



Los Angeles County Dept. of Military & Veterans Affairs



Claims Activity per Location

| | |
|--|-----|
| Bob Hope Patriotic Hall | 778 |
| Temple VA/LASD | 287 |
| West Covina | 258 |
| East LA Vet Center | 7 |
| West Los Angeles VA/Culver City | 316 |
| Gardena Vet Center | 39 |

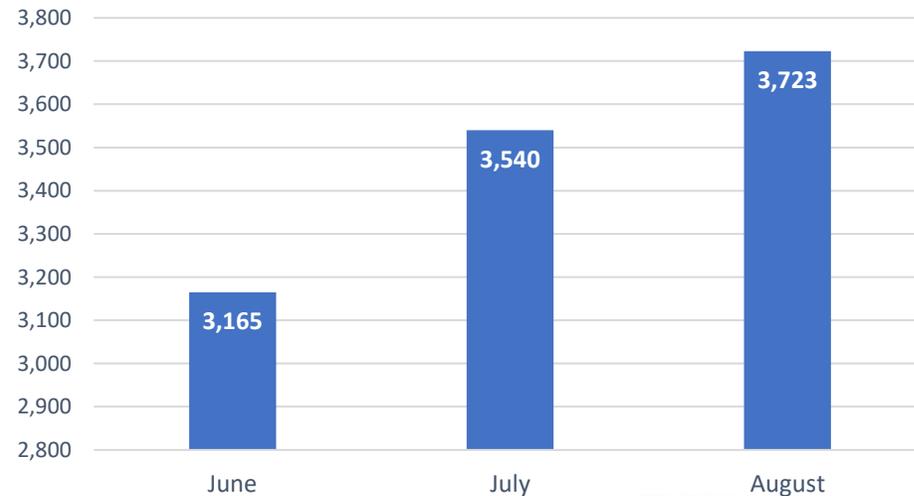
| | |
|--|-----|
| El Monte (DPSS) | 317 |
| Whittier Public Library/Pico Rivera/Norwalk | 45 |
| Monrovia Library/East San Gabriel/La Verne | 120 |
| Antelope Valley | 654 |
| Long Beach VA/Cerritos | 350 |
| Sepulveda VA/Santa Clarita | 491 |



Types of Claims

| July Breakdown | |
|--|--------------|
| Compensation | 1,417 |
| Pension | 15 |
| Education/VR&E | 580 |
| Financial/Insurance | 4 |
| Healthcare | 31 |
| Cost Avoidance | 156 |
| DIC/Widow Benefits | 84 |
| Misc. Claim Activities (Non-Auditable) | 1,436 |
| TOTAL | 3,723 |

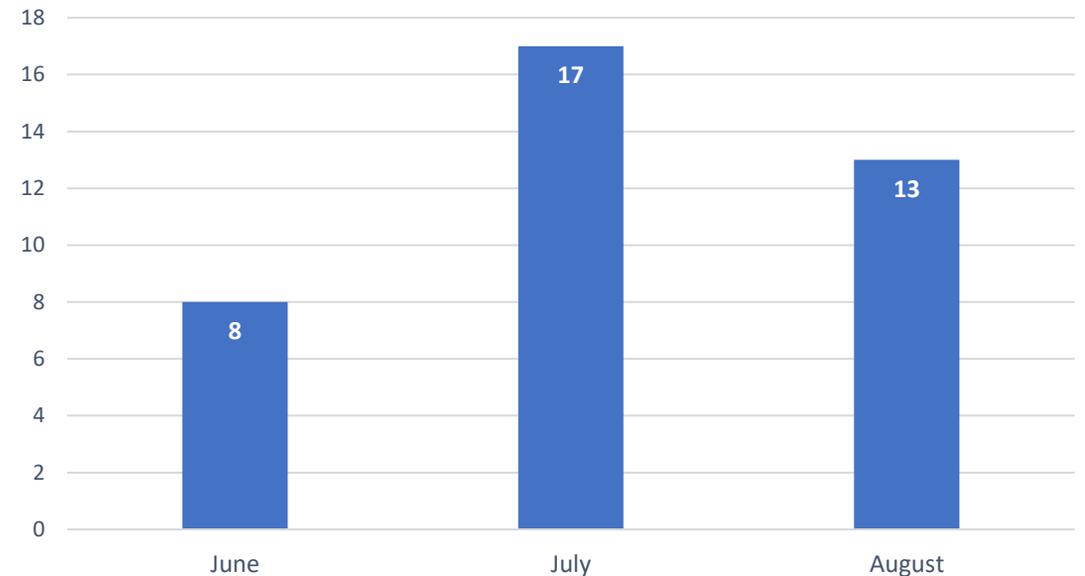
Total Claims Filed by MVA





Justice Involved Program

| August Breakdown | |
|--|-----|
| Veterans Served | 102 |
| Claims Filed | 13 |
| Board of Veterans' Appeals (Pending Adjudication) | 1 |



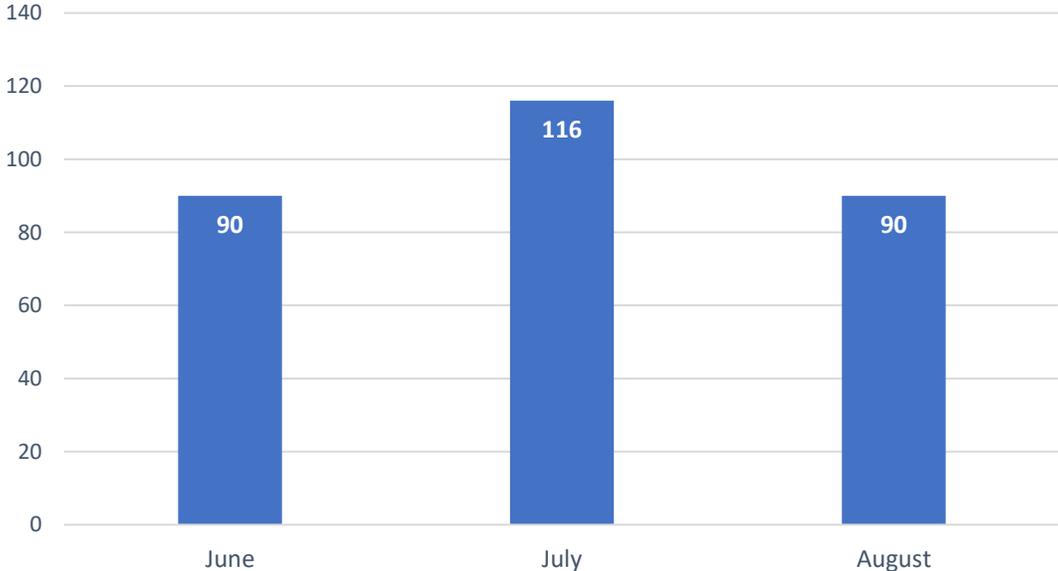
- **Challenges:** Veteran inmate's reluctance to self-identify as a veteran; Early releases imposed by court system
- **Solution:** Law enforcement agencies standardizing the identification of veterans during formal booking process



1807 Program (MC-05)

| July Breakdown | |
|---|----|
| Military Verification and Referral Form (MC05) | 90 |
| Outreach Events <ul style="list-style-type: none">National Hire A Vet Day-El MonteVFW 3000 Post Service NightCoffee For Vets (Santa Clarita) | 4 |
| 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



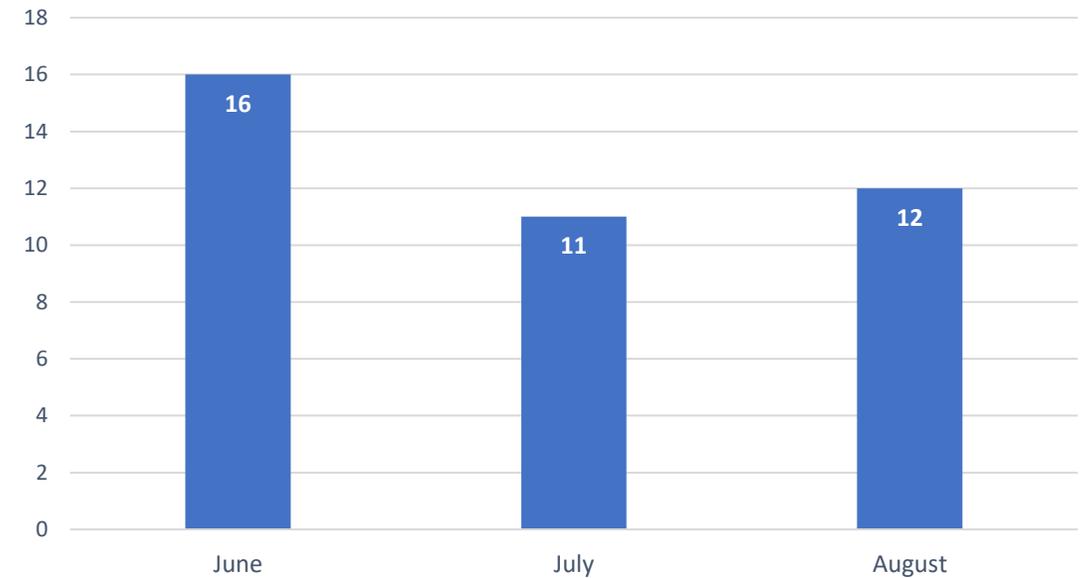


Indigent Burial Program

July Breakdown

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

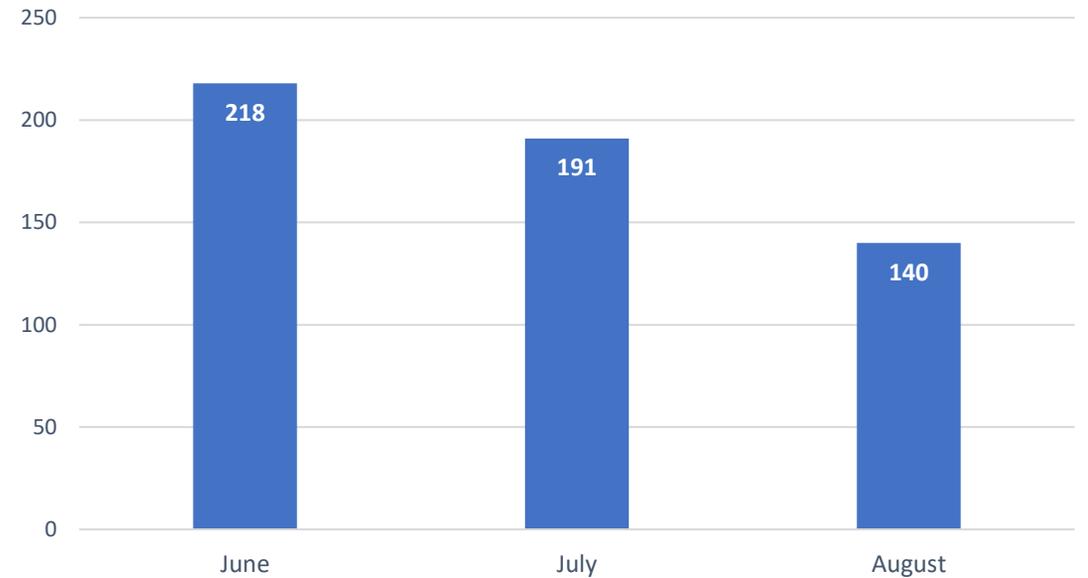
*Monetary awards posted 35-45 days after formal claim submittal





VPAN Program

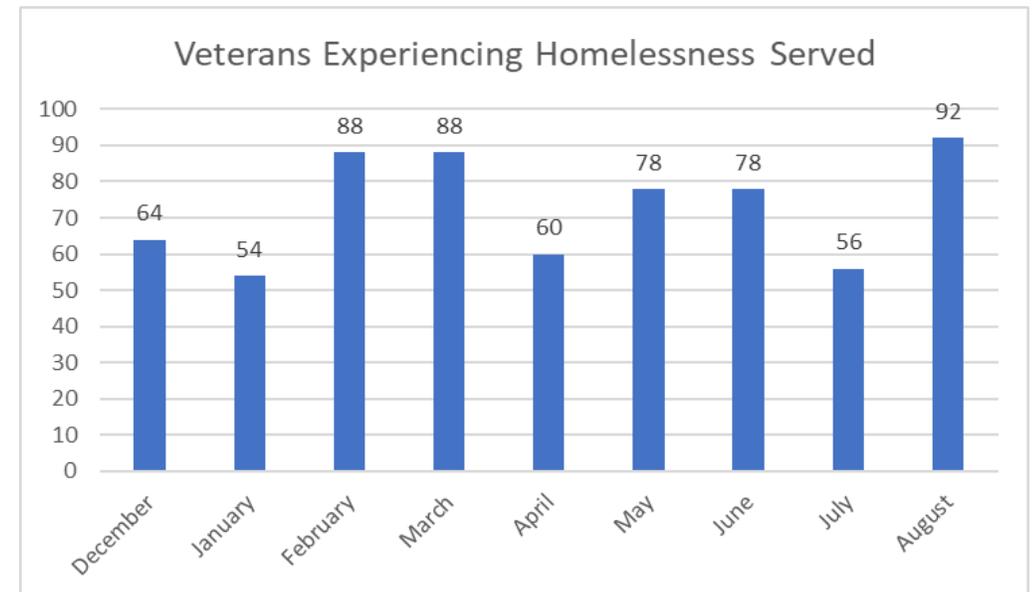
| July Breakdown | |
|---------------------------|-----|
| Unite Us Referrals | 140 |
| Monthly goal | 600 |
| Claim Activity: | |
| • Disability Compensation | 151 |
| • Appeals | 104 |
| • Pension | 17 |





Homeless Services Division

- Homeless Veterans Served*: 92
- LACDA Utilization: 1,987 active (as of August 2024)
- HACLA Utilization: 2,229 active (as of July 2024)
- MOUs Pending:
 - City of Hawthorne
 - US Vets Inglewood
 - City of Glendora
 - Mental Health America of Los Angeles
- Outreach and Partner Collaboration:
 - VA One Team
 - Antelope Valley Veterans Town Hall
 - Pathway Home Service Connection Day – Motel 6
 - US Vets Inglewood – Graduation Ceremony
 - Weingart Towers Lease Up Event
- Targeted benefits establishment during outreach events

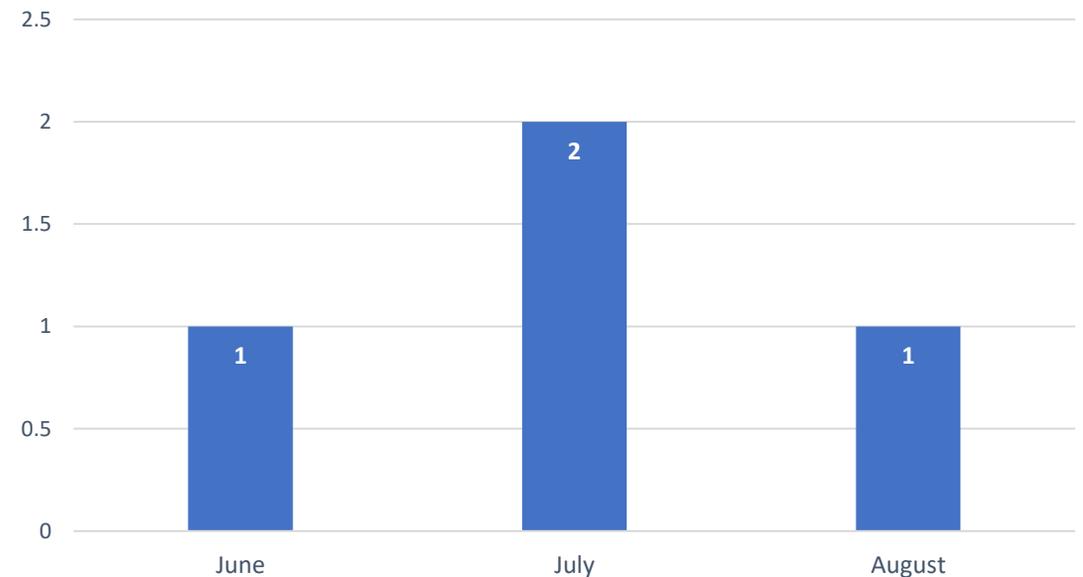


*Value reflects self-identified veterans experiencing homelessness



Aging Veterans Referral Program

- 1 referral received from Aging & Disabilities Department in August connecting aging veterans and their caregivers to veteran and community resources.
- Due to limited referrals, MVA is scheduling quarterly veterans benefits training refreshers w/ A&D Staff





VSO Accreditation

| MVA VSO Accreditation Breakdown | | |
|---------------------------------------|--------|--------|
| | CalVet | NACVSO |
| Accredited | 27 | 15 |
| Unaccredited/ Need Recertification | 4 | 16 |

CalVet Accreditation

- Of the 31 filled Vet Services positions, 27 are accredited and 4 are pending accreditation through CalVet.

NACVSO Accreditation

- Of the 31 filled Vet Services positions, 15 are NACVSO accredited and 16 are pending recertification/accreditation.



Building Operations - Visitor Data

| Annual Totals | | | |
|-----------------|--------------|--------------|------------|
| Office Visited | FY 24-25 | FY 23-24 | DLY |
| MVA | 1417 | 1916 | (499) |
| US Vets | 103 | 21 | 82 |
| AJCC | 247 | 84 | 163 |
| DMH | 67 | 30 | 37 |
| VFV/CVJP | 35 | 0 | 35 |
| Event | 599 | 219 | 280 |
| FY TOTAL | 2,468 | 2,270 | 198 |

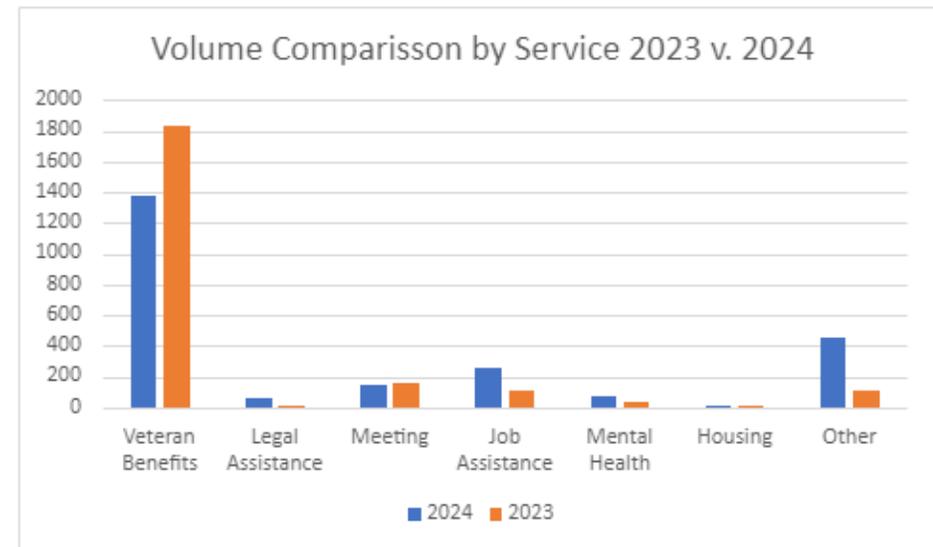
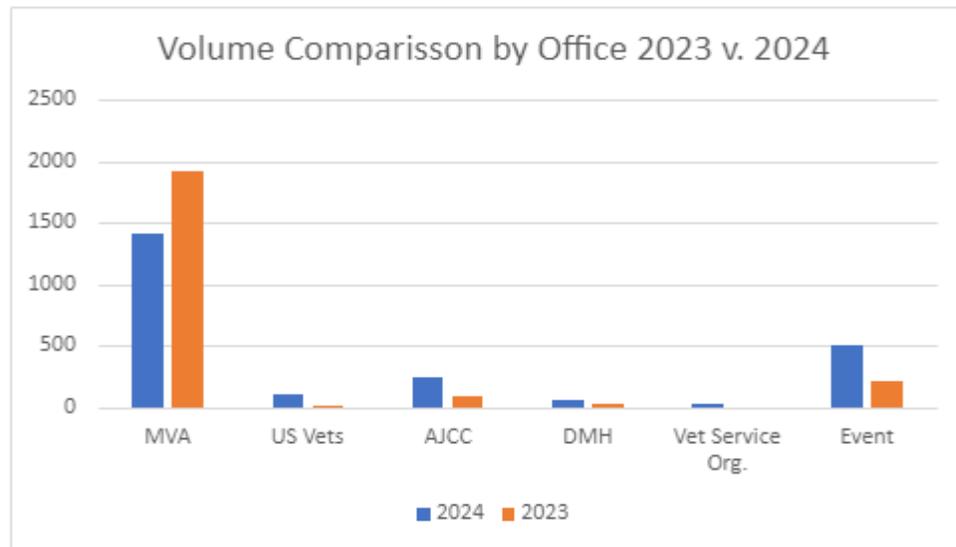
| Annual Totals | | | |
|-------------------|--------------|--------------|------------|
| Visit Reason | FY 24-25 | FY 23-24 | DLY |
| Veteran Benefits | 1372 | 1838 | (466) |
| Legal Assistance | 61 | 2 | 59 |
| Meeting | 141 | 160 | (19) |
| Job Assistance | 257 | 113 | 144 |
| Mental Health | 69 | 38 | 31 |
| Housing | 12 | 7 | 5 |
| Other | 556 | 112 | 444 |
| FY Totals: | 2,468 | 2,270 | 198 |

Month 2 Review

- Building volume up 198 compared to last year.
- Largest variance in MVA & Veteran Services and events.
- Continued steady increase amongst tenants in building.
- 21 Events/Meetings in July for an average 28.5 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 | | | |
|-----------------------------|----------|----------|----------|
| | Jun | Jul | Aug |
| Sup. VC | 0 | 1 | 0 |
| ASM I | 1 | 0 | 0 |
| PIA | 1 | 0 | 0 |
| VIP | 0 | 1 | 0 |
| MA | 0 | 0 | 1 |
| GNRL MNT WRK | 0 | 0 | 1 |
| TOTAL | 2 | 2 | 2 |

- Since the beginning of the Fiscal Year, we have hired 1 new staff to support our Vet Services Division, 3 staff to support our Administration Division, and 2 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 | | | |
|------------------------------|----------|----------|----------|
| | Jun | Jul | Aug |
| Sup. VC | 0 | 0 | 0 |
| VCA III | 0 | 0 | 0 |
| VCA II | 3 | 0 | 0 |
| MA | 0 | 0 | 1 |
| TOTAL | 3 | 0 | 1 |

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



Human Resources

| PROMOTIONS BY CLASSIFICATION | |
|------------------------------|-----|
| May | 22% |
| June | 20% |
| July | 32% |
| August | 29% |

- 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%.
- As of August 31st, we hired two additional staff to assist with building operations and administrative services which dropped our vacancy rate by 3%.



Human Resources

| MVA VOLUNTEER MONTHLY BREAKDOWN | | | | |
|------------------------------------|-----|-----|-----|-----|
| | May | Jun | Jul | Aug |
| Volunteers | 1 | 1 | 2 | 2 |
| VA Work Study | 3 | 0 | 1 | 3 |
| Transitional Subsidized Employment | 0 | 0 | 0 | 2 |

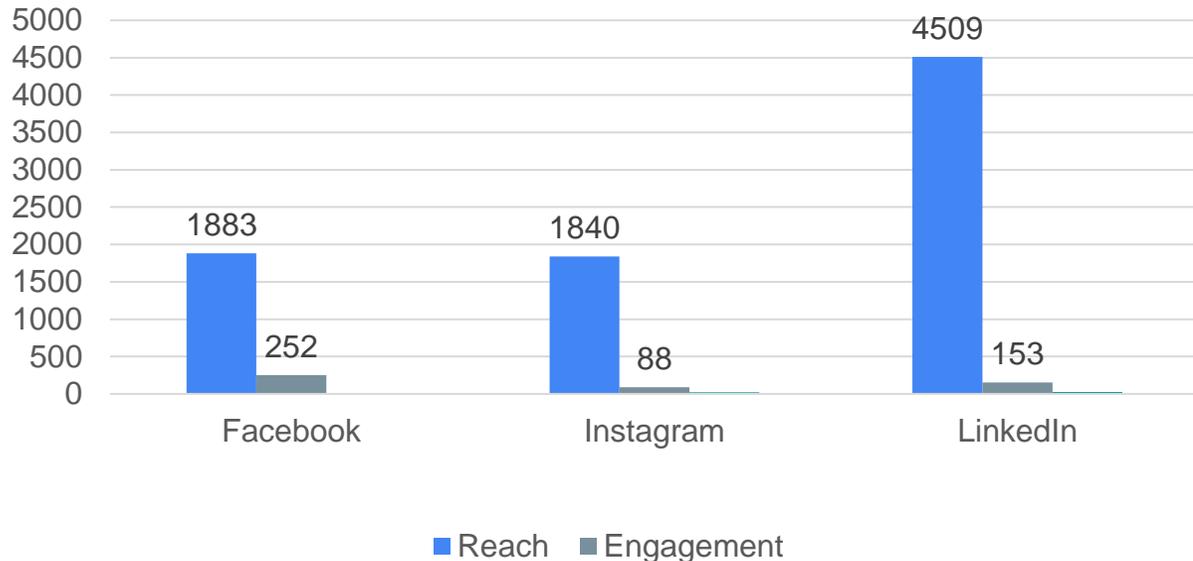
- The automated volunteer platform system has allowed volunteers to apply for positions and track their volunteer hours online and on their smartphones.
- The department is working with the Los Angeles and Palmdale workforce development offices to request resumes and conduct interviews to onboard Transitional Subsidized Employment candidates as well as working with the VA to onboard Work Study applicants.



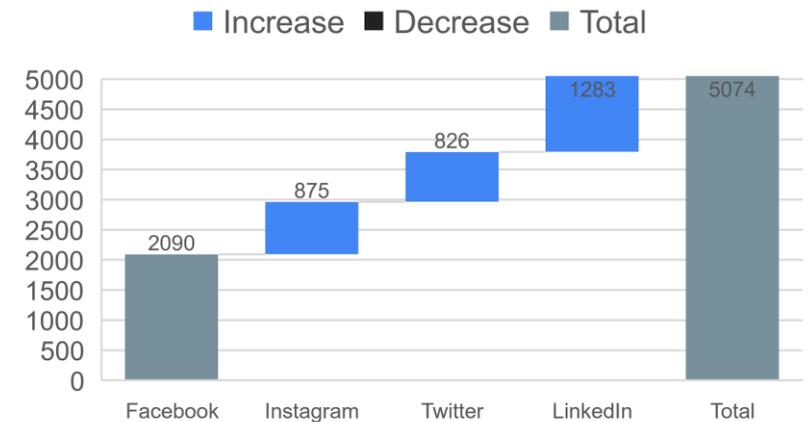
Communications

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

Social Media Insights



Followers





Legislative Updates

Federal Updates:

- **HUD VASH**: On August 8, the Department of Housing and Urban Development changed its policy to allow disabled vets with up to 80% AMI to be eligible for HUD VASH housing
- **H.R 8560**: The End Veteran Homelessness Act addresses staffing ratios and practices used in case management, including how often they're in touch with their client & how successful they've been in addressing their needs: <http://bit.ly/3ACBf88>



Director Zenner with Congressman Mark Takano (CA 39TH District)