



CUSTER COUNTY VETERAN SERVICE OFFICER MONTHLY METRICS NOVEMBER 2025

Days Open

11/14 (Dominic out for 4 days; leave. Cortney worked remotely Thanksgiving week)

Scheduled Appointments

44 (conducted 10 home visits)

Walk-Ins

>60, did not accurately capture walk-ins due to ops tempo

New POA's Submitted

14 (389 Total)

Intent To File Submitted

5 (599 Total)

New/Increase Claims Submitted

12 (399 Total) (135 first time claims to date)

Supplemental Claims Submitted

5 (148 Total)

Higher Level Review

1 (67 Total)

BVA Appeals

1 (8 total, all pending)

Individual Unemployability Claims Submitted

1 (7 Total) (3 favorable/2 denied/2 pending)

Total Claims

630 (553 rated; 87.78%)

Burial Reimbursement

1 (6 Total/2 denied/3 approved/1 pending)

Survivor Benefits

0 (5 total/1 denied, 3 awarded, CUE retro \$31,344, 1 pending)

VA Debt Waivers

0 (2 total/2 approved -\$86,311 & -\$58,953 = -\$145,264)

Increase in Compensation

95/135 Veterans now service-connected that had not previously filed claims (70.37%)

Increased monthly compensation by \$140,873.34 since 1/1/2025

Retro payments totaling \$1,268,917.97 since 1/1/2025

Between 1/1/2025 and 11/31/2025, and projecting through EOY 25, the combined/projected increase (inc. retro/DFAS amounts) is \$2,216,957.27 for 181 veterans.

Over \$4,306,199.23 in increased annual compensation since arriving Aug 2023; still need to calculate the exact number with COLA increase and DFAS retro payments. 287 veterans to date have received rating decisions.

Arapahoe County 3 veterans SC/received increased rating totaling	\$19,222.57
Chaffee County 1 Veteran	\$0
Clear Creek 1 veteran service connected	\$31,335.43
Custer County (PT) 4 veterans service connected totaling	\$71,111.54
Delta County 1 veteran service connected	\$0
Douglas County (PT) 1 veteran service connected 1@100	\$38,727.38
El Paso County 1 veteran service connected	\$2,081.70
Fremont County 60 vets SC/received increased ratings totaling 10@100 *	\$815,994.88
Mesa County 4 veterans received increased rating totaling 1@100	\$95,187.64
Pueblo County 1 veteran/1 widow SC/DIC totaling	\$35,441.63
Teller County 1 veteran service connected	\$15,683.21
California 1 veteran service connected 1@100	\$90,873.08
Florida 1 veteran received increased rating 1@100	\$40,767.42
Texas 3 veterans service-connected Totaling	\$12,977.64
Utah 2 veteran SC/received increased rating totaling 1@100	\$37,485.86
Washington 2 veterans service connected 1@100	\$43,947.32
Italy 1 veteran service connected 1@100	\$23,249.03

88 veterans	Total	\$1,374,086.33
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\$815,994.88 to 60 veterans in Fremont County

\$558,091.45 to 28 veterans in all other locations

56 veterans have been awarded 100%; 51 from direct claims; an additional 5 from corrected claims.

(see attached pie/bar charts...because everybody loves visual aids)

VAG

2026 Grant Award is for \$15,000

10% (\$1,500) for program costs; used

\$13,153.36 used for 17 unduplicated veterans

\$346.64

VFW was awarded \$30,000 for VTF

AL was awarded \$75,000 for VTF

Charitable Donations

- 18 donations total \$11,431.59 (Wet Mountain Story Tellers \$675 in November)
- Assisted 12 individuals, \$7,762.84
- \$3,668.75 available

Outreach

- 11/4 American Legion Post 170 Meeting
- 11/12 VFW Meeting
- 11/13 Wetmore walk in claims clinic (x4)
- 11/15 Veterans Day Banquet (Sangre de Cristo Fellowship)
- 11/27 Partnered with Deer Mountain Fire Dept to provide Thanksgiving meals (30) and/or baskets (4 families), also provided a turkey to another individual that was doing meal preps for veterans.
- Now providing ready to heat frozen meals for veterans and widows/widowers in the VSO's office (currently 100% out of pocket), will continue as long as there is a need.
- Veterans Coffee Social, Every Wednesday x4 (averaging 20 veterans per week)
- Sharing updates and info monthly via social media (Facebook), also begun weekly highlighting of veteran owned businesses in the county on Facebook

Upcoming

- 12/2 American Legion Post 170 Meeting
- 12/6 Westcliffe Christmas Parade
- 12/10 VFW Meeting
- 12/11 Wetmore walk in claims clinic

* Angel Fire, NM Vietnam Memorial run. Starting at Bruce McCandless Veterans Home in Florence, overnighiter in Angel Fire NM, stopping at Spanish Peaks Veterans Home in Walsenburg on the return leg. Need to reschedule!