



Los Angeles County Dept. of Military & Veterans Affairs



Claims Activity per Location

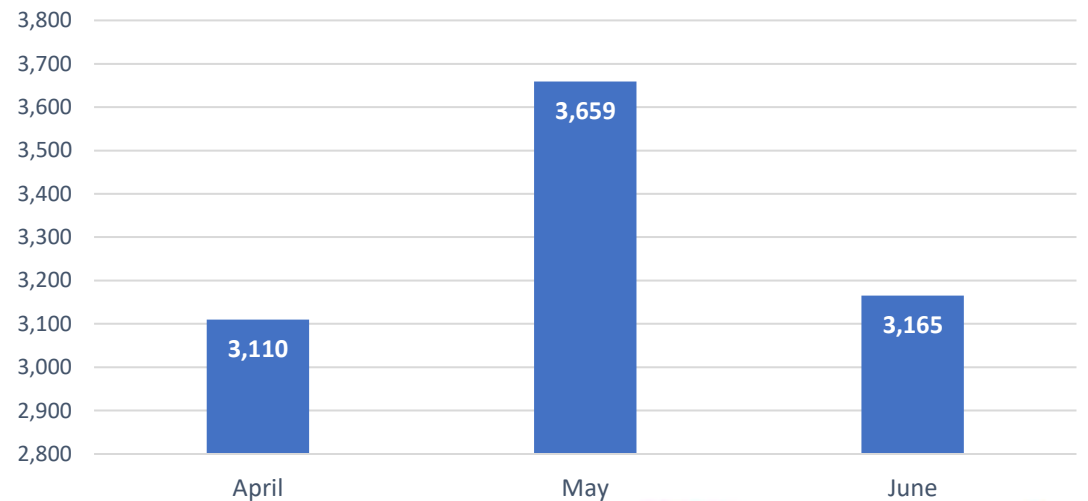
▪ Bob Hope Patriotic Hall:	627	▪ Whittier Public Library/Pico Rivera/Norwalk:	76
▪ Temple VA/LASD:	252	▪ Monrovia Library/East San Gabriel:	87
▪ West Covina:	154	▪ Antelope Valley:	592
▪ East LA Vet Center:	25	▪ Long Beach VA/Cerritos:	236
▪ West Los Angeles VA/Culver City:	306	▪ Sepulveda VA/Santa Clarita:	333
▪ Gardena Vet Center:	25		
▪ El Monte (DPSS):	299		



Types of Claims

June Breakdown	
Compensation	1,181
Pension	4
Education/VR&E	482
Financial/Insurance	5
Healthcare	31
Cost Avoidance	155
DIC/Widow Benefits	62
Misc. Claim Activities (Non-Auditable)	1,245
TOTAL	3,165

Total Claims Filed by MVA





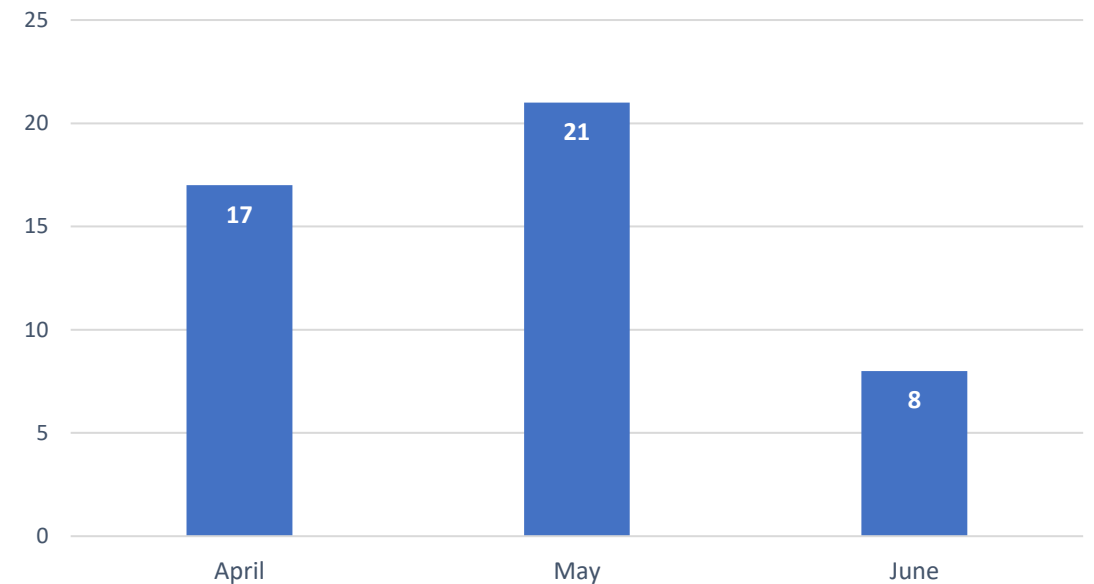
Justice Involved Program

June Breakdown	
Veterans Served	45
Claims Filed	8
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

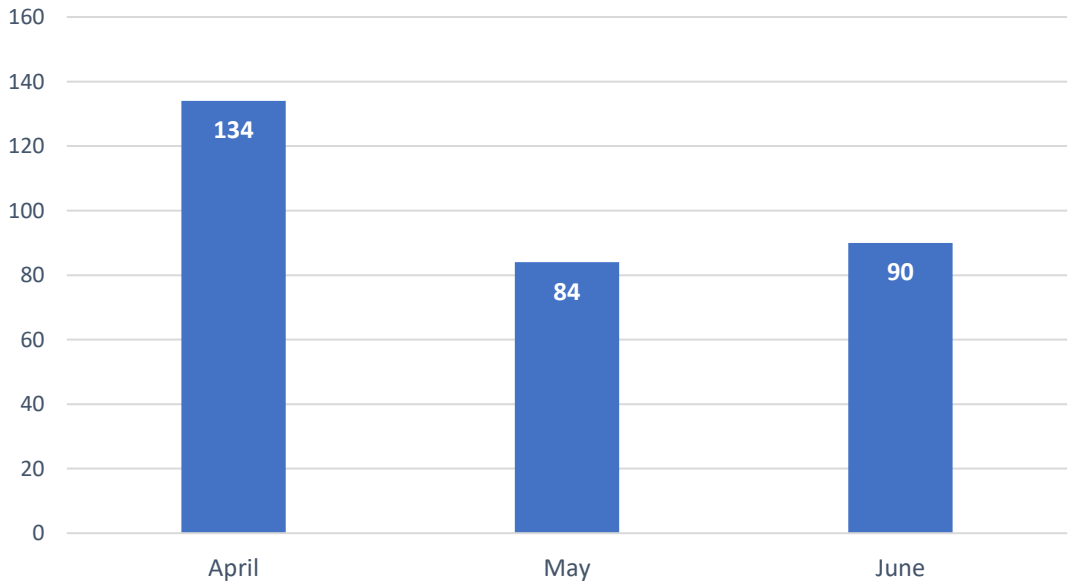
***Referring Partner Agencies:** Law enforcement agencies refer list of veterans to the Veteran Justice Outreach team who then refer the list to MVA. The list is currently at 244.





1807 Program (MC-05)

June Breakdown	
Military Verification and Referral Form (MC05)	90
Outreach Events	7
<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 	
Qualified Claims Processed (VA Form 21-526M)	3



- **Challenges:** Inaccurate/Missing information on DPSS forms/Delayed response from VA Pension Call Center (understaffed)
- **Solutions:** Utilize DPSSs Teams channel for timely responses to discrepancies and missing information

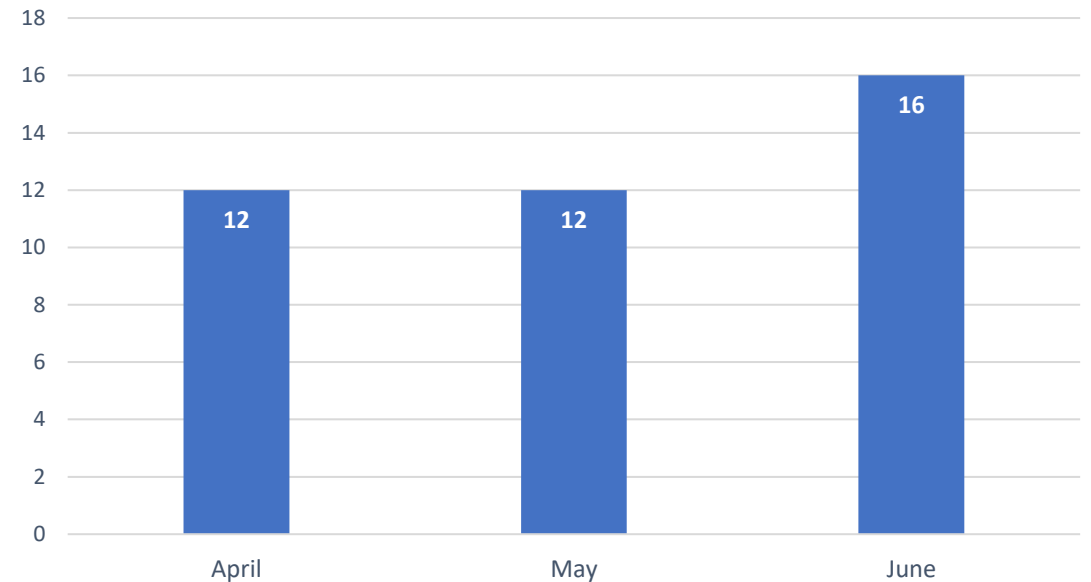


Indigent Burial Program

June Breakdown

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

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

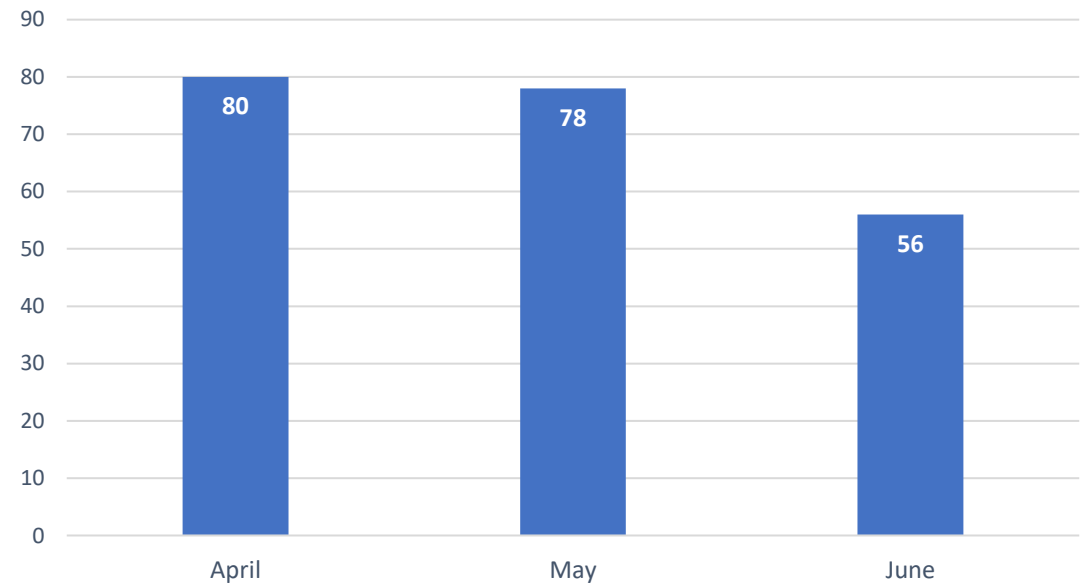




Homeless Services Division (HSD)

- Homeless Veterans Served*: 56
- Outreach and Partner Collaboration:
 - VA One Team
 - Pathway Home (Monrovia, Duarte, Unincorporated Irwindale/South Monrovia Island)
 - Inside Safe (Trinity Lutheran Church, 87th & Broadway, Silver Lake)
- 51 units identified in WeHo and Burbank. All units were occupied within 3 weeks
- Targeted benefits establishment during outreach events

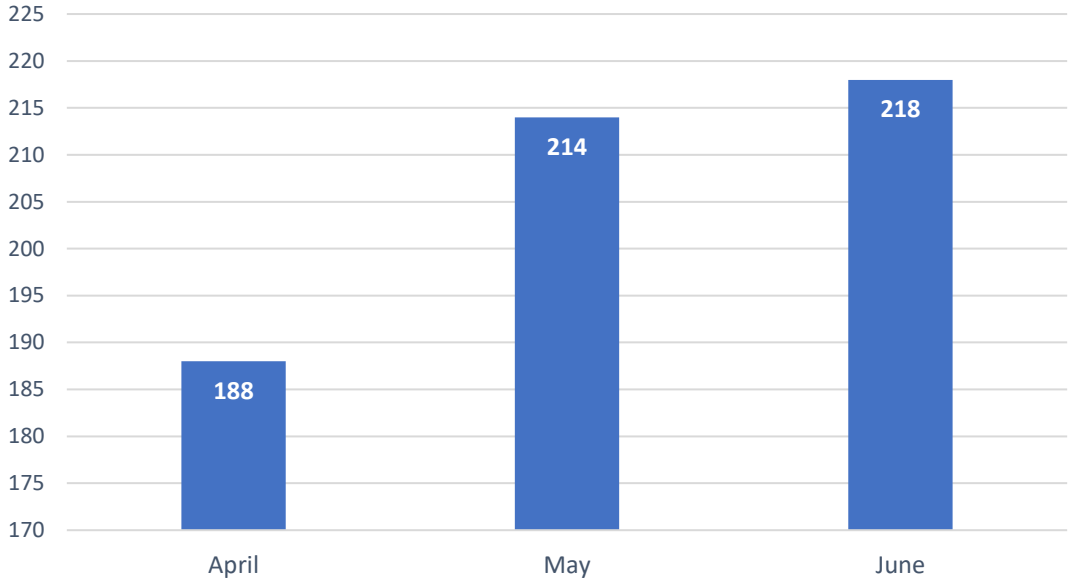
*Value reflects self-identified veterans experiencing homelessness





VPAN Program

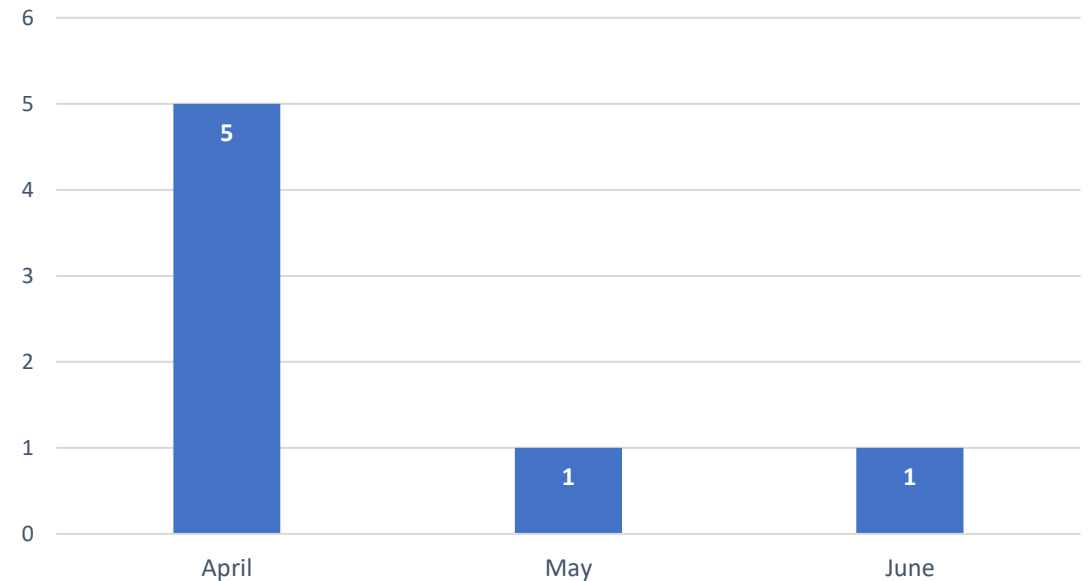
- **Unite Us Referrals:** 218
- **Monthly goal:** 600
- **Claim Activity:**
 - Disability Compensation: 140
 - Appeals: 92
 - Pension: 2
- **Challenges:** Lack of referrals from VPAN Program





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
- 1 referral processed and submitted to AD in June connecting aging veterans and their caregivers to veteran and community resources





Administration

Fundraising

- Submitted \$1.0 million grant for Veteran Court Enhancements through the Bureau of Justice Assistance.
- Executed Contract with U.S. Vets for Outside the Wire Program
- Executed Contract with Inner City Law for Veteran Legal Services
- Executed Purchase Order for Countywide JIV Cultural Competency training facilitated by Secure Measures

Budget

- Preparing Supplemental Budget Request due in July to include:
 - AB109 Funding Request for JIV Division
 - Funding for Suicide Prevention work
 - Transfer of VPAN contract to MVA



Human Resources

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

- Since the beginning of the Fiscal Year we have hired a total of 14 new staff to support our Vet Services Division and three 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	May	Jun
Sup. VC	0	0	1	0	0	0	0	0	0	0	0	0
VCA III	0	1	0	5	0	0	0	0	3	0	0	0
VCA II	0	0	0	0	0	0	0	0	0	2	3	0
MA	0	0	0	0	0	0	0	1	0	0	0	0
TOTAL	0	1	1	5	0	0	0	1	3	2	3	0

- Since the beginning of the Fiscal Year, we promoted 16 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%
May	22%
June	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%
- 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.
- Between May 1st and June 30th, we promoted three internal staff, onboarded two staff members, one staff resigned, and one staff retired, which dropped our vacancy rate by 2% in June.



Human Resources

MVA Volunteer Monthly Breakdown

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Volunteers	1	3	2	3	1	3	3	5	6	0	1	1
VA Work Study	0	1	1	0	2	0	1	1	2	0	3	0
Transitional Subsidized Employment	0	1	1	0	0	0	0	0	1	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.
- 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	28	8
Unaccredited/ Need Recertification	3	23

CalVet Accreditation

- Of the 31 filled Vet Services positions, 28 are accredited and 3 are pending accreditation through CalVet and are scheduled for training and testing.

NACVSO Accreditation

- Of the 31 filled Vet Services positions, 8 are NACVSO accredited; 23 are pending recertification/accreditation.

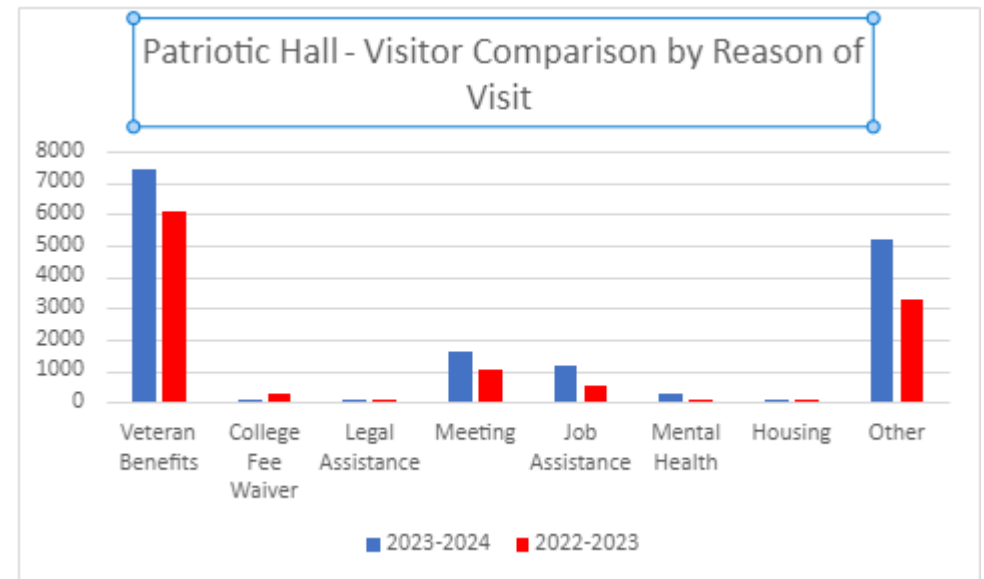
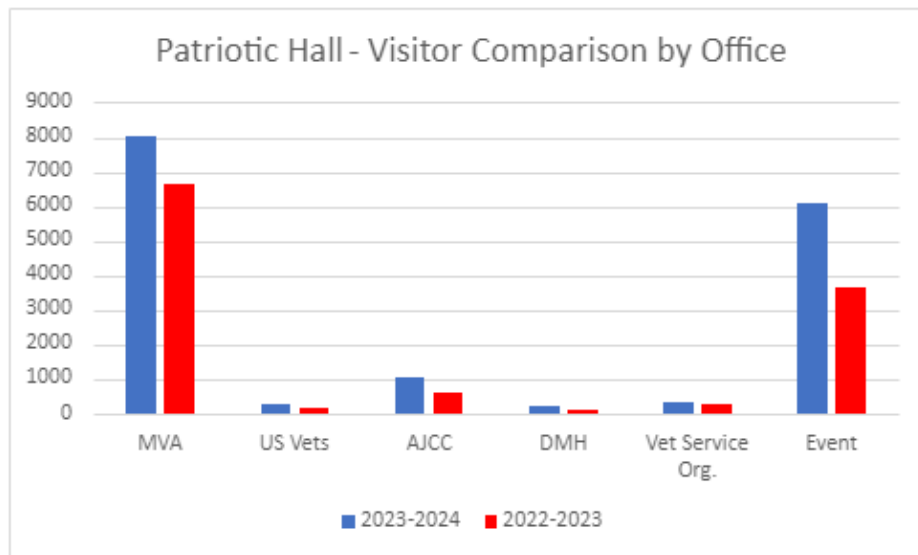
Building Operations - Visitor Data

Annual Totals			
Office Totals	2023-2024	2022-2023	DLY
MVA	8003	6631	1372
US Vets	299	152	147
AJCC	1047	579	468
DMH	229	89	140
Vet Service Org.	306	290	16
Event	6113	3657	2456
Fiscal Year Totals:	15997	11398	4599
Reason Totals	2023-2024	2022-2023	DLY
Veteran Benefits	7462	6085	1377
College Fee Waiver	95	263	-168
Legal Assistance	89	69	20
Meeting	1638	1037	601
Job Assistance	1201	546	655
Mental Health	283	67	216
Housing	17	19	-2
Other	5212	3312	1900
Fiscal Year Totals:	15997	11398	4599

Fiscal year end volume review.

- Building visitors for FY' 23-24: 15997
- Difference from Last Year: + 4599
- Largest increase: Building Events
- 84 % of office visits to MVA (-5 percent DLY)

Building Operations – Visitor Data

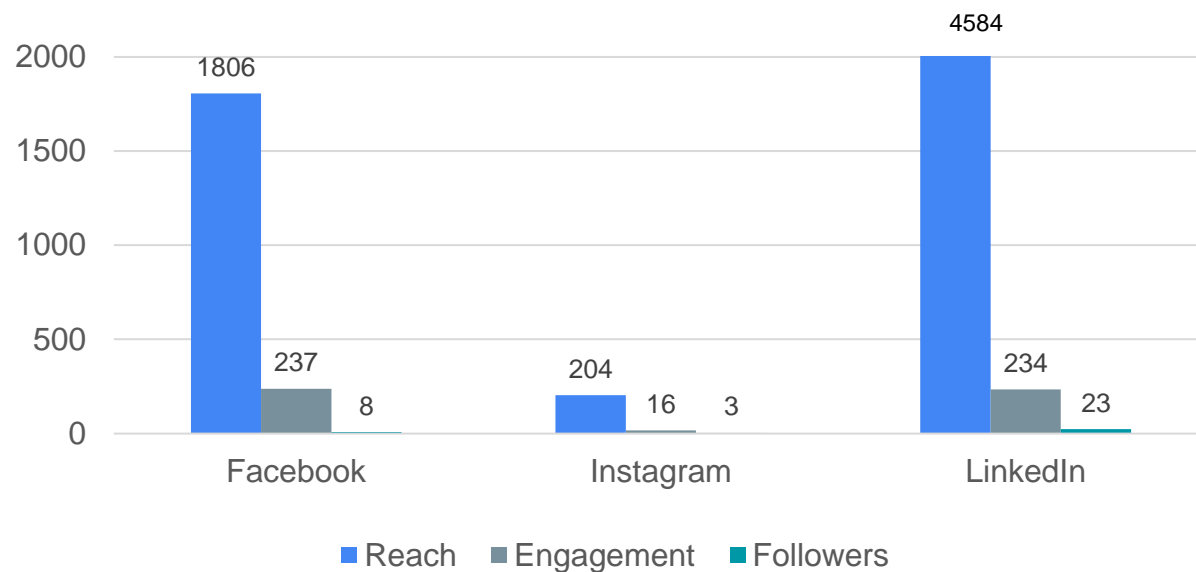




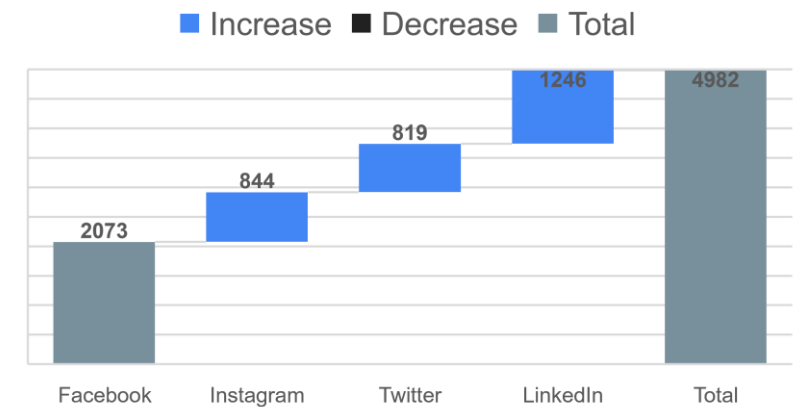
Communications

Insights from the Past 30 Days as of July 5, 2024

Social Media Insights



Followers





Legislative Updates

Federal Legislation (pending):

- H.R. 3651/S. 1266, Love Lives on Act of 2023. This bill extends entitlement for various benefit programs and services for surviving spouses of deceased members of the Armed Forces or veterans: <https://bit.ly/3Xy40Mx>
- 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 VA: <https://bit.ly/3zcH5fK>

