



VAU

Veterans' Accountability Unit Annual Report

2024





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★ Letter from the VAU Director ★

To the Governor, the Honorable Members of the General Assembly, and the People of Illinois:



This report summarizes the activities of the Illinois Veterans' Accountability Unit (VAU) during its first full year in operation.

During State Fiscal Year (SFY) 2024, the VAU continued to make great strides in establishing an avenue for Veterans' concerns with services received from the Illinois Department of Veterans' Affairs (IDVA). The VAU is in the process of developing a foundation that allows the Veterans of Illinois, their families and their caregivers, a safe space to voice their concerns as well as their praises, and recommendations on how the IDVA can better serve the Veteran community within Illinois. The VAU has forged ahead while facing obstacles throughout the process. However, the VAU continues to push forward with the tenacity necessary to establish resources required to adequately perform the duties of the Unit as outlined in legislation. Below you will find a few examples of how the VAU has ensured the voices of Veterans receiving services in the State of Illinois are being heard:

- Increased communication and collaboration with the Illinois Department of Veterans' Affairs leadership.
- Participated in a Statewide Veteran recognition programs hosted by the Illinois Department of Veterans' Affairs.
- Coordinated the JROTC competition at the Illinois State Fair in Springfield, IL.
- Collaborated with other sections within the IDVA in an effort to locate and agree on a case tracking solution that can work for all areas of the IDVA.
- Implemented a plan to distribute marketing materials statewide to help increase Veterans awareness of the VAU and its purpose.

These accomplishments, thus far, are due to the dedication to service those who have served along with the desire and necessity to promote accountability within the IDVA. Accountability has a tremendous impact on the delivery of services to our Nation's heroes. The VAU was established to improve and promote accountability within IDVA. As the inaugural Director of the VAU, I am committed to ensuring that fellow Veterans and families are provided resources to assist with recommendations and concerns about Veteran services provided in the State of Illinois. As we continue to work towards this goal, we recognize the significance of the mission and its impact on those who have served.

Sincerely,

Renysha Brown

Lieutenant Colonel – Retired

Combat Veteran

US Army and Illinois Army National Guard

★ Veterans' Accountability Unit (VAU) Overview ★

The Illinois Veterans' Accountability Unit (VAU) was created by Illinois Statute, 20 ILCS 2805/39, Public Act 102-695 effective June 1, 2022, and is established to receive complaints and recommendations from: Veterans and other Illinois residents who seek services from the Illinois Department of Veterans' Affairs (IDVA); residents of Illinois Veterans' Homes, their families, and visitors; vendors and contractors of the IDVA; and staff of the IDVA.

In accordance with 20 ILCS 2805/39, the Veterans' Accountability Unit functions independently of the Illinois Department of Veterans' Affairs. The Director and staff of the Veterans' Accountability Unit have the authority to access all offices and facilities of the Illinois Department of Veterans' Affairs and the Veterans' Homes and shall have access to all information, documents, and personnel of the Department as needed to perform the duties of the Veterans' Accountability Unit.

Additionally, in accordance with 20 ILCS 2805/39, the Director of the Veterans' Accountability Unit may recommend changes to the Director of Veterans' Affairs concerning Department policies or practices based upon information learned or observations made by the Veterans' Accountability Unit staff during the course of their duties.

Mission Statement

The Illinois Veterans' Accountability Unit's mission is to ensure that Veterans, staff, and the public have an appropriate means to file complaints or make recommendations regarding policies and procedures at the Illinois Department of Veterans' Affairs, to promote and improve the safety, quality, and protections provided to Illinois Veterans and staff.

Purpose

The Veterans' Accountability Unit (VAU) supports the administrative structure necessary to accept compliments and recommendations, and fields general questions about the Illinois Department of Veterans' Affairs (IDVA) operations, policies, and procedures. The VAU also ensures all complaints, allegations, or incidents of possible misconduct, misfeasance, malfeasance, or violations of rules, procedures, or laws by any employee, service provider, or contractor of the IDVA are reported to the Office of Executive Inspector General for the Agencies of the Illinois Governor (OEIG).

Confidentiality

The VAU maintains confidentiality of investigations, including files and reports, and complainant and witness identities, to the maximum extent allowable, but must disclose this information to the OEIG. If any investigative information, including files and reports, is requested by any person or entity outside of the VAU, the VAU must first consult the OEIG.

★ Complaint Process ★

Complaints may be received by the VAU through any method, including telephone, letter, fax, email, IDVA Intranet or in person. Complaints involving discrimination or sexual harassment must be in writing. Complaints and requests for assistance may come from any source, including IDVA managers, supervisors, employees, residents, or the public.

Upon receipt of a complaint, the VAU enters the complaint details into a log maintained by the VAU. The log includes information such as the date of the complaint, the person making the complaint (if known) and a summary of the complaint. The Director of VAU promptly notifies the OEIG of all complaints received, as required.

The Director of the VAU reports notifications of all complaints, allegations, or incidents of possible misconduct, misfeasance, malfeasance, or violations of rules, procedures, or laws by any employee, service provider, or contractor of the IDVA, to the OEIG. The OEIG assesses the complaints, allegations, and incidents and determines whether to investigate, refer to the appropriate agency, refer to any appropriate law enforcement agency, request a response from the Department regarding the complaint, allegations, or incident, or refer to the VAU to conduct further inquiry or review if necessary.

★ VAU Access ★

Under the law, the VAU shall have full access to any, and all, IDVA records, data, or other information deemed necessary to carry out their duties. All agreements, contracts, etc. shall include a provision to this effect. The VAU is also authorized to request information or assistance from other governmental or private entities as necessary. All IDVA parties involved will cooperate, provide records, information, interviews, or other assistance as requested. The IDVA Director and IDVA staff will not prevent or prohibit the VAU from initiating, carrying out, or completing any function of the VAU.

★ Site Visits ★

Veterans' Service Offices around the state in an effort to be visible and create another avenue for complaints, and recommendations to be addressed. During these site visits, employees, residents of the homes, and contractors can provide recommendations on how to improve the Veteran Home, office environment, employee relationships, current policies and procedures, and morale of the Illinois Department of Veterans' Affairs. Site visits also provide an opportunity for Veterans and staff to file a complaint with the VAU in person, which increases the level of trust that issues and concerns are being heard and addressed appropriately.

★ IDVA Compliments, Inquiries, Recommendations and Complaints SFY 2024 ★

The VAU received compliments, questions, inquiries, recommendations, and complaints about the services provided by the Illinois Department of Veterans' Affairs and the US Department of Veterans Affairs.

Compliment	4
Questions/Inquiries	30
Recommendations	6
Complaints	99
Total	139

Compliments

The compliments received praised the actions and attentiveness of three (3) of the Veteran Service Officers, as well as the care and attentiveness of the staff at the Quincy Veterans' Home.

- ★ *"To whom it concerns: I would like to pass on a compliment about one of your Veteran Service Officers. (Southern Division VSO) was courteous when we spoke over the phone and scheduled time to meet with me the same week. I showed up early to my appointment and evidently had interrupted his lunch, but he handled my claim anyway. He quickly greeted me and ushered me into his office. I had a one hour scheduled...and we ran over an additional hour. He never mentioned it. He was patient listening to my questions, he answered all my questions which was very helpful. (VSO) put my packet together and submitted my claim while I was still in his office. He made copies of everything and provided to me. (VSO) also was kind enough over the next several weeks loading my medical records. I currently have two VA medical evaluations scheduled. I am thankful the State of Illinois provides this service and appreciate the way (VSO) provides this valuable service."*
- ★ *"I would like to convey how happy we are with the Illinois Veterans Home Team in Quincy, IL. My Dad was a proud US Marine who served during the Vietnam War Era, he recently passed away from a long battle with lung disease. I would like to recognize two people that went above and beyond to assist my family during Dad's illness and after Dad passed away on November 19th, 2023.

 1. (Home's Staff) was extremely helpful during the VA Home Application process. Over the last year, (Home's Staff) educated us on the required documentation to easily navigate the application and she continued to check back in with us to offer her assistance. When my Dad took a turn for the worse, (Home's Staff) called me to check on Dad and she walked me through the steps to quickly expedite Dad's application for a room in the Long-Term Care unit.
 2. (VSO) reached out to us when Dad was critically ill to let us know that Dad may qualify for DIC benefits under the PACT ACT. My Dad was humble and proud, he did not think he qualified for benefits related to Agent Orange; however, (VSO) continued to follow up with us to educate us on DIC benefits and presumptive conditions related to Dad's time and locations served. My mother would not be able to afford to live on her own without the PACT ACT/DIC benefits and our family is extremely happy and grateful for the level of service the team provided."*
- ★ *"I would like to extend a compliment to (VSO) from Springfield Illinois. (VSO) goes above & beyond to help me no matter how often I email, call, or text him! He is a great asset to the VA!"*
- ★ *"Dear IDVA, as a Veteran of the Viet-Nam Era, I'm writing to thank you for all that you do to help and enable Veterans to achieve their desired goals and live a productive life. I also wish to thank Governor Pritzker for his leadership and involvement. Once again thank you and God speed."*

Inquiries/Questions

The 30 questions or inquiries received by the VAU ranged from: Veterans needing assistance with housing, spouses of Veterans wanting to know what benefits they were entitled to as the widow/widower of a Veteran who died because of service-connected disabilities, to how to get a Veteran ID Card or Hunting and Fishing License. Burial information for a sibling that was a Veteran, and information about the Homestead Exemption Act tax exemption for disabled Veterans being denied was requested. Several Veterans wanted to know how to get evaluated for a VA disability increase, if there were internship opportunities available with IDVA, and what the availability of education benefits for Veterans of Illinois looks like. Information on the appeals process for being denied admittance into one of the IDVA Homes, as well as vehicle registration for Veterans with various disability ratings was also requested.

Twenty-two of the thirty inquiries concerned IDVA. The eight (8) remaining inquiries/questions were concerning programs or facilities controlled by the federal government. The VAU explains the difference between the IDVA and the US DVA. The VAU does as much as possible to provide a soft handoff to the appropriate US DVA department for answers or resolutions.

The VAU ensures all questions and inquiries are provided a quick and adequate response. If for some reason, the VAU is unable to fully answer the question, the appropriate section within the IDVA is contacted for response. The VAU ensures the subject matter expert of the area in question provides a timely response and the individual requesting the information is satisfied and fully understands the answers they received.

IDVA Recommendations

The VAU received a total of six (6) calls or emails that contained recommendations for the IDVA to consider. Three (3) calls/emails containing recommendations came from a Quincy Home resident and covered several topics. The resident wanted IDVA leadership to consider:

- Installing non-slip flooring in the new building that is currently under construction.
- Hiring additional regular nursing staff. The resident feels that the traveling nurses, contract nurses, and CNAs are just there for a paycheck and don't really care about the Veterans.
- Implementing additional employee recognition programs. Employee of the month is not enough as that only gives recognition to 12 employees over the course of a year when there are hundreds of employees in the home.

The remaining recommendations were related to the Homestead Exemption Act that provides a real estate tax break to Veterans. It was recommended that:

- The Homestead Exemption Act that provides a real-estate tax break for Veterans be reevaluated since the values of homes across the state have jumped significantly over the past few years.
- Asks that a provision be added that will allow Veterans who qualify for the tax break maintain their eligibility as the value of property increases. As it currently stands, there are some vets who qualified three years ago that may not qualify in the next three years because the value of their property increased due to no fault of their own.

All recommendations were sent to the IDVA Director and Assistant Director for consideration. The recommendations concerning the Homestead Exemption Act was sent to the IDVA Legislative Liaison so that it could be relayed to the appropriate lawmakers for consideration.

The VAU learned that the IDVA was in the process of rebranding by instituting a new logo and modifying the name of the agency by dropping the apostrophe at the end of Veterans'. In addition to the recommendations received from the Veterans concerned about the living conditions, the staffing in the homes, and the Homestead Exemption Act, the VAU recommended to the IDVA leadership that they continue the use of the agency name as it is presented in current legislation, with the apostrophe, until the name change is properly requested and approved.

Complaints

All complaints, allegations, or incidents of possible misconduct, misfeasance, malfeasance, or violations of rules, procedures, or laws by any employee, service provider, or contractor of IDVA were reported to the OEIG for review. The VAU received a total of 99 complaints during SFY 24. 53 of those complaints were concerning US DVA programs or facilities. Complaints received concerning any US DVA programs or facilities are referred to the Patient Advocates of the respective facility, the Office of Accountability and Whistleblower Protection, the Veterans Affairs Office of Inspector General, or other appropriate US DVA office to be addressed. The 46 remaining complaints concerned the IDVA or other state agencies. The OEIG sent 40 of the complaints back to the VAU to handle as deemed necessary.

Of the 40 complaints handled by the VAU,

- 5 were referred to other agencies for resolution,
- 9 concerned issues at the Illinois Veterans' Homes,
- 13 concerned the service received at Veteran Service Offices, and
- 13 concerned issues within the IDVA Central Office.

★ Summary of Complaints ★

The VAU received complaints from Veterans, families of Veterans, IDVA employees and concerned citizens about the following issues at IDVA Veterans' Homes and Central Office, including but not limited to: COVID protocols, proper medical care for residents, staffing levels, proper remediation as a part of new construction, proper recordation of time off, proper guidance for medical leave, proper healthcare benefits for employees, harassment and discrimination against IDVA employees (including equal pay for all employees), failure to receive a job offer, and unequal work distribution among employees. In all these matters, once referred to the VAU by the OEIG, the VAU investigated the complaint and acted in accordance with its statutory duty. Where appropriate, the VAU reported the issues to IDVA leadership, and worked to resolve the complaints with the complainant.

Complaints specifically directed against the VSOs included, but were not limited to: lack of professionalism, lack of adequate staffing, lack of privacy at VSO offices, inadequate responses (including failure to promptly return calls), providing false information to get a power of attorney, mishandling files, and acting inappropriately. In all of these matters, once referred to the VAU by the OEIG, the VAU investigated the complaint and acted in accordance with its statutory duty. For some, the VAU found the VSO had already resolved the complaint while in other certain circumstances, the VSO was counseled and put on a corrective action plan.

A few of the complaints received are as follows:

- ★ A Veteran cited several issues in one complaint. The same complainant followed up with two (2) additional complaints related to the same issues.
 - COVID – an IDVA Home is not following COVID protocols.
 - A resident was exposed during a visit outside of the IDVA Home and was put back into the regular unit without isolation first,
 - staff is moving between isolation (sick) and non-isolation wings,
 - a COVID test was conducted on a resident in the presence of others and their positive status was announced to everyone in the room,
 - staff is working in the COVID isolation area during their regular shift and then immediately working overtime in other areas of the home,
 - all residents are being served on dinnerware and should be served on disposable items during an outbreak.
 - Staffing levels – Staffing levels at the home are down and the hiring process is causing problems with getting new staff hired.
 - Occupancy rate – Veterans are being turned away from the facility and being told there is no vacancy but in fact the home does have vacancies.
- ★ The VAU spoke with IDVA leadership, reviewed current COVID protocols and IDVA policies and procedures for COVID and other infectious disease.
 - The VAU determined that current COVID protocols in the home were being followed.
 - There are areas of the hiring process that are beyond the control of IDVA. The IDVA hiring process was reviewed and is being followed per CMS guidelines.
 - There was no evidence that a Veteran who met the criteria for admission has been turned away from any IDVA Home where a vacancy exists.
- ★ A former employee contacted the VAU with concerns about being actively employed in the IDVA system after being sent home and eventually released which caused a debt for healthcare benefits.
 - The former employee stated that they never signed up for the insurance, so they are not sure why they are being billed for the benefit.
 - The complainant also complained of targeting and intimidation by the Director of Nursing (DON) and believes that the insurance issue is a result of the tactics the DON is using to continue the intimidation.
 - The complainant also requested to have their termination date reflect the day they were sent home.
- ★ Upon review by the VAU, it was determined that the employee did not decline the option to obtain benefits within 30 days of initial employment, as a result they were automatically enrolled for healthcare benefits.
 - The initial dismissal of the employee was handled improperly. After being settled by a grievance at the 3rd Level, the employee continued to get paid until properly suspended at which time healthcare benefits stopped.
 - It was determined that the code that was put in the system when the former employee was terminated was incorrect. The code was corrected and the amount they are responsible for paying was reduced significantly since it was less than 30 days from the date of suspension to the termination date.
 - Additionally, it was explained to the former employee that if the termination date was back dated to when they were sent home, the salary and insurance premiums received during that time would have to be paid back. The former employee understood and agreed to leave termination dates as currently recorded.

- The VAU Director spoke with IDVA leadership about the way this situation was handled and though it was corrected by making the complainant whole by way of continuing to pay the former employee until properly suspended, there was no counseling, corrective action taken, or discipline issued to the individuals responsible for the improper discharge.
 - Training was recommended for the supervisors and the Home Administrator on the proper process for disciplining a bargaining unit employee, stressing the importance of the timeliness of that discipline as well as the rights of the employee.
- ★ An employee at a Veteran's Assistance Commission (VAC) reported receiving several complaints regarding an IDVA VSO.
- Veterans complain of inconsistent to frequently no one being present during IDVA business hours.
 - Veterans complained that the VSO never calls back so they can make appointments to discuss their issues or to answer questions they may have.
 - Veterans feel dismissed by the VSO, the VSO is no help, and nothing is taken care of in a timely manner.
 - The VAC has been sending Veterans to the closest VSO out of town, which is a 40-minute drive. This should not have to happen as for most Veterans in that area, transportation is a barrier and the small, rural, town does not have much public transportation.
- ★ The VAU received two (2) additional complaints about this VSO, describing some of the same behaviors.
- While looking into the first complaint, the VAU learned that the IDVA was already aware and dealing with these and other issues with this VSO.
 - The VSO was counseled and put on a corrective action plan (CAP).
- ★ The VAU received a complaint from a County VAC. This complaint was not about a specific person but one about the IDVA VSO office having only one VSO present.
- The VAC saw 426 Veterans in one month because the IDVA VSO never answers their phones, returns phone calls or issues Hunting and Fishing Licenses.
 - The VAC needs help, it is the 11th most Veterans populated area in Illinois.
 - Veterans need IDVA at full staff with the surrounding VACs trying to get new VSOs trained and on board.
 - There used to be 3 IDVA VSOs now there's only one.
 - The one VSO in the IDVA office is going on vacation and the office will be vacant leaving the VAC with no assistance from IDVA.
- ★ The IDVA Field Manager provided the VAU with the following information concerning the VSO office:
- A plan to cover the office with other VSOs in that region while one of the two VSOs assigned to that office is out on medical leave and the other is on vacation.
 - The current location has office space for two VSOs. The IDVA is looking to move to a larger location so that an additional VSO can be hired bringing that office back to a VSO staff of 3.
 - At the time of the complaint from the VAC, records show that the one IDVA VSO had completed 40 certified claims, with 17 of those being Fully Developed Claim submissions, and 6 PACT Act claims, with 145 forms completed during that month. There were 179 phone calls and 62 emails received and completed. 24 Hunting and Fishing Licenses were issued, and 4 Camping Fee Waivers. There were 91 new Veteran records entered into the IDVA system by the VSO and the month wasn't over yet.
 - The VACs staff of 9 is equivalent to almost a quarter of the entire IDVA VSO staff.

- The IDVA Field Manager was encouraged by the VAU to reach out to the VAC and open the lines of communication and try to collaborate on how to better serve the Veteran population in that area of the State.
- ★ The daughter of a deceased Veteran was in the VSO office located at an IDVA Veterans Home with her mom assisting with a VA application for benefits.
 - She complained about the lack of privacy while providing personal information.
 - It was hard to hear each other due to the noise level. Everyone's conversation and business can be heard throughout the building.
 - The walls may need to be higher or the office located in a different area.
- ★ The VAU discovered that the VSO office is similar to a cubicle and located in the lobby area of the Administration building at the IDVA Home.
 - Information about the complaint was sent to the IDVA Director, Assistant Director, and Chief of Staff.
 - The VAU recommended extending the cubicle walls to the ceiling and adding a sound proofing mechanism or consider relocating the VSO in an effort to make Veterans and their families feel comfortable with discussing their issues and providing their personal information in a confidential setting.
- ★ An IDVA employee reported issues with the way IDVA HR was handling their medical leave. The individual is a 100% total and permanent service-connected disabled Veteran.
 - The employee reports doing everything that has been asked of them by SERS and IDVA HR but says IDVA HR crossed a line with a request to have a CMS-95 filled out by their doctor every 30 days given their current medical diagnosis and prognosis.
 - IDVA HR staff have refused to answer the employee's questions and are no longer responding to the employee's emails.
 - The employee thinks they have been lied to several times in an effort to derail the employee's attempts to get things done the correct way which can potentially affect the employee's SERS disability payments.
 - The employee also reached out to the IDVA EEO and the IDVA Ethics Officer concerning this issue.
- ★ After a conversation with the complainant, the VAU informed the leadership of the issue.
 - The IDVA Chief of Staff was provided the information necessary for resolution with the IDVA HR staff that were involved.
 - The VAU, along with the IDVA Chief of Staff, reviewed the processes and procedures that pertained to this situation, informed the employee of those processes, and answered all their questions.
 - The VAU review of this situation found that the CMS-95 is a requirement for a medical leave of absence, and it is up to the agency to determine the time limits for submission.
 - The VAU verified that the IDVA policy does require employees to submit a CMS- 95 every 30 days while on medical leave of absence unless the nature of the disability precludes the need for the frequency of verification.
 - The previous IDVA HR staff did not require the employee to turn in a CMS-95 every 30 days due to the nature of their illness.
 - The VAU did not take any further action. It was determined that the IDVA leadership would work with the employee on how to move forward and ensure the HR staff was provided additional guidance on situations like this one.

- ★ The VAU received a complaint accusing the IDVA leadership of showing an unconscious bias when it comes to equal pay and awarding raises to employees of color.
- ★ The VAU discovered the following after reviewing the timeline and emails provided by the complainant and discussions with several employees who spoke openly about the pay increases, they received. IDVA documents requesting the increases and the supporting documentation of most were also reviewed.
 - The VAU spoke with employees who received substantial increases in pay to stay with IDVA after threatening to leave the Agency for either a more stable working environment or more money. These employees initially requested a pay increase and were initially denied. A review of the records show that when they were given increases to stay, the IDVA either met or exceeded the amount they would have received if they had left for another agency and it also exceeded the amount of their original pay increase request.
 - A pay increase was submitted for an employee with justifications that were already part of their job description. When CMS denied the request, HR staff was told to do whatever necessary to ensure that employee got a pay increase. The request was resubmitted and approved with additional duties that mirrors positions in other areas that are not within the scope of work of that employee.
 - IDVA has several Personal Service Contractors (PSC) being compensated at a rate equal to, or more than 100% of their salary at the time that they retired from the State. PSCs have a salary cap of 80% yet IDVA was paying some at 100% or more.
 - Additionally, IDVA has PSCs that are working at the 80% salary rate in a lower title than the position that they retired in. When the PSC requested an amendment to the contract to correct the title and the salary increase commensurate with the title. IDVA refused to amend the contract to the correct title so that the PSC could be paid at the 80% rate of the title they were at the time of retirement.
 - An employee was part of a list of 5 employees that a supervisor requested a 5% increase for. IDVA leadership chose 3 of the 5 employees on the list to give increases to. The VAU could not find any documentation on why the other two employees did not receive the increase requested by the supervisor.
 - The VAU had a brief discussion with the IDVA leadership on separate occasions about the numerous salaries increases that were being given. Their responses were geared towards ensuring employees were being paid fairly. Additionally, several salaries were being adjusted based on a directive from CMS.

- ★ A complaint stated that an IDVA employee acting in a senior leadership role has shown unfavorable behavior toward black female employees on multiple occasions.
 - IDVA EEO was made aware of the first two situations where the accused employee was very dismissive and rude to two different black females on separate occasions. The complainant addressed the brash statements and dismissive behavior with the accused on both occasions. Each time, the accused acknowledged and apologized for the statements and the behavior.
 - A third incident took place during an executive staff meeting with all executive staff present either in person or via WebEx. The accused made a remark to another senior staff member that had a racial undertone, and the complainant found the statement to unprofessional and offensive.
 - The complainant reported the incident in person to the IDVA leadership.
 - The accused was orally reprimanded and was supposed to complete DEI training.
- ★ The VAU confirmed that the accused completed the DEI training mandated by the State. The VAU did not take any additional action. The IDVA leadership was aware and had already addressed the situation.

★ Additional Veteran Assistance ★

In addition to fielding emails and calls about the Illinois Department of Veterans' Affairs, the VAU also receives calls and emails from Veterans, their family members, and caregivers seeking assistance with services they receive from the US Department of Veterans Affairs (US DVA). While the VAU does not have any authority or oversight of any US DVA programs or services, the VAU strives to ensure that every Veteran within the State of Illinois receives the care, attention, and services they have earned, and thus works to assist these Veterans in finding the appropriate programs and resources.



The office of the VAU is co-located with the Illinois Department of Veterans' Affairs at
833 S. Spring Street, Springfield, IL 62704

The VAU operates during normal business hours Monday – Friday, 9:00 a.m. – 5:00 p.m. A toll-free helpline (1-855-660-7011) and a dedicated email address, IDVA.accountability@illinois.gov, has been established for the purpose of accepting complaints, recommendations and other information concerning the IDVA.

