



COUNTY OF LOS ANGELES  
MILITARY AND VETERANS AFFAIRS  
1816 S. Figueroa Street  
Los Angeles, California 90015  
[mva.lacounty.gov](http://mva.lacounty.gov)



Jim Zenner  
Director

May 21, 2024

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

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

46 May 21, 2024

JEFF LEVINSON  
INTERIM EXECUTIVE OFFICER

Dear Supervisors:

**APPROVAL TO UTILIZE FUNDS FROM THE COUNTY'S  
INFORMATION TECHNOLOGY INFRASTRUCTURE FUND FOR  
THE ACQUISITION AND IMPLEMENTATION OF THE  
VETERAN CUSTOMER EXPERIENCE SOLUTION AND  
AN APPROPRIATION ADJUSTMENT FOR  
FISCAL YEAR 2023-24  
(ALL SUPERVISORIAL DISTRICTS) (4 - VOTES)**

**CIO RECOMMENDATION: APPROVED [X]**

**SUBJECT**

The Department of Military and Veterans Affairs (MVA) is requesting Board of Supervisors' (Board) approval to utilize \$102,000 in one-time funding from the County's Information Technology Infrastructure Fund for the Department's implementation of a comprehensive Veteran Customer Experience Solution.

**IT IS RECOMMENDED THAT THE BOARD:**

1. Approve a Fiscal Year 2023-24 appropriation adjustment in the Information Technology Infrastructure Fund to reallocate \$102,000 from Services and Supplies to Other Financing Uses and to increase the Department's Other Charges Budget to procure and implement the Veteran Customer Experience Solution.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

Los Angeles County boasts one of the nation's most significant concentrations of veterans. Annually, more than 11,000 veterans and their families visit the MVA at the Bob Hope Patriotic Hall (BHPH) for assistance with state and federal service-related benefits, and support services provided through valued partners located within BHPH.

The existing system for registering clients in the lobby is a fully manual outdated process. Clients must manually sign in on paper, specify the services they require, which range from veteran benefits to mental health services. Following their visit, clients are encouraged to rate their satisfaction with the services rendered. While this data provides some insight into the types of services and volume utilized by veterans and their families, it falls short in identifying service gaps and assessing service effectiveness.

To overcome this operational challenge, the MVA is seeking to acquire, configure, and implement the Veterans Customer Experience Solution. This digital transformation aims to streamline the MVA's registration process, enabling the department to capture and analyze client feedback to identify insights that will improve the MVA's client experience and provide a more comprehensive understanding of the services needed by our veteran community.

Furthermore, MVA plans to leverage the Veteran Customer Experience Solution to capture and analyze the data for a comprehensive longitudinal study funded through a grant from the County's Quality and Productivity Commission. The goal of the study is to evaluate the beneficial effects of the MVA's County Veteran Service Officers (CVSOs), who help veterans and their families navigate benefits and maintain access to critical services. The study results will be used to identify service improvements and to inform state policy decisions on increased funding for CVSO services.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

The recommended action supports County Strategic Plan North Star 2, Focus Area Goal F: Community Connections; and County Strategic Plan North Star 3, Focus Area Goal E: Data-Driven Decision Making.

### **FISCAL IMPACT/FINANCING**

The Information Technology Infrastructure Fund, governed by the County's Information Technology Investment Board (ITIB), was established to fund Countywide or multi-departmental technology projects that improve the delivery of services to the public; generate operational improvements to one or more departments or programs; and improve interdepartmental or interagency collaboration.

The ITIB approved the use of \$102,000 in one-time funding from the County's Information Technology Infrastructure Fund. The funding will be used to acquire, configure, and implement the Veterans Customer Experience Solution.

Approval of the recommended appropriation adjustment (attached) in the Information Technology Infrastructure Fund will reallocate \$102,000 from Services and Supplies to Other Financing Uses and will increase the Department's Other Charges Budget.

## **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

There are no legal requirements or prohibitions related to this recommended action.

The software and professional services required to implement the Veterans Customer Experience Solution will be procured through the Internal Services Department as the County's Purchasing Agent.

In compliance with Board Policy 6.020, "Chief Information Office Board Letter", the Office of the Chief Information Office reviewed this request and recommends approval. No formal CIO Analysis is required because the CIO reviewed and approved the business case for this project. The County's ITIB reviewed the Information Technology Infrastructure Fund request on March 22, 2024, and approved it on March 26, 2024.

## **CONCLUSION**

Upon approval by your Board, please instruct the Executive Officer of the Board to return two (2) approved copies of this adopted action to:

Department of Military and Veteran Affairs of Los Angeles County  
Zuleyda Santana, Chief Deputy Director  
1816 S. Figueroa Street  
Los Angeles, CA 90015

The Department's contact may be reached at [zsantana@mva.lacounty.gov](mailto:zsantana@mva.lacounty.gov) or (213) 765-9225.

Reviewed by:



JIM ZENNER  
Director



PETER LOO  
Acting Chief Information Officer

JZ:ZS:jd

Attachment

c: Chief Executive Office  
Chief Information Office  
County Counsel  
Executive Office

May 21, 2024

COUNTY OF LOS ANGELES

### REQUEST FOR APPROPRIATION ADJUSTMENT

DEPARTMENT OF CHIEF EXECUTIVE OFFICER

**AUDITOR-CONTROLLER:**

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HER RECOMMENDATION OR ACTION.

**ADJUSTMENT REQUESTED AND REASONS THEREFORE  
FY 2023-24  
4 - VOTES**

**SOURCES**

**USES**

**INFORMATION TECHNOLOGY INFRASTRUCTURE FUND**  
B16-AO-2000-40033  
SERVICES & SUPPLIES  
**DECREASE APPROPRIATION** **102,000**

**INFORMATION TECHNOLOGY INFRASTRUCTURE FUND**  
B16-AO-6100-40033  
OTHER FINANCING USES  
**INCREASE APPROPRIATION** **102,000**

**MILITARY AND VETERANS AFFAIRS**  
A01-MV-96-9911-26500  
OPERATING TRANSFERS IN  
**INCREASE REVENUE** **102,000**

**MILITARY AND VETERANS AFFAIRS**  
A01-MV-5500-26500  
OTHER CHARGES  
**INCREASE APPROPRIATION** **102,000**

**SOURCES TOTAL** **\$ 204,000**

**USES TOTAL** **\$ 204,000**

**JUSTIFICATION**

Reflects an appropriation adjustment in the Information Technology Infrastructure Fund to reallocate \$102,000 from Services and Supplies to Other Financing Uses, and to increase the Military & Veteran Affairs Other Charges appropriation in the amount of \$102,000 to implement a comprehensive Veteran Customer Experience Solution.

**ADOPTED**

BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES

**Albert Navas**

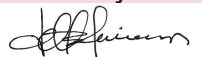
Digitally signed by Albert Navas  
Date: 2024.04.15 18:03:07 -07'00'

**AUTHORIZED SIGNATURE**

ALBERT NAVAS, PRINCIPAL ANALYST CEO

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

46 May 21 2024



JEFF LEVINSON  
INTERIM EXECUTIVE OFFICER

REFERRED TO THE CHIEF  
EXECUTIVE OFFICER FOR---

ACTION

RECOMMENDATION

AUDITOR-CONTROLLER

BY

Andrea Turner  
Digitally signed by Andrea Turner  
Date: 2024.04.26 16:28:46 -07'00'

B.A. NO. 225

DATE 4/26/24

APPROVED AS REQUESTED

APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

BY

DATE