

‘I Love Knowing That I’m Helping’

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Although Kaitlin Jaramillo, 34, is not a veteran, she grew up in a military family, with her father and others serving. Today, she lives in Albuquerque, New Mexico, with her husband, Joshua, and their children, Maxwell and Phoenix. Since 2012, she has supported her local veteran community as a VFW accredited claims consultant.

“I help veterans and surviving spouses with disability claims,” she said. “I take them through the whole process, from filing to the end result.”

Jaramillo’s typical day includes a lot of phone calls, emails and appointments. But on even the most demanding days, she spends as much time as it takes to help her clients understand and navigate their situation.

“Some appointments take longer than others, but I make sure no one leaves with questions,” she said.

Over the years, Jaramillo has developed friendships with many of the veterans and families she has served. She cherishes those bonds as well as the opportunity to offer them meaningful support.

“It feels amazing to help veterans!” she said. “That’s why I stay doing what I do, listening to so many stories. I love knowing that I’m helping and giving back where I can.”

Learn more about the [VFW's National Veterans Service \(NVS\) program](#).

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