any new information and or changes that are occurring in the VA and train the office staff.

Claim Updates:

November 2022 Claim Submissions: 189

Including, but not limited to:

31 Claims for Service-Connected Disability

43 Intent to File

31 Appointments of EDC VSO as Representative for Veterans

10 Appeals- Supplemental claim or Higher-Level Review

13 Applications for Pension or Survivor Benefits

21 Veteran Status on Driver's License

Total funds awarded to Veterans in November:

Retroactive Pay \$167,738

Monthly Payments \$25,171

Total Scheduled Appointments: 35

Total Walk-In clients: 141

Total Phone Calls: 260

2. South Lake Tahoe Updates:

- We continue to staff the office in South Lake Tahoe two days per month – the 2nd and 3rd Tuesday. However, since Jon Brown has moved into the VSO position we will be transitioning a new VSR to begin staffing the office in South Lake Tahoe.
- We average 5 appointments each day with Veterans and or family members applying for services
- Phone calls directly placed to the SLT office are still very low. Most calls come to the Placerville office, where appointments for Tahoe can be scheduled.
- No record of walk-in visitors in SLT looking for Veteran Services. This is being tracked by the front office staff.

3. VA Updates: The VA FY 2022-2028 Strategic Plan describes the major efforts the Department will undertake through the next five to seven years to deliver tailored and desired outcomes for Veterans. The plan's goals, objectives, and strategies describe essential VA focus areas that are intended to contribute to Veteran well-being, encourage independence, and enhance Veterans' quality of life. One small part of the strategic plan is to fight veteran suicide, homelessness and to better assist marginalized veterans. The VA and trusted partners implement comprehensive, nationwide efforts to increase mental health literacy and connection to care to decrease any stigma associated with seeking help as part of our mission to promote, protect and restore Veterans' health and wellbeing. VA proactively informs family members about available resources and how to support Veterans in engaging in care and uses Mental Health Peer Support Specialists to foster a sense of belonging, empower individuals to seek help, enhance resiliency and ease transition from military service.

4. End of report. Questions?