UCLA Overview & Report for Veterans Community Oversight & Engagement Board

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Questions Asked by the VCOEB?

- What has UCLA done to comply with the terms of the West LA Leasing Act, and what more does UCLA contemplate doing?
- What value does your lease/organization/service provide to Veterans?
- How many Veterans do you serve? What is your current capacity? What are your future projections?
- What metrics do your use to define success in what you provide to Veterans?
- What improvements would you recommend to your current operations?

Lease Programs & Requirements

Lease Programs	Mission:	10 year Total Requirement
Veteran Family Wellbeing Center (VFWC)	• Provide resilience training and portal of services for Veterans and families regardless of discharge status • Conduct outreach and provide support for various VA activities and events	$5,000,000
School of Law Veterans Legal Clinic (VLC)	• Address unmet legal needs of veterans, particularly those living or accessing services on the West Los Angeles VA campus; ***and*** • Develop practical skills of law school students as advocates through individual case work and policy advocacy	$4,000,00
Center of Excellence for Veteran Resilience and Recovery (COE)	• Develops and promotes innovations in services that effectively engage Veterans who have experienced being unhoused, supporting their improved health, social outcomes, and person-centered recovery using a community-based participatory search approach	$2,500,000
In Kind Services	• Provision in kind services (including salaries and benefits) supporting the lease programs directly and other VA programs	$2,000,000
Athletics/Jackie Robinson Stadium (JRS)	• Payment of Rent and provide programmatic support including entertainment, enrichment, appreciation, recreational opportunities, • Program to provide ongoing access to, and use of the Practice Field for use by Veterans and their families (2nd amendment)	$300,000 plus 1% yearly increase / ($3,140,205)
Total		**$13,500,000**

Lease Requirements – 1st 5 years

	Requirement	Year 1 ('17)	Year 2 ('18)	Year 3 ('19)	Year 4 ('20)	Year 5 ('21)	5Y Commit	5Y Projected	Variance
JRS Rent	$ 300,000	$ 300,000	$ 303,767	$ 306,805	$ 309,090	$ 312,181	$ 1,531,843	$ 1,531,843	$ -
Commitments									
Legal Clinic	$ 400,000	$ 244,526	$ 432,687	$ 325,720	$ 314,939	$ 449,763	$ 2,000,000	$ 1,767,635	$ (232,365)
VFWC	$ 500,000	$ 234,444	$ 661,262	$ 621,941	$ 314,442	$ 331,268	$ 2,500,000	$ 2,163,357	$ (336,643)
COE	$ 250,000	N/A	$ -	$ 55,352	$ 171,770	$ 235,429	$ 1,000,000	$ 462,551	$ (537,449)
In-Kind									
Legal in-kind		$ 115,877	$ 16,597	$ 62,058	$ 55,879	$ 117,279		$ 367,690	
VFWC in-kind		$ 32,363	$ 110,433	$ 124,789	$ 112,606	$ 126,000		$ 506,191	
COE in-kind			$ 37,758	$ 45,124	$ 61,387	$ 74,981		$ 219,250	
JRS in-kind		$ 51,086	$ 35,736	$ 62,776	$ 17,297	$ 391,413		$ 558,308	
Campus Life in-kind		$ 33,750	$ 40,099	$ 37,578	$ 22,671	$ 12,383		$ 146,481	
Healing Garden in-kind			$ 49,783					$ 49,783	
MealsPartnership					$ 29,254	$ 154,901		$ 184,155	
Strategic Investment								$ -	
In-Kind Total	$ 200,000	$ 233,076	$ 290,406	$ 332,325	$ 299,094	$ 876,957	$ 1,200,000	$ 2,031,858	$ 831,858
Total	$ 1,700,000	$ 1,012,046	$ 1,688,122	$ 1,642,143	$ 1,409,335	$ 2,205,598	$ 8,231,843	$ 7,957,244	$ (274,599)

What value do your lease/organization/services provide to Veterans?

Lease Program	
Veteran Family Wellbeing Center	• Individual, couple, and family consultations, relationship-based wellbeing and resilience services • Referral to VA and community resources for additional individual and family needs • Tele-Wellness Services • Skill building and parenting groups • Workshops and family events • Services for women Veterans, combat Veterans, parents, caregivers, and grief & loss • Provider training for those working with Veterans (e.g., Veteran Peer Access Network) • Services are offered regardless of military discharge service • Flexible scheduling: Office open M-Th 8:30 AM – 4:30 PM for in person and virtual appointments and Saturday and evening appointments available by request • Office located in 3rd floor, room 316, Bldg. 220 (occupies 2319 square feet, 9.4% of bldg.)

School of Law Veterans Legal Clinic	• Any person who served in U.S. military, regardless of discharge status, length of service or era of service are eligible
	  ○ Priority to unhoused Veterans or at risk for being unhoused
	  ○ Family members of former service members may also be eligible
	• Types of legal issues:
	  ○ Veterans Benefits: pensions and service connect compensation benefits.
	  ○ Citations & Traffic Infractions: Minor violations in traffic court, though not DUIs
	  ○ Expungements: Dismiss past criminal convictions
	  ○ Housing: assistance for tenants
	• Limited legal assistance or referrals available for other issues to other community partners or legal services agencies
	• Office open M-F 8:00 AM – 5:00 PM; for new client calls or walk-ins
	• Office located in 1st floor, room 127, Bldg. 206 (occupies 1064 square feet, 2.3% of bldg.)

What value do your lease/organization/services provide to Veterans?

Lease Program	
Center of Excellence for Veteran Resilience and Recovery	• Training in evidence-based practices that aims to improve core competencies among VA Greater Los Angeles homeless program clinicians and staff • Pilot funds for junior investigators to conduct research, quality improvement, and training activities relevant to improving services for Veterans who have experienced homelessness and who have behavioral health problems • Seminars for junior and mid-level investigators who are developing homeless-focused research and quality improvement projects • Veteran Engagement Group (VEG), a group of stakeholders who have experienced homelessness, partner with investigators who are developing research and quality improvement efforts pertaining to homeless Veterans • Post-doctoral fellowship program, to foster the development of junior researchers interested in research surrounding Veteran homelessness and/or behavioral health problems • Summer internship for master's in public health (MPH) students who seek to improve care for vulnerable populations • Quality improvement project that will evaluate and improve services within the Care Treatment and Rehabilitation Service (CTRS). This project will inform the design of the planned street medicine service; and use rapid-cycle improvement methods to improve care provided to Veterans by this team and will partner closely with Veterans who have experienced homelessness and CERS leadership, iteratively seeking stakeholder validation of findings and recommendations.

What value do your lease/organization/services provide to Veterans?

Lease Program	
In-Kind Services	• Village for Vets Meals Partnership Program (since 11/20 over 80,000 meals at cost over $500,000) • UCLA Campus Life Veteran Creative Writing Course (Word Commando) • UCLA Veteran Resource Center Garden events and programming • Healing Garden design and installation at Domiciliary • UCLA Athletics events and activities (See section below for additional in-kind services)
Athletics/JRS	In-Kind Services • # Veterans attending events at JRS (i.e., home baseball games with free admission) • Events hosted for Veterans (i.e., Golf Clinic, Jackie Robinson Camp, etc.) • Summer Camps for Veteran Children (# children attended) • Military Appreciation Events with free admission (4 tickets) • Free admission to various sporting events Recreation activities and events at Practice Infield No existing or plans for any subleasing activities @ JRS or Practice Infield

What value do your lease/organization/services provide to Veterans?

Lease Program	
Veteran Education and Training (VET)	• Success Academy Fall ’19 (partnership with UCLA Extension)
UCLA Medical and Healthcare Programs	• David Geffen School of Medicine at UCLA faculty and residents provide care to thousands of Veterans a year at the VA, including more than 7,600 in 2020. • 280 students rotate to the VA’s medical, surgical, psychiatry, and sub-specialty subdivisions annually • 378 VA faculty members have academic appointments at UCLA • The UCLA School of Dentistry provides 350 patient visits a year to Veterans in Los Angeles County • More than 150 social welfare students from the UCLA Luskin School of Public Affairs have trained and provided services at the VA
Operation Mend	The Operation Mend program has offered personalized treatment at no cost to more than 1,100 Veterans of recent conflicts struggling with symptoms related to PTSD, traumatic brain injury and physical injuries connected to military service
Student Veteran Resource Center (VRC)	• The Veteran Resource Center provides caring and personalized support to over 1,000 military-connected students, including 294 current student Veterans receiving VA education benefits • UCLA is the No. 1 public institution among the best colleges for veterans, according to U.S. News and World Report

How many Veterans do you serve? What is your current capacity?

Veteran Family Wellbeing Center	# of Services 1/20 – 12/21	# of Attendees 1/20 – 12/21	# of Services 8/17 opening – 12/21	# of Attendees 8/17 opening – 12/21
Outreach Events	134	8753	487	25,953
Resilience Training & Consultation Sessions	1103	400	2861	1054
Educational Workshops	17	785	26	902
Skill-building Groups	29	111	227	1130
TOTAL	**1283**	**10049**	**3601**	**29,039**

How many Veterans do you serve? What is your current capacity?

Veterans Legal Clinic	Year 1 (17)	Year 2 (18)	Year 3 (19)	Year 4 (20)	Year 5 (21)	Total to date
	since August '17					
Veterans Assisted	72	278	208	194	361	>900
# Legal active matters assisted	88	388	294	261	454	>1300
Veterans Benefits					118	118
Citations					47	47
Landlord Tenant Issues					47	47
VA Benefits						
Retroactive Benefits				$11,855	$79,813	$91,668
Increased Monthly Benefits				$2,964	$15,173	$18,137
Estimated increase in lifetime benefits				$710,144	$5,385,175	$6,095,319
Citation Fees Dismissed by courts				$16,490	$7,994	$24,484
Housing Relocation Assistance					$35,000	$35,000

How many Veterans do you serve? What is your current capacity?

Center of Excellence for Veteran Resilience and Recovery	Year 2 ('18)	Year 3 ('19)	Year 4 ('20)	Year 5 ('21)	Year 6 ('22)
	since Fall '18		COVID	COVID	
Collaborations		12	12		Monthly COE & Weekly CTRS Mtgs.
Pilot Research Projects		4	4(con't)	4(con't)	4(con't) / **1 NOA**
Special Pilot Project		1			1
Fellows		1	2	1	
Veteran Engagement Groups		8			8
Provider Workshops		2			3
CTRS Quality Improvement Review			1	1	1
Publication			1		7/1 pend
Conference				1	1

How many Veterans do you serve? What is your current capacity?

In-Kind Services	Year 1 ('17)	Year 2 ('18)	Year 3 ('19)	Year 4 ('20)	Year 5 ('21)	Year 6 ('22)
				COVID	COVID	Since April '22
UCLA Campus Life/Recreation						
Word Commando Writing Classes						
-Veterans Attended Classes (not uniques)			398		728	
-Attended Online Classes				24	All	
-Number of Classes (*online)		90	103	105*	50*	
Veteran Resource Center & Student Veterans Group						
-Garden Events		6	6	0	0	
-Gardening Hours			Once Weekly	0	0	
Kayaking Events			6	1		
UCLA Facilities Management						
Healing Garden (Domiciliary)		Design & Install				

How many Veterans do you serve? What is your current capacity?

In Kind: UCLA Athletics	Year 1 (’17)	Year 2 ('18)	Year 3 ('19)	Year 4 ('20)	Year 5 ('21)	Year 6 ('22)
# Veterans attending event at JRS			1119	174	No Fans	
Home Baseball Games			31	11	No Fans	
Veterans Attending Home Games	424	876 @ JRS Events	930	99	No Fans	359
Events Hosted for Veterans	11	6	21	20	4	
Children attending Summer Camps		11	40	0	6	37
Military Appreciation Game Admissions			105	0	106	
Practice Infield						
UCLA Recreation Events						9
UCLA Athletic Events						1
VA Recreation Therapy Events						1
VA Events						1

How many Veterans do you serve? What is your current capacity?

Veteran Education and Training	• Success Academy (’19) - 15 students completed • Drug and Alcohol Abuse Treatment Counseling Certificate Program – Veteran cohort #1 (Jan-22) 20 students enrolled

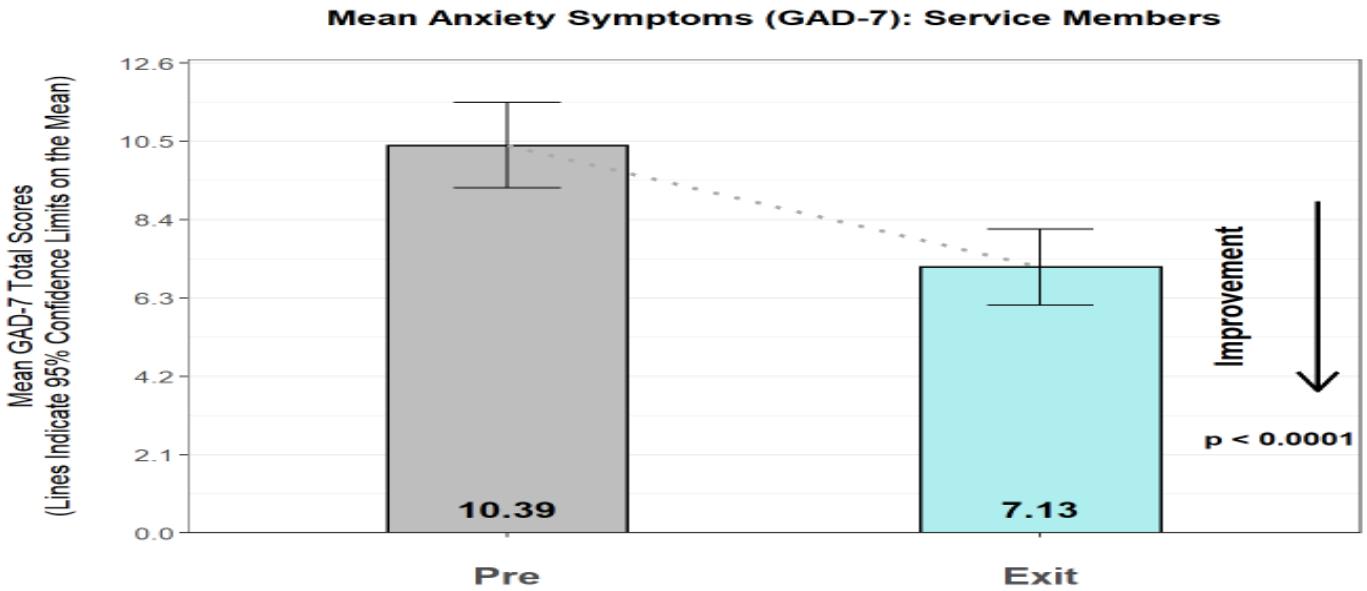
What metrics do you use to define success in what you provide to Veterans?

Lease Program	
Veteran Family Wellbeing Center	• Number of Outreach Events • Number of Resilience Training and Consultation Sessions • Number of Educational Workshops • Number of Skill-Building Groups • Reductions in Veteran and partner anxiety and depression symptoms (GAD7, PHQ9) • Reductions in Veteran and partner PTSD symptoms (PTSD Checklist Military/Civilian) • Improvements in family functioning, including communication and emotional relatedness (Family Assessment Device) • Veteran and partner satisfaction with VFWC programs • Success stories from Veterans
School of Law Veterans Legal Clinic	• Number of Veterans Assisted • Number of legal cases assisted • Amount of monetary benefits (VA benefits, fees, settlement agreements, etc.) • Case outcomes (benefits, cases dismissed, etc.) • Success stories from Veterans

VFWC Key Resilience Programming Outcomes: Program Entry to Follow-Up

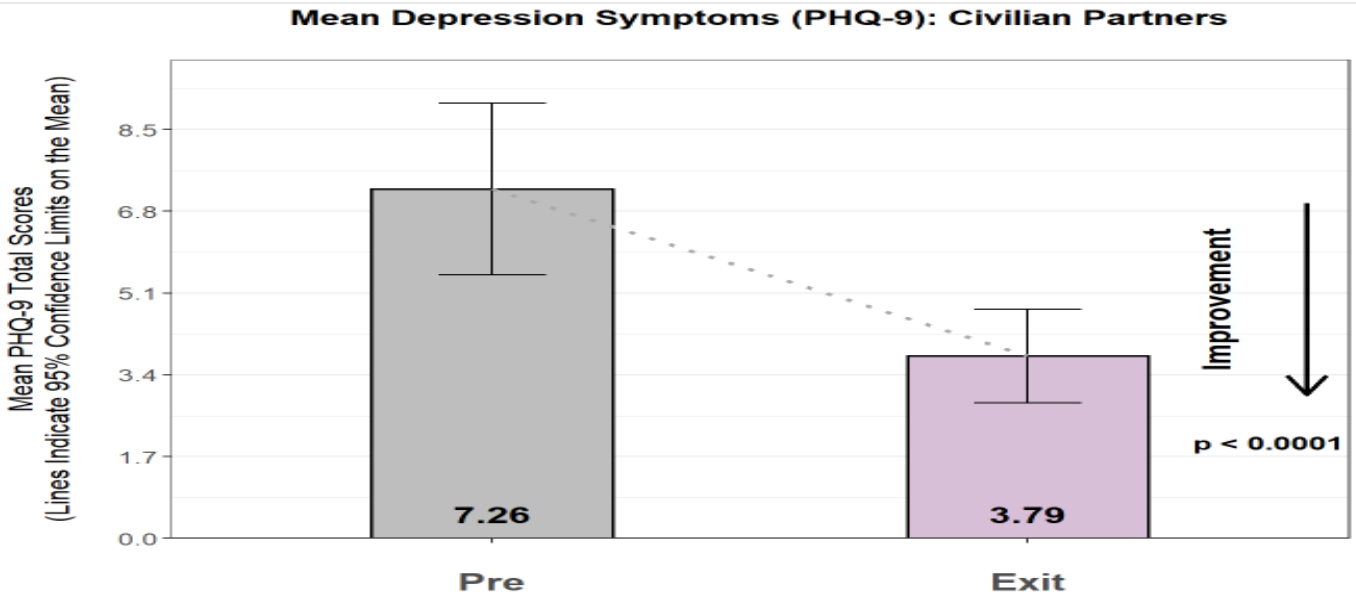
- **Significant reductions** in veteran and partner anxiety and depression symptoms
- **Significant reductions** in Veteran and partner PTSD symptoms
- **Significant improvement** in family functioning, including communication and emotional relatedness
- **High levels of Veteran and partner satisfaction with the VFWC Programs**

VFWC Key Resilience Programming Outcomes:



VFWC: Jun 2017 - Dec 2021
N = 110 Service Members
Paired t-Test (Cohen's d = 0.58)
0-4 = Minimal Symptoms, 5-9 = Mild Anxiety
10-14 = Moderate Anxiety, 15-21 = Severe Anxiety

VFWC Key Resilience Programming Outcomes:



VFWC: Jun 2017 - Dec 2021
N = 58 Civilian Partners
Paired t-Test (Cohen's d = 0.62)
5-9 = Minimal Symptoms, 10-14 = Mild Depression
15-19 = Moderate-Severe Depression, 20+ = Severe Depression

What metrics do you use to define success in what you provide to Veterans?

Lease Program	
Center of Excellence for Veteran Resilience and Recovery	• Number of collaborations with other VA, UCLA, and community programs • Number of pilot projects funded focusing in improving care for unhoused Veterans • Number of Special Opportunity Pilot grants to fund UCLA/VA investigator research augmenting existing research to include focus on homeless Veterans • Number of post-doctoral fellows supported who focus on research for Veterans with behavioral health disorders who experiences homelessness • Number of Veteran Engagement Group (VEG) conducted and associated projects • Number of Homeless provider stakeholder workgroups conducted and associated projects

In-Kind Services	• Meals Partnership Program
	  • Number of meals served
	• Word Commando Writing Courses
	  • Veterans Attending Classes
	  • Number of Classes provided
	• Communications support for programs
	• Contracts and Grant support for programs
	• Athletics/Jackie Robinson Stadium
	• # Veterans attending events at JRS (i.e., home baseball games with free admission)
	• Events hosted for Veterans (i.e., Golf Clinic, Jackie Robinson Camp, etc.)
	• Summer Camps for Veteran Children (# children attended)
	• Military Appreciation Events with free admission (4 tickets)
	• Free admission to various sporting events
	• Recreation activities and events at Practice Infield

What metrics do you use to define success in what you provide to Veterans?

Lease Program	
Veteran Education and Training	• Veterans enrolled and complete education and training programs (i.e., Success Academy, counseling certificate program, etc.) • Success stories, testimonials
Veterans Affairs Relations and Programs	• VA Office of Inspector General and Annual Audits ○ VA OIG reported September 2021 all programs in compliance with lease

What more do you contemplate doing?

UCLA Lease Programs	(resulting from VAR Strategic Plan)
Veteran Family Wellbeing Center	• Additional 0.5 - 1.0 Resilience Trainer • Recruitment underway • Continue exploring grants and contracts to extend capacity

School of Law Veterans Legal Clinic	• Add 1.0 staff attorney (services only and no support for education mission)
	  • Recruitment underway
	• Add 1.0 Client Services Coordinator
	  • Recruitment underway
	• Continue exploring grants and contracts to extend capacity

Center of Excellence for Veteran Resilience and Recovery	• Provide additional seed funds from VAR Strategic Investment Fund for additional pilot grant • Collaborate with Veteran Engagement Groups (VEG) to assess Veteran education and training needs and wants • Develop and build infrastructure for program evaluation, research and quality improvement activities with key staff and data analyst capabilities
In Kind Services	• Continue Meals Partnership Program with Village for Vets • Explore partnership with UCLA Luskin School Urban Planning Institute and Institute of Transportation Studies for development of WLAVA campus Transportation Master Plan • Collaborate with UCLA Facilities Management Services to develop Maintenance and Operational Plan for CTRS facilities

What do you contemplate doing?

Lease Programs	(resulting from VAR Strategic Plan), continued…
Athletics	• Further develop and collaborate on programs to provide ongoing access to, and use of the Practice Field for use by Veterans and their families.
Veteran Education & Training	• Added 1.0 Veteran Education Outreach Coordinator • EOD June 20, 2022 (Veteran) • Support additional no-cost Veteran cohort for Drug and Alcohol Abuse Counseling Treatment Certification for Fall ’22 with UCLA Extension (UNEX) • Explore other certificate programs provide at no-cost through UNEX; Horticulture, Project Management, Data Science, • Collaborate with UNEX and VAGLAHCS Veterans Community Employee Development (VCED) to reinstitute no-cost Success Academy (Fall ‘22) • Explore with VCED adding Computer Literacy Instructor for computer training lab • Explore concept of Surplus Property Partnership Program that includes training and education • Explore fellowships and internships with professional schools • Explore development of Speaker Series provided by UCLA Faculty for Veterans

Veterans Affairs Relations and Programs	• Add 1.0 Communications Specialist
	  • EOD 6/20/22 (Veteran)
	• Added 1.0 Contracts and Grants Coordinator
	  • EOD 1/6/22

Lease Requirements – 10-years (w/projections)

	Requirement	Year 1 (17)	Year 2 (18)	Year 3 (19)	Year 4 (20)	Year 5 (21)	Year 6 (22)	Year 7 (23)	Year 8 (24)	Year 9 (25)	Year 10 (26)	10Y Commit	10Y Projected	Variance
JRS Rent	$ 300,000	$ 300,000	$ 303,767	$ 306,805	$ 309,090	$ 312,181	$ 315,303	$ 318,456	$ 321,641	$ 324,857	$ 328,106	$ 3,140,205	$3,140,205	$
Commitments														
Legal Clinic	$ 400,000	$ 244,526	$ 432,687	$ 325,720	$ 314,939	$ 449,763	$ 394,613	$ 575,776	$ 587,120	$ 598,690	$ 610,492	$ 4,000,000	$4,534,325	$ 534,325
VFWC	$ 500,000	$ 234,444	$ 661,262	$ 621,941	$ 314,442	$ 331,268	$ 522,147	$ 572,437	$ 583,476	$ 594,735	$ 606,220	$ 5,000,000	$5,042,371	$ 42,371
COE	$ 250,000	N/A	$	$ 55,352	$ 171,770	$ 235,429	$ 329,380	$ 427,017	$ 427,017	$ 427,017	$ 427,017	$ 2,500,000	$2,500,000	$
In Kind														
Legal in kind		$ 115,877	$ 16,597	$ 62,058	$ 55,879	$ 117,279							$ 367,690	
VFWC in kind		$ 32,363	$ 110,433	$ 124,789	$ 112,606	$ 126,000							$ 506,191	
COE in kind			$ 37,758	$ 45,124	$ 61,387	$ 74,981							$ 219,250	
JRS in kind		$ 51,086	$ 35,736	$ 62,776	$ 17,297	$ 391,413							$ 558,308	
Campus Life in kind		$ 33,750	$ 40,099	$ 37,578	$ 22,671	$ 12,383							$ 146,481	
Healing Garden in kind			$ 49,783										$ 49,783	
MealsPartnership					$ 29,254	$ 154,901	$ 363,413	$ 374,315	$ 385,545	$ 397,111	$ 409,025		$2,113,564	
Strategic Investment							$ 246,776	$ 353,559	$ 360,631	$ 367,843	$ 375,200		$1,704,010	
In Kind Total	$ 200,000	$ 233,076	$ 290,406	$ 332,325	$ 299,094	$ 876,957	$ 610,189	$ 727,875	$ 746,175	$ 764,954	$ 784,225	$ 2,000,000	$5,665,276	$ 3,665,276
Total	**$ 1,650,000**	**$ 1,012,046**	**$ 1,688,122**	**$ 1,642,143**	**$ 1,409,335**	**$ 2,205,598**	**$ 2,171,632**	**$2,621,561**	**$ 2,665,429**	**$ 2,710,254**	**$ 2,756,059**	**$ 14,640,205**	**$ 20,882,178**	**$ 6,241,972**
Data Source		Audit	Audit	Audit	Audit	CMR/YIR								
		Published	Published	Published	Submitted	Submitted								

What improvements would you recommend to your current operations?

Lease Programs	
Veteran Family Wellbeing Center	• Improved and increased communications for and awareness of services, events, and successes • Continue to build upon collaboration with Veteran Peer Access Network (VPAN)
School of Law Veterans Legal Clinic	• Update exterior signage and address locked exterior door • Improved accessibility for clients with disabilities • Improved and increased communications for and awareness of services and successes
Center of Excellence for Veteran Resilience and Recovery	• Collaborate with VAGLAHCS Leadership to revisit mission, governance, goals, and outcomes • Budget plan to spend down carry-forward • Provide support to continue pilot program of Veteran-centric internally funded research grants • Develop support infrastructure to achieve the program evaluation, research and quality improvement activities with key staff and data capabilities
In Kind Services	• Improved and increased communications for and awareness of services, events, and successes • Assess and explore how best to bring activities to Practice Infield
Veterans Affairs Relations and Programs	• Improved and increased communications for and awareness of services, events, and successes • Explore additional opportunities through grants, contracts, and philanthropy to extend capacity for services

Thank You