

# Nevada County Veterans Services Board of Supervisors Presentation

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Presented by

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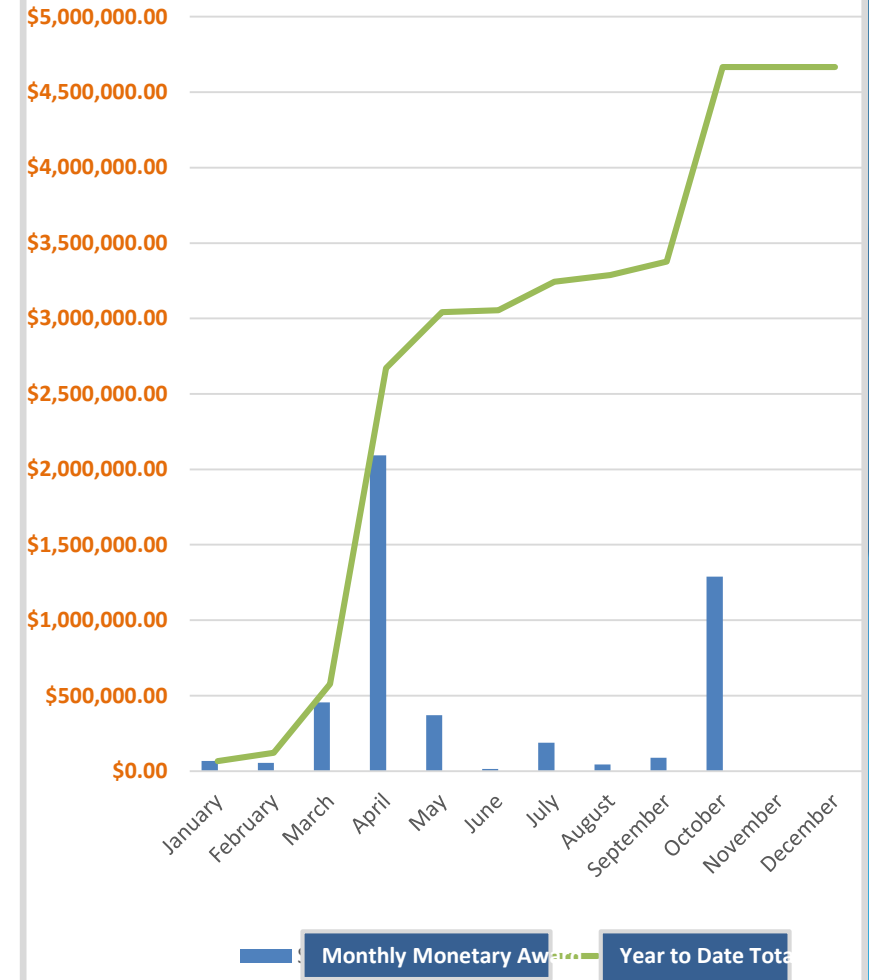
# 8,048 Veterans live in Nevada County

- The Veterans Services Office serves all veterans, spouses, and dependents
- Assist veterans with filing VA claims for compensation
- Pension programs for low-income wartime veterans
- Benefits available to surviving spouses
- 21.8% of the Veteran population is receiving VA benefits

# Operates on a Budget of \$479,923

- \$4.7 million in federal benefits have been granted in 2020
- Awarded \$75,500 over 2-years from Prop 63 Grant
  - Veterans receive free mental health services in the community
- Awarded \$97,335 over 3-years from Prevention & Early Intervention Grant
  - Helps support outreach efforts
- \$235,764 of college fees waived last year for dependents of Veterans
- Focus on Process Improvement has allowed for \$32,000 in increased production from VSO staff

VSO Generated Monetary Benefits 2020



# Challenges and Opportunities of 2020

## Challenges

- VSO operated with a vacancy for 10 months
- Current pandemic has limited outreach opportunities
- Claims submissions are currently down
- Over 8,000 historical claims were open in database

## Opportunities

- Workload Units have increased
  - Could lead to an increase in subvention funding
- Embrace and implementation of new technology
  - Development of “Virtual VSO”
  - Electronic filing of claims
  - Digital signatures
  - Ability to securely email documents for signatures

# Future Outlook



VSO is fully staffed / Focusing on training



Continue to implement new technology



Expansion of VA's Caregiver program should increase services



Planning "Virtual VSO Symposium"



Focus on CalVet's Medi-Cal Subvention Funding Program