



| SEPTEMBER 2019  |   |                   | SEPTEMBER 2020                                 |  |                     |
|---|---|-------------------|--|--|---------------------|
| # OF VETERANS SERVED (SANTA ANA)<br>1055  |   |                   | # OF VETERANS SERVED (SANTA ANA)<br>1715       |  |                     |
| LOS ALAMITOS<br>8   | SADDLEBACK<br>5                               | LAGUNA HILLS<br>8 | LOS ALAMITOS<br>N/A                            | SADDLEBACK<br>N/A                              | LAGUNA HILLS<br>N/A |
| <b>TOTAL:</b> 1076  | <b># OF CLAIMS FILED:</b> 1280                |                   | <b>TOTAL:</b> 1715                             | <b># OF CLAIMS FILED:</b> 467                  |                     |
| <b># OF COLLEGE FEE WAIVERS PROCESSED:</b> 104  | <b>DMV VERIFICATIONS PROCESSED:</b> 288       |                   | <b># OF COLLEGE FEE WAIVERS PROCESSED:</b> 112 | <b>DMV VERIFICATIONS PROCESSED:</b> 48         |                     |
| <b>OUTREACH EVENTS ATTENDED:</b> 4  | <b>WAIT TIME (AVERAGE):</b> 83 <i>minutes</i> |                   | <b>OUTREACH EVENTS ATTENDED:</b> 1             | <b>WAIT TIME (AVERAGE):</b> N/A <i>minutes</i> |                     |
| <b>PHONE CALLS RECEIVED:</b> 1066   | <b>EMAILS RECEIVED:</b> 150                   |                   | <b>PHONE CALLS RECEIVED:</b> 1090              | <b>EMAILS RECEIVED:</b> 1206                   |                     |
| <p><b>INFORMATION ABOUT SERVICES...</b></p> <p>The Orange County Veterans Service Office (OCVSO) works in partnership with the United States Department of Veterans Affairs (DVA), the California Department of Veterans Affairs (CDVA) and nationally chartered veterans organizations to ensure that wartime and peacetime veterans, including their dependents and survivors, receive the benefits and entitlements they earned while serving.</p> |   |                   |  |  |                     |