



VETERANS SERVICES OFFICE



VSO ANNUAL REPORT 2023

Yolo County HHS – Veterans Services Office

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TABLE OF CONTENTS

About the Veterans Services Office (VSO) _____ 3

 Who They Are and What They Do _____ 3

 Yolo County Commitment _____ 3

 VSO Team _____ 3

What we Do _____ 4

Yolo County VSO Annual Updates _____ 5

 Challenges and Successes _____ 5

 2022 to 2023 Year End Comparison _____ 5

State Annual CVSO Updates _____ 6

 State Annual Report _____ 6

 Data Chart Summary _____ 6

Appendix _____ 7



ABOUT THE VETERANS SERVICES OFFICE (VSO)

Who They Are and What They Do

The VSO is an office established by the Board of Supervisors to assist veterans, their dependents and survivors, in obtaining benefits from federal, state and local agencies administering programs for veterans. The services they provide are 100% free to veterans and their families. While the VSO's mission is to assist Yolo County Veterans in obtaining their earned benefits from the U.S. Department of Veterans Affairs (VA), they also connect veterans to other state and county benefits. The Yolo County VSO reports yearly metrics directly to the California Association of County Veterans Service Officers (CACVSO), who then collate all California CVSO data into a yearly report which is posted on their website.

Yolo County Commitment

- Treat everyone with dignity, compassion, respect and understanding.
- Act in the best interest of the Veteran and their family.
- Help Veterans obtain the maximum benefits they are eligible for.
- Advise Veterans and their dependents on their rights and benefits.

VSO Team

Veterans Services Officer: Salvador Torres

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Veterans Services Representative: Kien Do

Phone: (530) 406-4851

Email: Kien.Do@yolocounty.gov

Yolo County VSO Office Hours and Location

Woodland

(Main Office)

137 N. Cottonwood Street, Woodland, CA

(530) 406-4850

(916) 375-6200 Ext. 4850

Fax: (530) 666-7456

Hours

Monday - Thursday

7:30 am to 4:00 pm

Closed for lunch 12:00 pm - 1:00 pm

WHAT WE DO

- We provide Veterans Administration (VA), State and Federal Benefits Counseling Services to match them with benefits they qualify for.
- We assist the Veteran and dependents in completing, filing, and submitting their VA Claims applications and appeals.
- We connect Homeless Veterans with benefits and recourses that will provide housing and supportive services.
- We provide transportation to VA medical appointments for mobility challenged Veterans, from Woodland, Davis and West Sacramento veterans, on availability of Volunteer drivers.
- We participate in outreach activities like community briefings, job fairs, resources fairs and Homeless Stand Down fairs in efforts to inform and connect Veterans to VA benefits.
- We keep current on all VA regulations and programs by attending weeklong CACVSO Training Conferences.
- We provide a Zoom or Microsoft Teams conference area for technology challenged Veterans who need to have a Virtual meeting with the Board of Veterans Affairs.
- We keep close ties with Veteran agencies and resources to serve the Veteran more efficiently.



YOLO COUNTY VSO ANNUAL UPDATES

Challenges and Successes

The Yolo VSO had a few staffing related challenges such as shortages during mandated conferences, higher caseloads compared to other Counties, limited outreach activities, and the lack of availability to deal with the aging and complex veteran's population.

However, regardless of those challenges, the Yolo VSO continue to outdo themselves year after year. They continue to make efforts to increase their availability for the veteran population, and thanks to those efforts, they have managed to serve an additional 572 more veterans in person and assisted with 735 more claim submissions over FY 2021-2022.

The limited staff availability hasn't stopped them from assisting Yolo County veterans in getting the most out of their available benefits. The fact that the Yolo County average new monthly award amount of \$3,552.00 exceeds the state-wide average of \$1,860.00 is a clear testament to their efforts.

In addition, the Yolo County VSO has also made a point of exceeding themselves year after year as shown in the 2022 to 2023 Year End Comparison Table below. FY 2022-2023 was the greatest year in terms of the total new awards that they assisted veterans to receive over the last 9 years.

2022 to 2023 Year End Comparison

Measure	2022	2023	Difference
Total Veteran Population	7,411	7,164	- 247
Veterans Assisted In-Person	944	1,516	+ 572
Contacts via Phone/Email	26,900	10,200	- 16,700
New Claims Filed	573	1,308	+ 735
Total New Claim Awards	\$3,566,758.00	\$4,646,342.00	+ \$1,079,584

STATE ANNUAL CVSO UPDATES

State Annual Report

The CACVSO yearly annual reports can be found on their website¹, and contains updates on topics related to veterans as well as useful resources from across the state.

The 2023 Veteran's Annual Report contains information on the PACT ACT, which expands on benefits available to veterans that were exposed to toxic substances. This year's report also outlines the current legislative priorities for the California Association of County Veterans Service Officers (CACVSO) around certain topics such as homelessness, accreditation, veterans license plate fee waivers, restoring veterans-only license plates, jobs, and more².

Data Chart Summary

The monetary veteran benefit data presented in the Appendix provide information on the new federal veteran benefits obtained with the assistance of County Veterans Service Officers (CVSOs).

The left section of the table shows the veteran population, by county, as estimated by the U.S. Department of Veterans Affairs' (VA) National Center for Veterans Analysis and Statistics, sorted by an arbitrary "county size". This sorting allows state and local leadership to make comparisons between like-sized counties in performance metrics. Metrics include public contact results and "New Awards Attributable to CVSOs." The "New Awards" data provides the monetary value of new or increased monetary benefits paid to eligible veterans and their dependents during fiscal year 2022-23. These amounts are directly attributable to the activities and efforts of the CVSOs. **In total, the CVSOs accounted for more than \$485 million in new federal veteran benefits** being brought into California's economy. Even with the recent increase in state General Fund support for CVSO operations, this still represents **a return on investment of \$44 for every \$1 of General Fund monies spent**. It should be noted that "New Awards Attributable to CVSOs" reports only the new or increased benefits obtained in that fiscal year, not the cumulative benefits. As such, they reflect the continuing effort of CVSOs to assist veterans in obtaining the benefits they have earned — this is truly a "what have you done for me lately" metric.

¹ <https://www.cacvso.org/annual-report/>

² More details can be found on pages 34-35 of the 2023 veterans annual report found here: <https://www.cacvso.org/wp-content/uploads/2024/02/Veterans-Annual-Report-2023.pdf>.

APPENDIX

Monetary Impact of CVSO Activities - By County Fiscal Year 2022-23							
County	Veteran Population (Note 1)	County Size (Note 2)	Veterans & Family Members Contacting CVSO		New Awards Attributable to CVSOs (Note 3)		
			In Person	By Phone or Email	New Claims by CVSO	New Awards by CVSO	Average New Award
Los Angeles	260,075	L	26,243	6,500	24,072	\$23,439,596	\$974
San Diego	230,507	L	23,956	75,222	19,507	\$16,675,473	\$855
Riverside	115,937	L	8,124	22,935	13,603	\$29,860,307	\$2,195
Orange	101,674	L	23,990	10,893	12,641	\$19,594,152	\$1,550
San Bernardino	91,652	L	19,089	12,237	55,784	\$57,895,384	\$1,038
Sacramento	77,794	L	6,000	11,000	5,183	\$10,285,017	\$1,984
Santa Clara	50,295	M	6,889	18,652	7,369	\$15,930,687	\$2,162
Alameda	48,841	M	600	1,000	2,240	\$5,137,659	\$2,294
Contra Costa	40,815	M	6,182	7,300	4,140	\$21,797,165	\$5,265
Kern	36,996	M	3,300	12,674	8,841	\$16,123,931	\$1,824
Ventura	35,975	M	4,600	25,480	6,649	\$18,427,173	\$2,771
Fresno	34,991	M	5,232	26,772	4,371	\$5,776,186	\$1,321
Solano	32,080	M	6,800	10,000	3,545	\$11,480,584	\$3,239
San Joaquin	28,742	M	4,434	13,302	3,767	\$11,913,594	\$3,163
Placer	24,529	M	6,050	3,499	4,666	\$18,053,192	\$3,869
Sonoma	22,612	M	2,981	3,012	3,301	\$12,509,414	\$3,790
San Mateo	22,415	M	2,581	1,750	3,183	\$9,903,219	\$3,111
San Francisco	22,317	M	6,050	1,029	6,852	\$8,796,127	\$1,284
Stanislaus	20,342	M	5,942	11,000	6,362	\$14,031,708	\$2,206
Santa Barbara	19,372	S	12,750	26,450	3,935	\$12,850,379	\$3,266
Monterey	18,297	S	4,290	8,566	5,860	\$14,213,502	\$2,426
San Luis Obispo	16,063	S	2,812	10,657	8,353	\$9,462,883	\$1,133
Tulare	15,059	S	3,788	9,971	2,996	\$7,706,164	\$2,572
Butte	13,445	S	2,336	4,106	2,813	\$7,197,649	\$2,559
Shasta	13,242	S	4,617	5,598	4,904	\$9,956,742	\$2,030
El Dorado	12,050	S	2,787	3,745	2,545	\$6,432,236	\$2,527
Yuba-Sutter	11,213	S	1,968	2,023	2,261	\$10,478,174	\$4,634
Merced	9,877	S	2,658	0	1,958	\$1,722,190	\$880
Santa Cruz	9,003	S	3,292	875	1,990	\$7,844,922	\$3,942
Kings	8,304	S	2,863	6,254	2,142	\$1,457,311	\$680
Marin	8,187	S	321	450	632	\$1,644,625	\$2,602
Humboldt	7,444	VS	1,611	3,422	1,777	\$4,457,456	\$2,508
Yolo	7,164	VS	1,516	10,200	1,308	\$4,646,432	\$3,552
Nevada	6,521	VS	2,200	1,800	3,805	\$6,705,352	\$1,762
Imperial	6,158	VS	0	0	1,674	\$7,041,074	\$4,206

County	Veteran Population (Note 1)	County Size (Note 2)	Veterans & Family Members Contacting CVSO		New Awards Attributable to CVSOs (Note 3)			
			In Person	By Phone or Email	New Claims by CVSO	New Awards by CVSO	Average New Award	
Madera	5,736	VS	2,000	3,500	1,535	\$3,258,331	\$2,123	
Napa	5,535	VS	960	3,750	3,001	\$6,755,025	\$2,251	
Mendocino	4,858	VS	1,835	3,135	960	\$3,203,274	\$3,337	
Lake	4,618	VS	2,800	4,000	2,166	\$6,962,539	\$3,214	
Tuolumne	4,419	VS	1,654	3,466	1,628	\$3,432,546	\$2,108	
Tehama	4,024	VS	1,078	2,591	1,632	\$4,634,909	\$2,840	
Calaveras	3,865	VS	932	1,644	984	\$2,670,317	\$2,714	
Siskiyou	3,410	VS	1,266	3,813	457	\$1,731,138	\$3,788	
Amador	3,027	VS	574	2,117	444	\$1,107,100	\$2,493	
San Benito	2,539	VS	425	680	711	\$2,280,834	\$3,208	
Lassen	1,919	VS	2,100	1,900	285	\$789,568	\$2,770	
Del Norte	1,894	VS	131	64	434	\$580,611	\$1,338	
Plumas	1,610	VS	432	720	452	\$1,500,069	\$3,319	
Mariposa	1,458	VS	240	500	32	\$8,023	\$251	
Inyo	1,387	VS	160	293	228	\$607,196	\$2,663	
Glenn	1,267	VS	1,650	2,000	170	\$1,202,007	\$7,071	
Trinity	926	VS	451	798	477	\$1,145,240	\$2,401	
Modoc	685	VS	53	197	61	\$159,697	\$2,618	
Colusa	722	VS	979	5,273	198	\$1,690,757	\$8,539	
Mono	502	VS	80	147	55	\$170,658	\$3,103	
Sierra	241	VS	3	10	0	\$0	\$0	
Alpine	81	VS	No CVSO					
STATEWIDE	1,534,710		238,655	408,972	260,939	485,337,502	1,860	

Notes:

1. Veteran population estimates, as of September 30, 2022, published by the USDVA National Center for Veterans Analysis and Statistics as "VetPop 2020".
2. County size is an arbitrary designation, for comparison purposes, based upon veteran population with "Very Small" <= 7,500, 7,500<"Small"<=20,000, 20,000<"Medium"<=75,000, "Large" >= 75,000.
3. These amounts are the new or increased benefits obtained by the CVSO, during this fiscal year, as reported in CalVet's Annual Report to the Legislature "Monetary Benefits Attributable to the Assistance of County Veterans Service Offices". They do not include any awards attributable to other veteran service organizations or to individual filers. These are not cumulative amounts, but rather the direct impact CVSOs have had on California's veteran beneficiaries in a single year.