

Department of Veterans Affairs (WDVA)

Agency Performance Dashboard

Q3 FY2016

Economic Development

Beds filled - skilled nursing

Metric Definition The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
	96%	97%	92%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details The WDVA skilled nursing facilities or nursing homes provide onsite 24/7 custodial, rehabilitative, and medical care to Wisconsin Veterans and their spouses. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

Beds filled - assisted living

Metric Definition The percentage of beds filled within the Wisconsin Department of Veterans Affairs (WDVA) skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
	93%	95%	80%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details The WDVA assisted living facility provides 24/7 onsite assistance to Wisconsin Veterans and their spouses who do not require the constant care our skilled nursing facilities provide. By maintaining a high daily occupancy rate, the Department is best positioned to provide the best quality and appropriate levels of services and care for the homes' current and future members.

Reform and Innovation

Museum attendance

Metric Definition The percent increase, per quarter, of 2016 museum attendance when compared to the same quarter in 2015.

Goal Met	Current	Previous	Target	Trend
	215%	89% (Q3 FY15)	5%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details The Wisconsin Veterans Museum attendance generates program revenue and increases awareness of department programs available to veterans. Performance for this goal is measured by comparing attendance, per quarter, in 2016 to the same quarter in 2015. That percentage difference is reported in the Current and Previous fields. The target goal is to increase each quarter's attendance by 5 percent.

MyWisVets users

Metric Definition The percent increase in MyWisVets users in 2016 compared to 2015.

Goal Met	Current	Previous	Target	Trend
	146%	150%	10%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details MyWisVets is a web-based system that provides veterans with preliminary information regarding benefits eligibility and expedites the application process. The target of a 10 percent increase in subscribers is an annual goal that is reported on quarterly. At the end of 2015, there were 11,066 MyWisVets users.

Efficient and Effective Services

Benefit application processing

Metric Definition The percent of benefit applications processed within 30 days or less.

Goal Met	Current	Previous	Target	Trend
	99%	97%	85%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details Connecting eligible veterans to programs and services is a primary component of the department mission. Additionally, it serves as a measure of efficiency of the department staff.

Customer/Taxpayer Satisfaction

Centers for Medicare and Medicaid Services (CMS) quality rating

Metric Definition The overall CMS quality ratings for the WDVA skilled nursing facilities.

Goal Met	Current	Previous	Target	Trend
	4.60	4.75	4.00	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details CMS measures the quality of care within all nursing homes that receive reimbursement from Medicare/Medicaid. The CMS rating measurement is a result of reviews completed by CMS related to onsite facility health inspections, staffing and other quality measures for each of the licensed WDVA Veterans Homes. The overall quality rating of the WDVA Veterans Homes is an average of those individual ratings.

WisVets.com web users

Metric Definition The percent increase in WisVets.com web users in 2016 compared to 2015.

Goal Met	Current	Previous	Target	Trend
	28%	-29% (Q3 FY15)	5%	

Reporting Cycle Quarterly (January 1, 2016 - March 31, 2016)

Additional Details Increased users of the department's WisVets.com website indicates a greater number of veterans, family members and veteran stakeholders are connecting with resources regarding services and programs available through the WDVA. A new website was launched in Spring 2015. Performance for this goal is measured by comparing users, per quarter, in 2016 to the same quarter in 2015.

Women Veterans mailing list

Metric Definition The percent increase of subscribers to the WDVA Women Veterans electronic mailing list.

Goal Met	Current	Previous	Target	Trend
	17%	183% (2015)	100%	

Reporting Cycle Annual (calendar year)

Additional Details The WDVA Women Veterans mailing list is an open and interactive communication tool that focuses on the needs and areas of concerns of our Wisconsin female veterans. At the end of 2015, the WDVA Women Veterans mailing list had 4,666 subscribers. With the implementation of an electronic communication platform, GovDelivery, the target is to double the number of subscribers by the end of 2016.