

<b>Agency</b>	Department Of Veterans' Affairs
<b>Program Name</b>	State Approving Agency for GI Bill Education Benefits
<b>Program Description</b>	The State Approving Agency (SAA) approves college and non-college degree programs, vocational flight training, apprenticeships and other on-the-job training so that federal educational assistance benefits may be paid to veterans and other eligible persons under the several programs administered by the United States Department of Veterans Affairs. In addition to approvals, the SAA assists the US Department of Veterans Affairs in conducting compliance surveys at institutions and training establishments where eligible veterans and their dependents are attending.
<b>Target Population</b>	1) Individual veterans and eligible dependents. 2) Illinois educational institutions and training establishments that include colleges and universities, vocational schools, business schools, professional schools, vocational flight schools, high schools, apprenticeships, on-the-job training programs, licensing and certification testing entities.
<b>Activities</b>	Hold outreach events to educate veterans on the GI Bill and assist veterans in a substantive nature. Serve veterans served in a substantive nature via phone and email. Provide technical assistance to schools with the institutional approval process and the GI Bill. Process requests for approval of new facilities. Examine educational institutions for compliance.
<b>Goals</b>	1) Veterans benefits are wisely utilized 2) Veterans receive a higher quality education 3) More quality schools and job training programs are available for Veterans and eligible persons 4) Increased number of Illinois veterans with post-secondary certificates and bachelor degrees
<b>Outcome</b>	Improve School Readiness and Student Success for All

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
1,805.4	1,377	1,400

**MEASURES**

**Number of technical assistance visits provided to assist schools with the approval process and the GI Bill**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 10    **Source :** Internally Developed

**Baseline :** 14.00    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks visits to educational institutions.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
116	440	400	410

**Number of requests for approval of new facilities**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 20.00    **Source :** Internally Developed

**Baseline :** 14.50    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of requests for approval of new facilities.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
123	96	130	130

**Number of educational institutions examined for compliance**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 10.00    **Source :** Internally Developed for FY 2014; (FY 2013 Benchmark 7.00)

**Baseline :** 6.50    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of educational institutional examined for compliance.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
91	77	85	85

<b>Agency</b>	Department Of Veterans' Affairs
<b>Program Name</b>	Veterans' Assistance and Services
<b>Program Description</b>	Organize and host outreach events and assist veterans in navigating the complex web of services and benefits available. IDVA runs 49 full-time and 35 part-time (itinerant) offices in 80 of the 102 IL counties. These offices are staffed by Veteran Service Officers (VSO's) who are fellow veterans. They are trained and accredited by the U.S. Department of Veterans Affairs to provide free assistance to veterans and their dependents and survivors.
<b>Target Population</b>	Veterans, their dependents and survivors
<b>Activities</b>	Organize, host and coordinate benefit fairs, training seminars and targeted workshops. Assist veterans and dependents in submitting claims for state and federal benefits. Provide resources related to the following: Compensation and Pension, Health Care, Education & Training, Employment, Burial & Survivor, Housing, Permits, Transportation, Military Records and other issues. Assist veterans and dependents in a substantive nature in-person, via phone and email.
<b>Goals</b>	(1) Ensure veterans and their dependents receive benefits to increase their productivity as citizens and allow them to reach their long-term goal of financial stability and (2) maximize the influx of federal dollars to Illinois veterans.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
6,125.4	5,753.8	5,988.4

**MEASURES**

**Number of applications submitted for state and federal benefits**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 8,295.00    **Source :** Internally Developed

**Baseline :** 9,613.25    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of applications submitted for state and federal benefits.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
40,855	35,886	39,000	40,000

**Federal dollars returned to Illinois resulting from claims filed with the USDVA**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** \$4,000,000.00    **Source :** Internally Developed

**Baseline :** \$4,366,914.58    **Baseline Date :** 10/1/2013

**Methodology :** USDVA and IDVA coordinate to track the total dollar amount returned to the state related to federal benefits and claims.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
62,715,507	87,314,190	80,000,000	81,000,000

**Total number of veterans served**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 13,125    **Source :** Internally Developed

**Baseline :** 12,768    **Baseline Date :** 10/1/2013

**Methodology :** Total of veterans served in-person, via phone and email, and served substantively at outreach events.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
105,841	63,852	70,000	75,000

**Outreach events attended by Veteran Service Officers (VSOs)**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 30.00    **Source :** Internally Developed for FY 2014; (FY 2013 Benchmark 40.00)

**Baseline :** 36.25    **Baseline Date :** 10/1/2013

**Methodology :** Attendance rosters and registration database.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
214	246	250	250

<b>Agency</b>	Department Of Veterans' Affairs
<b>Program Name</b>	Veterans' Grants and Specialty Services
<b>Program Description</b>	General performance measures for Grants and Speciality Services
<b>Target Population</b>	Veterans, their dependents and their survivors.
<b>Activities</b>	Performing all necessary duties associated with the grant application, review, payment and reporting process to ensure compliance and meet programmatic goals.
<b>Goals</b>	Utilize the funding available to provide grants for: <ul style="list-style-type: none"> <li>• Addressing Post-Traumatic Stress, homelessness, health insurance costs, long-term care, disability benefits and employment</li> <li>• State education for disabled veterans and their dependents</li> <li>• Specially adaptive housing for service-connected disabled veterans and property tax exemption on the adaption</li> <li>• POW/MIA scholarships</li> <li>• Military and Family Relief while on active military duty</li> <li>• Bonus for the men and women who served and sacrificed for our country</li> <li>• Cartage and erection of headstones</li> </ul>
<b>Outcome</b>	Increase Individual and Family Stability and Self-Sufficiency

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
4,742	3,161.7	3,220.6

**MEASURES**

**Dollars awarded for Veterans' cash grants.**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :**    **Source :** Internally Developed

**Baseline :** \$33,611.50    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the dollars awarded to Post Traumatic Stress Disorder treatment and research.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
630,075	710,240	725,000	750,000

**Number of specially adapted housing exemptions**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 2.50    **Source :** Internally Developed

**Baseline :** 2.17    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of Specially Adapted Housing Exemptions.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
8	10	14	14

**Number of cartage and erection of headstones**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 300.00    **Source :** Internally Developed

**Baseline :** 354.67    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of Cartage and Erection of Headstones.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
4,510	2,197	2,500	2,600

**Number of bonus claims**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 125.00    **Source :** Internally Developed

**Baseline :** 127.42    **Baseline Date :** 10/1/2013

**Methodology :** IDVA administers a database that tracks the number of Bonus Claims.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
888	890	850	850

**Number of state education claims (for students ages 10-18)****Reported** : Annually    **Key Indicator** : Yes    **Desired Direction** : Increase**Benchmark** : 20.00    **Source** : Internally Developed**Baseline** : 16.83    **Baseline Date** : 10/1/2013**Methodology** : IDVA administers a database that tracks the number of State Education Claims (children 10-18).

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
146	197	200	200

<b>Agency</b>	Department Of Veterans' Affairs
<b>Program Name</b>	Veterans' Homes
<b>Program Description</b>	<p>Veterans' Homes provide quality skilled long-term care to aging veterans unable to work. The Homes are licensed by the Illinois Department of Public Health and certified by the US Department of Veterans Affairs Medical Center of jurisdiction.</p> <p>Veterans' Home at Anna-The Home has a 50-bed nursing care capacity and twelve beds in six adjoining apartment-style domiciliary units.</p> <p>Veterans' Home at LaSalle-The Home has a total capacity of 200 beds including 40 special needs beds for veterans suffering from Alzheimer's Disease or related dementias.</p> <p>Veterans' Home at Manteno-With a total capacity of 340 beds, the Manteno Home offers skilled care and Alzheimer's Unit programs and services to eligible veterans.</p> <p>Veterans' Home at Quincy-The Home provides a broad range of facilities and services including domiciliary, skilled and Alzheimer's Unit care. More than 400 veterans and their spouses are currently in residence. The Home also provides a special needs unit for care of members with Alzheimer's disease or related dementia.</p> <p>Veterans' Home at Chicago-The Home is currently under construction and is set to open within the next few years. The home will provide more beds and care for Veterans'.</p>
<b>Target Population</b>	U.S. Department of Veteran's Affairs, IL Department of Public Health, veteran service organizations (e.g. The American Legion, Disabled American Veterans, etc.), and community organizations
<b>Activities</b>	Provide direct care services, provide necessary health care for continuum of care needs, ensure efficient processing of medical records and other documentation related to service rendered, facilitate admission process, and provide a full range of activities for members, both inside and outside of the facility, including card games, BINGO parties, cooking and crafts, religious services, exercise and fitness, entertainment, and "outside" activities.
<b>Goals</b>	Emphasis is given to ensuring that each resident member is well cared for, has a full quality of life, and enjoys a caring, supportive environment.
<b>Outcome</b>	Meet the Needs of the Most Vulnerable

**PROGRAM FUNDING**

Appropriations (\$ thousands)		
FY18 Actual	FY19 Enacted	FY20 Recommended
130,855.4	130,171	131,111.8

**MEASURES**

**Average skilled care census-Quincy**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 382.00    **Source :** Internally Developed  
**Baseline :** 383.83    **Baseline Date :** 10/1/2013  
**Methodology :** Tacked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
315	296	300	300

**Number of skilled care patient days-Quincy**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 10,200.00    **Source :** Internally Developed  
**Baseline :** 10,188.00    **Baseline Date :** 10/1/2013  
**Methodology :** Tracked by senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
103,829	81,396	90,000	95,000

**Hours of care for residents in homes-Quincy**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase  
**Benchmark :** 3.40    **Source :** Internally Developed  
**Baseline :** 3.20    **Baseline Date :** 10/1/2013  
**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
4.04	4.26	4.10	4.00

**Direct care staffing level-Quincy**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 250.00    **Source :** Internally Developed

**Baseline :** 254.50    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
155.5	160.4	160.0	160.0

**Average skilled care census-Anna**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 49.00    **Source :** Internally Developed

**Baseline :** 47.79    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
46	47.5	47.5	47.5

**Number of skilled care patient days-Anna**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 1,425.00    **Source :** Internally Developed

**Baseline :** 1,410.75    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
16,060	17,112	17,250	17,250

**Hours of care for residents in homes-Anna**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 3.40    **Source :** Internally Developed

**Baseline :** 3.58    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by senior administrators through data-tracking tools.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
4.01	2.95	4.00	4.00

**Direct care staffing level-Anna**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 35.00    **Source :** Internally Developed

**Baseline :** 33.80    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
23.1	18.7	22.0	22.0

**Average skilled care census-LaSalle**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 184.00    **Source :** Internally Developed

**Baseline :** 179.67    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
175	177.7	180	180

**Number of skilled care patient days-LaSalle**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 5,225.00    **Source :** Internally Developed

**Baseline :** 5,218.33    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
65,115	65,853	66,000	66,000

**Hours of care for residents in homes-LaSalle**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 3.40    **Source :** Internally Developed

**Baseline :** 3.04    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
3.81	3.42	3.80	3.80

**Direct care staffing level-LaSalle**

**Reported :** Monthly    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 115.00    **Source :** Internally Developed for FY 2014; (FY 2013 Benchmark 115.00)

**Baseline :** 112.90    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
76.2	64.1	80.0	85.0

**Average skilled care census-Manteno**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 294.00    **Source :** Internally Developed

**Baseline :** 289.96    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
284	294	295	295

**Number of skilled care patient days-Manteno**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 8,245.00    **Source :** Internally Developed

**Baseline :** TBD    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
104,849	104,929	106,000	106,000

**Hours of care for residents in homes-Manteno**

**Reported :**    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 3.40    **Source :** Internally Developed

**Baseline :** 3.16    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency's senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
3.40	3.15	3.60	3.80

**Direct care staffing level-Manteno**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :** 205.00    **Source :** Internally Developed

**Baseline :** 203.10    **Baseline Date :** 10/1/2013

**Methodology :** Tracked by agency’s senior administrators using database software.

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
106.5	96.0	120.0	120.0

**Percentage of occupancy-Quincy**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :**    **Source :**

**Baseline :**    **Baseline Date :**

**Methodology :**

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
82	77	80	85

**Percentage of occupancy-LaSalle**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :**    **Source :**

**Baseline :**    **Baseline Date :**

**Methodology :**

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
95.1	96.6	97.0	97.0

**Percentage of occupancy-Anna**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :**    **Source :**

**Baseline :**    **Baseline Date :**

**Methodology :**

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
99.0	99.1	99.0	99.0

**Percentage of occupancy- Manteno**

**Reported :** Annually    **Key Indicator :** Yes    **Desired Direction :** Increase

**Benchmark :**    **Source :**

**Baseline :**    **Baseline Date :**

**Methodology :**

FY 2018	FY 2019	FY 2020 Est.	FY 2021 Proj.
93.4	93.4	95.0	95.0