

# Yolo County Veterans Services Office

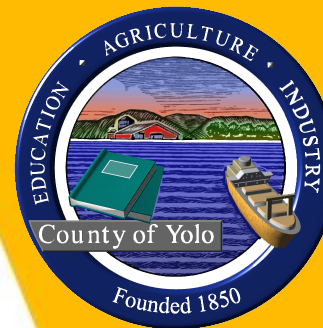
**Yolo County Health and Human  
Services Agency**

**Salvador Torres –**

Email: [Salvador.Torres@yolocounty.gov](mailto:Salvador.Torres@yolocounty.gov)

Phone: (530) 406-4850

**Nolan Sullivan**



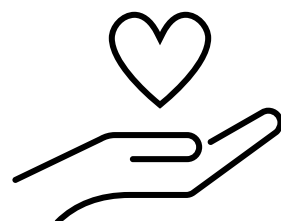
# Who is the Veterans Services Office (VSO) and What Do They Do?

The VSO is an office established by the Board of Supervisors to assist Veterans, their dependents and survivors, in obtaining benefits from federal, state and local agencies administering programs for Veterans. The VSO is a county agency that assists Veterans in dealing with the U.S. Department of Veterans Affairs (VA).

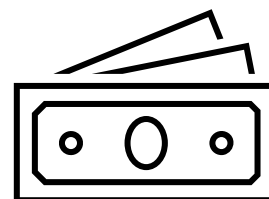
## Our Yolo County Commitment



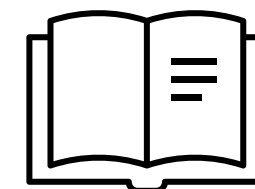
Treat everyone with dignity, compassion, respect and understanding



Act in the best interest of the Veteran and their family



Help Veterans obtain the maximum benefits they are eligible for



Advise Veterans and their dependents on their rights and benefits

**Karleen Jakowski**  
ASSISTANT DIRECTOR  
MH DIRECTOR  
PUBLIC GUARDIAN

**Samantha Fusselman**  
ADULT & AGING BRANCH DIRECTOR

Christina Grandison  
Administrative Assistant

**Marisa Green**  
DEPUTY BRANCH DIRECTOR

**BEHAVIORAL HEALTH**

**SOCIAL SERVICES**

**Mario Gallegati**  
Clinical Manager  
Access, Crisis, Wellness

**Raja Dutta**  
Medical Director,  
Behavioral Health  
Services

**Mila Green**  
Clinical Manager,  
Special Programs

**Jennifer Gay**  
Clinical Manager,  
Quality Management

**Julie Freitas**  
Clinical Manager,  
SUD, Forensics,  
Homeless

**Kim Britt**  
Manager II, Director of IHSS  
and Public Authority

**Laurie Haas**  
Manager II, Chief Deputy  
Public Guardian/  
Conservator

**Kerri Covert**  
Manager, Contracts  
Grants, and Outcomes

**Salvador Torres**  
Veterans  
Services Officer

**Rob Villarreal**  
Supervising Clinician

**CRISIS TEAM**  
Clinician II  
David Walker  
Madelyn Louis

**Clinician I**  
Anthony Harland  
Michelle Degerness  
Patricia-Rose Perez  
Rebecca Trujillo  
Sharanpreet Chahaun  
Tara Torok

**BH Case Managers**  
Dana Graham

**Outreach Specialist**  
Zoey Colquitt

**Peer Support  
Workers**  
Kristopher Fanning  
Joshua Pozun  
Laurie Gates  
Ronnell Gordon

**HOSPITAL SERVICES**  
Clinician I/II  
Vacant

**Admin Clerk**  
Jocelyn Bueno

Jean McSorley  
BH Intern  
Supervising  
Clinician

**Cheri Hendrickson**  
Supervising Clinician

**ACCESS TEAM**  
Clinician II  
Michael Joy  
Lynn Ly

**Clinician I/II**  
Terra Hardin  
Willigene Clitus  
Vacant

**BH Case Managers**  
Pam Choi  
Lupe Pedersen  
Ryan Yee  
Simmion Overton

**Peer Support Workers**  
Shirley Gunn  
Christopher Naldoza  
Evan Segal  
Jose Diaz  
Vanessa Vidales

**COMPASS TEAM**  
Allison Steffensen,  
Clinical Psychologist

Stacey Mueller,  
Clinician

**WELLNESS CENTERS**

**Sabina Kish**  
Program  
Coordinator

**BH Case Managers**  
Donald Meek  
Sammy Hawk

**Peer Support  
Workers**  
Dennis Cortopassi  
Christine Gerner  
Angela Martinez  
Elias Mbvukuta  
Christina Wilson  
Jeremiah Faller  
Brennan Raven  
Diego Martinez  
Phillip Collins  
Jonetta Henderson  
David Moe  
Jaime Hitchcock  
Valerie Obeidat  
Lisa Harris

**OUTPATIENT CLINIC**  
**Kati Moore**  
Medical Office  
Supervisor

**Admin Clerks**  
Adrianna Cardenas  
Allyn Setran  
Maglin Danielson  
Maria Vargas-  
Vasquez  
Lakia Mc Lucas  
KevinBlom

**MEDICATION  
SUPPORT**

**Psychiatrists**  
Ailene-Florento  
Christine Tylka  
Leigh Harrington  
Nora Kim  
Nina Sreshta  
Vacant, EHE

**Nurse Practitioner**  
Vacant  
Michelle  
Scheppegrell

**CLINIC NURSING  
SERVICES**

**Harpreet Gill**  
Supervising Nurse

**Registered Nurse**  
Sonia Wong  
Sean Sanga

**Psychiatric Health  
Specialist**  
Courtney DeMille

**Medical Assistant**  
Isabel Sanchez  
Diana Vasquez

**Katherine Barrett**  
Behavioral Health  
Compliance Officer

**ADULT MHSA  
TEAM**

**Sajana Budhathoki**  
Program  
Coordinator

**Analyst**  
Alisa Jeffery

**Outreach Specialist**  
Lana Shramenko

**Timothy Torney**  
Supervising Clinician

**ADULT CLINICAL TEAM**  
Clinician II  
Adriana Joyner  
Justina Larson  
Anna Thomas  
Kaitlin Beuechler

**Senior Staff Nurse**  
Sheryl Jackson

**Office Support Specialist**  
Vacant

**Vacant  
Supervising Clinician**  
Clinician II  
Vacant

**Sophia Sandoval**  
Sr. Admin. Services  
Analyst

**ANALYTICAL TEAM**  
Admin Services Analyst  
Vacant

Aisha Littlejohn  
Nate Palmer  
Mathew Lugo

**Office Support Specialist**  
Blanca Sandoval, OSS

**HOMELESS SERVICES**  
**Nadia Agnoli**  
Program  
Coordinator

**BH Case Managers**  
Beverly Way  
Brigita Luis  
Vacant

**FORENSIC TEAM**

**Laura Christensen,**  
Supervising Clinician

**Clinicians**  
Andrea Garcia, DHS  
Laura Nichols, MHC  
Jenna Bell, HUB  
Vacant, HUB  
Vacant MHSA MHC

**BH Case Managers**  
Amanda Narvaez  
Brittany Rascon-  
Woodcock  
Kerri DeWein  
Terri Lipelt

**Spring Ackerman,**  
Program Coordinator

**BH Case Managers**  
Vacant, JAG  
Vacant, Discharge Planner

**Social Worker Practitioner**  
Joseph Gangl, JAG

**Social Services Assistant**  
Casey Hubbard, JAG

**Peer Support Workers**  
Carlos Ibarra  
Deborah Lewis  
Walter England  
Vacant

**SUD SERVICES**  
**Glenn Johnson**  
Program  
Coordinator

**Clinician I**  
Vacant

**BH Case Managers**  
Vacant

**IHSS SOCIAL WORKERS**

**Jackie Alcala**  
Social Worker Sup. I

**Adult Services Worker**  
Alexandra Lyons  
Ashley Allen  
Ana Ayala  
Olivia Habaty  
Yekaterina Tkachenko  
Natalia Vasykivska  
Yulia Klusova

**Youssef Reggad**  
Social Worker Sup. I

**Adult Services Worker**  
Maria Rodriguez-Lopez  
Dayani Pantoja Reyes  
Elizabeth Romero  
Vacant  
Daniel Lopez-Ruiz  
Travis McNiff  
Autumn Coffman, ASW

**Marisela Cortez**  
Social Worker Sup. I

**Adult Services Worker**  
Meuy Saeteune  
Lariza Duenas  
Laura Heredia  
Ashley McLemore  
Melissa Valencia  
Enrique Soto  
Erika Navarro Candia

**IHSS ADMIN SUPPORT**

**Rossana Vigil**  
Sr. Admin. Services  
Analyst

**Admin Services Analyst**  
Joy Ramos  
Munveer Cheema

**Adult Services Worker**  
Nancy Palafox-  
Gutierrez  
Yer Vang

**Lorie Martinez,**  
Business Services  
Supervisor

**Office Support  
Specialist**  
Maria Gaxiola  
Lyudmyla Olinyk  
Olesya Prokopchuck  
Leo Lomeli  
Karen Mendoza

**PUBLIC AUTHORITY**

**Yesenia Veloz**  
Social Worker Sup I

**Registry Specialist**  
Andrea Jimenez  
Edilia Gonzales  
Jordan Pavan

**Admin Services  
Specialist**  
Michelle McLagan

**Intern**  
Elia Garcia

**PUBLIC  
GUARDIAN/CONSERVATOR**

**Admin Services Analyst**  
Michiko Pate

**Rachel Ladd**  
Social Worker Supervisor I

**Conservatorship Officer**  
Caroline Brooks  
Javier Pimentel  
Tetsuro Tsuchihashi

**BH Case Managers**  
Sonna Johnson  
Ariel Arias-Bautista

**Guardian Technician**  
Vacant

**Office Support Specialist**  
Naomi Christianson

**Admin Clerk**  
Destiny Dominguez

**ADULT PROTECTIVE SERVICES**

**Hannah Simmons,**  
Social Worker Supervisor II

**Social Worker Practitioners**  
Phonecia Stone  
Ramiz Ali  
Hannah Simmons  
Phillip Stermer  
Barbara Fisher  
Christiana Ebere  
Vacant

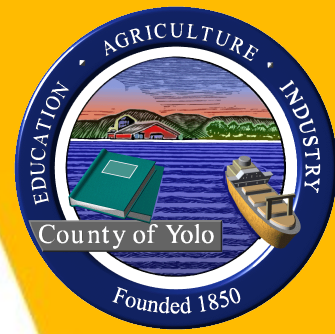
**Intern**  
Jeffrey Prather  
Ivan Castillo Barragan  
Todd Reiners

**Office Support Specialist**  
Laura (Marcy) Martinez

**Veterans' Services Rep.**  
Kien Do

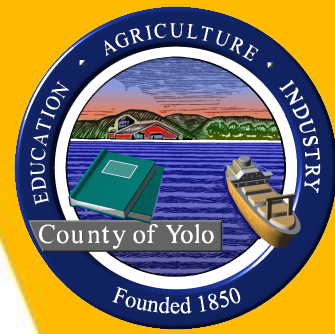
**Admin Clerk**  
Katey Galloway

**Adult and Aging Branch  
Organizational Chart**

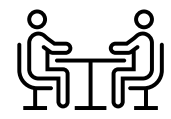


# Veterans Services Office Tasks

- **Comprehensive benefit counseling**
- **Claim preparation and submission**
- **Claim follow-up**
- **Initiate and develop appeals when appropriate**
- **Advises the Veteran the benefits they qualify for with their current disability rating.**
- **Information and referral services for:**
  - Networking with federal, state and local agencies
  - Employment
  - Public Assistance
  - Social Security
  - Transportation to medical appointments
- **Additionally, the VSO assists with the following:**
  - Applying for compensation for service-related injuries
  - Re-open Compensation Claim for increases
  - Survivors Benefit for service-connected deaths
  - Pension for war-era veterans
  - Death pension for non-service-connected death
  - Dependent's survivor's benefits
  - Discharge acquisition and storage
  - Household and Aid and Attendance allowance
  - Apply to stay at State Veterans Home
  - Request for Military Records and Decorations
  - Apply for VA Medical and Dental Benefits
  - Benefit Verification for other agencies
  - Vocational Rehabilitation
  - Home Loan Certification
  - Education Benefits
  - Life Insurance
  - Burial Benefits
  - Transportation to some VA Medical Facilities for Medical appointments



# Yolo County Veteran's Services Office FY 2022-23 Performance Metrics



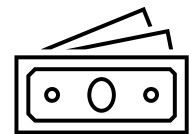
**1,516 people assisted in person**



**10,200 via phone or email**

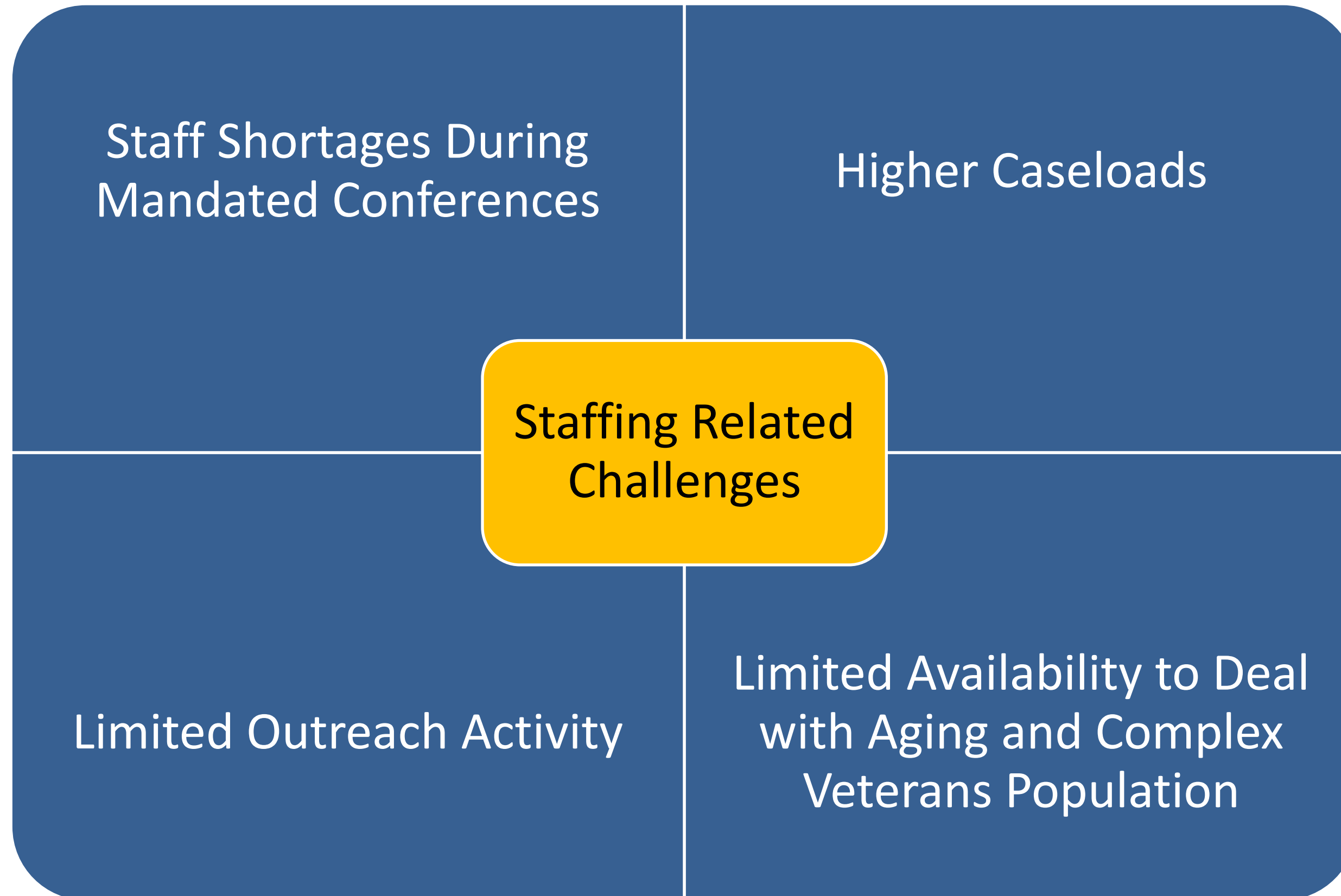


**1,308 new claims filed**



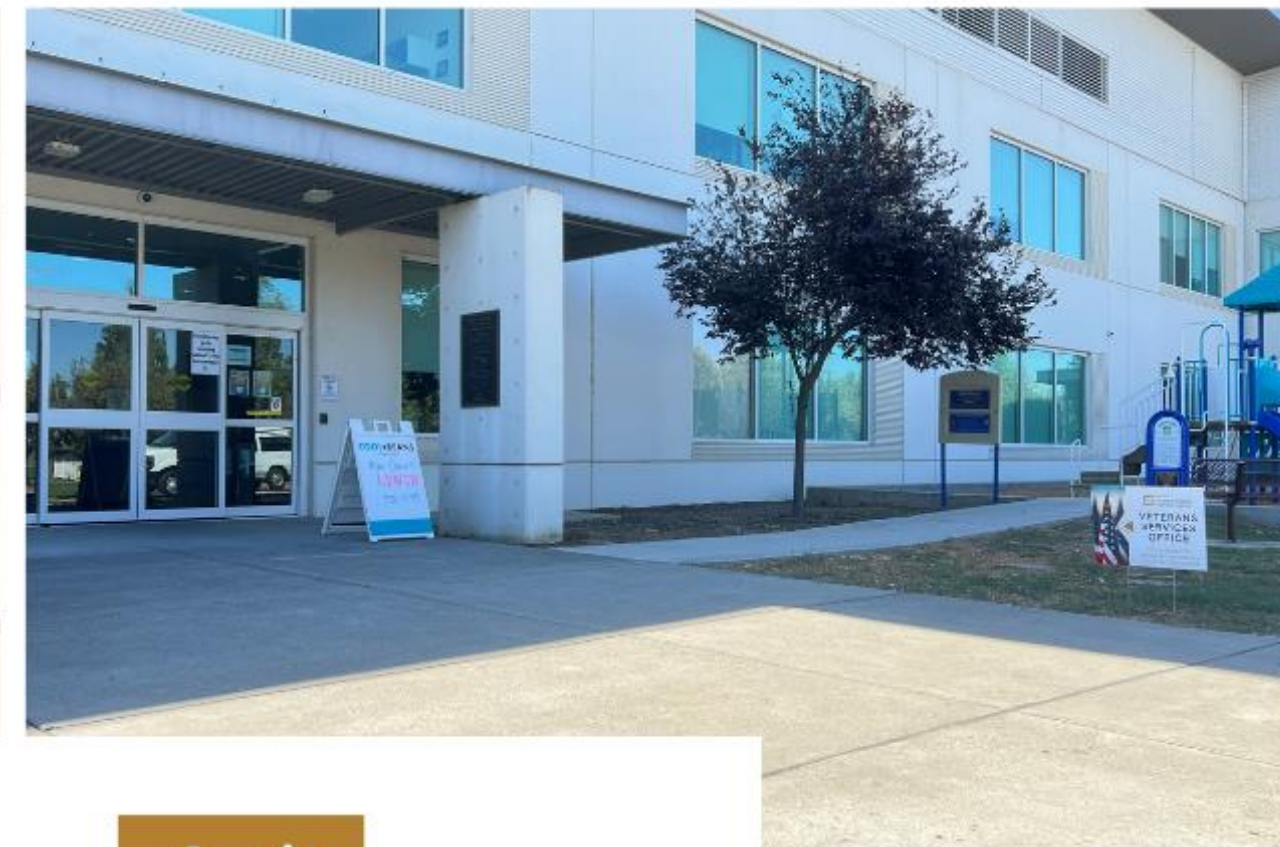
**\$4,646,342 in new claims awards**

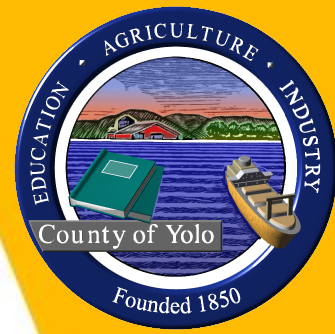
# Challenges



# Successes

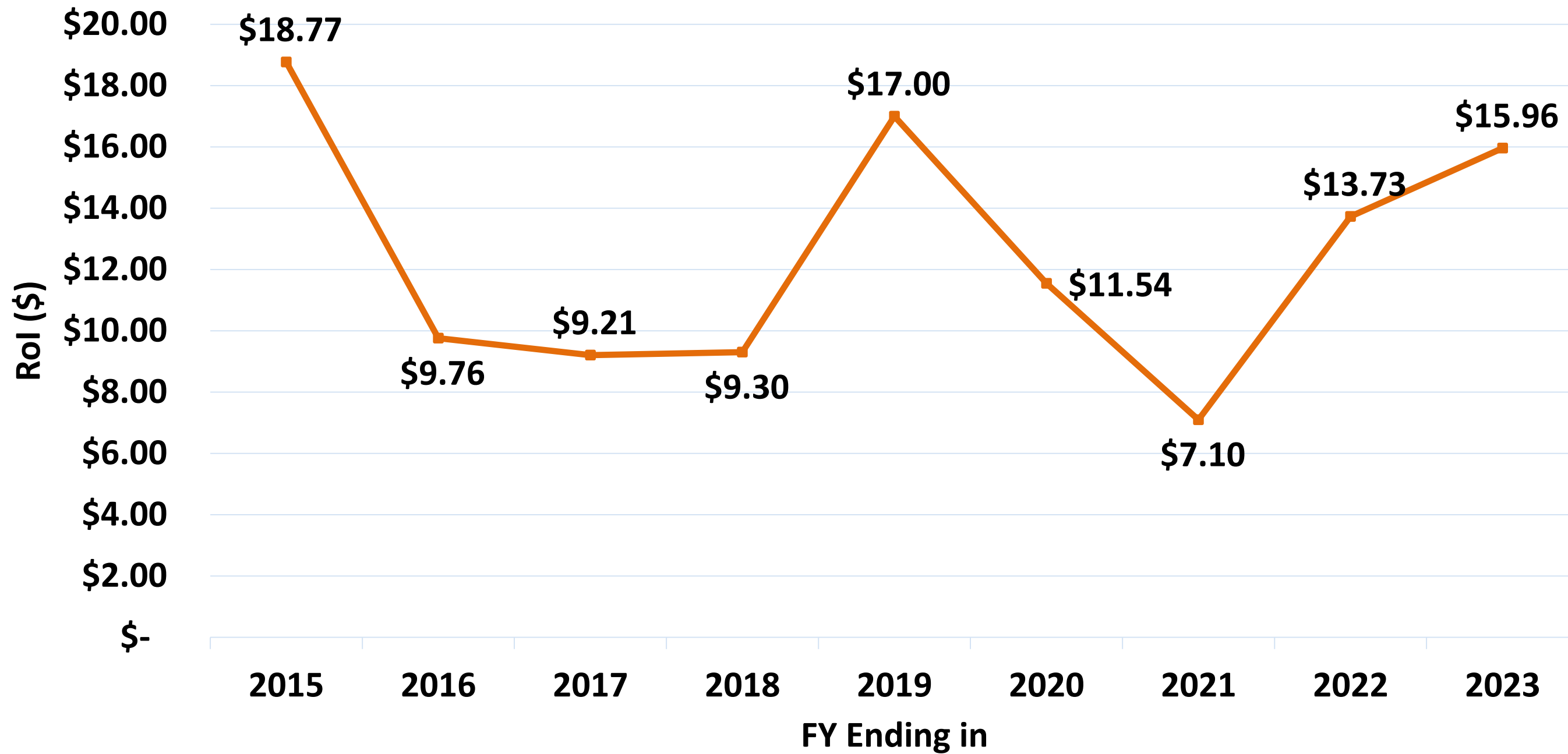
- Served **572 more veterans** in person and submitted **735 more claims** over FY 2021-22.
- Had an **average award amount of \$3,552** per person in FY 2022-23 compared to the **state average of \$2,649**.
- Had the **highest new claim award total since FY 2014-15** for Yolo County with an increase of about **\$1.1 million over FY 2021-22**.
- Upgraded Office and signage to assist veterans in locating the office.

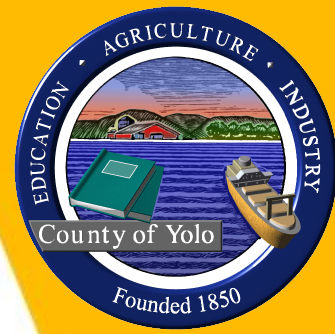




# Return on Investment Data

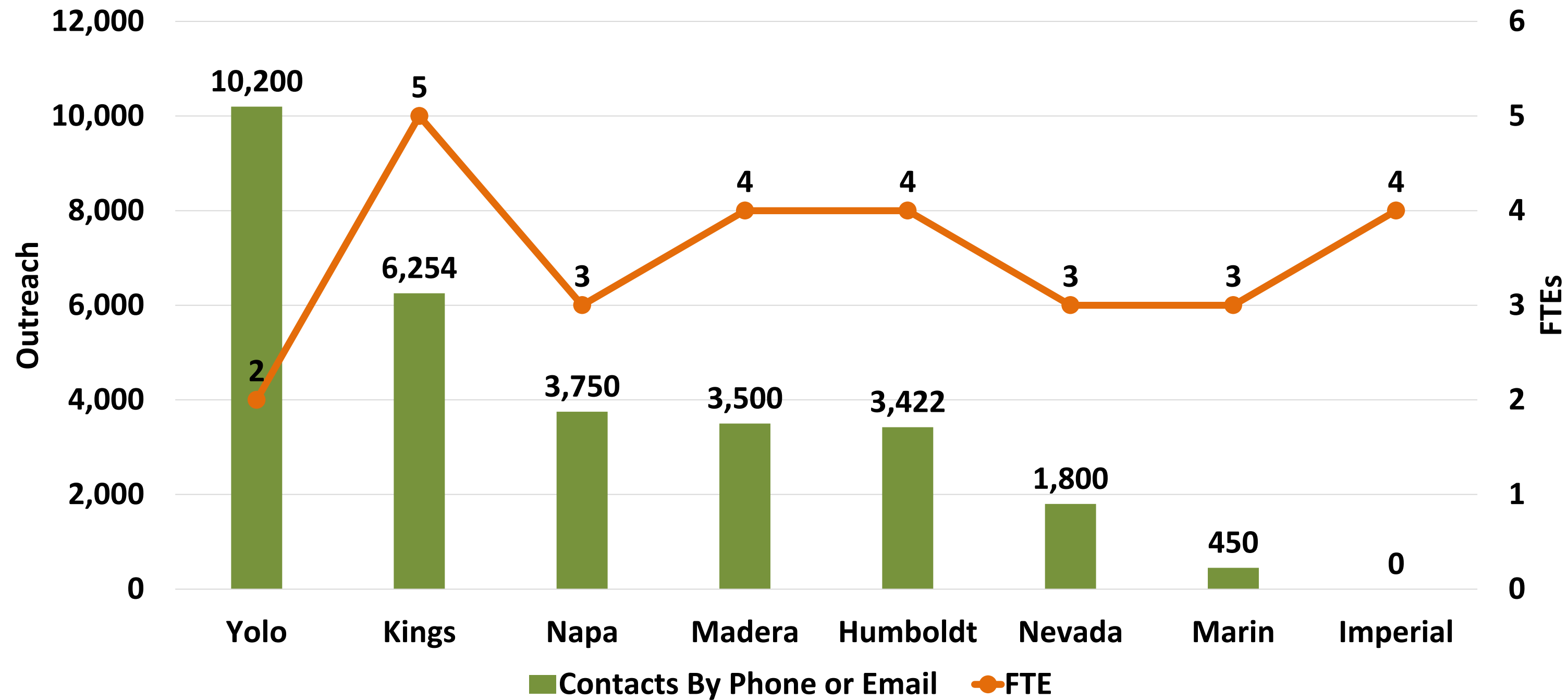
## Return on Investment per \$1 General Fund

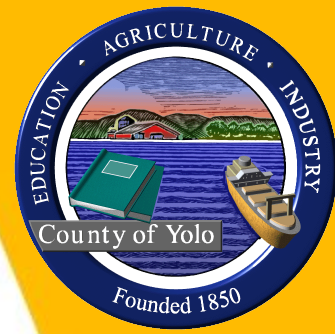




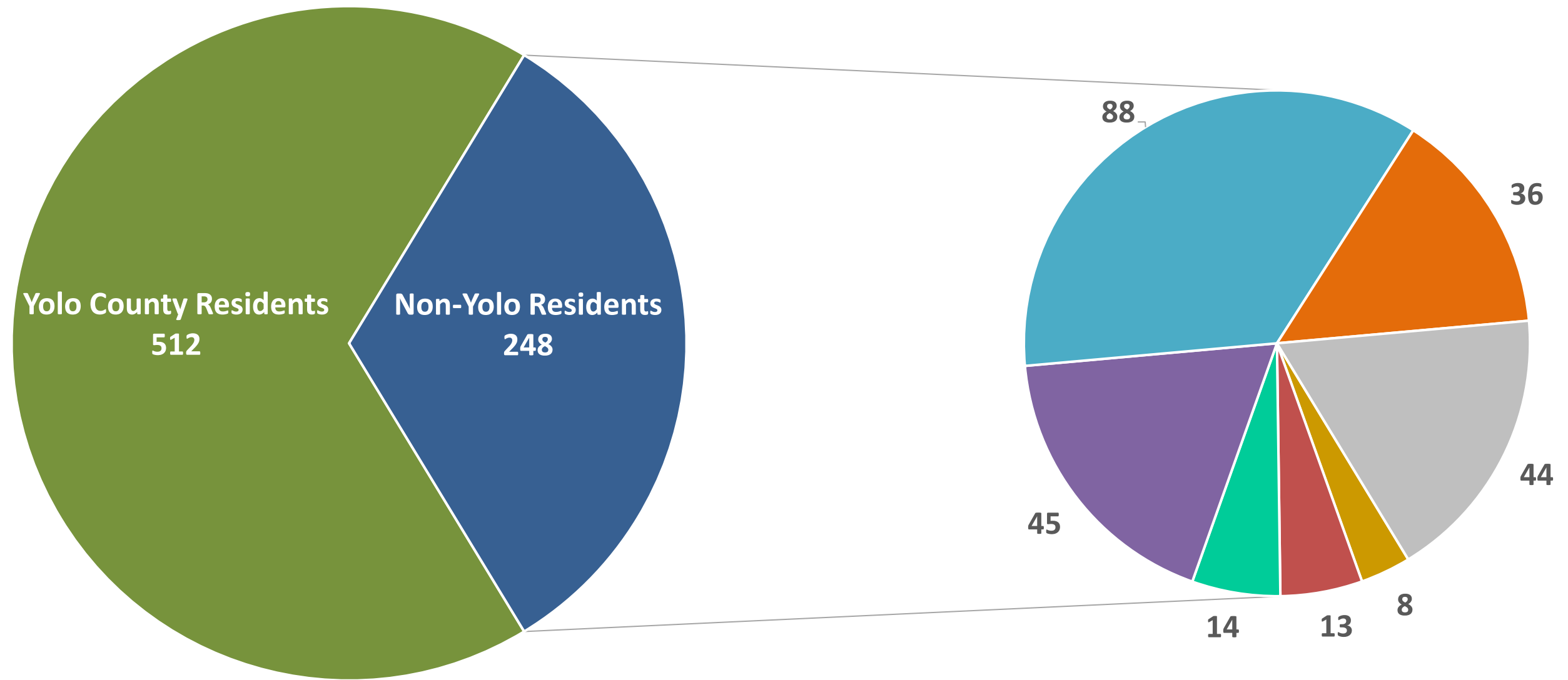
# County Outreach Metrics

## Comparison of Contacts by Phone/Email





# Yolo County Outreach Efforts



■ San Joaquin ■ Placer ■ Los Angeles ■ Solano ■ Sacramento ■ Out of State ■ Others ■ Yolo County Residents