

Oklahoma Senate Committee on Appropriations

2013-14 Performance Report

AGENCY NAME

AGENCY MISSION STATEMENT:

The mission of the Oklahoma Department of Veterans Affairs is to ensure all Oklahoma veterans and their families receive all benefits to which they may be entitled and to provide excellent health services and long-term skilled care in a residential environment to all qualified veterans residing in the state.

LEAD ADMINISTRATOR:

John McReynolds, Executive Director (405) 521-6098

GOVERNANCE:

The War Veterans Commission is the controlling board of the Oklahoma Department of Veterans Affairs. It is composed of nine members appointed by the Governor and confirmed by the Senate, from a list of names submitted by the American Legion, Veterans of Foreign Wars, and Disabled American Veterans. Four members are selected from the American Legion, three from the Veterans of Foreign Wars, and two from the Disabled American Veterans. Three members of the Commission must be Vietnam Era veterans. The War Veterans Commission is responsible to the Governor for carrying out the laws passed by the Oklahoma Legislature. In addition, it administers the veterans program in Oklahoma through a Director appointed by and responsible to the Commission. The Office of the Director is maintained in the Central office which is located in the Veterans Memorial Building, Oklahoma City, Oklahoma. From this location, the Director exercises operational oversight of the two principal operations of the Department: The Oklahoma Veterans Centers and the Claims and Benefits Division.

GOVERNANCE ACCOUNTABILITY:

Please see attached copies of the minutes for Commission meetings the agency has had since January 2012 in electronic format. December 2012 meeting minutes will be approved in January 2013 meeting.

Is there an attendance policy for board members/commissioners? If so, is it being followed?

There is no attendance policy for Commissioners. However, historically we have complied with the attendance requirements. Currently, all of the nine Commissioners are filled.

MODERNIZATION EFFORTS:

Savings and efficiencies achieved this past fiscal year.

- Significant reduction in Workers compensation expenditure;
- Increased use of P-cards resulted in rebate of approximately \$37,000/year.
- Agency realized purchasing savings of approximately \$499,000 through application of best spend practices.

Are there efforts that have been successful which you believe could serve as a model for other state agencies seeking to keep costs minimal? Information about how an agency reform or update has resulted in better services for citizens or less burden for businesses?

- Constant updating of the agency website to provide more information to all citizens in an easier to access format. Have added Hotline accessible to public;
- New electronic patient charting system has resulted in improved care planning and medical service delivery for all residents at the Oklahoma Veterans Centers.
- Transitioned to the new MDS 3.0 resident assessment model. This provides better patient information and a more comprehensive assessment of resident needs resulting in more objective and evidence-based resident care plans.
- Increased use of the P-card program resulted in simplified billing and faster payment for our business partners and lowered procurement costs for our agency.
- Enhanced communication with the citizens of Oklahoma by hiring Public Information Officer.

CORE MISSION:

What services are you required to provide which are outside of your core mission? Are any services you provide duplicated or replicated by another agency? Are there services which are core to your mission which you are unable to perform because of requirements to perform non-core services elsewhere?

We are not required to provide any services outside of our core mission.

None of our services are duplicated or replicated by another agency. The services provided by our agency are unique to our agency.

No. There are no services which are core to our mission which we are unable to perform because of requirements to perform non-core services elsewhere.

PRIVATE ALTERNATIVES:

Are any of the services which are performed by the agency also performed in the private sector in Oklahoma? In other states? Has the agency been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency?

Nursing Care is provided in the private sector; however, the level of care is different than that provided in the State Homes and the private facilities are not participants in the State Home Program for per diem to eligible residents, nor are they eligible to participate in the State Home Construction Grant program with a 65% match for construction related programs.

Every state has State Veterans Homes Program for long-term nursing care.

No. The agency has not been approached by any foundation, for-profit or not-for-profit corporation with efforts to privatize some of the functions of the agency.