



Los Angeles County Dept. of Military & Veterans Affairs



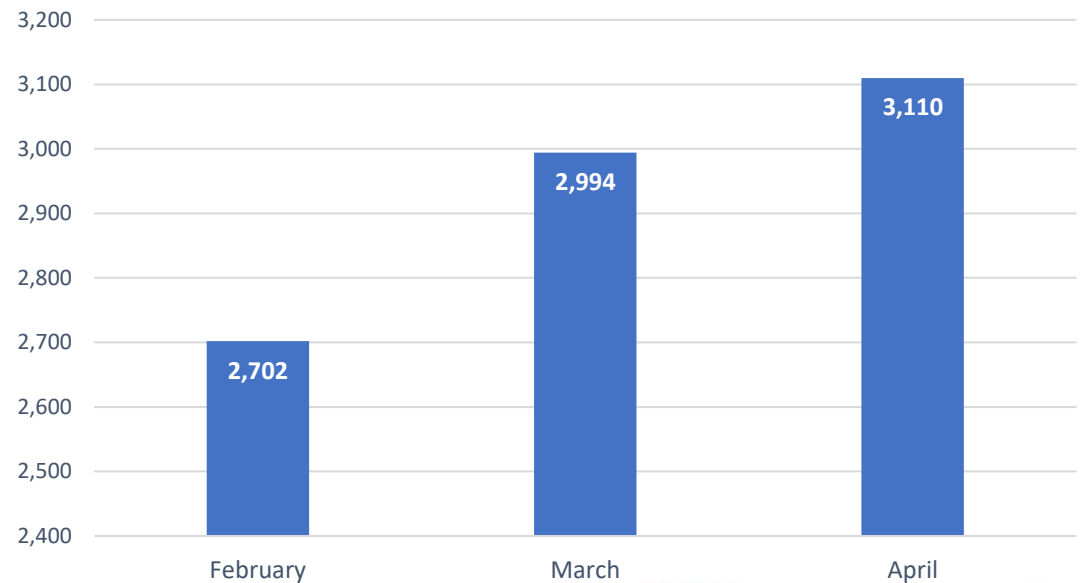
Claims Activity per Location

▪ Bob Hope Patriotic Hall:	595	▪ Whittier Public Library/Pico Rivera/Norwalk:	87
▪ Temple VA/LASD:	253	▪ Monrovia Library/East San Gabriel:	77
▪ West Covina:	164	▪ Antelope Valley:	389
▪ East LA Vet Center:	30	▪ Long Beach VA/Cerritos:	309
▪ West Los Angeles VA/Culver City:	239	▪ Sepulveda VA/Santa Clarita:	413
▪ Gardena Vet Center:	35		
▪ El Monte (DPSS):	297		



Types of Claims

April Breakdown	
Compensation	1,313
Pension	9
Education/VR&E	111
Financial/Insurance	10
Healthcare	22
Cost Avoidance	165
DIC/Widow Benefits	84
Misc. Claim Activities (Non-Auditable)	1,396
TOTAL	3,110





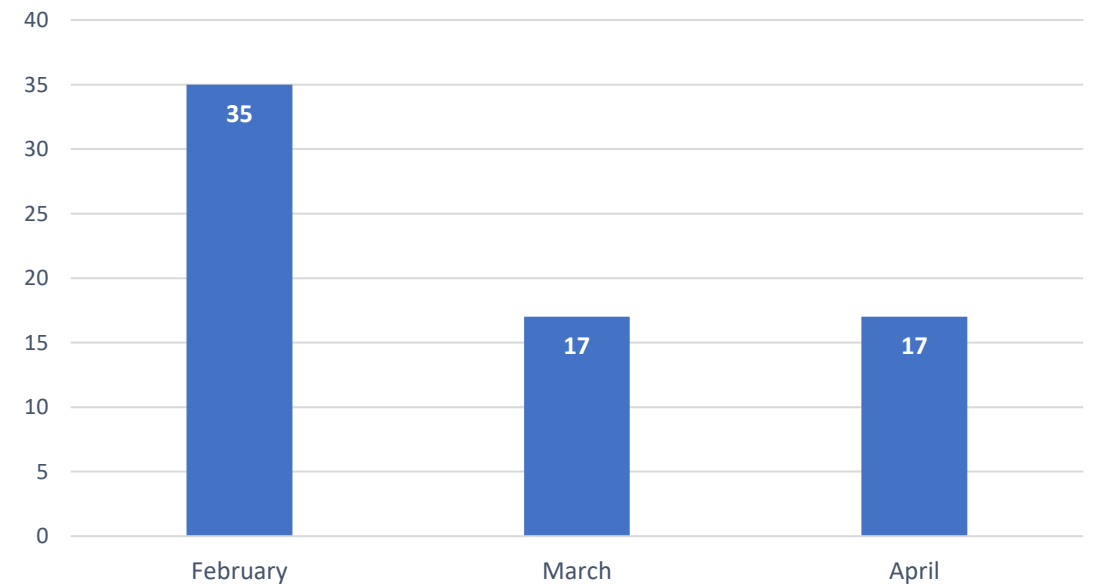
Justice Involved Program

April 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

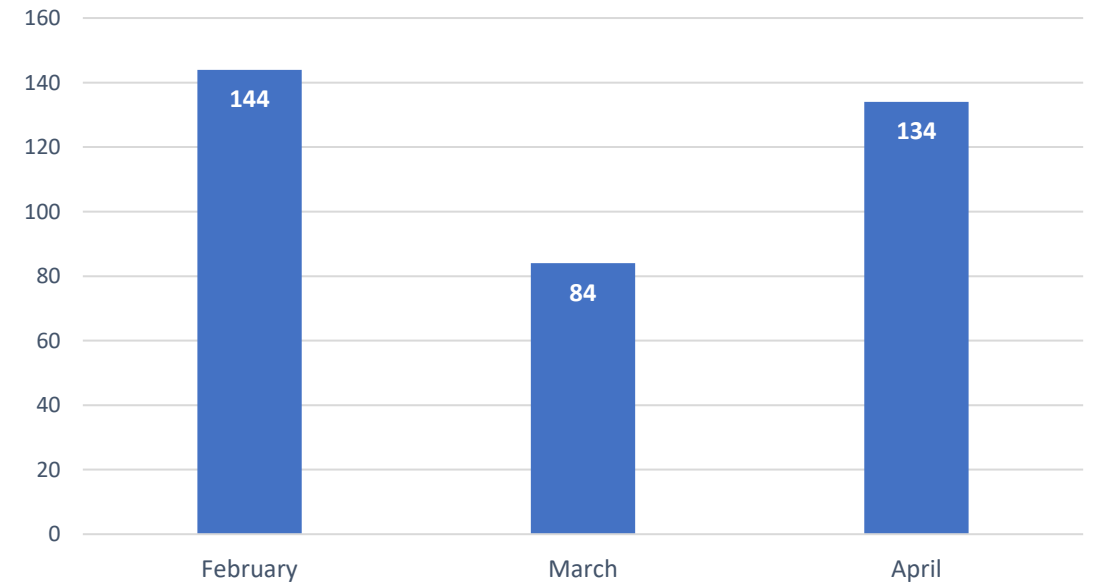
***Referring Partner Agencies:** Law enforcement agencies refer list of veterans to the Veteran Justice Outreach team who then refer the list to MVA. The list is currently at 244.





1807 Program (MC-05)

March Breakdown	
Military Verification and Referral Form (MC05)	134
Outreach Events <ul style="list-style-type: none">• VAGLAHS Open House LAACC• Heroes in the Shadows/El Monte Standdown• Vets 4 Vets 7th Annual Event (Lancaster)• VFW Burbank Monthly Meet Up• Vet After Hours Outreach Event• VFW Post 3000 Service Night• CSULA CalTap	7
Qualified Claims Processed (VA Form 21-526M)	4



- **Challenges:** Inaccurate/missing information on DPSS forms/VA call center short staffed/multiple attempts to verify benefits
- **Solutions:** Utilize DPSSs Teams channel for timely responses to discrepancies and missing information

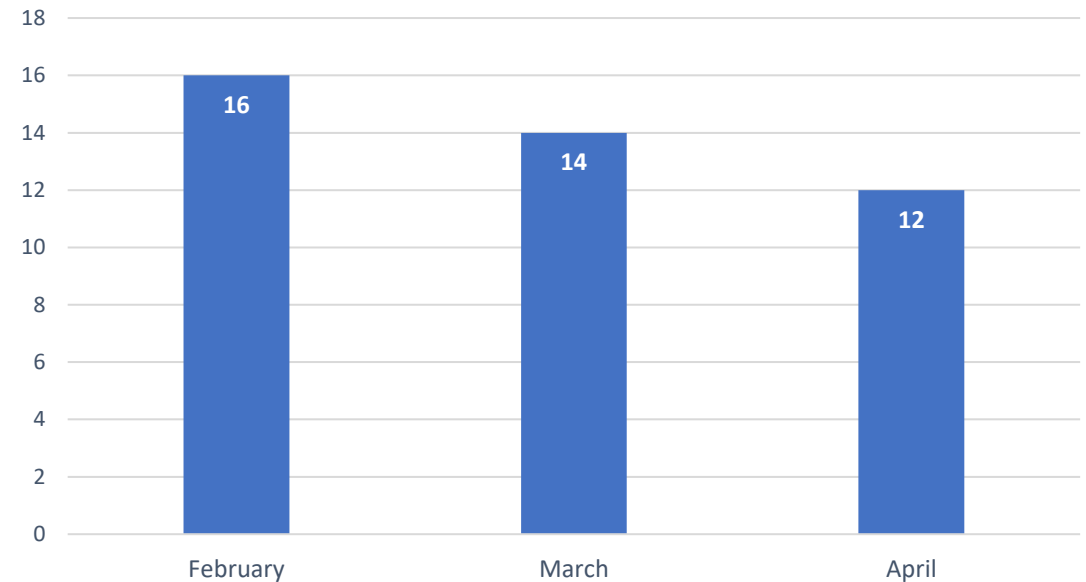


Indigent Burial Program

April Breakdown

- Burial Program Activity: 12 referrals from Los Angeles County Department of Medical Examiner
- \$36, 678.00 value of county awards posted in February

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

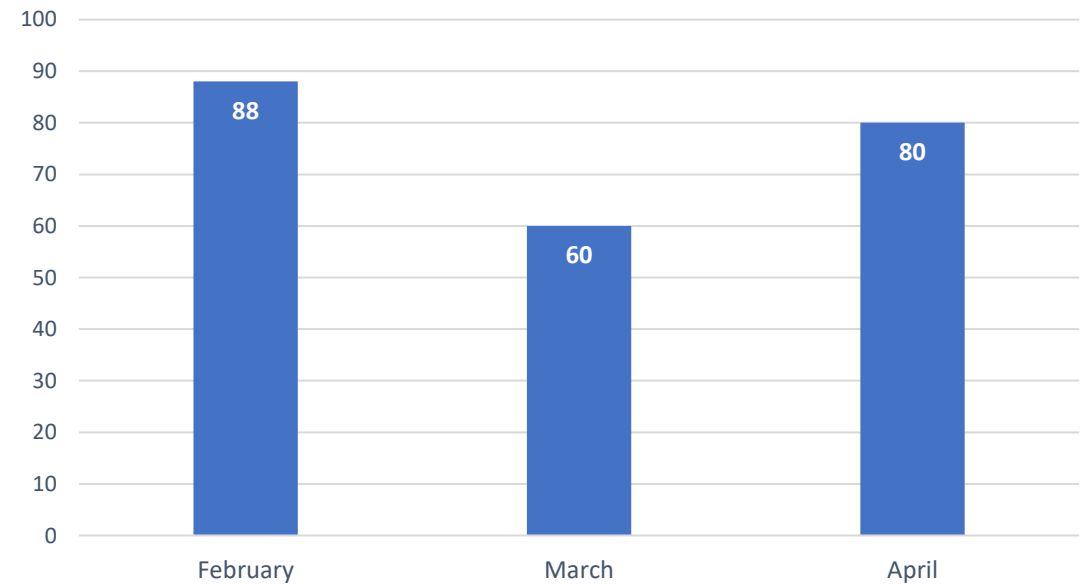




Homeless Services Division (HSD)

- Homeless Veterans Served*: 80
- Outreach and Partner Collaboration:
 - VA One Team
 - VA Mobile Medical Unit-Homeless Outreach
 - Inside Safe Services Connect (North Hills, Los Angeles, Los Angeles)
 - SPA 6 MLK Standout
- CEO-HI/VA/LAHSAs Master leasing pilot
- Targeted benefits establishment during outreach events

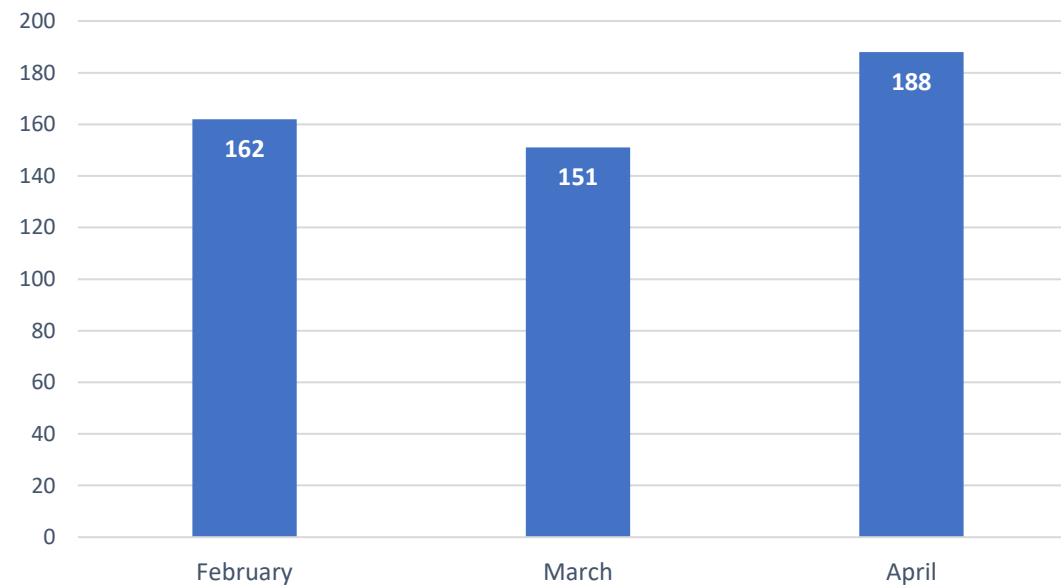
*Value reflects self-identified homeless veterans





VPAN Program

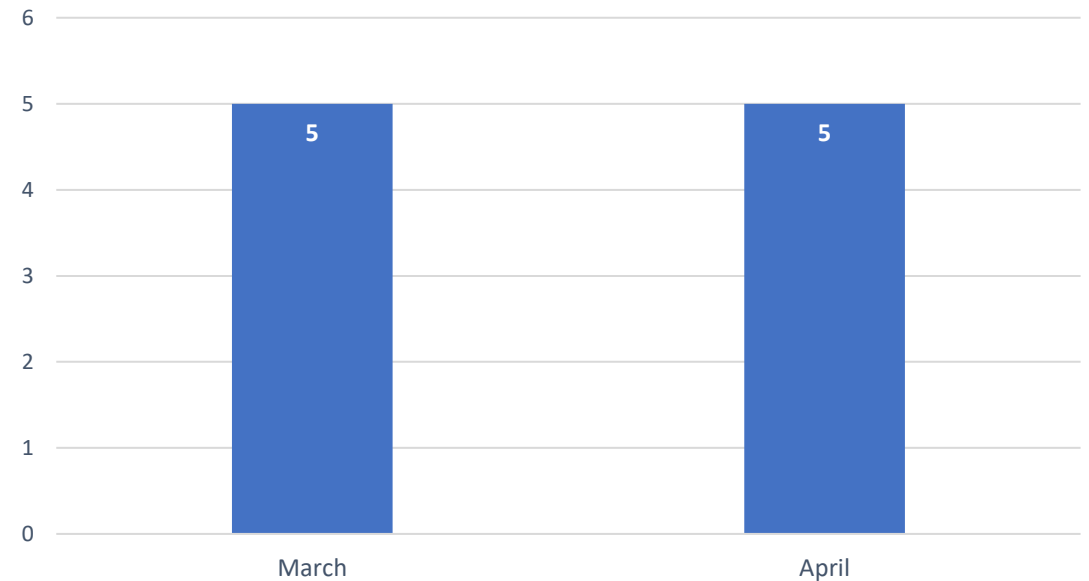
- **Unite Us Referrals:** 188
- **Monthly goal:** 600
- **Claim Activity:**
 - **Disability Compensation:** 104
 - **Appeals:** 34
 - **Pension:** 4
- **Challenges:** Lack of referrals from VPAN Program
- **Solutions:** VPAN developing rally-point specific outreach initiative (Q1 2024)





Aging Veterans Referral Program

- On November 1, 2022, a Board Motion submitted by Supervisors Barger and Solis instructed the Director of MVA to develop and execute an MOU with the Director of AD to design strategies that would support aging veterans and connect them to resources provided by relevant local, CalVet, VA, and non-profit organizations and services
- Memorandum of Understanding referral agreement established 1/16/2024
- 5 referrals processed and submitted to AD in April connecting aging veterans and their caregivers to veteran and community resources





Administration

Budget

- CEO approved Recommended Budget for FY2024-25 on April 23rd Board Meeting
- Preparing Supplemental Budget Request due in July

Fundraising

- Staff Sergeant Fox Suicide Prevention grant application was submitted on April 26th, 2024.
- Canvassing other grants and funding sources for the upcoming fiscal year



Human Resources

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

- 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	Apr
Sup. VC	0	0	1	0	0	0	0	0	0	0
VCA III	0	1	0	5	0	0	0	0	3	0
VCA II	0	0	0	0	0	0	0	0	0	2
MA	0	0	0	0	0	0	0	1	0	0
TOTAL	0	1	1	5	0	0	0	1	3	2

- Since the beginning of the Fiscal Year, we promoted 13 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%
April	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
- As of April 30th, we promoted two internal staff which kept our vacancy rate the same.



Human Resources

MVA Volunteer Monthly Breakdown										
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Volunteers	1	3	2	3	1	3	3	5	6	0
VA Work Study	0	1	1	0	2	0	1	1	2	0
Transitional Subsidized Employment	0	1	1	0	0	0	0	0	1	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.
- 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	25	8
Unaccredited/ Need Recertification	8	25

CalVet Accreditation

- Of the 33 filled Vet Services positions, 25 are accredited and 8 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

Annual Totals			
	FY 23-24	FY 22-23	DLY
MVA	6,851	4,934	1,917
US Vets	251	125	126
AJCC	839	361	478
DMH	170	76	94
Vet Service Org.	303	233	70
Events	4,878	2,800	2,078
	13,292	8,529	4,763

Reason Totals			
	FY 23-24	FY 22-23	DLY
Veteran Benefits	6,313	4,633	1,680
College Fee Waiver	95	75	20
Legal Assistance	51	55	(4)
Meetings	1,022	656	366
Job Assistance	994	339	655
Mental Health	213	41	172
Housing	17	15	2
Other	4,587	2,715	1,872
	13,292	8,529	4,763

Visitor Volume Tracking

- Annual visitor total through 10 months is 13,292.
- Projected annual total adjusted to 16,000 which would be approximately 4,600 more than last fiscal year.
- Veteran Benefits and Events continue to bring in the highest percentage of visitors with events (other) in second place.

DLY: Difference from last year





Building Services

April 2024 Visitor Totals			
	FY 23-24	FY 22-23	DLY
MVA	561	542	19
US Vets	24	18	6
AJCC	66	144	(78)
DMH	27	12	15
Vet Service Org.	12	36	(24)
Events	161	300	(139)
	851	1,052	(201)

Reason Totals			
	FY 23-24	FY 22-23	DLY
Veteran Benefits	519	514	5
College Fee Waiver	1	4	(3)
Legal Assistance	11	10	1
Meetings	56	74	(18)
Job Assistance	66	141	(75)
Mental Health	37	6	31
Housing	0	3	(3)
Other	161	300	(139)
	851	1,052	(201)

Visitor Volume Tracking

- Monthly totals show a decrease from last year.
- Smaller event totals and a steady job training course by AJCC is a core reason for the decrease.
- Veteran Benefits via MVA are flat versus last year.
- Increase is expected with the College Fee Waiver coming in the last two months of the fiscal year.

DLY: Difference from last year





Bob Hope Patriotic Hall

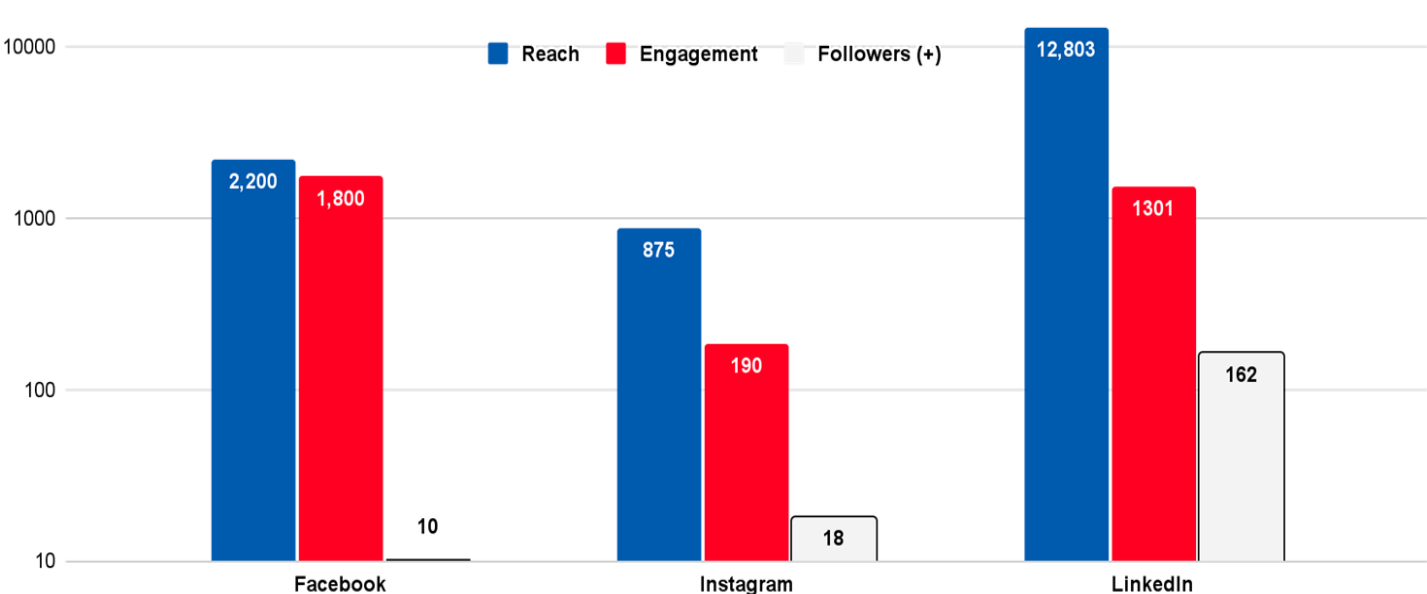
2024 Late Spring Event Calendar	
Friday, May 10	Carry the Load Event (open to the public)
Saturday, May 11	USC Air Force ROTC Promotion Ceremony
May 14 – 17	VA Training Sessions
Wednesday, May 15	LA County Veterans Advisory Commission (open to the public)
Monday, May 20	Asian American Pacific Islander Veteran Recognition Event (open to the public)
Wednesday, May 22	Veteran Comedy Night (open to the public)
Thursday, May 23	USMC 1st Division Band's 'Salute to Service Concert' (open to the public)
Friday, May 24	NABVETS Military & Veteran Appreciation Event
Monday, May 27	Memorial Day – Honoring WWII Veteran
Wednesday, May 29	Metro Artist Showcase – Eloy Torrez
Friday, May 31	CVJP – Take Action Event



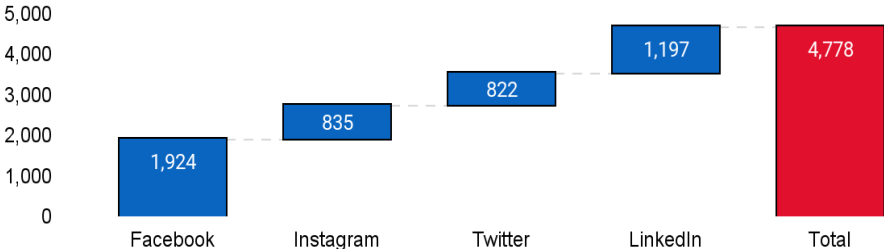
Communications

Insights from the Past 30 Days as of May 3, 2024

Social Media Insights



Followers





Legislative Updates

Federal Legislation (pending):

- Housing Unhoused Disabled Veterans Act: Would exclude disability payments received by veterans from the calculation of annual income, ensuring that those who need housing assistance the most can access it without facing unjust disqualifications
- H.R. 7777/S. 4047 – Veterans’ Compensation Cost-of-Living (COLA) Act of 2024 - This legislation would increase VA compensation benefit rates for veterans and those in receipt of Dependents Indemnity Compensation (DIC)



On Apr. 9, Los Angeles Mayor Karen Bass chose Patriotic Hall to announce her office joining with the non-profit organizations Mayor’s Fund for Los Angeles and US Vets on a new homelessness prevention partnership for veterans.