



## **Department of Military and Veterans Affairs - FY 2023-24 Annual Performance Report (November 2024)**

### **Wildly Important Goals**

The Department of Military and Veterans Affairs has identified several wildly important goals (WIGs) for FY 2023-24 and beyond. For this annual performance report, the Department has updated progress on those goals identified in its FY 2023-24 Performance Plan that capture the Department's WIGs and reflect the overall direction identified by Department leadership.

Additional details for these and other WIGs are available in the [Department's Performance Plan](#). Please visit the [Governor's Dashboard](#) for a visual representation of the Department's WIG progress.

### **WIG 1 – Improve Veterans' satisfaction levels with DMVA services through a 5% increase in Net Promoter Scores given on a post-service survey by June 30, 2024.**

- Increase Accredited Veteran Service Officers (VSO's)
- Increase Veterans Benefits Management System (VBMS) Access
- Conduct Community Outreach Events
- Identify and Resolve Gaps in Service
- Increase Grant Execution

### **WIG 2 – DMVA will improve retention and foster an inclusive and people-first environment and culture by establishing and executing 4 programs and initiatives by June 30, 2024.**

- Complete EDI Activities



- Conduct Employee Recognition Events
- Initiate a Supervisor Program
- Conduct Senior Executive Town Hall Meetings

**WIG 3 – DMVA will increase readiness and/or reduce vacancies in the COARNG, COANG, DMVA, and VSO workforce by 100% of**

**Key Measure goals by June 30, 2024.**

- Increase Colorado Army National Guard End Strength
- Increase Colorado Air National Guard End Strength
- Increase DMVA State Employee Readiness and Reduce Vacancies

**WIG 4 – Complete modernization initiatives to enhance the Department’s business practices that impact employee effectiveness and customer service, as measured by completing 50% of each identified initiative by June 30, 2024.**

- Accessibility Compliance under House Bill 21-1110
- Implement DMVA Intranet
- Implement Process Flows
- Improve Communication between Department Divisions



**Performance Measures**

**WIG 1 – Improve Veterans’ satisfaction levels with DVA services through a 5% increase in Net Promoter Scores given on a post-service survey by June 30, 2024.**

Measure	FY 23-24 Baseline	Q1 FY 23-24	Q2 FY 23-24	Q3 FY 23- 24	Q4 FY 23- 24	FY 23-24 Total	FY 23-24 Goal
Veterans Outreach (Bi-Annual Reporting)	39%	39%	-	-	41%	41%	44%
Increase Accredited Veteran Service Officers (VSO's)	78%	82%	80%	91%	92%	92%	88%
Increase Veterans Benefits Management System (VBMS) Access	41%	50%	54%	66%	67%	67%	61%
Conduct Community Outreach Events	0	14	14	11	8	47	20
Identify and Resolve Gaps in Service	0	0	1	2	0	3	5
Increase Grant Execution (Bi-Annual Reporting)	88%	-	40%	-	91.5%	91.5%	94%



**WIG 2 – DMVA will improve retention and foster an inclusive and people-first environment and culture by establishing and executing 4 programs and initiatives by June 30, 2024.**

Measure	FY 22-23 Baseline	Q1 FY 23- 24	Q2 FY 23- 24	Q3 FY 23- 24	Q4 FY 23- 24	FY 22-23 Total	FY 23-24 Goal
Increase Employee Engagement	0	1	1	1	1	4	4
Complete EDI Activities	0	2	3	0	0	5	4
Conduct Employee Recognition Events	0	3	3	1	0	7	4
Initiate a Supervisor Program	0	10%	20%	10%	10%	50%	50%
Conduct Senior Executive Town Hall Meetings	0	1	1	1	1	4	4



**WIG 3 – DMVA will increase readiness and/or reduce vacancies in the COARNG, COANG, DMVA, and VSO workforce by 100% of Key Measure goals by June 30, 2024.**

Measure	FY 22-23 Baseline	Q1 FY 23- 24	Q2 FY 23- 24	Q3 FY 23- 24	Q4 FY 23- 24	FY 23-24 Total Average	FY 23-24 Goal
Increase Readiness	90%	90%	90%	92%	93%	91%	95%
Increase Colorado Army National Guard End Strength	92%	90%	90%	90%	90%	90%	94%
Increase Colorado Air National Guard End Strength	99%	99%	99%	98%	99%	99%	100%
Increase DMVA State Employee Readiness and Reduce Vacancies	80%	83%	81%	89%	89%	84%	90%



**WIG 4 – Complete modernization initiatives to enhance the Department’s business practices that impact employee effectiveness and customer service, as measured by completing 50% of each identified initiative by June 30, 2024.**

Measure	FY 22-23 Baseline	Q1 FY 23- 24	Q2 FY 23- 24	Q3 FY 23- 24	Q4 FY 23- 24	FY 23-24 Total	FY 23-24 Goal
Modernization	0	31%	20%	23%	15%	89%	62.5%
Accessibility Compliance under House Bill 21-1110	0	25%	25%	25%	10%	85%	100%
Implement DMVA Intranet	0	25%	25%	25%	25%	100%	50%
Implement Process Flows	0	50%	20%	30%	0	100%	50%
Improve Communication between Department Divisions	0	25%	10%	10%	10%	55%	50%