

Idaho Veterans Affairs Commission
 July 17, 2013, 8:30 a.m.
 Idaho Division of Veterans Services Conference Room

Members: Commissioner Donald G. Riegel, Chairman (Absent)
 Commissioner H. Melvin Napier, Co-Chairman
 Commissioner Leo Dub (Absent)
 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 (Absent)
 James Roberts, Administrator, ISVH – Boise
 Kenneth Shull, Administrator, ISVH – Lewiston
 Joshua Thompson, Administrator, ISVH – Pocatello
 Bill Heyob, Supervisor, Office of Veterans Advocacy
 Zach Rodriguez, Director, Veterans Cemetery
 Phil Wickliff, Veterans Education Coordinator
 Holly Williamson, QI Director
 Kevin Wallior, Administrative Assistant II, IDVS

Guests: Sonya LaCasse, Financial Specialist, Senior, IDVS (filling in for Debbie Spence)
 Joyce Hudson, Assistant Administrator ISVH – Boise
 Toni Gimpel

I. OLD BUSINESS:

Topic A.	Minutes of Last Meeting (4-17-13):
Information/Data Discussion:	Minutes were sent electronically to the Commissioners for review prior to this meeting. There were no changes offered.
Action/Decision/ Conclusion:	Commissioner Gimpel made a motion to dispense with the reading of the minutes and accept the minutes as written. Commissioner Spurny 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.	Idaho State Veterans Cemetery (Zach Rodriguez – Director):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Correction on May Plot Allowance. <ul style="list-style-type: none"> • \$23,104 should actually be \$21,960 <ul style="list-style-type: none"> ○ The VA informed the Cemetery that three families had collected on them. ○ Working with VA on resolving the issue. ○ The families have been sent denial letters annotating this. 2. Interments <ul style="list-style-type: none"> • Busy June: 65 total interments.

	<ul style="list-style-type: none"> • At the end of the fiscal year there were 571 interments. <ul style="list-style-type: none"> ○ Eight less than last year which is impressive considering the four day week interment schedule resulting from the construction. ○ Not as many upper casket interments last quarter. <p>3. Memorial Day Ceremony was well attended.</p> <ul style="list-style-type: none"> • Approximately 2700 attended according to the bus count with an additional few hundred walk ups. <ul style="list-style-type: none"> ○ Considering the construction, Zach was pleased about the slightly lower than normal turnout. <p>4. Construction is going well</p> <ul style="list-style-type: none"> • Crypt placement scheduled for completion in mid-August <ul style="list-style-type: none"> ○ About two thirds of the project is complete. ○ Contractors are completing three rows a weekend which is approximately 400 or 500 vaults. ○ September is the planned completion date and everything is on schedule. ○ The Gettysburg Address plaque will be placed across from the gravesite locator. <p>Floor opened for questions and/or comments. Commissioner Gimpel was impressed with the Memorial Day Ceremony.</p> <p>David Brasuell believes IDVS has finally “cracked the code” on the wreath laying ceremony. The process is solid and should work going forward.</p>
Action/Decision/ Conclusion:	As above; information update as available.
Responsible Party:	Idaho State Veterans Cemetery Director
Target Completion Date:	Update each meeting.
Status:	INFORMATION
Topic B.	Office of Veterans Advocacy (Bill Heyob – Director):
Information/Data Discussion:	<p>Firstly, Bill appreciates the reorganization of the typical order of presentations to accommodate him, Phil, and Zach attending the Retiree Appreciation Event hosted by Gowen Field.</p> <p>1. Personnel</p> <ul style="list-style-type: none"> • Jacques Chung-hee, a thirteen-year service officer retired. • James Earp has been hired on to replace him. <ul style="list-style-type: none"> ○ Retired Special Forces Sergeant Major • Milt Smith has established himself in the Caldwell Department of Labor Office <ul style="list-style-type: none"> ○ Two days out of the week; Mondays and Tuesdays ○ Additionally, spends a half day in the main OVA office each week. • Jim Philpott took over all the outreach areas as well as all of Jacques' caseload. <p>2. Report</p> <ul style="list-style-type: none"> • 2009-2013 all tracked items are higher than years previously. <ul style="list-style-type: none"> ○ Office Interviews 3500 more than 2012 ○ Claims filed 600 more than 2012 ○ The message is getting out to the veterans that OVA can help them with their VA related issues. ○ 150 Appeals lower than 2012.

	<ul style="list-style-type: none">▪ Accuracy is increasing/improving. <p>3. VARO</p> <ul style="list-style-type: none">• Boise had less than ten two year old claims prior to the uproar in the media regarding old claims.• Central Office forced the Boise VARO to broker in old claims from other regional offices.• Two months ago Boise VARO received:<ul style="list-style-type: none">○ 370 two year old claims from Oakland VARO;○ 77 two year old claims from Reno VARO; and○ 250 fully developed claims also from Oakland.• Boise VARO is almost completely done with the two year old claims, so Central Office is shifting focus to one year old claims.• Boise VARO received:<ul style="list-style-type: none">○ 1500 claims over a year old from Reno VARO○ 400 claims over a year old from Salt Lake City VARO• In approximately two months the Boise VARO accepted almost 2600 claims from the rest of the country.<ul style="list-style-type: none">○ On any given day the Boise VARO normal inventory is approximately 2200 claims.○ Workload doubled in a matter of two months.○ December is the deadline to complete the year old claims.○ Boise VARO has implemented mandatory overtime to try to address this.• Only way an Idaho veteran will have his claim worked on immediately is if it is a fully developed claim or the veteran falls into a special category such as:<ul style="list-style-type: none">○ Terminally ill, homeless, seriously injured, Medal of Honor recipient, etc.• General Shinseki visited Boise VARO on June 26 to rally the VARO and lift morale.• Fully Developed Claim initiative<ul style="list-style-type: none">○ Any claim submitted between August 6, 2013 and August 6, 2015 will receive one year retroactive payments from effective date if it is fully developed and the symptoms existed one year previously. <p>4. August 7,8, and 9 Service Officer Training at the Riverside in Boise</p> <p>5. August 18-23 VFW Basic Training; half of the OVA staff is attending</p> <p>6. November 17-21 VFW Advanced Training; the other half of OVA staff is attending</p> <p>Floor opened for questions and/or comments.</p> <p>Commissioner Spurny: what do you attribute the uptick in outreach numbers to? Marketing, expanded outreach to areas never visited before such as Sandpoint, Bonners Ferry, and Priest Lake, and word of mouth from veterans who have been helped.</p> <p>Commissioner Spurny: Does each state have dedicated service officers focusing on claims only from those states?</p> <p>No, Idaho veterans claims can be processed anywhere in the country. There are only 53 Regional Offices worldwide (52 in the United States and one in the Philippines; some states don't have a VARO and others have multiple VAROs).</p>
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	Boise VARO has a 6% error rate good for sixth best VARO. The national average is 11% error rate.
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Office of Veterans Advocacy Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic C.	Veterans Education – GI Bill (Phil Wickliff – Veterans Education Coordinator):
Information/Data Discussion:	<p>1. VRAP</p> <ul style="list-style-type: none"> • National Snapshot as of July 15, 2013 <ul style="list-style-type: none"> ○ 128,244 applications have been filed and 111,847 have been approved. <ul style="list-style-type: none"> ▪ 56,686 enrolled in training ▪ Idaho has 417 approved applications and 192 are in training. ○ VRAP is scheduled to terminate spring of 2014. <p>2. Programs</p> <ul style="list-style-type: none"> • Eight training program are pending approval • Six training programs not approved <ul style="list-style-type: none"> ○ Boise Police Department has terminated approval due to perceived fairness of VA supplemental education payments. Chief and Deputy Chief believe that vet trainees are sufficiently paid and that monies above that level has detrimental effect on morale of trainees. • Idaho Department of Corrections as well as other Apprenticeships and OJT training sites have decided to opt out of the VA educational training program citing undue administrative burdens required by onerous VA compliance requirements as well as abusive and arrogant compliance officers sent by the VA from Muskogee, Oklahoma. • Education Liaison Representative Issues <ul style="list-style-type: none"> ○ Idaho is one of the few states that does not have an ELR in residence. This manifests many problem areas with regards to providing training to school certifying officials, approval actions done in a timely manner, and overall liaison with veterans in our state. ○ Idaho has requested an in-state ELR be granted. <p>Floor opened for questions and/or comments. Commissioner Spurny: Since Boise PD doesn't want to participate has the IDVS drafted an official letter to be sent to the Mayor or City Council? David Brasuell: IDVS is considering writing a letter signed by IVAC Commissioners addressing this issue.</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

<p>Topic D.</p>	<p>Idaho State Veterans Home - Boise (James Roberts – Administrator):</p>
<p>Information/Data Discussion:</p>	<p>Boise has two individuals going through the Administrator Training process: Tamara Mackenthun and Joyce Hudson.</p> <ol style="list-style-type: none"> 1. Primary focus this quarter was to get through regulatory scrutiny and oversight. <ul style="list-style-type: none"> • Nursing Home industry is one of the most regulated industries in the country. • VA Annual survey was successful. <ul style="list-style-type: none"> ○ All items were met. Deficiency free. • State Annual survey was also successful <ul style="list-style-type: none"> ○ Five deficiencies with no harm. ○ In comparison the state average is thirteen deficiencies with a G level harm rating. 2. Boise VAMC <ul style="list-style-type: none"> • Worked w/ VA on a Psychiatric Consult Agreement. <ul style="list-style-type: none"> ○ Working well. • Breakthrough on Pharmacy billing <ul style="list-style-type: none"> ○ Met with David Wood and discussed the billing of administered meds versus dispensed meds. ○ David Wood was in agreement with ISVH-B and a trial run is ongoing with a dispensed med agreement. 3. Roofing Project is ongoing <ul style="list-style-type: none"> • Challenges ongoing keeping the building cool during this project. • Otherwise going well. • Very pleased with the roofing contractor. 4. Painting project has been released. <ul style="list-style-type: none"> • The interior core will be getting an updated paint job. • Residential rooms are not included in the project, those will possibly be painted at a later date. 5. Approval for a new generator has been granted. 6. Changed out the heat pack system of the water tanks <ul style="list-style-type: none"> • State-of-the-art water tank system was installed. Because of their efficiency Boise Home was able to turn off the old boilers. 7. Deborah Borke, Medicare RN moved out of state <ul style="list-style-type: none"> • Will train one of the current nurses on staff to the Medicare nurse position and then hire to replace the other position. 8. Volunteer hours were down for the quarter over the previous quarter. <ul style="list-style-type: none"> • Generally, during the summer months there are less volunteers than during the winter months. 9. Activities <ul style="list-style-type: none"> • USO gals visited ISVH-Boise and conducted a concert for Memorial Day. • The classic car show had 150 entrants this year • McCall pen pals program was a success. Kid in McCall wrote and visited with veterans from ISVH-Boise 10. Twelve worker's compensation claims in the past quarter <ul style="list-style-type: none"> • Slightly concerned. Trending down over the quarter from 5 in April, 4 in May and 3 in June. <p>Floor opened for questions and/or comments.</p>

	<p>Commissioner Napier: Volunteer hours are down nationally.</p> <p>James Roberts: A veteran choked recently in the dining room. It was a traumatic experience for all involved. Thankfully, the veteran survived the incident with no permanent, debilitating injury. Dr. Romito said it was a miracle, as did his VAMC counterpart. There was no physiological reason why he should have survived. The veteran's attitude "he was the cat with 9 lives." Appreciative of all ISVH-Boise did on his behalf.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Boise Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic E.	Idaho State Veterans Home - Pocatello (Joshua Thompson – Administrator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Numbers <ul style="list-style-type: none"> • Census consistent at 49 <ul style="list-style-type: none"> ○ Increase from the previous quarter, but don't seem to be able to get over the 50 plateau. • June the VA per diem number will be \$192,680.84 • Volunteer hours <ul style="list-style-type: none"> ○ Decrease for Pocatello Home, as well. 2. Activities <ul style="list-style-type: none"> • ISVH-Pocatello had a successful fishing trip <ul style="list-style-type: none"> ○ 56 fish (trout) were caught, 18 over 12 lbs. • Golfing trips <ul style="list-style-type: none"> ○ Highland & Riverside golf courses have been fantastic about donating to these events. • Two more fishing trips scheduled • Cornel and Josh did security for the Field of Heroes. <ul style="list-style-type: none"> ○ This year was the ten year anniversary of the memorial. 3. Surveys <ul style="list-style-type: none"> • VA Survey there was one tag <ul style="list-style-type: none"> ○ Strobe lights don't strobe in unison ○ Control access point issue <ul style="list-style-type: none"> ▪ Installing a mag-lock system which unlocks during fire, but key-pad entry the rest of the time. 4. Miscellaneous <ul style="list-style-type: none"> • Memorial Day community outreach <ul style="list-style-type: none"> ○ A local teenager fundraised \$2000 for a PA system for the home. <p>Floor opened for questions and/or comments.</p> <p>Commissioner Napier: At one point we discussed private rooms at Pocatello-Home</p> <p>Josh Thompson: Pocatello currently has four private rooms. Don't really want to increase the number of private rooms because it would decrease the total number of beds in the facility.</p>
Action/Decision/Conclusion:	As above; information update as available.

Responsible Party:	Pocatello Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic F.	Idaho State Veterans Home - Lewiston (Kenneth Shull – Administrator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. Report <ul style="list-style-type: none"> • Current census at 85% <ul style="list-style-type: none"> ○ By next IVAC meeting expectation is 95%. • Revenue is a little bit down. <ul style="list-style-type: none"> ○ No Medicare Part A ○ Meeting with hospitals and nursing facilities in the area to take Medicare short-term state patients to increase that in order to have therapy available for their veterans. • Pharmacy issues from the survey have been addressed and fixed with a change of Pharmacy provider. • Energy costs are normal and stable across the board. • Nursing overtime is slightly high due to necessary training. • Bucking the national and Idaho trend, ISVH-Lewiston volunteer hours were actually up in the last quarter. 2. VA Survey <ul style="list-style-type: none"> • Three deficiencies <ul style="list-style-type: none"> ○ Biggest issue was a World War II era poster of a pin up model in a swimsuit. ○ One of the female surveyors took offense to the poster. ○ The issue was solved with a frame; the offending poster at that point was deemed art. 3. State Survey <ul style="list-style-type: none"> • Passed the revisit from state surveyors. • Deputy Loretta Todd was one of the surveyors. • Took twelve hours. • Proved to the state ISVH-Lewiston was back in compliance. 4. Activities <ul style="list-style-type: none"> • Veterans attended the NAIA College Baseball World Series. <ul style="list-style-type: none"> ○ Really enjoyable experience. • Memorial Day Ceremony • Lewiston also took some of their veterans on fishing excursions. • Some of the veterans were able to attend a local high school Jazz band festival. • VFW hosted a BBQ for veterans and their families. <ul style="list-style-type: none"> ○ Invited some of the local area nursing home administrators to show off facilities and activities. 5. Major Projects <ul style="list-style-type: none"> • Shower project <ul style="list-style-type: none"> ○ Plans to readjust showers have been approved. ○ Looking into acquiring a bariatric shower chair; still working on it, but may have some solutions. • New Nurses Station <ul style="list-style-type: none"> ○ It is now at the proper height. ○ Now able to see residents over the counter.

	Floor opened for questions and/or comments. Holly Williamson – Stabilization, education, ownership, and leadership has been phenomenal since Kenneth took over as the administrator. His emergency leadership particularly has been superb.
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Lewiston Home Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic G.	Quality Improvement (Holly Williamson – QI Director):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. ISVH-Lewiston <ul style="list-style-type: none"> • Successful recertification survey. • New Director of Nursing Services and RN Manager 2. Standardization of processes within all three ISVH <ul style="list-style-type: none"> • Key to avoiding past failures is open communication between three homes and determining where processes should be identical among the three and where they should differ. 3. Implementation is proceeding with Point Click Care <ul style="list-style-type: none"> • Expected implementation dates are: <ul style="list-style-type: none"> ○ August 1 Pocatello ○ September 1 Boise ○ October 1 Lewiston • All three homes will be completely up and running by the end of the year. • Ultra care is on life support. 4. Coordination of Operation Plan for the state <ul style="list-style-type: none"> • The homes already had emergency plans in place. • The focus was on fleshing out plans for OVA, Division Headquarters, and the Cemetery. 5. Office of Veterans Advocacy Customer Satisfaction Survey <ul style="list-style-type: none"> • In development to get the veteran’s perspective on how IDVS can better serve them. 6. Begin transitioning to a more data driven Quality Improvement Program <ul style="list-style-type: none"> • Less reactionary and more proactive <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	QI Director
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic H.	Human Resources (Tracy Schaner – Human Resource Director):

<p>Information/Data Discussion:</p>	<ol style="list-style-type: none"> 1. Turnover <ul style="list-style-type: none"> • Turnover is trending down, specifically over the last quarter. <ul style="list-style-type: none"> ○ May was the lowest turnover since 2010 and 2011. 2. Staffing Comparisons <ul style="list-style-type: none"> • Efforts made to standardize all three homes • Discovered significant variation in position classifications. <ul style="list-style-type: none"> ○ Variations in job title and classifications were found for positions that were frequently responsible for the same type and scope of work. ○ Carefully reviewed job descriptions to identify correct job classifications. <ul style="list-style-type: none"> ▪ Reclassified 3 fiscal positions to create that consistency across the board. • Separated human resource responsibilities from Administrative Assistant II positions. <ul style="list-style-type: none"> ○ Removed the conflict of interest between meeting Administrator assistant responsibilities and human resource responsibilities. ○ Hired two temporary HR positions; one in Lewiston and one in Pocatello. ○ Requesting two 0.8 (64 hours per pay period) HR positions in the FY15 budget. ○ HR positions are now outside the ISVH chain of command and are now under direct supervision of Division Headquarters. 3. State-Level HR <ul style="list-style-type: none"> • DHR starting a new state-wide Supervisory Academy <ul style="list-style-type: none"> ○ 9 Supervisory courses available ○ Will provide much needed leadership training to first time supervisors within the state. • DHR has implemented a new online Exit Interview Survey <ul style="list-style-type: none"> ○ IDVS was able to add 6 IDVS specific questions to the survey. ○ Will provide excellent statistics regarding reasons for turnover. <p>Floor opened for questions and/or comments. Commissioner Spurny: Are the majority of IDVS employees classified employees? Tracy Schaner: Yes the majority of the Division positions are classified. Currently, there are 310 out of approximately 350 employees are classified.</p>
<p>Action/Decision/ Conclusion:</p>	<p>As above; information update as available.</p>
<p>Responsible Party:</p>	<p>Human Resource Director</p>
<p>Target Completion Date:</p>	<p>Update each meeting until complete.</p>
<p>Status:</p>	<p>INFORMATION</p>
<p>Topic I. Financial Report (Sonya LaCasse – Financial Specialist, Senior):</p>	
<p>Information/Data Discussion:</p>	<ol style="list-style-type: none"> 1. FY13 <ul style="list-style-type: none"> • Appropriations <ul style="list-style-type: none"> ○ Total Appropriation was \$39,296,500 <ul style="list-style-type: none"> ▪ Expenditure was \$35,383,904 ○ Remaining Appropriation was \$3,912,596 <ul style="list-style-type: none"> ▪ Less Cemetery Construction \$2,558,500

- Appropriation at end of FY13 was \$1,354,096
- Year to date Nursing Occupancy Rate
 - IDVS average was 87%
 - State-wide average was 66%
- Average cost per resident per day
 - Nursing care \$266.84
 - Dom/Residential \$69.18
- 2. FY 14
 - Appropriation is \$29,366,700
 - 3.3% is General Funds
 - Continues the down trend of General Funds utilization by IDVS.
 - \$593,300 for general, medical and contract inflationary increases.
 - \$601,000 for replacement items
 - \$211,900 for 6 FTPs (CNAs)
 - \$857,000 for new equipment
 - \$935,000 for DPW projects
 - \$110,000 for Suicide Crisis Prevention Hotline
 - \$50,000 for Veterans Designation on driver's license
 - \$5,000 for enhanced drug testing
 - \$250,000 for new Veterans Home Study
- 3. FY15 Budget Preparation
 - FY15 Budget request process has begun
 - All programs have submitted their budget request to Division Headquarters
 - Those requests are being reviewed and the IDVS budget request is being compiled.
 - FY15 Budget Challenges
 - Retention of staff to meet required staffing ratios
 - Revenue flow variations due to changes in VA, Medicare and Medicaid programs
 - Appropriation to spend collected revenues on necessary expenditures
 - Replace old software with newer technology
 - Fluctuation of occupancy and interment rates
 - State budgetary constraints limiting our ability to provide adequate compensation for our skilled workforce
 - Federal healthcare reform
 - Implementation of electronic health records (long-term goal)
- 4. Cash Reserve – Actions
 - Veterans Recognition Fund has been established - \$20,000,000
 - Veterans Recognition Committee
 - Idaho Veterans Affairs Commission Members and two additional members to be appointed by the Governor (one shall have served in a recent war or conflict engaged by the government of the United States and one shall be a disabled veteran).

Floor opened for questions and/or comments.
Commissioner Gimpel – Have any names been submitted for the new positions with the Veterans Recognition Committee.

	David Brasuell – Several names have been submitted who are interested in the positions. The selection will be made by Governor Otter with input from IDVS between November and December. The first meeting will be held the afternoon of the April IVAC meeting in 2014.
Action/Decision/Conclusion:	As above; information update as available.
Responsible Party:	Financial Manager
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION
Topic J.	Idaho Division of Veterans Services (David Brasuell Administrator):
Information/Data Discussion:	<ol style="list-style-type: none"> 1. General Shinseki’s visit to Boise VARO <ul style="list-style-type: none"> • Second visit to Boise <ul style="list-style-type: none"> ○ Only a four hour visit ○ Strictly a visit to the VARO, he did not spend time at the Cemetery or VAMC • David provided General Shinseki with briefing papers organized in four sections mirroring the four division of the VA: Health, Benefits, Cemetery, and Education 2. Upcoming events <ul style="list-style-type: none"> • Veteran Service Officer School August 7th, 8th, and 9th • Biennial Women Veterans Conference August 10th <ul style="list-style-type: none"> ○ Registration to attend can be completed at IDVS webpage. ○ Please nominate deserving women veterans for Idaho Woman Veteran of the Year Deadline soft deadline of July 26th. • VA Hospital Mental Health Summit August 14th at Mountain Cove on VAMC campus • State Directors and State Veterans Home Joint Meeting this year <ul style="list-style-type: none"> ○ Over Labor Day ○ Nashville, TN ○ Seven IDVS employees are attending • Veterans Olympics and Scottish Highlander Games September 21st • October IVAC meeting will be on Thursday October 17 rather than Wednesday October 16 to accommodate the American Legion Food Convoy • October 26 Korean War Veterans personal thank you from the council general for Korean War Veterans Association. 3. Veterans Treatment Court <ul style="list-style-type: none"> • IDVS is getting more involved with this program • David had a meeting with officials from the Idaho Supreme Court • Looking for funding <ul style="list-style-type: none"> ○ Utilizing the Veterans Support Fund to provide assistance ○ Encouraging one time requests over piece-meal requests throughout the year. 4. Staffing <ul style="list-style-type: none"> • Succession planning in key staff has been critical this year. • Most telling are our guidelines on hiring for attitude first <ul style="list-style-type: none"> ○ No better example than the last few hires in the OVA

	<ul style="list-style-type: none"> ○ IDVS is on the right track emphasizing good attitudes and service to our veterans. ● Key staff have retired or are fixing to retire this year <ul style="list-style-type: none"> ○ Difficult time, but also exciting. ● In-service meetings to share best practices agency wide among like positions annually or biannually. i.e.: <ul style="list-style-type: none"> ○ Bring all social workers together in July; ○ Bring all the maintenance people together; ○ Bring all the fiscal people together; ○ Etc. <p>5. Student Veterans and Higher Education Meeting</p> <ul style="list-style-type: none"> ● The Lieutenant Governor, Senator Hagedorn, and veteran services representatives from Idaho colleges and universities attended. ● State Board of Education representative reviewed the rules and regulations governing veteran students specifically regarding establishment of residency. ● All who attended were appreciative that IDVS reached out and hosted this event. ● Brainstorming session of sharing best practices and common issues/problems were extremely helpful. ● Created the impetus and drive to meet more frequently to better serve the veteran community. <p>6. Miscellaneous</p> <ul style="list-style-type: none"> ● Department of Lands had a record endowment year <ul style="list-style-type: none"> ○ 1.9-2.1% of the IDVS budget is from this endowment. ○ Approximately \$500,000 per year; this year is will be a little higher than normal. ● IDVS has been able to do a lot of good over the years with the Veteran Support Fund <p>Floor opened for questions and/or comments. There were no questions or comments.</p>
Action/Decision/ Conclusion:	As above; information update as available.
Responsible Party:	Division Administrator
Target Completion Date:	Update each meeting until complete.
Status:	INFORMATION

III. NEW BUSINESS:

None of the Commissioners had any new business to address.

**Next meeting is scheduled for
Thursday, October 17, 2013
Idaho State Division of Veterans Services
Idaho State Veterans Home – Lewiston Conference Room
Lewiston, 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