



**Department of Military and Veterans Affairs
FY2022 Annual Performance Evaluation (November 2022)**

The Department of Military and Veterans Affairs has identified several wildly important goals (WIGs) for FY 2021-2022 and beyond. For this performance evaluation, the Department has updated progress on the WIGs identified in the FY 2021-2022 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, 2022. Additional detail for these strategic policy initiatives are available in the Department's FY 2021- 2022 Performance Plan, which may be accessed [here](#).

WIG 1 – Improve DMVA's recognition as an employer of choice from 58% (FY20-21) to 63% by June 30, 2022.

Strategies to achieve WIG: The Department has invested in the Qualtrics Employee XM platform to gather continuous feedback from every employee experience to take the right actions to impact engagement, talent planning, productivity, and innovation. Qualtrics XM platform will empower DMVA to take actions that puts its people first. The Department has also resourced NEXGEN teams for developing and institutionalizing an onboarding program and supervisor certification program.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Increase employee engagement score 5% by June 30, 2022.	58	58%	58%	52%	52%	63%	65%
Complete 4 Equity, Diversity, and Inclusion (EDI) activities by June 30, 2022.	0	1	1	2	4	4	12
Conduct 4 employee recognition events by June 30, 2022.	0	1	5	7	8	4	12
Institutionalize DMVA onboarding program	0	20%	40%	60%	60%	60%	100%
Institutionalize DMVA supervisor program	0	0%	40%	60%	60%	60%	100%

Evaluation: Employee feedback indicates a 6% decrease in the level of employee engagement. Analysis of results suggests that taking action on survey results and holding employees accountable for their performance are two key drivers that the department can target to address employee engagement concerns. The Department completed four EDI activities and four employee recognition events



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WIG 2 – Improve organizational readiness 21% by June 30, 2024, starting with a 7% improvement by June 30, 2022.

Strategies to achieve WIG: Division of Veterans Affairs conducts annual VSO training to certify newly appointed VSOs. Department leadership conducts key leader engagements with county commissioners regarding the value of CVSO accreditation. Retention integrated into the readiness line of effort.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Increase accredited Veteran Service Officers from 73% to 77% by June 30, 2022	73%	73%	67%	80%	83%	77%	80%
Increase Colorado Army National Guard retention rate from 72% to 74% by June 30, 2022.	72%	81%	71%	71%	64%	74%	76%
Increase Colorado Air National Guard retention rate from 95% to 96% by June 30, 2022	95%	94%	95%	94%	98%	96%	97%

Evaluation: The Division of Veterans Affairs achieved it's goal of improving VSO accreditation. The Colorado Army National Guard experienced a decrease in it's retention because fewer Soldiers were eligible to extend during the first quarter of FY22. COANG has created an incentive program for perpetuated leads from current COANG members to promote the incentive program, increase awareness on perpetuation, and to garner possible inroads to more schools and civilian organizations through traditional COANG members' civilian employment circles.



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WIG 3 – Complete 50% of identified NEXGEN organizational efficiencies by June 30, 2022.

Strategies to achieve WIG: Adopt the CSU Talent LMS platform to track employee training. Hire a strategic planner and Women VSO to address EDI efforts. Conduct NEXGEN assessments and evaluations in accordance with the department's strategic planning efforts.

Measure	FY20 Baseline	Q1 YTD FY21	Q2 YTD FY21	Q3 YTD FY21	Q4 YTD FY21	1-Year Goal	3-Year Goal
Complete five NEXGEN initiatives by June 30, 2022.	0	0	1	1	5	5	15
Institutionalize employee training and development program from 60% to 100% by June 30, 2022.	60%	60%	60%	60%	100%	100%	
Upgrade DMVA's website from 60% to 100% by June 30, 2022.	60%	60%	80%	80%	100%	100%	
Implement a learning management system from 60% to 100% by June 30, 2022.	60%	80%	100%	100%	100%	100%	
Mature equity, Diversity, and inclusion (EDI) program from 40% to 100% by June 30, 2022.	40%	40%	60%	69%	100%	100%	
Automate state awards program from 40% to 100% by June 30, 2022.	40%	40%	60%	60%	100%	100%	

Evaluation: Completed 50% of identified NEXGEN organizational efficiencies targeted for FY 22. Hired a strategic planner/organizational development champion to fill a 6-month vacancy and facilitate further advancement of this key measure. Commenced migration to MS 365 with anticipated gains in process automation and file management. Access granted to Google Analytics, enabling deeper user experience insights to inform the website redesign process. Accessibility rated at 98%. Identified the Talent LMS system from CSU-Global as the repository for employee training records. Employee EDI training



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updated in the LMS. Dashboard established and measurement in progress. EDI duties and responsibilities will be integrated in the department's Strategic Planner responsibilities. State awards policy has been reviewed and updated with a new Legion on Merit award.