

Part I – 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 in the Boise, Lewiston Pocatello, and soon to be Post Falls Idaho State Veterans Homes; maintaining the Office of Veterans Advocacy to provide high quality advocacy and assistance with obtaining earned federal benefits to all Idaho Veterans and their families, and training and guidance for all state and county Service Officers; extending emergency financial assistance to disabled or destitute Veterans and their families; operating the State Veterans Cemeteries to honor Idaho Veterans and their families with respectful interment services in a dignified final resting place, and provide a place of remembrance and reflection for all Idaho citizens; and certifying Idaho Veterans have high quality, well managed education and training programs available that meet the criteria for funding under federal Veterans education programs, and providing outreach on benefits and job opportunities to active duty personnel who are considering returning or locating to Idaho.

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, Medicare allowances, CARES Act funds, and ARPA funds.

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, and their spouses, who are certified as needing such care by a licensed physician. The Homes are certified for Medicare, Medicaid, and VA Service-Connected programs. The Boise Home accommodates 122 skilled nursing care and 36 residential/domiciliary residents. The Pocatello and Lewiston Homes each accommodate 66 skilled nursing care residents. The Post Falls Home will accommodate 64 skilled nursing care residents.

Title 66, Chapter 9, *Idaho Code*.

Veterans Cemeteries – The Division operates, manages, maintains, and improves the land and property belonging to or acquired by the state of Idaho for state Veterans cemeteries. State Veterans Cemeteries in Boise and Blackfoot provide dignified interment services to eligible Veterans and their families. The Boise Cemetery has burial spaces for 16,017 Veterans and their spouses or eligible family members. In December 2020, a second State Veterans Cemetery, located in Blackfoot, opened to the public. It has burial spaces for 1,170 Veterans and their spouses or eligible family members.

Title 65, Chapter 1, *Idaho Code*.

Office of Veterans Advocacy – The Division aids 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. The office administers the Emergency Relief Program, which provides monetary assistance to qualified Veterans and their families. The Office of Veterans Advocacy (OVA), 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 Bureau Chief. An additional four (4) Service Officers are near and serve the Idaho State Veterans Homes - (2) in Lewiston and two (2) in Pocatello. One (1) of the Boise Service Officers serves and supports the veterans in the Boise Veterans Home. There are three (3) Service Officers based in Caldwell, 2 (two) Service Officers based in Post Falls, and two (2) Service Officers based in Twin Falls, all report to the OVA Bureau Chief. The Office of Veterans Advocacy also provides training and

guidance to thirty-six (36) county Service Officers, to Veterans Service Organization Post Service Officers, and to Tribal Veterans Representatives.
 Title 65, Chapter 2, *Idaho Code*.

Veterans Education – The Division's functions in this area relate to approving programs at universities and colleges, flight training and vocational schools, to include apprenticeships and on-the-job training programs for Veterans and eligible beneficiaries to use their GI Bill® benefits. The Veterans Education Bureau ensures quality higher education instruction and vocational training at these institutions; confirms adherence to regulations and prevents fraud, waste, and abuse by conducting supervisory, inspection, school, and VA requested visits at these institutions, as well as compliance audits at all facilities; provides technical assistance on GI Bill® policies and procedures for school certifying officials, and VA beneficiaries; conducts 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 Bill®. The bureau also works with the U.S. and Idaho Departments of Labor to identify companies with approvable training programs. The Veterans Education Bureau continues to enhance workforce development activities with our partners and shareholders to provide additional educational opportunities to our active-duty personnel who are considering returning or moving to Idaho.
 Title 65, Chapter 2, *Idaho Code*.

Revenue and Expenditures

Revenue	FY 2018	FY 2019	FY 2020	FY 2021
General Fund	\$1,068,300	\$1,094,395	\$1,177,465	\$1,152,600
CARES Act Fund	N/A	N/A	\$1,458,705	\$7,581,061
ARPA Fund	\$0	\$0	\$0	\$2,305,201
Federal Funds	\$16,814,531	\$17,327,588	\$20,172,534	\$21,803,508
Miscellaneous Funds	\$13,017,349	\$15,778,818	\$14,217,224	\$11,906,156
Endowment Fund	\$924,000	\$959,000	\$959,000	\$1,080,832
Cemetery Maintenance Fund	\$63,090	\$66,313	\$71,220	\$84,298
Veterans Support Fund	\$85,399	\$113,340	\$72,874	\$60,579
Veterans Recognition Fund	<u>\$392,113</u>	<u>\$439,342</u>	<u>\$456,088</u>	<u>\$293,850</u>
Total	\$32,364,782	\$35,778,796	\$38,585,110	\$46,268,085
Expenditures	FY 2018	FY 2019	FY 2020	FY 2021
Personnel Costs	\$21,440,927	\$21,236,218	\$22,844,110	\$24,530,573
Operating Expenditures	\$11,764,330	\$11,164,015	\$20,855,756	\$22,804,119
Capital Outlay	\$547,660	\$487,469	\$1,204,696	\$854,594
Trustee/Benefit Payments	<u>\$197,746</u>	<u>\$291,182</u>	<u>\$196,241</u>	<u>\$172,000</u>
Total	\$33,950,663	\$33,178,884	\$45,100,803	\$48,361,286

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2018	FY 2019	FY 2020	FY 2021
New Veteran benefit dollars coming into Idaho	\$112,283,586	\$92,192,947	\$76,654,565	\$102,021,753
Number of claims filed with the Department of Veterans Affairs and other agencies	8,205	8,843	8,038	7,087
Number of Interments	779	750	689	871
Percent of occupied beds in nursing	82.4%	88.2%	81.9%	66%
Percent of occupied beds in domiciliary	89.6%	79.8%	51.7%	39%

FY 2021 Performance Highlights

There are more than 119,696 Veterans residing in Idaho. Federal Department of Veterans Affairs expenditures in Idaho are approximately \$1,176,243,000, broken down as follows: Compensation and pensions: \$574,423,000; readjustment benefits: \$61,819,000; medical and construction programs: \$520,229,000, and insurance and indemnities: \$7,879,000. There are also approximately 13,000 Idaho Veterans receiving retirement benefits (approx. 7,000 aged 65 or over), resulting in an additional contribution of almost \$300,000,000 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.

Maintaining the health, wellness, safety and protection of our veterans', and their families', has been and will remain our top priority. Due to the rapidly changing guidance available related to the novel coronavirus (COVID-19) pandemic, IDVS has needed to quickly adapt our policies as new information becomes available, particularly as it pertains to visitors in our three State Veterans Homes. Idaho Division of Veterans Services is continuing to implement aggressive precautionary measures, as well as follow the strictest infectious disease control protocols and follow the most current guidance of state and federal public health officials to ensure all possible steps are being taken to protect our residents and staff.

Pocatello set a goal to maintain 70% ADC as we strive to rebound from the COVID pandemic. We did receive the AHCA Silver Quality Award in October 2020 and will be recognized in October 2021. The homes have not received an annual survey from the state in over 2 years, also related to the Pandemic so the survey numbers will not change from last year. Despite the challenges and increased demands on the homes, we have been extremely successful in the fight against COVID. Our success has been augmented by our ability to provide adequate staff, adequate hazard pay bonuses to the staff on the front line and CSO's quick action to request funding and gain approval to secure appropriate PPE, equipment, and a remodel to reduce the risk for spreading COVID among the residents and staff of our homes.

Due to the impacts of COVID-19 and the rapidly growing population in Idaho the Veterans Cemetery Bureau performed 871 interment services. This is a 26% increase from FY20. The challenges of providing these increased services during the pandemic resulted in unexpected employee turnover and extended periods of new employee hiring and training. To meet the needs of Veterans and their families throughout Eastern Idaho, the state Veterans Cemetery in Blackfoot opened to the public in December. This new Veterans Cemetery provides burial services for eligible Veterans and their families with the choice of casket or cremation burial plots.

Part II – Performance Measures

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Goal 1						
<i>Provide high quality advocacy and benefit assistance for all Idaho veterans and their families by:</i>						
<ul style="list-style-type: none"> <i>a. Expanding outreach activities.</i> <i>b. Improving capability of County Service Officers</i> <i>c. Adapting to the needs of the increasing number of Veterans from the Afghanistan and Iraq conflicts, and of Vietnam Veterans now reaching out for assistance.</i> <i>d. Expanding partnerships with other entities serving Veterans, including those providing employment assistance, transportation and higher education.</i> 						
1. Number of claims filed with the Department of Veterans Affairs and other agencies.	actual	8,205	8,843	8,038	7,087	-----
	target	5,170	6,391	7,343	8,240	7,989
Goal 2						
<i>Provide superior long-term care and enhanced quality of life for all Idaho State Veterans Home residents by:</i>						
<ul style="list-style-type: none"> <i>a. Using best practices in all the Homes' departments.</i> <i>b. Continuing to enhance communication with residents and families.</i> 						
2. Percent of returned questionnaires from residents and families indicating satisfaction with services provided at the Veterans Homes.	actual	97%	100%	96%	97.5%	-----
	target	90%	90%	90%	90%	90%
3. 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. Complaint surveys will be considered satisfactory if the complaint is not validated.	actual	10 100%	7 85.7%	5 71.4%	5 100%	-----
	target	100%	100%	100%	100%	100%
4. Percent of occupied beds in Veterans Homes.	actual	82.4	88.2%	79.9%	63%	-----
	target	88%	88%	88%	88%	88%
Goal 3						
<i>Honor Idaho Veterans and their families with respectful interment services in a dignified final resting place by:</i>						
<ul style="list-style-type: none"> <i>a. Operating the Idaho State Veterans' Cemetery in compliance with the national cemetery program.</i> 						
5. Percent of returned questionnaires from families indicating satisfaction with interment services at the Cemetery.	actual	97%	92%	99.4%	99%	-----
	target	90%	90%	90%	90%	90%

Performance Measure		FY 2018	FY 2019	FY 2020	FY 2021	FY 2022
Goal 4						
<i>Ensure high quality, well-managed education and training programs for Idaho Veterans by:</i>						
<ul style="list-style-type: none"> <i>a. Providing oversight for Veterans' education programs for all Idaho Veterans.</i> <i>b. Coordinating educational efforts with other Division, state, federal, and local programs.</i> 						
6. Percent of survey compliance within VA national standards.	actual	100%	100%	100%	83%	-----
	target	100%	100%	90%	90%	90%
7. Percent to process completed approval packages for training facilities within 30 calendar days, the VA national standard.	actual	N/A	100%	100%	100%	-----
	target	<i>New in FY 2019</i>	90%	90%	90%	90%
Goal 5						
<i>Attract and retain excellent, compassionate staff and volunteers by:</i>						
<ul style="list-style-type: none"> <i>c. Ensuring staff and volunteers understand the requirements and expectations of their positions and are motivated to provide excellent customer service.</i> <i>d. Recognizing our superior staff and volunteers.</i> 						
8. Percent reduction in agency turn-over rate.	actual	N/A	N/A	N/A	29%	-----
	target	<i>New in FY 2021</i>	<i>New in FY 2021</i>	<i>New in FY 2021</i>	24%	24%

For More Information Contact

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