



Washington State by the Numbers:

552,291 Veterans	60,972 Active Duty	18,228 Guard and Reserve	2,000,000 Family Members
136,800 disabled vets	23,400 GI Bill and receiving comp & pension	1,972 homeless veterans	255 veteran suicides in 2017
	education beneficiaries		

Strategies	WDVA Measures	2018 Highlights
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Quality Health Services		
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<i>Providing quality long term care, counseling, and peer mentoring programs to enhance the well-being of veterans and their families</i>		
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<p>Provide 5 Star Skilled Nursing Care</p>	<ul style="list-style-type: none"> ✓ Facility Health and Safety Inspection Scores ✓ Facility Staffed Hours Per Resident Day Care ✓ Facility Quality Measure Scores ✓ Facility Center for Medicaid/Medicare Services (CMS) 5 Star Rating 	<ul style="list-style-type: none"> → Hired Clinical Compliance Director → Working to standardize care and increase quality measure and 5 star ratings at the 4 Veterans Homes → Governing body completed 4 quarterly homes performance reviews
<p>Provide support services for the well-being of veterans and their families</p>	<ul style="list-style-type: none"> ✓ Veterans served and or enrolled in counseling programs ✓ Veterans receiving referrals through TBI program ✓ Veterans or family members engaged as peer mentors ✓ Veterans experiencing improvement as a result of counseling programs 	<ul style="list-style-type: none"> → Focus on prevention to address veteran suicide by educating employers and service providers. 58 events trained 1300 people. Veterans Training Support Center conducts the trainings and is funded by King County. → 38 Mental Health counselors provided counseling services to 1,277 veterans / 171 family members in 57 locations across the state. → 860 veterans served through TBI program / 1,397 downloads of MaxImpact TBI App → Veterans Peer Corps Program held 9 training events and trained 112 Mentors. Each participant is mentoring 2 veterans/families (average) in their community. (SB 5849 in 2017) → 50 Vet Corps members assisted 459 veterans and 20 families. → Veterans Conservation Corps provided 79 internships. 27% found employment as a result, 40% were connected with veterans services.

Responsive Veteran Programs		
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<i>Ensuring veterans and families are connected to their earned benefits and services while anticipating future needs.</i>		
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<p>Provide Long Term Care Access</p>	<ul style="list-style-type: none"> ✓ Maintain average of 95% census in nursing care facilities 	<ul style="list-style-type: none"> → Building census from a low of 81% in Jan 2018 to 95% as of Jan 14, 2019. → Opened 1st Walla Walla Veterans Home Memory Care Home in Oct, 2018
<p>Provide Interment Options</p>	<ul style="list-style-type: none"> ✓ Veterans and family member interment pre-registrations. ✓ Interments that meet requested date and time. ✓ Armed Forces License Plates sales provide funding. 	<ul style="list-style-type: none"> → 809 interments (up from 662 in 2017, a 22% increase!) → 399 pre-registrations (up from 363 in 2017) → \$536,000 of license plate sales used for Cemetery Operations (up from \$477,400 in 2017)
<p>Provide Benefit Connection Services</p>	<ul style="list-style-type: none"> ✓ Veterans receiving compensation or pension benefits ✓ Veterans receiving benefit assistance ✓ Veteran compensation claims filed ✓ Quality of VA claims Score (batting average) 	<ul style="list-style-type: none"> → 11,773 veterans/families connected to VA compensation or pension. \$2.3 billion received by veterans/families in WA in 2018. → 16 Counties have a County/Tribal VSO, paid by County Veterans Levy or Tribal. WDVA trains/accredits service officers to file claims to the Fed VA.

Provide Reintegration Services	<ul style="list-style-type: none"> ✓ Veterans served in the Transitional Housing Program ✓ Transitional Housing average daily census 	<ul style="list-style-type: none"> → Received 2nd Federal VA Grant & Per Diem at the WA Soldiers Home to provide transitional housing for 40 additional Homeless Veterans starting Dec 2018, bringing total to 100 transitional housing beds. → Average daily census of 97% (60 bed capacity in 2018).
Provide Homeless Prevention Services	<ul style="list-style-type: none"> ✓ Veterans Served in VEMP Program ✓ Payments Processed in VEMP Program ✓ Veterans Enrolled in HVRP Program 	<ul style="list-style-type: none"> → WDVA financial and transitional housing programs housed nearly 500 veterans and assisted in preventing homelessness for 261 veterans. → 300 veterans served in VEMP / 13,581 payments processed.

Engaged and Satisfied Veterans, Families and Communities

Engage and listen to our veterans, families, and communities to ensure their satisfaction.

Facilitate outreach	<ul style="list-style-type: none"> ✓ Attendance at WDVA sponsored events, training, conferences, summits ✓ Customer contacts and interaction 	<ul style="list-style-type: none"> → Held 3rd Serving Those Who Served Conference. Shared information and best practices with service providers about employment, education, counseling, suicide, housing, service animals, and alternative therapies. → 10,081 calls to toll free line allowing for referrals and services to be provided. → Over 170,000 users visited the WDVA Website, 19% increase over 2017
Provide opportunities for customer feedback	<ul style="list-style-type: none"> ✓ Surveys returned from a continuous web and email links 	<ul style="list-style-type: none"> → Implemented WDVA Customer Satisfaction survey on all outgoing emails, November 2018.

Employer of Choice

Attracting, developing, and retaining talented employees to deliver outstanding care and service to veterans and their families.

Encourage and promote employee engagement and retention	<ul style="list-style-type: none"> ✓ Employees who participate in employee engagement surveys 	<ul style="list-style-type: none"> → 75% of WDVA Employees completed the employee survey.
Provide a healthy and safe work environment	<ul style="list-style-type: none"> ✓ Staff who say WDVA provides a safe workplace and promotes their well-being ✓ L&I staff injury claims 	<ul style="list-style-type: none"> → 17 employees using L&I Return to Work Program in Dec. 2018

Capable and Effective Operations

Applying responsible management practices; ensuring effective stewardship of resources.

Maximizing revenue to provide quality services	<ul style="list-style-type: none"> ✓ Revenue billed versus total revenue collected ✓ Continuous improvement efforts targeting revenue and identification of potential earning opportunities 	<ul style="list-style-type: none"> → Conducted review of daily rate at State Veterans Homes, decision made to increase in 2019, projected to increase revenue by \$190,000 annually.
Efficient and Effective Spending	<ul style="list-style-type: none"> ✓ Continuous improvement efforts targeting expenditures and identification of potential cost savings/avoidance 	<ul style="list-style-type: none"> → Standardization of resident medical services across 4 State Veterans Homes.
Human resource capabilities	<ul style="list-style-type: none"> ✓ Recruitment rate ✓ Retention rate ✓ % of Employee Overtime 	<ul style="list-style-type: none"> → 294 new hires, challenge in Walla Walla due to regional NAC shortage → Identified retention challenges, signed MOU with WFSE in 2019 to address challenges with compressed, part time and alternate schedules.
Enterprise Risk Management	<ul style="list-style-type: none"> ✓ Continuous improvement efforts targeting IT capabilities in identification and management of risks ✓ Continuous oversight of business practices to identify and manage enterprise risk 	<ul style="list-style-type: none"> → Implemented Electronic Health Record and Rx Prescription Dispensing technology at all four State Veterans Homes → Implemented electronic client management system to provide timely and accurate service to veterans and families.