



Department of Military and Veterans Affairs FY20 Q1 Performance Evaluation (October 2020)

Wildly Important Goals

The Department of Military and Veterans Affairs has identified several wildly important goals (WIGs) for FY 2020-21 and beyond. For this performance evaluation, the Department has updated progress on the initiatives identified in the FY 2020-21 Performance Plan that capture the Department's WIGs, and reflect the overall direction as identified by Department leadership. The updates reflect data as of October 1, 2020. Additional detail for these, and other, WIGs is available in the Department's Performance Plan, which may be accessed [here](#).

WIG 1 – Enhance resiliency of Veterans and Service Members to cope with adversity and life challenges as reflected by an adoption of 100 Governor Challenge initiatives by June 30, 2023.

- Number of Governor Challenge initiatives implemented at the county level.
- Number of Governor Challenge initiatives implemented at the company/squadron level.
- Cross department partnerships and collaboration conducted annually.

Strategies to achieve WIG:

- 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 Department of Military and Veterans Affairs is actively engaged with the Governor's Challenge and State Office of Suicide Prevention initiatives, strategies, policies, and programs to combat suicide.
- 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.

Operational Measures

Major Program Area – People

Process – Implementation of Governor Challenge Initiatives; Collaboration with CDPHE Office of Suicide Prevention

Measure	FY20 Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	FY21 Goal	3-Year Goal
Enhance resiliency of Veterans and Service members to cope with adversity and life challenges as reflected by an adoption of 100 Governor Challenge initiatives by June 30, 2023	0	57				60	100
Number of Governor Challenge initiatives implemented at the county level	0	31				30	50
Number of Governor Challenge Initiatives implemented at the company/squadron level	0	26				30	50
Cross department partnerships and collaboration	0	0				1	3

Evaluation: The Department has experienced tremendous success, nearly achieving its projected FY21 goal during the first quarter of implementation. Much of the initial success is credited to the Division of Veterans Affairs collaboration and partnerships with County Veterans Service Officers in adopting the various Governor Challenge initiatives, and leadership involvement at all levels within the Colorado National Guard.



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WIG 2 – Increase CVSO training level to 3 for 90% of CVSOs by June 30, 2023.

- Number of counties providing VSO customer service experience feedback.
- Percentage of CVSO's participating in quarterly virtual coordination and development sessions.
- Percentage of accredited CVSOs.

Strategies to achieve WIG:

- DMVA has invested in the Qualtrics Customer Service Experience platform which provides Veterans multiple methods of providing feedback on their customer service experience with state and county VSOs (F2F hard copy form, call-in, mail in, online submission, or QR Code App).
- Increasing availability of and proficiency using virtual systems among State and County VSOs.
- DVAw implementing a weekly Webinar series that addresses VSO topics of interest.
- DVAe developing VSO virtual library consisting of informational and instructional videos that assist Veterans in navigating VBA/VHA services.
- DVA conducts annual centralized and regional training conferences to obtain and maintain accreditation.

Operational Measures

Major Program Area – Readiness

Process – Training and Certification Program; VA Accreditation

Measure	FY20 Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	FY21 Goal	3-Year Goal
Percentage of training level 3 CVSOs	0	39%				60%	90%
Number of counties providing VSO customer service feedback	30	40				48	64
Percentage of CVSOs participating in quarterly virtual coordination and development sessions	0	85%				60%	90%

Evaluation: The Department is on-track with increasing the training level of County Veteran Service Officers to assist Veterans with preparing and submitting benefit claims, and receiving VSO customer service feedback. The Department has also achieved its quarterly goal of enhancing virtual capacity, coordination and development among CVSOs.



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WIG 3 – Increase the percentage of renewable electricity consumed or purchased by DMVA facilities to 5% by June 30, 2023.

- Percentage of facility square footage that adhere to The Guiding Principles for Sustainable Buildings or LEED (or equivalent) rating system analysis.
- Percentage increase of renewable electricity consumed or purchased by DMVA facilities.
- 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:

- Developed 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 150 kW PV at Fort Lupton, which includes leveraged SEP funding and federal match.
- Reducing petroleum consumption through the fielding of three zero emission vehicles.
- Evaluating lighting retrofit to LED for both interior and exterior fixtures.
- Exploring opportunities for leveraging third party funding through an energy performance contract.

Operational Measures

Major Program Area – Modernization

Process – DMVA Sustainability Branch; Environmental and energy policy

Measure	FY20 Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	FY21 Goal	3-Year Goal
Percentage increase of renewable electricity consumed or purchased by DMVA facilities.	2.5%	2.5%				4.5%	7.5%
Percentage of facility square footage that adhere to The Guiding Principles for Sustainable Buildings or LEED (or equivalent) rating system analysis.	0	5%				10%	20%
Number of sites with trained energy and water monitors.	25%	25%				50%	75%
Number of state agencies influenced by DMVAs energy management best practices.	1	1				2	4

Evaluation: The Department has reaffirmed its baseline for measuring the progress of renewable electricity consumed or purchased on a quarterly basis. DMVA has engaged in collaboration and support with multiple State agencies through both of the Greening Gov't Leadership Council (GGLC) subcommittees focused on Electric Vehicle/Electric Vehicle Support Equipment as well as on Energy Efficiency/Renewable Energy.



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WIG 4 – Increase the number of middle and high schools with Civil Air Patrol cadets from 246 to 283 by June 30, 2023.

- Increase in the number of middle and high schools with Civil Air Patrol cadets.
- Expand Civil Air Patrol outreach activities to 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 has developed an action plan to improve overall CAP cadet recruiting.
- All 28 cadet/composite squadrons are participating in the execution of the action plan.
- Recruitment effort is targeted on the 12-14 age group (middle school/early high school).
- Collaborating with other state educational agencies to maximize impact.
- Enhancing the Colorado CAP Wing website for easy district and school access.
- Identifying resource requirements and funding to support informational production and distribution.
- Working on providing school science programs with CAP STEM kits to increase awareness and interest in CAP.

Operational Measures

Major Program Area – People

Process – AEM Program, CAP Recruiting & Retention Program

Measure	FY20 Baseline	Q1 FY21	Q2 FY21	Q3 FY21	Q4 FY21	FY21 Goal	3-Year Goal
Increase the number of middle and high schools with Civil Air Patrol cadets	246	246				258	283
Expand annual Civil Air Patrol outreach activities in middle/high schools from 21 to 44. Baseline is 21. FY 2021 target is 44.	21	29				44	66
Increase the number of school science programs with CAP STEM kits from 36 to 44 to increase awareness and interest in CAP. Baseline is 36. FY 2021 target is 44.	36	56				44	66

Evaluation: Civil Air Patrol continues to implement their plan, within COVID-19 guidelines and policies, to increase the number of middle/high schools with CAP cadets. CAP continues to distribute AEM Stem kits along with cadet and AEM materials to STEM teachers.