



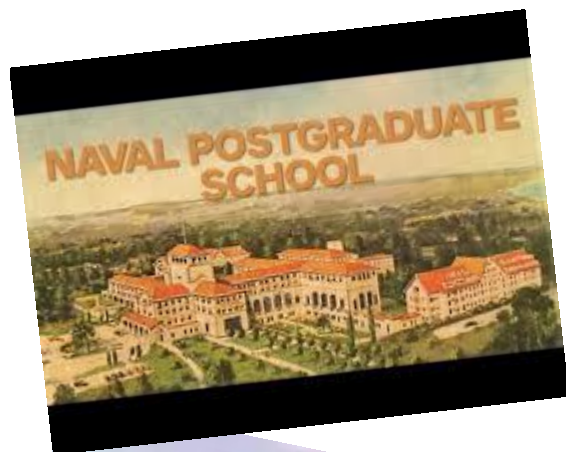
Military & Veterans Affairs Office Overview



MVAO Overview Agenda

- Military DNA in Monterey County
- MVAO Misperceptions
- Military / Veteran Population
- America's Promise to its Veterans
- Overview of Typical Services Provided
- Overview of Typical Compensation & Pension Process
- Past 6 months Performance Areas of Opportunity Identified
- Conclusion

Military Roots Past and Present



MVAO - Misperceptions

Just fill out and file forms

All Veterans can use the VA for Healthcare

Only help Veterans with disabilities

Only help Veterans with Accessing VA Health Care

Only help Veterans

One visit is all it takes



We develop solid cases to submit to the VA and advocate for the Veteran, their spouse and dependents to obtain Federal and State Benefits. This process can take multiple visits and appeals before getting a satisfactory decision. We help veterans and their families access a wide range of benefits such as Health Care and Disability Compensation to Educational and Surviving Spouse Benefits

Military population- vet, active reserve families

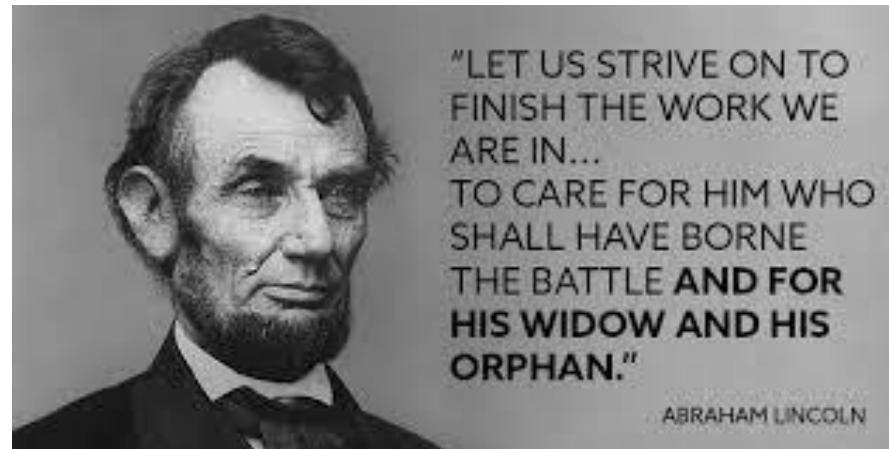
- 50,000 Veterans, Spouses and Dependents in the County
- 1,000 +/- Active Duty personnel released from The Presidio of Monterey and NPS every Year.
- Active Duty represents thousands of residents
- Reserve Units represent thousands of individuals who train in Monterey County

Americas Promise to Veterans

President Lincoln articulated for the nation a basic truth: that those who have made the greatest sacrifices in service to their country deserve their country's service in return.

“To care for him who shall have borne the battle and for his widow and his orphan.”

– President Abraham Lincoln



The MVAO is the County Solution!

Overview of Typical Services

Veterans Benefits & Services



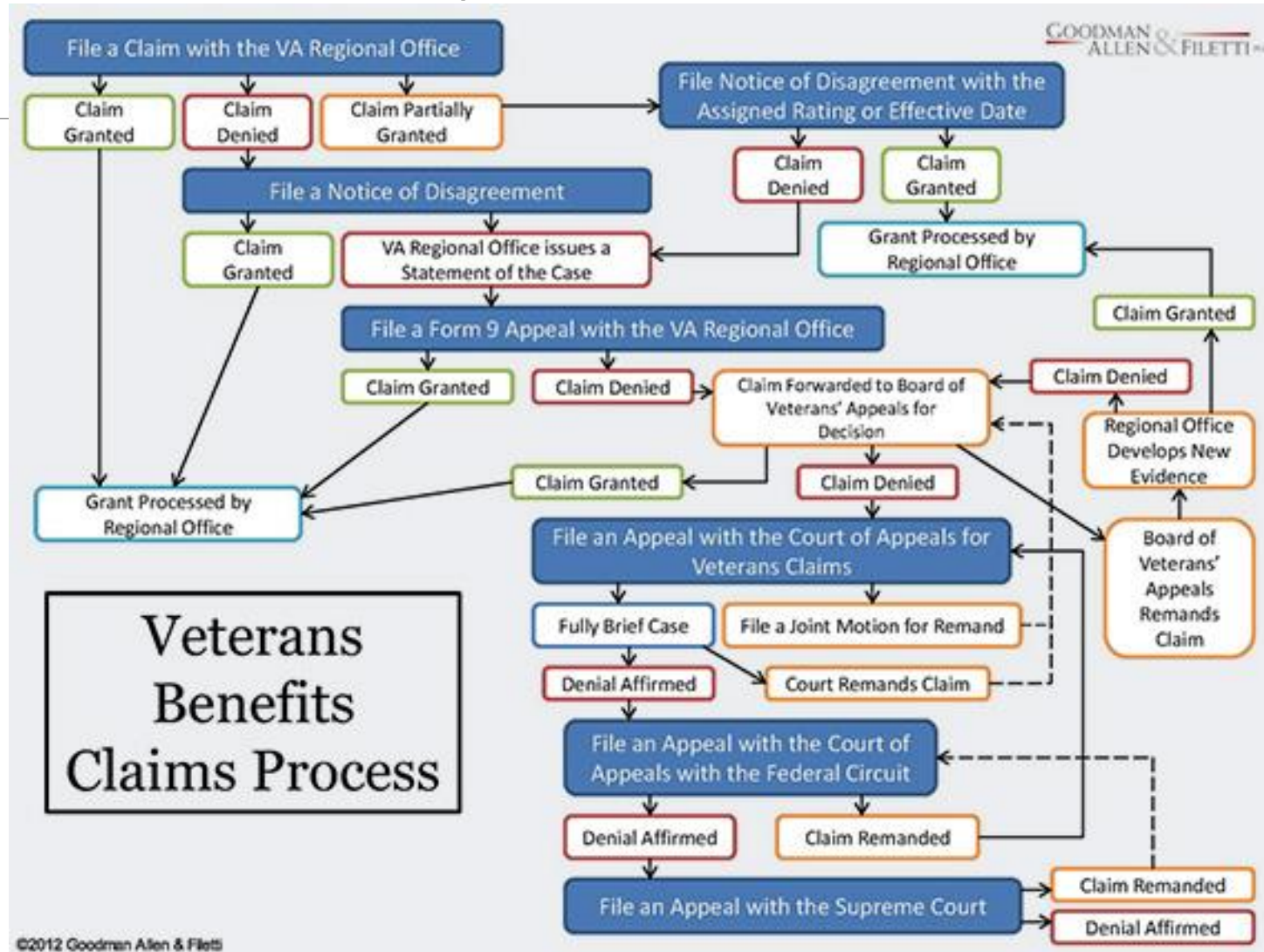
CUSTOMER FOCUSED

- Van Ride Program
- Veterans Treatment Court
- Transition Assistance Education
- Tuition Fee Waivers
- State and National Park Passes
- CDL Veterans Designation
- Aid & Attendance
- Dependent & Indemnity Compensation
- CHAMPVA – Healthcare
- DoD / VA Identification Cards
- Benefit Summary Letters

COUNTY EMPLOYEE FOCUSED

- Military Leave Approval
- Veterans Preference
- Military and Veterans Hiring

Overview of Compensation & Pension process



Past 6 Months - Activity / Efforts

Incorporated – Appointment System in all locations (Monterey, Marina & Salinas)

Developed Quarterly Newsletter

Average Time to Appointment 2 to 3 weeks.

1,300 lobby actions (50 +/- daily phone and physical customer interaction)

300 + Tuition Fee Waivers for Veteran Dependents

1.6 Million in retroactive pay

\$230,000 in new monthly awards of Compensation and Pension

- 2.8 Million annually in new monthly awards

Currently Veterans in Monterey County are receiving over **100 Million per year** in just Compensation and Pension!

Areas of Opportunity identified

- Homeless Veteran Outreach
- Housebound / Hospice Veteran Outreach
- Underserved Areas of County Outreach
- Presidio of Monterey & NPS Outreach
- High School Partnership – Dependent Tuition Fee Waiver for CSU, UC and Community College
- County Jail / Prison Parole Coordination
- Probation Department Collaboration (Both Veterans & Dependents)

Thank you for your time

