



ORANGE COUNTY'S **Big Voice**

OC Community Services

A Program of OC Community Resources

Veterans Service Office (VSO) - September 2021 Edition

Based on August 2021 Service Data

Clients Served

2,658

Includes phone calls, emails, and appointments

Monthly Average for 2020: 1610

Claims Filed

850

To the U.S. Department of Veterans Affairs (VA)

Monthly Average for 2020: 408

Benefits Awarded

\$987,419

Includes College Fee Waivers and Awards paid out by the VA

Monthly Average for 2020: \$518,441.18

Upcoming Meetings, Committees, Workgroups:

- October 13, 2021 — Orange County Veterans Advisory Council (OCVAC) Meeting at 12:00 noon
- October 27, 2021—Veterans Coffee Talk from 8:30 a.m.—9:30 a.m

Upcoming Workshops/Training Opportunities:

- October 13, 2021 — Veterans Legal Institute (VLI) hosts virtual free legal clinic for veterans.

For information on any of these events, please contact the VSO at 714-480-6555 or email ocvso@occr.ocgov.com

Latest News

- The VSO is pleased to announce the hiring of two Veterans Call Center Specialists who will assist veterans and their dependents that call the office directly. Specialists are trained and caring professionals who can answer questions about the services our office provides, schedule appointments, and connect callers with local resources. The number to call is 714-480-6555.

Veteran Spotlight

Adam W., a recently retired Army Officer, contacted the VSO for assistance with accessing VA medical records for an upcoming exam to renew his pilot's license. Adam submitted his request directly to the VA, but was unable to view where he was in the queue and worried he wouldn't receive the records in time for his exam. The VSO obtained the proper forms needed to access Adam's VA case, and was able to reassure him that his records were on the way. An email was received from Adam, *"Thank you for taking the time to help me. The VA returned my records today!"*