



Los Angeles County Dept. of Military & Veterans Affairs



Claims Activity per Location

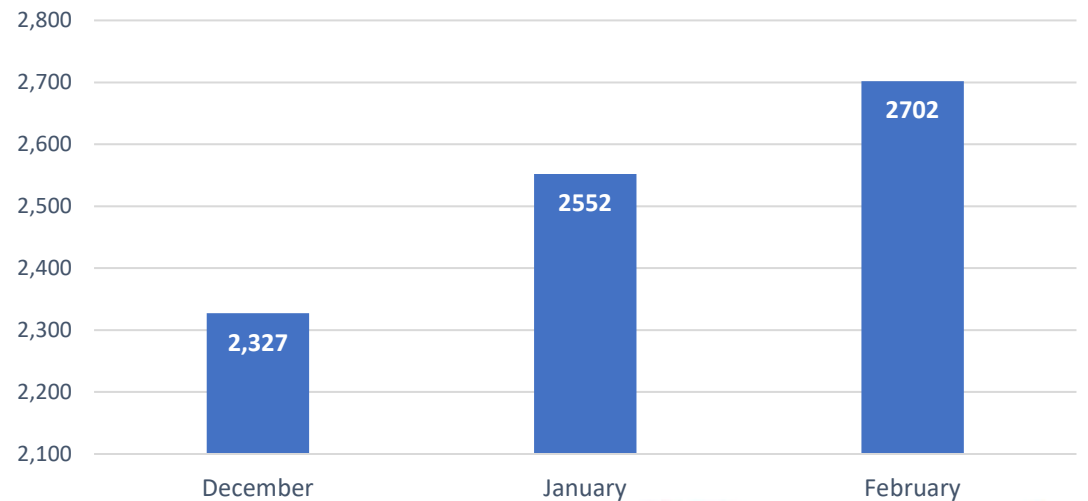
▪ Bob Hope Patriotic Hall:	558	▪ Whittier Public Library/Pico Rivera/Norwalk:	43
▪ Temple VA/LASD:	214	▪ Monrovia Library/East San Gabriel:	63
▪ West Covina:	167	▪ Antelope Valley:	296
▪ East LA Vet Center:	30	▪ Long Beach VA/Cerritos:	305
▪ West Los Angeles VA/Culver City:	307	▪ Sepulveda VA/Santa Clarita:	357
▪ Gardena Vet Center:	25		
▪ El Monte (DPSS):	227		



Types of Claims

January Breakdown	
Compensation	1,138
Pension	9
Education/VR&E	61
Financial/Insurance	8
Healthcare	18
Cost Avoidance	173
DIC/Widow Benefits	53
Misc. Claim Activities (Non-Auditable)	1,242
TOTAL	2,702

Total Claims Filed by MVA





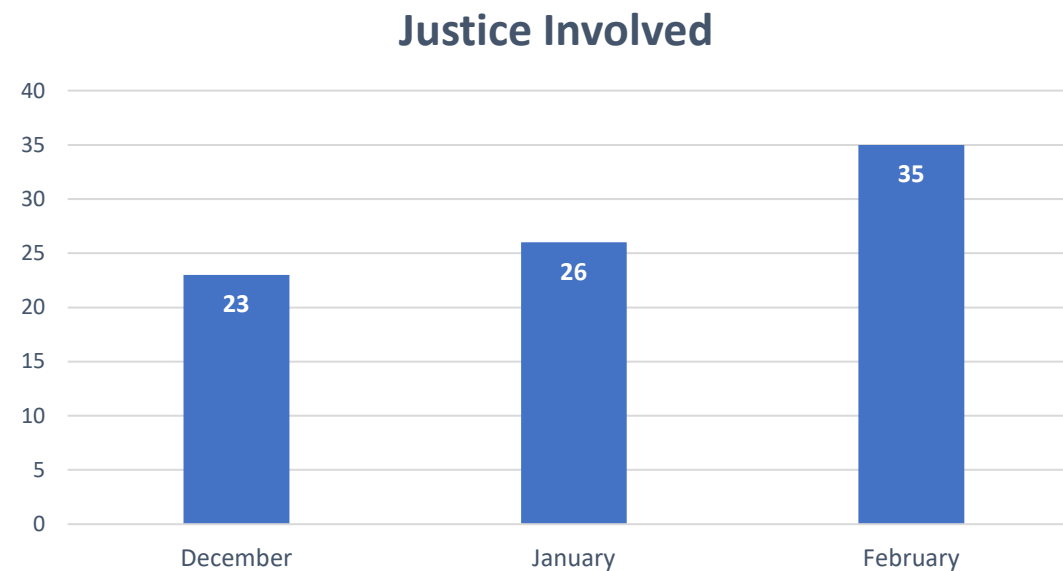
Justice Involved Program

February Breakdown	
Veterans Served	78
Claims Filed	35
Board of Veterans' Appeals - Pending	1

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

Solution: Law enforcement agencies standardizing the identification of veterans during formal booking process

***Referring Partner Agencies:** Law enforcement agencies refer list of veterans to the Veteran Justice Outreach team who then refers the list to MVA. The list is currently at 106.

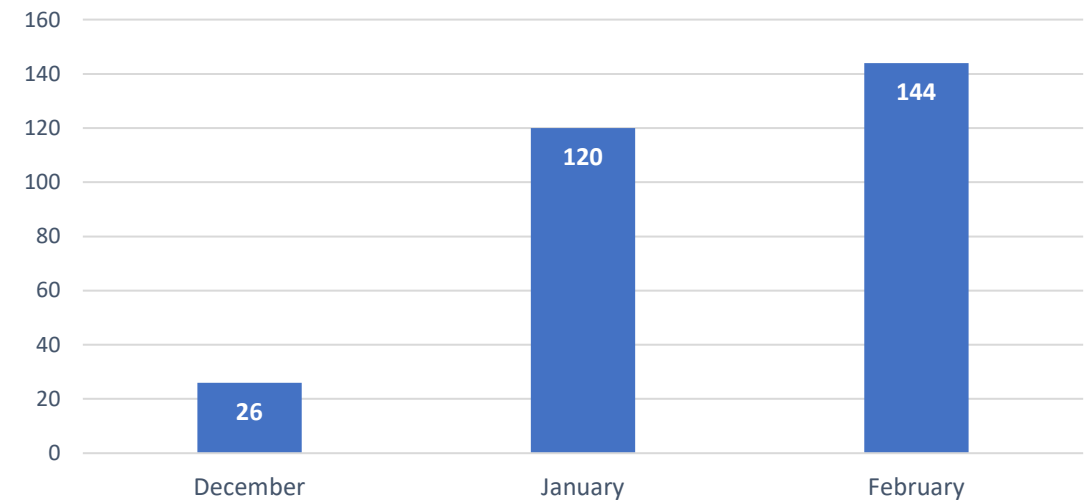


1807 Program

January Breakdown	
Military Verification and Referral Form (MC05)	144
Outreach Events <ul style="list-style-type: none">• Antelope Valley EXP Highlands Church• Vet Center Cerritos College• Veteran's Resource Fair @ Battleship Iowa• LBVA Hospital Collaboration Presentation	4
Qualified Claims Processed (VA Form 21-526M)	5

- **Challenges:** Inaccurate/missing information on DPSS forms
- **Solutions:** Timely information corrections from partner case managers

1807 Program (MC-05)





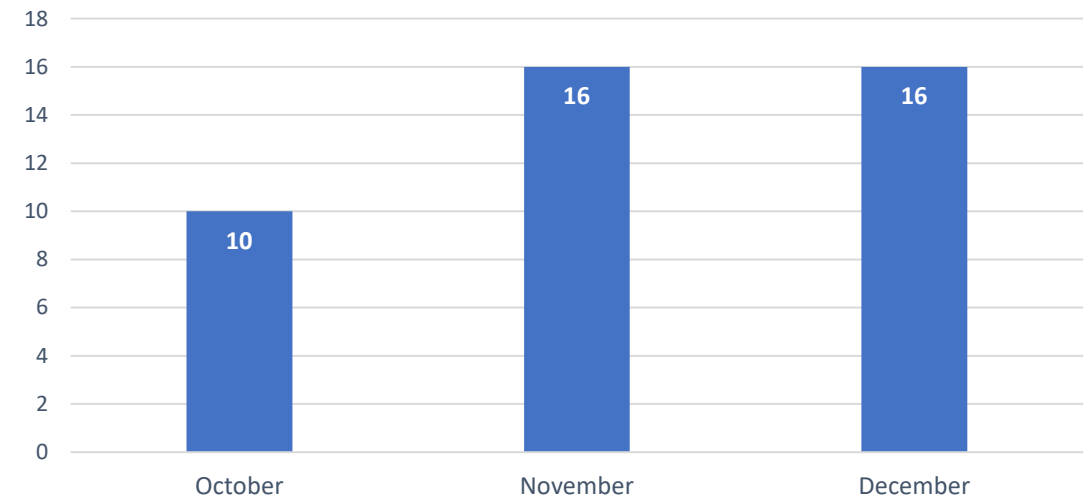
Indigent Burial Program

February Breakdown

- Burial Program Activity: 16 referrals from Los Angeles County Department of Medical Examiner
- \$13,131 value of county awards posted in February

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

Indigent Burial Program



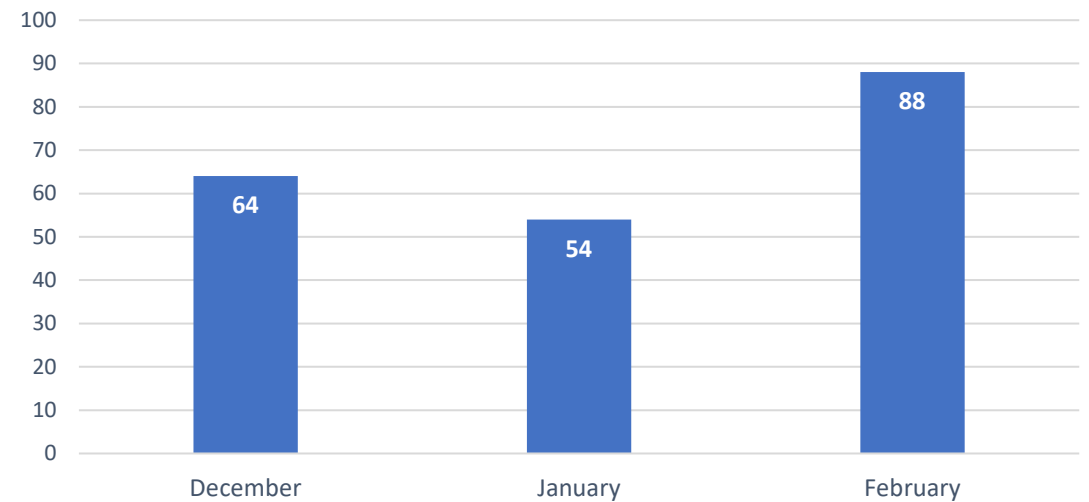


Homeless Services Division

- Homeless Veterans Served*: 88
- Outreach and Partner Collaboration:
 - VA One Team
 - Pathway Home (serving Santa Monica, Long Beach, and Compton)
 - Safe Services Connect (Sun Valley and Long Beach)
- CEO-HI/VA/LAHSAs Master leasing pilot
- Targeted benefits establishment during outreach events

*Value reflects self-identified veterans experiencing homelessness

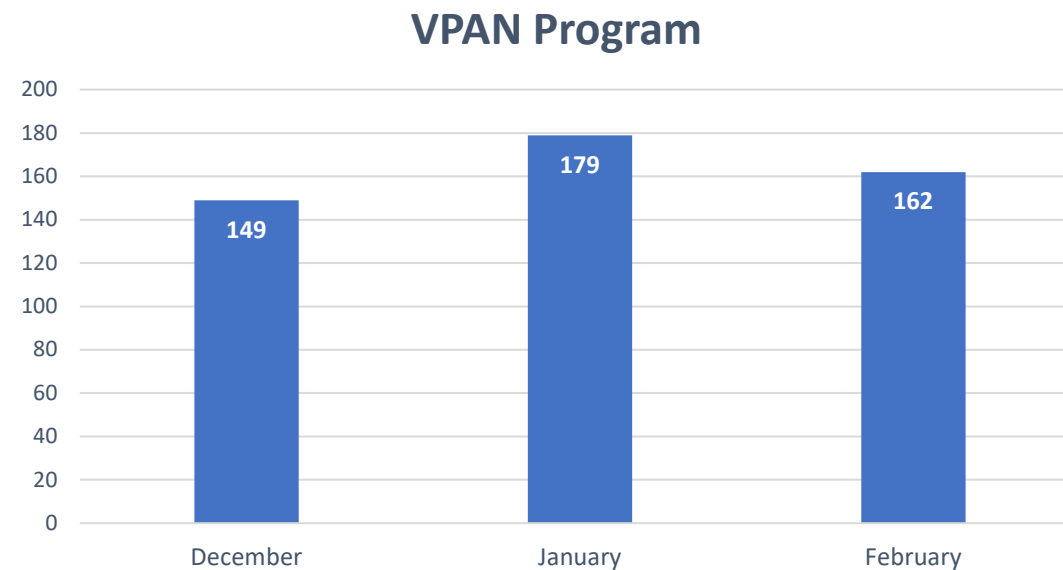
VEH Program





VPAN Program

- **Unite Us Referrals:** 162
- **Monthly goal:** 600
- **Claim Activity:**
 - **Disability Compensation:** 80
 - **Appeals:** 7
 - **Pension:** 22
- **Challenges:** Lack of referrals from VPAN Program
- **Solutions:** VPAN developing rally-point specific outreach initiative (Q1 2024)





Administration Budget

FY2024-25 Budget Request

- CEO has approved and is recommending the following requests to be submitted to the Board for Department's Recommended Budget for FY2024-25:
 - 1 Supervisor, Veterans Claims
 - 6 Veteran Claims Assistant IIIs
 - 3 Staff Assistant Is
- The remainder of our FY2024-25 Budget Request is being deferred to a later budget phase (Final Changes or Supplemental Changes)



Fundraising

- VA grant for Legal Services for Veterans who are Homeless or At Risk of Homelessness was submitted on Friday, February 23rd
- Presenting to the Information Technology Investment Board (ITIB) on March 22nd, for a digital system to streamline the registration process and capture survey responses
- Working with grant writer to begin planning for the Sergeant Fox Suicide Prevention Grant due in late April



Human Resources

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

- Since the beginning of the Fiscal Year we have hired a total of 10 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	Sep	Oct	Nov	Dec	Jan	Feb
Sup. VC	0	0	1	0	0	0	0	0
VCA III	0	1	0	5	0	0	0	3
VCA II	0	0	0	0	0	0	0	0
TOTAL	0	1	1	5	0	0	0	3

- Since the beginning of the Fiscal Year, we promoted 9 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	18%
October 2023	20%
November 2023	20%
December 2023	20%
January 2024	22%
February 2024	20%

- 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 8% in October. In addition, on October 3rd, the Board approved six positions. Four were filled immediately and the last two are currently being canvassed.
- 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.
- As of January 31st, we had one staff retire which increased our vacancy rate by 2%.
- As of February 29th, we onboarded one staff member, which dropped our vacancy rate by 2%



Human Resources

MVA Volunteer Monthly Breakdown								
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Volunteers	1	3	2	3	1	3	3	5
VA Work Study	0	1	1	0	2	0	1	1
Transitional Subsidized Employment	0	1	1	0	0	0	0	0

- We anticipate an increase in volunteers for various roles throughout the Department as we leverage our volunteer system, Better Impact.
- The automated system will allow volunteers to apply for positions and track their volunteer hours online and on their smartphones.
- There are currently eight volunteers 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, 21 are accredited and 11 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

- Over 11,000 visitors have come to the building this in first 8 months of fiscal year.
- We anticipate our yearly visitors to be slightly under 17,000 visitors.
- Veteran Benefits and Events continue to bring in the highest percentage of visitors.

Annual Totals			
Office Totals	2023-2024	2022-2023	DLY
MVA	5684	3590	2094
US Vets	150	93	57
AJCC	702	159	543
DMH	127	44	83
Vet Service Org.	269	137	132
Event	4200	1995	2205
Fiscal Year Totals:	11132	6018	5114
Reason Totals	2023-2024	2022-2023	DLY
Veteran Benefits	5216	3352	1864
College Fee Waiver	94	67	27
Legal Assistance	38	36	2
Meeting	923	407	516
Job Assistance	858	140	718
Mental Health	160	35	125
Housing	12	12	0
Other	3831	1969	1862
Fiscal Year Totals:	11132	6018	5114





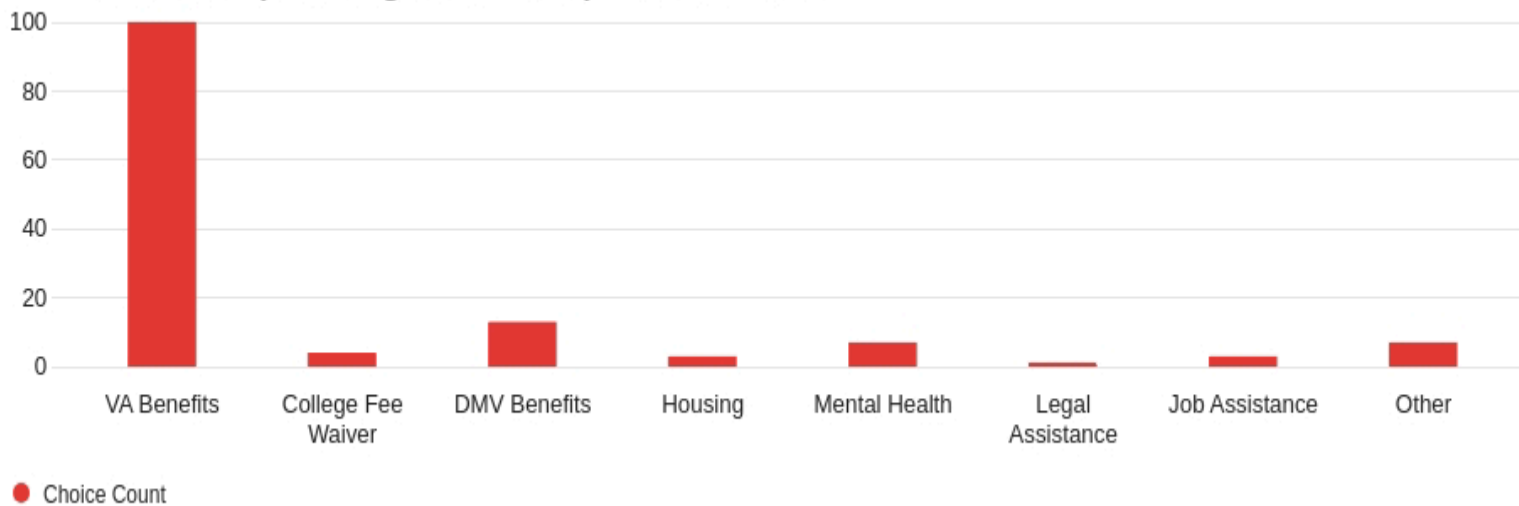
Building Services – Guest Experience Data

- 113 Surveys received since launch on December 1st.
- Top locations receiving Surveys:
 1. Bob Hope Patriotic Hall
 2. East LA Veterans Center
 3. Santa Clarita Community Center
- Special Recognition to Eliza Kim for receiving the most surveys submitted.



Building Services – Guest Experience Data

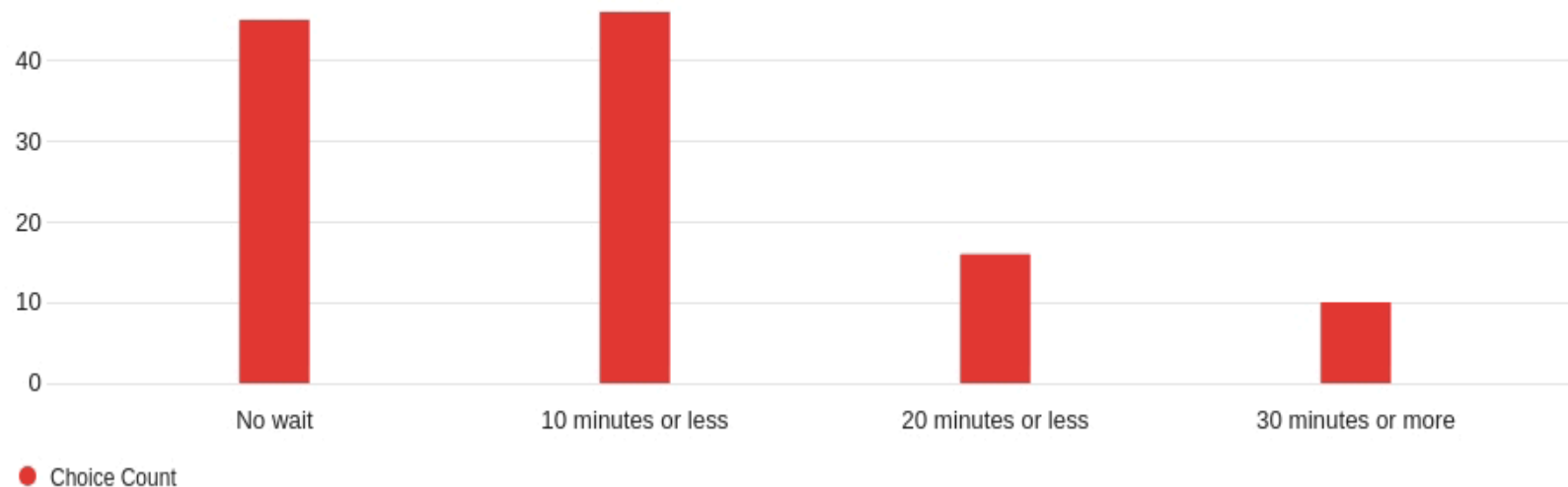
Q2 - What services are you looking to receive today? - Selected Choice





Building Services – Guest Experience Data

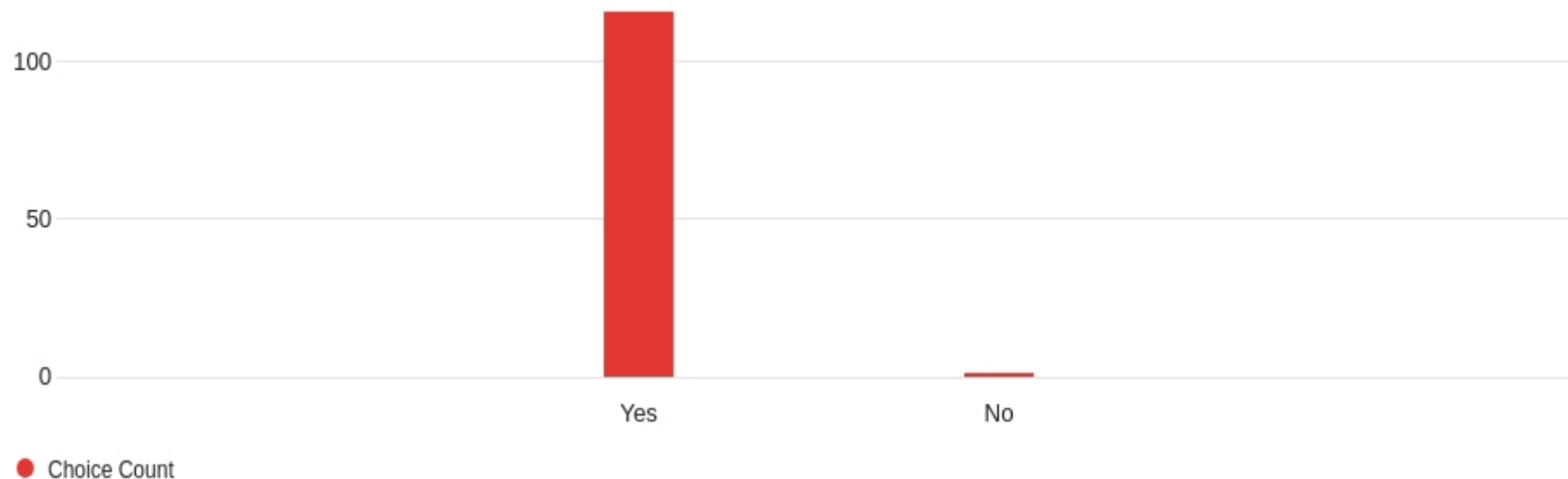
Q6 - How long did you wait until you were assisted?





Building Services – Guest Experience Data

Q7 - Was the person who assisted you friendly and courteous?





Bob Hope Patriotic Hall Spring Event Calendar

- 03/20/24 LA County Employee Association Women's Recognition Event
- 03/26/24 Wounded Warriors Project – Women's Roundtable
- 03/29/24 Annual Welcome Home Event - Honoring South Korean Vietnam Veteran
- 04/26/24 Women's Veteran Suicide Prevention Conference
- 04/27/24 Women Veteran Engage
- 05/01/24 JVS So Cal – Job Fair
- 05/10/24 Carry the Load Event

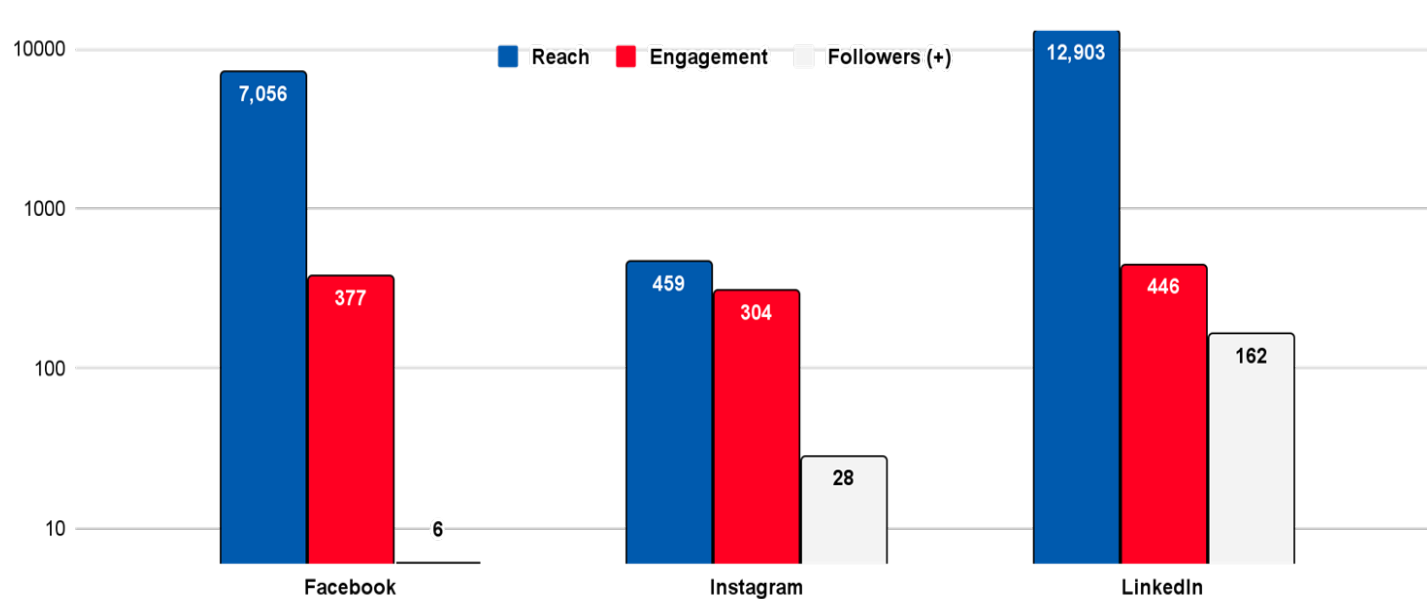
*For more information, please contact Patriotic Hall Building Manager
Jorge Reynoso at jreynoso@mva.lacounty.gov*



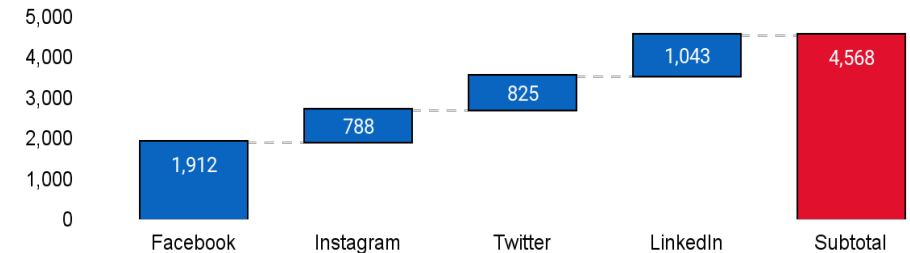
Communications

Insights from the Past 30 Days as of Mar 7th, 2024

Social Media Insights



Followers





Legislative Updates

Pending federal legislation:

- H.R. 232 “Real Justice for our Veterans Act”: Expands data collection on the effectiveness of veteran treatment courts, incentivizes local governments to improve retention rates in them and expands options for veterans to participate in drug court programs
- S. 928 “Not Just a Number Act”: Requires VA to take specific actions related to suicide prevention services such as analyzing and reporting on which VA benefits and services have the greatest impact on suicide prevention rates among veterans

Most business is at a standstill because of the budget impasse but district offices are still available for constituent services.



Acting Chief Deputy Zuleyda Santana, Director Jim Zenner, Supervisor Hilda Solis and Commissioner Rocio Palmero after the unanimous passage of the Feb. 27 Board motion “Proclaiming March 2024 as Veteran Women Month and Improving Support for Veteran Women.”



Legislative Updates continued

Pending state legislation:

- S.B. 1025 “Pretrial diversion for veterans” This bill would add felony offenses, as specified, to the pretrial diversion program for a defendant who was, or currently is, a member of the Armed Forces of the United States. By requiring counties to coordinate services for a new group of veterans, this bill would impose a state-mandated local program.
- S.B. 1124 “Deceptive practices: service members and veterans” This bill would extend the above-described restrictions to prohibit requiring a former or current service member to log in or share their credentials for accessing, or accessing with another person’s credentials, any United States Department of Defense, United States Department of Veterans Affairs, or United States Department of Homeland Security computer system. Except as provided, the bill would prohibit a person from, in connection with any transaction or any sale of goods or services, directly or indirectly soliciting, contracting for, charging, or receiving, or attempting to solicit, contract for, charge, or receive, any fee or compensation with respect to the preparation, presentation, or prosecution of any claim for benefits under the laws administered by the United States Department of Veterans Affairs. The bill would also make void a contract performed in violation of these provisions. The bill would make violations of these provisions a misdemeanor. By expanding the scope of a crime, this bill would impose a state-mandated local program.