



# Los Angeles County Dept. of Military & Veterans Affairs





# Claim Activity per Location

Office Location	Number of Claims
Bob Hope Patriotic Hall	360
Temple VA/LASD	159
West Covina	188
West Los Angeles VA/Culver City	187
Gardena Vet Center/Hawthorne:	102
El Monte (DPSS)	276

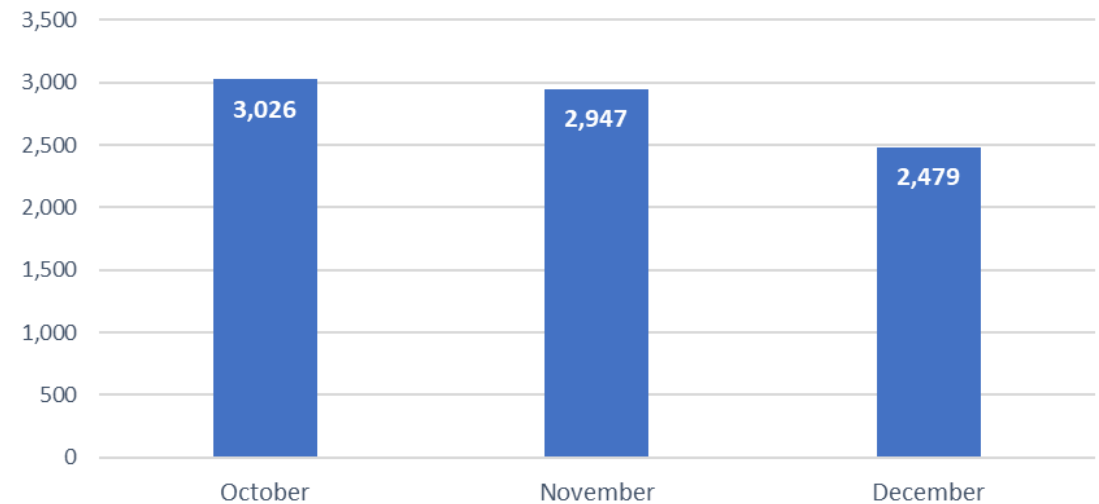
Office Location	Number of Claims
Whittier/Pico Rivera/Norwalk	71
Monrovia/E. San Gabriel/ LA Verne	121
Antelope Valley	318
Long Beach VA/Cerritos	121
Sepulveda VA	305
Santa Clarita/Sherman Oaks	117



# Types of Claims

December Breakdown	
Compensation	508
Pension	0
Education/VR&E	88
Financial/Insurance	2
Healthcare	13
Cost Avoidance	151
DIC/Widow Benefits	37
Misc. Claim Activities (Non-Auditable)	1,365
<b>TOTAL</b>	<b>2,479</b>

Total Claims Filed by MVA







# Monthly Intake Report (AWS)

## Call Center Engagement

- Contacts handled: 811
- Agent answer rate: 84.58%
- Average agent interaction time: 4:31 min

## Call Center Efficiency

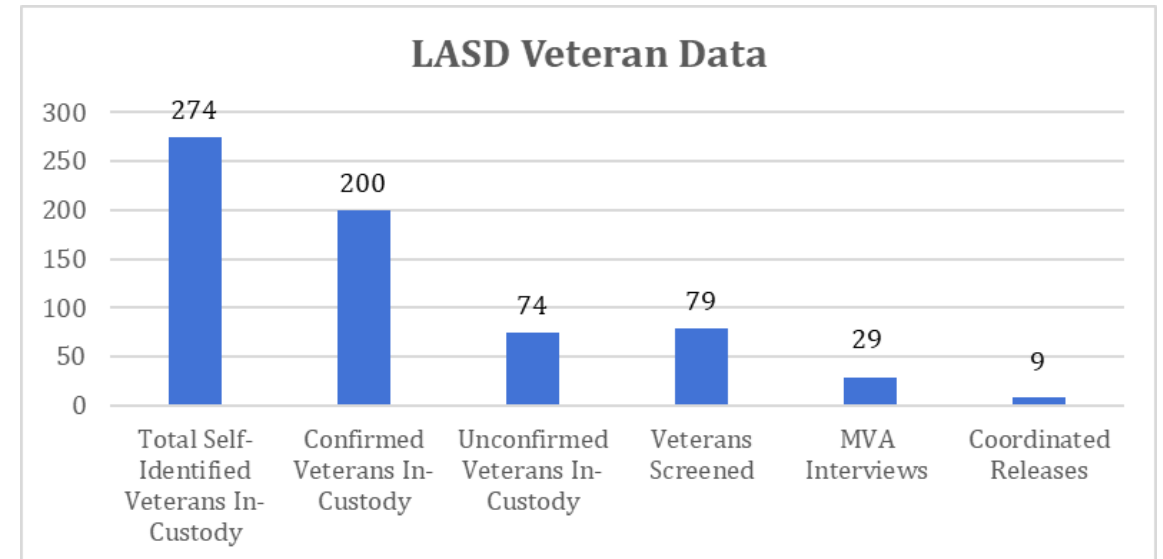
- Agent callback (missed calls): 111
- Agent callback connection rate: 84.65%
- Average agent callback interaction time: 4:32 min
- Agent callback non-connect: 31



# Justice-Involved Program

## December Highlights

- **Lancaster State Prisons:**
  - Processed 2 claims.
  - 39 veterans scheduled for visits in January
- **County Jail Facilities:**
  - Served 55 veterans
- **Federal Facilities:**
  - Submitted Documentation establishing MVA as an accredited VSO provider and develop access policy
- **Funding:**
  - Submitted a funding request to PSRT for Evaluator





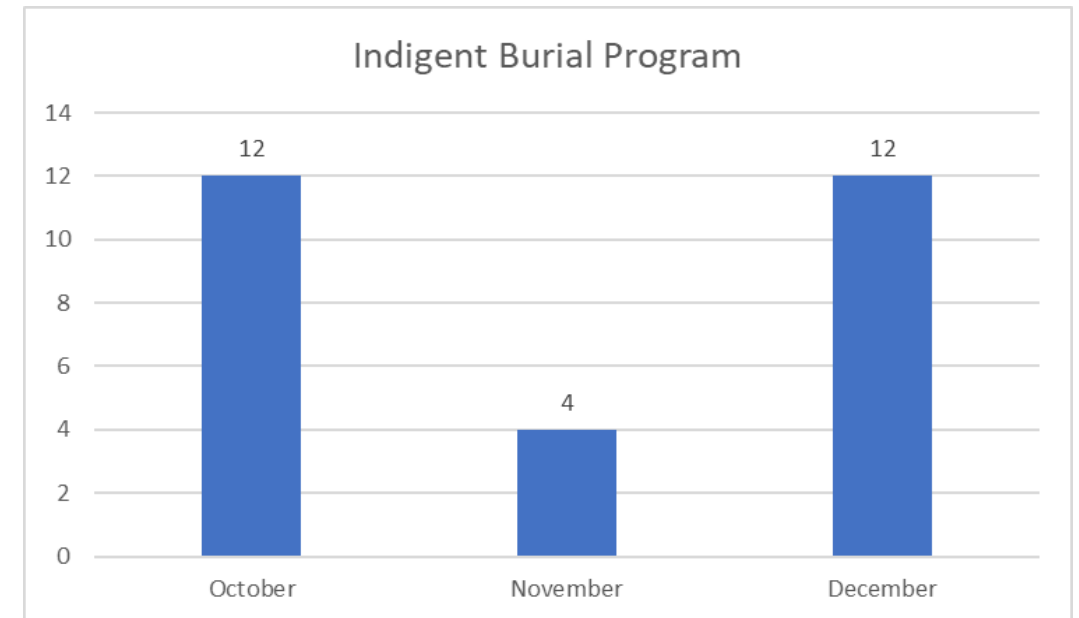


# Indigent Burial Program

## December Breakdown

- Burial Program Activity: 12 referrals from Los Angeles County Department of Medical Examiner

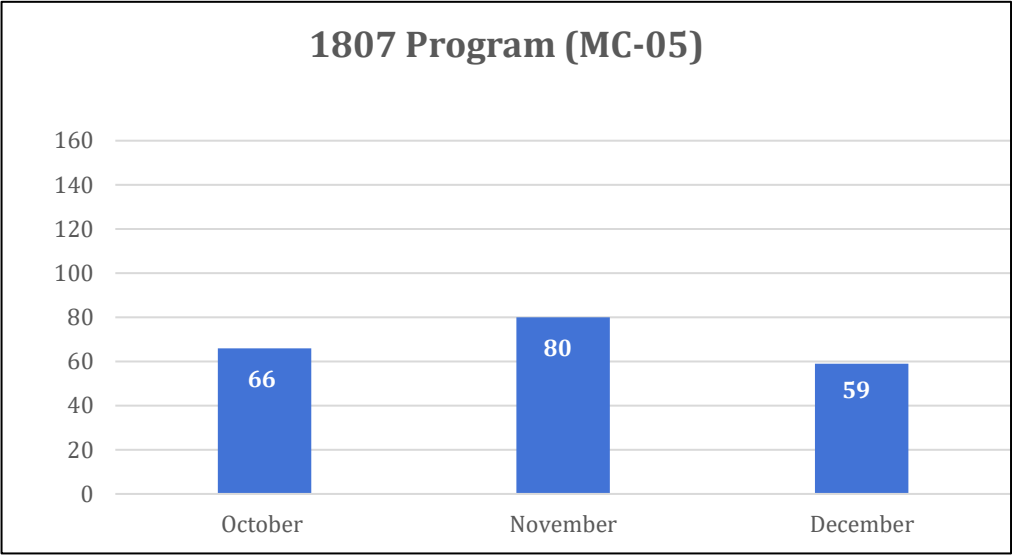
\*Monetary awards posted 35-45 days after formal claim submittal





# 1807 Program

November Breakdown	
<b>Military Verification and Referral Form (MC05)</b>	59
<b>Outreach Events</b> <ul style="list-style-type: none"><li>• Los Angeles Veteran Orientation (LAVO)</li><li>• City of Monrovia Holiday Parade</li><li>• LACC 4<sup>th</sup> Annual Tamale Festival – American Legion Post 241</li><li>• Feed the Village and Veterans</li><li>• Vietnam Veterans of America Chapter 446 – Monthly Meeting</li><li>• Vetz Project 2nd Annual Toy Drive</li></ul>	6
<b>Qualified Claims Processed (VA Form 21-526M)</b>	0

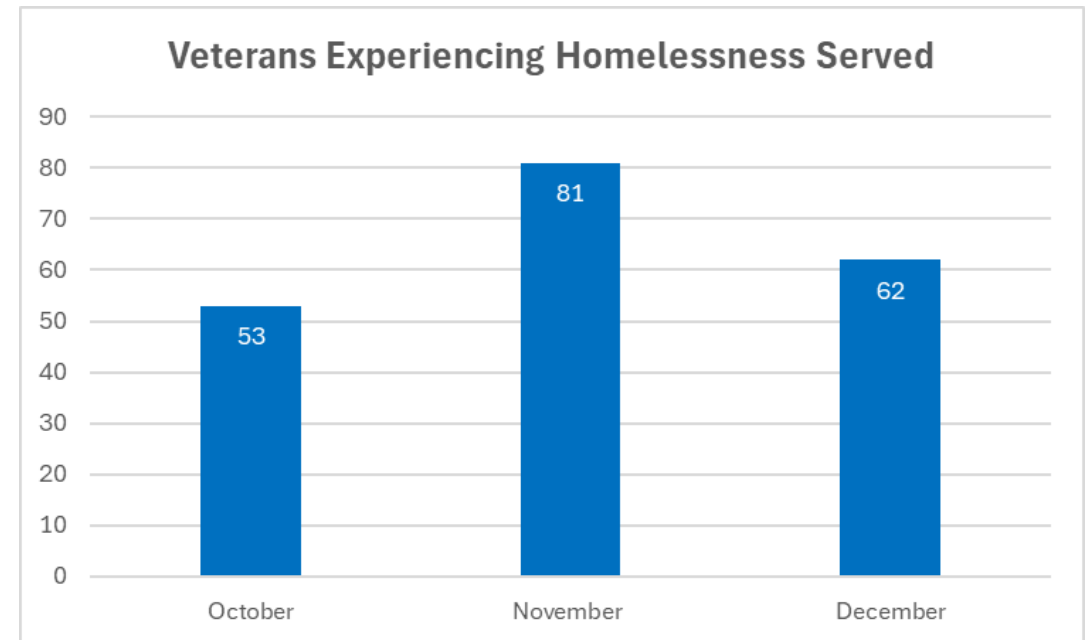






# Homeless Services Division

- Homeless Veterans Served\*: 62
- Claims filed in December 2024: 85
- Outreach and Partner Collaboration:
  - VA One Team
  - BNL Weekly Meetings
  - Village and Veterans – 4th Annual Tamale Festival
  - Homeless Connect at Hope the Mission Lancaster







# Homeless Services Division

November Breakdown	
Compensation	33
Pension	0
Healthcare	1
Intent to File	3
Dependency Claim	0
Cost Avoidance	3
Misc. Claim Activities (Non-Auditable)	28
Appeal	17
<b>TOTAL</b>	<b>85</b>

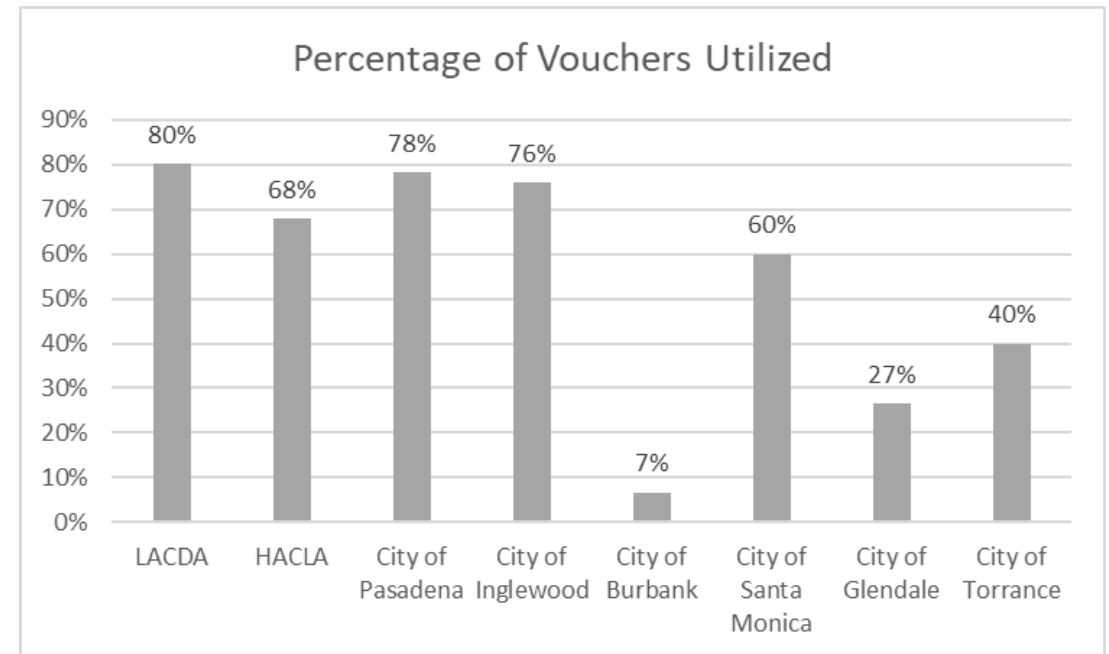
- Homeless Veterans Served\*: 62
- Claims filed in December 2024: 85
  - *Note: some Veterans may have more than 1 claim they wanted to file*

\*Value reflects self-identified veterans experiencing homelessness



# Homeless Services Division

Location	Leased Out Count	Total Units
LACDA	2,284	2,847
HACLA	2,881	4,242
City of Pasadena	25	32
City of Glendale	4	15
City of Burbank	1	15
City of Inglewood	38	50
City of Torrance	10	25
City of Santa Monica	21	35



\*Updates are based on the HUD's online dashboard or information received from PHAs





# Aging Veterans Referral Program

- 0 referrals processed from A&D connecting aging veterans and their caregivers to veteran and community resources.
- MVA provided veteran Quarterly cultural competency and referral refresher training to A&D on 11/14 in a focused effort to drive underserved veteran seniors to MVA.



# Building Operations - Visitor Data

Annual Totals			
Office Visited	FY 24-25	FY 23-24	DLY
MVA	3734	4331	(597)
US Vets	241	84	157
AJCC	565	627	-62
DMH	184	82	102
Support Tenants	105	0	105
Events	2875	3335	-460
<b>FY TOTAL</b>	<b>7,704</b>	<b>8,459</b>	<b>(775)</b>

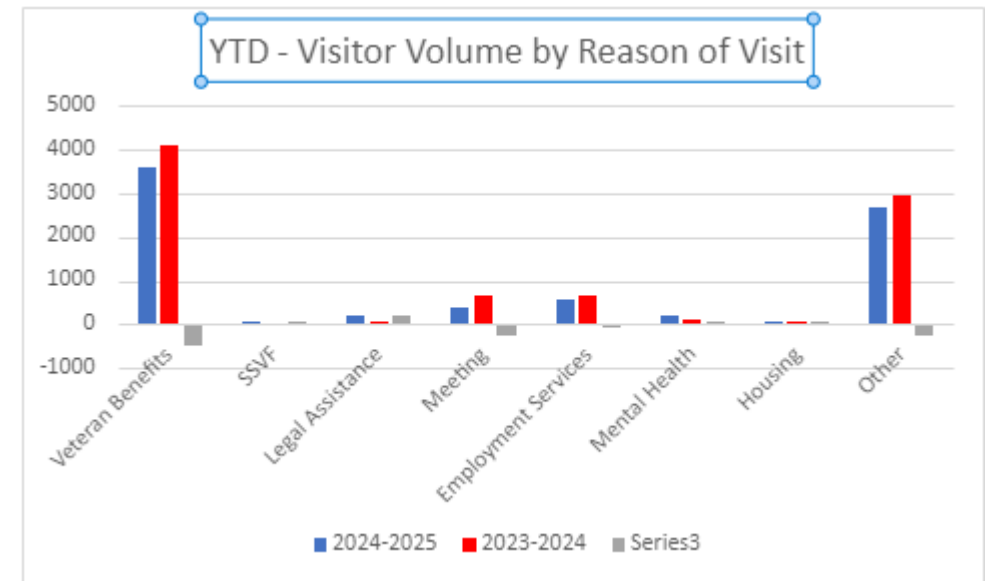
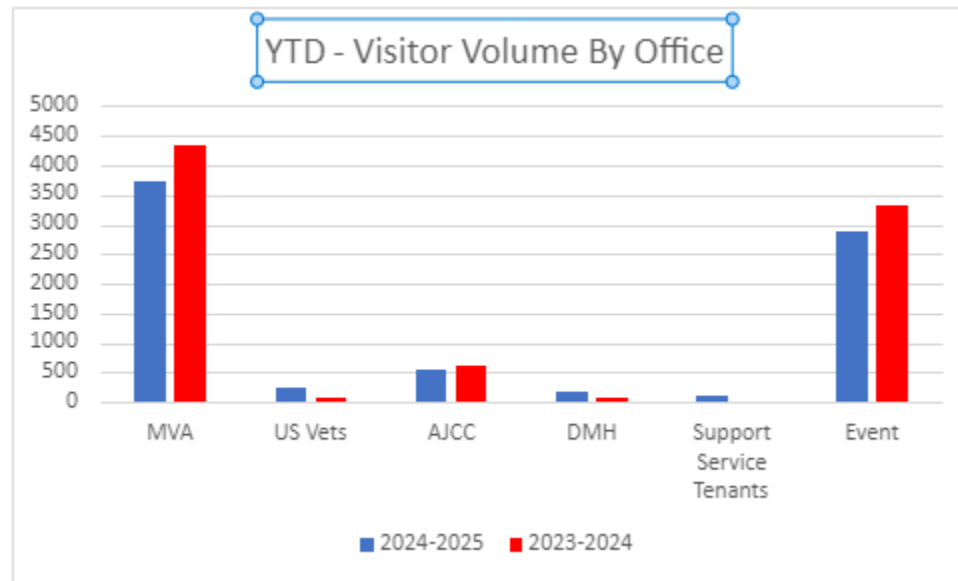
Annual Totals			
Visit Reason	FY 24-25	FY 23-24	DLY
Veteran Benefits	3633	4103	(517)
Legal Assistance	199	20	149
Meeting	378	638	-330
Job Assistance	576	653	2
Mental Health	183	99	76
Housing	38	10	8
Other	2697	2936	-56
<b>FY Totals:</b>	<b>7,704</b>	<b>8,459</b>	<b>(775)</b>

## Visitor Volume Review through December 2024

- Through the first half of fiscal 24-25, volume down 775.
- Largest variances in MVA/Veteran Benefits and events.
- December volume only down 87 from last year.
- 8 Events/Meetings in December for an average 46 persons per occurrence.



# Building Operations – Visitor Data





# Bob Hope Patriotic Hall– Visitor Survey

Q6 - How long was your wait time?







# Bob Hope Patriotic Hall– Visitor Survey

Number of Visits by Supervisory District

Supervisor District ↑	Count
1st	133
2nd	105
3rd	38
4th	43
5th	36



# Fiscal

## **FY2025-26 Budget**

- FY2025-26 Budget Request Submitted to include:
  - Request for additional Vet Services and Admin positions
  - Request for JIV Division
  - Request for Suicide Prevention
  - Request for additional Homeless Services support including one-time funding





# Human Resources

NEW HIRES BY CLASSIFICATION						
	Jul	Aug	Sep	Oct	Nov	Dec
Sup. VC	1		1			
VCA III					1	
VCA II				4		
VIP	1					
MA		1		1		
ITC			1			
GNRL MNT WRK		1				
SA I				3		
TOTAL	2	2	2	8	1	0

- Since the beginning of the Fiscal Year, we have hired 9 staff to support our Vet Services Division, 3 staff to support our Administration Division, and 3 staff to support our Building Operations 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
Sup. VC				1		
VCA III						
VCA II						
ASM I			1			
MA		1				
TOTAL	0	1	1	1	0	0

- Since the start of the fiscal year, we promoted three internal candidates.
- We continue to focus on creating upward mobility within the Department and retain talent.





# Human Resources

Vacancy Rate	
July	32%
August	29%
September	28%
October	18%
November	16%
December	21%

- Between May 1<sup>st</sup> and June 30<sup>th</sup>, 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.
- Between July 1<sup>st</sup> and September 30<sup>th</sup>, we received seven items for the Veteran Services Division, onboarded four staff to assist with building and administrative operations and one staff resigned. This dropped our vacancy rate by 4%.
- As of October 31<sup>st</sup>, we received two additional positions to assist with Admin and IT as well as onboarding eight staff which dropped our vacancy rate to 18%.
- As of November 30<sup>th</sup>, we onboarded one staff to assist with vet services which dropped our vacancy rate to 16%.
- As of December 31<sup>st</sup>, two staff resigned and one staff accepted another county position which raised our vacancy rate to 21%



# Human Resources

MVA VOLUNTEER MONTHLY BREAKDOWN						
	Jul	Aug	Sep	Oct	Nov	Dec
Volunteers	2	1	1	2	1	3
VA Work Study	1	1	2	2	0	0
Transitional Subsidized Employment	0	2	0	1	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 (TSE) candidates as well as working with the VA to onboard Work Study applicants.
- In November and December, the VA Work-Study recruitment slowed due to college winter break. Work-study's will return when their spring semester begins.





# Communications

## Insights from the Past 30 Days as of January 1, 2025

