South Dakota Department of Veterans Affairs
Soldiers & Sailors Bldg.
425 E. Capitol Avenue
Pierre, SD 57501-3100
Phone 605.773.3269
Fax 605.773.5380

Sioux Falls Claims Office
2501 W. 22nd Street
Sioux Falls, SD 57117-5046
Phone 605.333.6869
Fax 605.333.5306

http://vetaffairs.sd.gov

Date: November 14, 2019
TO: Government Operations and Audit Committee
FROM: Greg Whitlock, Secretary
SUBJECT: Summary of Strategic Plan

The South Dakota Department of Veterans Affairs (SDDVA) team met in August and mission and vision statements were reviewed and defined as follows:

Mission Statements:

SDDVA – Provide comprehensive care and quality service to veterans and their families, regarding healthcare, education, disability benefits, long-term care, and burial honors by providing professional customer service and care.

State Veterans Cemetery – The South Dakota Veterans' Cemetery lays to rest, with dignity and everlasting tribute, those who answered the call and served our nation with honor.

State Veterans Home - To honor and serve our South Dakota military veterans, their spouses, widows, or widowers, now and for generations to come. The Michael J Fitzmaurice South Dakota Veterans Home will consistently provide high quality resident directed long term care by maintaining excellence in personal services and treatment through professional collaboration, innovation, dedication and respect, in a setting that promotes dignity, independence, and a home-like environment.

Visions:

SDDVA - Insuring excellence, integrity, advocacy, accountability, collaboration, and treating every person with dignity and respect is carried through in everything we all strive to do and accomplish for veterans and their families.

State Veterans Cemetery – To hold in the highest esteem, the men and women who served our great nation, paying tribute to service and sacrifice for eternity.

State Veterans Home – Caring for America's Heroes.

Operation CARS – "Calling All Returning Servicemembers," continues to be one of our greatest outreach programs. We make immediate contact with servicemembers and put them in contact with the resources that are available to assist them with benefits, education, healthcare, mental health, and readjustment to civilian life.

Our Department, and our numerous partners, have made headway with outreach. We continue to search for opportunities throughout the state to reach veterans and their families.

To accomplish our missions and continue our visions, we will need to remain steadfast in our pursuit of the following three pillars:

Workforce Development

- Increase training opportunities
- Retain knowledgeable, skilled, and prepared workforce
- Remain productive
- Maximize effective communication,

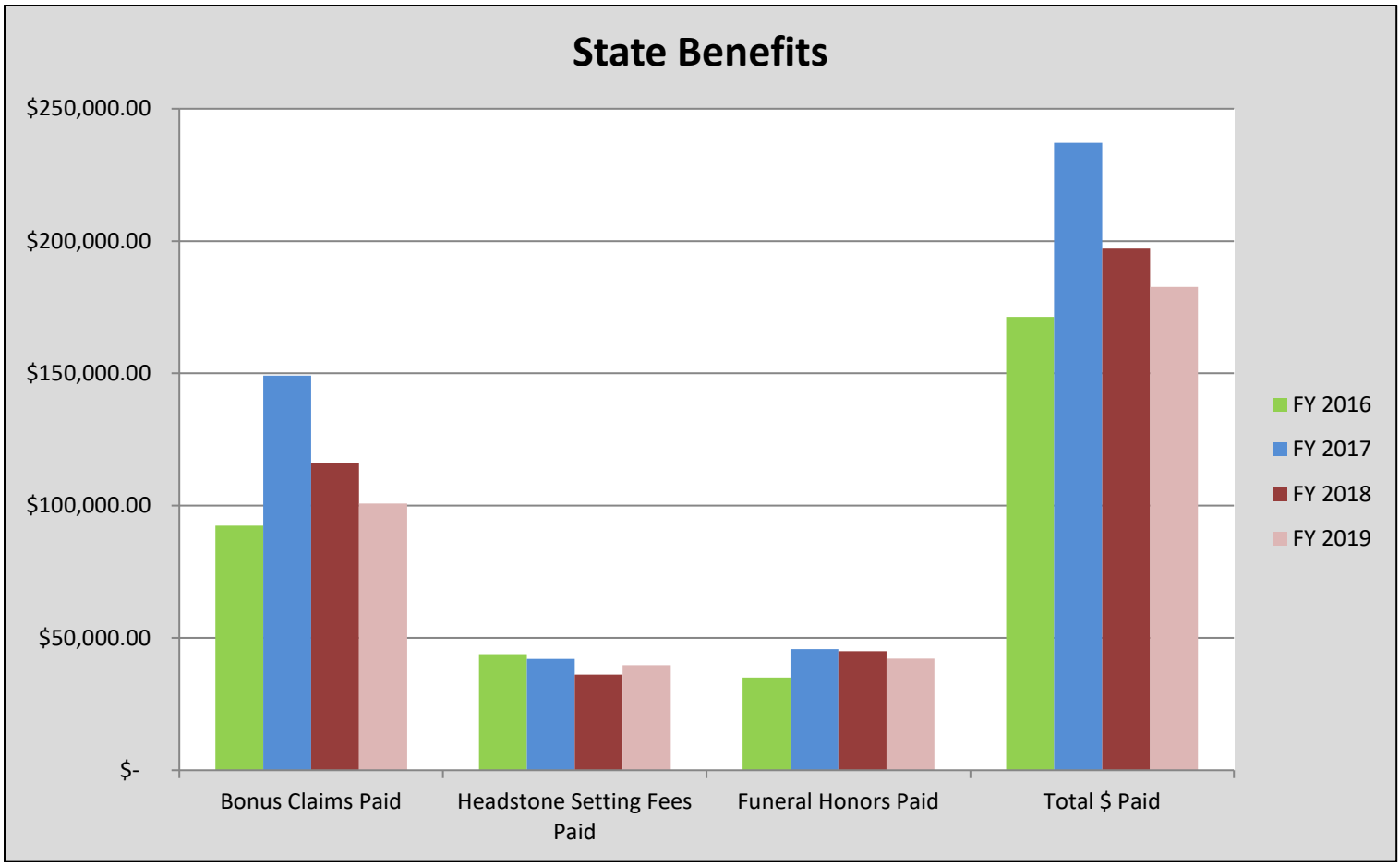
Economic Impact

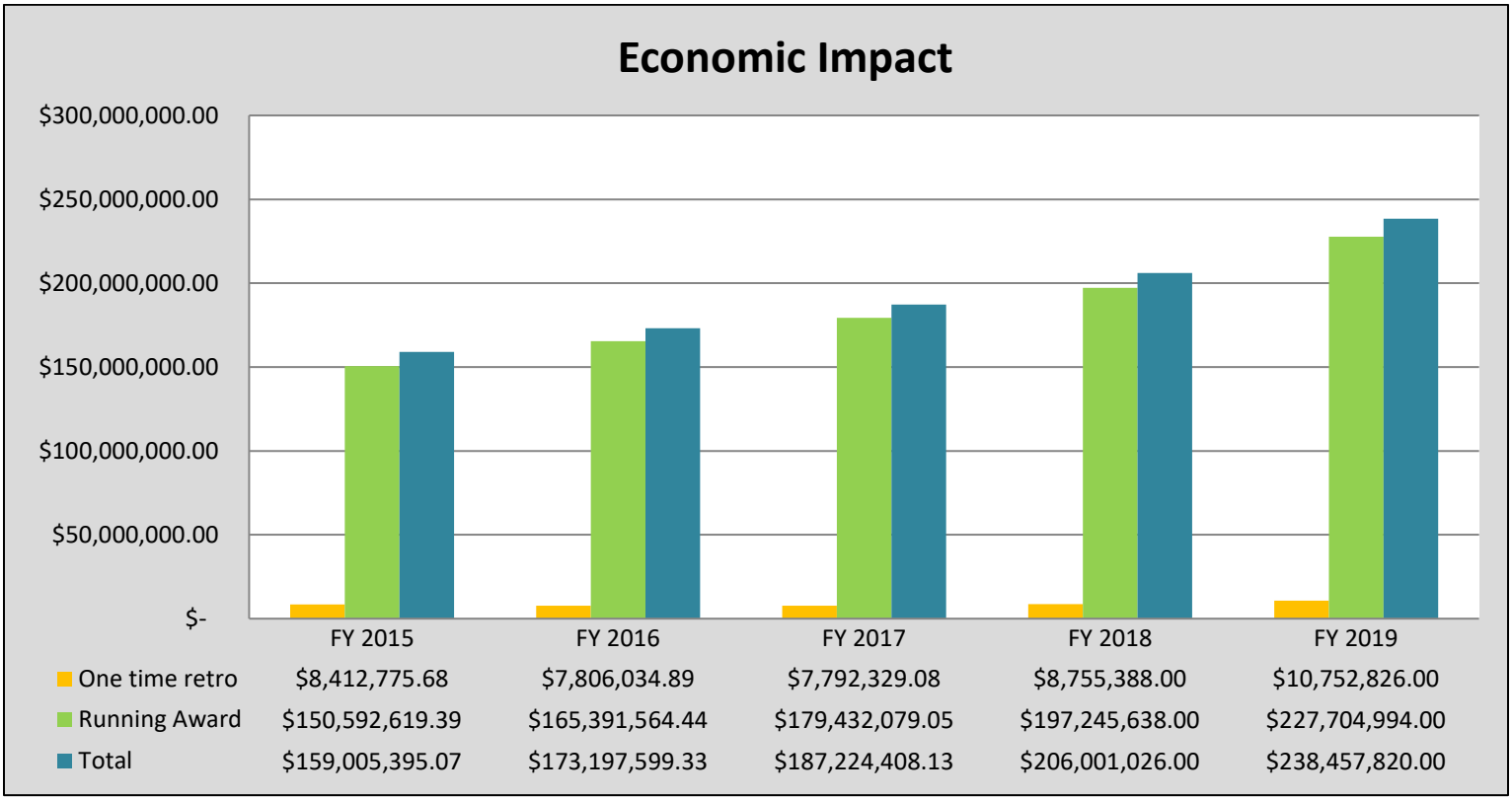
- Increase education and awareness
- Increase revenue generated by the Department for veterans,

Customer Service

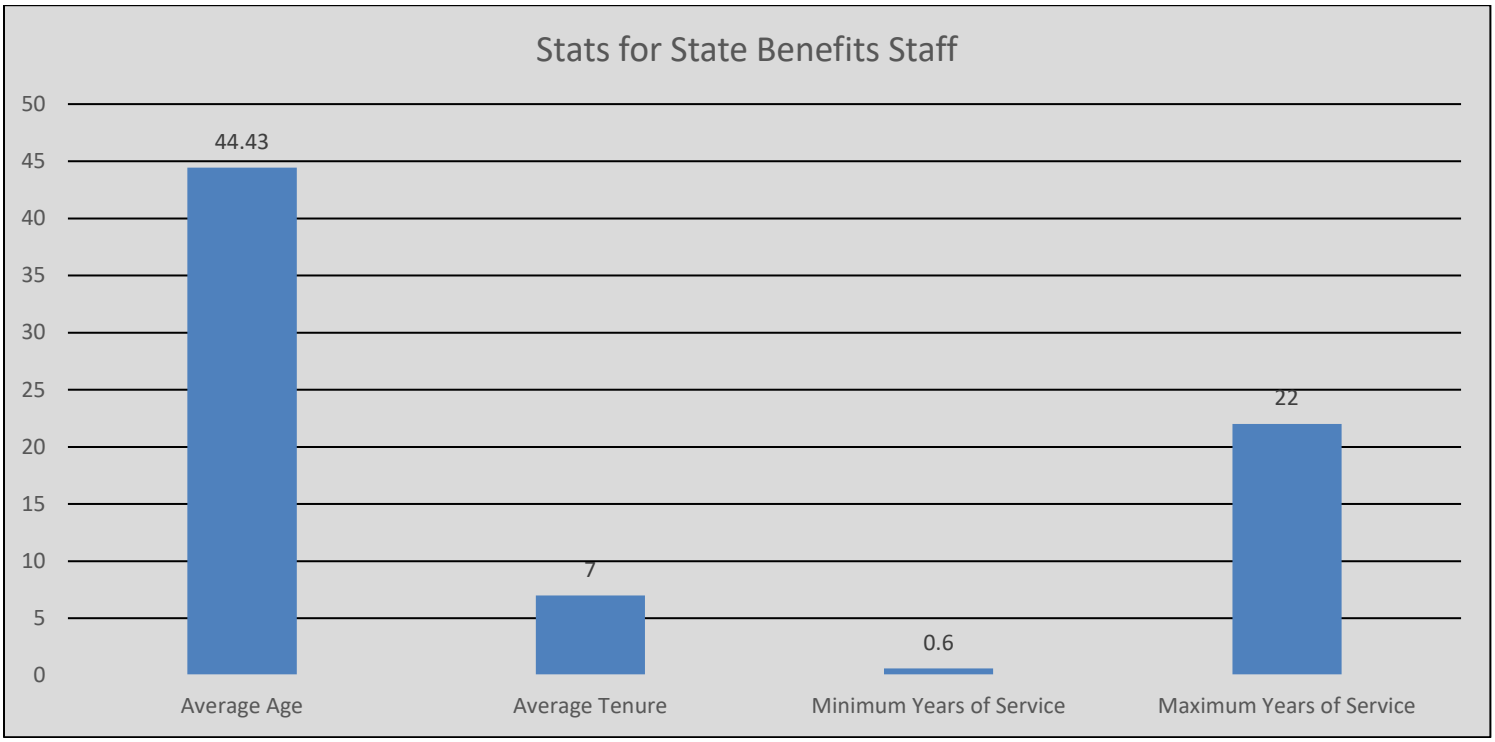
- Sustain outreach
- Ensure quality of care
- Provide information on the ever-changing benefits and services
- Ensure that our Department has the tools and resources necessary to reach as many veterans as we are able
- Strengthen partnerships with veterans service organizations, county and tribal veterans service officers, healthcare providers, and community leaders
- Raise awareness of the resources available to veterans
- Grow programs to assist incarcerated veterans,

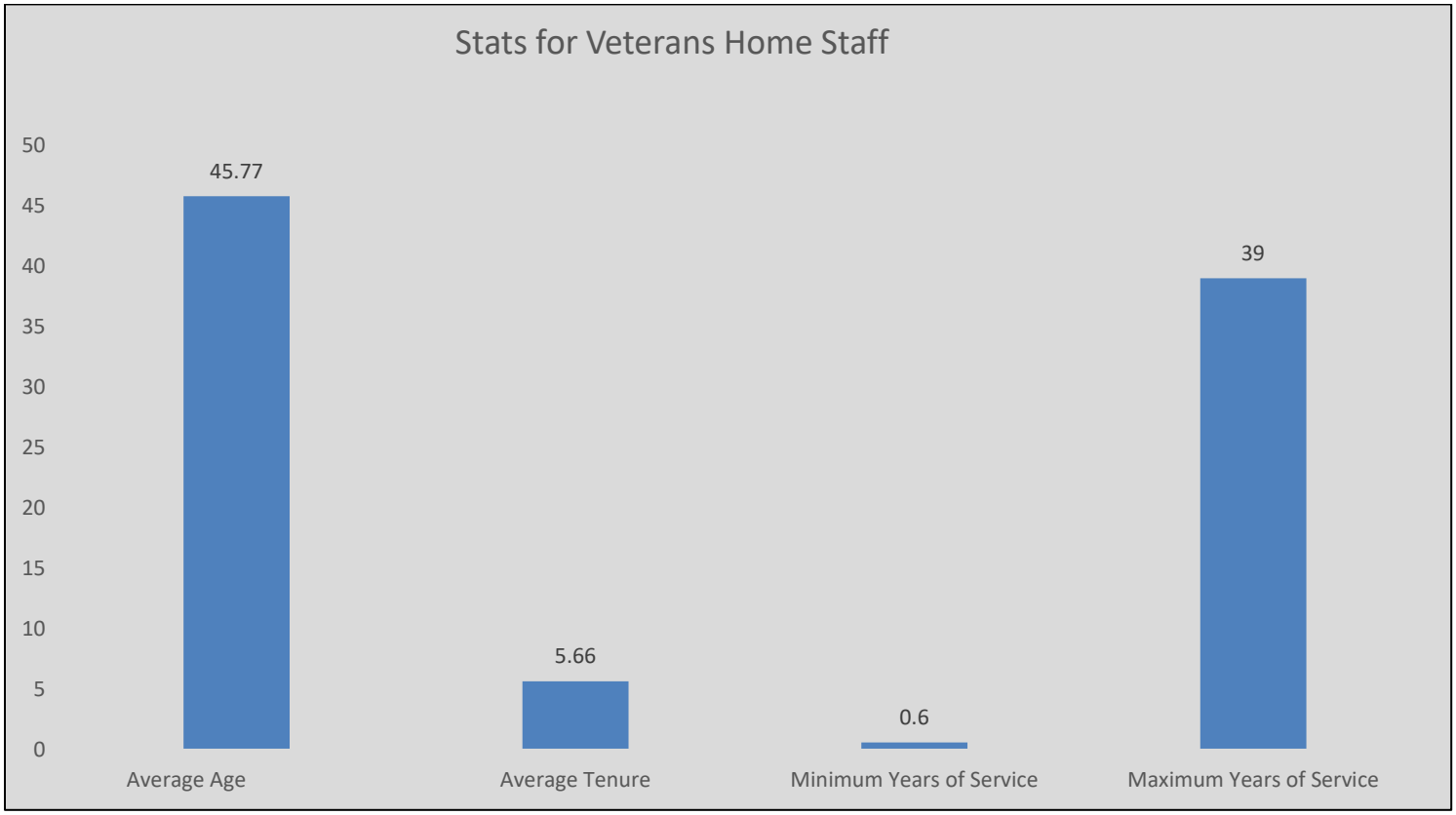
We continue to survey our veterans and our partners to ensure that we are providing quality customer service. Customer service surveys are completed by: veterans visiting our claims office, residents and new applicants at the state veterans home, new county and tribal veterans service officers, colleges, universities, and businesses utilizing the on-the-job training and apprenticeship programs.

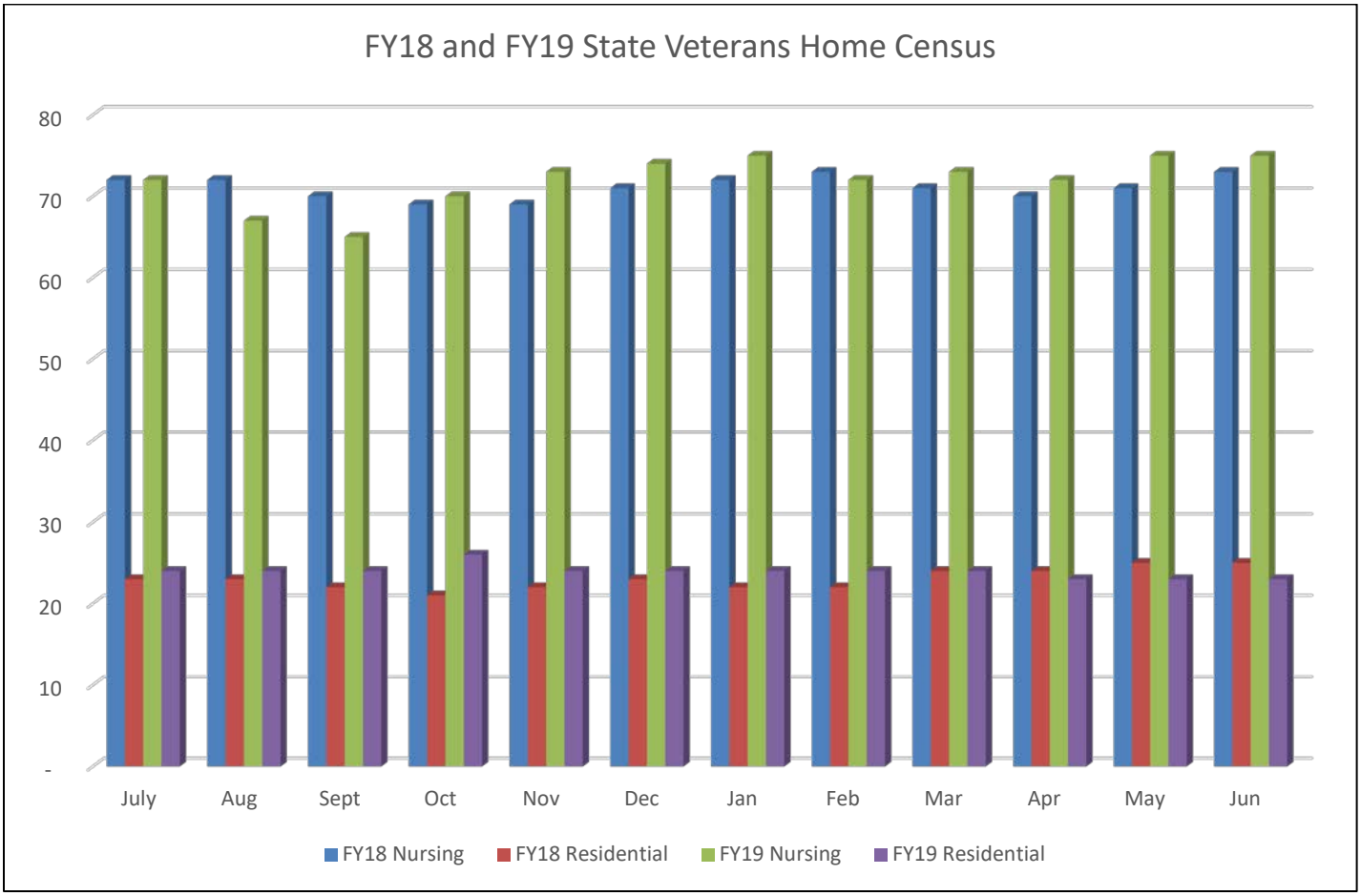


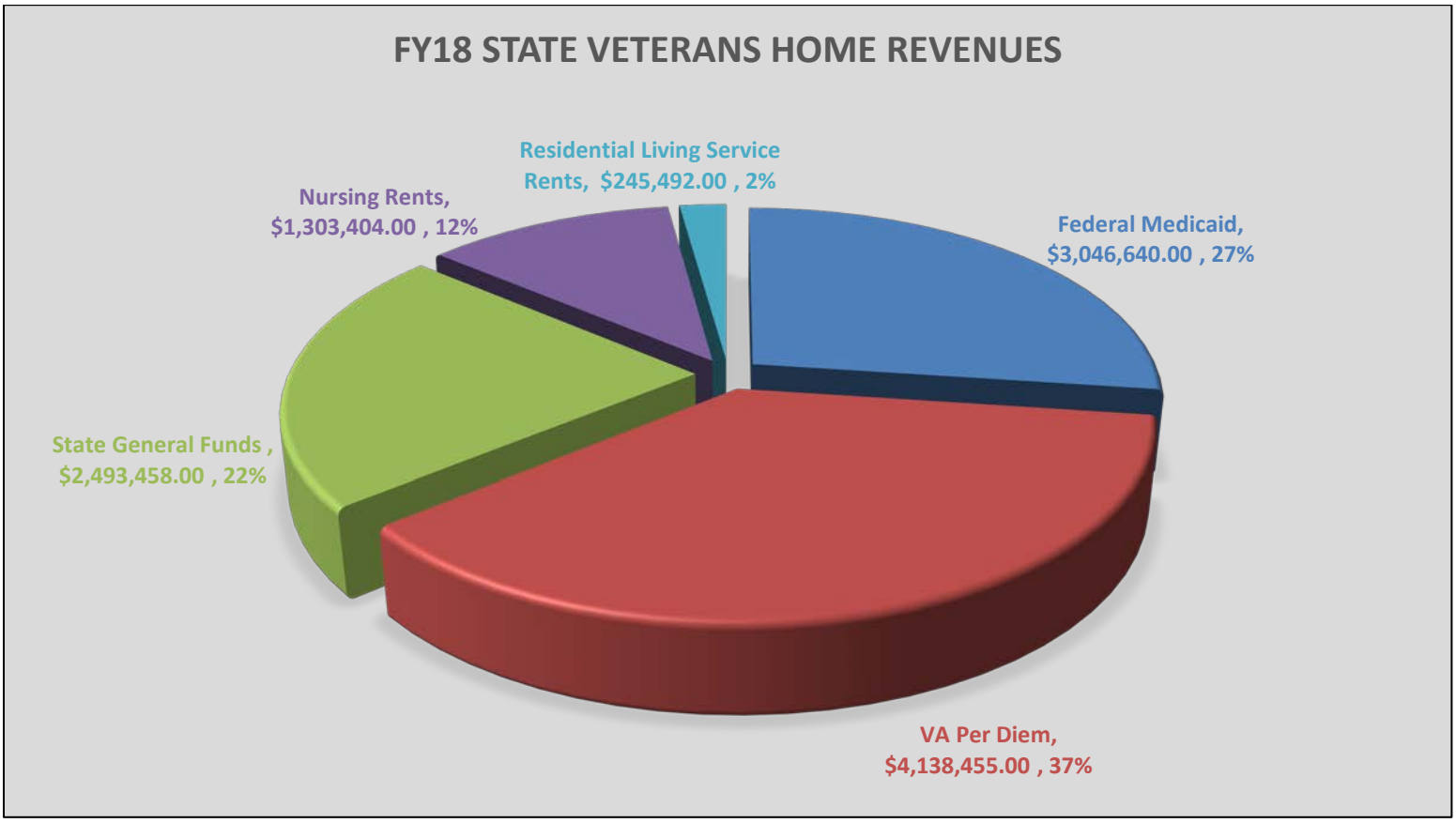


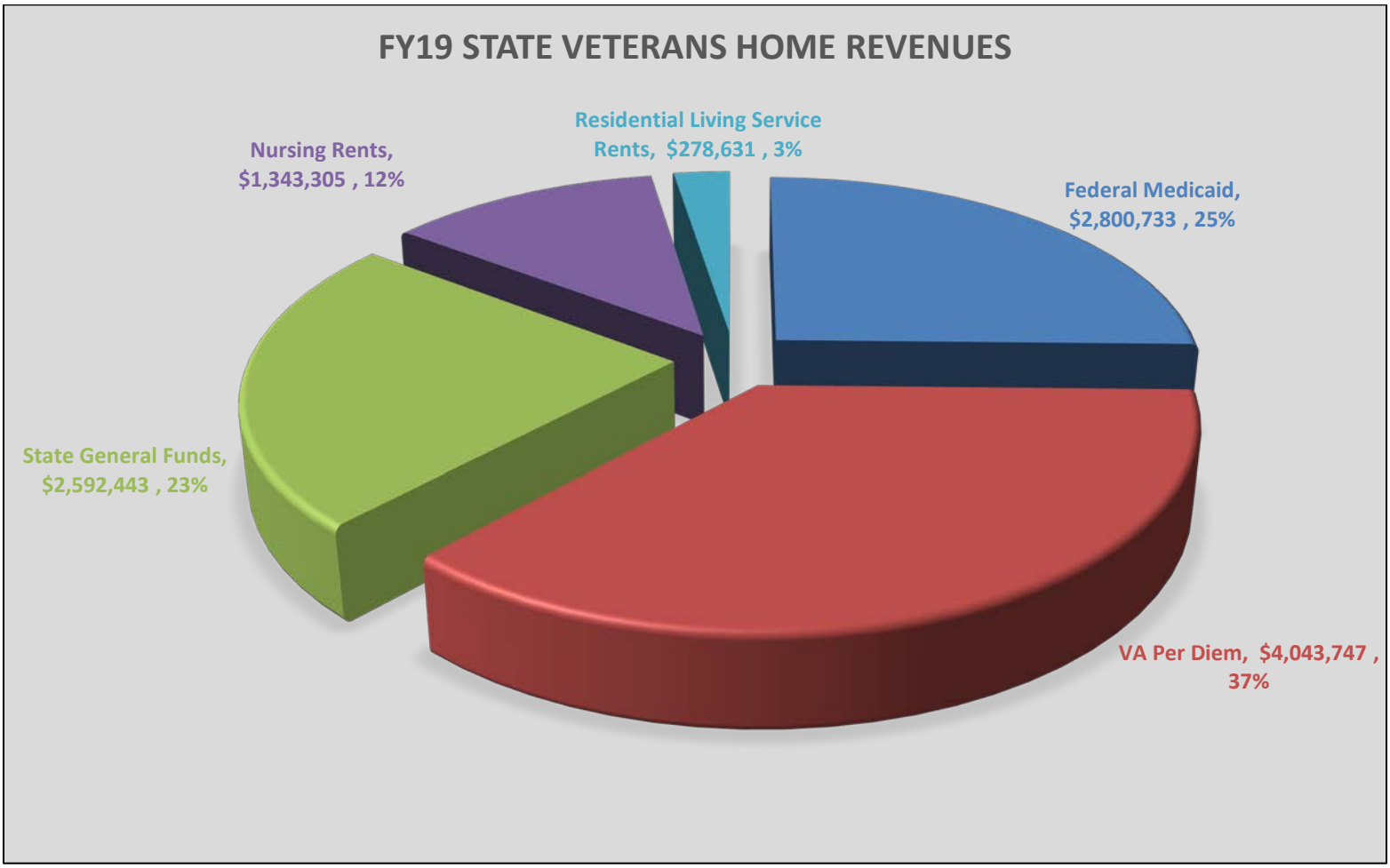
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019
One time retro	$8,412,775.68	$7,806,034.89	$7,792,329.08	$8,755,388.00	$10,752,826.00
Running Award	$150,592,619.39	$165,391,564.44	$179,432,079.05	$197,245,638.00	$227,704,994.00
Total	$159,005,395.07	$173,197,599.33	$187,224,408.13	$206,001,026.00	$238,457,820.00

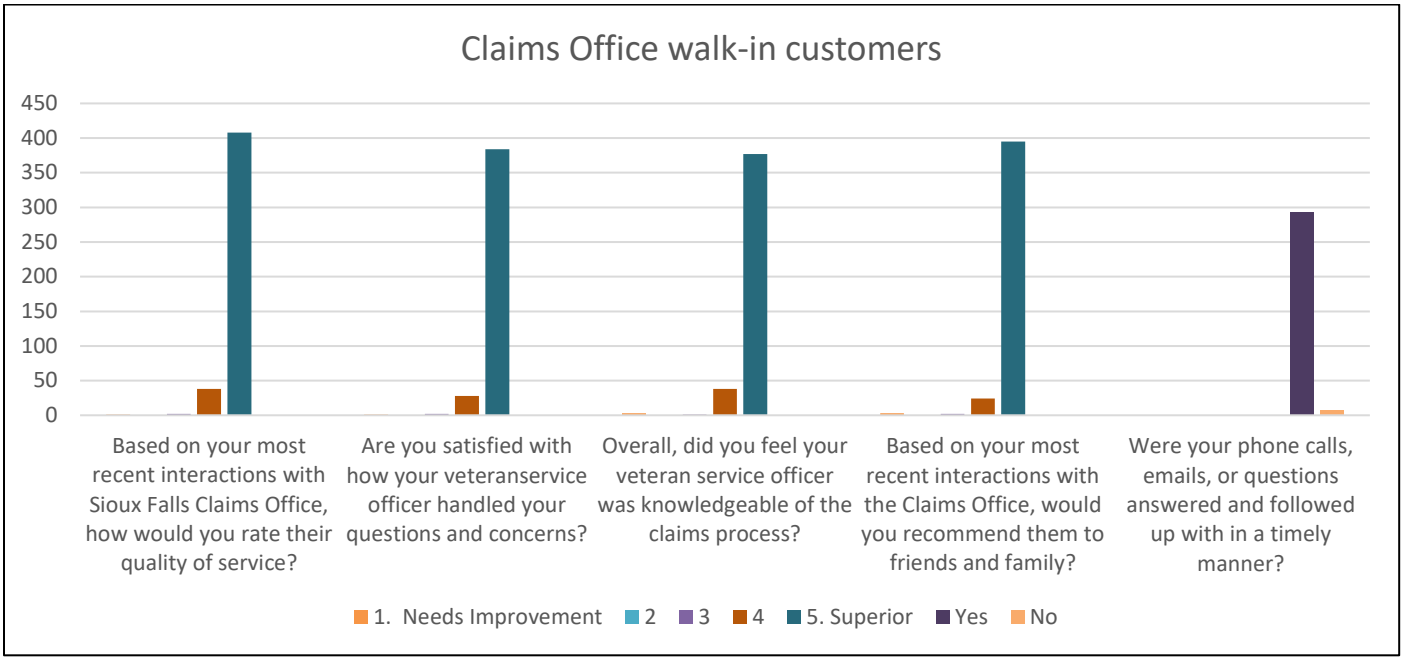

Stats for State Benefits Staff
50
45
40
35
30
25
20
15
10
5
0
44.43
7
0.6
22
Average Age
Average Tenure
Minimum Years of Service
Maximum Years of Service

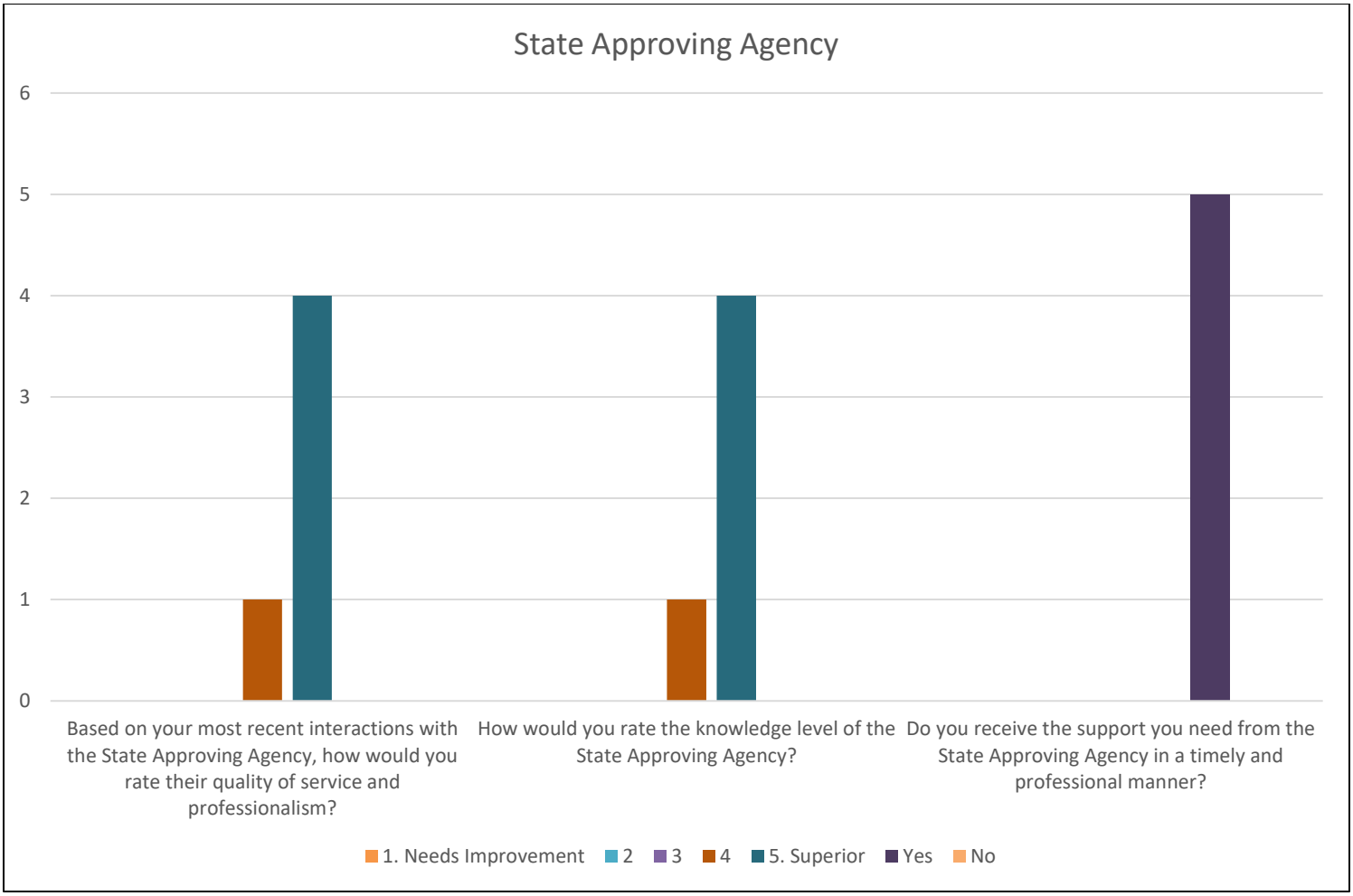

Stats for Veterans Home Staff
50
45
40
35
30
25
20
15
10
5
0
45.77
5.66
0.6
39
Average Age
Average Tenure
Minimum Years of Service
Maximum Years of Service

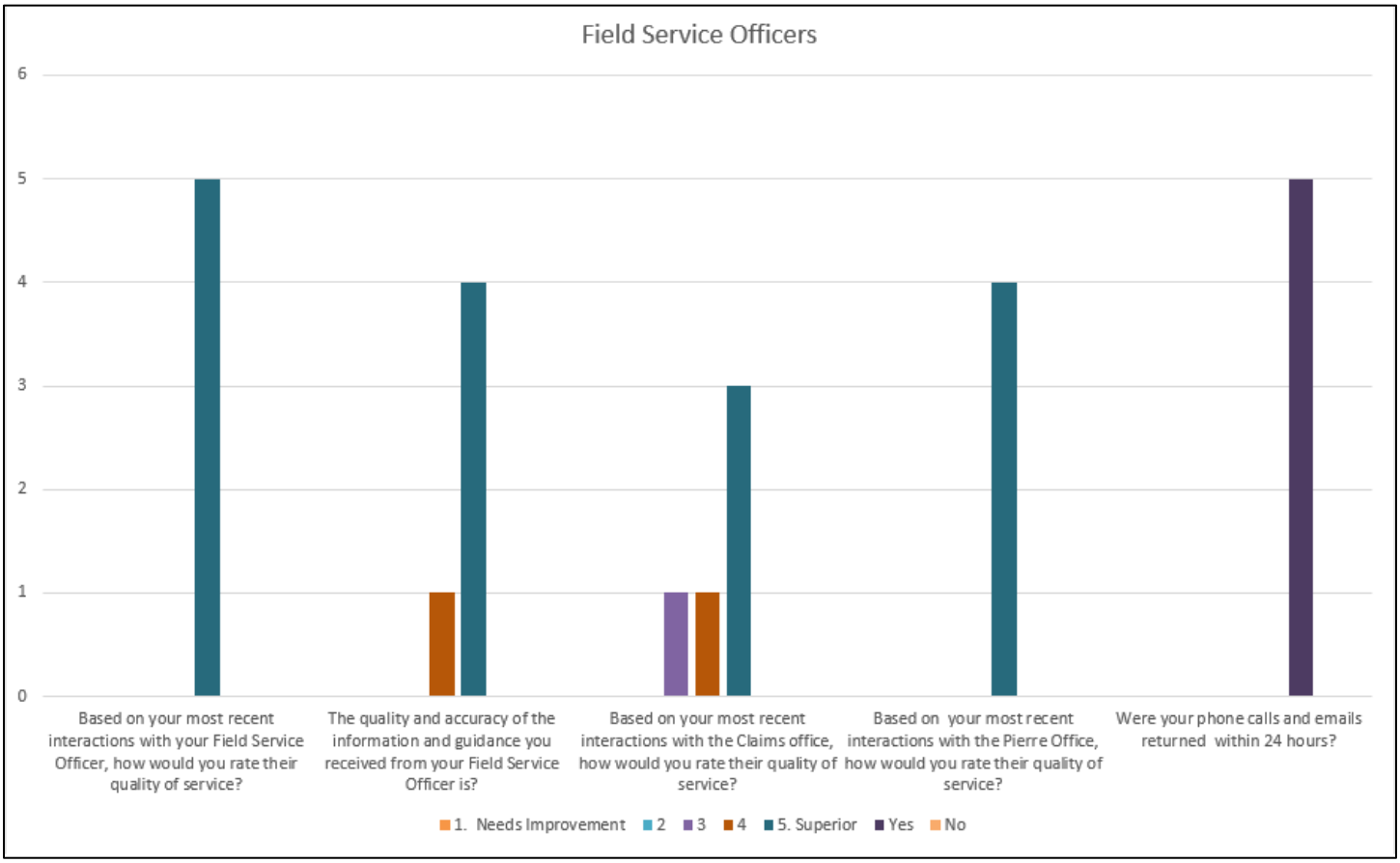

FY18 and FY19 State Veterans Home Census
80
70
60
50
40
30
20
10
-
July
Aug
Sept
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
FY18 Nursing
FY18 Residential
FY19 Nursing
FY19 Residential

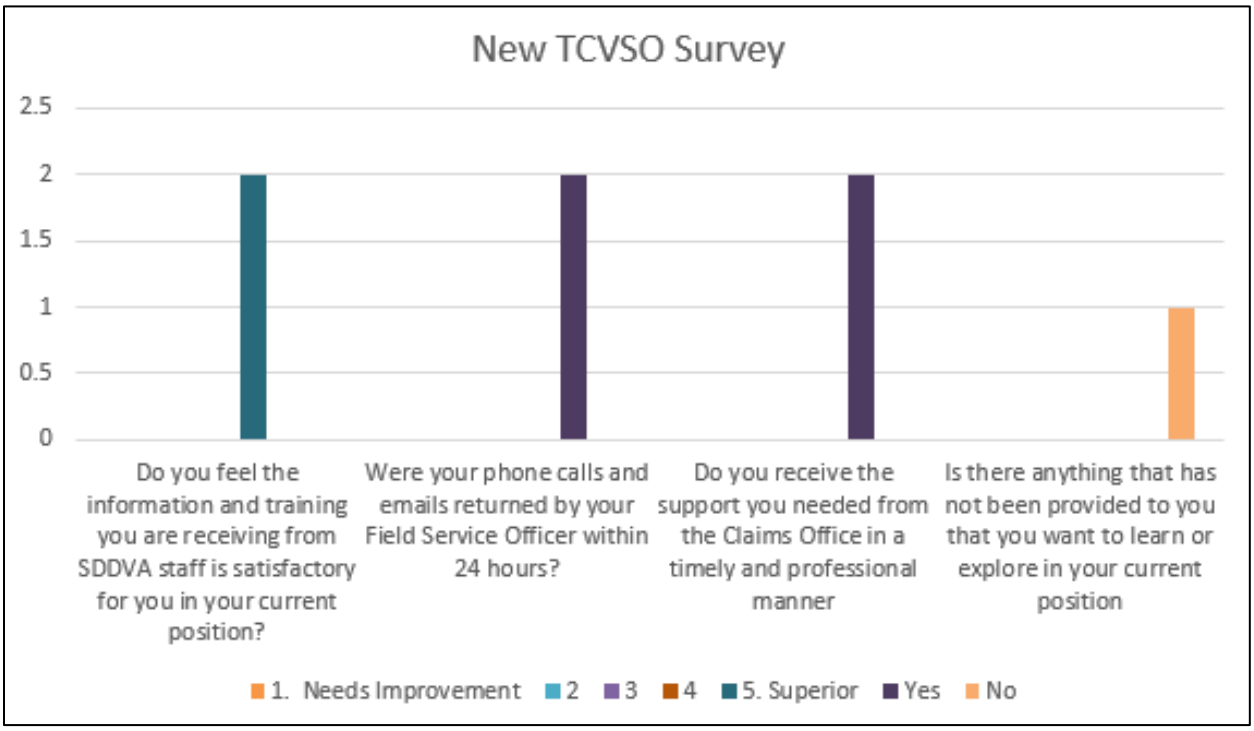

FY18 STATE VETERANS HOME REVENUES
Residential Living Service Rents, $245,492.00 , 2%
Nursing Rents, $1,303,404.00 , 12%
Federal Medicaid, $3,046,640.00 , 27%
State General Funds , $2,493,458.00 , 22%
VA Per Diem, $4,138,455.00 , 37%

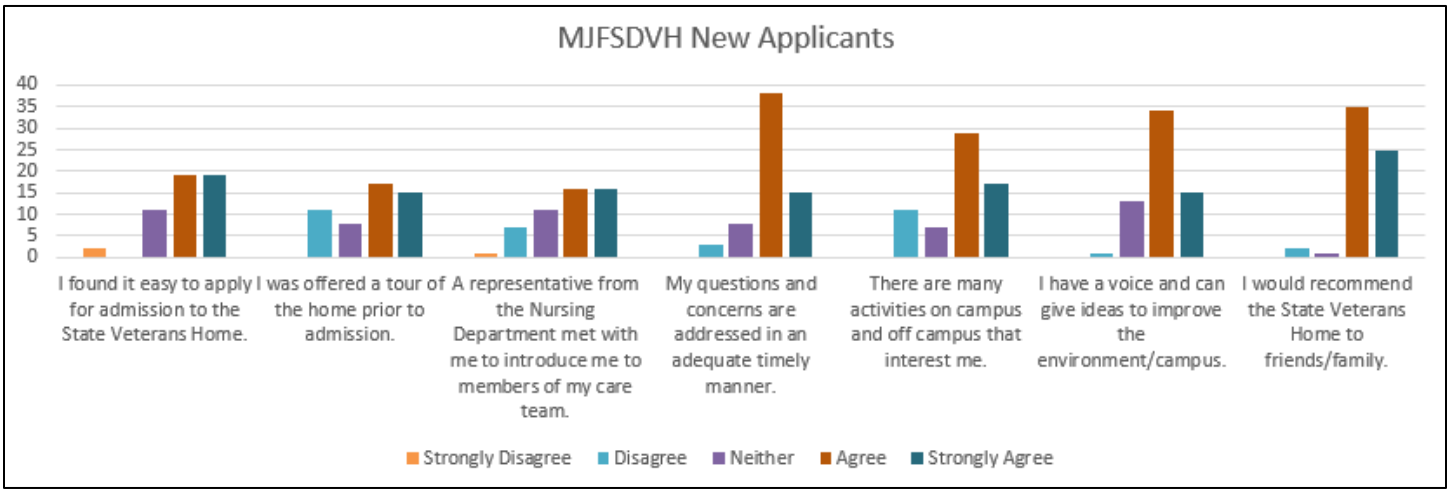

FY19 STATE VETERANS HOME REVENUES
Residential Living Service Rents, $278,631 , 3%
Nursing Rents, $1,343,305 , 12%
Federal Medicaid, $2,800,733 , 25%
State General Funds, $2,592,443 , 23%
VA Per Diem, $4,043,747 , 37%

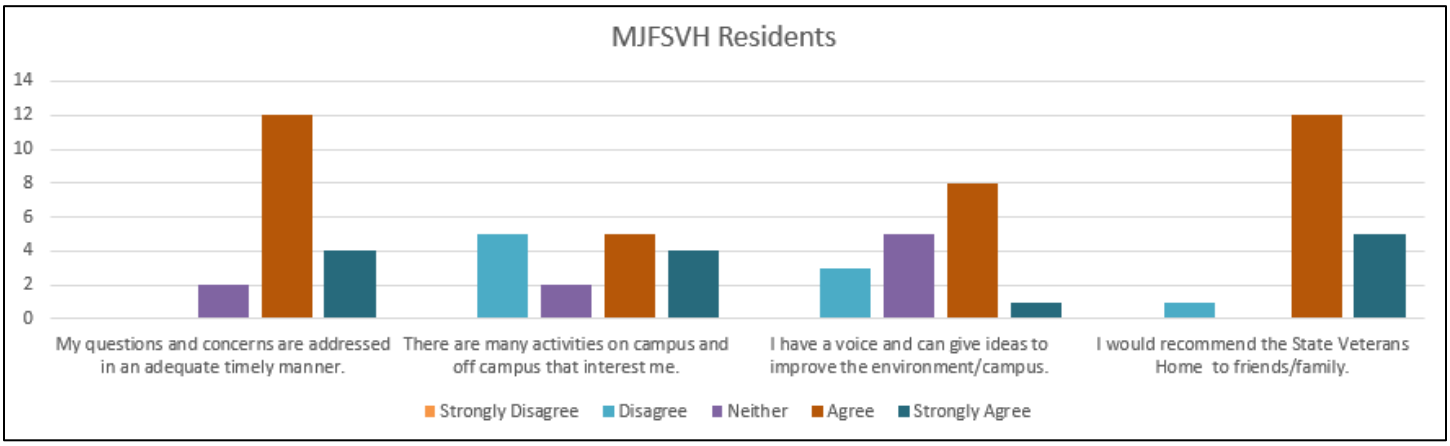

Claims Office walk-in customers
450
400
350
300
250
200
150
100
50
0
Based on your most recent interactions with Sioux Falls Claims Office, how would you rate their quality of service?
Are you satisfied with how your veteranservice officer handled your questions and concerns?
Overall, did you feel your veteran service officer was knowledgeable of the claims process?
Based on your most recent interactions with the Claims Office, would you recommend them to friends and family?
Were your phone calls, emails, or questions answered and followed up with in a timely manner?
1. Needs Improvement
2
3
4
5. Superior
Yes
No


State Approving Agency
6
5
4
3
2
1
0
Based on your most recent interactions with the State Approving Agency, how would you rate their quality of service and professionalism?
How would you rate the knowledge level of the State Approving Agency?
Do you receive the support you need from the State Approving Agency in a timely and professional manner?
1. Needs Improvement
2
3
4
5. Superior
Yes
No


Field Service Officers
6
5
4
3
2
1
0
Based on your most recent interactions with your Field Service Officer, how would you rate their quality of service?
The quality and accuracy of the information and guidance you received from your Field Service Officer is?
Based on your most recent interactions with the Claims office, how would you rate their quality of service?
Based on your most recent interactions with the Pierre Office, how would you rate their quality of service?
Were your phone calls and emails returned within 24 hours?
1. Needs Improvement
2
3
4
5. Superior
Yes
No


New TCVSO Survey
2.5
2
1.5
1
0.5
0
Do you feel the information and training you are receiving from SDDVA staff is satisfactory for you in your current position?
Were your phone calls and emails returned by your Field Service Officer within 24 hours?
Do you receive the support you needed from the Claims Office in a timely and professional manner
Is there anything that has not been provided to you that you want to learn or explore in your current position
1. Needs Improvement
2
3
4
5. Superior
Yes
No


MJFSDVH New Applicants
40
35
30
25
20
15
10
5
0
I found it easy to apply for admission to the State Veterans Home.
I was offered a tour of the home prior to admission.
A representative from the Nursing Department met with me to introduce me to members of my care team.
My questions and concerns are addressed in an adequate timely manner.
There are many activities on campus and off campus that interest me.
I have a voice and can give ideas to improve the environment/campus.
I would recommend the State Veterans Home to friends/family.
Strongly Disagree
Disagree
Neither
Agree
Strongly Agree


MJFSVH Residents
14
12
10
8
6
4
2
0
My questions and concerns are addressed in an adequate timely manner.
There are many activities on campus and off campus that interest me.
I have a voice and can give ideas to improve the environment/campus.
I would recommend the State Veterans Home to friends/family.
Strongly Disagree
Disagree
Neither
Agree
Strongly Agree