

Los Angeles County Dept. of Military & Veterans Affairs

July 2026
Commission Meeting Presentation



➤ Claim Activity per Location

Office Location	# of Activities
Bob Hope Patriotic Hall	3,368
VPAN – El Monte Rally Point	189
Temple VA	200
West Covina	778
El Monte (DPSS)	197
East LA Vet Center	110
West Los Angeles VA/Culver City	712
VPAN – Sherman Oaks	365
Sepulveda VA	356

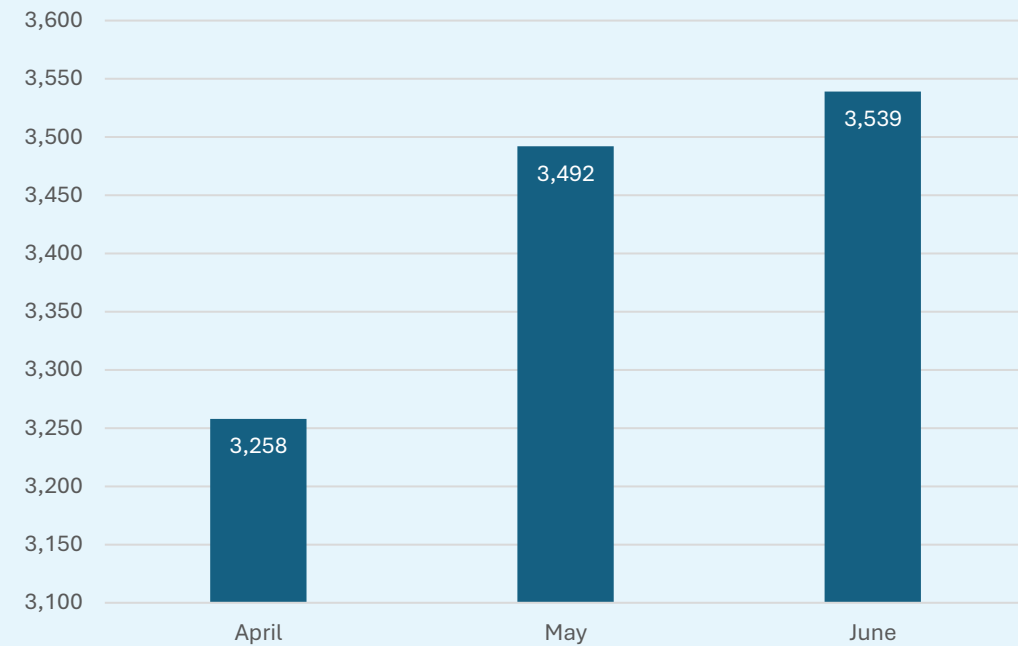
Office Location	# of Activities
Chatsworth Veteran Center	84
VPAN – South Gate Rally Point	205
Whittier/Pico Rivera/Norwalk	432
Long Beach VA	768
Artesia/Paramount/Bell Shelter	66
VPAN – Palmdale Rally Point	732
Antelope Valley Veteran Center	860
Santa Clarita	352
Monrovia/E. San Gabriel/La Verne	608



Benefit Types

Q2 Breakdown	
Compensation	2,103
Pension	29
Education/VR&E	1,234
Financial/Insurance	5
Healthcare	57
Cost Avoidance	84
DIC/Widow Benefits	128
Misc. Claim Activities (Non-Auditable)	6,649
TOTAL	10,289

Total Claims Filed by MVA



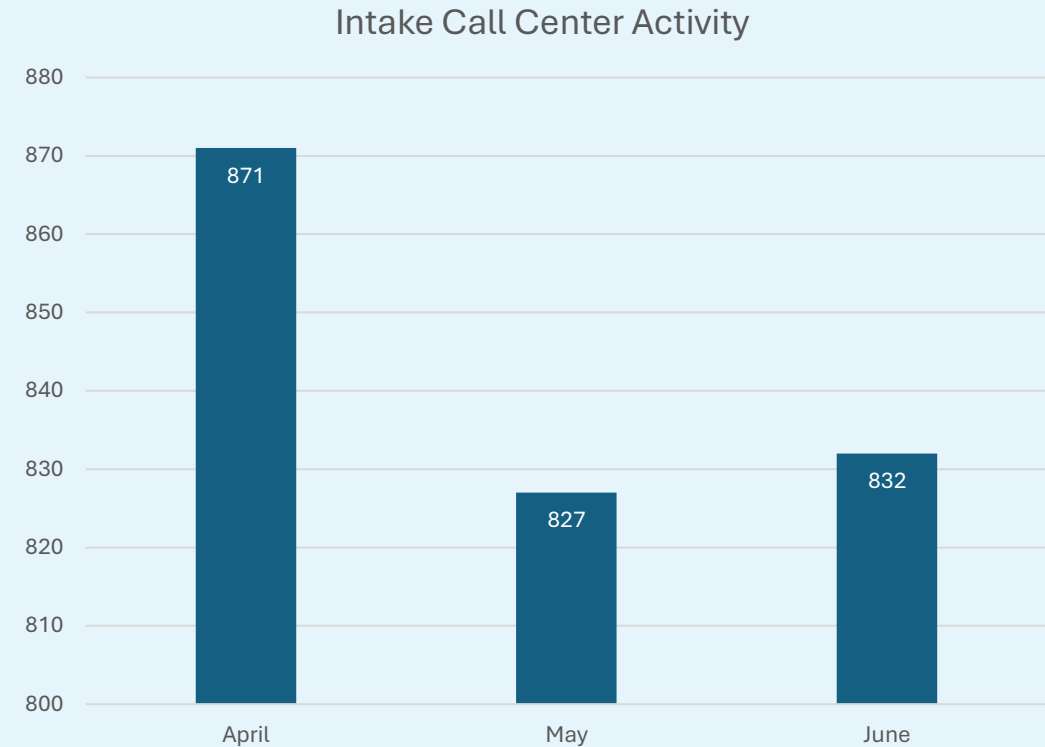
➤ Intake Center Report (Q2)

➤ Call Center Engagement

- Contacts handled: 2,530
- Agent answer rate: 82.7%
- Average agent interaction time: 3:53 min

➤ Call Center Efficiency

- Agent callback (missed calls): 665
- Agent callback connection rate: 97.3%
- Average agent callback interaction time: 2:51 min
- Agent callback non-connect: 126



▶ Justice-Involved Veterans (JIV)

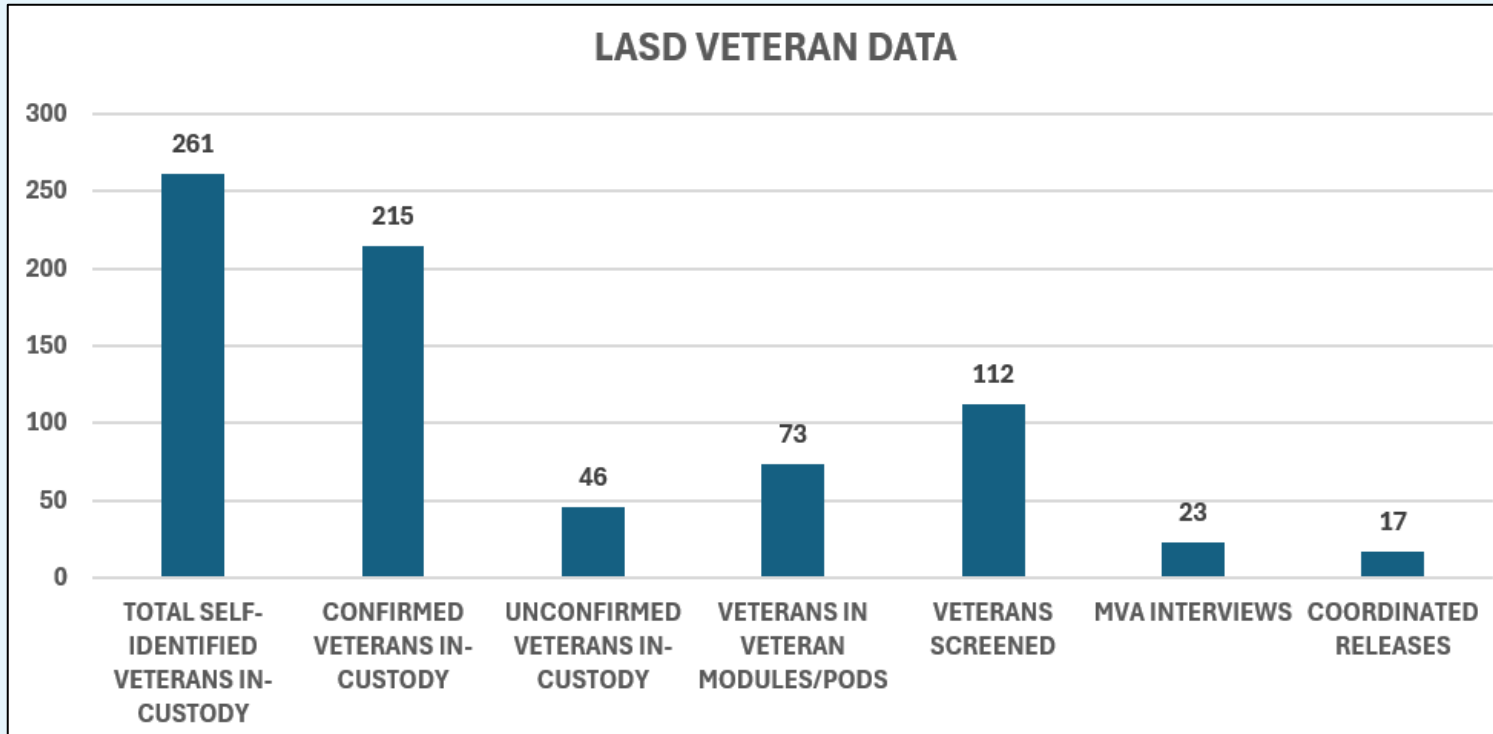
▶ Program Updates (January – March 2026)

- **MVA – JIV:** Hired an additional Veteran Service representative to cover the North County Region including Antelope Valley Courthouse and Wayside Correctional Facility.
- **LA CADA Contracts:** Completed and executed MOU with Los Angeles Centers for Alcohol & Drug Abuse (L.A. CADA) to provide substance abuse treatment for non-VA healthcare eligible veterans, with counselors in the courts & custody starting early Q2 of 2026.
- **LA County Interagency Coordination:** Collaborated directly with CCJCC, JCOD, Sheriff's Department, & Probation to provide coordinated identification, referral, and service linkage for justice-involved veterans across custody, court, and reentry systems.
- **LA County Jail Access:** Entire MVA JIV Team approved access to county jails and visited MCJ, Twin Towers, and Lynwood facilities in March where 25 veterans were screened. These were the first JIV jail visits since August.



Justice-Involved Veterans (JIV)

Incarcerated Veterans

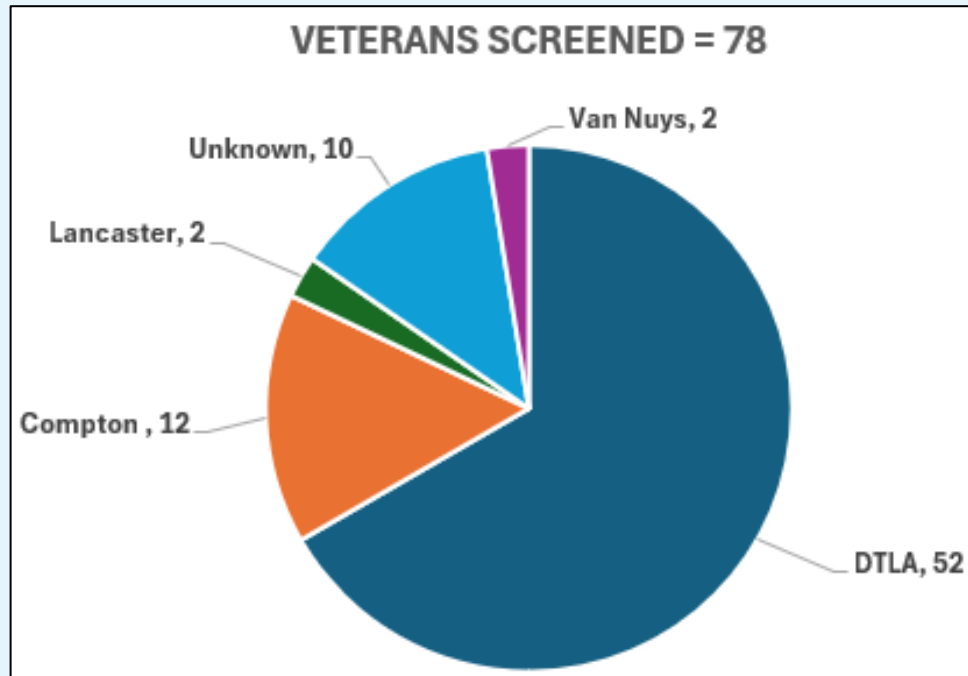


VSO Powers of Attorney Completed = 25
Initial Disability Claim Interviews = 25
Dependency Claim Filed = 1
Apportionments Filed = 1
Housing Referrals (Post-Release) = 1
Female Inmates Interviewed = 2
Male Inmates Interviewed = 23



Justice-Involved Veterans (JIV)

Veteran Treatment Courts



***Up from 36 veterans screen last quarter

- 21-22s/POAs Completed: 7
- Initial Claims Submitted: 1
- Increase Claims Submitted: 3
- Discharge Upgrades: 1
- Treatment Referrals: 5
- Housing Referrals: 2
- Employment Referrals: 2
- VPAN Referrals: 1
- JCOD Rides: 2
- Supplemental Claims: 2

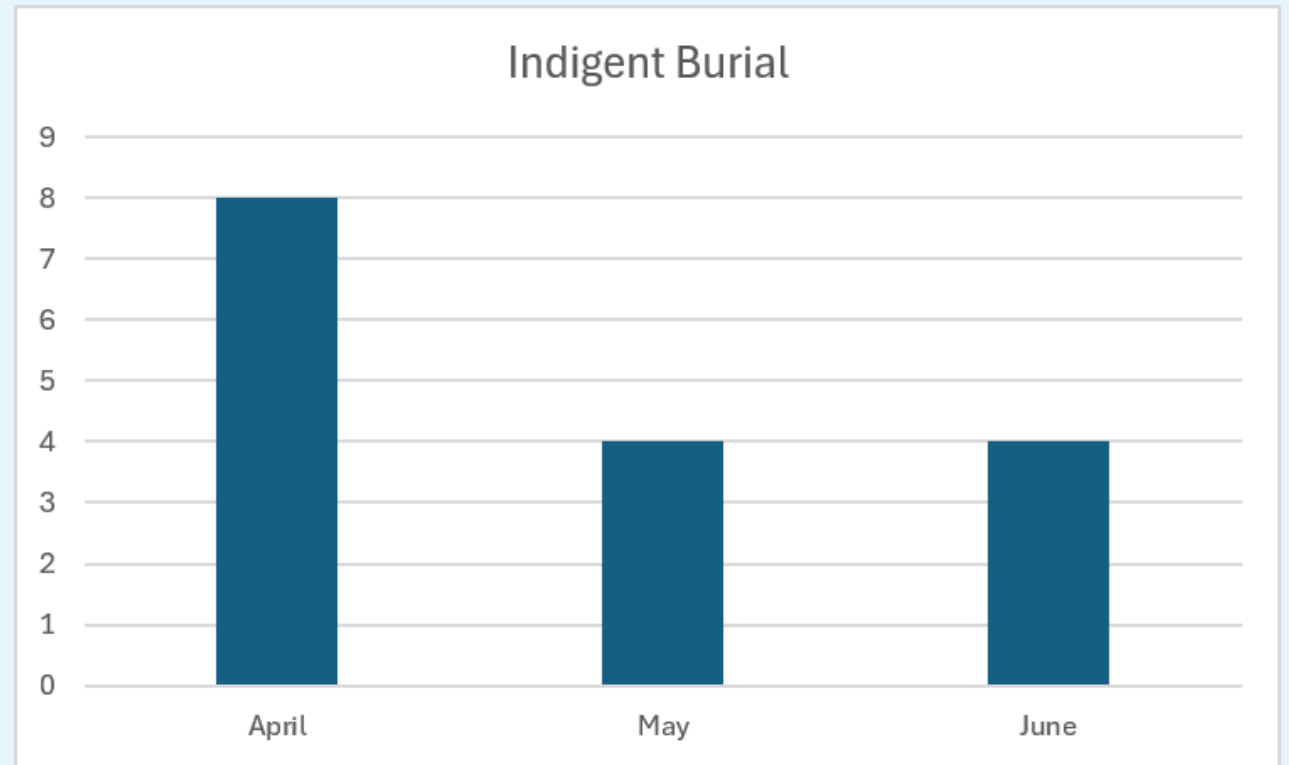


➤ Indigent Burial Program

➤ Quarterly Breakdown

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

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

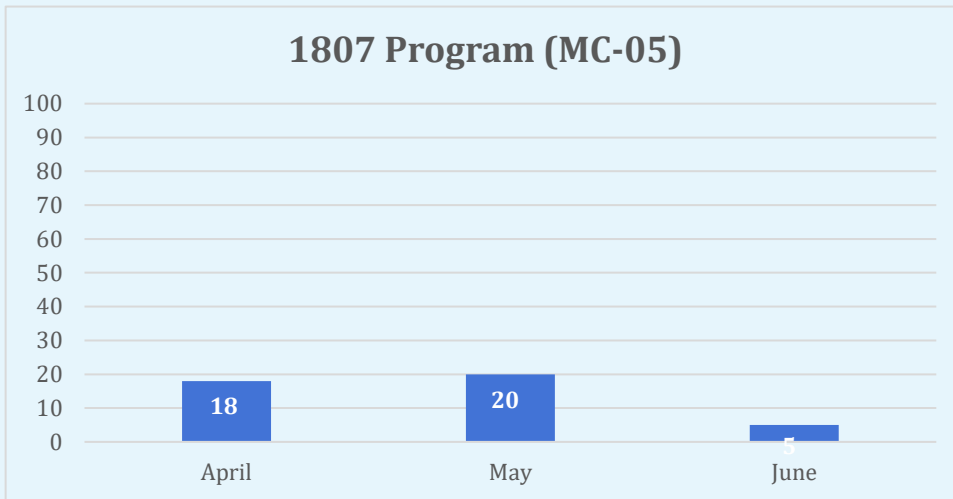


➤ 1807 Program

Q2 Breakdown

Military Verification and Referral Form (MC05)	43
Qualified Claims Processed (VA Form 21-526M)	0

1807 Program (MC-05)



➤ MVA Partnership with the Department of Public Social Services (DPSS)

Current Focus:

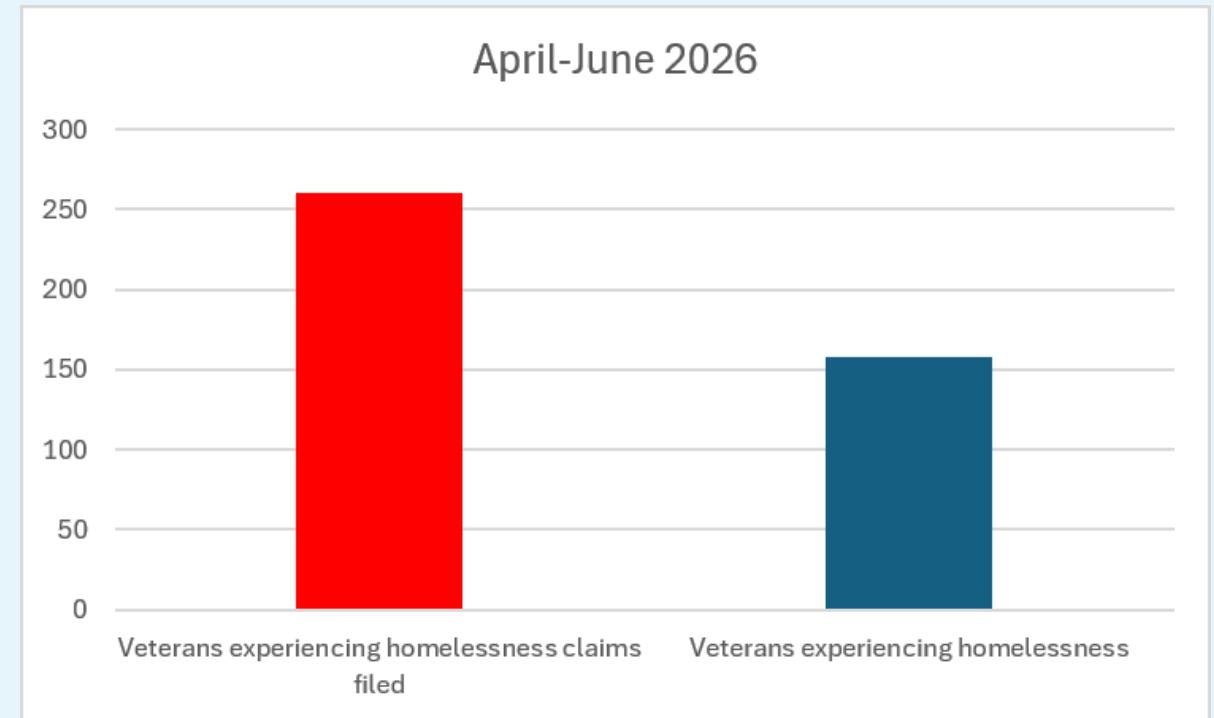
- Enhance the existing outreach letter to increase awareness of VA benefits and drive an increase in claims for Veteran Medi-Cal applicants/beneficiaries.



Homeless Services Division

Quarterly Breakdown

- **Homeless Veterans Served*: 158**
- **Claims filed from April-June 2026: 260**
- **Outreach and Partner Collaboration:**
 - PATH Academy: SSVF and Voucher Fast Process
 - City of Hawthorne Council Chambers Recognition
 - Pasadena Union Station Collaborative Meeting & HSD Presentation
 - Coordinated Outreach Training Bootcamp
 - Veterans Mother's Day Event-**27** attended, **8** veterans served
 - City of Carson Father's Day Event-**312** attended, **58** veterans served
 - San Pedro Blue Butterfly Village Claims Clinic-**22** veterans served
 - 307th Chemical Unit Army Reserve Family Day-**80** attended, **8** veterans served



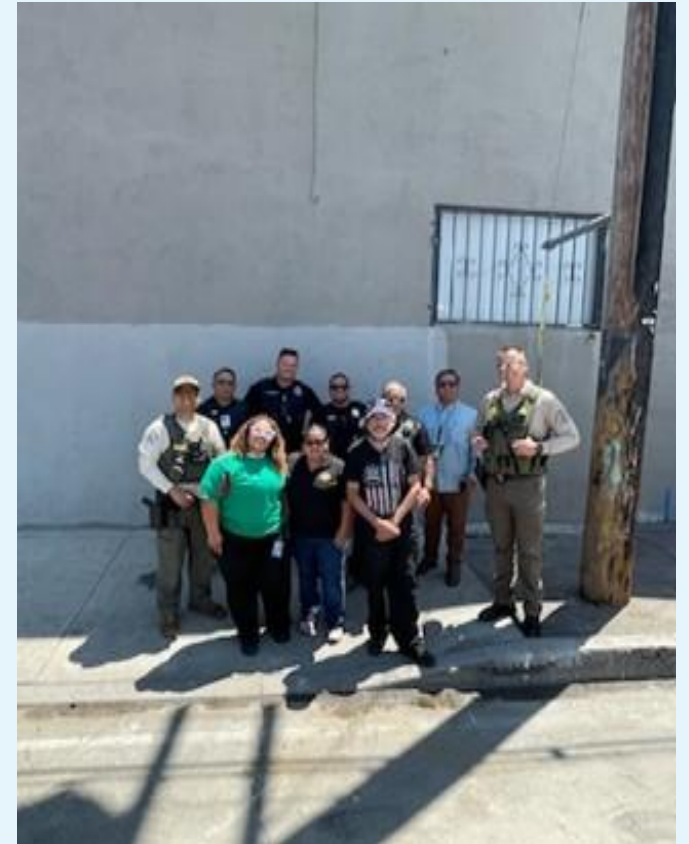
*Value reflects self-identified veterans experiencing homelessness



➤ HSD-Veteran Housing Navigation Program

➤ Quarterly Breakdown

- **VHNP program enrollment: 414**
 - **Vouchers Secured: 42**
 - **Veterans Housed: 111**
 - **Justice-Involved Veterans: 16**
- Navy veteran homeless for five years successfully rehoused through collaborative CMET outreach efforts.
 - Housing-hesitant Veteran twins overcame barriers and were successfully housed with the valiant efforts of determined and dedicated housing navigators.



Homeless Services Division

Quarterly Breakdown	
Compensation	70
Pension	2
Burial	1
Intent to File	4
Dependency Claim	3
Cost Avoidance	11
Misc. Claim Activities (Non-Auditable)	104
Appeal	65
TOTAL	260

Quarterly Breakdown

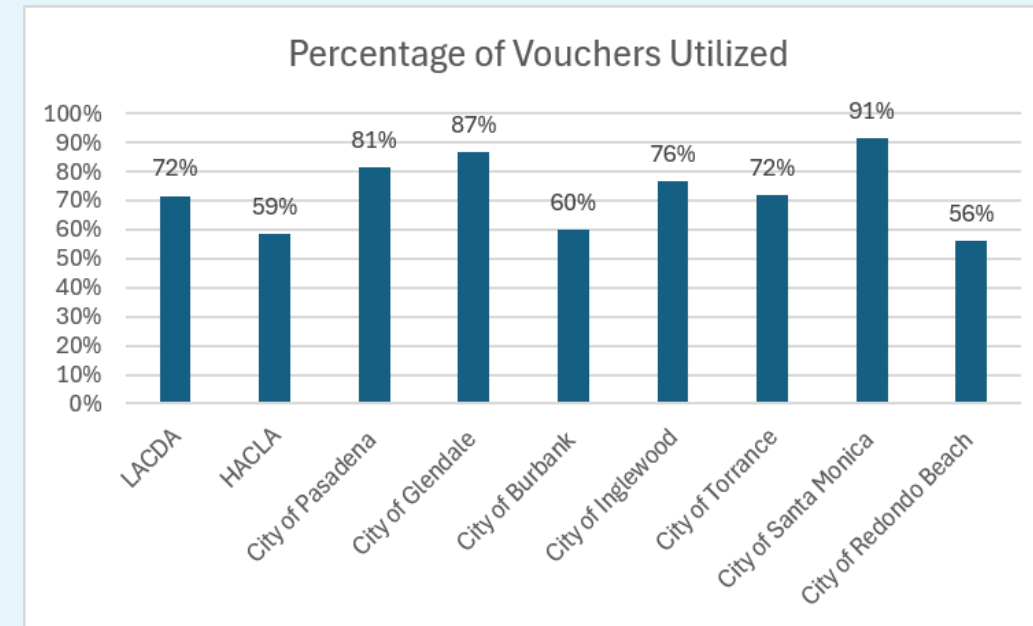
- **Homeless Veterans Served*: 158**
- **Claims filed April-June: 260**
 - *Note: Some veterans may have more than 1 claim they wanted to file*

*Value reflects self-identified veterans experiencing homelessness



Homeless Services Division

Location	Vouchers Utilized Count	Total Units	Utilization %
LACDA	2464	3442	72%
HACLA	2996	5115	59%
City of Pasadena	26	32	81%
City of Glendale	13	15	87%
City of Burbank	9	15	60%
City of Inglewood	65	85	76%
City of Torrance	18	25	72%
City of Santa Monica	96	105	91%
City of Redondo Beach	28	50	56%



Homeless Services Division

Location	TBV Utilized Count	Total TBV Units	PBV Utilized Count	Total PBV Units
LACDA	1670	2478	794	964
HACLA	2080	3829	962	1286
City of Burbank	9	15	0	0
City of Pasadena	16	16	10	16
City of Glendale	13	15	0	0
City of Inglewood	59	85	6	0
City of Torrance	18	25	0	0
City of Santa Monica	96	105	0	0
City of Redondo Beach	28	50	0	0



Aging Veterans Referral Program

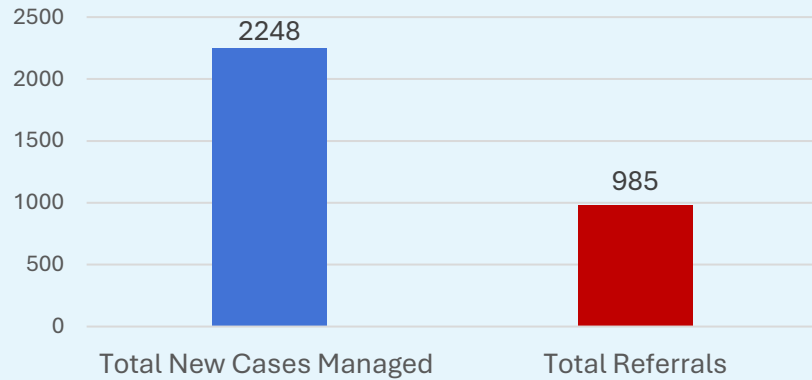
Quarterly Breakdown

- No referrals processed from A&D connecting aging veterans and their caregivers to veteran and community resources.
- MVA executed the MOU and program flow with A&D.

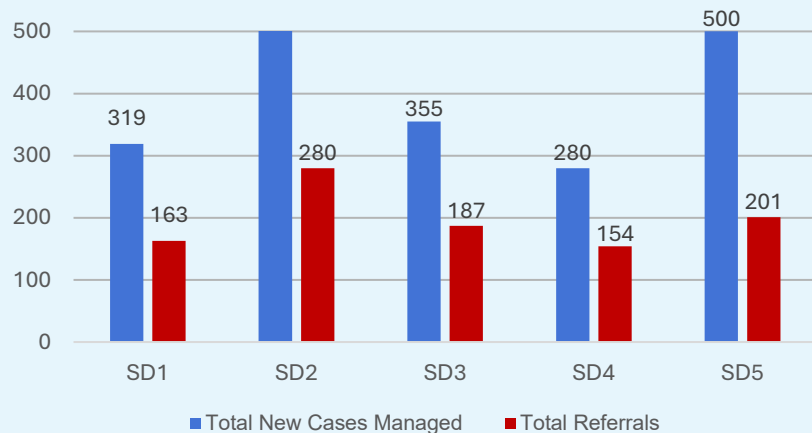


Veteran Peer Access Network (VPAN)

VPAN Q2 Cases Managed



Supervisorial District Report



Service Type	
Service Type	Cases Managed
Individual & Family Support	1,063
Benefits Navigation	361
Income Support	603
Housing & Shelter	521
Employment	258
Legal	136
Mental/Behavioral Health	75
Transportation	307
Food Assistance	95
Education	35
Utilities	95
Clothing & Household Goods	19
Money Management	12
Physical Health	28
Social Enrichment	61
Sports and Recreation	4
Wellness	5
Entrepreneurship	4
Substance Use	0
Spiritual Enrichment	0
Total	3,682



➤ Building Operations – Visitor Data

Annual Totals Office Visits			
Office Visited	FY 25-26	FY 24-25	Variance
MVA	4,601	4,485	116
US Vets	255	253	2
AJCC	527	633	(106)
DMH	172	193	(21)
Support Tenants	61	67	(6)
Events	7,266	3,192	4,074
FY TOTAL	12,882	8,823	4,059

Annual Totals Visit Reason For Visit			
Visit Reason	FY 25-26	FY 24-25	Variance
Veteran Benefits	4,583	4,346	225
Legal Assistance	102	185	(83)
Meeting	681	467	214
Employment Services	673	643	30
Mental Health	167	196	(29)
Housing	2	47	(45)
Other	6,684	2,937	3747
FY Totals:	12,882	8,823	4,059

➤ Visitor Volume Review – First 3 quarters of fiscal 2025-2026.

- Building overage has doubled to +4000 visitors versus last year.
- Warrior Heritage Foundation continues to be the main contributor to volume overage with meetings, private events, and film/photo shoots .
- The building continues to trend finish with over 17 K visitors.



MVA Post Satisfaction Survey – CYR

Overall Experience Average

4.70

Average Ease of Finding Office Location

4.65

Likelihood to Return to this Office Average

4.83

Courteous Assistant Top Box%

95.59%

Knowledgeable and Informative Assistant Top Box%

95.32%





Budget Update

- MVA Budget Overview
- MVA Fiscal/ Budget Team is preparing for year-end budget close and open.
- 12th Month Budget Summary Report Due
- Supplemental Changes Budget Phase Pending

MVA Budget Overview			
Classification	FY 2025-2026	Rec. FY 2026-27	Variance
S&EB	\$11,794,000.00	\$10,568,000.00	\$(714,000.00)
S&S	\$12,945,000.00	\$2,358,000.00	\$(9,682,000.00)
Other Charges	\$223,000.00	\$223,000.00	\$ -
Intrafund Transfers	\$(9,622,000.00)	\$(2,462,000.00)	\$(7,160,000.00)
Subvention	\$1,669,000.00	\$1,066,000.00	\$(962,000.00)
Mis. Revenue	\$1,440,000.00	\$551,000.00	\$(889,000.00)
Other Financing	\$4,131,000.00	\$1,960,000.00	\$(1,107,000.00)
Positions	74.0	66.0	-8



Human Resources

NEW HIRES BY CLASSIFICATION

2 nd Qtr (Apr - Jun)	
ASM I	1
ISA I	1

Quarterly Breakdown

- Since the start of the quarter, we have successfully hired two staff members to support our Human Resource Division and Information Technology Division.
- We have utilized emergency hiring authority to expedite the hiring process and secure high-quality candidates swiftly.



Human Resources

PROMOTIONS BY CLASSIFICATION

2 nd Qtr (Apr - Jun)	
ASM I	1

Quarterly Breakdown

- Since the start of the quarter, one candidate has been successfully promoted, supporting staff development and retention.



Human Resources

VACANCIES

Vacancy Rate
27%

Quarterly Breakdown

- As of June 30th, the Department is actively working to fill remaining vacancies. A hard hiring freeze effective February 13, 2026, has limited hiring, with required exemptions extending recruitment timelines and contributing to the 27% vacancy rate.
- Between April 1st and June 30th, the department successfully onboarded two new hires to assist with our Human Resources and Information Technology Divisions, one staff member was promoted, two staff members left county service, and two staff members accepted another county position resulting in a 2% increase in vacancy rate.



Human Resources

MVA VOLUNTEERS

MVA VOLUNTEER QUARTERLY BREAKDOWN		
Volunteers	VA Work Study	Transitional Subsidized Employment
5	1	1

Quarterly Breakdown

- Between April 1st and June 30th, the department onboarded five new volunteers while receiving ongoing support from several dedicated active volunteers. One volunteer was recognized by the Board of Supervisors and awarded Volunteer of the Year for MVA.
- In collaboration with the Los Angeles and Palmdale Workforce Development offices, the department continues to utilize the Transitional Subsidized Employment (TSE) program to recruit candidates. One new TSE was hired for the Palmdale office and has immediately contributed to the team.
- The department is working with the VA to onboard Work Study applicants. During this quarter, recruitment efforts have successfully resulted in the placement of one additional veteran student at Bob Hope Patriotic Hall.

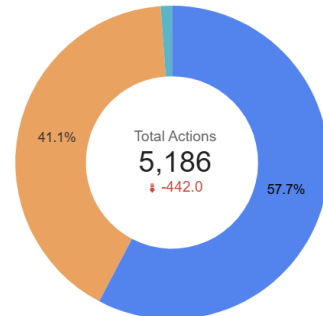
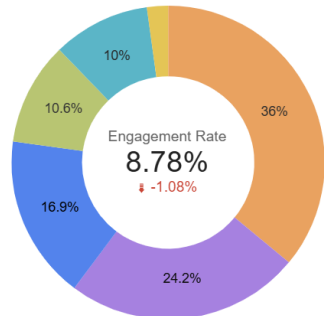
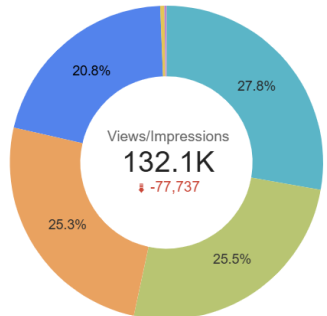


Communications

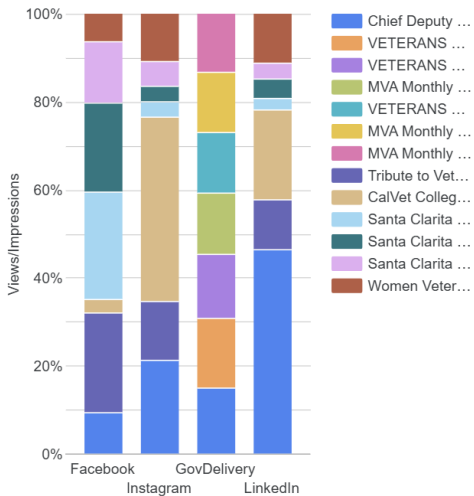
MVA COMMS QUARTERLY DASHBOARD

Scorecards: Reach, Engagement, Actions

Apr 1, 2026 - Jun 30, 2026



Touchpoints by Views, Channel, Content



Content Engagements by Channels

Social Media Engagement by Content

Post Title	Platform	Engagem...
1. Blue Butterfly Village...	LinkedIn	58.54%
2. Walk to Remember ...	LinkedIn	51.83%
3. Her Service, Her Str...	LinkedIn	51.79%

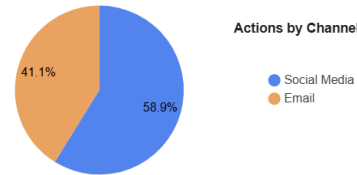
Email Engagement Rate by Subject

Post Title	Platform	Engage...
1. VETERANS ADVIS...	GovDelivery	27%
2. Chief Deputy Recrui...	GovDelivery	25%
3. VETERANS ADVIS...	GovDelivery	24%

Website Engagement Rate by Page

Page title	Date	A. 1	E... 2
1... VPAN Assistan...	Apr 2, 2026	1	100%
2... Los Angeles C...	Apr 13, 2026	0	0%

Actions by Channels



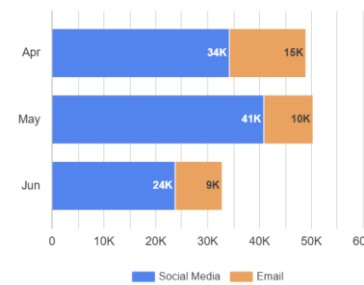
Newsletter Click Comparison

Month...	Views/Im...	Link...	Engag...
1... May 2026	4,647	240	23%
2... Jun 2026	4,490	261	23%
3... Apr 2026	4,569	714	23%

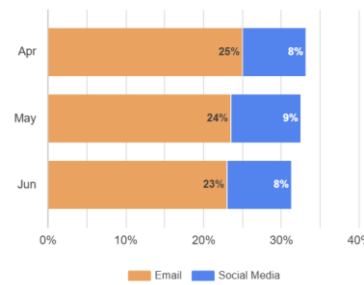
MVA Page Events/Conversions

Event name	Event count
form_submit	1

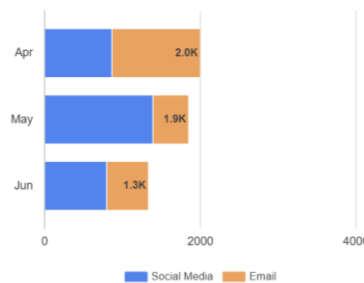
Touchpoints



Engagement Rates



Actions



Note: Overall metrics and analytics are underreported due to a temporary website Google Analytics tracking disruption that has been resolved.

PERFORMANCE SUMMARY:

- No significant changes

TOP CONTENT:

- Chief Deputy Recruitment across SM & Email
- CalVet College Fee Waiver Promos drove a lot of SM engagement & 50% link-click increase in April Newsletter

Full Dashboard: <https://lookerstudio.google.com/reporting/f8b50f2b-d4f0-4877-b323-c6cfadd95fb4>

The dashboard does not display real-time data; it reflects information entered manually at the end of each quarter.



THANK YOU.



 **Military
Veterans Affairs**
COUNTY OF LOS ANGELES

VPAN

