

## Part 1 – Agency Profile

### Agency Overview

The Division of Veterans Services has the responsibility to provide care and extend financial assistance to disabled and destitute Idaho wartime veterans and their dependents. Services include managing and operating the three (3) Veterans Homes, one located in Boise, one in Lewiston and one in Pocatello, that include 263 nursing care, 36 residential care and domiciliary beds; maintaining an Office of Veterans Advocacy with fourteen (14) employees to assist veterans and their families in obtaining federal benefits to which they are entitled and provide training and guidance to thirty six (36) county Service Officers; extending emergency financial assistance to disabled or destitute veterans and their families; and operating the State Veteran's Cemetery located in Boise.

The Division of Veterans Services was transferred from the Department of Health and Welfare to the Department of Self-Governing Agencies in fiscal year 2001. In FY 04 and FY 05, the Division remodeled the Secure Care Unit in the Boise Home and constructed and dedicated the Veterans Cemetery. In October of 2007, a dedication ceremony was conducted opening a visitor and volunteer center at the Idaho Veterans Cemetery. In FY 08, the Boise, Pocatello and Lewiston Veterans Homes applied for and received certification to receive Medicare reimbursements.

The Division of Veterans Services' revenue comes from miscellaneous funds, federal funds, endowment funds, and general funds. Miscellaneous funds include Medicaid receipts, private pay and burial payments. Federal funds include Veterans Administration per diem allowances and Medicare allowances.

### Core Functions/Idaho Code

Division of Veterans Services – The Idaho Division of Veterans Services is one of twenty-nine agencies under the auspices of the Department of Self-Governing Agencies. The Idaho Veterans Affairs Commission, an advisory commission to the Idaho Division of Veterans Services, consists of five (5) members who are appointed by the Governor of the State of Idaho. The Division is managed by a Division Administrator who is recommended to the Governor by the Idaho Veterans Affairs Commission and appointed by the Governor. The Division administers the provisions of Title 65, Chapters 1 & 2 and Title 66, Chapter 9, *Idaho Code*.

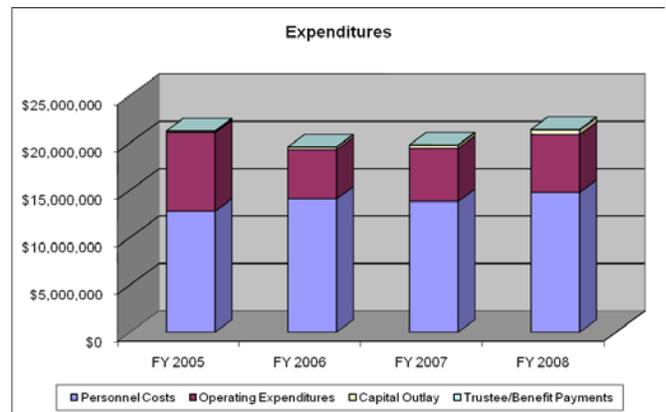
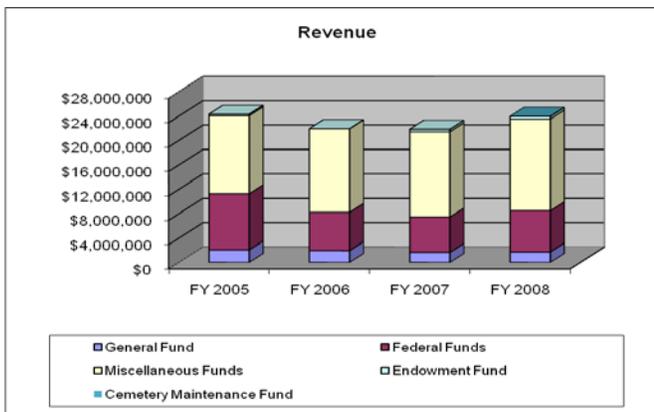
Veterans Homes – The Idaho State Veterans Homes are available to Idaho veterans who served during a peace or wartime period and, effective July 1, 2006, to veterans' spouses. Skilled nursing care is available to Idaho veterans who are certified as needing such care by a licensed physician. The Boise Home accommodates 131 skilled nursing care beds and 36 residential care and domiciliary beds. The Pocatello and Lewiston Homes each accommodate 66 skilled nursing care beds. The Division provides nursing home care of honorably discharged veterans. Title 66, Chapter 9, *Idaho Code*.

Veterans Cemetery – The Division operates, manages, maintains and improves the lands and property belonging to the state of Idaho or acquired by the state of Idaho, for a state veterans cemetery. It provides dignified interment services to eligible veterans and their families. The Veterans Cemetery's current capacity provides burial spaces for over 25,000 veterans and spouses. Title 65, Chapter 1, *Idaho Code*.

Office of Veterans Advocacy – The Division provides assistance to veterans in the Homes, as well as outreach and assistance to all veterans, their spouses and dependents to ensure they receive the benefits they are authorized. The office administers the Emergency Relief Program, which provides monetary assistance to qualified veterans and their families. The OVA Headquarters, located at 805 W. Franklin Street, Boise, in space furnished by the U.S. Department of Veterans Affairs, is staffed with three Service Officers and the Program Supervisor. An additional five Service Officers are based out of the Idaho State Veterans Homes – one (1) in Boise, two (2) in Lewiston and two (2) in Pocatello; all report to the OVA Program Supervisor. The Office of Veterans Advocacy also provides training and guidance to thirty six (36) county Service Officers. Title 65, Chapter 2, *Idaho Code*.

**Revenue and Expenditures**

Revenue	FY 2005	FY 2006	FY 2007	FY 2008
General Fund	\$2,062,000	\$1,942,900	\$1,651,000	\$1,720,900
Federal Funds	\$9,203,200	\$6,297,700	\$5,817,700	\$6,771,100
Miscellaneous Funds	\$12,794,800	\$13,685,900	\$13,972,900	\$15,023,900
Endowment Fund	\$242,400	\$2,600	\$395,700	\$430,400
Cemetery Maintenance Fund				\$38,107
<b>Total</b>	<b>\$24,302,400</b>	<b>\$21,929,100</b>	<b>\$21,837,300</b>	<b>\$23,984,007</b>
Expenditure	FY 2005	FY 2006	FY 2007	FY 2008
Personnel Costs	\$12,782,800	\$14,074,200	\$13,804,200	\$14,767,400
Operating Expenditures	\$8,298,700	\$5,192,200	\$5,624,000	\$6,093,200
Capital Outlay	\$131,300	\$263,700	\$307,800	\$504,900
Trustee/Benefit Payments	\$45,300	\$31,100	\$38,800	\$42,800
<b>Total</b>	<b>\$21,258,100</b>	<b>\$19,561,200</b>	<b>\$19,774,800</b>	<b>\$21,408,300</b>



**Profile of Cases Managed and/or Key Services Provided**

Cases Managed and/or Key Services Provided	FY 2005	FY 2006	FY 2007	FY 2008
Number of Veteran benefit dollars coming into the State of Idaho	\$194,738,040	\$44,912,977	\$47,859,000	\$46,151,941
Number of claims filed with the Department of Veterans Affairs and other agencies	2,911	3,344	2,781	3,081
Number of Interments	301	384	426	482
Percent of occupied beds in nursing	86.6%	87.6%	88.3%	86.3%
Percent of occupied beds in domiciliary				92.3%

**Performance Highlights**

During FY 2008, the Division, working with the Legislature, and Veteran Organizations passed legislation that would, on a 3 year trial basis, allow veterans with a disability of 50% or higher, free access to state parks; allow in-state tuition to Reservist's and Idaho National Guard members that live in a state other than Idaho, and are enrolled and attend an Idaho College/University; established a donation block on the Idaho Tax Return form for Idahoans receiving a tax refund the opportunity to donate a portion of their refund to a special fund to be used by the Administrator of the Idaho Division of Veterans Services for supporting veterans programs in the State of Idaho.

The new activities and therapy room at the Lewiston Veterans Home was completed during FY 2008 and what a tremendous addition it is to the Lewiston Veterans Home. The staff, residents and families are very excited about the additional room they have to conduct activities and more importantly, the additional room for administering physical therapy.

Alterations and repairs projects hit a new high for FY 2008. Over two (2) million dollars was allocated to the Division for much needed improvements and additions to the three (3) Idaho Veterans Homes. A new Division Headquarters building was approved for construction. The new building will be located on the grounds of the Boise Veterans Home.

The Office of Veterans Advocacy in FY 2008 processed over 3,081 claims and reviewed 13,693 files, resulting in \$46,151,941 of new benefits coming into Idaho, a major contribution to the State's economy. These benefits are in addition to the benefits Idaho veterans currently receive.

There are approximately 137,152 veterans now residing in the state of Idaho. Of this number, 11,775 are receiving twenty (20) year retirement benefits averaging \$2,029 per month resulting in \$286,697,700 additional revenue coming into the state. Also, approximately \$203,874,000 of revenue can be contributed to veterans' compensation and pensions through the Department of Veterans Affairs programs.

## Part II – Performance Measures

Performance Measure	2005	2006	2007	2008	Benchmark
1. Number of Veteran benefit dollars coming into the State of Idaho	\$194,738,040	\$44,912,977	\$47,859,068	\$46,151,941	N/A
2. Number of claims filed with the Department of Veterans Affairs and other agencies	2,911	3,344	2,781	3,081	N/A
3. Percent of returned questionnaires from residents and families indicating satisfaction with services	93%	92%	97%	95%	90%
4. Number of satisfactory surveys from the state and federal survey agencies with no more tags issued than the federal or state average.	6 100%	6 100%	6 100%	6 100%	100%
5. Rate of Division staff turnover compared to industry average	23.91%	22.27%	25.6%	26.9%	65%
6. Number of new volunteers and annual volunteer hours	449 59903 Hrs	275 68090 Hrs	386 79947 Hrs	325 76,433 Hrs	N/A
7. Percent of staff and citizens expressing satisfaction with website and available technology				Web Site Under Development	90%
8. Percent of occupied beds in facilities	86.6%	87.6%	88.3%	87%	92%
9. Percent of returned questionnaires from families indicating satisfaction with interment services		98%	100%	100%	90%

### Performance Measure Explanatory Note:

1. There is no data for Performance Measure 7 (Percent of staff and citizens expressing satisfaction with website and available technology). The website is under construction and should be completed by December 2008.

**For More Information Contact**

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