SAN FRANCISCO HUMAN SERVICES AGENCY
Department of Disability and Aging Services

San Francisco County Veterans Service Office

Octobert 2026 CVSO Report

BENEFITS AWARDED
$316,911.92

SCHEDULED APPOINTMENTS
161
(In-person: 58; Virtual:103)

WALK-IN CLIENTS
507
(2 Gough:418; SF VAMC: 89; CCSF:6)

CLAIMS FILED
244 Auditable
759Total

MEDI-CAL VERIFICATIONS
23

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
Walk in every first week of Tuesday at CCSF

This month, our office experienced a decrease in benefits awarded due to ongoing issues with the Veterans Processing (VP) system. During last month's conference, it was announced that Panasoft plans to launch VetPro 2.0 in 2028, which will introduce significant changes to the way County Veterans Service Officers (CVSOs) submit awards, create veteran profiles, and upload supporting documentation.

Due to staffing shortages, we were unable to expand our presence at key outreach locations, including the San Mateo County Jail, the San Francisco VA Downtown Clinic, the University of San Francisco (USF), San Francisco State University (SFSU),

and the University of California, San Francisco (UCSF). Despite these challenges, we have made progress in strengthening office operations.

As of October, three work-study students have been assigned to the CVSO Office and have completed training to operate the service counter, Veterans Processing (VP), and the California Statewide Automated Welfare System (CalSAWS) work studies are temporary and they are not permanent. This additional support has enabled our Clerk to focus on assisting veterans with Powers of Attorney (POAs), Intent to File (ITF) submissions, and income verification requests.

Additionally, we plan to rotate work-study staff to assist at the San Francisco VA Medical Center (SFVAMC) with collecting veteran information. This effort is intended to streamline the claims filing process and improve access to other essential services.

To further enhance veteran support services, we are planning to partner with the Vet Center to conduct monthly intake sessions at the CVSO Office. These sessions will provide veterans with an opportunity to learn about the services offered by the Vet Center, including support for Post-Traumatic Stress Disorder (PTSD), Military Sexual Trauma (MST), and bereavement counseling. This collaboration will increase awareness of available resources and improve access to specialized care for veterans and their families.

To prevent VSR burnout and ensure effective coverage, we are evaluating how best to distribute responsibilities. Our approach will include determining which staff members can attend each event and prioritizing participation based on the size and needs of the veteran population served by each organization. This strategy will help us manage our resources responsibly while maintaining high-quality service delivery.

UPCOMING EVENTS

Veterans Day Celebration at City Hall 2026

30th Annual Veterans Day Celebration.

2026 SF State Veterans Day Recognition Luncheon

Veterans Recognition Event (City Hall)