

2015 ANNUAL REPORT

AND DIRECTORY



**California Association of County
Veterans Service Officers, Inc.**

Professional Veterans Advocates Serving
California's Veterans and Their Families

PRESIDENT'S MESSAGE

From Chris Bingham, President, CACVSO

The California Association of County Veterans Service Officers (CACVSO) is very proud of its role in helping make Fiscal Year (FY) 2014 a great year for the veterans of California! Continued additional funding from the California Legislature, combined with increased local funding for many offices, has enabled Veterans Service Offices throughout the state to add staffing, increase outreach activities and implement innovative programs to better serve California's veterans. As a direct result, California veterans received over \$545 Million in new federal benefits from the U.S. Department of Veterans Affairs (USDVA), and the participation rate for California veterans receiving monetary benefits has increased to 17.5%, finally matching the national average after years of lagging behind.

2015 will be a very dynamic and exciting year for veterans, CACVSO, the California Department of Veterans Affairs (CalVet), and the USDVA. There are innovative programs and tools that allow County Veterans Service Officers (CVSOs) and their representatives to assist veterans with unprecedented speed and accuracy. Web-based tools allow CVSOs unprecedented access to a veteran's USDVA records, and the ability to file some claims electronically. Ultimately, the USDVA is working toward a paperless claim system, and having all claims filed electronically. The CACVSO, in partnership with CalVet and the USDVA, is on the cutting edge of this initiative; California's investment in veterans services allows us to be a leader in this endeavor.

The 2014 CACVSO annual report tells our story in much greater detail — please take a moment to learn about our CVSOs' many successes, and congratulate them on the fine job they're doing taking care of California's veterans.

WHAT IS THE CACVSO?

The CACVSO is the California Association of County Veterans Service Officers. CVSOs oversee and direct the activities of their individual county veterans services offices (in 57 of California's 58 counties) where veterans and their families receive free USDVA claims assistance, information and referral to local, state and federal programs.

The CACVSO:

- ★ promotes the welfare and rights of veterans statewide through legislative advocacy,
- ★ provides training and education to CVSOs and their employees,
- ★ promotes the mission of CVSOs throughout the state, and
- ★ provides members of the Association with a collaborative network of resources, information and ideas.

THE HISTORY OF COUNTY VETERANS SERVICE OFFICERS

Shortly after the Civil War, veterans began to organize by forming the Grand Army of the Republic (GAR), which advocated for government benefits for their comrades who were physically or mentally injured as a result of their wartime service. What we now call Post Traumatic Stress Disorder (PTSD) was called "Soldiers Heart" during the Civil War. Since then, other veterans service organizations were formed after each of America's wars:

- ★ The American Legion and the Veterans of Foreign Wars after World War I.
- ★ AMVETS was established after World War II.
- ★ The Vietnam Veterans of America was established after the Vietnam War.
- ★ Currently Iraq and Afghanistan veterans are joining the Iraq and Afghanistan Veterans of America, as well as the previously mentioned groups.

All of these groups have lobbied to ensure that our military and our veterans are taken care of during and after their wartime service. There are over 100 veterans service organizations registered with the USDVA.

These veterans service organizations also advocated at the state and the county level for help for veterans. In the beginning, the states and counties responded by establishing commissions, boards and committees to assist their veterans.

This led to the establishment of a system known as CVSO's. The CVSO system is the most widely used model states use to deliver services and assist veterans in obtaining mostly federal and state benefits.

The creation of the CVSO system had its beginnings prior to World War I, but became more prevalent after that war as counties in different states established CVSOs.

The first CVSO in California was established in San Bernardino County in 1926.

Other California counties with large veterans' populations also established CVSO offices before World War II. These counties realized that helping veterans and their families to navigate the federal veterans benefit system would provide financial support for their veteran citizens and help alleviate costs that counties had to bear. With the end of World War II, practically every county in California established a county veteran's service office. This led to the formation of the CACVSO in 1945. The CACVSO is celebrating its 70th anniversary this year.

In September 1989, the CACVSO became a founding member of the National Association of County Veterans Service Officers (NACVSO) along with CVSOs from seven other states. NACVSO meets annually to advocate at the national level in Congress, the USDVA, and other federal agencies on behalf of all veterans and their families.

The NACVSO is a 2,400 member association which includes 28 states and one Tribal Nation. The mission of the NACVSO is to actively promote the rights of veterans and dependents of the United States through a progressive legislative platform and to work collaboratively with the USDVA and other nationally chartered veterans service organizations.

According to the NACVSO, about 80% of the claims presented to the USDVA each year originate in the office of a CVSO. **Studies have shown that veterans who file their claims through a CVSO receive a higher claim amount than veterans who do not use a CVSO.**



The CACVSO provides members with a collaborative network of resources, information and ideas.



CALIFORNIA ASSOCIATION OF COUNTY VETERANS SERVICE OFFICERS

CONTACTS

CHRIS BINGHAM
CACVSO PRESIDENT
(707) 565-5955
CBINGHAM@SCHSD.ORG

PETE CONATY
CACVSO GOVERNMENTAL ADVOCATE
(916) 492-0550
PCONATY@SBCGLOBAL.NET

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COUNTY VETERANS SERVICE OFFICERS BRING IN OVER A HALF A BILLION DOLLARS IN NEW FEDERAL VETERANS BENEFITS TO CALIFORNIA

The California Association of County Veterans Service Officers (CACVSO) announced today that during fiscal year 2013-14, they assisted California's veterans in filing claims with the federal government which resulted in payments of over \$545 million according to recently released figures from the California Department of Veterans Affairs.

"This is an increase of over 23% from the \$445 million that the county veteran service officers (CVSOs) brought in during fiscal year 2012-13" stated Chris Bingham, President of the Association and the Sonoma County Veterans Service Officer.

This increase can be attributed to several factors according to Bingham.

- Increased state funding in FY 2013 to \$5.6 million from \$2.6 million. The increased funding allowed us to increase our outreach activities and hire additional Veteran Service Representatives to assist Veterans in the VA Claim process.
- Coordination with the state-funded CalVet Strike teams located at the federal Veterans Administration's three regional offices in California.
- Better claims reporting and tracking by CVSOs using the CalVet sponsored VetPro software program.

"CVSOs and the CalVet Strike teams work together to ensure that California's veterans' claims are fully developed so they do not become bogged down in the current Veterans Administration claims backlog that has been in the papers so much recently" stated Pete Conaty, the governmental advocate for CACVSO and other veterans organizations at the state capitol.

"California has more veterans than any other states, but it has lagged behind other states until recently" stated Joe Wright, Kings County Veterans Service Officer.

"The increased state funding for CVSOs and the strike teams is really making a huge difference in increased federal payments to California veterans according to Wright. Benefits are not automatic like Social Security and are awarded based mostly on wartime service or a result of injuries or illness suffered."

"While we only track these benefits for a one year period, it is important to note that these monthly compensation payments continue each year until the veteran passes away" concluded Bingham.

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WHY WE DO WHAT WE DO

The value of what California’s CVSOs do cannot be quantified purely by numbers, although we do bring a great deal of additional federal funding to the state every year. There is a real, human value to the services we provide, which is seen and felt by California veterans, and families, we help. Following are some of their stories.

Helping Veterans’ Widows

In 2013, as a result of outreach and making the public aware of Kern County’s CVSO services, the widow of a Vietnam veteran came into our office. After the loss of her husband in 2003, she had filed a claim with the federal USDVA and it was declined. When the Veterans Service Representative (VSR) in our office noticed the death certificate listed cause of death as presumptive conditions of Agent Orange exposure in Vietnam, they reopened the widow’s claim. She was retroactively awarded \$150,000 and now receives about \$2,000 monthly.

(Kern County— \$85,000 ADDITIONAL STATE FUNDING RECEIVED IN FY 2013-14)

Helping Homeless Veterans

Facing homelessness, a female veteran with a spouse and two children came to the CVSO office. Based upon her military medical records, within 60 days of her claim, she received a USDVA compensation award for a brain cyst, back problems, and migraine headaches. She received a disability rating of 80% and is receiving \$1,700 per month.

(LA County — \$140,000 ADDITIONAL STATE FUNDING RECEIVED IN FY 2013-14)

Cutting Through the Redtape

A veteran (age 93) and his spouse (age 77) came in to the Placer County Veterans Service Office with an award letter from 2010 that they felt was incorrect. A new staff person hired with new funding and who was formerly a rating specialist from the USDVA, noticed a mistake on the rating. They assisted the claimants with submitting the required forms to the USDVA. The veteran was awarded a 100% Service Connected Disability. The award was retroactive from 2010 for \$112,826 with a \$4,000 monthly benefit.

Unfortunately, the veteran passed away before the money could be released — causing the claim to be terminated. Another VSR was able to assist the distraught widow in completing more forms for the burial, accrued pay, and widow’s benefits. The claim was awarded \$112,826 retroactively with a monthly benefit of \$1,215 to the widow.

Because of the increased local assistance funding from the state, our Placer County office had the staffing and resources available to assist this veteran, his widow, and many other veterans in the county. As of May 16, 2014, the Placer County Veterans Service Office has been able to submit 185 new claims – resulting in \$116,822 in one-time payments and \$10,422 in new monthly benefits to our county’s veterans.

(Placer County — \$50,000 ADDITIONAL STATE FUNDING RECEIVED IN FY 2013-14)

Helping Veterans Near and Far

The additional state funding received by the Trinity County CVSO has allowed the office to add an additional 10 hours per month to the position, which is currently one person, part-time. This extra time has allowed the CVSO to provide bi-monthly outreach services to the town of Hayfork, which is over a mountain pass, 36 miles from Weaverville.

On one of these visits to Hayfork, a Vietnam veteran came to see the CVSO. As a result of their discussion, the CVSO referred him to the federal USDVA Outpatient Clinic in Redding for an Agent Orange physical and the Agent Orange Registry. The veteran also has diabetes, so a claim for this is also being pursued for these veteran related illnesses.

The CVSO is also assisting the widow of a World War II veteran who lives in Hyampom (30 miles from Hayfork) for a Widow’s Pension with Aid and Attendance. This requires that the CVSO coordinate the application and reports with her son, who lives in Twain Harte, CA — a good 350 miles away from the office.

(Trinity County — \$13,000 ADDITIONAL STATE FUNDING RECEIVED IN FY 2013-14)

Because of the subvention funding, our Placer County office had the staffing and resources available to assist this veteran, his widow, and many other veterans in the county.

There is a real, human value to the services we provide, which is seen and felt by California veterans, and families, we help.



THE CALIFORNIA MODEL FOR VETERANS SERVICES

The California model for providing veteran services (i.e. the processes that connect veterans to benefits and services they have earned) is similar to many other states with a close partnership between state and county governments through the auspices of CalVet and the many CVSO offices statewide. Collectively, the CVSO, through claims initiation and development, and CalVet, through claims development and representation, provide assistance to veterans and their dependents in preparing and submitting claims and in representing claimants before the federal, state and local agencies providing veterans benefits.

This critical relationship with CVSOs ensures that veterans have the best opportunity to receive all earned benefits. While the state directly supports services in USDVA regional offices, the CVSOs provide the underlying network that facilitates the direct support of the individual veteran or family member. Often described as the State’s “distributed network,” CVSOs provide the local expertise for initiating claims, connecting veterans to services and generally assisting veterans, veteran dependents and survivors. They do this across the entire spectrum of federal, state and local benefits including compensation and pension, vocational rehabilitation, medical services, legal services, education, training, mental health services, and public assistance. CVSOs originate claims for all USDVA recognized organizations, as well as for CalVet (the selection of a power of attorney is an individual veteran

decision). CVSOs are the key component in any State effort to interface with the individual veteran and their family.

CDVA district offices are located in each of the three USDVA Regional Offices. The district offices assist veterans and their dependents in obtaining benefits through the process of application and representation of claims. They are responsible for developing and presenting claims on behalf of veterans, widows, orphans and other dependents. They review

USDVA adjudication decisions, and in cases where a veteran disagrees with the decision they provide additional case development, preparation of arguments, and act as the veteran’s advocate at administrative hearings. Recently, the department was provided temporary resources to establish “strike teams” at each office, tasked to assist in reducing the USDVA backlog on claims decisions. Funding for these teams expires in June 2016.

While CVSOs are independent local agencies, the State does provide limited local assistance funding from various sources including General Fund (subvention), Veterans Service Office Fund (VSOF), and reimbursements (Medi-Cal cost avoidance). While Military and Veterans Code §972.1 sets a target of \$11 million dollars for

subvention funding (approximately 50% of total county level budget authority in fiscal year 2011-12), in reality funding has never reached that level and is currently only temporarily at \$5.6 million through June 2015 (historically the state has provided \$2.6 million in subvention funding).

BOOTS ON THE GROUND AND SUBSIDIARITY - THE CVSO MODEL

The majority of the 50 states use the CVSO model to assist veterans and their families in obtaining USDVA benefits (as well as state benefits). Twenty-eight states use the CVSO model. The other states either use state employees, a combination of state employees and CVSOs (Texas) or veterans service organizations to deliver services to their veterans.

Filing for VA benefits is a very complicated endeavor. Each veteran’s claim is individual to that veteran and each claim must be filed separately. The Code of Federal Regulations (CFR) Title 38 dealing with veterans’ claims is over 1,600 pages of very small print. The accompanying manual is also over 1,600 pages. Congress or the courts frequently make changes to veterans’ benefits. For instance, the courts have required the USDVA to accept disability claims from Vietnam veterans based upon exposure to Agent Orange.

Therefore, 28 states have adopted the CVSO model in order to deliver all services to veterans at the local level, again; to gain earned monetary benefits, medical care, and educational benefits. **Partial California state funding of CVSOs is in keeping with Governor Jerry Brown’s policy of subsidiarity.**

This critical relationship with CVSO’s ensures that veterans have the best opportunity to receive all earned benefits.



WHAT CVSOS DO

Our membership is committed to providing the highest quality service to California veterans and we will remain responsive to their needs. CVSOS help veterans and their families with the following:

Locally

- ★ Claims assistance
- ★ Case management
- ★ Fiduciary services
- ★ Homeless assistance
- ★ Indigent burials
- ★ Information and referral
- ★ Jail and hospital outreach
- ★ Job referrals
- ★ Veterans preference points for employment exams
- ★ Peddler's license
- ★ Transportation services
- ★ Veteran's advocacy

At the State level

- ★ Business license, tax and fee waiver
- ★ California college tuition fee waiver
- ★ Disabled veteran license plates
- ★ Disabled Veterans Business Enterprise (DVBE) opportunities
- ★ Employment and unemployment
- ★ California farm and home loans
- ★ Fishing and hunting licenses
- ★ Motor vehicle registration fees waiver
- ★ Property tax exemptions
- ★ State park and recreation passes
- ★ Veterans Homes of California
- ★ Veterans preference in California civil service exams
- ★ Property tax exemptions

Federally

- ★ Correction of military records and discharge upgrades
- ★ Dependency indemnity compensation
- ★ Disability compensation or pension
- ★ Educational assistance
- ★ Federal tort claim assistance
- ★ Funeral and burial assistance
- ★ Government life insurance
- ★ Home loan guaranty

- ★ Outpatient medical and dental treatment
- ★ Small Business Administration
- ★ Social Security Administration

Benefits Acquisition

One of the most vital services provided by CVSOS is filing benefits claims for veterans, dependents and survivors.

At every step of this process, illustrated at right, CVSOS provide immeasurable help to their clients whether providing education, completing complex paperwork or advocating on their behalf.

The first step of this process is for veterans to be aware of possible benefits for which they may qualify. In addition to the referrals mentioned, CVSOS actively disseminate information regarding their services to veterans in their communities through outreach events, targeted mailings and word-of-mouth.

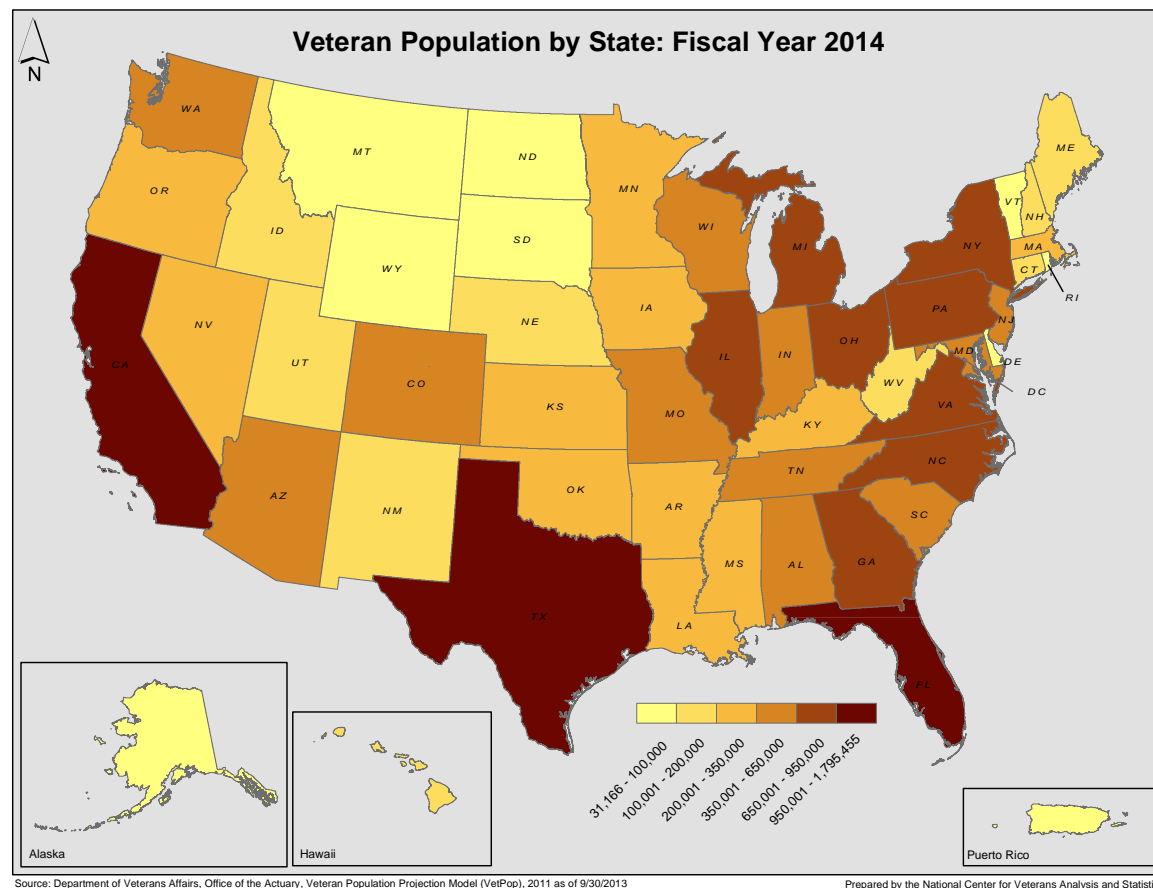
Once a veteran makes his or her way to a CVSOS, a Veterans Service Representative (VSR) evaluates the client's eligibility for benefits, completes and submits application forms and follows-up with case management.

Value of CVSOS

In accordance with the state's Military and Veterans Code, CalVet annually computes the amount of new and increased monetary benefits paid to eligible clients by the federal government that are attributable to the work of CVSOS (see Table 1 on page 12). For FY 2013-14, CalVet reported to the State Department of Finance and the State Legislature that CVSOS obtained \$545 million in new federal benefits for California's veterans and their families (annualized value of new monthly benefits/increases plus value of new one-time benefits). This represents a remarkable return on the state's investment of \$5.6 million paid in that year to CVSOS.

While this is impressive, it does not include many client services performed by CVSOS for which the value of return is impossible to calculate. Out of three workload indicators measured, 86% of the activities fall into this category. CVSOS staff completed various forms or other activities and had approximately half a million telephone contacts with veterans and their families to answer questions, resolve complaints, develop claims, and otherwise serve our veteran community.

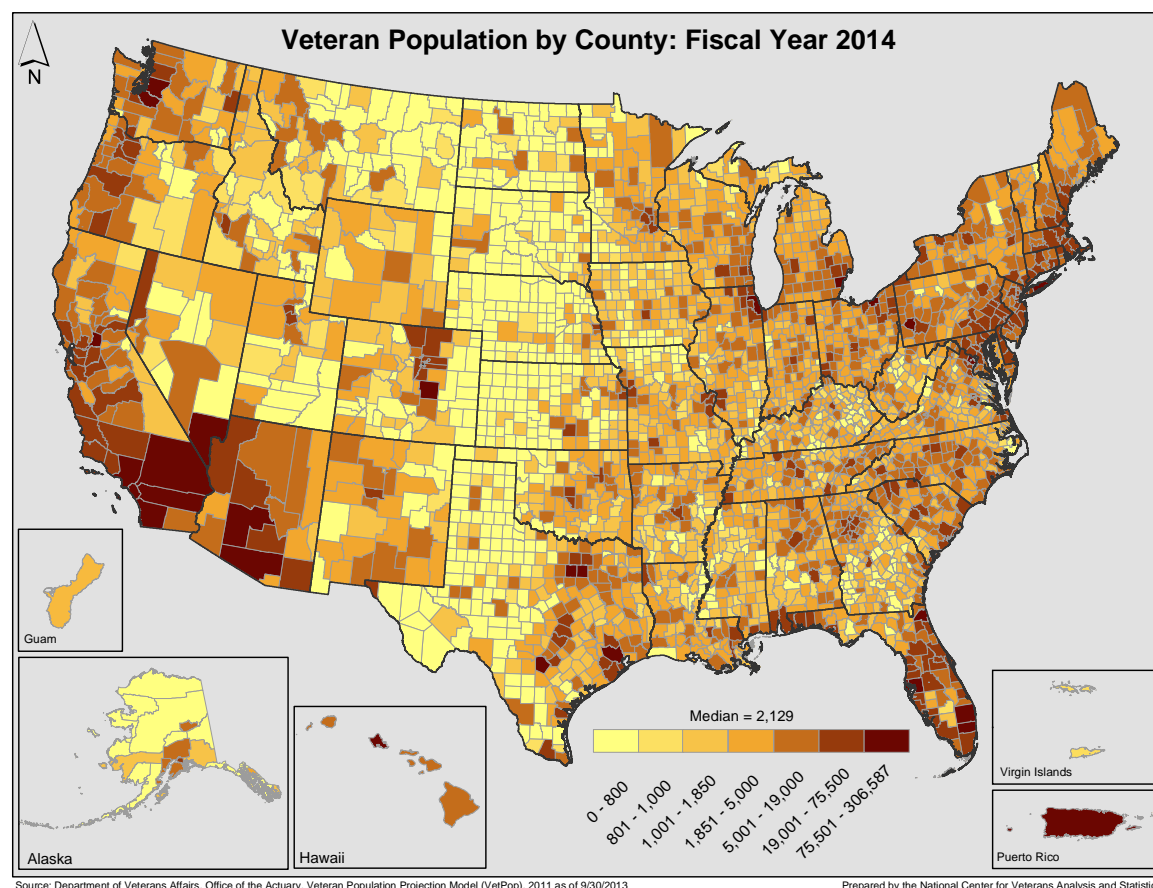
Also impossible to quantify is the value of these services from the perspective of California's veterans, their families and survivors — our clients.



VETERAN STATISTICS BY COUNTY

The Compensation & Pension Utilization Rates by County on the following page provides a comparison between counties using the same metric, utilization rate, as used when comparing California to other states. Utilization rate is the percent of veterans receiving compensation or pension benefits recipients within the county for federal FY 2013 as reported by the USDVA. The utilization rate reflects the efforts of all organizations that assist veterans with receiving those benefits, not just the CVSOs. The utilization rates are color coded to indicate those counties with rates above (green) or below (red) California’s overall rate. To provide a more equitable comparison the counties are grouped by size (large, medium, or small) based upon veteran population with “Small” being less than 15,000 veterans, “Medium” being more than 15,000 and less than 75,000 veterans, and “Large” as more than 75,000 veterans.

Table 1 on page 13 provides the number and monetary value of new or increased monetary benefits paid to eligible veterans and their dependents by the USDVA during FY 2013-14 that are directly attributable to the activities and efforts of the CVSOs. In total, the CVSOs accounted for approximately \$545 million in new or increased federal veteran benefits being brought into California’s economy. It should be noted that this table only reflects the new or increased benefits obtained in the fiscal year, not the cumulative benefits, and as such, is a reflection of the ongoing effort of CVSOs to assist veterans in attaining the benefits they have earned.



Compensation & Pension Utilization Rates by County					
County	Veteran Population (Note 1)	County Size (Note 2)	C&P Cases (Note 3)	Utilization Rate	Rank by Util. Rate within County Size
Los Angeles	327,756	Large	48,744	14.9%	5
Orange	131,969	Large	18,057	13.7%	6
Riverside	137,992	Large	27,876	20.2%	2
Sacramento	92,453	Large	16,973	18.4%	3
San Bernardino	115,065	Large	19,588	17.0%	4
San Diego	231,664	Large	62,468	27.0%	1
Alameda	61,742	Medium	9,012	14.6%	16
Butte	18,404	Medium	3,024	16.4%	8
Contra Costa	57,041	Medium	8,654	15.2%	14
El Dorado	16,139	Medium	2,448	15.2%	15
Fresno	46,008	Medium	8,486	18.4%	5
Kern	48,682	Medium	8,264	17.0%	6
Monterey	20,275	Medium	4,544	22.4%	3
Placer	30,848	Medium	4,773	15.5%	10
San Francisco	27,249	Medium	4,175	15.3%	12
San Joaquin	37,435	Medium	5,743	15.3%	11
San Luis Obispo	22,067	Medium	2,993	13.6%	18
San Mateo	30,536	Medium	3,599	11.8%	20
Santa Barbara	24,850	Medium	4,214	17.0%	7
Santa Clara	63,816	Medium	8,170	12.8%	19
Shasta	16,928	Medium	3,715	21.9%	4
Solano	34,352	Medium	10,359	30.2%	1
Sonoma	30,772	Medium	4,374	14.2%	17
Stanislaus	27,018	Medium	4,328	16.0%	9
Tulare	18,967	Medium	4,449	23.5%	2
Ventura	45,288	Medium	6,935	15.3%	13
Alpine	125	Small	0	0.0%	32
Amador	4,523	Small	510	11.3%	28
Calaveras	5,822	Small	798	13.7%	25
Colusa	1,247	Small	150	12.0%	27
Del Norte	2,630	Small	634	24.1%	2
Glenn	1,827	Small	282	15.4%	20
Humboldt	10,656	Small	2,143	20.1%	6
Imperial	7,684	Small	1,561	20.3%	5
Inyo	1,624	Small	208	12.8%	26
Kings	12,354	Small	2,708	21.9%	4
Lake	6,906	Small	1,349	19.5%	9
Lassen	3,676	Small	523	14.2%	24
Madera	8,679	Small	1,599	18.4%	13
Marin	13,640	Small	1,532	11.2%	29
Mariposa	2,214	Small	332	15.0%	22
Mendocino	6,740	Small	1,314	19.5%	10
Merced	11,547	Small	2,283	19.8%	7
Modoc	994	Small	188	18.9%	11
Mono	1,247	Small	43	3.4%	31
Napa	10,224	Small	1,652	16.2%	18
Nevada	9,644	Small	1,721	17.8%	16
Plumas	2,120	Small	379	17.9%	15
San Benito	2,800	Small	495	17.7%	17
Santa Cruz	12,496	Small	1,853	14.8%	23
Sierra	391	Small	21	5.4%	30
Siskiyou	4,488	Small	840	18.7%	12
Sutter	6,948	Small	1,595	23.0%	3
Tehama	6,856	Small	1,032	15.1%	21
Trinity	1,591	Small	290	18.2%	14
Tuolumne	6,510	Small	1,007	15.5%	19
Yolo	9,790	Small	1,916	19.6%	8
Yuba	6,326	Small	1,614	25.5%	1

Notes

1. Veteran population estimates, as of September 30, 2013, published by the USDVA National Center for Veterans Analysis and Statistics as "VetPop 2014"
2. County size is an arbitrary designation based upon veteran population with "Small" <= 15,000, 15,000<Medium<75,000, Large >=75,000
3. As reported by the USDVA National Center for Veterans Analysis and Statistics as "FY 2013 Compensation and Pension by County"
4. Utilization rate is the percent of veterans in county receiving either compensation or pension benefits. Green highlighting indicates the county utilization rate is at or above the statewide average; red highlighting indicates county utilization rate is below the statewide average.

TABLE 1

M&VC §974(a)(2) and 972.1(c): New or increased federal benefits to eligible veterans and their dependents during fiscal year 2013-2014, directly attributable to the work of CVSOs.

Participating Counties	974(a) 2	972.1 (c)	Average Amount of New Award Received in FY 13/14	Veteran Population
	Number of Claims Filed in FY 13/14	Value of new benefit payments in FY 13/14 (New and Increased Benefits)		
ALAMEDA	2,058	\$8,640,277	\$4,198	57,562
AMADOR	335	\$2,088,423	\$6,234	4,246
BUTTE	3,195	\$5,427,789	\$1,699	17,399
CALAVERAS	304	\$1,069,807	\$3,519	5,498
CDVA	5,387	\$16,272,545	\$3,021	
COLUSA	62	\$71,031	\$1,146	1,159
CONTRA COSTA	2,883	\$23,891,107	\$8,287	53,232
DEL NORTE	550	\$2,579,414	\$4,690	2,507
EL DORADO	814	\$7,481,861	\$9,191	14,939
FRESNO	2,293	\$7,538,569	\$3,288	43,317
GLENN	134	\$906,587	\$6,766	1,801
HUMBOLDT	1,330	\$10,146,310	\$7,629	10,138
IMPERIAL	1,434	\$3,506,314	\$2,445	7,560
INYO	212	\$1,237,299	\$5,836	1,505
KERN	7,446	\$23,974,240	\$3,220	46,473
KINGS	1,435	\$6,289,915	\$4,383	12,281
LAKE	1,059	\$5,904,537	\$5,576	6,499
LASSEN	330	\$1,242,443	\$3,765	3,524
LOS ANGELES	13,347	\$29,287,766	\$2,194	306,587
MADERA	606	\$4,566,486	\$7,535	8,187
MARIN	693	\$3,686,956	\$5,320	12,257
MARIPOSA	58	\$114,907	\$1,981	2,091
MENDOCINO	1,153	\$5,709,502	\$4,952	6,624
MERCED	1,572	\$3,946,243	\$2,510	11,174
MODOC	27	\$104,215	\$3,860	936
MONTEREY	3,207	\$15,653,606	\$4,881	19,255
NAPA	498	\$3,029,548	\$6,083	9,602
NEVADA	780	\$4,681,324	\$6,002	8,756
ORANGE	11,109	\$14,432,967	\$1,299	121,992
PLACER	1,627	\$8,213,125	\$5,048	29,314
PLUMAS	204	\$236,448	\$1,159	2,000
RIVERSIDE	13,495	\$34,927,578	\$2,588	131,854
SACRAMENTO	2,167	\$3,139,485	\$1,449	89,529
SAN BENITO	291	\$3,032,271	\$10,420	2,607
SAN BERNARDINO	34,039	\$84,996,243	\$2,497	111,221
SAN DIEGO	11,185	\$19,005,295	\$1,699	224,881
SAN FRANCISCO	3,863	\$14,249,516	\$3,689	25,267
SAN JOAQUIN	1,959	\$11,145,630	\$5,689	34,954
SAN LUIS OBISPO	4,507	\$6,094,670	\$1,352	20,490
SAN MATEO	913	\$7,745,457	\$8,484	27,318
SANTA BARBARA	3,714	\$14,012,008	\$3,773	22,818
SANTA CLARA	3,644	\$11,316,103	\$3,105	58,590
SANTA CRUZ	2,205	\$5,847,807	\$2,652	11,554
SHASTA	3,161	\$14,415,935	\$4,561	16,184
SISKIYOU	634	\$2,626,450	\$4,143	4,184
SOLANO	3,945	\$26,816,713	\$6,798	33,502
SONOMA	1,741	\$14,223,522	\$8,170	28,528
STANISLAUS	3,714	\$13,867,363	\$3,734	25,601
TEHAMA	240	\$422,240	\$1,759	5,588
TRINITY	40	\$385,745	\$9,644	1,504
TULARE	2,545	\$7,381,085	\$2,900	18,076
TUOLUMNE	1,002	\$4,522,640	\$4,514	6,174
VENTURA	1,982	\$9,004,515	\$4,543	42,229
YOLO	964	\$3,595,485	\$3,730	9,466
YUBA-SUTTER	2,500	\$11,001,076	\$4,400	13,206
Statewide Totals	170,592	\$545,706,393		

*Sources: CVSO/CalVet Veterans Claims Case Management System Database (VetPro) and VetPop 2011

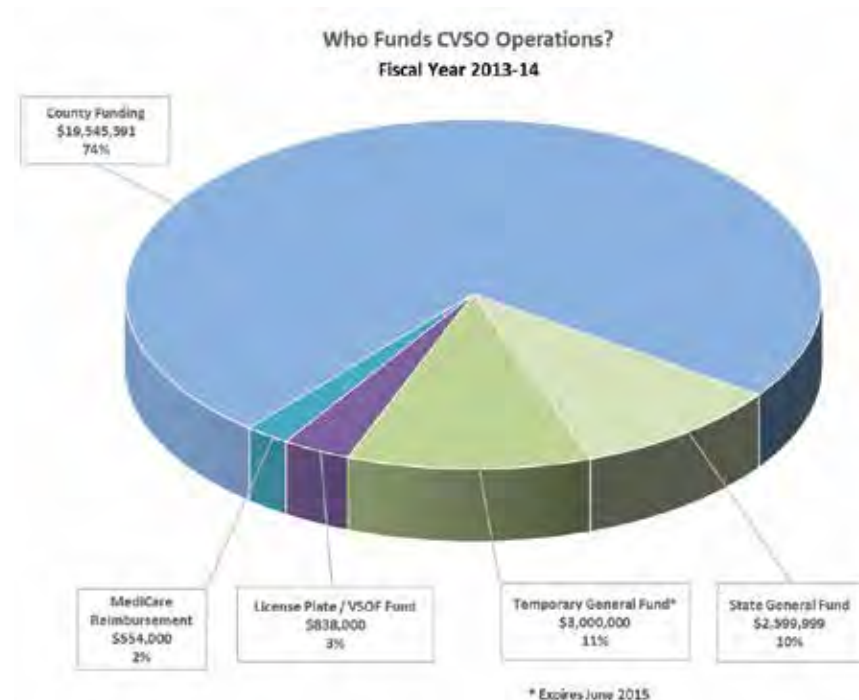
CVSO FUNDING

The cost of maintaining a CVSO is primarily a county general fund expense; however, counties with an established CVSO receive some State reimbursement funds as authorized by the California Military and Veterans Code. Depending on the revenue source, these funds are distributed either based on specific performance measurements or as a percentage of net county cost. It is important to emphasize that while state general funds and federal pass-through funds distributed by CalVet assists counties in maintaining their CVSOs, the primary cost of the CVSO program statewide is a county expense, as opposed to a State expense, as is illustrated in the graph below. Funds received by CVSOs are subject to both internal county audits and regular audits by the CalVet in accordance with the California Code of Regulations.

While every funding dollar is gratefully accepted and well spent by CVSOs, increased temporary state funding has afforded CVSOs the ability to accomplish so much more. According to former Senate Veterans Affairs Committee Chair Lou Correa, “CVSOs have been woefully underfunded during the past decade because the state has defaulted on its moral obligation to help counties fund this vital program. As a result, deserving veterans suffer and the state loses an opportunity to draw down federal dollars.”

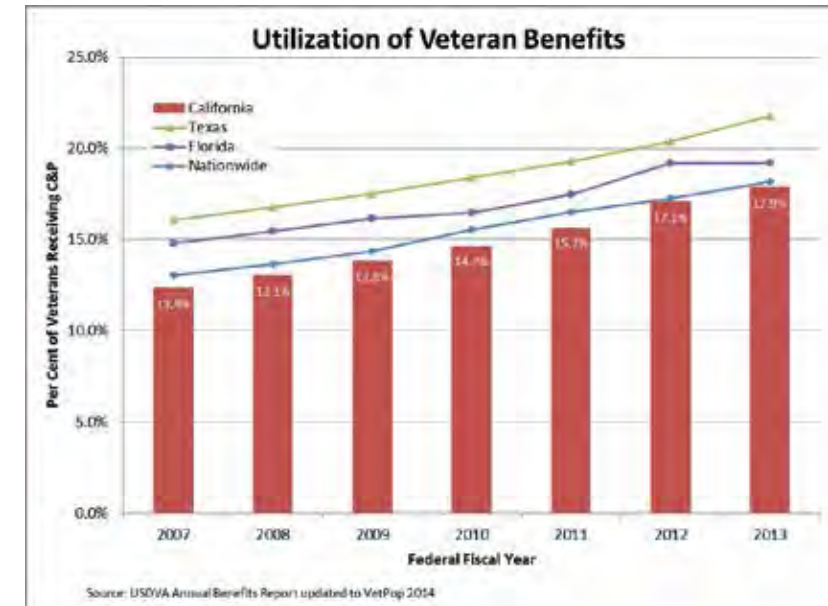
This has changed, at least temporarily. In FY 2013-14, when CVSO state local assistance funding was temporarily increased from \$2.6 million to \$5.6 million, the CVSO’s were able to increase federal benefits to California veterans by over \$100 million.

The total state audited amount of federal compensation and pension payments to veterans and their families rose from \$445 million in FY 2012-13 to \$545 million in FY 2013-14. The majority of those payments are paid monthly to the veteran over his or her lifetime.



CALIFORNIA’S UTILIZATION OF VETERAN BENEFITS

California’s utilization of the primary monetary veteran benefits, referred to as compensation and pension (C&P), has historically lagged behind the nation as a whole and more dramatically behind similar sized states. The end result is that some veterans are not receiving benefits they earned through their service. Additionally, there is a significant loss of economic impact to the state by failing to bring these federal dollars into the economy.



Recently, California has caught up to the same utilization rates as the nation. However, like-sized states continue to outperform California.

Finding solutions to this underutilization issue has been the subject of extensive study by CalVet¹, the Bureau of State Audits² and others³. The solution condenses down to whether there are enough professional veterans service representatives available to assist veterans in filing benefit claims. In California there are simply not enough CVSOs and their representatives available.

In 2007 CalVet recommended several strategies to correct the underutilization including:

“... providing resources in support of additional full time professional service representative staff with a focus on areas with large veteran population and lower th(a)n average benefit participation rates.

- a. Subvention funding for county veteran service offices should be increased to support an expansion of county veterans service office staffing. The additional funding shall be directed to expanding the staff dedicated to full time outreach and claims work.

- b. Resources are needed to fund additional professional service representative staff at CalVet district offices in support of claims representation (appeals), local training, and local outreach. Outreach should specifically increase in areas where the State can provide economy of scale.”

The Legislature has set a target of \$11 million dollars for subvention funding (Military and Veterans Code §972.1) which is approximately 50% of total county level budget authority in fiscal year 2011-12. However, in reality funding has never approached that legislative goal.

Currently subvention funding in support of CVSO operations is temporarily at \$5.6 million but is scheduled to revert to the historic level of \$2.6 million unless budget action is taken to make a permanent increase. Many counties used this temporary increase to add additional staff but also report that those positions are temporary and most will be eliminated if the funding is not made permanent. A survey of county staffing in October 2014 identified approximately 279 employees, of which 185 were VSRs. This includes approximately 63 positions added with the temporary funding increase; 82% of those additional positions will be eliminated if funding is not made permanent.

A comparison of California to Florida’s and Texas’ rates shows up to almost \$1 billion in federal funding is lost annually, impacting approximately 80,000 veterans and their families.

If California were to undertake a serious funding change to put more professional veterans service representatives in the field, it too could realize the same utilization rates as Texas and Florida. While connecting veterans to the benefits they have earned should be the primary motivator, adding approximately \$1 billion dollars annually to the economy further justifies the expenditure. Those increased benefits would occur year after year and circulate through the local economy multiple times bringing payback through state and local taxes. An \$8.4 million increase⁴ in state funding for CVSOs could bring a \$1 billion dollar increase in annual benefits.

Unfortunately, increasing utilization rates is not instantaneous and results will take time as counties hire staff, connect with veterans, file claims, await adjudication of those claims, and publication of official data by the USDVA. As it stands now, any impact from the recent temporary funding increase is not likely to be official until the USDVA publishes its Annual Benefit Reports in the summer of 2015 and 2016.

¹ “Strategies to Improve California’s Utilization of Veteran Benefits”, report to the California State Legislature, March 15, 2007

² “California Department of Veterans Affairs: Although It Has Begun to Increase Its Outreach Efforts and to Coordinate With Other Entities, It Needs to Improve Its Strategic Planning Process, and Its CalVet Home Loan Program Is Not Designed to Address the Housing Needs of Some Veterans”, October 2009, Bureau of State Audits Report 2009-108, p.

³ Clark, Clayton A. “State Demographic and Veteran Disability.” Harvard University, June 2004, p. 50.

⁴ From the historical \$2.6 million to the \$11 million goal established in M&VC §972.1.

VETERANS PROGRAMS

The CVSO offices can provide a wide range of assistance to veterans and their families. CVSOs are trained and accredited personnel who can help with USDVA claims, and answer questions about both state and federal benefits. CVSOs do not charge for these services. There are numerous ways to apply for USDVA benefits depending on the type of benefit being sought. The best option is to visit a local CVSO and apply in person with a VSR.

It is important to seek out a trained VSR at the CVSO office to assist with any claim for benefits. The VSR can submit claims and has access to the USDVA system to track them through to completion. Should an appeal become necessary, the CVSO can assist there too. As a claim is processed through the USDVA system, numerous letters are generated to the veteran, many times creating confusion. The CVSO has the training to handle these situations. Many times, the CVSO is the hub of veteran activity in the community and can link veterans and their families with local assistance and resources they may need. Here are a few of the benefits available.

Disability Compensation Benefits

This is a tax-free monetary benefit paid to veterans with disabilities that are the result of a disease or injury incurred or aggravated during active military service. Compensation may also be paid for post-service disabilities that are considered related or secondary to disabilities occurring in service and for disabilities presumed to be related to circumstances of military service, even though they may arise after service. Generally, the degrees of disability specified are also designed to compensate for considerable loss of working time from exacerbations or illnesses. The CVSO can assist the veteran in applying for USDVA Healthcare to care for both service-connected and non service-connected issues.

USDVA Pension Benefits

This benefit helps Veterans and their families cope with financial challenges by providing supplemental income through the Veterans Pension and Survivors Pension benefit programs. This benefit is available to both the veteran and dependents and is based on income.

Education Benefits for Veterans

For approved programs, the Post-9/11 GI Bill provides up to 36 months of education benefits, generally payable for 15 years following release from active duty. Institutions of higher learning participating in the Yellow Ribbon Program may make additional funds available for education programs without an additional charge to GI Bill entitlement. A monthly housing allowance, annual books and supplies

CVSOs are trained and accredited personnel who can help with USDVA claims, and answer questions about both state and federal benefits.

stipend, and one-time rural benefit payments may also be available. Eligible servicemembers may receive up to 36 months of education benefits under the Montgomery GI Bill. You usually have 10 years to use your Montgomery GI Bill benefits, but the time limit can be fewer or more years depending on the situation.

Veterans may receive vocational rehabilitation and employment services to help with job training, employment accommodations, resume development, and job seeking skills coaching. Other services may be provided to assist veterans in starting their own businesses or independent living services for those who are severely dis-

abled and unable to work in traditional employment. USDVA's Education and Career Counseling program is a great opportunity for servicemembers and veterans to get personalized counseling and support to help guide their career paths, ensure the most effective use of their USDVA benefits, and achieve their goals.

USDVA provides additional housing and insurance benefits to veterans with disabilities, including specially Adapted Housing Program grants, Service-Disabled Veterans Insurance, and Veterans Mortgage Life Insurance. USDVA also offers many additional benefits including the USDVA Home Loan Program and burial benefits. The CVSO can apply for and answer questions about any of these benefits.

The mission of the California Department of Veterans Affairs (CalVet) is to promote and deliver the benefits provided by the grateful State of California to Veterans and their families.

California State Benefits

The mission of CalVet is to promote and deliver the benefits provided in gratitude by the State of California to veterans and their families. One of these benefits is the College Fee Waiver Program for dependents of veterans. The basic benefit is the waiver of mandatory system-wide fees at any campus of the University of California (UC), California State University (CSU) including the California Maritime Academy, or a California Community College. This benefit is available to the children of service-connected disabled veterans. Students must meet residency requirements and income requirements. The CVSO is the approval authority for this benefit.

CalVet has many additional benefits available for veterans including the CalVet Home Loan, business license tax and fee waivers, fishing and hunting licenses, license plates, motor vehicle registration fee waivers, property tax exemptions, and state park and recreation passes. **The CVSO can assist in applying for any of these benefits.**

CALIFORNIA VETERANS TREATMENT COURTS AND VETERAN'S DIVERSION PROGRAM

Prior to the Iraq and Afghanistan Wars, returning combat veterans who became entangled with the law were not treated any differently than anyone else in similar circumstances, even though it is a well established fact that their wartime service had caused mental problems which generally manifests as alcohol and/or drug abuse and domestic violence incidents.

This most common wartime problem is now called Post Traumatic Stress Disorder (PTSD), although it has existed since wars began. PTSD was not recognized as a disorder until 1984, ten years after the Vietnam War. Since then we have learned much about it, its causes and how to treat it.

California is leading the nation in assuring that its veterans get treatment instead of incarceration for their wartime combat issues.

In 2006, California became the first state to establish a prison diversion program for veterans and military members when Governor Schwarzenegger signed AB 2586 (Parra) creating Penal Code 1170.9. Since then, PC 1170.9 has been expanded and refined by the Legislature.

In 2014, five bills were passed which help or assist our veterans who become entangled in the criminal justice system. The legislative bills were:

AB 2098 (Levine)	Veterans Sentencing
AB 2263 (Bradford)	Veterans Advocates: Prisons
AB 2357 (Skinner)	Parole: Military Service
SB 1110 (Jackson)	Arrest: Veteran Status
SB 1227 (Hancock)	Diversion: Military and Veterans

The CACVSO supported all of these bills through its Legislative Platform and governmental advocate.

The initial passage of AB 2586 in 2006 also led to the establishment of veteran's treatment courts (VTCs) in California.

While the first VTC was established in Buffalo, New York in January 2008, it was quickly followed shortly thereafter by several VTCs in California. Santa Clara and Orange counties established VTCs in November 2008.

PTSD was not recognized as a disorder until 1984, ten years after the Vietnam War.

There are now 21 counties that have established VTCs, and several counties have informal VTCs for their veterans.

It should be noted that the VTCs are not a state mandated program nor do they receive any state funding.

Additionally, it should be noted that any veteran or military member does not have to be accepted into a VTC to use PC 1170.9 as a defense in a criminal proceeding.



California is leading the nation in assuring that its veterans get treatment instead of incarceration for their wartime combat issues.

CALIFORNIA VETERANS TREATMENT COURTS

COUNTY	COURT?	VETERANS ^a	OEF/OIF ^b	POPULATION ^c
Orange	Yes (11/08)	137,011	6,227	3,081,804
Santa Clara	Yes (11/08)	67,790	2,726	1,842,254
San Bernardino	Yes (1/10)	115,646	7,280	2,076,274
Tulare	Yes (2/10)	19,793	1,097	455,599
Los Angeles Downtown	Yes (9/10)	345,886	17,470	9,958,091
Ventura	Yes (11/10)	46,442	2,884	835,436
San Diego	Yes (2/11)	229,524	28,666	3,150,178
San Joaquin	Yes (4/11)	37,498	1,640	698,414
Santa Barbara	Yes (11/11)	25,172	1,167	429,200
Riverside	Yes (1/12)	136,635	8,235	2,255,059
El Dorado	Yes (2/12)	15,942	407	182,286
San Mateo	Yes (5/12)	31,505	1,084	735,678
Placer	Yes (9/12)	30,582	1,219	357,463
Los Angeles Lancaster	Yes (3/13)	345,886	17,470	9,958,091
San Francisco	Yes (4/13)	28,444	1,076	825,111
Kings	Yes (4/13)	11,139	1,555	152,007
San Luis Obispo	Yes (6/13)	21,966	753	272,177
Alameda	Yes (11/13)	65,831	2,278	1,548,681
Sacramento	Yes (7/14)	98,204	4,614	1,445,806
Solano	Yes (9/14)	34,524	3,099	418,387
Trinity	Alternative 1	1,567	33	13,443
Kern	Alternative 2	48,052	2,815	857,882
Nevada	Alternative 3	9,489	232	97,019
Amador	Alternative 4	4,627	84	36,741

Footnotes

- a. Source: VA as of 2013
- b. Source: DoD as of 2010 (based on last known home address at discharge)
- c. Source: California Department of Finance, 2013
- * County with 10 or fewer OEF/OIF veterans

Notes: Alternative Structures

1. (Trinity) Informal team led by CVSO selects veterans for alternative sentencing or other help; any courtroom. VA or nonprofit designs treatment plan.
2. (Kern) VA assesses veterans and creates treatment plans for those qualified; any courtroom. No other entities involved. Judges might apply alternative sentencing.
3. (Nevada) PD identifies veterans needing assistance; various organizations respond. Judges (any courtroom) might apply alternative sentencing.
4. (Amador) Drug court judge invokes alternative sentencing; veterans is accompanied by veterans' service nonprofit.

MOTOMU NAKASAKO LEGISLATOR OF THE YEAR AWARD

About the Award

Each year, the CACVSO designates a legislator or legislators as “Legislators of the Year” for outstanding service to veterans. This distinction is named the Motomu Nakasako Legislator of the Year Award and is named after “Mote” Nakasako, a Los Angeles CVSO who was constantly involved in legislation to improve the lives of veterans at the local, state, and federal levels. He was a decorated member of the Army’s famed 442nd Regimental Combat Team, one of World War II’s most decorated units. Mr. Nakasako joined the Army and volunteered for combat duty from the Heart Mountain Internment Camp in Wyoming.

2014 Motomu Nakasako Legislator of the Year Award Recipients

The CACVSO’s legislators of the year for 2014 are Senator Ben Hueso (D-San Diego) and former Assemblywoman Sharon Quirk-Silva (D-Fullerton).



Senator Hueso was the Chair of the Senate Committee on Veterans Affairs. He has been a steadfast supporter of veterans issues since he was first elected to the Legislature in 2010. In April of 2013, he was named to Chair the Senate Committee on Veterans Affairs, whereupon he steadfastly took up the fight for increased funding for CVSO’s.

“Senator Hueso understands our mission of helping veterans obtain the federal benefits they earned as a result of their service to our country. His tenacity in pushing the CVSO funding effort from all angles was instrumental in bringing the budget increase to fruition”, stated Chris Bingham, CACVSO President and CVSO for Sonoma County.



Assemblywoman Quirk-Silva was named as Chair of the Assembly Committee on Veterans Affairs in December 2013. She immediately agreed to champion the cause of the CVSO funding increase via AB 2703, which was put into print with an unprecedented 25 co-authors, a bi-partisan group from both Houses of the Legislature.

The Assemblywoman was also successful in getting legislation passed in 2014 to put in motion the process to develop a state veterans cemetery in Orange County.

Kings County CVSO and CACVSO Legislative Committee Chair Joe Wright noted, “CVSOs were fortunate to have Assemblywoman Quirk-Silva at the helm of the Assembly Veterans Committee during the time of our crucial efforts to secure the proper level of funding needed to serve our state’s veterans. We could not have done it without her.”

Past Recipients of the CACVSO Motomu Nakasako Award for Legislator of the Year

- 2013-Senator Ellen Corbett and Assembly Speaker John A. Pérez
- 2012-Senator Ted Lieu and Assemblywoman Susan Bonilla
- 2011-Assemblyman Jim Nielsen and Congressman Jerry McNerney
- 2010-Senator Lou Correa
- 2009-Assemblyman Paul Cook and Congressman Mike Thompson
- 2008-Assemblywoman Mary Salas
- 2007-Assemblywoman Lori Saldaña

Recipient of CACVSO Lifetime Achievement Award:

- 2011-Assemblyman Paul Cook

CACVSO LEGISLATIVE ACTIVITY

Since the 1980’s, the CACVSO has been active at the State Capitol advocating on behalf of California veterans, military members, and their families. Over the years, they have worked with the Legislature and the Administration on improving the lives of their clients.

Since 2001, Pete Conaty and Associates has represented the CACVSO and California’s veterans at the State Capitol.



About Pete Conaty

In 1986, after a 21-year career including two tours in Vietnam where he was awarded the Combat Infantry Badge and the Purple Heart, Pete retired from the U.S. Army, having risen from the rank of Private to Lieutenant Colonel.

After his military career, Pete became involved in veterans and military issues at the State Capitol and Washington D.C. During this time he worked at the California State Assembly for ten years in a variety of positions such as Chief Committee Consultant and Chief of Staff before establishing his governmental advocacy firm, Pete Conaty and Associates in 1996.

Since 2001, he has provided veterans service organizations with expert, knowledgeable and effective guidance in Washington D.C. and the California State Legislature. He has taken a hands-on approach to developing relationships with new members of the State Legislature and their staffs, while still maintaining the personal contacts he has cultivated over the years in the Executive and Legislative branches of California government.

In the last ten years, Pete has worked on over 900 veterans and military legislative bills at both the state and national capitols. He is known as “Mr. Veteran” at the

State Capitol. In 2010, he was awarded the CalVet Secretary's Award for his "invaluable contributions to California veterans." He has received numerous awards for his advocacy on behalf of California's military and veteran population.



About Dana Nichol

After serving successful internships in the Assembly and for Pete Conaty & Associates, Dana Nichol joined Pete Conaty & Associates in 2004 as an Associate Lobbyist. During his legislative internship, Dana worked for Assemblyman Cogdill on Rural Caucus issues. Dana received his Bachelor of Arts degree in Government at California State University, Sacramento.

Pete Conaty and Associates is a state-certified Disabled Veterans Business Enterprise.



CACVSO STATE LEGISLATIVE PRIORITIES 2015/2016

1. Support efforts to educate the Governor's Office, the Legislature, and the public on the importance and value of the County Veterans Service Offices (CVSOs). The eventual goal is to fully fund CVSOs by permanently appropriating the full \$11 million in local assistance funding as reflected in Military and Veterans Code Section 972.1(d).

California is home to approximately two million veterans. Currently, the state budget allocates \$5.6 million in one-time funding to the CVSOs in 58 California counties. CVSOs are the first contact for most veterans and are historically able to bring in \$100 of federal veterans benefits for every \$1 spent by the state. Without full funding, California's veterans will not get the government benefits for which they earned through their service in the military.

2. Support legislation that would require state agencies to coordinate with California Department of Veterans Affairs (CalVet) to improve state services provided to veterans.

There are many services that are offered to veterans. Many state agencies are involved in administering these services. Improved coordination between agencies would allow veterans to more easily access these services, and would also allow the CVSOs to better assist the veteran. An example would be for the CA Department of Corrections and Rehabilitation (CDCR) to collect data on incarcerated veterans and provide that data to CalVet. CalVet could then provide that data to the CVSOs who could then provide assistance to those incarcerated veterans.

CACVSO STATE LEGISLATIVE PLATFORM 2015/2016

California Veterans Homes

1. Support legislation to update the Military and Veterans Code concerning all aspects related to California Veterans Homes to insure that all veterans in all homes are treated equally. California has gone from one veterans home (Yountville, est. 1884) to the eight current veterans homes. The Military and Veterans Code has not been updated to establish uniform procedures.

2. Support legislation to provide educational assistance to nursing students who commit to serve a specified number of years in California Veterans Homes.

Other State Veterans Issues

1. Support legislation that would create a Governor's Memorial Certificate similar to the Presidential Memorial Certification. Include information directing survivors to the CVSOs.

2. Support legislation that would provide state income tax relief to retirement pay of military retirees.

3. Support legislation that would make it a criminal offense to intentionally misdirect

or mislead a veteran, or anyone acting on the veterans behalf, concerning benefits or entitlements.

4. Support legislation that would expand current law to allow local jurisdictions the option of waiving building and inspection permit fees for veterans with service-connected disabilities, in order to assist them in making ADA-type modifications to their homes.
5. Support the legislative priorities of the state's veterans service organizations that are in-line with our own legislative priorities.
6. Support legislation that would require an individual, who is assisting a veteran with filing a claim for benefits, to notify that veteran if they are not a U.S. Department of Veterans Affairs (USDVA) accredited representative.
7. Support legislation that would help educate doctors, coroners, etc., of the importance of including other significant conditions contributing to the death of a veteran on the death certificate.

CACVSO FEDERAL LEGISLATIVE PRIORITIES 2015/2016

1. Support legislation that would provide increased access for CVSO to USDVA information systems (i.e. VBMS, VACOLS, SHARE, MAPD, etc.) for use in developing and monitoring claims submitted on behalf of veterans.

CVSOs are local government agencies responsible for assisting veterans and their dependents and survivors in obtaining benefits to which they may be entitled. As such CVSOs need maximum possible access, regardless of USDVA Power-of-Attorney (POA), to USDVA client and claims databases. Enhancing this access will result in better, timelier services to claimants and reduce the workload in USDVA call centers.

2. Support legislative, regulatory or policy changes that would create a federal/state/local government partnership to reduce the USDVA veteran's claims backlog and expand outreach services to veterans.

USDVA has expressed the belief that one important way to reduce the unacceptable claims backlog is the initial submission of complete as possible claims packages. Individual claimants are unfamiliar with the requirements of the USDVA claims system. It is, therefore necessary to have competent, trained intermediaries, such as CVSOs, participate in the preparation and submission of claims. Many CVSOs do not have the resources to do the community outreach that would enable them to reach the maximum possible number of benefit claimants. Federal/state/local partnerships will enable State and County veterans service programs to reach and assist more claimants thus helping to reduce the chronic USDVA claims backlog.

3. Support legislation that would authorize USDVA pharmacies to honor prescriptions written by non-USDVA physicians.

Currently, the USDVA medical system will only provide prescription medication to eligible veterans if the prescription is written by a USDVA physician. This requires that

veterans make medical appointments with USDVA physicians for the sole purpose of getting authorization for a medication already prescribed by the veteran's non-USDVA provider. This process places an unnecessary burden on the USDVA medical system by requiring its providers to duplicate work that has already been done in the private sector. Waiting times for appointments for this purpose can also result in adverse consequences when the medication is prescribed for an urgent or emergency medical need. This would especially help our more rural veterans.

4. Support legislation that would eliminate the Means Test (income limits) for veterans to qualify for USDVA medical care.

The USDVA currently uses the Means Test as one of the factors in determining a veteran's eligibility for USDVA medical care. These income limitations have excluded some veterans, who would otherwise qualify for enrollment, from obtaining their primary healthcare through the USDVA. In light of the Patient Protection and Affordable Care Act of 2010, we believe all veterans have earned the right and should be able to enroll and obtain their healthcare through the USDVA if they so choose.

CACVSO FEDERAL LEGISLATIVE PLATFORM 2015/2016

1. Support legislation that would include "Blue Water Navy" veterans into the set of veterans with presumed exposure to Agent Orange.
2. Support legislation that would provide for payment of Concurrent Retirement and Disability Pay (CRDP) for all military retirees regardless of the percentage of their service connected disabilities.
3. Support legislation that would eliminate Survivor Benefit Plan (SBP) - Dependency and Indemnity Compensation (DIC) offset.
4. Support legislation that would re-instate the Burial/Plot allowance for all honorably discharged veterans.
5. Support legislation, regulatory or policy changes which expand/increase USDVA responsibility to educate veterans on their entitlements.
6. Support legislation that would provide for a pro-rata additional allowance for dependents for all levels of compensation.
7. Support legislation that would authorize states with Departments of Veterans Affairs that are accredited with the USDVA to cross-accredit CVSOs with another state's accreditation.
8. Support legislation that would eliminate the requirement for war-time service as an eligibility requirement for non-service connected and death pension.
9. Support legislation that would reduce the eligibility criteria for veterans to meet Veterans Affairs Supportive Housing (VASH) program requirements.
10. Support legislation that would expand the eligibility criteria for USDVA Dental Services for veterans eligible for USDVA Healthcare.

Directory

ALAMEDA COUNTY

Stewart Smith, County Veterans Service Officer
Tracy Murray, Assistant Veterans Service Officer
 6955 Foothill Blvd., Suite 300
 Oakland, CA 94605
 Hours: Mon - Fri 8:30am - 12pm & 1pm - 5pm
 Phone: 510-577-1926 Fax: 510-577-1947

Gail White, Veterans Representative
 24100 Amador Street, 3rd Floor
 Hayward, CA 94544
 Hours: Tues, Weds, & Thurs 9am - 5pm
 Phone: 510-265-8271

Donnell Lewis, Veterans Representative
 The Vet Center
 1504 Franklin Street, Suite 200
 Oakland, CA 94612
 Hours: Wednesday Only 9am - 5pm
 Phone: 510-763-3904

Bruce Choy, Veterans Representative
 Family Resource Center
 39155 Liberty Street, Suite F620
 Fremont, CA 94538
 Hours: Mon, Tues, & Thurs
 Phone: 510-795-2686

VA Hospital Livermore
 4951 Arroyo Road
 Bldg. 64, Room 275
 Livermore, CA 94550
 Hours: Mon 9am - 4:30pm (by appt. only)
 Phone: 510-577-3546

Oakland Vet Center
 Alameda Memorial Bldg.
 2203 Central Ave.
 Alameda, CA 95550
 Hours: Wed 9am - 4:30pm (by appt. only)
 Phone: 510-577-1942

AMADOR COUNTY

Terry Sanders, County Veterans Service Officer
 tsanders@amadorgov.org
 11401 American Legion Way

ALL Mail - 810 Court Street
 Jackson, CA 95642
 Hours: Mon - Fri 8am - 4pm
 Phone: 209-267-5764 Fax: 209-267-0419

BUTTE COUNTY

Hannah Williamson, County Veterans Service Officer
 2445 Carmichael Drive
 Chico, CA 95928
 Hours: Mon - Fri 8am - 11:30am & 12:30pm - 4pm
 Mon - Thurs (by appt. only) Friday walk-in
 Phone: 530-891-2759 Fax: 530-895-6508

CALAVERAS COUNTY

Chele Beretz, County Veterans Service Officer
 509 East Saint Charles Street
 San Andreas, CA 95249
 Hours: Mon - Fri 9am - 4pm
 Phone: 209-754-6624 Fax: 209-754-9049

Outreach Offices: 209-754-6624 for appointments
 Angels Camp — 135 Larel Street
 Valley Springs — 1919 Vista del Largo
 Mountain Ranch — 7869 Whiskey Slide Road
 Arnold — 2182 Hwy 4

COLUSA COUNTY

Elizabeth Kelly, County Veterans Service Officer
 Don Parsons, Assistant Veterans Service Officer
 251 E. Webster Street
 Colusa, CA 95932
 Hours: Mon - Fri 8am - 4:30pm
 Phone: 530-458-0388 Fax: 530-458-2664

CONTRA COSTA COUNTY

Nathan Johnson, County Veterans Service Officer
 10 Douglas Drive, #100
 Martinez, CA 94553-4078
 Hours: Mon - Fri 9am - 12pm & 1pm - 4pm
 Phone: 925-313-1481 Fax: 925-313-1490

100-37th Street, #1033
 Richmond, CA 94805
 Hours: Tuesday 9am - 12pm & 1pm - 4pm
 Phone: 925-313-1481 Fax: 925-313-1490

Bo Jones, Veterans Service Representative
 Brentwood Outstation
 3361 Walnut Blvd., #140
 Brentwood, CA 94513
 Hours: Thursday 9am - 12pm & 12:30pm - 3:30pm
 (by appt. only)
 Phone: 925-313-1481 Fax: 925-313-1490

Michael Hoffschneider, Veterans Service Representative
 400 Hartz, #208
 Danville, CA 94526
 Hours: Wednesday Only 10am - 2pm
 (by appt. only)
 Phone: 925-313-1481

DEL NORTE COUNTY

Christopher Thorpe, County Veterans Service Officer
 810 H Street
 Crescent City, CA 95531
 Hours: Mon - Fri 8am - 12pm & 1pm - 5pm
 Phone: 707-464-2154 Fax: 707-465-0409

EL DORADO COUNTY

Ed Swanson, County Veterans Service Officer
 130 Placerville Drive, Suite B
 Placerville, CA 95667
 Hours: Mon - Fri 8am - 5pm
 Phone: 530-621-5892 Fax: 530-621-2218

Lance Poinsett, Veterans Service Representative

Located in the Senior Center
 3050 Lake Tahoe Blvd.
 South Lake Tahoe, CA 96150
 Hours: Tues (by appt. only) 8am - 12:30pm
 & 1:30pm - 5pm
 Phone: 530-573-7955 Fax: 530-621-2218

FRESNO COUNTY

Charles Hunnicutt, County Veterans Service Officer
 3845 N. Clark, Suite 103
 Fresno, CA 93726
 Hours: Mon - Thurs 8am - 4pm & Fri 8am - 12pm
 Phone: 559-600-5436 Fax: 559-600-7745

GLENN COUNTY

Brandon Thompson, County Veterans Service Officer
Cindy Holley, Assistant Veterans Service Officer
 525 W. Sycamore Street, Suite A5
 Willows, CA 95988
 Hours: Mon - Fri 8am - 5pm
 Phone: 530-934-6524 Fax: 530-934-6355

HUMBOLDT COUNTY

Rena Maveety, County Veterans Service Officer
 825 5th Street, Room 310
 Eureka, CA 95501-1172
 Hours: Mon - Fri 8:30am - 12pm & 1pm - 4pm
 Phone: 707-445-7611 Fax: 707-476-2487

IMPERIAL COUNTY

Roberto Avila, County Veterans Service Officer
 2695 S 4th Street
 El Centro, CA 92243
 Hours: Mon - Thurs 7am - 4pm
 Fri Closed Admin. Only 8am - 5pm
 Phone: 760-337-5018 Fax: 760-337-5042

INYO/MONO COUNTY

Jeff Hollowell, County Veterans Service Officer
Yvette Mason, Assistant Veterans Service Officer

County Services Building
 207 West South Street
 Bishop, CA 93514
 Hours: Mon - Thurs 7am - 5pm
 Phone: 760-873-7850 Fax: 760-873-7851

KERN COUNTY

Dick Taylor, County Veterans Service Officer

1120 Golden State Ave.
 Bakersfield, CA 93301
 Hours: Mon - Fri 8am - 5pm
 Phone: 661-868-7300 Fax: 661-631-0519

400 North China Lake Boulevard
 Ridgecrest, CA 93555
 Hours: Wed 10am - 3pm
 Phone: 760-375-1564

750 Lake Isabella Blvd.
 Lake Isabella, CA 93240
 Hours: 1st & 3rd Thurs 9am - 12pm

KINGS COUNTY

Joe Wright, County Veterans Service Officer
Scott Holwell, Assistant Veterans Service Officer

County Government Center
 1400 W. Lacey Blvd.
 Law Bldg. #4
 Hanford, CA 93230
 Hours: Mon - Fri 8am - 5pm
 Phone: 559-852-2669 Fax: 559-584-0438

LAKE COUNTY

Saul Sanabria, County Veterans Service Officer

255 North Forbes Street
 Lakeport, CA 95453
 Hours: Mon - Fri 8am - 12pm & 1pm - 5pm
 Phone: 707-263-2384 Fax: 707-262-1861

VA Clinic
 15145 Lakeshore Drive
 Clearlake, CA 95422
 Hours: Mon - Wed 8am - 4:30pm
 Phone: 707-995-7200

LASSEN COUNTY

TBA, County Veterans Service Officer

Memorial Building
 1205 Main Street
 Susanville, CA 96130
 Hours: Mon - Fri 8am - 5pm
 Phone: 530-251-8192 Fax: 530-251-4901

LOS ANGELES COUNTY

Ruth A. Wong, County Veterans Service Officer

Stephanie Stone, Assistant County Veterans Service Officer
Christopher Duarte, Veterans Service Officer
Christopher Harris, Veterans Service Officer
Tiffany Apodaca, Veterans Service Officer
Todd Tortorici, Veterans Service Officer
Peter Roman, Veterans Service Officer
 Department of Military and Veterans Affairs Headquarters
 1816 S. Figueroa Street
 Los Angeles, CA 90015
 Phone: 877-4-LA-VETS Fax: 213-744-4444

Andre Brinney, Veterans Service Officer

Los Angeles VA Ambulatory Care Center
 351 E. Temple Street, Room B-307
 Los Angeles, CA 90012
 Phone: 213-253-2677 x 4605 Fax: 213-253-5123

Ernest Hughes, Veterans Service Officer

West Los Angeles VA Medical Center
 11301 Wilshire Blvd.
 Building 402, Room 2502 (Monday and Thursday)
 Building 500, Room 1613 (Wednesday and Friday)
 Los Angeles, CA 90073
 Phone: 310-478-3711 x 48659/310-478-3711 x49000

Sheriff's Department - Men's Central Jail
 450 Bauchet Street
 Los Angeles, CA 90012-2907
 Tuesdays Only
 Phone: 213-893-5252

Joseph Sapien, Veterans Service Officer

Sepulveda VA Ambulatory Care Center
 16111 Plummer Street, Building 22, Room 218
 Sepulveda, CA 91343
 Phone: 818-891-7711 Fax: 818-895-9493

Chatsworth Veterans Center
 20946 Devonshire Street, Suite 101
 Chatsworth, CA 91311
 Phone: 818-576-0201 Fax: 818-576-0216

Sepulveda Veterans Center
 9737 Haskell Street
 Sepulveda, CA 90012
 Phone: 818-892-9227

Frances Govens, Veterans Service Officer

West Los Angeles Veterans Center
 5730 Uplander Way, Suite 100
 Culver City, CA 90230
 Phone: 310-641-0326 Fax: 310-641-2653

Robert Ortiz/Keith Niesen, Veterans Service Officers

Department of Public Social Services
 335 E. K-10
 Lancaster, CA 93535
 Phone: 661-974-8842 Fax: 661-723-5247

Peter Roman, Veterans Service Officer

Department of Public Social Services
 17600 B Santa Fe Ave.
 Rancho Dominguez, CA 90221
 Monday Only
 Phone: 310-761-2221 Fax: 310-635-7024

Armand Assayag, Veterans Service Officer

Los Angeles Veterans Resource Center
 1045 W. Redondo Beach Blvd., Suite 150
 Gardena, CA 90247
 Friday Only
 Phone: 310-767-1221 Fax: 310-767-1403

Long Beach VA Medical Center
 5901 E. 7th Street, Room 217
 Long Beach, CA 90822
 Monday - Thursday
 Phone: 562-826-8000 x 4657 Fax: 562-826-5284

Ruben Trejo, Veterans Service Officer

Antelope Valley Senior Center
 777 Jackman Street
 Lancaster, CA 93534
 Phone: 661-726-4410 Fax: 661-940-7947

Frank Valencia/Dorene Hartley, Veterans Service Officers

West Covina Court House
 1427 West Covina Parkway
 West Covina, CA 91790
 Phone: 626-813-3401 Fax: 626-338-4481

MADERA COUNTY

Charles Hunnicutt, County Veterans Service Officer

200 W. Fourth Street
 Madera, CA 93637
 Hours: Mon - Fri 8am - 5pm
 Phone: 559-675-7766 Fax: 559-675-7911

Oakhurst CBOC
 40597 West Lake Drive
 Oakhurst, CA 93644
 Hours: 3rd Thurs of the month
 Phone: 559-683-5300 Fax: 559-683-5303

MARIN COUNTY

Sean Stephens, County Veterans Service Officer

10 North San Pedro Road, Suite 1010
San Rafael, CA 94903
Hours: Mon - Thur 8:30am - 4:00pm
Phone: 415-473-6193 Fax: 415-473-6465

MARIPOSA COUNTY

Bob Johns, County Veterans Service Officer

5085 Bullion Street
P.O. Box 774
Mariposa, CA 95338
Hours: Tues & Wed 9am - 5pm
Phone: 209-966-3696 Fax: 209-966-3293

MENDOCINO COUNTY

Alice Watkins, Senior Veterans Service Representative

405 Observatory Ave.
P.O. Box 839
Ukiah, CA 95482
Hours: Mon - Thurs 8am - 12pm & 1pm - 5pm
Phone: 707-463-4226 Fax: 707-463-4637

189 N. Main Street
Willits, CA 95490
(by appt. only)
Phone: 707-456-3792

360 N. Harrison Street
Fort Bragg, CA 95437
Hours: Mon - Thurs 8am - 12pm & 1pm - 5pm
Phone: 707-964-5823

MERCED COUNTY

TBA, County Veterans Service Officer
Kay Spears, Supervising Veterans Claims Representative

3376 N. Hwy 59, Suite D
P.O. Box 112
Merced, CA 95341
Hours: Mon - Fri 8am - 5pm
Phone: 209-385-7588 Fax: 209-725-3848

MODOC COUNTY

Harry Hitchings, County Veterans Service Officer

202 W. 4th Street, Suite F
Alturas, CA 96101
Hours: Mon - Thurs 9am - 4pm
Phone: 530-233-6209 Fax: 530-233-3866

MONTEREY COUNTY

George Dixon, County Veterans Service Officer
Wes Morrill, Military & Veterans Service Representative

1200 Aguajito Road, Rm. 003
Monterey, CA 93940
Hours: Mon - Fri 8am - 11am & 1pm - 4pm
Phone: 831-647-7613 Fax: 831-647-7618

Seaside-Fort Ord

3401 Engineer Lane
Seaside, CA 93955
Hours: Mon - Thurs 8am - 12pm & 1pm - 4:30pm;
Fri 8am-12pm
Phone: 831-647-7613

Salinas

1000 S. Main Street, Suite 209A
Salinas, CA 93901
Hours: Mon - Thur 8am - 12pm & 1pm - 4:30pm;
Fri 8am-12pm
Phone: 831-647-7613

King City

522 N. 2nd St
King City, CA 93930
Phone: 831-647-7613 (call for hours)

NAPA COUNTY

Pat Jolly, County Veterans Service Officer

2751 Napa Valley Corporate Drive
Building One
Napa, CA 94558
Hours: Mon - Fri 7am - 4pm
Phone: 707-253-6072 Fax: 707-299-1489

NEVADA COUNTY

Victor Ferrera, County Veterans Service Officer

255 South Auburn Street
Grass Valley, CA 95945
Hours: Mon - Fri 8am - 12pm & 1pm - 5pm
Phone: 530-265-1515 Fax: 530-272-3182

ORANGE COUNTY

Marco Martinez, County Veterans Service Officer

County Operations Center
1300 S. Grand Ave., Bldg. B
Santa Ana, CA 92705
Hours: Mon, Wed - Fri 8am - 4pm;
Tues. 9:30am - 4pm
Phone: 714-480-6555 Fax: 714-567-7674

PLACER COUNTY

Jonn Melrose, County Veterans Service Officer

1000 Sunset Blvd., Suite 115
Rocklin, CA 95765
Hours: Mon - Fri 8am - 12pm & 1pm - 5pm
Phone: 916-780-3290 Fax: 916-780-3299

PLUMAS/SIERRA COUNTY

Jimmy LaPlante, County Veterans Service Officer

Health & Human Services Office
270 County Hospital Road, Suite 206
Quincy, CA 95971-9216
Hours: Mon - Fri 8am - 5pm
Phone: 530-283-6275 Fax: 530-283-6425

RIVERSIDE COUNTY

Grant Gautsche, County Veterans Service Officer

4360 Orange Street
Riverside, CA 92501
Hours: Mon - Thurs 8am - 4pm
Phone: 951-955-3060 Fax: 951-955-3063

44-199B Monroe Street

Indio, CA 92201
Hours: Mon - Thurs 8am - 12pm & 1pm - 4pm
Phone: 760-863-8266

749 N. State Street

Hemet, CA 92543
Hours: Mon - Thurs 8am - 12pm & 1pm - 4pm
Phone: 951-766-2566 Fax: 951-766-2567

SACRAMENTO COUNTY

Lester Heatley, County Veterans Service Officer

2433 Marconi Ave.
Sacramento, CA 95821
Hours: Mon - Fri 8am - 5pm
Phone: 916-875-3670 Fax: 916-874-8868

Veterans Service Office

2007 19th Street
Sacramento, CA 95818
Phone: 916-874-6811

SAN BENITO COUNTY

George Dixon, County Veterans Service Officer
Wes Morrill, Military & Veterans Service Officer

649 San Benito Street
Hollister, CA 95023
Hours: Mon - Tues 8am - 12pm & 1pm - 4:30pm;
Fri 8am - 12pm
Phone: 831-647-7613 Fax: 831-647-7618

SAN BERNARDINO COUNTY

Bill Moseley, County Veterans Service Officer

175 West 5th Street, 2nd Floor
San Bernardino, CA 92415-0470
Hours: Mon - Thurs 8:30am - 4:30pm & Fri 8am - 4pm
Phone: 909-387-5516 Fax: 909-387-6090

Claudia Frye, Veterans Service Representative

8575 Haven Ave.
Rancho Cucamonga, CA 91730
Hours: Mon - Thurs 8:30am - 4:30pm
Phone: 909-948-6420 Fax: 909-465-5245

Rachel Hay, Veterans Service Representative

15900 Smoketree Street
Hesperia, CA 92345
Hours: Mon - Thurs 8:30am - 4:30pm
Phone: 760-995-8010 Fax: 760-995-8020

Misty Taylor, Veterans Service Representative

56357 Pima Trail
Yucca Valley, CA 92284
Hours: Tues 9am - 3pm
Phone: 760-228-5234

73629 Sun Valley Drive
Twenty-Nine Palms, CA 92277
Hours: Wed 8am - 4pm

Village Center BLDG 1551
Marine Corps Air Ground Combat Center
Twenty-Nine Palms, CA 92277
Hours: Wed & Thurs 8am - 4pm

SAN DIEGO COUNTY

Wil Quintong, Acting County Veterans Service Officer

5560 Overland Drive, Suite 310
San Diego, CA 92123
Hours: Mon - Fri 8am - 4pm
Phone: 858-694-3222 Fax: 858-505-6961

Chris Gunn, Veterans Service Representative**Mike Piepenburg, Senior Veterans Service Representative**

Oceanside VA Clinic
300 Rancho Del Oro, Rm 1C-138
Oceanside, CA 92056
Hours: Mon - Fri 8am - 3pm
Phone: 760-643-2049

Gerry Castillo, Veterans Service Representative

VAMC, La Jolla
VA Transition Center
3350 La Jolla Village Drive
San Diego, CA 92161
Phone: 858-552-8585

Escondido Veterans Services
247 S. Kalmia Street
Escondido, CA 92025
Hours: Mon - Fri 9am - 3pm
Phone: 760-480-1657 Fax: 760-480-1124

Chris Gunn, Veterans Service Representative

Escondido VA Clinic
815 E. Pennsylvania Ave.
Escondido, CA 92025
Hours: Tues - Thurs 8am - 4:30pm
Phone: 760-466-7020

Amy Fowler, Veterans Service Officer

Chula Vista Vet Center
180 Otay Lake Road, Suite #108
Bonita, CA 91902
Hours: Friday 7am - 4pm
Phone: 877-618-6534

SAN FRANCISCO COUNTY

Shan Yue, County Veterans Service Representative

27 B Van Ness Ave.
P.O. Box 7988
San Francisco, CA 94102
Hours: Mon - Thurs 9am - 12pm & 1pm - 4pm
Phone: 415-503-2000 Fax: 415-503-2010

SAN JOAQUIN COUNTY

Virginia Wimmer, County Veterans Service Officer

105 S. San Joaquin Street
Stockton, CA 95202
Hours: Mon - Fri 8am - 5pm
Phone: 209-468-2916 Fax: 209-468-2918

SAN LUIS OBISPO COUNTY

Dana M. Cummings, County Veterans Service Officer

801 Grand Ave.
San Luis Obispo, CA 93408
Hours: Mon - Fri 8am - 5pm
Phone: 805-781-5766 Fax: 805-781-5769

SAN MATEO COUNTY

Richard Jackson, County Veterans Service Officer

400 Harbor Blvd., Building B
Belmont, CA 94002
Hours: Mon - Fri 8am - 4pm
Phone: 650-802-6598 Fax: 650-595-2419

SANTA BARBARA COUNTY

Rhonda Murphy, County Veterans Service Officer

511 E. Lakeside Pkwy, Rm 126
Santa Maria, CA 93455
Hours: Mon - Thurs 6:30am - 5pm
Phone: 805-346-7160 Fax: 805-346-7158

315 Camino Del Remedio, Bldg. 2, Rm 251

Santa Barbara, CA 93110
Hours: Tues - Fri 6:30am - 5pm
Phone: 805-681-4500 fax: 805-681-4501

Arlyn Sandoval, Veterans Service Representative

401 E. Cypress, Rm 101
Lompoc, CA 93436
Hours: Mon - Fri 7:30am - 12pm & 1pm - 4:30pm
Phone: 805-737-7900 Fax: 805-737-7901

SANTA CLARA COUNTY

Armando Murillo, County Veterans Service Officer

68 N. Winchester Blvd.
Santa Clara, CA 95050
Hours: Mon - Fri 8am - 5pm
Phone: 408-918-4980 Fax: 408-553-6016

SANTA CRUZ COUNTY

Chris Lopez, County Veterans Service Officer

842 Front Street
Santa Cruz, CA 95060
Hours: Mon - Fri 8am - 12pm & 1pm - 5pm
(by appt. only)
Phone: 831-458-7110 Fax: 831-458-7116

Lorena Vazquez, Veterans Service Representative

215 E. Beach Street
Watsonville, CA 95076
Wed & Thurs (by appt. only)
Phone: 831-458-7110 Fax: 831-458-7116

SHASTA COUNTY

Duke Medeiros, County Veterans Service Officer

1855 Shasta Street
Redding, CA 96001
Hours: Mon - Fri 8am - 11:30pm & 1pm - 4pm
Phone: 530-225-5616 Fax: 530-245-6454

SISKIYOU COUNTY

Tim Grenvik, County Veterans Service Officer

105 E. Oberlin Road
Yreka, CA 96097
Hours: Mon - Thurs 8am - 12pm & 1pm - 5pm
Phone: 530-842-8010 Fax: 530-841-4314

SOLANO COUNTY

Ted Puntillo, County Veterans Service Officer

675 Texas Street, Suite 4700
Fairfield, CA 94533-6340
Hours: Mon - Fri 9am - 12pm & 1pm - 4pm
Phone: 707-784-6590 Fax: 707-784-0927

SONOMA COUNTY

Chris Bingham, County Veterans Service Officer

3725 Westwind Blvd., Suite 101
Santa Rosa, CA 95402
Hours: Mon - Thurs 8:30am - 10am (drop-in)
Mon - Thurs 10:00am - 5pm (by appointment)
Phone: 707-565-5960 Fax: 707-565-5937

STANISLAUS COUNTY

Jim Greer, County Veterans Service Officer
121 Downey Ave., Suite 102
Modesto, CA 95354
Hours: Mon - Fri 8am - 4:30pm
Phone: 209-558-7380 Fax: 209-558-8648

TEHAMA COUNTY

Kelly Osborne, County Veterans Service Officer
624 Washington Street
Red Bluff, CA 96080
Hours: Mon & Thurs 9am - 4pm
(closed 11am - 12pm);
Tues & Wed 9am - 12pm;
Friday - Closed
Phone: 530-529-3664 Fax: 530-529-3659

TRINITY COUNTY

Patrick Meagher, County Veterans Service Officer
100 Memorial Drive
P.O. Box 1230
Weaverville, CA 96093
Hours: Mon - Thurs 10am - 4pm
Phone: 530-623-3975

TULARE COUNTY

Kenneth Cruickshank, County Veterans Service Officer
205 N. L Street
Tulare, CA 93274
Hours: Mon - Thurs 7:30am - 5pm;
Fri 8am - 12pm
Phone: 559-684-4960 Fax: 559-685-3370

TUOLUMNE COUNTY

Eric Larson, County Veterans Service Officer
Michelle McMaster, Veterans Service Representative
105 Hospital Road
Sonora, CA 95370
Hours: Mon - Fri 9am - 12pm & 1pm - 4pm
Phone: 209-533-6280 Fax: 559-533-6282

VENTURA COUNTY

Mike McManus, County Veterans Service Officer
855 Partridge Drive
Ventura, CA 93003
Hours: Mon - Fri 8am - 5pm
Phone: 805-477-5155 Fax: 805-477-5418

Field Offices: Oxnard, Santa Paula,
Simi Valley, E. Moorpark, Thousand Oaks,
Camarillo & Ventura
Phone: 805-477-5155 (directions, hours of
operation, and appointments)

YOLO COUNTY

Billy Wagster, County Veterans Service Officer
P.O. Box 1195
Woodland, CA 95776
120 W. Main Street, Suite A
Woodland, CA 95695
Hours: Mon - Fri 7:30am 12pm & 1pm - 4pm
Phone: 530-406-4850 Fax: 530-666-7456

YUBA-SUTTER COUNTY

Marvin King Jr, County Veterans Service Officer
5730 Packard Ave., Suite 300
Marysville, CA 95901
Hours: Mon - Fri 8am - 5pm
Phone: 530-749-6710 Fax: 530-749-6711

CACVSO Officers 2014 -15

Chris Bingham, President

Dana Cummings, 1st Vice President

Mike McManus, 2nd Vice President

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Tim Grenvik, Parliamentarian

Nathan Johnson, Treasurer

Marvin King Jr., Chaplain

Patrick Jolly, Historian

Charles Hunnicutt, Junior Past President

Jon Melrose, Exec. Comm.

Hannah Williamson, Exec. Comm.

CONTRIBUTORS

Pete Conaty	Bill Moseley
Dana Nichol	Sally Gibson
Jack Kirwan	Joe Wright
Jon Melrose	McNally Temple Associates, Inc.



California Association of County Veterans Service Officers, Inc.
CACVSO, Inc. — Professional Veterans Advocates Serving California's Veterans and Their Families