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OC Veterans Service Office Launches New Online-Based Appointment System

SANTA ANA, Calif. (July 12, 2022) – The Orange County (OC) Veterans Service Office (VSO) now offers an option allowing United States Veterans and their families to self-schedule and manage their virtual or in-person VSO appointments online.

“This is one of many ways our VSO delivers exceptional customer service with the well-being of Veterans and their families in mind as a top priority,” said Chairman Doug Chaffee, Fourth District Supervisor.

This technology enhancement project was funded through the American Rescue Plan Act (ARPA) following approval from the OC Board of Supervisors.

“I’m often looking for ways to support our Veterans. With over 130,000 Veterans living in Orange County, I’m pleased to announce that appointments can now be scheduled with the click of a button. This digital option makes accessing services easier. I encourage our Veterans to visit the website to see what many resources are available to them,” said Vice Chairman Donald P. Wagner, Third District Supervisor.

The new system gives VSO clients the ability to book and manage an in-person or virtual appointment on the VSO’s website at an available time convenient for them. The three service types available by appointment include in-person benefits claims processing, virtual benefits claims processing, and in-person veteran verification form for driver’s licenses. College fee waivers will continue to be accepted electronically through the VSO’s website.

“As a County, we’re continuously working towards ways we can improve our veteran services,” said Supervisor Andrew Do, First District. “The new online-based appointment system will help the OC Veteran Service Office streamline appointment services for our Veterans who prefer a virtual appointment or don’t have transportation access.”

To schedule an in-person or virtual appointment, VSO clients can follow these simple steps:

1. Navigate to the [VSO website](#) and click on the button for the desired type of service.
2. Select an in-person or virtual appointment with one of the VSO’s accredited Veterans Claims Representatives or select the veteran designation appointment.
3. Select an available timeslot and complete the required questionnaire.
4. After completion, clients will receive an email and text message confirmation where they can easily add the invite to their calendar and set reminders for their appointment.
5. At the appointment time, clients can check-in using the link provided in the email or text message or be assisted by one of the VSO’s helpful staff members.



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“Virtual services provide convenient access for disabled and homebound Veterans, as well as those with busy lives. By expanding access through self-scheduling options online, the VSO can better serve Veterans,” said Supervisor Katrina Foley, Second District.

VSO clients are strongly encouraged to book an appointment as available times vary based on the type of service needed.

“The County consistently looks for opportunities to enhance its customer service and overall customer experience when it comes to serving the public,” said Supervisor Lisa Bartlett, Fifth District. “This new online system is intended to save our Veterans time and effort, and enhance their interaction with the County’s Veterans Service Office,” she said.

VSO clients can call (714) 480-6555 to speak with a phone representative or email ocvso@occr.ocgov.com for more information or further assistance.

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