



Los Angeles County Dept. of Military & Veterans Affairs



Claims per Location

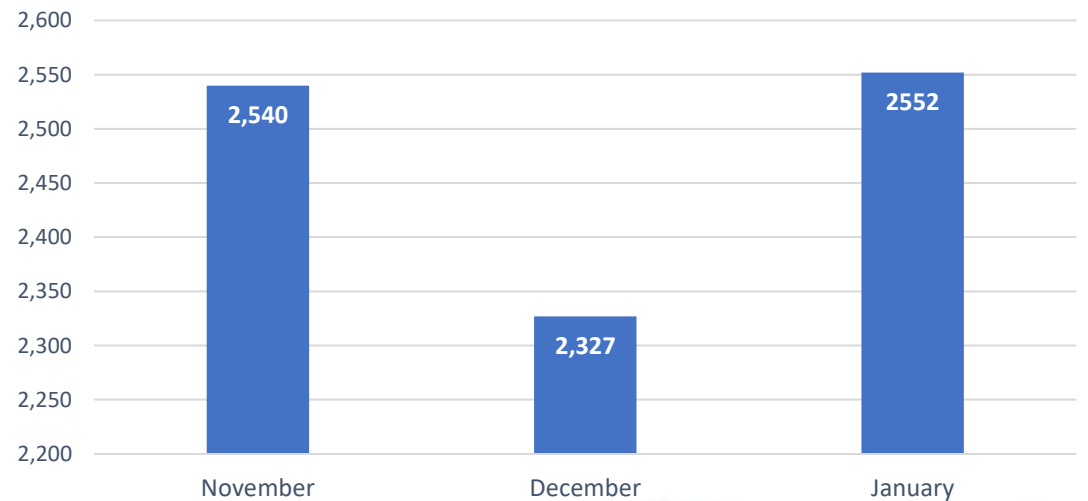
- Bob Hope Patriotic Hall: 547
- Temple VA/LASD: 128
- West Covina: 201
- East LA Vet Center: 60
- West Los Angeles VA/Culver City: 256
- Gardena Vet Center: 101
- El Monte (DPSS): 251
- Whittier Public Library/Pico Rivera/Norwalk: 61
- Monrovia Library/East San Gabriel: 78
- Antelope Valley: 240
- Long Beach VA/Cerritos: 239
- Sepulveda VA/Santa Clarita: 445



Types of Claims

January Breakdown	
Compensation	987
Pension	11
Education/VR&E	95
Financial/Insurance	7
Healthcare	20
Cost Avoidance	152
DIC/Widow Benefits	64
Misc. Claim Activities (Non-Auditable)	1,216
TOTAL	2,552

Total Claims Filed by MVA





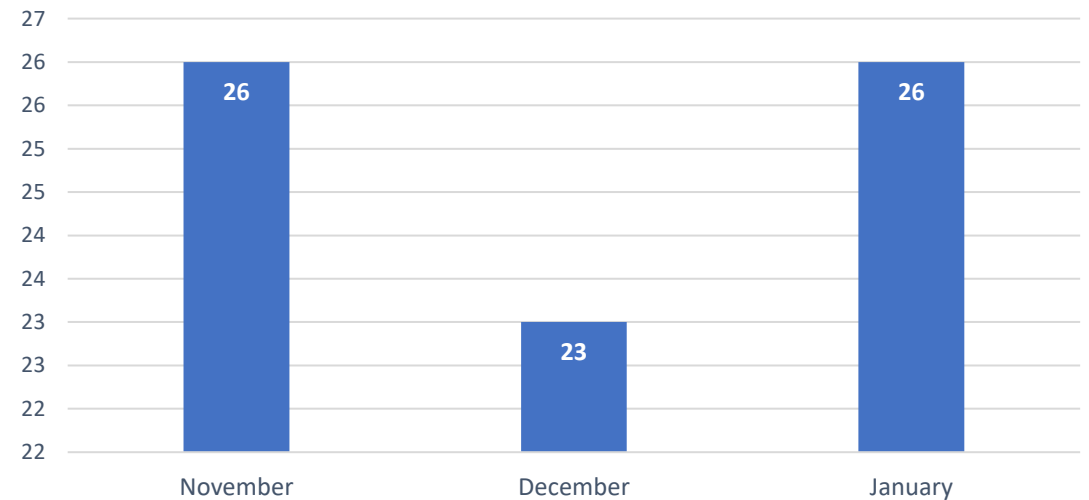
Justice Involved Program

January Breakdown	
Veterans Served	50
Claims Filed	26
Board of Veterans' Appeals - Pending	1

Challenges: Veteran inmate's reluctance to self-identify as a veteran; Early releases imposed by court system

***Referring Partner Agencies:** Jails refer list of veterans to the Veteran Justice Outreach team who then refers the list to the VSOs each month. The list is currently at 106.

Justice Involved



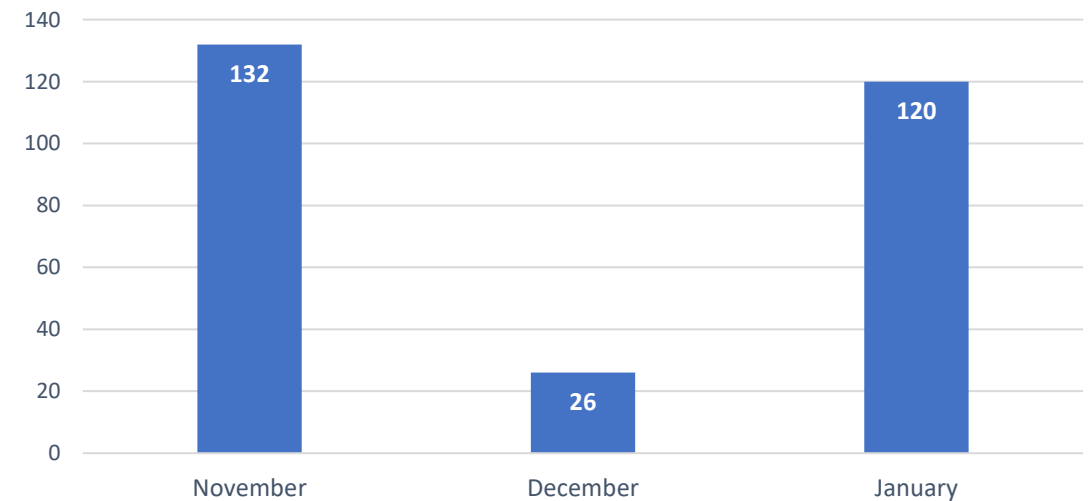


1807 Program

January Breakdown	
Military Verification and Referral Form (MC05)	120
Outreach Events <ul style="list-style-type: none">• Rio Hondo College Veteran Back to School• CALTAP• Anti-Recidivism Coalition Resource and Voter Registration Fair• In-Home visit	4
Qualified Claims Processed (VA Form 21-526M)	7

- **Challenges:** Inaccurate/missing information on DPSS forms
- **Solutions:** Timely information corrections from partner case managers, targeted outreach to long-term healthcare facilities to educate clients on healthcare navigation delivery options

1807 Program (MC-05)





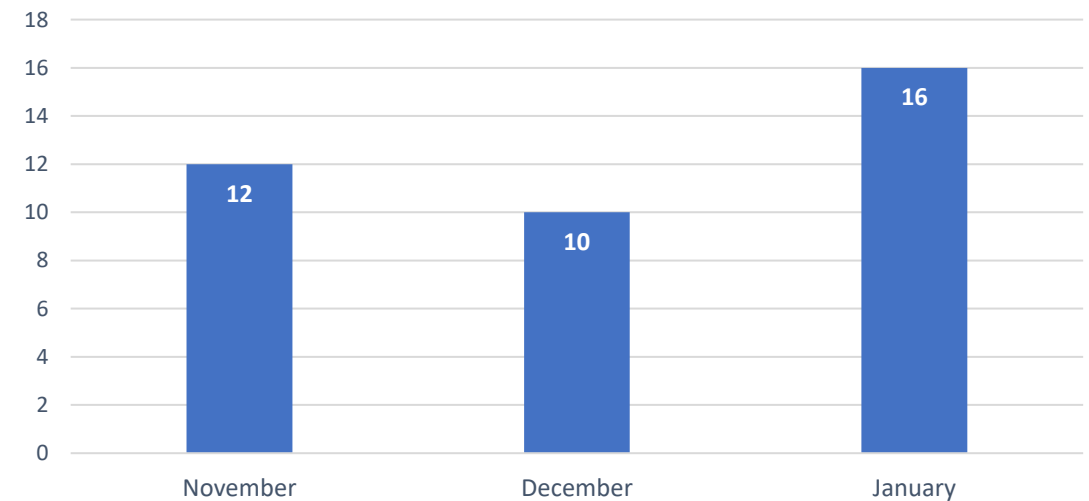
Indigent Burial Program

January Breakdown

- Burial Program Activity: 16 referrals from Los Angeles County Department of Medical Examiner

*Monetary awards posted 35-45 days after formal claim submittal

Indigent Burial Program



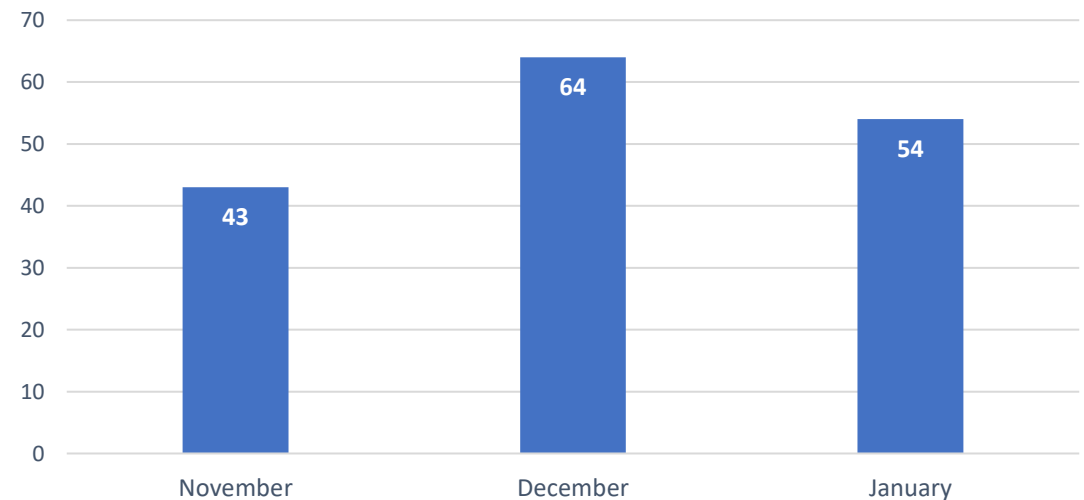


Homeless Services Division

- Homeless Veterans Served*: 54
- MVA continues to participate in various homeless initiatives including:
 - VA One Team
 - Inside Safe meetings
 - USC Blitz days
 - Encampment resolutions
 - Engaging cities and council of governments
- CEO-HI/VA/LAHSAs Master leasing pilot
- Target benefits establishment

*Value reflects self-identified veterans experiencing homelessness

VEH Program

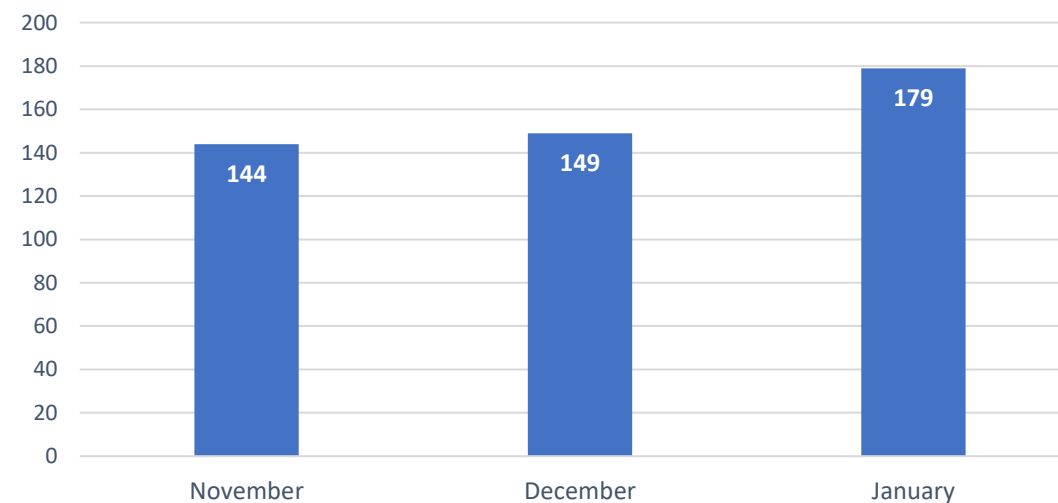




VPAN Program

- Unite Us Referrals: 179
- Monthly goal: 600
- Claim Activity:
 - Disability Compensation: 86
 - Appeals: 21
 - Pension: 1
- Challenges: Lack of referrals from VPAN Program, VPAN not putting referrals in Unite Us
- Solutions: VPAN developing rally-point specific outreach initiative (Q1 2024), VSOs training session to input UniteUs referrals

VPAN Program





Administration Budget

The Department submitted its FY2024-25 Budget Request

Request for critical unmet needs are as follows:

- **\$1.9 million** for 1.0 Supervisor, Veterans Claims, 6.0 Veterans Claims Assistants, and a \$759k contract and support funding (Measure H funding)
- **\$459k** for 1.0 Information Technology Manager I and 1.0 IT Tech Support Analyst II to support ongoing IT critical unmet needs.
- **\$605k** for 5.0 Staff Assistant I's dedicated to submitting award postings for higher subvention reimbursements as well as dedicated personnel to market and provide logistical support for space rentals within Bob Hope Patriotic Hall.



Administration Budget (Continued)

- **\$951k** for 1.0 Administrative Deputy I position to provide leadership and guidance for the administrative functions of the Department, 1.0 Administrative Services Manager II position to provide higher-level support and leadership to the Human Resources Division, 1.0 Administrative Services Manager II position to provide higher-level support and leadership for the Building Division, and 1.0 Audio Visual & Security Systems Technician to provide day-to-day support for the building's audio/visual needs.
- **\$285k** to supplement the Department's shared services agreement with the Department of Human Resources (DHR). In FY 2022-23, the Department's budget for DHR shared services was \$54,000 and incurred \$334,000 in costs.
- **\$150k** for one-time funding to update Bob Hope Patriotic Hall's obsolete audio and visual equipment.



Administration Budget (Continued)

- **Request for S&EB \$3 million**
- **Request for S&S \$1.3 million**
 - \$1.1 million ongoing funding
 - \$150k one-time funding
- **Request offset by:**
 - \$1.9 million Measure H Funding
 - \$919k Building Shared Cost Recovery
 - \$22k increase in subvention funding
 - \$20k increase in miscellaneous revenue from Building rental
- **Total Net County Cost Request \$1.4 million**



Administration Budget (Continued)

Revenue Trends	2021-22	2022-23	2023-24	2023-24	2024-25	2024-25
Revenue Source Name	Actual	Actual	Budget	Estimated Actual	Base Request	Official Request
State Aid/Veterans Affairs	565,654	829,280	1,013,000	1,036,000	1,100,000	1,100,000
State-Other/Medi-Cal (AB 1807); License Plates (VSOE)	62,894	81,385	85,000	85,000	100,000	100,000
State-Other/Prop 63/ (Mental Health Service Fund) Outside-The-Wire Transition Program	188,000	330,465	491,000	491,000	491,000	491,000
Charges for Services	447	-	-	5,000	5,000	5,000
Misc.	873	1,000	1,000	15,000	15,000	15,000
	\$ 817,868	\$ 1,242,130	\$ 1,590,000	\$ 1,632,000	\$ 1,711,000	\$ 1,711,000



Fundraising

- Currently working on VA grant for Legal Services for Veterans who are Homeless or At Risk of Homelessness
- Secured \$300k from CCJCC for a training curriculum for first responders and law enforcement around military and veteran cultural competency
- Updating two Productivity Investment Fund (PIF) grant submissions – incorporating feedback from the Productivity Investment Board (PIB) Advisory Committee:
 - Supports the innovative provision of mental health services through text message technology



Human Resources

NEW HIRES BY CLASSIFICATION							
	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Sup. VC	0	0	0	0	0	0	0
VCA III	0	0	0	0	0	0	0
VCA II	0	0	0	5	0	0	0
VCA I	2	0	0	0	0	1	0
ITC	0	0	0	0	0	1	0
TOTAL	2	0	0	5	0	2	0

- Since the beginning of the Fiscal Year we have hired a total of 9 new staff to support our Vet Services Division and one staff to support Admin Services Division
- We have leveraged the emergency hiring authority to hire quality candidates as quickly as possible



Human Resources

PROMOTIONS BY CLASSIFICATION							
	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Sup. VC	0	0	1	0	0	0	0
VCA III	0	1	0	5	0	0	0
VCA II	0	0	0	0	0	0	0
TOTAL	0	1	1	5	0	0	0

- Since the beginning of the Fiscal Year, we promoted 7 internal candidates.
- We continue to focus on creating upward mobility within the Department and retain talent.



Human Resources

VACANCY RATE	
August 2023	10%
Sept 2023	12%
October 2023	18%
November 2023	14%
December 2023	14%
January 2024	18%

- The Department saw a significant decrease in vacancy rate from April (24%) to August 2023 due to its efforts to leverage the Emergency Hiring Authority to fill its vacancies.
- As of September 30th, two staff retired and one staff resigned, this increased our vacancy rate by 6% in October.
- As of December 31st, we hired two staff and two staff resigned from county service, this kept our vacancy rate the same as the previous month.
- In addition, on October 3rd, the Board approved six positions. Four were filled immediately and the last two are currently being canvassed.
- As of January 31st, we had one staff retire which increased our vacancy rate by 4%.



Human Resources

MVA Volunteer Monthly Breakdown							
	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Volunteers	1	3	2	4	1	3	2
VA Work Study	0	1	1	0	2	0	1
Transitional Subsidized Employment	0	1	1	0	0	0	0

- As we launched our new volunteer platform end of November, we are anticipating to have an increase in volunteers for various roles throughout the Department.
- The automated system will allow volunteers to apply for positions and track their volunteer hours online and on their smartphones.
- There is currently eight volunteer pending onboarding and two VA Work Study applicants pending approval.
- The department is working with the Los Angeles and Palmdale workforce development offices to request resumes and conduct interviews to onboard Transitional Subsidized Employment candidates.



VSO Accreditation

MVA VSO Accreditation Breakdown		
	CalVet	NACVSO
Accredited	21	8
Unaccredited/ Need Recertification	11	24

CalVet Accreditation

- Of the 32 filled Vet Services positions, 19 are accredited and 13 are pending accreditation through CalVet and are scheduled for training and testing.

NACVSO Accreditation

- Of the 32 filled Vet Services positions, 8 are NACVSO accredited; 13 are pending re-certification; and 11 new hires need to be accredited



Building Services

Visitor Volume Tracking

- 10,017 visitors have come to the building seven months into the fiscal year.
- Patriotic Hall hosted large events in January including various VA events and Modern Warrior Live.
- We estimate to surpass 17,000 visitors this fiscal year.

Annual Totals			
Office Totals	2023-2024	2022-2023	DLY
MVA	5098	3016	2082
US Vets	114	68	46
AJCC	654	143	511
DMH	104	40	64
Vet Service Org.	244	102	142
Event	3803	1898	1905
Fiscal Year Totals:	10017	5267	4750
Reason Totals	2023-2024	2022-2023	DLY
Veteran Benefits	4663	2817	1846
College Fee Waiver	94	67	27
Legal Assistance	24	20	4
Meeting	842	301	541
Job Assistance	673	121	552
Mental Health	134	30	104
Housing	11	9	2
Other	3576	1902	1674
Fiscal Year Totals:	10017	5267	4750



Building Services

- Key Maintenance & Repair Update
 - Large sidewalk project fast track for expedited start date.
 - MVA working with our facility provider and Chief Executive Office on repairs caused by storms.
 - Large lighting project completed in Navy Room on the 4th floor.
 - Auditorium screen installation complete.
 - Researching audio/video processor replacement.



Building Services

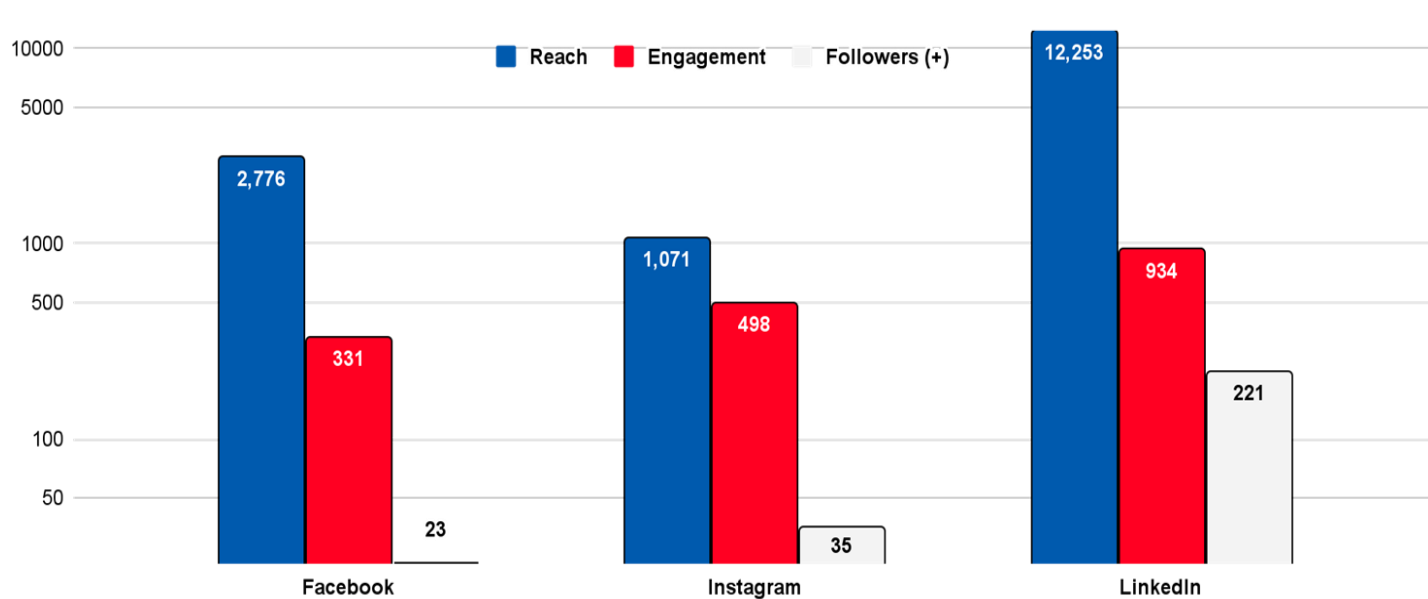




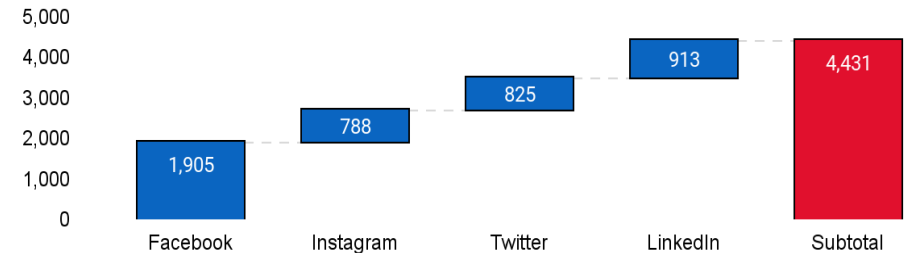
Communications

Insights from the Past 30 Days as of Feb. 8, 2024

Social Media Insights



Followers





Legislative Updates

Director Zenner presented two resolutions at this month's National Association of Counties Legislative Conference in Washington, DC:

- **Veteran Courts:** Found throughout the U.S., these courts provide treatment & support to veterans struggling with substance abuse or mental health issues. Comprehensive data collection is needed to assess the effectiveness of these programs and to ensure that referrals are fair & equitable. PROPOSAL: Urge Congress & Administration to take legislative & regulatory action to ensure all veterans have equal access to Veteran Courts, or in areas where they don't exist to other specialized programs like Drug Court
- **Benefits & Suicide Prevention:** A recent VA report analyzed how many veterans who died by suicide had recent interactions with mental health appointments, but prevention goes beyond just mental health practices and can include economic/material support. PROPOSAL: Urge Congress & Administration to take action studying upstream factors that best prevent veteran suicide, including the relationship between VA benefits and suicide outcomes



On Jan. 24, Rep. Sydney Kamlager-Dove (CA-37) and staff visited Patriotic Hall, which falls within her district.

