



November 2025 CVSO Report

BENEFITS AWARDED

\$720,979

SCHEDULED APPOINTMENTS

159

(In-person: 31; Virtual: 128)

WALK-IN CLIENTS

445

(2 Gough: 304; SF VAMC: 141)

CLAIMS FILED

203 Auditable

622 Total

MEDI-CAL VERIFICATIONS

21

ANNOUNCEMENTS

Like the previous several CVSO reports, October continued the somewhat flat trend in our metrics. Although there was some minor variance, most notably with Medi-Cal Verifications again, as well as a significant increase in benefits awarded, all metrics witnessed only slight upward or downward changes. There was the usual amount of planned and unplanned staff time-off, but significantly, two CVSO team members attended the CA Association of County Veterans Service Officers (CACVSO) Fall Conference for one week during the month. CVSO staff participated in two significant outreach events in October as well.

While there was only one additional scheduled appointment from September to October, a .63% increase, exploring the data in greater detail reveals there were 11 fewer in-person appointments, while there were 12 additional virtual appointments. There were 43 fewer walk-in clients in October, an 8.81% decrease, with walk-ins at the Dept. of Disability and Aging Services Hub seeing 62 fewer clients, while the Outstation at the San Francisco VAMC saw 19 more clients than September. There were 33 fewer total claims filed in October, a 5.04% decrease, and there were 15 fewer auditable claims filed, a 6.88% decrease. Medi-Cal verification levels returned to their statistical average with 34 fewer completed in October, a 66.67% decrease. Significantly, the CVSO was able to post an additional \$129,232 in retroactive and ongoing monthly awards between September and October, a 21.84% increase. This may be attributed to





staff becoming more comfortable and independent in posting these awards, and doing so during their administrative time.

CVSO staff participated in two significant outreach events in October: A first ever (or at least first in a long time), VA claims clinic at San Francisco State University to support student Veterans in filing claims for VA benefits and learning about other Federal and State veterans benefits. In addition to CVSO and San Francisco VA Health Care System staff partnering to provide presentations on the VA disability claims process and accessing VA health care, CVSO staff filed multiple claims, looked up the status of claims, and filed Intents to File for at least 11 Veterans. We were also joined by San Francisco Veterans Affairs Commissioners, who provided awareness about San Francisco's Below Market Rate Housing Veterans preference lottery. Their participation also allowed us to provide on-site support to Veterans experiencing housing insecurity. We look forward to partnering to provide on-site VA benefits information and VA claims assistance to student Veterans at other San Francisco institutions of higher education. October was capped by San Francisco Fleet Week, which was unfortunately toned down this year due to the Federal Govt. shutdown. However, CVSO staff still had the opportunity to engage with Veterans and family members from throughout the region during the two-day event.

The CACVSO Fall Conference was highlighted by a call for increased collaboration with the California Dept. of Veterans Affairs (CalVet) especially in the area of data and information sharing to help identify where the most need is for Veterans. CalVet also encouraged greater partnership with CVSOs to increase engagement with women, minority, and LGBTQ+ Veterans. Unfortunately, due to the Federal Govt. shutdown, VA personnel were unable to attend to provide updates on law and regulatory changes at the Veterans Benefits Administration and Veterans Health Care System.

UPCOMING EVENTS

Nov 6-8 The SF County veterans Service Office will support the Santa Clara County Veterans Stand Down with a Veterans Claims Representative providing VA benefits counseling and claims assistance to attendees.

Nov 13 San Francisco State University Veterans Day Fair.

Nov 14 The SF County Veterans Service Office will attend the San Francisco VA Health Care System Caregiver Support Program's Caregiver Appreciation Month Resource Fair at the Ft. Miley Auditorium to inform caregivers (and their Veterans), about what CVSOs do and how we assist in helping Veterans and survivors obtain the benefits they are entitled to.

