

**Department of Military and Veterans Affairs
FY 2007-08 Joint Budget Committee
HEARING AGENDA**

Thursday, November 30, 2006, 1:30 - 3:00 pm

Mr. William "Robby" Robinson, Deputy Director

Performance Measures

1. How do your performance measures influence department activities and budgeting?
2. To what extent do the performance outcomes reflect appropriation levels?
3. To what extent do you believe that appropriation levels in your budget could or should be tied to specific performance measure outcomes?
4. As a department director, how do you judge your department's performance? What key measures and targets do you use?

Implementing Legislation Concerning Illegal Immigration: H.B. 06S-1023 and H.B. 06S-1009

5. Provide a list of programs in your department that are subject to the provisions of the two bills.
6. How has your department implemented the provisions of the two bills? What problems have been encountered in implementing them?
7. Provide an estimate of the costs your department will incur in FY 2006-07 to implement the bills. Are any additional costs anticipated in FY 2007-08? If so, please elaborate.
8. Provide a summary of anticipated savings in FY 2006-07 in your department as a result of not providing services to individuals who are in the country illegally. Are any additional savings anticipated in FY 2007-08? If so, please elaborate.

National Guard

9. What could the Department do to obtain funding for armory maintenance from the Capital Construction Fund?

Veterans Affairs

10. What is the turnaround time for claims sent to the Division of Veterans Affairs by County Veterans Service Officers? Please provide historical trend data on claims turnaround time. What has the Department done to reduce turnaround time? What has the Department done to reduce the backlog of cases?

In your responses to these questions, please address the following topics:

Division of Veterans Affairs staff turnover
Division of Veterans Affairs move to new location

Veterans benefits claim tracking system
Veterans benefits claim priority system

Electronic communications systems for and with County Veterans Service Officers
Scalable customer service systems, such as legal clinics, user groups,
instant messaging, Voice over Internet

Collaborations with other Departments
Federal grants

11. What happens when a veteran who needs power-of-attorney representation resides in a county which does not have a veterans service officer available? Do they have to go to a neighboring county for representation?
12. What is the Department's information as to why many counties use part-time rather than full-time veterans services officers and why counties allow the positions to remain vacant at times?
13. What are the Department's projections of the levels and types of services Colorado veterans will need in the coming years? How can the Department best address those needs?