



State of Illinois
Department of Veterans' Affairs

FY2017

ANNUAL REPORT





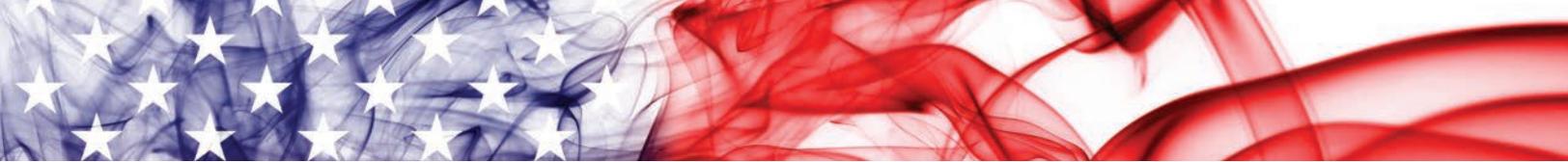
DIRECTOR LETTER

It is my pleasure to submit the Illinois Department of Veterans' Affairs (IDVA) Fiscal Year (FY) 2017 Annual Report. The IDVA mission is "...to empower veterans and their families to thrive" and our 1,250 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.

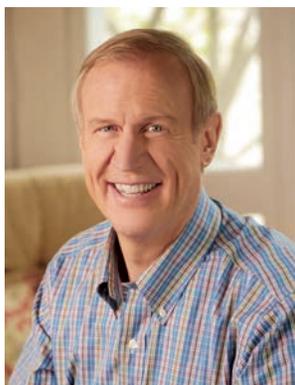


At IDVA, we are proud to assist over 665,968 veterans and their families who reside in this great state. Illinois is a recognized and respected national leader in veteran services, programs and engagement. We are proud to have innovative state and local programs to meet the needs of our veterans and their family members. Here is a recap of how our IDVA team continues to positively impact veterans statewide:

- Our four **Veterans' Homes** continue to provide the highest quality of care to over 900 aging Illinois Heroes in FY 17. Our administration and medical staff are operating at such a high level that our State and Federal health surveys resulted in all four veteran's homes receiving successful regulatory inspection reports. 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 2017, the Department's 70 VSOs conducted 118,879 interviews, prepared 77,632 state and federal applications provided for eligible Illinois veterans, dependents, and survivors. These services were instrumental to the establishment of new claims and claims for an increase in benefits resulting in receipt of over \$59.8 million federal dollars 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.
- During FY 2017 IDVA worked with various community partners, sports teams and non-profit partners to serve the men and women who are in the military. Like previous years, IDVA has continued to work with the Chicago Sky, Chicago Steel and Chicago Wolves sports teams to host veteran resource fairs and hiring events for the benefit of our service-members, veterans and military families.



- The IDVA continues to host quarterly events that focus on women veteran benefits, veteran employment, veteran entrepreneurship, veteran certification and more. Our commitment year after year remains the same—how do we meet the evolving needs of veterans and their families. One of those ways continues to be our support and continued participation in numerous benefits and resource fairs that are attended and supported by our veterans service officers. During FY 2017, we launched LifeNav, a transition program that is designed to help recently separating and separated service members navigate their strategic career goals in effort to have that continued sense of mission for themselves personally after their military service has ended. As we look to FY 2018 we look forward to continued service of our veteran community and making a difference in their lives.
- **Serving Those Who Served (STWS)** was created to serve our Veterans and Veteran Organizations. The goal was to make an impact in the lives of veterans throughout Illinois through a community service program designed by the Illinois Department of Veterans' Affairs. The STWS program brought in seven other partners to increase the success of the program. Serve Illinois, Chicago Cares, Boeing, Corporation for National & Community Service, Illinois Joining Forces, Student Veterans of America and Campus Compact. 2016 was the first year for this program and it has since become an annual event. IDVA estimated having 570 volunteers supporting the event which equaled about 2,280 hours of much needed and welcomed community service for our Illinois Heroes. According to the Points of Light, the total number of volunteer hours has an economic impact of \$53,716.80.
- In February of 2017, the IDVA created the **Tiny Boots Child Care Program**. The program is designed to assist Illinois Veterans with Free Child Care when they have a medical appointment, counseling appointment or a job interview. This pilot program is initially serving veterans in Cook, Kane and DuPage Counties, with plans to expand to counties throughout Illinois. The funding for this pilot program came from a grant from the Veterans Cash Ticket sold by the Illinois Lottery. Over 100 child care homes, who are licensed by the Illinois Department of Public Health for this program registered to be a part of this new program. It is our hope that this program will eliminate one major difficulty for our Illinois Veterans with children, especially our single parents. The YWCA Metropolitan Chicago has been contracted to manage the program.



Under the leadership of Governor Bruce Rauner, the IDVA's senior executive staff and 1,250 plus dedicated staff of the department, FY 2017 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

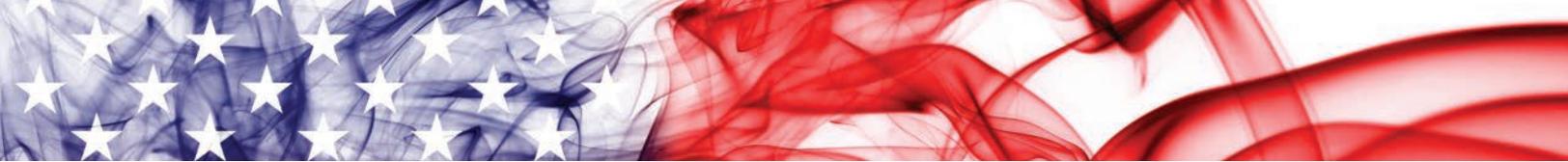
Director





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OVERVIEW

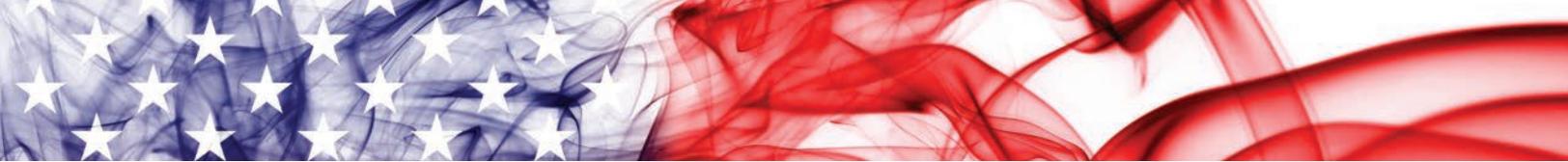
Illinois has a long and proud history of service to veterans which began in 1886 with the establishment of the Illinois Soldiers' and Sailors' Home for Civil War Veterans in Quincy, IL. Created through legislation enacted in 1945, the Illinois Veterans' Commission was responsible for state services to 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 2017, 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 2017, 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 this CDB project. 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. Although the Veterans Care Program still exists, new enrollment has been halted due to the plan not meeting the requirements of the Affordable Care Act.



ADMINISTRATION

Erica Jeffries

Director

Harry Sawyer

Assistant Director

Renysa Brown

Chief of Staff

Gwen M. Diehl

Veterans' Homes Coordinator

Mark Sherbeyn

Human Resources Manager

Connie Sabo

Chief Fiscal Officer

Dave MacDonna

Public Information Officer

Eric Murphy

Legislative Liaison

Nicole Mandeville

Senior Program Manager

Elisabeth Pennix

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)

Crystal Womack

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

Troy Culbertson

Administrator

Illinois Veterans' Home - Quincy

Lester Robertson

Administrator

Illinois Veterans' Home - Manteno

Sherri Whitmer

Administrator

Illinois Veterans' Home - LaSalle

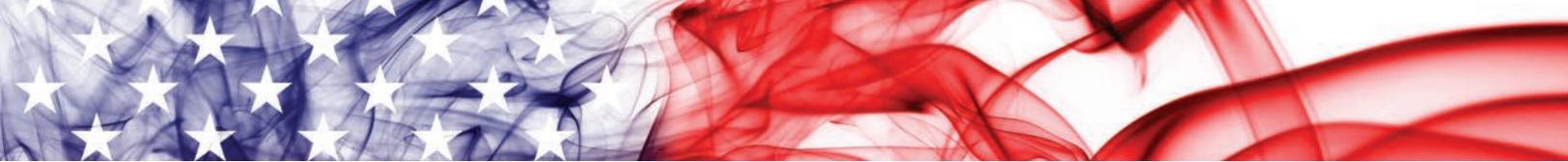
Angela Simmons

Administrator

Illinois Veterans' Home - Anna

Ryan Zavala

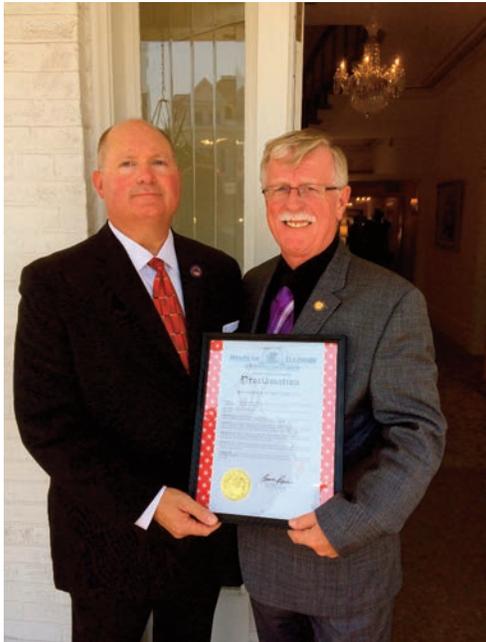
Assistant to the Chief of Staff



FY 2017 - AGENCY SUMMARY

(IN THOUSANDS)

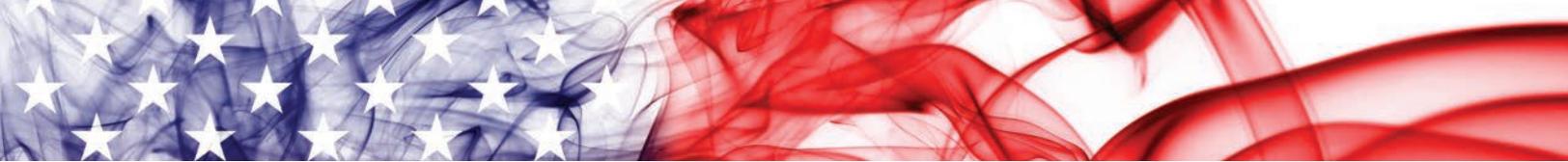
	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
GRF	\$68,260.7	\$68,260.7	\$65,800.7	\$2,460.0
HF	\$59,663.3	\$59,663.3	\$45,213.6	\$14,450.3
OTHER	\$6,634.1	\$6,634.1	\$2,570.3	\$4,063.2
TOTAL APPROPRIATED FUNDS	\$134,558.1	\$134,558.1	\$113,584.6	\$20,973.5
NON-APPROPRIATED FUNDS	\$50.4	\$50.4	\$50.0	\$0.4
TOTAL AGENCY	\$134,608.5	\$134,608.5	\$113,634.6	\$20,973.9



IDVA Assistant Director recognizes PJ Staab of the Staab Funeral Home as the Illinois Business of the Quarter (FY 2017 3rd Qtr).



The IHV-Quincy activity staff wore their ties in honor of the Father's Day luncheon! Pictured from left to right, Spencer Jacobson, Activity intern, Sara Colgrove, Acting Director of Volunteer Services & Activities, Vicky Zanger & Whittany Flambeau, Activity Program Aides



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, Internal Audit, Veterans Education & Training Section (VETS), 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. On October 1, 2016, **the Statewide Enterprise Resource Planning (ERP) financial system for Illinois**, ACTS, was implemented with IDVA as a pilot agency.

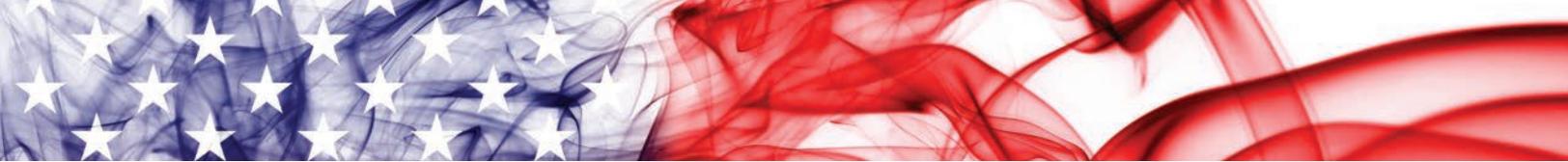
The **Senior Home Administrator (SHA)** supervises leadership and operations of all four Veterans' Homes and the Prince Home, ensuring compliance with federal and state standards of long-term care and operations. The SHA also develops Department-wide policies for the Homes and serves as a key subject-matter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

The **Veterans' Homes Coordinator** conducts long-range planning for future capital projects to meet the care 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), Illinois Department Public Health (IDPH), the Health Facilities and Services Review Board, and the U.S. Department of Veterans Affairs(USDVA) for capital improvement projects.

The **Human Resources (HR) Division** is responsible for all matters pertaining to the employees of the Agency such as: talent acquisition, compensation and benefits, time and attendance, training and development, workers' compensation, as well as unemployment claims. This unit also oversees personnel operations at the four Veterans' Homes through their respective Human Resources Offices. Each HR Office works with the Veterans' Home management team to develop long-term strategies for the growth and development of the Agency. The HR staff often act as the middleman between employees and management teams by providing essential Agency information and policy guidance.

The **Information Technology Division** is responsible for managing and supporting technological innovation of the Department, improving Veterans' services with technology, and the secure storage of digital data for the systems deployed for DVA staff usage. The IT Division is made up of employees from the Illinois Department of Innovation and Technology (DoIT) which maintains the State of Illinois data centers, where all DVA data is securely stored and safeguarded, and is the central hub for supporting all digital technologies employed at our Veterans' Homes, Springfield and Chicago offices and the Field offices. This includes, but is not limited to, the complete wired and wireless network infrastructure.

The **Operations and Programs Division** has two major areas of responsibility that support all areas of the agency. Operations staff consists of the Supply & Services Section and the Records Section. Supply and Services Section, works in conjunction with all other divisions in ordering and distributing supplies, and printed material such as forms, booklets, newsletters, brochures, posters, banners, etc. and, if necessary, coordinates external printing requirements. The section produced 297,984 printing impressions for FY17. This section 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 13,248 pieces processed in FY 2017.



- Also, part of Operations is the **Records Section**. It handles requests for discharges from veterans, service verification from authorized third parties (Funeral Homes, Veteran Assistance Commission, United States Department of Veterans' Affairs and parties authorized by the veteran), Veteran Service Office requests for non-automated records in Central Office. This section is also continuously scanning veteran records that have been obtained through the years that pre-date automated capabilities. There are records for more than 1.9 million veterans. Central Office Reception is also a part of the Records Section and directs callers to the appropriate area to handle inquiries and comments directed through our main phonenumber. They also assist in records requests and processing of special program initiatives.
- Programs Staff handles state grants/benefits based on the veteran's service or disability criteria and survivorship based on Illinois Veteran status. The programs based on the veterans war-time participation are, War Compensation (Bonuses for WWII, Korea, Vietnam, Desert Storm and the Global War on Terroism); benefits based on Survivors Compensation to a spouse or qualifying dependent; The programs based on service-connected disability criteria are the Specially Adapted Housing Grant, Disabled Veterans Property Tax Relief; The programs based on Veteran Status are War Veterans Grave Registration, Cartage and Erection of Headstone, Marker, or Memorial Marker (United States Department of Veterans Affairs Marker Reimbursement), Military Plate Eligibility Verification for Secretary of State, and Welcome Home Letters, which identifies benefits and directs veterans to the source or assistance to pursue the benefits.

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.

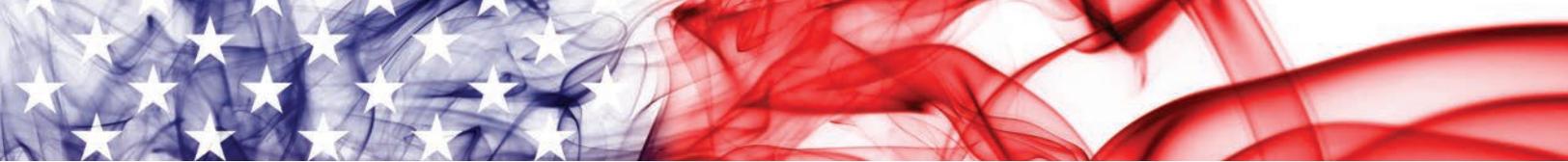
The Legal Division serves as the Chief Legal Counsel for the Department and reports directly to the agency Director and the Governor's Office of the General Counsel. The Legal Division staff interprets laws and regulations; provides legal advice and counsel to senior Department staff on agency investigations and employment issues; coordinates and prepares matters for litigation or administrative hearings; attends outreach events concerning veterans in the legal community; and reviews administrative rules or proposed legislation for legislative consideration. In addition, the General Counsel serves as the Department's Ethics Officer and the Deputy General Counsel serves as the Freedom of Information Act Officer. An Assistant General Counsel supports the day-to-day operations and routine legal work product required of the Department. The Legal Division and Chief Legal Counsel welcome questions or concerns from our staff, valued partners, and members 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



Mike Putnam is named IDVA Employee of the Year during Veterans Day at the Illinois State Fair. Governor Rauner presents him with his proclamation. IDVA Director Erica Jeffries and Chief of Staff Renysha Brown were part of the presentation.



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 Gold Star Families Program** works closely with the immediate family of service members who lost their lives 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 State 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 FY 2017, in partnership with the City of Chicago and McCormick Foundation, we hosted a Women and the Military Symposium to provide a forum for current, prior service members, military care-givers and military spouses to connect in one setting to begin the dialogue of creating and building stronger communities and stronger networks. During FY 2017, outreach efforts included events statewide such as special events hosted in partnership with the Chicago Sky, The Women's Business Development Center and Sephora. The Women's Vetpreneurship Program served 64 new women veterans interested in starting their own business with 19 new business starts. The Women's Vetpreneurship Program in conjunction with the Women's Business Development Center aims to provide an additional avenue for economic self-sufficiency for women veterans. The programs goal is to provide business development and entrepreneurial resources along with access to women veteran specific benefits and services.
- **The Illinois Veteran Business Program** includes 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 FY17 outreach efforts to aspiring, emerging, and established entrepreneurs increased by 35% 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 2017 • 7/1/2016 THROUGH 6/30/2017**

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
CENTRAL OFFICE	\$10,662.3	\$10,662.3	\$6,519.9	\$4,142.4
APPROPRIATED	\$10,662.3	\$10,662.3	\$6,519.9	\$4,142.4
NON-APPROPRIATED	\$-	\$-	\$-	\$-
CENTRAL OFFICE	\$10,662.3	\$10,662.3	\$6,519.9	\$4,142.4
GRF	\$5,764.3	\$5,764.3	\$5,030.9	\$733.4
IMFRF	\$250.0	\$250.0	\$3.0	\$247.0
IVHF	\$-	\$-	\$-	\$-
IVAF	\$4,000.0	\$4,000.0	\$984.5	\$3,015.5
IAHTF	\$223.0	\$223.0	\$203.3	\$19.7
VASPF			\$-	\$-
IVRM	\$425.0	\$425.0	\$298.2	\$126.8
Operations	\$4,959.4	\$4,959.4	\$4,596.5	\$362.9
Budget Stabilization 686	\$1,000.0	\$1,000.0	\$910.5	\$89.5
Personal Services	\$3,673.2	\$3,673.2	\$3,433.2	\$240.0
Social security	\$286.2	\$286.2	\$252.8	\$33.4
Grants	\$804.9	\$804.9	\$434.4	\$370.5
GRF	\$804.9	\$804.9	\$434.4	\$370.5
Illinois Warrior Assistance Program	\$404.1	\$404.1	\$282.2	\$121.9
Bonus Payments to War Veterans	\$320.0	\$320.0	\$112.7	\$207.3
Educational Opportunities	\$80.8	\$80.8	\$39.5	\$41.3
Cartage & Erection of Headstones		\$-		\$-
MIA/POW Scholarship	\$-	\$-	\$-	\$-
IMFRF				
Illinois Military Family Relief Fund	\$250.0	\$250.0	\$3.0	\$247.0
Illinois Veterans' Homes Fund		\$-	\$-	\$-
Veterans Assistance Fund	\$4,000.0	\$4,000.0	\$984.5	\$3,015.5
Illinois Affordable Housing Trust Fund	\$223.0	\$223.0	\$203.3	\$19.7
Veterans' Affairs State Projects Fund	\$-	\$-	\$-	\$-
Roadside Memorial	\$425.0	\$425.0	\$298.2	\$126.8



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 1.9 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 531,543 added in FY 2017.

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 was 1 claim payable in FY17.

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 (9 paid in FY 17, \$900)
Vietnam	January 1, 1961 – March 28, 1973 (32 paid in FY 17, \$3,200)
Persian Gulf	August 2, 1990-November 30, 1995 (80 paid in FY 17, \$8,000)
Global War on Terrorism	September 11, 2001 onward (604 paid in FY 17, \$60,400)

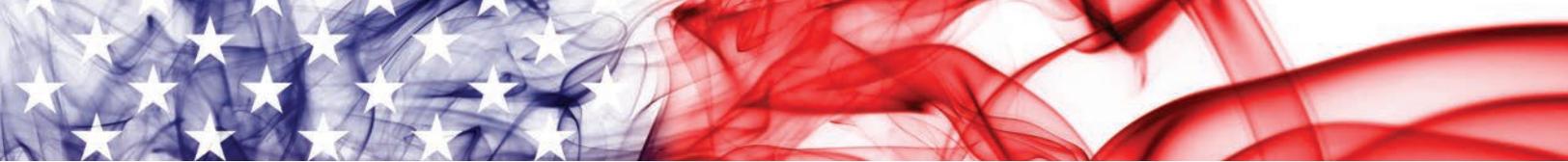
The claimant must also have received one of the following medals: Korean Service Medal, Vietnam Service Medal, Armed Forces Expeditionary Medal Vietnam Era, the Southwest Asia Service Medal, Global War on Terrorism (GWOT) Expeditionary Medal or Service Medal with qualifying overseas service, Iraq Campaign 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 Korea 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 2017 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 62 claimants compensated for a total of \$62,000.

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 was 1 claimant in FY17.



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 FY 2017.

ILLINOIS COURT OF CLAIMS. The Illinois Department of Veterans' Affairs assists surviving eligible dependents in filing claims for death benefits with a maximum individual benefit up to \$347,904 - 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, disbursed through the Illinois Court of Claims. There were 4 claims filed in FY 2017.

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



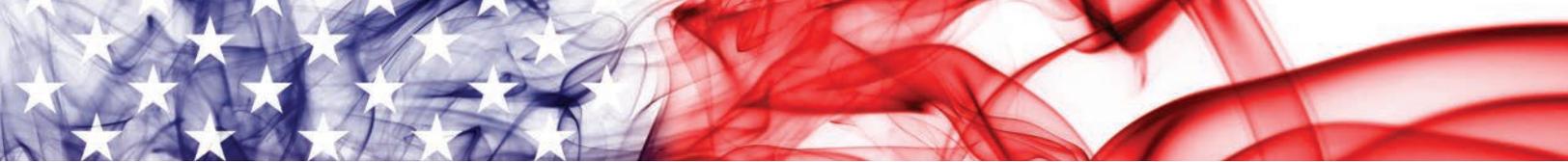
The IDVA Veteran Service Officers (VSO's), Operations, Programs, and Records section, provide verification of service-related qualification required by statute (medical disability, service-qualifying information, etc.) using validated records provided by the veteran, or documents currently on file with 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 1,038 requests processed in FY 2017.

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 17 claims approved at \$15,000 each, 1 claim approved at \$8,289.25, a total benefit of \$263,289.25. FY 2017 claims exceeded the amount appropriated for the fiscal year. 13 claims at \$15,000 and 1 claim at \$8,289.25 was paid for a FY 2017 total disbursement of \$203,289.25. Specially Adapted Housing Tax Exemption for Veterans with Disabilities – 330 ILCS 65/.

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. 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.



American Legion Post 37 Honor Guard participates in the Veterans' Home Memorial Day Service in Quincy.

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. 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.

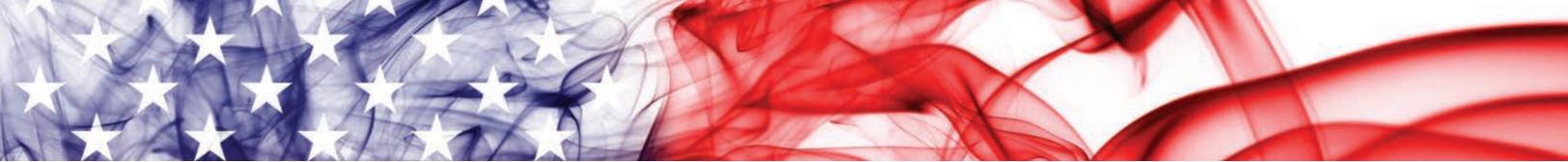
RECORDS AND FILES

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 2,829 claims approved at \$100 or less for a total benefit of \$304,955.

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.



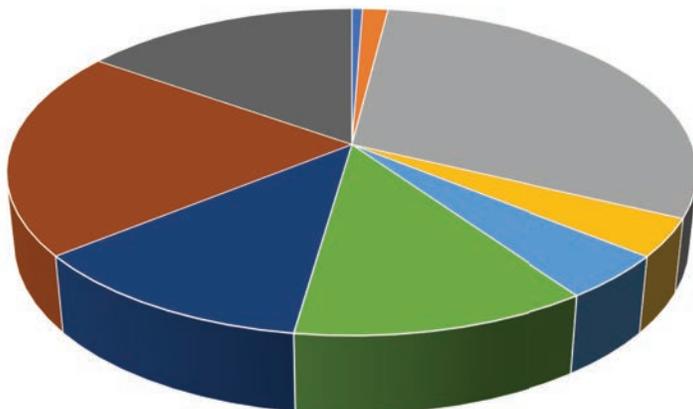
Operations and Programs

	CLAIMS	EXPENSES
Cartage and Erection of Government Headstones	2,829	\$304,955
Bonus Payments	788	\$133,200
Global War on Terrorism/Military Affairs	1	\$3,000
Specially Adapted Housing	14	\$203,289
Specially Adapted Housing for Veterans with Disabilities Tax Exemption	325	-

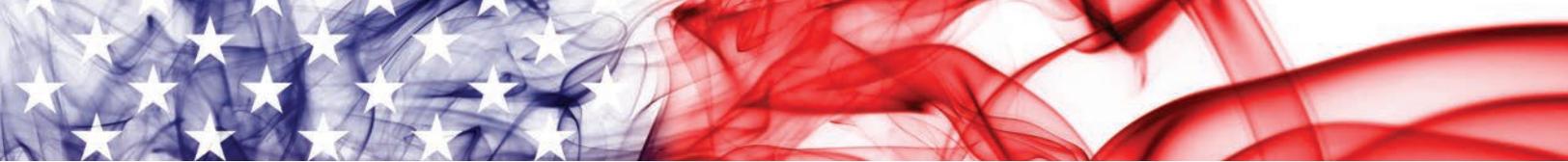
Summary of Special Services for FY 2017

SPECIAL SERVICES	TOTAL
Veterans Employment Confirmations.....	138
Tax Exemptions Certificates.....	325
Veterans Discharge Certificates.....	7,060
Veterans Burial Certificates	877
SOS Special License Plate	1,038
Phone Inquiries.....	2,802
Correspondence	2,787
Image Documents.....	78,196
Welcome Home Letters	4,823
File Emails & Faxes.....	3,566
Total	101,612

Special Services for FY 2017



- Veterans Employment Confirmations
 - Veterans Discharge Certificates
 - SOS Special License Plate
 - Correspondence
 - File Emails & Faxes
- Tax Exemptions Certificates
 - Veterans Burial Certificates
 - Phone Inquiries
 - Welcome Home Letters



VETERANS' EDUCATION AND TRAINING SECTION (VETS)

The Illinois Department of Veterans' Affairs' – Veterans Education and Training Section consists of three veterans' education and training programs; one federally funded program and two state programs. The one federal program is the State Approving Agency and 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:

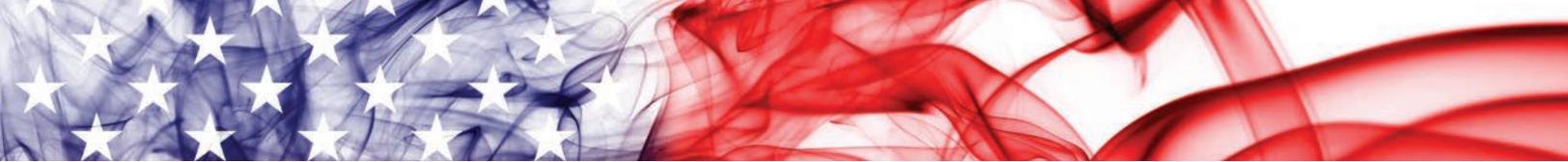
- Montgomery G.I. Bill – Active Duty (Chapter 30)
- Post-Vietnam Era Veterans' Educational Assistance Program (VEAP Chapter 32)
- Post 9/11 G.I. Bill – (Chapter 33)
- Survivors and Dependents' Educational Assistance Program (Chapter 35)
- Montgomery G.I. Bill – Selected Reserve (Chapter 1606)
- Reserve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

In FY 2017, 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 2017, the SAA supervised more than 355 active apprenticeship and OJT training facilities and approved 7 new apprenticeship and 53 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.



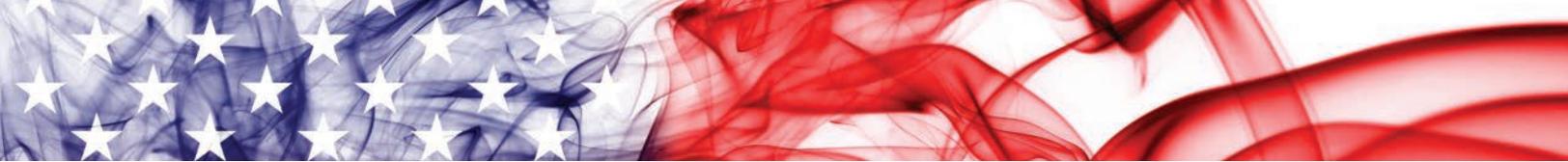
State Approving Agency Summary of Activity for FY 2017

PROGRAM APPROVALS AND CANCELLATIONS

New, Revised, Other Institutions of Higher Learning Approval Actions	10,692
Programs and Institutions of Higher Learning Withdrawn	653
New, Revised, Other Non College Degree Program Actions	5450
Programs and Non College Degree Programs Withdrawn	538
New, Revised, Other Apprenticeship Approval Actions.....	406
Programs and Apprenticeships Withdrawn	21
Programs and On-The-Job Training Approval Actions	817
Programs and On-The-Job Training Programs Withdrawn	69
New, Revised, Other Flight School Approval Actions	49
Programs and Flight School Programs Withdrawn	1
Programs and License and Certification Tests Approval Actions	156
Programs and License and Certification Tests Withdrawn	0
Total Approval and Withdrawal Actions	18,852



Student Veteran Leadership Day 2017 held in Springfield.



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 180 claims approved at \$250 each for a total benefit of \$45,000.

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 FY 2017, there were 1,211 claims approved that represented \$3,012,245.32 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 • 7/1/2016 THROUGH 6/30/2017

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
STATE APPROVING AGENCY	\$1,611.1	\$1,611.1	\$1,067.8	\$543.3
APPROPRIATED	\$1,611.1	\$1,611.1	\$1,067.8	\$543.3
STATE APPROVING AGENCY	\$1,611.1	\$1,611.1	\$1,067.8	\$543.3
GIEF	\$1,390.6	\$1,390.6	\$1,020.8	\$369.8
FEDERAL PROJECTS FUND	\$220.5	\$220.5	\$47.0	\$173.5
GIEF	\$1,390.6	\$1,390.6	\$1,020.8	\$369.8
Personal Services	\$625.9	\$625.9	\$552.6	\$73.3
Retirement	\$279.0	\$279.0	\$245.1	\$33.9
Social Security	\$47.9	\$47.9	\$39.9	\$8.0
Group Insurance	\$154.0	\$154.0	\$115.8	\$38.2
Contractual Services	\$77.9	\$77.9	\$34.8	\$43.1
Travel	\$53.3	\$53.3	\$11.4	\$41.9
Commodities	\$11.5	\$11.5	\$0.6	\$10.9
Printing	\$12.0	\$12.0	\$-	\$12.0
Equipment	\$72.3	\$72.3	\$0.6	\$71.7
Electronic Data Processing	\$12.6	\$12.6	\$1.4	\$11.2
Telecommunications	\$23.0	\$23.0	\$9.8	\$13.2
Operation of Automotive Equipment	\$21.2	\$21.2	\$8.8	\$12.4
FEDERAL PROJECTS FUND				
Troops to Teachers Program	\$220.5	\$220.5	\$47.0	\$173.5

FIELD SERVICES DIVISION

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 Veterans Affairs Regional Office (VARO) in Chicago.

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.

Veterans' needs for services provided by IDVA continues to be a priority due to past and current conflicts and the inherent physical and mental demands placed upon our service members. VSOs are accredited by the US Department of Veterans' Affairs (USDVA). They 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 and burial benefits, and federal health benefits among others. 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 2017, the Department's 70 VSOs conducted 118,878 interviews, prepared 77,633 state and federal applications provided for eligible Illinois veterans, dependents, and survivors. These services were instrumental to the establishment of new claims and claims for an increase in benefits resulting in receipt of over \$59.8 million federal dollars received by Illinois veterans, their dependents, and their survivors.

Service to veterans continues through outreach to the community participating in over 300 special events locally. At these outreach events VSOs place emphasis on making veterans and their family members aware of the services offered by the Illinois Warrior Assistance Program (IWAP), Home Loan Programs, and scholarship programs. The veteran designation on the Illinois driver's license and expansion of property tax exemptions have 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.



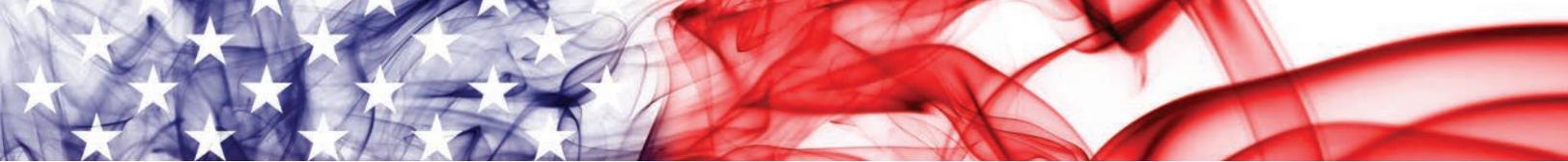
Director Jeffries honors VSO Delbert Seaton, Effingham, IL named IDVA Employee of the Quarter.



VSO Kathy Bower assist Veterans at the DuQuoin State Fair



VSO Kurt Schierholz presents long overdue Korean War Medals to the Korean Veterans at our Illinois Veteran Home in Manteno.



Field Services Division Summary of Activity for FY 2017

USDVA BENEFITS

Pension	1,320
Widows Pension	769
Veterans Compensation	10,139
Widows Death & Indemnity	538
Parents DIC	8
Appeals/Hearings	2,031
Hospital	1,866
ChampVA	297
Education	287
Loans	255
Insurance	210
Power of Attorney	5,928
Burial Benefits	1,022
Grave markers	1301
Armed Forces	324
Discharge/Medals	3,924
Combat Related Spl. Comp	22
Special Adaptive Housing	20
Fully Developed Claims	4,354
Total	30,261

IDVA/STATE BENEFITS

New Veterans Records Added	19,086
War Bonus Applications	665
VetCare Insurance	5
Illinois Veterans' Grant	178
State Education	100
MIA/POW Benefit	79
Fishing/Hunting Permit	3,565
Camping Permit	300
Veterans' Home Applications	45
Veteran ID Cards	930
3WVGR/4WVGR (Markers/Burial)	1791
Special Events	320
DD 214 Certifications for SOS	23,412
Records Request	332
Tax Exemption	84
SOS Line of Duty Compensation	3
Total	50,895
Total forms contained in certified claims	85,627

VSO OUTREACH

Interviews	
Veterans	66,413
Dependents	5,633
Phone Interviews	39,476
Emails	7,356
Total	118,878

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

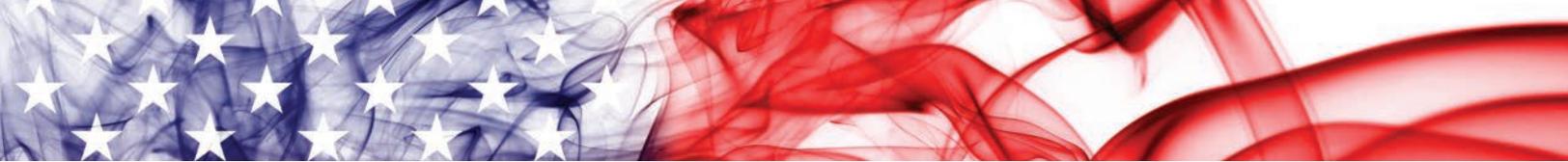
Adams	Quincy Veterans' Home 1707 N. 12th St. Quincy, IL 62301	Cook*	Volunteers of America Hope Manner II 6002 S Halsted St Chicago, IL 60621
Bond	Federal Corrections Inst. Hwy. 40 & 4th street Greenville, IL 62246	Cook #1	IDVA George W. Dunne Cook County Office 69 W. Washington, Suite 1620 Chicago, IL 60602
Bond*	Bond County Health Dept. 1520 S. 4th Street Greenville, IL 62246	Cook #3	IDVA - National Guard Armory 1551 N. Kedzie Ave. Chicago, IL 606 51
Bureau*	City Hall 1549 W. Peru St Princeton, IL 61356	Cook #5	IDVA Chicago VA Regional Office 2122 W. Taylor, Suite 127 Chicago, IL 606 1 2
Champaign	Illinois National Guard Armory 600 E. University Ave Urbana, IL 61802	Cook #6	IDVA-IDES 16845 S. Halsted St. Harvey, IL 60426
Christian	IDVA 1100 Cheney Street Taylorville, IL 62568-2225	Cook #7	IDVA – Vet Center 1515 S. Harlem Unit 1B Forest Park, IL 60130
Clinton*	Clinton County Senior Center 630 8th St. Carlyle, IL 62231	Cook #9	Palatine Township 721 S. Quentin Rd., Suite 102 Palatine, IL 60067
Coles	DHS Family Community Center 1550 Douglas Ave Charleston, IL 1920	Cook #10	Village of Orland Park 14700 Ravinia Ave. Orland Park, IL 60462
Cook*	Schaumburg Township 1 Illinois Blvd Hoffman Estates, IL 60169	Cook #11*	Frisbie Senior Center 52 E. Northwest Highway Des Plaines, IL 60016
Cook*	Evanston Vet Center 1901 Howard St. Evanston, IL 60202	Crawford*	VFW Post 812 E. Main St Robinson, IL 62454
Cook*	Chicago Vet Center 3348 W. 87th Street Chicago, IL 60652	DuPage # 1	IDVA 421 County Farm Rd., Room 2-600A Wheaton, IL 60187
Cook*	Volunteers of America Hope Manner I 3053 West Franklin Blvd Chicago, IL 60612	DuPage# 2	Leyden Township 2501 N Mannheim Rd Franklin Park, IL 60131



Edgar*	Edgar County FSA 11759 IL Highway 1 Paris, IL 61944	Knox	IDVA 362 N. Linwood Rd. Galesburg, IL 61401
Effingham	County Building 101 N. 4th St, Room 203 Effingham, IL 62401	Knox*	Galesburg VA Out-Patient Clinic 310 Home Blvd Galesburg, IL 61401
Fulton*	American Legion Post #1 260 W. Lincoln Ave. Lewistown, IL 61542	Lake*	North Chicago VA Med Center 3001 Green Bay Rd. Bldg. 135, Rooms 156 & 157 North Chicago, IL 60064
Franklin	Dept. of Human Services Building 1602 North Main Street Benton, IL 62812	Lake	ISAC Deerfield Facility 1755 Lake Cook Rd Deerfield, IL 60015
Henry	IDVA 111 North East St. Kewanee, IL 61443	LaSalle	LaSalle Veterans Home 1015 O'Connor Ave. LaSalle, IL 61301
Jackson	IDVA C/O John Museum 1609 Edith St. Murphysboro, IL 62966	Lawrence	City Of Lawrenceville 700 E. Main St. Lawrenceville, IL 62439
Jackson	IDVA Carbondale VA Clinic 1130 E. Walnut St. Rm. 108 Woody Hall, Rm. B252 Carbondale, IL 62901	Livingston*	National Guard Armory 825 W. Reynolds Room 110 Pontiac, IL 61764
Jasper*	Jasper County Courthouse 204 W. Washington St., Suite 2 Newton, IL 62448	Logan*	Oasis Senior Center 2810 Woodlawn Rd. Lincoln, IL 62656
Jefferson	IDVA 4105 N. Water Tower. Rm. #112 Mt Vernon, IL 62864	Macon	Millikin Bldg. 132 S Water St Suite 440 Decatur, IL 62523
Kane #1	IDVA Elgin National Guard Armory 254 Raymond St. Elgin, IL 60120	Macon*	Decatur VA CBOC 3035 E. Mound Rd. Decatur, IL 62626
Kane #2	DuPage County Vet Center 750 Shoreline Dr., Suite 150 Aurora, IL 60504	Macoupin	W. Central Development Center IL Job Service 116 S. Plumb St. Carlinville, IL 62626
Kankakee	Manteno Veterans' Home #1 Veterans' Drive Manteno, IL 60950	Madison	IDVA 606 W. St. Louis Ave., Suite 1 East Alton, IL 62024



Madison	IDVA 101 E. Edwardsville Rd Suite 1305 Wood river, IL 62095.	Randolph*	City Hall 1330 Swanwick St. Chester, IL 62233
Marion	Salem Professional Bldg. 600 E. Main St., Suite 6 Salem, IL 62881	Richland*	Senior Citizens Center 308 Main St. Olney, IL 62450
Massac*	County Courthouse PO Box 429 Metropolis, IL 62960	Rock Island	County Building 1504 3rd Ave. Rock Island, IL 61201
McDonough	National Guard Armory 135 W. Grant St., Room 57 Macomb, IL 61455	St. Clair #1	IDVA Regional Building 10 Collinsville Ave. E. St Louis, IL 62201
McHenry	IDVA - Woodstock Armory 1301 Sunset Ridge Rd. Woodstock, IL 60098	St. Clair #2	IDVA Illinois Department of Employment Security Building 4519 W. Main St. Belleville, IL 62226
McLean	National Guard Armory 1616 S. Main St., Room 15 & 16 Bloomington, IL 61701	Saline	IL Department of Veterans' Affairs 320 E. Raymond Harrisburg, IL 62946
Mercer*	County Courthouse 100 SE 3RD St. Aledo, IL 61231	Sangamon	IL Department of Veterans' Affairs 833 S. Spring St. PO Box 19432 Springfield, IL 62794
Morgan	DHS Family Recourse Ctr 45 S. Central Park Plaza Jacksonville, IL 62650	Schuyler*	Senior Center 250 N. Monroe Rushville, IL 62681
Ogle*	VFW Post 3878 318 Fourth Av. Rochelle, IL 61068	Shelby*	Shelbyville Township Office 212 E. South 1st St. Shelbyville, IL 62565
Ogle*	Rock River Center, Inc. 810 S. 10th St. Oregon, IL 61061	Stephenson	IDVA 1631 S. Galena Ave. Freeport, IL 61032
Peoria	IDVA 401 Main St., Suite 650 Peoria, IL 61602	Union*	Anna Veterans Home 792 N. Main St. Anna, IL 62906
Pike*	American Legion 1302 W. Washington Pittsfield, IL 62363	Vermilion	Workforce Development Center 407 N. Franklin, Suite B Danville, IL 61832
Pulaski*	Illinois Dept. of Human Services 422 S. Blanche Mounds, IL 62964		



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

Wayne* **County Courthouse**
 305 E. Court Street
 Fairfield, IL 62837

White* **County Courthouse**
 110 N. Main St.
 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

For the most up-to-date information on Veteran Service Officers
 location and contact information go to www.illinois.gov/veterans

FIELD SERVICES DIVISION • 7/1/2016 THROUGH 6/30/2017
(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
FIELD SERVICES	\$4,826.6	\$4,826.6	\$4,367.9	\$458.7
APPROPRIATED	\$4,826.6	\$4,826.6	\$4,367.9	\$458.7
FIELD SERVICES	\$4,826.6	\$4,826.6	\$4,367.9	\$458.7
GRF	\$4,826.6	\$4,826.6	\$4,367.9	\$458.7
OPERATIONS	\$4,826.6	\$4,826.6	\$4,367.9	\$458.7
Personal Services	\$4,483.5	\$4,483.5	\$4,066.7	\$416.8
Retirement		\$-		\$-
Social Security	\$343.1	\$343.1	\$301.2	\$41.9



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.

ELIGIBILITY

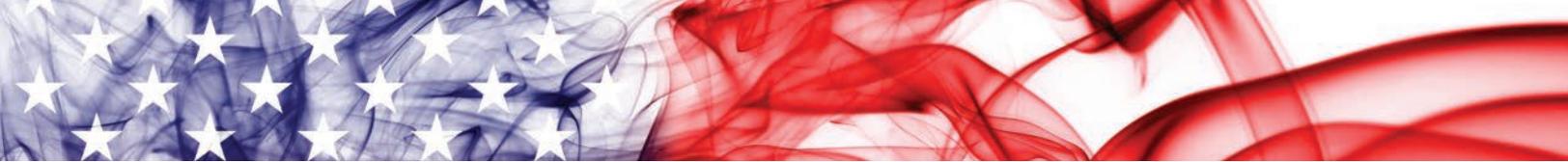
Any honorably discharged veteran is entitled to admission if he or she:

- 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 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, Nurse Practitioner, Registered Nurses, Licensed Practical Nurses, and Veteran Nursing Assistants-Certified (VNAC) 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 facility completed an extensive renovation of its plumbing systems in response to the 2015 Legionnaires' disease outbreak. Renovation included construction of a water treatment plant capable of providing higher quality water for the home's sensitive population. IDVA will continue implementing procedures to test for and flush any harmful bacteria from the plumbing system.

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

In FY17, 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."
- Conducted Quincy community Memorial Day Program
- Conducted Quincy community Veterans Day Program
- 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 2017

	FY 2016	FY 2017
Average Skilled Care Census	351	344
Average Hours of Care for Residents in Homes	3	3
Federal Dollars Claimed for Skilled Care Per Diem	\$14,023,807	\$14,220,899
Volunteer Hours	7,779	9,529
Donations Received from Service Organizations	\$45,878	\$36,830

ILLINOIS VETERANS' HOME AT QUINCY • 7/1/2016 THROUGH 6/30/2017 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
QUINCY VETERANS' HOME	\$47,445.6	\$47,445.6	\$43,146.5	\$4,299.1
APPROPRIATED	\$47,426.2	\$47,426.2	\$43,127.1	\$4,299.1
NON-APPROPRIATED	\$19.4	\$19.4	\$19.4	\$-
QUINCY VETERANS' HOME	\$47,445.6	\$47,445.6	\$43,146.5	\$4,299.1
GRF	\$26,634.4	\$26,634.4	\$26,634.4	\$-
QVHF	\$20,791.8	\$20,791.8	\$16,492.7	\$4,299.1
LIBRARY GRANT FUND	\$19.4	\$19.4	\$19.4	\$-
Operations	\$26,634.4	\$26,634.4	\$26,634.4	\$-
Personal Services	\$24,827.9	\$24,827.9	\$24,827.9	\$-
Retirement		\$-		\$-
Social Security	\$1,806.5	\$1,806.5	\$1,806.5	\$-
QVHF				
Operations	\$20,791.8	\$20,791.8	\$16,492.7	\$4,299.1
Personal Services	\$7,151.0	\$7,151.0	\$5,492.0	\$1,659.0
Members Compensation	\$28.0	\$28.0	\$14.9	\$13.1
Retirement	\$3,187.0	\$3,187.0	\$2,449.5	\$737.5
Social Security	\$547.1	\$547.1	\$403.9	\$143.2
Contractual Services	\$3,677.8	\$3,677.8	\$3,256.3	\$421.5
Travel	\$6.0	\$6.0	\$3.0	\$3.0
Commodities	\$4,979.5	\$4,979.5	\$4,414.0	\$565.5
Printing	\$27.0	\$27.0	\$20.3	\$6.7
Equipment	\$651.7	\$651.7	\$206.7	\$445.0
Electronic Data Processing	\$14.0	\$14.0	\$13.8	\$0.2
Telecommunications	\$150.8	\$150.8	\$150.2	\$0.6
Operation of Automotive Equipment	\$41.9	\$41.9	\$33.6	\$8.3
Permanent Improvements	\$270.0	\$270.0	\$6.5	\$263.5
Refunds	\$60.0	\$60.0	\$28.0	\$32.0
LIBRARY GRANT FUND	\$19.4	\$19.4	\$-	

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 in 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 FY17, IVH-Manteno had the following events occur:

- UAW sponsored a picnic for the residents and staff. It was hosted by 150 volunteers.
- Father's Day luncheon, Fall Festival and Luau with authentic Hawaiian dancers
- For Christmas, each Veteran was outfitted with a warm and cozy fleece jacket with the Illinois Veterans Home Logo embroidered on them. (Ladies were teal and Men were red)
- Off grounds outings to new supporters with summertime barbeque picnic with 1:1 attention and pontoon boat rides on the lake
- Attended several White Sox baseball games
- Held first annual wheelchair poker run on IVHM grounds
- "Cars for a Cause" – Rotary Club displayed hot rod cars on eh grounds for viewing

Summary of Activity for FY 2017

	FY 2016	FY 2017
Average Skilled Care Census	289	287
Average Hours of Care for Residents in Homes	3.44	3.46
Federal Dollars Claimed for Skilled Care Per Diem	\$10,876,813	\$12,364,507
Volunteer Hours	10,489	12,067
Donations Received from Service Organizations	\$195,141	\$153,751

ILLINOIS VETERANS' HOME AT MANTENO • 7/1/2016 THROUGH 6/30/2017 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
MANTENO VETERANS' HOME	\$37,056.3	\$37,056.3	\$32,616.8	\$4,439.5
APPROPRIATED	\$37,044.9	\$37,044.9	\$32,605.8	\$4,439.1
NON-APPROPRIATED	\$11.4	\$11.4	\$11.0	\$0.4
MANTENO VETERANS' HOME	\$37,056.3	\$37,056.3	\$32,616.8	\$4,439.5
GRF	\$15,267.7	\$15,267.7	\$15,251.1	\$16.6
MVHF	\$21,777.2	\$21,777.2	\$17,354.7	\$4,422.5
LIBRARY GRANT FUND	\$11.4	\$11.4	\$11.0	\$0.4
Operations	\$15,267.7	\$15,267.7	\$15,251.1	\$16.6
Personal Services	\$14,238.7	\$14,238.7	\$14,222.1	\$16.6
Retirement		\$-		\$-
Social Security	\$1,029.0	\$1,029.0	\$1,029.0	\$-
MVHF				
Operations	\$21,777.2	\$21,777.2	\$17,354.7	\$4,422.5
Personal Services	\$8,617.6	\$8,617.6	\$6,754.0	\$1,863.6
Members Compensation	\$30.0	\$30.0	\$16.6	\$13.4
Retirement	\$3,840.7	\$3,840.7	\$3,012.3	\$828.4
Social Security	\$659.2	\$659.2	\$496.5	\$162.7
Contractual Services	\$6,273.9	\$6,273.9	\$5,419.6	\$854.3
Travel	\$5.5	\$5.5	\$3.2	\$2.3
Commodities	\$1,647.6	\$1,647.6	\$1,105.1	\$542.5
Printing	\$25.0	\$25.0	\$9.3	\$15.7
Equipment	\$274.0	\$274.0	\$253.8	\$20.2
Electronic Data Processing	\$44.0	\$44.0	\$16.8	\$27.2
Telecommunications	\$147.4	\$147.4	\$138.6	\$8.8
Operation of Automotive Equipment	\$72.3	\$72.3	\$44.0	\$28.3
Permanent Improvements	\$50.0	\$50.0	\$-	\$50.0
Refunds	\$90.0	\$90.0	\$84.9	\$5.1
LIBRARY GRANT FUND	\$11.4	\$11.0	\$0.4	

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 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.

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:

- New Roof on the building
- New furniture for nursing units
- New benches for the courtyard
- New outdoor furniture including tables and chairs for courtyards
- 2 new Sara lifts

Summary of Activity for FY 2017

	FY 2016	FY 2017
Average Skilled Care Census	180	180
Average Hours of Care for Residents in Homes	3.2	3.3
Federal Dollars Claimed for Skilled Care Per Diem	\$7,728,356	\$7,588,722
Volunteer Hours	6451	5,540
Donations Received from Service Organizations	\$133,282	\$104,755

ILLINOIS VETERANS' HOME AT LASALLE 7/1/2016 THROUGH 6/30/2017 (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 FY17, IVH-Anna had the following events occur:

- In collaboration with Southern Illinois University, implemented a Dental Program in the facility for the residents.
- 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.
- Implemented a partnership with Ameren Electric and converted all light fixtures into energy efficient LED lights.
- Converted all Domiciliary bath tubs into ADA approved walk in showers to aid in bathing independence.

Summary of Activity for FY 2017

	FY 2016	FY 2017
Average Skilled Care Census	49	49
Average Hours of Care for Residents in Homes	4	4
Federal Dollars Claimed for Skilled Care Per Diem	\$3,072,520	\$2,987,847
Volunteer Hours	557	466
Donations Received from Service Organizations	\$62,089	\$71,991

ILLINOIS VETERANS' HOME AT ANNA • 7/1/2016 THROUGH 6/30/2017 (IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
ANNA VETERANS' HOME	\$10,253.9	\$10,253.9	\$7,841.2	\$2,412.7
APPROPRIATED	\$10,251.7	\$10,251.7	\$7,839.0	\$2,412.7
NON-APPROPRIATED	\$2.2	\$2.2	\$ 2.2	\$ -
ANNA VETERANS' HOME	\$10,253.9	\$10,253.9	\$7,841.2	\$2,412.7
GRF	\$5,667.5	\$5,667.5	\$5,667.5	\$ -
AVHF	\$4,584.2	\$4,584.2	\$2,171.5	\$2,412.7
LIBRARY GRANT FUND	\$2.2	\$2.2	\$ 2.2	\$ -
Operations	\$5,667.5	\$5,667.5	\$5,667.5	\$ -
Personal Services	\$5,396.2	\$5,396.2	\$5,396.2	\$ -
Retirement		\$-		\$ -
Social Security	\$271.3	\$271.3	\$271.3	\$ -
AVHF				
Operations	\$4,584.2	\$4,584.2	\$2,171.5	\$2,412.7
Personal Services	\$2,069.8	\$2,069.8	\$530.0	\$1,539.8
Retirement	\$922.4	\$922.4	\$236.5	\$685.9
Social Security	\$158.3	\$158.3	\$155.1	\$3.2
Contractual Services	\$874.4	\$874.4	\$711.2	\$163.2
Travel	\$5.0	\$5.0	\$ 6.8	\$(1.8)
Commodities	\$410.1	\$410.1	\$409.1	\$1.0
Printing	\$4.0	\$4.0	\$ 1.3	\$2.7
Equipment	\$50.0	\$50.0	\$80.0	\$(30.0)
Electronic Data Processing	\$9.0	\$9.0	\$ 2.6	\$6.4
Telecommunications	\$18.3	\$18.3	\$17.5	\$0.8
Operation of Auto Equip	\$10.2	\$10.2	\$ 3.8	\$6.4
Permanent Improvements	\$10.0	\$10.0	\$10.0	\$ -
Refunds	\$42.7	\$42.7	\$ 7.6	\$35.1
LIBRARY GRANT FUND	\$2.2	\$2.2	\$ 2.2	\$ -

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 Program Director at the Prince Home is also the Program Director at the Manteno Veterans Home, due to budget cuts. 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 FY 2017, the Prince Home has had the following events:

- Attended (5) Chicago White Sox baseball games for all residents
- Forgotten Sons second annual motorcycle ride and picnic
- Disabled American Veterans held a golf benefit, which resulted in Prince Home receiving a \$6,266 donation.
- Attended the Chicago Symphony Orchestra courtesy of the Symphony
- Ladies Auxiliary Post 4241 installed (3) new vegetable planters, (2) flower urns and other foliage

Summary of Activity for FY 2017

	FY 2016	FY 2017
Number of Homeless Veteran Applications	35	36
Number of Admissions	10	16
Number of Residents graduating from the program	8	6
Total Known Recidivism Rate	0%	3.2%
Average Length of Residency (in weeks)	117	178
Number of Outreach Events Attended	30	35
Donations Received from Service Organizations	\$19,853	\$24,308

PRINCE HOME • 7/1/2016 THROUGH 6/30/2017

(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				
<i>Costs associated with Homeless Program</i>	\$ 50.0	\$ 50.0	\$ 26.9	\$ 23.1
FEDERAL PROJECTS FUND				
<i>Costs associated with Homeless Program</i>	\$ 125.0	\$ 125.0	\$ 29.1	\$ 95.9
IVAF				
Veterans Assistance Fund				
<i>-Homeless Program</i>	\$ -	\$ -	\$ -	\$ -

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. The project was designed by Harley Ellis Devereaux, Chicago and assisted by consultants in the construction disciplines.

Contractor bids for construction of the 200-bed Illinois Veterans' Home at Chicago were opened in 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. Originally, Substantial Completion was anticipated 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. At that time, the east tower had been constructed, but not closed in with windows, etc. 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. While construction was suspended, the design was reviewed and determined to require additional structural engineering. At this time, completion dates for the Home cannot be estimated, but an opening in Calendar year 2019 may be possible.

Contracts for the construction were awarded to:

- | | |
|------------------------------------|-------------------------|
| • Turner Construction Company | Construction Management |
| • IHC | General |
| • Amber | Ventilation Systems |
| • Automatic fire | Sprinkler Systems |
| • CR Leonard | Plumbing Systems |
| • Elite | Electrical Systems |
| • Great Lakes Plumbing and Heating | Heating Systems |

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) along with the internal auditing standards and Code of Ethics adopted by the Illinois State Internal Audit Advisory Board. Accordingly, the internal audit function is authorized to have full, free, and unrestricted access to all 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.

The activities of the internal audit function include:

- Development and execution of two-year audit plans, in compliance with FCIAA (30 ILCS 10/2003(a)(1));
- Development and maintenance of an internal audit charter in accordance with professional internal auditing standards;
- Formal certifications that the internal audit personnel are free from impairment or the perception of impairment;
- Assurance and consulting services;
- Coordination of state and federal external audits and reviews; and
- Monitor the corrective action taken by the Department to resolve all internal and external audit findings.

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.



Assistant Director Harry Sawyer leads a 50th Vietnam Veteran Commemoration at the College of DuPage.

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 begins in December each year. 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 2017, the committee awarded 20 grants totaling \$893,449.

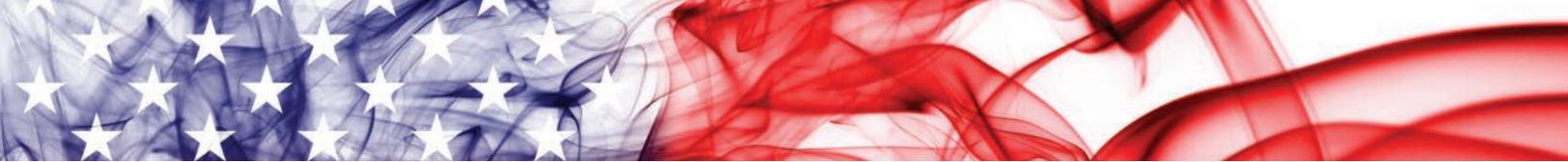
The Veterans Cash Grant program has set high standards to meet statutory, reporting, and compliance standards. The result is a more defined, accurate, and transparent granting process. The application, grant agreement, and Quarterly/Final Reports provide for an increased grantee organizational structure 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 2017 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 2017

GRANTS MADE BY CATEGORY	NUMBER OF GRANTS	TOTAL AMOUNT
Post-Traumatic Stress	1	\$46,610
Veteran Disability Benefits	5	\$245,455
Health Insurance Costs	2	\$55,000
Veteran Long-Term Care	1	\$25,278
Veteran Employment & Employment Training	3	\$105,000
Veteran Homelessness	8	\$416,106
TOTAL	20	\$893,449



ILLINOIS WARRIOR ASSISTANCE PROGRAM (IWAP)

After veterans come home and transition to peacetime or resume their pre-deployment activities, many still find themselves fighting battles. Both Veterans and their family members face difficult challenging times from their 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.



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. The IWAP program has continued to develop, and eligible veterans and their family members 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

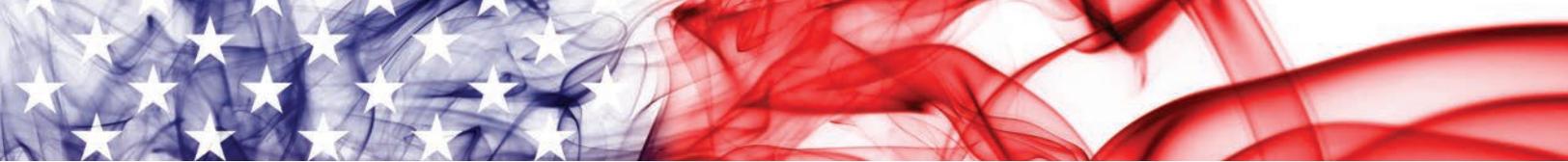
At www.illinoiswarrior.com clients can chat with a health care professional using online chat sessions to receive immediate assistance and advice or referrals to services in their immediate area.

During FY 2017, outreach through social media was increased to ensure awareness of this valuable resource. Marketing materials were revised 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 by the vendor and provided for use at a number of outreach events, Veterans’ Service Organization State Conventions, and shared with veteran services providers and veterans’ organizations.

With renewed emphasis on fine tuning the programs’ 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 2016	FY 2017
Unique Web Users	19,793	13,437
Call Center Users	462	484
Referrals to Partners	80	174
On Line Chat Sessions	31	43

During FY2016, Magellan launched an extremely successful “530 by 530” campaign. In a 90-day period from March 1st to May 30th, IWAP reached 980 veterans, predominately via social media. However, the Budget Impasse and resultant slow payments to contractors prevented any special campaign during FY 2017, but the insights into how to reach veterans more effectively did result in more effective marketing of the program.



ILLINOIS DISCHARGED SERVICE MEMBER 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 2017, DSTF held meetings on:

- March 9th, 2017 - Illinois Department of Veterans' Affairs Offices – Springfield and Chicago

DSTF members voted to sunset the mission of DSTF and provide for the studies of issues impacting recently discharged veterans to be addressed by the Illinois Veterans' Advisory Council (IVAC). Based on the direction agreed to by members of DSTF, HB 2973 (Public Act 100-0010) was passed in the 100th General Assembly and became law on June 30th, 2017. The Illinois Department of Veterans' Affairs, in conjunction with the members of both DSTF and IVAC have agreed that this transition will maximize efforts to investigate the re-entry process for servicemembers who return to civilian life after being engaged in an active theatre.

DSTF released its 2016 Annual Report in January of 2018. The report includes an overview of all of the initiatives addressed by DSTF since its inception in 2007. The Report also details the transition of the initiatives of DSTF to the Illinois Veterans' Advisory Council.



ILLINOIS DISCHARGED SERVICEMEMBER TASK FORCE
(FY 2017)

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*

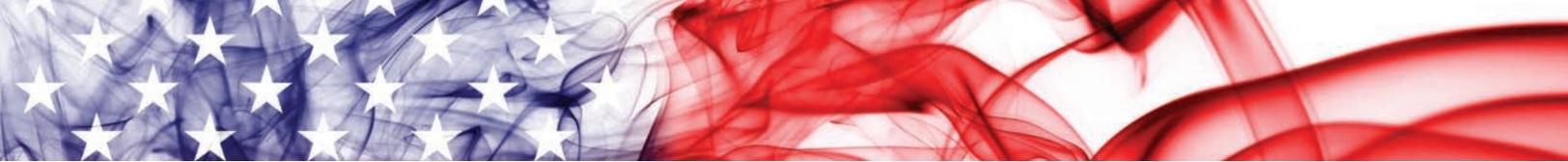
Selected by the IDVA, representing statewide veterans' organizations or veterans' homeless shelters

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.

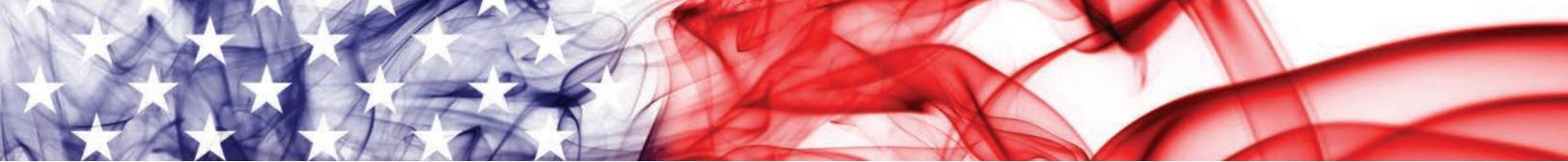
The Council is empowered to:

- 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 2017, the council held its quarterly meetings on:

- March 1, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office
- June 14, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office
- September 12, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office
- December 13, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office



ILLINOIS VETERANS' ADVISORY COUNCIL (FY 2017)

Stanley Olenjack, *Vice Chairman, Marine Corps League*

Roman Ortega, *Vice Chairman, Director Appointee*

GENERAL ASSEMBLY MEMBERS

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

The Honorable Sue Rezin, *Illinois State Senator*

The Honorable Dan Swanson, *Illinois State Representative*

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

EXTERNAL AGENCY APPOINTEES

Sean Carney, *Adjutant General of the Illinois National Guard*

Tom Banning, *Office of the Attorney General*

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

George Bermudez, *IL Department of Employment Security*

DIRECTOR'S APPOINTEES

James Flagg, *Veteran Advocate*

Victor LaGroon, *Veteran Advocate*

Roman Ortega, *Veteran Advocate*

Bill Wolff, *Veteran Advocate*

Amy Sherman, *Veteran Advocate*

Ariel Shivers-McGrew, *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*



Lieutenant Governor Evelyn Sanguinetti, IDVA Director Erica Jeffries, IDVA Assistant Director Harry Sawyer, Mrs. Diane Sawyer and the staff of the Metro Chicago YWCA celebrate the kick off of 'Tiny Boots' held at Hines Hospital on February 14, 2017.

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

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TDD: 217-524-4645



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www.illinois.gov/veterans