



# Los Angeles County Commission on Local Governmental Services

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October 2, 2025

The Honorable Board of Supervisors  
County of Los Angeles  
Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Board of Supervisors:

The Department of Military and Veterans Affairs (MVA) has worked diligently in collaboration with the Departments of Public and Social Services, Mental Health, and City Managers to increase the visibility and accessibility of resource centers for veterans across Los Angeles County. Currently, there are only five resource centers in operation, located in Whittier, Pico Rivera, La Verne, Norwalk, and Monrovia. These centers are vital in connecting veterans to the resources and services they need, but the County must expand to meet the growing needs of the veteran population, especially in underserved areas.

In a meeting on April 9, 2024, Director James Zenner addressed the redundancy of services available to veterans through both the County and the Federal Government. The Department's new strategy seeks to partner with existing systems to optimize savings and increase accessibility for veterans across the County. This approach aims to provide extended services to more veterans while reducing costs. These savings can then be reinvested into providing additional support for populations outside of the veteran community who may also benefit from County services.

## **Current Expansion and Collaboration Efforts**

MVA has already made substantial strides in increasing the visibility and reach of veterans services. The Department has established resource centers and organized town hall meetings across each Supervisorial District. These efforts are essential to ensure that veterans across all 88 cities in Los Angeles County have access to the services they need. Additionally, MVA has expanded its services to Long Beach, La Verne, and the Los Angeles Air Force Base, bringing essential services closer to more veterans.

Furthermore, MVA has launched new subdivisions within the Department to offer specialized services tailored to the unique needs of different veteran groups. These include divisions focused on Homeless Services, Indigent Burial, Medical Processing (1807), Justice-Involved Veterans, Women Veterans, Master Leasing, and Lived Experience Matching for Veterans. These efforts ensure that veterans are connected to services ranging from legal assistance to healthcare, and from housing support to job training.

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The Department is also collaborating with Commissioners from the Local Governmental Services Commission, City Managers, and the Department of Mental Health (DMH) to identify the best locations for new resource centers, ensuring that veterans throughout Los Angeles County can access the help they need. In addition, MVA utilizes social media and print campaigns to raise awareness and promote the availability of these services to all veterans, particularly in underserved communities.

### **Proposal for a Veterans Resource Center in Southeast Los Angeles (SELA) (Pilot Program)**

Given the significant veteran population in Southeast Los Angeles (SELA), many of whom face challenges related to employment, housing, and reintegration into civilian life, we recommend the establishment of a Veterans Resource Center (VRC) in the SELA region. This VRC would directly address the needs of the local veteran community, providing a range of essential services, and reducing the barriers that currently prevent veterans from accessing the support they need. Many veterans in this region experience difficulties related to transportation and access to services, and a localized VRC would help mitigate these challenges.

We envision the SELA Veterans Resource Center as a pilot program designed to reach the approximately 70% of veterans in Los Angeles County who are still not connected to available services. This VRC would serve as a model for future expansions in other underserved areas across the County.

#### **Key Recommendations:**

**Creation of a VRC in SELA:** We recommend that the Department of Military and Veterans Affairs, in collaboration with existing Los Angeles County facilities in SELA, establish a dedicated Veterans Resource Center to serve the region. This new center would serve as a one-stop hub for veterans, offering critical services such as benefits counseling, healthcare referrals, and housing support. This is intended as a pilot program for potential expansions.

**Utilize Existing Infrastructure:** To reduce costs and streamline implementation, the VRC could be housed within a County or city facility that already serves the community, such as a local community center or a multi-service government facility. This approach would leverage existing infrastructure, making it easier to establish and operationalize the center while ensuring accessibility for veterans and their families.

**Comprehensive Outreach:** MVA should continue utilizing various media platforms to raise awareness about the new VRC and other available services. This outreach can include social media campaigns, print advertisements, and community events designed to connect with veterans and their families. Special attention should be paid to reaching veterans who are not currently connected to services, particularly the 70% of veterans who are still unreached.

**Veteran Peer Access Network (VPAN):** MVA should implement the Veteran Access Network, which utilizes state mental health dollars to hire peer navigators. These navigators would help create a true "No Wrong Door" process, ensuring that veterans can access services regardless of where they first encounter the system. The Network is particularly important for the roughly 15% of veterans who are not eligible for state Department of Veterans Affairs (VA) healthcare, offering them an opportunity to connect with other healthcare providers and County departments that can meet their needs.

**Expand Outreach to Unreached Veterans:** Approximately 70% of veterans in Los Angeles County are not yet connected to services. MVA should expand its outreach efforts to ensure these veterans are identified and assisted. This includes developing targeted media campaigns, organizing community-based outreach programs, and offering assistance at the new VRC in SELA.

**Strategic Partnerships and Funding:** MVA should continue collaborating with the VA and other government agencies to secure funding for programs targeting homelessness and housing support. As part of this collaboration, MVA is working with the VA to provide upfront funding for housing, which will be reimbursed by the VA once a veteran is housed. This partnership ensures that veterans are not left without housing while waiting for federal support.

**Use of Measure A Funds:** We also recommend leveraging Measure A funds to support homelessness prevention and other veteran services. These funds are critical for addressing the urgent housing needs of veterans in Los Angeles County and ensuring they receive the care they deserve.

By establishing the SELA Veterans Resource Center and adopting the above recommendations, the County can significantly improve the accessibility and effectiveness of its veteran services. This initiative would not only meet the immediate needs of veterans in Southeast Los Angeles but also serve as a blueprint for further expansions to other underserved areas of the County. It is imperative that we continue to invest in our veteran population, ensuring they receive the resources, care, and support they have earned through their service.

**We strongly urge the Board to approve this recommendation and prioritize the creation of the SELA Veterans Resource Center as a crucial step in expanding veteran services across Los Angeles County.**

Respectfully,

*Johncito Peraza*

Johncito Peraza, Chairperson  
Commission on Local Governmental Services

c: Chief Deputies