



The Department of Military and Veterans Affairs has identified several wildly important goals (WIGs) for FY 2019-2020 and beyond. For this performance evaluation, the Department has updated progress on the WIGs identified in the FY 2019-2020 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 June 30, 2020. Additional detail for these strategic policy initiatives are available in the Department's FY 2019-2020 Performance Plan, which may be accessed [here](#).

WIG 1 – Reduce the stigma of seeking mental health assistance, which is reflected by increasing all types of mental health requests for assistance 25% (from 358 to 447) by June 30, 2022.

Enhance resiliency of our members

- Reduce stigma of seeking mental health assistance
- Conduct quarterly joint ready and resiliency meetings

Strategies to achieve WIG:

- Mental health providers meet monthly with command support programs to address trends affecting resiliency, to identify gaps in services, and to facilitate 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 Command Ready and Resilient Council (C2R2) which synchronizes activities, assesses and monitors high-risk strategies, improves readiness and resilience, and advances health promotion, risk reduction, and suicide prevention efforts.
- 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.
- The Colorado Department of Military and Veterans Affairs is actively engaged with Substance Abuse and Mental Health Services Administration (SAMHSA) efforts in developing strategies, policies, and programs to combat suicide.
- COARNG conducts mental health assessments for service members flagged during annual periodic health assessments (PHAs).
- Department conducts pre-deployment Yellow Ribbon events 90-60-30 days prior to deployments and 30-60-90 day events post-deployment that address and enhance resiliency efforts.
- Department's health care professionals are exploring the implementation of a peer-to-peer support program to further reduce the stigma of seeking mental health assistance.
- Department's health care professionals have established a quarterly working group to enhance collaboration of strategic planning efforts regarding organizational resiliency.



Operational Measures

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

Process – Mental health referral process

Measure	FY17 Baseline	FY18 Actual	FY19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 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	510	199	477	602	814	> 376	> 412
Conduct quarterly joint ready and resiliency meetings	0	0	2	3	4	6	6	2	4

Evaluation: Department achieved its 3-year goal of reducing the stigma associated with seeking mental health assistance. Fully staffed health care teams, coupled with a leadership environment that promotes seeking health care assistance as a strength versus weakness has contributed to the significant increase in requests for health care assistance during FY20. The Army and Air National Guard behavioral health professionals also met their 3-year goal of conducting quarterly joint ready and resilience meetings and continue to collaborate and share best practices that are improving the overall resilience of our members.



WIG 2 - Increase understanding of veteran's needs and implement strategies to improve the veteran customer service experience across all 64 counties by June 30, 2022.

Improve veterans' customer service experience

- Implement and analyze VSO information form data across all counties
- Number of veteran outreach events conducted

Strategies to achieve WIG:

- Division of veterans Affairs has developed and piloted a revised VSO information form in collaboration with the Governor's Office.
- Collaborating with counties as defined in Colorado Revised State Statute 28-5-801 through 28-5-804 to provide expertise with Federal VA and Colorado Statute Veteran Benefits.
- Veteran Service Officers participate in a wide variety of events throughout the year that expand awareness of veteran needs and services.
- Developing a customer service experience survey to capture and assess veteran feedback regarding the quality and efficiency of services provided.

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

Measure	FY17 Baseline	FY 18 Actual	FY 19 Actual	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Implement and analyze customer service experience feedback across each county	0	0	28	16	25	30	31	32	64
Number of veteran outreach events conducted	120	131	147	45	85	117	126	130	150

Evaluation: Progress was achieved for each measure; however, the Department missed its target by one county regarding the implementation and analysis of customer service experience feedback. The Department also missed its target by 4 for conducting Veteran outreach events. The Department had been on target to achieve both goals prior to social restrictions imposed by COVID-19. On a positive note, COVID-19 social restrictions accelerated the Departments efforts to connect with Veterans' virtually.



WIG 3 - Improve environmental and energy stewardship 27% by June 30, 2022.

Improve environmental and energy stewardship

- Percentage of facilities that adhere to the Guiding Principles for Sustainable Buildings Protocol.
- Percentage reduction of energy intensity (kBtu/SF/Yr) combined with percentage increase of renewable energy adoptions.
- Number of sites with trained energy and water monitors.
- Number of state agencies influenced by DMVA's energy management best practices.

Strategies to achieve WIG:

- Developing an energy and stewardship policy.
- Appointing and training a team of energy and water monitors.
- Collaborating with Army Corps of Engineers on metering projects.
- Installing 45 kW PV at Fort Lupton.
- Reducing petroleum consumption through the fielding of three zero emission vehicles.
- Evaluating lighting retrofit to LED
- Exploring opportunities for leveraging third party funding through an energy performance contract.

Operational Measures

Major Program Area – CFMO

Process – Facility Monitors

Measure	FY19 Baseline	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Percentage of facilities that adhere to The Guiding Principles for Sustainable Buildings Protocol	0	0	0	0	5%	5%	15%
Percentage reduction of energy intensity (kBtu/SF/Yr) combined with percentage increase of renewable energy adoptions	0	0	0	0	4.5%	4%	12%
Number of sites with trained energy and water monitors	0	0	0	0	10	10	30
Number of state agencies influenced by DMVAs energy management best practices	0	0	1	2	2	1	3

Evaluation: Department achieved its one-year goal to improve environmental and energy stewardship 9% in FY20. Energy and water monitor training was modified to a remote learning approach due to COVID-19 "Shelter in Place", which enabled the Department to achieve its target of having 10 sites with trained energy and water monitors. The Department was also successful in achieving its goal of influencing other state agencies' energy management best practices.



WIG 4 - Increase the number of middle and high schools with Civil Air Patrol cadets 10% by June 30, 2022.

- Develop and implement a plan to increase CAP participation
- Implement a plan for increasing the number of middle and high schools with Civil Air Patrol cadets
- Percentage increase in the number of middle and high schools with Civil Air Patrol cadets.
- Inform school districts about the value of having a Civil Air Patrol presence in their schools.
- Expand Civil Air Patrol outreach activities in middle/high schools.
- Provide school science programs with CAP STEM kits to increase awareness and interest in CAP.

Strategies to achieve WIG:

- CAP command staff is currently developing an action plan to improve overall CAP cadet recruiting.
- All 28 cadet/composite squadrons are participating in the planning and eventual execution of the action plan.
- Recruitment effort is targeted on the 12-14 age group (middle school/early high school).
- Developing action plan to increase awareness of the value of having CAP cadets in a school's student population.
- Enhancing the Colorado CAP Wing website for easy district and school access.
- Identifying resource requirements and funding to support informational production and distribution.

Operational Measures

Major Program Area – CFMO

Process – Facility Monitors

Measure	FY19 Baseline	Q1 YTD FY20	Q2 YTD FY20	Q3 YTD FY20	Q4 YTD FY20	1-Year Goal	3-Year Goal
Implement a plan for increasing the number of middle and high schools with Civil Air Patrol cadets	0	35%	50%	70%	70%	Plan Implemented	Continue to Implement Plan
Percentage increase in the number of middle and high schools with Civil Air Patrol cadets	TBD	0	0	75%	75%	N/A	10%
Inform school districts about the value of having a Civil Air Patrol presence in their schools	0	0	0	0	0	30	90
Expand Civil Air Patrol outreach activities to middle/high schools	1	1	0	21	21	60	180
Provide school science programs with CAP STEM kits to increase awareness and interest in CAP	0	0	4	36	36	60	180

Evaluation: Division of Civil Air Patrol has exceeded its 3-year goal of increasing the number of middle/high schools with CAP cadets during its first year of implementation. CAP's leadership decision to not proceed with engaging school districts during FY20, but rather focus on expanding their outreach activities in middle/high schools proved to be successful in increasing the number middle/high schools with CAP cadets by 75%. COVID-19 restrictions prevented CAP from achieving its outreach activities with middle/high schools and distributing STEM kits to school science programs.