State of Illinois
Department of Veterans' Affairs

FY2019

ANNUAL REPORT

DIRECTOR LETTER

It is my pleasure to submit the Illinois Department of Veterans' Affairs (IDVA) Fiscal Year (FY) 2019 Annual Report. The IDVA mission is "…to empower veterans and their families to thrive" and our 1,250 staff members professionally execute that mission every day. We carry out our mission not just as an expression of gratitude to those who have served, but also for the sake of our Illinois communities and businesses. After all, our veterans are proven, hardworking and dedicated people – assets to their communities, the workforce, and countless organizations. The contributions of our Illinois heroes help all of Illinois to thrive.

At IDVA, we are proud to assist more than 650,000 veterans and their families who reside in this great state. Illinois is a recognized and respected national leader in veteran services, programs and engagement. We are proud to have innovative state and local programs to meet the needs of our veterans and their family members. Here is a recap of how our IDVA team continues to positively impact veterans statewide:

Our four **Veterans' Homes** continued to provide the highest quality of care to over 800 aging Illinois Heroes in FY2019. We have our wonderful medical staff and the collective community support to thank for this. 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 2019, the Department's VSOs conducted 63,370 in person and 29,656 telephonic interviews and prepared 57,065 state and federal applications for eligible Illinois veterans, dependents, and survivors. These services were instrumental to the establishment of new claims and claims for increases in U.S. Veterans Affairs benefits resulting in receipt of over $104.4 million new federal dollars, of which $77 million will be annually recurring, received by Illinois veterans, their dependents, and their survivors.

During FY 2019 IDVA worked with various community partners, sports teams and non-profit partners to serve the men and women who in the military. Like previous years, IDVA has continued to work with Chicago 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: to meet the evolving needs of veterans and their families. One of those ways continues to be our support and continued participation in numerous benefits and resource fairs that are attended and support by our veteran service officers. As we look to FY20 we look forward to continued service of our veteran community and making a difference in their lives.

Under the leadership of Governor JB Pritzker, the IDVA's senior executive staff and 1,250 plus dedicated staff of the department, FY 2019 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.

Linda Chapa LaVia

Director

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OVERVIEW

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

Through the field offices, veterans and their families obtain assistance in navigating the complex system of federal, state, and local resources and benefits. Acting as veterans' authorized representatives, the Department's accredited Veteran Service Officers (VSOs) provide assistance in presenting claims to the U.S. Department of Veterans Affairs (USDVA) and other state agencies on behalf of veterans and their dependents or survivors; these claims may include disability compensation, education benefits, pensions, insurance, health care and veteran home applications. In FY 2019 our VSOs helped Illinois veterans to obtain more than $90 million in annual and retroactive claims benefits from the USDVA, with an operating budget of $5.6 million.

In FY 2019, IDVA was funded to provide skilled nursing care to more than 800 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. A new 200-bed Veterans' Home in Chicago is expected to open 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.

ADMINISTRATION

Linda Chapa Lavia
Director

Vacant
Assistant Director

Anthony Kolbeck
Chief of Staff

Gwen M. Diehl
Veterans' Homes Coordinator

Vacant
Human Resources Manager

Jennifer Bourn
Chief Fiscal Officer

Evan Fazio
Public Information Officer

Vacant
Legislative Liaison

Nicole Mandeville
Senior Program Manager

Crystal Womack
Senior Program Policy Advisor

Brittany Hawkins
General Counsel

Joel Mients
Chief Internal Auditor

Vacant
Chief Information Officer

Connie Watson
Grants Manager

Mark Patterson
Operations and Programs Manager

Dan Wellman
Administrator, Veterans' Education and Training Section (VETS)

Jennifer Franklin
Assistant to the Director

Patricia Watkins-Oliver
Assistant to the Assistant Director

Franklin Johnson
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

Robert Ferrera
Southern Division Supervisor

Joe Petrosky
Appeals Supervisor

Vacant
Senior Home Administrator

Troy Culbertson
Administrator Illinois Veterans' Home - Quincy

Tanya Smith
Administrator Illinois Veterans' Home - Manteno

Angela Mehlbrech
Administrator Illinois Veterans' Home - LaSalle

Angela Simmons
Administrator Illinois Veterans' Home - Anna

FY 2019 - AGENCY SUMMARY

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
GRF	$77,889.2	$77,889.2	$70,906.9	$6,982.3
	$81,728.5	$81,728.5	$56,440.3	$25,288.2
OTHER	$5,074.3	$5,074.3	$3,271.2	$1,803.1
TOTAL APPROPRIATED FUNDS	$164,692.0	$164,692.0	$130,618.4	$34,073.6
NON-APPROPRIATED FUNDS	$50.1	$50.1	$50.0	$0.1
TOTAL AGENCY	$164,742.1	$164,742.1	$130,668.4	$34,073.7

Illinois Department of Veterans' Affairs Director Linda Chapa LaVia at a Cook County veterans' appreciation event.

CENTRAL OFFICE

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

The **Fiscal Division** is responsible for all agency accounting functions. This includes procurement of goods and services for the agency, invoice vouchering, receipt processing functions, expenditure tracking, preparation and execution of the annual budget, headcount tracking and certification, financial and operational reporting, property control, and lease coordination. In addition, the fiscal division is responsible for telecom, travel, and vehicle coordination. The Fiscal Division took the lead and secured a position for IDVA as one of four pilot agencies for the Statewide Enterprise Resource Planning (ERP) program. 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, Springfield and Chicago offices and the Field offices. This includes, but is not limited to, the complete wired and wireless network infrastructure.

The **Operations and Programs Division** has two major areas of responsibility that support all areas of the agency. Operations staff consists of the Supply & Services Section and the Records Section. First, 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 794,308 printing impressions for FY19. This section is responsible for the maintenance management of the Central Office automobile fleet of 7 vehicles. It is also responsible for the incoming and outgoing correspondence, with 9,688 pieces processed in FY 2019.

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), 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 phoneline. 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); benefits based on Survivors Compensation to a spouse or qualifying dependent; The programs based on service-connected disability criteria are Specially Adapted Housing Grant, Disabled Veterans Property Tax Relief; The programs based on Veteran Status are War Veterans Grave Registration, Cartage and Erection of Headstone, Marker, or Memorial Marker (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 Chief Legal Counsel welcome questions or concerns from our staff, valued partners, and members of the public.

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

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

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

- The **Gold Star Families Program** works closely with the immediate family of service members 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 2019, in partnership with the Prairie State College and the Vet Center we hosted our annual Women Veteran Empowerment Symposium to provide a forum for women veterans to be honored, celebrated and empowered. During FY19 outreach efforts including hosting multiple outreach events statewide including special events hosted in partnership with Sephora, the YWCA of Metropolitan Chicago and a Lunch and Learn with NY Times Best Selling Author Ellen Rogin. Policy and Advocacy work on behalf of women veterans continues through our Women Veterans Working Group which leverages collaborative partners like Thresholds and Smart Policy Works to raise awareness to drive policy changes that improve services for women veterans.

- The **Illinois Veteran Business Program** changed its program to be inclusive of community outreach, engagement, training, and certification initiatives of the state. The collaborative partnership between IDVA and Central Management Services (CMS) supports a joint mission to assist veterans and recently transitioned service members with access to information, resources, and technical assistance in becoming successful entrepreneurs. During FY19 outreach efforts to aspiring, emerging, and established entrepreneurs increased by 25% reaching more than 1,500 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. During FY19 IHHC we hosted our first IHHC luncheon where we honored Illinois employers who committed to recruiting, retaining and supporting veterans. We also hosted our first annual IHHC Hiring Expo in partnership with the Chicago Wolves at the Allstate Arena where we were able to share information and provide services to over 100 veterans and their families. The program is proud to work with the following community partners: Bridge My Return (BMR), Illinois State Police, Illinois State Council of Human Resource Managers (IL SHRM), Edelman Chicago, PsychArmor, KPMG and the Chicago Wolves.

IDVA supported National Women Veterans United at the grand opening of the Sgt. Simone A. Robinson Military Women Veteran's Center.

ILLINOIS DEPARTMENT OF VETERANS' AFFAIRS
FISCAL YEAR 2019
(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
CENTRAL OFFICE	$20,662.0	$20,662.0	$16,804.5	$3,857.5
APPROPRIATED	$20,662.0	$20,662.0	$16,804.5	$3,857.5
NON-APPROPRIATED	$-	$-	$-	$-
CENTRAL OFFICE	$20,662.0	$20,662.0	$16,804.5	$3,857.5
GRF	$17,714.0	$17,714.0	$15,356.6	$2,357.4
IMFRF	$250.0	$250.0	$-	$250.0
IVAF	$2,000.0	$2,000.0	$969.3	$1,030.7
IAHTF	$223.0	$223.0	$221.4	$1.6
IHH	$50.0	$50.0	$40.2	$9.8
IVRM	$425.0	$425.0	$217.0	$208.0
Operations	$17,149.0	$17,149.0	$15,121.6	$2,027.4
Unpaid Wag Increase	$8,669.7	$8,669.7	$8,047.4	$622.3
Personal Services	$3,164.5	$3,164.5	$3,001.1	$163.4
Social security	$240.6	$240.6	$221.3	$19.3
Contractual services	$720.0	$720.0	$579.2	$140.8
Travel	$25.4	$25.4	$21.3	$4.1
Commodities	$10.4	$10.4	$6.6	$3.8
Printing	$7.0	$7.0	$2.1	$4.9
Equipment	$21.0	$21.0	$9.9	$11.1
Electronic Data Processing	$4,052.6	$4,052.6	$3,165.9	$886.7
Telecommunications	$223.2	$223.2	$54.3	$168.9
Operation of Automotive Equipment	$10.8	$10.8	$8.7	$2.1
Refund - Reimbursement	$3.8	$3.8	$3.8	$-
Grants	$565.0	$565.0	$235.0	$330.0
GRF	$565.0	$565.0	$235.0	$330.0
Illinois Warrior Assistance Program	$250.0	$250.0	$46.2	$203.8
Bonus Payments to War Veterans	$198.0	$198.0	$138.3	$59.7
Educational Opportunities	$117.0	$117.0	$50.5	$66.5
Illinois Military Family Relief Fund	$250.0	$250.0		$250.0
Veterans Assistance Fund	$2,000.0	$2,000.0	$969.3	$1,030.7
Illinois Affordable Housing Trust Fund	$223.0	$223.0	$221.4	$1.6
Il Hires Heroes	$50.0	$50.0	$40.2	$9.8
Roadside Memorial	$425.0	$425.0	$217.0	$208.0

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 3,854,562 military documents have been added to the electronic database with 50,673 added in FY 2019.

BONUS PAYMENTS

WORLD WAR II. A one-time bonus payment equal to $10 per month for domestic service and $15 per month for foreign service is payable to Illinois residents who served on active duty from September 16, 1940, to September 3, 1945, and received an Honorable Discharge. There were 2 approved bonus payments totaling $154.34 in FY19.

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

Korea	June 25, 1950 – July 27, 1953 (2 paid, $200)
Vietnam	January 1, 1961 – March 28, 1973 (53 paid, $5,300)
Persian Gulf	August 2, 1990-November 30, 1995 (66 paid, $6,600)
Global War on Terrorism	September 11, 2001 onward (481 paid, $48,100)

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

BENEFIT PAYMENTS TO SURVIVORS

SURVIVORS' COMPENSATION. Survivors are entitled to a benefit of $900 if the veteran's death was service connected and within the period specified. The one-time grant is payable to survivors of veterans who were killed in action in World War II, during the Korea War, Vietnam War and Desert Shield/Storm, if the deceased had Illinois residency for at least 12 months immediately preceding entry into military service. There were no new WWII claims in FY 2019 that had not already received this benefit or met the residency requirements. It remains an active program.

VIETNAM VETERANS COMPENSATION TO SURVIVORS. If the death of a veteran of the Vietnam Conflict is the direct result of service-connected disabilities incurred in the period specified, survivors are entitled to a $1,000 one-time payment. (Such as deaths due to Agent Orange Exposure.) There were 78 claimants compensated for a total of $78,000 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 were no claims in FY19.

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 $367,358 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 2 claims paid and there are 2 claims open for FY19.

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 986 requests processed in FY19.

REAL ESTATE

SPECIALLY ADAPTED HOUSING. Assistance is provided for service-connected disabled veterans for the purpose of acquiring and remodeling suitable dwelling units with special fixtures or moveable facilities made necessary by the veteran's permanent and total service-connected disabilities. If the entire home was built or remodeled, to meet the needs of the veteran, a grant of $15,000 or 25% of the remaining mortgage, whichever is less. For homes that require only minor adaptations, the grant is $3,000 or 25% of any remaining mortgage, whichever is less. 16 claims were paid in the following amounts, 14 claims approved at $15,000 each, 1 claim approved at $3,000 and one was limited to 25%, receiving $8,401. The total benefit of the program was $221,401.

Implementation of Public Act 98-1145 during tax year 2015, provided that the disabled veteran' 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 1 of each assessment year. Qualifying veterans who return from active duty in an armed conflict involving the U.S. armed forces can file an application upon their return home to receive this exemption from their local County Assessor's Office.

DISABLED VETERANS' STANDARD HOMESTEAD EXEMPTION

The Disabled Veterans' Standard Homestead Exemption provides a reduction in a property's EAV to a qualifying property owned by a veteran with a service-connected disability. Beginning in taxable year 2015, a $2,500 homestead exemption is available to a veteran with a service-connected disability of at least 30% but less than 50% and a $5,000 homestead exemption is available to a veteran with a service-connected disability of at least 50% but less than 70%; a veteran with a service connected disability of at least 70% is completely exempt from property taxes. Qualifying veterans must file an annual application by their counties' deadlines to continue to receive this exemption with their local County Assessor's Office. Further amended the Property Tax Code to provide that the disable 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 2,197 claims approved at $100 or less for a total benefit of $219,160.

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	2,197	$219,160
Bonus Payments	664	$138,354
Global War on Terrorism / Military Affairs	0	$0
Specially Adapted Housing	16	$221,401
Tax Exemption	340	-

Summary of Special Services for FY 2019

SPECIAL SERVICES	TOTAL
Veterans Employment Confirmations	45
Tax Exemptions Certificates	350
Veterans Discharge Certificate	31,204
Veterans Burial Certificates	107
SOS Special License Plate	989
Phone Inquiries	1,705
Correspondence	5,664
Image Documents	46,516
Welcome Home Letters	2,664
File Emails & Faxes	2,088
Total	**91,332**

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 2019, the SAA provided Illinois veterans with opportunities to train at 1230 approved education and training facilities. These numbers include programs of education at 215 universities, colleges and community colleges, 175 vocational schools, and 200 high schools for dependents using the Survivors and Dependents Education Assistance program. The State Approving Agency also approved 570 apprenticeship and on-the-job training facilities for the use of veterans, military service members, and their families. The SAA's efforts have resulted in Illinois having the most active apprenticeship and OJT program in the nation. During FY 2019, the SAA supervised 381 active apprenticeship and OJT training facilities.

In FY 2019, 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.

Finally, the Illinois State Approving Agency started a bimonthly professional development webinar series for school certifying officials and veterans' coordinators during FY 2019. The Illinois State Approving Agency also began distributing a monthly E-Newsletter to all school certifying officials, veterans' coordinators, and veterans' advocates. The SAA also hosted the 5th Annual Student Veterans Leadership Day at the Illinois State Capitol with over 100 student veterans in attendance. Furthermore, the Illinois SAA co-hosted four regional school certifying officials' workshops with our partners at the United States Department of Veterans Affairs.

State Approving Agency
Summary of Activity for FY 2019

PROGRAM APPROVALS AND CANCELLATIONS

New, Revised, Other Institutions of Higher Learning Approval Actions	11,906
Programs and Institutions of Higher Learning Withdrawn	848
New, Revised, Other Non College Degree Program Actions	5603
Programs and Non College Degree Programs Withdrawn	452
New, Revised, Other Apprenticeship Approval Actions	118
Programs and Apprenticeships Withdrawn	5
Programs and On-The-Job Training Approval Actions	229
Programs and On-The-Job Training Programs Withdrawn	30
New, Revised, Other Flight School Approval Actions	7
Programs and Flight School Programs Withdrawn	0
Programs and License and Certification Tests Approval Actions	27
Programs and License and Certification Tests Withdrawn	14
Total Approval and Withdrawal Actions	**19,239**

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 FY 2019, there were 1,352 claims approved that represented $$3,488,804.82 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** provide 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 • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
STATE APPROVING AGENCY	$1,367.0	$1,367.0	$1,123.3	$243.7
APPROPRIATED	$1,367.0	$1,367.0	$1,123.3	$243.7
STATE APPROVING AGENCY	$1,367.0	$1,367.0	$1,123.3	$243.7
GIEF	$1,367.0	$1,367.0	$1,123.3	$243.7
FEDERAL PROJECTS FUND	$-	$-	$-	$-
GIEF	**$1,367.0**	**$1,367.0**	**$1,123.3**	**$243.7**
Personal Services	$569.1	$569.1	$544.1	$25.0
Retirement	$281.6	$281.6	$281.1	$0.5
Social Security	$43.5	$43.5	$40.2	$3.3
Group Insurance	$150.0	$150.0	$105.4	$44.6
Contractual Services	$64.0	$64.0	$32.3	$31.7
Travel	$53.3	$53.3	$19.3	$34.0
Commodities	$11.5	$11.5	$2.1	$9.4
Printing	$12.0	$12.0	$0.8	$11.2
Equipment	$72.3	$72.3	$61.6	$10.7
Electronic Data Processing	$45.6	$45.6	$-	$45.6
Telecommunications	$23.0	$23.0	$10.4	$12.6
Operation of Automotive Equipment	$21.2	$21.2	$6.1	$15.1
Ordinary and Contigent Exps	$19.9	$19.9	$19.9	$-
FEDERAL PROJECTS FUND				
Troops to Teachers Program		$-	$-	$-

FIELD SERVICES DIVISION

The Field is divided into five divisions: **Metro**, **Northern**, **Central**, **Southern**, and **Appeals**. TThe 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 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 2019, the Department's VSOs conducted 63,370 in person and 29,656 telephonic interviews and prepared 57,065 state and federal applications for eligible Illinois veterans, dependents, and survivors. These services were instrumental to the establishment of new claims and claims for increases in U.S. Veterans Affairs benefits resulting in receipt of over $104.4 million new federal dollars, of which $77 million will be annually recurring, 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 make them aware 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.

Gov. Pritzker, Lt. Gov. Stratton, and IDVA Director Chapa LaVia at a Gold Star rose ceremony.

Field Services Division
Summary of Activity for FY 2019

USDVA BENEFITS

Veterans Pension	580
Widows Pension	348
Veterans Comp	6,980
Widows DIC	452
Parents DIC	4
Appeals/Hearings	1,137
Hospital	1,293
Champ VA	363
Education	260
Loans	202
Insurance	136
Power of Attorney	7,095
Burial Benefits	759
Grave markers	1,018
Records Requests	4,458
Discharge/Medals	3,292
VA Intent to File	4,119
Total	**29,204**

IDVA/STATE BENEFITS

New Veterans Records	15,810
War Bonus Applications	594
Illinois Veterans' Grant	113
State Education	107
MIA/POW Benefit	99
Fishing/Hunting Permit	3,743
Camping Permit	444
Veterans' Home Applications	21
Veteran ID Cards	561
3WVGR/4WVGR (Markers/Burial)	1,556
Special Events	245
DD 214 Certifications for SOS	19,626
Records Request	126
Tax Exemption	0
SOS Line of Duty Compensation	1
Total	**42,846**

VSO OUTREACH

Interviews	
Veterans	54,434
Dependents	7,331
Phone Interviews	29,656
Emails	6,374
Total	**97,795**

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

Adams
Quincy Veterans' Home
1707 N. 12th St.
Quincy, IL 62301

Bond*
Bond County Health Dept.
1520 S. 4th Street
Greenville, IL 62246

Champaign
Illinois National Guard Armory
600 E. University Ave
Urbana, IL 61802

Christian
IDVA
1100 Cheney Street
Taylorville, IL 62568-2225

Clinton*
Clinton County Senior Center
630 8th St.
Carlyle, IL 62231

Coles
DHS Family Community Center
1550 Douglas Ave
Charleston, IL 1920

Cook*
Schaumburg Township
1 Illinois Blvd
Hoffman Estates, IL 60169

Cook*
Prairie State College – Student Veterans Center
202 S. Halsted St
Chicago Heights, IL 60411

Cook*
Arlington Heights
1616 N. Arlington Heights Rd
Arlington Heights, IL 60004

Cook*
Volunteers of America Hope Manner I
3053 West Franklin Blvd
Chicago, IL 60612

Cook*
Volunteers of America Hope Manner II
6002 S Halsted St
Chicago, IL 60621

Cook #1
IDVA
George W. Dunne Cook County Office
69 W. Washington, Suite 1620
Chicago, IL 60602

Cook #3
IDVA - National Guard Armory
1551 N. Kedzie Ave.
Chicago, IL 606 51

Cook #4*
IL Department of Employment Security
1515 E. 71st St
Chicago, IL 60619

Cook #5
IDVA
Chicago VA Regional Office
2122 W. Taylor, Suite 127
Chicago, IL 606 l 2

Cook #6
IDVA-IDES
16845 S. Halsted St.
Harvey, IL 60426

Cook #7
IDVA – Vet Center
1515 S. Harlem Unit 1B
Forest Park, IL 60130

Cook #8
Leyden Township
2501 N Mannheim Rd
Franklin Park, IL 60131

Cook #9
Palatine Township
721 S. Quentin Rd., Suite 102
Palatine, IL 60067

Cook #10
Village of Orland Park
14700 Ravinia Ave.
Orland Park, IL 60462

Cook #11*
Frisbie Senior Center
52 E. Northwest Highway
Des Plaines, IL 60016

Crawford*
VFW Post
812 E. Main St
Robinson, IL 62454

DuPage # l
IDVA
421 County Farm Rd., Room 2-600A
Wheaton, IL 60187

DuPage# 2 — **Leyden Township**
2501 N Mannheim Rd
Franklin Park, IL 60131

Edgar* — **Edgar County FSA**
11759 IL Highway 1
Paris, IL 61944

Effingham — **County Building**
101 N. 4th St, Room 203
Effingham, IL 62401

Fulton* — **American Legion Post #1**
260 W. Lincoln Ave.
Lewistown, IL 61542

Franklin — **Dept. of Human Services Building**
1602 North Main Street
Benton, IL 62812

Henry* — **IDVA**
111 North East St.
Kewanee, IL 61443

Jackson — **IDVA**
Carbondale VA Clinic
1130 E. Walnut St. Rm. 108
Woody Hall, Rm. B252
Carbondale, IL 62901

Jasper* — **Jasper County Courthouse**
204 W. Washington St., Suite 2
Newton, IL 62448

Jefferson — **IDVA**
4105 N. Water Tower. Rm. #112
Mt. Vernon, IL 62864

Jo Davies* — **West Galena Township Building**
607 Gear St
Galena, IL 61036

Kane #l — **IDVA**
Elgin National Guard Armory
254 Raymond St.
Elgin, IL 60120

Kankakee — **Manteno Veterans' Home**
#1 Veterans' Drive
Manteno, IL 60950

Knox — **IDVA**
362 N. Linwood Rd.
Galesburg, IL 61401

Knox* — **Galesburg VA Out-Patient Clinic**
310 Home Blvd
Galesburg, IL 61401

Lake* — **North Chicago VA Med Center**
3001 Green Bay Rd.
Bldg. 135, Rooms 156 & 157
North Chicago, IL 60064

Lake* — **Lake County Veterans and Family Services foundation**
100 S. Atkinson, Unit 110
Grayslake, IL 60030

Lake — **ISAC Deerfield Facility**
1755 Lake Cook Rd
Deerfield, IL 60015

LaSalle — **LaSalle Veterans Home**
1015 O'Connor Ave.
LaSalle, IL 61301

Lawrence — **City Of Lawrenceville**
700 E. Main St.
Lawrenceville, IL 62439

Livingston* — **National Guard Armory**
825 W. Reynolds Room 110
Pontiac, IL 61764

Logan* — **Oasis Senior Center**
2810 Woodlawn Rd.
Lincoln, IL 62656

Macon — **Millikin Bldg.**
132 S Water St Suite 440
Decatur, IL 62523

Macon* — **Decatur VA CBOC**
3035 E. Mound Rd.
Decatur, IL 62626

Macoupin — **IDVA**
201 McCausland St., Suite 4
Carlinville, IL 62626

Madison — **IDVA**
101 E. Edwardsville Rd Suite 1305
Wood River, IL 62095.

Marion — **Salem Professional Bldg.**
600 E. Main St., Suite 6
Salem, IL 62881

Massac* — **County Courthouse**
PO Box 429
Metropolis, IL 62960

Mason* — **VFW Post 6408**
415 W. Adams
Havana, IL 62644

McDonough — **National Guard Armory**
135 W. Grant St., Room 57
Macomb, IL 61455

McHenry — **IDVA - Woodstock Armory**
1301 Sunset Ridge Rd.
Woodstock, IL 60098

McLean — **National Guard Armory**
1616 S. Main St., Room 15 & 16
Bloomington, IL 61701

Mercer* — **County Courthouse**
100 SE 3RD St.
Aledo, IL 61231

Morgan — **DHS Family Recourse Ctr**
45 S. Central Park Plaza
Jacksonville, IL 62650

Ogle* — **Rock River Center, Inc.**
810 S. 10th St.
Oregon, IL 61061

Peoria — **IDVA**
401 Main St., Suite 650
Peoria, IL 61602

Pike* — **American Legion**
1302 W. Washington
Pittsfield, IL 62363

Pulaski* — **Illinois Dept. of Human Services**
422 S. Blanche
Mounds, IL 62964

Randolph* — **City Hall**
1330 Swanwick St.
Chester, IL 62233

Richland* — **Senior Citizens Center**
308 Main St.
Olney, IL 62450

Rock Island — **County Building**
1504 3rd Ave.
Rock Island, IL 6l201

St. Clair #1 — **IDVA Regional Building**
10 Collinsville Ave.
E. St Louis, IL 62201

St. Clair #2 — **IDVA**
Illinois Department of Employment
Security Building
4519 W. Main St.
Belleville, IL 62226

Saline — **IL Department of Veterans' Affairs**
320 E. Raymond
Harrisburg, IL 62946

Sangamon — **IL Department of Veterans' Affairs**
833 S. Spring St.
PO Box 19432
Springfield, IL 62794

Schuyler* — **Senior Center**
250 N. Monroe
Rushville, IL 62681

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

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

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

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

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

White* — **County Courthouse**
110 N. Main St.
Carmi, IL 62821

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

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

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

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

Winnebago#2 — **VA Outpatient Clinic**
816 Featherston Rd.
Clinic B, Room 168
Rockford, IL 61107

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

FIELD SERVICES DIVISION • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
FIELD SERVICES	$5,602.9	$5,602.9	$5,459.8	$143.1
APPROPRIATED	$5,602.9	$5,602.9	$5,459.8	$143.1
FIELD SERVICES	$5,602.9	$5,602.9	$5,459.8	$143.1
GRF	$5,602.9	$5,602.9	$5,459.8	$143.1
Operations	$5,602.9	$5,602.9	$5,459.8	$143.1
Personal Services	$4,404.3	$4,404.3	$4,354.6	$49.7
Retirement		$-		$-
Social Security	$342.7	$342.7	$322.4	$20.3
Contractual Services	$412.4	$412.4	$360.6	$51.8
Travel	$58.6	$58.6	$51.2	$7.4
Commodities	$8.6	$8.6	$3.5	$5.1
Printing	$9.0	$9.0	$6.1	$2.9
Equipment	$0.8	$0.8	$-	$0.8
Electronic Data Processing	$-	$-	$-	$-
Telecommunications	$350.8	$350.8	$350.8	$-
Operation of Automotive Equipment	$15.7	$15.7	$10.6	$5.1

ILLINOIS VETERANS' HOMES

GENERAL INFORMATION

Each Illinois Veterans' Home is 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 experience 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, work to assure that quality standards are maintained, and that the special needs of our veterans are met at all times.

Director Chapa LaVia with Manteno Administrator Tanya Huston and the Manteno veterans council.

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).

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, more than 350 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 FY19, IVH-Quincy has had the following events occur:

- Memorial Day program and Family Picnic
- Veterans Day Program
- Tractor Show
- Fishing for Freedom Event
- Veterans Day Parade on grounds
- 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)
- St. Louis Cardinal Game Trip sponsored by Elks Lodge #100
- Woodworking Guild, Digital Disciples Computer Workshop, Master Gardeners provide monthly volunteer hours sharing their talent
- Over 86 outings provided with volunteers/activity staff for residents for 2019—trips include scenic rides, Halloween tour, Christmas lights, out to eat (McDonalds, Texas Road House, Dairy Queen), Bowling, Wal-Mart, special events, 2 parades, etc.
- Field of Honor display of 1000 flags in the Sunken Garden by the Exchange club of Quincy.

Summary of Activity for FY 2019

	FY 2018	FY 2019
Average Skilled Care Census	319	321
Average Hours of Care for Residents in Homes	3.0	3.0
Federal Dollars Claimed for Skilled Care Per Diem	$14,293,162.16	$14,819,911.90
Volunteer Hours	14,682	16,910.65
Donations Received from Service Organizations	$43,629.80	$37,945.37

ILLINOIS VETERANS' HOME AT QUINCY • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
QUINCY VETERANS' HOME	$57,713.7	$57,713.7	$46,305.1	$11,408.6
APPROPRIATED	$57,690.1	$57,690.1	$46,281.5	$11,408.6
NON-APPROPRIATED	$23.6	$23.6	$23.6	$-
QUINCY VETERANS' HOME	$57,713.7	$57,713.7	$46,305.1	$11,408.6
GRF	$24,789.0	$24,789.0	$24,707.4	$81.6
QVHF	$32,901.1	$32,901.1	$21,574.1	$11,327.0
LIBRARY GRANT FUND	$23.6	$23.6	$23.6	$-
Operations	$24,789.0	$24,789.0	$24,707.4	$81.6
Personal Services	$23,030.4	$23,030.4	$23,030.3	$0.1
Retirement		$-		$-
Social Security	$1,758.6	$1,758.6	$1,677.1	$81.5
Contractual Services	$-	$-	$-	$-
Commodities	$-	$-	$-	$-
Electronic Data Processing	$-	$-	$-	$-
QVHF				
Operations	$32,901.1	$32,901.1	$21,574.1	$11,327.0
Personal Services	$10,711.1	$10,711.1	$6,496.2	$4,214.9
Members Compensation	$28.0	$28.0	$8.7	$19.3
Retirement	$5,528.5	$5,528.5	$3,356.6	$2,171.9
Social Security	$819.4	$819.4	$476.8	$342.6
Contractual Services	$5,391.6	$5,391.6	$4,621.2	$770.4
Travel	$6.0	$6.0	$4.5	$1.5
Commodities	$6,400.6	$6,400.6	$4,407.3	$1,993.3
Printing	$25.0	$25.0	$19.3	$5.7
Equipment	$653.7	$653.7	$436.8	$216.9
Electronic Data Processing	$600.4	$600.4	$112.5	$487.9
Telecommunications	$619.9	$619.9	$286.6	$333.3
Operation of Automotive Equipment	$75.4	$75.4	$65.1	$10.3
Ordinary and Contigent Exps	$1,211.5	$1,211.5	$1,211.4	$0.1
Permanent Improvements	$770.0	$770.0	$30.1	$739.9
Refunds	$60.0	$60.0	$41.0	$19.0
LIBRARY GRANT FUND	$23.6	$23.6	$23.6	$-

ILLINOIS VETERANS' HOME AT MANTENO

Illinois Veterans Home in Manteno

The Illinois Veterans' Home at Manteno (IVH-M), celebrated its 32nd 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 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 FY19, 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 for a summertime barbeque with boat rides on the lake.
- Attended several White Sox baseball games.
- "Cars for a Cause" – Rotary Club displayed hot rod cars on the grounds for viewing.
- Catch-and-release fishing derby with a TV as the Grand Prize held on Lisle Lake.

Summary of Activity for FY 2019

	FY 2018	FY 2019
Average Skilled Care Census	289	285
Average Hours of Care for Residents in Homes	3.45	3.7
Federal Dollars Claimed for Skilled Care Per Diem	$13,346,385	$14,384,944
Volunteer Hours	10,043	9,432
Donations Received from Service Organizations	$99,539	$94,376

ILLINOIS VETERANS' HOME AT MANTENO • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
MANTENO VETERANS' HOME	$41,134.8	$41,134.8	$33,039.2	$8,095.6
APPROPRIATED	$41,134.3	$41,134.3	$33,038.7	$8,095.6
NON-APPROPRIATED	$0.5	$0.5	$0.5	$-
MANTENO VETERANS' HOME	$41,134.3	$41,134.3	$33,039.2	$8,095.6
GRF	$15,592.0	$15,592.0	$15,409.1	$182.9
MVHF	$25,542.3	$25,542.3	$17,629.6	$7,912.7
LIBRARY GRANT FUND	$-	$-	$0.5	$-
Operations	$15,592.0	$15,592.0	$15,409.1	$182.9
Personal Services	$14,484.0	$14,484.0	$14,370.2	$113.8
Retirement	$-	$-		$-
Social Security	$1,108.0	$1,108.0	$1,038.9	$69.1
Contractual Services	$-	$-		$-
Commodities	$-	$-	$-	$-
MVHF				
Operations	$25,542.3	$25,542.3	$17,629.6	$7,912.7
Personal Services	$9,371.7	$9,371.7	$5,888.9	$3,482.8
Members Compensation	$30.0	$30.0	$5.7	$24.3
Retirement	$4,837.2	$4,837.2	$3,041.8	$1,795.4
Social Security	$716.9	$716.9	$434.5	$282.4
Contractual Services	$6,573.9	$6,573.9	$5,541.0	$1,032.9
Travel	$5.5	$5.5	$1.8	$3.7
Commodities	$1,690.9	$1,690.9	$1,266.4	$424.5
Printing	$25.0	$25.0	$10.7	$14.3
Equipment	$432.0	$432.0	$210.5	$221.5
Electronic Data Processing	$98.5	$98.5	$74.4	$24.1
Telecommunications	$415.5	$415.5	$232.2	$183.3
Operation of Automotive Equipment	$69.2	$69.2	$59.0	$10.2
Ordinary and Contigent Exps	$771.0	$771.0	$739.3	$31.7
Permanent Improvements	$430.0	$430.0	$54.1	$375.9
Refunds	$75.0	$75.0	$69.3	$5.7
LIBRARY GRANT FUND	$0.5	$0.5	$0.5	$-

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 163 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 I VH-LaSalle. In the last year, IVH-LaSalle has had the following events occur:

- The business office and human resources office were remodeled.
- Northeast resident rooms were painted.
- The Nantucket dining room was remodeled.
- Front parking lot was landscaped.
- Light bulbs were changed to LEDs.

Summary of Activity for FY 2019

	FY 2018	FY 2019
Average Skilled Care Census	177	175.5
Average Hours of Care for Residents in Homes	3.57	3.56
Federal Dollars Claimed for Skilled Care Per Diem	$7,638,279	$8,375,500
Volunteer Hours	6,418	5,860.25
Donations Received from Service Organizations	$60,860	$48,024

ILLINOIS VETERANS' HOME AT LASALLE • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
LASALLE VETERANS' HOME	$22,799.7	$22,799.7	$19,920.2	$2,879.5
APPROPRIATED	$22,796.7	$22,796.7	$19,917.3	$2,879.4
NON-APPROPRIATED	$3.0	$3.0	$2.9	$0.1
LASALLE VETERANS' HOME	$22,799.7	$22,799.7	$19,917.3	$2,882.4
GRF	$8,237.3	$8,237.3	$8,172.2	$65.1
LVHF	$14,559.4	$14,559.4	$11,742.2	$2,817.2
LIBRARY GRANT FUND	$3.0	$3.0	$2.9	$0.1
GRF				
Operations	$8,237.3	$8,237.3	$8,172.2	$65.1
Personal Services	$7,651.9	$7,651.9	$7,612.1	$39.8
Retirement	$ -	$ -		
Social Security	$585.4	$585.4	$560.1	$25.3
LVHF				
Operations	$15,104.2	$15,104.2	$11,742.2	$3,362.0
Personal Services	$6,348.0	$6,348.0	$4,868.9	$1,479.1
Retirement	$3,276.4	$3,276.4	$2,514.0	$762.4
Social Security	$485.6	$485.6	$358.0	$127.6
Contractual Services	$2,343.3	$2,343.3	$1,886.9	$456.4
Travel	$5.0	$5.0	$1.0	$4.0
Commodities	$1,473.9	$1,473.9	$1,228.3	$245.6
Printing	$15.5	$15.5	$7.7	$7.8
Equipment	$170.0	$170.0	$87.5	$82.5
Electronic Data Processing	$46.1	$46.1	$39.9	$6.2
Telecommunications	$290.5	$290.5	$127.8	$162.7
Operation of Automotive Equipment	$14.6	$14.6	$7.3	$7.3
Ordinary & Contingent	$544.8	$544.8	$552.4	$(7.6)
Permanent Improvements	$50.0	$50.0	$10.6	$39.4
Refunds	$40.5	$40.5	$51.9	$(11.4)
			$-	
LIBRARY GRANT FUND	$3.0	$3.0	$2.9	$0.1

ILLINOIS VETERANS' HOME AT ANNA

Illinois Veterans' Home in Anna

TThe 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 88 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 FY19, IVH-Anna had the following events occur:

- Remodeled the Library with plans to turn it to a commissary for the residents and the public staffed by residents and volunteers.
- Remodeled a public restroom.
- Painted resident rooms
- Received a new 12 Passenger van used for transporting veterans to medical appointments

Summary of Activity for FY 2019

	FY 2018	FY 2019
Average Skilled Care Census	47	48
Average Hours of Care for Residents in Homes	3.74	3.5
Federal Dollars Claimed for Skilled Care Per Diem	$2,531,129	$2,436,271
Volunteer Hours	698	988
Donations Received from Service Organizations	$23,665	$51,738

ILLINOIS VETERANS' HOME AT ANNA • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
ANNA VETERANS' HOME	$8,562.7	$8,438.8	$7,080.7	$1,334.0
APPROPRIATED	$8,560.5	$8,415.8	$7,057.7	$1,334.0
NON-APPROPRIATED	$2.3	$2.2	$2.2	$-
ANNA VETERANS' HOME	$8,438.8	$8,562.7	$7,080.7	$1,334.0
GRF	$1,844.6	$3,976.3	$1801.8	$42.7
AVHF	$4,584.2	$4,584.2	$2,051.5	$2,532.7
LIBRARY GRANT FUND	$2.3	$2.2	$2.3	$-
Operations	$1,844.6	$3,976.3	$1801.8	$42.7
Personal Services	$1,713.5	$3,704.3	$1,678.3	$35.1
Retirement				
Social Security	$131.1	$272.0	$123.5	$7.6
AVHF				
Operations	$6,571.2	$4,584.2	$5,255.9	$1,291.3
Personal Services	$2,984.2	$2,069.8	$2450.5	$533.7
Retirement	$1540.4	$922.4	$1265.0	$275.4
Social Security	$228.3	$158.3	$180.1	$8.2
Contractual Services	$885.8	$836.4	$767.9	$93.9
Travel	$5.0	$8.0	$1.4	$3.6
Commodities	$426.6	$413.1	$397.1	$29.5
Printing	$4.5	$4.0	$4.3	$.2
Equipment	$132.3	$108.0	$71.6	$60.7
Electronic Data Processing	$40.2	$9.0	$1.6	$24.2
Telecommunications	$109.1	$18.3	$75.4	$33.7
Operation of Automotive Equipment	$11.6	$10.2	$6.3	$5.3
Permanent Improvements	$161.0	$10.0	$2.0	$159.0
Refunds	$42.2	$16.7	$18.3	$23.9
LIBRARY GRANT FUND	$23.0	$2.2	$23.0	$0

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 2019, the Prince Home has served 201 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 2019, the Prince Home has had the following events:

- Attended 4 Chicago White Sox baseball games for all residents
- Disabled American Veterans held a golf benefit, which resulted in Prince Home receiving a $3,000 donation.
- Attended 4 Steppenwolf plays
- The Arcadia Palace Lodge #765 – Charles & Margaret Nash Fund donated $15,000.
- Adopt-a-Soldier hosted a Christmas dinner for the residents, and they were presented with gifts from their wish list.
- Forgotten Sons hosted their 2nd Annual Fishing with the Vets.

Summary of Activity for FY 2019

	FY 2018	FY 2019
Number of Homeless Veteran Applications	22	37
Number of Admissions	10	12
Number of Residents graduating from the program	6	4
Total Known Recidivism Rate	1.05%	2.6%
Average Length of Residency (in weeks)	63	84
Number of Outreach Events Attended	33	37
Donations Received from Service Organizations	$32,410	$27,799

PRINCE HOME • 2019

(IN THOUSANDS)

	Original Appropriation	Unreserved Appropriation	Expenditures	Balance of Unreserved
PRINCE HOMELESS PROGRAM	$1,994.5	$1,994.5	$631.0	$1,363.5
APPROPRIATED	$1,994.5	$1,994.5	$631.0	$1,363.5
NON-APPROPRIATED	$	$	$	$
GRF	$1,819.5	$1,819.5	$568.2	$1,251.3
MVHF	$50.0	$50.0	$48.7	$1.3
FEDERAL PROJECTS FUND	$125.0	$125.0	$14.1	$110.9
IVAF	$	$	$	$
MVHF				
Costs associated with Homeless Program	$50.0	$50.0	$48.7	$1.3
FEDERAL PROJECTS FUND				
Costs associated with Homeless Program	$125.0	$125.0	$14.1	$110.9
IVAF				
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 in 2020.

INTERNAL AUDIT

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

The department's internal audit function consists of a Chief Internal Auditor plus one internal audit staff member.

The activities of the internal audit function include:

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

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

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 governmental organizations and tax-exempt entities 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 356 grants totaling $15.8 million. In FY19, the committee awarded 23 grants totaling $1,000,611.

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 FY19 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 2019

GRANTS MADE BY CATEGORY	NUMBER OF GRANTS	TOTAL AMOUNT
Post-Traumatic Stress	4	$141,755
Veteran Disability Benefits	5	$225,961
Health Insurance Costs	0	$0
Veteran Long-Term Care	1	$54,300
Veteran Employment & Employment Training	4	$118,139
Veteran Homelessness	9	$460,456
TOTAL	**23**	**$1,000,611**

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 2019, the council held its quarterly meetings on:

- September 11, 2019 via VTC; IDVA Central Office, Springfield and Chicago Office
- December 11, 2019 via VTC; IDVA Central Office, Springfield and Chicago Office, Military Museum
- March 20, 2019 via VTC; IDVA Central Office, Springfield and Chicago Office
- June 12, 2019 via VTC; IDVA Central Office, Springfield and Chicago Office, LaSalle Veterans Home

ILLINOIS VETERANS' ADVISORY COUNCIL
(FY 2019)

Myron Kirby, *Chairman, American Legion Representative*

Michael Peck, *Vice Chairman, Military Order of the World Wars*

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 Lance Yednock, *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*
Jorge Eric Bermudez, *IL Department of Employment Security*

DIRECTOR'S APPOINTEES

Bill Wolff, *Veteran Advocate*
Megan Everett, *Veteran Advocate*
Quinn Triplett, *Veteran Advocate*
Anthony Ortiz, *Veteran Advocate*
Ariel Shivers-McGrew, *Veteran Advocate*

VETERAN SERVICE ORGANIZATIONS

Keith Witherell, *AMVETS*
Maureen Cattani, *Blue Star Mothers of America*
Pat Noel, *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*
Steve Fixler, *Veterans Assistance Commission*
Vince Long, *Veterans of Foreign Wars*
Roy L. Dolgos, *Vietnam Veterans' of America*
Dr. Jerry Fields, *Jewish War Veterans*
Bob Tyler, *Military Officers Association of America*

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

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