

PART I - FACE SHEET

APPLICATION FOR FEDERAL ASSISTANCE		1. TYPE OF SUBMISSION: Application <input checked="" type="checkbox"/> Non-Construction														
Modified Standard Form 424 (Rev.02/07 to conform to the Corporation's eGrants System)																
2a. DATE SUBMITTED TO CORPORATION FOR NATIONAL AND COMMUNITY SERVICE (CNCS):	3. DATE RECEIVED BY STATE: 24-JAN-11	STATE APPLICATION IDENTIFIER:														
2b. APPLICATION ID: 11AC124564	4. DATE RECEIVED BY FEDERAL AGENCY:	FEDERAL IDENTIFIER: 09ACHCA0010008														
5. APPLICATION INFORMATION																
LEGAL NAME: CA Dept Veterans Affairs DUNS NUMBER: 190658153	NAME AND CONTACT INFORMATION FOR PROJECT DIRECTOR OR OTHER PERSON TO BE CONTACTED ON MATTERS INVOLVING THIS APPLICATION (give area codes): NAME: Craig Osborn TELEPHONE NUMBER: (916) 503-8307 FAX NUMBER: INTERNET E-MAIL ADDRESS: CRAIG.OSBORN@CDVA.CA.GOV															
ADDRESS (give street address, city, state, zip code and county): 1227 O St Ste 105 Sacramento CA 95814 - 5840 County: Sacramento																
6. EMPLOYER IDENTIFICATION NUMBER (EIN): 680182830	7. TYPE OF APPLICANT: 7a. State Government 7b.															
8. TYPE OF APPLICATION (Check appropriate box). <input type="checkbox"/> NEW <input type="checkbox"/> NEW/PREVIOUS GRANTEE <input checked="" type="checkbox"/> CONTINUATION <input type="checkbox"/> AMENDMENT If Amendment, enter appropriate letter(s) in box(es): <input type="text"/> <input type="text"/> A. AUGMENTATION B. BUDGET REVISION C. NO COST EXTENSION D. OTHER (specify below):	9. NAME OF FEDERAL AGENCY: Corporation for National and Community Service															
10a. CATALOG OF FEDERAL DOMESTIC ASSISTANCE NUMBER:94.006 10b. TITLE: AmeriCorps State	11.a. DESCRIPTIVE TITLE OF APPLICANT'S PROJECT: CalVet Corps															
12. AREAS AFFECTED BY PROJECT (List Cities, Counties, States, etc): California State Wide	11.b. CNCS PROGRAM INITIATIVE (IF ANY):															
13. PROPOSED PROJECT: START DATE: 11/30/11 END DATE: 11/29/12	14. CONGRESSIONAL DISTRICT OF: a.Applicant <input type="text" value="CA 005"/> b.Program <input type="text" value="CA 005"/>															
15. ESTIMATED FUNDING: Year #: <input type="text" value="2"/>	16. IS APPLICATION SUBJECT TO REVIEW BY STATE EXECUTIVE ORDER 12372 PROCESS? <input type="checkbox"/> YES. THIS PREAPPLICATION/APPLICATION WAS MADE AVAILABLE TO THE STATE EXECUTIVE ORDER 12372 PROCESS FOR REVIEW ON: DATE: <input checked="" type="checkbox"/> NO. PROGRAM IS NOT COVERED BY E.O. 12372															
<table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <tr> <td style="width: 20%;">a. FEDERAL</td> <td style="text-align: right;">\$ 406,646.00</td> </tr> <tr> <td>b. APPLICANT</td> <td style="text-align: right;">\$ 254,144.00</td> </tr> <tr> <td>c. STATE</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>d. LOCAL</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>e. OTHER</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>f. PROGRAM INCOME</td> <td style="text-align: right;">\$ 0.00</td> </tr> <tr> <td>g. TOTAL</td> <td style="text-align: right;">\$ 660,790.00</td> </tr> </table>	a. FEDERAL	\$ 406,646.00	b. APPLICANT	\$ 254,144.00	c. STATE	\$ 0.00	d. LOCAL	\$ 0.00	e. OTHER	\$ 0.00	f. PROGRAM INCOME	\$ 0.00	g. TOTAL	\$ 660,790.00	17. IS THE APPLICANT DELINQUENT ON ANY FEDERAL DEBT? <input type="checkbox"/> YES if "Yes," attach an explanation. <input checked="" type="checkbox"/> NO	
a. FEDERAL	\$ 406,646.00															
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f. PROGRAM INCOME	\$ 0.00															
g. TOTAL	\$ 660,790.00															
18. TO THE BEST OF MY KNOWLEDGE AND BELIEF, ALL DATA IN THIS APPLICATION/PREAPPLICATION ARE TRUE AND CORRECT, THE DOCUMENT HAS BEEN DULY AUTHORIZED BY THE GOVERNING BODY OF THE APPLICANT AND THE APPLICANT WILL COMPLY WITH THE ATTACHED ASSURANCES IF THE ASSISTANCE IS AWARDED.																
a. TYPED NAME OF AUTHORIZED REPRESENTATIVE: Nicole Behler	b. TITLE:	c. TELEPHONE NUMBER: (916) 653-1295														
d. SIGNATURE OF AUTHORIZED REPRESENTATIVE:		e. DATE SIGNED: 05/09/11														

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Executive Summary

In January 2010, Governor Schwarzenegger launched Operation Welcome Home, a state-wide effort to ensure that California's veterans have the support needed to transition from military service to civilian life. The initiative consists of a collaboration of multiple state agencies that provide resources and services to veterans and the statewide coordination of organizations serving veterans to increase the current service delivery capacity. Operation Welcome Home is designed to reach veterans as they leave the armed forces and return to their communities, providing them with information on available benefits, services and programs. The 80 half-time AmeriCorps members will address all other individual and family needs beyond employment. Placed at the County Veteran Service Offices, AmeriCorps members' main function is to help recently separated veterans with four primary areas that will consist of: healthcare, education, housing, and other concerns such as financial and legal assistance. AmeriCorps members will assess each veteran's need and eligibility status and assist in completing and submitting the required paperwork for various veterans' benefits. In addition, AmeriCorps members will refer returning veterans to service providers that handle mental and physical healthcare issues. Working through regional service provider collaboratives and local county veteran service networks, AmeriCorps members ensure that veterans and their families are receiving the federal and state benefits they have earned.

Rationale and Approach

A. Rationale and Approach

Introduction

The California Department of Veterans Affairs (CDVA) is applying for AmeriCorps program funding to improve, expand and enhance veteran services outreach, statewide. CDVA proposes to establish a statewide program (AmeriCorps CalVet Corps) to expand and enhance local outreach services to

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veterans, active service members (National Guard, Reserves, Active-Duty), veterans families, and federal, state, county, and local veteran service providers, working within the community. Combined with several new electronic information initiatives, CDVA proposes to leverage the knowledge, skills, and abilities of (80) team members by engaging them in AmeriCorps national service positions (80 half-time) to serve returning veterans and their families.

This grant will augment the current "Operation Welcome Home" a new Governor's initiative. In the "Operation Welcome Home" initiative, Governor Schwarzenegger has committed and targeted an unprecedented amount of resources and services to California's 2.1 million veterans. The Governor signed legislation expanding civil service preference points for veterans looking for jobs in state service; increased higher education coordination with the creation of the "Troops to College" initiative; targeted millions of dollars in grants to help newly discharged veterans find new jobs through a variety of career resources initiatives; and connected thousands of veterans to employers through the "honor a hero, hire a vet" job fairs. Governor Schwarzenegger committed resources to keep the construction of five new veteran homes on track, including those set to open in Fresno and Redding. In addition, Governor Schwarzenegger successfully lobbied to expand eligibility to the CalVet Home Loan Program to all veterans. A lot of improvements have taken place across all departments in state government but despite these efforts more coordination than ever before is needed to ensure the young combat veteran returning to California after deployment, is aware and connected to benefits and services already made available to him/her. In meeting this effort, Governor Schwarzenegger is launching California's Operation Welcome Home initiative, a statewide effort to reach out to every veteran as they leave the combat zone and return to their communities. Cal Vet Corps AmeriCorps is a sustainable arm of this one project to outreach to this very vulnerable transitioning veteran population.

Compelling Community Need

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California is home to 2.1 million veterans, the largest veteran population in the nation. The challenge with connecting such a large veteran population to their VA benefits is complicated by a number of factors.

There is multiple federal, state and county agencies along with private sector organizations that serve California's veteran population that can become stove-piped or isolated from other veteran service organizations. Consequently, veterans as well as service providers are not always current on the breadth and depth of local or regional veteran services available. There are many organizations (non-profit & faith-based) with pro-bono assets available to veterans who have limited effective outreach because they are unable to access (integrate) veteran organizations in a uniform fashion. Until the development of the CDVA Veterans Services - Regional Collaborative Partnerships there have been few organizations responsible for coordinating the exchange of information or integration of veteran-service information (in a standardized format) at the local or regional level. These nine geographic collaborative areas have indentified the volunteers, profit, non-profit and faith based entities that serve veterans in some capacity. We have designated leaders of these collaboratives and they meet regularly to network and find new ways to meet the needs of our veterans using their local community services. The geographic areas are San Diego, Los Angeles, Redding, Central Valley, Central Coast, San Francisco Bay area, Sacramento, Northern Valley and the Solano/Napa area. Members will be placed at these regions based on veteran population and established need.

Veteran services have not traditionally been providing statewide through an integrated community-based model, which is problematic due to the size of California and the number of organizations providing services - Veterans Administration (VA), Housing and Urban Development (HUD), Department of Labor (DOL), California Department of Veteran Affairs (CDVA), California National Guard (CNG), Employment Development Department (EDD), non-profit and faith based agencies.

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California veterans returning from the conflicts in Iraq (Operation Iraqi Freedom - OIF) and Afghanistan (Operation Enduring Freedom - OEF) face a significant number of physical injuries, mental health problems, and reintegration barriers to obtain affordable housing, physical and mental health care, living wage employment, and advanced levels of education. While these stated barriers are typical for all homeless populations, we should not lose sight of the compounded effect that both traumatic brain injury (TBI) and post-traumatic stress disorder (PTSD) place on our veterans.

A comprehensive study conducted by the RAND Corp. in 2008 found that (nationally) an estimated 18.5 percent of those back from deployment reported symptoms consistent with a diagnosis of PTSD or depression. The study also examined veterans' access to quality mental health treatment and identified gaps in the military and veterans health care systems and opportunities for improvement. A large infusion of new funds into the DoD and the Veterans Health Administration (VHA) in recent years is supporting their continuing efforts to improve care. However, many returning veterans must also seek care in community settings as they reintegrate into civilian life. RAND identified key challenges to the provision of mental health care that cut across community, VHA, and DOD health care settings. Mental health specialty care for conditions such as PTSD and depression are not readily available and veterans are often reluctant to seek mental health care through traditional organizational systems and the exiting service outlets.

Veterans Affairs estimates that of California's 2,026,000 veterans, 92% are male and 8% are female. They estimate that 59,000 veterans are enrolled in higher education programs (it is estimated that about 35,000 of these veterans are enrolled at the Community College level). Nationally approximately 6,233,292 veterans utilize federal VA healthcare benefits. The VA also estimates that California has 29,000 homeless veterans. The VA reports that veterans typically maintain a higher unemployment rate

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(15%) than the general population (10%) and 29,000 are homeless. The VA also estimates that 6,500 veterans are serving time in California's prison system.

Governor Arnold Schwarzenegger, upon his return from visiting the men and women serving in Iraq, expressed his desire to ensure that the men and women being discharged after the completion of their service and returning to California have access to the assistance, service and support in order to ease the transition from the combat zone to civilian life. The Governor believes these veterans deserve to be effectively "welcomed home". He further wants to ensure that CDVA monitor, track and report on how the state performs with regards to connecting these veterans with the benefits and services they have earned.

Mission Statement:

CalVet Corps will proactively reach out to California's veterans and to connect them with the benefits and services they have earned. The areas they will target are employment services, unemployment insurance, housing, physical and mental healthcare, and federal, state and local veteran benefits and services, including compensation and pension.

Project Description:

In January 2010, CDVA initiated and orchestrated a proactive and comprehensive statewide collaborative outreach effort designed to connect California's veterans with jobs, unemployment benefits, housing, healthcare (physical and mental) and the federal, state and local veteran benefits and services (including education and compensation and pension for service connected disabilities).

California's Operation Welcome Home outreach effort will target California's most recently discharged veterans, including OEF/OIF veterans from active military and National Guard and Reserves veterans

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who are most at risk while transitioning from military to civilian life; however, all veterans will benefit from this program. California's Operation Welcome Home will be a phased program commencing with the formation of a California Veterans Corps (CalVet Corps) comprised of 325 limited term EDD employees (CalVet Corp-EDD Team), and 80 AmeriCorps members. The EDD Team members will perform the primary function of connecting recently separated veterans to employment placement jobs, job training and other employment resources, including unemployment insurance. The AmeriCorps members will address all other individual and family needs beyond employment. California's Operation Welcome Home-CalVet Corps initiative is designed to enable the state to both proactively connect with all veterans returning to California as well as to track and report results.

CDVA's strategic partners:

- * Labor and Workforce Development Agency (LWDA),
- * Employment Development Department (EDD),
- * EDDs Transition Assistance Program (TAP) Instructors,
- * California's Military Department (CMD),
- * California Volunteers (CV),
- * The Office of the Chief Information Officer (OCIO),
- * The Department of Mental Health (DMH),
- * The Department of Housing and Community Development (HCD),
- * The Department of Alcohol and Drug Programs (ADP)
- * California's 54 County Veteran Service Offices (CVSO's).
- * Nine Regional Collaboratives including all groups, individuals and agencies that service veterans including profit, non-profit, faith based and volunteer organizations and individuals.

The Key Components for Service Delivery:

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The primary resource for initiating veteran contacts and identifying their needs is CDVA's recently developed CalVet Corps Systems (CVCS), which will be the key tool for connecting with California's most recently discharged veterans and for ensuring the success of California's Operation Welcome Home initiative.

CVCS is a web-based referral and tracking system that is currently being utilized by both CDVA and EDD. There are approximately 30,000 soldiers annually discharged from 24 sites throughout the state that return back to California. Each of these sites requires that discharging service members attend a TAP class. With the CVCS system and the agreement that CDVA has with EDD's TAP Instructors to have all of the military personnel attending TAP classes at their 24 TAP sites complete the Reintegration Form, collect them and forward them to CDVA. This collection of referral information is the critical catalyst to initiating the contact process. CDVA loads the contact information into its data base and forwards that information to the appropriate EDD Regional Director, CVSO and OIF/OEF Coordinator.

The Reintegration form contact information will be distributed to EDD Field Office Managers via CVCS who in turn will distribute it to the appropriate CalVet Corps EDD Team member. The EDD Team members will then assume a case management responsibility for that veteran and will be required to proactively reach out to the veteran, connect the veteran with the needed or requested services, track and report results back to CDVA and follow-up to ensure the veterans needs have been met.

The second component to ensure service delivery to our veterans is the Subvention Administrative Information System (SAIS). One of the primary nodes to which veterans will be connected to for access to their benefits is the County Veteran Service Office. The SAIS information technology project will assist county veteran service offices in transitioning to a common automated service provider for case management of veterans within each county. The proposed solution is a web-based veteran benefits

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case management system which will facilitate the transfer of referral information as well as provide for consistent tracking of results throughout the state.

CalVet Corps EDD Team:

LWDA, through EDD, will hire 325 limited term employees, targeting recently released veterans, beginning in January 2010. EDD is the entry point for veterans both in the TAP classes and is the primary contact until AmeriCorps members are in place. Both will serve together until the EDD personnel are finished with their limited term. The plan for sustainability will be once the CalVet Corps EDD Team member phase expires, the current EDD staff of 189 Veteran Representatives will continue to deliver employment services and job training and assist those eligible to apply for unemployment insurance.

The CalVet Corps EDD Team members will be trained by EDD and CDVA to be proficient in providing basic Unemployment Insurance (UI) claims assistance and referrals to employment services and veteran benefit providers. EDD team members will assist unemployed veterans in filing initial UI claims to ensure continuity of income for veterans as they transition into the civilian labor force. Continued UI claim assistance will be offered on an ongoing basis.

Additionally, TAP Instructors will require all military personnel attending their TAP classes to complete the Reintegration Form, collect them and forward them to CDVA. CDVA will load the data into CVCS and provide the veteran contact data to the appropriate EDD Field Division Manager who will, in turn, direct the appropriate CalVet Corps EDD Team member to complete the mission. CalVet Corps members will also get contact information from the PARIS program and the CVSO's and collaborative outreach members and events.

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*EDD team members will serve as the veteran's first point of contact, ensure that the veteran is evaluated for unemployment insurance and re-employment services ensure the veteran is connected to those employment services, track and report results back to CDVA and EDD. Secondly, EDD will assess the veterans' need for other benefits and refer them to an appropriate service provider for assistance with filing for those benefits. (Such as health care, education, and disability compensation). After this step the veteran is ready for AmeriCorps interaction.

CalVet Corps AmeriCorps Team:

Members will ensure that the veteran's healthcare eligibility is being established and that both their mental and physical healthcare needs are being addressed. Secondly, members will assist each veteran in completing the required paperwork and assist with the submission of a "benefits evaluation", which is processed through the local County Veteran Service Office (CVSO), where the corps members are based. Using this local "Positive Contact" approach, corps members can make sure that each veteran is taking full advantage of their VA benefits and other programs (old & new) that are available to them, both within their local community and beyond. In addition to assisting the veterans with their federal (VA) benefits, corps members will also refer these veterans to the EDD One-Stop System, where they can receive resume writing assistance, job interview preparation classes and job placement assistance. Another important element of this locally based program is that our corps members will also be able to connect veterans with their local VA OEF/OIF coordinators, who are capable of connecting the veterans to a variety of new services that are specific to the OEF/OIF campaigns (new VA programs and other benefit programs).

The CDVA CalVet Corps outreach program will provide "real-time" distribution and tracking of veteran contact information. This will also provide CDVA with a feedback loop for CalVet Corps performance,

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through the submission of required weekly performance / update reports, detailing the progress of veteran contact, updated information, and program referral(s).

These new web-based information retrieval and distribution programs are on the cutting-edge of veterans services outreach, providing real-time information with multiple follow-up methods, and detailed reporting. Combining the new information systems and the CalVet Corps workforce will help to create a "high-tech & high-touch" veteran outreach model that is unprecedented in our nation's history and will be a "best-practices" model that can be replicated in other states across the county.

Combined with new electronic information initiatives, CDVA proposes to leverage the knowledge, skills, and abilities 80 AmeriCorps members who, as veterans themselves or family members of veterans, will continue to serve their country in part-time positions.

The CalVet Corps AmeriCorps members will be provided veteran services outreach information through CVCS on a weekly basis, which will provide very detailed information about veterans recently discharged in their Regional Collaborative Partnership areas. Placed at the CVSO's, AmeriCorps CalVetCorps Team members' main function is to help recently separated veterans in four primary areas: healthcare, education, housing and other concerns such as financial and legal assistance.

Through their service at the community level, members will make a positive difference for veterans, service members, veteran families, and community-based veterans service providers, by closing the gap between what is needed and what is available and by attempting to enlist 1,000 community volunteers to assist in accomplishing California's goals of making sure that all discharging veterans are connected to the services that they need to make a successful transition to civilian life and avoid the unemployment, mental and physical health problems, high divorce rate and homelessness that now

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plagues this very deserving element of our population.

AmeriCorps members will be placed in teams of two in most cases at the CVSO local office, where they will work side by side with other community-based veteran service partners. The members will play a unique role, where they will directly interface with the local VA, HUD, DOL, State, County, and other faith-based and non-profit care providers and agency representatives, to create a common link for all veterans outreach services at the local level.

The CalVet Corps program will be the first such program in California (and will serve as a national model) capable of integrating veterans services information in "real time" and will thereby create a more responsive system that will in-turn; increase veteran suicide prevention capabilities, expedite veteran mental health referrals, and increase awareness of veteran family assistance programs. Essentially, the CDVA CalVet Corps program, with its new electronic, web-based systems and newly established, highly trained workforce will begin the work of reshaping the future of how veteran services are communicated, tracked and reported.

AmeriCorps members will have several contact options based on the varied information systems (PARIS Database, CVCS and SAIS) being implemented. Typically, AmeriCorps members will use e-mail and telephone as the primary method of contacting the veteran or the family member. However, in some cases they may need to make face-to-face contact, to make sure the veterans needs are being met and that they are both aware of the veteran (VA) benefits available to them and are making progress within the specific areas of need.

We believe that the CalVet Corps outreach program can help with accurately counting the number of veterans in each of these special needs areas. We further believe that the corps will help expedite

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California's (county services) ability to get veteran eligibility established and therefore speed up the delivery of services and benefits.

Description of Activities and Member Roles

TAP classes are 3 to 4 days in length and are conducted prior to the service member's discharge from active duty. This program is conducted in a classroom environment with instructors, desks, and in most cases computer work stations. The students are provided with general information on "how-to-transition" to civilian life, how to get connected to their veteran's benefits, employment services, education, and health benefits based on eligibility gained as a service member. Generally students are also taught how to interview for jobs, how to dress for success and how to create their own resume.

While these classes are very useful and provide important information, some have described them as "drinking out of a fire hose". For most students it is simply information overload, given that their minds are focused on "getting out" and "going home". The CalVet Corps will provide a secondary opportunity to provide this critical information, assist in maneuvering through the confusing mass of paperwork required to gain access to resources and benefits needed for a successful transition to civilian life in the veteran's local community.

Each member will be assigned a caseload of the most currently discharged veterans in their area. . The AmeriCorps CalVet Corps Team member will then make direct contact with the newly discharged veterans, using the information provided to address any needs or services identified by the veteran. AmeriCorps CalVet Corps Team members will use e-mail and telephone as the primary method of contacting the veteran. However, in some cases they may make appointments to meet face to face ensure the veteran is aware of the benefits available and s/he is making progress within an identified area of

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need, such as receiving treatment for post traumatic stress syndrome. In addition, AmeriCorps CalVet Corps Team members connect veterans with their local Veteran Administration (VA) OEF/OIF coordinators, who specifically work with veterans and connect them to a variety of services specific to the OEF/OIF campaign. The mission of the CalVet Corps is to develop a cadre of experts in veteran services, benefits and resources to become the catalyst to a smooth transition to a productive and healthy civilian life. CalVet Corps members welcome home each returning veteran, with follow-up contact a minimum of three times in the first 12 months, to assure that veterans and their families are connected to resources and benefits they've earned. This mission is captured through the motto: "You served, now let us serve you."

CalVet Corps members will provide local veteran services information to veterans, veteran families, and veteran service providers. Members will provide veteran services training as needed within each local community. This integrated service model will expand and enhance veteran services by "filling service gaps" such as; after-hours services, weekend outreach programs, and community-based veteran friendly locations; community centers, religious establishments (churches, synagogues, temples, mosques, etc.), member organization sites (VFW, American Legion, Veterans Halls) and national-guard and military reserve centers.

CalVet Corps members will also assist with and facilitate the development of fully established Regional Collaborative Partnerships. Members will be trained and informed about "best-practices" that are identified from other programs throughout California and the nation. Included within the member responsibilities will be the requirement to identify "regional needs and capacities". This vital information will be used to develop a regional "Dashboard" which will be included in an Annual Community Veteran Service Gap-analysis Report. The dashboard concept (tool) will be coupled with other products, such as; the CDVA Regional Area Collaborative Resource Directory (RACRD), the VA 24

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Hour Hot-line, and the CDVA web-based newsletters and web-sites to improve the quality of veteran services throughout the state.

The Annual Community Veteran Service Gap-analysis Report will include real-time information, with recommended improvements and recent accomplishments. This information can be published and distributed to key government-stakeholders, military commanders and elected officials, such as the governor and the state legislature.

Measurable Outputs and Outcomes

This program will address the Veterans priority and will be using standard performance measures. This program will count the number of veterans who are discharged at the 24 TAP sites in California (estimated at 30,000) in a calendar year. AmeriCorps members will then count the number of veterans that they make contact with and track the outcome of that contact. This count will be performed daily and reported monthly through CDVA reporting channels. The second measurement will be done by the AmeriCorps members who will track the involvement of the discharging veterans in the education, non-profit and faith based organizations and report their involvement and the duration and type of involvement in that organization. This will also be reported on a monthly basis. We will track and report the number of homeless veterans, referral and the outcome. We will also track the number of veterans with substance abuse, financial and family problems along with the referral and the outcome of that referral. AmeriCorps members will receive Veteran Re-integration Questionnaires from recently discharged veterans through CVCS which will be used as the primary method of tracking and reporting corps member output and outcomes. Using this system on the local level, members will develop and report local dashboard information to community partners and the centralized leadership team in Sacramento. By combining the CalVet Corps member information with California state and federal

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level information (active-duty military bases, the 24 Veteran Transition Assistance Program (TAP) sites, various National Guard & Reserve Armories, and California's (110) Community Colleges, various Vet-Centers, and One-Stop Program sites), California leaders and stake-holders can have a real-time, highly detailed census information on veterans needing, housing, education, healthcare, and employment. This system is up and running and we get reports now that give us this information. It has been running successfully since June 2009.

Community Involvement

The CDVA Regional Collaborative Partnerships Program model is based on the cooperation mutual support of all of the partners (federal, state, and local) throughout the state, including non-profits, governmental agencies, education entities, and faith-based organizations. The CalVet Corps program will provide our state with a vital element that helps to deploy veterans who are motivated and trained to provide a peer-to-peer guidance, support, counseling, and up-to-date training.

CalVet Corps also plans to provide veteran benefit training, community resilience training, and technical assistance to community volunteers and community-based veteran service providers. Our regional partnerships will also assist our AmeriCorps members by providing program resources and facilities, for the delivery training workshops, for creating local training materials and other local training and outreach opportunities.

We plan to use an interactive program development strategy that allows us to share lessons learned and best practices from model programs throughout the state. This will include local information updates through our CDVA web-site, on-line meetings, electronic newsletters and regional community workshops.

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Relationship to other National and Community Service Programs

CalVet Corps plans to work with AmeriCorps as part of Operation Welcome Home. CDVA is eager to develop partnerships with other National and Community Service Programs and plans to participate in National Days of Service events as well. Partnering with the county CVSO's and the 9 regional collaborative partners will strengthen our relationships with these entities and improve cooperation and communication.

Potential for Program Replication

We have developed 3 new models; (1) regional collaborative partnership model, (2) California Action Plan for Reintegration (CAPR) , and (3) CalVet Corps Systems, which are all programs that can and will be replicated by other states and will serve as national models. CDVA has met with national VA leadership and they are very interested in replicating this process across the nation. Florida has already replicated our CAPR process and is conducting outreach based on the California model. Texas is now exploring starting a program like ours to reach out to its veteran community.

Organizational Capability

D. Organizational Capacity

CDVA's mission is to serve veterans and their families by providing rehabilitative, residential, and medical care services to the State's aged or disabled veterans; providing veterans with direct low cost loans to acquire farms and homes; and providing veterans and their families with aid and assistance in presenting their claims for federal, state, and local veterans' benefits. The department organizes its efforts to serve veterans into three divisions: the Veterans Homes division, the CalVet Home Loan

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program (CalVet program), and the Veterans Services division (Veterans Services). Veterans Services administers all programs and activities not directly related to the department's veteran's homes or its CalVet program.

Despite its accomplishments in running the veterans homes and helping more than 417,000 veterans to purchase farms and homes through the CalVet program, the department offers only minimal direct assistance to address other issues veterans face, such as homelessness and mental illness. Rather, the department relies on other entities, such as the U.S. Department of Veterans Affairs (federal VA), local County CVSO programs representing 56 counties statewide, and nonprofit organizations to provide such services. According to department officials, Veterans Services is responsible for collaborating with the different agencies that provide services to veterans. However, it receives minimal funding for its operations--approximately 2 percent of the department's total budget--most of which is allocated to support a portion of the CVSOs' operations, as required by the State's budget act. With its remaining funding, Veterans Services does not administer formal programs that provide direct services to homeless veterans or those with mental health needs, but instead allocates limited funding for local activities that, in part, aim to increase veterans' awareness of benefits available for those with such needs. For instance, it provided \$41,000 in fiscal year 2008--09 to support Stand-Downs, one to three day events that provide services such as food, shelter, and clothing to homeless veterans. The department also provided \$270,000 of its Proposition 63 (Mental Health Services Act) funding to five of the CVSOs in fiscal year 2008--09 for the purpose of providing mental health information to veterans and referring them for services. This department is a cabinet level state agency that has been in existence since 1922. We are the one agency in California who is positioned to coordinate this type of outreach activity and be the conduit between the federal, state, county, city, profit, non-profit and faith based organizations that want to help our veterans. We have an agency budget of \$500 million dollars and an organizational chart that includes over 3,000 employees. Our business is veterans and we have a huge

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capacity to perform, using our assets, credibility and connections. We also have the Governor squarely in our corner for doing this outreach project.

Partners and Staff Roles

The partners of the California Operation Welcome Home include; community partners such as the County Veteran Services Officers (CA- CVSO), the California National Guard (CNG), the WLA-EDD outreach/jobs program, and the local VA staff and other non-profit care providers to create a common link for community based veterans outreach services. Fourteen VISTAs and 52 AmeriCorps members statewide will serve side by side with community partners like the County Veteran Services Officers, local VA staff and other non-profit care providers. CalVet Corps members will create a statewide Homeless Veterans placement and assistance system using the same network communication. The WLA-EDD Employment Outreach program will assist local programs with veteran job placement into "Green Jobs" for recently discharged veterans.

Program Management and Supervision

The primary base of administrative and fiscal management will be provided by the state Headquarters in Sacramento. This office will work under the direction of the CDVA Deputy Secretary of Veteran Services, and will include liaisons from the other state agencies (CNG, EDD, DHA, and others). There will be specific staff assigned to this program on a partial (percentage) bases and others who will work full-time as program staff. (See budget for details).

In addition to the 20 Supervising Regional offices based out of the CVSO offices, the state is divided into 9 geographic areas including San Diego, Los Angeles, Northern Sacramento Valley, San Francisco Bay

Narratives

Area, Greater Sacramento Area, Central Sierra, Central Valley, Central Coast and the Far Northern California area. These geographic areas all have CVSO's assigned to them as collaborative area leaders. The CalVet Corps AmeriCorps members will be placed strategically in these nine areas based on veteran population. They will be assigned to CVSO's in those areas along with other agencies including the federal VA, non-profits, profits and faith based organization whose mission it is to help veterans. They will report directly to the CVSO or other manager that they directly work for, but will ultimately report to the CDVA program manager and that person's staff and the program oversight from Sacramento. The program will also provide regular staff assistance visits from Operation Welcome Home Staff. Staff assistance visits will include on-site skill development training, program quality assurance, and other technical assistance as needed.

Staff Background and Experience

Deputy Secretary

Ted Puntillo has a combination of military service and executive management experience which is further expanded by his experience as a County Veterans Services Officer. The Deputy Secretary of Veteran Services oversees the outreach to 2 million veterans in California. This position also manages 9 employees at CDVA headquarters, the State Cemetery in Redding with 5 employees, three district offices with 15 employees housed in the three VA regional offices in San Diego, Oakland and Los Angeles, the Title 38 State Approving Agency for approval of GI Bill activities for all public and private institutions of higher learning and the OJT/Apprenticeship VA program in the state. This program has 12 employees. The deputy also oversees the 56 CVSO operations with 225 employees in the 56 California counties that have CVSO operations. This position is also managing in conjunction with EDD, the operation welcome home project that will have close to 350 strategically placed employees throughout the state in 2010 that will be doing veteran outreach.

Narratives

Project Manager

This position will report to the Deputy Secretary of Veteran Services and be the project manager of the operation welcome home that will have 325 EDD employees, CalVet Corps AmeriCorps, and AmeriCorps VISTA members. This will be an exempt position appointed by the Governor's Office and be housed at CDVA. This position will have a staff reporting directly that will include a Staff Services Manager I (SSM-1) assistant project manager, 2 Associate Governmental Project Analyst (AGPA) positions (one already on board) and two military liaison positions one of which is already on board also. This position will be housed at CDVA HQ's and will travel the state regularly to coordinate CalVet Corps members.

Assistant Project Manager

This position is currently being filled and will be a California State SSM-1 position reporting to the aforementioned project manager. This job will be to support and manage operation welcome home and the CalVet Corps members. This position also will be housed at CDVA HQ's and travel extensively and have daily contact with the CalVet Corps members and track their daily operation. This position will work closely with EDD, CDVA and the CVSO field management to oversee the field boots on the ground workers in the CalVet Corps.

AGPA Positions (2)

These two positions will also support the manager and assistant manager in the direction of the CalVet Corps operation welcome home field operations. They will liaison with the CVSO management and track the activities of the field works, both EDD and AmeriCorps workers using the VRMS tracking system. They will also travel about 50% of the time to assure a continual presence in the field to oversee

Narratives

the outreach activities. These positions will also offer real time training updates and evaluations of the field workers progress. One of these positions is already on board and working at CDVA HQ's - Zeena Noah is a recently discharged US Navy veteran of the OEF/OIF conflict. The other is presently posted for application.

Military Liaison Manager (2)

These positions will assure a connection between the Cal Guard, Reserve and this project. These positions will be officers, and one of them is already on board from the Cal Guard and is a captain in the Army National Guard and is a three time deployed infantry officer. Captain Pete Lewis is currently working every day in the start up phase of the CalVet Corps EDD hiring and training.

CVSO Staff

The CVSO staff is another area where the combined military service experience and county management experience will provide strong program management and supervision. These individuals will also provide CalVet Corps members with on-the-job training which is based on years of experience expanded by their community connections. There are 56 CVSO's in 56 counties in California. Two counties (Alpine and Sierra) do not have CVSO's as their population does not warrant this position. These county managers are all in a supervisory roll with their counties and their staff range from single person offices in Mariposa County to staffs of 45 people in Los Angeles. These CVSO's will be the CalVet Corps members' direct supervisor and will provide office space and the tools necessary for them to outreach to veterans and connect them to their earned benefits.

Narratives

CVSO Training

The CVSO managers will also provide direct training on their individual operation whether it be in Los Angeles or Lake County. The CVSO will train the CalVet Corps member on the procedures for that office and give additional in depth training on the veteran benefits process. CVSO's regularly train their own new employees and will give CalVet Corps members this same training.

Support Staff

The support staff is another example where CDVA staff will be made up of veterans with extensive military service and state program experience. The administrative and fiscal personnel will be senior grade Non Commissioned Officers / veterans with many years of experience working with employment, payroll and various administrative support functions.

Plan for Self Assessment and Improvement

Our plan is to build our evaluation into our program model from the outset, using monthly, quarterly and annual feedback-loops to provide both quantitative and qualitative information. The monthly CVCS reports will provide quantitative, tracking and reporting through a common state-wide software tracking and reporting system. We also plan to capture qualitative information monthly, through veteran exit surveys. Our quarterly and annual input will be the result of periodic surveys and site visits at our placement sites. The Operation Welcome Home staff will facilitate the qualitative program evaluation process through the input, data, and recommendations provided through partner organization leadership and designated representatives using program performance meetings, customer surveys, and staff assistance site-visits.

Narratives

Plan for Effective Technical Assistance

Our technical assistance will be provided by the aforementioned staff that will provide initial and follow-up training on site. The staff member will be on site to mentor AmeriCorps Team members on sight and go with them to gauge the effectiveness of their techniques and knowledge. This will happen every other month and they will meet personally with every member at least every two months to mentor them. This will be on top of checking their weekly progress using the automated CVCS system and the direct supervision of the CVSO or manager they are assigned to. Continuous improvement will be made using this technique of feedback and mentoring.

Sound Accomplishment as an Organization

The California Department of Veterans Affairs serves these veterans and their families by providing rehabilitative, residential, and medical care services to the State's aged or disabled veterans; providing veterans with direct low cost loans to acquire farms and homes; and providing veterans and their families with aid and assistance in presenting their claims for federal, state, and local veterans' benefits. The department organizes its efforts to serve veterans into three divisions: the Veterans Homes division, the CalVet Home Loan program (CalVet program), and the Veterans Services division (Veterans Services). Veterans Services administers all programs and activities not directly related to the department's veteran's homes or its CalVet program. Despite its accomplishments in running the veterans homes and helping more than 417,000 veterans to purchase farms and homes through the CalVet program, the department offers assistance to address other issues veterans face, such as homelessness and mental illness.

Narratives

Organizational and Community Leadership

The CDVA has a long standing record of being the lead organization responsible for organizing California's Veteran Community Leadership. Each year the Secretary of the CDVA hosts at least two statewide meetings in Sacramento to share the status of federal and state veteran's initiatives, current legislation issues and updates on newly approved federal and state benefits or services. This process is the critical link that creates California's continuity with the federal and state veterans programs and the key community veteran leaders.

Success in Securing Community Support

The Collaborative process was initiated in the spring of 2009 and currently has many regional community partnerships already working within their respective communities; and currently being organized at the community (grassroots) level. These groups have worked for years as corporative community members and are now shifting to a more integrated and collaborative partnerships.

Wide Range of Community Stakeholders

The historical role of Veteran Community Leadership at CDVA has recently been expanded by the outreach and development of our Regional Collaborative Partnerships program. The CalVet Corps and AmeriCorps VISTA Programs, along with the newly formulated Operation Welcome Home program will give CDVA its widest range of community stakeholders in the department's history.

Cost Effectiveness and Budget Adequacy

E. Cost effectiveness and Budget Adequacy

Cost effectiveness

Narratives

The cost per MSY has been selected as a mid-range between the minimum and maximum amounts authorized. We feel that it will limit the pool of who we engage in national service because this rate will not provide a livable wage in and of itself. However, because we have a unique pool of candidates (veterans) to choose from, and because we are partnered with organizations from which they come (California National Guard, California Military Reserves, and California Community Colleges). We feel that we can effectively recruit dual status veterans (veterans who are employed by the Guard & Reserves and/or veterans who are receiving GI Bill Educational Benefits) who will be very passionate and motivated to assist their fellow veterans. Many veterans programs have been studied and have reported that Vets helping Vets are highly effective, due to their common experience and similar value systems.

Diverse Non-Federal Support

The CDVA has a broad range of facilities (Veterans Homes, Regional Offices, State Headquarters, classrooms, training facilities and hospitals) that create a ready made infrastructure upon which to implement the CalVet Corps and AmeriCorps VISTA programs.

Additionally, the County Veteran Service Offices (CVSO) have a broad range of facilities (Regional Offices, classrooms, and training facilities), which create another ready made infrastructure upon which to implement the CalVet Corps and AmeriCorps VISTA programs.

In addition to the State and County veteran programs, the state has other federal and state partners who are very supportive of these community services; the California National Guard, the Military Reserve Organizations and the federal Veterans Administration (VA).

Narratives

As stated above the CDVA CalVet Corps and AmeriCorps VISTA programs have the commitment from its partners to provide in-kind match including; office space, computers, transportation, training (to include residential training meals and lodging) and other support elements like printing, marketing, staff, and web utilities as well.

Budget Adequacy

The CalVet Corps and AmeriCorps VISTA programs have been incorporated into a much larger program model, Operation Welcome Home. This new program will bring many state organizations together into a single-minded focus that will enjoy the support of the Governor. This alone provides all of the states veteran support elements with expanded support that far outreaches the already large infrastructure of the CDVA. This will result in a much larger in-kind match capability and support structure due to the scope and scale of this statewide initiative. This fact is already evident, in that several state agencies and their key leaders are already working together to pool resources and support a full nine months before this is scheduled to begin.

Evaluation Summary or Plan

NA

Amendment Justification

NA

Clarification Summary

Clarification Response

FY 11 PROGRAMMATIC CLARIFICATION ITEMS --

The program has expressed significant concerns about its ability to implement the awarded program design for continuation funding (2011-12). Please clarify your intention to implement this program

Narratives

design in year two.

We intend to implement the program with the following changes to our program design: We would like to reduce the number of MSY's from its current amount of 40 down to an amount ranging from 30, depending on future budget restraints. This change will reduce the financial impact of the program cost to the department in the following year. Even though the agency has a match of 24%, the operational costs for our Department have been far greater, in the amount of nearly 35 to 40%. After assessing the program, we realize that with the loss of state funding supporting the broader Operation Welcome Home we will incur unbudgeted cost at the beginning of the FY 11-12, this will have a major impact on the department and will lead us to bear the direct cost on anything over the agency match, causes other services and programs to suffer and/or be eliminated. In addition, this reduction will allow for better communication because we plan to place the members in locations that we have stronger relationships improving the direct command and control that we have between the department, the site locations, and the AmeriCorps members.

V1 -- Veterans Receiving Service and Assistance Measure

The program needs to define what "successful completion" of the programs means.

Successful completion of the program means that every veteran who has had contact with CalVet Connect (Operation Welcome Home) has been entered in the system and has been connected with and is aware of any and all resources that are available to for their service in the military. After this has been completed, veterans are more knowledgeable on benefits and are reintegrated into their communities. This transitional period can make a difference in the lives of both them and their family. Leading them and their fellow veterans to serve the community by volunteering their own time to educate veterans on the services they were made aware of, and to improve the quality of life for themselves and others.

V3-- Veterans Pursuing Educational Opportunities Measure

Narratives

Please define how the CalVet Reporting System accurately captures the service impact

The CalVet Reporting System (CVCS) is a database system that assigns a workload to the members, which then is used and tracked by the member to contact the veteran. During the four interview process (cycle), the system can accurately capture which service (Healthcare, Employment, Education, and Housing) that the veteran needs, uses and has an impact on the veteran's reintegration into their community. This cycle of interviews with the veteran are annotated in the system and allows the member to note how the program has helped the veteran in this process.

V7 -- Military Families Receiving Service Measures

The intermediate outcome needs clarification -- How does the program define "successful completion" of the program and what is the impact?

Through the cycle of interviews with the veteran, they are advised of family counseling and this is annotated in the system and allows the member to note how the program has helped the veteran in this process. The members make contact with family members at events such as, Yellow Ribbons (YR) Events (Reserve and National Guard components of the military), which are geared towards soldiers returning from deployment, with a special emphasis on families. At these events the members can provide family's a one on one counseling session regarding benefits that are for both them and the veteran. Also, members attend and conduct outreach at other events that are populated by veterans and their families. The focus is on whether or not the family was successfully connect to the resource and/or service that they were seeking.

The Intermediate Outcome -- How many counseling sessions does the average military family receive?

Narratives

There were seven scheduled meetings that makeup a complete Yellow Ribbon (YR) Cycle. The Reserve and National Guard components schedule every service member for the complete cycle, of which, events 4, 5, 6, and 7 are designed for families. The AmeriCorps members are scheduled to attend events 5, 6, & 7. The AmeriCorps member minimum of two sessions family members, the first is to brief them on the available benefits to both them and the veteran. Then they follow-up with the family member to determine if the information provided assist to them in receiving the services and/or benefit that the family was seeking.

Continuation Changes

No changes in terms of original narrative.

The following sections are being addressed

Enrollment, Retention, Compliance with 30 Day Enrollment/Exit Policies

-Enrollment: Operation Welcome Home current enrollment rate as of December 6, 2010 is less than 100% because enrollment is in progress, and our program's last date to enroll members is March 1, 2011.

-Retention: Our program will not complete its first full year until November 29, 2011, because of this we are unable to report on this.

-Compliance with 30 Day Enrollment/Exit Policies: As of December 6, 2010 we have been in compliance with the 30 day enrollment/exit policies.

Performance Measures

SAA Characteristics

- AmeriCorps Member Population - None
 Geographic Focus - Urban
 Geographic Focus - Rural
 Encore Program

Priority Areas

- | | |
|---|--|
| <input type="checkbox"/> Education
<i>Selected for National Measure</i> <input type="checkbox"/> | <input type="checkbox"/> Healthy Futures
<i>Selected for National Measure</i> <input type="checkbox"/> |
| <input type="checkbox"/> Environmental Stewardship
<i>Selected for National Measure</i> <input type="checkbox"/> | <input checked="" type="checkbox"/> Veterans and Military Families
<i>Selected for National Measure</i> <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Economic Opportunity
<i>Selected for National Measure</i> <input type="checkbox"/> | <input type="checkbox"/> Other
<i>Selected for National Measure</i> <input type="checkbox"/> |

Grand Total of all MSYs entered for all Priority Areas 40

Service Categories

Other Human Needs Primary Secondary

V2 Veterans Engaged In Service Opportunities

Service Category: Other Human Needs

Measure Category: Not Applicable

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

Veterans are referred through the reintegration process. Member works with veteran based on the assessment of the reintegration form e.g. healthcare, education, benefits, housing, and other concerns which include volunteering

Results

Result: Output

Veterans will engage in service opportunities

Indicator: The number of veterans engaged in service opportunities

Target: 1000 veterans will engage in service opportunities

Target Value: 1000

Instruments: CalVet Corps reporting system

PM Statement: 1000 veterans will engage in service opportunities

Prev. Yrs. Data

National Performance Measures

Priority Area: Veterans and Military Families

Performance Measure Title: V1 Veterans receiving service and assistance

Service Category: Other Human Needs

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

Veterans are referred through the reintegration process. Member works with veteran based on the assesment of the reintegration form e.g. healthcare, education, benefits, housing, and other concerns.

Result: Output

Result.

PM Statement:

Result: Output

Result.

veterans will receive services and assistance [excluding education and employment]

Indicator: (PRIORITY)V1: Veterans receiving services and assistance.

Target : 15000 veterans will receive services and assistance [excluding education and employment]

Target Value: 15000

Instruments: CalVet Corps Reporting system

PM Statement: 15000 veterans will receive services and assistance [excluding education and employment]

Result: Intermediate Outcome

Result.

Veterans sucessfully participate or successfully complete services [excluding education and employment]

Indicator: Percent of veterans who sucessfully participate or successfully complete services

Target : 75% [11250/ 15000] Veterans will sucessfully participate or successfully complete services

[excluding education and employment]

Target Value: 11250

Instruments: CalVet Corps Reporting System

PM Statement: 75% [11250/ 15000] Veterans will sucessfully participate or successfully complete services [excluding education and employment]

National Performance Measures

Result.

[excluding education and employment]

Priority Area: Veterans and Military Families

Performance Measure Title: V3 Veterans Pursuing Educational Opportunities

Service Category: Other Human Needs

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

Veterans are referred through the reintegration process. Member works with veteran to connect them with educational benefits and achieves an end result of the member enrolling in approved educational opportunities and receiving educational benefits from the state and federal VA.

Result: Output

Result.

Veterans will receive guidance in pursuing educational opportunities.

Indicator: V3: Veterans assisted in pursuing education.

Target : 5000 Veterans will receive guidance in pursuing educational opportunities.

Target Value: 5000

Instruments: CalVet Corps Reporting System

PM Statement: 5000 Veterans will receive guidance in pursuing educational opportunities.

Result: Intermediate Outcome

Result.

Veterans enroll in an approved educational program.

Indicator: Percent of veterans who enroll in an approved educational program.

Target : 25% [1250/ 5000] of veterans will enroll in an approved educational program.

Target Value: 1250

Instruments: CalVet Corps Reporting System

PM Statement: 25% [1250/ 5000] of veterans will enroll in an approved educational program.

Priority Area: Veterans and Military Families

Performance Measure Title: V7 Military families receiving services

Service Category: Other Human Needs

Strategy to Achieve Results

Briefly describe how you will achieve this result (Max 4,000 chars.)

Veterans along with their family are referred through the reintegration process. Member works with the veteran and their family to assist them in accessing various services

Result: Output

Result.

Military Families will receive assistance to services * Services are defined as Counseling to family in: family, legal, substance abuse, and/ or healthcare

National Performance Measures

Result.

Indicator: (PRIORITY)V7: Military families receiving services and assistance.

Target : 5000 Military Families will receive assistance to services * Services are defined as Counseling to family in: family, legal, substance abuse, and/ or healthcare

Target Value: 5000

Instruments: CalVet Corps Reporting system

PM Statement: 5000 Military Families will receive assistance to services* Services are defined as Counseling to family in: family, legal, substance abuse, and/ or healthcare

Result: Intermediate Outcome

Result.

military families successfully participate or successfully complete services * Services are defined as Counseling to

family in: family, legal, substance abuse, and/ or healthcare

Indicator: Percent of military families who successfully participate or successfully complete

Target : 75% [3750/ 5000] of military families who successfully participate or successfully complete

services* Services are defined as Counseling to family in: family, legal, substance abuse, and/ or healthcare

Target Value: 3750

Instruments: CalVet Corps Reporting System

PM Statement: 75% [3750/ 5000] of military families who successfully participate or successfully complete services* Services are defined as Counseling to family in: family, legal, substance abuse, and/ or healthcare

National Performance Measures

Result.

services

Required Documents

Document Name

Status

Evaluation

Not Applicable

Labor Union Concurrence

Not Applicable