

IOWA COMMISSION OF VETERANS AFFAIRS
AGENCY PERFORMANCE REPORT FOR FY2004

I. Introduction

This report is being provided to meet the agency's commitment to manage for results and to be open and accountable to citizens. The Iowa Commission of Veterans Affairs (hereinafter referred to as ICVA) is responsible for the following duties under Iowa Code Chapter 35A:

- ❑ Maintain information and data concerning the military service records of Iowa veterans.
- ❑ Assist County Veterans Affairs commissions with suggested uniform benefits and administrative procedures for carrying out the functions and duties of the county commissions.
- ❑ Permanently maintain the records including certified records of bonus applications for awards paid from the war orphans educational fund.
- ❑ Collect and maintain information concerning veterans' affairs.
- ❑ Conduct two service schools each year for the Iowa Association of County Commissioners and Executive Directors.
- ❑ Assist the United States Veterans Administration, the Iowa Veterans Home, funeral directors, and federally chartered veterans service organizations in providing information concerning veterans service records and veterans affairs data.
- ❑ Maintain alphabetically a permanent registry of the graves of all persons who served in the military or naval forces of the United States in time of war and whose mortal remains rest in Iowa.
- ❑ Provide training to Executive Directors of County Commissions of Veteran Affairs.

In addition, ICVA provides information to veterans and/or their spouses/widows/dependents regarding (a) medical resources and referrals and (b) entitled benefits, such as VA compensation and pension. ICVA also represents the State of Iowa on veterans' issues nationally, regionally, and locally

In fiscal year 2004, the Governor's strategic plan included "all Iowan's have access to quality healthcare services including access to mental health and substance abuse treatment services". ICVA's performance measure to assist the Governor in reaching this goal was to increase the number of Iowa veterans receiving benefits from the federal Department of Veterans Affairs. Part of this strategy is to ensure that the county commissioners of veterans affairs are well trained in the VA application process. Thus, a performance measure regarding the number of counties attending the service schools per year was implemented. The service schools are held twice per year to update the commissioners on new benefits and application procedures. A new program that was initiated in FY2004 was to enroll veterans and/or their spouses/widows residing in nursing home facilities for VA benefits. Administrative rules were developed during the year for nursing homes to identify veterans in their facility.

II. Agency Overview

Mission: To enable management, staff, and our customers to accomplish their objectives by working cooperatively with them. To seek to constantly improve resources to serve Iowa veterans, their dependents and survivors, in securing benefits provided by first federal and state laws. To implement and sustain programs to meet the immediate and future needs of all Iowa veterans.

Vision: To implement and sustain programs to meet the immediate and future needs of all Iowa veterans.

Core functions: Provide a broad based spectrum of programs to support veterans in Iowa.

Key services, products and/ or activities:

- ❑ Be an information resource and referral for veterans and their dependents regarding programs to which they are entitled.
- ❑ Maintain databases on veterans concerning military service records, graves registry, and nursing home residency.
- ❑ Approve applications for Merchant Marine bonus and veterans license plates.
- ❑ Represent the State of Iowa on veterans' issues. Be a partner with the federal Department of Veterans Affairs, federally chartered service organizations, and county Commissioners of Veterans Affairs to bring forth veterans issues and a plan of action for resolution.
- ❑ Conduct 2 service schools each year for the Iowa Association of County Commissioners and Executive Directors in order to provide training/updated information on veterans' benefits.
- ❑ Develop a state veterans' cemetery according to federal guidelines.

Agency customers and stakeholders: All veterans, their spouses/widows and dependents.

Delivery mechanisms used to provide services and products to customers:

- ❑ Inquiries responded to by telephone, letters, email, etc.
- ❑ Information provided through personal attendance at meetings, newsletters, radio announcements, speaking engagements, etc.
- ❑ Schools of instruction for benefit applications provided to County Commissioners and Executive Directors of Veterans Affairs.

Organizational structure:

ICVA reports to the 7 member Commission Board, which is appointed by the Governor and confirmed by the Senate. Six commissioners shall be honorably discharged members of the armed forces of the United States and represent a veteran service organization. The seventh commissioner is a member of the public that is knowledgeable in the general field of veterans affairs.

Location: ICVA is located at Camp Dodge in Johnston, Iowa.

Budget: In fiscal year 2004, ICVA's appropriation was \$294,714 and 4 staff.

III. Strategic Plan Results

To provide a broad based spectrum of programs intended to support the veterans of Iowa, their dependents, and survivors in their efforts to attain and sustain an independent, self-sufficient life style.

Goals:

1. To improve upon methods of operation the ICVA will:

Ensure our staff are trained to perform at highest level of effectiveness

Support, encourage and foster improved relationships with collateral agencies to provide the most effective delivery of our services to our mutual clientele

2. Take our programs to the people:

Strive to put the needs of the veterans ahead of all others; to remember that our veterans are our reason for being.

Make information about programs and services available to the widest audience of potential applicants.

Provide leadership, direction and information to our partners in the process.

3. Our benefits and services will improve and evolve to meet the needs of our changing needs of our veterans.

Information regarding benefits and services will be made available so that they are easy to access and understand.

Delivery of information will be delivered in a manner to ensure the access to the greatest number of veterans.

PERFORMANCE PLAN RESULTS

Core Function

Name: Health Care and Support Services for Veterans

Description: Provide a broad based spectrum of programs to support veterans in Iowa.

Why we are doing this: If veterans are enrolled in federal VA benefit programs, the veteran may receive low-cost healthcare and/or a pension. This also benefits the state of Iowa by lowering its outlay of medical expenditures and brings more funds into Iowa's economy.

What we're doing to achieve results: Educating veteran population through radio announcements, schools of instruction for County Commissioners of Veterans Affairs, speaking engagements at various meetings, etc. to inform the citizens of their eligibility.

1. Results

Performance Measure:

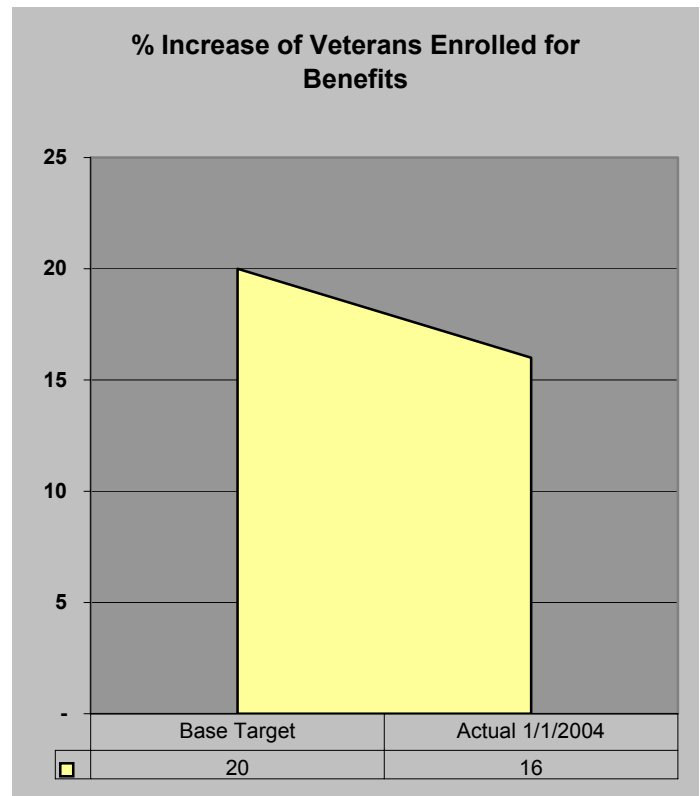
Percent increase of Iowa veterans receiving benefits (compensation and pension) from the V.A.

Performance Target:

20%

Data Sources:

Federal Dept. of Veterans Affairs



Data reliability:

Why we are using this measure:

The federal VA issues the checks for compensation, pension and benefits, so they are the best source.

What was achieved:

Estimating 16% increase in veterans enrolled for benefits.

Analysis of results:

In January 2003, there were 22,710 veterans receiving compensation and pension benefits. In January 2004, there were 23,122 veterans receiving compensation and pension benefits, which is an increase of 412. However, there were 6,238 deaths. ICVA conservatively estimates that half of the deaths were receiving benefits. Half of 6,238 is 3,119. The result is 3,531 new enrollments occurred.

Factors affecting results:

Getting the word out to veterans that they may be eligible for benefits and getting them enrolled.

Resources used:

County Commissioners of Veterans Affairs greatly influence the number of veterans enrolled for benefits.

2. Results

Performance Measure:

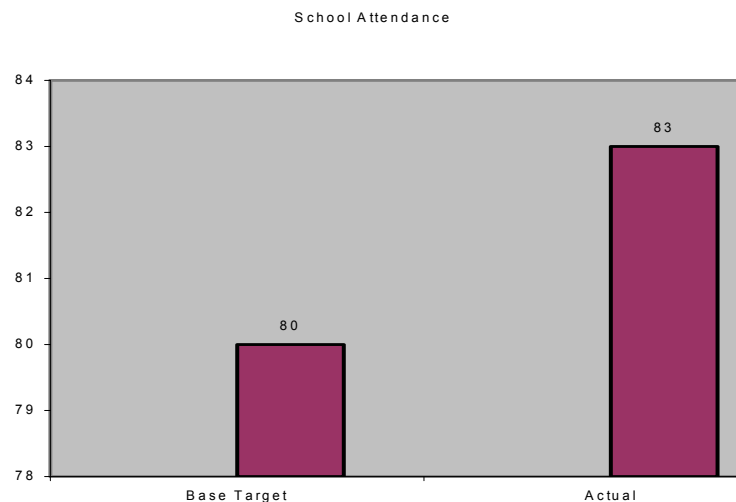
Number of counties attending service schools

Performance Target:

80 counties

Data Sources:

Internal attendance sheets



Data reliability:

High reliability for accuracy. Information easy to obtain.

ICVA is responsible to conduct 2 service schools per year, so attendance is recorded.

What was achieved:

83 counties attended the service schools in fiscal year.

Analysis of results:

Performance target has been met.

Factors affecting results:

School itinerary is informational, so counties are willing to attend.

Resources used:

ICVA's budget pays for the training of County Commissioners and Directors of Veterans Affairs.

3. Results

Performance Measure:

% of veterans/spouses/widows in nursing home facilities that apply for benefits.

Performance Target:

50%

Data Sources:

Internal tracking as reported to ICVA by counties and nursing homes.

Data is still being collected.

Data reliability:

The data is as reliable as the nursing homes report.

Why we are using this measure:

ICVA is already gathering this information in a database.

What was achieved:

This project is ongoing. Of the nursing home facilities contacted to date, only 3.3% of the veterans at the facilities are receiving benefits.

Analysis of results:

Not enough data collected to analyze at this point.

Factors affecting results:

Cooperation of nursing home facilities to identify veterans in nursing homes and the financial resources of ICVA and County Commissioners of Veterans Affairs to make contact with the

Resources used: ICVA budget and County budgets.

RESOURCE REALLOCATIONS:

Eighteen thousand dollars were spent in FY2004 for radio announcements informing veterans of their benefits. These announcements generated at least 730 responses. If the average inquiry were awarded \$4,365 in healthcare benefits and \$9,226 for compensation and pension benefits, and additional \$9.9 million annually would have entered the State of Iowa.

AGENCY CONTACTS:

Iowa Commission of Veterans Affairs
Camp Dodge
7770 NW Beaver Drive
Johnston, IA 50131-1902

(515) 242-5331 or (800) 838-4692

email: patrick.palmersheim@icva.state.ia.us