Idaho Veterans Affairs Commission October 16, 2014, 8:30 a.m. Idaho State Veterans Home Lewiston – Main Conference Room

Members: Commissioner H. Melvin Napier, Chairman Commissioner Leo Dub, Co-Chairman Commissioner Arthur L. Gimpel Commissioner John A. Spurny **Commissioner Thomas Prewitt** 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 Josiah Dahlstrom, Administrator, ISVH - Pocatello Bill Heyob, Director, Office of Veterans Advocacy James Earp, Director, Veterans Cemetery Tom Byrns, Veterans Education Coordinator Kevin Wallior, Administrative Assistant II, IDVS

Guests: Chris Weston, Information Technology Liaison, IDVS

I. ANNOUNCEMENTS:

Meeting commenced at 8:30 AM Tom Byrns, the Education Coordinator, introduced himself as he was unable to attend the previous IVAC meetings.

II. OLD <u>BUSINESS</u>:

Topic A.	Minutes of Last Meeting (4-16-14):
Information/Data Discussion:	Minutes were sent electronically to the Commissioners for review prior to this meeting. There were no changes offered.
Action/Decision/ Conclusion:	8:03 AM PST Commissioner Dub made a motion to dispense with the reading of the minutes and accept the minutes as written. Commissioner Gimpel seconded. Vote was held and the minutes were unanimously approved as written.
Responsible Party:	Administrative Assistant II, IDVS
Target Completion Date:	N/A CLOSED
Status:	CLOSED

II. <u>STANDING ITEMS</u>:

Topic A.	Human Resources (Tracy Schaner – Human Resource Director):
Information/Data	1. Personnel Budget for FY16, Fiscal will go into greater detail during the
Discussion:	Fiscal Brief
	• 1% change in employee compensation (CEC)

 health benefit cost increase \$219,400 for additional staffing (includes 3 additional classified positions) Service Officer and Administrative Assistant for Twin Falls Technical Records Specialist 2 for headquarters to deal with changes in requirements from Department of Health and Welfare. IDVS turnover for FY14 was 30.9% which was the same as 2007.
 While high when compared to other state agencies it is favorable when compared to turnover in healthcare facilities across the nation. American Healthcare Association released a study showing that national turnover rate in all US nursing facilities was 45%.
 3. HR has been focusing on Continuing Training for staff members. HR has been coordinating their training with the fiscal department's in-house reviews. September 18 was an all HR-staff training. All HR staff members attended an employment law seminar.
Floor opened for questions and/or comments. Commissioner Gimpel asked "Pocatello and Lewiston homes have been around for 20 years, is any of the employment turnover attributed to retirement from staff members who have worked at those facilities since their openings?"
Tracy responded that some but not all, nor most of the turnover was a result of retirement.
As above; information update as available.
Human Resource Director
Update each meeting.
INFORMATION
Financial Report (Debbie Spence – Financial Manager):
 1. ISVH Fiscal Data YTD Per Diem as of September 30, 2014 for each ISVH Per Person: Boise - \$300.14
 Pocatello - \$395.62 Lewiston - \$310.90

ober 10, 2014	
ober 16, 2014	 Average Daily Census as of September 30, 2014 for each ISVH: Boise - 121.01 Pocatello - 49.41 Lewiston - 61.28 Occupancy Rates as of October 7, 2014: Dom/Res Care 83% IDVS Nursing 87% Goal 90%
	 2. FY15 Appropriation Total Appropriation \$30,155,400 General Funds 3.2% (all funds are in personnel or trustee & benefits) Watching Cash Flow
	 3. FY16 Budget Request \$30,989,800 General Funds 3.2% Request includes: Health Benefit Costs Increase (classified positions) General inflation 3.7% average Medical Inflation 4.5% average Contract inflation as defined in contracts \$674,200 Replacement Items 1% Change in Employee Compensation for Employees \$219,400 Additional Staffing - 3 positions (1 Service Officer and Admin Assistant in Twin Falls and 1 Technical Records Specialist to monitor criminal history checks) \$25,600 Group Positions Health Benefits Increase (IDVS provides benefits to group positions to retain staff, reduce turnover and meet staffing ratios) \$666,000 New Capital Outlay \$100,600 IT ongoing items (network, warranties, and travel) \$100,000 Suicide Hotline \$400,000 from the Veterans Recognition Fund to cover the Veterans Recognition Fund Committee's annual allocation plan.
	Floor opened for questions and/or comments. No questions or comments.

October 16, 2014	
Action/Decision/	As above; information update as available.
Conclusion:	
Responsible Party:	Financial Manager
Target Completion	Update each meeting until complete.
Date:	
Status:	INFORMATION
Topic C.	Idaho State Veterans Home - Boise (James Roberts – Administrator):
Information/Data Discussion:	 Prior to the ISVH-Boise Brief, Chris Weston, an IDVS IT staffer, demonstrated and presented a beta-test version of a prospective Idaho State Veterans Home virtual tour. The virtual tour of each home will be available on the IDVS website under each ISVH's page and is expected to be highly advantageous to the Admissions process. The virtual tour will allow individuals unable to physically tour a facility the opportunity to experience the benefits of ISVH and make an informed decision about prospective residency. Each 360 degree photo section of the tour takes between four and six hours to completely render. Commissioner Spurny asked Chris "Can the virtual tours be narrated?" Chris answered in the affirmative.
	 Boise has come through a very long survey window. Been in a survey window for seven to eight months. VA Survey started off rocky, but they have been able to get a minor issue associated with their dampers sorted. They will be adding a smoke partition between the kitchen and the dining facility that will activate in the event of a fire drill or fire emergency. State Survey went really well.
	 2. FY15 1st Quarter Operations Report Census ISVH-Boise has average 1 admission and 1 discharge per day. Average daily census for the quarter 120 Average occupancy rate is 92% Pharmacy Have some minor issues regarding interface between PCC and Pharmacy program. Average cost per person per day is \$10.30 Janitorial and Housekeeping have been doing an excellent job. Energy costs are stable.

October 16, 2014	
	• Food costs are stable
	• Volunteer hours continue to be robust.
	\circ 9,043 hours for the quarter.
	Worker's comp Claims have been concerning
	\circ 14 have occurred in the 1 st Quarter
	3. Activities
	• Veteran's Olympics occurred in September.
	• The Social Work Department has been doing a lot of
	work regarding the Music and Memory program.
	• Downloading the musical preferences of the
	veterans onto iPod shuffles.
	• The musical therapy has helped alleviate
	veterans' suffering from PTSD and Alzheimer's
	and Dementia related illnesses.
	 POW/MIA donated \$8,500 raised specifically
	for this program.
	4. James Roberts's last day will be Halloween. Randal Barnes has been
	hired to be the next ISVH-Boise Administrator.
	• James expressed how appreciative it's been for him to
	be able to serve Idaho's veterans for eight years.
	Floor opened for questions and/or comments.
	No questions or comments.
Action/Decision/ Conclusion:	As above; information update as available.
Responsible Party:	Boise Home Administrator
Target Completion	Update each meeting until complete.
Date:	
Status:	INFORMATION
т : р	Idaho State Veterans Home - Pocatello (Josiah Dahlstrom –
Topic D.	Administrator):
Information/Data Discussion:	1. ISVH Pocatello is currently a four star facility
Discussion:	• Opportunity to become a five star facility lies within their quality measures, different matrice that they per art
	their quality measures, different metrics that they report with their MDS's.
	 Plans are in place to try to improve their four star status to a five star status.
	 In Pocatello and the Southeast Idaho region there is only
	• In Pocatelio and the Southeast Idano region there is only one facility that is a five star facility
	• Most facilities in the area are one or two star
	facilities.
	2. Census
	Pocatello sits at around 70%.
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 In the 1st Quarter, there were many admissions, but also many discharges. ISVH-Pocatello offers many rehab opportunities to veterans in the community. The facility is working to inform the public that ISVH is not just for long-term care, but also available for short stays to get veterans healthy enough to move back home. Working with Portneuf and other medical providers in the area to build relationships to improve ISVH-P census. Survey ISVH-Pocatello expects their Life Safety Survey soon. Looking at the results from the Boise Home to anticipate and prepare for some of the areas the inspectors will focus on. VA Survey went well Concerns were corrected. VA accepted their plan of correction Activities Vaccepted their plan of correction Blackfoot Elks Lodge donated brand new high quality winter coats for the residents. Floor opened for questions and/or comments. Commissioner Napier asked if any rooms have been converted to single occupancy, but there are a few that have always been single occupancy.
 ISVH-Pocatello expects their Life Safety Survey soon. Looking at the results from the Boise Home to anticipate and prepare for some of the areas the inspectors will focus on. VA Survey went well Concerns were corrected. VA accepted their plan of correction 4. Activities Very impressed with the success of the Veterans Olympics Idaho State University sent a group of athletes to volunteer. Blackfoot Elks Lodge donated brand new high quality winter coats for the residents. Floor opened for questions and/or comments. Commissioner Napier asked if any rooms have been converted to single occupancy, but
there are a few that have always been single becupancy.
Action/Decision/ Conclusion:As above; information update as available.
Responsible Party: Pocatello Home Administrator
Target Completion Update each meeting until complete.
Date:
Status: INFORMATION
Idaho State Veterans Home - Lewiston (Kenneth Shull –Topic E.Administrator):
Information/Data 1. Operations Report
Discussion: • Census
\circ 63 of 66 beds filled

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	 Hosted a working lunch with hospital discharge planners 	
	 Resulting in an increase of admissions 	
	• Pharmacy costs are stable.	
	• Revenue has increased due to increased census	
	• Energy costs are stable	
	 Expected to go up as the weather shifts into winter cold 	
	 Laundry costs are stable 	
	• Food Costs are stable	
	2. Nursing staff	
	 Leadership in place when Kenneth came on board is still in place. 	
	 Turnover is mostly from nursing and CNAs 	
	\circ Hires were full time during the summer and	
	part-time during the fall through spring.	
	• Determined most of their hires were students.	
	 After one more year of meeting standards and succeeding at the survey process, ISVH-Lewiston will 	
	be able to apply to become a teaching facility.	
	3. Survey	
	 ISVH-Lewiston will enter the Survey window in December. 	
	 Looking at other nursing home facilities in the area to 	
	anticipate and correct areas the surveyors are focusing	
	on.	
	4. Point Click Care system familiarization is going well	
	• ISVH-Lewiston will be sending some of their people to	
	a PCC training conference in Florida.	
	5. Construction Projects	
	Family Room	
	• Renovation was completed.	
	• It gets a lot of usage, because many of the	
	residents' families come from small	
	communities all over northern Idaho.Parking Lot was completed	
	\circ 50 spaces were added	
	• Walking path added	
	• Has rough cement, has height variance.	
	• Benches will be added along it.	
	Project was fully funded by IVAL.IVAL is looking to provide iPod shuffles to implement	
	a music and memory program at ISVH-L.	
		-

	 6. Activities 20th Anniversary of the ISVH-Lewiston Celebration Local media advertised it. The community supported the event, there was a fantastic turnout. Recognized volunteers and staff members. Youth Challenge Program volunteered during the 20th Anniversary as well as some fishing outings. American Legion Post 13 donated \$1000 for the music and memory program. Floor opened for questions and/or comments. No questions or comments.
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 F.	Idaho State Veterans Cemetery (James Earp – Director):
Information/Data	1. Cemetery Update
Discussion.	 Cemetery closed out 1st Quarter FY15 with 177 interments conducted. 1.2% increase over FY13 1st quarter total of 175 A new Admin Assistant II was hired. Background in fiscal and office management. An updated VA Plot Allowance has been established for the Federal FY starting October 1. \$745 1.5% increase from the last allowance, which was \$734.
	 2. Construction The main construction of the cemetery expansion is now complete. Cemetery now has an extensive security camera system. 180 degree visibility cameras and motion detecting cameras that can be monitored remotely or on station. A new automated reader board now provides a modern & professional greeting. Upgrades to the committal shelter included the repainting and the addition of high quality speakers.

October 16, 2014	
	 Additional aesthetic enhancements include: Statues at the main entrance Resurfacing the flag plaza. Exploratory construction continues for a water well to provide emergency water sources in the event of a short irrigation season or an emergency. Research is ongoing regarding expansion of the concrete surface area surrounding the committal shelter. This would allow more standing and seating area for larger memorial services. Research and discussions are ongoing regarding an additional state veteran cemetery in Idaho Falls.
	 3. Events During the last quarter, the Veterans Cemetery hosted the interment service for Medal of Honor recipient Colonel Bernard Fisher. Five Medal of Honor recipients, including WWII recipient Art Jackson, attended the service. The National Cemetery Administration inspection team visit the Idaho State Veterans Cemetery for the final pilot shrine inspection. The cemetery received very high remarks and comments. Our cemetery was chosen by VCGP Director George Eisenbach to be showcased in the VCGP quarterly newsletter for the month. Continued outreach through attendance in Twin Falls, Gowen Field, and MHAFB retiree day events to promote and educate Veterans and their families regarding their benefit for interment at state and national veteran cemeteries.
	 4. Volunteer Update There are ten volunteers that participate regularly. Completed 607 volunteer hours between them in 1st Quarter of FY15. Two volunteers were nominated for Senator Crapo's Spirit of Freedom Award. Floor opened for questions and/or comments.
	No questions or comments.
Action/Decision/ Conclusion:	As above; information update as available.
Responsible Party:	Idaho State Veterans Cemetery Director

Target Completion	Update each meeting until complete.
Date: Status:	INFORMATION
	Office of Veterans Advocacy (Bill Heyob – Director):
Topic G. Information/Data	Office of veterans Advocacy (Bin Heyob – Director): 1. FY14
Discussion:	• 4,211 claims were submitted which was 300 claims more than FY13
	 2. 1st Quarter FY15 Operations Report More claims than 4th Quarter FY14 by over 100 claims. More claims than 1st Quarter FY13 by over 200 claims. Higher number of VA hearings in the 1st Quarter than in any of the Quarters in FY14. As usual, August numbers were down compared to other months in the Quarter. This is due: To annual service officer training in Annapolis, MD; as well as Annual county service officer training hosted by OVA.
	 3. Updates Bill and four other service officers attended service officer training in Annapolis, MD. Class average was 81% All but one of Idaho's service officers scored better than average The one service officer who didn't best the average, did score better than the minimum required score. It was that service officer's first formal service officer training. Six service officers will be attending the advanced training in November. County and Post Service Officer School was a success. 65 attendees OVA provided service briefs at military retiree appreciation events across the state.
	 4. VA Regional Office Updates Kathy Malin, the director of Boise VARO, has been helping the Reno VARO through its challenges. It has been extended from a one month trip to ongoing. She spends approximately 75% of her time in Reno. Boise VAMC and VARO held town hall meetings that were mandated by the new VA Secretary. Centralized Mail system is up and running

• The system is not a smooth process.
• Some mail is getting scanned immediately.
Other stuff is getting scanned two months or
later.The VA is aware of the issues and is working the
• The VA is aware of the issues and is working the problem.
National Work Queue
• It is supposed to go into effect in December.
 VA Automated Burial Benefit System went into effect
in July.
 VA approved payment for Camp Lejeune Water Medical
Payment.
• It was signed into law in 2012 for veterans who
were stationed at Camp Lejeune between 1957
and 1987 if they have one or more of the
approximately 15 identified presumptive
conditions.
• VA 30/40 rule will go into effect October 8.
\circ If a veteran has to wait more than 30 days for a
medical appointment or lives more than 40 miles
from a VA medical facility they may be
authorized to see a civilian provider.
• March 2015 the VA will be shifting to standard forms
for submitting claims.
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Floor opened for questions and/or comments.
No questions or comments.
As above; information update as available.
Office of Veterans Advocacy Director
Update each meeting until complete.
INFORMATION
Veterans Education – GI Bill (Tom Byrns – Veterans Education Coordinator):
1. Compliance Surveys
• 20 Compliance Surveys need to be made across the state
of Idaho this year.
• During these compliance surveys the Veterans
Education Coordinator also visits additional
employers, OJT training facilities, police
departments, sheriff's departments, facilities that
departments, sheriff's departments, facilities that may in the future be approved by the VA for
departments, sheriff's departments, facilities that

• \$125,000. This covers:
 Coordinator and admin assistant salaries and
benefits
 All travel for site visits and training
• \$7,000 less than the previous year
3. 222 Active VA approved Education facilities in the state of Idaho
• 24 Institutions of Higher Learning (IHL)
• 46 Non-College Degree Programs (NCD)
• 72 On-the-Job Training Programs (OJT)
 78 Apprenticeship Programs
 2 Flight Schools
4 Annualization of the 2270 Metanove Httl:-in- Development
4. Approximately 3279 Veterans Utilizing Benefits
• 3105 attending IHL
• 64 attending NCD
• 62 in OJT programs
• 44 in Apprenticeships
• 4 attending Flight School
5. Incentives for Businesses to hire Veterans
• Veterans Workforce Incentive Program (VWIP)
\circ Can pay 90% of a veteran's salary while they are
going through OJT program.
• Veteran can also collect GI Bill Education
benefits while attending OJT program
• Tax break
 \$9600 for each veteran hired
6. The Education Office Admin Assistant is retiring and a new Admin
Assistant is coming onboard.
7. Concordia College of Law is still working on gaining accreditation from
the American Bar Association.
• Until it gains accreditation graduates of the school will
not be able to take the Bar.
8. Section 702 of the Veterans Access, Choice and Accountability Act of
2014 ("Choice Act") will take effect in July 2015.
• Requires VA to disapprove programs of education for
payment of benefits under the Post-9/11 GI Bill and
Montgomery GI Bill-Active Duty at public institutions
of higher learning if the schools charge qualifying
Veterans and dependents tuition and fees in excess of
the rate for resident students for terms beginning after
July 1, 2015.

October 16, 2014	
	 Qualifying veterans and their dependents as defined in the Choice Act is: A Veteran who lives in the state in which the institution of higher learning is located (regardless of his/her formal state of residence) and enrolls in the school within three years of discharge from a period of active duty service of 90 days or more; A spouse or child using transferred benefits who lives in the state in which the institution of higher learning is located (regardless of his/her formal state of residence) and enrolls in the state in which the institution of higher learning is located (regardless of his/her formal state of residence) and enrolls in the school within 3 years of the transferor's discharge from a period of active duty service of 90 days or more; or A spouse or child using benefits under the Marine Gunnery Sergeant John David Fry Scholarship who lives in the state in which the institution of higher learning is located (regardless of his/her formal state of residence) and enrolls in the school within three years of the Service-member's death in the line of duty following a period of active duty service of 90 days or more. Idaho's legislation regarding charging in-state tuition to veterans is more restrictive and will need to be updated to reflect the new federal requirements.
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.	Idaho Division of Veterans Services (David Brasuell – Administrator):
Information/Data	1. Comments
Discussion:	Meeting with VISN 19 Director
	• Part of the mission mandated by Secretary
	McDonald, General Shinseki's replacement.
	It's Flu Season
	 Making sure staff and residents are all vaccinated.

October 16, 2014	
	 The Religious Services Coordinators for the three homes met to share operations knowledge and best practices. The Storekeepers for the three homes met to share operations knowledge and best practices. Veterans Olympics this year honored the 50th Anniversary of the Vietnam war by including the commemoration in the medallions
	 Southeast Idaho Cemetery Initiative Tamara Mackenthun and James Earp met with interested parties, in Idaho Falls to discuss an additional state veteran cemetery. Met with Senator Davis October 21 regarding this initiative. There is nice flat piece of land offered near a water treatment plant, the river, and another cemetery. Pre-application for an additional cemetery was begun in 2005. A cemetery in Idaho Falls would require three full time staff and two seasonal staff.
	 3. OVA County Service Officer Training in August was a success All VAMC that provide care to Idaho Veterans, except Walla Walla, were represented.
	 4. 50th Anniversary Vietnam Commemoration IDVS continues to promote the commemoration and have ordered a number of complimentary materials to share with Vietnam veterans, including pins, stickers, bumper stickers, etc.
	 5. IDVS continues to support the Idaho Suicide Hotline IDVS provides approximately 25% of their budget
	 6. Capacity Study/Gap Analysis Met veterans and veteran service organization in Mtn Home, Post Falls, and other communities in Idaho. Received tremendous feedback The study should be completed in mid-November
	 Tamara Mackenthun: Wreaths Across America If you would like to donate or get the word out regarding Wreaths across America contact Tamara. Will ensure that donations made benefit the Idaho State Veteran Cemetery

	 Veteran Designation on driver's licenses and state-issued identification cards Goes into effect on November 10. There will be a launch event at Idaho Transportation Department in Boise. It is completely voluntary. Please forward any veteran concerns regarding transportation to Tamara Working on expanding transportation opportunities in the state of Idaho for Veterans. Feedback is appreciated. IDVS now has the ability to print professional quality posters for Veterans events. A Veterans Support Fund request was approved for ongoing printing projects for Veterans events.
	Floor opened for questions and/or comments. No questions or comments.
Action/Decision/ Conclusion:	As above; information update as available.
Responsible Party:	Division Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION

III. <u>NEW BUSINESS</u>:

Next meeting is scheduled for Thursday, January 15, 2014 Idaho Division of Veterans Services Headquarters Main Conference Room

Commissioner Spurny motioned that the meeting be adjourned; Commissioner Gimpel seconded. Meeting was adjourned at 11:40 am PST.

H. Melvin Napier, Chairman

David Brasuell, Executive Secretary