

Idaho Veterans Affairs Commission
 January 9, 2013, 8:30 a.m.
 Idaho Division of Veterans Services Conference Room

Members: Commissioner Donald G. Riegel, Chairman
 Commissioner H. Melvin Napier, Co-Chairman
 Commissioner Leo Dub
 Commissioner Arthur L. Gimpel
 Commissioner John A. Spurny (not in attendance)
 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
 Sarah Yoder, Administrator, ISVH – Lewiston (via video conference)
 Joshua Thompson, Administrator, ISVH – Pocatello
 Bill Heyob, Supervisor, Office of Veterans Advocacy
 Zach Rodriguez, Director, Veterans Cemetery
 Phil Wickliff, Veterans Education Coordinator
 Holly Williamson, QI Director
 Kevin Wallior, Administrative Assistant II, IDVS

Guests: Rich Cesler, Idaho State Commander, Veterans of Foreign War

I. OLD BUSINESS:

Topic A.	Minutes of Last Meeting (10-17-12):
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 Napier 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.	Human Resources (Tracey Schaner):
Information/Data Discussion:	1. Number of Active Employees as of January 3, 2013 <ul style="list-style-type: none"> • 345 Total Employees <ul style="list-style-type: none"> ○ 300 Classified Employees ○ 41 Temporary Employees ○ 5 Board Members • 136 Separations this year. <ul style="list-style-type: none"> ○ Vacancies are being filled. ○ Of 23 vacancies 2 months ago only 11 remain. ○ 10 or 11 vacancies are a very healthy number for an organization the size of the IDVS.

	<ul style="list-style-type: none"> o At the time of this snapshot the Pocatello Home had 0 vacancies. <p>2. Worker’s Compensation</p> <ul style="list-style-type: none"> • Between 2007 and 2012 there were 379 worker’s compensation claims <ul style="list-style-type: none"> o 104 resulted from lifting o The majority of which resulted in lower back injuries. • For 2013 - the clerical, nursing home and board & commission member estimated premium rates have gone down; admin/travel and cemetery rates have increased. • Experience modification has gone down over the past few years and remained the same since 2012 (0.88), resulting in a \$46,569 reduction of costs. <ul style="list-style-type: none"> o IDVS expects a significant premium discount based on a number of factors, including the overall “health” of the fund o Our estimated premium will go from \$424,323 to \$299,499. • The significant drop in premiums can be attributed to: <ul style="list-style-type: none"> o Executive Leadership making safety a high priority; o Safety standards being written & enforced; o Disciplinary action being taken against uncooperative employees, and; o Positive reinforcement being given for safe behaviors. <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:	Human Resource Officer
Target Completion Date:	Update each meeting.
Status:	INFORMATION
Topic B.	Financial Report (Debbie Spence):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. YTD Average Nursing Per Diem as of December 2012 is \$256.38 per day. 2. 90% Average Nursing Occupancy Rate as of January 7, 2013. 3. General Funds for FY 2013 <ul style="list-style-type: none"> • All General Funds are appropriated in Personnel and Trustee & Benefits • No notice received of any holdback at this time. • FY13 Appropriation is \$39,296,500 of which \$1,067,400 (3.9%) is General Funds – does not include VA cemetery construction grant and one-time usage of excess cash reserve 4. Governor’s FY 2014 <ul style="list-style-type: none"> • Recommendation is \$31,124,100. <ul style="list-style-type: none"> o No salary increases recommended from any fund source o \$528,500 inflationary increase (no general funds) o \$601,000 repair and replacement items (no general funds) o \$211,900 additional CNA staffing - 6 FTPs (no general funds) o \$64,800 professional service contracts increase (no general funds) o \$857,000 additional operating and new capital outlay (no general funds) o \$2,935,000 agency funded DPW projects (cash reserves) o \$110,000 suicide hotline (cash reserves)

	<ul style="list-style-type: none"> ○ \$50,000 driver license veterans designation (cash reserves) ○ \$5,000 enhanced drug testing (no general funds) ○ General funds are 3.1% of total budget recommendation (includes one-time cash reserves) <p>Floor opened for questions and/or comments. Commissioner Brasuell expanded upon the Governor’s Budget Meeting.</p> <ul style="list-style-type: none"> ● IDVS requested 18 additional positions <ul style="list-style-type: none"> ○ Governor agreed to recommend 6. ● Requested additional pay increases for staff ● Idaho projects 3.1% increase in state budget and 5.3% increase in revenue growth. ● Governor talked about the Hiring Heroes Act ● Referenced the WWAMI program ● Mentioned increasing the Residency program @ VA Hospital ● Spoke of shift in correctional facility philosophy; looking to provide greater Mental Health treatment as opposed to incarceration ● Referenced an extra \$1000 tax credit for hiring a veteran ● 12% of the IDVS budget used to be general fund; that has decreased to 3.1%.
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Financial Manager
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic C.	Idaho State Veterans Home – Boise (James Roberts, Administrator):
Information/Data Discussion:	<p>It was a busy quarter</p> <ul style="list-style-type: none"> ● Holiday season is an intense time around the home. <p>1. Pleased with Census data</p> <ul style="list-style-type: none"> ● Starting to compete with Lewiston for top position in the census. ● 95% occupancy rate average for the quarter <ul style="list-style-type: none"> ○ Translates to a good utilization of the resources that the home has. ● Surprising that Medicare days of 2.7. Wasn’t James’ projection. Thought Boise would be above 6 or 7. ● Medicare utilization has gone up for Boise, while the other two homes have gone down. <ul style="list-style-type: none"> ○ Our guys are healthier. ○ Our nursing staff is doing a good job. ○ A lot of Medicare revenue is generated by readmissions to hospitals. ○ Been a real emphasis to provide care within nursing homes and not admit to acute care hospitals. ○ If you have two situations, a full census and healthier veterans and you’re taking care of those veterans in place Medicare admissions will go down. ○ Double edged sword because you have to keep your therapy company busy, as well. In order to keep a viable therapy

	<p>program going you do need to have a hearty Medicare business.</p> <ul style="list-style-type: none">○ Difficult for the Boise home to retain therapists because business is not as robust as they would like it to see. <p>2. Couple contract transitions</p> <ul style="list-style-type: none">● Therapy contract: Mountain Land Rehab won the bid over Functional Pathways.<ul style="list-style-type: none">○ Currently transitioning to the new rehab company.○ Difficult time attracting therapists.○ Easier for therapists to be involved in outpatient therapy rather than inpatient therapy.● Housekeeping & Laundry contract: Healthcare Services Group won bid.<ul style="list-style-type: none">○ Very pleased with the new housekeeping & laundry contractor. <p>3. Receipts are pretty normal</p> <ul style="list-style-type: none">● Exception not getting the VA per Diem timely in December.● Possibly holiday related; the home submitted their request in appropriate fashion.● Working with David Wood, the new Director of the Boise VAMC, in trying to establish better relationships with the hospital jurisdiction.● Pharmacy is controlled. Gradual reduction in Pharmacy costs over the quarter.<ul style="list-style-type: none">○ Started out at \$1445, for Boise was a little bit high.○ Will fluctuate based on acuity.○ Veterans are entering home in a little bit sicker condition and with more chronic health issues than in the past.○ Boise acuity has been trending up over time. <p>4. Key Personnel Changes</p> <ul style="list-style-type: none">● Tracy Schaner was promoted to the Division HR Officer.● Vacated Assistant Administrator position was hired internally<ul style="list-style-type: none">○ Lively competition for the position.○ Two well qualified candidates○ Three other agencies brought in to help provide objectivity to the process.○ Joyce Hudson, the Health Information Officer, was selected for the position.<ul style="list-style-type: none">▪ Begins administrator training program.▪ Goal is to get her licensed as an Idaho administrator.○ Joyce will be critical during the transition of clinical and financial software.● Hired a very good Health Information Officer<ul style="list-style-type: none">○ Her name is Talie Bendixsen○ Her background is in acute care and is learning about long term care. <p>5. Boise Home has been involved in Public Law 112/154</p> <ul style="list-style-type: none">● The National Association of State Veterans Homes (NASVH) has been working on this legislation for about 5 years.● Working with the VA, and helping them implement the law in the 180 day deadline● Pleased with the negotiations● Approximately \$800,000 in additional revenue for service-connected veterans of 70 percent or higher. <p>Commissioner Brasuell- The engagement that the VA has had recently with the State Veterans Homes and the State Directors is a result of memorandum signed by the</p>
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	<p>Secretary of the VA and the National Association of State Directors of Veterans Affairs (NASDVA). Also seeing more collaboration with the VA. Conference call on the 23 of January asking State Directors to be more involved with strategic planning for the VA. Weekly meetings regarding the 70% issue have been a result of this collaboration. This collaboration effort has been spearheaded by the Denver VA office. 143 State Veterans Homes are all on the same page and have been recommending the same thing regarding provider agreements and using the prevailing rate in support of the 70% service connected veterans for the veteran's homes. NASDVA and NASVH presented a cohesive and consistent message to the VA, who responded favorably. Very positive response. Bodes well for future collaborations. Target implementation for this law is February 2nd. Currently, in the comment period.</p> <p>James- VA tried to get the homes to utilize a federal contract. The homes were vehemently opposed. States can't meet all requirements that federal regulations require.</p> <p>6. Veterans Homes are seeing an increase in geriatric psychiatric conditions, as well as other psychiatric conditions afflicting veterans.</p> <ul style="list-style-type: none"> • Sometimes veterans require one to one coverage/supervision. • Boise Home is pursuing, with Dr. Smith, the Boise Home medical director, and the VA querying whether the VA would be able to provide psychiatric consults at the Home. • Meeting is scheduled for January 15 with the VA to discuss this issue. • Director Wood seems favorable. <p>7. Employee Appreciation</p> <ul style="list-style-type: none"> • Hasn't had a salary increase for front-line employees. <ul style="list-style-type: none"> ○ Only a 2% increase in wages, which equates to approximately \$0.05 per hour increase over each of the past 5 years for entry level front line employees. ○ Concerns on whether this is meeting basic necessities when considering the natural cost of living increases over time. ○ This needs to be addressed. These are the people providing care for our veterans. They deserve better. • Very Robust Employee committees <ul style="list-style-type: none"> ○ High Performance Organization committee. <ul style="list-style-type: none"> ▪ Way to recognize staff ○ Employee Appreciation Committee <ul style="list-style-type: none"> ▪ Organized a casino/gaming night at Post 63. ▪ Ice Skating party for the children of staff. <p>8. Social work interns</p> <ul style="list-style-type: none"> • From NNU and BSU • Done a great job. • James interviewed the interns about their experience, and they were very enthusiastic. <p>9. The Boise Home recognized Kent Johnson, who retired from the city of Boise, for his work in the geothermal project regarding reducing our geothermal costs.</p> <p>10. Resident Christmas party had fantastic support.</p> <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
<p>Action/Decision/ Conclusion:</p>	<p>As above; information update as available.</p>

Responsible Party:	Boise Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic D.	Idaho State Veterans Home - Lewiston (Sarah Yoder, Administrator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Hectic at the Lewiston Home due to construction 2. Occupancy rate has staid high. <ul style="list-style-type: none"> • As a whole the Idaho State Veterans Homes are doing a great job to serve Idaho veterans. 3. Medicare A census <ul style="list-style-type: none"> • October only had one. • November was a slow month for Lewiston. • Picked up again in December • Beginning to see a little more Medicare A, but that is typical for this time of year. <ul style="list-style-type: none"> ○ Many residents end up suffering from pneumonia or flu like symptoms that deplete them and require therapies. 4. Their admissions teams have remained busy. <ul style="list-style-type: none"> • As veterans leave the facility, there is an active waiting list prepared to fill the spot. 5. Increased respiratory illness in Lewiston. <ul style="list-style-type: none"> • Not flu. Vaccinations have prevented flu like symptoms in the residents. • Staff has been battling with flu. <ul style="list-style-type: none"> ○ Some staffing issues have cropped up as a result. 6. Receipts <ul style="list-style-type: none"> • Medicaid continues to trend normal • VA per Diem was late for October • In the month of December, the \$442,722 payment covers the rest of that quarter. • Medicare Part A and Part B numbers tend to trend along with what our census is doing with therapy. These numbers correspond with the case load. 7. Issues with the VA pharmacy and paying timely <ul style="list-style-type: none"> • Out of a pharmacy contract for some time. <ul style="list-style-type: none"> ○ Working diligently to try to get a contract in place ○ Still pay, just not always timely. • Average cost per patient per day is \$13.53 8. Laundry and Janitorial services <ul style="list-style-type: none"> • The variance in costs between November and December is due to stocking up during a sale in November. 9. Energy costs <ul style="list-style-type: none"> • The month of November was unusually warm. <ul style="list-style-type: none"> ○ As such, Natural gas costs for that warm were lower than expected. 10. Following the IVAC meeting in October, Lewiston lost both maintenance employees within one week. <ul style="list-style-type: none"> • James and the Boise home loaned Lewiston Jimmy Clinton for a month and a half. • Kept the maintenance side afloat. 11. Meal service was within norms.

	<p>12. Nursing Hours</p> <ul style="list-style-type: none"> • A lot of OT in December due to illness and vacation time. <p>13. Volunteer Hours for the month of December were unavailable due to a program glitch. Lewiston will provide when available.</p> <p>14. Two new maintenance employees have been hired</p> <ul style="list-style-type: none"> • Foreman is Marvin Delp – US Army Vet with a background in long-term care facilities. • Assistant is Eric Keeling – US Army Vet with a background in state facilities. <p>15. Construction updates</p> <ul style="list-style-type: none"> • Demolition team is on site fixing the shower room off of the North Area. • Beginning the face lift on the nurse’s station. • Doing preparation for new flooring. • Completed the new dining room and cantina floor. <ul style="list-style-type: none"> ○ Same tile and layout pattern as the Boise home dining floor. ○ Had to close down dining room for a week. ○ Learned residents love to be served out of Styrofoam, reminds them of carryout. ○ Were able to identify best practices for serving meals that have been adapted to normal dining operations. <p>16. Christmas and New Year’s was a busy, busy time</p> <ul style="list-style-type: none"> • Had an amazing Christmas Eve day. <ul style="list-style-type: none"> ○ Residents got a visit from Santa. ○ Pictures with Santa. ○ Unwrapped gifts with family. • Did fireworks on New Year’s Eve for the residents. <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:	Lewiston 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:	<ol style="list-style-type: none"> 1. Over the course of the quarter, 23 veterans were admitted, 7 passed away, and 15 veterans were discharged. 2. The Pocatello Home is fully staffed and has 0 openings. <ul style="list-style-type: none"> • Would like/need to increase temporary staffing. 3. Pocatello spent savings on a bariatric bed. 4. There have been many great volunteer opportunities. <ul style="list-style-type: none"> • Josh has been extremely pleased with the Pocatello community’s involvement with the veterans. • Josh shared a touching anecdote about a 7 year old who donated her entire summer savings (26\$) from a lemon-aid stand to the Pocatello Home. 5. Beloved resident, Max Quigly passed away in October. <ul style="list-style-type: none"> • His life had a great impact on the staff, which still speak of and miss

	<p>him.</p> <ul style="list-style-type: none"> • This is a prime example of how dedicated the staff truly is to providing the best possible care to the veterans. <p>6. The Pocatello Home started a new social group in December called the Classy Ladies Society.</p> <ul style="list-style-type: none"> • The group is aimed at improving relationships and minimizing conflict between the women residents. <p>7. Josh praised Bob Kerry for his help fixing an issue with a tub latch.</p> <ul style="list-style-type: none"> • A local welding shop fixed free of charge. <p>8. Noted that the majority of the veterans who have passed away recently at the home were on hospice care.</p> <p>Floor opened for questions and/or comments.</p> <p>Rich Cesler – Enquired about whether or not November/December months had the highest volunteer turnout. Also if there was any sort of data tracking on volunteer demographics; specifically breakout of veteran service organization volunteers versus family/community/etc.</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 Cemetery (Zach Rodriguez - Director):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. The Veterans Cemetery has not received its Nov-Dec plot allowance. <ul style="list-style-type: none"> • Anticipate \$50,000 2. Interments unexpectedly increased during months typically associated with maintenance. 3. The energy usage numbers for December won't be available until mid-January. 4. World War II and Vietnam veterans have been interred at a greater number recently than Korean War veterans. 5. Construction Update <ul style="list-style-type: none"> • Due to the extreme cold, construction has been unable to work for 2 weeks. <ul style="list-style-type: none"> ○ The mortar won't adhere in freezing temperatures. • The columbarium is expected to be completed approximately 1 and ½ months early. • A trail is being built to the top of the hill. <ul style="list-style-type: none"> ○ Governor Otter has expressed interest in this trail. • Miscellaneous projects <ul style="list-style-type: none"> ○ Increase in security system ○ Reader board ○ Larger speakers <p>Floor opened for questions and/or comments.</p> <p>Rich Cesler- gave updated information regarding the Missing in America Project and legislation associated. U.S. Congressman Pat Tiberi (R-OH-12) backed a Missing in America measure included in S. 3202, the Dignified Burial of Veterans' Act. This bill passed the House and Senate unanimously in December 2012. It now only awaits the signature of the</p>

	<p>president. The measure directs the Secretary of Veterans Affairs to work with veteran's service organizations and other groups, like the Missing in America Project, in assisting entities in possession of unidentified or abandoned remains in determining if the remains are that of a veteran eligible for burial at a National Cemetery. If remains are determined to be that of an eligible veteran, the Secretary of Veterans Affairs shall cover the cost of burial, if the Secretary determines there is no next of kin and there are no available resources to cover burial and funeral expenses.</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 G.	Office of Veterans Advocacy (Bill Heyob - Supervisor):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Service Officer <ul style="list-style-type: none"> • Milt Smith retired. <ul style="list-style-type: none"> ○ Over 70 applicants applied for his open position within a day of the job announcement. • October and December VSO training <ul style="list-style-type: none"> ○ IDVS, as a whole, did better than any other state. 2. Currently, 2700 new VA claims <ul style="list-style-type: none"> • 34,000 active claims • An 8200 claim increase, or 32% 3. The Marine Corps plans on downsizing 5000 Marines per year for the next few years. 4. Bill gave a shout out to how excellent the Boise VA Regional Office is and the great job they do for Idaho's veterans. 5. Estimates \$72,000,000 is pumped into the state of Idaho's economy annually as a direct result of VA benefits/claims. 6. The Boise VARO is piloting a new entirely electronic claims processing program. <ul style="list-style-type: none"> • There have been growing pains. • Expectations that this program will eventually reduce the average claims process to 90 days or less. 7. A huge concern of retired veterans and veteran's organizations in the Boise/Nampa/Caldwell area is federal legislative talk of reducing Tricare Prime coverage to within 50 miles of Mountain Home AFB. 8. A Service Officer has been sent to the Ada and Canyon County Veterans Treatment Courts 9. The OVA is looking at ways to expand outreach. <p>Floor opened for questions and/or comments. Commissioner Riegel: Was the Boise VARO involved in claims from other states? Bill: Jim Vance, the Director of the Boise VARO, has stopped accepting out of region claims.</p>
Action/Decision/Conclusion:	As above; information update as available.

Responsible Party:	Office of Veterans Advocacy Supervisor
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic H.	Veterans Education – GI Bill (Phil Wickliff – Veterans Education Coordinator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. VRAP STATUS: <ul style="list-style-type: none"> • For Veterans aged 35-60 who are unemployed and not receiving benefits. • Into 2nd and final stage. Applications will be taken till Spring 2014 or until 53,000 applications are approved. • Idaho veterans are taking advantage of the program at Junior Colleges and OJT sites along with some colleges. • 4 year schools are ineligible 2. CONCORDIA SCHOOL OF LAW <ul style="list-style-type: none"> • The inaugural class of 2012 is comprised of a total of thirteen veterans. which • Accounts for approximately 20% of the student body. • Tuition is \$28,000 per year, but the school participates in the yellow ribbon program; which means the veteran doesn't have to make up the difference between the GI Bill and the tuition costs. 3. FLIGHT SCHOOL STATUS <ul style="list-style-type: none"> • Pending approvals <ul style="list-style-type: none"> ○ Northern Air located in Bonners Ferry (Fixed Wing) ○ Utah Helicopter located in Idaho Falls and Pocatello ○ Ponderosa Aeroclub located in Boise (Fixed Wing) ○ Silverhawk Aviation (Helo) is in the process of affiliating with TVCC-Caldwell to offer a joint degree program which will better aid veterans who desire to gain flight training. 4. INSTITUTIONS OF HIGHER LEARNING (IHL) <ul style="list-style-type: none"> • Pending- <ul style="list-style-type: none"> ○ TVCC-Caldwell which is a branch Campus of TVCC in Ontario <ul style="list-style-type: none"> ▪ Even though it is a public school, we have to approve it as a private • Currently have 23 IHL's approved in Idaho; an increase of three over the previous year. 5. NON-COLLEGE DEGREE PROGRAM (NCD) <ul style="list-style-type: none"> • Pending- <ul style="list-style-type: none"> ○ Austin Kade Academy; a Beauty School located in Idaho Falls. ○ A taxidermy school in Orofino • Currently have 31 NCD's approved in Idaho; an increase of seven over the previous year. 6. APPRENTICESHIPS <ul style="list-style-type: none"> • Pending- <ul style="list-style-type: none"> ○ Track Utilities ○ Summers Electric ○ All Service Electric • Currently have 110 apprenticeships approved in Idaho; an increase of fifteen over the previous year. 7. On-the-Job Training (OJT)

	<ul style="list-style-type: none"> • Pending- <ul style="list-style-type: none"> ○ District 1 Juvenile Detention Center • Currently have 93 OJTs approved in Idaho; an increase of one over the previous year. <p>8. POST 9-11 GI BILL CHANGES</p> <ul style="list-style-type: none"> • Effective 01 Jan 2013 the BAH rates for computation of living expenses changed. <ul style="list-style-type: none"> ○ For the Treasure Valley area the new monthly rate is now \$933.00/mo. <p>9. CENSUS</p> <ul style="list-style-type: none"> • Idaho has approximately 3500 veterans taking advantage of some type of GI Bill benefits in Idaho. <ul style="list-style-type: none"> ○ Boise State University is the leading institution with over 1000 veterans attending. ○ Other institutions with large veteran populations include: <ul style="list-style-type: none"> ▪ College of Western Idaho (CWI) ▪ College of Southern Idaho (CSI) ▪ Idaho State University (ISU) ▪ University of Idaho (U of I) ▪ Eastern Idaho Technical College (EITC) ▪ North Idaho College (NIC) <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:	Veterans Education Coordinator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic I.	Quality Improvement (Holly Williamson):
Information/Data Discussion:	<p>1. Major QI Activities Next Quarter</p> <ul style="list-style-type: none"> • Assist all three ISVH with any Survey Tags received, recommendations and follow assessments. • Implementation of the New Electronic Health Record (Point Click Care System) in all three locations. • Evaluate and fine tune our disaster preparedness processes throughout the division. <ul style="list-style-type: none"> ○ Ensure residents & veterans receiving care are provided and planned for in the event of a disaster. <p>2. Major QI Activities Last Quarter</p> <ul style="list-style-type: none"> • Completed Antipsychotic Medication Assessment and provided recommendations to each home <ul style="list-style-type: none"> ○ Lewiston ○ Pocatello ○ Boise • Survey Readiness Monthly Audits <ul style="list-style-type: none"> ○ Lewiston ○ Pocatello

	<ul style="list-style-type: none"> • Root Cause Analysis (RCA) of Care Planning Process <ul style="list-style-type: none"> ○ Continuing follow up evaluations each month <p>Floor opened for questions and/or comments.</p> <p>Commissioner Riegel- Is over-medicating a concern?</p> <ul style="list-style-type: none"> • Holly-Some care providers, not ISVH employees, have resorted to “snowing” residents through over-medication particularly with anti-psychotic meds. • Commissioner Brasuell-Use of these meds is considered a chemical restraint, and is seen as being just as unethical as the utilization of physical restraints. • Josh-Care is taken to avoid off-label and black-label use of medication to “snow” residents. • Commissioner Brasuell-Team Approach Management is utilized to keep residents engaged through sometimes creative approaches to ensure a high quality of life.
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:	<p>1. JFAC Briefing</p> <ul style="list-style-type: none"> • Please listen and provide a critical ear • Will be presented on 17 January at 0950 • There are 11 new members on the JFAC committee <ul style="list-style-type: none"> ○ This briefing will serve as an introduction to those new members. • Veterans Benefit Assistance <ul style="list-style-type: none"> ○ ~138,000 Idaho Veterans ○ \$661 million of Veterans benefits into Idaho last fiscal year ○ \$72 million through Division offices ○ For every \$1 of general funds spent there is an return of investment of \$67 • Approximately 60% of Veterans do not understand, or are not aware of, the many benefits for which they are eligible. <ul style="list-style-type: none"> ○ Veteran outreach regarding unutilized benefits is a very important part of the IDVS mission. ○ To meet this mission a Post Falls OVA satellite office was opened in July. <ul style="list-style-type: none"> ▪ Reached an additional 210 veterans for the ▪ Cost of 2 Service officers is approximately \$100,000 in benefits and salary ▪ In five months, they have already brought in \$200,000; already paid for their position. ○ Evaluating the need for further OVA satellite offices in Idaho. • Energy Conservation

	<ul style="list-style-type: none">○ IDVS has reduced our geothermal water consumption from an average of two million gallons per month to eight hundred thousand gallons per month.○ This has significantly lowered geothermal utility bills, during the summer months by as much as 96%.● Community Stakeholders meeting recommendations<ul style="list-style-type: none">○ Use the bulk of the existing fund balances to establish an endowment fund administered by an independent board with IDVS guidance & oversight.○ Evaluate and consider<ul style="list-style-type: none">▪ constructing a 2nd Veterans Cemetery▪ constructing a 4th Veterans Home▪ modify the existing Veterans Homes to accommodate changing expectations and requirements▪ Fund New Projects and Programs identified by gap analysis○ Continue to provide agency funding for DPW Projects in FY 14 & FY 15○ Conduct a community assessment to determine how to best spend the IDVS existing fund balances.● To address the annual growth of the reserve the Division's desire is to<ul style="list-style-type: none">○ Adjust valued employees' pay rates closer to market rates.○ Raise the staffing levels in our Veterans Homes.<ul style="list-style-type: none">▪ According to the Centers for Medicare & Medicaid Services, we need to provide an additional 180 hours of direct nursing care each day in order to ensure our Veterans receive at least the average amount of care provided in other Idaho nursing homes. <p>Comments regarding JFAC Briefing? No major changes suggested. Advice provided on word selection and semantics.</p> <ol style="list-style-type: none">2. Next Big Project for the IDVS is the transition from Ultracare to Point Click Care the new software being implemented.<ul style="list-style-type: none">● Can't happen fast enough.● The process has been arduous.● Finding out from peers in other states that the software is in 8000 homes with 10 homes transitioning per month.● Industry standard for software.● Easier for staff.● Better for providing best care to veterans.● Will come at considerable cost, but net positive for our veterans.● The contract is with the lawyers currently.3. Dave will be attending NSDVA Mid-Winter Conference on 9 February.<ul style="list-style-type: none">● There has been a lot of turnover in the past year of State Directors.4. JFAC Hearing is happening January 17 at 0950<ul style="list-style-type: none">● 11 of 12 members are new.● Representative George Eskridge, a good friend to Idaho's veterans and a Navy veteran himself, is presenting our budget. He is a good supporter.5. Annual IRR Briefing for Marine Corps is February 23.<ul style="list-style-type: none">● 140+ Marines will muster
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- DoL and OVA will be represented.
6. Postal Rate increase of \$0.01 will go into effect January 27.
 7. Executive Director of Mountain States Groups is ramrodding the Idaho Suicide Hotline
 - Unlike last year, \$110,000 we offered to them remained in the Governor's Budget.
 - Not only serves veterans, but the entire state.
 8. February 8 is an opportunity for our veterans and veterans' service organizations to come before the health & welfare public hearing.
 - An opportunity to request funds and care for our returning wartime veterans.
 9. At a minimum, IDVS would like to prevent knee-jerk reactionary spending of the cash balance.
 - Don't want to spend until a gap analysis and needs assessment is conducted state-wide.
 - Already met with Boise State University and they are agreeable to conducting this assessment across the state.
 - Hopefully, it will lead to the best use of some of these excess funds.
 - We are in a very enviable position compared to most agencies.
 10. Legislative Items
 - State Veterans Designation
 - 30 other states have a veteran designation on their drivers' licenses.
 - We would like to be the 31st state.
 - There are three other state legislatures with a veteran designation bill in the works.
 - The goal is for veterans to self-report to the DMV.
 - This will hopefully allow the IDVS to reach the majority of Idaho's veterans to inform them of their benefits.
 - At the state average or above the national average of number of veterans receiving benefits. This initiative would help increase that number even higher.
 - Make sure the check box to donate to the Veterans Support Fund is on all state tax return forms.
 - Currently, not on filing out of state or all electronic filing.
 - Opportunity to admit parents of veterans who died on active duty into ISVH if room is available.
 - Total between spouses and parents would be no greater than 25% of the resident population.
 - Rule change is being suggested by the VA.
 - Would be less than 1/2 of 1%.
 11. Article in the paper regarding Veterans having problems utilizing their education benefits in North Carolina.
 - Phil Wickliff and Patti Murphy are going to write up an article for the paper overviewing how easy it is for Veterans to utilize their education benefits in Idaho.
 - Phil Wickliff has discovered from his peers in other states that many states don't require all of their colleges and universities to participate in the Yellow Ribbon program.
 - Idaho's State Board of Education mandated that all of Idaho's colleges and universities must participate in the Yellow Ribbon Program.
 - The Yellow Ribbon Program is a provision under the post-9/11 GI Bill which participating institutions charge in-state tuition rates to all veterans and make up the difference between the maximum amount provided by the GI bill and tuition costs.
 12. The Commission needs to be aware that the Boise State Veterans Home have been named third defendant in a lawsuit because of the alleged actions of an agency nurse administering medication improperly.
 - The order of defendants in this alleged incident is:
 - Primary- the nurse in question,

	<ul style="list-style-type: none"> ○ Secondary- the agency she is/was employed by, and ○ Tertiary- the Boise State Veterans Home. • Risk Management has the lead, and they have contracted out the legal services to represent the state and the Home. • James and his staff have had a thorough review of the process and the consequences leading up to the alleged incident. <ul style="list-style-type: none"> ○ They are comfortable that their processes in place were proper. • Important to note, when ISVH requires the use of agency staff there is a potential for a reduction in the quality of care. <ul style="list-style-type: none"> ○ Primary reason IDVS wants to increase staffing levels of ISVH. <p>13. Snapshot of ISVH demographics provided.</p> <ul style="list-style-type: none"> • Provides the Era and Services represented of the residents • Suggested that a blown-up copy be placed on the Information Bulletin boards in each of the Homes for curious residents, volunteers, and staff. <p>Floor opened for questions and/or comments. Rich Cesler- Regarding the software transition, will there be any hardware requirements? Tamara- Expectations are that there won't be any major hardware requirements because it is a web-based system. Reminder- Jim Vance, the Director of Boise VARO, will be retiring May 3. A plaque will be presented to him at the Legislative Reception.</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. OPEN DISCUSSION:

Topic A.	Rich Cesler, VFW State Commander
Discussion:	<ol style="list-style-type: none"> 1. The VFW was provided copies of VSO training performance. As such, the VFW wanted to congratulate the OVA and it's Veteran Service Officers on their excellent training performance! 2. The VFW report for the first 6 months of the year, the Idaho branch of the VFW has: <ul style="list-style-type: none"> • Donated \$87,617.49 to Veterans • Volunteered 23,316 man hours to Veterans. 3. The VFW truly value the service and efforts of IVAC and IDVS <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Responsible Party:	Rich Cesler, VFW State Commander, Idaho
Status:	INFORMATION

IV. NEW BUSINESS:

Idaho Veterans Affairs Commission
January 9, 2013

None of the Commissioners had any new business to address.

**Next meeting is scheduled for
April 17, 2013
Idaho State Division of Veterans Services
Headquarters Conference Room
Boise, Idaho**

Commissioner Gimpel moved that the meeting be adjourned; Commissioner Dub seconded. Meeting was adjourned at 11:45am.

Donald G. Riegel, Chairman

David Brasuell, Executive Secretary