



Department of Military and Veterans Affairs Q2 FY2021 Performance Evaluation (January 2021)

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 January 1, 2021. 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	133			60	100
Number of Governor Challenge initiatives implemented at the county level	0	31	60			30	50
Number of Governor Challenge Initiatives implemented at the company/squadron level	0	26	73			30	50
Cross department partnerships and collaboration	0	0	1			1	3



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Evaluation: The Department has achieved its three year goal of adopting 100 Governor Challenge initiatives during the second quarter of implementation. Much of this 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. The department has also developed a partnership with the Department of Public Safety in sharing GCI's.

WIG 2 – Increase County Service Officer (CVSO) accreditation 30% from 35% to 65% 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 CVSOs accredited	35%	35%	57%			60%	65%
Number of counties providing VSO customer service feedback	30	40	42			48	64
Percentage of CVSOs participating in quarterly virtual coordination and development sessions	0	85%	44%			60%	90%

Evaluation: The Department has achieved its goal of increasing CVSO accreditation 10% by June 30, 2021 and is on-track to achieve its 3-year goal of 30% by June 30, 2023. The Department is also on track to meet its goal of receiving VSO customer service feedback from 48 counties by June 30, 2021. Although the Department experienced a decrease in the percentage of CVSOs participating in quarterly virtual coordination and development sessions during Q2, it is anticipated that ongoing reorganization efforts will result in increasing such participation during Q3 and Q4.



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WIG 3 – Increase the percentage of renewable electricity consumed or purchased by DMVA facilities from 2.5% to 7.5% 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%	4.9%			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%	0%			10%	20%
Number of sites with trained energy and water monitors.	25%	25%	25%			50%	75%
Number of state agencies influenced by DMVAs energy management best practices.	1	1	1			2	4



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Evaluation: The Department has achieved its FY21 goal of increasing the percentage of renewable electricity consumed or purchased by DMVA facilities during Q2. The Department did realize a decrease in square footage that adheres to the guiding principles for sustainable buildings or LEED equivalent with the expiration of the Denver Readiness Center LEED Silver Certification. DMVA has also 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.

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	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	47			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	73			44	66



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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. A new survey to determine school numbers is projected to be completed during Q3. CAP has achieved its outreach goals for FY21 and has already exceeded its STEM kit distribution goal for FY23. CAP will continue to distribute AEM Stem kits along with cadet and AEM materials to STEM teachers.