

Department of Military and Veterans Affairs

SMART Act Hearing

State, Civic, Military, & Veterans Affairs Committee

22 January 2024

DMVA Mission

MISSION: Colorado's Department of Military and Veterans Affairs **supports** the Division of the Colorado National Guard in delivering land, air, space, and cyber power in support of state and federal operations; **enables** the Division of Veterans Affairs to deliver high quality service to the state's veterans and their families; and **oversees** the operations of the Colorado Wing of the Civil Air Patrol in delivering aerospace education and emergency services.

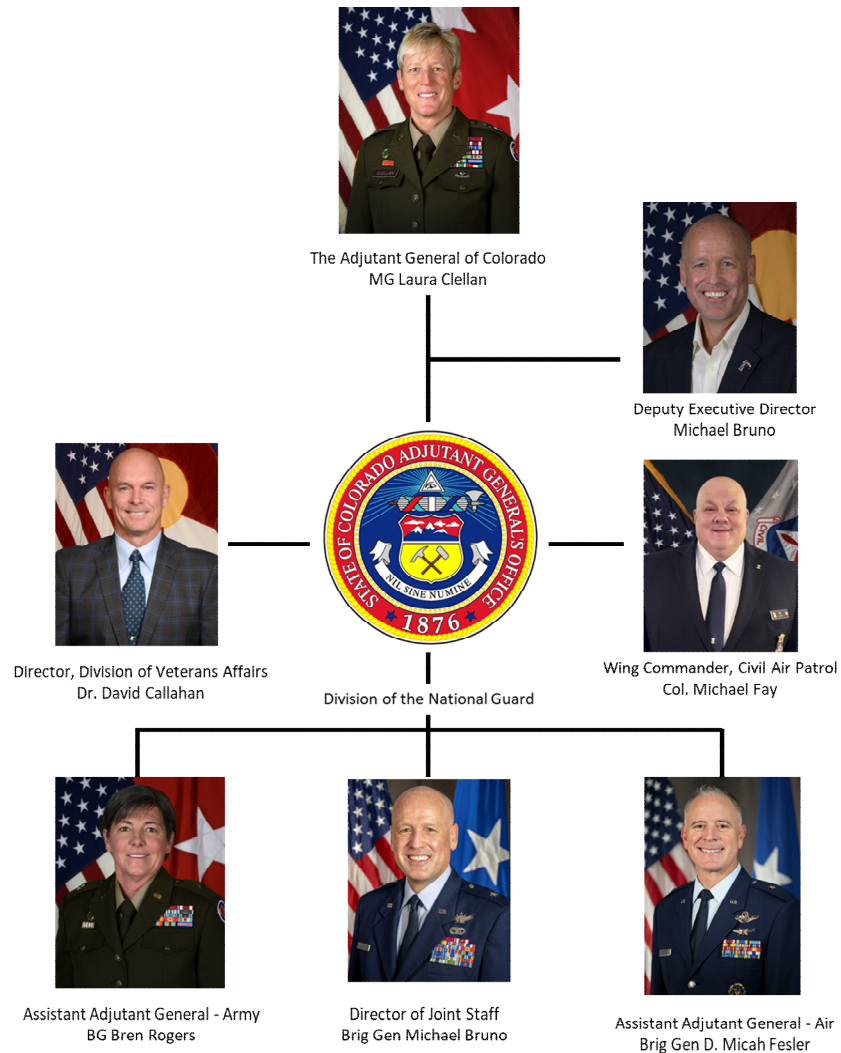


DMVA Vision

VISION: We are an inclusive organization that earns and maintains the trust and confidence in those we serve at the local, state and federal levels; we are recognized for excellence in service to our veterans, service members, and families; and we are the state of choice for future force structure gains, equipment modernization, and infrastructure investment.



DMVA Organizational Structure

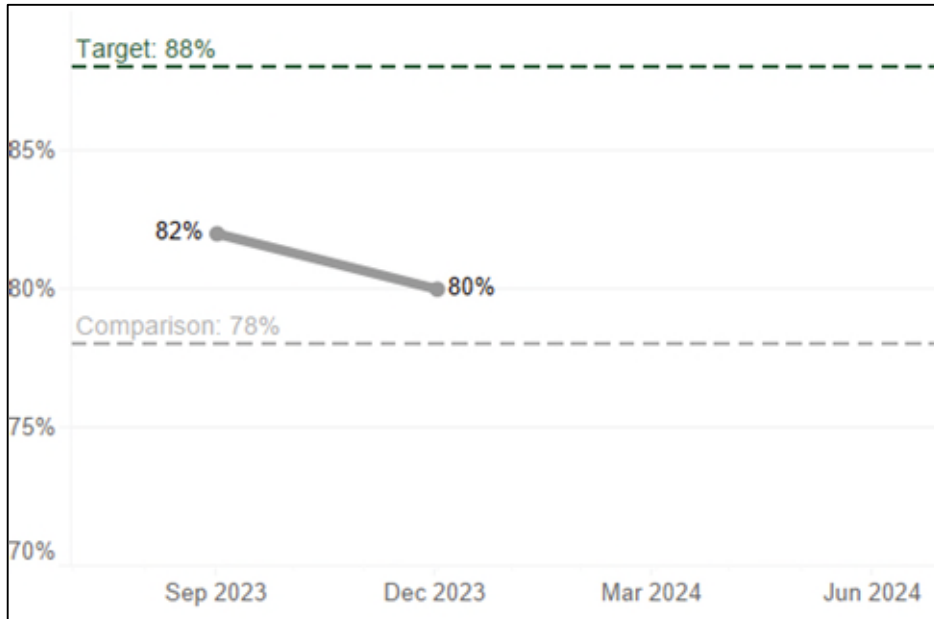


Department of Military & Veterans Affairs
(DMVA)
FY 2023-24 Wildly Important Goals
(WIGs)

WIG #1: Veteran Engagement

- Improve Veterans' satisfaction level with DMVA services through a 5% increase in Net Promoter Score from a post-service survey by June 30, 2024.
- Success will result in a greater sense of community and a collective voice for Veterans, families, and advocates in identifying their community goals, as well as address local service gaps. Committed engagement by the Division of Veterans Affairs (DVA) in community-based efforts will improve Veteran outcomes where they live, work, and raise their families.

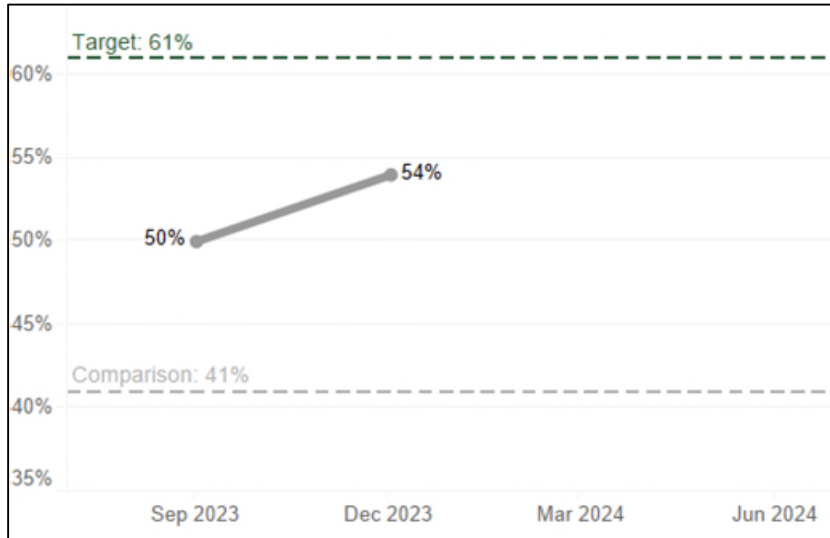
WIG #1, Key Measure #1: Veteran Service Officer Accreditation



Increase accredited Veteran Service Officers (VSOs) 15% by June 30, 2025.

- 10% increase by June 30, 2024.
- 5% increase by June 30, 2025.
- Baseline is 78%.
- Currently at 80%.

WIG #1, Key Measure #2: Veterans Benefits Management System (VBMS)



Increase Veterans Benefits Management System (VBMS) access 20% by June 30, 2024.

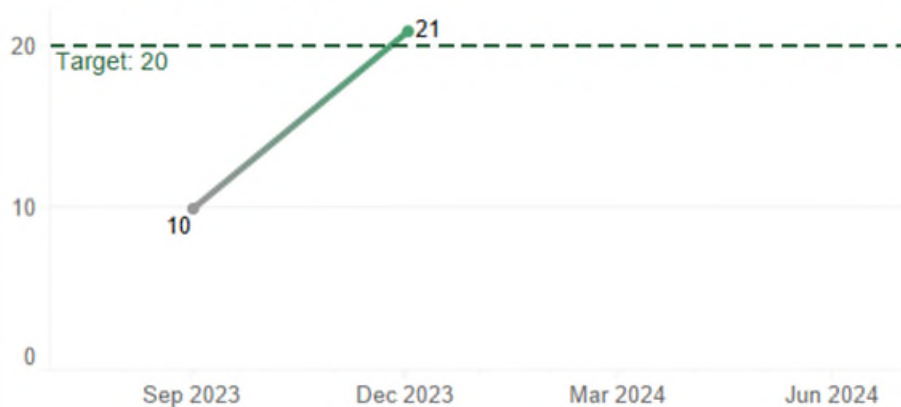
- 20% increase by June 30, 2024.
- 10% increase by June 30, 2025.
- Baseline is 41%.
- Currently at 54%.



WIG #1, Key Measure #3

Outreach Events

The Division of Veterans Affairs (DVA) will participate in 20 community outreach events with their federal Veterans Administration (VA), state, regional, and county partners by June 30, 2024.



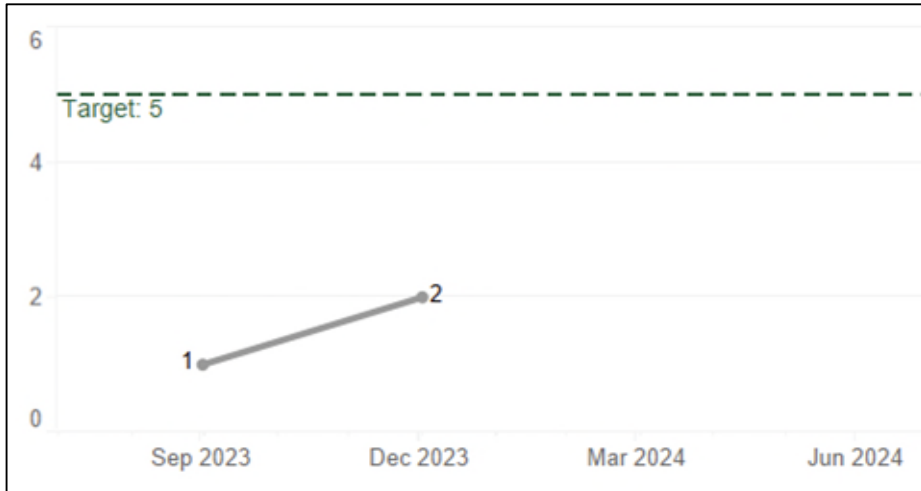
Participate in 40 community outreach events by June 30, 2025.

- Complete 20 outreach events by June 30, 2024.
- Additional 20 outreach events by June 30, 2025.
- 21 events complete so far for FY23-24.



WIG #1, Key Measure #4: Gaps in Service

Identify and resolve five (5) gaps in service across the state by June 30, 2024.



Resolved:

- Notary services
- Proposed legislation for Women Veterans Day

In Progress:

- Clearinghouse resource guide

WIG #2: Employee Retention

- Improve retention and foster an inclusive and people-first environment and culture by establishing and executing four (4) programs and initiatives by June 30, 2024.
- Successful completion of this goal will foster an inclusive and people first driven environment. Our culture will be one where employees feel welcomed, valued, respected, and heard.

WIG #2: Key Measures Overview

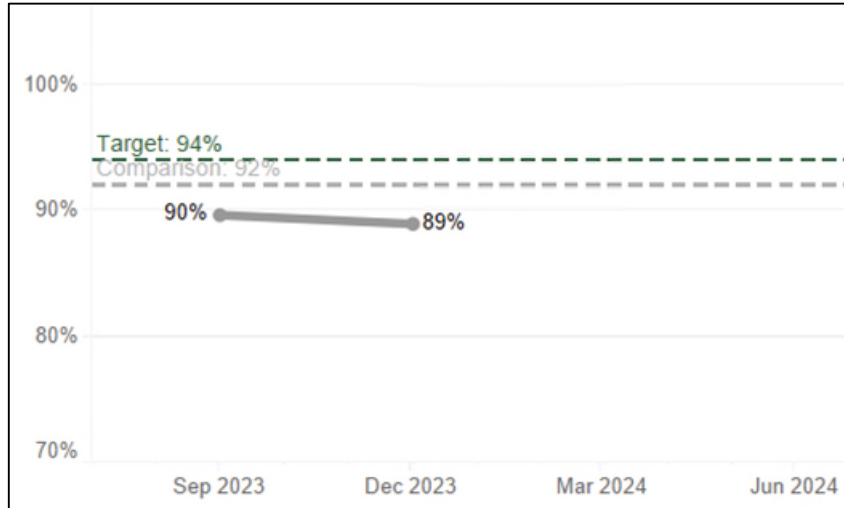
- Complete four Equity, Diversity, and Inclusion (EDI) activities by June 30, 2024 to continue to build strong teams and enhance mission effectiveness.
- Conduct four employee recognition events by June 30, 2024.
- Institutionalize a DMVA supervisor training program.
- Conduct four senior executive staff town hall meetings.

WIG #3: Organizational Readiness

- DMVA will increase readiness and /or reduce vacancies in the: (1) COARNG, (2) COANG, and (3) DMVA workforce by 100% of individual Key Measure goals by June 30, 2024.
- Successful completion of this goal will result in increased end strength of Colorado National Guard forces and Department of Military & Veterans Affairs (DMVA) workforce. This will allow our department to better serve our community, state, and nation.

WIG #3, Key Measure #1: COARNG Organizational Readiness

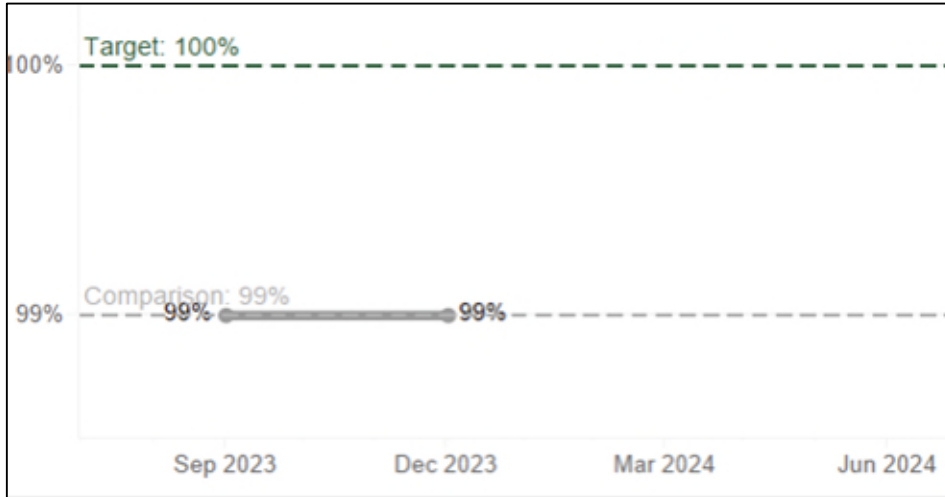
Increase Colorado Army National Guard (COARNG) end strength by 2% in FY24.



- Additional 2% improvement in FY25.
- Two-year end goal is 96%.
- Starting baseline is 92%.
- Currently at 89%

WIG #3, Key Measure #2: COANG Organizational Readiness

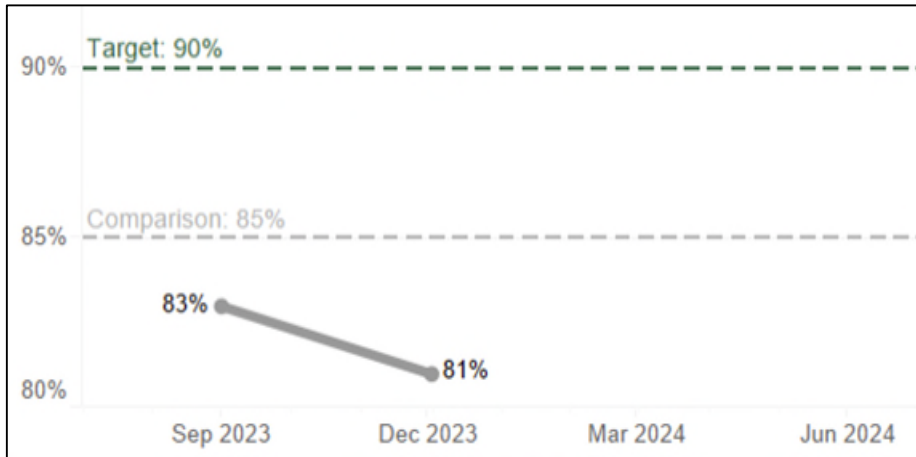
Increase Colorado Air National Guard (COANG) end strength by 1% in FY24.



- Additional 1% improvement in FY25.
- Starting baseline is 99%.
- Two-year end goal is 101%.
- Currently at 99%

WIG #3, Key Measure #3: DMVA Organizational Readiness

Increase Department of Military & Veterans Affairs (DMVA) state personnel end strength.



- Increase 5% in FY24.
- Additional 5% in FY25.
- Baseline is 85%.
- Currently at 81%

WIG #4: Modernization

- 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.
- Modernizing the Department of Military & Veteran Affairs (DMVA) will improve business practices, enhance employee effectiveness and customer service, and contribute to the organization's ongoing development, improving service delivery to internal and external customers.

WIG #4

Key Measures Overview

- 1: Ensure accessibility under the Colorado Americans with Disabilities Act
- 2: Implement DMVA Intranet for internal communication
- 3: Implement process flows to include instructional guides and video tutorials to simplify employee workload
- 4: Improve lines of communication throughout DMVA by implementing recall rosters, email distribution lists, and effective communication methods among our divisions.

More Information

To view monthly updates on Wildly Important Goals and corresponding lead measures, please visit the [Governor's Dashboard](#).

For more information on additional Department goals and context, view our [FY 2023-24 Performance Plan](#).

DMVA Performance Management (1/2)

The Department of Military and Veterans Affairs is dedicated to supporting state and federal operations while improving customer service and enhancing the quality of life for our State/Federal employees, Service Members, Veterans, and their families. A review and assessment of the department's FY 22-23 Wildly Important Goals, coupled with implementing several employer-of-choice and process improvement initiatives, has resulted in revising the department's FY 23-24 performance measures.

DMVA Performance Management (2/2)

- The performance plan is designed to improve DMVA's recognition as an employer of choice and contribute to instilling a "People First" culture emphasizing employee development, recognition, and retention.
- DMVA continues to pursue readiness and modernization goals to ensure we have the people, equipment, training and processes to improve our operations and accomplish our service mission.
- Progress is measured through customer service and employee engagement surveys, product completion and implementation, training completion, and access.

DMVA FY 2024-25 Budget Request (1/5)

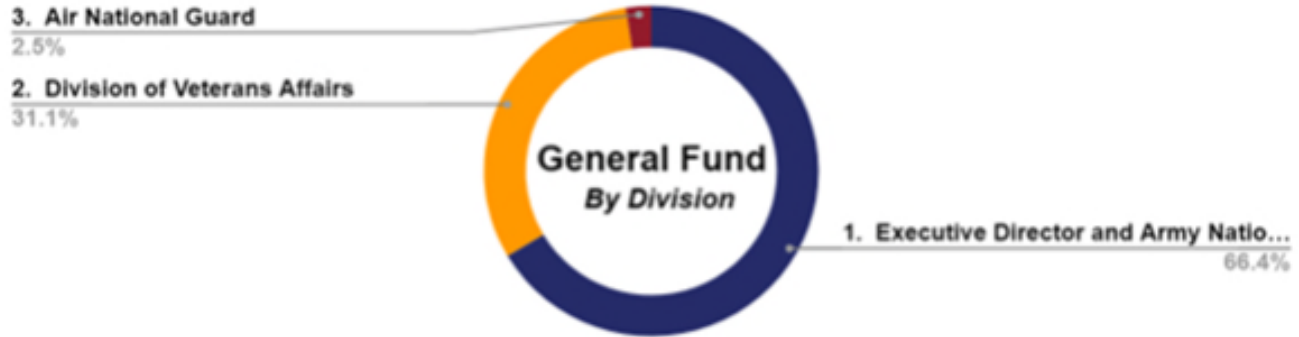
FY 2024-25 Budget Request Snapshot

FY 2024-25 Total Funds: \$153,458,635

FY 2024-25 General Fund: \$18,269,062

FY 2024-25 FTE: 2,494

DMVA FY 2024-25 Budget Request (2/5)



DMVA FY 2024-25 Budget Request (3/5)

Request Name	FTE	Total Funds	General Fund	Cash Funds
R-01 Colorado National Guard Recruiting and Retention	0.0	\$500,000	\$500,000	\$0
R-02 Construction and Facilities Management Office Operations	0.0	\$195,000	\$195,000	\$0
R-03 EDO Training and Development Staffing	0.9	\$73,098	\$73,098	\$0



DMVA FY 2024-25 Budget Requests (4/5)

Request Name	FTE	Total Funds	General Fund	Cash Funds
R-04 Veterans Trust Funds Spending Authority	0.0	\$250,000	\$0	\$250,000
R-05 Civil Air Patrol and JROTC Capacity Building	0.9	\$193,400	\$193,400	\$0
Total	1.8	\$1,211,498	\$961,498	\$250,000

H.B. 23-1088 Veteran's Mental Health Program Update

- A work group between DMVA and DHS was set up in September of this year. That working group has established a procedural framework for implementing the statute and drafted the interagency agreement governing processes.
- Both positions created to manage the work have been created and are currently with our human resources office for posting.
- We estimate that we should be able to begin processing payments and providing services starting in March of 2024.

Legislative Agenda (1/10)

The Department respectfully requests the General Assembly consider legislation on the following:

- County Veterans Service Offices Administration (SB-04)
- Legislative Audit Committee bill coming as a result of 2022 Veteran Service Officer (VSO) Performance Audit. Makes four key changes:

Legislative Agenda (2/10)

The Department respectfully requests the General Assembly consider legislation on the following:

- Sections 28-5-705 and 28-5-801, C.R.S., to clarify that county veterans service offices share in the responsibility with the Division to “further prompt and efficient service to” veterans.
- Sections 28-5-705 and 28-5-707, C.R.S., to change the Division of Veterans Services’ duty to monitor county veterans service offices rather than to supervise them.

Legislative Agenda (3/10)

The Department respectfully requests the General Assembly consider legislation on the following:

- Section 28-5-707, CRS to change procedures for the Division's payment to counties for the performance of certain Veterans' services, by requiring payments to be based on hours worked by county veterans service officers (VSOs), as reported by the county in a time and manner to be prescribed by the Division and requiring payments to be made to counties annually rather than semiannually.

Legislative Agenda (4/10)

The Department respectfully requests the General Assembly consider legislation on the following:

- Section 28-5-801 C.R.S. et seq., to clarify that counties can have more than one VSO and to require county VSOs to be certified by the Division and accredited by the U.S. Department of Veterans Affairs (VA) to be eligible to serve as a claimant's representative in assisting the claimant with their claims for federal Veterans' benefits, and in order for the county to receive financial support from the Division.

Legislative Agenda (5/10)

The Department respectfully requests the General Assembly consider legislation on the following:

Military and Civilian Law Enforcement Eligibility

Legislative Change:

- 24-31-308. Reciprocity - provisional certificate.
- The P.O.S.T. board is authorized to grant a provisional certificate to any person who:

Legislative Agenda (6/10)

24-31-308. Reciprocity - Provisional Certificate:

- (1) The P.O.S.T. board is authorized to grant a provisional certificate to any person who:
 - (a) Has been authorized to act as a peace officer in another state or federal jurisdiction, ~~excluding the armed forces~~ within the preceding three years and has served as a certified law enforcement officer in good standing in such other state or federal jurisdiction for more than one year.

Legislative Agenda (7/10)

- 2018 Department of Army restructuring of Military Police Training
- Department of Defense (DOD) POST has some form of reciprocity in 21 states
- DMVA has worked with POST Board over the last year on working towards a workable solution

Legislative Agenda (8/10)

- Could produce up to 189 Colorado Peace Officers per year
- Currently working to produce a training program that will effectively capture exiting Military Law enforcement professionals, without decreasing the training level and quality of officer that is produced.

Legislative Agenda (9/10)

- DMVA is continuing to work with the POST Board
- This legislation does not mandate an outcome, it only removes a barrier to a potential solution. The ultimate authority will remain with the POST Board where it belongs
- The DMVA is not seeking to legislate through, above, or around the POST board

Legislative Agenda (10/10)

The Department respectfully requests the General Assembly consider legislation on the following:

- Establish Women's Veterans Day to recognize Women Veterans and their service to our nation in the State of Colorado.
- Best practice from other states, June 12th is recognized by 20 states and the Virgin Islands as Women Veterans Day
- Will serve as a platform to highlight Women Veterans issues and conduct outreach with the Women Veteran community

Regulatory Agenda

The Department of Military and Veterans Affairs does not have a regulatory agenda.



Equity, Diversity, and Inclusion

Following the Governor's Executive Order [2020 175](#), the Department has implemented the following efforts:

- Implemented various training offerings to support employee and supervisor development, such as Emotional Intelligence and 4 Lenses.
- Collaborating with Chaplain's office to offer services to state employees.
- Conducting policy and SOP review to ensure the Department meets EDIA standards.

Stimulus Funding Implementation (1/2)

The Department has not created any new programs using stimulus funds but is using State and Local Fiscal Recovery Funds or SLFRF to complete several construction and maintenance projects on our Readiness Centers (RC) totaling a little over \$1.4 million dollars.

- 2023-049M22 / Fire Alarm Replacement, BAFB Aviation Readiness Center (Building 1000), \$168,179

Stimulus Funding Implementation (2/2)

- 2023-073M22 / Roof Replacement and Site Security Upgrades, Joint Forces Headquarters, \$662,985
- 2023-078M22 / Roof Replacements at Fort Collins, Watkins, and Aurora Readiness Centers, \$597,808
- DMVA does not have any current or anticipated American Rescue Plan Act Proposals.

For ongoing updates, please visit Colorado's stimulus website:

coforward.colorado.gov.

Domestic Operations (1/4)

January 2023 to December 2023

Penrose Funeral Home Support

CONG personnel assisted in the fatality recovery and scene mitigation at the Return to Nature Funeral Home in Penrose, Fremont County.

Search and Rescues

- 27 Missions
- 30 Lives Saved
- 58.2 Flight Hours.



Domestic Operations (2/4)

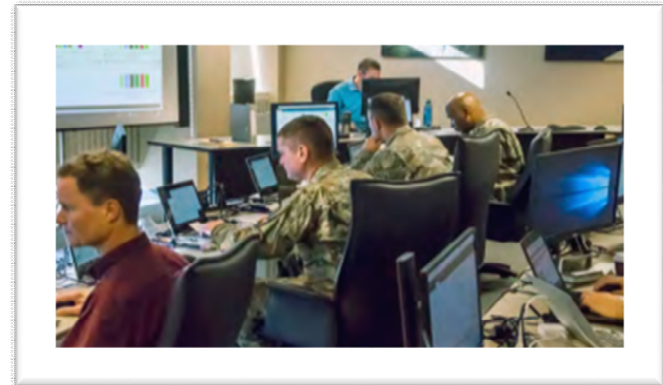
January 2023 to December 2023

Task Force Counterdrug

- **70** operational missions supporting law enforcement agencies and task forces
- During the Red Ribbon campaign, the task force visited **44 schools** and **23,291** students in 2023

Task Force Fire Guard

- **793** new fires detected in 46 US states
- **77** new fires detected in Canada
- Analyst exchanges with other states



Domestic Operations (3/4)

January 2023 to December 2023

8th Civil Support Team, (WMD)

25 Joint Hazards Assessment Teams Missions supporting Denver Mayoral Inauguration, X-Games, NFL, MLB, NBA (regular season and playoffs), USAFA Graduation, and Country Jam.



Domestic Operations (4/4)

January 2023 to December 2023

140th EOD (Explosive Ordinance Disposal) Call-outs

- **3** call-outs for military ordinance recovery and disposal (cradle-to-grave) supporting Boulder and Arapahoe Counties.

DMVA National Guard Deployments

Total Deployed 2023: 161 / Currently Deployed: 134



DMVA Highlights – STEM and Veteran Support (1/2)

STEM Education – The Colorado Wing of the Civil Air Patrol provides cadets with access to a unique STEM curriculum coupled with a structured youth program. The Wing has begun providing STEM kits (including drones) to teachers to provide greater STEM opportunities to Colorado students while increasing their awareness of the opportunities available to them in the Civil Air Patrol.



DMVA Highlights – STEM and Veteran Support (2/2)



Support to Veterans – Veterans are choosing the Veteran Memorial Cemetery as their resting place of choice, as evidenced by **374 internments** in 2023.

We continue to utilize grant funds throughout the state to assist Veterans in need, particularly in rural Colorado, with the most common uses being for transportation, food, housing, and fuel. This year, the division has awarded just under **\$1.9 million** in grants.

QUESTIONS?

