

# Department of Military and Veterans Affairs

## Q3 FY2019 Performance Evaluation (April 2019)

### Strategic Policy Initiatives

The Department of Military and Veterans Affairs has identified several strategic policy initiatives for FY 2018-19 and beyond. For this performance evaluation, the Department has updated progress on the initiatives identified in the FY 2018-19 Performance Plan that capture the Department's strategic and operational priorities, and reflect the overall direction as identified by Department leadership. The updates reflect data as of March 31, 2019. Additional detail for these strategic policy initiatives are available in the Department's Performance Plan, which may be accessed [here](#).

#### **SPI 1 Improve the resilience of our members and their families to face and cope with adversity, change and setbacks a net 30 percent by 2020**

Enhance resiliency of our members

- Reduce stigma of seeking mental health assistance
- Decrease high risk/high interest mental health cases
- Conduct quarterly joint ready and resiliency meetings

Strategies to achieve SPI:

- Mental health providers meet monthly with Chaplains and Sexual Assault Response Coordinators to address trends impacting resiliency observed within the organization, service utilization, gaps in services, and coordination of services to support members.
- Mental health providers meet quarterly with leadership to address behavioral health services, promote support of early help seeking behaviors and intervention, identify noted mental health trends within the organization, and assess utilization of services.
- The Colorado Army National Guard (COARNG) has implemented a three day course in the resilience core curriculum and is working with the National Guards Bureau's Psychological Health Program Research and Innovation Workgroup to measure the effectiveness of the course.
- The Colorado Air National Guard (COANG) participates in monthly meetings with helping agencies from all military branches to support cohesion, create awareness and access to base services for the military community, and address trends that threaten the resiliency of military members, Veterans, and their families.
- Identify and share mental health best practices between services through the conduct of a quarterly joint ready and resiliency meeting.

### Operational Measures

Major Program Areas – Comprehensive Soldier & Family Fitness (CSF2) Program, Director of Psychological Health

Process – Mental health referral process

Measure	FY17 Actual Baseline	FY18 Actual Year 1	Q1 YTD FY19	Q2 YTD FY19	Q3 YTD FY19	1-Year Goal	3-Year Goal
Reduce stigma of seeking mental health assistance which is reflected by an increase in those seeking mental health assistance	358	378	86	228	408	> 376	> 412
Decrease number of high risk/high interest mental health cases	106	80	25	36	54	< 101	< 90
Conduct quarterly joint ready and resiliency meetings	N/A	N/A	0	1	1	2	4

Evaluation: On track. Those seeking mental health assistance (408) were above the Q3 FY19 goal of (>295) for this period. Those identified as high-risk (54) were below the goal of (<71) for this period. The Army and Air National Guard behavioral health professionals continue to collaborate and share best practices that are improving the overall resilience of our members.

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### SPI 2 Increase understanding of veteran's needs and their customer service experience with Veteran Service Officers across all 64 counties by 2020

Improve veterans' customer service experience

- Implement and analyze VSO information form data across all counties
- Annual accreditation of county veteran service offices
- Conduct VSO outreach events
- Stand up of Western Region OneSource
- Implementation of online customer service feedback program

Strategies to achieve SPI:

- DVA is collaborating with the Lt. Governor's Office to develop an online customer service feedback program.
- Currently collaborating with counties, as defined in Colorado Revised State Statute 28-5-801 through 25-5-804, to provide expertise with Federal and State Veteran benefits.
- DMVA stood up DVA-West and is sponsoring the development of the Western Region OneSource, located in Grand Junction, to increase the capacity for serving veterans.
- DVA-East and DVA-West annual week long training conferences for CVSOs which meet accreditation from the National Association of County Veterans Service Officers.
- DVA-East and DVA-West also conduct two-day semi-annual training on a regional basis across the state for CVSOs each year.
- VSOs currently participate in a wide variety of training events throughout the year that expand awareness of Veteran Services, (medical care, education, employment, compensation, pension, and burial) and connect Veterans' with those and other services.
- DVA-East and DVA-West participate in Veteran stand-downs throughout the state which connect over 800 Veterans with services and other supporting agencies that assist Veterans with their physical, emotional, social, and spiritual needs.

### Operational Measures

Major Program Area – Veteran Service Office (VSO) training program; Division of Veterans Affairs East & West outreach programs

Process – Annual, regional and on-boarding VSO training; VSO outreach events; BOCC collaboration

Measure	FY17 Actual Baseline	FY 18 Actual Year 1	Q1 YTD FY19	Q2 YTD FY19	Q3 YTD FY19	1-Year Goal	3-Year Goal
Implement and analyze VSO information form data across all counties	N/A	N/A	6	10	21	32	64
Annual accreditation of county veteran service offices	N/A	N/A	0	0	0	32	64
Number of VSO outreach events	120	131	30	78	106	120	120
Stand up Western Region OneSource	N/A	N/A	WIP	WIP	IOC	IOC	FOC
Implementation of online customer feedback program with 50% response rate by 2020	N/A	N/A	0	0	0	25%	50%

Evaluation: On track with challenges. Experiencing some challenges with counties implementing the revised VSO information form. Continue to engage CVSOs during training regarding the importance of implementing the revised information form and will be providing alternative means (text, online, fax) of collecting feedback data during the 4<sup>th</sup> quarter of FY19. AG office found that CVSO offices are governed by the boards of county commissioners, not the Division of Veterans Affairs; therefore, this key measure will not be pursued further. AG's office also found that certification is a more appropriate term than accreditation and that the Division of Veterans Affairs has authority to create a training and certification program. As such, this key measure will be revised in the FY20 Performance Plan to implement a certification program for all county veteran service officers, versus CVSO offices by 2022. Western Region OneSource has achieved initial operating capacity (IOC) sooner than

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planned. Facility is open to public and activity is increasing daily with grand opening scheduled for 9 May 19. In collaboration with Qualtrics and Lieutenant Governor's office regarding the development and fielding of the Veteran's customer experience survey. Projecting an initial fielding during 4<sup>th</sup>Qtr, FY19.

#### **SPI 3 Enhance the department's capacity to support the Colorado National Guard and Division of Veterans Affairs by investing \$95 million in infrastructure development by 2020**

Increase total annual infrastructure investment

- Infrastructure investment
- Future years' defense spending alignment
- Development of 50-year real property master plan

Strategies to achieve SPI:

- Making growth and the acquisition of combat arms and cyber force structure a key component of the National Guard strategic communication plan.
- Actively engaged with P4 initiatives at Buckley Air Force Base (BAFB) to secure encroachment buffer for future stationing of the next generation fighter.
- Following a mature Installation Requirements Plan (IRP) submission process.
- Validated the Military Construction component of the Long Range Construction Plan and added prioritized Operations and Maintenance component.
- Designing upgrades to facilities at Greeley Air National Guard Station to support mission conversion.
- Aligning programming and Future Years Defense Planning (FYDP) requests to robust installation development, area development, and sustainability component documents.
- Developing a 50-year Real Property Master Plan that enables the National Guard to make deliberate choices in prioritizing investments of exiting funding and to justify future funding requests against established and enduring goals.

#### Operational Measures

Major Program Area – CFMO, CES

Process – Capital Construction, MILCON, Operations & Maintenance

Measure	FY17 Actual Baseline	FY18 Actual Year 1	Q1 YTD FY19	Q2 YTD FY19	Q3 YTD FY19	1-Year Goal	3-Year Goal
Infrastructure Investment	0	\$13.1 mil	\$6.8 mil	\$15.7	\$15.7	\$57 mil	\$95 mil
Align programming and future years defense spending	N/A	0	5%	57%	60%	50%	100%
Develop 50-year real property master plan	N/A	0	5%	46%	75%	50%	100%

Evaluation: Off track. Key measure one of SPI 3 is not on track to meet its FY 19 goal of \$79 mil. Adjustments in federal funding and realignment of 2018/2019 infrastructure development projects have affected infrastructure development during FY19. The Division of the Colorado National Guard made significant strides in aligning future years defense spending and with the development of the 50-year real property master plan. Recently formed stationing committee will further address and synchronize force structure stationing plan, land acquisition plan, 50-year real property plan, and energy plan in order to facilitate achievement of the future years defense spending, and 50-year real property master plan 3-year goals.