



Department of Military & Veterans Affairs

For the quarter ending June 30, 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 3rd QTR Actual

Section	Metric	Status	Trend	October 2016 - June 2017		Reporting Cycle	Comments
				Actual to Date	Plan to Date		
DMVA Performance Metrics							
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	Yellow	→	62%	65%	Quarterly	
302	Installation Status Report	Green	→	100%	100%	Quarterly	
Michigan Youth Challenge Academy Performance Metrics							
307	Graduation Rate	Green	↑	81%	65%	Quarterly	Class graduated 6-17-17
307	Test Adult Basic Education (TABE) Increase	Red	↑	0.15	2.00	Quarterly	Class graduated 6-17-17
Military Family Relief Fund Performance Metrics							
308	Financial Status Report	Green	→	100%	100%	Quarterly	
308	Grant Applications Received	Green	↑	12	29	Quarterly	
308	Grant Application Approved	Green	↑	8	17	Quarterly	
Michigan National Guard State Tuition Assistance Program Performance Metrics							
310	Recruiting and Retention data: Army	Green	→	Enlistment - 266 Re-Enlistment - 235	Enlistment - 988 Re-Enlistment: 691	Quarterly	FY17 2nd Qtr Enlistment - 314 FY17 2nd Qtr Re-Enlistment - 188
310	Recruiting and Retention data: Air	Green	↓	Enlistment - 73 Re-Enlistment - 50	Enlistment - 204 Re-Enlistment - 198	Quarterly	FY17 2nd Qtr Enlistment - 77 FY17 2nd Qtr Re-Enlistment - 67
310	Tuition Assistance Users	Green	↓	Army - 342 Air - 61	Army - 956 Air - 255	Quarterly	FY17 2nd Qtr Army - 318 FY17 2nd Qtr Air - 114

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MVAA Performance Metrics							
400(1)(e)	Report on Agency performance metrics		→	<p>The Agency has provided several 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.</p> <p>Agency leadership has scheduled a comprehensive review of the Agency's strategic objectives and associated performance metrics, scheduled to take place in May-August 2017.</p>		Quarterly	
401(1)(f)	Estimated number of homeless veterans in Michigan, by county		n/a	# Homeless Veterans in Michigan (2016): 5,034*		Annually by April 1	<p>Data Source: Michigan Statewide Homeless Information Management System (HMIS)</p> <p>*For detailed breakdown of # homeless veterans by county, see attachment: HMIS 2016 Homeless Veteran Report (by County).</p>
	Summary of activities and strategies under the community assessment and regional service delivery model pilot program		→	Electronic versions of all Regional Assessment Reports of 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>Coalition Service Organizations Disability Compensation claims submitted YTD*: 12,258 (↑ from Q2)</p> <p>All claims submitted YTD**: 21,130 (↓ from Q2)</p> <p>MVAA Service Officers Disability Compensation claims submitted YTD*: 498 (→ from Q1) All claims submitted YTD***: 682 (→ from Q1)</p>		Quarterly	<p>Supplemental Detailed Reports Provided:</p> <ul style="list-style-type: none"> Michigan Veteran Coalition Grant Quarterly Summary, Activity Report, and Expense Report MVAA Veteran Service Officer Quarterly Summary, Activity Report Fully Developed Claims Report (USDVA) <p><i>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 disability compensation 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, under coalition VSO Power of Attorney (POA) codes.</i></p>
	Number of fully developed disability compensation claims submitted		→	<p>9,582 (61.4%) fully developed disability compensation claims submitted</p>	40%	Quarterly	<p>Rate includes ALL FDC disability compensation claims submitted for Michigan YTD.</p> <p><i>Note: 'Fully developed' status applies only to disability compensation claims.</i></p>

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400(4)	Agency training of county counselors		↑	County counselors trained YTD(#): 117 County counselors trained YTD (%): 81.3% <i>* See comments for additional information</i>		Quarterly	Last county counselor training: April 18th - 21st 2017 (FY17) # County Counselors (part- and full-time): 144 Supplemental Detailed Reports Provided: • April County Counselor Training Attendance List
400(5)	Agency disbursement of appropriated funds for enhanced county benefit claims assistance		→	Grant Amount Awarded YTD: \$198,354.98 Grant Recipients (#): 25 Grant Amount Remaining TD: \$1,645		Quarterly	Supplemental Detailed Report Provided: • County Incentive Grant Report
406(3)(a)	Summary of activities supported, under VSO service grant		→	Expenditures YTD: \$3,399,651.50 (→ from Q2) Service Hrs Reported YTD: 65,180 (→ from Q2) Total Claims Submitted YTD: 15,569 (↓ from Q2)		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		→	63.0% 7,720 FDC submitted YTD	40%	Quarterly	Data from USDVA Fully Developed Claims report, provided as attachment.
407(2)	Michigan Veterans Trust Fund annual report		→	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: \$166,209.07 Grants Awarded: 127 <i>County Admin Costs: \$15,661.49</i> <i>State Admin Costs : \$139,372.75</i>		Quarterly	See FY17 MVTF Quarterly Summary for additional detail.

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1202	Agency outreach and communication on veterans benefits		→	Total Veteran Outreach To Date*: 470,559 Direct Assistance: 146,620 Direct Outreach: 10,429 Direct Messaging: 298,152 Indirect Messaging: 15,358** Media Features To Date*: 566		Quarterly	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		→	72.1% 359 FDC submitted YTD	50%	Quarterly	See MVAA VSO Quarterly Summary and FDC Report for additional detail.
Grand Rapids Home for Veterans Performance Metrics				Submitted YTD			
501(2)	USDVA survey results		→	Most recent survey performed: April 12, 2017 Status: Survey complete. Full Certification granted.		Annually	Full survey results available upon request
501(8)	Veterans Homes complaint process and summary statistics		→	Compliant		Monthly	See the following for additional information (attached): • Monthly Complaint Reports
501(15)	Board of Manager policies		→	Compliant		Quarterly	
501(16)	Complaint process access		→	Compliant		Quarterly	
501(17)(a)(i)	Quality of Care metrics: patient care hours & staffing levels		↑	VA Minimum PPD Met: Q3: 100% YTD: 100% Average PPD by Month: April - 4.3 May - 4.2 June - 4.3	2.5 PPD 100%	Quarterly	See the following for additional information (attached): • Quality of Care Report • GRHV PPD Detail Report

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501(17)(a)(ii)	Quality of Care metrics: sentinel events reports		↑	Sentinel Events Reported FY To Date: 3		Quarterly	See the following for additional information (attached): • Quality of Care Report
501(17)(a)(iii)	Quality of Care metrics: fall & wound reports		↑	See Quality of Care report for detailed Minimum Data Set information re: fall and wound statistics. Most recent report (April 2017) indicates that GRHV was in bottom quartile for state veterans homes in 1/3 of the associated MDS Quality Indicators: • <i>High-risk with pressure ulcers</i>		Quarterly	MDS Quality Indicators Related to Fall/Wound Risks: • Experienced one or more falls with major injury (%) • High risk with pressure ulcers (%) • Had fall during episode of care (%)
501(17)(a)(iv)	Quality of Care metrics: complaint reports		↓	FY17 (Total to Date): Complaints of Abuse Reported: 31 Substantiated: 6 Complaints of Neglect Reported: 20 Substantiated: 9 Total Complaints Reported: 51 Total Complaints Substantiated: 15 Substantiated Complaints Resulting in Termination: 13		Quarterly	See the following for additional information (attached): • Quality of Care Report • Monthly Complaint Reports
501(17)(a)(v)	Quality of Care metrics: minimum data set quality of care indicator report		→	Monthly MDS data provided in Quality of Care report (attached)		Quarterly	See the following report for additional information (attached)" • Quality of Care Report *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.
501(17)(b)	Budget update		→	See Budget Report (attached)		Quarterly	See following report for additional information (attached): • FY17 Budget Report (Roll Up)
501(17)(c)(i)	Resident population: census & demographic information		↓	<u>Era of Service</u> WWII 28 (9.1%) KWC 39 (12.6 %) VNE 159 (51.5%) Cold War 58 (18.8%) GWE 9 (2.9%) Dependent 16 (5.2%) <u>Gender</u> Male 288 (93.2%) Female 21 (6.8%)		Quarterly	See following report for additional information (attached): • GRHV Census Report
				<u>Care Setting</u>			

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501(17)(c)(ii)	Resident population: care setting, payment source, associated revenue projections		↓	Skilled Nursing Domiciliary Skilled Nursing Population 70-100% SCD Veteran Veteran - SN Dependent - SN Domiciliary Population Veteran - Domiciliary Dependent - Domiciliary	281 (91.0%) 28 (9.0%) 44 (15.7%) 203 (72.2%) 34 (12.1%) 27 (96.4%) 1 (3.6%)	Quarterly	See following report for additional information (attached): • GRHV Census Report
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
DJ Jacobetti Home for Veterans Performance Metrics							
501(2)	USDVA survey results		→	<i>Most recent survey performed:</i> April 14, 2016 <i>Status:</i> Approved		Annually	Full survey results available upon request
501(8)	Veterans Homes complaint process and summary statistics		→	Compliant		Monthly	See the following for additional information (attached): • Monthly Complaint Reports
501(15)	Board of Manager policies		→	Compliant		Continuous	

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501(16)	Complaint process access		→	Compliant		Continuous	
501(17)(a)(i)	Quality of Care metrics: patient care hours & staffing levels		↑	VA Minimum PPD Met: Q3: 100% YTD: 100% Average PPD by Month April - 3.65 May - 3.57 June - 3.83	<i>2.5 PPD</i> <i>100%</i>	Quarterly	See the following for additional information (attached): <ul style="list-style-type: none"> • Quality of Care Report • GRHV PPD Detail Report
501(17)(a)(ii)	Quality of Care metrics: sentinel events reports		→	Sentinel Events Reported FY To Date: 8		Quarterly	See the following for additional information (attached): <ul style="list-style-type: none"> • Quality of Care Report
501(17)(a)(iii)	Quality of Care metrics: fall & wound reports		↓	See Quality of Care report for detailed Minimum Data Set information re: fall and wound statistics. Most recent report indicates that DJJHV was in bottom quartile for state veterans homes in 2/3 of the associated MDS Quality Indicators. <ul style="list-style-type: none"> • <i>High risk with pressure ulcers</i> • <i>Had fall during episode of care</i> 		Quarterly	MDS Quality Indicators Related to Fall/Wound Risks: <ul style="list-style-type: none"> • Experienced one or more falls with major injury (%) • High risk with pressure ulcers (%) • Had fall during episode of care (%)
501(17)(a)(iv)	Quality of Care metrics: complaint reports		↑	FY17 (Total to Date): Complaints of Abuse Reported: 8 Substantiated: 0 Complaints of Neglect Reported: 1 Substantiated: 1 Total Complaints Reported: 9 Total Complaints Substantiated: 1 Substantiated Complaints Resulting in Termination: 0		Quarterly	See the following for additional information (attached): <ul style="list-style-type: none"> • Quality of Care Report • Monthly Complaint Reports
501(17)(a)(v)	Quality of Care metrics: minimum data set quality of care indicator report		↑	Monthly MDS data provided in Quality of Care report (attached)		Quarterly	See the following report for additional information (attached)" <ul style="list-style-type: none"> • Quality of Care Report <i>*Note:</i> 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.

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501(17)(b)	Budget update		↑	See Budget Report (attached)		Quarterly	See following report for additional information (attached): • FY17 Budget Report (Roll Up)
501(17)(c)(i)	Resident population: census & demographic information		↑	<u>Era of Service</u> WWII 39 (23.5%) KWC 42 (25.3 %) VNE 50 (30.1%) Cold War 26 (15.7%) GWE 1 (.6%) Dependent 8 (4.8%) <u>Gender</u> Male 153 (92.9%) Female 12 (7.1%)	Quarterly	See following report for additional information (attached): • DJJHV Census Report	

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501(17)(e)(ii)	Resident population: care setting, payment source, associated revenue projections		↑	<u>Care Setting</u> Skilled Nursing 162 (97.0%) Domiciliary 5 (3.0%) <u>Skilled Nursing Population</u> 70-100% SCD Veteran 23 (14.2%) Veteran - SN 130 (80.2%) Dependent - SN 9 (6.9%) <u>Domiciliary Population</u> Veteran - Domiciliary 5 (100%) Dependent - Domiciliary 0 (0%)		Quarterly	See following report for additional information (attached): • DJJHV Census Report
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							
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