

## Part 1 – Agency Profile

### Agency Overview

The Idaho Division of Veterans Services is dedicated to serving Idaho's Veterans and their families by delivering superior long-term care and enhanced quality of life for residents of the Idaho State Veterans Homes in Boise, Lewiston and Pocatello; maintaining the Office of Veterans Advocacy to provide high quality advocacy and benefit assistance for all Idaho Veterans and their families, and training and guidance to county Service Officers; extending emergency financial assistance to disabled or destitute Veterans and their families; operating the State Veteran's Cemetery to honor Idaho Veterans and their families with respectful interment services in a dignified final resting place and provide a place of honor for Veterans as well as a place of remembrance and reflection for the citizens of Idaho; and ensure Idaho Veterans have high quality, well managed education and training programs available that meet the criteria for funding under federal Veterans education programs.

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. 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** – Residency in the Idaho State Veterans Homes is available to honorably discharged Idaho Veterans and their 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 and 36 residential/domiciliary residents. The Pocatello and Lewiston Homes each accommodate 66 skilled nursing care residents.

Title 66, Chapter 9, *Idaho Code*.

**Veterans Cemetery** – The Division operates, manages, maintains and improves the land and property belonging to or acquired by the state of Idaho for state Veterans cemeteries. Idaho has one Veterans Cemetery, in Boise, which provides dignified interment services to eligible Veterans and their families. The Cemetery currently has burial spaces for over 25,000 Veterans and their spouses or eligible family members, and construction during FY 2013 and 2014 will provide an additional 7,200 burial spaces.

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 Idaho Veterans and their families, in order to ensure they receive the benefits they are entitled to. 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 four (4) Service Officers and the Program Supervisor. An additional five Service Officers are based in the Idaho State Veterans Homes—one (1) in Boise, two (2) in Lewiston and two (2) in Pocatello—and there is one (1) Service Officer based in Post Falls; all report to the OVA Program Supervisor. The Office of Veterans Advocacy also provides training and guidance to thirty six (36) county Service Officers.

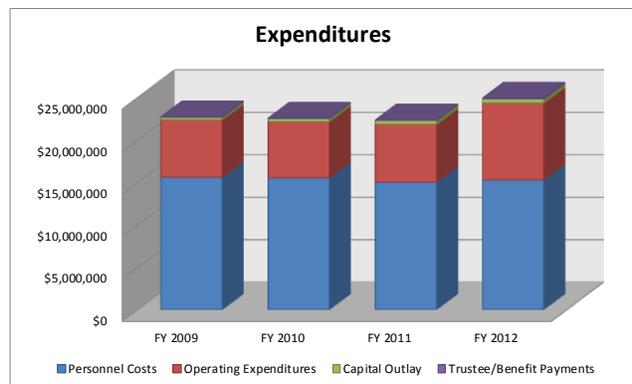
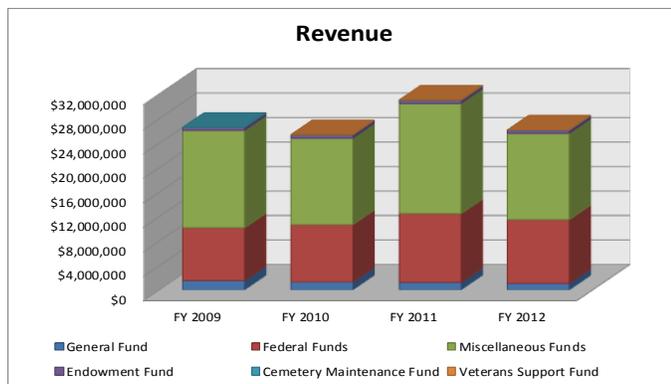
Title 65, Chapter 2, *Idaho Code*.

**Veterans Education** – The Division's functions in this area include: approving programs at universities and colleges, and at vocational and flight training schools, for Veterans to use their GI Bill benefits; ensuring quality higher education instruction and vocational training at these institutions; confirming adherence to regulations and preventing waste, fraud and abuse by conducting supervisory, inspection and school requested visits at these institutions, as well as compliance audits at private profit and not for profit schools; providing technical assistance on GI Bill policies and procedures for school officials, certifying officers, and Veterans; conducting outreach through Transition Assistance Program briefings, job fairs, education fairs, Troop to Teachers programs, and Yellow Ribbon events to ensure all eligible persons are aware of the many educational opportunities available through the GI Bills.

Title 65, Chapter 2, *Idaho Code*.

### Revenue and Expenditures

Revenue	FY 2009	FY 2010	FY 2011	FY 2012
General Fund	\$1,525,400	\$1,283,900	\$1,210,900	\$1,070,200
Federal Funds	\$8,615,500	\$9,374,800	\$11,232,000	\$10,411,500
Miscellaneous Funds	\$15,902,900	\$14,124,400	\$17,993,900	\$14,076,300
Endowment Fund	\$471,000	\$498,100	\$494,100	\$497,200
Cemetery Maintenance Fund	\$30,500	\$31,200	\$44,700	\$46,300
Veterans Support Fund		\$44,100	\$44,000	\$36,000
<b>Total</b>	<b>\$26,545,300</b>	<b>\$25,356,400</b>	<b>\$31,019,600</b>	<b>\$26,137,500</b>
Expenditures	FY 2009	FY 2010	FY 2011	FY 2012
Personnel Costs	\$15,585,400	\$15,522,700	\$15,007,600	\$15,296,700
Operating Expenditures	\$6,781,000	\$6,627,200	\$6,824,600	\$9,048,900
Capital Outlay	\$292,900	\$363,700	\$454,500	\$481,200
Trustee/Benefit Payments	<u>\$43,100</u>	<u>\$33,300</u>	<u>\$48,400</u>	<u>\$83,400</u>
<b>Total</b>	<b>\$22,702,400</b>	<b>\$22,546,900</b>	<b>\$22,335,100</b>	<b>\$24,910,200</b>



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

Cases Managed and/or Key Services Provided	FY 2009	FY 2010	FY 2011	FY 2012
New Veteran benefit dollars coming into Idaho	\$65,101,566	\$62,762,185	\$64,728,307	\$72,236,932
Number of claims filed with the Department of Veterans Affairs and other agencies	3181	3,030	3,431	2,701
Number of Interments	471	500	549	574
Percent of occupied beds in nursing	84%	87.9%	88.4%	83.8%
Percent of occupied beds in domiciliary	92%	90.5%	92.7%	90.8%

## Performance Highlights

There are approximately 136,000 Veterans residing in Idaho. Federal Department of Veterans Affairs expenditures in Idaho are approximately \$662 million, broken down as follows: Compensation and pensions: \$335 million dollars; readjustment benefits: \$45 million; medical and construction programs: \$260 million, and insurance and indemnities: \$9 million. There are also approximately 13,000 Idaho Veterans receiving retirement benefits, resulting in an additional contribution of \$150 million to the State's economy. We have experienced an increase in the number of Idaho Veterans as our service members have been returning from Iraq and Afghanistan, and we expect this to continue at an even greater rate as our military downsizes. We have been working hard to stay ahead of these changes by increasing the number of Service Officers we have available to help ensure Idaho Veterans receive the benefits and compensation to which they are entitled.

The Veterans Support Fund received \$36,000 in donations through the check-off block on State Income Tax Forms. With the addition of this funding to previous years' donations, the Veterans Support Fund was able to provide over \$50,000 for a variety of programs that benefit Idaho Veterans.

Significant alteration and repair projects included improvements to the Boise Home's geothermal system, which has already saved thousands of dollars in energy costs and new windows at the Lewiston Home, which should also significantly reduce energy costs.

## Part II – Performance Measures

Performance Measure	FY 2009	FY 2010	FY 2011	FY 2012	Benchmark
1. New Veteran benefit dollars coming into the State of Idaho.	\$65,101,566	\$62,762,185	\$64,728,307	\$72,236,932	N/A
2. Number of claims filed with the Department of Veterans Affairs and other agencies.	3,181	3,030	3,431	2,701	N/A
3. Percent of returned questionnaires from residents and families indicating satisfaction with services at the Veterans Homes.	95%	94.7%	96.8%	96%	90%
4. Number of satisfactory surveys of the Veterans Homes from state and federal survey agencies with no more tags issued than the federal or state average.	10 100%	7 100%	15 100%	8 100%	100%
5. Percent of occupied beds in Veterans Homes.	85.6%	88.2%	88.9%	84.8%	92%
6. Percent of returned questionnaires from families indicating satisfaction with services at the Cemetery.	99.5%	99%	98%	99%	90%
7. Annual volunteer hours in all programs.	72,554	72,850	57,853	54,522	N/A
8. Rate of staff turnover compared to industry average.	18.5%	19.3%	19%	17.9%	65%

**For More Information Contact**

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