

## Part I – Agency Profile

### Agency Overview

The Idaho Division of Veterans Services is dedicated to serving Idaho's Veterans and their families by delivering superior long-term care and enhanced quality of life for residents in the Boise, Lewiston Pocatello, and soon to be Post Falls Idaho State Veterans Homes; maintaining the Office of Veterans Advocacy to provide high quality advocacy and assistance with obtaining earned federal benefits to all Idaho Veterans and their families, and training and guidance for all state and county Service Officers; extending emergency financial assistance to disabled or destitute Veterans and their families; operating the State Veterans Cemeteries to honor Idaho Veterans and their families with respectful interment services in a dignified final resting place, and provide a place of remembrance and reflection for all Idaho citizens; and certifying Idaho Veterans have high quality, well managed education and training programs available that meet the criteria for funding under federal Veterans education programs, and providing outreach on benefits and job opportunities to active duty personnel who are considering returning or locating to Idaho.

The Division of Veterans Services' revenue comes from miscellaneous funds, federal funds, endowment funds, and general funds. Miscellaneous funds include Medicaid receipts, private pay and burial payments. Federal funds include Veterans Administration per diem allowances and Medicare allowances.

### Core Functions/Idaho Code

**Division of Veterans Services** – The Idaho Division of Veterans Services is one of twenty-nine agencies under the auspices of the Department of Self-Governing Agencies. The Idaho Veterans Affairs Commission, an advisory commission to the Idaho Division of Veterans Services, consists of five (5) members who are appointed by the Governor. The Division is managed by a Division Administrator who is recommended to the Governor by the Idaho Veterans Affairs Commission and appointed by the Governor.

The Division administers the provisions of Title 65, Chapters 1 & 2 and Title 66, Chapter 9, *Idaho Code*.

**Veterans Homes** – Residency in the Idaho State Veterans Homes is available to honorably discharged Idaho Veterans and their spouses. Skilled nursing care is available to Idaho Veterans, and their spouses, who are certified as needing such care by a licensed physician. The Homes are certified for Medicare, Medicaid, and VA Service-Connected programs. The Boise Home accommodates 122 skilled nursing care and 36 residential/domiciliary residents. The Pocatello and Lewiston Homes each accommodate 66 skilled nursing care residents. The Post Falls Home will accommodate 64 skilled nursing care residents.

Title 66, Chapter 9, *Idaho Code*.

**Veterans Cemetery** – The Division operates, manages, maintains, and improves the land and property belonging to or acquired by the state of Idaho for state Veterans cemeteries. The Boise State Veterans Cemetery provides dignified interment services to eligible Veterans and their families. The Boise Cemetery has burial spaces for 15,977 Veterans and their spouses or eligible family members. A second State Veterans Cemetery located in Blackfoot is currently under construction.

Title 65, Chapter 1, *Idaho Code*.

**Office of Veterans Advocacy** – The Division provides assistance to Veterans in the Homes, as well as outreach and assistance to all Idaho Veterans and their families, in order to ensure they receive the benefits they are entitled. The office administers the Emergency Relief Program, which provides monetary assistance to qualified Veterans and their families. The Office of Veterans Advocacy (OVA), located at 444 Fort Street, Boise, in space furnished by the U.S. Department of Veterans Affairs, is staffed with four (4) Service Officers and the Bureau Chief. An additional four (4) Service Officers are near and serve the Idaho State Veterans Homes - (2) in Lewiston and two (2) in Pocatello. One (1) of the Boise Service Officers serves and supports the veterans in the Boise Veterans Home. There are three (3) Service Officers based in Caldwell, 2 (two) Service Officers based in Post Falls, and two (2) Service Officers based in Twin Falls; all report to the OVA Bureau Chief. The Office of Veterans Advocacy also provides training and guidance to thirty-six (36) county Service Officers, to Veterans Service Organization Post Service Officers, and to Tribal Veterans Representatives.

Title 65, Chapter 2, *Idaho Code*.

**Veterans Education** – The Division’s functions in this area relate to approving programs at universities and colleges, flight training and vocational schools, to include apprenticeships and on the job training programs for Veterans and eligible beneficiaries to use their GI Bill® benefits. The Veterans Education Bureau ensures quality higher education instruction and vocational training at these institutions; confirms adherence to regulations and prevents fraud, waste, and abuse by conducting supervisory, inspection, school, and VA requested visits at these institutions, as well as compliance audits at all facilities; provides technical assistance on GI Bill® policies and procedures for school certifying officials, and VA beneficiaries; conducts outreach through Transition Assistance Program briefings, job fairs, education fairs, Troop to Teachers programs, and Yellow Ribbon events to ensure all eligible persons are aware of the many educational opportunities available through the GI Bill®. The bureau also works with the U.S. and Idaho Departments of Labor to identify companies with approvable training programs. The Veterans Education Bureau continues to enhance workforce development activities with our partners and shareholders to provide additional educational opportunities to our active-duty personnel who are considering returning or moving to Idaho.

Title 65, Chapter 2, *Idaho Code*.

### Revenue and Expenditures

Revenue	FY 2017	FY 2018	FY 2019	FY 2020
General Fund	\$1,056,400	\$1,068,300	\$1,094,395	\$1,177,465
CARES Act Fund	N/A	N/A	N/A	\$1,458,705
Federal Funds	\$16,264,192	\$16,814,531	\$17,327,588	\$20,172,534
Miscellaneous Funds	\$14,564,067	\$13,017,349	\$15,778,818	\$14,217,224
Endowment Fund	\$924,000	\$924,000	\$959,000	\$959,000
Cemetery Maintenance Fund	\$52,453	\$63,090	\$66,313	\$71,220
Veterans Support Fund	\$150,340	\$85,399	\$113,340	\$72,874
Veterans Recognition Fun	\$356,103	\$392,113	\$439,342.28	\$5,362,157
<b>Total</b>	<b>\$33,367,555</b>	<b>\$32,364,782</b>	<b>\$35,778,796</b>	<b>\$43,491,179</b>
Expenditures	FY 2017	FY 2018	FY 2019	FY 2020
Personnel Costs	\$21,755,445	\$21,440,927	\$21,236,218	\$22,844,110
Operating Expenditures	\$8,705,309	\$11,764,330	\$11,164,015	\$20,855,756
Capital Outlay	\$2,858,324	\$547,660	\$487,469	\$1,204,696
Trustee/Benefit Payments	\$467,893	\$197,746	\$291,182	\$196,241
<b>Total</b>	<b>\$33,786,971</b>	<b>\$33,950,663</b>	<b>\$33,178,884</b>	<b>\$45,100,803</b>

### Profile of Cases Managed and/or Key Services Provided

Cases Managed and/or Key Services Provided	FY 2017	FY 2018	FY 2019	FY 2020
New Veteran benefit dollars coming into Idaho	\$93,801,762	\$112,283,586	\$92,192,947	\$76,654,565
Number of claims filed with the Department of Veterans Affairs and other agencies	7,874	8,205	8,843	8,038
Number of Interments	728	779	750	689
Percent of occupied beds in nursing	86.0%	82.4%	88.2%	81.9%
Percent of occupied beds in domiciliary	89.2%	89.6%	79.8%	51.7%

### Red Tape Reduction Act

Each agency shall incorporate into its strategic plan a summary of how it will implement the Red Tape Reduction Act, including any associated goals, objectives, tasks, or performance targets. This information may be included as an addendum.

	As of July 1, 2019	As of July 1, 2020
Number of Chapters	3	3
Number of Words	16,589	16,589
Number of Restrictions	244	244

### FY 2020 Performance Highlights

There are more than 119,696 Veterans residing in Idaho. Federal Department of Veterans Affairs expenditures in Idaho are approximately \$1,176,243,000, broken down as follows: Compensation and pensions: \$574,423,000; readjustment benefits: \$61,819,000; medical and construction programs: \$520,229,000, and insurance and indemnities: \$7,879,000. There are also approximately 13,000 Idaho Veterans receiving retirement benefits (approx. 7,000 aged 65 or over), resulting in an additional contribution of almost \$300,000,000 to the State's economy. We have experienced an increase in the number of Idaho Veterans as our service members have been returning from Iraq and Afghanistan, and we expect this to continue at an even greater rate as our military downsizes. We have been working hard to stay ahead of these changes by increasing the number of Service Officers we have available to help ensure Idaho Veterans receive the benefits and compensation to which they are entitled.

Maintaining the health, wellness, safety and protection of our veterans', and their families', has been and will remain our top priority. Due to the rapidly changing guidance available related to the novel coronavirus (COVID-19) pandemic, IDVS has needed to quickly adapt our policies as new information becomes available, particularly as it pertains to visitors in our three State Veterans Homes. Idaho Division of Veterans Services is continuing to implement aggressive precautionary measures, as well as follow the strictest infectious disease control protocols and follow the most current guidance of state and federal public health officials to ensure all possible steps are being taken to protect our residents and staff.

FY20 was also a challenging year for the State Veterans Cemetery given the pandemic. Despite COVID-19 restrictions they conducted 689 interments for the year. The Veterans Cemetery continues to maintain a high operational tempo and continues to retain the best trained and highly proficient employees, all while adhering to strict guidelines to ensure the safety of staff and visitors in the midst of the ongoing pandemic. The Veterans Cemetery continues to improve and maintain our facilities at a high level. The most recent National Cemetery Administration Survey, ISVC-Boise received the following assessment results: National Shrine status: Eligible, with a compliance percentage of 89% (81 out of 92 points possible). Additionally, construction is ongoing on a second State Veterans Cemetery located in Blackfoot.

The Lewiston State Veterans Home was awarded the Silver Quality Awards from the American Health Care Association in October 2019. Additionally, it was announced that the Pocatello facility will also be awarded the Silver Quality Award in October 2020. A fourth State Veterans Home in Post Falls, a 64-bed facility, is currently under construction.

**Part II – Performance Measures**

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Goal 1</b>						
Provide high quality advocacy and benefit assistance for all Idaho veterans and their families by:						
<ul style="list-style-type: none"> <li>a. Expanding outreach activities.</li> <li>b. Improving capability of County Service Officers</li> <li>c. Adapting to the needs of the increasing number of Veterans from the Afghanistan and Iraq conflicts, and of Vietnam Veterans now reaching out for assistance.</li> <li>d. Expanding partnerships with other entities serving Veterans, including those providing employment assistance, transportation and higher education.</li> </ul>						
1. Number of claims filed with the Department of Veterans Affairs and other agencies.	actual	7,874	8,205	8,843	8,038	-----
	target	4,494	5,170	6,391	7,343	8,240
<b>Goal 2</b>						
Provide superior long-term care and enhanced quality of life for all Idaho State Veterans Home residents by:						
<ul style="list-style-type: none"> <li>a. Using best practices in all the Homes' departments.</li> <li>b. Continuing to enhance communication with residents and families.</li> </ul>						
2. Percent of returned questionnaires from residents and families indicating satisfaction with services provided at the Veterans Homes.	actual	97%	97%	100%	96%	-----
	target	90%	90%	90%	90%	90%
3. Number of satisfactory surveys of the Veterans Homes from state and federal survey agencies with no more tags issued than the federal or state average. Complaint surveys will be considered satisfactory if the complaint is not validated.	actual	8 100%	10 100%	7 85.7%	5 71.4%	-----
	target	100%	100%	100%	100%	100%
4. Percent of occupied beds in Veterans Homes.	actual	86.4%	82.4	88.2%	79.9%	-----
	target	92%	88%	88%	88%	88%
<b>Goal 3</b>						
Honor Idaho Veterans and their families with respectful interment services in a dignified final resting place by:						
<ul style="list-style-type: none"> <li>a. Operating the Idaho State Veterans' Cemetery in compliance with the national cemetery program.</li> </ul>						
5. Percent of returned questionnaires from families indicating satisfaction with interment services at the Cemetery.	actual	98%	97%	92%	99.4%	-----
	target	90%	90%	90%	90%	90%

Performance Measure		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
<b>Goal 4</b>						
<i>Ensure high quality, well-managed education and training programs for Idaho Veterans by:</i>						
<ul style="list-style-type: none"> <li><i>a. Providing oversight for Veterans' education programs for all Idaho Veterans.</i></li> <li><i>b. Coordinating educational efforts with other Division, state, federal, and local programs.</i></li> </ul>						
6. Percent of survey compliance within VA national standards.	actual	100%	100%	100%	100%	-----
	target	100%	100%	100%	90%	90%
7. Percent to process completed approval packages for training facilities within 30 calendar days, the VA national standard.	actual	N/A	N/A	100%	100%	-----
	target	<i>New in FY 2019</i>	<i>New in FY 2019</i>	90%	90%	90%
<b>Goal 5</b>						
<i>Attract and retain excellent, compassionate staff and volunteers by:</i>						
<ul style="list-style-type: none"> <li><i>c. Ensuring staff and volunteers understand the requirements and expectations of their positions and are motivated to provide excellent customer service.</i></li> <li><i>d. Recognizing our superior staff and volunteers.</i></li> </ul>						
8. Annual volunteer hours in all programs.	actual	44,899	52,066	56,229	41,478	-----
	target	41,600	41,600	41,600	41,600	
9. Percent of returned questionnaires from employees indicating satisfaction with internal recognition and morale enhancing efforts	actual	79%	77%	85%	<i>In Progress</i>	-----
	target	90%	90%	90%	90%	90%
<b>Goal 6</b>						
<i>Operate with efficiency, innovation, and adaptability by:</i>						
<i>a. Using technology to increase staff efficiency and effectiveness.</i>						
10. Percent of returned employee questionnaires indicating satisfaction with IT programs, services, and resources.	actual	88%	96%	99%	<i>In Progress</i>	-----
	target	90%	90%	90%	90%	

**For More Information Contact**

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