

Report on Department Policy

Department: Arkansas Department of Veterans' Affairs

Secretary: Secretary Nate Todd

The primary purpose of this report is to review existing policies and prompt an analysis of the opportunities for the integration of division policies within your department for standardization. An analysis of *policies* should consider all relevant factors including outdated processes, duplication across divisions, unique requirements, and opportunities for standardization. This analysis should take a holistic approach for developing action plans to deliver efficiency and effectiveness improvements while maintaining standardization across the Department.

Policy Integration Project

- 1.1. Provide a brief description of integration opportunities across divisions for policy standardization at the department level where practicable. What is the action plan for integrating policies? What are the benefits?
 - Transformation resulted in ADVA becoming the parent organization for Arkansas Veterans' Child Welfare Services and the Arkansas Disabled Veterans' Services Office. With already streamlined budgets totaling approximately \$194,000, their addition to ADVA has had negligible impact. Nonetheless, I directed a review of the ADVA policies and revision of our Employee Handbook. This review was completed by ADVA in October 2019 and is currently pending review by the Office of the Attorney General.
 - Though Transformation was the impetus for integrating policies, I believe that integration is an ongoing effort. My Chief of Staff and Division Directors are all continually looking for areas to integrate policies and processes to deliver more efficient and more effective government.
- 1.2. What steps will you take to gather the necessary information to determine whether division policies can be integrated? Address any key division requirements preventing policy integration if applicable.
 - ADVA currently operates two nursing homes, one in Fayetteville and another in North Little Rock. Though both in Arkansas, the homes belong to two separate federal VA regional offices. This distinction, combined with the geographical distance and the unique cottage-style layout of the North Little Rock home, make further policy integration challenging.
 - Both homes, however, substantially utilize contracts for nursing and food services. In 2020, I will determine whether any potential cost savings exists in our current procurement structures.
- 1.3. Are there any anticipated costs associated with revising and standardizing policies? Does your current budget have sufficient funds to cover all anticipated costs?
 - I do not anticipate any costs associated with additional revision or standardization. ADVA's current budget is sufficient for integration.
- 1.4. What is the implementation timeline and key action steps for this policy roll-out? How will you communicate this timeline and policy roll-out to division stakeholders?
 - Focused analysis to potentially achieve cost savings through procurement integrations will be complete by the end of Q3.
- 1.5. How could the Department of Transformation and Shared Services provide support to your Department?
 - ADVA procurement personnel may contact TSS for evaluation of any shared procurement opportunities with other agencies.

Additional thoughts/comments: