



"Serving Those Who Served"

Mapping Business Processes for Washington State's Interagency Veteran Programs

Project Deliverable:

DVA-HCA DVA-DSHS Data Exchange Report

Washington State

Department of Veterans Affairs

Submitted by:

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About This Document

Naming of Author

As we've done in many documents, for brevity we'll refer to our company, Frontier Strategies, Inc., as "Frontier" and will refer to ourselves in the first rather than the third person (i.e. "we").

References within this Document

We have strived to minimize the cross-references within this document so readers won't have to forward- and back-reference content, which can be cumbersome.

Appendices

We have made extensive use of appendices, some of which are required information for the deliverable, while others simply augment the findings and recommendations within. All others are optional.

Audience

The primary audience for this report and recommendations are the WDVA management team stakeholders for the *Mapping Business Processes for Washington State's Interagency Veteran Programs* project (herein "project"). The secondary audience are both DSHS and HCA management, staff and other entities having an interest in the topics presented in this document and who may have an interest resulting from this project's tie-in and funding via the CAHBI Interlocal Agreement and the SAMHSA grant which has partially funded this project.

Any tertiary audience is at the careful discretion of these stakeholders.

Acknowledgement

Many people contributed their knowledge, wisdom and advice in the development of this document, its findings and recommendations. It would be far less substantial, and credible, without their help and in many cases, documents they maintain or produce.

- Bill Allman – HCA
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- Kevin Wharton – WDVA

We regret if we've omitted anyone.

Corrections

All errors, omissions or clarifications should be directed to the author and/or Steve Gill, WDVA, at steveg@dva.wa.gov, or 360-725-2235.

Revision History

Version	Date	Author	Summary of Changes	Notes
1	7/10/2015	D. Drislane	Original	
2	7/15/2014	D. Drislane	Correction to DD214 Data Element name. Complete PARIS Match file documentation.	
3	7/20/2015	D. Drislane	Correction to Transitional Housing Services program name.	
4	7/23/2015	D. Drislane	Change in Visio rendering for DD214 diagrams (Appendices B and C).	
5	8/26/2015	D. Drislane	Minor typo correction.	
6	9/12/2015	D. Drislane	Change of solution name from "Enterprise Client Management System" to "Enterprise Veterans Case Management System"	

Related Documents

The following documents are listed as reference material and are not germane to this document. For access to these documents, please contact the author, or please contact Steve Gill, WDVA, at steveg@dva.wa.gov, or 360-725-2235.

No.	Document File Name	Version	Date	Description
1	305E-14-127_Contr_DSHS Data Sharing - New for Dec 2014.PDF	N/A	12/9/2014	Interagency data sharing agreement between WDVA and DSHS.
2	Frontier Strategies - BPMN Posters v6 - 13 by 19.PDF	6	2/5/2013	Reference sheet that aids readers of Business Process Modeling Notation (BPMN) process maps with understanding the notation and technique.
3	WDVA_AS_IS_PROCESSES_V15 Process 73 (DVA-DSHS) v1.PDF	1	7/7/2015	Full size (11x17) business process: <ul style="list-style-type: none"> AS-IS PROCESS 73: WDVA-to-DSHS Data Exchange (Veterans Services – Olympia Service Center)
4	WDVA_AS_IS_PROCESSES_V16 Processes 74-75 HCA-to-WDVA v2	2	7/8/2015	Full size (11x17) business processes: <ul style="list-style-type: none"> AS-IS PROCESS 74: HCA-to-WDVA Data Exchange (Veterans Services – Olympia Service Center) AS-IS PROCESS 75: Request Match Information for HCA Long Term Care Veteran Clients (Health Care Authority – Veterans Benefit Program)
5	WDVA_AS_IS_PROCESSES_V15 Process 20 Service Center v3.PDF	3	7/7/2015	Full size (11x17) business process: <ul style="list-style-type: none"> AS-IS PROCESS 20: Analyze and Process HCA-Identified Veteran Claims (Veterans Services – Olympia Service Center)
6	WDVARoleinProjProcess2.Doc	N/A	1/2009	Forward writing by Bill Allman of HCA with balance of document the Veteran Referral Project Overview.
7	DSHS_Quarterly_Report.xlsx	N/A	7/9/2015	Sample DD214 file that is sent to DSHS.
8	305G-15-017_Contr_DSHS CABHI.PDF	N/A	9/30/2014	CABHI Interlocal Agreement.
9	sdva-report-20141027.csv	N/A	10/27/2014	Sample electronic DD214 Common-Separated Value file. Source: DMDC.
10	Reg 4 LTC apps (20150512 - 20150528) REFERRED_sample.xlsx	N/A	6/16/2015	Example file exchanged between HCA and WDVA.
11	WDVA Federal Authoritative Data Report v2.PDF	2	8/24/2015	Report cataloging all data owned and sourced by federal authorities utilized in the business operations of WDVA.
12	(Reserved for future use.)			
13	(Reserved for future use.)			
14	(Reserved for future use.)			
15	(Reserved for future use.)			

1. INTRODUCTION

1.1. Document Provenance

This document is a formal deliverable of the *Mapping Business Processes for Washington State's Interagency Veteran Programs* project. It is one of nine total project deliverables:

- Detailed Work Plan and Schedule
- DVA-HCA DVA-DSHS Data Exchange Report (this document)
- Federal Authoritative Data Report
- Veteran Homeless Programs Assessment and Recommendations
- Data Infrastructure Report
- Crosswalk Report
- Process Assessment and Recommendations
- Business Process Management Requirements
- Implementation Recommendations and Plan

1.2. Purpose

The purpose of this document is threefold:

- To describe the current state (as-is) data sharing methods and process between three separate entities: the Washington State Department of Veterans Affairs (WDVA) and the Washington State Department of Social and Health Services' (DSHS) Client Registry; WDVA and Washington State Health Care Authority (HCA).
- To describe the ideal future state (to-be) data sharing methods and processes between these aforementioned entities.
- To describe the ideal future state (to-be) data sharing methods and process between WDVA and the DSHS Integrated Client Databases managed by the Research and Data Analysis Division. (Note: There are no current state capabilities between these two entities.)

2. DATA EXCHANGE BETWEEN WDVA AND DSHS CLIENT REGISTRY

2.1. Introduction

On a quarterly basis, as part of the overall DSHS Enhancement Project, WDVA's Olympia Service Center sends veteran information to DSHS's Client Registry system so DSHS can identify veterans who apply for and receive benefits through DSHS. The primary goal is to provide more information to DSHS case workers so that they might do a better job servicing their clients.

The latest contractual agreement between WDVA and DSHS, referred to as a data sharing agreement, has been in effect since December 9, 2014 and will remain in effect until

September 30, 2016. It is highly likely it will be renewed at that time. Related Document 1 on page 7 is the contract.

This section describes the current state of data delivery by WDVA to DSHS; and also provides recommendations for a future state of data exchange.

2.2. Current State

2.2.1. Data Entry, Preparation and Sharing

Veteran information being sent by WDVA to DSHS is derived solely from records stored in the *Certificate of Discharge* database¹. The application that accesses the database is implemented in Access 2010 and is called *SQL2014CertificateOfDischarges*². This database holds information received from veterans' Certificate of Release or Discharge from Active Duty forms—known as *DD Form 214* (herewith *DD214*)—that WDVA receives from the Department of Defense's (DoD's) Defense Manpower Data Center (DMDC). DMDC sends hardcopy DD214s to WDVA on a constant basis. Forms are mailed via US Postal Service when a sufficient number of forms are in the WDVA queue.

The hardcopy DD214 is actually eight pages: the original (copy 1), plus seven copies³. WDVA receives Copy 6, as do all other State Director of Veterans Affairs where veterans have indicated which, if any, State VA office they want Copy 6 delivered. Once hardcopies are logged into WDVA's Central Office, the Service Center's staff enters the information into *Certificate of Discharge* database.

Each quarter, WDVA's Olympia Service Center sends DD214 information. Specific contractual delivery milestones are listed in Table 1. For each data delivery, a MS Excel file is generated. The file contains all DD214 records that were entered during the corresponding effective date period as shown in Table 1⁴. To generate the Excel file, it is exported from the *Certificate of Discharge* database. The Service Center opens the application *SQL2014CertificateOfDischarges*, then executes an Access query *Run Quarterly DSHS Report*. This query, as shown in Figure 1 on page 10, generates the Excel file. A sample of the Excel file is documented in Related Document 7 on page 7.

Until as recent as FY2015Q3, the Service Center then pared down the Excel export file to include only records that had the Character of Service (discharge status) equal to either *Honorable* or *General*. At the time of this report, two changes have gone into effect:

- This requirement to only include Honorable and General discharge statuses is nullified and now all discharge statuses will be included in the Excel file.

¹ The database is a Microsoft SQL Server instance.

² File name: G:\COMMON\SQL2014\SQL2014CertificateOfDischarges.accdb

³ This arrangement stems from the typewriter/carbon copy days. Copy Key: Copy 1 – Service Member; Copy 2 – Service Personnel File; Copy 3 – United States Department of Veterans Affairs; Copy 4 – Member (if initialed in Block 30); Copy 5 – United States Department of Labor; Copy 6 – State Director of Veteran Affairs; Copy 7 & 8 – Distributed in accordance with Military Service Department directions (shredded and retain).

⁴ The effective date for an individual's DD214 is not the date it was physically received into the WDVA Central Office; rather, it is the system date.

- Two additional fields will be appended to the Excel export file: Type of Separation and Client Consent Flag. Both are explained on page 12.

(Note: These two changes are requirements of an interlocal agreement between DSHS and WDVA that in part has funded the *Mapping Business Processes for Washington State's Interagency Veteran Programs* project to which this document and deliverable belong. This contract is referred in Related Document 8 on page 7.)

Table 1: WDVA - DSHS DD214 Data Delivery Dates

Fiscal Quarter	Effective Dates	Contractual Data Delivery Date
1	July 1 – September 30	October 31
2	October 1 – December 31	January 31
3	January 1 – March 31	April 30
4	April 1 – June 30	July 31

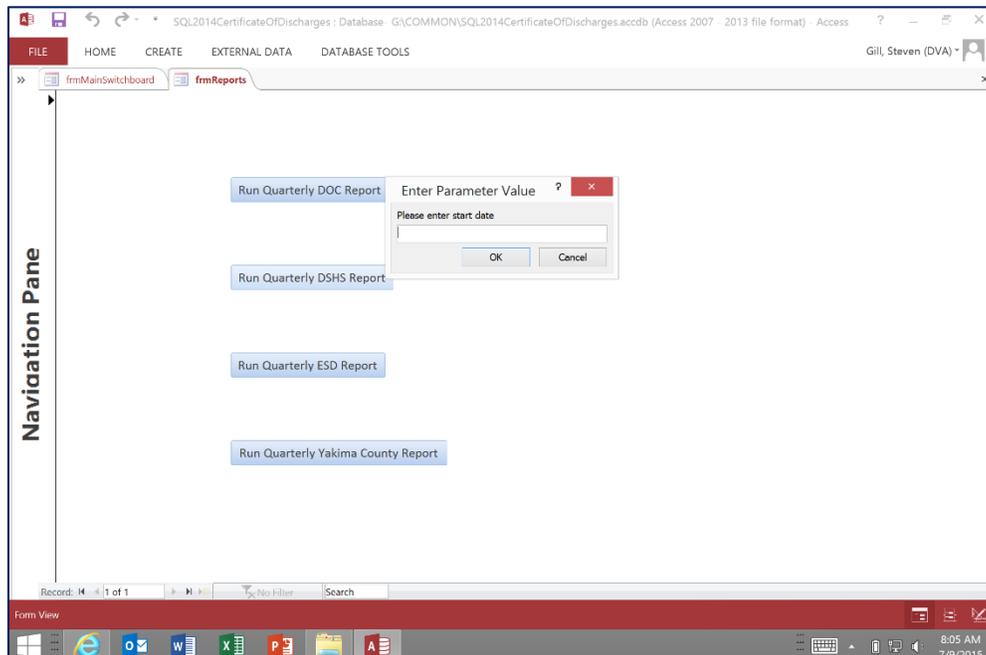


Figure 1: Access Query for generating DD214 Excel export file

2.2.2. Method of Delivery

The file is sent to DSHS via Secure File Transfer Protocol. WDVA uses a service provided by another Washington state agency, Consolidate Technology Services⁵.

2.2.3. DSHS Handling

The DSHS Client Registry team inspects the file for proper format, and if correct, will then attempt to match the WDVA DD14 record with identities in the Client Registry database using a stored procedure. The procedure uses a 5-stage match process to attempt to find a positive match of DD214 records arriving from WDVA. Once this is completed, another stored procedure commits (inserts or updates) the records.

2.2.4. DSHS Client Registry Mapping

Figure 2 below documents the persistent mapping between the WDVA DD214 and Client Registry.

DD214	DSHS Client Registry
SSN	DD214_SSN
LastName	DD214_Surname
FirstName	DD214_MiddleName
MiddeName	DD214_GivenNames
DOB	DD214_DateOfBirth
N/A	Non-DSHS Services ("VA")

Figure 2: WDVA/Client Registry Mapping

2.2.5. Certificate of Discharge Database Data Dictionary

The data dictionary for the Certificate of Discharge database can be found in Appendix D: *As-Is Certificate of Discharge Data Dictionary* on page 53.

2.2.6. Data Exchange Business Process

The current state (as-is) process for preparing and sending the DD214 data each quarter is documented in Appendix A: *As-Is WDVA-to-DSHS Data Exchange Business Process* on page 47.

2.2.7. Anatomy of Export File

The Excel export file containing the DD214 information is composed of the following components (DD214 block numbers are also referenced):

- SSN – Veteran’s social security number (block 3).
- LastName – Veteran’s last name (block 1).
- FirstName - Veteran’s first name (block 1).
- MiddleInitial - Veteran’s middle name or initial (block 1).

⁵ CTS Website: <http://cts.wa.gov/products/security/secureFileTransfer.aspx>

- DOB - Veteran's date of birth (block 5).
- Gender - Veteran's gender⁶.
- Address - Veteran's Mailing Address After Separation (block 19a).
- City - Veteran's Mailing Address After Separation (block 19a).
- State - Veteran's Mailing Address After Separation (block 19a).
- Zip_Code - Veteran's Mailing Address After Separation (block 19a).
- SvcID – Branch of Service (block 2). See Table 2 on page 13.
- SvcTypeID – Service Type Description (block 12a). See Table 3 on page 13.
- PMOS – Primary Military Occupational Specialty - list number only (block 11).
- SMOS – Secondary Military Occupational Specialty - list number only (block 11).
- Discharge Date – Discharge date (block 12b).
- PurpleHeart – Received Purple Heart (Yes/No) (block 13).
- Job Center – Servicing job center.
- Region – Region of job center.
- SeparationState – Is veteran separating in State of Washington (Yes/No) (block 19a).
- StationSeparated – Station Where Separated (block 8b).
- DateEntered – System date in SQL2014CertificateOfDischarges when DD214 record was entered.
- OpnsID – Military operation or campaign #1 (block 13). See Table 6 on page 59 in Appendix E.
- OpnsID2 – Military operation or campaign #2 (block 13). See Table 6 on page 59 in Appendix E.
- Character_Service (also referred to as Discharge Status⁷) – See Table 4 on page 13.

At the time of this report, two additional fields will also be included:

- Type of Separation (also referred to as Reason for Discharge⁷) – Type of Separation (block 23).
- Client Consent Flag – Does veteran consent to State of Washington agencies viewing information about him or her (Yes/No).

⁶ Gender is not reported on the DD214. This is ascertained by the WDVA staff during data entry of the hardcopy DD214 into the *Certificate of Discharge* database.

⁷ The CABHI Interlocal Agreement between DSHS and WDVA, referred to in Related Document 8 on page 5, incorrectly identified *Character of Service* (Block 24 on the DD214) as *Discharge Status*; and *Type of Separation* (Block 23 on the DD214) as *Reason for Discharge*. See Related Document 8, page 16, paragraph b (2).

Table 2: Service Descriptions

Service ID (Svc_ID)	Service Description (Svc_Description)
1	Army
2	Air Force
3	Navy
4	Marine Corps
5	Coast Guard

Table 3: Service Type Descriptions

Service Type (Svc_Type)	Service Type Description (Svc_Type_Description)
1	Active
2	Reserve
3	National Guard

Table 4: Character of Service categories

Character of Service
Bad Conduct
Dishonorable
General (Under Honorable Conditions)
Honorable
Other than Honorable Conditions
Uncharacterized

2.2.8. DD214 Consumers

Per the WDVA – DSHS Data Share Agreement, other DSHS parties are given access to the DD214 file sent by WDVA. These consumers are listed in Appendix M on page 73.

2.3. Recommendations for Future State

2.3.1. Summary

There are two major initiatives in motion that will help shape how WDVA shares data resources with DSHS Client Registry, and arguably, other DSHS organizations and State agencies. They are:

- Electronic availability of DD214s from DMDC
- WDVA’s acquisition of an Enterprise Veterans Case Management System (EVCMS), Phase 3 of this Mapping Business Processes for Washington State's Interagency Veteran Programs project

These two are discussed below.

2.3.1.1. Electronic DD214 Availability

DMDC is currently in the process of rolling out a new web-based application, *Certificate of Release Discharge Information Reporting System (CRDIRS)*. CRDIRS will enable authorized users⁸ from State VA organizations to login and then download multiple electronic DD214s based on a given date range. At a point of time following the date range query, the user will receive a notification email that the DD214 records specified for the date range and for the State DVA are available for download. The user will then be able to download the file under secure FTP. The file format will be Comma-Separated Value (CSV). See Related Document 9 on page 7 for a representative sample electronic DD214 file.

The State of Washington DVA is poised to begin participating as one of seven pilot State VA organizations pending contract completion. This initiative represents a huge leap forward for WDVA with the following immediate benefits:

- Reduction or elimination of data quality errors due to typographical errors.
- Increase in speed of availability of data for institutional use.

Of course, work will have to be planned and performed to read (i.e. parse) the DD214 CSV file so it can be uploaded into the *Certificate of Discharge* database. Additional work to avoid duplication of records should also be undertaken.

Once this is implemented, WDVA along with DSHS Client Registry, has at its discretion to share additional DD214 information that is both of high data quality and predictable in format.

Another opportunity exists to retroactively request DD214 records of veterans who already exist in the current *Certificate of Discharge* database. Though there will be some investment in work as noted above, this could represent a significant positive impact on the data quality of existing records.

2.3.1.2. EVCMS Acquisition and Deployment

Implementation of this future system will broaden WDVA's capabilities for sharing information with other organizations focusing on serving veterans. Most notable will be significant increase in data quality and data management. Though it's not appropriate at this time to speculate on specific platform or software features—the solution has yet to be let out for bid—there are general benefits WDVA hopes to realize with its acquisition and deployment:

- Case management of the veteran and family (including notes)
- Work sharing of case management tasks
- Storage of program eligibility rules
- Forms management
- Document management
- Enrollment of veterans and family into programs and services

⁸ Among other factors, authority is granted to holders of Personal Identity Verification (PIV) cardholders. More information on PIV is located at: <http://www.va.gov/pivproject/>

- Workflow capabilities to enhance case management effectiveness (nice to have)
- Standardized and ad hoc reporting capabilities
- Data import and export capabilities

It is these benefits that present opportunities for enhanced data sharing between WDVA and its partners like DSHS. Not only will more of the DD214 data payload become available for possible sharing, so too will the other data aspects of serving veterans, namely:

- What programs and services the veteran and family members (spouse and dependents) are receiving/participating in, including federal VA and WDVA. This would include all programs currently offered by WDVA. Programs currently offered are listed in Appendix I: *WDVA Programs and Services* on page 67.
- Outcomes of program participation.

Just as WDVA benefits from the knowledge of the veteran receiving Federal and State benefits, so too would DSHS benefit from knowledge of veteran programs (both Federal and State) the client is participating in or receiving services from.

2.3.2. Recommendations

2.3.2.1. Recommendation 1: Utilize the Electronic DD214 in Its Current State

As noted above, this initiative is already in motion and spells an easy win in terms of data quality by reduction human-entered typographical errors. Despite the added cost and effort to enhance the *SQL2014CertificateOfDischarges application* and the *Certificate of Discharge* database to automatically import the electronic DD214s, the incremental cost is likely worth it.

2.3.2.1.1. Pros

- Quick success demonstrated.
- Immediate data quality boost.
- Speedier availability of records.
- Training ground for staff in anticipation of EVCMS deployment.

2.3.2.1.2. Cons

- Requires technical staff to add functionality to existing application and SQL database.
- Incremental cost that will have a limited lifetime of use.

2.3.2.2. Recommendation 2: Advocate for DD214 in XML Format

Despite the availability of electronic DD214 data rendered in CSV format, this is not considered industry best practice. CSV data has not mechanism for enforcing the syntax and semantics of data, while documents and data rendered in Extensible Markup Language (XML) do. XML files can be self-describing, meaning the tags used in the document describe the data

they encapsulate; or the file can reference an XML Schema Description (XSD) which contains the definition of the structure and formatting of the XML file.

Practically all commercial industries dealing with highly formatted data or documents⁹—the insurance, health care, banking, and mortgage lending industries are just a few—use well-defined, governed, sanctioned and shared XML formats. This may be a direction DMDC is taking in the future, but it's wise to begin advocating for this capability soon. One key business requirement we will be proposing for this project is that the EVCMS be able to import and export files and perhaps even documents in XML format.

Another reason for advocating for an XML-enabled DD214 is that the structure of the DD214 includes four blocks of information where there may be more than one instance of information: Block 11 – Primary Specialty; Block 12 – Record of Service; Block 13 – Decorations, Medals, Badges, Citations and Campaign Ribbons Awarded or Authorized; and Block 14 – Military Education. The current CSV implementation of the DD214 uses a special character, the caret (^), to separate instances of information within a block and CSV column. This can be highly error prone. XML ensures that repetitive data is well formatted and there are features that enforce limited sets of values, such as Character of Service (see Table 4 on page 13).

To support this recommendation, Appendix C: Recommended To-Be Certificate of Discharge (DD214) Business Entity Model (BEM) on page 51 illustrates a conceptual business entity model (BEM) of the true relationships of block information on a DD214. A conceptual BEM helps identify cohesive concepts within a business domain (Entities) that have recognized characteristics (Business Attributes). It helps identify relationships to other Business Entities in order to produce the Business Entity Model (or diagrams). Most automation projects create and use business information. Constructing a BEM helps the business or systems analyst see relationships between information. These are useful even if there is an existing database, if there is new business information to be captured, or if no entity relationship diagram is available. The BEM for a future state DD214 does illustrate how certain business entity relationships can be optimized.

2.3.2.2.1. Pros

- Better data quality.
- Better format and domain of acceptable values enforcement.
- No added programming/coding to parse the CSV file, especially the columns representing blocks that can have multiple instances of data.

2.3.2.2.2. Cons

- Possible increase in short term expense.
- Not currently implemented by DMDC.

⁹ For example, claims data can be formatted via XML, and insurers like Allstate have recast all of their policy declaration pages (more than 1,400 varieties) into XML format.

2.3.2.3. Recommendation 3: Expand DD214 Data Sharing

WDVA should evaluate what additional information in the DD214 might be useful for sharing with DSHS Client Registry and other DSHS administrations and agencies. For example:

- Military Education – Can knowledge of a veteran’s education history correlate in some way as to referring the client into DSHS programs (e.g. Veterans Innovations Program) that have a learning component given the veteran’s likely aptitude and interest for learning?
- Nearest Relative – This may be valuable in understanding the circle of support a veteran enjoys.
- SGLI Coverage – Knowledge of coverage may be a factor.

2.3.2.3.1. Pros

- Additional knowledge of the veteran experience may be valuable in coordinating or offering services by DSHS case managers.

2.3.2.3.2. Cons

- None identified.

2.3.2.4. Recommendation 4: Define Key Data Sharing Business Requirements for EVCMS

With the approval of this project’s stakeholders, this recommendation will be executed in a later portion of this project. It will be important to define business and perhaps technical requirements that address data reporting, data preparation and data important and exporting requirements so would-be EVCMS solution vendors are aware of the importance of data sharing as a business model at WDVA.

2.3.2.4.1. Pros

- Documented needs of data sharing requirements will ensure potential EVCMS solutions have features to support/meet the need(s).

2.3.2.4.2. Cons

- None identified.

2.3.2.5. Recommendation 5: Implement Web Services Capabilities of EVCMS and Other Systems

Web Services and in general, Service Oriented Architecture, is an industry best practice when implementing Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS) and Anything-as-a-Service (XaaS). It is WDVA’s requirement in procuring an EVCMS system that it be deployed as a SaaS, PaaS or XaaS.

We believe web services capabilities are strategically and tactically important for WDVA, strategically because that is the direction the State is taking, and tactically because there will

be short- to medium-term gains that can be realized by utilizing web services to exchange information. In conjunction with utilizing XML-formatted data files, secure web services are far more efficient and less error prone than handoffs of intermediate, staged files like the Excel file that is sent quarterly to DSHS Client Registry presently.

For a deeper elaboration of web services and its underlying implementation, Service-Oriented Architecture (SOA), please see Appendix L: *Discussion of Web Services and Service-Oriented Architecture* on page 71.

2.3.2.5.1. Pros

- Best practice methods for exchanging information.
- Preserves IT investment.
- Separates presentation of data, business rules and underlying data stores.

2.3.2.5.2. Cons

- Inherently complex when first implementing.
- Vendors offering SOA and web services enabled solutions must be proficient in software development practices and maintain currency in web services industry developments.
- Requires close coordination with (data) trading partners.

3. DATA EXCHANGE BETWEEN WDVA AND HCA

3.1. Introduction

Data exchange between WDVA and Health Care Authority (HCA) actually began in 2008 before HCA formed and that set of Medicaid program functions was still under the DSHS umbrella.

A significant number of the clients DSHS and HCA serves include veterans and their dependents. Many of the services DSHS and HCA provides to veterans and their dependents are comparable to those available through the federal Department of Veteran's Affairs, the Department of Defense, and the Washington State Department of Veteran's Affairs. However, many veterans are unaware they are eligible for veterans benefits and services. Because HCA serves citizens who are Medicaid eligible and receiving services, there is a certain percentage of Long Term Care recipients who are indeed veterans. State Medicaid law requires recovery of assets when a Medicaid recipient dies. Many who still own homes must eventually forfeit homes and other assets in their estate to recover expenses. Veterans who are LTC recipients may qualify for a Federal VA program, Aid and Attendance¹⁰, which may either reduce (i.e. supplant) their Medicaid benefit, or cause them to leave the Medicaid LTC program altogether.

The data sharing process was initially funded by the State legislature. It is currently operating under an ad hoc memorandum of understanding (MOU). Under the MOU, HCA seeks to

¹⁰ For more information on Aid and Attendance, visit: <http://www.veteranaid.org/>

identify and refer potentially eligible veterans and their dependents. With data provided from HCA, WDVA then attempts to assist veteran clients to apply for VA benefits and advocates for the maximum financial benefits allowed for these clients. Such benefits help reduce the expenditures and service levels provided by DSHS and HCA, thereby saving state Medicaid funds.

WDVA continues to work with those veterans (and their families) who have filed a claim and closes the loop once the claim is adjudicated. If the claim is approved, WDVA has done its job. HCA then updates income for the client may issue a notice of participation change if the new VA benefits (i.e. Aid and Attendance) result in a change in Medicaid benefit levels. If the claim is denied, WDVA may continue analysis of client needs and other benefits that may be applied for; and HCA notes the record.

This section describes the current state of data delivery by WDVA to DSHS; and also provides recommendations for a future state of data exchange.

3.2. Current State

3.2.1. Data Preparation and Sharing

Once per week the HCA Veterans Benefit Program Manager prepares a file that includes all Long Term Care (LTC) recipients that have been approved by DSHS. This data is sourced in DSHS's ACES system¹¹ and accessed by the Benefits Manager via the Barcode application. After initial screening for veteran status, the Excel workbook file, called the *LTC Applicant Regional Referrals File*, is prepared and sent to WDVA. A designated WDVA Veterans Benefits Specialist (VBS) then iterates through the file and manually verifies each client's veteran status using the federal application VA SHARE.

Once the iteration is complete, the VBS then marks those records of interest in the *LTC Applicant Regional Referrals File*, then returns the same file to HCA. The HCA Veteran Benefits Manager then strip off the records not needed, then goes to work verifying and in some instances correcting financial, address and other program and benefits information utilizing a variety of sources. This file is then returned to WDVA as referrals. Throughout this exchange, the file name and identity remains the same: *LTC Applicant Regional Referrals File*.¹²

Once per quarter, DSHS's ACES production team sends a file called the *State of Washington VA Match File* to DMDC. DMDC then appends successfully matched records with PARIS¹³ data

¹¹ Automated Client Eligibility System. This system is used by the State of Washington's Department of Social and Health Services. ACES supports the operations of the department by integrating DSHS programs under a single, client-based, on-line system. The ACES system is a tool for determining eligibility, issuing benefits, management support, and sharing of data between agencies.

¹² In reality, the actual file name of the Excel workbook that make up the *LTC Applicant Regional Referrals File* is more detailed, enumerating the old DSHS region number, a date range and other information. An example filename might be: Reg 4 LTC apps (20150512 - 20150528).xlsx

¹³ The Public Assistance Reporting Information System (PARIS) is a federal-state partnership that insures the integrity of public assistance programs through detecting and deterring improper payments. PARIS works with all 50 states, the District of Columbia and Puerto Rico to assist them in maintaining the honorable intentions of public programs. The participating programs that utilize PARIS data are: Medicaid; TANF; Workers' Compensation; Child Care; Supplemental Nutrition Assistance Program (formerly known as Food Stamps) Source: <http://www.acf.hhs.gov/programs/paris>

from the following sources: The Veterans Administration Match; Department of Defense/Office of Personnel Management Match (regarding active or retired military and Federal employees); and the Interstate Match (duplicate payments made to the same client in more than one State). The ACES production team then posts an Excel file to the HCA Veterans Benefit Program Manager, who accesses it via SFTP. Information from this file is then combined into the updated *LTC Applicant Regional Referrals File*, now called the *Enhanced LTC Applicant Regional Referrals File*. Note: only a small percentage of LTC recipient records return a PARIS Match “hit”.

This file is returned to WDVA where the VBS will then commence to analyze each client to gauge what they may be eligible for. Clients who have a potential benefit they are not realizing are contacted by phone (client or representative) and asked a series of questions to help WDVA determine if benefits aren’t been received by the client. Those clients that can’t be reached by phone are mailed the questionnaire and asked to complete it and return to WDVA. Both in-house and mailed versions of the questionnaires can be found in Appendix N: *WDVA LTC Questionnaires* on page 74.

With client cooperation, WDVA assists with completing and filing one or more claim applications (as warranted). WDVA then monitors claim progress through to adjudication and determination. This is recorded in the *Enhanced LTC Applicant Regional Referrals File* when a determination is made. If the client isn’t cooperative, or hasn’t responded to the mailed questionnaire, these are recorded as “Failure to Return” in the *Enhanced LTC Applicant Regional Referrals File*. The process continues until the claim is determined, or in the case of non-cooperating clients, a letter may be issued to the client (or representative) to reconsider pursuing VA benefits they may qualify for.

Each 10th business day of the month, WDVA returns to the HCA Veterans Benefit Program Manager both the applicable *LTC Applicant Regional Referrals File* and the *Enhanced LTC Applicant Regional Referrals File*.

3.2.2. Method of Delivery

The file is sent via email behind the State firewall from HCA to WDVA as a password-protected Excel workbook.

3.2.3. Data Exchange Business Process

There are three current state (as-is) business processes that document how the HCA – WDVA data exchange occurs:

- Process 74: HCA-to-WDVA Data Exchange. This process is documented in Appendix F: *HCA-to-WDVA Data Exchange Business Process* on page 61.
- Process 20: Analyze and Process HCA-Identified Veteran Claims. This process is called twice by Process 74. The process only ends when all LCA clients have been served. Practically speaking it is really an ongoing-continual process since there are Long Term Care clients being approved each month. This process is documented in Appendix G: *Request Match Information for HCA Long Term Care Veteran Clients Business Process* on page 63.
- Process 75: Request Match Information for HCA Long Term Care Veteran Clients. This process is documented in Appendix H: *Analyze and Process HCA-Identified Veteran Claims* on page 65.

3.2.4. Anatomy of LTC Applicant Regional Referrals File

The Excel export file containing the DD214 information is composed of the following components (DD214 block numbers are also referenced):

- Reg – HCA region client resides in based on client address.
- Ofc – Apple Health office based on client address.
- Site – The nearest Home and Community Services (HCS)¹⁴ office based on client address.
- Curr – Mnemonic of DSHS Field Service Specialist (FSS).
- Fss - DSHS Field Service Specialist (FSS) assigned to client.
- Phone – phone number of DSHS Field Service Specialist (FSS) assigned to client.
- cl_num – Client number.
- au_num –Assistance unit number.
- appl_dt – Application date.
- disp_dt –Application disposition (approval) date.
- lname – Last name of client.
- fname – First name of client.
- m – Middle initial of client
- name – Full name of client.
- name2 – Full alternate name of client.
- Ssn – Social Security Number of client.
- Dob – Date of birth of client.
- Sex – Gender of client.
- Mrtl – Marital status of client.
- Liv – Living arrangement of client: Living Arrangements:
 - AH - At Home
 - AF - Alternate Living Facility. includes:
 - AL - Assisted Living
 - ARC - Adult Residential Center
 - EARC - Enhanced Adult Residential Center
 - DC - Department of Contracted Residential Facility
 - FH - Adult Family Home

¹⁴ Home and Community Services (HCS) is part of the Aging and Long-Term Support Administration, an agency within the Department of Health and Social Services (DSHS)

- HC - Hospice Care Center
- HH - Homeless W/ Housing
- HO - Homeless W/O Housing
- HS - Hospital
- IM - Institution for the Mentally Diseased (IMD)
- MR - Institution for the Mentally Retarded (IMR)
- NF - Nursing Facility
- VH - Veteran Nursing Facility
- Med –Medical coverage type code.
- spouse lname – Spouse last name.
- spouse fname – Spouse first name.
- sp mi – Spouse middle initial.
- spouse ssn – Spouse date of birth.
- spouse dob – Spouse date of birth.
- spouse dod – Spouse date of death.
- address 1 – Street address 1 of client.
- address 2 – Street address 2 of client.
- city – City of client.
- st – State of client.
- zip – Zip Code of client.
- Phone – Phone of client.
- msg_phone – Message phone.
- ar1 – Authorized representative type #1:
 - NC = Discuss my eligibility for benefits with a DSHS/HCA representative and not receive letters.
 - NO = Receive DSHS/HCA letters and discuss my eligibility for benefits.
 - AD = Receive DSHS/HCA letters, renewal forms, and discuss my eligibility for benefits.
 - NA = Receive DSHS/HCA letters, renewal forms, ProviderOne cards and discuss my eligibility for benefits.
 - HO = Hospital representative - receive letters and discuss my eligibility for benefits.
 - SB = Sponsor paying premiums. Sponsor's name and address sent to the Office of Financial Recovery.
- rep1 – Name of client's authorized representative.

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- rep1 addr – Street address of client’s authorized representative.
 - rep1 city – City of client’s authorized representative.
 - r1 st – State of client’s authorized representative.
 - rep1 zip – Zip Code of client’s authorized representative
 - relation – Relationship to client of client’s authorized representative.
 - rep1 phone – Phone of client’s authorized representative
 - r1 alt ph – Alternate phone of client’s authorized representative.
 - ar2 – Authorized representative type #2. Same coding as “ar1” above.
 - rep 2– Name of client’s authorized representative #2.
 - rep 2 addr – Street address of client’s authorized representative #2.
 - rep 2 city – City of client’s authorized representative #2.
 - rep 2 st – State of client’s authorized representative #2.
 - rep2 zip - Zip Code of client’s authorized representative.
 - rep 2 phone – Phone of client’s authorized representative #2.
 - Remarks – General remarks.
 - gross_inc – Client’s gross income (monthly).
 - spouse inc type1 – Spouse income type #1.
 - spouse inc amt1 – Spouse income amount #1 (monthly).
 - spouse inc type2 – Spouse income type #2.
 - spouse inc amt2– Spouse income amount #2 (monthly).
 - spouse inc type3 – Spouse income type #3.
 - spouse inc amt3 – Spouse income amount #3 (monthly).
 - total spouse inc – Total spouse income.
 - tot_pmt – Total payments (monthly).
 - oth_exp – Other expenses (monthly).
 - VA File # - VA file number.
 - Screen – Screening determination made by WDVA VBS (relates to quality of identification, referral):
 - A = positive identification of veteran
 - B = possible veteran (unconfirmed)
 - Ssn – Social Security Number (from ACES and verified by the Social Security Administration)
 - Lname – Last name of ? (from ACES)

- fname – First Name of ? (from ACES)
- dob – Date of birth of ? (from ACES)
- file mo – Month of VA file match.
- st – State of sent data with VA File match.
- client id – Client ID (from ACES)
- ofc– Office location code (from ACES)
- au num – Assistance unit number (from ACES)
- VA file num – VA File Number (from VETSNET¹⁵)
- vet SSN – Veteran’s Social Security Number (Source: VA PARIS Match File; System: VETSNET)
- ben SSN – Beneficiary’s Social Security Number (Source: VA PARIS Match File; System: VETSNET)
- apprtn SSN – Apportionee Social Security Number (Source: VA PARIS Match File; System: VETSNET)¹⁶
- vet SSN verf – Verified Veteran’s Social Security Number (Source: VA PARIS Match File; System: VETSNET) Coding:
 - Social Security Verification Indicator (Value representing status of SSN verification) [Name and Code follows]:
 - Unverified (0)
 - Verified by VBA (1)
 - Verified by VBA (2)
 - Not Required-Child Under Two (3)
 - BIRLS Verified (4)
 - SSA Verified No Number Exists (9)
- ben SSN verf – Verified Beneficiary’s Social Security Number (Source: VA PARIS Match File; System: VETSNET) [Same coding as above]
- payee typ – Payee Type Code (Source: VA PARIS Match File; System: VETSNET). The Department of Treasury requires the VA to provide a payee code for everyone (veterans, spouses and variations of parents and children) receiving a payment. [Name and Code]
 - Veteran 00
 - Spouse 10
 - C&P First Child 11

¹⁵ Also known colloquially as “Corporate”

¹⁶ This field is not yet populated in VETSNET, or not matched to this SSN at this time.

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- C&P Second Child 12
 - C&P Third Child 13
 - C&P Fourth Child 14
 - C&P Fifth Child 15
 - C&P Sixth Child 16
 - C&P Seventh Child 17
 - C&P Eighth Child 18
 - C&P Ninth Child 19
 - C&P Tenth Child 20
 - C&P Eleventh Child 21
 - C&P Twelfth Child 22
 - C&P Thirteenth Child 23
 - C&P Fourteenth Child 24
 - C&P Fifteenth Child 25
 - C&P Sixteenth Child 26
 - C&P Seventeenth Child 27
 - C&P Eighteenth Child 28
 - C&P Nineteenth Child 29
 - Vendor 30
 - Dependent Father 50
 - Dependent Mother 60
 - DIC Award 38 USC412(a) First Payee 70
 - DIC Award 38 USC412(a) Second Payee 71
 - DIC Award 38 USC412(a) Third Payee 72
 - DIC Award 38 USC412(a) Fourth Payee 73
 - DIC Award 38 USC412(a) Fifth Payee 74
 - DIC Award 38 USC412(a) Sixth Payee 75
 - DIC Award 38 USC412(a) Seventh Payee 76
 - DIC Award 38 USC412(a) Eighth Payee 77
 - DIC Award 38 USC412(a) Ninth Payee 78
 - Institutional Veteran CFR3.852 99
- award typ – Award Type Code (Source: VA PARIS Match File; System: VETSNET) Values describing the category of benefit payments which may be awarded: [Name and Code]
 - 1312A Child 1312C

-
- 1312A Parent 1312P
 - 1312A Spouse 1312S
 - 306 Child 306C
 - 306 Spouse 306S
 - 306 Veteran 306V
 - CPD Child CPDC
 - CPD Parent CPDP
 - CPD Spouse CPDS
 - Clothing Allowance CA
 - Compensation/Pension Live CPL
 - Emergency Officer's Retired Pay EORP
 - Medal of Honor MOH
 - Old Law Child OLC
 - Old Law Spouse OLS
 - Old Law Veteran OLV
- award line typ – Award Line Type Code (Source: VA PARIS Match File; System: VETSNET) - Value assigned to describe a specific benefit type which is paid by an award line: [Name and Code]
 - 1312A 1312A
 - 306 Death Pension 306DP
 - 306 Pension 306P
 - Clothing Allowance CA
 - Compensation C
 - DIC DIC
 - DIC Pay Grade DICP
 - DIC Reform DICR
 - Death Compensation DC
 - Improved Death Pension IDP
 - Improved Pension IP
 - Medal of Honor MOH
 - Old Law Death Pension OLDP
 - award stat – Award Status Code (Source: VA PARIS Match File; System: VETSNET) - Value that describes the current status of the participant's awards: [Name and Code]
 - Active A
 - Suspended S

- Terminated T
- None of the Above N
- gender – Gender (Source: VA PARIS Match File; System: VETSNET)
- l_name – Last name (Source: VA PARIS Match File; System: VETSNET)
- f_name – First name (Source: VA PARIS Match File; System: VETSNET)
- m_i – Middle initial (Source: VA PARIS Match File; System: VETSNET)
- ben dob – Beneficiary date of birth (Source: VA PARIS Match File; System: VETSNET)
- vet AA – Veteran's Aid and Attendance Code - Indicates entitlement to special monthly benefits. (Source: VA PARIS Match File; System: VETSNET) Codes¹⁷: [Name and code]
 - Aid and Attendance AA
 - Veteran hospitalized, A/A not payable – Pay housebound AH
 - Housebound HB
 - All other values NN
- sp AA – Spouse's Aid and Attendance Code - Indicates entitlement to special monthly benefits (see PARIS VA Data Dictionary, Table P for code values) (Source: VA PARIS Match File; System: VETSNET) Same codes as vet AA.
- station – Station Code (Source: VA PARIS Match File; System: VETSNET) - Refers to the VA facility that has authority over work activity associated with Veterans claims and their beneficiaries: [Number and Station]
 - 101 Washington
 - 301 Boston
 - 304 Providence
 - 306 New York
 - 307 Buffalo
 - 308 Hartford
 - 309 Newark
 - 310 Philadelphia
 - 311 Pittsburgh
 - 313 Baltimore
 - 314 Roanoke
 - 315 Huntington
 - 316 Atlanta

¹⁷ Source: PARIS VA Data Dictionary, Table P. URL: <http://www.acf.hhs.gov/programs/paris/vetsnet-codes-for-states>

- 317 St. Petersburg
- 318 Winston-Salem
- 319 Columbia
- 320 Nashville
- 321 New Orleans
- 322 Montgomery
- 323 Jackson
- 325 Cleveland
- 326 Indianapolis
- 327 Louisville
- 328 Chicago
- 329 Detroit
- 330 Milwaukee
- 331 St. Louis
- 333 Des Moines
- 334 Lincoln
- 335 St. Paul
- 339 Denver
- 340 Albuquerque
- 341 Salt Lake City
- 343 Oakland
- 344 Los Angeles
- 345 Phoenix
- 346 Seattle
- 347 Boise
- 348 Portland
- 349 Waco
- 350 Little Rock
- 351 Muskogee
- 354 Reno
- 355 San Juan
- 358 Manila
- 362 Houston
- 372 Washington

-
- 373 Manchester
 - 376 RMC
 - 377 San Diego
 - 389 St. Paul Debt Management Center
 - 392 Eastern Area Office
 - 393 Southern Area Office
 - 394 Central Area Office
 - 395 Western Area Office
 - 397 Appeals Management Center
 - 402 Togus
 - 405 White River Junction
 - 436 Fort Harrison
 - 437 Fargo
 - 438 Sioux Falls
 - 442 Cheyenne
 - 452 Wichita
 - 459 Honolulu
 - 460 Wilmington
 - 463 Anchorage
- spouse – If spouse exists set to “Y”; otherwise set to “N” (Source: VA PARIS Match File; System: VETSNET)
 - minor ch – Number of minor children on award; otherwise set to zero. (Source: VA PARIS Match File; System: VETSNET)
 - sch ch – Number of school children on award; otherwise set to zero. (Source: VA PARIS Match File; System: VETSNET)
 - helpless ch – Number of helpless children on award; otherwise set to zero. (Source: VA PARIS Match File; System: VETSNET)
 - parent – Number of parents on award; otherwise set to zero (Source: VA PARIS Match File; System: VETSNET)
 - comb deg – Combined degree of disability for compensation from current award line (Source: VA PARIS Match File; System: VETSNET)
 - svc per – Entitlement Code (Source: VA PARIS Match File; System: VETSNET) - This field contains a code designating the period of service: [First Position]
 - 0 Gulf War Service
 - ben typ – Entitlement Code (Source: VA PARIS Match File; System: VETSNET) - This field contains a code designating the type of benefit: [Second Position]

-
- 1 Compensation
 - 2 Protected Pension (veteran)
 - 4 Section 306 Pension (veteran)
 - 5 Death Compensation
- chg reas(1) – Change Reason #1 (Source: VA PARIS Match File; System: VETSNET) - Values describing the reasons for one or more changes to an award line: [Name and Code]
- Accrued Payable - Reimbursement APREIM
 - Accrued Payable - Relationship APRLN
 - Additional Disability Withholding ADW
 - Adjusted Protected 1978 IVAP AP78IVAP
 - Administrative Error ADMERR
 - Allotment Adjustment 37
 - Apportionment Granted AG
 - Apportionment Rate Change ARC
 - Apportionment Terminated AT
 - Award Rate Overridden Due to Change in Legislation ARODCL
 - Award Rate Overridden Due to System Error ARODSE
 - Beneficiary Error BENEERR
 - Benefit Change to Compensation 03
 - Benefit Change to Improved Pension 10
 - Benefit Eligibility Adjustment 04
 - Benefit Eligibility Adjustment - Pension 11
 - CONV - Adjustment (Child Award) CONVAWD40
 - CONV - Change of Payee or Suspended CONVAWD31
 - CONV - Character of Discharge is a Bar CONVAWD03
 - CONV - Child in Another Award Reaches 18 CONVAWD44
 - CONV - Child in Another Award Terminates School CONVAWD45
 - CONV - Computer Substitute CONVAWD90
 - CONV - Dependent Added CONVAWD26
 - CONV - Disability Not Permanent and Total CONVAWD10
 - CONV - Disability Not Shown at Last Exam CONVAWD07
 - CONV - Disability Not Shown by Evidence CONVAWD08
 - CONV - Disability Zero Percent CONVAWD05

- CONV - Disability or Death Not Due to Service CONVAWD06
- CONV - Disability/Death Not in Line of Duty CONVAWD09
- CONV - Election of VA or Other Benefits CONVAWD30
- CONV - Failure to Report for Examination CONVAWD17
- CONV - Grant Of A/A For Spouse CONVSPSAA
- CONV - Insufficient or No Qualifying Service CONVAWD02
- CONV - No Military Service CONVAWD01
- CONV - Other Reason CONVAWD29
- CONV - Payment of Attorney Fees CONVAWD57
- CONV - Protected Rate CONVAWD96
- CONV - Reduction Due to Award of DEA CONVAWD41
- CONV - Relationship Not Established CONVAWD14
- CONV - Retire Pay (Spec Law 06) On Awd Line CONVRETPAY
- CONV - SEV/SEP/TORT Contained in Monthly Adjsmt CONVMTHADJ
- CONV - SEV/SEP/TORT Offset & RMNG BAL Starts Here CONVOFFSET
- CONV - Undetermined Withholding CONVWTH
- CONV - Veteran - Surviving Spouse Hospitalized CONVAWD35
- CONV - Veteran on Active Duty/Drill Pay Adjustment CONVAWD19
- Change in Disability Level CIDL
- Change in Number of Parents CINOP
- Change in Parent Status 24
- Change in Spouse Status 23
- Child Conceived Prior to Vietnam Service CCPTVS
- Child Deceased Prior to 12-01-01 CHDP1201
- Child Status Change CHSC
- Compensation Rating Adjustment 31
- Concurrent Retired and Disability Pay Amount CRDP_AMT
- Conversion PFOP CONVPFOP
- Conversion Recoup and PFOP CONVPFOPRCP
- Conversion Recoupment CONVRCP
- Converted Award CONVAWD
- Cost of Living Adjustment 02
- Countable Income Adjustment 15
- Custody Status Change CUSC

- DIC Spouse Award Status Change DSASC
- DIC-Spouse Minor Child Rate Adjustment 41
- Death of Beneficiary DB
- Disability Due to a Familial Disorder DDFDISOR
- Disability Not Permanent DNPERM
- Disability Not Related to Vietnam Service DNRVIET
- Disability a Result of Birth Related Injury DRBRINJ
- Disability a Result of Fetal/Neo-natal Infirmary DRFNEOIFM
- Discharge Adjustment DISCADJ
- Drill Pay Adjustment 07
- EVR Adjustment EVRADJ
- Eligible Helpless Child EHC
- Eligible School Child ESC
- Entitled to A&A ETAA
- Entitled to MOD Benefit MOD
- Estate Adjustment 08
- Failed to Furnish Requested Evidence FFRE
- Forfeiture FORF
- Fraud FRD
- Fraud Adjustment FRDADJ
- Fugitive Felon FF
- Gain of Dependent GD
- Gross Rate Additional Amount GRAA
- Gross Rate Replacement Amount GRRA
- Helpless Child Adjustment 20
- Hospitalized Basic Pension Adjustment 01
- Hospitalized SMC Adjustment 38
- IVM Adjustment IVMADJ
- Incarceration Adjustment 13
- Individual Unemployability Adjustment 14
- Institutionalization Adjustment INSTADJ
- Loss of Dependent LD
- Manually Entered Rate MER
- Maximum Annual Pension Rate 16

- Medicaid Adjustment 17
- Minor Child Adjustment 21
- Net Worth Adjustment 18
- No Entitlement to Benefit Sought NETBS
- No Longer A&A NLAA
- No Longer Helpless NLH
- No Qualifying Birth Defect Exists NQBDEFCT
- No Qualifying Vietnam Service NQVIET
- No Spina Bifida Condition Exists NSBCE
- Not Currently Disabling NCD
- Not a Natural Child of the Veteran NNCOV
- Original Award 00
- Original Grant by SSA OGBSSA
- Other OTH
- Other Concurrent Entitlement Adjustment 25
- Other Recoupment 26
- Other Withholding Adjustment 39
- Parent Marital Status Change PMSC
- Parent's Vietnam Service Not Established PVNSE
- Pension Rating Adjustment 27
- Philippine Adjustment PA
- Preserve Net Rate Amount PNRA
- RECA Adjustment 28
- Rating Effective Date Backed Up For Conversion CONVRATGBKUP
- Rating Effective Date for Conversion CONVRATGEFDT
- Recoupment of Disability Severance Pay 06
- Recoupment of Separation Pay 30
- Recoupment of Tort Settlement 34
- Recurring Benefit Established RBE
- Reduction Due to Administrative Error REDADMERR
- Renouncement REN
- Reopened Award REOPNAWD
- Retired Pay Adjustment 29
- Reverify Entitlement Annually REA

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- SSA Rate Change SSARC
 - School Child Adjustment 22
 - Special Monthly Compensation Adjustment 32
 - Special Monthly Entitlement Adjustment 40
 - Special Monthly Pension Adjustment 33
 - Spina Bifida Occulta SBO
 - Terminated by SSA TSSA
 - Terminated by SSA-Excessive Earnings TSSAEE
 - Terminated by SSA-Marriage TSSAM
 - Terminated by SSA-Marriage of Surviving Spouse TSSAMOSS
 - Terminated by SSA-Turns 18 TSSAT18
 - Terminated by SSA-Widow Under 60 w/No Dependent TSSAWU60WND
 - Terminated-Age 18 TA18
 - Terminated-Age 23 TA23
 - Terminated-CH 18 Birth Defects is Greater TERMCH18
 - Terminated-Change to Compensation TCTC
 - Terminated-Elected Chapter 35 TEC35
 - Terminated-Elected Compensation TEC
 - Terminated-Elected DIC TEDIC
 - Terminated-Elected Improved Pension TEIP
 - Terminated-Elected Under Oth Parent-Same Par Line TEUOPISPL
 - Terminated-IVAP TIVAP
 - Terminated-Incarceration TI
 - Terminated-Incarceration/No Apportionment TINA
 - Terminated-Marriage TM
 - Terminated-Net Worth TNW
 - Terminated-No Longer Dependent TNLD
 - Terminated-No Longer Helpless TNLH
 - Terminated-Other TO
 - Terminated-School Termination TST
 - Total Withholding Adjustment 05
 - Total Withholding Adjustment - Pension 12
 - Treason TRE
 - Undetermined BDN Apportionment Paid/Due Audit Reqd CONVAPPOR

- Veteran Not Female VETNFEM
- Whereabouts Unknown WHUNK
- Workers Compensation Adjustment 36
- chg reas(2) – Change Reason #2 (Source: VA PARIS Match File; System: VETSNET) [Same codes as above.]
- chg reas(3) – Change Reason #3 (Source: VA PARIS Match File; System: VETSNET) [Same codes as above.]
- susp reas – Reason for award in suspense status (see PARIS VA Data Dictionary, Table J for code values) (Source: VA PARIS Match File; System: VETSNET)
- last pd dt – Date benefit was last paid (MMDDYYYY). (Source: VA PARIS Match File; System: VETSNET)
- eff dt – Date VA benefits were effective (MMDDYYYY). (Source: VA PARIS Match File; System: VETSNET)
- gross amt – Currency amount in whole dollars. *Note on the previous VA file amount fields included cents, but now all amount fields are currency in whole dollars. (Source: VA PARIS Match File; System: VETSNET)
- net award – Net Award (Source: VA PARIS Match File; System: VETSNET)
- pymnt amt – Actual payment issued associated to beneficiary or apportionee. Payment could be zero amount. (Source: VA PARIS Match File; System: VETSNET)
- freq pay – This field describes the frequency of the USDVA compensation. User will likely see MO for monthly. (Source: VA PARIS Match File; System: VETSNET)
- IVAP amt - Income for VA Purposes (household income minus UMEs). Income for VA purposes from the current award line – Countable income used to determine a claimants entitlement to income-based benefits.¹⁸
- ben ann wage – Beneficiary annual wages (Source: VA PARIS Match File; System: VETSNET)
- ben ann ins – Beneficiary annual insurance payments (Source: VA PARIS Match File; System: VETSNET)
- ben ann int – Beneficiary annual interest (Source: VA PARIS Match File; System: VETSNET)
- ben ann ssa – Beneficiary annual social security income (Source: VA PARIS Match File; System: VETSNET)
- ben ann csr – Annual Civil Service Retirement amount (Source: VA PARIS Match File; System: VETSNET)

¹⁸ Income Information is only associated to Live Improved Pension and Death Improved awards (Pension). This information will only be generated for those type awards. Income and expense information that supports the current award line will be provided. If the value is blank, the field will be set to SPACE.

- ben ann mlty – Annual Military Retirement amount.(Source: VA PARIS Match File; System: VETSNET)
- ben ann rrb – Annual Railroad Board Retirement amount. (Source: VA PARIS Match File; System: VETSNET)
- ben ann bl – Annual Black Lung amount. (Source: VA PARIS Match File; System: VETSNET)
- ben rest ann – All other annual income types added together amount. (Source: VA PARIS Match File; System: VETSNET)
- ben res exclus – Exclusions amounts from all other annual income types added together. (Source: VA PARIS Match File; System: VETSNET)
- sp ann wage – Beneficiary annual wages (Source: VA PARIS Match File; System: VETSNET)
- sp ann ins – Beneficiary annual insurance payments (Source: VA PARIS Match File; System: VETSNET)
- sp ann int – Beneficiary annual interest (Source: VA PARIS Match File; System: VETSNET)
- sp ann ssa – Beneficiary annual social security income (Source: VA PARIS Match File; System: VETSNET)
- sp ann csr – Annual Civil Service Retirement amount (Source: VA PARIS Match File; System: VETSNET)
- sp ann mlty – Annual Military Retirement amount.(Source: VA PARIS Match File; System: VETSNET)
- sp ann rrb – Annual Railroad Board Retirement amount. (Source: VA PARIS Match File; System: VETSNET)
- sp ann bl – Annual Black Lung amount. (Source: VA PARIS Match File; System: VETSNET)
- sp rest ann – All other annual income types added together amount. (Source: VA PARIS Match File; System: VETSNET)
- sp res exclus – Exclusions amounts from all other annual income types added together. (Source: VA PARIS Match File; System: VETSNET)
- med exp – Annual amount of medical expenses. (Source: VA PARIS Match File; System: VETSNET)
- edu exp – Annual amount of education expenses. (Source: VA PARIS Match File; System: VETSNET)
- last exp – Annual amount of last expenses. (Source: VA PARIS Match File; System: VETSNET)
- hardship – Annual amount of hardship expenses – Hardship expenses are only for claimants with dependent children who have income which is available to the claimant. (Source: VA PARIS Match File; System: VETSNET)

- rcvbl – Receivables - record of an amount owed to VA. (see PARIS VA Data Dictionary, Table K for code values) (Source: VA PARIS Match File; System: VETSNET)
- rcvbl amt – Amount owed to VA. (Source: VA PARIS Match File; System: VETSNET)
- mo ded – Reduction of amount payable for payment of Government Life Insurance Premiums, Survivor Benefit Plan Premiums, and income tax liens; and if a participant wishes to donate his/her payables to another participant's receivable (see for code values): (Source: VA PARIS Match File; System: VETSNET) Codes¹⁹: [Name and Code]
 - Air Force - RSFPP or SBP Insurance Premiums (16R)
 - Army - RSFPP or SBP Insurance Premiums (15R)
 - Attorney Fees (31J)
 - Benefit Repayment (BR)
 - Ch. 30/Ch. 1606 Offset (67C)
 - Child Support or Other Payments (62P)
 - Coast Guard - RSFPP or SBP Insurance Premiums (19R)
 - Consolidated Payments, Corporate Fiduciaries (50O)
 - Direct Loan - Mortgage Loan Repayments (11N)
 - Interest Debts in CARS (89C)
 - Joint Direct Loan Liability Repayment (13N)
 - Joint Loan Guaranty Liability Repayment (14N)
 - Marine Corps - RSFPP or SBP Insurance Premiums (18R)
 - Medical Care Cost Recovery Receivable Repayment (68C)
 - Miscellaneous Insurance Receivable Repayment (80C)
 - Miscellaneous VA Overpayments (61C)
 - NSLI Life Insurance Additional Premiums (05M)
 - NSLI Life Insurance Premium Arrearage (03L)
 - NSLI Life Insurance Premiums, Loans, and Liens (01M)
 - Navy - RSFPP or SBP Insurance Premiums (17R)
 - Other Government Agency Indebtedness (63C)
 - Personal Funds Of Patients (70S)
 - Public Health Service - RSFPP or SBP Insur Prem (20R)
 - REPS Receivable Repayment (66C)
 - VGLI (Veterans Group Life Insurance) (07R)
 - VMLI Life Insurance Additional Premiums (06M)

¹⁹ Source: PARIS VA Data Dictionary, Table M.

-
- VMLI Life Insurance Premium Arrearage (04L)
 - VMLI Life Insurance Premium Payments (02M)
 - Vendee Acquired Loan - Mortgage Loan Repayments (12N)
 - ded amt – Amount of deduction. (Source: VA PARIS Match File; System: VETSNET)
 - proceeds – Indicator/type code for returned and canceled checks of pension or disability compensation. (Source: VA PARIS Match File; System: VETSNET)
 - proceeds amt – Accumulated amount of all returned and canceled checks of pension or disability compensation. (Source: VA PARIS Match File; System: VETSNET) Codes²⁰: [Name and Code]
 - Fiduciary Proceeds (10)
 - Interstation (20)
 - Personal Funds of Patients (70S)
 - Proceeds (01)
 - Unassociateds (30)
 - Unavailable Check Cancellation (40)
 - 06G Special Returned Payment (RETPAYSPEC)
 - Advance Pay Returned (7E)
 - B7 Holds (7)
 - Burial Allowance Returned Payment (RETPAYBUR)
 - Cancelled per VA's Request (5)
 - Check Intercept (A)
 - Clothing Allowance Returned Payment (RETPAYCA)
 - Consolidated Payment Returned (PFOP)
 - Courtesy Disbursement Hold Check (8)
 - Expenditure Transfer (ET)
 - Fiduciary Necessary - Not Established (101)
 - Fiscal Returned Payment (RETPAYFISC)
 - From Station (1019)
 - Gratuitous (70S1)
 - Greater Than Maximum (01G)
 - Income Limitation (4)
 - Insurance Premium Refund (PREM REF)
 - Less Than Minimum Or Re-established (01L)

²⁰ Source: PARIS VA Data Dictionary, Table L.

- Limited Payability Cancellation (B)
 - Medal of Honor Returned Payment (RETPAYMOH)
 - No Matching Returned Payment (RETPAYNM)
 - Other Reasons (6)
 - Over Collection (302)
 - Payment - No Address Information (01P)
 - Private Source (70S2)
 - Recurring Paid Other Than Monthly-Annual Payment (01A)
 - Recurring Paid Other Than Monthly-Quarterly Pymt (01Q)
 - Recurring Paid Other Than Monthly-Semi Annual Pymt (01S)
 - Reportedly Deceased (3)
 - Reportedly Remarried (2)
 - Retroactv Amts > Agreed Limit By Fid-Auth Necessry (102)
 - Returned Courtesy Disbursement Check (9)
 - Returned Payments Previously Processed (PREV CHK)
 - Termination (Non-Death) Returned Payment (RETPAYTERM)
 - To Station (1018)
 - Unavailable Check Cancellation Credit (0)
 - Undeliverable (1)
 - Unidentified Account (301)
 - Unidentified Account-CARS (301C)
- address type indicator – The purpose of this field is to demonstrate which of the two addresses (BDN or Corporate/VETSNET) will be displayed in the PARIS-Veterans Output file for that record. The field is one position and can display either Y or N²¹. (Source: VA PARIS Match File; System: VETSNET)
 - address name fid – Addressee Name²²
 - address fid typ – Address fiduciary type. (Source: VA PARIS Match File; System: VETSNET)
 - address name ben – Addressee name of beneficiary. (Source: VA PARIS Match File; System: VETSNET)

²¹ If the field is Y, the BDN address will be displayed in positions 1328-1452 and the Corporate address will be blank. If the field is N, the Corporate address will be displayed in positions 1021-1326 and the BDN address will be blank.

²² Field is not dependent on field Address Type Indicator. If there is data in Corporate pertaining to this field and the record being processed, the field will be populated. (Source: VA PARIS Match File; System: VETSNET)

- corp address 1 – Corporate Format Address Line One. (Source: VA PARIS Match File; System: VETSNET)
- corp address 2 – Corporate Format Address Line Two. (Source: VA PARIS Match File; System: VETSNET)
- corp address 3 – Corporate Format Address Line Three. (Source: VA PARIS Match File; System: VETSNET)
- corp city – Corporate Format City Name (Source: VA PARIS Match File; System: VETSNET)
- corp st – Corporate Format State Name (Source: VA PARIS Match File; System: VETSNET)
- corp zip – Corporate Format ZIP Code Prefix (Source: VA PARIS Match File; System: VETSNET)
- corp country – Corporate Format Country Type Name. (Source: VA PARIS Match File; System: VETSNET)
- corp foreign post – Corporate Format Foreign Postal Code (Source: VA PARIS Match File; System: VETSNET)
- corp province – Corporate Format Province Name. (Source: VA PARIS Match File; System: VETSNET)
- corp terr – Corporate Format Territory Name. (Source: VA PARIS Match File; System: VETSNET)
- corp mil post typ – Corporate Format Military Postal Type. (Source: VA PARIS Match File; System: VETSNET)
- corp mil post off – Corporate Format Military Post Office. (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 1 – Benefits Delivery Network address #1 (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 2 – Benefits Delivery Network address #2 (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 3 – Benefits Delivery Network address #3 (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 4 – Benefits Delivery Network address #4 (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 5 – Benefits Delivery Network address #5 (Source: VA PARIS Match File; System: VETSNET)
- bdn addr 6 – Benefits Delivery Network address #6 (Source: VA PARIS Match File; System: VETSNET)
- bdn zip – federal VA Benefits Delivery Network (Source: VA PARIS Match File; System: VETSNET)

3.3. Recommendations for Future State

3.3.1. Summary

While the current state process seems to be adequate for serving veterans, the data exchange process—and especially the format and structure of the *LTC Applicant Regional Referrals Files*—could be improved. From a practical standpoint, the process as a whole currently works for the WDVA VBS and the HCA Veteran Benefits Manager because: they have doing this work a long time; have an esoteric understanding of the data (many columns in the Excel workbook are obscurely named); and have trained eyes to look for the data each needs at certain points along the business processes.

But if the responsibilities were suddenly to fall to other individuals on either side (WDVA or HCA), and the subject matters experts weren't able to transition responsibilities in a rigorous and thorough manner, then the process may not be so fluid. This could result in training issues and poor or fragmented continuity of the process. There currently is very little, if any, documentation about the structure or sources of the *LTC Applicant Regional Referrals Files*, which spans 162 columns in length. (Of the 162 columns making up the file, only 15 are documented.) And while many columns are self-explanatory as to their content—SSN is an obvious example—the source of the data is not. For SSN alone, there are 8 occurrences with no documentation about the provenance of each. Similar situations exist with client and spouse names, addresses and numerous financial fields. Though it would certainly be time-consuming, it would not be a laborious exercise to document each of the 162 columns.

Because of the undocumented nature of the data that HCA delivers to WDVA, it is difficult to assess, then recommend, what additional data may play a role for WDVA in serving veterans. Recommendations may be forthcoming if and when the data file is better documented.

Similar to the WDVA – DSHS exchange discussion in section 2.3.1 on page 13, the HCA – WDVA data exchange may handily benefit from the acquisition of a new EVCMS. But the most positive impact will be realized in codifying the data and sharing it automatically. Two scenarios are worthy of discussion:

- Importing the LTC Applicant Regional Referrals Files into EVCMS
- Direct message exchange via web services with ACES

These are discussed below.

3.3.1.1. Importing the LTC Applicant Regional Referrals Files into EVCMS

There may be value in importing the raw file received from HCA into a new EVCMS but the specifics can't be discussed here without knowing the EVCMS's features, which is premature. Several nice-to-have features we will be proposing to WDVA stakeholders that be supported by a future state EVCMS would include:

- Storage of program eligibility rules (first listed on page 14).
- Ability to have system automatically determine eligibility based on eligibility rules and knowledge of client.

This would be one labor-saving step in the VBS's work with LTC applicants.

Another enhancement would be auto-request (via web service) and auto-response of veteran status, using one of the federal systems, thereby saving the manual task of logging into VA

SHARE to determine if a client is in the VA system. This may be hampered if no federal system is capable of implementing web services and if the system checks for WDVA as the POA before granting status.

3.3.1.2. Direct Message Exchange via Web Services with ACES

HTC currently receives its recently approved clients for Long Term Care directly from ACES. The Veteran Benefits Manager does an initial assessment of whether or not each client may be a veteran (this is usually the client self-identifying as a veteran during an application/intake session—a remarks field will contain this information). There may be value in ACES directly sending the file to EVCMS if EVCMS can provide some of the services just discussed: auto-checking of veteran status, for example. This would bypass HTC initially, though the return file could be exported and sent to HTC for further, more in-depth validation.

As we have stated above in the summary section (page 41), most of these capabilities depend on technology features, both in an as-yet-acquired EVCMS, and in the technical and business capabilities of other State systems (ACES) and the various federal systems. What was also stated above is the unknown amount of analysis and validation performed by HCA on the files coming from ACES and also the PARIS match data.

3.3.2. Recommendations

3.3.2.1. Recommendation #1: Document Data and Validation Methods

As was discussed in section 3.3.1 on page 41, the data file is 162 columns. The data would best be served and be a more valuable asset if each column was documented as to its meaning and its provenance (source).

It may also be helpful if we knew the steps in validating client data that HCA performs once the *LTC Applicant Regional Referrals File* is returned from WDVA. In an informal analysis exercise, we examined 14 client records—what was returned to HCA (*LTC Applicant Regional Referrals File*) and what was sent back to WDVA (*Extended LTC Applicant Regional Referrals File*)— each with potentially 62 elements of data. Of the 868 data elements (14 * 62) that were compared, 68 were changed (8%).

3.3.2.1.1. Pros

- Documented data that will aid transition of responsibilities (if necessary), or train additional people.
- Documented validation checks that will aid transition of responsibilities (if necessary).

3.3.2.1.2. Cons

- Time-consuming.

3.3.2.2. Recommendation #2: Import the LTC Applicant Regional Referrals Files into EVCMS

See discussion in Section 3.3.1.1 on page 41.

3.3.2.2.1. Pros

- Client data is in EVCMS and can utilize possible features of the EVCMS, such as eligibility determination.

3.3.2.2.2. Cons

- Unknown features until acquisition of solution.

3.3.2.3. Recommendation #3: Direct Message Exchange via Web Services with ACES

See discussion in Section 3.3.1.2 on page 42.

3.3.2.3.1. Pros

- Higher data quality. Definition of data required to pass data without errors.

3.3.2.3.2. Cons

- Bypasses initial validation performed by HCA.
- ACES system may not be capable to automated request/response via web service.

4. OPPORTUNITIES FOR ENGAGING WITH DSHS INTEGRATED CLIENT DATABASES

4.1. Introduction

Prior to the beginning of phase 2 of this *Mapping Business Processes for Washington State's Interagency Veteran Programs* project, there has been high level discussion of WDVA engaging as a client to the DSHS Research and Data Analysis (RDA) Division²³. While nothing official has been completed, this is a strategic direction WDVA wishes to take.

A conceptual diagram that illustrates RDA's internal and external clients is shown in Figure 3²⁴. RDA provides data, analytics, and decision support tools to improve the delivery of services that transform lives. RDA has access to any and all individuals who have received DSHS services or have been in the Medicaid system. This includes veterans. Individual data are normally rolled up into month arrays that can determine, among many other findings (as an example): if the client received mental health services; was arrested; was homeless; received education benefits; received TANF or SNAP; was issued housing vouchers; participated in a substance abuse program, or reported wages because they were employed. Because of this ability to see clients in a wide array of settings over time and to construct comparisons that can be a powerful tool for gaining visibility of veterans' needs and what services they're

²³ For more information: <https://www.dshs.wa.gov/sesa/research-and-data-analysis/about-rda>

²⁴ A full-scale rendering is included in Appendix J on page 61.

receiving, WDVA could leverage these capabilities both strategically and tactically. (We discuss these below.)

Owing to this capability, RDA helps answer potential questions such as (examples only):

- What services are certain classes or groups of veterans (i.e. Vietnam-era, Operation Iraqi Freedom) receiving or not receiving that the VA may be able to deliver, either more comprehensively or at a cost savings to the State?
- What risk factors are present for certain demographic profiles of veterans that WDVA can attempt to mitigate with programs and services?
- With Medicaid expansion, are more people (including veterans) accessing services and getting treatment?

RDA is able to answer these types of questions because of its data analytics expertise and its link with the “DSHS universe,” database interfaces with the seven administrations (there are 12 databases total), which then can be used to populate its own client services databases and data warehouse.

RDA functions like a service bureau. External clients, while they may have data sharing relationships with DSHS administrations, do not directly access the RDA Integrated Client Databases. Instead, on a contractual basis, projects are defined and agreed to for conducting data research on behalf of the external client (similar requests are made from DSHS internal clients). Research may be pointed toward answering a specific question²⁵, or may be broader in scope in search of certain trends or outcomes. Research and analysis lifecycles may be short (in weeks) or long term (years and even decades).

²⁵ For example, a legislator may wish to know how many foster care children required mental health services in the third quarter of 2014.

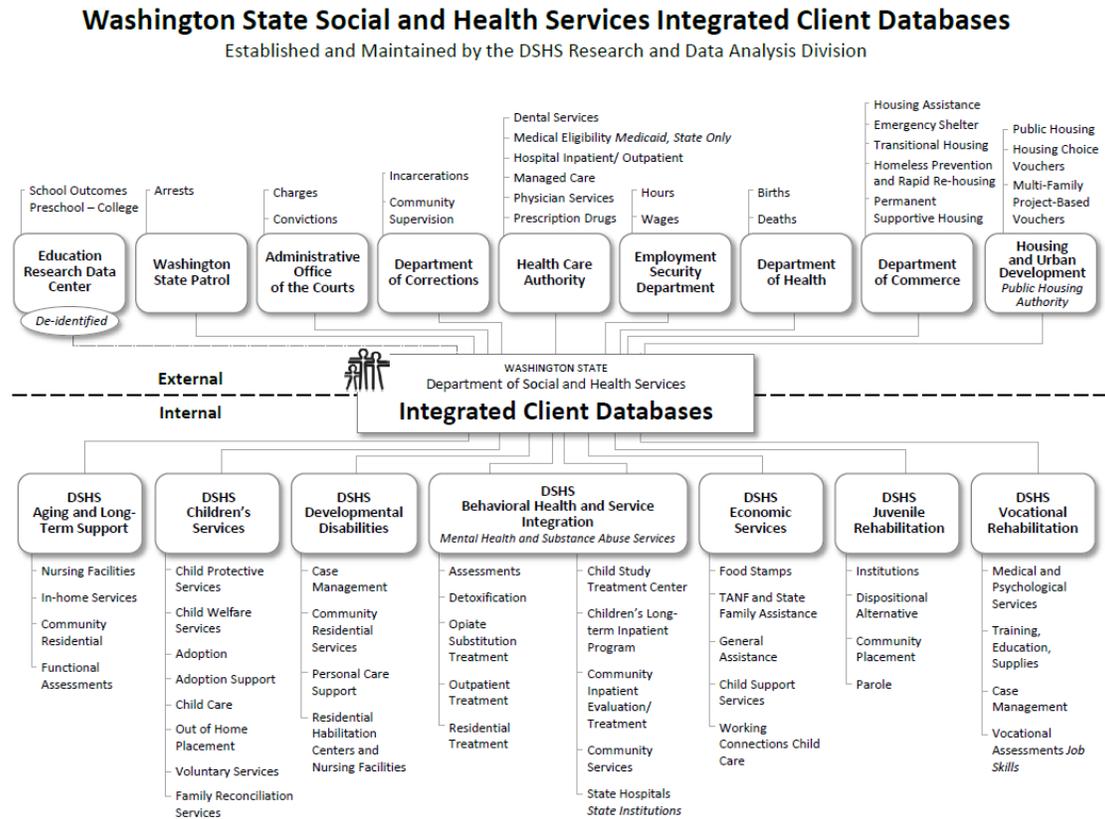


Figure 3: DSHS Integrated Client Databases

4.2. Current State

There is no current state (as-is) arrangement between WDVA and DSHS Integrated Client Databases.

4.3. Recommendations for Future State

4.3.1. Research and Data Analysis

The opportunity for WDVA to utilize RDA services are both strategic and tactical in nature.

The strategic opportunities lie in using RDA's quasi-experimental design and statistical modeling capabilities to identify any number of risk factors or qualitative/quantitative findings among veterans. This would allow (or empower) WDVA to search and apply for additional grant money to found and establish new programs based on risk factors, or to bolster the efficacy or availability of existing programs. With the richness of data available to RDA, both in terms of breadth and in time, a number of trends that may contribute to, say, a *veteran quality services dashboard* that could be a guidepost for WDVA executives or as a planning tool for program directors and managers.

Tactically, asking RDA to help with answering specific questions—for example, how many veterans in King County are receiving mental health treatment and participating in substance abuse counseling and are not in the VA system?—that might enable WDVA to make

adjustments in support or outreach. RDA can not only provide answers to many of these questions, sometimes their clients don't know how to ask the question, for which they can assist.

4.3.2. Data Sharing Agreements with Other Agencies and DSHS Administrations

This section is included here since it is related to the Integrated Client Databases as shown in Figure 3 on page 45. However, scope-wise it is not in the context of the RDA's Integrated Client Databases.

WDVA has current data sharing agreements with DSHS Client Registry. It also accesses data from the Economic Services Administration directly through login accounts in ACES, and via HTC for analyzing the newly approved LTC applicants (see section 3.2 on page 19). Soon, WDVA will have a data sharing agreement with the Department of Corrections.

There are additional opportunities to share data that will enhance the ability to serve veterans. As with existing agreements under contract, these agreements may manifest by providing login accounts; by use of sharing secure intermediate files (uni- or bi-directional); or by leveraging web services integration with a future EVCMS, as discussed in Section 2.3.2.5 on page 17.

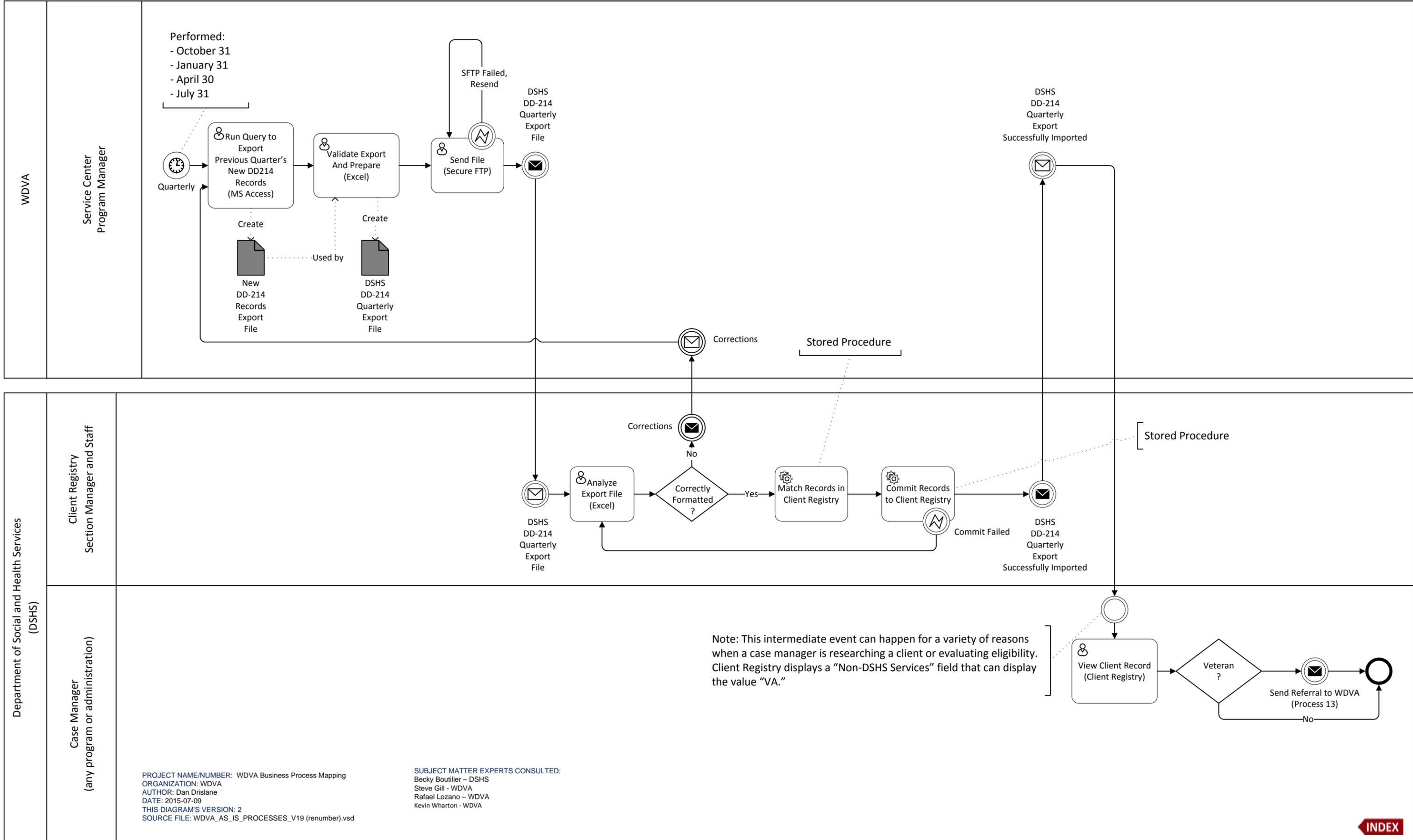
Some opportunities are discussed here:

- **State Patrol** – Though background investigations requested by WDVA utilize State Patrol data, these are for potential employees, contractors and quasi-employees like the Vet Corps members. There also is an opportunity to use State Patrol arrest data to better understand a veteran's problems and needs. Arrest events can help fill out a picture that a veteran is perhaps not completing a substance abuse program or has anger management issues.
- **Employment Security Department** – The opportunity to verify a veteran's employment with an employer (not self-employed).
- **Housing and Urban Development** – The ability to automatically verify that a client (perhaps participating in the CABHI program) has received Housing Choice vouchers.
- **Economic Services Administration (DSHS)** – An additional opportunity to work with ESA (in addition to ACES data) is to link into the Child Support Services data that may be applicable to veterans with children that are not making or are behind on their payments. Additional opportunities may lie with obtaining up-to-date TANF and SNAP benefits.
- **Children's Services Administration (DSHS)** – There exists an opportunity to determine if child abuse incidents associated with veteran clients is happening or has happened in the past.
- **Aging and Long Term Support Administration (DSHS)** – We are aware that WDVA has an informal cooperative agreement with ALISA. There may be additional opportunities to have more formal data sharing regarding assessments, or whether veterans have been utilizing Home and Community Services or Residential Services (e.g. Nursing Homes, Assisted Living Facilities, Adult Family Homes, Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs/IID), Supported Living; and, Enhanced Services Facilities).

APPENDIX A. AS-IS WDVA-TO-DSHS DATA EXCHANGE BUSINESS PROCESS

Please see next page.

AS-IS PROCESS 78: WDVA-to-DSHS Data Exchange (Veterans Services – Olympia Service Center)



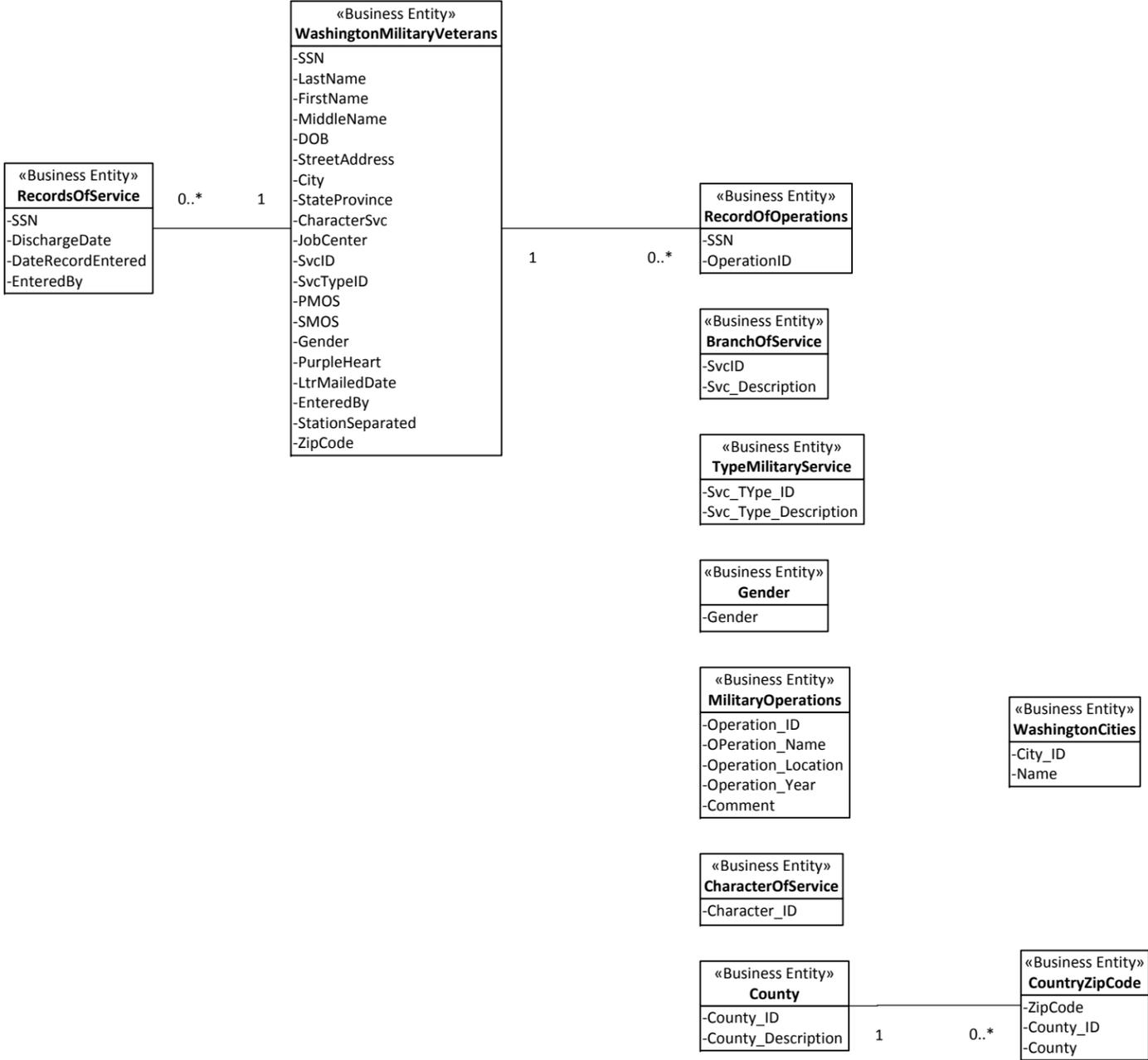
PROJECT NAME/NUMBER: WDVA Business Process Mapping
 ORGANIZATION: WDVA
 AUTHOR: Dan Drislane
 DATE: 2015-07-09
 THIS DIAGRAM'S VERSION: 2
 SOURCE FILE: WDVA_AS_IS_PROCESSES_V19 (renumber).vsd

SUBJECT MATTER EXPERTS CONSULTED:
 Becky Boutilier – DSHS
 Steve Gill - WDVA
 Rafael Lozano – WDVA
 Kevin Wharton - WDVA

APPENDIX B. AS-IS CERTIFICATE OF DISCHARGE (DD214) BUSINESS ENTITY MODEL (BEM)

Please see next page. This is adopted from the existing Entity Relationship Diagram produced by Dale Cain.

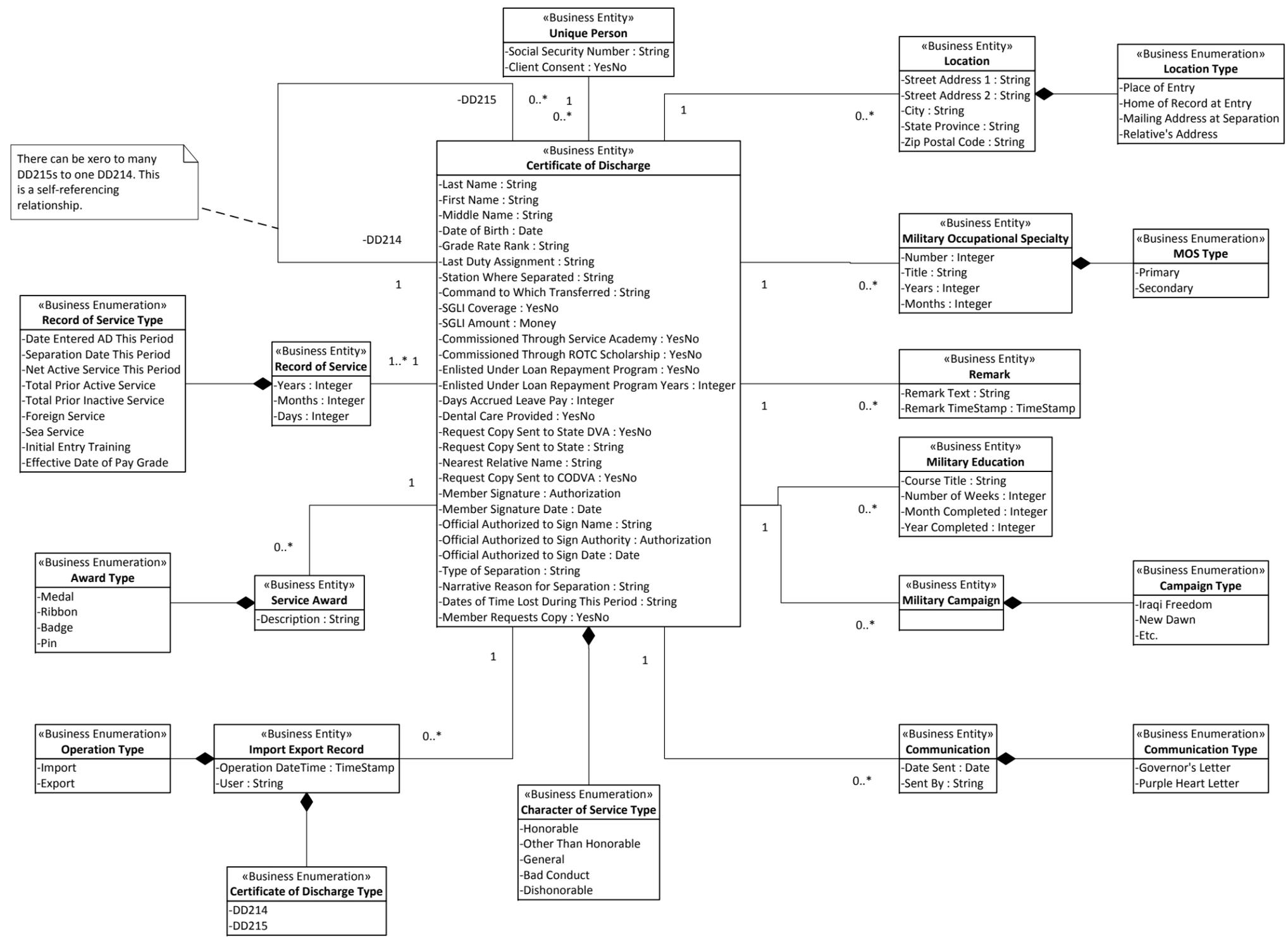
Diagram 1: As-Is Certificate of Discharge (DD214) Business Entity Model (BEM) derived from ERD



APPENDIX C. RECOMMENDED TO-BE CERTIFICATE OF DISCHARGE (DD214) BUSINESS ENTITY MODEL (BEM)

Please see next page.

Diagram 2: Recommended To-Be Certificate of Discharge (DD214 and DD215) Business Entity Model (BEM)



APPENDIX D. AS-IS CERTIFICATE OF DISCHARGE DATA DICTIONARY

This data dictionary represents the current state (as-is) data definitions for the *Certificate of Discharge* SQL Server DD214 database and Access application. It is supplied courtesy of Dale Cain.

Table 5: As-Is Certificate of Discharge (DD214) Data Dictionary

Table: tblWashingtonMilitaryVeterans

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	SSN		Social security number	Text	11	000\~00\~0000;0;_
	LastName		Last name	Text	25	
	FirstName		First name	Text	20	
	MiddleInitial		Middle initial	Text	1	
	DOB		Date of birth	Date/Time	10	99/99/0000;0;_
	Address		Street address	Text	50	
	City		City	Text	30	
	State		State	Text	2	Default "WA"
	Zip_Code		Postal code	Text	10	
	Station_Separated		Station where separated	Text	60	
	Character_Service		Character of service	Text	36	
	Job Center		Servicing job center	Text	20	
	Region		Region of job center	Text	20	
	SvcID	Branch	Branch of service	Number	Double	
	SvcTypeID	Component	Military component	Number	Double	
	PMOS		Primary job	Text	25	
	SMOS		Secondary job	Text	25	
	Gender		Sex	Text	6	
	Purple_Heart		Combat award	Yes/No	2	
	Ltr_Mailed_Date		Date Governor's letter mailed	Date/Time	10	99/99/0000;0;_
	PH_Ltr_Mailed_Date		Date Purple Heart letter mailed	Date/Time	10	99/99/0000;0;_
	Entered_By		Who entered data into system	Text	15	

Table: tblRecordsOfService

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Record_ID		Unique record identifier	AutoNumber	Long Integer	
	Date_Record_Entered		Entered into system	Date/Time	10	99/99/0000;0;_
F	SSN		Social security no.	Text	11	000\ -00\ -0000;0;_
	Date_Entered_AD		Entered active duty	Date/Time	10	99/99/0000;0;_
	Discharge_Date	Date_Separation	Date separated from military service	Date/Time	10	99/99/0000;0;_
	Entered_By		Who entered data into system	Text	15	

Table: tblRecordOfOperations

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	SSN		Social security no.	Text	11	000\ -00\ -0000;0;_
P	Operation_ID		Unique record identifier when combined with SSN	Number	Long Integer	
	Comment			Memo	-	
	Entered_By		Who entered data into system	Text	15	

Table: tblRegion

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Region_ID		Unique record identifier	Number	Long Integer	
	Region		State employment region	Text	20	

Table: tblLVER/DVOPWorkLocations

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Location_ID		Unique record identifier	Number	Long Integer	
	WorkCenter		WorkSource center or affiliate	Text	20	
	Address		Street address	Text	50	
	PO_Box		Mailing address	Text	15	
	City		City	Text	30	
	State		State	Text	2	Default "WA"
	ZipCode		Postal code	Text	10	
	Region		Region of work source center or affiliate	Text	20	
F	LVER_ID		Unique identifier of local veteran employment representative	Number	Long Integer	

Table: tblLVER

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	LVER_ID		Unique identifier of local veteran employment representative	Number	Long Integer	
	LVER_LName		Last name	Text	25	
	LVER_FName		First name	Text	20	
	LVER_Telephone		Telephone number	Text	14	
	LVER_Email		Email address	Text	30	

Table: tlkpBranchOfService

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Svc_ID		Unique identifier for branch of military service	Number	Long Integer	
	Svc_Description		Name of military branch of service	Text	15	

Table: tlkpCharacterOfService

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Character_ID		Unique identifier and name of character of service	Text	40	

Table: tlkpCounty

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	County_ID		Unique identifier for Washington counties	Number	Integer	
	County_Desc		Name of Washington county	Text	50	

Table: tlkpCountyZipCodes

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	ZipCode		Washington State zip codes	Text	50	
F	County_ID		Unique identifier for Washington counties	Number	Integer	
	County		Name of Washington county for related zip code	Text	50	

Table: tlkpGender

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Gender			Text	6	

Table: tlkpMilitaryOperations

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Operation_ID			AutoNumber	Long Integer	
	Operation_Name			Text	20	
	Operation_Location			Text	30	
	Operation_Year			Date/Time	10	
	Comment			Memo	-	

Table: tlkpTypeMilitaryService

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	Svc_Type_ID			Number	Long Integer	
	Svc_Type_Description	Component		Text	14	
F	Svc_ID			Number	Long Integer	

Table: tlkpWashingtonCities

P/F	Field Name	Caption	Definition	Data Type	Field Size	Notes
P	City_ID			Number	Long Integer	
	Name			Text	25	>L<??????????

APPENDIX E. OPERATION CODES FOR CAMPAIGNS

Table 6: Operation Codes for Military Campaigns

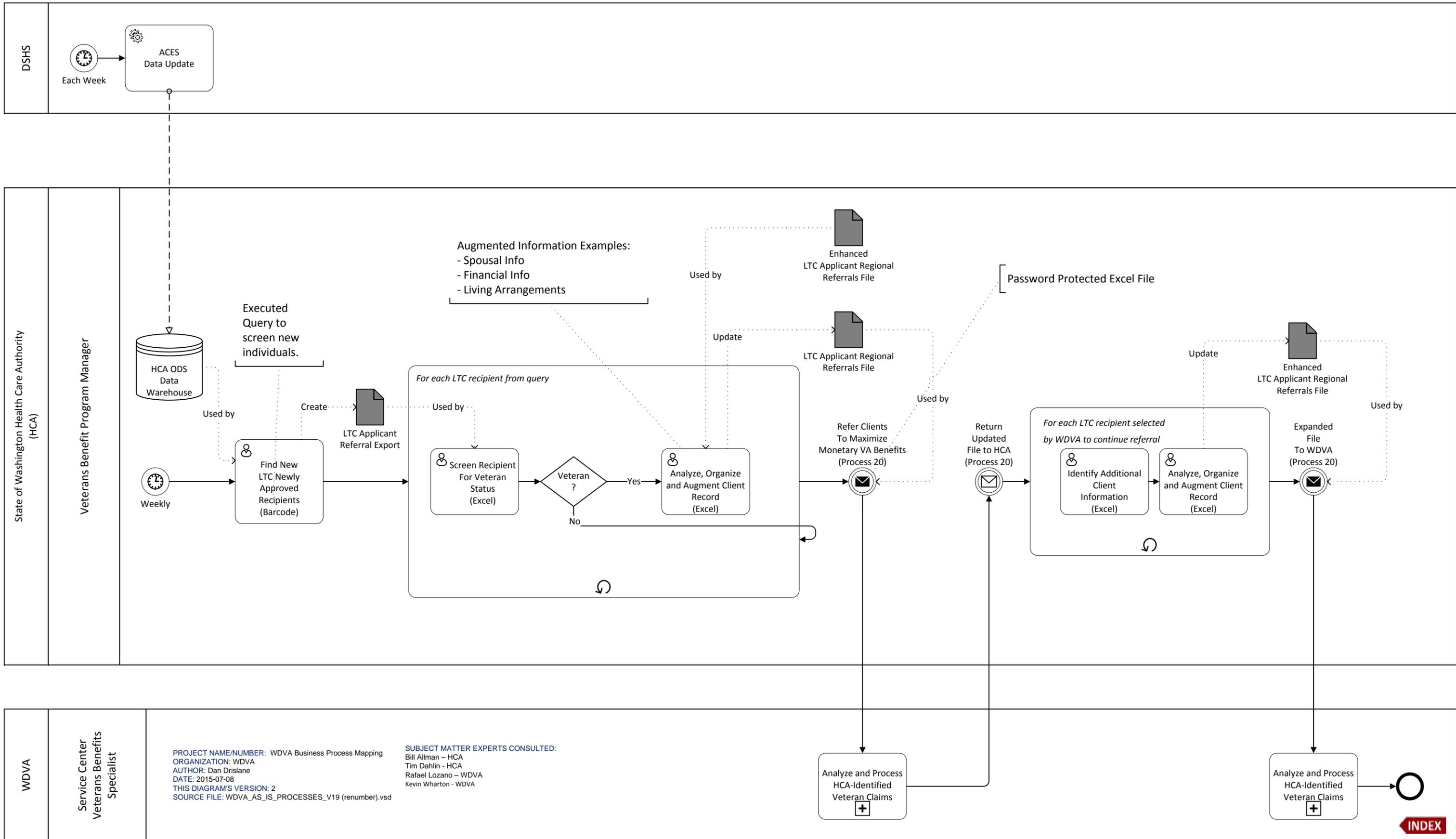
Operation Code	Campaign Name	Location	Date Ended	Notes
3	El Dorado Canyon	Libya	4/16/1986	Retaliatory strikes for attack of a German disco that killed two U.S. soldiers
4	Earnest Will	Persian Gulf	7/24/1987	Protection of Kuwaiti oil tankers from Iranian attacks
5	Praying Mantis	Persian Gulf	4/18/1988	Retaliation for Iranian mining of the Persian Gulf
6	Just Cause	Panama	12/21/1989	Protect lives of American citizens and bring Gen. Noriega to justice
7	Desert Shield	Saudi Arabia	8/9/1990	Help defend Saudi Arabia after August 2nd invasion of Kuwait by Iraq
8	Desert Storm	Iraq and Kuwait	1/16/1991	US led UN forces launched a ground offensive to drive Iraqi forces out of Kuwait
9	Provide Comfort	Iraq	4/6/1991	Humanitarian support provided to the Kurds
10	Silver Anvil	Sierra Leone	4/29/1992	Evacuation operation
11	Provide Promise	Bosnia and Herzegovina	7/2/1992	Humanitarian relief
12	Deny Flight	Bosnia	4/12/1993	Enforcement of no-fly zone
13	Uphold Democracy	Haiti	9/19/1994	Remove the military regime installed by the 1991 Haitian coup d'etat
14	Deliberate Force	Bosnia	8/30/1995	Major bombing campaign of Bosnian Serb Army
15	Joint Endeavor	Bosnia	12/20/1995	NATO-Led multinational peacekeeping force
16	Assured Response	Liberia	4/11/1996	Evacuation operation
17	Quick Response	Central African Republic	5/23/1996	Evacuation operation
18	Desert Strike	Kuwait	9/3/1996	Cruise missile strikes against Iraqi air defense targets
19	Joint Guard	Bosnia	12/21/1996	SFOR peacekeepers to replace IFOR
20	Silver Wake	Albania	3/13/1997	Evacuation operation
21	Desert Fox	Iraq	12/16/1998	Four-day bombing campaign on Iraqi targets
22	Shepherd Venture	Guinea-Bissau	6/10/1998	Evacuation operation
23	Infinite Reach	Afghanistan and Sudan	8/20/1998	Cruise missile attack
24	Allied Force	Serbia	3/24/1999	Major bombing campaign
25	Enduring Freedom	Afghanistan	10/7/2001	War in Afghanistan

26	Iraqi Freedom	Iraq	3/20/2003	War in Iraq
Operation Code	Campaign Name	Location	Date Ended	Notes
27	New Dawn	Iraq	2/17/2010	Replaced Iraqi Freedom and coincides with the reduction of 50,000 American troops
28	Odyssey Dawn	Libya	3/19/2011	Bombing of Libyan forces
29	Neptune Spear	Pakistan	5/1/2011	Osama Bin Laden is killed
30	Serval	Mali	1/26/2013	Refueling support for French operation
31	Noble Eagle	United States	9/11/2001	A permanent defense requirement and major force commitment involving thousands of Airmen, hundreds of fighters, tankers, and airborne early warning aircraft, etc...
32	Other			

APPENDIX F. HCA-TO-WDVA DATA EXCHANGE BUSINESS PROCESS

Please see next page.

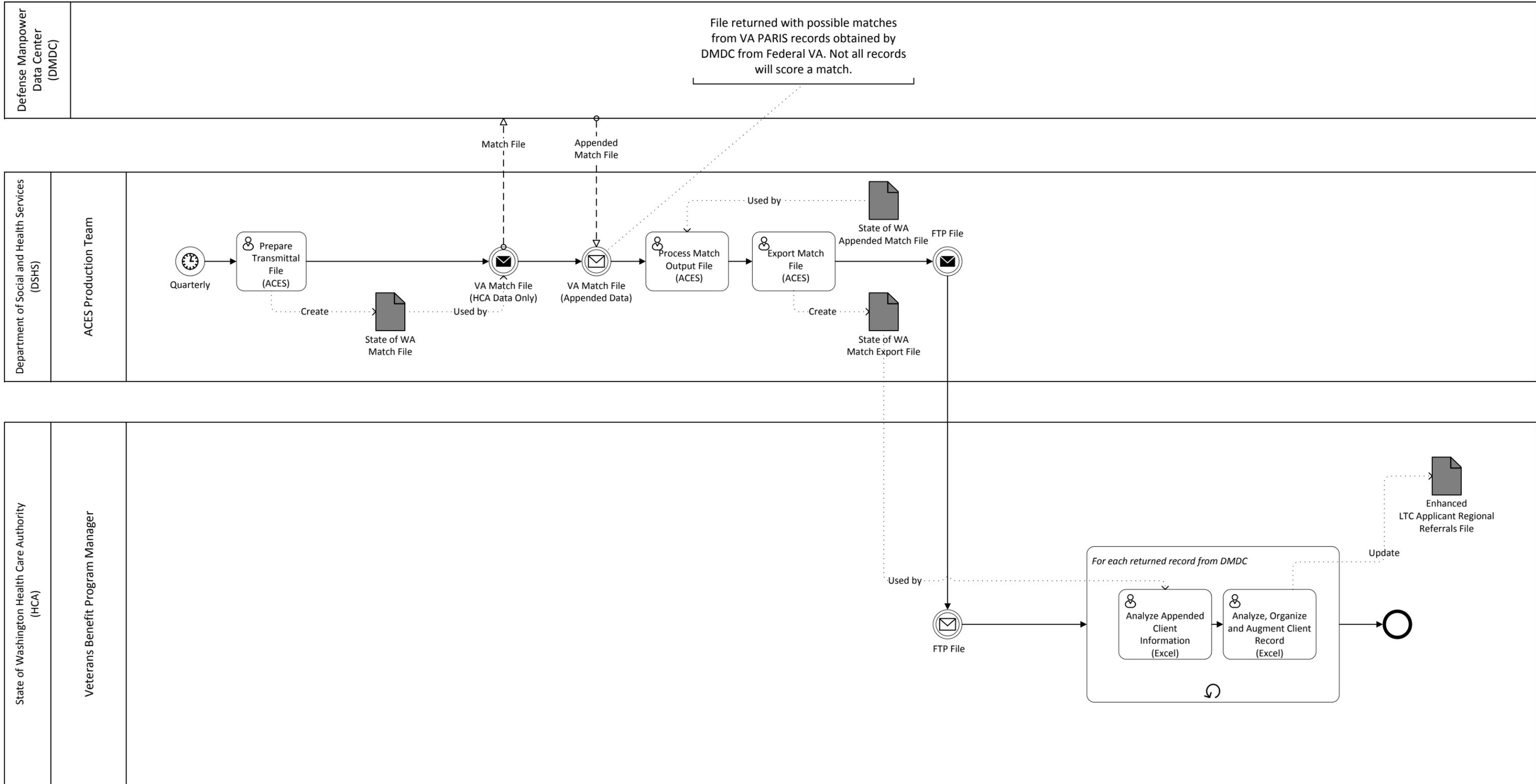
AS-IS PROCESS 79: HCA-to-WDVA Data Exchange (Veterans Services – Olympia Service Center)



APPENDIX G. REQUEST MATCH INFORMATION FOR HCA LONG TERM CARE VETERAN CLIENTS BUSINESS PROCESS

Please see next page.

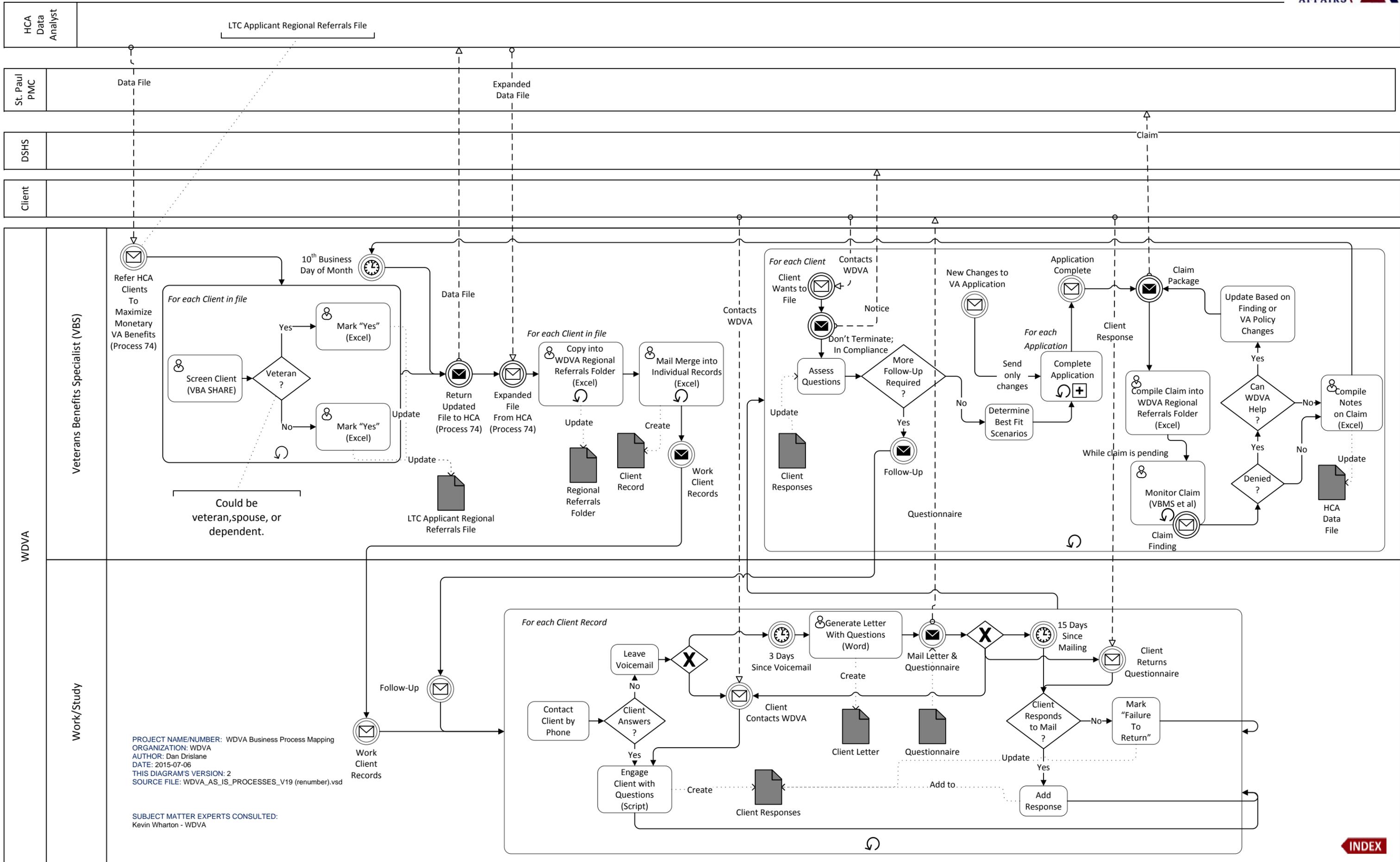
AS-IS PROCESS 80: Request Match Information for HCA Long Term Care Veteran Clients (Health Care Authority – Veterans Benefit Program)



APPENDIX H. ANALYZE AND PROCESS HCA-IDENTIFIED VETERAN CLAIMS

See next page.

AS-IS PROCESS 26: Analyze and Process HCA-Identified Veteran Claims (Veterans Services – Olympia Service Center)



APPENDIX I. WDVA PROGRAMS AND SERVICES

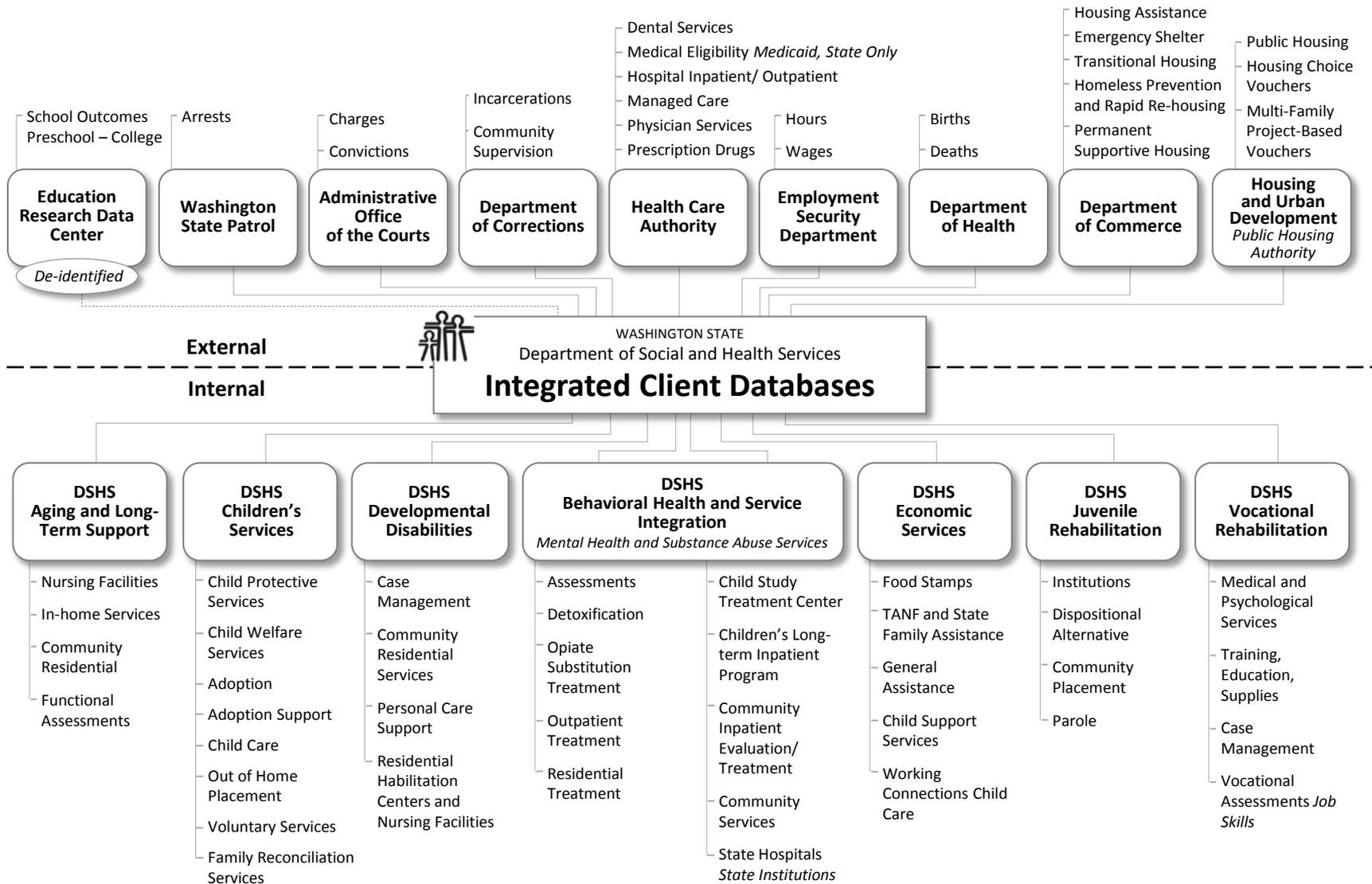
- Behavioral Health Post Traumatic Stress Disorder (PTSD)
- Clark County Incarcerated Veterans Program (IVP)
- Cooperative Agreement to Benefit Homeless Individuals / Bringing Recovery into Diverse Groups through Engagement & Support (CABHI/BRIDGES)
- Homeless Veterans Reintegration Project (HVRP)
- King County Call Center
- King County Incarcerated Veterans Reintegration Services
- King County Veterans Housing Options Group (VHOG)
- Olympia Service Center
- Retsil Service Center
- Rural Veterans Coordination Pilot (RVCP)
- Statewide Incarcerated Veterans Program (IVP)
- Thurston County Incarcerated Veterans Reintegration Services
- Transitional Housing Program
- Transitional Warrior Program (TWP)
- Traumatic Brain Injury (TBI)
- Vet Corps
- Veterans Conservation Corps (VCC)
- Veterans Estate Management Program (VEMP)
- Veterans Innovations Program (VIP)

APPENDIX J. DSHS INTEGRATED CLIENT DATABASES

This is the current conceptual model that illustrates the internal and external relationships managed by the DSHS Research and Data Analysis Division. Please see next page.

Washington State Social and Health Services Integrated Client Databases

Established and Maintained by the DSHS Research and Data Analysis Division



APPENDIX K. SAMPLE XML FILE

This is a sample XML file of a restaurant menu. The DD214 data could be easily adopted to XML.

```
▼<breakfast_menu>
  ▼<food>
    <name>Belgian Waffles</name>
    <price>$5.95</price>
    ▼<description>
      Two of our famous Belgian Waffles with plenty of real maple syrup
    </description>
    <calories>650</calories>
  </food>
  ▼<food>
    <name>Strawberry Belgian Waffles</name>
    <price>$7.95</price>
    ▼<description>
      Light Belgian waffles covered with strawberries and whipped cream
    </description>
    <calories>900</calories>
  </food>
  ▼<food>
    <name>Berry-Berry Belgian Waffles</name>
    <price>$8.95</price>
    ▼<description>
      Light Belgian waffles covered with an assortment of fresh berries and whipped cream
    </description>
    <calories>900</calories>
  </food>
  ▼<food>
    <name>French Toast</name>
    <price>$4.50</price>
    ▼<description>
      Thick slices made from our homemade sourdough bread
    </description>
    <calories>600</calories>
  </food>
  ▼<food>
    <name>Homestyle Breakfast</name>
    <price>$6.95</price>
    ▼<description>
      Two eggs, bacon or sausage, toast, and our ever-popular hash browns
    </description>
    <calories>950</calories>
  </food>
</breakfast_menu>
```

Figure 4: Sample XML File

APPENDIX L. DISCUSSION OF WEB SERVICES AND SERVICE-ORIENTED ARCHITECTURE

There is a bounty of good references for SOA, including Wikipedia's so there is no need to elaborate the details here, plus it is beyond the scope of this report. Further, SOA is considerably technically complex. Web services are just one approach to implementing an SOA. Microsoft's .NET framework is a proprietary implementation of SOA and Web Services. Java 2 Enterprise Edition (J2EE) is a public domain framework that also is an implementation of SOA and Web Services.

So instead, a business discussion of why SOA and web services might be a good strategy for WDVA is warranted.

To anyone concerned with computing strategy and architecture, including WDVA, applications built on SOA principles and web services should have the following characteristics:

- **Reusability** – Being able to build a small independent piece of functionality (i.e. code) and use it for different purposes saves money, helps simplify a complex application, and reduces maintenance cost. So, for example, implementing a “service” to add a new program or get a State Patrol—these two web services could be used in dozens of different areas of an application, or multiple applications. You build it just once.
- **Composability** – This means you can create more sophisticated pieces of functionality from the simple ones you have already built.
- **Abstraction** – This means that the service you build “hides” the business logic from anyone or anything requesting the service. This is important because as the business logic—the business rules—changes (think program eligibility rules), and they do, the service interface itself never does.
- **Separation of Concerns** – This term came out of the object-oriented programming community in the 1980s. It merits mention here, however. From an SOA perspective, Separation of Concerns is the practice of separating the presentation layer from the business logic layer from the data layer. In other words, separating what the users sees and can do on a screen from the business rules that run in the background, from the databases that store the information. Legacy systems have a tighter coupling of these three layers which makes it difficult to change out one layer (due to, say, newer technology becoming available) without impacting the other two. SOA and web services are not separation of concerns per se but by adopting SOA and using web services, business logic can be isolated (a separate web service) and data services are also isolated (again, separate web services), and by virtue that web browsers being the de facto presentation layer, the user experience can also be isolated. Why this is important to WDVA is because any EVCMS solution that supports separation of concerns gives you maximum flexibility over the lifetime of your motor carrier applications. There are several good examples here. If your business rules change, say, for evaluating a veteran's eligibility for a program or service, only those rules change and the application keeps running. If your vendor decides to use new database technology, the rest of the application is unaffected. And if some day your Vet Corps staff will be case managing with their iPhones instead of a laptop, the application doesn't break.

- **Scalable** – This term means that as the number of veterans supported grows, or the number of transactions required to support those veterans grows, you (or your vendor) should be able to scale the application and its related resources (i.e. databases, application servers) without a major migration initiative. SOA and web services promote scalability because services can be divided, or replicated, among multiple servers and other resources.
- **Supportability** – Because of the manner that SOA applications and their web services have to be well formed, published, and configured using common standards, maintaining and enhancing them is typically lower in cost than monolithic mainframe applications.

There are other advantages to adopting SOA and web services but they are more technical in nature. What is important is that this is the mainstream direction that companies building software in-house or building it for sale are taking.

In summary, it's difficult to ignore the adoption rate of Service-Oriented Architecture and web services by companies and public institutions big and small. This has had an effect on the mainstream legacy world because there are now numerous "middleware" solutions that allow an SOA environment using web services to tap into mainframes and department servers, just the kind of hardware investment the State of Washington most likely still has today.

APPENDIX M. DSHS DD214 CONSUMERS

Per the WDVA – DSHS Data Share Agreement, other DSHS parties are given access to the DD214 file sent by WDVA. These are:

[Aguirre, Andres F. \(DSHS/DVR\)](#)

[Burchfield, Robert S \(DSHS\)](#)

[Campbell, Kevin \(DSHS/BHSIA/MH\)](#)

[Chard, Mark \(DSHS/JRA\)](#)

[Collins, Vince \(DSHS/BHSIA/CD\)](#)

[Du, Can \(DSHS\)](#)

[Enlow, Bryan \(DSHS\)](#)

[Fan, Joyce \(DSHS/RDA\)](#)

[Fosbre, Marilee \(DSHS/AL TSA/HCS\)](#)

[Fuller, Chanda T \(DSHS\)](#)

[Gomillion, Daisha \(DSHS\)](#)

[Guo, Cindy](#)

[Heng, Richie \(DSHS\)](#)

[Hughes, Robert \(DSHS/RDA\)](#)

[Kollin, Brett \(DSHS\)](#)

[Kowalkowski, Stan \(DSHS/BHSIA/CD\)](#)

[Krubsack, Michael \(DSHS/DVR\)](#)

[Lane, Teri \(DSHS/DCS\)](#)

[Lucenko, Barbara \(DSHS/RDA\)](#)

[Nordlund, Dan \(DSHS/RDA\)](#)

[Redman, Cory \(DSHS/JRA\)](#)

[Salomon, James \(DSHS\)](#)

[Shah, Melissa Ford \(DSHS/RDA\)](#)

[Wulfekuhle, Mike \(DSHS\)](#)

APPENDIX N. WDVA LTC QUESTIONNAIRES

The first questionnaire is used in-house when conducting a phone interview with an LTC recipient. The second is the version that is mailed out if WDVA cannot reach the client by phone. Both questionnaires have personally identifying information (PII) redacted.

Please see next page.



Veteran's Referral

DSHS OFFICE Tacoma HCS	TELEPHONE (253) 476-9999	CASE NUMBER [REDACTED]	CASE NAME [REDACTED]
---------------------------	-----------------------------	---------------------------	-------------------------

A. FOR CLIENT ACTION:

NAME AND ADDRESS OF CLIENT [REDACTED] [REDACTED] [REDACTED] [REDACTED]	NAME AND ADDRESS OF PERSONAL CONTACT [REDACTED] [REDACTED] [REDACTED]
--	--

TELEPHONE NUMBER (253) 752-7112	RELATIONSHIP ATTY-IN-FACT	TELEPHONE NUMBER (253) 752-3308
------------------------------------	------------------------------	------------------------------------

B. CHECK THE ITEMS BELOW THAT APPLY TO YOU OR THE PERSON YOU ARE APPLYING FOR:

1. <input type="checkbox"/> Veteran (Served in the Military)	3. <input type="checkbox"/> Surviving Parent of a Veteran
2. <input type="checkbox"/> Surviving Spouse of a Veteran	4. <input type="checkbox"/> Child of a Deceased/Disabled Veteran

C. CHECK THE ITEM(S) BELOW THAT APPLY TO YOU OR THE PERSON YOU ARE APPLYING FOR:

1. <input checked="" type="checkbox"/> Needs Medical Care	3. <input type="checkbox"/> Applying for Assisted Living or In-Home Care (COPES)
2. <input type="checkbox"/> Care in a Nursing Home or Medical Institution	4. <input type="checkbox"/> DDD Services/Waiver

D. COMPLETE THIS SECTION:

NAME OF VETERAN (LAST, FIRST, MIDDLE) BERGE PALMER	VETERAN'S SOCIAL SECURITY NUMBER	VA CLAIM NUMBER (IF KNOWN)
---	----------------------------------	----------------------------

E. If any items in Section B are marked, as a necessary part of the application or reapplication process, you are required to contact the Veterans Services Office at **1-800-562-2308** on or before _____

F. Read the following carefully. Sign, date and return this form to your DSHS office.
Failure to return this form may result in denial of DSHS benefits.

I declare that the information given above is correct, true and complete to the best of my knowledge. I understand that I may be required to contact a Veterans Service Office as a necessary part of the application process. I hereby authorize DSHS and Veterans Service Office to release information necessary to determine eligibility for benefits.

If I think that DSHS is wrong in asking for this information, I can ask for a fair hearing within 90 days from the date of this referral by writing to: Department of Social and Health Services, Office of Appeals, PO Box 42489, Olympia, Washington 98507-2465.

SIGNATURE OF CLIENT OR AUTHORIZED REPRESENTATIVE	DATE 7/10/2015
--	-------------------

For DSHS Office Use Only

DSHS OFFICE FINANCIAL SECTION \$3,092.08	INCOME	CLIENT PAYMENT \$2,874.53	MARITAL STATUS W
---	--------	------------------------------	---------------------

OTHER MEDICAL EXPENSES \$ 160.27	LIVING ARRANGEMENT: NF
-------------------------------------	---------------------------

COMMENTS:
Spouse [REDACTED] was a veteran (Army)

SIGNATURE OF DSHS REPRESENTATIVE	TITLE	DATE
----------------------------------	-------	------

FOR VETERANS SERVICE OFFICE USE ONLY. Complete the following and return this form to the DSHS office listed below.

<input type="checkbox"/> Ineligible for benefits	<input type="checkbox"/> Failed or Refused to cooperate.
<input type="checkbox"/> Receiving entitlement. If yes, complete the following: Type _____ Effective Date: _____ \$ _____ / month	<input type="checkbox"/> Claim for benefits filed.

COMMENTS:



Veteran or Widow Name [REDACTED]

1st Call Date _____ Initial _____

Suspense Date _____

DID THE VETERAN SERVE DURING A WARTIME PERIOD?

YES: NO: (NOT ELIGIBLE FOR PENSION)

- WWII (12/07/41 to 12/31/46)
- KOREA (06/27/50 to 01/31/55)
- VIETNAM In country 02/28/61 to 05/07/75
- VIETNAM Era 08/05/64 to 05/07/75
- OTHER: _____

Confirm Address and Contact Information

REG 5

[REDACTED]
 [REDACTED] NF
 [REDACTED] (253) 752-3308

SURVIVORS PENSION

1. Was Survivor Married To Veteran At Time Of Death?

Yes: No: (not eligible)

2. Did The Survivor Ever Remarry After Veterans Death?

Yes: No:

If Yes: on or after Jan 1, 1971 but ended before Nov 1, 1990?

3. Is The Widow Currently Receiving Any Income From The VA?

Yes: No:

DIC: \$ _____

SP: \$ _____

4. Survivors Current Medical Condition

Nursing Facility Assisted Living Housebound

5. Do They Have A Copy Of The Discharge Documents?

Yes: No:

6. Was The Veteran A Military Retiree

Yes: No: TRICARE:

PENSION

1. Is The Veteran Currently Receiving Any Type Of VA Income?

Yes: No:

SCD _____ %

NSCD _____ \$

2. Is The Veteran A Military Retiree?

Yes: No:

TRICARE:

3. Do They Have A Copy Of The Discharge Documents?

Yes: No:

4. Veterans Medical Conditions:

Nursing Facility Assisted Living Housebound

5. Is The Veteran Married?

Yes: No:

STATE OF WASHINGTON
DEPARTMENT OF VETERANS AFFAIRS
SERVICE CENTER
1102 Quince St SE • PO Box 41155 • Olympia, Washington 98504-1155

July 10, 2015

Client ID:

5
FH

TACOMA WA, 98445

Subject: Veterans Referral for Potential VA Benefits Pertaining to: [REDACTED]

To whom it may concern,

The Washington State Department of Veterans Affairs, under an agreement with the Department of Social and Health Services (DSHS) and Aging & Disabled Services Administration, is required to conduct eligibility assessment for VA benefits for all veterans or their surviving spouse who are in the Medicaid Long Term Care. Our initial review indicates that Verta may be entitled to receive the following benefits:

1. **For veteran**: Pension with additional allowance for aid and attendance or housebound depending on his/her living arrangement and needs.
 - **PLEASE NOTE**: If the Veteran is deceased, please do not complete the right hand side labeled PENSION
2. **For surviving spouse**: Death Pension with additional allowance for aid and attendance or housebound depending on his/her living arrangement and needs.
 - **PLEASE NOTE**: If the Veteran is still alive, please complete the right hand side labeled PENSION

Please answer the following questionnaire and return it to us by **July 27, 2015**. It is important that this questionnaire (eligibility assessment) be completed and returned to us to **avoid disruption of your Medicaid eligibility** and benefits.

If we determine from the completed questionnaire that you may be eligible, an application will be sent to you directly from this office to file for the benefits you are eligible to apply for.

Sincerely,

The Washington State Department of Veterans Affairs
Enhancement Program & Eligibility Assessment Team

Veteran or Widow Name [REDACTED]

[REDACTED]
5
FH

DID THE VETERAN SERVE DURING A WARTIME PERIOD?

- YES: NO:
- WWII (12/07/41 to 12/31/46)
 - KOREA (06/27/50 to 01/31/55)
 - VIETNAM (In country 02/28/61 to 05/07/75, Era 08/05/64 to 05/07/75)
 - OTHER: _____

SURVIVORS PENSION

1. Was Survivor Married To Veteran At Time Of Death?
 Yes: No:
2. Did The Survivor Ever Remarry After Veterans Death?
 Yes: No:
 If Yes: on or after Jan 1, 1971 but ended before Nov 1, 1990?
3. Is The Widow Currently Receiving Any Income From The VA?
 Yes: No:
 Dependency Indemnity Compensation: \$ _____
 VA Survivors Pension: \$ _____
4. Survivors Current Medical Condition

 Nursing Facility Assisted Living Housebound
5. Do They Have A Copy Of The Discharge Documents?
 Yes: No:
6. Was The Veteran A Military Retiree
 Yes: No:

TRICARE:

PENSION

1. Is The Veteran Currently Receiving Any Type Of VA Income?
 Yes: No:
 Service Connected _____ %
 Non Service Connected _____ \$
2. Is The Veteran A Military Retiree?
 Yes: No:
 TRICARE:
3. Do They Have A Copy Of The Discharge Documents?
 Yes: No:
4. Veterans Medical Conditions:

 Nursing Facility Assisted Living Housebound
5. Is The Veteran Married?
 Yes: No:

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This is the end of the document.