



State of Illinois
Department of Veterans' Affairs

FY2016

ANNUAL REPORT





DIRECTOR LETTER

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

It is my pleasure to submit the Illinois Department of Veterans' Affairs (IDVA) Fiscal Year (FY) 2016 Annual Report. The IDVA mission is "...to empower veterans and their families to thrive" and our 1,317 staff members professionally execute that mission every day. We carry out our mission not just as an expression of gratitude to those who have served, but also for the sake of our Illinois communities and businesses. After all, our veterans are proven, hardworking and dedicated people – assets to their communities, the workforce and countless organizations. The contributions of our Illinois heroes help all of Illinois to thrive.



At IDVA, we are proud to assist over 724,000 veterans and their families who reside in this great state. Illinois is a recognized and respected national leader in veteran services, programs and engagement. We are proud to have innovative state and local programs to meet the needs of our veterans and their family members. Here is a recap of how our IDVA team continues to positively impact veterans statewide:

- Construction of a permanent **Water Treatment Facility** was completed at our Veterans' Home in Quincy, Illinois. This \$5 million water plant offers the most up to date water treatment system, providing clean, safe water for our Quincy Veterans' Home residents. Additionally, in an effort to be pro-active, IDVA created and implemented water management strategies across all of our Homes in the State. The water resource management planning includes regular monitoring and testing and takes into account all the competing demands for water ensuring water is allocated on an equitable basis to satisfy all uses and demands.
- Our four **Veterans' Homes** continue to provide the highest quality of care to over 900 aging Illinois Heroes in FY 16. We have our wonderful medical staff and the collective community support to thank for this. Our administration and medical staff are operating at such a high level that our State and Federal health inspection boards have resulted in "no findings!" We are fortunate to have such caring staff members at our Veterans' Homes. We are also incredibly fortunate to have so many people who are personally invested in ensuring that our veterans lead a full and active life. We offer a sincere 'thank you' to our community volunteers and veterans service organizations around the state who never forget about our heroes.
- Our **Veteran Service Officers (VSO)** are experts in helping veterans navigate the complex systems of federal, state and local benefits and resources available to them. Through CyberVet, a program developed by our own IT staff, we can offer streamlined, accurate processing and records management for our veterans' claims. In FY 2016, our VSOs processed over 105,618 claims to the U.S. Department of Veterans Affairs (USDVA). Through continuous training, accountability and accreditation for our VSOs, we have enhanced the quality of service for our veterans and their families. These activities were instrumental for initial claims and continued receipt of federal monies, to include \$22.2 million in retroactive federal benefits and more than \$71 million annually being received by Illinois veterans, their dependents and their survivors.
- Founded in 2008, the **Illinois Warrior Assistance Program (IWAP)** provides confidential assistance for Illinois veterans and their family members as they transition back to their everyday lives after serving our country. The goal of IWAP is to help service members and their families deal with the emotional and psychological challenges they may be facing. In FY 2016, we doubled the assistance to our Veterans and caregivers by opening the call center 24/7. Now our veterans and caregivers can call IWAP's confidential 24-hour toll-free helpline, 1-866-554-IWAP (4927) any time, day or night. Additionally, IWAP provides supplemental support to the Illinois Joining Forces (IJF) call center. IJF responds to veterans in need, but they are unable to address the



needs of callers experiencing behavioral health challenges. Now if someone calls the IJF call center with a mental health crisis or concern, they are referred to the Illinois Warrior Assistance Program from the IJF call center. For more information and help, visit www.IllinoisWarrior.com.

- The Discharged Service Member Task Force presented several recommendations to the General Assembly to better assist our Illinois Veterans. These enhancements included: redefining the term ‘Veteran’ to include National Guardsman and Reservists who meet certain enlistment provisions during their service to qualify for eligibility for state benefits such as grave registration, State Veterans Employment Preference, Illinois Department of Employment Security (IDES) job assistance, veteran status included on their Illinois Driver’s License, and access to support from the Illinois Warrior Assistance Program (IWAP). Another key initiative of the DSTF was the focus on the Access to Mental Health Care, recommending the increased use of technology to provide access to care for veterans. For a more detailed review of DSTF’s 2016 annual report, please visit: <https://www.illinois.gov/veterans/features/news/Pages/AdvisoryGroupsandReports.aspx>
- During FY 2016 IDVA worked with the Chicago Steele, Chicago Wolves and the Chicago Sky to recognize the accomplishments of men and women who have served in the military. In conjunction with local sports teams, IDVA hosted three **veteran resource fairs and hiring events** that served more than 100 employers and connected more than 300 veterans with jobs. Participating employers at hiring events were required to have open job requisitions, have hiring managers on-site, interview on-site and were encouraged to extend job offers to qualified veteran job applicants. Employers and veterans alike appreciate hiring events that immediately connect the employer and the veteran job seeker. This real-time interaction helps the veteran highlight their military skills, which often get lost in translation using a resume alone.
- The IDVA hosted quarterly workshops that provided **veteran entrepreneurs** with access to contacts, contracts and certification resources to help them grow and scale their businesses; training seminars to increase awareness of the State of Illinois Veteran Certification process; and community outreach and engagement to veteran owned businesses (VOB) and service disabled veteran owned business (SDVOB) to increase the certified Veteran owned business pool in the State of Illinois. Throughout FY 2016 we shared additional training and outreach opportunities from our strategic community partners.



Under the leadership of Governor Bruce Rauner, the IDVA’s senior executive staff and 1,300 plus dedicated staff of the department, FY 2016 was an incredible year. I am proud of the results we accomplished together and the services we rendered to our Illinois Veterans. I remain grateful for the opportunity to serve at the helm of our professional, experienced and dedicated team of veteran advocates and I look forward to continuing to work with each of our team members, our many partner organizations and the General Assembly to do an even better job of serving our veterans and their families in the coming years.

Erica Jeffries

Director





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OVERVIEW

Illinois has a long and proud history of service to veterans which began in 1886 with the establishment of the Illinois Soldiers' and Sailors' Home for Civil War Veterans. Created through legislation enacted in 1945, the Illinois Veterans' Commission was responsible for state services to veterans until 1976, when it was succeeded by the Illinois Department of Veterans' Affairs (IDVA). The IDVA, created by Public Act 79-376, is charged with responsibility for the welfare and needs of Illinois veterans, their dependents and survivors. IDVA maintains administrative offices in Springfield and Chicago, four veterans' homes and more than 70 full and part-time field offices servicing all 102 counties of the state.

Through the field offices, veterans and their families obtain assistance in navigating the complex system of federal, state and local resources and benefits. Acting as veterans' authorized representatives, the Department's accredited Veteran Service Officers (VSOs) provide counseling and assistance in presenting claims to the U.S. Department of Veterans Affairs (USDVA) on behalf of veterans and their dependents or survivors; these claims may include disability compensation, education benefits, pensions, insurance, hospitalization and rehabilitation. Field Services also include confirming veterans' eligibility for state benefits and services, as well as assisting veterans in coordinating with local, state and federal agencies. In FY 2016, 73 VSOs helped Illinois veterans to obtain more than \$93.2 million in initial and retroactive claims from the USDVA, with an operating budget of \$5.1 million.

In FY 2016, IDVA was funded to provide skilled nursing care to more than 900 veterans each month through its Veterans' Homes in Quincy, Manteno, LaSalle and Anna. These facilities primarily provide licensed, skilled care beds available to veterans and eligible spouses and widows; Quincy and Anna also have a limited number of domiciliary beds for residents who do not require skilled care. Funding was restored to the new 200-bed Veterans' Home in Chicago on June 30, 2016; when construction resumes, IDVA will resume monitoring the process. All of IDVA's Veterans' Homes are surveyed annually by the USDVA and licensed and inspected by the Illinois Department of Public Health (IDPH).

IDVA assists in coordinating services and activities among state and federal agencies, as well as with non-profit organizations that serve veterans. To accomplish this, IDVA staff serve on a number of statutory committees and task forces and work in partnership with several federal agencies, including the USDVA, the U.S. Small Business Administration and the U.S. Department of Labor. IDVA has established and maintains a network of advocacy with a variety of state agencies including the Department of Employment Security, the Department of Corrections, the Department on Aging, the Department of Commerce and Economic Opportunity, the Department of Human Services, the Department of Military Affairs, the Department of Children and Family Services, the Department of Public Health and the Department of Healthcare and Family Services.

The key initiatives of the Department this year have been: increased outreach efforts through community engagement, and providing Veteran Service Officers' access to electronic records through the development of the CyberVet database; programs, initiatives, and partnerships to address veteran employment and to equip Veteran-Owned Businesses for success; assistance to veterans in accessing training opportunities and transitioning their military training toward state license requirements; expansion of the Women Veterans Program; and continued development of the Illinois Warrior Assistance Program through enhancements to the online presence and social media outreach, the Veterans Cash Lottery Grant Program, supported legislative initiatives to expand Veterans Treatment Courts into more counties and the Veterans Care Program. Although the Veterans Care Program still exists, new enrollment is not allowed due to the plan not meeting the requirements of the Affordable Care Act.

ADMINISTRATION

Erica Jeffries

Director

Harry Sawyer

Assistant Director

Renyscha Brown

Chief of Staff

Gwen M. Diehl

Veterans' Homes Coordinator

Miguel Calderon

Human Resources Manager

Leasa Ewing

Acting Chief Fiscal Officer

Dave MacDonna

Public Information Officer

Jaimee Ray

Legislative Liaison

Nicole Mandeville

Senior Program Manager

Emanuel H. Johnson II

Program Manager

Matt Roberts

General Counsel

Elisabeth Pennix

Deputy General Counsel

Rusti Cummings

Chief Internal Auditor

Scott Norton

Chief Information Officer

Connie Watson

Grants Manager

Mark Patterson

Operations and Programs Manager

Dan Wellman

Administrator, Veterans' Education and Training Section (VETS)

Edie Long

Assistant to the Director

Patricia Watkins-Oliver

Assistant to the Assistant Director

Greg Dooley

Equal Employment Officer

Lisa Tisdale

Labor Relations Manager

Anthony Vaughn

Field Services Manager

Robert Iverson

Metro Division Supervisor

Jeff Willis

Northern Division Supervisor

Curtis Davis

Central Division Supervisor

Earl White

Southern Division Supervisor

Joe Petrosky

Appeals Supervisor

Lenard Winnicki

Senior Home Administrator

Bruce Vaca

Administrator

Illinois Veterans' Home - Quincy

Lester Robertson

Administrator

Illinois Veterans' Home - Manteno

Sherri Whitmer

Administrator

Illinois Veterans' Home - LaSalle

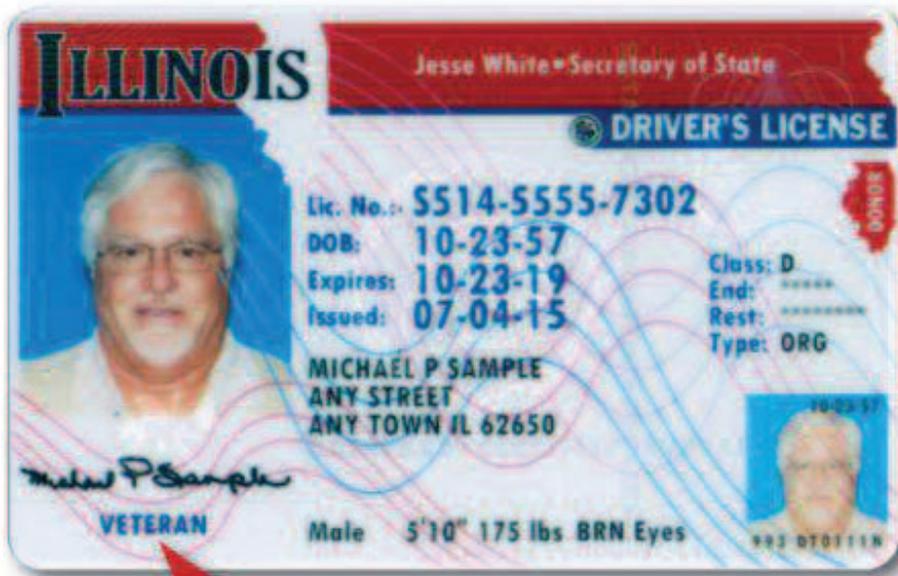
Angela Simmons

Administrator

Illinois Veterans' Home - Anna

FY 2016 - AGENCY SUMMARY
(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
GRF	\$59,749.5	\$59,749.5	\$58,165.9	\$1,583.6
HF	\$76,494.7	\$76,494.7	\$57,493.1	\$19,001.6
OTHER	\$10,819.7	\$10,819.7	\$2,808.1	\$8,011.6
TOTAL APPROPRIATED FUNDS	\$147,063.9	\$147,063.9	\$118,467.1	\$28,596.8
NON-APPROPRIATED FUNDS	\$45.3	\$45.3	\$45.3	\$ -
TOTAL AGENCY	\$147,109.2	\$147,109.2	\$118,512.4	\$28,596.8



VETERAN

Since July 1, 2015, the Illinois Department of Veterans' Affairs, in partnership with the Illinois Secretary of State created a program allowing Veterans to update their Driver's license with the word Veteran.



CENTRAL OFFICE

The administrative oversight of the IDVA is conducted at Central Office locations in both Springfield and Chicago. The Fiscal, Personnel, Information Technology, Supply & Services, Legal, Communications and Legislative Divisions are headquartered in Central Office. The Central Office is also home to the staffs of the Grants Program, Audit and the State Approving Agency (SAA), which are outlined later in this report.

The **Fiscal Division** is responsible for all agency accounting functions. This includes procurement of goods and services for the agency, invoice vouchering, receipt processing functions, expenditure tracking, preparation and execution of the annual budget, headcount tracking and certification, financial and operational reporting, property control and lease coordination. In addition, the fiscal division is responsible for telecom, travel and vehicle coordination. The Fiscal Division took the lead and secured a position for IDVA as one of four pilot agencies for the Statewide Enterprise Resource Planning (ERP) program

The **Senior Home Administrator (SHA)** supervises leadership and operations of all four Veterans' Homes and the Prince Home, ensuring compliance with federal and state standards of long-term care and operations. The SHA also develops Department-wide policies for the Homes and serves as a key subject-matter expert for Department leadership.

The **Veterans' Homes Coordinator** conducts long-range planning for future capital projects to meet the care and needs of residents of the Illinois Veterans' Homes and preserves the State's facilities and capital assets; serves as liaison with the Capital Development Board (CDB), IDPH, the Health Facilities and Services Review Board and the USDVA for capital improvement projects.

The **Human Resources Division** is responsible for all employment, payroll, insurance, time and attendance, workers' compensation and unemployment claims. This unit also oversees personnel operations at the four Veterans' Homes through their respective Human Resources Offices.

The **Information Technology Division** is responsible for managing and supporting technological innovation of the Department, improving Veterans' services through the use of technology, and the secure storage of digital data. The IT Division maintains the computerized data centers for the Department, and is the central hub for supporting digital technologies employed at our Veterans' Homes and the field offices. This includes, but is not limited to, the complete wired and wireless network infrastructure with built-in cellular backup redundancy in Central Office and the Veterans' Homes.

The **Supply & Services Division** works in conjunction with all other divisions in ordering and providing supplies, graphic design and the printing of forms, booklets, newsletters, brochures, posters, banners, etc. and coordinates external printing requirements, totaling 931,461 printing impressions for FY16. This division is responsible for the maintenance management of the Central Office automobile fleet of 7 vehicles. It is also responsible for the incoming and outgoing correspondence, with 13,625 pieces processed in FY 2016.

The **Legislative Division** works in conjunction with the Governor's legislative office, elected officials and the Senate and House staff. The Legislative Liaison provides assistance with constituent questions and concerns, drafts legislation pursuant to agency needs and testifies in committee on issues pertaining to Veterans.



The **Legal Division** serves as the Chief Legal Counsel for the Department and reports directly to the agency Director and the Governor’s Office of the General Counsel. The Legal Division interprets laws and regulations; gives legal advice; counsels on agency investigations and employment issues; coordinates and prepares matters for litigation or administrative hearing; attends outreach events concerning veterans in the legal community; and writes or reviews administrative rules for legislative consideration. Additionally, the General Counsel serves as the Agency’s Ethics Officer, and the Assistant General Counsel serves as the Freedom of Information Act Officer. The Legal Division and Chief Legal Counsel welcomes questions or concerns from our valued partners and any member of the public.

The **Communications Division**. The Public Information Officer serves as the primary informational outreach contact for IDVA, helps to plan, craft, deliver, and measure communications to veterans, their families and the general public. This is done through media engagement, newsletters, social media, special events, leadership support and response to queries. Information is provided via media advisories and press releases; responses to media and public queries; social media and Internet engagement; briefings/informational packets, speeches, talking points and fact sheets; communications counsel and support Agency-wide as needed.

The **Grants Division** is responsible for all grant accounting functions. This includes managing the processing and awarding of state and federal grants and administration and monitoring of the Vets Cash Scratch-Off Lottery Ticket Program. The division also assists with the design and development of grants and proposals for State, Federal and private sector to acquire funding for veterans’ programs, ensuring that requests for federal assistance and grants are submitted to reduce state expenditures

The **Senior Program Manager** leads, implements and supports the following programs: Gold Star Families, Women Veterans, Illinois Veterans Business Program, Illinois Hires Heroes Consortium and Veterans Entrepreneurship. The Senior Program Manager serves as the liaison to the Illinois Joining Forces Foundation, a legislatively chartered non-profit charity comprised of member organizations that assist service members, veterans and their families in navigating the “sea of good will”.



The IDVA displayed 'Portrait of a Soldier' in the rotunda of the State Capitol.



Gold Star family program in Capitol

The **Gold Star Families Program** works closely with the immediate family of service members lost in combat, assisting them in obtaining their benefits. We serve as the Governor's Office liaison to coordinate and serve Gold Star Families regarding attendance at events held for their benefit and commemoration.

The **Women Veterans Program** provides a point of contact to navigate resources for women veterans across the entire state. In this role, the Senior Program Manager participates with the National Association of Women Veteran Coordinators, leads discussions to develop outreach and service programs for their benefit, makes policy recommendations and provides issue-specific support to Illinois' women veterans. In fiscal year 2016, in partnership with Illinois Joining Forces, we hosted our first ever Women Veterans' Conference to share best practices in care and support of Illinois' women veterans.

The **Illinois Veteran Business Program** changed its program to be inclusive of community outreach, engagement, training and certification initiatives of the state. The collaborative partnership between IDVA and Central Management Services (CMS) supports a joint mission to assist veterans and recently transitioned service members with access to information, resources and technical assistance in becoming successful entrepreneurs. During FY16 outreach efforts to aspiring, emerging and established entrepreneurs increased by 25% reaching more than 2,000 potential and existing business owners.

The **Illinois Hires Heroes Consortium (IHHC)** empowers and recognizes Illinois employers who know the great value veterans bring to the workplace and are considered "veteran-friendly". IHHC members commit to implementing veteran recruitment training and retention practices. IDVA and the Illinois Department of Employment Security (IDES) assist participants in meeting simple goals that will lead the employer on the path to recruiting and retaining high-quality veteran candidates.

**ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS
FISCAL YEAR 2016 • 7/1/2015 THROUGH 6/30/2016**

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
CENTRAL OFFICE	\$ 13,418.5	\$ 13,418.5	\$ 5,243.5	\$ 8,175.0
APPROPRIATED	\$ 13,418.5	\$ 13,418.5	\$ 5,243.5	\$ 8,175.0
NON-APPROPRIATED	\$ -	\$ -	\$ -	\$ -
CENTRAL OFFICE	\$ 13,418.5	\$ 13,418.5	\$ 5,243.5	\$ 8,175.0
GRF	\$ 4,211.5	\$ 4,211.5	\$ 3,621.2	\$ 590.3
IMFRF	\$ 250.0	\$ 250.0	\$ -	\$ 250.0
IVHF	\$ -	\$ -	\$ -	\$ -
IVAF	\$ 8,300.0	\$ 8,300.0	\$ 982.1	\$ 7,317.9
IAHTF	\$ 223.0	\$ 223.0	\$ 210.2	\$ 12.8
VASPF	\$ 9.0	\$ 9.0	\$ 8.9	\$ 0.1
IVRM	\$ 425.0	\$ 425.0	\$ 421.1	\$ 3.9
Operations	\$ 4,211.5	\$ 4,211.5	\$ 3,621.2	\$ 590.3
Personal Services	\$ 3,912.2	\$ 3,912.2	\$ 3,373.2	\$ 539.0
Retirement		\$ -		\$ -
Social Security	\$ 299.3	\$ 299.3	\$ 248.0	\$ 51.3
Contractual Services		\$ -		\$ -
Travel		\$ -		\$ -
Commodities		\$ -		\$ -
Printing		\$ -		\$ -
Equipment		\$ -		\$ -
Electronic Data Processing		\$ -		\$ -
Telecommunications		\$ -		\$ -
Operation of Automotive Equipment		\$ -		\$ -
Grants	\$ -	\$ -	\$ -	\$ -
GRF	\$ -	\$ -	\$ -	\$ -
Illinois Warrior Assistance Program		\$ -		\$ -
Bonus Payments to War Veterans		\$ -		\$ -
Educational Opportunities		\$ -		\$ -
Cartage & Erection of Headstones		\$ -		\$ -
MIA/POW Scholarship	\$ -	\$ -	\$ -	\$ -
IMFRF				
Illinois Military Family Relief Fund	\$ 250.0	\$ 250.0	\$ -	\$ 250.0
IVAF				
Veterans Assistance Fund	\$ 8,300.0	\$ 8,300.0	\$ 982.1	\$ 7,317.9
IAHTF				
Illinois Affordable Housing Trust Fund	\$ 223.0	\$ 223.0	\$ 210.2	\$ 12.8
VASPF				
Veterans' Affairs State Projects Fund	\$ 9.0	\$ 9.0	\$ 8.9	\$ 0.1
IVRM				
Roadside Memorial	\$ 425.0	\$ 425.0	\$ 421.1	\$ 3.9

OPERATIONS AND PROGRAMS

The Operations and Programs Division is responsible for the administration of several state programs that award or reimburse claimants based on state laws administered by the department, including Specially Adaptive Housing, Tax Exemptions, Government Marker Reimbursement, Survivors Compensation and Bonuses for conflict participation. This division also houses more than 1.8 million veterans' records, dating from the Civil War Era to the present, and is responsible for recording discharges and maintaining an honor roll of deceased veterans in Illinois. To further enhance the department's ability to store and utilize these records, an ongoing project to convert these documents into electronic format is underway; to date 3,515,968 military documents have been added to the electronic database with 501,131 added in FY 2016.

BONUS PAYMENTS

WORLD WAR II. A one-time bonus payment equal to \$10 per month for domestic service and \$15 per month for foreign service is payable to Illinois residents who served on active duty from September 16, 1940, to September 3, 1945, and received an Honorable Discharge. There were no payments disbursed in FY16.

KOREAN, VIETNAM, PERSIAN GULF and GLOBAL WAR ON TERROR BONUS. A one-time \$100 bonus is payable for service during one of the following periods:

Korea	June 25, 1950 – July 27, 1953 (2 paid, \$200)
Vietnam	January 1, 1961 – March 28, 1973 (18 paid, \$1,800)
Persian Gulf	August 2, 1990-November 30, 1995 (72 paid, \$7,200)
Global War on Terrorism	September 11, 2001 onward (756 paid, \$75,600)

The claimant must also have received one of the following medals: Korean Service Medal, Vietnam Service Medal, Armed Forces Expeditionary Medal Vietnam Era, the Southwest Asia Service Medal, Global War on Terrorism (GWOT) Expeditionary Medal or Service Medal with qualifying overseas service, Iraq Campaign Medal or Afghanistan Campaign Medal, along with having been a resident of Illinois for 12 months immediately prior to entering service, and having received an Honorable Discharge. Individuals currently on active duty who served in the Persian Gulf or GWOT may apply prior to discharge.

BENEFIT PAYMENTS TO SURVIVORS

SURVIVORS' COMPENSATION. Survivors are entitled to a benefit of \$900 if the veteran's death was service connected and within the period specified. The one-time grant is payable to survivors of veterans who were killed in action in World War II, during the Korean War, Vietnam War and Desert Shield/Storm, if the deceased had Illinois residency for at least 12 months immediately preceding entry into military service. There were no new claims in FY 2016 that had not already received this benefit or met the residency requirements. It remains an active program.

VIETNAM VETERANS COMPENSATION TO SURVIVORS. If the death of a veteran of the Vietnam Conflict is the direct result of service-connected disabilities incurred in the period specified, survivors are entitled to a \$1,000 one-time payment. (Such as deaths due to Agent Orange Exposure.) There were 66 claimants compensated for a total of \$66,000.

GLOBAL WAR ON TERRORISM COMPENSATION. Surviving dependents or family members of military personnel who died in the Global War on Terrorism may apply for \$3,000 compensation. There were no claimants in FY16.

POW COMPENSATION. A person on active duty with the Armed Forces of the United States or employed by the United States Government on or after January 1, 1961, who was a resident of Illinois 12 months prior to entry, and who was taken and held prisoner by hostile forces in Southeast Asia, is entitled to \$50 for each month or portion thereof that they were held captive. There were no claims in FY16

ILLINOIS COURT OF CLAIMS. The Illinois Department of Veterans' Affairs assists surviving eligible dependents in filing claims for death benefits - up to \$347,904 disbursed - pursuant to the Line of Duty Compensation Act. In the case of an Armed Forces member, "killed in the line of duty" means losing one's life while on active duty in connection with the September 11, 2001 terrorist attacks on the United States, Operation Enduring Freedom, or Operation Iraqi Freedom. Compensation is adjudicated by and, if awarded, dispersed through the Illinois Court of Claims.

VEHICLES

The IDVA provides support to veterans during the application process for any of the statutory vehicle-related benefits under the purview of the Illinois Secretary of State (SOS).

These include:

- Disabled Veterans License Plates
- Special License Plates
- Veteran Marker on Driver's License



The IDVA Veteran Service Officers (VSO's), Operations, Programs and Records section, provide verification of service-related qualification required by statute (medical disability, service-qualifying information, etc.) using validated records provided by the veteran, or documents currently on file with IDVA in the Operations, Programs and Records section. Applications for any of the vehicle-related benefits are processed through the offices of the Secretary of State. There were 1,239 requests processed in FY16.

REAL ESTATE

SPECIALLY ADAPTED HOUSING. Assistance is provided for service-connected disabled veterans for the purpose of acquiring and remodeling suitable dwelling units with special fixtures or moveable facilities made necessary by the veteran's permanent and total service-connected disabilities. There were 11 claims approved at \$15,000 each, 1 claim approved at \$12,167.25, and 1 claim approved at \$3,000 for a total benefit of \$180,167.25.

TAX EXEMPTION. This exemption is allowed on the assessed value of real property for which federal funds have been used for the purchase or construction of specially adapted housing for as long as the veteran, or the spouse, or unmarried surviving spouse resides on the property.

Implementation of Public Act 98-1145 during tax year 2015, provided that the disabled veteran's exemption for specially adapted housing applied to property with an assessed value of up to \$100,000 (previously, \$70,000). It added a requirement that the home must be inspected and certified by a licensed home inspector to be in compliance with applicable standards set forth in U.S. Department of Veterans Affairs, Veterans Benefits

Administration Pamphlet 26-13 Handbook for Design of Specially Adapted Housing. Further amended the Property Tax Code to provide that the disabled veterans standard homestead exemption applies even if the veteran did not qualify for or obtain the exemption before death if the veteran was killed in the line of duty.

Returning Veterans' Homestead Exemption

The Returning Veterans' Homestead Exemption provides qualifying veterans a one-time \$5,000 reduction to their homes' equalized assessed value (EAV). The exemption is for two consecutive tax years, the tax year that the veteran returns from active duty in an armed conflict involving the armed forces of the United States and the following year. The veteran must own and occupy the property as his or her principal residence on January 1 of each assessment year. Qualifying veterans who return from active duty in an armed conflict involving the U.S. armed forces can file an application upon their return home to receive this exemption from their local County Assessor's Office.

Disabled Veterans' Standard Homestead Exemption

The Disabled Veterans' Standard Homestead Exemption provides a reduction in a property's EAV to a qualifying property owned by a veteran with a service-connected disability. Beginning in taxable year 2015, a \$2,500 homestead exemption is available to a veteran with a service-connected disability of at least 30% but less than 50% and a \$5,000 homestead exemption is available to a veteran with a service-connected disability of at least 50% but less than 70%; a veteran with a service connected disability of at least 70% is completely exempt from property taxes. Qualifying veterans must file an annual application by their counties' deadlines to continue to receive this exemption with their local County Assessor's Office.

RECORDS AND FILES

PUBLIC RECORDS. Certified copies of public records for veterans will be furnished by the Illinois Department of Veterans' Affairs on the first request without charge. Additional requests for certified copies of public records or for public records outside of the State might require a fee.

BURIAL BENEFITS

CARTAGE AND ERECTION FEES. When a headstone or marker has been furnished by the Federal government, the IDVA shall pay a maximum allowable reimbursement amount of \$100 for the setting of such marker within Illinois. There were 2,906 claims approved at \$100 or less for a total benefit of \$424,905.

GRAVES REGISTRATION. The department maintains a Roll of Honor of all veterans buried in the State of Illinois. Every person, firm, or corporation owning or controlling any cemetery or burial place in this state is required to keep a permanent record of the burial of each U.S. war veteran or memorial marker erected for this purpose.

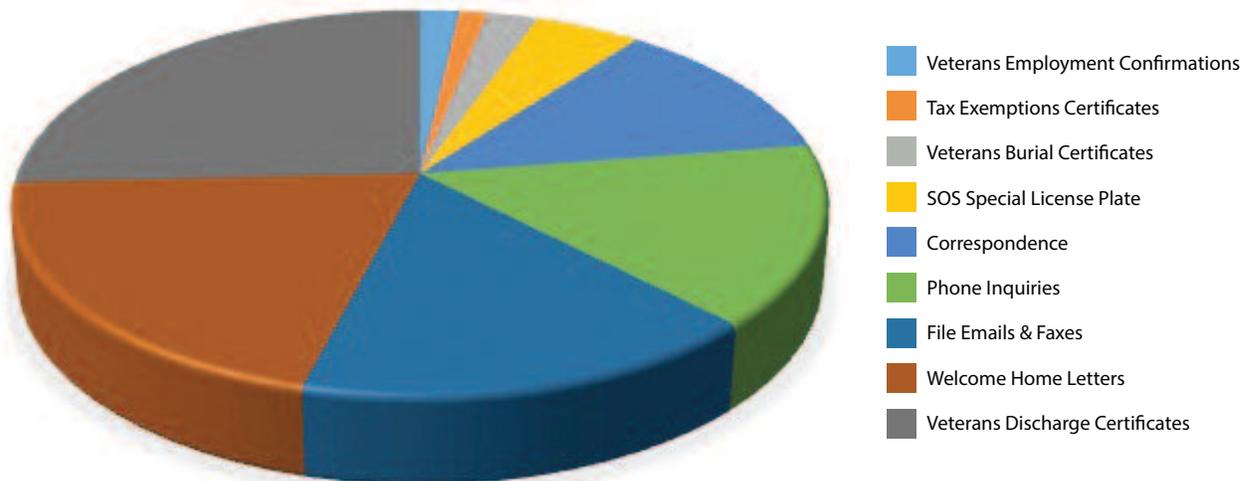
Operations and Programs

	CLAIMS	EXPENSES
Cartage and Erection of Government Headstones	2,906	\$424,905
Bonus Payments	776	\$129,800
Global War on Terrorism / Military Affairs	0	0
Specially Adapted Housing	13	\$180,167
Tax Exemption	325	-

Summary of Special Services for FY 2016

SPECIAL SERVICES	TOTAL
Veterans Employment Confirmations.....	456
Tax Exemptions Certificates	325
Veterans Discharge Certificates.....	6,512
Veterans Burial Certificates.....	593
SOS Special License Plate	1,239
Phone Inquiries	3,837
Correspondence.....	3,089
Image Documents.....	100,212
Welcome Home Letters	5,112
File Emails & Faxes.....	4,125
Total.....	125,500

SPECIAL SERVICES FOR FY 2016



VETERANS' EDUCATION AND TRAINING SECTION (VETS)

The Illinois Department of Veterans' Affairs' – Veterans Education and Training Section consists of four veterans' education and training programs; two federal funded programs and two state programs. The two federal programs are the State Approving Agency and the Troops-to-Teachers programs. The two state programs are the MIA/POW Scholarship and Educational Opportunities for Children.

STATE APPROVING AGENCY

The State Approving Agency (SAA) is a completely federally funded program established to approve and audit for compliance college and non-college degree programs, vocational flight training, apprenticeships, and other on-the-job training (OJT), license and certification tests and Small Business Development Centers Entrepreneurship Courses, so that educational assistance benefits may be paid to veterans and other eligible persons under programs administered by the USDVA.

The following is a list of entitlement programs for which the SAA has approval and supervisory responsibilities within Illinois:

- Montgomery G.I. Bill – Active Duty (Chapter 30)
- Post-Vietnam Era Veterans' Educational Assistance Program (VEAP Chapter 32)
- Post 9/11 G.I. Bill – (Chapter 33)
- Survivors and Dependents' Educational Assistance Program (Chapter 35)
- Montgomery G.I. Bill – Selected Reserve (Chapter 1606)
- Reserve Education Assistance Program (REAP Chapter 1607)

In FY 2016, the SAA continued its efforts to promote usage of the GI Bill. SAA conducted separation briefings at the Great Lakes Naval Training Center, along with a variety of different education and training benefit briefings at Scott Air Force Base and Rock Island Arsenal. In addition, the SAA maintained relationships with both the Illinois Air and Army National Guard by facilitating training at reintegration events while supporting the Army, Marine Corps and Navy Reserves as applicable.

The SAA provided Illinois veterans with opportunities to train in approved apprenticeship and OJT training programs. These efforts have resulted in Illinois having the most active apprenticeship and OJT program in the nation. During FY 2016, the SAA supervised more than 355 active apprenticeship and OJT training facilities and approved 10 new apprenticeship and 76 OJT programs.

The SAA sustains an effort to assist in the monitoring of the Illinois Higher Education Veterans Service Act (P.A. 96-0133), passed in August 2009, which requires all public colleges and universities with full-time daily attendance of at least 1,000 to conduct a survey of the services and programs that are provided for veterans, active duty military personnel and their families. Additional provisions require schools to appoint a Veterans Coordinator, provide a resource guide, and complete a fiscal impact survey, resulting in positive outcomes for student veterans.

Finally, the SAA supports the Illinois veteran community by organizing and participating in various initiatives in the areas of education and training, and organizes the Student Veterans Leadership Day, a day on which student veteran leaders from campuses across the state of Illinois come to the State Capital to communicate with legislators and policy makers.

State Approving Agency Summary of Activity for FY 2016

PROGRAM APPROVALS AND CANCELLATIONS

Veterans Employment Confirmations.....	456
New, Revised, Other Institutions Approval Actions.....	7288
Programs and Institutions Canceled.....	545
New, Revised, Other Apprenticeship Approval Actions.....	128
Programs and Apprenticeships Cancelled.....	19
Programs and On-The-Job Training Approval Actions.....	415
Programs and On-The-Job Training Programs Cancelled.....	80
New, Revised, Other Flight School Approval Actions.....	51
Programs and Flight School Programs Cancelled.....	1
Programs and License and Certification Tests Approval Actions.....	117
Programs and License and Certification Tests Cancelled.....	0
Total – Approval Actions.....	8,244



Attendees at the SVA conference held in Springfield posed on the Steps in the Rotunda of the Capitol.

TROOPS TO TEACHERS (TTT)

The **Troops to Teachers (TTT)** program assists eligible military personnel in transitioning to a new career as public school teachers in Illinois. The office educates and counsels participants on the requirements for Illinois teacher certification, teaching degree programs and alternative routes to certification. Information is also provided on critical teacher needs in the state by discipline and location, as well as the transfer of certification from state to state. The TTT office also assists participants, as able, in locating employment opportunities in K-12 public schools.

Through the federally funded, state-run TTT program, financial assistance may be provided to eligible individuals as stipends up to \$5,000 to help pay for teacher certification costs or as bonuses of \$10,000 to teach in schools serving a high percentage of students from low-income families. Participants who accept the stipend or bonus must agree to teach for three years in a 'high-needs' district or school in accordance with the authorizing legislation, and the maximum award cannot exceed \$10,000. The Illinois TTT office has continued to be responsible for implementation of this program in Illinois throughout FY 2016, with additional responsibility to include Indiana as well.

EDUCATIONAL OPPORTUNITIES FOR CHILDREN

The **Educational Opportunities for Children (10-18)** provides financial aid annually to each child, between the age of 10 and 18 years, of a veteran who died or is permanently and totally disabled as result of service in the Armed Forces. There were 162 claims approved at \$250 each for a total benefit of \$40,500.

MIA/POW SCHOLARSHIP

The **MIA/POW SCHOLARSHIP** provides qualified dependents with full payment of tuition and specific fees at a state-supported Illinois institution of higher learning, consisting of the equivalent of four calendar years of full-time enrollment, including summer terms. To be eligible, an Illinois resident must be the dependent of a veteran who:

- Has been declared by the U.S. Department of Defense (DOD) or USDVA; and
- Was a prisoner of war;
- Had been declared missing-in-action;
- Died as a result of a service-connected disability; or
- has been declared permanently disabled from service-connected causes with 100 percent disability by USDVA.
- The child must begin using the Scholarship prior to his or her twenty-sixth birthday.
- The spouse may use the Scholarship at any time.
- The veteran or serviceperson was an Illinois resident;
- or was an Illinois resident within 6 months after entering the service.

In 2016, there were 1,104 claims approved that represented \$ 2,834,289.59 worth of benefits. This program is unfunded requiring the institution of the student's enrollment to absorb the cost.

OTHER STATE VETERANS' EDUCATION BENEFIT PROGRAMS

The **ILLINOIS VETERAN GRANT (IVG)** waives tuition and certain fees at all Illinois state-supported universities and community colleges for Illinois residents. An individual must:

- be a veteran;
- reside in Illinois six months before entering the service;
- have at least one full year of active duty in the US Armed Forces; and
- return to Illinois within six months of discharge from the service.

Applications and additional information are available from VSOs, college financial aid offices, or the Illinois Student Assistance Commission, 1755 Lake Cook Road, Deerfield, IL 60015, phone 800-899-4722. The applicant can seek assistance at any IDVA Veterans' Service Office. The Illinois Student Assistance Commission adjudicates and administers this program.

The **CHILDREN OF VETERANS SCHOLARSHIP** provides each county in the state with three (3) tuition waivers annually to the University of Illinois for the benefit of children of veterans of World War II, Korean Conflict, Vietnam Conflict, the Siege of Beirut, the Grenada Conflict, Southwest Asia Conflict, Operation Enduring Freedom and Operation Iraqi Freedom, with preference to the children of deceased and disabled veterans. Such children shall be entitled to a scholarship at any campus of the University of Illinois for a term of at least four consecutive years. The University of Illinois administers this tuition waiver program and one may acquire further information about the program from the University of Illinois Financial Aid Office.

STATE APPROVING AGENCY • 7/1/2015 THROUGH 6/30/2016 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
STATE APPROVING AGENCY	\$ 1,487.7	\$ 1,487.7	\$ 1,156.7	\$ 331.0
APPROPRIATED	\$ 1,487.7	\$ 1,487.7	\$ 1,156.7	\$ 331.0
STATE APPROVING AGENCY	\$ 1,487.7	\$ 1,487.7	\$ 1,156.7	\$ 331.0
GIEF	\$ 1,267.2	\$ 1,267.2	\$ 988.7	\$ 278.5
FEDERAL PROJECTS FUND	\$ 220.5	\$ 220.5	\$ 168.0	\$ 52.5
GIEF	\$ 1,267.2	\$ 1,267.2	\$ 988.7	\$ 278.5
Personal Services	\$ 569.5	\$ 569.5	\$ 524.9	\$ 44.6
Retirement	\$ 259.7	\$ 259.7	\$ 239.4	\$ 20.3
Social Security	\$ 43.6	\$ 43.6	\$ 39.0	\$ 4.6
Group Insurance	\$ 161.0	\$ 161.0	\$ 92.8	\$ 68.2
Contractual Services	\$ 61.2	\$ 61.2	\$ 28.5	\$ 32.7
Travel	\$ 42.3	\$ 42.3	\$ 11.1	\$ 31.2
Commodities	\$ 3.3	\$ 3.3	\$ 1.3	\$ 2.0
Printing	\$ 12.0	\$ 12.0	\$ 0.4	\$ 11.6
Equipment	\$ 72.0	\$ 72.0	\$ 24.6	\$ 47.4
Electronic Data Processing	\$ 12.6	\$ 12.6	\$ 3.3	\$ 9.3
Telecommunications	\$ 17.6	\$ 17.6	\$ 11.5	\$ 6.1
Operation of Automotive Equipment	\$ 12.4	\$ 12.4	\$ 11.9	\$ 0.5
FEDERAL PROJECTS FUND				
Troops to Teachers Program	\$ 220.5	\$ 220.5	\$ 168.0	\$ 52.5

FIELD SERVICES DIVISION

Many veterans and their family members are unaware they qualify for a variety of state and federal benefits. Through its Field Services Division, IDVA provides a statewide system of Veteran Service Officers (VSOs) who serve local veterans and establish networks within the local communities they serve.

VSO's are accredited by the US Department of Veterans' Affairs (USDVA) and assist veterans and their dependents in filing claims for benefits with state and federal agencies. This assistance includes applications to the USDVA for compensation, pension, and increasing disability benefits. Additionally, VSOs assist in applying for admission to the Illinois Veterans' Homes, state and federal education benefits, burial benefits, and health benefits among others. Questions and correspondence with various public and not-for-profit agencies are also initiated at the request of veteran clients.

Veterans' needs for services provided by IDVA has increased significantly due to the conflicts in Iraq and Afghanistan, resulting in an influx of returning veterans. IDVA's investment in VSOs continues to realize increased federal dollars by the way of monetary compensation from the USDVA, providing a boost to Illinois economy.

The Field is divided into five divisions: **Metro, Northern, Central, Southern and Appeals**. The Field Manager maintains oversight of the program through the division supervisors. Case management is further enhanced by the Appeals Division, which is co-located at the VA's Regional Office (VARO) in Chicago. Our accredited Appeals VSOs coordinate directly with the USDVA's Veteran's Benefits Administration to present and represent claims, assist veterans in appealing decisions, and appearing at hearings with the claimants before administrative law judges.

In FY 2016, the Department's 70 VSOs conducted 141,624 interviews, prepared 105,618 state and federal applications provided for eligible Illinois veterans, dependents and survivors. These services were instrumental to the establishment of initial claims and continued receipt of federal dollars paid to veterans in Illinois, this includes \$22.2 million in retroactive federal benefits and more than \$71 million received annually by Illinois veterans, their dependents and their survivors.

Service to veterans continues to improve through outreach to the community. VSOs continue to place emphasis on making veterans and their family members aware of the services offered by the Illinois Warrior Assistance Program (IWAP), the Veterans Care Program, Home Loan Programs and scholarship programs. The addition of the veteran designation on the Illinois driver's license and expansion of property tax exemptions has also allowed the IDVA to increase its services. VSOs continue to support the survivors and families of Illinois' fallen by assisting with filing claims under the Line of Duty Compensation Act from the Illinois Court of Claims.



(l-r) Illinois Patriot Guard Fallen Heroes Traveling Memorial Wall, Director Jeffries addressing the floor of the VVA National Convention, Director Erica Jeffries and IVH LaSalle Administrator Sherri Whitmer with the Rolling Thunder as they present a POW/MIA Chair to the Veteran's Home.

Field Services Division Summary of Activity for FY 2016

USDVA BENEFITS

Pension	1,603
Widows Pension	472
Veterans Compensation	9,947
Widows Death & Indemnity	472
Parents DIC	8
Appeals	1,695
Child Exclusion	2
Hospital	2,514
ChampVA	347
Education	445
Loans	365
Insurance	266
Power of Attorney	5,993
Burial Benefits	1,157
Grave Markers	1,492
Armed Forces	462
Discharges/Medals	4,636
Fully Developed claims	4,895
Total	31,876

VSO OUTREACH

Interviews	
Veterans	78,998
Dependents	10,036
Phone Interviews	45,296
Emails	7,296
Total	141,626

IDVA/STATE BENEFITS

New Veterans Records Added	28,807
War Bonus Applications	789
VetCare Health Insurance	12
Illinois Veterans' Grant	278
State Education	130
MIA/POW Benefit	144
Fishing/Hunting Permit	3,592
Camping Permit	278
Veterans' Home Applications	66
Veteran ID Cards	2,090
3WVGR/4WVGR (Markers/Burial)	1,159
Special Events	497
DD 214 Certifications for SOS	36,000
Total	73,842
Total forms contained in certified claims	85,627



*Director Jeffries presents a certificate to Outgoing
VFW Commander Phil Maughan*

FIELD OFFICE LOCATIONS (* Denotes part-time office locations)

Adams	Quincy Veterans' Home 1707 N. 12th St. Quincy, IL 62301	Cook #2	Gen Jones Armory 5200 S. Cottage Grove Ave. Room 101-103 North Chicago, IL 60615
Alexander*	Senior Citizens Center/IETC 22nd & Poplar St. Cairo, IL 62914	Cook #3	IDVA - National Guard Armory 1551 N. Kedzie Ave. Chicago, IL 606 51
Bond	Federal Corrections Inst. Hwy. 40 & 4th street Greenville, IL 62246	Cook #4	IDVA 1010 Dixie Highway, Suite 101 Chicago Heights, IL 6041 1
Bond*	Bond County Health Dept. 1520 S. 4th Street Greenville, IL 62246	Cook #5	IDVA Chicago VA Regional Office 2122 W. Taylor, Suite 127 Chicago, IL 606 1 2
Bureau*	City Hall 2 S. Main St. Princeton, IL 61356	*Cook #6	IDVA-IDES 16845 S. Halsted St. Harvey, IL 60426
Champaign	Illinois National Guard Armory 600 E. University Ave Urbana, IL 61802	Cook #7	IDVA – Vet Center 1515 S. Harlem Unit 1B Forest Park, IL 60130
Christian	IDVA 1100 Cheney Street Taylorville, IL 62568-2225	Cook #9	Palatine Township 721 S. Quentin Rd., Suite 102 Palatine, IL 60067
Clinton*	Clinton County Senior Center 630 8th St. Carlyle, IL 62231	Cook #10	Village of Orland Park 14700 Ravinia Ave. Orland Park, IL 60462
Coles	DHS Family Community Center 1550 Douglas Ave Charleston, IL 1920	Cook #11*	Frisbie Senior Center 52 E. Northwest Highway Des Plaines, IL 60016
Cook	Cook County Dept Of Correction 2799 California Ave. Chicago, IL 60608	Crawford*	VFW Post 812 E. Main St. Robinson, IL 62454
Cook*	Evanston Vet Center 1901 Howard St. Evanston, IL 60202	Crawford	Robinson Correctional 13423 East 1150th Ave., PO Box 1000 Robinson, IL 62454
Cook #1	James R. Thompson Center 100 W. Randolph, Suite 5-5701 Chicago, IL 60601	DuPage # 1	IDVA 421 County Farm Rd., Room 2-600A Wheaton, IL 60187
		DuPage# 2	Leyden Township 2501 N Mannheim Rd Franklin Park, IL 60131

Edgar*	Edgar County FSA 11759 IL Highway 1 Paris, IL 61944	Kankakee	Manteno Veterans' Home #1 Veterans' Drive Manteno, IL 60950
Effingham	County Building 101 N. 4th St, Room 203 Effingham, IL 62401	Knox	IDVA 362 N. Linwood Rd. Galesburg, IL 61401
Ford*	County Courthouse 200 W. State Street Paxton, IL 60957	Lake	Temporarily Closed North Chicago VA Med Center 3001 Green Bay Rd. Bldg. 135, Rooms 156 & 157 North Chicago, IL 60064
Fulton*	American Legion Post #1 260 W. Lincoln Ave. Lewistown, IL 61542	Lake	Deerfield Facility 1755 Lake Cook Rd Deerfield, IL 60015
Grundy*	Morris business & tech ctr 1802 N. Division, suite 405 Morris, IL 60450	LaSalle	LaSalle Veterans Home 1015 O'Connor Ave. LaSalle, IL 61301
Henry	IDVA 111 North East St. Kewanee, IL 61443	Lawrence	City Of Lawrenceville 700 E. Main St. Lawrenceville, IL 62439
Jackson	IDVA C/O John Museum 1609 Edith St. Murphysboro, Il 62966	Livingston	National Guard Armory 825 W. Reynolds Room 110 Pontiac, IL 61764
Jackson	IDVA Carbondale VA Clinic 1130 E. Walnut St. Rm. 108 Woody Hall, Rm. B252 Carbondale, IL 62901	Logan*	Oasis Senior Center 2810 Woodlawn Rd. Lincoln, IL 62656
Jasper*	Jasper County Courthouse 204 W. Washington St., Suite 2 Newton, IL 62448	Macon	Millikin Bldg. 132 S Water St Suite 440 Decatur, IL 62523
Jefferson	IDVA 4105 N. Water Tower. Rm. #112 Mt Vernon, IL 62864	Macon*	Decatur VA Base 3035 E. Mound Rd. Decatur, IL 62626
Kane #1	IDVA Elgin National Guard Armory 254 Raymond St. Elgin, IL 60120	Macoupin	W. Central Development Center IL Job Service 116 S. Plumb St. Carlinville, IL 62626
Kane #2	DuPage County Vet Center 750 Shoreline Dr., Suite 150 Aurora, IL 60504	Madison	IDVA 606 W. St. Louis Ave., Suite 1 East Alton, IL 62024

Madison*	Meridian Village Stewardship Office 27 Auerbach Pl. Glen Carbon, IL 62034	Pike*	American Legion 1302 W. Washington Pittsfield, IL 62363
Marion	Salem Professional Bldg. 600 E. Main St., Suite 6 Salem, IL 62881	Randolph*	City Hall 1330 Swanwick St. Chester, IL 62233
Massac*	County Courthouse PO Box 429 Metropolis, IL 62960	Richland*	Senior Citizens Center 308 Main St. Olney, IL 62450
McDonough	National Guard Armory 135 W. Grant St., Room 57 Macomb, IL 61455	Rock Island	County Building 1504 3rd Ave. Rock Island, IL 61201
McHenry	IDVA - Woodstock Armory 1301 Sunset Ridge Rd. Woodstock, IL 60098	St. Clair #1	IDVA 10 Collinsville Ave. E. St Louis, IL 62201
McLean	National Guard Armory 1616 S. Main St., Room 15 & 16 Bloomington, IL 61701	St. Clair #2	IDVA 4519 W. Main St. Belleville, IL 62226
Mercer*	County Courthouse 100 SE 3RD St. Aledo, IL 61231	St. Clair	Swic-Belleville Veterans Services Office 2500 Carlyle Ave. Belleville IL. 62221
Morgan	DHS Family Recourse Ctr 45 S. Central Park Plaza Jacksonville, IL 62650	St. Clair	Cambridge House 844 Cambridge Blvd. O'Fallon, IL. 622698
Ogle #1*	VFW Post 3878 318 Fourth Av. Rochelle, IL 61068	Saline	IDVA 713A E. Church St. Harrisburg, IL 62946
Ogle	Rock River Center, Inc. 810 S. 10th St. Oregon, IL 61061	Sangamon	IDVA 833 S. Spring St. PO Box 19432 Springfield, IL 62794
Peoria	IDVA 401 Main St., Suite 650 Peoria, IL 61602	Schuyler*	Senior Center 250 N. Monroe Rushville, IL 62681
Peoria*	Peoria VA Clinic 7717 N. Orange Prairie Rd. Peoria, IL 61615	Shelby*	Shelbyville Township Office 212 E. South 1st St. Shelbyville, IL 62565

Stephenson IDVA
1631 S. Galena Ave.
Freeport, IL 61032

Union* Anna Veterans Home
792 N. Main St.
Anna, IL 62906

Vermilion IDVA
Workforce Development Center
407 N. Franklin, Suite B
Danville, IL 61832

Wabash* Wabash Valley College
2200 College Dr.
Mt. Carmel, IL 62863

Warren* County Courthouse
Monmouth, IL 61462

Wayne* County Courthouse
Fairfield, IL 62837

White* County Courthouse
Carmi, IL 62821

Whiteside IL National Guard Armory
716 6th Avenue
Rock Falls, IL 61071

Will National Guard Armory
2400 Glenwood Ave., Ste 110
Joliet, IL 60435

Williamson State Reg. Office Bldg.
2309 W. Main St., Suite 122
Marion, IL 62959

Winnebago Machesney Park Armory
10451 N. 2nd St., Room 158
Machesney Park, IL 61115

FIELD SERVICES DIVISION • 7/1/2015 THROUGH 6/30/2016

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
FIELD SERVICES	\$ 5,219.6	\$ 5,219.6	\$ 4,364.6	\$ 855.0
APPROPRIATED	\$ 5,219.6	\$ 5,219.6	\$ 4,364.6	\$ 855.0
FIELD SERVICES	\$ 5,219.6	\$ 5,219.6	\$ 4,364.6	\$ 855.0
GRF	\$ 5,219.6	\$ 5,219.6	\$ 4,364.6	\$ 855.0
Operations	\$ 5,219.6	\$ 5,219.6	\$ 4,364.6	\$ 855.0
Personal Services	\$ 4,848.7	\$ 4,848.7	\$ 4,065.6	\$ 783.1
Retirement		\$ -		\$ -
Social Security	\$ 370.9	\$ 370.9	\$ 299.0	\$ 71.9
Contractual Services		\$ -		\$ -
Travel		\$ -		\$ -
Commodities		\$ -		\$ -
Printing		\$ -		\$ -
Equipment		\$ -		\$ -
Electronic Data Processing		\$ -		\$ -
Telecommunications		\$ -		\$ -
Operation of Automotive Equipment		\$ -		\$ -

ILLINOIS VETERANS' HOMES

GENERAL INFORMATION

Each Illinois Veterans' Home is fully staffed with caring and dedicated professionals who provide quality long-term care and services to each resident. Our goal is to ensure that each resident experiences the highest possible quality of life, every single day. Additionally, our Homes are supported by dedicated volunteers from the local communities and veterans' organizations who provide many additional supporting services and activities, which enhances the lives of our veterans tremendously. We are indebted to our volunteers and offer our appreciation on a daily basis for their service within our Homes.

QUALITY AND STANDARDS

Illinois Veterans' Homes are subject to the regulatory standards of the U.S. Department of Veterans Affairs (USDVA) and the Illinois Department of Public Health (IDPH) and undergo annual licensure inspections by both agencies in areas of resident care, quality and safety.

- While the majority of nursing homes in Illinois only have a one year license with the Illinois Department of Public Health, 3 of the 4 Illinois Veterans' Homes have 2 year IDPH licenses and the 4th home will be eligible at the end of FY17.

ELIGIBILITY

Any honorably discharged veteran is entitled to admission if he or she:

- Has served in the U.S. Armed Forces at least one day during a period recognized by the USDVA as a war period or served in a hostile fire environment and was awarded a campaign or expeditionary medal; or
- Was retired for a service-connected disability or injury, or
- Has served on active duty in the U.S. Armed Forces for 24 months of continuous service or more and enlisted after September 7, 1980 or
- Has served as a Reservist or National Guard member, and the service included being called to Federal Active Duty (excluding service for Active Duty Training only) and completed the term or completed 20 years of satisfactory service and is otherwise eligible to receive reserve or active duty retirement benefits; or
- Has been discharged for reasons of hardship or released from active duty due to a reduction in the U.S. Armed Forces before the completion of the required period of service; and
- Entered the service as a resident of Illinois or has been a resident of Illinois for one year immediately preceding the date of application for admission; and
- Is disabled by disease, wounds, or otherwise, and because of disability is incapable of earning a living.

Peacetime veterans with one year of honorable military service may also be eligible for admission; other qualifying conditions, as required, must be met.

Admission to an Illinois Veterans' Home is based upon:

- The ability of the Home to provide adequate and appropriate care and services required by the person's medical diagnoses and assessed needs, and:
- An available bed in the category required by the veteran's medical conditions and assessed needs.

DOMICILIARY CARE

Our Homes in Anna and Quincy have independent living domiciliary services which are open to eligible Veterans, non-veteran Spouses, and National Guard or Reserve Forces of the United States who have completed 20 years of satisfactory service and are eligible to receive reserve or active duty retirement benefits.



WAITING LISTS

When required, waiting lists are established by each Home. Veterans whose applications are accepted, but who cannot be immediately admitted to the facility, are placed on the facility waiting list and are prioritized on a “first come-first served” basis.

Separate waiting lists are prepared for general Skilled Care, Special Needs Care and Domiciliary, if there are separate units for this type of care.

ADMISSION PRIORITIES

First priority is to serve wartime veterans. If there are no eligible wartime veterans on the waiting list, the second priority is given to peacetime veterans. At homes located in Anna and Quincy, spouses of residents or widows of veterans who are otherwise eligible for admission are eligible for admission to domiciliary units when there are no wartime or peacetime veterans on the waiting list. Absolutely no exceptions are permitted to the policy.

COSTS OF CARE

Residents pay a maximum monthly maintenance fee of \$1,429 based on individual income and ability-to-pay. The monthly charge covers room, food (including special diets and supplements), medication, medical care, recreation and activities, and any special therapy or treatment prescribed by the attending physician.

Those residents whose income and assets are within the guidelines specified by the U.S. Department of Veterans Affairs (USDVA) may qualify for an Aid & Attendance allowance. Residents who receive this allowance will pay an additional, separate Aid & Attendance charge, in addition to the monthly maintenance fee. The Aid & Attendance charge is equal to the amount of the allowance provided by the USDVA.

Some costs of care that are not covered include, but may not be limited to: Durable Medical Equipment such as eyeglasses, hearing aids, dentures, prostheses and special wheelchairs or mechanical devices. Services not covered include cable TV and dental care. Such costs must be paid directly to the providers by the resident or responsible party.

The cost of care is met through a combination of the maintenance fee paid by each resident, per diem granted by USDVA and appropriated general revenue funds (GRF).

ACTIVITIES

The Homes provide a full range of social and therapeutic activities for residents, both inside and outside of the facility. Every member is encouraged to participate in as many of the activities and programs as possible. Some examples of activities include card games, bingo parties, cooking and crafts, religious services, exercise and fitness, entertainment and outdoor activities.

Representatives of national, state and local veterans’ organizations frequently visit the Homes, Resident Advisory Groups (RAG) and Veterans’ Advisory Councils (VAC) at each Home, work to assure that quality standards are maintained, and that the special needs of our veterans are met at all times.

ILLINOIS VETERANS' HOME AT QUINCY



One of the entrances to the Quincy Veteran's Home

In 1886, the 34th Illinois General Assembly passed legislation to establish a soldiers' and sailors' home for disabled Illinois veterans of the Mexican and Civil Wars. On June 1, 1886 Governor Richard Oglesby selected Quincy as the site of the new home. On October 19, 1886 the Illinois Soldiers' and Sailor's Home was formally dedicated. In June 1973 the name was changed to the Illinois Veterans' Home at Quincy (IVH-Quincy) and has provided nearly 130 years of service to Illinois' veterans.

The IVH-Quincy is the largest and oldest veterans' home of the four in Illinois and one of the larger and older veterans' homes in the country. Today, nearly 400 residents call the facility home and represent most of the 102 counties in Illinois. The IVH-Quincy provides domiciliary and skilled nursing care to Illinois veterans, their spouses and widows/widowers.

The Quincy Home offers levels of healthcare ranging from domiciliary to skilled nursing care, with units for those Veterans who have special needs. Full-time physicians, a Nurse Practitioner, Registered Nurses, Licensed Practical Nurses, and Veteran Nursing Assistants-Certified (CNAs) provide 24-hour a day, 7-days a week care. In addition to the extensive medical department, the Home has social services, activities, dietary, laundry, housekeeping, security and maintenance departments.

The Quincy Home has often been labeled as "the city within the city" because of its size and unique setting. The facility sits on 210 beautiful acres on the northern edge of Quincy and comprises more than 40 buildings totaling slightly less than 1 million gross square feet. The campus amenities include a post office, bank, assembly hall, guest house, snack bar, chapel, cemetery, fishing lake, animal park, museum and several historic sites and veterans memorials. The Home also has its own newsletter publication and television station. Approximately five miles of streets serve the grounds.

The USDVA Medical Center at Iowa City is the hospital of jurisdiction for the IVH-Quincy.

In FY16, IVH-Quincy has had the following events occur:

- Hosted the annual Quincy area 4th of July Fireworks celebration.
- "Endless Summer Car Show" held on grounds resulting in approximately \$5000 in donations.
- Annual Fishing for Freedom at the IVHQ "Illinois Lake."
- New dining room chairs have been purchased for residents in nearly all buildings.
- New wall décor and painting of hallways and dayrooms completed in all buildings.
- TV system upgraded to improve quality of channels available and services to the residents.
- Formed a Water Management Committee implementing a water management plan for water safety.

Summary of Activity for FY 2016

	FY 2015	FY 2016
Average Skilled Care Census	376	351
Average Hours of Care for Residents in Homes	3	3
Federal Dollars Claimed for Skilled Care Per Diem	\$12,827,126	\$14,023,807
Volunteer Hours	5,061	7,779
Donations Received from Service Organizations	\$47,066	\$45,878

ILLINOIS VETERANS' HOME AT QUINCY • 7/1/2015 THROUGH 6/30/2016 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
QUINCY VETERANS' HOME	\$ 52,614.8	\$ 52,614.8	\$ 46,410.6	\$ 6,204.2
APPROPRIATED	\$ 52,598.3	\$ 52,598.3	\$ 46,394.1	\$ 6,204.2
NON-APPROPRIATED	\$ 16.5	\$ 16.5	\$ 16.5	\$ -
QUINCY VETERANS' HOME	\$ 52,614.8	\$ 52,614.8	\$ 46,410.6	\$ 6,204.2
GRF	\$ 22,876.5	\$ 22,876.5	\$ 22,848.9	\$ 27.6
QVHF	\$ 29,721.8	\$ 29,721.8	\$ 23,545.2	\$ 5,998.8
LIBRARY GRANT FUND	\$ 16.5	\$ 16.5	\$ 16.5	\$ -
Operations	\$ 22,876.5	\$ 22,876.5	\$ 22,848.9	\$ 27.6
Personal Services	\$ 21,328.8	\$ 21,328.8	\$ 21,301.2	\$ 27.6
Retirement		\$ -		\$ -
Social Security	\$ 1,547.7	\$ 1,547.7	\$ 1,547.7	\$ -
Contractual Services		\$ -		\$ -
Commodities		\$ -		\$ -
Electronic Data Processing		\$ -		\$ -
QVHF				
Operations	\$ 29,721.8	\$ 29,721.8	\$ 23,545.2	\$ 5,998.8
Personal Services	\$ 13,571.0	\$ 13,571.0	\$ 9,819.5	\$ 3,751.5
Members Compensation	\$ 28.0	\$ 28.0	\$ 19.6	\$ 8.4
Retirement	\$ 6,188.2	\$ 6,188.2	\$ 4,484.9	\$ 1,703.3
Social Security	\$ 755.2	\$ 755.2	\$ 719.4	\$ 35.8
Contractual Services	\$ 3,607.3	\$ 3,607.3	\$ 3,559.8	\$ 47.5
Travel	\$ 6.0	\$ 6.0	\$ 1.6	\$ 4.4
Commodities	\$ 4,732.4	\$ 4,732.4	\$ 4,582.4	\$ 150.0
Printing	\$ 28.5	\$ 28.5	\$ 27.6	\$ 0.9
Equipment	\$ 163.2	\$ 163.2	\$ 38.8	\$ 124.4
Electronic Data Processing	\$ 287.0	\$ 287.0	\$ 41.8	\$ 245.2
Telecommunications	\$ 179.8	\$ 179.8	\$ 138.0	\$ 41.8
Operation of Automotive Equipment	\$ 77.7	\$ 77.7	\$ 42.6	\$ 35.1
Permanent Improvements	\$ 20.0	\$ 20.0	\$ -	\$ 13.4
Refunds	\$ 77.5	\$ 77.5	\$ 62.6	\$ 14.9
LIBRARY GRANT FUND	\$ 16.5	\$ 16.5	\$ 16.5	\$ -

ILLINOIS VETERANS' HOME AT MANTENO



Illinois Veterans Home in Manteno

The Illinois Veterans' Home at Manteno (IVH-M), celebrated its 30th year of service in April and has continued to serve a large number of northern Illinois veterans. The IVH-M is located on a 122-acre campus 60 miles south of Chicago; approximately 143 acres of additional property is farmed with the proceeds of that lease being placed in the Manteno Home Fund. The Home provides a comfortable residence for the veterans in a peaceful rural setting and has a post office, library, bank, beauty/barber shop, and commissary which services up to 294 residents. The campus features a 1 ½ acre man-made pond that is stocked and landscaped, with a pavilion where veterans can enjoy the outdoors and "catch-and-release" fishing.

The IVH-M has a complete in-house medical staff to provide the full range of professional care for veterans. Residents who may require acute hospital services such as surgery, advanced diagnostic workups, or other specialized treatments receive this care at the USDVA Medical Center at Hines, Illinois. Two community hospitals in Kankakee, IL also provide acute and emergency care.

The Activities and Volunteer Services Departments provide residents with a variety of social and recreational activities. Skilled, professional staff members are assisted by a large contingent of dedicated, skilled volunteers from local veterans and civic organizations. Chaplains conduct weekly Catholic, Protestant and Jewish religious services.

The USDVA Medical Center at Edward Hines Jr. Hospital is the hospital of jurisdiction for the IVH-M.

In FY16, IVH-Manteno had the following events occur:

- UAW sponsored a picnic for the residents and staff. It was hosted by 175 volunteers.
- Held a luau complete with Hawaiian dancers, food from the islands and umbrella beverages for the residents.
- For Christmas, each Veteran was outfitted with a warm and cozy fleece jacket with the Illinois Veterans Home Logo embroidered on them.
- A 50th anniversary commemoration ceremony marking the end of the Vietnam War was held for both the residents and Veterans in the community.
- Formed a Water Management Committee implementing a water management plan for water safety.

Summary of Activity for FY 2016

	FY 2015	FY 2016
Average Skilled Care Census	282	289
Average Hours of Care for Residents in Homes	3	3.44
Federal Dollars Claimed for Skilled Care Per Diem	\$11,836,530	\$10,876,813
Volunteer Hours	8,105	10,489
Donations Received from Service Organizations	\$ 198,449	\$ 195,141

ILLINOIS VETERANS' HOME AT MANTENO • 7/1/2015 THROUGH 6/30/2016 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
MANTENO VETERANS' HOME	\$ 38,608.0	\$ 38,608.0	\$ 33,678.5	\$ 4,929.5
APPROPRIATED	\$ 38,599.0	\$ 38,599.0	\$ 33,669.5	\$ 4,929.5
NON-APPROPRIATED	\$ 9.0	\$ 9.0	\$ 9.0	\$ -
MANTENO VETERANS' HOME	\$ 38,608.0	\$ 38,608.0	\$ 33,678.5	\$ 4,929.5
GRF	\$ 14,872.8	\$ 14,872.8	\$ 14,849.0	\$ 23.8
MVHF	\$ 23,726.2	\$ 23,726.2	\$ 18,820.5	\$ 4,905.7
LIBRARY GRANT FUND	\$ 9.0	\$ 9.0	\$ 9.0	\$ -
Operations	\$ 14,872.8	\$ 14,872.8	\$ 14,849.0	\$ 23.8
Personal Services	\$ 13,875.6	\$ 13,875.6	\$ 13,851.8	\$ 23.8
Retirement		\$ -		\$ -
Social Security	\$ 997.2	\$ 997.2	\$ 997.2	\$ -
Contractual Services		\$ -		\$ -
Commodities		\$ -		\$ -
Electronic Data Processing		\$ -		\$ -
MVHF				
Operations	\$ 23,726.2	\$ 23,726.2	\$ 18,820.5	\$ 4,905.7
Personal Services	\$ 9,679.3	\$ 9,679.3	\$ 7,392.3	\$ 2,287.0
Members Compensation	\$ 25.0	\$ 25.0	\$ 19.2	\$ 5.8
Retirement	\$ 4,413.6	\$ 4,413.6	\$ 3,373.1	\$ 1,040.5
Social Security	\$ 740.5	\$ 740.5	\$ 540.2	\$ 200.3
Contractual Services	\$ 6,134.4	\$ 6,134.4	\$ 5,207.3	\$ 927.1
Travel	\$ 5.5	\$ 5.5	\$ 3.7	\$ 1.8
Commodities	\$ 1,875.5	\$ 1,875.5	\$ 1,627.1	\$ 248.4
Printing	\$ 25.0	\$ 25.0	\$ 15.0	\$ 10.0
Equipment	\$ 254.7	\$ 254.7	\$ 224.0	\$ 30.7
Electronic Data Processing	\$ 213.5	\$ 213.5	\$ 198.4	\$ 15.1
Telecommunications	\$ 127.4	\$ 127.4	\$ 109.8	\$ 17.6
Operation of Automotive Equipment	\$ 71.8	\$ 71.8	\$ 40.1	\$ 31.7
Permanent Improvements	\$ 85.0	\$ 85.0	\$ 28.7	\$ 56.3
Refunds	\$ 75.0	\$ 75.0	\$ 41.6	\$ 33.4
LIBRARY GRANT FUND	\$ 9.0	\$ 9.0	\$ 9.0	\$ -

ILLINOIS VETERANS' HOME AT LASALLE



Illinois Veterans' Home in LaSalle

The Illinois Veterans' Home at LaSalle (IVH-LaSalle) opened on December 12, 1990. With the 2008 construction of an 80-bed addition, IVH-LaSalle now houses 184 veterans in both general skilled care and special needs care to residents.

The IVH-LaSalle provides comprehensive, quality, skilled nursing care to the veterans who live there, with the goal to promote the highest possible quality of life for each individual member. Residents and their families are free to enjoy five secure, landscaped outdoor courtyards.

The Home has a complete staff of medical, nursing, social service and activity personnel. A full range of rehabilitation services are provided to assist veterans in meeting their needs. Ancillary services such as physical, speech and occupational therapies are available at the Home through contractual arrangements with specialists in the community.

The Hines VA Medical Center is the USDVA hospital of jurisdiction for the IVH-LaSalle.

In the last year, IVH-La Salle has had the following events occur:

- Front public bathrooms refurbished with new paint and countertops.
- Resident's dining rooms painted with cheery, bright colors.
- Completed various sidewalk improvements.
- Upgraded security system for the front entrance.
- Through generous donations replaced resident's outdoor furniture, installed 2 new maxi lifts and installed 2 large screen televisions on patient wings.
- Formed a Water Management Committee implementing a water management plan for water safety.

Summary of Activity for FY 2016

	FY 2015	FY 2016
Average Skilled Care Census	178	180
Average Hours of Care for Residents in Homes	3	3.3
Federal Dollars Claimed for Skilled Care Per Diem	\$7,256,326	\$7,588,722
Volunteer Hours	5,101	5,540
Donations Received from Service Organizations	\$106,207	\$104,755

ILLINOIS VETERANS' HOME AT LASALLE 7/1/2015 THROUGH 6/30/2016 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
LASALLE VETERANS' HOME	\$ 25,998.5	\$ 25,998.5	\$ 20,413.4	\$ 5,585.1
APPROPRIATED	\$ 25,982.2	\$ 25,982.2	\$ 20,397.1	\$ 5,585.1
NON-APPROPRIATED	\$ 16.3	\$ 16.3	\$ 16.3	\$ -
LASALLE VETERANS' HOME	\$ 25,998.5	\$ 25,998.5	\$ 20,413.4	\$ 5,585.1
GRF	\$ 8,914.2	\$ 8,914.2	\$ 8,897.5	\$ 16.7
LVHF	\$ 17,068.0	\$ 17,068.0	\$ 11,499.6	\$ 5,568.4
LIBRARY GRANT FUND	\$ 16.3	\$ 16.3	\$ 16.3	\$ -
Operations	\$ 8,914.2	\$ 8,914.2	\$ 8,897.5	\$ 16.7
Personal Services	\$ 8,299.0	\$ 8,299.0	\$ 8,289.4	\$ 9.6
Retirement		\$ -		\$ -
Social Security	\$ 615.2	\$ 615.2	\$ 608.1	\$ 7.1
Contractual Services		\$ -		\$ -
Commodities		\$ -		\$ -
Electronic Data Processing		\$ -	\$ -	\$ -
LVHF				
Operations	\$ 17,068.0	\$ 17,068.0	\$ 11,499.6	\$ 5,568.4
Personal Services	\$ 8,466.0	\$ 8,466.0	\$ 5,146.8	\$ 3,319.2
Retirement	\$ 3,860.3	\$ 3,860.3	\$ 2,347.6	\$ 1,512.7
Social Security	\$ 532.6	\$ 532.6	\$ 377.3	\$ 155.3
Contractual Services	\$ 2,193.4	\$ 2,193.4	\$ 1,935.4	\$ 258.0
Travel	\$ 5.0	\$ 5.0	\$ 0.7	\$ 4.3
Commodities	\$ 1,501.7	\$ 1,501.7	\$ 1,404.8	\$ 96.9
Printing	\$ 21.5	\$ 21.5	\$ 12.3	\$ 9.2
Equipment	\$ 112.7	\$ 112.7	\$ 31.7	\$ 81.0
Electronic Data Processing	\$ 226.0	\$ 226.0	\$ 133.7	\$ 92.3
Telecommunications	\$ 58.6	\$ 58.6	\$ 58.1	\$ 0.5
Operation of Automotive Equipment	\$ 24.7	\$ 24.7	\$ 8.4	\$ 16.3
Permanent Improvements	\$ 25.0	\$ 25.0	\$ 23.0	\$ 2.0
Refunds	\$ 40.5	\$ 40.5	\$ 19.8	\$ 20.7
LIBRARY GRANT FUND	\$ 16.3	\$ 16.3	\$ 16.3	\$ -

ILLINOIS VETERANS' HOME AT ANNA



Illinois Veterans' Home in Anna

The Illinois Veterans' Home at Anna (IVH-Anna) is a 50-bed, skilled care nursing facility with six adjoining domiciliary units for 12 residents. Situated on a 16.1-acre site in Union County, the Home provides long-term skilled nursing care services, rehabilitative and social services.

The Home has a staff of 84 employees, who strive to provide individualized care in a homelike environment, by focusing on the wellness and strengths of each person that lives there. They do this through various activities based on individual capabilities.

The Illinois Veterans' Home-Anna offers numerous activities of interest to residents, thanks in part to the strong support and assistance of dedicated volunteers from veterans' organizations and the community. In addition, IVH-Anna members enjoy the serenity and peacefulness of a Sensory Garden designed specifically for residents with Alzheimer's and related dementia.

The plan and initial design for a 44-bed expansion at IVH-Anna is nearly complete, however, capital funding for this project has not yet been appropriated. When constructed, this project will enlarge the dining room and multi-purpose room, construct a new central kitchen, and will also provide a secure unit that will better address the special needs of residents with Alzheimer's and other forms of dementia.

The USDVA Medical Center at Marion is the hospital of jurisdiction for the IVH-Anna.

In FY16, IVH-Anna had the following events occur:

- In collaboration with Southern Illinois University, implemented a Dental Program in the facility for the residents.
- Added a Massage Therapy Program for the residents in collaboration with Shawnee Community College.
- The dietary menu was modified, which has resulted in improved choices of food served to the residents.
- Formed a Water Management Committee implementing a water management plan for water safety.

Summary of Activity for FY 2016

	FY 2015	FY 2016
Average Skilled Care Census	49	49
Average Hours of Care for Residents in Homes	4	4
Federal Dollars Claimed for Skilled Care Per Diem	\$3,017,025	\$3,072,520
Volunteer Hours	2,503	557
Donations Received from Service Organizations	\$94,127	\$62,089

ILLINOIS VETERANS' HOME AT ANNA • 7/1/2015 THROUGH 6/30/2016 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
ANNA VETERANS' HOME	\$ 8,928.5	\$ 8,928.5	\$ 6,422.8	\$ 2,505.7
APPROPRIATED	\$ 8,925.0	\$ 8,925.0	\$ 6,419.3	\$ 2,505.7
NON-APPROPRIATED	\$ 3.5	\$ 3.5	\$ 3.5	\$ -
ANNA VETERANS' HOME	\$ 8,928.5	\$ 8,928.5	\$ 6,422.8	\$ 2,505.7
GRF	\$ 2,996.3	\$ 2,996.3	\$ 2,996.2	\$ 0.1
AVHF	\$ 5,928.7	\$ 5,928.7	\$ 3,423.1	\$ 2,505.6
LIBRARY GRANT FUND	\$ 3.5	\$ 3.5	\$ 3.5	\$ -
Operations	\$ 2,996.3	\$ 2,996.3	\$ 2,996.2	\$ 0.1
Personal Services	\$ 2,791.2	\$ 2,791.2	\$ 2,791.1	\$ 0.1
Retirement		\$ -		\$ -
Social Security	\$ 205.1	\$ 205.1	\$ 205.1	\$ -
Contractual Services			\$ -	\$ -
Commodities		\$ -	\$ -	\$ -
Electronic Data Processing		\$ -	\$ -	\$ -
AVHF				
Operations	\$ 5,928.7	\$ 5,928.7	\$ 3,423.1	\$ 2,505.6
Personal Services	\$ 2,999.3	\$ 2,999.3	\$ 1,476.8	\$ 1,522.5
Retirement	\$ 1,377.6	\$ 1,377.6	\$ 673.7	\$ 703.9
Social Security	\$ 182.5	\$ 182.5	\$ 108.4	\$ 74.1
Contractual Services	\$ 817.0	\$ 817.0	\$ 686.5	\$ 130.5
Travel	\$ 2.0	\$ 2.0	\$ 1.4	\$ 0.6
Commodities	\$ 402.4	\$ 402.4	\$ 389.1	\$ 13.3
Printing	\$ 4.0	\$ 4.0	\$ 2.0	\$ 2.0
Equipment	\$ 13.3	\$ 13.3	\$ 10.5	\$ 2.8
Electronic Data Processing	\$ 74.2	\$ 74.2	\$ 42.3	\$ 31.9
Telecommunications	\$ 18.5	\$ 18.5	\$ 17.7	\$ 0.8
Operation of Automotive Equipment	\$ 5.2	\$ 5.2	\$ 3.5	\$ 1.7
Permanent Improvements	\$ 10.0	\$ 10.0	\$ 8.7	\$ 1.3
Refunds	\$ 22.7	\$ 22.7	\$ 2.5	\$ 20.2
LIBRARY GRANT FUND	\$ 3.5	\$ 3.5	\$ 3.5	\$ -

PRINCE HOME



Prince Home for homeless and disabled veterans

Located on the grounds of the Manteno Veterans' Home, the Prince Home for homeless and disabled veterans is a separate program with a dedicated staff and program director. The Prince Home opened in 2007 to provide permanent supportive housing for men and women veterans in its 15-bed facility.

The Prince Home staff provides each resident with the skills needed for successful independent living. The Home provides a structured, safe and caring environment, which instills a sense of dignity, belonging, and achievement enhancing the opportunity to succeed. The Prince Home vision is for residents to leave the program with the confidence to achieve full-time employment, independent housing and sobriety.

The Prince Home is not a shelter used to temporarily house veterans, it is a home where veterans can rebuild their lives. To reside in the Prince Home, residents must participate in the entire scope of the curriculum, programs and activities. As of June 2016, the Prince Home has served 182 residents, since its opening.

The Home's leadership advocates for homeless veterans statewide through networks with county and city governments, various state agencies, religious institutions, private and community organizations, the USDVA, and state-wide veterans' organizations.

In the past year, the Prince Home has had the following events:

- Upgraded Internet Wi-Fi for residents.
- Sons of American Legion hosted a picnic for residents.
- Disabled American Veterans held a golf benefit, which resulted in Prince Home receiving a \$4000.00 donation.
- Daughters of American Revolution provided a picnic for the residents.
- American Legion Riders Motorcycle Club donated \$50.00 per resident for Christmas.

Summary of Activity for FY 2016

	FY 2015	FY 2016
Number of Homeless Veteran Applications	37	35
Number of Admissions	18	10
Number of Residents graduating from the program	2	8
Total Known Recidivism Rate	5.0%	0%
Average Length of Residency (in weeks)	97	117
Number of Outreach Events Attended	28	30
Donations Received from Service Organizations	\$19,686	\$19,853

PRINCE HOME • 7/1/2015 THROUGH 6/30/2016

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
PRINCE HOMELESS PROGRAM	\$ 833.6	\$ 833.6	\$ 644.5	\$ 189.1
APPROPRIATED	\$ 833.6	\$ 833.6	\$ 644.5	\$ 189.1
NON-APPROPRIATED	\$ -	\$ -	\$ -	\$ -
General Revenue Funds	\$ 658.6	\$ 658.6	\$ 588.5	\$ 70.1
MVHF	\$ 50.0	\$ 0.0	\$ 26.9	\$ 23.1
FEDERAL PROJECTS FUND	\$ 125.0	\$ 125.0	\$ 29.1	\$ 95.9
IVAF	\$ -	\$ -	\$ -	\$ -
MVHF				
Costs associated with Homeless Program	\$ 50.0	\$ 50.0	\$ 26.9	\$ 23.1
FEDERAL PROJECTS FUND				
Costs associated with Homeless Program	\$ 125.0	\$ 125.0	\$ 29.1	\$ 95.9
IVAF				
Veterans Assistance Fund -Homeless Program	\$ -	\$ -	\$ -	\$ -

ILLINOIS VETERANS' HOME AT CHICAGO



Architect's drawing of the new Veterans Home in Chicago

The Illinois Veterans Home at Chicago will be located at 4250 N. Oak Park Avenue in Chicago.

Contractor bids for construction of the 200-bed Illinois Veterans' Home at Chicago were opened at the James R. Thompson Center on July 22, 2014. A ceremonial ground breaking was held September 21, 2014 and the contractors mobilized on November 18, 2014 at the construction site.

Construction is precast concrete with brick veneer. The building consists of five floors with common spaces, administration, and back of the house areas on the first floor. On the second floor of the building are four secure units with roof-top garden outdoor

spaces. Twelve additional skilled care units are on the third, fourth and fifth floors. Each resident room is single occupancy with a private lavatory and roll in shower. Each unit will have a serving kitchen, dining area, living room and den.

Construction was scheduled to be completed within 668 consecutive calendar days from the date of the Authorization to Proceed, placing Substantial Completion at June 15, 2016 and Final Acceptance 60 days later.

On July 1, 2015, state construction was stopped due to the Budget Impasse Hold on all projects. The Construction was winterized to protect it from the elements over the winter.

Senate Bill 2047 (Public Act 99-0524) was passed on June 30, 2016 and signed by Governor Rauner, allowing the Project to reconvene. Completion dates will be re-established based the contractors' availability to return to the job site from other projects they may have undertaken during the budget impasse and the ability to get the materials, equipment and manpower to restart the job. At this time, completion dates for the Home cannot be estimated.

INTERNAL AUDIT

The department has implemented a comprehensive full-time program of internal auditing in accordance with the Fiscal Control and Internal Auditing Act (FCIAA) (30 ILCS 10/2001) and professional auditing standards. Accordingly, the internal audit function is authorized to have full, free, and unrestricted access to all of the Department's records, personnel, property, facilities and information systems.

The department's internal audit function consists of a Chief Internal Auditor plus one internal audit staff member that is shared with the Illinois Department of Military Affairs.

The activities of the internal audit function include:

- Development and maintenance of detailed internal audit procedures to promote compliance with FCIAA and professional standards;
- Development and maintenance of an internal audit charter in accordance with professional internal auditing standards;
- Formal certifications that the internal audit is free from impairment or the perception of impairment;
- Presentation and execution of two-year audit plans, in compliance with FCIAA (30 ILCS10/2003(a)(1));
- Assurance and consulting services; and
- Coordination of state and federal external audits and reviews.

Further, as required by FCIAA (30 ILCS 10/2003(a)(1)), the Chief Internal Auditor submits annually, by September 30, a report detailing how the audit plan for the preceding fiscal year was carried out, the significant findings, and the extent to which recommended changes were implemented.



Director Erica Jeffries lays a wreath during the 74th Annual Pearl Harbor Remembrance Ceremony on the shores of Lake Springfield, D.A.V. Club

VETERANS CASH LOTTERY GRANT

Veterans Cash Lottery ticket is an Illinois Lottery's specialty ticket supporting Illinois veterans. The promotion and sales of this specialty ticket is from November to February each year, or until tickets are depleted. All net proceeds from the sales of Veterans Cash Lottery tickets are deposited into the Illinois Veterans Assistance Fund, an interest-bearing account in the State Treasury. Through the Veterans Cash Committee, the IDVA awards grants to public and not-for-profit organizations that apply for funding to address veterans' needs in the areas of post-traumatic stress, homelessness, health insurance costs, long-term care, disability benefits and employment and training. Since February 2006, the Grant Committee has authorized nearly 300 grants totaling \$13 million. In FY 2016, the committee awarded 18 grants totaling \$672,575.

The Veterans Cash Grant program has set high standards to meet statutory, reporting and compliance standards. The result is a more defined, accurate and transparent granting process. The application, grant agreement, and Quarterly/Final Reports provide for an increased grantee organizational structure of information and accountability through the life cycle of the grant. Veterans Cash Grant information was the first grant uploaded in data.illinois.gov and is updated quarterly to increase transparency of the programs to the public.

The Grant Committee consists of three (3) voting members who meet quarterly to review the grant requests. They evaluate those grant applications against a rubric, make selections, and then forward the selections to the IDVA Director for approval. The voting members of the Grant Committee for FY 2016 were: Edgar Delgado (a Veteran-at Large), Greg Curran (IVAC) and Dr. Jean Douglas (Oak Park Vet Center) as Chairperson.



Summary of Activity for FY 2016

GRANTS MADE BY CATEGORY	NUMBER OF GRANTS	TOTAL AMOUNT
Post-Traumatic Stress	5	\$ 117,155
Veteran Disability Benefits	4	\$ 160,000
Health Insurance Costs	1	\$ 20,000
Veteran Long-Term Care	2	\$ 145,000
Employment Training & Placement	1	\$ 39,000
Veteran Homelessness	5	\$ 191,420
TOTAL	18	\$672,525

ILLINOIS WARRIOR ASSISTANCE PROGRAM (IWAP)

Even after veterans come home, many still find themselves fighting battles. Both Veterans and their family members face difficult and challenging times with military life and many are unsure of where to go for help and support. Under contract with Magellan Healthcare, Illinois became the first state in the nation to operate a Traumatic Brain Injury (TBI) and Post Traumatic Stress Disorder (PTSD) program for returning veterans in January 2008. The IWAP program has continued to develop and eligible veterans can now access:



- Counseling services
- Neuropsychological testing for mild traumatic brain injury
- Post-traumatic stress self-assessment
- Legal and financial consultation
- Online financial and legal tools
- Help for those who may be facing emotional challenges such as anxiety, stress, depression, coping with daily emotions, addiction and substance abuse

A confidential toll-free helpline is available at 1-866-554-IWAP (4927) at any time day or night for a referral and authorization for covered services. These professionals refer veterans and family members to the appropriate health or community resource, as well as provide referrals for behavioral health counseling. At www.illinoiswarrior.com clients can chat with a health care professional using online chat sessions to receive immediate assistance and advice to assist the eligible veterans and family members with transition and behavioral health challenges.

During FY 2016, outreach efforts were enhanced through social media to ensure increased awareness of this valuable resource. IDVA Director Erica Jeffries taped a Public Service Announcement that was aired on local news outlets throughout the State. Additional marketing materials were developed along with a program video to highlight the overall program and ways Illinois veterans and family members can benefit from the Illinois Warrior Assistance Program. The materials were professionally produced and used at an increased number of outreach events, Veterans' Service Organization State Conventions, on social media applications, and shared with veteran services providers and veterans' organizations.

Between March and Memorial Day, Magellan launched an extremely successful "530 by 5/30" campaign; Memorial Day fell on May 30th. In less than three months, IWAP reached 980 veterans; a large portion of those learned about IWAP on social media. The campaign provided valuable insights into how to reach veterans more effectively, get the word out about the program and will drive our future marketing efforts. With renewed emphasis on program marketing, working closely with the IWAP contractor and partner organizations, IDVA aims to further increase the number of individuals accessing the program in the coming fiscal year to help service members and their families deal with the emotional and psychological challenges they may be facing.

SERVICES	FY 2015	FY 2016
Unique Web Users	9,213	19,793
Call Center Users	159	462
Referrals to Partners	85	80
On Line Chat Sessions	16	31

ILLINOIS DISCHARGED SERVICEMEMBER TASK FORCE

Pursuant to Public Act 95-294, effective August 20, 2007, the State of Illinois created the Illinois Discharged Servicemember Task Force (DSTF). The mission of DSTF is to investigate the re-entry process for servicemembers who return to civilian life after being engaged in an active theatre. The investigation shall include the effects of post-traumatic stress disorder, homelessness, disabilities, and other issues the task force finds relevant to the re-entry process. In order to accomplish this mission, DSTF convenes a team of experienced, professional veteran advocates, and community leaders to analyze major issue areas and develop strategic policy recommendations. DSTF's strategic policy recommendations are published yearly in the DSTF Annual Report.

In accordance with Public Act 95-294, The Task Force shall include the following members:

- A representative of the IDVA, who shall chair the committee;
- A representative from the Illinois Department of Military Affairs;
- A representative from the Office of the Illinois Attorney General;
- A member of the General Assembly appointed by the Speaker of the House;
- A member of the General Assembly appointed by the House Minority Leader;
- A member of the General Assembly appointed by the President of the Senate;
- A member of the General Assembly appointed by the Senate Minority Leader;
- 4 members chosen by the Illinois Department of Veterans' Affairs, who shall represent statewide veterans' organizations or veterans' homeless shelters;
- One member appointed by the Lieutenant Governor; and
- A representative of the USDVA shall be invited to participate.

ACTIVITIES

In 2016, DSTF held meetings on:

- Dec 11, 2015 Jesse Brown VA Medical Center
- Feb 1, 2016 Will County Veterans Assistance Commission
- Apr 4, 2016 Dupage County Veterans Assistance Commission
- Jun 9, 2016 Pritzker Military Library and Museum

DSTF focused on opportunities to leverage existing resources, build greater collaboration among veteran-serving organizations and identify practical, cost-minimal solutions to optimize service delivery to veterans and their families. As such, agency executives, elected officials, and leaders in the veteran community have utilized DSTF's expert guidance to:

- Synergize, re-tool and build the capacity of existing programs;
- Introduce and advance well-grounded legislation;
- Launch new outreach and advocacy efforts; and
- Build collaborative partnerships between key stakeholder organizations both in and outside the veteran community.

DSTF released its 2016 Annual Report in August of 2016. The report included an overview of and corresponding policy recommendations in four critical issue areas: Veteran Treatment Courts, Military Learning Credit, Defining a "Veteran" in terms of benefit and eligibility and Access to Mental Health Care. The DSTF 2016 Annual Report is available online at the IDVA homepage Advisory Groups and Reports.

ILLINOIS DISCHARGED SERVICEMEMBER TASK FORCE
(FY 2016)

Erica Jeffries

Director, Illinois Department of Veterans' Affairs (Chair)

Maurice Rochelle

Deputy J9, Illinois Department of Military Affairs

Thomas Banning

Military and Veterans Rights Bureau Chief, Office of the Illinois Attorney General

Representative Linda Chapa LaVia, State Representative, 83rd District

A member of the General Assembly appointed by the Speaker of the House

Representative Jeanne Ives, State Representative, 42nd District

A member of the General Assembly appointed by the House Minority Leader

Senator Michael Hastings, State Senator, 19th District

A member of the General Assembly appointed by the President of the Senate

Senator Pamela Althoff, State Senator, 32nd District

A member of the General Assembly appointed by the Senate Minority Leader

Mark W. Bowman, *State Command Sergeant Major, Illinois National Guard*

Kevin Hull, *Executive Director, Westside Institute for Science & Education*

Kenneth Clarke, *President & Chief Executive Officer, Pritzker Military Library & Museum*

Paul Knudtson, *Vice-President of Development, Student Veterans of America Illinois*

Selected by the IDVA, representing statewide veterans' organizations or veterans' homeless shelters

Jim Frazier, *Gold Star Father and Survivor Outreach Services Officer, U.S. Army*

A member appointed by the Lieutenant Governor

Mary Ann Romeo, *MSSW, VISN 12 Care Coordinator, USDVA*

Suzanne Nunziata, *Chicago VBA Regional Office Director, USDVA Representatives of the USDVA*

ILLINOIS VETERANS' ADVISORY COUNCIL

The Illinois Veterans' Advisory Council (IVAC) was established effective July 1, 2004, by Public Act 093-0779. In accordance with the Act, council members include:

- Four members of the General Assembly, appointed one each by the President of the Senate, the Minority Leader of the Senate, the Speaker of the House of Representatives, and the Minority Leader of the House of Representatives, preferably from a legislative or representative district in which a state-operated veterans' home is located.
- Six veterans appointed by the Director of Veterans' Affairs.
- One veteran appointed by the commander or president of each Veteran Service Organization that is chartered by the federal government and by the State of Illinois and that elects to appoint an IVAC member.

Public Act 96-1266 increased the council Membership to include:

- One person appointed by the Adjutant General of the Illinois National Guard,
- One person appointed by the Illinois Attorney General
- One person appointed by the Illinois Secretary of State
- One person appointed by the Director of the Illinois Department of Employment Security
- One person appointed by each military family organization that is chartered by the federal government.

In addition, no member of the council shall be an employee or representative of the Department of Veterans' Affairs.

Members of the Council serve without compensation or reimbursement. The Council meets quarterly as required and is available to meet at the call of the Chair or at the call of the Director of Veterans' Affairs or the Governor. The Department provides meeting space and clerical and administrative support services for the Council.

The Council is empowered to:

- Advise the Department of Veterans' Affairs with respect to the fulfillment of its statutory duties.
- Review and study the issues and concerns that are most significant to Illinois veterans and advise the Department on those issues and concerns.
- Receive a report from the Director of Veterans' Affairs or the Director's designee at each meeting with respect to the general activities of the Department.
- Report to the Governor and the General Assembly annually describing the issues addressed and the actions taken by the council during the year as well as any recommendations for future action.

ACTIVITIES

In FY 2016, the council held its quarterly meetings on:

- September 16, 2015 via VTC; IDVA Central Office, Springfield and Chicago Office
- December 16, 2015 via VTC; IDVA Central Office, Springfield and Chicago Office
- March 16, 2016 via VTC; IDVA Central Office, Springfield and Chicago Office
- June 15, 2016 via VTC; IDVA Central Office, Springfield and Chicago Office

ILLINOIS VETERANS' ADVISORY COUNCIL
(FY 2016)

Al Reynolds, *Chairman, DAV Representative*

Stanley Olenjack, *Vice Chairman, Marine Corps League*

GENERAL ASSEMBLY MEMBERS

The Honorable Toi W. Hutchinson, *Illinois State Senator*

The Honorable Sue Rezin, *Illinois State Senator*

The Honorable Randy E. Frese, *Illinois State Representative*

The Honorable Jerry Costello, II, *Illinois State Representative*

EXTERNAL AGENCY APPOINTEES

Kory Harms, *Adjutant General of the ILNG*

Tom Banning, *Office of the Attorney General*

Gregory J. Curran, *Office of the Secretary of State*

Gil Laroche, *IL Department of Employment Security*

DIRECTOR'S APPOINTEES

James Flagg, *Veteran Advocate*

Victor LaGroon, *Veteran Advocate*

Roman Ortega, *Veteran Advocate*

Bill Wolff, *Veteran Advocate*

Riley Wright, *Veteran Advocate*

VETERAN SERVICE ORGANIZATIONS

Myron Kirby, *The American Legion*

Keith Witherell, *AMVETS**

Maureen Cattani, *Blue Star Mothers of America*

Bill Bradford, *Catholic War Veterans*

Al Reynolds, *Disabled American Veterans*

Stanley Olenjack, *Marine Corps League*

Daniel T. Finn, *Military Order of the Purple Heart*

Mike Peck, *Military Order of the World Wars*

Louis Meyers, *Reserve Officers' Association*

David Strowmatt, *Veterans Assistance Commission*

Vince Long, *Veterans of Foreign Wars*

Roy L. Dolgos, *Vietnam Veterans' of America*





For more information about the Department's programs and services, please contact:

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