



Department of Military and Veterans Affairs FY 2015-16 Annual Performance Evaluation (October 2016)

Strategic Policy Initiatives

The Department of Military and Veterans Affairs has identified several strategic policy initiatives for FY 2015-16 and beyond. For this performance evaluation, the Department has updated progress on the selected initiatives used in the FY 2016 Performance Plan that best capture some of the Department's strategic and operational priorities, and reflects the overall direction as identified by Department leadership. The updates reflect data as of October 1, 2016.

Additional detail for these, and other, strategic policy initiatives is available in the Department's Performance Plan, which may be accessed [here](#).

Improve Disaster Response Coordination

Recent trends indicate a growing reliance on the domestic response capability of the Colorado National Guard within the State. The Department of Military and Veterans Affairs has proven resilient in the face of adversity and capable of meeting the significant challenges posed by natural disasters, to include fires and floods. It is the goal of the Department to maintain personnel on-hand readiness numbers to meet such challenges, and continually assess and update the response provided to the state in such a way that is both proactive and generates greater coordination and cooperation with intra-State agencies as well as local and national partners.

- Validated and tailored Colorado National Guard response packages to most probable missions as identified by the Division of Homeland Security and Emergency Management (DPS).
- Incorporated lessons learned into a state response manual that covers emergency disasters most commonly dealt with in Colorado in coordination with other state response agencies.
- Joint Staff Colorado National Guard integrated elements of the Colorado National Guard into realistic training exercises partnered with other State and Federal agencies; engaged in 63 all-hazard response coordination events with lead agencies.
- Achieved 1-year goals for Army NG and Air NG personnel on-hand.
- Staff assessed new and emerging capabilities, such as the Tri-State Cyber Defense Network Team, to assist in the all-hazards response paradigm.

Expand service provided to Underserved Veterans through Planning

Serving Colorado's veterans remains a cornerstone of the Department of Military and Veterans Affairs' efforts. Rural and student veterans stand out as being underserved within the state. Access to support services and peer-specific community is a problem for both groups. The preponderance of resources, including hospitals, support groups, student veteran chapters and veterans' cemeteries are located along the I-25 corridor.

The Department seeks to update and improve those services it provides beyond this corridor. These consist primarily of grants and the Veterans Memorial Cemetery in Grand Junction, CO. The Department also provides grants which support such activities as transportation for veterans to appointments and counseling services across the state.



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- Veterans Assistance Grant distributed \$966,549 to 25 non-profit organizations and government entities that directly provided the provision of shelter and housing (32%), emergency assistance (11%), employment assistance (2%), transportation (8%), mental health services (8%), substance abuse treatment (18%), and other forms of assistance (21%).
- Veterans Trust Fund served 8,680 Veterans, with 4,966 unique individuals receiving services and support.
- Qualitative feedback indicated that Veterans were appreciative of transportation for attending medical appointments, ability to remain housed rather than becoming homeless, and that services provided prevented suicide.
- 94% of veterans rated the services provided as favorable, and 92% indicated an increase in overall well-being.
- Increased the depth and breadth of outreach to veterans across the state by increasing direct and indirect awareness through attendance at 20 outreach events, 30 targeted communication events, stakeholder meetings, and forums particularly outside the I-25 corridor.
- Department leadership participated in 20 statewide veterans events.

Provide low-cost disaster mitigation services

The Colorado Wing of the Civil Air Patrol provides a low-cost aviation capability that can be utilized by law enforcement, local responders and other entities before, during and after a disaster strikes. This capability has been demonstrated in the Civil Air Patrol's participation in fire watch, searches for downed aircraft, and post-flood damage assessments.

The Department, through the Colorado Wing of the Civil Air Patrol, seeks to provide these services with the same standard of professionalism and dedication that it has in the past, while working to share the message of what it provides to a broader audience.

- Improved awareness of Civil Air Patrol capabilities among civilian response agencies by actively sharing their message across the state on a monthly basis.
- Proactively engaged in training missions that demonstrated their capabilities in providing effective emergency response resources.



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Operational Measures

Major Program Area – Colorado National Guard

Process – National Guard Federal and State programs encompass activities to provide both the Federal Government and the Governor of Colorado with a trained and ready National Guard force for execution of assigned federal and state missions. The Department ensures that the Colorado National Guard has the necessary personnel and equipment on hand, as well as training to ensure optimum disaster response coordination.

| Measure | FY14 Actual | FY15 Actual | FY16 Actual | 1-Year Goal | 3-Year Goal |
|--|----------------|----------------|----------------|----------------|----------------|
| Percentage of Army NG Personnel authorized | 100.1% | 102.8% | 100.0% | 90.0% | 100.0% |
| Percentage of Air NG Personnel authorized | 98.0% | 98.0% | 96.2% | 90.0% | 90.0% |
| Percentage of Army NG Equipment authorized | 95.27% | 95.2% | 86.0% | 90.0% | 90.0% |

The numbers above reflect the personnel, equipment, and training of the Colorado National Guard. The intent is to demonstrate the preparedness of the Colorado National Guard to respond to domestic and overseas missions. The declining results for equipment in some lines reflect the impacts of federal budget projections imposed by the Budget Control Act.

Major Program Area – Division of Veterans Affairs

Process – The Veterans Affairs program encompasses activities to assist veterans, their family members, and survivors in securing benefits provided for prior service in the military. The Division provides training for County Veterans Service Officers who provide advocacy for Colorado's veterans as they seek to claim their earned federal benefits.

| Measure | FY14 Actual | FY15 Actual | FY16 Actual | 1-Year Goal | 3-Year Goal |
|--------------------------------------|----------------|----------------|----------------|----------------|----------------|
| Percentage of CVSOs trained | 86.0% | 87.0% | 91.0% | 90.0% | 90.0% |
| Number of veterans receiving service | 9,132 | 19,057 | 19,057 | 10,000 | 12,000 |

The numbers above reflect the percentage of the County Veterans Service Officers that are trained annually on a recurring basis and the number of veterans who receive service through both the County Veterans Service Officers and the State Division of Veterans Affairs.



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Major Program Area – Civil Air Patrol

Process – The Civil Air Patrol program encompasses activities to provide the Governor a trained and ready force to conduct emergency services missions.

| Measure | FY14 Actual | FY15 Actual | FY16 Actual | 1-Year Goal | 3-Year Goal |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|
| Total hours flown | 1905.5 | 2,160 | 2,481 | 2,320 | 2,320 |
| Hours flown in a response status | 458.2 | 404.8 | 86.8 | 400 | 400 |

The flight hours depicted above demonstrate the training and response flights flown by the Colorado Wing of the Civil Air Patrol.

FY2017 Performance Plan

FY 2017 Strategic Policy Initiatives

The FY 2017 Strategic Policy continues with its three core initiatives of improving disaster coordination, expanding services to underserved Veterans through planning, and providing low-cost disaster mitigation services. A fourth strategic policy initiative has been added to the FY 2017 Strategic Policy Initiatives that focusses on the Civil Air Patrol's STEM education program. The goal of this program is to generate enthusiasm among cadets and K-12 youth for STEM-related subjects and careers through a program supplying STEM resources for hands on, inquiry-based learning, and provide opportunities for STEM teams to compete in National Level competitions, i.e. Cyber Patriot, etc.

FY 2017 Strategies and Operational Measures

When reviewing the FY2016 performance plan, several observations were made that influenced the Department's focus for FY17. The Colorado National Guard earned the trust and confidence of the citizens of Colorado in providing the right force, at the right time, and at the right place, despite operating with only 86% of its authorized equipment due to federal budget projections imposed by the Budget Control Act. The Army and Air National Guards also attained their authorized personnel goals. The Department of Veterans Affairs attained their goals of providing service to Veterans and ensuring County Veteran Service Officers remained trained to perform their duties. The Civil Air Patrol continued to exceed total hours flown; however, hours flown in response to real world incidents were reduced due to a reduction in emergency related missions.