



NOVEMBER 2019			NOVEMBER 2020		
# OF VETERANS SERVED (SANTA ANA) 953			# OF VETERANS SERVED (SANTA ANA) 1910		
LOS ALAMITOS 8	SADDLEBACK 5	LAGUNA HILLS 8	LOS ALAMITOS N/A	SADDLEBACK N/A	LAGUNA HILLS N/A
TOTAL: 974		# OF CLAIMS FILED: 1270	TOTAL: 1910		# OF CLAIMS FILED: 401
# OF COLLEGE FEE WAIVERS PROCESSED: 21		DMV VERIFICATIONS PROCESSED: 265	# OF COLLEGE FEE WAIVERS PROCESSED: 19		DMV VERIFICATIONS PROCESSED: 131
OUTREACH EVENTS ATTENDED: 3		WAIT TIME (AVERAGE): 73 minutes	OUTREACH EVENTS ATTENDED: 1		WAIT TIME (AVERAGE): 24.5 MINUTES
PHONE CALLS RECEIVED: 976		EMAILS RECEIVED: 98	PHONE CALLS RECEIVED: 1102		EMAILS RECEIVED: 562
<p>INFORMATION ABOUT SERVICES...</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>					