

# IOWA DEPARTMENT OF VETERANS AFFAIRS

## Performance Report

Performance Results Achieved for Fiscal Year 2009

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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.
- ❑ Provide grants to severely injured veterans serving since 9/11/01.
- ❑ Provide grants to veterans during hardships using Veterans Trust fund monies.
- ❑ Oversee the construction of and operate the State Veterans Cemetery.
- ❑ Administer the Veterans Counties Grants program.

**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.

**Performance Plan Results FY2009**

<b><u>Measure</u></b>	<b><u>Target</u></b>	<b><u>Result</u></b>
1. Percent counseling referral education with returning active duty veterans	100%	100%
2. Percent of severely injured vets get grants	50%	100%
3. No. of counties attending service schools	90	91
4. Percent of nursing home residents that apply for VA benefits	100%	100%
5. Number of home grants provided to veterans	250	210
6. No. war orphans receiving educational assistance	5	0
7. No. veterans/spouses/dependents receiving assistance	150	165
8. Percent Viet. Veterans receiving bonus funds	100%	100%
9. No. of counties participating in grant Programs for veterans	99	84
10. Percent completion of cemetery and Related buildings	100%	100%

**Performance Plan FY2010**

<b><u>Measure</u></b>	<b><u>Target</u></b>
1. Percent of nursing home residents that Apply for VA Benefits	100%
2. Percent of severely injured vets get grants	50%
3. No. of counties attending service schools	99
4. Number of veterans receiving VA Healthcare Benefits	70,000
5. Number of home grants provided to veterans	300
6. No. war orphans receiving educational assistance	5
7. No. veterans/spouses/dependents receiving assistance	200
9. No. of counties participating in grant Programs for veterans	99
10. Percent completion of cemetery and Related buildings	100%
11. Number of veterans/spouses/widows Buried at IA Veterans Cemetery	300

## **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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