

Los Angeles County Dept. of Military & Veterans Affairs

October 2026 Commission Meeting Presentation



Claim Activity per Location

Office Location	# of Activities
Bob Hope Patriotic Hall	3,406
VPAN – El Monte Rally Point	33
Temple VA	373
West Covina	894
El Monte (DPSS)	337
East LA Vet Center	0
West Los Angeles VA/Culver City	742
VPAN – Sherman Oaks	333
Sepulveda VA	338

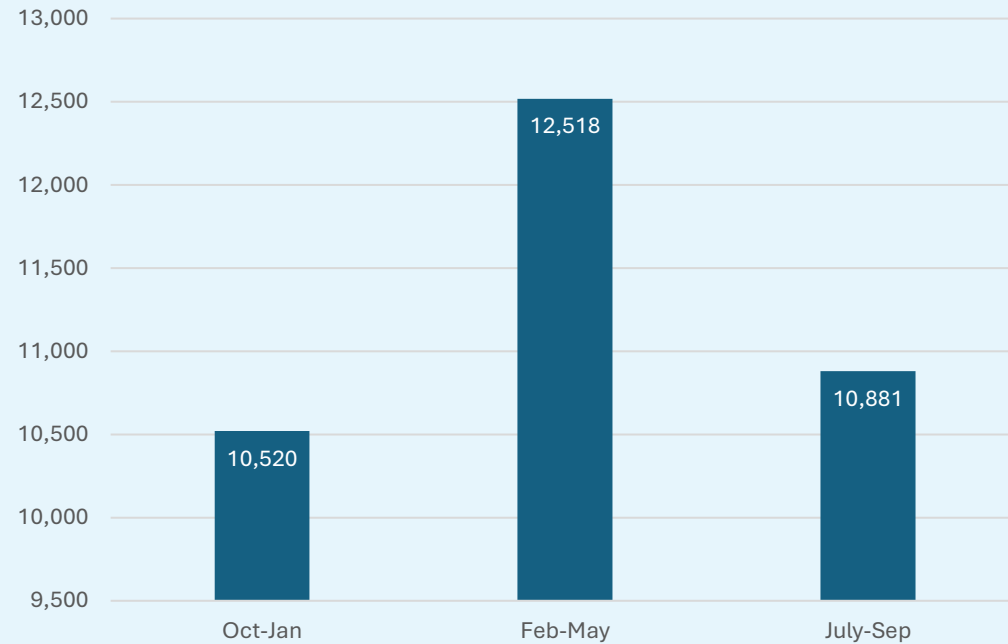
Office Location	# of Activities
Chatsworth Veteran Center	61
VPAN – South Gate Rally Point	262
Whittier/Pico Rivera/Norwalk	529
Long Beach VA	538
Artesia/Paramount/Bell Shelter	206
VPAN – Palmdale Rally Point	765
Antelope Valley Veteran Center	912
Santa Clarita	384
Monrovia/E. San Gabriel/La Verne	768



Benefit Types

Q3 Breakdown	
Compensation	2089
Pension	38
Education/VR&E	1564
Financial/Insurance	6
Healthcare	59
Cost Avoidance	325
DIC/Widow Benefits	121
Misc. Claim Activities (Non-Auditable)	6,679
TOTAL	10,881

Total Claims Filed by MVA



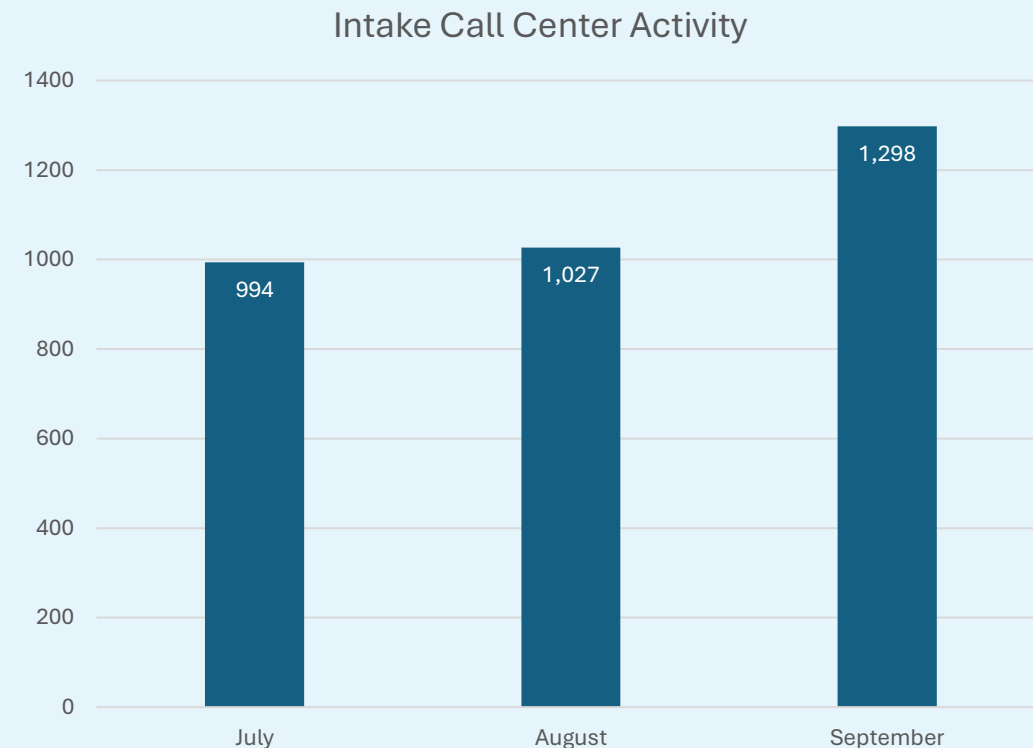
➤ Intake Center Report (Q3)

➤ Call Center Engagement

- Contacts handled: 2,472
- Agent answer rate: 58.29%
- Average agent interaction time: 3:20 min

➤ Call Center Efficiency

- Agent callback: 847
- Agent callback connection rate: 94.7%
- Average agent callback interaction time: 2:51 min
- Agent callback non-connect: 229



Justice-Involved Veterans (JIV)

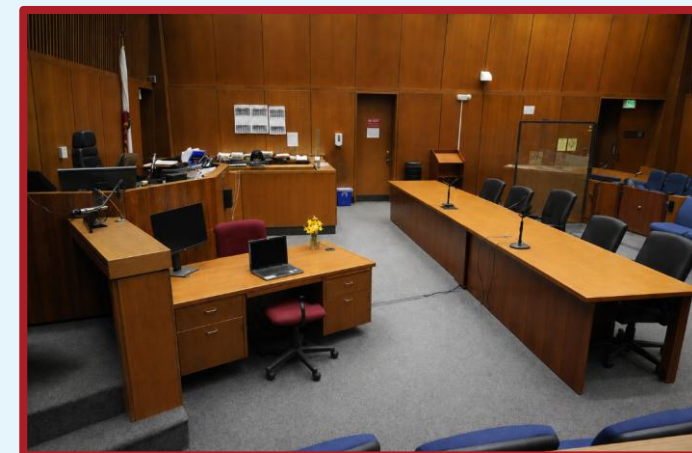
Program Updates (July – September 2026)

Justice Involved Veterans

- Veterans are 10%-60% more likely to commit suicide than non-vets
- 1 in 3 veterans experience justice system in their lifetime
- JIV are 2x more likely to attempt suicide than non justice involved
- MVA JIV Team of 4 Veteran Service Representatives
- MVA JIV in 5 Veteran Treatment Courts & 4 Custody Facilities

Quarterly Breakdown	Count
Treatment Court Contacts	168
Custody Contacts	187
Total Claim Activities	156
Treatment Referrals (LA CADA)	14
Community Referrals	25

MVA JIV Priorities: 1) VSO core competencies 2) Treatment referrals for non-VA health care eligible veterans 3) Community referrals 4) Outreach/engagement



Justice-Involved Veterans (JIV)

Program Updates (July – September 2026)

CCJCC Court Standardization Ad Hoc

- **Purpose:** Develop a consistent baseline for coordination and practice across Los Angeles County's Veterans Treatment Courts
- Continuing to work with justice partners to create & refine community MOU
- SB 910 requires treatment courts to follow recognized best-practice standards = leverage

CCJCC Early Identification d Hoc

- **Purpose:** Help justice-system partners identify veterans and connect them with veteran-specific support services
- Created business cards, flyers, intake form, and QR codes for early intercept points including cite & release, and initial arraignment
- Inclusive of prior servicemembers who may not identify as veterans and those they received negative discharges.

DID YOU SERVE IN THE UNITED STATES MILITARY?

We help veterans facing:

- Arrests • Incarceration • Court Proceedings • Reentry

Assistance available regardless of discharge status



Justice-Involved Veterans Services Include:

- VA Benefits • Discharge Upgrades • Court Navigation
- Reentry Planning • Treatment Access • Peer Support

CONNECT WITH SUPPORT

Phone: (877) 452-8387

Email: jivteam@mva.lacounty.gov

Website: lacmva.co/request-jiv

Address: 1816 S. Figueroa St. 90015



► Justice-Involved Veterans (JIV)

► Program Updates (July – September 2026)

Updates

- Federal VTC @ West LA VA
- Submitted Applications for 3 BJA Federal Grants
- Partnering w/ JCOD DOORS for co-locating in various LA County locations
- Launched JIV Internship Program
- Attended All-Rise National Conference
- Established Grand Rounds training w/ VA, DMH, LACADA, & MVA JIV
- Developing VTC Mentor Program
- Creating new intake/screening process for custody/courts
- Co-locating with VPAN at multiple rally points

Gaps

- Justice Involved Female Identified Veterans
- Family Court Service & Support
- Data Integration Across Systems/Intercepts
- Diversion/Deflection Opportunities



➤ Veteran Suicide Review Team (VSRT)

➤ What is the VSRT?

- The VSRT conducts mortality reviews surrounding the deaths of veterans who died in Los Angeles County to identify system-level gaps, trends, and opportunities.
- VSRT follows the Substance Abuse and Mental Health Services Administration (SAMHSA) suicide mortality review guidance associated with the Governor's & Mayor's Challenge criteria.

Co-Chair Departments:

Medical Examiner, DMH, DPH, VA, MVA, CIO, DA&D, and DHS

Critical Partners (15+):

including LAPD, Sheriff's Department, LAFD, Behavioral Health Services, and CalVet

• **Cases Reviewed: 23**

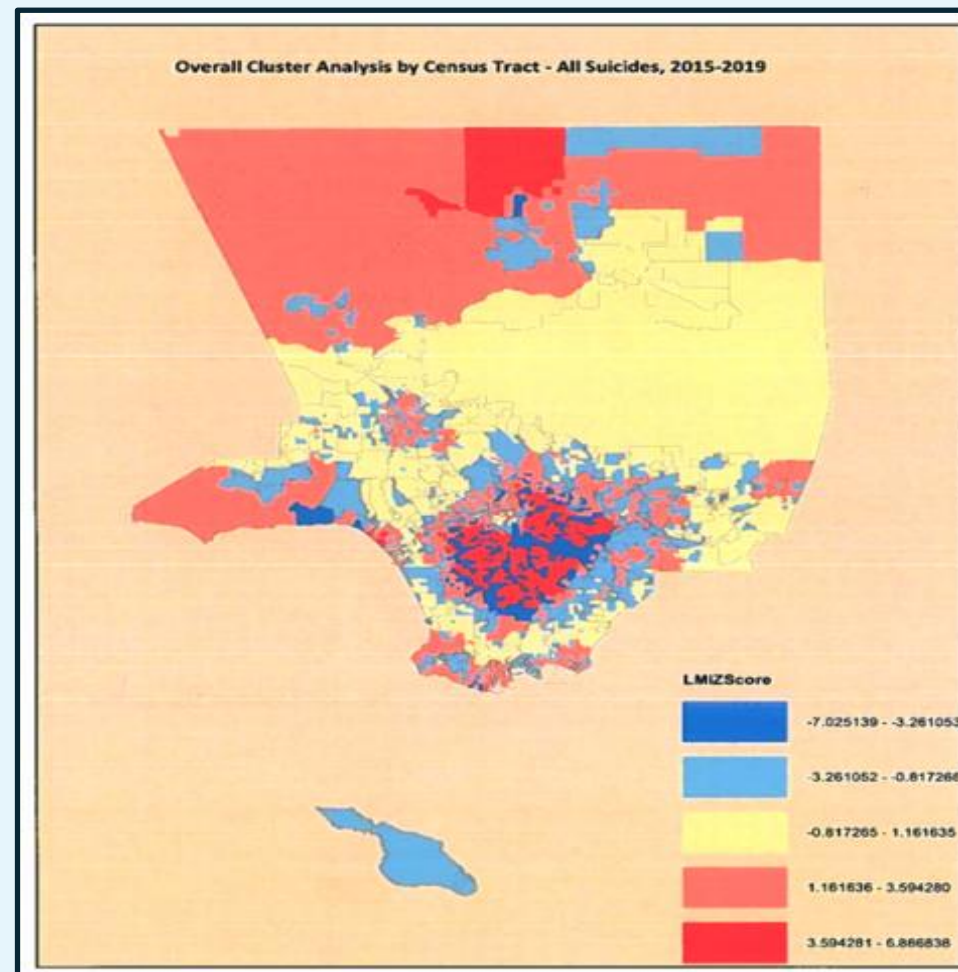
• **Board Recommendations: 3**



➤ VSRT Cont.

➤ Recommendations

- Recommendations Aim to Support:
 - Lethal means safety
 - Cross-Agency training on Veteran benefits
 - Enhanced case management support, post-discharge, from a healthcare setting

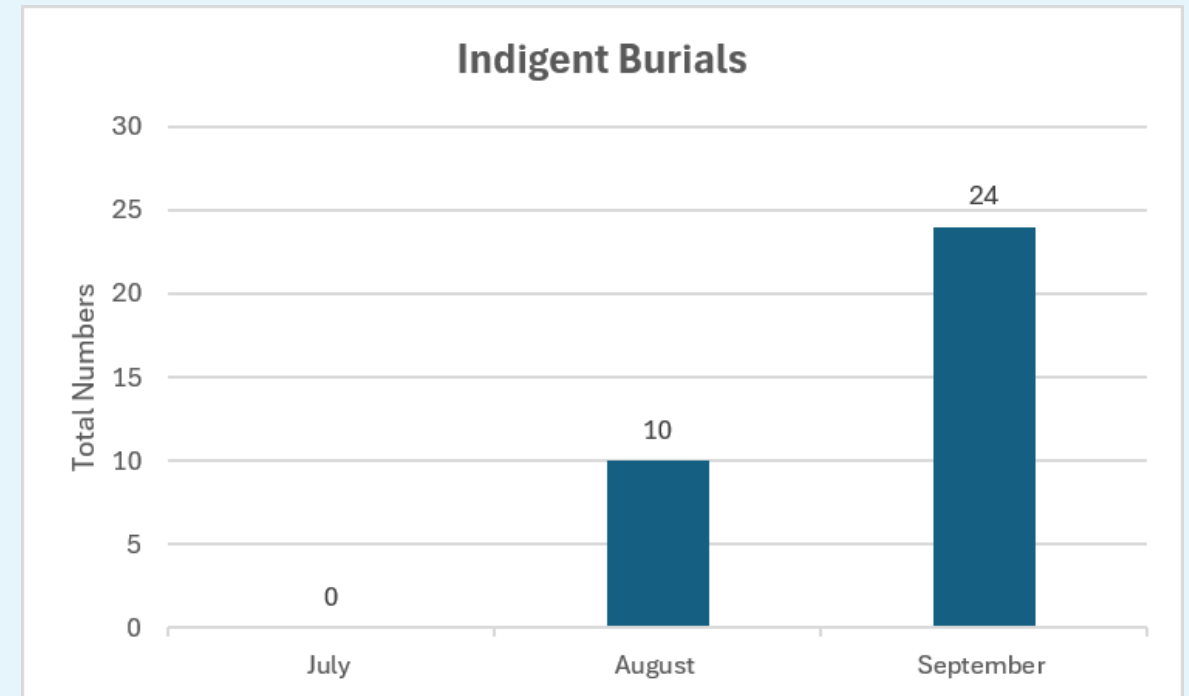


➤ Indigent Burial Program

➤ Quarterly Breakdown

- **Burial Program Activity: 34** referrals from Los Angeles County Department of Medical Examiner

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

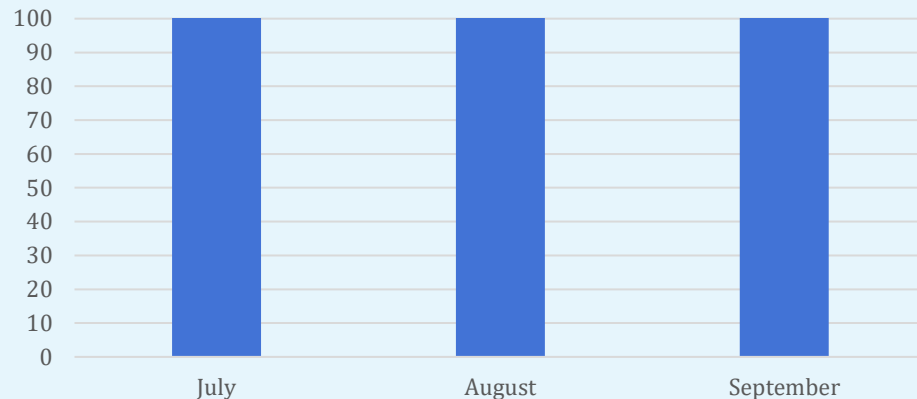


➤ 1807 Program

Q3 Breakdown

Military Verification and Referral Form (MC05)	325
Qualified Claims Processed (VA Form 21-526M)	2

1807 Program (MC-05)



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

Current Focus:

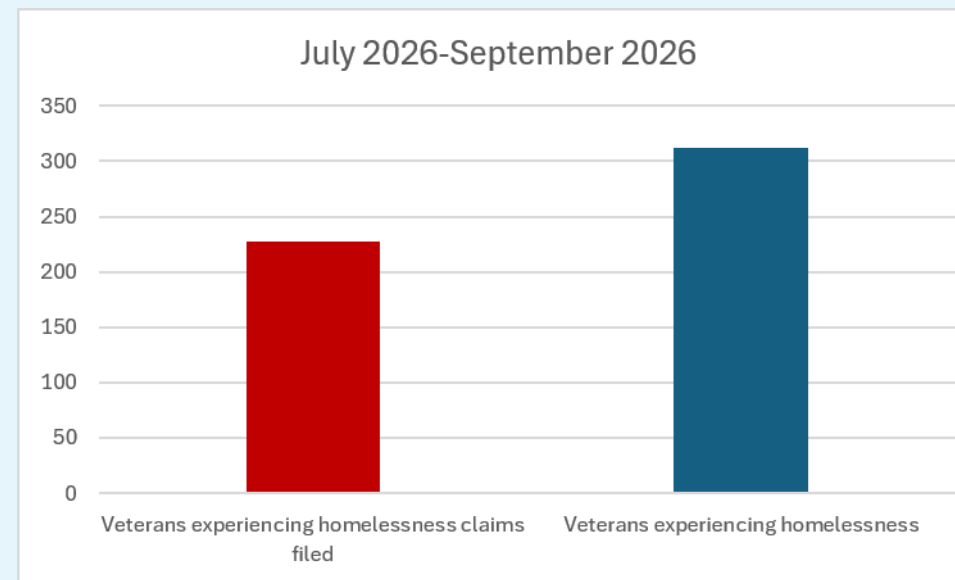
- Enhance the existing outreach letter to increase awareness of VA benefits and drive an increase in claims for Veteran Medi-Cal applicants/beneficiaries.



➤ Homeless Services Division

➤ Quarterly Breakdown

- Homeless Veterans Served*: 312
- Claims filed from July-September 2026: 227
- Outreach and Partner Collaboration: VAPD/VMET Training
- The Parkline Site Visit/ VHNP Quarterly Meeting
- BHPH HACLA Lease Up Event
- VA Hospital Housing Fair
- One Team System Map Meeting



➤ HSD-Veteran Housing Navigation Program

➤ Quarterly Breakdown

- VHNP program enrollment: 190
- Vouchers Secured: 52
- Veterans Housed: 87
- Justice-Involved Veterans: 42



Homeless Services Division

Quarterly Breakdown	
Compensation	49
Pension	0
Burial	1
Intent to File	6
Dependency Claim	2
Cost Avoidance	8
Misc. Claim Activities (Non-Auditable)	121
Appeal	40
TOTAL	227

Quarterly Breakdown

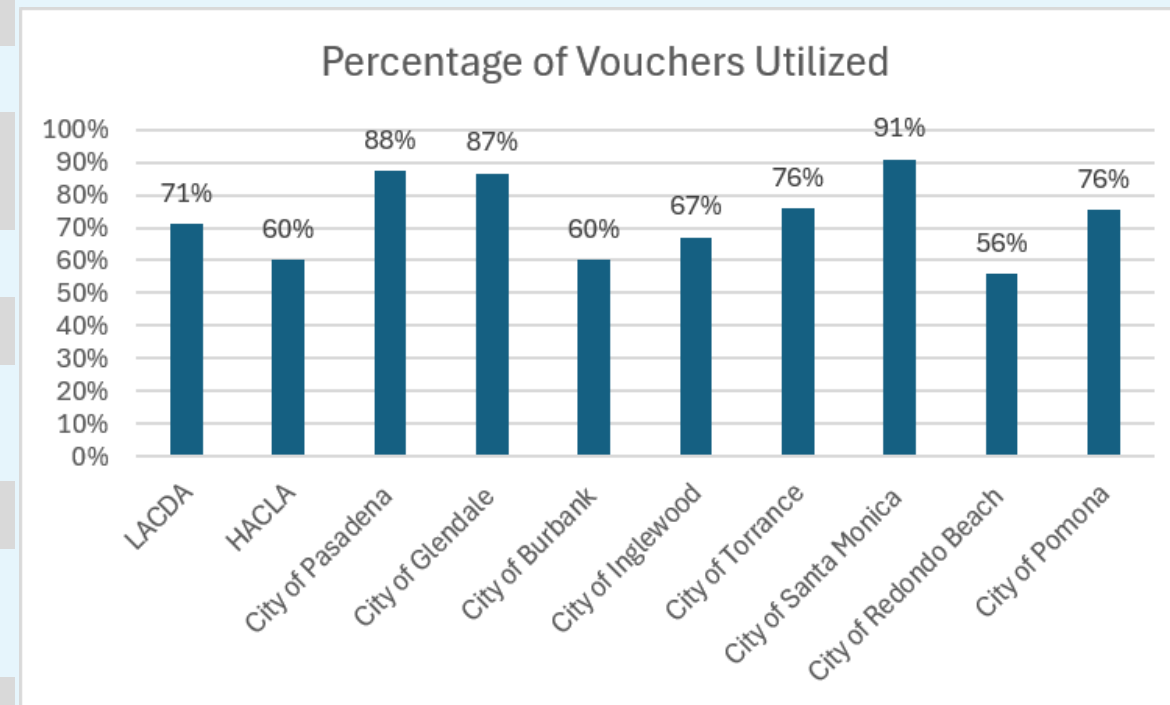
- **Homeless Veterans Served*: 227**
- **Claims filed July-September: 312**
 - *Note: Some veterans may have more than 1 claim they wanted to file*

*Value reflects self-identified veterans experiencing homelessness



Homeless Services Division

Location	Vouchers Utilized Count	Total Units	Utilization %
LACDA	2497	3514	71%
HACLA	3072	5115	60%
City of Pasadena	27	32	88%
City of Glendale	13	15	87%
City of Burbank	9	15	60%
City of Inglewood	67	85	67%
City of Torrance	19	25	76%
City of Santa Monica	95	105	91%
City of Redondo Beach	28	50	56%
City of Pomona	68	90	76%



Homeless Services Division

Location	TBV Utilized Count	Total TBV Units	PBV Utilized Count	Total PBV Units
LACDA	1658	2513	839	1001
HACLA	2080	3829	962	1286
City of Pasadena	15	16	13	16
City of Glendale	13	15	0	0
City of Burbank	9	15	0	0
City of Inglewood	61	85	6	0
City of Torrance	19	25	0	0
City of Santa Monica	95	105	0	0
City of Redondo Beach	28	50	0	0
City of Pomona	24	44	44	46



Aging Veterans Referral Program

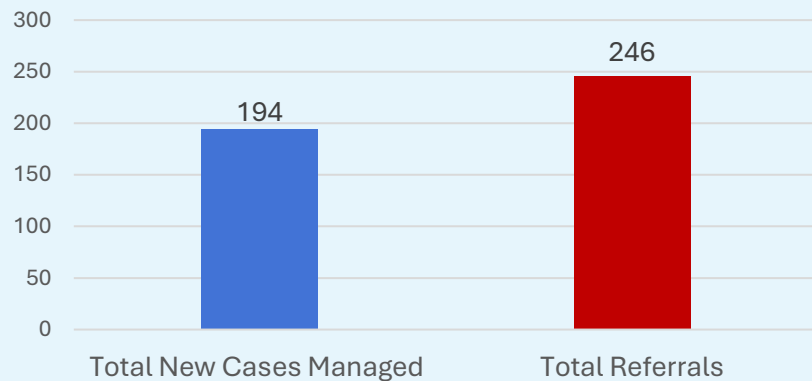
Quarterly Breakdown

- 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.

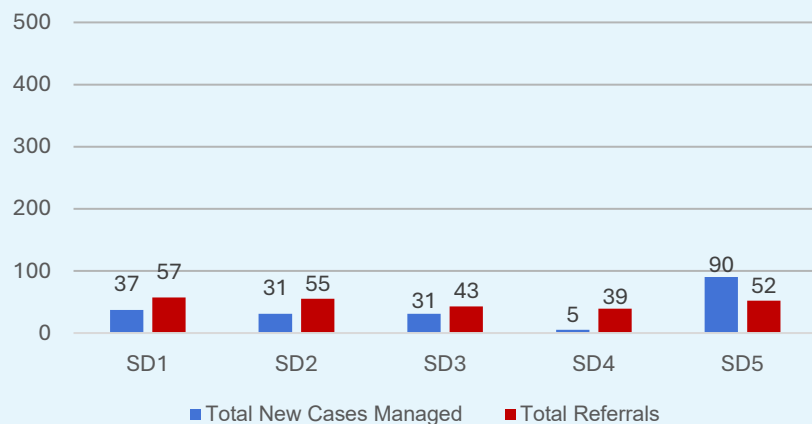


Veteran Peer Access Network (VPAN)

VPAN Q3 Cases Managed



Supervisory District Report



Service Type	
Service Type	Cases Managed
Individual & Family Support	82
Benefits Navigation	1
Income Support	28
Housing & Shelter	83
Employment	10
Legal	1
Mental/Behavioral Health	3
Transportation	19
Food Assistance	4
Education	1
Utilities	13
Clothing & Household Goods	0
Money Management	0
Physical Health	1
Social Enrichment	0
Sports and Recreation	0
Wellness	0
Entrepreneurship	0
Substance Use	0
Spiritual Enrichment	0
Total	246



➤ 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

- Supplemental Changes Budget Approved:
 - PIF Customer Experience
 - Carryover – VoH, Opioid, AB-109, Measure A, and miscellaneous financial targets
 - Administrative Services Manager III

MVA Budget Overview			
Classification	Rec. FY 2026-27	Supp. FY 2026-27	Variance
S&EB	\$10,568,000.00	\$11,188,000.00	\$620,000.00
S&S	\$2,358,000.00	\$4,887,000.00	\$2,529,000.00
Other Charges	\$223,000.00	\$223,000.00	\$ -
Intrafund Transfers	\$(2,462,000.00)	\$(2,462,000.00)	\$ -
Subvention	\$1,066,000.00	\$1,066,000.00	\$ -
Mis. Revenue	\$551,000.00	\$551,000.00	\$ -
Other Financing	\$1,960,000.00	\$3,420,000.00	\$1,460,000.00
Positions	66.0	67.0	1.0

Human Resources

NEW HIRES BY CLASSIFICATION

3 rd Qtr (Jul - Sep)	
MA	1
SA I	1
ITTSA II	1
VSR II	1

Quarterly Breakdown

- Since the start of the quarter, we have successfully hired four staff members to support our Administrative Services, Veterans Services and Information Technology Divisions.
- We have utilized emergency hiring authority to expedite the hiring process and secure high-quality candidates swiftly.



Human Resources

VACANCIES

Vacancy Rate
12%

Quarterly Breakdown

- As of September 30th, the Department continues to actively work to fill remaining vacancies. A hard hiring freeze effective February 13, 2026, has limited hiring activity, with required exemptions extending recruitment timelines and contributing to the 12% vacancy rate.
- Between July 1st and September 30th, the department received one budgeted position and successfully onboarded three new staff members supporting the Finance, Administrative Services and Information Technology Divisions. Additionally, one staff member joined the Homeless Services Division, while one staff member accepted another county position resulting in a 15% decrease in vacancy rate.



Human Resources

MVA VOLUNTEERS

3rd Qtr (Jul - Sep)		
Volunteers	VA Work Study	Transitional Subsidized Employment
4	2	2

Quarterly Breakdown

- Between July 1st and September 30th, the department onboarded four new volunteers while receiving ongoing support from several dedicated active volunteers.
- 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 Bob Hope Patriotic Hall, to support building operations and assist with greeting and directing patrons of the building.
- The department is working with the VA to onboard Work Study applicants. During this quarter, recruitment efforts have successfully resulted in the placement of two additional veteran students at Bob Hope Patriotic Hall.

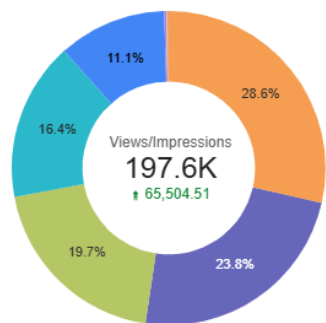


Communications

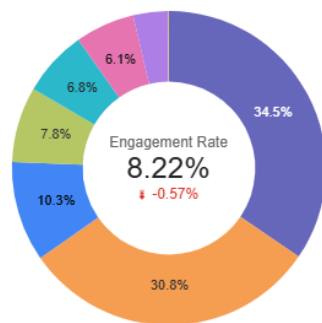
MVA COMMS QUARTERLY DASHBOARD

Scorecards: Reach, Engagement, Actions

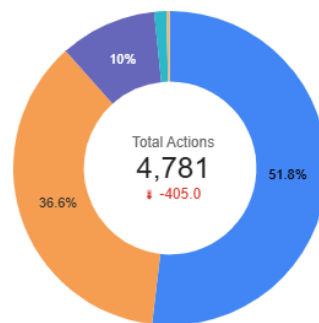
Jul 1, 2026 - Sep 30, 2026



GovDel... Web Instagram Facebook LinkedIn

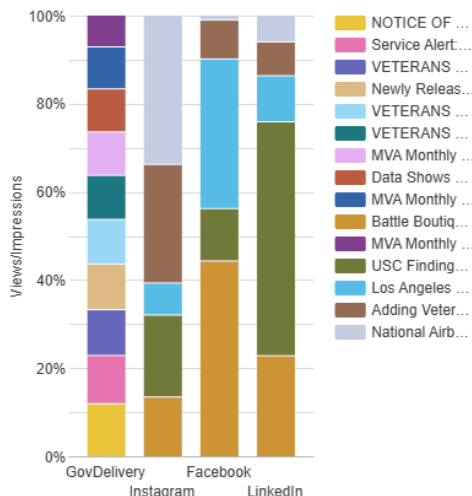


Web GovDel... LinkedIn Instagram Facebook



LinkedIn GovDel... Web Facebook Nextdoor

Touchpoints by Views, Channel, Content



Content Engagements by Channels

Social Media Engagement by Content

Post Title	Platform	Engageme...
1. SCAM ALERT: VA At...	LinkedIn	62.46%
2. Annual Veterans For...	LinkedIn	57.35%
3. Staff Training Photos...	LinkedIn	51.01%

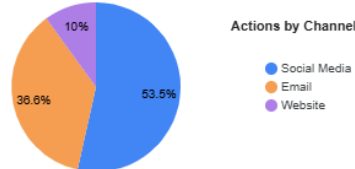
Email Engagement Rate by Subject

Post Title	Platform	Engage...
1. ADVISORY: Today ...	GovDelivery	44%
2. ADVISORY: USC to ...	GovDelivery	41%
3. NOTICE OF CANC...	GovDelivery	29%

Website Engagement Rate by Page

Page title	Date	A...	E...
1.. Military a...	Sep 1, 2026	367	40.28%
2.. Military a...	Aug 31, 2026	270	34.24%
3.. Military a...	Aug 17, 2026	208	47.29%

Actions by Channels



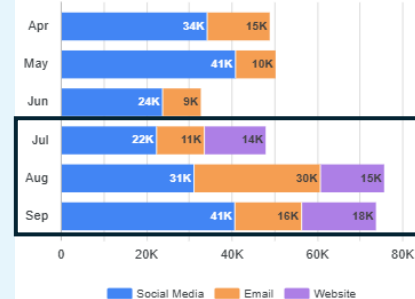
Newsletter Click Comparison

Month...	Views/Im...	Link...	Engag...
1.. Sep 2026	4,085	268	18%
2.. Jul 2026	5,566	226	25%
3.. Aug 2026	5,378	248	24%

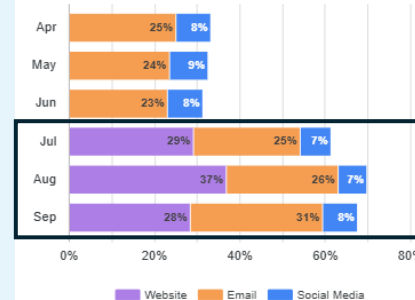
MVA Page Events/Conversions

Event name	Event count
file_download	282

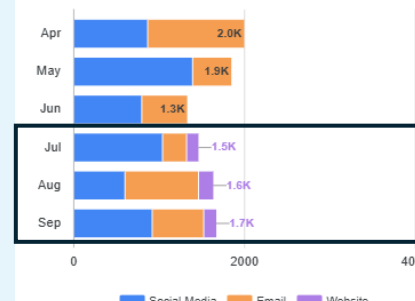
Touchpoints



Engagement Rates



Actions



PERFORMANCE SUMMARY:

- Increased publishing frequency expanded reach by 65.5K impressions
- Engagement rate fell 0.57% and actions dropped by 405, signaling a need to further refine content strategy

TOP CONTENT:

- USC Findings and AB 2219 Special Presentation
- Battle Boutique Event Promos
- Adding "Veteran" to License or ID (CalVet Collaboration)

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.

