

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 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 in Boise and Blackfoot 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; 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, support programs, and resources concerning benefits, financial assistance, healthcare, transportation, and job opportunities to all Idaho Veterans across the state as well as 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 accommodates 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, 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 six (6) Service Officers are near and serve the Idaho State Veterans Homes – two (2) in Post Falls, two (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 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 Education Team functions as the Idaho State Approving Agency (SAA) under contract from the Department of Veterans Affairs (VA) tasked with ensuring approved GI Bill® programs meet all requirements of federal and state laws and regulations. The types of programs qualified for approval are education and training programs found at accredited universities and colleges, vocational schools, and Idaho employers who offer apprenticeships and on-the-job programs. Other team efforts focus on protecting the quality and integrity of the GI Bill® through the prevention of fraud, waste, and abuse. Compliance with federal and state laws and regulations is achieved by conducting Risk-Based Surveys (RBS), supervisory visits, and inspections at facilities annually. The team's work product also includes routinely providing technical assistance on GI Bill® policies and procedures to certifying officials and beneficiaries, conducting outreach and liaison activities at Transition Assistance Program briefings, job and education fairs, and participating in stakeholder activities with other state and federal agencies, such as the U.S. and Idaho Department of Labors as well as the Idaho Workforce Develop team.

Title 65, Chapter 2, *Idaho Code*.

Revenue and Expenditures

Revenue	FY 2020	FY 2021	FY 2022	FY 2023
General Fund	\$1,177,465	\$1,152,600	\$1,453,100	\$1,528,799
CARES Act Fund	\$1,458,705	\$7,581,061	\$8,618,900	\$1,314,440
ARPA Fund	\$0	\$2,305,201	\$4,324,300	\$2,071,258
Federal Funds	\$20,172,534	\$21,803,508	\$25,300,100	\$26,643,150
Miscellaneous Funds	\$14,217,224	\$11,906,156	\$19,958,600	\$15,058,823
Endowment Fund	\$959,000	\$1,080,832	1,495,100	\$1,568,651
Cemetery Maintenance Fund	\$71,220	\$84,298	\$141,791	\$163,703
Veterans Support Fund	\$72,874	\$60,579	\$85,679	\$93,029
Veterans Recognition Fund	<u>\$456,088</u>	<u>\$293,850</u>	<u>\$219,658</u>	<u>\$19,381</u>
Total	\$38,585,110	\$46,268,085	\$61,597,228	\$48,461,234
Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
Personnel Costs	\$22,844,110	\$24,530,573	\$23,769,639	\$27,372,294
Operating Expenditures	\$20,855,756	\$22,804,119	\$44,784,351	\$27,671,702
Capital Outlay	\$1,204,696	\$854,594	\$417,704	\$1,832,370
Trustee/Benefit Payments	<u>\$196,241</u>	<u>\$172,000</u>	<u>\$150,038</u>	<u>\$84,282</u>
Total	\$45,100,803	\$48,361,286	\$69,121,732	\$56,960,648

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2020	FY 2021	FY 2022	FY 2023
New Veteran benefit dollars coming into Idaho	\$76,654,565	\$102,021,753	\$89,325,256	\$79,751,588
Number of claims filed with the Department of Veterans Affairs and other agencies	8,038	7,087	9,071	12,037
Number of Interments	689	871	1027	865
Percent of occupied beds in nursing	81.9%	66%	67.4%	64.9%
Percent of occupied beds in domiciliary	51.7%	39%	46.7%	43%

FY 2023 Performance Highlights

There are more than 126,467 Veterans residing in Idaho. Federal Department of Veterans Affairs expenditures in Idaho are approximately \$1,626,423,000, broken down as follows: Compensation and pensions: \$855,427,000; readjustment benefits: \$53,013,000; medical and construction programs: \$702,728,000, and insurance and indemnities: \$3,852,000. There are also approximately 15,169 Idaho Veterans receiving retirement benefits (approx. 7,000 aged 65 or over), resulting in an additional contribution of almost \$383,568,000 annually 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, as well as a huge influx of Veterans moving to Idaho and needing our assistance with existing and new claims. We expect this to continue at an even greater rate as our military downsizes. Also contributing to our record number of claims filed is the Pact Act, which became law on August 10, 2022, and affected veterans ranging from the Vietnam era to our veterans serving today. 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. This is reflected in the record high of 12,037 claims filed by our Office of Veterans Advocacy this year.

Idaho State Veterans Home Post Falls was dedicated on Veterans Day November 11, 2022. On February 17, 2023, they received their certificate of occupancy and on February 24, 2023, they admitted their first Veteran resident. Since then, they have slowly increased their occupancy based on the ability to recruit nursing staff. Their lower census of 14% brings down the average percentage of occupied beds for the agency (performance measurement number 4) but is consistently increasing as staff are hired and more Veterans are brought in. The Idaho State Veterans Home Boise was recognized as a US News and World Report Best Nursing Home of Idaho for the fourth consecutive year and are listed as a 5-star facility by the Centers for Medicare & Medicaid Services (CMS). The Idaho State Veterans Home Lewiston and the Idaho State Veterans Home Pocatello both received a Pinnacle customer experience award for their third consecutive year.

The Veterans Cemetery Bureau performed 865 interment services in FY2023, 812 at the Idaho State Veterans Cemetery Boise and 53 at the Idaho State Veterans Cemetery Blackfoot.

Veteran Education received a "satisfactory" rating from VA for FY 2021-22; satisfactory is the highest rating an approving agency can receive from VA. FY2023 team efforts led to VA processing 37,773 education claims on behalf of 3052 beneficiaries at approved Idaho educational institutions, apprenticeships, and OJTs, bring in just under \$47M in education revenue to the state of Idaho. The Education Team conducted the required 8 Risk-Based surveys for the VA FY23 contract ensuring that the programs the Education Team approves under the GI Bill® provide Veterans educational benefits in full compliance with Title 38. The Education Team also participated in 100 outreach opportunities, 282 technical assistance activities, and 58 liaison actions throughout Idaho in FY23 by engaging stakeholders, veterans, active-duty service members, reservists, guardsmen, and dependents to promote awareness and understanding of VA education benefits.

Part II – Performance Measures

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
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	8,038	7,087	9,071	12,037	
	target	7,343	8,240	7,989	8,065	8,065
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	96%	97.5%	96.7%	97.3%	
	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	5 71.4%	5 100%	5 100%	7 100%	
	target	100%	100%	100%	100%	100%
4. Percent of occupied beds in Veterans Homes.	actual	79.9%	63%	67.4%	57.1%	
	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	99.4%	99%	99%	99%	
	target	90%	90%	90%	90%	90%

Performance Measure		FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Goal 4						
<i>Ensure high quality, well-managed education and training programs for Idaho Veterans by:</i>						
<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%	83%	90%	100%	
	target	90%	90%	90%	90%	90%
7. Percent to process completed approval packages for training facilities within 30 calendar days, the VA national standard.	actual	100%	100%	100%	100%	
	target	90%	90%	90%	90%	90%
Goal 5						
<i>Attract and retain excellent, compassionate staff and volunteers by:</i>						
<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	29%	27.8%	29.5%	
	target	<i>New in FY 2021</i>	24%	24%	24%	24%

For More Information Contact

Mark Tschampl, Chief Administrator
 Idaho Division of Veterans Services
 351 Collins Rd
 Boise, ID 83702
 Phone: (208) 780-1300
 E-mail: mark.tschampl@veterans.idaho.gov