

Fiscal Year 21-22 Action Plan

1 July, 2021 – 30 June, 2022

Campaign Design

Mission Statement

The South Carolina Department of Veterans' Affairs leads and enables a state-wide coalition of partners with an interest in Veterans to create and sustain an environment in which Veterans can thrive as valued and contributing members of the South Carolina community.

Secretary's Intent

The purpose of the South Carolina Department of Veterans' Affairs is to serve Veterans and their families. They are our customers, and customer service is our first and most important job.

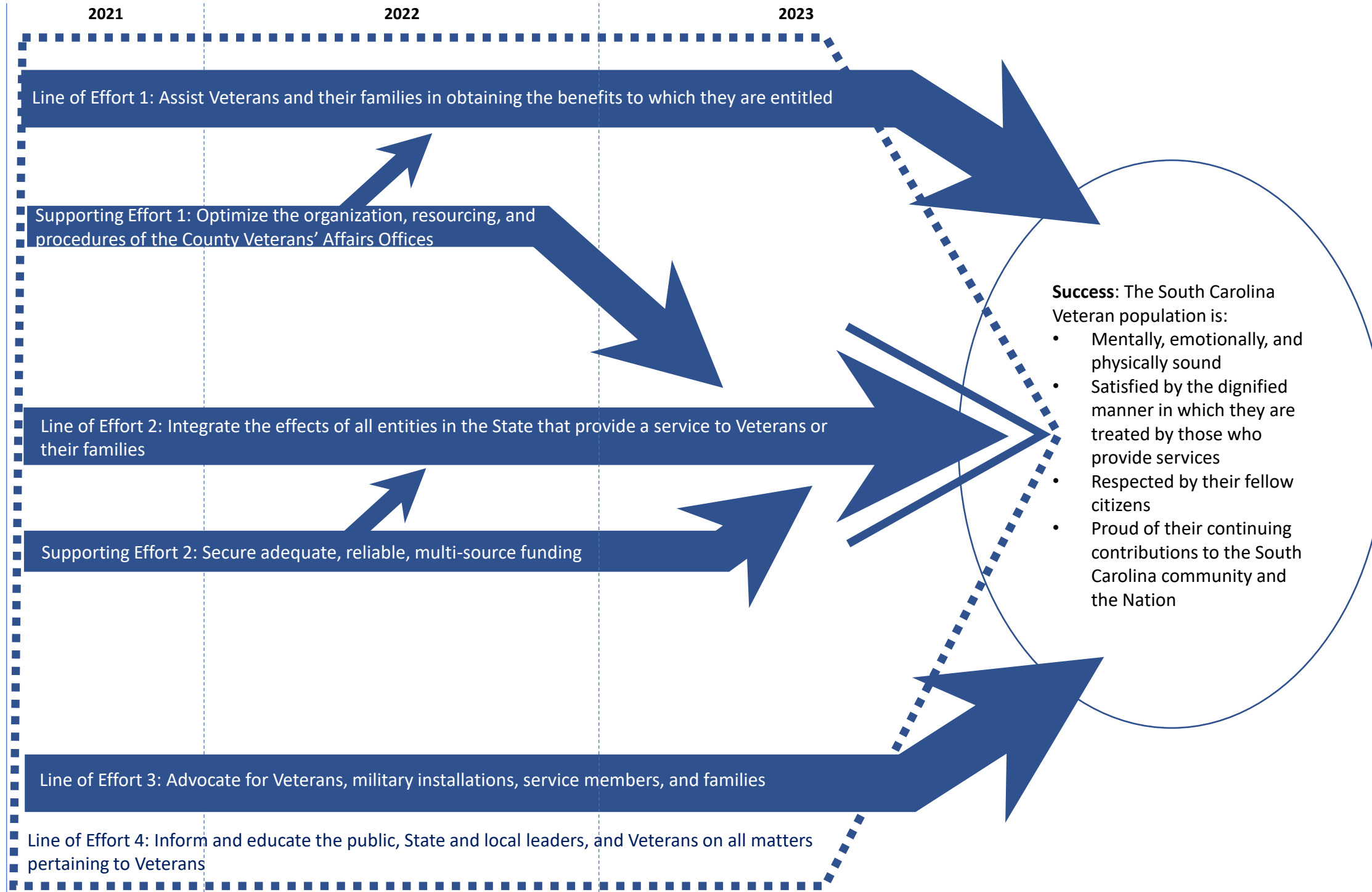
We will accomplish the mission by executing 4 lines of effort simultaneously.

Along **LOE1**, we will assist Veterans and their families in obtaining their due benefits. We will enable this LOE through Supporting Effort 1, which will optimize the organization, resourcing, and procedures of the CVAOs.

Along **LOE 2** we will integrate the effects of a state-wide coalition of partners. This LOE is decisive to the success of the campaign. We will enable this LOE through Supporting Effort 2, providing adequate funding through a combination of State resources, contributions to the Veterans' Trust Fund, and grants.

LOE 3 continues and expands the efforts of the Military Base Task Force to advocate for military personnel.

In **LOE 4** we will inform and educate the State on Veteran issues, supporting all other LOEs.



Success: The South Carolina Veteran population is:

- Mentally, emotionally, and physically sound
- Satisfied by the dignified manner in which they are treated by those who provide services
- Respected by their fellow citizens
- Proud of their continuing contributions to the South Carolina community and the Nation



Strategic and Operational Framework

Mission Statement

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The purpose of the South Carolina Department of Veterans' Affairs is to serve Veterans and their families. They are our customers, and customer service is our first and most important job.

Lines of Effort

<p>Line of Effort 1: Assist Veterans and their families in obtaining the benefits to which they are entitled</p>	<p>Line of Effort 2: Integrate the effects of all entities in the State that provide a service to Veterans or their families</p>	<p>Line of Effort 3: Advocate for Veterans, military installations, service members, and families</p>
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Strategic Objectives

<p>Strategic Objective 1: Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits</p>	<p>Strategic Objective 2: Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community</p>	<p>Strategic Objective 3: Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community</p>	<p>Strategic Objective 4: Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community</p>	<p>Strategic Objective 5: Sustain and expand the military presence in South Carolina</p>
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Operational Objectives

<p>1.1 Operate and support SCDVA offices (USDVA Regional Office, Dorn VA Medical Center, Johnson VA Medical Center), and each county office at full-time capacity (hours and staffing)</p>	<p>2.1 Ensure reliable access to physical, emotional, and mental healthcare for all South Carolina Veterans</p>	<p>3.1 Ensure employment opportunities commensurate with Veteran skills and experience for those Veterans seeking work</p>	<p>4.1 Develop a network to enable the rapid and effective integration of transitioning service members into the South Carolina community</p>	<p>5.1 Sustain existing installations within or affecting South Carolina</p>
<p>1.2 Maintain technical capability and capacity consistent with known and emerging standards of the USDVA information systems</p>	<p>2.2 Eliminate Veteran suicide in South Carolina</p>	<p>3.2 Ensure availability of adequate, safe, and secure housing for Veterans</p>	<p>4.2 Establish Veterans as respected, accepted, and contributing members of their communities</p>	<p>5.2 Develop opportunities to expand installation missions, resources, personnel, and funding</p>
<p>1.3 Educate Veterans on USDVA benefits and entitlements</p>		<p>3.3 Ensure adequate nutrition security for Veterans</p>	<p>4.3 Adjust the justice system to provide more favorable long-term outcomes for Veterans</p>	<p>5.3 Meet the most critical quality of life issues for military service members and their families</p>
<p>1.4 Provide timely and appropriate memorialization of Veterans</p>				

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Strategic Objectives	<p>Strategic Objective 1: Build and sustain administrative policies, procedures, and programs to assist Veterans and their families in effectively and efficiently obtaining their entitled benefits</p>	<p>Strategic Objective 2: Build and sustain a coalition network of service providers to meet the physical, emotional, and mental health needs of the Veteran community</p>	<p>Strategic Objective 3: Build and sustain a coalition network of service providers to meet the non-medical physical wellness needs of the Veteran community</p>	<p>Strategic Objective 4: Build and sustain a coalition network of service providers to meet the social networking needs of the Veteran community</p>	<p>Strategic Objective 5: Sustain and expand the military presence in South Carolina</p>
Performance Goals	<ul style="list-style-type: none"> <input type="checkbox"/> Improved customer service: <ul style="list-style-type: none"> <input type="checkbox"/> 100% of Veterans seen within 2 days <input type="checkbox"/> 90% of submissions made within 24 hours of document receipt <input type="checkbox"/> 95% of submissions made error-free <input type="checkbox"/> At least 80% of County Offices have at least 2 accredited full time service officers (Baseline: 65%) <input type="checkbox"/> 100% of County Offices use a fully automated claims management system (Baseline: 67%) <input type="checkbox"/> 100% of County Offices have reliable wi-fi (Baseline: 70%) <input type="checkbox"/> 100% of County Offices have a safe and secure environment (Baseline: 89%) <input type="checkbox"/> 100% of state and county service officers are fully trained and capable on all claims requests, to include appeals and hearings (Baseline: 100%) <input type="checkbox"/> All 9 military bases connect transitioning service members to their County Veterans Affairs Officer while in transition (Baseline: 2) <input type="checkbox"/> 100% of Cemetery staff are fully trained to National Cemetery Administration Standards 	<ul style="list-style-type: none"> <input type="checkbox"/> 75% of counties have a reliable Veteran transportation system (Baseline: 60%) <input type="checkbox"/> The Veteran suicide rate is reduced to 26 per 100k or below (Baseline: 27.8 per 100k) <input type="checkbox"/> 210,000 Veterans are enrolled in the Veterans Health Administration health care system (Baseline: 182,274) <input type="checkbox"/> 75% of counties have adequate specialized care for women Veterans (Baseline: 69%) 	<ul style="list-style-type: none"> <input type="checkbox"/> The Veteran unemployment rate is 4.5% or less (Baseline: 4.7%) <input type="checkbox"/> The Veteran homeless rate is at Functional Zero <input type="checkbox"/> At least 60% of Veterans are in the work force (Baseline: 50%) <input type="checkbox"/> 85% of counties have specialized Veteran employment assistance (Baseline: 80%) <input type="checkbox"/> 45% of counties have financial management / debt management training for Veterans (Baseline: 47%) <input type="checkbox"/> 45% of counties have training or counseling tailored to Veteran business owners (Baseline: 23%) <input type="checkbox"/> 50% of counties have life skills training available for Veterans (Baseline: 40%) <input type="checkbox"/> 50% of counties have emergency temporary housing for Veterans (Baseline: 29%) <input type="checkbox"/> 75% of counties have assistance in obtaining necessary household items (Baseline: 54%) <input type="checkbox"/> 45% of counties have housing assistance tailored to women Veterans (Baseline: 40%) <input type="checkbox"/> 95% of counties have short-term emergency food assistance for Veterans (Baseline: 89%) 	<ul style="list-style-type: none"> <input type="checkbox"/> Veteran Treatment Courts are operational in 6 judicial districts (Baseline: 5) <input type="checkbox"/> At least 23 counties have an effective Veteran Engagement Council (Baseline: widely varied effectiveness) <input type="checkbox"/> At least 5% of transitioning service members are connected to an appropriate South Carolina peer sponsor prior to their transition date (Proof of Concept) <input type="checkbox"/> At least 10% of South Carolina residents entering active duty service are enrolled in the Department's database before departing for initial military training (Proof of Concept) <input type="checkbox"/> At least 5% of service members transitioning from active duty service while in South Carolina and service members transitioning from active duty service elsewhere with the intent to reside in South Carolina are enrolled in the Department database before their transition date (Proof of Concept) <input type="checkbox"/> 65% of counties provide assistance to women Veterans in making connections with existing women networks (Baseline: 57%) 	<ul style="list-style-type: none"> <input type="checkbox"/> 13 school districts meet the standards for Purple Star designation (Baseline: 9) <input type="checkbox"/> There are no obstructive legal barriers to the accomplishment of military base missions as a result of South Carolina state, county, or municipal law or ordinance (Baseline: 1) <input type="checkbox"/> No military base expansion faces obstructive barriers resulting from South Carolina state, county, or municipal law or ordinance (Baseline: 2)
	<p>Notes:</p> <ul style="list-style-type: none"> • This summary reflects only those performance goals that include an improvement of performance over past years. • Baseline values are based on available data (to include some unverified self-reported data) and may contain errors or be incomplete. 				

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“The Big Seven”

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- 75% of counties have a reliable Veteran transportation system** (Baseline: 60%) A lack of reliable transportation to and from medical appointments and other critical services is the most common barrier to our aging Veterans, particularly in the more rural portions of the state.
- The Veteran suicide rate is reduced to 26 per 100k or below** (Baseline: 27.8 per 100k) Veteran suicide has been declining slightly over the last two years for which data is available. The stress of the pandemic threatens to reverse this trend and wipe out the gains made in this critical area of Veteran care.
- The Veteran unemployment rate is 4.5% or less** (Baseline: 4.7%) While Veteran unemployment is lower than the rate for the population at large, steady employment is a critical component in a healthy and contributing Veteran. Veteran unemployment can lead to variety of additional challenges, or make existing challenges much more difficult to overcome. (Less than half of Veterans in South Carolina are in the workforce.)
- The Veteran homeless rate is at Functional Zero** Roughly 1500 Veterans sought assistance with homelessness in 2020. As with steady employment, reliable shelter is a critical component in making a successful Veteran. Homelessness frequently triggers or exacerbates other issues in the life of a Veteran.
- At least 23 counties have an effective Veteran Engagement Council** (Baseline: widely varied effectiveness) Each Veteran is unique, and there are no universally applicable solutions to the challenges facing Veterans. Local solutions, reflecting the unique needs of the Veteran and local conditions, have the best chance of success. The effective coordination of local assets can improve both effectiveness and efficiency.
- Veteran Treatment Courts are operational in 6 judicial districts** (Baseline: 5) These courts have a proven ability to effectively intervene in the lives of Veterans who are not on a healthy path, reduce costs to society, and improve the local community by transforming troubled Veterans into contributing citizens.
- 13 school districts meet the standards for Purple Star designation** (Baseline: 9) Public education is one of the three primary factors (along with opportunities for military spouse employment and the availability of healthcare) that will determine the path of any base closure deliberations. It is in the best interest of our military families, our public school system, and South Carolina to make our public school as competitive as possible.