

California
Association of
County
Veterans
Service
Officers

2008
Annual
Report
and
Directory



Professional Veterans Advocates
Serving California's Veterans
and Their Families

California Association of County Veterans Service Officers, Inc.

2008 Annual Report and Directory





Report Prepared By

Bill J. Moseley

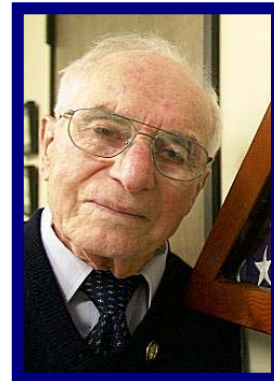
Director
San Bernardino County
Department of Veterans Affairs

with editorial assistance from Sally Gibson.



Mort Tallen, CVSO, Marin County
Yreka, California, October 2008

This publication is dedicated to
Mr. Mort Tallen.



Mr. Tallen is a
decorated World War II veteran
who has served veterans his entire career.

After retiring from the United States
Department of Veterans Affairs,
Mr. Tallen signed on as the
Marin County Veterans Service Officer
and has held that position for 25 years.

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

2008 Annual Report and Directory

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2008 CACVSO Officers Back Cover



James B. Peake, M.D.
Secretary of Veterans Affairs

Dr. James Peake was nominated by President George W. Bush to serve as Secretary of Veterans Affairs on October 30, 2007, and he was unanimously confirmed by the Senate on December 14, 2007. He was sworn into office on December 20, 2007.

The California Association of County Veterans Service Officers is a member of the National Association of County Veterans Service Officers.

The following quote from Dr. Peake, regarding his assessment of County Veterans Service Officers, was presented at the June, 2008 National Association of County Veterans Service Officers annual meeting:

“No one is closer to our veterans than you, and no one can reach them and their families as directly as you. Working together with the Department of Veterans Affairs, veterans’ service organizations, civic organizations, schools and the rest of the community, you can truly make a difference in veterans’ lives and the way VA serves those veterans.”

“Professionalism through preparation and compassionate service is the hallmark of NACVSO and underscore your association’s mission. The training and accreditation you earn through programs like this enable you to fully serve and represent veterans in your communities and turn the guidance and assistance you provide into true advocacy.”

CACVSO

2008 Annual Report

EXECUTIVE SUMMARY

Background

The California Association of County Veterans Service Officers (CACVSO) is comprised of County Veterans Service Officers (CVSOs) throughout California who provide veterans and their families free claims assistance and information and referral to local, state and federal programs. California's CVSOs help veterans identify available benefits and complete necessary benefit applications. As California's veterans navigate the complex system of local, state and federal benefits, the valuable guidance that CVSOs provide helps reduce their frustration and confusion.

California's Veterans

California veterans number over 2 million, or approximately 6% of the State's general population. California has more veterans than any other state in the union. More than 1.5 million California veterans are aged 65 years or older and present special challenges for outreach and services.

Planning Assumptions

It is expected that California's veteran population will continue to grow and outnumber those of other states. This includes female veterans, as more women enter military service than even before in our nation's history. Local, state and federal resources continue to be stretched to the limits as veterans seek their benefits. Both the numbers and complexity of veterans' claims continue to increase as the federal VA's nationwide claim inventory grows.

California's Geography

California's unique geography poses some very real challenges to providing services to its veterans. California's 58 counties comprise 163,707 square miles of highly diverse geography. California has only three federal VA Regional offices located in Oakland, Los Angeles, and San Diego. Distance and congested freeways place these service center offices far out of reach of most California veterans and their families.

County Veterans Service Officers

Working closely with the California Department of Veterans Affairs (CDVA) and the United States Department of Veterans Affairs (USDVA), CVSOs provide outreach and advocacy to veterans throughout California. With offices in 54 of California's 58 counties, and employing over 250 local government employees, the CVSOs represent a significant resource to our veteran community.

Training

CVSOs and their veteran service representative staff are well-trained professionals. Individuals are trained at the local, State and Federal levels and are tested to obtain California State accreditation. The CACVSO holds state-wide, week-long continuing education conferences throughout each year to ensure that CVSOs and their staffs stay current with ever-changing veteran law.

Accredited Representatives

Nearly half of California's accredited veterans service representatives (44%, excluding CDVA employees) are employed by CVSOs. Many CVSOs and their staff are also accredited by national veterans service organizations such as The American Legion, Disabled American Veterans, and others. California's veterans benefit from excellent, long-standing relationships between CDVA, CVSOs and national veterans service organizations.

Effectiveness

As required by the State Military and Veterans Code, CVSOs report monetary benefits paid to clients each year. The cost/benefit ratio is impressive with the State paying \$2.6 million to CVSOs and California's veterans and their families receiving more than \$196 million in benefits. County Veterans Services employees are an effective and low-cost solution to the challenges of delivering services to California's veterans' community.

Funding

California's County Veterans Service Offices are funded primarily through county governments' general funds, with more than 84% of their state-wide operating costs provided by their respective Counties. The remaining 15% of funding is provided by California State as provided in California's Military and Veterans Code.

Accountability

Being funded by the public involves a responsibility that demands the highest level of accountability. County Veterans Service Offices are regularly audited by State and Local agencies, with auditing results provided to the State Legislature.

Customer Service

In addition to providing guidance through the maze that is the veterans benefits application process, CVSOs provide a myriad of services to California's veterans and their families. CVSOs help clients with State and Local programs and services and they participate in various community outreach programs.



BACKGROUND

American men and women have long set aside their comfort and personal safety to serve in the Armed Forces securing and protecting the freedoms we all share. In response, a grateful nation has created and maintains an array of veterans' benefits. However, the number and complexity of those benefits makes it difficult for veterans to access them.

Evolving from a tradition of compensating veterans for service-incurred injuries, a broad range of benefits are now available for America's veterans. In addition to the U.S. Department of Veterans' Affairs, there are currently 1,170 other federal domestic assistance programs with over 4,000 separate agencies responsible for their administration. Clearly, veterans' benefits claimants could use trained, professional and accessible guides to help them learn about and claim their benefits. Fortunately, such guides currently exist.

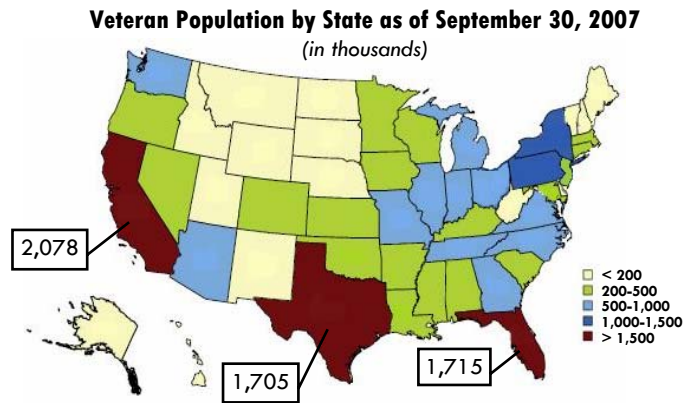
The California Association of County Veterans Service Officers (CACVSO) is comprised of County Veterans Service Officers (CVSOs) who provide veterans and their families free claims assistance and information and referral to local, state and federal programs. Nationwide, CVSOs provide trained, professional, caring assistance to America's veterans and their dependents as they navigate the VA benefits system. From reducing their claimants' frustration levels to insuring that veterans and their dependents obtain every benefit to which they are entitled, California's CVSOs daily put their motto into practice:

Serving Those Who Served

CALIFORNIA'S VETERANS

Challenging service delivery

At more than 2 million, or about 6% of the State's population, California has more veterans than any other state in the union. All told, California is home to more than 7 million veterans, dependents and survivors of veterans, representing approximately 27% of California's adult population.



Of these ethnic-, gender- and age-diverse veterans, more than 1.5 million are aged 65 years or older, a growing senior population with unique service needs. These numbers are not likely to diminish for years to come, as there are currently more active-duty military personnel from California than from any other state. This state's veteran population will remain at a significant level well into the future.

PLANNING ASSUMPTIONS

- California's veteran population will continue to exceed that of any other state.
- The state's female veteran population will also continue to grow, as will their need for gender-specific care and services.
- Limited resources will continue to cause agencies to seek more effective and efficient solutions for delivery of services.
- The complexity of VA claims will continue to increase, due in part to the ever-changing VA law, the Veterans Judicial Review Act and the decisions of the Court of Appeals For Veterans' Claims.
- The VA's large nationwide inventory of claims will require greater local case management to make certain claims do not fall through cracks in the system.

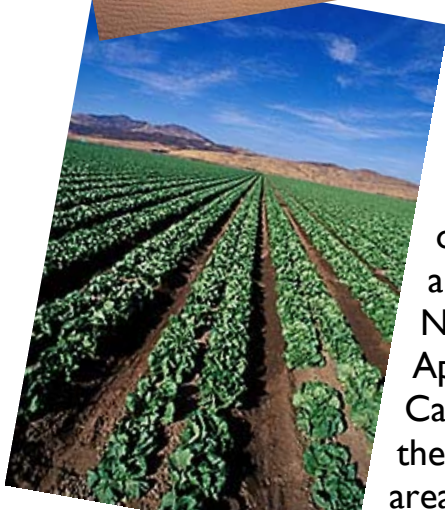
CALIFORNIA'S GEOGRAPHY



As if sheer numbers of potential claimants isn't a large enough challenge, California's unique geography creates some very real challenges for the its veterans' benefits delivery system. From Mt. Whitney to Death Valley, from tiny Alpine County to vast San Bernardino County, from remote Humboldt County to populous Los



Angeles County, California's 58 counties cover 163,707 square miles of some of the most diverse topography in the world: a long mountainous coastline, the huge Central Valley, the imposing Sierra Nevada mountain range, Southern California's deserts and the rugged mountains of Northern California.



California's three VA Regional Offices are located in Oakland, Los Angeles and San Diego. In addition, some of the state's veterans are served by the Reno, Nevada regional office. Approximately 65% of California's veterans live outside these four Regional Office service areas. The federal VA alone cannot provide effective outreach, advocacy, information, referrals, claims assistance and case management services to all veterans of our vast state.



California's County Veterans Services Officers provide an effective, coordinated collaboration between the Federal VA and its system of local service centers.

COUNTY VETERAN SERVICE OFFICERS

California has 53 trained, professional and highly-dedicated County Veterans Services Officers (CVSOs) with staffs numbering more than 250 employees. This significant human resource represents a highly effective and low-cost solution to the challenges of service delivery to California's large veterans' community. CVSOs work closely with other government agencies, congressionally-chartered Veteran Service Organizations, not-for-profit organizations and private attorneys to secure benefits for veterans and their families.

CVSOs are truly a *community* resource, located in urban and rural areas throughout the state. In addition to 53 main offices, CVSOs manage branch offices in an additional 47 cities and towns throughout the state. This statewide network of more than 100 veterans' service centers allows CVSOs to better represent for their clients through greater accessibility.



Because CVSOs are located in communities statewide, they are often the initial point of local contact for claimants accessing the VA benefit system. Clients are also referred to CVSOs by federal, state and service organization personnel in recognition of their accessibility and acknowledged expertise in the field of veterans' services.

CVSOs also receive referrals from county departments of public social services when veterans and their families apply for public assistance programs. Often, veterans and their families are unaware of the federal benefits and services for which they may qualify. CVSOs determine client eligibility for veterans' benefits and help them with the application process. When successful, these awards represent a tax-payer benefit as well, since monetary VA benefits help mitigate costs of other publicly-funded programs.

As advocates, CVSOs are also active members of their communities. Examples of their advocacy efforts include serving on local, state and federal Workforce Investment Boards, homeless policy councils, transportation planning commissions, veterans' task forces and benefit advisory boards.

When successful, these awards represent a tax-payer benefit as well, since monetary VA benefits help mitigate costs of other publicly-funded programs.

TRAINING

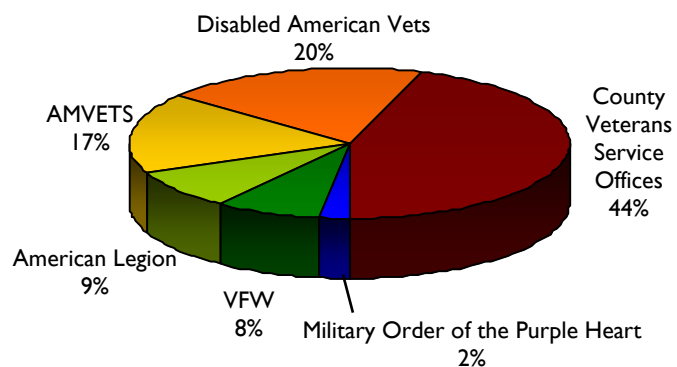
To maintain accreditation through the federal VA and the California Department of Veterans' Affairs (CDVA) and to stay current in a field characterized by changing laws and regulations, CVSOs and their staff participate in regularly- scheduled regional, state and national training. Half-day regional training is held every quarter and week-long, state-wide training is sponsored by the CACVSO three times a year. CVSOs also partner with the federal VA in their Training Responsibility Involvement Preparation of claims (TRIP) program, which provides CVSOs and their staff with additional training and expanded access to veteran data systems.

ACCREDITED REPRESENTATIVES

Under the authority of section 5902 of title 38, United States Code, VA may recognize organizations for the purpose of assisting claimants for VA benefits in the preparation, presentation, and prosecution of their claims. The VA has implemented this authority in section 14.628 of title 38, Code of Federal Regulations, which prescribes the application requirements for national, state, regional and local organizations.

According to the VA Office of General Counsel, there are 495 accredited representatives in California. As illustrated in the chart at right, CVSOs employ 44% of the accredited representatives in California, excluding CDVA employees.

Accredited Representatives in California by Organization
(excluding CDVA employees)



Many CVSOs are not only accredited by the CDVA but are also accredited by one or more national veteran service organizations such as The American Legion, Veterans of Foreign Wars, Disabled American Veterans and many others.

California's veterans and their families benefit from excellent and long-standing working relationships between CVSOs, the State of California, and national veterans' service organizations. Working together, these partners provide our veteran community with the highest quality claims representation and advocacy.

EFFECTIVENESS



In accordance with the state's Military & Veterans Code (MVC), the CDVA 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 on page 9). For FY 2006-2007, CDVA reported to the State Department of Finance and the State Legislature that CVSOs obtained **\$196.7 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 \$2.6 million paid to CVSOs.

While this is an impressive amount, it does not include a large number of 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. CVSO staff completed various forms or other activities and had nearly half a million telephone contacts with veterans during 2007 to answer questions, resolve complaints, develop claims, and otherwise serve our veteran community.

**For Fiscal Year
2006-2007,
CVSOs obtained
\$196.7 million
in new federal
benefits for
California's
veterans and
their families.**



Monetary Benefits Obtained for Veterans by CVSOs - Fiscal Year 2006 - 2007

Participating County	# of Monthly Benefit Payments	Value of Monthly Benefit Payments*	Avg. Value of Monthly Benefit Payments	Annualized Value of Monthly Payments	# of One-Time Benefits Obtained**	Value of One-Time Benefits Obtained	Avg. Value of One-Time Benefits Obtained
Alameda	13	\$8,673	\$667	\$104,076	14	\$53,808	\$3,843
Amador	22	\$10,964	\$498	\$131,568	54	\$331,818	\$6,145
Butte	108	\$78,174	\$724	\$938,088	137	\$1,094,562	\$7,990
Calaveras	13	\$9,507	\$731	\$114,084	22	\$155,488	\$7,068
Colusa	3	\$2,051	\$684	\$24,612	8	\$78,700	\$9,838
Contra Costa	804	\$397,138	\$494	\$4,765,656	922	\$3,554,669	\$3,855
Del Norte	121	\$67,223	\$556	\$806,676	129	\$713,836	\$5,534
El Dorado	225	\$111,917	\$497	\$1,343,004	272	\$1,286,989	\$4,732
Fresno	357	\$198,403	\$556	\$2,380,836	490	\$1,723,450	\$3,517
Glenn	6	\$5,720	\$953	\$68,640	19	\$50,078	\$2,636
Humboldt	186	\$176,002	\$946	\$2,112,024	237	\$1,544,070	\$6,515
Imperial	66	\$57,321	\$869	\$687,852	84	\$167,080	\$1,989
Inyo	13	\$9,710	\$747	\$116,520	26	\$180,088	\$6,926
Kern	493	\$240,212	\$487	\$2,882,544	519	\$3,067,253	\$5,910
Kings	193	\$121,023	\$627	\$1,452,276	219	\$707,317	\$3,230
Lake	186	\$108,987	\$586	\$1,307,844	217	\$1,233,001	\$5,682
Lassen	14	\$7,060	\$504	\$84,720	27	\$73,290	\$2,714
Los Angeles	455	\$242,773	\$534	\$2,913,276	592	\$2,152,459	\$3,636
Madera	30	\$19,759	\$659	\$237,108	58	\$190,500	\$3,284
Marin	148	\$79,034	\$534	\$948,408	173	\$711,756	\$4,114
Mariposa	10	\$8,529	\$853	\$102,348	10	\$66,517	\$6,652
Mendocino	134	\$104,451	\$779	\$1,253,412	200	\$881,789	\$4,409
Merced	165	\$73,173	\$443	\$878,076	237	\$848,745	\$3,581
Modoc	20	\$8,791	\$440	\$105,492	24	\$86,869	\$3,620
Mono	2	\$3,887	\$1,944	\$46,644	4	\$36,704	\$9,176
Monterey	485	\$229,689	\$474	\$2,756,268	540	\$2,433,820	\$4,507
Napa	40	\$22,874	\$572	\$274,488	42	\$243,011	\$5,786
Nevada	213	\$102,641	\$482	\$1,231,692	228	\$1,206,250	\$5,291
Orange	487	\$262,644	\$539	\$3,151,728	537	\$2,314,684	\$4,310
Placer	348	\$216,365	\$622	\$2,596,380	417	\$1,564,571	\$3,752
Plumas	38	\$23,378	\$615	\$280,536	41	\$278,209	\$6,786
Riverside	1,662	\$777,808	\$468	\$9,333,696	1,938	\$7,111,339	\$3,669
Sacramento	321	\$221,441	\$690	\$2,657,292	357	\$1,563,313	\$4,379
San Benito	37	\$20,335	\$550	\$244,020	39	\$196,743	\$5,045
San Bernardino	1,662	\$799,602	\$481	\$9,595,224	2,024	\$9,069,042	\$4,481
San Diego	507	\$378,086	\$746	\$4,537,032	521	\$2,719,922	\$5,221
San Francisco	453	\$235,430	\$520	\$2,825,160	492	\$2,404,354	\$4,887
San Joaquin	475	\$260,380	\$548	\$3,124,560	617	\$2,771,723	\$4,492
San Luis Obispo	296	\$130,295	\$440	\$1,563,540	384	\$1,448,710	\$3,773
San Mateo	118	\$92,423	\$783	\$1,109,076	122	\$1,046,840	\$8,581
Santa Barbara	205	\$134,210	\$655	\$1,610,520	227	\$1,546,952	\$6,815
Santa Clara	488	\$268,418	\$550	\$3,221,016	551	\$2,749,420	\$4,990
Santa Cruz	218	\$140,437	\$644	\$1,685,244	260	\$1,944,288	\$7,478
Shasta	343	\$209,432	\$611	\$2,513,184	421	\$2,413,035	\$5,732
Siskiyou	40	\$54,844	\$1,371	\$658,128	43	\$310,573	\$7,223
Solano	864	\$452,977	\$524	\$5,435,724	970	\$4,408,721	\$4,545
Sonoma	472	\$613,260	\$1,299	\$7,359,120	517	\$2,819,262	\$5,453
Stanislaus	568	\$327,901	\$577	\$3,934,812	660	\$3,645,424	\$5,523
Tehama	19	\$9,508	\$500	\$114,096	19	\$117,860	\$6,203
Trinity	33	\$21,887	\$663	\$262,644	33	\$153,957	\$4,665
Tulare	551	\$211,531	\$384	\$2,538,372	703	\$2,459,575	\$3,499
Tuolumne	162	\$115,962	\$716	\$1,391,544	192	\$1,182,952	\$6,161
Ventura	359	\$290,887	\$810	\$3,490,644	389	\$2,347,151	\$6,034
Yolo	340	\$279,807	\$823	\$3,357,684	400	\$1,933,965	\$4,835
Yuba-Sutter	337	\$110,713	\$329	\$1,328,556	387	\$1,359,407	\$3,513
State-Wide Totals	15,928	\$9,165,647	\$660	\$109,987,764	18,765	\$86,755,909	\$5,168

*New and increased benefits

**Single and retro payments

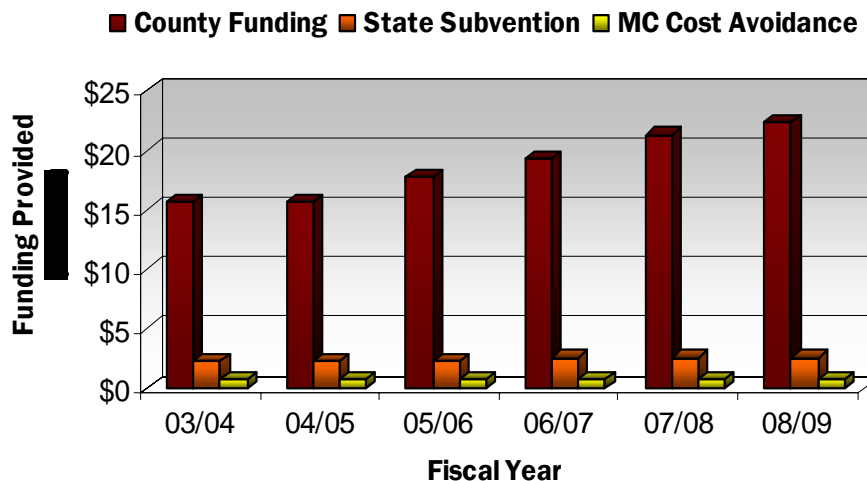
Source: California Department of Veterans Affairs

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 MVC. 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 the CDVA 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 following graph of local veterans services funding:



Local Veterans Services Funding



Funds received by CVSOs are subject to both internal county audits as well as regular audits by the CDVA in accordance with the California Code of Regulations, Title 12, Sections 450 - 455.

ACCOUNTABILITY

The CACVSO members recognize that our services are financed by public funds. It is imperative that we merit the respect and confidence of our elected officials and the public we serve. County Veteran Services programs are routinely reviewed by State and County auditors. CVSO program integrity is ensured in the following ways:



- CDVA annual audit
- California Bureau of State Audits' review
- County Grand Juries' reports
- County Auditor/Controller reviews

In a display of program openness, the results of the state's audit and a compilation of annual CVSO activities are furnished to the State Legislature. County Veterans Service Offices represent a highly trained, professional, accessible and open resource for California's veterans and their families.

CUSTOMER SERVICE

Our membership is committed to providing the highest quality service to California veterans and we will remain responsive to their needs.

CVSOs provide assistance to veterans and their families with the following:



Federal Benefits and Services

- Correction of Military Records
- Dependency Indemnity Compensation (DIC)
- Disability Compensation
- Disability Pension
- Discharge Upgrades
- Educational Assistance
- Federal Tort Claim Assistance
- Funeral & Burial Assistance
- Government Life Insurance
- Home Loan Guaranty
- Outpatient Medical and Dental Treatment
- Small Business Administration
- Social Security Administration

California State Benefits and Services



Living Memorial Sculpture Garden in Yreka, "Coming Home"

- ✦ Business License, Tax and Fee Waiver
- ✦ California College Tuition Fee Waiver for Children of Disabled Veterans
- ✦ Disabled Veteran License Plates
- ✦ Disabled Veterans Business Enterprise Opportunities
- ✦ Employment and Unemployment
- ✦ California Farm and Home Loans
- ✦ Fishing and Hunting Licenses
- ✦ Motor Vehicle Registration Fees
- ✦ Property Tax Exemptions
- ✦ State Park and Recreation Passes
- ✦ Veterans Homes of California
- ✦ Veterans Preference in California Civil Service Exams
- ✦ Property Tax Exemptions

Local Benefits and Services

- ✦ Case Management
- ✦ Claims Assistance Services
- ✦ Cost Avoidance to State and Local Government
- ✦ Fiduciary Services
- ✦ Homeless Assistance
- ✦ Indigent Burials
- ✦ Information and Referral
- ✦ Jail and Hospital Outreach
- ✦ Job Referrals
- ✦ Employment Verifications for Preference Points
- ✦ Peddler's License
- ✦ Transportation Services
- ✦ Veteran's Advocacy



Veteran Outreach Event at Homeless Encampment in Ontario



In addition to the veterans services listed above, CVSOs provide numerous invaluable services to the communities in which they live and work.



2007 Veterans Day Parade, Auburn, California

Community Services

- ✦ Press/Media Relations
- ✦ Homeless Stand Downs & Care Fairs
- ✦ Coordinate Veterans' Day & Memorial Day Ceremonies
- ✦ Veteran Memorial Buildings and Monuments
- ✦ Support Local Reserve and National Guard Units and their families



- ✦ Community Outreach & Education
- ✦ Veterans Recognition Events
- ✦ Military Honor Guard Services
- ✦ Parades

Members of the California National Guard and their families prepare for the Guardsmen's 2008 deployment to Iraq.



Veterans Educational Outreach Event in Fontana



DIRECTORY OF CACVSO MEMBER COUNTIES

Alameda County

Michael L. Ennis, County Veterans Service Officer
6955 Foothill Blvd., Suite 300
Oakland, CA 94605
Hours: Mon, Wed & Fri, 9 a - 5 p
Phone: 510-577-3547 Fax: 510-577-1947

Lawrence Gurst, Veterans Representative
24100 Amador St., 3rd Floor
Hayward, CA 94544
Hours: Mon, Wed & Fri, 9 a - 5 p
Phone: 510-265-8271

Amador County

Floyd Martin, County Veterans Service Officer
Highway 49 & New Airport Rd.
Mail: 810 Court St.
Jackson, CA 95642
Hours: Mon - Fri, 8 a - 4 p
Phone: 209-267-5764 Fax: 209-267-0419

Butte County

Patrick Hoover, County Veterans Service Officer
196 Memorial Way, #5
Chico, CA 95926
Hours: Mon - Fri, 9 a - 12 n & 1 - 4 p
Phone: 530-891-2759 Fax: 530-895-6508

Calaveras County

Chele Beretz, County Veterans Service Officer
509 East Saint Charles St.
San Andreas, CA 95249
Hours: Mon - Fri, 8 a - 4 p
Phone: 209-754-6624 Fax: 209-754-4536

Colusa County

Henry E. Rodegerdts, County Veterans Service Officer
Carol S. Pearson, Assistant Veterans Service Officer
901 Parkhill St.
Colusa, CA 95932
Hours: Mon - Fri, 8:30 a - 5 p
Phone: 530-458-0494 Fax: 530-458-0461

Contra Costa County

Phillip A. Munley, County Veterans Service Officer
10 Douglas Dr., #100
Martinez, CA 94553-4078
Hours: Mon - Thu, 9 a - 12 n & 1 - 4 p; Fri, 9 a - 12 n
Phone: 925-313-1481 Fax: 925-313-1490

Jill Martinez, Veterans Service Representative
100 37th St., #1033
Richmond, CA 94805
Hours: Tue, 1 - 3 p
Phone: 510-374-3241 Fax: 510-374-7955

Del Norte County

Linndell Scarbrough, Assistant Veterans Service Officer
810 "H" St.
Crescent City, CA 95531
Hours: Mon - Fri, 8 a - 12 n & 1 - 5 p
Phone: 707-464-2154 Fax: 707-465-0409

El Dorado County

Rod Barton, County Veterans Service Officer
130 Placerville Dr., Ste. B
Placerville, CA 95667
Hours: Mon - Fri, 8 a - 5 p
Phone: 530-621-5892 Fax: 530-621-2218

Francis "Doc" League, Veterans Service Representative
1360 Johnson Blvd., Suite 103A
South Lake Tahoe, CA 96150
Hours: Tue - Fri, 8 a - 5 p
Phone: 530-573-3134 Fax: 530-543-6730

Fresno County

Charles Hunnicutt, County Veterans Service Officer
3845 North Clark St., #101
Fresno, CA 93726
Hours: Mon - Thu, 9 a - 4 p; Fri, 9 a - 12 n
Phone: 559-454-5436 Fax: 559-454-5400

Glenn County

John Greco, County Veterans Service Officer
Cindy Holley, Assistant Veterans Service Officer
525 W. Sycamore, Ste. A
Willows, CA 95988
Hours: Mon & Thu, 8 a - 5 p; Wed, 8 a - 12 n
Phone: 530-934-6524 Fax: 530-934-6355

Humboldt County

Rena Maveets, County Veterans Service Officer
825 5th St., Room 310
Eureka, CA 95501-1172
Hours: Mon - Fri, 8:30 a - 12 n & 1 - 4 p
Phone: 707-445-7341 or 707-445-7611 Fax: 707-476-2487

Imperial County

Saul Sanabria, County Veterans Service Officer
2695 S. 4th St.
El Centro, CA 92243
Hours: Mon - Fri, 7 a - 5 p
Phone: 760-337-5012 Fax: 760-337-5042

Inyo County

Yvette Mason, Assistant County Veterans Service Officer
207 West South St.
Bishop, CA 93514
Hours: Mon - Thu, 7 a - 5 p
Phone: 760-873-7850 Fax: 760-872-1610

Kern County

Chuck Bikakis, County Veterans Service Officer
1120 Golden State Ave.
Bakersfield, CA 93301
Hours: Mon - Thu, 8 a - 12 n & 1 - 5 p; Fri, 8 a - 12 n
Phone: 661-868-7300 Fax: 661-868-7301

455 Lexington St. 1379 Sierra Hwy.
Delano, CA 93215 Rosamond, CA 93560
Hours: 2nd Fri, 9 a - 12 n Hours: 2nd Thu, 1 p - 3 p
Phone: 661-868-7300 Phone: 661-868-7300

400 North China Lake Blvd. 315 Lincoln St.
Ridgecrest, CA 93555 Taft, CA 93268
Hours: Wed, 8:30 a - 4 p Hours: 4th Tue, 9 a - 12 n
Phone: 661-868-7300 Phone: 661-868-7300

Kern County (continued)

1775 Hwy. 58 7050 Lake Isabella Blvd.
Mojave, CA 93501 Lake Isabella, CA 93240
Hours: 2nd Thu, 10 a - 12 n Hours: 1st & 3rd Tue, 9 a - 12 n
Phone: 661-868-7300

Kings County

Joe Wright, County Veterans Service Officer
County Government Center
400 West Lacey Blvd.
Hanford, CA 93230
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Phone: 559-582-3211 ext. 2664 Fax: 559-584-0438

Lake County

Jim Brown, County Veterans Service Officer
285 N. Main
Mailing: 255 North Forbes St.
Lakeport, CA 95453
Hours: Mon - Fri, 8 a - 5 p
Phone: 707-263-2384 Fax: 707-262-1861

3981 Veterans Way
Clearlake, CA 95422
Hours: Wed, 10 a - 12 n
Phone: 707-994-0646

Lassen County

Michael Schneider, County Veterans Service Officer
1205 Main St.
Susanville, CA 96130
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Phone: 530-251-8192 Fax: 530-251-4901

Los Angeles County

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Robert Saxon, Chief - Veterans Services
2615 S. Grand Ave., Ste. 100
Los Angeles, CA 90007
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Dorene Hartley, Veteran Services Officer
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City of Industry, CA 91745
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Phone: 626-854-4844

Frances Govens, Veteran Services Officer
5730 Uplander Way, Ste. 100
Culver City, CA 90230
Hours: Mon - Fri, 9 a - 4 p
Phone: 310-641-0326 Fax: 310-641-2653

Robert Ortiz, Veteran Services Officer
335-A East Ave. K-6
Lancaster, CA 93535
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Ruben Trejo, Veteran Services Officer
Antelope Valley Senior Center
777 Drackman St.
Lancaster, CA 93534
Hours: Mon & Wed, 8 a - 4 p
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Los Angeles County (continued)

24271 San Fernando Rd.
Newhall, CA 91321
Hours: Tue, Thu & Fri, 8 a - 4 p
Phone: 661-254-3413 Fax: 661-255-8620

Armand Assayag, Veteran Services Officer
5400 E. Olympic Blvd., Rm. 140
Los Angeles, CA 90022
Hours: Tue & Wed, 9 a - 4 p by appointment
Phone: 323-728-9966 Fax: 323-887-1082

11301 Wilshire Blvd., Building 206, Room B-29
West Los Angeles, CA 90073
Hours: Mon, Thu & Fri, 8 a - 4 p
Phone: 310-478-3711 ext. 48425 Fax: 310-268-4153

George Dixon, Veteran Services Officer
351 East Temple, Room B-307
Los Angeles, CA 90012
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Peter Roman, Veteran Services Officer
17600-B Santa Fe Ave. 2001 River Ave.
Rancho Dominguez, CA 90221 Long Beach, CA 90810
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Phone: 310-761-2221 Phone: 562-388-8008
Fax: 310-635-7024 Fax: 562-388-8047

Christopher Duarte, Veteran Services Officer
Sepulveda VA Outpatient Clinic
Bldg. 200, Goldtrine 2nd floor
16411 Plummer St.
Sepulveda, CA 91343
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Phone: 818-891-7711 ext. 9146 Fax: 818-895-9493

Frank Valencia, Veteran Services Officer
1427 West Covina Pkwy., Room 100A
West Covina, CA 91790
Hours: Mon - Fri, 8 a - 4 p
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200 W. 4th St.
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Marin County

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10 North San Pedro Rd., Suite 1010
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Mariposa County

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5085 Bullion St.
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California Association of County Veterans Service Officers, Inc.

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Willits, CA 95490
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Merced County

Darren Hughes, County Veterans Service Officer**Kay Spears, Supervising Veterans Claims Representative**

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Phone: 209-385-7588 Fax: 209-725-3848

Modoc County

Harry Hitchings, County Veterans Service Officer

211 E. 1st St.
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Phone: 530-233-6209 Fax: 530-233-1235

Mono County

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William Zeigler, Military & Veterans Service Representative

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3401 Engineer Ln.
Seaside, CA 93955
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Patrick Jolly, County Veterans Service Officer

900 Coombs St., Ste. 357
Napa, CA 94559
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Phone: 707-253-6072 Fax: 707-299-1489

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Mark Nagafuchi, Interim, County Veterans Service Officer

255 South Auburn St.
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Hours: Mon - Fri, 8 a - 5 p
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Orange County

John Parent, Interim County Veterans Service Officer

County Operations Center
1300 South Grand Ave., Building B
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Phone: 714-567-7450 Fax: 714-567-7674

Placer County

Rick Buckman, County Veterans Service Officer

DeWitt Center
2995 First St.
Auburn, CA 95603
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Roger Gobel, Intake Specialist

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Roseville, CA 95661
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Phone: 916-784-6127 Fax: 916-789-4575

Plumas County

Sheryl Austin, County Veterans Service Officer

270 County Hospital Rd., Suite 107
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Riverside County

William Earl, Director

1153A Spruce St.
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San Bernardino County

Bill J. Moseley, Director

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San Bernardino, CA 92415-0470
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Rhoda Rhoades, Veterans Service Manager

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Victorville, CA 92392-2311
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Darlene Lee, Veterans Service Representative II

Loma Linda VA Medical Center
11201 Benton St.

Loma Linda, CA 92357
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Misty Taylor, Veterans Service Representative II

56357 Pima Trail 73629 Sun Valley Dr.
Yucca Valley, CA 92284 Twentynine Palms, CA 92277
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Rachel Hay, Veterans Service Representative II

Veterans Home of California
100 East Veterans Pkwy., Building 100
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Tom Splitgerber, County Veterans Service Officer

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Mike Schuster, Veterans Advocate

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Phone: 760-643-2049

San Francisco County

Cheryl D. Cook, Assistant Veterans Service Officer

875 Stevenson St., Suite 250
San Francisco, CA 94103
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Phone: 415-554-7100 Fax: 415-554-7101

VA Medical Center

4150 Clement St., Building 2, Room 169
San Francisco, CA 94121
Hours: Mon - Thu, 7:30 a - 4:30 p
Phone: 415-379-5613 Fax: 415-750-2256

San Joaquin County

Ron Green, County Veterans Service Officer

105 S. San Joaquin St.
Stockton, CA 95202
Hours: Mon - Fri, 8 a - 5 p
Phone: 209-468-2916 Fax: 209-468-2918

San Luis Obispo County

Michael Piepenburg, County Veterans Service Officer

801 Grand Ave.
San Luis Obispo, CA 93408
Hours: Mon - Fri 9 a - 5 p
Phone: 805-781-5766 Fax: 805-781-5769

Senior Center

240 Scott St.
Paso Robles, CA 93446
Hours: 2nd Thu, call for appointments
Phone: 805-781-5766

San Mateo County

Jim Kenny, County Veterans Service Officer

260 Harbor Blvd., Bldg. A
Belmont, CA 94002
Hours: Mon - Fri, 8 a - 5 p
Phone: 650-802-6598 Fax: 650-595-2419

VAPAHCS Next Step Center

795 Willow Rd., Bldg. 323A
Menlo Park, CA 94025
Hours: Mon, 8 a - 5 p
Phone: 760-566-0240

Peninsula Vet Center

2946 Broadway St.
Redwood City, CA 94062
Hours: Wed, 8 a - 5 p
Phone 650-299-0672

Santa Barbara County

Mozart Booker, County Veterans Service Officer

108 E. Locust
Lompoc, CA 93436
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Ken Kershaw, County Veterans Service Officer

68 North Winchester Blvd.
Santa Clara, CA 95050
Hours: Mon - Fri, 8 a - 12 n & 1 - 4 p
Phone: 408-553-6000 Fax: 408-553-6016

80 Great Oaks Blvd.

San Jose, CA 95119
Hours: Wed & Thu, 8 a - 12 n & 1 - 3 p
Phone: 408-363-3000, ext. 75544

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Allan R. Moltzen, County Veterans Service Officer

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Tim Grenvik, County Veterans Service Officer

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Solano County

Bill Reardon, County Veterans Service Officer

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Sonoma County

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Tehama County

Bill Johnson, County Veterans Service Officer

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Tulare County

Dan Britton, County Veterans Service Officer

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Veterans Memorial Building

1900 W. Olive
Porterville, CA 93257
Hours: 2nd & 4th Thu, 9 a - 4 p
Phone: 559-781-7963 Fax: 559-781-7979

Tuolumne County

Beth Barnes, Senior Veterans Service Officer

105 E. Hospital Rd.
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Thousand Oaks, CA 93162
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CACVSO LEGISLATIVE LIAISON



Pete Conaty
CACVSO Legislative Liaison

The CACVSO is fortunate to have Mr. Pete Conaty as their legislative liaison and consultant. Pete Conaty's wide experience includes 10 years service as a key staff member in the California Legislature and eight years of success as a lobbyist for a variety of groups.

Mr. Conaty formed Pete Conaty & Associates in February 1996, to provide clients with expert, knowledgeable and effective guidance in the complexities of a term-limited Legislature. Over the past five years, he has taken a hands-on approach to developing relationships with new members and staff, while maintaining personal contacts throughout the Capitol.

In the California Assembly, Mr. Conaty quickly rose from a staff level position dealing with member services, to policy consultant for several legislative committees. In addition to his role in shaping policy, Mr. Conaty served as chief of staff to Assemblyman Mickey Conroy for four years, supervising a staff of ten, advising the Assemblyman on legislation and guiding his bills through the Legislature. He left the legislature in 1996.

Mr. Conaty also brings to the CACVSO his information gathering skills developed as Military Intelligence Officer specializing in Japanese affairs. During his Army service, he rose from private to Lieutenant Colonel. He served two years in Vietnam and seven years in Japan, including an assignment to the American Embassy in Tokyo. Mr. Conaty participated in the prestigious Army Foreign Area Officer Program, including Japanese language school, and he earned a Masters Degree in East Asian Studies. Mr. Conaty retired from the Army in 1986 after 21 years of service. During his career, he attended Infantry OCS. He also attended Command and General Staff College. His awards and decorations include the Ranger Badge, Parachute Badge, Meritorious Service Medal, Combat Infantry Badge, Purple Heart, Bronze Star and Vietnam Service Awards.

STATE LEGISLATIVE PRIORITIES AND PLATFORM FOR 2009

Legislative Priorities

Introduce legislation to increase subvention to \$11 million.

The Military & Veterans Code Section 972.1(d) provides a \$5 million cap for State subvention funding for County Veterans Service Offices. This figure, which was set more than 10 years ago, was established to reflect 50% of the cost to maintain these programs. Current costs to maintain the programs are now in excess of \$22 million annually statewide. The proposed legislation would amend Military & Veterans Code Section 972.1(d) to reflect the increase in the program cost to participating counties and appropriate the full \$11 million.

Introduce legislation that would permit the California Department of Corrections and Rehabilitation (CDCR) and County Sheriffs to contract with County Veterans Service Officers to provide claims assistance and other relevant services to incarcerated veterans.

Establishing Department of Veterans Affairs (VA) benefits eligibility and entitlement to incarcerated veterans will help provide eligible veterans access to services and monetary benefits immediately upon release from incarceration, rather than waiting for up to 12 months for the VA benefits process to be completed subsequent to release. This will result in earlier access to VA medical care and treatment, reducing the burden on local and State programs. Establishing entitlement to VA disability benefits will generate income to veterans in a matter of weeks, rather than months or years. Access to a secure income stream could have a positive effect on the rate of recidivism for disabled veterans. In addition, there is potential for apportionment of disability benefits to veterans' dependent families during a veteran's incarceration providing a means of reducing the burden on public assistance programs.

Legislative Platform

California Veterans Homes

- Support legislative, regulatory or policy changes to provide increased access to Veterans Homes for those suffering from Organic Brain Syndrome, dementia and Alzheimer's disease.
- Support legislation to provide educational assistance to nursing students who commit to serve a specified number of years in California Veterans' Homes.

Veterans Services

- Support legislation that would create Veteran's Outreach Assistant positions to support benefits briefings, claims assistance, advocacy services for the National Guard.

Other State Veterans Issues

- Introduce legislation that would increase the Veterans Property Tax Exemption to 10% over the standard homeowner's exemption.
- Support legislation that would provide state income tax relief to retirement pay of military retirees.
- Support legislation establishing education benefits for California National Guard members.
- Support legislation that would exempt certain Disabled Veterans Business Enterprises from specific state licensing or certification fees.
- Support legislation that would enhance veterans' preference in State hiring.

Joint Resolutions

- Reduce National claims backlog and expand outreach efforts.
- Urge all local governments to establish veterans' preference in hiring.

FEDERAL LEGISLATIVE PRIORITIES AND PLATFORM FOR 2009

Legislative Priorities

Support legislation to provide increased access for CVSOs to USDVA information systems for use in developing and monitoring claims submitted on behalf of veterans.

County Veterans Service Offices (CVSOs) are local government agencies responsible for assisting veterans and their dependents and survivors in obtaining benefits to which they are entitled. As such, CVSOs need maximum possible access to USDVA client and claims databases. Enhancing this access will result in better, more timely services to claimants and reduce the workload in VA call centers.

Support legislative, regulatory or policy changes that create federal/state/local government partnerships to reduce the veterans' 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 claims packages that are as complete as possible. Individual claimants are unfamiliar with the requirements of the VA claims system. It is therefore necessary to have competent and trained intermediaries, such as County Veterans Service Offices, 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 VA claims backlog.

Support legislation to allow VA pharmacies to fill prescriptions written by non-VA physicians.

Currently, the VA medical system will only provide prescription medication to eligible veterans if the prescription is written by a VA physician. This requires that veterans make medical appointments with VA physicians for the sole purpose of getting authorization for a medication already prescribed by the veteran's non-VA provider. This process places an unnecessary burden on the VA 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 emergent medical need.

Legislative Platform

- Support legislation to provide payment of CRDP for all military retirees regardless of the percentage of their service-connected disabilities.
- Support legislation to re-instate the Burial/Plot allowance for all honorably discharged veterans.
- Support legislation to provide periodic increases to VA burial/plot reimbursement allowances.
- Support legislation to make VA health care funding mandatory.
- Support legislation, regulatory or policy changes to expand/increase DVA responsibility to educate veterans on their entitlements.
- Support legislation to eliminate the Means Test for veterans to qualify for VA medical care.
- Support legislation to grant Presumptive Service Connection for Hepatitis C, "blast injuries," acoustic trauma and PTSD for service in a combat zone.
- Support legislation to increase the amounts paid under Improved Death Pension to be equal to the amounts paid under Improved Disability Pension.
- Oppose any adverse changes to 38 USC regarding disability compensation benefits.
- Support legislation to provide a pro-rata additional allowance for dependents at all levels of compensation.
- Support legislation to eliminate SBP/DIC offset.
- Support legislation or regulatory change to insure all VA National Cemeteries are ADA compliant.
- Support legislation to establish direct payment to providers of in-home health care to veterans.

2008 CACVSO Officers

Tom Splitgerber
CVSO, San Diego County
President

Marvin King, Jr.
CVSO, Sutter and Yuba Counties
Chaplain

Patrick Jolly
CVSO, Napa County
Vice President

Rod Barton
CVSO, El Dorado County
Historian

Rick Buckman
CVSO, Placer County
Sergeant-at-Arms and Treasurer

Sheryl Austin
CVSO, Plumas County
Executive Committee (1 year)

Beth Barnes
Assistant CVSO, Tuolumne County
Secretary

George Compton
CVSO, Ventura County
Executive Committee (2 years)

Rich Garza
CVSO, Monterey and San Benito Counties
Parliamentarian

Cheryl Cook
CVSO, San Francisco County
Executive Committee (3 years)



**For more information regarding this report,
the CACVSO, its member counties
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