



Los Angeles County Dept. of Military & Veterans Affairs



Claims Activity per Location

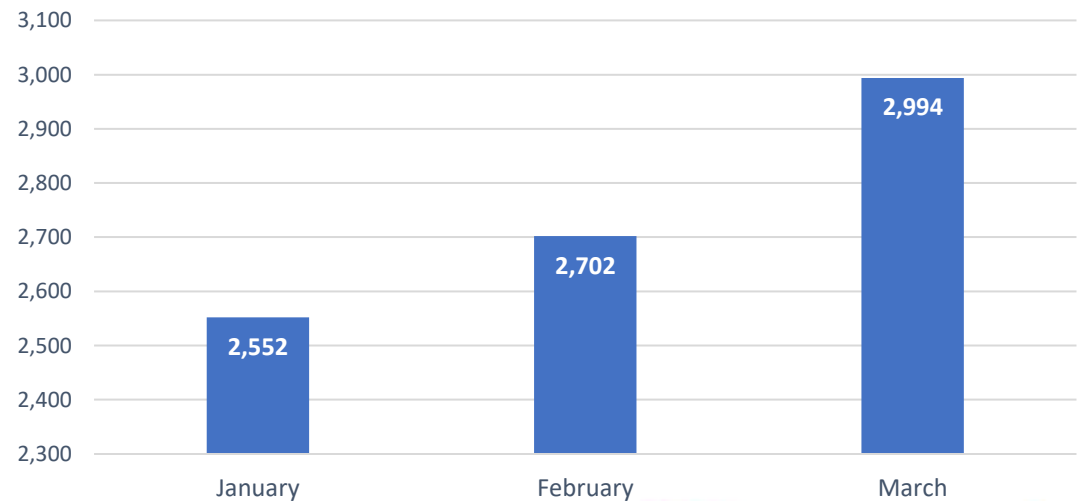
▪ Bob Hope Patriotic Hall:	578	▪ Whittier Public Library/Pico Rivera/Norwalk:	76
▪ Temple VA/LASD:	225	▪ Monrovia Library/East San Gabriel:	91
▪ West Covina:	156	▪ Antelope Valley:	422
▪ East LA Vet Center:	26	▪ Long Beach VA/Cerritos:	268
▪ West Los Angeles VA/Culver City:	275	▪ Sepulveda VA/Santa Clarita:	363
▪ Gardena Vet Center:	68		
▪ El Monte (DPSS):	271		



Types of Claims

January Breakdown	
Compensation	1,182
Pension	17
Education/VR&E	73
Financial/Insurance	7
Healthcare	38
Cost Avoidance	180
DIC/Widow Benefits	88
Misc. Claim Activities (Non-Auditable)	1,409
TOTAL	2,994

Total Claims Filed by MVA





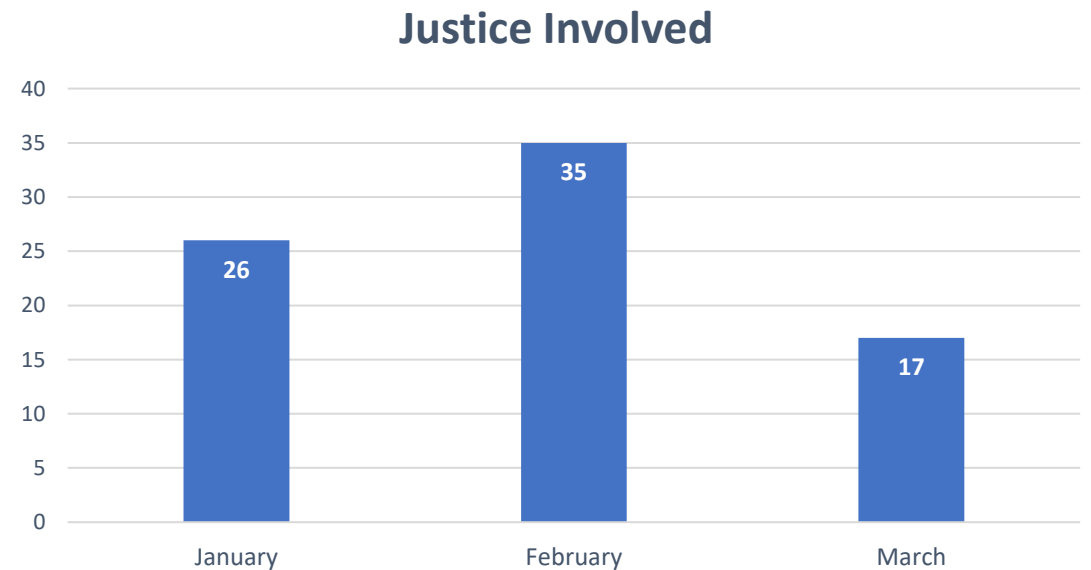
Justice Involved Program

February Breakdown	
Veterans Served	58
Claims Filed	17
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 refer the list to MVA. The list is currently at 244.

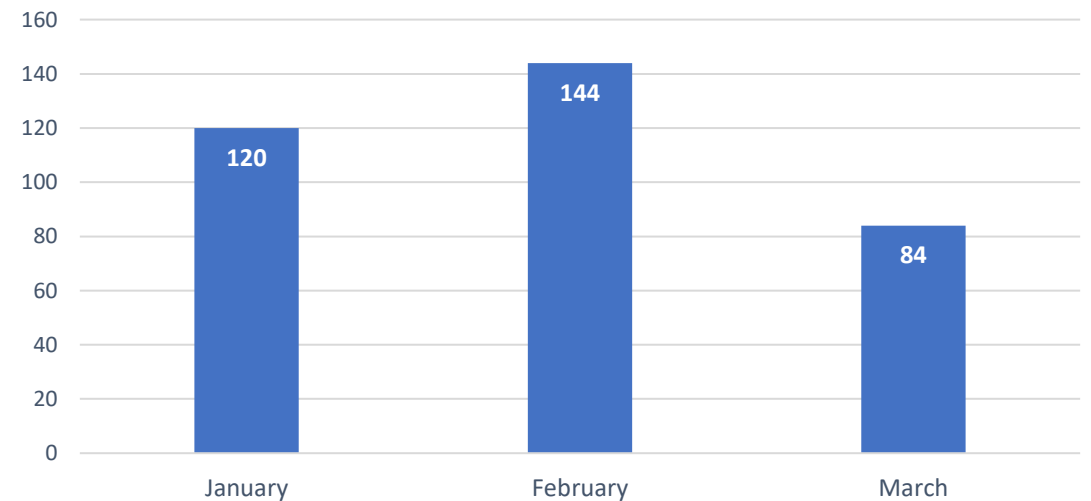




1807 Program

March Breakdown	
Military Verification and Referral Form (MC05)	84
Outreach Events <ul style="list-style-type: none">• HUD-VASH Blue Butterfly Way San Pedro• Welcome Home Vietnam Event• Pasadena City College-Benefits Presentation• Womens Veterans Brunch-LA City Hall• VA 101 East LA AND LACC Project Homage to our Hero• PATH-Cotner Benefits Presentation• LAHSA Connect Day	7
Qualified Claims Processed (VA Form 21-526M)	2

1807 Program (MC-05)



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



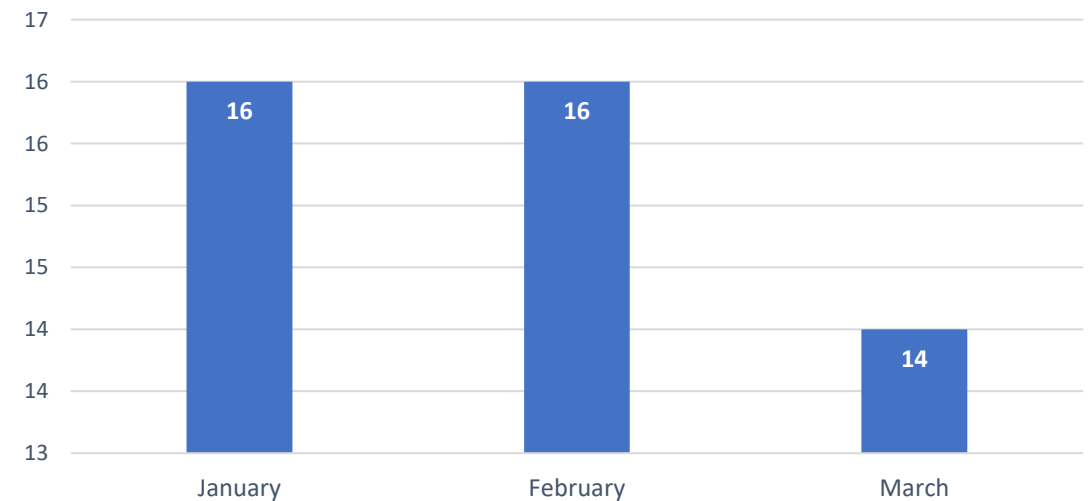
Indigent Burial Program

March Breakdown

- Burial Program Activity: 14 referrals from Los Angeles County Department of Medical Examiner
- **Pending**** value of county awards posted in February

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

Indigent Burial Program



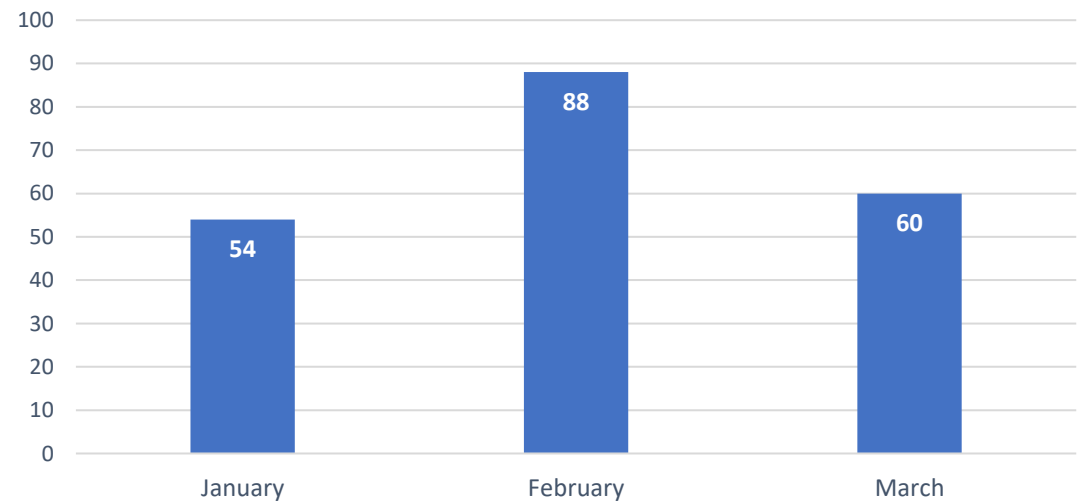


Homeless Services Division (HSD)

- Homeless Veterans Served*: 60
- Outreach and Partner Collaboration:
 - VA One Team
 - LAHSA Connect Day
 - Pathway Home (serving West Rancho Dominguez, Signal Hill, Long Beach)
 - Safe Services Connect (Culver City and North Hills)
- CEO-HI/VA/LAHSA Master leasing pilot
- Targeted benefits establishment during outreach events

*Value reflects self-identified veterans experiencing homelessness

Homeless Services Division

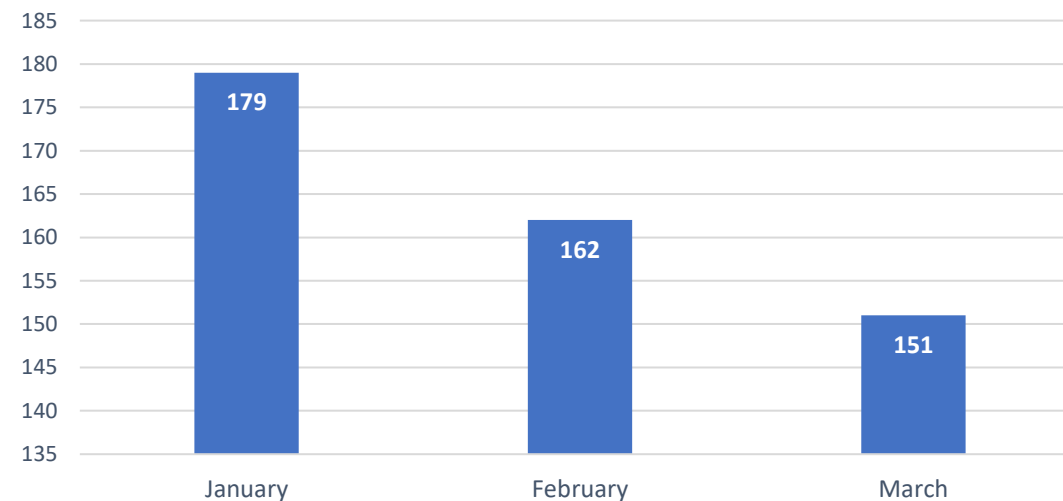




VPAN Program

- **Unite Us Referrals:** 151
- **Monthly goal:** 600
- **Claim Activity:**
 - **Disability Compensation:** 75
 - **Appeals:** 19
 - **Pension:** 4
- **Challenges:** Lack of referrals from VPAN Program
- **Solutions:** VPAN developing rally-point specific outreach initiative (Q1 2024)

VPAN Program





Aging Veterans Referral Program

- Through MVA and A&D collaboration, both departments will exchange referrals of potentially eligible veterans and/or their family caregivers to promote assistance with programs and services available for older adults, adults with disabilities, and their family caregivers to help seniors live with dignity and independence
- MVA Staff SOP outlining Aging Veterans Referral Program established 4/5; A&D provided training in-service among assigned program staff
- 5 referrals received in March connecting aging veterans and their caregivers to veteran and community resources



Administration Budget

FY2024-25 Budget Request

- CEO will present the Recommended Budget for FY2024-25 for Board approval on April 23rd Board Meeting.
- Working on Supplemental Budget Request due in July to request AB109 Funding for Justice-Involved Division



Fundraising

- Information Technology Funds (ITF) grant was approved on March 26, 2024, for a digital system to streamline the registration process and capture survey responses
- Submitting a Productivity Investment Fund (PIF) grant application to the Productivity Investment Board (PIB) Advisory Committee on the innovative provision of mental health services through text message technology
- Working on the Staff Sergeant Fox Suicide Prevention grant application due April 26th, 2024.



Human Resources

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

- Since the beginning of the Fiscal Year we have hired a total of 12 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	Mar
Sup. VC	0	0	1	0	0	0	0	0	0
VCA III	0	1	0	5	0	0	0	0	3
VCA II	0	0	0	0	0	0	0	0	0
MA	0	0	0	0	0	0	0	1	0
TOTAL	0	1	1	5	0	0	0	1	3

- Since the beginning of the Fiscal Year, we promoted 11 internal candidates.
- We continue to focus on creating upward mobility within the Department and retain talent.



Human Resources

VACANCY RATE (FY 23-24)	
August	10%
Sept	18%
October	20%
November	20%
December	20%
January	22%
February	20%
March	22%

- 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%
- As of March 31st, one staff retired and one staff resigned from county service





Human Resources

MVA Volunteer Monthly Breakdown									
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Volunteers	1	3	2	3	1	3	3	5	6
VA Work Study	0	1	1	0	2	0	1	1	2
Transitional Subsidized Employment	0	1	1	0	0	0	0	0	1

- 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	26	8
Unaccredited/ Need Recertification	7	25

CalVet Accreditation

- Of the 33 filled Vet Services positions, 26 are accredited and 7 are pending accreditation through CalVet and are scheduled for training and testing.

NACVSO Accreditation

- Of the 33 filled Vet Services positions, 8 are NACVSO accredited; 10 are pending recertification; and 15 pending accreditation.



Building Services

Visitor Volume Tracking

- Through 3 quarters of the fiscal year, over 12,400 visitors have visited Bob Hope Patriotic Hall.
- Projected annual total adjusted to 16,300 which would be approximately 5,000 more than last fiscal year.
- Veteran Benefits and Events continue to bring in the highest percentage of visitors with events (other) in second place.

Annual Totals			
Office Totals	2023-2024	2022-2023	DLY
MVA	6290	4392	1898
US Vets	227	107	120
AJCC	773	217	556
DMH	143	64	79
Vet Service Org.	291	197	94
Event	4717	2500	2217
Fiscal Year Totals:	12441	7477	4964
Reason Totals			
Reason Totals	2023-2024	2022-2023	DLY
Veteran Benefits	5794	4119	1675
College Fee Waiver	94	71	23
Legal Assistance	40	45	-5
Meeting	966	582	384
Job Assistance	928	198	730
Mental Health	176	35	141
Housing	17	12	5
Other	4426	2415	2011
Fiscal Year Totals:	12441	7477	4964





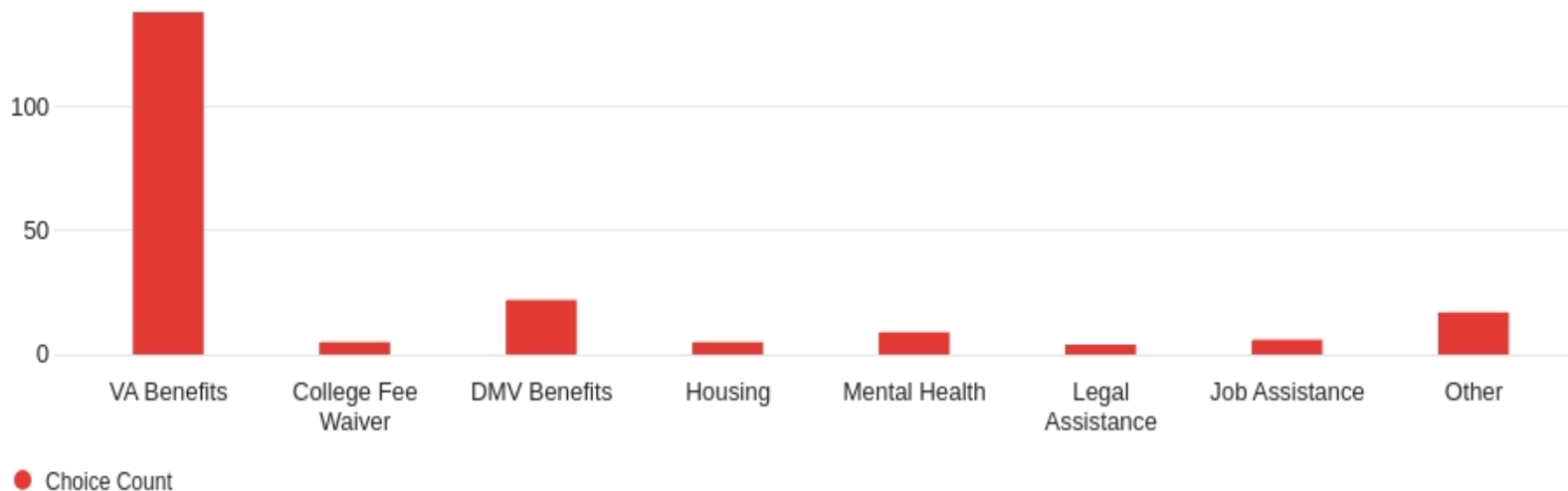
Building Services – Guest Experience Data

- 170 Surveys received to date.
- Top locations receiving Surveys:
 1. Bob Hope Patriotic Hall
 2. East LA Veterans Center
 3. Santa Clarita Community Center
- Largest increase of surveys received from South El Monte field office.



Building Services – Guest Experience Data

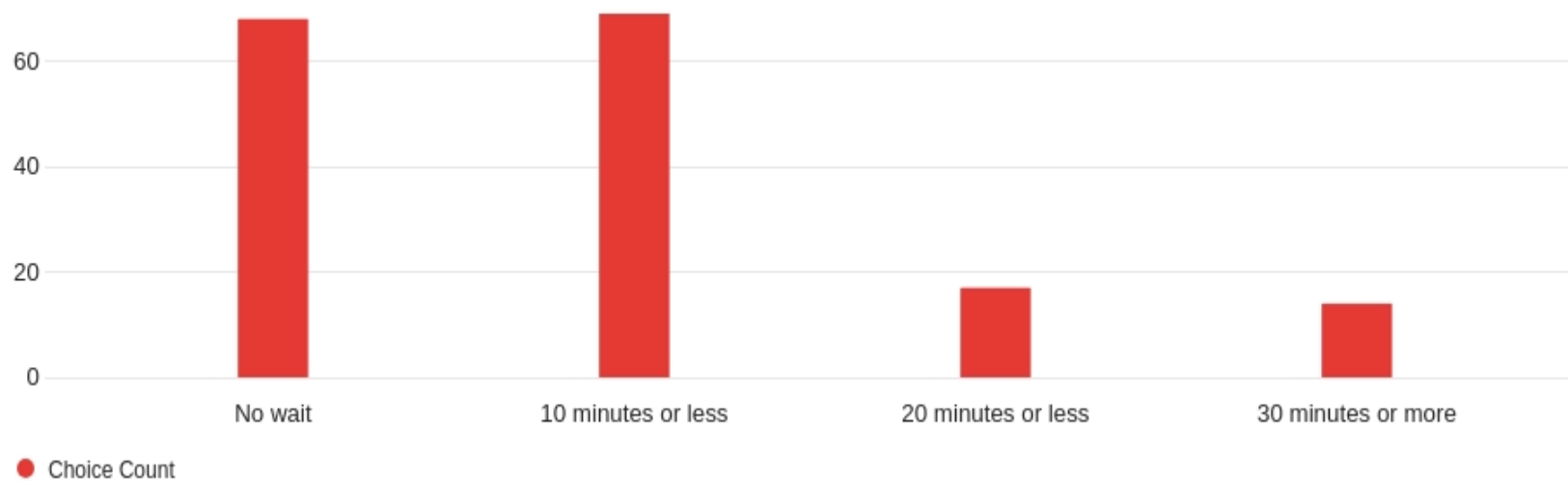
Q2 - What services are you looking to receive today? - Selected Choice





Building Services – Guest Experience Data

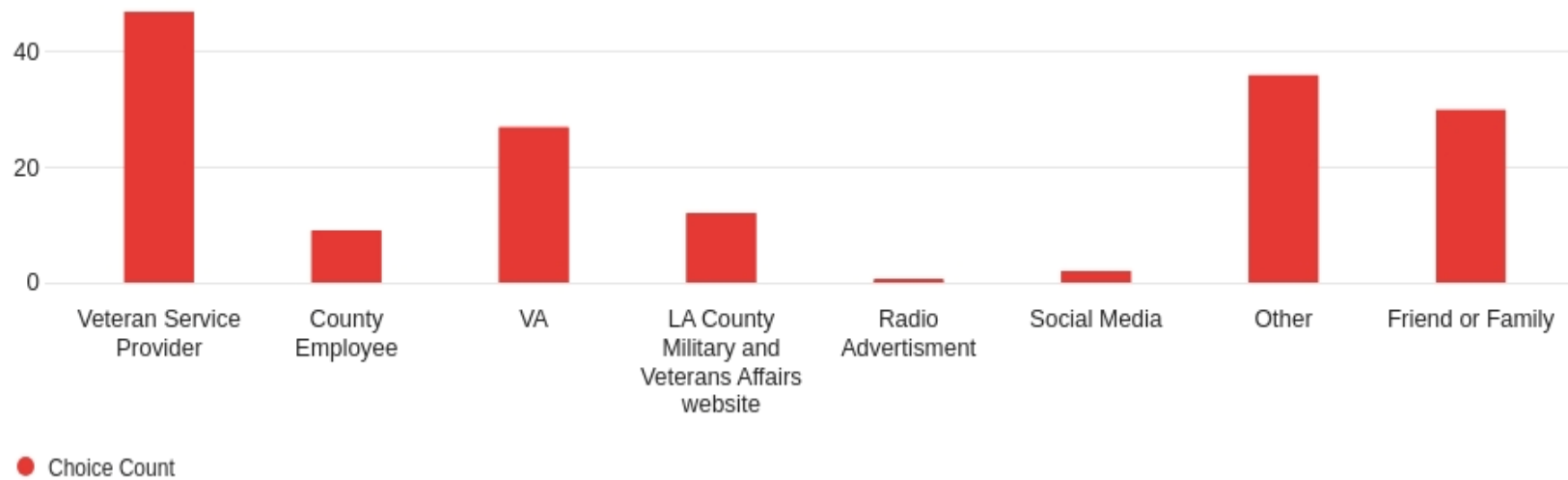
Q6 - How long did you wait until you were assisted?





Building Services – Guest Experience Data

Q3 - How were you referred to this office? - Selected Choice





Bob Hope Patriotic Hall Spring Event Calendar

- 04/10/24 Drawing Class for Veterans
- 04/17/24 Veterans Advisory Commission
- 04/26/24 Women's Veteran Suicide Prevention Conference
- 04/27/24 Women Veteran Engage
- 05/10/24 Carry the Load Event
- 05/29/24 Metro Veteran Art Exhibit
- 05/31/24 CVJP – Take Action Event

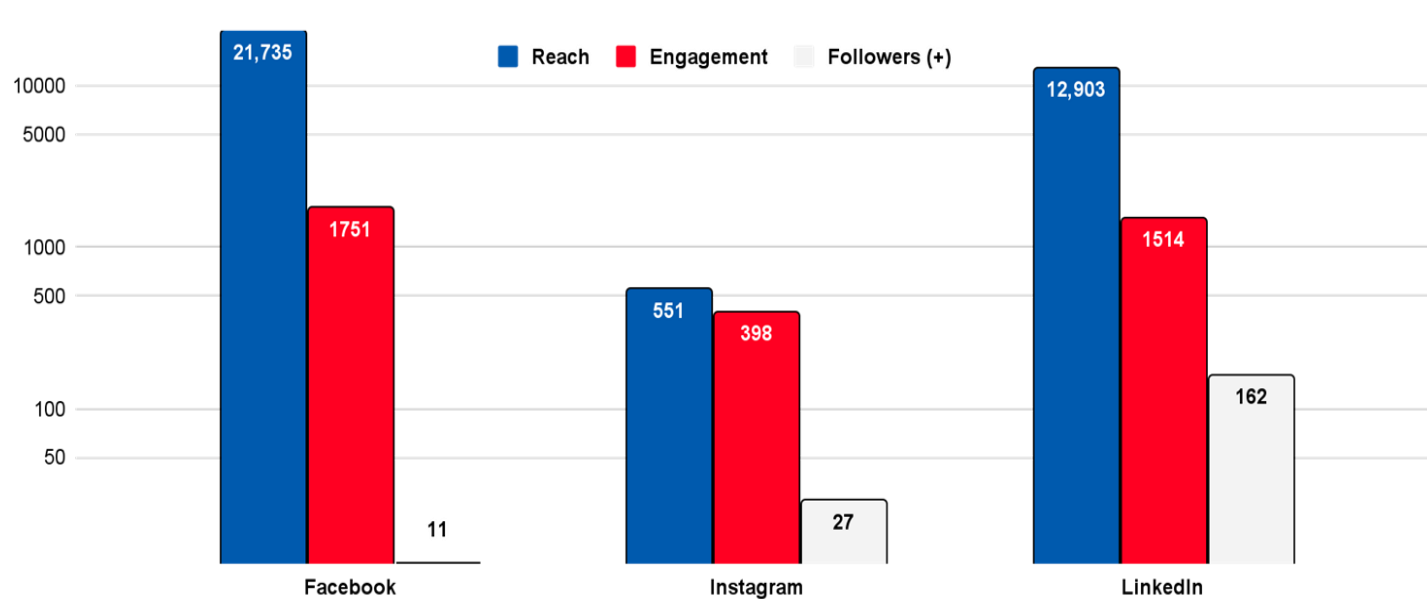
*For more information, please contact Patriotic Hall Building Manager
Jorge Reynoso at jreynoso@mva.lacounty.gov*



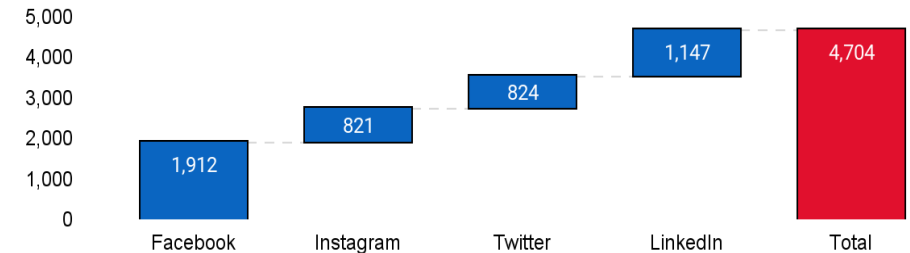
Communications

Insights from the Past 30 Days as of Apr 1, 2024

Social Media Insights



Followers





Legislative Updates

Federal Legislation (pending):

- H.R. 1083/S. 414 – Caring for Survivors Act of 2023. This bill increases the monthly rate of dependency and indemnity compensation payable to surviving spouses through the Department of Veterans Affairs (VA)

State Legislation (pending):

- S.B. 1025 – Pretrial diversion for veterans. Provides for the diversion of specified criminal offenders in alternate sentencing and treatment programs
- S.B. 1124 – Deceptive practices: service members and veterans. Protects veterans and their families from predatory claims sharks and their fees, making their contracts illegal so they're void



US Vets & Women Vets on Point hosted a luncheon at Patriotic Hall to commemorate Women's History Month for women who served our nation and the women who now serve them. Our local congresswoman, Rep. Sydney Kamlager-Dove (CA-37), also made an appearance and spoke to attendees.



National Veterans Mural Project

- Cost estimate: \$300K
 - What that covers: Admin, labor & conservation firm equipment charges
 - What it doesn't cover: Structural engineer to assess cracks in the bridge
- Additional matters to be addressed by the County
 - Accessibility & road closures, encroachment fees & permits, involvement of other non-county stakeholders (CalTrans, City, Metro)
 - These elements may increase the overall cost
- Please forward inquiries/comments to PIO@mva.lacounty.gov

