



The Department of Military and Veterans Affairs has identified several wildly important goals (WIGs) for FY 2020-2021 and beyond. For this performance evaluation, the Department has updated progress on the WIGs identified in the FY 2020-2021 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, 2021. Additional detail for these strategic policy initiatives are available in the Department's FY 2020-2021 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.

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 (CR2C) 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.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Number of Governor Challenge initiatives implemented at the county level	0	31	60	89	100	30	50
Number of Governor Challenge initiatives implemented at the company/squadron level	0	26	73	73	73	30	50
Cross department partnerships and collaboration	0	0	1	2	2	2	3

Evaluation: The department achieved success with implementing over 150 Governor Challenge initiatives and two cross-department partnerships during FY 20-21, which enhanced the resiliency of Veterans and Service Members to cope with adversity and life challenges. The lethal means safety video, coupled with gatekeeper training opportunities accounted for the majority of initiatives implemented at both the county and company/squadron levels.



WIG 2 - Increase CVSO accreditation 30% by June 30, 2023.

Strategies to achieve WIG:

- DMVA has invested in the Qualtrics Customer Service Experience platform which provides Veterans multiple methods of providing feedback of their customer service experience with state and county VSOs. F2F hard copy form, call-in, mail-in, online or QR Code App.
- Increasing availability of and proficiency using virtual systems among State and County VSOs.
- DVA implementing a weekly Webinar series that addresses VSO topics of interest.
- DVA developing a 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.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Number of counties providing VSO customer service experience feedback	30	40	42	45	48	48	64
Percentage of CVSO's participating in quarterly virtual coordination and development sessions.	0	85%	44%	69%	68%	60%	60%
Percentage of accredited CVSO's	35%	35%	57%	68%	55%	45%	65%

Evaluation: The DMVA met its 1-year goal of receiving VSO feedback submissions from 48 of the state's 64 counties. The 1-year goal of increasing CVSO participation in quarterly virtual training and professional development was also exceeded and proved to be of great value in maintaining engagement with county VSO's during COVID social distancing restrictions. Accreditation of CVSOs was also exceeded across the state which further enhanced the state's capacity to assist Veterans with preparing and submitting disability and other claims for which they were entitled.



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

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.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Percentage of facilities that adhere to The Guiding Principles for Sustainable Buildings Protocol	0	5%	0%	0%	2.5%	10%	20%
Percentage increase of renewable electricity consumed or purchased by DMVA	2.5%	2.5%	4.9%	5%	5%	4.5%	7.5%
Number of sites with trained energy and water monitors	25%	25%	25%	25%	25%	50%	75%
Number of state agencies influenced by DMVAs energy management best practices	0	1	1	2	2	2	4

Evaluation: The Denver Readiness Center LEED Silver Certification expired in October 2020 which resulted in a 5% decline during the second quarter; however, the Fort Carson Space Battalion readiness Center received its final LEED rating of Gold, which contributed to achieving a 2.5% rating in this key measure overall during FY21. Progress was achieved in increasing renewable electricity consumed or purchased by DMVA as reflected in Solar PV at Grand Junction FMS#3, North Colorado Springs (USAFA), and Windsor Readiness Centers. The ability to achieve trained energy and water monitors proved to be untenable due to COVID-19 restrictions. Starting in July 2021, it is recommended by the CFMO staff that this measure be rescinded and replaced with more engineering focused solutions. The department achieved its goal of influencing other state agencies with energy best practices through its support of CDPS Greening Government facility energy use evaluation and participating in CDOT's selection process to develop a Solar Garden.



WIG 4 - Increase the number of middle and high schools with Civil Air Patrol cadets 15% by June 30, 2023.

Strategies to achieve WIG:

- CAP command staff is actively 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.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Percentage increase in the number of middle and high schools with Civil Air Patrol cadets	246	246	246	200	200	258 (5%)	283 (15%)
Expand Civil Air Patrol outreach activities to middle/high schools	21	29	47	51	21	44	66
Provide school science programs with CAP STEM kits to increase awareness and interest in CAP	36	56	73	80	134	44	66

Evaluation: Annual school survey completed February 28, 2021 revealed that school representation was down by 46 schools with a slight increase in home school cadets. This decrease is attributed to COVID 19 as many schools have not consistently conducted in person learning. This resulted in many cadets turning to alternative learning options. Civil Air Patrol exceeded the annual goal of conducting 44 outreach activities this year, which is significant progress given the challenges associated with COVID. CAP tripled its 1-year goal of sharing 44 CAP STEM kits with school science programs as a result of its expanded outreach activities with middle/high schools.