

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*.

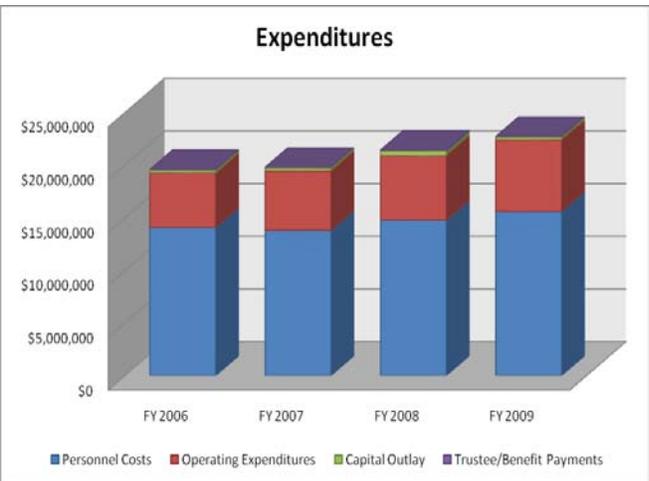
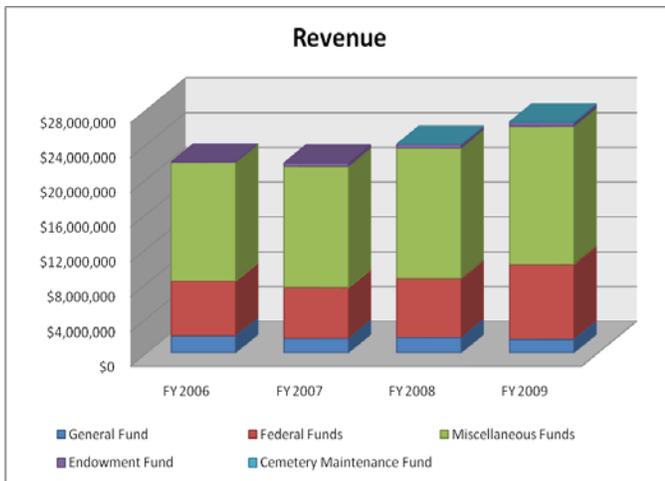
Veterans Cemetery – The Division operates, manages, maintains and improves the lands and property belonging to the state of Idaho or acquired by the state of Idaho, for a state veterans cemetery. It provides dignified interment services to eligible veterans and their families. The Veterans Cemetery's 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 2006	FY 2007	FY 2008	FY 2009
General Fund	\$1,942,900	\$1,651,000	\$1,720,900	\$1,525,400
Federal Funds	\$6,297,700	\$5,817,700	\$6,771,100	\$8,615,500
Miscellaneous Funds	\$13,685,900	\$13,972,900	\$15,023,900	\$15,902,900
Endowment Fund	\$2,600	\$395,700	\$430,400	\$471,000
Cemetery Maintenance Fund			\$38,107	\$30,500
Total	\$21,929,100	\$21,837,300	\$23,984,007	\$26,545,300

Expenditure	FY 2006	FY 2007	FY 2008	FY 2009
Personnel Costs	\$14,074,200	\$13,804,200	\$14,767,400	\$15,585,400
Operating Expenditures	\$5,192,200	\$5,624,000	\$6,093,200	\$6,781,000
Capital Outlay	\$263,700	\$307,800	\$504,900	\$292,900
Trustee/Benefit Payments	\$31,100	\$38,800	\$42,800	\$43,100
Total	\$19,561,200	\$19,774,800	\$21,408,300	\$22,702,400



Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2006	FY 2007	FY 2008	FY 2009
Number of Veteran benefit dollars coming into the State of Idaho	\$44,912,977	\$47,859,000	\$46,151,941	\$65,101,566
Number of claims filed with the Department of Veterans Affairs and other agencies	3,344	2,781	3,081	3181
Number of Interments	384	426	482	471
Percent of occupied beds in nursing	87.6%	88.3%	86.3%	84%
Percent of occupied beds in domiciliary			92.3%	92%

Performance Highlights

During FY 2009, the Division, working with the Legislature, and Veteran Organizations passed legislation that authorized families that lost loved ones due to hostile action in a war zone to apply and display a Gold Star license plate; approximately \$41,000 was donated to the Veterans Support Fund through the check off donation block on State Income Tax Forms, funds to be utilized to support veterans programs throughout the State of Idaho; plans for the new Idaho Division of Veterans Services Administration building to be located on the grounds of the Boise Veterans Home were drafted and approved with a projected move in date of mid June 2010; the State Approving Agency which oversees educational programs for veterans at Universities, Colleges, Trade Techs and other institutes of higher learning, was transferred from the Professional Technical Education Department to the Idaho Division of Veterans Services.

The new expansion of the Chapel at the Pocatello Veterans Home was completed and an open house conducted. Residents, families, friends and staff are very excited with the added space that allows more residents to participate in weekly services.

Alteration and repair projects continue to be on-going at the three Veterans Homes. These projects continue to update and improve the facilities to allow for better care for the residents.

The Office of Veterans Advocacy in FY 2009 processed over 3,181 claims and reviewed 14,861 files, resulting in \$65,101,566 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 137,203 veterans residing in Idaho. Department of Veterans Affairs expenditures in Idaho are \$383 million dollars broken down as follows: Compensation and pensions: \$223 million dollars; readjustment benefits: \$16 million dollar; medical and construction programs: \$132 million dollars and insurance and indemnities: \$5 million dollars. There are also approximately 11,775 veterans receiving twenty (20) year retirement benefits averaging \$2,029 per month resulting in \$286,697,700 additional revenue coming into the State.

Part II – Performance Measures

Performance Measure	2006	2007	2008	2009	Benchmark
1. Number of Veteran benefit dollars coming into the State of Idaho	\$44,912,977	\$47,859,068	\$46,151,941	\$64,101,566	N/A
2. Number of claims filed with the Department of Veterans Affairs and other agencies	3,344	2,781	3,081	3,181	N/A
3. Percent of returned questionnaires from residents and families indicating satisfaction with services	92%	97%	95%	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%	10 100%	100%
5. Rate of Division staff turnover compared to industry average	22.27%	25.6%	26.9%	18.5%	65%
6. Number of new volunteers and annual volunteer hours	275 68090 Hrs	386 79947 Hrs	325 76433 Hrs	555 72554 Hrs	N/A
7. Percent of staff and citizens expressing satisfaction with website and available technology			Web Site Under Development	100%	90%
8. Percent of occupied beds in facilities	87.6%	88.3%	87%	84.4%	92%
9. Percent of returned questionnaires from families indicating satisfaction with interment services	98%	100%	100%	99.5%	90%

For More Information Contact

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