



State of Illinois  
Department of Veterans' Affairs



FY2018

# ANNUAL REPORT





## DIRECTOR LETTER

It is my pleasure to submit the Illinois Department of Veterans' Affairs (IDVA) Fiscal Year (FY) 2018 Annual Report. The IDVA mission is "...to empower veterans and their families to thrive" and our 1,300 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 18. We have our wonderful medical staff and the collective community support to thank for this. Our administration and medical staff are operating at such a high level that our State and Federal health inspection boards have resulted in, "no resident care findings!" We are fortunate to have such caring staff members at our Veterans' Homes. We are also incredibly fortunate to have so many people who are personally invested in ensuring that our veterans lead a full and active life. We offer a sincere 'thank you' to our community volunteers and veterans service organizations around the state who never forget about our heroes.

Our **Veteran Service Officers** (VSO) are experts in helping veterans navigate the complex systems of federal, state, and local benefits and resources available to them. Through CyberVet, a program developed by our own IT staff, we can offer streamlined, accurate processing and records management for our veterans' claims.

In FY 2018, the Department's 70 VSOs conducted 92,838 interviews, prepared 71,686 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 \$78.6 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](http://www.IllinoisWarrior.com).

During FY 2018, 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 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 is the continued support and participation in numerous benefits and resource fairs that are attended and



support by our veteran service officers. As we look to FY19, we look forward to continued service of our veteran community and making a difference in their lives.

The IDVA continued 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 program comes from a grant from the Vet 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 2018 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.

### **Stephen Curda, Ph. D.**

*Acting Director*



*IDVA Director Stephen Curda, Ph.D. addresses the VFW members at their Annual State Convention in Springfield.*



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## OVERVIEW

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

Through the field offices, veterans and their families obtain assistance in navigating the complex system of federal, state, and local resources and benefits. Acting as veterans' authorized representatives, the Department's accredited Veteran Service Officers (VSOs) provide counseling and assistance in presenting claims to the U.S. Department of Veterans Affairs (USDVA) on behalf of veterans and their dependents or survivors. These claims may include disability compensation, education benefits, pensions, insurance, hospitalization, and rehabilitation. Field Services also include confirming veterans' eligibility for state benefits and services, as well as assisting veterans in coordinating with local, state, and federal agencies.

In FY 2018, 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, with an Open date in 2020. 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; 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; continued development of the Illinois Warrior Assistance Program through enhancements to the online presence and social media outreach; the Veterans Cash Lottery Grant Program; supported legislative initiatives to expand Veterans Treatment Courts into more counties; and the Veterans Care Program. Although the Veterans Care Program still exists, new enrollment is not allowed due to the plan not meeting the requirements of the Affordable Care Act.



## ADMINISTRATION

**Erica Jeffries**

*Director through May 2018*

**Stephen Curda, Ph. D.**

*Acting Director*

**Harry Sawyer**

*Assistant Director*

**Reysha 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*

**Heidi Morris**

*Senior Program Policy Advisor*

**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*

**FY 2018 - AGENCY SUMMARY**  
(IN THOUSANDS)

	<b>Original Appropriation</b>	<b>Unreserved Appropriation</b>	<b>Expenditures</b>	<b>Balance of Unreserved</b>
<b>GRF</b>	\$67,682.2	\$67,682.2	\$62,566.3	\$5,115.9
<b>HF</b>	\$72,731.3	\$72,731.3	\$55,600.2	\$17,131.1
<b>OTHER</b>	\$6,651.3	\$6,651.3	\$2,157.9	\$4,493.4
<b>TOTAL APPROPRIATED FUNDS</b>	\$147,064.8	\$147,064.8	\$120,324.4	\$26,740.4
<b>NON-APPROPRIATED FUNDS</b>	\$50.0	\$50.0	\$50.0	\$
<b>TOTAL AGENCY</b>	\$147,114.8	\$147,114.8	\$120,374.4	\$26,740.4
 <b>Per SB001</b>	 \$147,114.8	 \$147,114.8	 \$120,374.4	 \$26,740.4



*Illinois Department of Veterans' Affairs honored our Vietnam Veterans with a Vietnam War Commemorative Ceremony at the University of Illinois-Springfield. Governor Rauner, IDVA Director Erica Jeffries and Assistant Director Harry Sawyer presented the 50th Anniversary Pins.*



## CENTRAL OFFICE

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

The **Fiscal Division** is responsible for all agency accounting functions. This includes procurement of goods and services for the agency, invoice vouchering, receipt processing functions, expenditure tracking, preparation and execution of the annual budget, headcount tracking and certification, financial and operational reporting, property control, and lease coordination. In addition, the fiscal division is responsible for telecom, travel, and vehicle coordination. The Fiscal Division took the lead and secured a position for IDVA as one of four pilot agencies for the Statewide Enterprise Resource Planning (ERP) program. 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), IDPH, the Health Facilities and Services Review Board; and the 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 in Springfield and Chicago offices as well as 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. First, the Supplies 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 287,921 printing impressions for FY18. This section is responsible for the maintenance management of the Central Office automobile fleet of seven vehicles. It is also responsible for the incoming and outgoing correspondence, with 4,385 pieces of mail processed in FY 2018.

Also, part of Operations is the Records Section. It handles requests for discharges from veterans, service verification from authorized third parties (Funeral Homes, VAC's, USDVA and parties authorized by the veteran), and 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 direct 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, VN, DS and GWOT) and benefits based on Survivors Compensation to a spouse or qualifying dependent. Programs based on service-connected disability criteria are: Specially Adapted Housing Grant and 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 (USDVA 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 General Counsel welcome questions or concerns from our staff, valued partners, and members of the public.

The Communications Division and the Public Information Officer serve as the primary informational outreach contact for IDVA by planning, crafting, delivering, and measuring 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 additionally, support is provided Agency-wide as needed.

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



*IDVA Director Erica Jeffries addressed Veterans who have careers with the PepsiCo Company.*



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 lost in combat, assisting them in obtaining their benefits. We serve as the Governor’s Office liaison to coordinate and serve Gold Star Families regarding attendance at events held for their benefit and commemoration.
- The **Women Veterans Program** provides a point of contact to navigate resources for women veterans across the entire state. In this role, the Senior Program Manager participates with the National Association of 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 fiscal year 2018, in partnership with the Prairie State College, McCormick Foundation and Aurora Veteran’ Advisory Council, we hosted two Women and the Military Symposiums 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 FY18, outreach efforts included hosting multiple outreach events statewide, which encompassed special events hosted in partnership with the Aurora Veterans Advisory Council.
- The **Illinois Veteran Business Program** changed its program to be inclusive of community outreach, engagement, training, and certification initiatives of the state. The collaborative partnership between IDVA and Central Management Services (CMS) supports a joint mission to assist veterans and recently transitioned service members with access to information, resources, and technical assistance in becoming successful entrepreneurs. During FY18, outreach efforts to aspiring, emerging, and established entrepreneurs increased by 40%, reaching more than 2,500 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 2018**

(IN THOUSANDS)

	<b>Original Appropriation</b>	<b>Unreserved Appropriation</b>	<b>Expenditures</b>	<b>Balance of Unreserved</b>
<b>CENTRAL OFFICE</b>	\$15,755 .1	\$15,755 .1	\$11,383.0	\$4,37 2.1
<b>APPROPRIATED</b>	\$15,705.1	\$15,705.1	\$11,359.5	\$4,345.6
<b>NON-APPROPRIATED</b>	\$50.0	\$50.0	\$23.5	\$26.5
<b>CENTRAL OFFICE</b>	\$15,755.1	\$15,755.1	\$11,383.0	\$4,372.1
<b>GRF</b>	\$10,807.1	\$10,807.1	\$10,230.1	\$577.0
<b>JMFRF</b>	\$250.0	\$250.0	\$6.0	\$244.0
<b>IVHF</b>				
<b>IVAF</b>	\$4,000.0	\$4,000.0	\$641.5	\$3,358.5
<b>IAHTF</b>	\$223.0	\$223.0	\$213.0	\$10.0
<b>IHH</b>	\$50.0	\$50.0	\$23.5	\$26.5
<b>IVRM</b>	\$425.0	\$425.0	\$268.9	\$156.1
<b>Operations</b>				
Budget Stabilization 686	\$10,209.1	\$10,209.1	\$9,710.7	\$498.4
Personal Services	\$2,877.4	\$2,877.4	\$2,703.9	\$173.5
Social security	\$220.1	\$220.1	\$199.0	\$21.1
Contractual services	\$1,370.0	\$1,370.0	\$1,245.8	\$124.2
Travel	\$35.4	\$35.4	\$25.8	\$9.6
Commodities	\$7.4	\$7.4	\$6.3	\$1.1
Printing	\$9.0	\$9.0	\$7.4	\$1.6
Equipment	\$7.5	\$7.5	\$5.5	\$2.0
Electronic Data Processing	\$4,614.1	\$4,614.1	\$4,453.3	\$160.8
Telecommunications	\$1,054.0	\$1,054.0	\$1,054.0	\$
Operation of Automotive Equipment	\$14.2	\$14.2	\$9.7	\$4.5
<b>Grants</b>	\$598.0	\$598.0	\$519.4	\$78.6
<b>GRF</b>	\$598.0	\$598.0	\$519.4	\$78.6
Illinois Warrior Assistance Program	\$350.0	\$350.0	\$321.5	\$28.5
Bonus Payments to War Veterans	\$198.0	\$198.0	\$147.9	\$50.1
Educational Opportunities	\$50.0	\$50.0	\$50.0	\$
Cartage & Erection of Headstones		\$		\$
MIA/POW Scholarship	\$	\$	\$	\$
<b>Illinois Military Family Relief Fund</b>	\$250.0	\$250.0	\$6.0	\$244.0
<b>Illinois Veterans' Homes Fund</b>		\$	\$	\$
<b>Veterans Assistance Fund</b>	\$4,000.0	\$4,000.0	\$641.5	\$3,358.5
<b>Illinois Affordable Housing Trust Fund</b>	\$223.0	\$223.0	\$213.0	\$10.0
<b>Illinois Hires Heroes</b>	\$50.0	\$50.0	\$23.5	\$26.5
<b>Roadside Memorial</b>	\$425.0	\$425.0	\$268.9	\$156.1



## 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 a Roll of Honor 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, 3,803,889 military documents have been added to the electronic database with 287,921 added in FY 2018.

### 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 one \$128.23 claim payable in FY18.

**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 (7 paid,\$700)
Vietnam	January 1, 1961 – March 28, 1973 (28 paid,\$2,800)
Persian Gulf	August 2, 1990-November 30, 1995 (75 paid,\$7,500)
Global War on Terrorism	September 11, 2001 onward (617 paid,\$61,700)

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 and, if the deceased had Illinois residency for at least 12 months immediately preceding entry into military service. There were no new claims in FY 2018 that had not already received this benefit or met the residency requirements. It remains an active program.

**VIETNAM VETERANS COMPENSATION TO SURVIVORS.** If 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 75 claimants compensated for a total of \$75,000 in FY18.

**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 two claimants in FY18.

**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 FY18.

**ILLINOIS COURT OF CLAIMS.** The Illinois Department of Veterans' Affairs assists surviving eligible dependents in filing claims for death benefits - up to \$357,005 disbursed - pursuant to the Line of Duty Compensation Act. In the case of an Armed Forces member, "killed in the line of duty" means losing one's life while on active duty in connection with the September 11, 2001 terrorist attacks on the United States, Operation Enduring Freedom, or Operation Iraqi Freedom. Compensation is adjudicated by and, if awarded, disbursed through the Illinois Court of Claims. There were three claims paid, and there are two claims open for FY18.

## 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 944 requests processed in FY18.

## REAL ESTATE

**SPECIALY 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 14 claims approved at \$15,000 each, and one claim approved at \$3,000, with a total benefit of \$213,000.

**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.

## 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 1st 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.



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

### **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%; 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 provides 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	\$268,940
Bonus Payments	803	\$147,878
Global War on Terrorism/Military Affairs	2	\$6,000
Specially Adapted Housing	15	\$213,000
Specially Adapted Housing for Veterans with Disabilities Tax Exemption	379	-

## Summary of Special Services for FY 2018

SPECIAL SERVICES .....	TOTAL
Veterans Employment Confirmations .....	34
Tax Exemptions Certificates.....	379
Veterans Discharge Certificates .....	15,269
Veterans Burial Certificates.....	520
SOS Special License Plate .....	944
Phone Inquiries .....	2,394
Correspondence.....	4,385
Image Documents.....	67,643
Welcome Home Letters .....	2,134
<b>Total.....</b>	<b>96,787</b>



*Bill Eblen, one of our residents in our Anna Veterans Home was 'Something Blue' for his niece's wedding. His photo went viral and published in People's magazine.*



## 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 2018, 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 2018, the SAA supervised more than 360 active apprenticeship and OJT training facilities and approved 60 new apprenticeship and 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. The Illinois State Approving Agency conducted a one-day conference for Illinois Veterans Coordinators during this past fiscal year.

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 2018**

**PROGRAM APPROVALS AND CANCELLATIONS**

New, Revised, Other Institutions of Higher Learning Approval Actions.....	11,118
Programs and Institutions of Higher Learning Withdrawn .....	680
New, Revised, Other Non College Degree Program Actions.....	5145
Programs and Non College Degree Programs Withdrawn .....	360
New, Revised, Other Apprenticeship Approval Actions.....	149
Programs and Apprenticeships Withdrawn .....	5
Programs and On-The-Job Training Approval Actions.....	307
Programs and On-The-Job Training Programs Withdrawn.....	130
New, Revised, Other Flight School Approval Actions .....	3
Programs and Flight School Programs Withdrawn .....	0
Programs and License and Certification Tests Approval Actions .....	48
Programs and License and Certification Tests Withdrawn.....	0
<b>Total Approval and Withdrawal Actions .....</b>	<b>17,945</b>



*Student Veterans*



## 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 200 claims approved at \$250 each for a total benefit of \$50,000.

## 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 2018, there were 1,197 claims approved that represented \$3,124,326.20 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 • 2018**

*(IN THOUSANDS)*

	<b>Original Appropriation</b>	<b>Unreserved Appropriation</b>	<b>Expenditures</b>	<b>Balance of Unreserved</b>
<b>STATE APPROVING AGENCY</b>	\$1,703.3	\$1,703.3	\$1,005.0	\$698.3
<b>APPROPRIATED</b>	\$1,703.3	\$1,703.3	\$1,005.0	\$698.3
<b>STATE APPROVING AGENCY</b>	\$1,703.3	\$1,703.3	\$1,005.0	\$698.3
<b>GIEF</b>	\$1,482.8	\$1,482.8	\$1,005.0	\$477.8
<b>FEDERAL PROJECTS FUND</b>	\$220.5	\$220.5	\$	\$220.5
<b>GIEF</b>	\$1,482.8	\$1,482.8	\$1,005.0	\$477.8
Personal Services	\$625.9	\$625.9	\$540.4	\$85.5
Retirement	\$338.1	\$338.1	\$251.2	\$86.9
Social Security	\$47.9	\$47.9	\$39.1	\$8.8
Group Insurance	\$154.0	\$154.0	\$100.3	\$53.7
Contractual Services	\$77.9	\$77.9	\$29.8	\$48.1
Travel	\$53.3	\$53.3	\$17.4	\$35.9
Commodities	\$11.5	\$11.5	\$0.9	\$10.6
Printing	\$12.0	\$12.0	\$1.0	\$11.0
Equipment	\$72.3	\$72.3	\$0.4	\$71.9
Electronic Data Processing	\$45.6	\$45.6	\$7.4	\$38.2
Telecommunications	\$23.0	\$23.0	\$7.8	\$15.2
Operation of Automotive Equipment	\$21.3	\$21.3	\$9.3	\$12.0
<b>FEDERAL PROJECTS FUND</b>				
Troops to Teachers Program	\$220.5	\$220.5	\$	\$220.5

## FIELD SERVICES DIVISION

The Field is divided into five divisions: **Metro**, **Northern**, **Central**, **Southern**, and **Appeals**. The Field Manager maintains oversight services to veterans through the division supervisors. Case management is enhanced by the Appeals Division, which is co-located at the VA's Regional Office (VARO) in Chicago.

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 the Global War on Terrorism and the inherent physical and mental demands placed upon our service members. VSO's 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 2018, the Department's 70 VSOs conducted 92,838 interviews, prepared 71,686 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 \$78.6 million federal dollars received by Illinois veterans, their dependents, and their survivors.

Service to veterans continues through outreach to the community by participating in special events locally. At these outreach events, VSOs place emphasis on making veterans and their family members aware of the services offered by the IDVA. In addition to the above-mentioned services, VSOs inform veterans of the Illinois Warrior Assistance Program (IWAP), Home Loan Programs, and scholarship programs. VSOs also continue to support the survivors and families of Illinois' fallen by assisting with filing claims and receiving services earned by veterans.



*IDVA Director Erica Jeffries presents the Quarterly Patriotic Business award to Brian Frieze, Owner & Founder of Sangamon Reclaimed*

## Field Services Division Summary of Activity for FY 2018

### USDVA BENEFITS

Veterans Pension .....	926
Widows Pension.....	499
Veterans Comp.....	11,698
Widows DIC .....	488
Parents DIC .....	6
Appeals/Hearings.....	1,777
Hospital .....	1,452
Champ VA.....	298
Education.....	208
Loans.....	178
Insurance .....	171
Power of Attorney.....	5,737
Burial Benefits.....	965
Grave markers .....	110
Armed Forces.....	292
Discharge/Medals .....	3,292
Combat Special Comp.....	22
Special Adaptive Housing.....	12
VA Intent to File .....	2,343
<b>Total.....</b>	<b>30,474</b>

### VSO OUTREACH

Interviews	
Veterans .....	50,604
Dependents.....	7,014
Phone Interviews.....	27,153
Emails.....	5,940
<b>Total.....</b>	<b>90,711</b>

### IDVA/STATE BENEFITS

New Veterans Records.....	15257
War Bonus Applications.....	555
VetCare Insurance.....	4
Illinois Veterans' Grant.....	100
State Education .....	100
MIA/POW Benefit.....	46
Fishing/Hunting Permit.....	3,403
Camping Permit.....	293
Veterans' Home Applications.....	39
Veteran ID Cards.....	536
3WVGR/4WVGR (Markers/Burial) .....	1,518
Special Events.....	162
DD 214 Certifications for SOS.....	19,016
Records Request.....	592
Tax Exemption.....	121
SOS Line of Duty Compensation .....	1
<b>Total.....</b>	<b>41,743</b>



*IDVA Assistant Director Sawyer presenting the 50th Vietnam Vet Commemoration Pin to Sgt Carlock in Decatur, IL. Sgt. Carlock also received the Bronze Star from Illinois Adjutant General Richard Hayes.*

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

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



<b>Edgar*</b>	<b>Edgar County FSA</b> 11759 IL Highway 1 Paris, IL 61944	<b>Knox</b>	<b>IDVA</b> 362 N. Linwood Rd. Galesburg, IL 61401
<b>Effingham</b>	<b>County Building</b> 101 N. 4th St, Room 203 Effingham, IL 62401	<b>Knox*</b>	<b>Galesburg VA Out-Patient Clinic</b> 310 Home Blvd Galesburg, IL 61401
<b>Fulton*</b>	<b>American Legion Post #1</b> 260 W. Lincoln Ave. Lewistown, IL 61542	<b>Lake*</b>	<b>North Chicago VA Med Center</b> 3001 Green Bay Rd. Bldg. 135, Rooms 156 & 157 North Chicago, IL 60064
<b>Franklin</b>	<b>Dept. of Human Services Building</b> 1602 North Main Street Benton, IL 62812	<b>Lake*</b>	<b>Lake County Veterans and Family Services foundation</b> 100 S. Atkinson, Unit 110 Grayslake, IL 60030
<b>Henry</b>	<b>IDVA</b> 111 North East St. Kewanee, IL 61443	<b>Lake</b>	<b>ISAC Deerfield Facility</b> 1755 Lake Cook Rd Deerfield, IL 60015
<b>Jackson</b>	<b>IDVA</b> Carbondale VA Clinic 1130 E. Walnut St. Rm. 108 Woody Hall, Rm. B252 Carbondale, IL 62901	<b>LaSalle</b>	<b>LaSalle Veterans Home</b> 1015 O'Connor Ave. LaSalle, IL 61301
<b>Jasper*</b>	<b>Jasper County Courthouse</b> 204 W. Washington St., Suite 2 Newton, IL 62448	<b>Lawrence</b>	<b>City Of Lawrenceville</b> 700 E. Main St. Lawrenceville, IL 62439
<b>Jefferson</b>	<b>IDVA</b> 4105 N. Water Tower. Rm. #112 Mt. Vernon, IL 62864	<b>Livingston*</b>	<b>National Guard Armory</b> 825 W. Reynolds Room 110 Pontiac, IL 61764
<b>Jo Davies*</b>	<b>West Galena Township Building</b> 607 Gear St Galena, IL 61036	<b>Logan*</b>	<b>Oasis Senior Center</b> 2810 Woodlawn Rd. Lincoln, IL 62656
<b>Kane #1</b>	<b>IDVA</b> Elgin National Guard Armory 254 Raymond St. Elgin, IL 60120	<b>Macon</b>	<b>Millikin Bldg.</b> 132 S Water St Suite 440 Decatur, IL 62523
<b>Kane #2</b>	<b>DuPage County Vet Center</b> 750 Shoreline Dr., Suite 150 Aurora, IL 60504	<b>Macon*</b>	<b>Decatur VA CBOC</b> 3035 E. Mound Rd. Decatur, IL 62626
<b>Kankakee</b>	<b>Manteno Veterans' Home</b> #1 Veterans' Drive Manteno, IL 60950	<b>Macoupin</b>	<b>W. Central Development Center</b> IL Job Service 116 S. Plumb St. Carlinville, IL 62626



<b>Madison</b>	<b>IDVA</b> 101 E. Edwardsville Rd Suite 1305 Wood River, IL 62095.	<b>Randolph*</b>	<b>City Hall</b> 1330 Swanwick St. Chester, IL 62233
<b>Marion</b>	<b>Salem Professional Bldg.</b> 600 E. Main St., Suite 6 Salem, IL 62881	<b>Richland*</b>	<b>Senior Citizens Center</b> 308 Main St. Olney, IL 62450
<b>Massac*</b>	<b>County Courthouse</b> PO Box 429 Metropolis, IL 62960	<b>Rock Island</b>	<b>County Building</b> 1504 3rd Ave. Rock Island, IL 61201
<b>Mason*</b>	<b>VFW Post 6408</b> 415 W. Adams Havana, IL 62644	<b>St. Clair #1</b>	<b>IDVA Regional Building</b> 10 Collinsville Ave. E. St Louis, IL 62201
<b>McDonough</b>	<b>National Guard Armory</b> 135 W. Grant St., Room 57 Macomb, IL 61455	<b>St. Clair #2</b>	<b>IDVA</b> Illinois Department of Employment Security Building 4519 W. Main St. Belleville, IL 62226
<b>McHenry</b>	<b>IDVA - Woodstock Armory</b> 1301 Sunset Ridge Rd. Woodstock, IL 60098	<b>Saline</b>	<b>IL Department of Veterans' Affairs</b> 320 E. Raymond Harrisburg, IL 62946
<b>McLean</b>	<b>National Guard Armory</b> 1616 S. Main St., Room 15 & 16 Bloomington, IL 61701	<b>Sangamon</b>	<b>IL Department of Veterans' Affairs</b> 833 S. Spring St. PO Box 19432 Springfield, IL 62794
<b>Mercer*</b>	<b>County Courthouse</b> 100 SE 3RD St. Aledo, IL 61231	<b>Schuyler*</b>	<b>Senior Center</b> 250 N. Monroe Rushville, IL 62681
<b>Morgan</b>	<b>DHS Family Recourse Ctr</b> 45 S. Central Park Plaza Jacksonville, IL 62650	<b>Stephenson</b>	<b>IDVA</b> 1631 S. Galena Ave. Freeport, IL 61032
<b>Ogle*</b>	<b>Rock River Center, Inc.</b> 810 S. 10th St. Oregon, IL 61061	<b>Union*</b>	<b>Anna Veterans Home</b> 792 N. Main St. Anna, IL 62906
<b>Peoria</b>	<b>IDVA</b> 401 Main St., Suite 650 Peoria, IL 61602	<b>Vermilion</b>	<b>Workforce Development Center</b> 407 N. Franklin, Suite B Danville, IL 61832
<b>Pike*</b>	<b>American Legion</b> 1302 W. Washington Pittsfield, IL 62363	<b>Wabash*</b>	<b>Wabash Valley College</b> 2200 College Dr. Mt. Carmel, IL 62863
<b>Pulaski*</b>	<b>Illinois Dept. of Human Services</b> 422 S. Blanche Mounds, IL 62964		



**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' locations and contact information go to [www.illinois.gov/veterans](http://www.illinois.gov/veterans)

### FIELD SERVICES DIVISION • 2018

*(IN THOUSANDS)*

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>FIELD SERVICES</b>	\$5,717.0	\$5,717.0	\$5,298.6	\$418.4
<b>APPROPRIATED</b>	\$5,717.0	\$5,717.0	\$5,298.6	\$418.4
<b>FIELD SERVICES</b>	\$5,717.0	\$5,717.0	\$5,298.6	\$418.4
<b>GRF</b>	\$5,717.0	\$5,717.0	\$5,298.6	\$418.4
<b>Operations</b>	\$5,717.0	\$5,717.0	\$5,298.6	\$418.4
<b>Personal Services</b>	\$4,243.3	\$4,243.3	\$3,966.6	\$276.7
<b>Retirement</b>	\$	\$	\$	\$
<b>Social Security</b>	\$324.6	\$324.6	\$293.3	\$31.3
<b>Contractual Services</b>	\$582.0	\$582.0	\$507.5	\$74.5
<b>Travel</b>	\$93.6	\$93.6	\$70.9	\$22.7
<b>Commodities</b>	\$8.6	\$8.6	\$5.4	\$3.2
<b>Printing</b>	\$9.0	\$9.0	\$8.1	\$0.9
<b>Equipment</b>	\$5.1	\$5.1	\$3.5	\$1.6
<b>Electronic Data Processing</b>	\$	\$	\$	\$
<b>Telecommunications</b>	\$430.0	\$430.0	\$423.6	\$6.4
<b>Operation of Automotive Equipment</b>	\$20.8	\$20.8	\$19.7	\$1.1



## 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, and 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 monthly maintenance fee 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, working to assure that quality standards are maintained, and that the special needs of our veterans are met at all times.



*Our Veteran Home Administrators attended the Illinois Nursing Home Administrators Conference learning the new regulations regarding a 911 Emergency. i.e.: IDPH/CMS new regulations for evacuations and all the details that involving such an important task. Here are our Administrators at the conference. Front row - Sherri Whitmer, Angela Simmons, Back Row - Lester Robertson, Len Winnicki and Troy Culbertson.*

## 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 (CNAs) provide 24-hour a day, 7-days a week care. In addition to the extensive medical department, the Home has social services, activities, dietary, laundry, housekeeping, security, and maintenance departments.

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

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

In FY18, IVH-Quincy has had the following events occur:

- Memorial Day program and Family Picnic
- Fishing for Freedom Event
- Veterans Day Program
- 1st Arts Fair during Veterans Day program/veterans & residents displayed their art work
- Veterans Day Parade on grounds
- Tractor Show
- Lugnuts Car Show
- American Legion Auxiliary Hospital Representative present every week to provide comfort items for residents
- VFW Auxiliary Hospital Representative offers comfort items monthly & a special bingo game on units 2x month
- Christmas Family Lunch & Party
- St. Dominic 5th grade Buddy Program (adopt a grandparent) meets monthly at IVHQ (Exchange club sponsors program)  
This is a 21+ year program
- Volunteer Appreciation Day Program & Lunch in April
- Evening music & dances April through October at Smith Hall sponsored by Marine Corp League
- Summer Picnics hosted by organizations: Military Order of the Purple Heart, DAV, Lutheran Church of St. Johns, RSVP, Elks Club, Father's Day picnic (Mt. Sterling Am. Legion)

## Summary of Activity for FY 2018

	FY 2017	FY 2018
Average Skilled Care Census	344	319
Average Hours of Care for Residents in Homes	3	3
Federal Dollars Claimed for Skilled Care Per Diem	\$14,220,900	\$14,293,162
Volunteer Hours	9,529.25	14,682
Donations Received from Service Organizations	\$36,830	\$43,630

## ILLINOIS VETERANS' HOME AT QUINCY • 2018

*(IN THOUSANDS)*

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>QUINCY VETERANS' HOME</b>	\$53,268.8	\$53,268.8	\$44,384.5	\$8,884.3
<b>APPROPRIATED</b>	\$53,247.7	\$53,247.7	\$44,363.4	\$8,884.3
<b>NON-APPROPRIATED</b>	\$21.1	\$21.1	\$21.1	\$
<b>QUINCY VETERANS' HOME</b>	\$53,268.8	\$53,268.8	\$44,384.5	\$8,884.3
<b>GRF</b>	\$21,769.5	\$21,769.5	\$20,749.7	\$1,019.8
<b>QVHF</b>	\$31,478.2	\$31,478.2	\$23,613.7	\$7,864.5
<b>LIBRARY GRANT FUND</b>	\$21.1	\$21.1	\$21.1	\$
<b>Operations</b>	\$21,769.5	\$21,769.5	\$20,749.7	\$1,019.8
Personal Services	\$20,222.5	\$20,222.5	\$19,345.5	\$877.0
Retirement	\$	\$	\$	\$
Social Security	\$1,547.0	\$1,547.0	\$1,404.2	\$142.8
Contractual Services	\$	\$	\$	\$
Commodities	\$	\$	\$	\$
Electronic Data Processing	\$	\$	\$	\$
<b>QVHF</b>				
<b>Operations</b>	\$31,478.2	\$31,478.2	\$23,613.7	\$7,864.5
Personal Services	\$13,276.5	\$13,276.5	\$9,733.8	\$3,542.7
Members Compensation	\$28.0	\$28.0	\$12.1	\$15.9
Retirement	\$7,171.0	\$7,171.0	\$4,613.1	\$2,557.9
Social Security	\$1,015.6	\$1,015.6	\$712.3	\$303.3
Contractual Services	\$4,086.1	\$4,086.1	\$3,666.7	\$419.4
Travel	\$8.0	\$8.0	\$6.4	\$1.6
Commodities	\$4,879.6	\$4,879.6	\$4,214.6	\$665.0
Printing	\$25.0	\$25.0	\$12.4	\$12.6
Equipment	\$378.7	\$378.7	\$209.7	\$169.0
Electronic Data Processing	\$14.0	\$14.0	\$9.5	\$4.5
Telecommunications	\$191.3	\$191.3	\$188.7	\$2.6
Operation of Automotive Equipment	\$49.4	\$49.4	\$41.5	\$7.9
Permanent Improvements	\$270.0	\$270.0	\$108.9	\$161.1
Refunds	\$85.0	\$85.0	\$84.0	\$1.0
<b>LIBRARY GRANT FUND</b>	\$21.1	\$21.1	\$21.1	\$

## ILLINOIS VETERANS' HOME AT MANTENO



*Illinois Veterans Home in Manteno*

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

The Activities and Volunteer Services Departments provide residents with a variety of social and recreational activities. Skilled, professional staff members are assisted by a large contingent of dedicated volunteers from local veterans and civic organizations. Weekly religious services of all faiths are held in the facility chapel.

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

In FY18, IVH-Manteno had the following events occur:

- UAW sponsored a picnic for the residents and staff. It was hosted by 150 volunteers.
- Annual favorites such as the Father's Day luncheon, Fall Festival and Luau with authentic Hawaiian dancers.
- Off grounds outing to Phelan acres for a summertime barbeque, boat rides on the lake, a fly-over and Jim Cornelison singing the Star-Spangled Banner.
- Attended several White Sox baseball games.
- "Cars for a Cause" – Rotary Club displayed hot rod cars on the grounds for viewing.

The Illinois Veterans' Home at Manteno (IVH-M), celebrated its 31th year of service in April and continues to serve many northern and central Illinois veterans. The IVH-M is located on 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

## Summary of Activity for FY 2018

	FY 2017	FY 2018
Average Skilled Care Census	287	289
Average Hours of Care for Residents in Homes	3.46	3.45
Federal Dollars Claimed for Skilled Care Per Diem	\$12,364,507	\$13,346,385
Volunteer Hours	12,067	10,043
Donations Received from Service Organizations	\$153,751	\$99,539

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

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>MANTENO VETERANS' HOME</b>	\$37,321.1	\$37,321.1	\$30,678.2	\$6,642.9
<b>APPROPRIATED</b>	\$37,307.1	\$37,307.1	\$30,664.2	\$6,642.9
<b>NON-APPROPRIATED</b>	\$14.0	\$14.0	\$14.0	\$
<b>MANTENO VETERANS' HOME</b>	\$37,307.1	\$37,307.1	\$30,678.2	\$6,642.9
<b>GRF</b>	\$18,947.0	\$18,947.0	\$18,066.3	\$880.7
<b>MVHF</b>	\$18,360.1	\$18,360.1	\$12,597.9	\$5,762.2
<b>LIBRARY GRANT FUND</b>	\$14.0	\$		
<b>Operations</b>	\$18,947.0	\$18,947.0	\$18,066.3	\$880.7
Personal Services	\$17,600.5	\$17,600.5	\$16,841.9	\$758.6
Retirement	\$	\$	\$	\$
Social Security	\$1,346.5	\$1,346.5	\$1,224.4	\$122.1
Contractual Services	\$	\$	\$	\$
Commodities	\$	\$	\$	\$
<b>MVHF</b>				
<b>Operations</b>	\$18,360.1	\$18,360.1	\$12,597.9	\$5,762.2
Personal Services	\$5,586.3	\$5,586.3	\$3,396.6	\$2,189.7
Members Compensation	\$30.0	\$30.0	\$8.3	\$21.7
Retirement	\$3,017.3	\$3,017.3	\$1,608.8	\$1,408.5
Social Security	\$427.2	\$427.2	\$248.9	\$178.3
Contractual Services	\$6,488.9	\$6,488.9	\$5,460.5	\$1,028.4
Travel	\$5.5	\$5.5	\$2.0	\$3.5
Commodities	\$1,622.2	\$1,622.2	\$1,106.4	\$515.8
Printing	\$25.0	\$25.0	\$15.0	\$10.0
Equipment	\$294.0	\$294.0	\$215.4	\$78.6
Electronic Data Processing	\$44.0	\$44.0	\$7.4	\$36.6
Telecommunications	\$176.4	\$176.4	\$171.4	\$5.0
Operation of Automotive Equipment	\$63.3	\$63.3	\$50.5	\$12.8
Permanent Improvements	\$430.0	\$430.0	\$160.8	\$269.2
Refunds	\$150.0	\$150.0	\$145.9	\$4.1
<b>LIBRARY GRANT FUND</b>	\$14.0	\$14.0	\$14.0	\$

## ILLINOIS VETERANS' HOME AT LASALLE



*Illinois Veterans' Home in LaSalle*

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

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 for fresh air. A full range of rehabilitation services are provided to assist veterans in meeting their needs.

The Home has a complete staff of medical, nursing, social service, and activity personnel. Ancillary services such as physical, speech, and occupational therapies are available at the Home through contractual arrangements with specialists in the community.

The Hines VA Medical Center is the USDVA hospital of jurisdiction for the IVH-LaSalle. In the last year, IVH-LaSalle has had the following events occur:

- Resident rooms had all new curtains installed, which replaced the previous blinds.
- Shadow boxes were installed outside of each resident's room.
- East and West wings received dressers with drawers that locked.
- Remodel of the nursing administration offices.
- Landscaping was done to the North West Courtyard, Oceanside Courtyard, Nantucket Courtyard, and Peace Garden.
- Wander guard system was installed.

## Summary of Activity for FY 2018

	FY 2017	FY 2018
Average Skilled Care Census	181	177
Average Hours of Care for Residents in Homes	3.78	3.57
Federal Dollars Claimed for Skilled Care Per Diem	\$7,736,475	\$7,638,279
Volunteer Hours	6,451	6,418
Donations Received from Service Organizations	\$65,637	\$60,860

## ILLINOIS VETERANS' HOME AT LASALLE • 2018

*(IN THOUSANDS)*

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>LASALLE VETERANS' HOME</b>	\$23,367.1	\$23,367.1	\$19,876.9	\$3,490.2
<b>APPROPRIATED</b>	\$23,357.1	\$23,357.1	\$19,866.9	\$3,490.2
<b>NON-APPROPRIATED</b>	\$10.0	\$10.0	\$10.0	\$
<b>LASALLE VETERANS' HOME</b>	\$23,367.1	\$23,367.1	\$19,876.9	\$3,490.2
<b>GRF</b>	\$6,729.0	\$6,729.0	\$6,153.1	\$575.9
<b>LVHF</b>	\$16,628.1	\$16,628.1	\$13,713.8	\$2,914.3
<b>LIBRARY GRANT FUND</b>	\$10.0	\$10.0	\$10.0	\$
<b>Operations</b>	\$6,729.0	\$6,729.0	\$6,153.1	\$575.9
Personal Services	\$6,250.8	\$6,250.8	\$5,731.4	\$519.4
Retirement	\$	\$	\$	\$
Social Security	\$478.2	\$478.2	\$421.7	\$56.5
Contractual Services	\$	\$	\$	\$
Commodities	\$	\$	\$	\$
Electronic Data Processing	\$	\$	\$	\$
<b>LVHF</b>				
<b>Operations</b>	\$16,628.1	\$16,628.1	\$13,713.8	\$2,914.3
Personal Services	\$7,762.0	\$7,762.0	\$6,752.9	\$1,009.1
Retirement	\$4,192.5	\$4,192.5	\$3,197.9	\$994.6
Social Security	\$593.8	\$593.8	\$496.7	\$97.1
Contractual Services	\$2,270.7	\$2,270.7	\$1,802.9	\$467.8
Travel	\$5.0	\$5.0	\$3.0	\$2.0
Commodities	\$1,460.6	\$1,460.6	\$1,232.8	\$227.8
Printing	\$15.5	\$15.5	\$6.7	\$8.8
Equipment	\$115.0	\$115.0	\$35.1	\$79.9
Electronic Data Processing	\$11.5	\$11.5	\$5.3	\$6.2
Telecommunications	\$98.0	\$98.0	\$97.3	\$0.7
Operation of Automotive Equipment	\$13.0	\$13.0	\$8.2	\$4.8
Permanent Improvements	\$50.0	\$50.0	\$40.5	\$9.5
Refunds	\$40.5	\$40.5	\$34.5	\$6.0
<b>LIBRARY GRANT FUND</b>	\$10.0	\$10.0	\$10.0	\$

## 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 FY18, IVH-Anna had the following events occur:

- In collaboration with Southern Illinois University, implemented a Dental Program in the facility for the residents.
- Formed a Water Management Committee implementing a water management plan for water safety.
- Installed a new On-Demand Hot Water System

## Summary of Activity for FY 2018

	FY 2017	FY 2018
Average Skilled Care Census	49	47
Average Hours of Care for Residents in Homes	4	3.74
Federal Dollars Claimed for Skilled Care Per Diem	\$2,987,847	\$2,531,129
Volunteer Hours	466	698
Donations Received from Service Organizations	\$71,991	\$23,665

## ILLINOIS VETERANS' HOME AT ANNA • 2018

*(IN THOUSANDS)*

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>ANNA VETERANS' HOME</b>	\$7,750.3	\$7,750.3	\$7,142.6	\$607.7
<b>APPROPRIATED</b>	\$7,745.4	\$7,745.4	\$7,137.7	\$607.7
<b>NON-APPROPRIATED</b>	\$4.9	\$4.9	\$4.9	\$
<b>ANNA VETERANS' HOME</b>	\$7,750.3	\$7,750.3	\$7,142.6	\$607.7
<b>GRF</b>	\$1,530.5	\$1,530.5	\$1,482.7	\$47.8
<b>AVHF</b>	\$6,214.9	\$6,214.9	\$5,655.0	\$559.9
<b>LIBRARY GRANT FUND</b>	\$4.9	\$4.9	\$4.9	\$
<b>Operations</b>	\$1,530.5	\$1,530.5	\$1,482.7	\$47.8
Personal Services	\$1,421.7	\$1,421.7	\$1,381.1	\$40.6
Retirement		\$		\$
Social Security	\$108.8	\$108.8	\$101.6	\$7.2
Contractual Services			\$	\$
Commodities		\$	\$	\$
Electronic Data Processing		\$	\$	\$
<b>AVHF</b>				
<b>Operations</b>	\$6,214.9	\$6,214.9	\$5,655.0	\$559.9
Personal Services	\$2,951.3	\$2,951.3	\$2,797.4	\$153.9
Retirement	\$1,594.1	\$1,594.1	\$1,324.7	\$269.4
Social Security	\$225.8	\$225.8	\$205.7	\$20.1
Contractual Services	\$862.4	\$862.4	\$815.3	\$47.1
Travel	\$5.0	\$5.0	\$2.5	\$2.5
Commodities	\$420.1	\$420.1	\$416.4	\$3.7
Printing	\$4.0	\$4.0	\$2.7	\$1.3
Equipment	\$50.0	\$50.0	\$30.7	\$19.3
Electronic Data Processing	\$9.0	\$9.0	\$1.5	\$7.5
Telecommunications	\$30.3	\$30.3	\$29.7	\$0.6
Operation of Automotive Equipment	\$10.2	\$10.2	\$6.4	\$3.8
Permanent Improvements	\$10.0	\$10.0	\$9.3	\$0.7
Refunds	\$42.7	\$42.7	\$12.7	\$30.0
<b>LIBRARY GRANT FUND</b>	\$4.9	\$4.9	\$4.9	\$

## PRINCE HOME



*Prince Home for homeless and disabled veterans*

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

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

The Prince Home is not a shelter used to temporarily house veterans, it is a home where veterans can rebuild their lives. To reside in the Prince Home, residents must participate in the entire scope of the curriculum, programs, and activities.

As of June 2018, the Prince Home has served 185 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 2018, the Prince Home has had the following events:

- Attended 6 Chicago White Sox baseball games for all residents
- Forgotten Sons third annual motorcycle ride and picnic
- Disabled American Veterans held a golf benefit, which resulted in Prince Home receiving a \$ 3,000 donation.
- Attended 2 Steppenwolf plays
- The installation of the patio donated by the UAW was completed.
- The Masonic Lodge 765 donated \$12,700

## Summary of Activity for FY 2018

	FY 2017	FY 2018
Number of Homeless Veteran Applications	36	22
Number of Admissions	16	10
Number of Residents graduating from the program	6	6
Total Known Recidivism Rate	3.2%	1.05%
Average Length of Residency (in weeks)	178	63
Number of Outreach Events Attended	35	33
Donations Received from Service Organizations	\$24,308	\$32,410

## PRINCE HOME • 2018

*(IN THOUSANDS)*

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>PRINCE HOMELESS PROGRAM</b>	\$809.3	\$809.3	\$605.6	\$203.7
<b>APPROPRIATED</b>	\$809.3	\$809.3	\$605.6	\$203.7
<b>NON-APPROPRIATED</b>	\$	\$	\$	\$
<b>GRF</b>	\$759.3	\$759.3	\$585.8	\$173.5
<b>MVHF</b>	\$50.0	\$50.0	\$19.8	\$30.2
<b>FEDERAL PROJECTS FUND</b>	\$	\$	\$	\$
<b>IVAF</b>	\$	\$	\$	\$
<b>MVHF</b>	\$	\$	\$	\$
Costs associated with Homeless Program <b>FEDERAL PROJECTS FUND</b>	\$50.0	\$50.0	\$19.8	\$30.2
Costs associated with Homeless Program <b>IVAF</b>	\$	\$	\$	\$
Veterans Assistance Fund -Homeless Program	\$	\$	\$	\$

## ILLINOIS VETERANS' HOME AT CHICAGO

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

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

Construction is precast concrete with brick veneer. The building consists of five floors with common spaces, administration, and back of the house areas on the first floor. On the second floor of the building are four secure units with roof-top garden outdoor spaces. Twelve additional skilled care rooms are on the third, fourth, and fifth floors. Each resident room is single occupancy with a private lavatory and a wheelchair accessible shower. Each community living unit will have a serving kitchen, dining area, living room, and den.

Construction is scheduled to be completed December 2019, with initial admissions anticipated to begin Spring of 2020.



	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
<b>CHICAGO HOME PROGRAM</b>	\$1,422.8	\$1,422.8	\$	\$1,422.8
<b>APPROPRIATED</b>	\$1,422.8	\$1,422.8	\$	\$1,422.8
<b>NON-APPROPRIATED</b>	\$	\$	\$	\$
<b>GRF</b>	\$1,422.8	\$1,422.8	\$	\$1,422.8
<b>IVAF</b>				
<b>CVHF</b>				
<i>Costs associated with Chicago     Home Program</i>	\$1,422.8	\$1,422.8	\$	\$1,422.8

## 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 over 330 grants totaling \$14.8 million. In FY 2018, the committee awarded 16 grants totaling \$630,075.

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.



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 2018 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 2018

GRANTS MADE BY CATEGORY	NUMBER OF GRANTS	TOTAL AMOUNT
Post-Traumatic Stress	1	\$38,190
Veteran Disability Benefits	3	\$146,815
Health Insurance Costs	0	\$0
Veteran Long-Term Care	1	\$28,906
Veteran Employment & Employment Training	4	\$ 151,507
Veteran Homelessness	7	\$264,657
<b>TOTAL</b>	<b>16</b>	<b>\$630,075</b>

## 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. Illinois Warriors Assistant Program (IWAP) offers help for those who may be facing emotional challenges such as anxiety, stress, depression, coping with daily emotions, addiction and substance abuse. 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.



Through the program, a confidential 24-hour tollfree helpline is available at 1-866-554-IWAP (4927) for referral assistance and authorization of covered services. These professionals refer veterans and family members to the appropriate health or community resources, as well as provide referrals for behavioral health counseling. The IWAP program has continued to develop since its inception, and now provides eligible veterans and their family members:

- Counseling services
- Neuropsychological testing for mild traumatic brain injury
- Post-traumatic stress self-assessment
- Legal and financial consultation
- Online financial and legal tools

At [www.illinoiswarrior.com](http://www.illinoiswarrior.com), veterans can complete TBI and PTSD self-assessments and 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 2018, outreach through social media continued to bring awareness to this valuable resource. New marketing materials were created to maximize distribution to a statewide audience highlighting the overall program, and how to contact the program for assistance. The materials were professionally produced by the vendor and provided for use at a number of community outreach events, Veterans' Service Organization State Conventions, Illinois State Fair, 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	FY2018
Unique Web Users	19,793	13,437	15,588
Call Center Users	462	484	427
Referrals to Partners	80	174	108
On Line Chat Sessions	31	43	64

In FY2018, IDVA increased its outreach efforts to raise awareness of how IWAP can fill the gaps in mental health benefits to veterans who do not qualify for VA benefits and in delays of accessing VA mental health benefits for those who do qualify. The outreach efforts have yielded positive results with the rise of veterans requesting assistance since the beginning of the program education awareness campaign.



## 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 2018, the council held its quarterly meetings on:

- September 12, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office
- December 13, 2017 via VTC; IDVA Central Office, Springfield and Chicago Office
- March 21, 2018 via VTC; IDVA Central Office, Springfield and Chicago Office
- June 13, 2018 via VTC; IDVA Central Office, Springfield and Chicago Office



**ILLINOIS VETERANS' ADVISORY COUNCIL**  
(FY 2018)

**Stanley Olenjack**, *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 Strommatt**, *Veterans Assistance Commission*

**Vince Long**, *Veterans of Foreign Wars*

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

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

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