



SAN FRANCISCO HUMAN SERVICES AGENCY

**Department of Disability
and Aging Services**

Overview of Veterans' Services at DAS

Department of Disability and Aging Services Commission

April 7, 2021

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DAS Veterans Services

Engagement & Wellness Services

Congregate nutrition services

Community Service Program

Supportive Service and Service
Connection

Community Stability Services

Benefits Assistance for Veterans and
their Dependents

Money Management

Mental Health Support Services

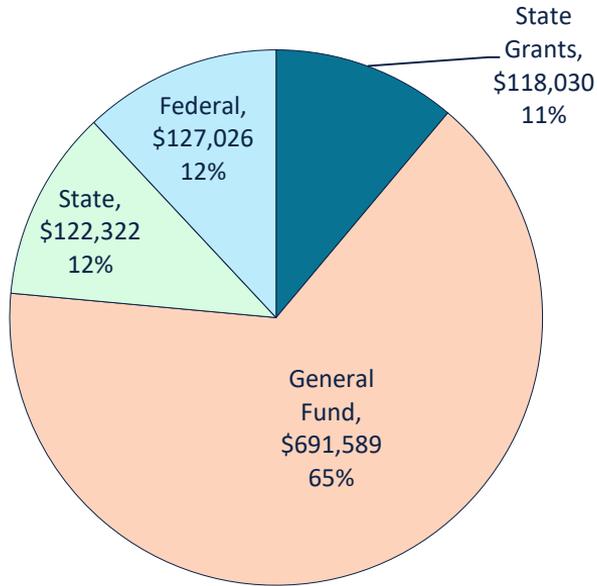


CVSO Budget FY20-21

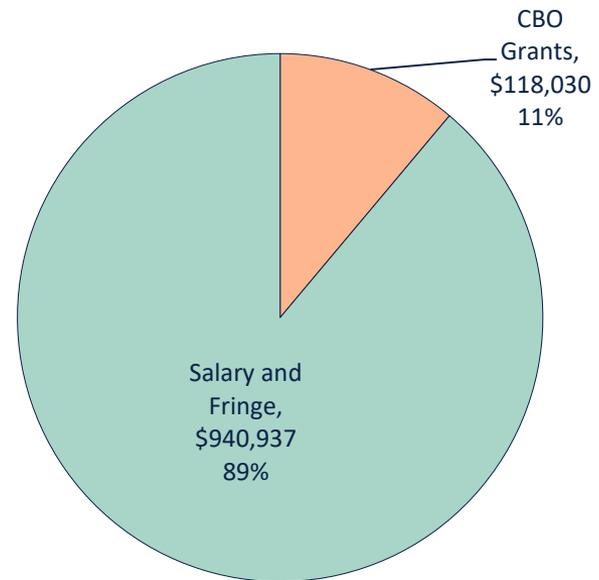
CVSO Total Budget = \$1,058,967

FTE = 7

Budget by Sources \$1,058,967



Budget by Uses \$1,058,967



DAS Veterans' Services Office

In 2020 the CVSO assisted military service members, veterans, and their loved ones access the benefits they have earned. Our efforts resulted in:



Benefits

- \$2,132,461 in Retro payments for non-public assistance
- \$5,191 in Retro payments for Medi-Cal
- 1,010 distinct veterans with auditable claims served

DAS Veterans' Services Office

The CVSO connects our clients to resources through a network of federal, state, and local providers. In 2020 the CVSO assisted our heroes with:



Resources

- Enrolling in federally funded VA healthcare
- Accessing combat related mental health treatment through the federal Vet Center
- Obtaining affordable housing through the federal HUD-VASH program
- Connecting with local non-profit veteran organizations
- Connecting with DAS Intake and DAS Eligibility to access city/county resources

DAS Veterans' Services Office

As staunch advocates of our military service members, veterans, and their loved ones, we will always honor and assist them!

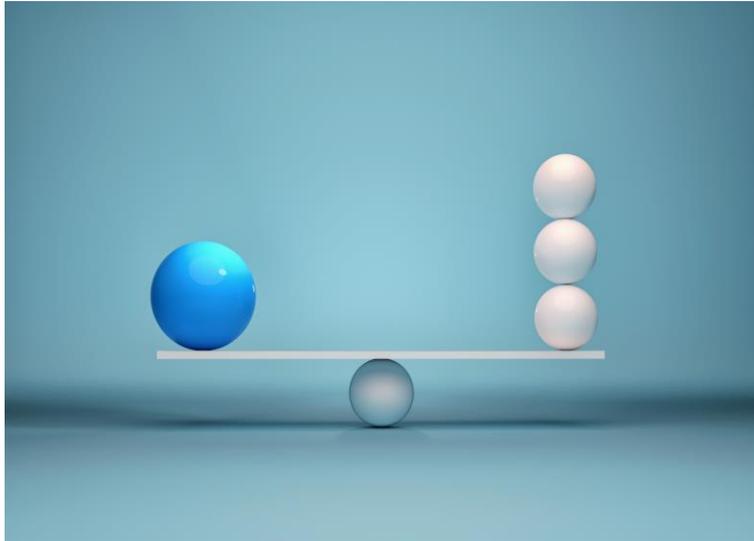


Advocacy

- A staff of 6 veterans reps and 1 admin assistant provide advocacy and support for veterans residing in San Francisco and beyond
- In 2020 they processed 642 benefits claims and 244 Medi-Cal verifications, generating 254 Medi-Cal Workload Units
- Via Prop 63 the CVSO subcontracts with STP to provide legal claims assistance for veterans with mental health issues
- Assist homeless veterans and those in temporary housing access VA resources
- Attends the Veterans' Justice Court to assist veterans in the system

DAS Veterans' Services Office

As a small office, we are always exploring innovative, cost effective ways to improve our service.



Innovation

- Revamped website with up-to-date links and relevant, timely information
- Implemented a Virtual Office using existing tech at no cost to HSA/DAS
- Trained existing staff to design, modify, and manage the virtual office at minimal cost to HSA/DAS

DAS - Office of Community Partnerships Serving San Francisco Veterans



Veterans Access DAS OCP Services

- ❖ **Over 2000 veterans enrolled in DAS OCP services in FY 2019-20**
- ❖ **5% of DAS OCP clients**
- ❖ **Utilize services across a variety of DAS OCP service areas**
- ❖ **Specialized DAS OCP programming for veterans**

Source: CA GetCare FY 2019-20



Nutrition & Wellness

Congregate nutrition services offered at veteran housing sites

- **Veterans Commons**
- **Veterans Academy**
- **Edwin M. Lee Apartments**
- **Stanford Hotel**



Specialized Programming for Veterans

Partnership



Two new DAS OCP programs launched in January 2018

- 1. Community service pilot program for veterans**
- 2. Supportive services and service connection program**



Community Connection and Engagement Programs for Veterans



Program offerings include:

- ❖ **community and group activities**
- ❖ **one to one assistance**
- ❖ **service connection**
- ❖ **outreach**



Positive Impact for Veterans

- ❖ Increased community connection
- ❖ Positive impact on quality of life and well-being
- ❖ Better informed about other services including DAS OCP services in the community
- ❖ Helped veterans maintain permanent housing and independence in the community





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**Thank
you**

