

## 305 - Department of Veterans Affairs

### A001 Administrative Services

The Department of Veterans Affairs (DVA) Administrative Services unit provides legislative, stakeholder, public, and federal Veterans' Administration (VA) coordination for the department. It is also the center of strategic planning and provides centralized support for all of the department's products and services, including budget, accounting, and payroll services; human resources; and publications and information services.

	FY 2010	FY 2011	Biennial Total
FTE's	18.9	18.9	18.9
GFS	\$1,913,000	\$1,915,000	\$3,828,000
Other	\$5,000	\$5,000	\$10,000
Total	\$1,918,000	\$1,920,000	\$3,838,000

**Statewide Result Area: Improve the security of Washington's vulnerable children and adults**

**Statewide Strategy: Prepare and support youth and adults for employment**

#### Expected Results

Administrative Services provides management and strategic direction to ensure that agency priorities align with statewide priorities. It ensures quality policy options, program design, and performance tracking. As a result, DVA's customer focused work environment builds capacity, fosters leadership, and bolsters credibility.

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Agency governance and corporate management costs as a percentage of total agency operating costs.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	4%		
	7th Qtr	4%		
	6th Qtr	4%		
	5th Qtr	4%		
	4th Qtr	4%		
	3rd Qtr	4%		
	2nd Qtr	4%		
	1st Qtr	4%	3.33%	(0.67)%
2007-09	8th Qtr	4%	4.01%	0.01%
	7th Qtr	4%	4.37%	0.37%
	6th Qtr	4%	3.94%	(0.06)%
	5th Qtr	4%	3.7%	(0.3)%
	4th Qtr	4%	3.31%	(0.69)%
	3rd Qtr	4%	4.6%	0.6%
	2nd Qtr	4%	4.3%	0.3%
	1st Qtr	4%	3.82%	(0.18)%
2005-07	8th Qtr	4%	4.47%	0.47%
	7th Qtr	4%	4.82%	0.82%
	6th Qtr	4%	2.8%	(1.2)%
	5th Qtr	4%	6.3%	2.3%
	4th Qtr	4%	4.23%	0.23%
	3rd Qtr	4%		
	2nd Qtr	4%	4.16%	0.16%
	1st Qtr	4%		

*The goal is for governance and corporate costs to remain stable at or below 4% of the total agency operating budget.*

**A002 Institutional Services**

DVA operates veterans homes in Spokane, Retsil, and Orting, with a combined residential capacity of 575. These facilities offer skilled nursing and long-term care for honorably discharged veterans (and some spouses) who are or may likely become disabled and medically indigent. At Orting, assisted living and domiciliary services are also provided. The homes use an interdisciplinary team approach to providing nursing, clinic, rehabilitative therapy, therapeutic activity, and social services. Eighty percent of the cost for these services is recovered from federal and local sources.

*Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl*

	<b>FY 2010</b>	<b>FY 2011</b>	<b>Biennial Total</b>
<b>FTE's:</b>	607.7	607.7	607.7
<b>GFS:</b>	\$3,318,000	\$3,193,000	\$6,511,000
<b>Other:</b>	\$41,650,000	\$42,119,000	\$83,769,000
<b>Total:</b>	\$44,968,000	\$45,312,000	\$90,280,000

**Statewide Result Area: Improve the security of Washington’s vulnerable children and adults**

**Statewide Strategy: Provide institutional-based services**

**Expected Results**

Provide high quality, long-term care services to Washington veterans at the least possible cost to the state. Performance at the homes will meet or exceed national nursing home quality of care ratings published through the Center for Medicare and Medicaid Services. Satisfy customer needs as supported by the results of a semi-annual resident survey.

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Combined bedfill rate in the state veterans' homes.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	95%		
	7th Qtr	95%		
	6th Qtr	95%		
	5th Qtr	95%		
	4th Qtr	95%		
	3rd Qtr	95%		
	2nd Qtr	95%		
	1st Qtr	95%	93.32%	(1.68)%
2007-09	8th Qtr	95%	93.93%	(1.07)%
	7th Qtr	95%	95.93%	0.93%
	6th Qtr	95%	97.11%	2.11%
	5th Qtr	95%	97.33%	2.33%
	4th Qtr	95%	98.78%	3.78%
	3rd Qtr	95%	96.13%	1.13%
	2nd Qtr	95%	92.73%	(2.27)%
	1st Qtr	95%	95.75%	0.75%
2005-07	8th Qtr	95%	96.26%	1.26%
	7th Qtr	95%	96.21%	1.21%
	6th Qtr	95%	95.3%	0.3%
	5th Qtr	95%	94.9%	(0.1)%
	4th Qtr	95%	96%	1%
	3rd Qtr	95%	96%	1%
	2nd Qtr	95%	96%	1%
	1st Qtr	95%	95%	0%
<i>Target: 95% or better</i>				

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltd

<b>Keep pressure ulcers aquired in-house to less than 5% of the population.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	5%		
	7th Qtr	5%		
	6th Qtr	5%		
	5th Qtr	5%		
	4th Qtr	5%		
	3rd Qtr	5%		
	2nd Qtr	5%		
	1st Qtr	5%	2.27%	(2.73)%
2007-09	8th Qtr	5%	3.03%	(1.97)%
	7th Qtr	5%	2.73%	(2.27)%
	6th Qtr	5%	2.95%	(2.05)%
	5th Qtr	5%	2.59%	(2.41)%
	4th Qtr	5%	2.79%	(2.21)%
	3rd Qtr	5%	3%	(2)%
	2nd Qtr	5%	5.25%	0.25%
	1st Qtr	5%	5.49%	0.49%
2005-07	8th Qtr	5%	5.51%	0.51%
	7th Qtr	5%	3.73%	(1.27)%
	6th Qtr	5%	3.3%	(1.7)%
	5th Qtr	5%	4.2%	(0.8)%
<i>As a measure of facility quality, 5% or less of the veteran home population will develop in-house pressure ulcers.</i>				

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltd

<b>Keep weight loss by residents to less than 6% of the population.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	6%		
	7th Qtr	6%		
	6th Qtr	6%		
	5th Qtr	6%		
	4th Qtr	6%		
	3rd Qtr	6%		
	2nd Qtr	6%		
	1st Qtr	6%	2.94%	(3.06)%
2007-09	8th Qtr	6%	4.08%	(1.92)%
	7th Qtr	6%	2.47%	(3.53)%
	6th Qtr	6%	3.25%	(2.75)%
	5th Qtr	6%	5.77%	(0.23)%
	4th Qtr	6%	5.17%	(0.83)%
	3rd Qtr	6%	5.28%	(0.72)%
	2nd Qtr	6%	4.52%	(1.48)%
	1st Qtr	6%	4.73%	(1.27)%
2005-07	8th Qtr	6%	4.73%	(1.27)%
	7th Qtr	6%	4.27%	(1.73)%
	6th Qtr	6%	4.31%	(1.69)%
	5th Qtr	6%	4.25%	(1.75)%

*As a measure of facility quality, 6% or less of the veteran home population will suffer significant weight loss.*

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Meet US Department of Veterans Affairs care requirement of 2.5 hours per resident per day.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	2.5		
	7th Qtr	2.5		
	6th Qtr	2.5		
	5th Qtr	2.5		
	4th Qtr	2.5		
	3rd Qtr	2.5		
	2nd Qtr	2.5		
	1st Qtr	2.5	2.59	0.09
2007-09	8th Qtr	2.5	2.54	0.04
	7th Qtr	2.5	2.54	0.04
	6th Qtr	2.5	2.56	0.06
	5th Qtr	2.5	2.55	0.05
	4th Qtr	2.5	2.62	0.12
	3rd Qtr	2.5	2.59	0.09
	2nd Qtr	2.5	2.65	0.15
	1st Qtr	2.5	2.57	0.07
2005-07	8th Qtr	2.5	2.45	(0.05)
	7th Qtr	2.5	2.55	0.05
	6th Qtr	2.5	2.57	0.07
	5th Qtr	2.5	2.48	(0.02)

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

Overall satisfaction scores on resident survey				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	85%		
	7th Qtr	85%		
	6th Qtr	85%		
	5th Qtr	85%		
	4th Qtr	85%		
	3rd Qtr	85%		
	2nd Qtr	85%		
	1st Qtr	85%		
2007-09	8th Qtr	85%	86%	1%
	7th Qtr	85%	84%	(1)%
	6th Qtr	85%	84%	(1)%
	5th Qtr	85%	84.1%	(0.9)%
	4th Qtr	85%	84.1%	(0.9)%
	3rd Qtr	85%	82.55%	(2.45)%
	2nd Qtr	85%	82.55%	(2.45)%
	1st Qtr	85%	84%	(1)%
2005-07	8th Qtr	85%	84%	(1)%
	7th Qtr	85%	84%	(1)%
	6th Qtr	85%	86.9%	1.9%
	5th Qtr	85%	83%	(2)%
	4th Qtr	85%	83%	(2)%
	3rd Qtr	85%	82%	(3)%
	2nd Qtr	85%	82%	(3)%
	1st Qtr	85%	88%	3%

*Biennial resident survey. Next survey scheduled 12/09.*

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Washington Veterans Home Medicare Resident Occupancy</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	26		
	7th Qtr	26		
	6th Qtr	26		
	5th Qtr	26		
	4th Qtr	26		
	3rd Qtr	26		
	2nd Qtr	26		
	1st Qtr	26	20.2	(5.8)
2007-09	8th Qtr	26	24.2	(1.8)
	7th Qtr	20	21.3	1.3
	6th Qtr	20	13.7	(6.3)
	5th Qtr	20	8.4	(11.6)
	4th Qtr	20	14	(6)
	3rd Qtr	20	15.4	(4.6)
	2nd Qtr	18	10.1	(7.9)
	1st Qtr	9	10.5	1.5
2005-07	8th Qtr	36	5.27	(30.73)
	7th Qtr	27	3.4	(23.6)
	6th Qtr	18	0	(18)
	5th Qtr	9	0	(9)

*Goal: 36 additional residents by the end of FY 2009.*

**A003 Veterans Disability Services and Support**

The Veterans Disability and Claims Support program delivers critical services to the state’s vulnerable veteran population living in both urban and rural areas. This network provides advocacy services and representation to ensure that veterans and their family members are able to understand and navigate the complicated federal system. The role of the federal Veterans' Administration is to adjudicate; it does not provide community claims support. DVA operates a statewide network that includes 34 contracted professional licensed war trauma counselors and 100 contracted service officers to provide disability claims services.

	<b>FY 2010</b>	<b>FY 2011</b>	<b>Biennial Total</b>
<b>FTE's</b>	1.0	1.0	1.0
<b>GFS</b>	\$1,633,000	\$1,633,000	\$3,266,000
<b>Other</b>	\$0	\$0	\$0
<b>Total</b>	\$1,633,000	\$1,633,000	\$3,266,000

**Statewide Result Area: Improve the security of Washington’s vulnerable children and adults**

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

**Statewide Strategy: Provide support services to families**

**Expected Results**

The result of this activity is to maximize federal dollars coming into Washington State. In a typical year, 60,000 veterans receive services. Federal VA pension and disability payments into Washington State have increased from \$958.5 million in Federal Fiscal Year 2005 to \$1.014 billion in Federal Fiscal Year 2006.

The process measures the percentage of service related issues claimed, and subsequently granted by the USDVA, divided the number of original issues put forward. See footnote.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	80%		
	7th Qtr	80%		
	6th Qtr	80%		
	5th Qtr	80%		
	4th Qtr	80%		
	3rd Qtr	80%		
	2nd Qtr	80%		
	1st Qtr	80%	86%	6%
2007-09	8th Qtr	80%	86%	6%
	7th Qtr	80%	84%	4%
	6th Qtr	80%	84%	4%
	5th Qtr	80%	81%	1%
	4th Qtr	90%	88%	(2)%
	3rd Qtr	89.75%	92%	2.25%
	2nd Qtr	89.5%	93%	3.5%
	1st Qtr	89.25%	90%	0.75%
2005-07	8th Qtr	89%	89.5%	0.5%
	7th Qtr	89%	90%	1%
	6th Qtr	89%	90%	1%
	5th Qtr	89%	88.5%	(0.5)%
	4th Qtr	85%	94%	9%
	3rd Qtr	85%	87%	2%
	2nd Qtr	85%	89%	4%
	1st Qtr	85%	86%	1%

*Cost-effectiveness is demonstrated when comparing the total cost of the service officer contracts with the compensation and pension monies brought into Washington by successful VA claims. Beginning 7/1/08 claims for non-service connected pensions and disability compensation were incorporated into the calculation.*

**A004 Veterans Community-Based Services**

*Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl*

The Veterans' community-based program incorporates an agency division and a statewide network of veteran groups that perform veteran outreach and reintegration services. Outreach includes claims assistance, financial assistance, homeless prevention, incarcerated veteran reintegration, estate management, post-traumatic stress disorder treatment, and conservation corps participation.

	<b>FY 2010</b>	<b>FY 2011</b>	<b>Biennial Total</b>
<b>FTE's</b>	53.1	58.3	55.7
<b>GFS</b>	\$3,252,000	\$3,336,000	\$6,588,000
<b>Other</b>	\$4,508,000	\$4,647,000	\$9,155,000
<b>Total</b>	\$7,760,000	\$7,983,000	\$15,743,000

**Statewide Result Area: Improve the security of Washington’s vulnerable children and adults**

**Statewide Strategy: Provide support services to families**

**Expected Results**

Lower the King County veteran recidivism rate. Meet a rising level of veterans with PTSD symptoms returning from combat in Iraq and Afghanistan. Decrease the homeless veteran population and increase veteran participation in employment and training services. Meet the increase in clients served by the Veterans Estate Management Program.

<b>Number of 81st Brigade members contacted upon demobilization August 2009 at Ft. McCoy, Wisconsin.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	5th Qtr	1		
	1st Qtr	3,200	1,126	(2,074)

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Number of homeless veterans that obtain transitional/permanent housing.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	175		
	7th Qtr	135		
	6th Qtr	90		
	5th Qtr	44		
	4th Qtr	175		
	3rd Qtr	135		
	2nd Qtr	90		
	1st Qtr	56	54	(2)
2007-09	8th Qtr	260	240	(20)
	7th Qtr	195	176	(19)
	6th Qtr	130	120	(10)
	5th Qtr	65	64	(1)
	4th Qtr	175	176	1
	3rd Qtr	135	134	(1)
	2nd Qtr	90	88	(2)
	1st Qtr	44	44	0
2005-07	8th Qtr	176	184	8
	7th Qtr	132	128	(4)
	6th Qtr	88	83	(5)
	5th Qtr	44	25	(19)
	4th Qtr	188	197	9
	3rd Qtr	141	164	23
	2nd Qtr	94	110	16
	1st Qtr	44	56	12
<i>Outreach to homeless veterans for improved transition or permanent housing set by federal contract or grant targets.</i>				

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Number of qualifying veterans enrolled in the environment certification programs in King, Kitsap and Spokane Counties.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	4th Qtr	75		
	3rd Qtr	75		
	2nd Qtr	75		
	1st Qtr	75	54	(21)
2007-09	8th Qtr	75	70	(5)
	7th Qtr	75	67	(8)
	6th Qtr	75	70	(5)
	5th Qtr	75	76	1
	4th Qtr	30	28.3	(1.7)
	3rd Qtr	30	29	(1)
	2nd Qtr	25	24.7	(0.3)
	1st Qtr	25	25	0

*This measurement reflects the Veterans Conservation Corp effort to enroll qualified veterans in environmental certification programs at King County community colleges; expanded in Fall 2008 to include Kitsap and Spokane Counties doubling original enrollment goals.*

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

<b>Number of returnees (Operation Iraqi Freedom and Operation Enduring Freedom) served by the war trauma (PTSD) re-adjustment program.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	8th Qtr	190		
	7th Qtr	185		
	6th Qtr	180		
	5th Qtr	175		
	4th Qtr	170		
	3rd Qtr	165		
	2nd Qtr	160		
	1st Qtr	155	434	279
2007-09	8th Qtr	155	403	248
	7th Qtr	145	367	222
	6th Qtr	135	318	183
	5th Qtr	125	255	130
	4th Qtr	115	229	114
	3rd Qtr	105	164	59
	2nd Qtr	95	89	(6)
	1st Qtr	85	38	(47)
2005-07	8th Qtr	75	86	11
	7th Qtr	0	45	45
	6th Qtr	57	34	(23)
	5th Qtr	0	71	71
	4th Qtr	40	84	44

*For the first time in Washington State history an entire combat brigade of 3,400 National Guard and Reservists will be returning en masse. 15% - 17% will suffer from PTSD. Without intervention these veterans could require state expenditures to deal with unemployment, medical care, domestic violence, homelessness, civil/criminal offenses, substance abuse, and mental health problems.*

*Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl*

<b>Number of school districts contacted.</b>				
<b>Biennium</b>	<b>Period</b>	<b>Target</b>	<b>Actual</b>	<b>Variance</b>
2009-11	1st Qtr	0	0	0
2007-09	8th Qtr	6	7	1
	7th Qtr	6	7	1
	6th Qtr	6	7	1
	5th Qtr	6	6	0
	4th Qtr	6	6	0
	3rd Qtr	5	7	2
	2nd Qtr	3	4	1
	1st Qtr	2	2	0
<i>Part of "Operation Military Kids" initiative.</i>				

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

Part of DVA's homeless prevention efforts, this measure was established to show the number fiduciary clients served by the agency's Veterans' Estate Management Program (VEMP).				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	655		
	7th Qtr	655		
	6th Qtr	655		
	5th Qtr	655		
	4th Qtr	655		
	3rd Qtr	655		
	2nd Qtr	655		
	1st Qtr	655	503	(152)
2007-09	8th Qtr	655	535	(120)
	7th Qtr	650	594	(56)
	6th Qtr	643	609	(34)
	5th Qtr	636	595	(41)
	4th Qtr	630	598	(32)
	3rd Qtr	621	613	(8)
	2nd Qtr	614	620	6
	1st Qtr	606	611	5
2005-07	8th Qtr	624	599	(25)
	7th Qtr	615	595	(20)
	6th Qtr	606	549	(57)
	5th Qtr	597	568	(29)
	4th Qtr	839	588	(251)
	3rd Qtr	814	615	(199)
	2nd Qtr	790	609	(181)
	1st Qtr	745		

*The measure shows the number of veterans, incapable of managing their own financial affairs, who are provided fiduciary services. The veterans in this program are generally not employable and have chronic mental health conditions as well as drug/alcohol dependency and/or gambling issues. A conservative estimate is that 30% of this service population would be homeless if not for the VEMP program.*

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltd

Percent of environment certification program participants continuing or placed.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	90%		
	7th Qtr	90%		
	6th Qtr	90%		
	5th Qtr	90%		
	4th Qtr	90%		
	3rd Qtr	90%		
	2nd Qtr	90%		
	1st Qtr	90%	94%	4%
2007-09	8th Qtr	90%	85%	(5)%
	7th Qtr	0%	0%	0%
	6th Qtr	90%	85%	(5)%
	5th Qtr	0%	0%	0%
	4th Qtr	90%	90%	0%

*This measure reflects the Veterans Conservation Corp success at keeping environment program students in continued study or job placement.*

Percent of transitional housing veterans who meet the requirements of their care plans.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	75%		
	7th Qtr	75%		
	6th Qtr	75%		
	5th Qtr	75%		
	4th Qtr	75%		
	3rd Qtr	75%		
	2nd Qtr	75%		
	1st Qtr	75%	96.5%	21.5%
2007-09	8th Qtr	75%	95%	20%
	7th Qtr	75%	78%	3%
	6th Qtr	75%	93%	18%
	5th Qtr	75%	100%	25%
	4th Qtr	75%	100%	25%
	3rd Qtr	75%	100%	25%
	2nd Qtr	75%	100%	25%
	1st Qtr	75%		

*Transitional housing program began in Building 9 on the Washington Veterans' Home campus July 1, 2007. First enrollments occurred November 2007.*

Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl

The number of veterans enrolled into the transitional housing program at Retsil.				
Biennium	Period	Target	Actual	Variance
2009-11	8th Qtr	60		
	7th Qtr	57		
	6th Qtr	53		
	5th Qtr	50		
	4th Qtr	47		
	3rd Qtr	45		
	2nd Qtr	43		
	1st Qtr	40	40	0
2007-09	8th Qtr	38	45	7
	7th Qtr	36	43	7
	6th Qtr	32	41	9
	5th Qtr	30	36	6
	4th Qtr	25	25	0
	3rd Qtr	15	21	6
	2nd Qtr	10	11	1
	1st Qtr	5		
<i>Program began July 1, 2007 with first admission occurring in November 2007.</i>				

*Appropriation Period: 2009-11 Activity Version: 43 - 2010 Governor's Current Law Suppltl*

---

---

**Grand Total**

	<b>FY 2010</b>	<b>FY 2011</b>	<b>Biennial Total</b>
<b>FTE's</b>	680.7	685.9	683.3
<b>GFS</b>	\$10,116,000	\$10,077,000	\$20,193,000
<b>Other</b>	\$46,163,000	\$46,771,000	\$92,934,000
<b>Total</b>	\$56,279,000	\$56,848,000	\$113,127,000