Idaho Veterans Affairs Commission  
April 17, 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  
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 (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 (via video conference)  
Kevin Wallior, Administrative Assistant II, IDVS

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

I. OLD BUSINESS:

<table>
<thead>
<tr>
<th>Topic A.</th>
<th>Minutes of Last Meeting (1-9-13):</th>
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<tbody>
<tr>
<td>Information/Data Discussion:</td>
<td>Minutes were sent electronically to the Commissioners for review prior to this meeting. There were no changes offered.</td>
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<tr>
<td>Action/Decision/Conclusion:</td>
<td>Commissioner Napier 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 approved as written.</td>
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<tr>
<td>Responsible Party:</td>
<td>Administrative Assistant II, IDVS</td>
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<tr>
<td>Target Completion Date:</td>
<td>N/A</td>
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<td>Status:</td>
<td>CLOSED</td>
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II. SPECIAL PRESENTATION:

<table>
<thead>
<tr>
<th>Topic A.</th>
<th>Dignified Burial Detail MSgt Tom Gloeckle, 124 FW/PA:</th>
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<tbody>
<tr>
<td>Information/Data Discussion:</td>
<td>NCOIC of Public Affairs 124 Fighter Wing. He received the opportunity to deploy to Dover AFB from June 10 to November 3 2012 to support the mission of providing dignified transportation for our fallen service members. He provided videography for family members of fallen service members. He generously shared his experiences, including showing a somber video of the ceremony associate with the dignified transport of our nation’s fallen heroes.</td>
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<tr>
<td>Action/Decision/Conclusion:</td>
<td>As above; information update as available.</td>
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<td>Responsible Party:</td>
<td>Administrative Assistant II, IDVS</td>
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III. STANDING ITEMS:

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<tr>
<th>Topic A.</th>
<th>Human Resources (Tracey Schaner):</th>
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| **Information/Data Discussion:** | 1. Turnover for the division has increased.  
   - Corresponds to healing economy.  
     - No major concerns regarding this.  
   2. JFAC approved one-time or on-going merit increases in salary.  
     - In March, agencies were encouraged to put this into practice.  
     - In January, IDVS was ahead of the game.  
       - IDVS conducted staggered pay increases from January through April.  
       - IDVS utilized a merit matrix system looking at three factors:  
         - Employees’ performance  
         - Employees’ pay rate in relation to policy rate; and  
         - Employees’ number of years in their current classification.  
       - Eligibility factors were as follows:  
         - Permanent classified and non-classified employees with a current PE rated at least APS  
         - Non-classified (temporary) employees with an effective start date of on or before 7/31/12  
         - Probationary employees when they come off probation as long as they receive an PE rating of at least APS  
       - Not eligible:  
         - Employees with DNA PE ratings  
         - Employees who received a NOCA since January 2012  
         - Employees identified ineligible via the matrix system.  
     - Majority of the staff received merit increases.  
     - Was extremely well received. |

Floor opened for questions and/or comments.  
There were no questions or comments.

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<tr>
<td>Responsible Party:</td>
<td>Human Resource Officer</td>
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<td>Target Completion Date:</td>
<td>Update each meeting.</td>
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|----------|-----------------------------------|
| **Information/Data Discussion:** | 1. IDVS proposed no changes to charges for nursing care.  
   - Votes as follows:  
     - The maximum monthly charge for Idaho State Veterans Home Private Payers, Nursing Care, Non-Veterans Spouses will remain $163.00 per day plus ancillaries and current VA per diem rate effective June 1, 2013—Unanimous approval to adopt proposal. |
The maximum monthly charge for Idaho State Veterans Home Private Payers, Nursing Care admitted prior to July 1, 2000 will remain $172.00 per day effective June 1, 2013—Unanimous approval to adopt proposal.

The maximum monthly charge for Idaho State Veterans Home – Pocatello Private Room, nursing care, non veteran spouses will remain $191.00 per day plus ancillaries and current VA per diem effective June 1, 2013—Unanimous approval to adopt proposal.

The maximum monthly charge for Idaho State Veterans Home – Pocatello Private Room, nursing care will remain $191.00 per day plus ancillaries effective June 1, 2013—Unanimous approval to adopt proposal.

The maximum monthly charge for Idaho State Veterans Home private payers, nursing care, admitted on or after July 1, 2000 will remain $163.00 per day plus ancillaries effective June 1, 2013—Unanimous approval to adopt proposal.

2. YTD Nursing Per Diem Costs as of March 2013
   - Average, $264.45
   - Boise, $250.90
   - Lewiston, $257.82
   - Pocatello, $312.49
     - A little bit higher because of the census.

3. Occupancy rates as of April 15, 2013
   - 91.7% Dom/Res Care
   - 87.1% IDVS Nursing
     - Better than Statewide nursing which is 68%

4. FY 14 Budget Appropriation
   - The budget was approved.
     - General funds are 3% of IDVS budget
     - Federal funds account for 36% of the budget
     - Miscellaneous receipts are the majority of the IDVS budget at 59%
       - This is a clear indication that IDVS is becoming more self-sufficient.
     - The total appropriation for FY 2014 is $29,366,700.
       - Includes money for change in benefits costs.
       - Inflationary adjustments
       - Replacement items (kitchen, household, vehicle, medical, etc.)
       - 6 additional Full Time Positions
         - Asked for 18 positions, 1/3 approved.
       - Rx and Medical Director Contracts were approved for increased expenses.
       - New Capital Outlay and operating funding was approved.
       - Were approved for Agency funded DPW projects
       - One-time payment to the Idaho Suicide Hotline to help them in their second year
       - One-time payment to DMV towards the new Veterans Designation on Driver’s Licenses
       - Funding was approved for enhanced drug testing.
       - $250,000 was approved for a New Veterans Home Study to be conducted.
### Cash Reserve
- Idaho Veterans Recognition Fund – will be created by appropriation from excess earnings from funds maintained by the Division of Veterans Services.
- The Idaho Veterans Recognition Income Funds – will consist of monies transferred from the Idaho Veterans Recognition Fund and shall be used solely to benefit veterans in Idaho.

#### 5. FY 2015 Budget Request process begins in April
- Budget training for program executives will be conducted following the IVAC meeting.
- The budget request has to be submitted by September 2013.

Floor opened for questions and/or comments.
Commissioner Spurny requested more information regarding the endowment
- $20 million will be placed in an interest earning account
- A limit of up to 5% or for appropriation every year
- The governing board will consist of IVAC and two additional veterans, one a disabled veteran and the other a veteran of the most recent conflict.
- State legislators Marv Hagedorn and George Eskridge really championed this cause.

Commissioner Spurny also asked about eligibility regarding proposals for funding from this fund. Will they be annual, one-time, or recurring events?
- The application process will be once a year, and any recurring events will be required to fill out an application every year.

Commissioner Gimpel asked if these requests will come from Veterans Service Organizations.
- Veteran service organizations will be able to apply under this program, but so will other non-profits that want to provide services to veterans.

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**Action/Decision/Conclusion:**
As above; information update as available.

**Responsible Party:**
Financial Manager

**Target Completion Date:**
Update each meeting until complete.

**Status:**
INFORMATION

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**Topic C. Idaho State Veterans Home – Boise (James Roberts, Administrator):**

**Information/Data Discussion:**
- It was a very busy quarter.
  1. Merit increases were much appreciated.
     - Thank you to the division, with especial thanks to Dave, Tracy, and Debbie.
     - It had been 4 years since the last CNA pay/salary increase
     - Morale was much increased.
  2. Boise is currently in VA survey period
     - Current contract agency for VA survey and contract process has unanimous support from NASVH administrators.
       - The process has been extremely smooth.
       - Not adversarial
       - Collaborative
     - James is still pushing for only one survey legislatively
3. Overview of Home business
   - Cost have been less than expected
   - Medicare costs are way low
   - Residential domiciliary care is going well
     - Almost always full.
   - The POW/MIA group’s Chrome to the Home motorcycle rally raised a significant amount of money and replaced furniture in the domiciliary care wing.
   - Medicaid receipts are the most stable James has seen in the quarter.
   - Pharmacy pains regarding maintenance with the VAMC traditionally seen have made a positive turnaround under the leadership of David Wood.
   - The new Laundry/Housekeeping contractor is doing a really good job.
     - The VA survey group has commented on a clean the facility looks.
   - Energy expenses are benefitting from green projects.
   - A significant DPW project is coming up:
     - Renovation of all of the shower room and public bathrooms, which is desperately needed.
     - Roofing project on the old side of the building is coming up.
     - Cabling project is currently under way.
     - HVAC control system is nearing completion, will have new controls.
   - The point-click care project is underway
   - The residents have really appreciated the activities in the past quarter:
     - The Idaho Stampede Basketball team visited with our veterans.
     - BSU lineman and coaches ate lunch on one of the days with the veterans after one of their spring practices.
       - The young men seemed to really appreciate the experience and enjoyed the conversations they had with our veteran residents.

Floor opened for questions and/or comments.
There were no questions or comments.

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<td>Responsible Party:</td>
<td>Boise Home Administrator</td>
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**Topic D. Idaho State Veterans Home - Pocatello (Joshua Thompson, Administrator):**

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<thead>
<tr>
<th>Information/Data Discussion:</th>
<th>1. Admissions have leveled out from post Census</th>
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<td>- 31 Admissions in the previous quarter, last year over the same time period there were 3.</td>
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<td>- Very busy home.</td>
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<td>- 30 Discharges in the same quarter</td>
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1. Net increase of 1 resident
   • Been able to open up the East Wing
2. VA per diem doubled up in February
3. Pharmacy is going well.
4. Food tickets are down.
5. Volunteer hours includes Clinical Students
   • Dental Students have been coming every Tuesday providing dental services to residents.
     o Between 2 and 4 students seeing 2 residents a day
     o Hours won’t appear until next quarter because the program manager won’t sign off on their hours until they have completed the program.
6. DPW projects
   • Replacing the flooring from the entrance up to the dining room floor.
     o Dining room floor and canteen floor will be the same tiling as the Boise home.
   • The hot water tank is being replaced.
7. Community Activities
   • We continue to have a volunteer that comes in and plays violin with one of our residents each week, you can see the Veteran on YouTube if you type in “Sam Taylor, Kirsten Bullington Christmas Concert Intro.”
   • The residents and staff had fun during March Madness with a friendly bracket competition.
   • The Idaho Falls Elk Group donate $2000.
     o A friendly competition has developed between the Idaho Falls Elks group and the Blackfoot Elks group regarding who can help out the Pocatello home more.
8. March 15-March 27 State Recertification Survey
   • Plan of correction has already been accepted.
   • Received 10 tags total
     o 4 E level tags
     o 5 D level tags
     o 1 B level tag
   • The surveyors were very nitpicky
   • No core issues.
     o Some minor policy issues
   • Ombudsman came to Josh and said “it was the best survey in SE Idaho in the past year.”

Floor opened for questions and/or comments.
Commissioner Gimpel appreciates all the hard work Josh has done for the Pocatello Home.
Holly Williamson also offered her congratulations to the great job Josh and his staff have done at the Pocatello Home.

**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 - Lewiston (Kenneth Shull, Administrator):**

**Information/Data Discussion:**

First would like to thank the IDVS and the Commission for allowing him to serve the veterans. He would also like to extend his thanks to Tracy, Holly, and the other Veterans Home’s Administrators for helping Lewiston out in a time of need.

1. The plan of correction has been approved
2. Morale is positive
   - Everyone feels ready for the State re-survey and the VA survey
   - Kenneth is confident that Lewiston will do well in both surveys.
3. There was a denial of payment from Medicare/Medicaid associated with the Survey.
   - Confident it will be lifted after the re-survey.
4. Occupancy rates are consistent with typical January-March period.
5. Receipts consistent with typical January-March period.
6. Janitorial services consistent with typical January-March period.
7. Activities
   - Easter time – many high schools and junior highs visited the facility.
   - An Easter egg hunt was conducted across the street that the residents really enjoyed.

Floor opened for questions and/or comments.

Commissioner Dub commended Tracy Schaner. Tracy, in turn, commended the hard work that Kenneth and his staff have put forth.

Commissioner Riegel thanked Kenneth for his efforts.

**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:**

1. Been a busy quarter
   - Construction is moving ahead of schedule
   - Mess associated with construction is somewhat disheartening considering before the construction began the Idaho State Veterans Cemetery received such high marks.
2. Plot allowance uneven – end of February got word that October 1, 2012 the plot allowance should have increased to $722.00. It is being retroactively corrected. Idaho will be reimbursed the discrepancy between the old amount and the new amount.
3. To date at 4124 interments
   - 432 for this fiscal year which approximates the same amount as last year at this period.
   - Caskets versus cremations is still approximately a 60/40 ratio.
4. The Columbarium wall is almost complete.
5. The Cemetery has a new Administrative Assistant II
   - Roberto Amieva – Air Force Veteran who previously worked for the Caldwell VA clinic.

6. Memorial Day preparations are in progress.
   - Due to sequestration budget cuts the Air Force can’t provide a flyover.
   - The Memorial Day Planning Committee applied for a veteran support fund grant to get funds for a flyover by P-50s provided by the Warhawk Museum.

7. There was 1 Missing in America interment this quarter
   - Brings the total for the fiscal year to 25

Floor opened for questions and/or comments.
Commissioner Riegel had questions regarding donations for flowers, trees, shrubs, benches, etc.
The VA has strict guidelines for donations and flower arrangements at veteran cemeteries. Typically families and loved ones who wish to make donations along those lines are directed to donate monetarily to IVAL, to ensure that their donations will meet VA guidelines.

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<tr>
<td>Responsible Party:</td>
<td>Idaho State Veterans Cemetery Director</td>
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**Office of Veterans Advocacy (Bill Heyob - Supervisor):**

**Information/Data Discussion:**

1. VA estimates there are currently 138,320 veterans in the state of Idaho.
   - Growing especially up in northern Idaho
2. VA already 6637 office interviews of veterans
3. 3100 VA compensation & pension claims submitted
   - 400 more than last year
   - 1150 claims submitted since last IVAC meeting
   - Seeing a lot more walk-in veterans
4. 52 VA hearings
5. 245 meetings through Veterans Court
6. 14 emergency grants approved and 32 denials
   - Braveheart grant applications are up
7. $53,936,000 VA money brought into the state of Idaho this year.
8. 2 new service officers hired
   - Jim Philpott to replace Milt Smith
   - Milt Smith part-time because he had trouble staying retired.
     - Training Jim currently working 19 hours per week
     - In the near future will be working in Caldwell likely out of the Department of Labor office 2 days a week and a half day in the main OVA office.
9. Jim Vance retired April 1, 2013
   - Permanent director will be appointed in the next 3 months.
10. VBMS system- 40% of Boise VARO’s claims are following this process with that percentage expected to rise.
- Slowing the process down, average claims process 245 days which is still less than national average.
- VA Central office said Boise VARO can no longer refuse brokered claims from other parts of the country.
- Pending claims will get old quick with no actions occurring while older claims are processed.
- Only claims that will be processed are the high-priority cases.
- Fully developed claims will be processed first.
  o Veteran has all of his medical records, military and civilian
  o As well as any other documentation.
  o If you want your claim done in a timely fashion provide all of your info up front.
  o Fully developed claim can take as little as 70 days.

Floor opened for questions and/or comments.

Don: How is Darryl doing?
Bill: Darryl is doing a fantastic job. Does a lot of outreach all over the north. Spends 1 day per week in Bonner’s Ferry and 1 day per week in Sandpoint to meet the great need for veterans’ advocacy in the area.

Don: Are there any issues with county service officers?
Bill: County service officers and state service officers haven’t been receiving any complaints regarding their service.

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<tr>
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<td>Office of Veterans Advocacy Supervisor</td>
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**Topic H. Veterans Education – GI Bill (Phil Wickliff – Veterans Education Coordinator):**

| Information/Data Discussion: | 1. Lateness of OJT payments have been a national issue for veterans some taking longer than 4 months.  
|                              |   • Idaho’s veterans have been receiving their payments in less than the 3 months required.  
|                              | 2. Flight school Status  
|                              |   • Pending approvals  
|                              |     o Northern Air located in Bonner’s Ferry (Fixed Wing)  
|                              |     o Utah Helicopter located in Idaho Falls and Pocatello  
|                              |     o Ponderosa Aeroclub located in Boise (Fixed Wing)  
|                              |     o Silverhawk Aviation (Helo) has affiliated with TVCC-Caldwell to offer a joint degree program which will better aid veterans who desire to gain flight training.  
|                              | 3. Pending Apprenticeships  
|                              |     • Paige Mechanical  
|                              |     • Currently have 110 apprenticeships approved in Idaho, which is an increase of fifteen over the previous year.  
|                              | 4. Pending OJT's  
|                              |     • None |
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<td>Responsible Party:</td>
<td>Veterans Education Coordinator</td>
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<td><strong>Topic I.</strong></td>
<td>Quality Improvement (Holly Williamson):</td>
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<tr>
<td>Information/Data Discussion:</td>
<td>1. Due to issues in Lewiston, Holly didn’t have a formal presentation prepared. Floor opened for questions and/or comments regarding the Lewiston home issues. Most of it has been corrected, correct? Dave said he would cover it during his presentation and would refer to Holly for any additional details. Action/Decision/Conclusion: As above; information update as available. Responsible Party: QI Director Target Completion Date: Update each meeting until complete. Status: INFORMATION</td>
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<tr>
<td><strong>Topic J.</strong></td>
<td>Idaho Division of Veterans Services (David Brasuell Administrator):</td>
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| Information/Data Discussion:| 1. Lewiston Issues
   - The Boise team provided a lot of support to Lewiston and really underscored the quality staff that our homes have.
     - Tracy and Holly did a great job filling in up in Lewiston.
     - Suzanne Cress, retired director of nursing from Boise Home
       - Took charge for a short period of time
       - She is well respected in this field
       - Has a wonderful relationship with the state.
     - Kenneth Shull came on as the interim Administrator
       - Provided much needed leadership to a wonderful staff up there who just needed
         - Direction
         - Compassion
         - Leadership
         - Boundaries
       - Tracy set the standard high
We’re going to continue to deal with some personnel issues
These were difficult and gut-wrenching decisions.
At the end of the day it is about meeting our mission and taking care of our veterans.
We are moving forward.

2. Veterans Recognition Fund
   - A lot of people in the legislature had their eyes on the cash reserve
   - We are very pleased that that money has been protected so that it can be used for veterans

3. VARO – Claims from out-of-state are unavoidable and are part of a nationwide initiative from the higher ups within the VA Benefits Administration to get really old claim processed.

4. As Debbie touched on the FY 15 Budget cycle will begin with training
   - There are two new program directors that need to go through the training for the first time
   - Additionally, it is always good for everyone to go through a refresher
   - FY 14 Budget refresher
     o Of the 18 positions requested, only 6 nursing asst. positions were approved.
     o We will continue to try to get approval for one or two more service officer positions to be approved.
       - We especially need more coverage in the north.

5. The relationship between the Boise VAMC and the Boise Home couldn’t be going better.

6. A letter has been sent to DPW regarding the study for a new Veterans Home providing guidance regarding what is required.

7. Social Worker training/conference will be going on in July

8. The DELT meeting will cover suggestions regarding what needs to be centralized and what needs to be de-centralized
   - A couple of things that came up during the Lewiston troubles gave us pause and need some reconsideration. For example:
     o Social worker responsibilities
       - reporting criteria
     o Contracting
     o HR topics

9. Final Legislative Update
   - The Driver’s License Veterans Designation Bill
     o Passed unanimously
     o Will cost the division $50,000
     o Rumor floating around out there is that this designation will be for any veteran. **That is untrue.** This designation will only be for Honorably Discharged veterans
       - If you hear that rumor, please quash it.
     o If you have a veterans’ license plate already you will still have to take in your DD-214 to get the veteran’s designation added to your license because the system for the license plates and for licenses do not talk to each other.
   - The Definition of Veteran for Department of Labor and Veteran Preference purposes no longer requires a war-time designation to receive preference.
   - The Veterans Recognition Bill also was passed
     o In the coming months IDVS will work on
       - Getting all the administrative rules in place
• Creating air tight procedures for the process of requesting funds under this program.

• The biennial Women’s Veterans Conference will be held in Boise this year at the Riverside Hotel in August.

• All three homes will be going through the implementation of new clinical and financial software.
  o The transition is critical and going to require a lot of man hours.
    ▪ The goal is to go live in Pocatello the 1st of June
    ▪ Boise will go live the 1st of August
    ▪ Lewiston will go live the 1st of October
  o It will be challenging for the Homes, but it will also be wonderful for the homes.
  o The software currently being used is on its last legs. It is requiring a lot of constant upkeep from the IT staff.

Floor opened for questions and/or comments.
Commissioner Riegel – regarding the potential Home in Post Falls.
Funding was approved to conduct a feasibility study. DPW will contract that study out. IDVS will draft a letter regarding what we want the contractor to pay particular attention to.
Commissioner Riegel – Are there any new developments regarding a new State Veterans Cemetery in eastern Idaho
Zach is determining the costs of a new cemetery. Without land it is difficult to determine with any great accuracy what the total costs of a new cemetery would be. What sort of grading will be required? What sort of development will need to be done? As such, Zach is utilizing the current cemeteries development costs as a rough guideline to determine what a new cemetery would cost. They’ll need a donation of 20-25 usable acres. The church property that was previously suggested is no longer really viable, because the church and school have been moved.
Commissioner Napier – Approximately 200 Idaho veterans have been helped by the Bravehearts program. The annual charity golf tournament in support of the Bravehearts program is upcoming May 13, 2013.

Action/Decision/Conclusion: As above; information update as available.

Responsible Party: Division Administrator

Target Completion Date: Update each meeting until complete.

Status: INFORMATION

IV. NEW BUSINESS:

None of the Commissioners had any new business to address.

Next meeting is scheduled for
July 17, 2013
Idaho State Division of Veterans Services
Headquarters Conference Room
Boise, Idaho
Commissioner Napier moved that the meeting be adjourned; Commissioner Spurny seconded. Meeting was adjourned at 11:45am.

Donald G. Riegel, Chairman

David Brasuell, Executive Secretary