

Department of Veterans Affairs

MISSION

The Maryland Department of Veterans Affairs (MDVA) delivers services and programs to assist veterans, their families and survivors in obtaining Federal, State and local benefits provided by law in recognition of their service to state and country. MDVA enhances public awareness and communication with veterans, their families and other stakeholders to encourage and increase statewide participation in addressing problems faced by Maryland veterans. Charlotte Hall Veterans Home provides an Assisted Living and Skilled Nursing care facility for eligible Maryland veterans and their non-veteran spouses who are unable to take care of themselves due to disability, advancing age, or who have requirements for nursing home care. The Memorials and Monuments Program assures quality maintenance of the memorials honoring Maryland veterans. The Veterans Cemetery Program offers a final resting place for Maryland veterans and their eligible dependents.

VISION

The Department is an advocate of veterans' issues and will dedicate itself to the preservation and enhancement of benefits, rights, and entitlements to ensure those veterans and their families live productive and successful lives. Charlotte Hall Veterans Home is dedicated to serving Maryland's veterans who have earned special recognition through their sacrifices in protecting our country's freedoms and individual rights. The superior appearance of our veterans' memorials will place Maryland at the forefront of honoring the military history and contributions of its men and women who served and sacrificed for their state and nation. We envision a State that improves the economic well-being of its veterans and their families by providing quality benefits information and counseling.

KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

Goal 1. Promote awareness of services and benefits available to veterans, their dependents, and survivors.

Obj. 1.1 Increase the number of client contacts above the average of the prior two fiscal year actuals.

| Performance Measures | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Est. | 2019 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| ¹ Maryland veteran population | 444,479 | 437,762 | 428,861 | 409,000 | 399,000 | 390,000 | 380,000 |
| Number of client contacts | 101,617 | 91,590 | 88,338 | 110,922 | 133,455 | 110,000 | 112,000 |
| Number of new power-of-attorney assignments | 1,806 | 2,282 | 2,284 | 2,450 | 1,791 | 2,000 | 2,200 |

Goal 2. Provide interment services and assure maintenance of burial areas, surrounding lawn areas, buildings, and roads.

Obj. 2.1 Provide burial services upon request for 100 percent of those eligible and their dependents. Reduce grounds maintenance complaints by 10 percent annually while increasing the number of complaints resolved within 30 days to 98 percent.

| Performance Measures | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Est. | 2019 Est. |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Number of burial sites | 86,377 | 89,637 | 92,995 | 96,450 | 99,372 | 102,572 | 105,772 |
| Interment services provided (veterans and dependents) | 3,495 | 3,269 | 3,392 | 3,478 | 3,465 | 3,200 | 3,200 |
| Number of complaints about maintenance received | 69 | 63 | 57 | 52 | 49 | 45 | 42 |
| Percent change in number of complaints | -8% | -9% | -10% | -9% | -6% | -8% | -7% |
| Percent of complaints resolved within 30 days | 97% | 97% | 98% | 98% | 98% | 99% | 99% |

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Goal 3. Provide a safe Assisted Living and Skilled Nursing care facility for eligible Maryland veterans and their non-veteran spouses who are unable to take care of themselves due to disability, advancing age, or who have requirements for nursing home.

Obj. 3.1 Provide an environment in which indicators of resident quality of life are maintained or improved at levels above the Maryland State average.

| Performance Measures | 2013 Act. | 2014 Act. | 2015 Act. | 2016 Act. | 2017 Act. | 2018 Est. | 2019 Est. |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Resident population at Charlotte Hall | 406 | 405 | 410 | 395 | 402 | 402 | 403 |
| Occupancy rate (average daily census) | 89% | 89% | 90% | 87% | 89% | 89% | 89% |
| Prevalence of daily physical restraints | 0% | 0% | 0% | 0% | 1% | 1% | 1% |
| High risk residents with pressure ulcers | 5.9% | 5.2% | 4.7% | 5.8% | 7.4% | 7.0% | 7.0% |
| Residents with behavioral symptoms affecting others | 48.9% | 47.5% | 43.3% | 43.3% | 43.5% | 44.0% | 45.0% |
| Percent of residents who receive antipsychotic medication | 27.5% | 24.2% | 25.6% | 27.7% | 22.7% | 22.0% | 22.0% |
| Percent of residents given influenza vaccination during flu season | 90.0% | 100.0% | 98.0% | 98.0% | 99.0% | 99.0% | 99.0% |
| Maryland State average: Prevalence of daily physical restraints | 1.6% | 0.9% | 6.0% | 0.5% | 0.4% | 1.0% | 1.0% |
| High risk residents with pressure ulcers | 7.7% | 7.7% | 7.8% | 7.8% | 7.8% | 7.0% | 7.0% |
| Residents with behavioral symptoms affecting others | 17.4% | 19.5% | 19.4% | 18.9% | 16.6% | 16.0% | 16.0% |
| Percent of residents who receive antipsychotic medications | 16.9% | 15.5% | 14.3% | 16.0% | 13.2% | 13.0% | 13.0% |
| Percent of residents given influenza vaccination during flu season | 73.0% | 93.0% | 89.0% | 91.0% | 90.0% | 90.0% | 90.0% |

NOTES

¹ Data for 2017 is estimated because it is reported on a calendar year basis.