

Intent Language Metrics

Department of Veterans' and Military Affairs

October 2018

(1) Provide programs that assist veterans with filing and receiving compensation, pension, and educational benefits administered by the U.S. Veterans' Administration (Target = 5% annual growth): **Achieved 4.8% growth**

FY 2016	1,377 claims (baseline)	\$558MM compensation (baseline)
FY2017	3,038 claims (120% increase)	\$581MM compensation (4.8% increase)
FY2018	3,783 claims (24% increase)	VA data not yet available

(2) Assist in ensuring veterans are employed in the Utah workforce (Target = Veterans' unemployment rate no greater than the statewide unemployment rate)

	Veterans	Non Veteran
FY 2015	2.6%	3.3%
FY 2016	2.3%	3.5%
FY 2017	2.9%	3.2%

U.S. Bureau of Labor Statistics will publish FY2018 data in early 2019

(3) Increase the number of current conflict veterans that are connected to appropriate services (Target = 10% annual increase): **Decreased by 28% (overall two year growth of 33%)**

FY 2016	1,831
FY2017	3,439 increase 87%
FY2018	2,442 decrease 28%

(4) Provide veterans with a full range of burial services and related benefits that reflect dignity, compassion, and respect (Target = 95% satisfaction): **Achieved 98%**

Veteran family surveys and comments continue to trend satisfaction above 95%

All issues cited in the 2017 Survey conducted by the V.A. National Cemetery Administration have been addressed.

(5) Identify, plan, and advise on military mission workload opportunities through engagement with federal and state parties and decision makers (Target = 95%)

The department maintained its continuous dialogue with U.S. Air Force leadership, Hill Air Force Base, Dugway Proving Ground, Tooele Army Depot, U.S. Army Reserves at Fort Douglas, congressional delegation, advocacy organizations and local communities. Mission and workload at Hill remain strong with organic mission growth continuing as more F-35 fighter aircraft workload comes on line. The Ogden Air Logistics Complex continues to explore several opportunities to partner with local companies and communities to expand workload.

The department, along with the Utah Defense Alliance, local governments and federal delegation has engaged with Air Force leadership on the siting of the F-35 Hybrid Product Support Integrator organization stationing decision. This strategic basing decision by the Air Force would bring an additional 400 jobs into the state.

The U.S. Air Force recently selected Hill Air Force Base to lead the development of the Ground Based Strategic Deterrent program, a multi-billion dollar acquisition program, whereby Hill Air Force Base will continue to benefit from increased government and industry hiring.

Veterans Nursing Home Fund

(1) Occupancy rate (Target = 95% average): **Achieved 98%**

(2) Compliance with all state and federal regulations for operations, licensing, and payments (Target = 95%): **Maintained 100%.**

All four veterans' homes are in compliance with all state and federal guidelines.

(3) Best in class rating in all national customer satisfaction surveys (Target = 80%): **Achieved 94%.**

Best in class rating in national customer service satisfaction surveys in 15 of 16 areas..

(4) Deviations in operations, safety, or payments are addressed within specified times (Target = 95%). **Maintained 100%.**

All four State Veterans Homes have maintained the five-star ratings, which is the top rating awarded.

Within past twelve months, two homes received inspections with no deficiencies noted.

The Ivins Veterans Home was recently rated as the number one nursing home nationally of the more than 15,000 rated.