

# 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	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Maryland veteran population	399,000	392,000	385,000	378,000	371,000	365,000	358,000
Number of client contacts	132,708	139,867	129,788	129,576	165,309	166,000	168,000
Number of new power-of-attorney assignments	2,042	2,006	2,090	1,532	1,880	1,900	2,100

### 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	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of burial sites	87,006	88,511	90,023	91,195	92,591	93,987	95,383
Interment services provided (veterans and dependents)	3,389	3,262	3,228	3,736	3,562	3,585	3,460
<sup>1</sup> Number of complaints about maintenance received	48	202	87	45	23	12	10
<sup>1</sup> Percent change in number of complaints	-2%	321%	-57%	-48%	-49%	-48%	-17%
Percent of complaints resolved within 30 days	98%	99%	100%	100%	100%	100%	100%

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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	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Resident population at Charlotte Hall	404	408	387	301	278	299	299
<sup>2</sup> Occupancy rate (average daily census)	89%	90%	85%	68%	63%	67%	67%
Prevalence of daily physical restraints	0.3%	0.6%	0.0%	0.4%	0.7%	0.7%	0.7%
High risk residents with pressure ulcers	5.2%	5.2%	9.9%	12.3%	8.5%	6.0%	6.0%
Residents with behavioral symptoms affecting others	63.7%	63.7%	29.3%	28.5%	41.0%	43.0%	46.0%
Percent of residents who receive antipsychotic medication	23.0%	23.0%	24.5%	28.0%	35.2%	37.0%	39.0%
Percent of residents given influenza vaccination during flu season	100.0%	100.0%	99.0%	95.0%	95.0%	95.0%	95.0%
Maryland State average: Prevalence of daily physical restraints	0.3%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%
High risk residents with pressure ulcers	7.8%	7.8%	11.1%	11.5%	11.7%	11.6%	11.6%
Residents with behavioral symptoms affecting others	16.6%	16.8%	16.5%	14.0%	13.2%	14.9%	14.9%
Percent of residents who receive antipsychotic medications	12.8%	12.0%	12.9%	13.3%	13.0%	13.3%	13.3%
<sup>3</sup> Percent of residents given influenza vaccination during flu season	96.5%	96.6%	92.0%	96.4%	98.5%	96.1%	96.0%

**NOTES**

<sup>1</sup> Beginning in 2019, data includes all complaints rather than only complaints judged to have merit.

<sup>2</sup> Beginning in 2021, denominator changes from 454 beds to 444 beds.

<sup>3</sup> 2022 data is an estimate.