

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 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 17,730 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 (OVA) – 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 six (6) 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 (2) 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 Outreach and Community Support (VOCS) – The VOCS priority is to meet veteran needs beyond the scope of traditional benefits through relationships with community partners and collaborating on projects with an open network and community support mentality. Programs operated and maintained include 1) Joining Forces Idaho a coalition of communication and collaboration between all partners (state, local, first responders, representatives etc.) that consists of email communication for direct support, monthly presentations, and annual conference in 7 separate service areas covering all of Idaho. 2) The Idaho Veterans Guide which is a secure, open network listing of all low or no cost resources available to both veterans and their families searchable by zip code, and 3) The Ask the Question campaign through the VA and SAMSHA's Governor's challenge to prevent suicide among service members, veterans, and their families, educating local businesses and service providers on how to identify and support the veterans they serve connecting them to additional support and programs.

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 2021	FY 2022	FY 2023	FY 2024
General Fund	\$1,152,600	\$1,453,100	\$1,528,799	\$1,625,656
CARES Act Fund	\$7,581,061	\$8,618,900	\$1,314,440	\$9,318
ARPA Fund	\$2,305,201	\$4,324,300	\$2,071,258	\$0
Federal Funds	\$21,803,508	\$25,300,100	\$26,643,150	\$23,427,511
Miscellaneous Funds	\$11,906,156	\$19,958,600	\$15,058,823	\$19,084,444
Endowment Fund	\$1,080,832	1,495,100	\$1,568,651	\$1,198,432
Cemetery Maintenance Fund	\$84,298	\$141,791	\$163,703	\$191,726
Veterans Support Fund	\$60,579	\$85,679	\$93,029	\$132,788
Veterans Recognition Fund	\$293,850	\$219,658	\$19,381	\$142,398
Total	\$46,268,085	\$61,597,228	\$48,461,234	\$45,812,273
Expenditures	FY 2021	FY 2022	FY 2023	FY 2024
Personnel Costs	\$24,530,573	\$23,769,639	\$27,372,294	\$31,364,854
Operating Expenditures	\$22,804,119	\$44,784,351	\$27,671,702	\$13,674,069
Capital Outlay	\$854,594	\$417,704	\$1,832,370	\$207,194
Trustee/Benefit Payments	\$172,000	\$150,038	\$84,282	\$108,563
Total	\$48,361,286	\$69,121,732	\$56,960,648	\$45,354,680

Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2021	FY 2022	FY 2023	FY 2024
New Veteran benefit dollars coming into Idaho	\$102,021,753	\$89,325,256	\$79,751,588	\$117,200,688
Number of claims filed with the Department of Veterans Affairs and other agencies	7,087	9,071	12,037	12,938
Number of Interments	871	1027	865	860
Percent of occupied beds in nursing	66%	67.4%	64.9%	73.7%
Percent of occupied beds in domiciliary	39%	46.7%	43%	N/A ¹

FY 2024 Performance Highlights

There are more than 126,089 Veterans residing in Idaho. Federal Department of Veterans Affairs expenditures in Idaho are approximately \$1,731,502,000, broken down as follows: Compensation and pensions: \$926,501,000; readjustment benefits: \$63,397,000; medical and construction programs: \$722,479,000, and insurance and indemnities: \$3,486,000. There are also approximately 15,789 Idaho Veterans receiving retirement benefits (approx. 8,300 aged 65 or over), resulting in an additional contribution of almost \$431,496,000 annually to the State’s economy. The number of Idaho Veterans continues to increase as more Veterans continue to relocate to Idaho. New claims associated with the Pact Act continues to be a major factor in the sustained high volume of claims. This is reflected in the record high of 12,938 claims filed by our Offices of Veterans Advocacy this year.

The Boise Veterans Home closed its Domiciliary program on November 1, 2023. This was in anticipation of pending construction on a new State Veterans Home to replace the aging Boise Veterans Home.

Through a diverse team of partners, during FY24 the VOCS team visited 40 of Idaho's 44 counties reaching 20,489 people to discuss available services. The team attended over 214 community partner events to support and promote IDVS. Just over \$200,000 was tracked in direct support for veterans from community partners to include assistance with car repairs, substance abuse recovery, yard/ house repairs and maintenance, dental assistance, and basic needs.

The Veterans Cemetery Bureau performed 860 interment services in FY2024, 779 at the Idaho State Veterans Cemetery Boise and 81 at the Idaho State Veterans Cemetery Blackfoot. Both cemeteries were audited by the National Cemetery Administration for compliance with their standards and received outstanding reviews. In May, both cemeteries implemented the Burial Equity Act, allowing previously ineligible Guardsmen and Reservists to be interred.

Veterans' Education received a "satisfactory" rating from VA for FY 24; satisfactory is the highest rating an approving agency can receive from VA. FY24 team efforts led to VA processing 39,748 education claims on behalf of 3,257 Idaho beneficiaries at approved Idaho educational institutions, apprenticeships, and OJTs, bring in \$52.9M in education revenue to the state of Idaho. Approving 4,115 programs, the Veterans' Education increased its overall approval productivity by 46% in FY24, up from 2,816 program approvals in FY23. Veterans' Education conducted one (1) VA-assigned Risk-Based Survey and fourteen (14) Supervisory Visits during FY24 ensuring that the programs Veterans' Education approves under the GI Bill® provide Veterans educational benefits in full compliance with Title 38. Lastly, the Veterans' Education Team participated in 75 outreach opportunities and 162 technical assistance activities throughout Idaho in FY24; the team does this by engaging education and employer stakeholders, veterans, active-duty service members, reservists, guardsmen, and dependents to promote awareness and understanding of VA education benefits.

¹ The Residential/Domiciliary program was discontinued on November 1, 2023. The Boise Home assisted all Dom/Res Veterans with finding suitable accommodations prior to the program being discontinued.

Part II – Performance Measures

Performance Measure		FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
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	7,087	9,071	12,037	12,938	
	target	8,240	7,989	8,065	8,065	9,398
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	97.5%	96.7%	97.3%	99.25%	
	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	5 100%	5 100%	7 100%	6 100%	
	target	100%	100%	100%	100%	100%
4. Percent of occupied beds in Veterans Homes.	actual	63%	67.4%	57.1%	73.7%	
	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%	99%	99%	99%	
	target	90%	90%	90%	90%	90%

Performance Measure		FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Goal 4						
<i>Ensure high quality, well-managed education and training programs for Idaho Veterans by:</i>						
<ul style="list-style-type: none"> a. <i>Providing oversight for Veterans' education programs for all Idaho Veterans.</i> b. <i>Coordinating educational efforts with other Division, state, federal, and local programs.</i> 						
6. Percent of survey compliance within VA national standards.	actual	83%	90%	100%	100%	
	target	90%	90%	90%	90%	100%
7. Approvals: a. Percent to process completed approval packages for training facilities within 39 calendar days, the VA national standard.	actual	100%	100%	100%	100%	
	target	90%	90%	90%	90%	90%
b. Reapprove programs within 36 months of prior full review, the VA national standard.	actual	<i>Not Measured</i>		76%	100%	
	target	<i>N/A</i>		95%	90%	90%
Goal 5						
<i>Attract and retain excellent, compassionate staff and volunteers by:</i>						
<ul style="list-style-type: none"> c. <i>Ensuring staff and volunteers understand the requirements and expectations of their positions and are motivated to provide excellent customer service.</i> d. <i>Recognizing our superior staff and volunteers.</i> 						
8. Percent reduction in agency turn-over rate.	actual	29%	27.8%	29.5%	32.6%	
	target	24%	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