



# Department of Military & Veterans Affairs

For the quarter ending March 31, 2017

Trend From Prior Period
↑ Performance Improving (+5%)
→ Performance Staying the Same
↓ Performance Declining (-5%)

Status
100% or greater of Plan to Date
>= 95% to <100% of Plan to Date
< 95% of Plan to Date

End of 2nd QTR Actual

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
<b>DMVA Performance Metrics</b>							
219	Major Work Projects	Green	→	100%	100%	Quarterly	
219	Financial Status Report	Green	→	100%	100%	Quarterly	
219	Active Employees by Job Classification and Program	Green	→	100%	100%	Quarterly	
302	Status of Armories	Red	→	60%	65%	Quarterly	
302	Installation Status Report	Green	→	100%	100%	Quarterly	
<b>Michigan Youth Challenge Academy Performance Metrics</b>							
307	Graduation Rate	Green	→	68%	65%	Quarterly	Class graduates 6-17-17
307	Test Adult Basic Education (TABE) Increase	Red	→	-1.55	2.00	Quarterly	Class graduates 6-17-17
<b>Military Family Relief Fund Performance Metrics</b>							
308	Financial Status Report	Green	→	100%	100%	Quarterly	
308	Grant Applications Received	Green	↑	9	17	Quarterly	
308	Grant Application Approved	Green	↑	7	9	Quarterly	
<b>Michigan National Guard State Tuition Assistance Program Performance Metrics</b>							
310	Recruiting an Retention data - Army	Green	↓	Enlistment - 314 Re-Enlistment - 188	Enlistment - 722 Re-Enlistment - 456	Quarterly	FY17 1st Qtr Enlistment - 408 FY17 1st Qtr Re-Enlistment - 268
310	Recruiting an Retention data - Air	Green	↑	Enlistment - 77 Re-Enlistment - 67	Enlistment - 131 Re-Enlistment - 148	Quarterly	FY17 1st Qtr Enlistment - 54 FY17 1st Qtr Re-Enlistment - 81
310	Tuition Assistance Users	Green	↑	Army - 318 Air - 114	Army - 614 Air - 194	Quarterly	FY17 1st Qtr Army - 296 FY17 1st Qtr Air - 80

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
<b>MVAA Performance Metrics</b>							
400(1)(e)	Report on Agency performance metrics		→		The Agency has provided several comprehensive division-specific performance reports, including metrics on veteran outreach, VSO service grant, Michigan Veteran Trust Fund etc. These reports have been submitted as supplemental materials for the quarterly report. Agency leadership has scheduled a comprehensive review of the agency's strategic objectives and associated performance metrics, scheduled to take place May - July 2017.	Quarterly	
401(1)(f)	Estimates number of homeless veterans in Michigan, by county		n/a		# of Homeless Veterans in Michigan (2016): <b>5,034*</b>	Annually by April 1	Data Source: Michigan Statewide Homeless Information Management System (HMIS) *For detailed breakdown of # of homeless veterans by county, see attachment : HMIS 2016 Homeless Veteran Report (by county)
	Summary of activities and strategies under the community assessment and regional service delivery model pilot program		↑		Electronic version of all Regional Assessment Reports have been provided. Hard copies can be furnished upon request.	Annually by April 1	The regional service delivery model pilot program commenced upon standup of 10 regional veteran community action teams. The regional assessment reports were generated in conjunction with those standup efforts and have been provided as supplemental materials to this report.
400(3)(a)	Number of benefits claims, by type, submitted to the USDVA by MVAA and coalition partner veteran service officers		↓		<p><b>Coalition Service Officers</b> Disability Compensation claims submitted*: <b>8,517</b> All claims submitted: <b>15,569</b></p> <p><b>MVAA Service Officers</b> Disability Compensation claims submitted*: <b>333</b> All claims submitted: <b>440</b></p>	Quarterly	<p><b>Supplemental Detailed Reports Provided:</b></p> <ul style="list-style-type: none"> <li>Michigan Veteran Coalition Grant Quarterly Summary, Activity Report, and Expense Report</li> <li>MVAA Veteran Service Officer Quarterly Summary, Activity Report</li> <li>Fully Developed Claims Report (USDVA)</li> </ul> <p>Note: The USDVA does not provide an official total # of all of benefits claims submitted, by type, on a quarterly basis. The Department does, however, provide the number of <b>disability compensation</b> claims submitted on a quarterly basis, and that information has been provided. As part of the VSO coalition grant, MVAA receives a report regarding the total number of benefits claims submitted, by type, by coalition VSOs.</p> <p>* Disability Compensation claims submitted to the VA under Power of Attorney. This number could include claims submitted by counties or others counselors using a member-VSO PoA code.</p> <p>** Total claims submitted according to MVC Activity Report.</p> <p>*** Total claims submitted from MVAA VSO Activity Report</p>

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
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400(3)(a)	Number of fully developed disability compensation claims submitted		↓	6,602 (61.1%) fully developed disability compensation claims submitted	40%	Quarterly	Rate includes ALL FDC disability compensation claims submitted for Michigan. <i>Note: 'Fully developed' status applies only to disability compensation claims.</i>
400(4)	Agency training of county counselors		→	County counselors trained YTD(#): 0 County counselors trained YTD (%): 0% <i>* See comments for additional information</i>		Quarterly	County Counselor training help April 18th - 21st 2017: 126 county counselors attended.
400(5)	Agency disbursement of appropriated funds for enhanced county benefit claims assistance		→	Grant Amount Awarded TD: \$199,999 Grant Recipients (#): 27 Grant Amount Remaining TD: \$1		Quarterly	Grants have been reviewed and funding for approved grants has been committed. Funds will be dispensed once recipient confirms performance plan for use of grant monies.
406(3)(a)	Summary of activities supported, under VSO service grant		→	Expenditures TD: \$2,216,111.00 Service Hrs Reported: 65,180 Total Claims Submitted: 15,569		Quarterly	Data from the Michigan Veterans Coalition Activity Report. Report includes regional breakdown of activity and service hours worked has been provided with this report.
406(3)(b)	Fully developed claims submitted by coalition-member VSOs		→	63%	40%	Quarterly	Data from USDVA Fully Developed Claims report, provided as attachment.
407(2)	Michigan Veterans Trust Fund annual report		n/a	FY16 Annual Report submitted: March 6,2017		Annually by Dec 1	Supplemental Reports Provided: • FY17 MVTF Quarterly Summary • FY16 Annual Report attached.
408(1)	Michigan Veterans Trust Fund expenditures		↑	Grant Amount Awarded: \$390,246 Grants Awarded: 380 County Admin Costs: \$89,833 State Admin Costs : \$273,207		Quarterly	See FY17 MVTF Quarterly Summary for additional detail.

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
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1202	Agency outreach and communication on veterans benefits		→	<b>Total Veteran Outreach To Date: *413,860</b> Direct Assistance: <b>142,855</b> Direct Outreach: <b>8,121*</b> Direct Messaging: <b>253,200</b> Indirect Messaging: <b>9,644**</b>  <b>Media Features To Date: 519</b>		<b>Quarterly</b>	A detailed report on Agency Outreach efforts has been provided with this report. MVAA is currently working on further developing a tracking and reporting process for additional metrics for outreach efforts that are not currently included in the report. FY2017 Estimated Veteran Population - Michigan: 623,630 * Total outreach efforts since standup of Agency ** MVAA has newly implemented procedure to facilitate (1) tracking of veteran attendance at outreach events and activities (2) assessing impact from paid advertising campaigns."
1203	MVAA FDC rates		→	<b>68.5%</b>	50%	<b>Quarterly</b>	See MVAA VSO Quarterly Summary and FDC Report for additional detail.

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
<b>Grand Rapids Home for Veterans Performance Metrics</b>							
501(2)	USDVA survey results		→	<i>Most recent survey performed:</i> <b>April 7, 2017</b>  <i>Status:</i> <b>Survey completed. Pending USDVA final report and certifications.</b>		<b>Annually</b>	Upon receipt, full survey results will be available upon request. In addition, the most recent report from December 2016 is available. It showed a reduction from 23 to three findings.
501(8)	Veterans Homes complaint process and summary statistics		→	<b>Compliant</b>		<b>Monthly</b>	See the following for additional information (attached): <ul style="list-style-type: none"> <li>• Monthly Complaint Reports</li> </ul>
501(15)	Board of Manager policies		→	<b>Compliant</b>		<b>Continuous</b>	
501(16)	Complaint process access		→	<b>Compliant</b>		<b>Continuous</b>	
501(17)(a)(i)	Quality of Care metrics: patient care hours & staffing levels		↑	<b>VA Minimum PPD Met:</b> <b>Q2: 100%</b> <b>YTD: 100%</b>  <b>Average PPD by Month</b> January - <b>4.00</b> February - <b>4.00</b> March - <b>4.19</b>	<i>2.5 PPD</i> <i>100%</i>	<b>Quarterly</b>	See the following for additional information (attached): <ul style="list-style-type: none"> <li>• Quality of Care Report</li> <li>• GRHV PPD Detail Report</li> </ul>
501(17)(a)(ii)	Quality of Care metrics: sentinel events reports		↓	Sentinel Events Reported FY To Date: <b>3</b>		<b>Quarterly</b>	See the following for additional information (attached): <ul style="list-style-type: none"> <li>• Quality of Care Report</li> </ul>

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments																				
				Actual to Date	Plan to Date																						
501(17)(a)(iii)	Quality of Care metrics: fall & wound reports		→	<i>Note: No update since FY17 Q1. MDS data is provided directly from the VA data repository, and due to VA system changes, it has been unable to provide reports since October 2017. All data will be updated upon receipt of reports from the VA.</i>		Quarterly	<b>MDS Quality Indicators Related to Fall/Wound Risks:</b> <ul style="list-style-type: none"> <li>Experienced one or more falls with major injury (%)</li> <li>High risk with pressure ulcers (%)</li> <li>Had fall during episode of care (%)</li> </ul>																				
501(17)(a)(iv)	Quality of Care metrics: complaint reports		↓	<b>FY17 (Total to Date):</b> Complaints of Abuse Reported: <b>23</b> Substantiated: <b>6</b> Complaints of Neglect Reported: <b>16</b> Substantiated: <b>7</b>  Total Complaints Reported: <b>39</b> Total Complaints Substantiated: <b>13</b> Substantiated Complaints Resulting in Termination: <b>11</b>		Quarterly	See the following for additional information (attached): <ul style="list-style-type: none"> <li>Quality of Care Report</li> <li>Monthly Complaint Reports</li> </ul>																				
501(17)(a)(v)	Quality of Care metrics: minimum data set quality of care indicator report		→	<i>Note: No update since FY17 Q1. MDS data is provided directly from the VA data repository, and due to VA system changes, it has been unable to provide reports since October 2017. All data will be update upon receipt of reports from the VA.</i>		Quarterly	See the following report for additional information (attached)" <ul style="list-style-type: none"> <li>Quality of Care Report</li> </ul> <i>*Note: Data provided by the USDVA and provision typically occurs 2-3 months after collection month. Most recent data has been provided on Quality of Care report (September 2016) and will be updated as information is provided.</i>																				
501(17)(b)	Budget update		→	See Budget Report (attached)		Quarterly	See following report for additional information (attached): <ul style="list-style-type: none"> <li>FY17 Budget Report (Roll Up)</li> </ul>																				
501(17)(c)(i)	Resident population: census & demographic information		↓	<table border="1"> <thead> <tr> <th colspan="2"><b>Era of Service</b></th> </tr> </thead> <tbody> <tr> <td>WWII</td> <td><b>29 (8.9%)</b></td> </tr> <tr> <td>KWC</td> <td><b>41 (12.6 %)</b></td> </tr> <tr> <td>VNE</td> <td><b>169 (51.8%)</b></td> </tr> <tr> <td>Cold War</td> <td><b>60 (18.4%)</b></td> </tr> <tr> <td>GWE</td> <td><b>10 (3.1%)</b></td> </tr> <tr> <td>Dependent</td> <td><b>17 (5.2%)</b></td> </tr> <tr> <th colspan="2"><b>Gender</b></th> </tr> <tr> <td>Male</td> <td><b>303 (93.0%)</b></td> </tr> <tr> <td>Female</td> <td><b>23 (7.0%)</b></td> </tr> </tbody> </table>		<b>Era of Service</b>		WWII	<b>29 (8.9%)</b>	KWC	<b>41 (12.6 %)</b>	VNE	<b>169 (51.8%)</b>	Cold War	<b>60 (18.4%)</b>	GWE	<b>10 (3.1%)</b>	Dependent	<b>17 (5.2%)</b>	<b>Gender</b>		Male	<b>303 (93.0%)</b>	Female	<b>23 (7.0%)</b>	Quarterly	See following report for additional information (attached): <ul style="list-style-type: none"> <li>GRHV Census Report</li> </ul>
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501(17)(c)(ii)	Resident population: care setting, payment source, associated revenue projections		↓	<b>Care Setting</b>		Quarterly	See following report for additional information (attached): • GRHV Census Report
				Skilled Nursing	294 (89%)		
				Domiciliary	32 (11%)		
				<b>Skilled Nursing Population</b>			
				70-100% SCD Veteran	48 (16.3%)		
				Veteran - SN	230 (78.2%)		
				Dependent - SN	16 (5.4%)		
				<b>Domiciliary Population</b>			
Veteran - Domiciliary	31 (96.9%)						
Dependent - Domiciliary	1 (3.1%)						
501(17)(d)(i)	Update on State Homes modernization efforts: Infrastructure/capital outlay improvement projects		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(d)(ii)	Update on State Homes modernization efforts: Information technology updates		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(d)(iii)	Update on State Homes modernization efforts: Financial management processes		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(e)	Update on audit & survey corrective action status		→	See Audit and Survey Corrective Action Status Reports (attached)		Quarterly	
501(18)	Audit & survey findings & action plans		→	See Audit and Survey Corrective Action Status Reports (attached)		Quarterly as needed	
501(19)	Update on CMS certification efforts		↑	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
503	Quality of care information		↑	See Quality of Care Report (attached)		Quarterly	See the following for additional information (attached): • Quality of Care Report

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
<b>DJ Jacobetti Home for Veterans Performance Metrics</b>							
501(2)	USDVA survey results		↑	<i>Most recent survey performed:</i> <b>April 12, 2017</b>  <i>Status:</i> <i>Survey complete. Pending USDVA final report and certifications.</i>		Annually	Full survey results available upon request
501(8)	Veterans Homes complaint process and summary statistics		→	<b>Compliant</b>		Monthly	See the following for additional information (attached): • Monthly Complaint Reports
501(15)	Board of Manager policies		→	<b>Compliant</b>		Continuous	
501(16)	Complaint process access		→	<b>Compliant</b>		Continuous	
501(17)(a)(i)	Quality of Care metrics: patient care hours & staffing levels		↑	<b>VA Minimum PPD Met:</b> Q2: <b>100%</b> YTD: <b>100%</b>  <b>Average PPD by Month</b> January - <b>3.38</b> February - <b>3.39</b> March - <b>3.58</b>	2.5 PPD 100%	Quarterly	See the following for additional information (attached): • Quality of Care Report • DJJHV PPD Detail Report
501(17)(a)(ii)	Quality of Care metrics: sentinel events reports		→	Sentinel Events Reported FY To Date: <b>6</b>		Quarterly	See the following for additional information (attached): • Quality of Care Report



Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments																
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501(17)(a)(iii)	Quality of Care metrics: fall & wound reports		→	<i>Note: No update since FY17 Q1. MDS data is provided directly from the VA data repository, and due to VA system changes, it has been unable to provide reports since October 2017. All data will be update upon receipt of reports from the VA.</i>		Quarterly	<b>MDS Quality Indicators Related to Fall/Wound Risks:</b> <ul style="list-style-type: none"> <li>Experienced one or more falls with major injury (%)</li> <li>High risk with pressure ulcers (%)</li> <li>Had fall during episode of care (%)</li> </ul>																
501(17)(a)(iv)	Quality of Care metrics: complaint reports		↑	<b>FY17 (Total to Date):</b> Complaints of Abuse Reported: 6 Substantiated: 0 Complaints of Neglect Reported: 1 Substantiated: 0  Total Complaints Reported: 6 Total Complaints Substantiated: 0 Substantiated Complaints Resulting in Termination: 0		Quarterly	See the following for additional information (attached): <ul style="list-style-type: none"> <li>Quality of Care Report</li> <li>Monthly Complaint Reports</li> </ul>																
501(17)(a)(v)	Quality of Care metrics: minimum data set quality of care indicator report		→	<i>Note: No update since FY17 Q1. MDS data is provided directly from the VA data repository, and due to VA system changes, it has been unable to provide reports since October 2017. All data will be update upon receipt of reports from the VA.</i>		Quarterly	See the following report for additional information (attached)" <ul style="list-style-type: none"> <li>Quality of Care Report</li> </ul> <i>*Note: Data provided by the USDVA and provision typically occurs 2-3 months after collection month. Most recent data has been provided on Quality of Care report (September 2016) and will be updated as information is provided.</i>																
501(17)(b)	Budget update		→	See Budget Report (attached)		Quarterly	See following report for additional information (attached): <ul style="list-style-type: none"> <li>FY17 Budget Report (Roll Up)</li> </ul>																
501(17)(c)(i)	Resident population: census & demographic information		↓	<table border="1"> <thead> <tr> <th colspan="2"><u>Era of Service</u></th> </tr> </thead> <tbody> <tr> <td>WWII</td> <td>41 (24.8%)</td> </tr> <tr> <td>KWC</td> <td>39 (23.6 %)</td> </tr> <tr> <td>VNE</td> <td>47 (28.5%)</td> </tr> <tr> <td>Cold War</td> <td>27 (16.4%)</td> </tr> <tr> <td>GWE</td> <td>2 (1.2%)</td> </tr> <tr> <td>Dependent</td> <td>9 (5.5%)</td> </tr> <tr> <th colspan="2"><u>Gender</u></th> </tr> </tbody> </table>		<u>Era of Service</u>		WWII	41 (24.8%)	KWC	39 (23.6 %)	VNE	47 (28.5%)	Cold War	27 (16.4%)	GWE	2 (1.2%)	Dependent	9 (5.5%)	<u>Gender</u>		Quarterly	See following report for additional information (attached): <ul style="list-style-type: none"> <li>DJJHV Census Report</li> </ul>
<u>Era of Service</u>																							
WWII	41 (24.8%)																						
KWC	39 (23.6 %)																						
VNE	47 (28.5%)																						
Cold War	27 (16.4%)																						
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Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
				Male	151 (90.8%)		
				Female	14 (9.2%)		
501(17)(c)(ii)	Resident population: care setting, payment source, associated revenue projections		↓	<b>Care Setting</b>		Quarterly	See following report for additional information (attached): • DJJHV Census Report
				Skilled Nursing	158 (96.3%)		
				Domiciliary	6 (3.7%)		
				<b>Skilled Nursing Population</b>			
				70-100% SCD Veteran	30 (19.0%)		
				Veteran - SN	119 (75.3%)		
				Dependent - SN	9 (7.6%)		
				<b>Domiciliary Population</b>			
Veteran - Domiciliary	6 (100%)						
Dependent - Domiciliary	0 (0%)						
501(17)(d)(i)	Update on State Homes modernization efforts: Infrastructure/capital outlay improvement projects		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(d)(ii)	Update on State Homes modernization efforts: Information technology updates		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(d)(iii)	Update on State Homes modernization efforts: Financial management processes		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
501(17)(e)	Update on audit & survey corrective action status		→	See Audit and Survey Corrective Action Status Reports (attached)		Quarterly	See the following for additional information: • Veterans Homes Audit & Survey Corrective Action Status Report
501(18)	Audit & survey findings & action plans		→	See Audit and Survey Corrective Action Status Reports (attached)		Quarterly as needed	See the following for additional information: • Veterans Homes Audit & Survey Corrective Action Status Report
501(19)	Update on CMS certification efforts		↑	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
503	Quality of care information		→	See Quality of Care Report (attached)		Quarterly	See the following for additional information (attached): • Quality of Care Report

**Veterans Homes: Capital & Special Maintenance**

Section	Metric	Status	Trend	October 2016 - March 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
603 (3)	Status, projected costs and projected completion date of current and planned special maintenance projects		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report
605(2)	Progress update on veterans' homes planning		→	See Veterans Homes Modernization Report (attached)		Quarterly	See the following for additional information: • Veterans Homes Modernization Report