

## 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; operating the State Veteran's Cemetery located in Boise and serving as the State Approving Agency (SAA) in the review, evaluation and approval of quality programs of education and training under Federal criteria (veterans education programs, G.I. Bill).

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*.

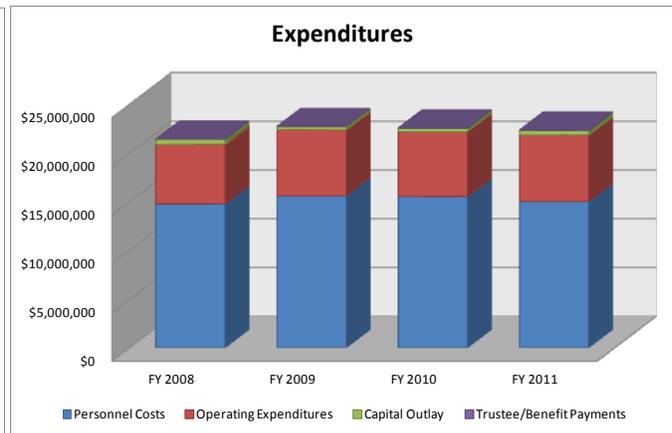
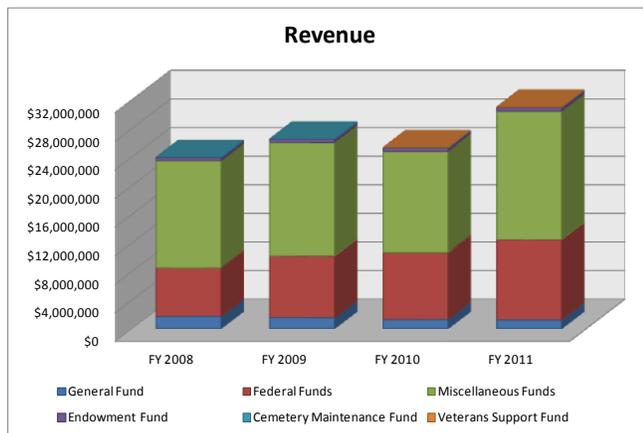
**Office of Veterans Advocacy** – The Division provides assistance to veterans in the Homes, as well as outreach and assistance to all veterans, their spouses and dependents to ensure they receive the benefits they are authorized. The office administers the Emergency Relief Program, which provides monetary assistance to qualified veterans and their families. The OVA Headquarters, located at 444 Fort 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*.

**Veterans Education** – The Division has six core functions in veterans education: to approve programs at universities and colleges, vocational training and flight training to insure quality high education instruction and that

businesses deliver quality education and training; to conduct supervisory, inspection and school requested visits to ensure compliance with regulations and prevent waste, fraud and abuse; to provide technical assistance to school officials, certifying officers and veterans with regards to GI Bill policies and procedures; to conduct outreach through TAP briefings, job fairs, educations fairs, Troop to Teachers programs and Yellow Ribbon events to ensure that every veteran and eligible person, reservist and guardsman are made aware of all educational opportunities afforded by the GI Bills; to liaison with VA, Department of Labor, school faculty, Congressional staffers and colleagues through Vet.Net meetings, WAVES conferences, Congressional staff briefings and NASSA training meetings to share information and best practices with regards to the GI Bills; and to insure VA contract compliances through timely preparation and submission of invoices, reports and self-evaluations. Title 65, Chapter 2, Idaho Code.

### Revenue and Expenditures

Revenue	FY 2008	FY 2009	FY 2010	FY 2011
General Fund	\$1,720,900	\$1,525,400	\$1,283,900	\$1,210,900
Federal Funds	\$6,771,100	\$8,615,500	\$9,374,800	\$11,232,000
Miscellaneous Funds	\$15,023,900	\$15,902,900	\$14,124,400	\$17,993,900
Endowment Fund	\$430,400	\$471,000	\$498,100	\$494,100
Cemetery Maintenance Fund	\$38,107	\$30,500	\$31,200	\$44,700
Veterans Support Fund			\$44,100	\$44,000
<b>Total</b>	<b>\$23,984,007</b>	<b>\$26,545,300</b>	<b>\$25,356,400</b>	<b>\$31,019,600</b>
Expenditure	FY 2008	FY 2009	FY 2010	FY 2011
Personnel Costs	\$14,767,400	\$15,585,400	\$15,522,700	\$15,007,600
Operating Expenditures	\$6,093,200	\$6,781,000	\$6,627,200	\$6,824,600
Capital Outlay	\$504,900	\$292,900	\$363,700	\$454,500
Trustee/Benefit Payments	\$42,800	\$43,100	\$33,300	\$48,400
<b>Total</b>	<b>\$21,408,300</b>	<b>\$22,702,400</b>	<b>\$22,546,900</b>	<b>\$22,335,100</b>



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

<b>Cases Managed and/or Key Services Provided</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>
Number of Veteran benefit dollars coming into the State of Idaho	\$46,151,941	\$65,101,566	\$62,762,185	\$64,728,307
Number of claims filed with the Department of Veterans Affairs and other agencies	3,081	3181	3,030	3,431
Number of Interments	482	471	500	549
Percent of occupied beds in nursing	86.3%	84%	87.9%	88.4%
Percent of occupied beds in domiciliary	92.3%	92%	90.5%	92.7%

**Performance Highlights**

During FY 2011, the Division received approximately \$40,000 that was donated to the Idaho Veterans Support Fund through the check off donation block on State Income Tax Forms. These funds are utilized to support veterans' programs throughout the State of Idaho. The new Idaho Division of Veterans Services Administration building, located on the grounds of the Boise Veterans Home, was completed in early July 2010 and the Division staff are now located there. The building is forty eight hundred square feet and approximately eighty percent "GREEN". The State Approving Agency, which oversees educational programs for veterans at Universities, Colleges, Trade Tech and other institutes of higher learning, was transferred from the Professional Technical Education Department to the Idaho Division of Veterans Services on the first day of FY2010. The staff is now located in the new Division building.

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. Replacement of lighting in all three veterans homes with high efficiency lighting should result in considerable energy savings in future years.

The Office of Veterans Advocacy in FY 2011 processed over 3,431 claims and reviewed 20,622 files, resulting in \$64,728,307 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 136,625 veterans residing in Idaho. Department of Veterans Affairs expenditures in Idaho are approximately \$576 million dollars broken down as follows: Compensation and pensions: \$276 million dollars; readjustment benefits: \$25 million dollars; medical and construction programs: \$245 million dollars and insurance and indemnities: \$9 million dollars. There are also approximately 12,455 veterans receiving twenty (20) year retirement benefits averaging \$2,531 per month resulting in \$378,283,260 additional revenue coming into the State.

**Part II – Performance Measures**

Performance Measure	2008	2009	2010	2011	Benchmark
1. Number of Veteran benefit dollars coming into the State of Idaho	\$46,151,941	\$64,101,566	\$62,762,185	\$64,728,307	N/A
2. Number of claims filed with the Department of Veterans Affairs and other agencies	3,081	3,181	3,030	3,431	N/A
3. Percent of returned questionnaires from residents and families indicating satisfaction with services	95%	95%	94.7%	96.8%	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%	10 100%	7 100%	15 100%	100%
5. Rate of Division staff turnover compared to industry average	26.9%	18.5%	19.3%	19%	65%
6. Number of new volunteers and annual volunteer hours	325 76433 Hrs	555 72554 Hrs	513 72850 Hrs	428 57,853 Hrs	N/A
7. Percent of staff and citizens expressing satisfaction with website and available technology	Web Site Under Development	100%	100%	100%	90%
8. Percent of occupied beds in facilities	87%	84.4%	88.2%	92%	92%
9. Percent of returned questionnaires from families indicating satisfaction with interment services	100%	99.5%	99%	98%	90%

**For More Information Contact**

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