



May 2026 CVSO Report

BENEFITS AWARDED

\$641,169.79

SCHEDULED APPOINTMENTS

197

(In-person: 58; Virtual: 139)

WALK-IN CLIENTS

489

(2 Gough:402; SF VAMC: 87)

CLAIMS FILED

246 Auditable

814 Total

MEDI-CAL VERIFICATIONS

25

ANNOUNCEMENTS

The SFCVSO is recruiting VA Work Study Program participants

- Email your resume to sfcvso@sfgov.org
- Type **“VA Work Study Applicant”** in the email subject line.

Walk-in every Friday at SFVSO 2 Gough St. San Francisco, CA
Walk-in every Wednesday at SFVAMC Ft. Miley

The month of April generated a significant number of awards for our office. We continue to process awards to ensure that no stone is left unturned. Between San Francisco VA Medical Center and 2 Gough, our walk-in services assisted 489 veterans through SFCVSO and SFVAMC. This number continues to rise as we split personnel between our office and the VA Medical Center. This month, we plan to rotate personnel at the VA San Francisco to help avoid burnout, as the pace and flow of traffic at the VA remain very fast. The rotation will also provide additional staff with the opportunity to gain experience working at the VA while continuing to support VA San Francisco operations. In addition, our work-study staff members are currently being trained to return calls and verify veterans' appointments.





SUCCESS STORY

Our office recently assisted a veteran, Rolando Flores, who served in the United States Navy from 1986 to 1988. Mr. Flores shared that during training, his instructor provided a razor because he had forgotten to shave that morning. The instructor then instructed a sailor to pass the razor around the formation for others to use after shaving. Although Mr. Flores felt uncomfortable using the shared razor, he complied with the directive to avoid disciplinary action.

Later that year, during a routine blood draw, the veteran was diagnosed with Hepatitis C. His Service Treatment Records (STRs) documented the diagnosis, and he also submitted a personal statement in support of his claim.

When Mr. Flores first came to our office, he had no service-connected disabilities and expressed frustration with the VA claims process. Our Veterans Service Representative (VSR) promptly filed an Intent to File (ITF) and Power of Attorney (POA) in May 2025 and advised the veteran that additional evidence and continuity of care would be important to strengthen his claim. In October 2025, our office submitted VA Form 21-526EZ on his behalf.

Following extensive communication and advocacy with the Department of Veterans Affairs, Mr. Flores was granted service connection for liver disease, including cirrhosis of the liver and Hepatitis C. He was also awarded Special Monthly Compensation (SMC) based on housebound criteria, resulting in a 100% Permanent and Total disability rating.

As a result of this successful claim, Mr. Flores received \$37,930.42 in retroactive compensation and will continue to receive monthly compensation payments of \$4,408.53.

The SFCVSO office remains committed to delivering results-driven advocacy and ensuring that veterans receive the benefits they have earned through their service.

UPCOMING EVENTS

Historic 250th Anniversary Memorial Day Commemoration

NACVSO 2026 Annual Training Conference in Reno, Nevada

CACVSO 2026 Summer Professional Training Virtual Conference

