



Los Angeles County Dept. of Military & Veterans Affairs



Claims Activity per Location

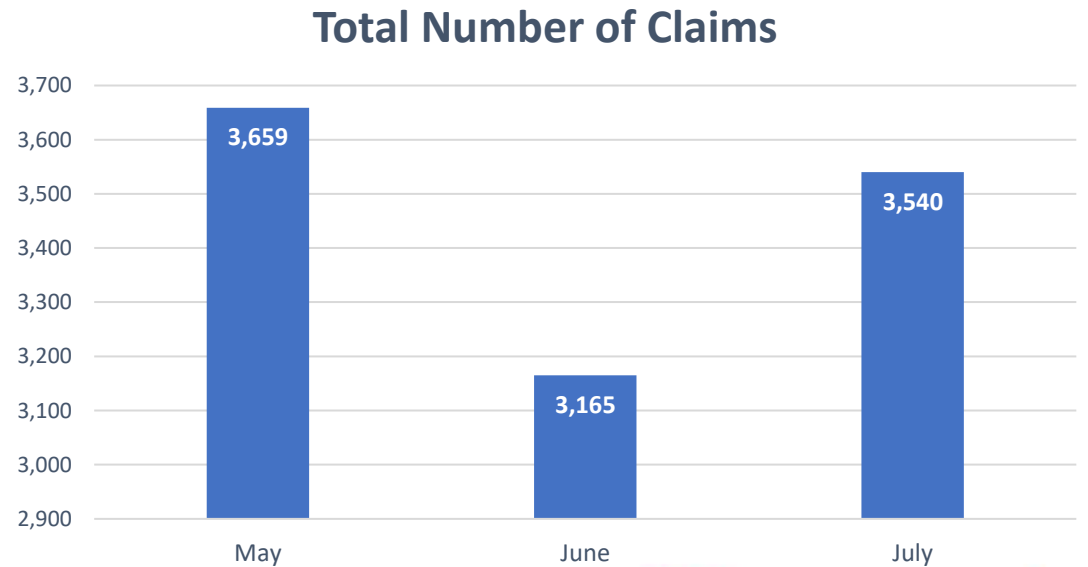
Bob Hope Patriotic Hall	748
Temple VA/LASD	254
West Covina	154
East LA Vet Center	40
West Los Angeles VA/Culver City	267
Gardena Vet Center	34

El Monte (DPSS)	299
Whittier Public Library/Pico Rivera/Norwalk	68
Monrovia Library/East San Gabriel/La Verne	65
Antelope Valley	571
Long Beach VA/Cerritos	245
Sepulveda VA/Santa Clarita	440



Types of Claims

July Breakdown	
Compensation	1,316
Pension	12
Education/VR&E	566
Financial/Insurance	6
Healthcare	34
Cost Avoidance	149
DIC/Widow Benefits	77
Misc. Claim Activities (Non-Auditable)	1,380
TOTAL	3,540

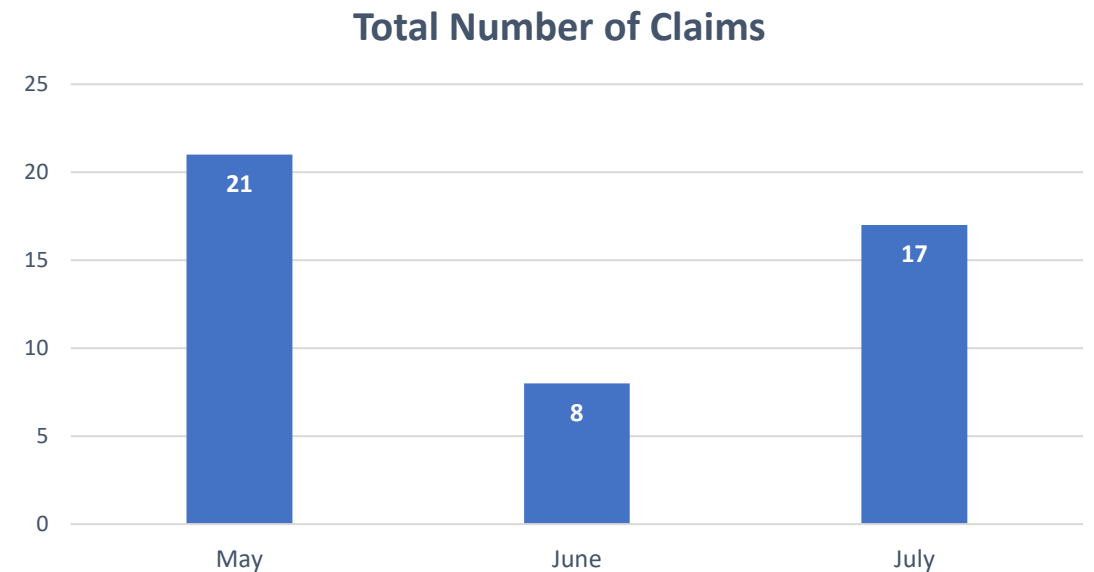




Justice-Involved Veterans Program

July Breakdown	
Total Self-Identified Veterans In-Custody	275
Confirmed Veterans In-Custody	192
Unconfirmed Veterans In-Custody	83
Veterans In Veteran Modules/Pods	76 (Confirmed Veterans)
Veterans Screened	83
VA Interviews	11
MVA Interviews	64
Coordinated Releases	6

Values reflect July Justice-Impacted Veteran Initiative Report (Source: LASD)



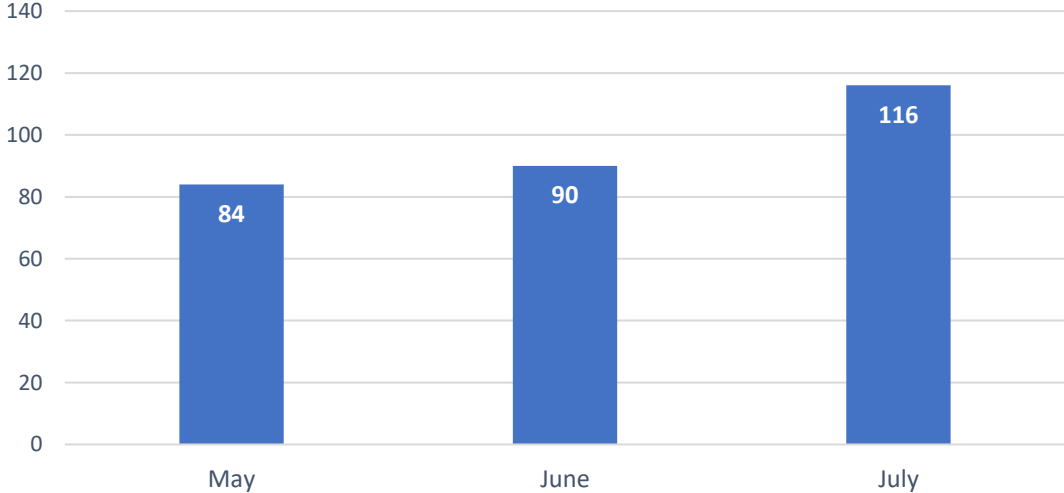


1807 Program

July Breakdown	
Military Verification and Referral Form	116
Outreach Events <ul style="list-style-type: none">National Hire A Vet Day-El MonteVFW 3000 Post Service NightCoffee For Vets (Santa Clarita)	3
Qualified Claims Processed (VA Form 21-526M)	2

- **Challenges:** Inaccurate/Missing information on DPSS forms
- **Solutions:** Utilize DPSSs Teams channel for timely responses to discrepancies and missing information

Total Number of Claims





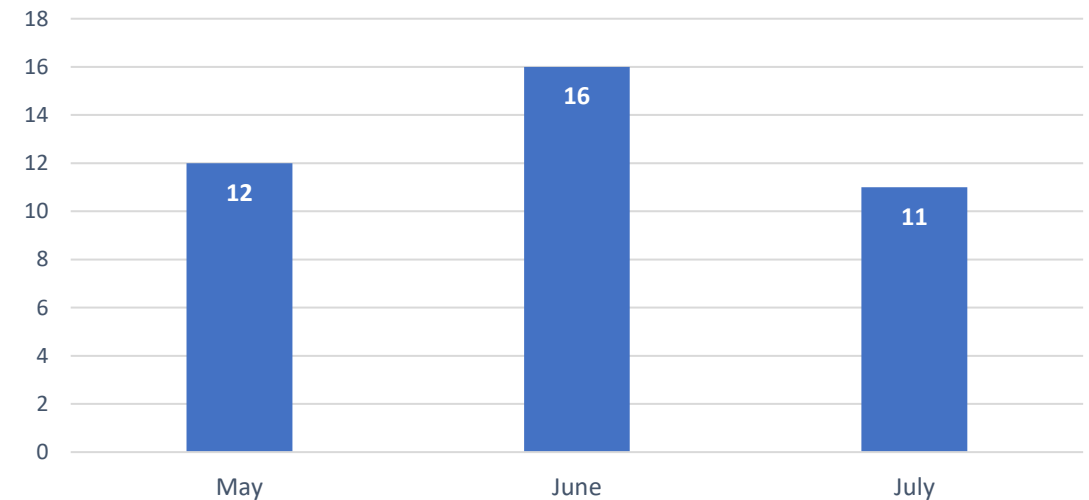
Indigent Burial Program

July Breakdown

- Burial Program Activity: 11 referrals from Los Angeles County Department of Medical Examiner

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

Total Number of Referrals



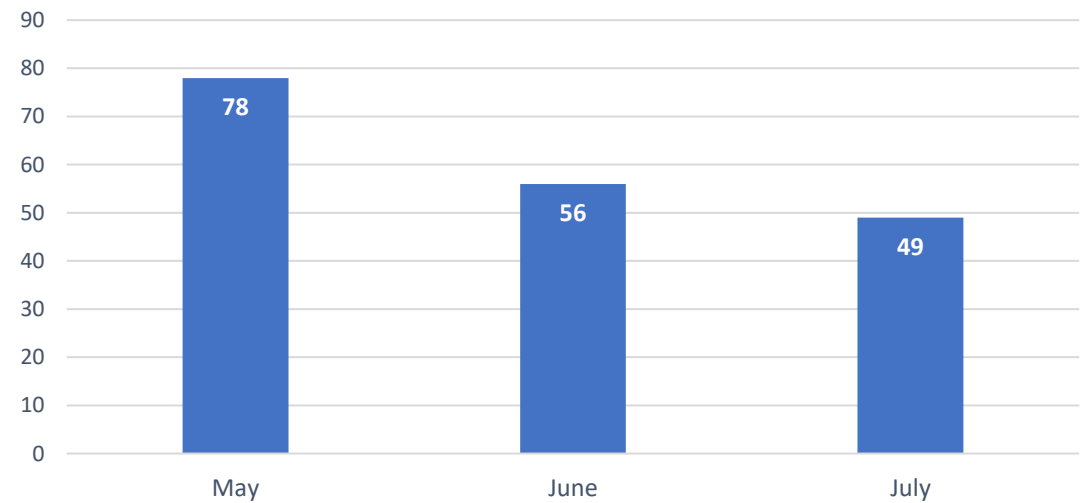


Homeless Services Division (HSD)

Homeless Veterans Served*	49
Outreach and Partner Collaboration	
<ul style="list-style-type: none">• VA Mobile Medical Unit-Homeless Outreach• VA One Team• Services Connection Day-Cornett Hotel	
CEO-HI/VA/LAHSAs Master Leasing (Pilot)	
Targeted benefits establishment during outreach events	

*Value reflects self-identified veterans experiencing homelessness

Total Number of Veterans Served

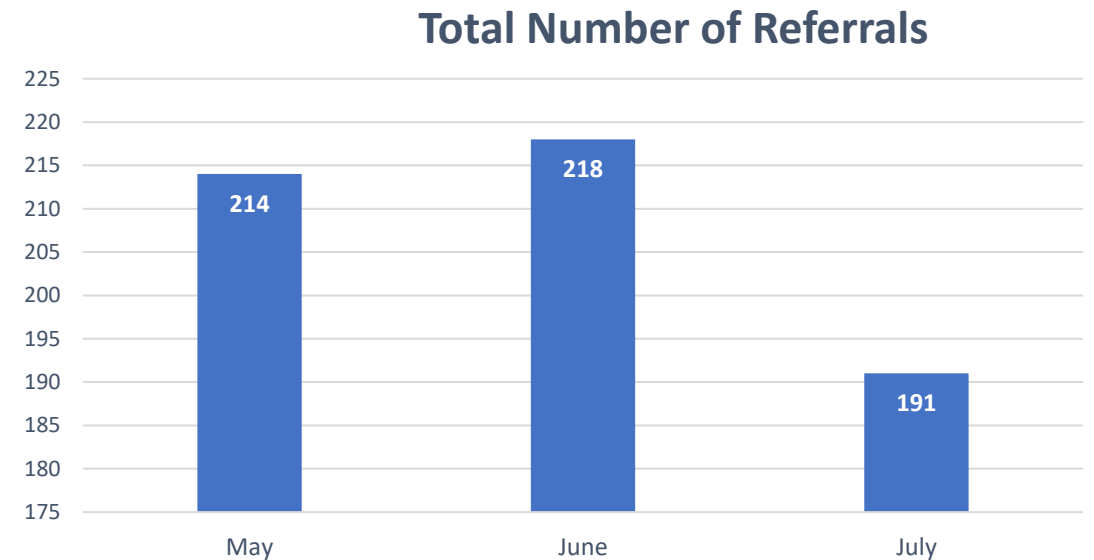




VPAN Program

July Breakdown	
Unite Us Referrals	191
Monthly goal	600
Claim Activity:	
• Disability Compensation	198
• Appeals	82
• Pension	4

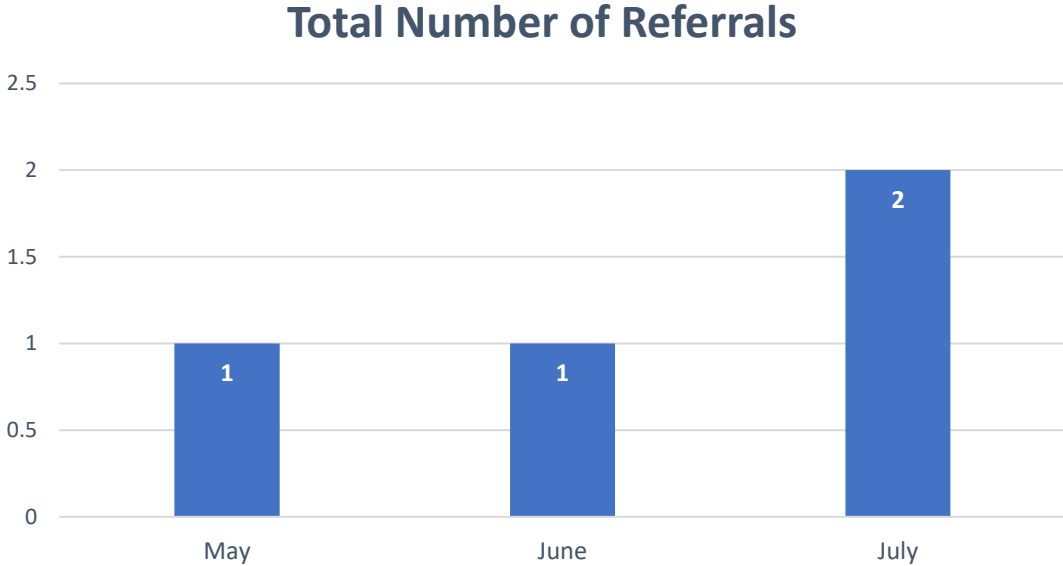
Challenges: Lack of referrals from VPAN Program





Aging Veterans Referral Program

- Two referrals received from Aging and Disability in July connecting aging veterans and their caregivers to veteran and community resources.



Building Operations - Visitor Data

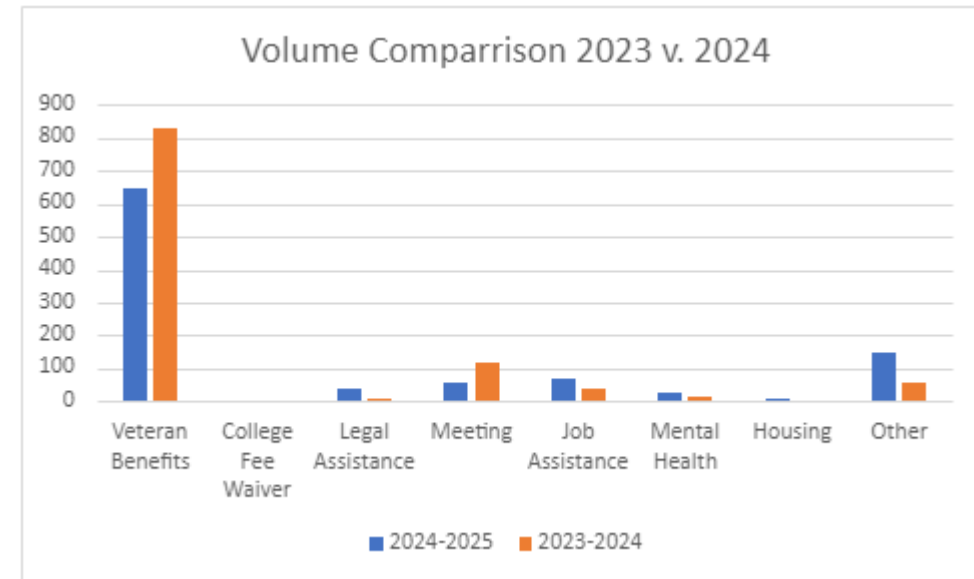
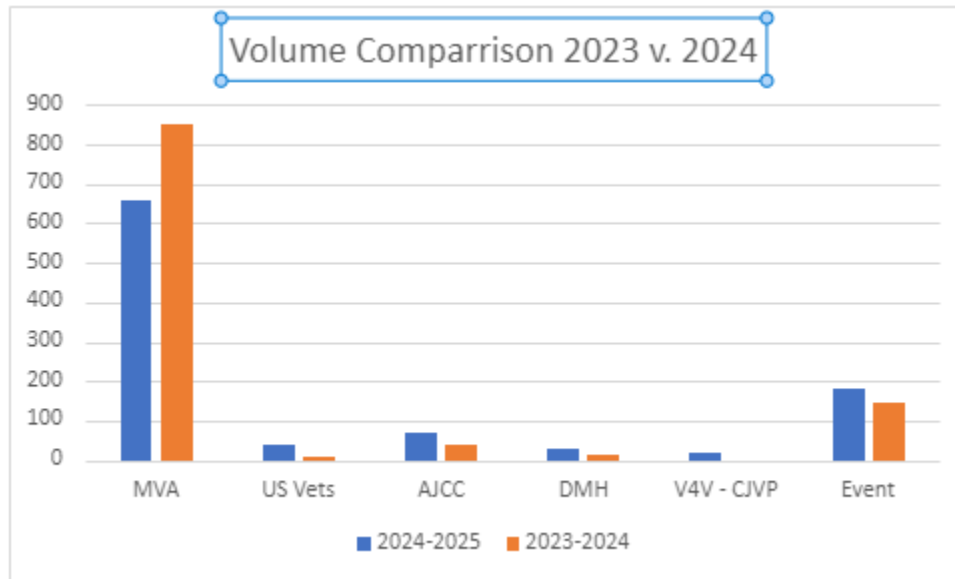
Annual Totals			
Office Totals	2024-2025	2023-2024	DLY
MVA	659	849	-190
US Vets	36	10	26
AJCC	67	36	31
DMH	28	11	17
Vet Service Org.	18	0	18
Event	182	144	38
Fiscal Year Totals:	990	1050	-60
Reason Totals	2024-2025	2023-2024	DLY
Veteran Benefits	650	828	-178
Legal Assistance	41	2	39
Meeting	59	115	-56
Job Assistance	67	36	31
Mental Health	27	15	12
Housing	1	0	1
Other	145	54	91

Month 1 Review

- Building volume down 60 visitors compared to last year.
- Largest variance in MVA & Veteran Services
- Steady increase amongst tenants in building.
- 9 Events/Meetings in July for an average 20.2 persons per occurrence.



Building Operations – Visitor Data





Administration

Fundraising

- Successfully submitted and received a PIF Grant to launch a texting platform to provide daily mental health support, prevention, and intervention via text message to those in need of services.

Budget

- Supplemental Budget Submitted to Reflect:
 - AB109 Funding Request for JIV Division
 - Funding for Suicide Prevention work
 - Transfer of VPAN contract to MVA



Human Resources

NEW HIRES BY CLASSIFICATION			
	May	Jun	Jul
Sup. VC	0	0	1
ASM I	0	1	0
PIA	0	1	0
VIP	0	0	1
TOTAL	0	2	2

- Since the beginning of the Fiscal Year, we have hired one new staff to support the Vet Services Division and one new staff to support the Building Operations Division.
- We have leveraged the emergency hiring authority to hire quality candidates as quickly as possible



Human Resources

PROMOTIONS BY CLASSIFICATION			
	May	Jun	Jul
Sup. VC	0	0	0
VCA III	0	0	0
VCA II	3	0	0
MA	0	0	0
TOTAL	3	0	0

- In the last three months we have promoted three internal candidates.
- We continue to focus on creating upward mobility within the Department and retain talent.



Human Resources

VACANCY RATE (FY 24-25)	
May	22%
June	20%
July	32%

- 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.
- As of July 31st, we onboarded one staff to assist with building operations and received seven items for the Veteran Services Division which raised our vacancy rate by 12%.



Human Resources

MVA Volunteer Monthly Breakdown			
	May	Jun	Jul
Volunteers	1	1	2
VA Work Study	3	0	1
Transitional Subsidized Employment	0	0	0

- The automated volunteer platform system has allowed 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	29	12
Unaccredited/ Need Recertification	3	20*

CalVet Accreditation

- Of the 32 filled Vet Services positions, 29 are accredited and 3 are pending accreditation through CalVet and are scheduled for training and testing.

NACVSO Accreditation

- Of the 32 filled Vet Services positions, 12 are NACVSO accredited; 20 are pending recertification/accreditation.

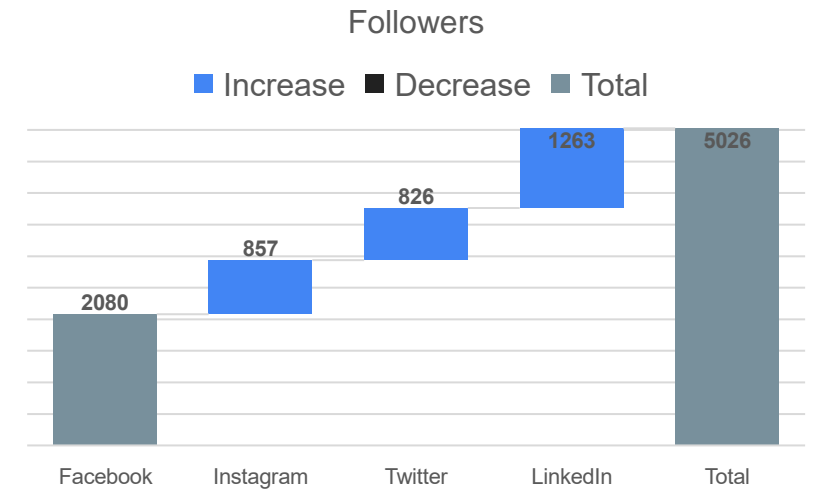
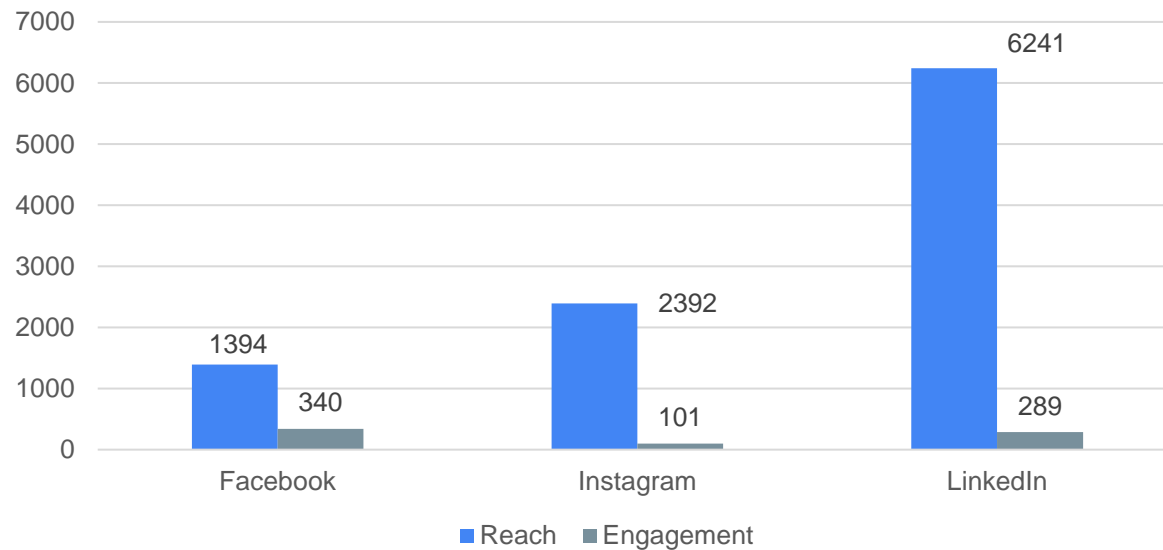
*These individuals are pending semi-annual training dates



Communications

Insights from the Past 30 Days as of August 2, 2024

Social Media Insights





Legislative Updates

Federal Updates: These bills recently passed the U.S. House of Representatives and await action in the U.S. Senate:

- **H.R. 3738, Veterans Economic Opportunity and Transition Administration Act:** This bill establishes the Veterans Economic Opportunity and Transition Administration to administer economic opportunity assistance programs for veterans, their dependents and survivors: <https://bit.ly/4f4KDBc>

- **H.R. 4016, Veteran Fraud Reimbursement Act:** This bill modifies the procedures by which the VA reissues misused benefits to a beneficiary, by requiring the VA to establish methods and timing with respect to determining whether an instance of misuse by a fiduciary is the result of negligence by the VA: <https://bit.ly/4clUqLx>

- **H.R. 1767, Student Veteran Benefit Restoration Act:** This bill provides that an individual's VA educational assistance benefits must not be charged for a course or program if the VA determines the individual could not complete the course or program because (1) it was suspended or terminated due to information collected as part of a VA risk-based survey, or (2) the Department of Education has determined the educational institution committed an actionable act or omission that had a detrimental effect on direct loan borrowers: <https://bit.ly/3Wrfq3C>



Director Zenner with Supervisors Solis & Horvath at the 1st annual Veteran Women's Conference