

IOWA DEPARTMENT OF VETERANS AFFAIRS

Performance Report

Performance Results Achieved for Fiscal Year 2005

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INTRODUCTION

The Iowa Department of Veterans Affairs (IDVA) is governed by a nine member commission that is appointed by the Governor. The agency is located at Camp Dodge and is the main state agency that provides information to veterans and their dependents regarding (1) medical resources and referrals and (2) other entitlement benefits from the federal Department of Veterans Affairs (DVA) compensation and pension. IDVA responds to veterans' questions about who is entitled to DVA benefits, how to apply, what information is needed for application, etc. By veterans taking advantage of the entitlements for healthcare services at the Des Moines, Iowa City, Knoxville, Omaha, and Sioux City DVA hospitals, as well as other Community Based Outpatient Clinics (CBOCs) around the state, the State of Iowa's costs decrease. In addition, some veterans are entitled to receive their medications from the DVA for free or with a small co-pay. IDVA keeps a database of veterans and their spouses/widows in nursing homes around the state to determine if they have applied for compensation and pension benefits. The agency also provides education on veterans services and benefits to the 99 county commissions of veterans affairs.

The following services are also provided by IDVA:

- ❑ Maintain information and data concerning military service records of Iowa veterans.
- ❑ Maintain a permanent graves registry of veterans buried in Iowa.
- ❑ 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.
- ❑ Approve applications for veterans' license plates.
- ❑ Oversee the Merchant Marine Bonus fund.
- ❑ Represent the State of Iowa regarding veterans' issues nationally, regionally, and locally.
- ❑ Partner with the DVA, federally chartered veterans service organizations, and county Commissioners of Veterans Affairs to bring forth veterans issues and a plan of action for resolution.

Overview

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.

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 federal and state laws.

Results

In federal fiscal year 2004, \$302,184,000 of the U.S. Dept. of Veterans Affairs (DVA) expenditures for healthcare services were provided to 64,615 veterans living in the State of Iowa. This is an average of \$4,677 per veteran annually. These expenditures provide veterans access to healthcare through the federal VA system at an affordable price.

In federal fiscal year 2004, \$231,321,000 of DVA expenditures for compensation and pension were provided to 19,762 veterans living in the State of Iowa. This is an average of \$11,705 per veteran annually. These funds assist veterans with their quality of life and provide money to be circulated in the economy.

Performance Plan Results

<u>Measure</u>	<u>Target</u>	<u>Result</u>
1. Percent of veterans receiving VA Benefits	25%	22%
2. Percent of customers satisfied with services	75%	96%
3. No. of counties attending service schools	80	85
4. Percent of nursing home residents that apply for VA benefits	75%	25%

Goals for the Future:

1. To improve upon methods of operation the IDVA will:
 - Ensure staff is 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.
 - To 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. Complete construction of State Veterans Cemetery and begin operations.

Agency Contacts

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