

To: Honorable Veteran Commissioners and Supervisor Slocum

From: Norman Aleman

Subject: CVSO Report #1

BACKGROUND:

This report will provide you with updates on a variety of County Veteran initiatives. We also will keep you and the public informed about new services, upcoming events and general updates.

DISCUSSION:

New Operational Hours

Effective January 2016, our Harbor offices started new operations, serving our veterans from 8am – 12pm, closed from 12pm- 1pm for lunch and office work, and reopening from 1pm- 5pm. For the morning session the last veteran will be seen at 11am and for the afternoon session, the last veteran will be seen at 4pm, both sessions are on a first come first serve basis. Our hours of operation at the Menlo Park VA on Tuesdays are from 8:30am – 2:30pm, the last veteran will be seen at 2pm. At our South San Francisco HAS office, veterans will be seen from 9am – 3pm. This office will continue to operate with appointments and walk-ins. Since the beginning of the new operation we have seen 107 veterans.

Community Outreach & Outpost

Currently, representatives are out posted at Menlo Park on Tuesdays and at the HAS offices in SSF on Thursdays. Additionally, we will begin to out post at the Peninsula Vet Center one Friday per month beginning January 29 from 9am-12pm. We will also be at the College of San Mateo once a month. The days at college may vary depending on school activities. Additional sites and dates will be scheduled as time permits. Lastly, we will also be conducting our first eBenefits class at the Harbor offices on March 9th from 1pm-3pm.

eBenefits is a joint VA/DoD web portal that provides resources and self-service capabilities to Veterans, Service members, and their families to research, access and manage their VA and military benefits and personal information. It also provides a list of links to other sites that provide information about military and Veteran benefits. It is an essential way for Veterans, Service members, and their families to receive access to and service from VA and DoD.

Fiscal

From July 1st to December 31, 2015, **\$1,732,250.33** has been injected into the County economy based on claims filed and awarded to veterans. On a monthly basis, **\$147,183.43**, will continue to be injected into the county by veterans.