

Idaho Veterans Affairs Commission
 October 17, 2013, 8:30 a.m.
 Idaho State Veterans Home – Lewiston Conference Room

Members: Commissioner Donald G. Riegel, Chairman (Absent)
 Commissioner H. Melvin Napier, Co-Chairman
 Commissioner Leo Dub
 Commissioner Arthur L. Gimpel
 Commissioner John A. Spurny
 Commissioner David E. Brasuell, Executive Secretary; Administrator, IDVS
 Tamara Mackenthun, Deputy Administrator, IDVS
 Tracy Schaner, Human Resource Officer, IDVS
 Debbie Spence, Financial Manager, IDVS
 James Roberts, Administrator, ISVH – Boise
 Kenneth Shull, Administrator, ISVH – Lewiston
 Joshua Thompson, Administrator, ISVH – Pocatello
 Bill Heyob, Supervisor, Office of Veterans Advocacy
 Zach Rodriguez, Director, Veterans Cemetery
 Phil Wickliff, Veterans Education Coordinator (Tele-conference)
 Holly Williamson, QI Director
 Kevin Wallior, Administrative Assistant II, IDVS (Tele-conference)

Guests:

I. OLD BUSINESS:

Topic A.	Minutes of Last Meeting (7-17-13):
Information/Data Discussion:	Minutes were sent electronically to the Commissioners for review prior to this meeting. There were no changes offered.
Action/Decision/ Conclusion:	Commissioner Gimpel made a motion to dispense with the reading of the minutes and accept the minutes as written. Commissioner Dub seconded. Vote was held and the minutes were approved as written.
Responsible Party:	Administrative Assistant II, IDVS
Target Completion Date:	N/A
Status:	CLOSED

II. STANDING ITEMS:

Topic A.	Veterans Education/GI Bill (Phil Wickliff – Veterans Education Coordinator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Armed Forces and Public Safety Disability Scholarship <ul style="list-style-type: none"> • Open to spouses and children • Must be an Idaho Resident • Children must matriculate from Idaho schools • Veterans must have died or been permanently and totally disabled due to injuries sustained during hostile action. • The disability rating must be from the Social Security Administration and not the Veterans Affairs Administration

	<ul style="list-style-type: none"> • Death or disability should occur after January of 1975 • Should the eligible individual meet all eligibility requirements for any state college or university or professional test in the state of Idaho will receive : <ul style="list-style-type: none"> ○ all tuition and fees covered ○ a book stipend • benefits will not exceed 36 months and shall be claimed within 10 years of eligibility • Similar to Gunnery Sergeant Fry scholarship • State Senator Hagedorn is looking to possibly trying to change the legislation to accept either VA or SS Administration determinations. <p>2. VRAP Status</p> <ul style="list-style-type: none"> • Enrollment is now closed • VRAP program will be terminated March 31, 2014 • No plans to restart at this time <p>3. Pending Approvals</p> <ul style="list-style-type: none"> • Executrain of Boise • College of Massage Therapy in Lewiston • ATK- ammunition manufacturing company in Lewiston • Idaho Center for Emergency Medical Training <p>Floor opened for questions and/or comments. John Spurny: How are eligible families contacted for the Armed Forces and Public Safety Scholarship? The Board would identify them when they were notified that an Idaho veteran was killed in combat.</p> <p>Bill Heyob: The reason the bill may have been written to only accept a 100% disability rating from the Social Security Administration rather than the VA is because you can receive a 100% rating from the VA and still be able to work which is not the case with the Social Security Administration.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Veterans Education Coordinator
Target Completion Date:	Update each meeting.
Status:	INFORMATION
Topic B.	Human Resources (Tracy Schaner – Human Resource Director):
Information/Data Discussion:	<p>1. FY15 Budget Request</p> <ul style="list-style-type: none"> • Requested \$1.3 million for additional staffing <ul style="list-style-type: none"> ○ Majority of this request was for the 3 nursing homes to get them to a 4.0 staffing hours per resident per day. ○ 26.5 classified positions <ul style="list-style-type: none"> ▪ 1.6 HR associates; 0.8 in Lewiston and 0.8 in Pocatello ▪ 13.7 CNAs; 4.7 in Pocatello, 6 in Boise, and 3 in Lewiston ▪ 4 LPNs; 3 in Pocatello and 1 in Lewiston

	<ul style="list-style-type: none"> ▪ 2.2 RNs; 1.2 in Pocatello and 1 in Lewiston ▪ 2 Recreation Assistants; 1 in Pocatello and 1 in Boise ▪ 1 Service Officer; OVA in Twin Falls ▪ 1 Admin Assistant; OVA in Twin Falls ▪ 1 Maintenance Craftsman Senior; in Boise <ul style="list-style-type: none"> • \$356,900 request for market salary equity <p>2. Turnover</p> <ul style="list-style-type: none"> • Compared to years past August turnover was relatively high <ul style="list-style-type: none"> ○ 25 employees separated ○ All but one of the positions were at the three nursing homes ○ Across the board, in general, our turnover rates in the nursing facilities is not high when compared to the industry averages ○ Industry turnover rate according to the American Healthcare Association 35.1% ○ Our numbers are comparable <p>Floor opened for questions and/or comments. Was some of that turnover due to Pocatello retirements? The separations were related to retirements, personnel issues, and out of state moves.</p> <p>The Service Officer and admin assistant requests if approved are earmarked for a potential OVA satellite office in Twin Falls.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Human Resource Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic C.	Financial Report (Debbie Spence – Financial Manager):
Information/Data Discussion:	<p>1. Per Diem</p> <ul style="list-style-type: none"> • YTD Per Diem (July '12 thru June '13) <ul style="list-style-type: none"> ○ Boise \$278 per day per resident ○ Pocatello \$318.69 per day per resident ○ Lewiston \$311.91 per day per resident • Do include some costs for our DPW projects <p>2. Average Daily Census</p> <ul style="list-style-type: none"> • Boise 119 out of 131 beds occupied • Pocatello 49.6 out of 66 beds occupied • Lewiston 58.02 out of 66 beds occupied • Occupancy rates as a division <ul style="list-style-type: none"> ○ Domiciliary at 94% ○ Nursing at 86.7%, goal is 90% ○ Idaho's average was only 66% last year <p>3. Current Appropriation</p>

	<ul style="list-style-type: none"> • \$29,366,700 million • Homes do not have any general funds • Federal shutdown did not affect the revenue • In case of another government shutdown, IDVS does have contingency plan in place. <p>4. FY15 Budget request</p> <ul style="list-style-type: none"> • \$31,246, 200 <ul style="list-style-type: none"> ○ \$4,600 general funds decrease from 3.3% to 3.1% • Request includes: <ul style="list-style-type: none"> ○ General inflation 3.6% ○ Medical inflation 5.5% ○ \$927,900 Replacement items ○ 1% Change in Employee Compensation ○ \$1,353,200 Additional Staffing – 26.5 postions ○ \$60,000 Basic Cable for Residents ○ \$401,300 New Capital Outlay ○ \$110,000 Suicide Hotline ○ \$50,000 Veterans Courts ○ \$356,900 Market Salary Equity based upon IDVS Compensation Plan <p>5. Veterans Recognition Fund</p> <ul style="list-style-type: none"> • Established Fund \$20 million • \$2 million in Idle Investment Pool (currently earning 0.492%) • \$18 million in Diversified Bond Fund (currently earning 1.8%) <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Financial Manager
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic D.	Idaho State Veterans Home - Boise (James Roberts – Administrator):
Information/Data Discussion:	<p>1. Heavily involved in DPW Projects</p> <ul style="list-style-type: none"> • New roof on the facility <ul style="list-style-type: none"> ○ roof should last 20 to 30 years ○ skylights will be installed as well • Cabling project <ul style="list-style-type: none"> ○ will provide better connectivity ○ 6 month project • Hand rail and bumper project • Painting the main hallways <ul style="list-style-type: none"> ○ Will look very professional • Addressing inadequate generator issues <ul style="list-style-type: none"> ○ Brought in a temporary generator, while a new one is being installed replacing the old generator.

	<ul style="list-style-type: none"> • Opening Bid for the Bathing Facility renovation • Fan coil project for 1 West and 2 West <p>2. Heavily involved in Point Click-Care implementation</p> <ul style="list-style-type: none"> • Want to push the software developers to adapt the software to ISVH specific needs. • Will be sending some staff to a Point Click-Care training summit to become better acquainted with the system. <p>3. ISVH-BOISE Events</p> <ul style="list-style-type: none"> • POW/MIA event • Chrome at the Home • Veterans Olympics • Pete, one of ISVH-BOISE's residents was the grand marshal of the Boise 4th of July Parade • Korean War Veteran Recognition event, medals containing barbed wire from the DMZ were provided to the Korean War veterans. <p>4. Real vibrant social work intern program</p> <ul style="list-style-type: none"> • Agreements with BSU and NNU • ISVH-BOISE is a teaching facility in many ways <p>James wished to express what a tremendous honor it is for him and how much he appreciates serving Idaho's veterans as the Administrator of ISVH-BOISE. He considers it a high privilege and a great honor.</p> <p>Floor opened for questions and/or comments. Thank you James for your 8 years of service. How many ISVH residents are Korean War Veterans? 26% of the residents are Korean War era Veterans</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Boise Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic E.	Idaho State Veterans Home - Pocatello (Joshua Thompson – Administrator):
Information/Data Discussion:	<p>1. Operations Reports</p> <ul style="list-style-type: none"> • Improved relations between ISVH-Pocatello and hospitals <ul style="list-style-type: none"> ○ Reflected in the Medicare A numbers ○ In the year that Josh has been there it has increased from a daily average of 1 to an average of 6 ○ This is good and bad <ul style="list-style-type: none"> ▪ It is good because the veterans are getting healthy enough to return home ▪ Bad because it reeks havoc on the occupancy averages. • Volunteer hours have decreased

	<ul style="list-style-type: none"> ○ they are conducting exit surveys to determine the cause and it is a lack of time on the part of the volunteers <p>2. Narratives/Events</p> <ul style="list-style-type: none"> ● POW/MIA Appreciation Dinner <ul style="list-style-type: none"> ○ \$1500 donation check ● Idaho Falls Military Affairs Committee sponsored a charity golf tournament <ul style="list-style-type: none"> ○ all proceeds went to ISVH-POCATELLO ○ same day as Veterans Olympics ○ \$1150 raised ● Veterans Olympics ● Empower staff to make decisions on their own <ul style="list-style-type: none"> ○ Kitchen Staff try to incorporate themed items from “National Day of ____” to engage residents ● Taking clinical students again in ISVH-POCATELLO, most from Idaho State University ● Life Safety survey had 3 tags <ul style="list-style-type: none"> ○ 2 from vendors <p>3. DPW Projects</p> <ul style="list-style-type: none"> ● New carpet ● Fixing expansion joists ● New flooring, before Veterans Day ● Paint ● Media blitz to promote ISVH-POCATELLO <ul style="list-style-type: none"> ○ Cable One, Local News, Advertisements <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Pocatello Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic F.	Idaho State Veterans Home - Lewiston (Kenneth Shull – Administrator):
Information/Data Discussion:	<p>1. Operations Reports</p> <ul style="list-style-type: none"> ● Census <ul style="list-style-type: none"> ○ Meeting with the hospital to explain how ISVH-LEWISTON can help their veterans ○ Running a little bit behind on Medicare A, but thinks improving communication with the hospital can help. ○ New therapy company is doing great. ○ Brought a consultant in to train their MDS person to capture more of the costs they're leaving on the table as a reimbursement tool. ○ Meeting with the staff to increase chargeables.

	<ul style="list-style-type: none"> ○ Evaluating what rental equipment makes sense to rent and what should be purchased perhaps to lower costs. ● Life Safety Survey <ul style="list-style-type: none"> ○ 4 tags, already corrected ● Ready for the state survey <ul style="list-style-type: none"> ○ did some internal QI reviews in preparation <p>2. DPW Projects</p> <ul style="list-style-type: none"> ● Replacing all the resident room windows ● Roofing project next year ● Cabling project for Point Click-Care and wireless in all the rooms. ● Point Click-Care is rolling out. <p>3. Narrative/Events</p> <ul style="list-style-type: none"> ● Fishing Trip in October ● Food Drive <ul style="list-style-type: none"> ○ 8 Truck loads ● Ran an ad in the local paper thanking the community for their support <ul style="list-style-type: none"> ○ Also, had a thank you breakfast for the community. ● 4th of July Barbecue ● Veterans Olympics <ul style="list-style-type: none"> ○ Had veterans from other nursing homes in the area participate. <p>Floor opened for questions and/or comments. Congratulations to Kenneth on being promoted to Brigadier General in the National Guard.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Lewiston Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic G.	Idaho State Veterans Cemetery (Zach Rodriguez – Director):
Information/Data Discussion:	<p>1. Interments</p> <ul style="list-style-type: none"> ● 35% Casket ● 65% Cremation ● Business has picked up a little bit. <ul style="list-style-type: none"> ○ Last two years haven't had a winter slow down ○ Typically, maintenance will use the winter slow down as a way to complete necessary maintenance that wasn't achieved during the summer months. ● 4468 interred to date <p>2. DPW Projects</p> <ul style="list-style-type: none"> ● The expansion grant, columbarium wall, and crypt field are done

	<ul style="list-style-type: none"> ○ The sod has been installed ○ It looks beautiful ● Few minor things that need to be finished regarding the project <ul style="list-style-type: none"> ○ Speakers need to be installed ○ Front entry gates being replaced ○ Bronze exhibits being added to the front <ul style="list-style-type: none"> ▪ Traditional boots and rifle commemorating a fallen soldier ○ Security being upgraded and installed ○ Booster pump <p>3. Miscellaneous</p> <ul style="list-style-type: none"> ● Full service schedule has resumed for interments ● End of summer barbecue for the contractors and for the going away of the summer temp hire ● The irrigation system is now accessible online and via phone app for the Cemetery foreman <ul style="list-style-type: none"> ○ This system is the same used by golf courses, schools, and parks and rec which means there is a lot of vendor support available. ● Wreaths across America, December 14, 2013 <p>Floor opened for questions and/or comments. David Brasuell: Is this the year of the triennial review? The triennial reviews have been put on hold.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Idaho State Veterans Cemetery Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic H.	Office of Veterans Advocacy (Bill Heyob – Director):
Information/Data Discussion:	<p>1. Operations</p> <ul style="list-style-type: none"> ● County and post service officer training was conducted <ul style="list-style-type: none"> ○ Heavy on training. ○ Training was designed with the entire state in mind and not just Boise specific items. ● VFW Basic Training in Annapolis Maryland <ul style="list-style-type: none"> ○ The tests were extremely difficult ○ The national average was 71% ○ All five Idaho attendees did well ● Cleaned up the Emergency Grant rules to better serve Idaho veterans <ul style="list-style-type: none"> ○ Financial hardship incurred cannot be due to criminal or civil legal action incurred by the veteran. ○ More in line with similar national level programs. ● Tracking data of claims and actions taken on behalf of veterans remain high and in line with previous reports. <p>2. VARO</p>

	<ul style="list-style-type: none"> • New permanent director of Boise VARO Kathy Malin <ul style="list-style-type: none"> ○ She has nearly 24 years of experience with the VA, previously served at the Regional Offices in Phoenix and Denver, and is the permanent replacement for Jim Vance who retired in April of this year. • October 1 reduction in prime service areas for Tri-care Prime for retirees. • With the Supreme Court ruling of the unconstitutionality of DOMA, VA, VFW, and AL veterans service officers are to begin taking dependency claims from same sex married veterans, provided the veteran was married in a state that allows same sex marriage. • Boise VARO has reduced the 3000 outside claims down to 235 brokered claims. <ul style="list-style-type: none"> ○ As such, they are now focusing on Idaho claims over a year old. ○ Brokered claims could still possible be sent ○ 226 is average length of time to complete a claim currently. • OVA was only minimally affected by the government shutdown. <ul style="list-style-type: none"> ○ They were able to meet veterans at alternate locations from their normal offices. <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Office of Veterans Advocacy Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic I.	Quality Improvement (Holly Williamson – QI Director):
Information/Data Discussion:	<p>1. Last Quarter</p> <ul style="list-style-type: none"> • Social Work Training <ul style="list-style-type: none"> ○ Discussed processes and functional areas ○ Share point page set-up to better facilitate sharing resources and knowledge ○ Developed a Social Work intern survey <ul style="list-style-type: none"> ▪ Provides a better understanding with our community • OVA Customer Satisfaction Surveys • Continuity of Operations Plan (COOP) <ul style="list-style-type: none"> ○ Developed, submitted, and accepted by the state ○ Some inconsistencies between state expectations and what ISVH is able to provide <ul style="list-style-type: none"> ▪ Currently seeking clarification

	<ul style="list-style-type: none"> • Survey Follow up <ul style="list-style-type: none"> ○ Working with the ISVH Administrators to ensure successful surveys • Work towards Data Driven QI Plan <p>2. Next Quarter</p> <ul style="list-style-type: none"> • Working with James to apply for a Bronze Quality Award through the American Health Care Association • Updating the QI Program to reflect current operations regarding the implementation of Point Click-care. • Update HIPAA policies with new March 2013 requirements which went into effect October 1, 2013. <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	QI Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic J.	Idaho Division of Veterans Services (David Brasuell Administrator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. DOMA <ul style="list-style-type: none"> • Oklahoma National Guard will not be serving same-sex guardsman and are referring them to national agencies • Asking DoD and the VA to make a determination so that states have some guidance. 2. NASVH/NASDVA Joint Conference in Nashville <ul style="list-style-type: none"> • Very beneficial • Last time joint conference occurred 10 or 12 years ago 3. Inter-department Meetings <ul style="list-style-type: none"> • Storekeepers for the three ISVH were meeting this week to cross pollinate ideas and determine best practices. <ul style="list-style-type: none"> ○ Next IVAC the Food Service Supervisors from the three ISVH will meet together. 4. Point Click Care <ul style="list-style-type: none"> • The business side of the software is up and running and the business offices for the three ISVH are squared away 5. New initiative from the National Cemetery Administration <ul style="list-style-type: none"> • Rural Cemetery initiative • Looking for 2-3 acre parcels in or adjacent to an existing cemetery to be set aside for Veterans • Looking in the Twin Falls area for Idaho 6. Rotary International has a new program <ul style="list-style-type: none"> • Rota-Vet • Mentor a Veteran Program • Provides support and mentoring to veterans regarding employment and life.

	<ol style="list-style-type: none">7. Wyakin Warrior want to expand the Wyakin Warrior program to other state colleges and universities8. Upcoming Events<ul style="list-style-type: none">• Nez Perce Stand down had a good turnout approximately 150 attendees• ISVH Veterans Day Events• November 9 Boise Homeless Stand Down• Veterans Day Parade• Marine Corps Ball• Food Convoy• Wyakin Warrior Ball9. Gowen Field PTSD Employer conference<ul style="list-style-type: none">• 15 Employers attended• Great information correcting myths associate with hiring veterans10. Korean Council General was supposed to visit ISVH-Boise, but unfortunately it had to be canceled.11. Idaho Department of Corrections<ul style="list-style-type: none">• Help them with appropriate questions for their PSI to identify Veterans• Help them with a pre-release survey to help prevent veterans from re-offending12. Karla Draper Department of Labor Veterans Representative retired, she has been replaced by Pamela Langley13. JFAC briefing is upcoming<ul style="list-style-type: none">• Beginning the process soon.14. DoD Defense Personnel Records Information Retrieval System<ul style="list-style-type: none">• Idaho will draft a memorandum of agreement to become partners• Would allow Idaho to request and receive records in a prompt fashion.• Would speed up verification processes for all of the services Idaho offers veterans. <p>Tamara Mackenthun:</p> <ol style="list-style-type: none">1. DPW Projects will be self-funded through FY14 and we have a number of requests for FY15<ul style="list-style-type: none">• Cabling Project for all three ISVH will provide every resident<ul style="list-style-type: none">○ a telephone in their room○ cable television○ internet access○ It is a major quality of life improvement2. Legislative Session<ul style="list-style-type: none">• Veterans Support Fund Check box added to all tax forms• Allowing Parents off active duty KIA to reside in the ISVH• Rules Changes
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	<ul style="list-style-type: none"> ○ Allow us to pay to send tribal veteran representatives to service officer training ○ Set up rules governing the Veterans Recognition Fund <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Division Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION

III. NEW BUSINESS:

Commissioner Napier:

The annual Legislative Reception will be held January 9, 2014 at the Downtown Boise Red Lion.

Next meeting is scheduled for
Thursday, January 9, 2013
Idaho State Division of Veterans Services
Headquarters Conference Room – Boise, ID

Commissioner Napier moved that the meeting be adjourned; Commissioner Spurny seconded. Meeting was adjourned at 11:22 am PDT.

H. Melvin Napier, Co-Chairman

David Brasuell, Executive Secretary