



Supporting Veterans Using Data-Driven Decision-Making

Problem | Data are needed to guide Pennsylvania's veterans' services and programs



\$6.6 million dollars are spent annually on state-level veteran benefits, services, and programs

Despite the supports available, **many veterans experience challenges in**

- Finance
- Employment
- Health
- Relationships

Lack of program awareness and access are significant barriers to veterans using resources

Programs and services that support veterans often lack vital **data-collection** and **evaluation processes** that can be used to measure their impact

Strengthen the state-wide **data-collection and evaluation infrastructure** to

- Guide decision-making
- Allocate resources effectively
- Ensure that veterans receive the support they deserve

Solution | Strengthen infrastructure for collecting, sharing, and evaluating data

Prioritize and maintain a data infrastructure that collects data efficiently and shares data securely across all state agencies to

- Streamline service-referral processes
- Facilitate efficient government operations
- Meet veterans' needs holistically
- Advance prevention efforts



Standardize how **veteran status** is determined, collected, and reported

Ask the Question

Ask citizens on all state forms or applications if they or a family member has served in the military

With the veteran consent and strong privacy protection standards, share

Identifiable data across state agencies

to promote coordination and provide holistic and targeted support to veterans

De-identified veteran data publicly

to help state agencies and community organizations better align services with veteran needs

Implement continuous quality improvement processes to

- Provide greater confidence that programs address the needs of veterans effectively
- Foster a culture of learning
- Sustain positive outcomes

Recommendations | Collect, share, and evaluate data to ensure effective support for veterans

To improve PA's veteran programs and services through data-driven decision-making, the PA government could do the following:

1

Mandate and standardize data collection across all state agencies.

2

Securely share relevant data across departments and organizations.

3

Implement continuous quality-improvement processes within state-sponsored veterans' services by assessing their efficiency and effectiveness.

1 Mandate and standardize data collection across all state agencies.



Build a robust data-management infrastructure that can be used by decision makers.



Mandate state agencies to utilize data to improve the quality of programs and services that are offered to veterans.



Standardize data collection about veterans across state agencies and programs by asking three questions when residents complete forms or applications.

1. Have you ever served in the military?
2. If yes, are you currently serving in the military?
3. Are you an immediate family member (e.g., spouse, parent, child, sibling) of someone who has served or is serving in the military?

2 Securely share relevant data across departments and organizations.



With veterans' approvals, share their data across state agencies and county veterans affairs offices to increase these agencies abilities to identify, locate, and match veterans to services.



Enable secure data sharing among authorized personnel and public access to unidentifiable data.



Protect the privacy of the individuals included in the collected data.



Enhance the coordination between state agencies and community-based entities by sharing data and, consequently, streamlining services directed toward veterans.

3 Implement continuous quality-improvement processes within state-sponsored veterans' services by assessing their efficiency and effectiveness.



Develop evaluation and continuous quality improvement systems to determine the effectiveness of veterans' services.



Use findings to inform the development, implementation, and evaluation of Pennsylvania's veterans' programs and services.

