TO:  Government Operations and Audit Committee  
FROM:  Greg Whitlock, Secretary  
SUBJECT:  Summary of Strategic Plan

The South Dakota Department of Veterans Affairs (SDDVA) team met in August and mission and vision statements were reviewed and defined as follows:

**Mission Statements:**

SDDVA – Provide comprehensive care and quality service to veterans and their families, regarding healthcare, education, disability benefits, long-term care, and burial honors by providing professional customer service and care.

State Veterans Cemetery – The South Dakota Veterans’ Cemetery lays to rest, with dignity and everlasting tribute, those who answered the call and served our nation with honor.

State Veterans Home - To honor and serve our South Dakota military veterans, their spouses, widows, or widowers, now and for generations to come. The Michael J Fitzmaurice South Dakota Veterans Home will consistently provide high quality resident directed long term care by maintaining excellence in personal services and treatment through professional collaboration, innovation, dedication and respect, in a setting that promotes dignity, independence, and a home-like environment.

**Visions:**

SDDVA - Insuring excellence, integrity, advocacy, accountability, collaboration, and treating every person with dignity and respect is carried through in everything we all strive to do and accomplish for veterans and their families.

State Veterans Cemetery – To hold in the highest esteem, the men and women who served our great nation, paying tribute to service and sacrifice for eternity.

State Veterans Home – Caring for America’s Heroes.

Operation CARS – “Calling All Returning Servicemembers,” continues to be one of our greatest outreach programs. We make immediate contact with servicemembers and put them in contact with the resources that are available to assist them with benefits, education, healthcare, mental health, and readjustment to civilian life.
Our Department, and our numerous partners, have made headway with outreach. We continue to search for opportunities throughout the state to reach veterans and their families.

To accomplish our missions and continue our visions, we will need to remain steadfast in our pursuit of the following three pillars:

**Workforce Development**
- Increase training opportunities
- Retain knowledgeable, skilled, and prepared workforce
- Remain productive
- Maximize effective communication,

**Economic Impact**
- Increase education and awareness
- Increase revenue generated by the Department for veterans,

**Customer Service**
- Sustain outreach
- Ensure quality of care
- Provide information on the ever-changing benefits and services
- Ensure that our Department has the tools and resources necessary to reach as many veterans as we are able
- Strengthen partnerships with veterans service organizations, county and tribal veterans service officers, healthcare providers, and community leaders
- Raise awareness of the resources available to veterans
- Grow programs to assist incarcerated veterans,

We continue to survey our veterans and our partners to ensure that we are providing quality customer service. Customer service surveys are completed by: veterans visiting our claims office, residents and new applicants at the state veterans home, new county and tribal veterans service officers, colleges, universities, and businesses utilizing the on-the-job training and apprenticeship programs.
## State Benefits

<table>
<thead>
<tr>
<th></th>
<th>FY 2015</th>
<th>FY 2016</th>
<th>FY 2017</th>
<th>FY 2018</th>
<th>FY 2019</th>
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<tbody>
<tr>
<td>Bonus Claims Paid</td>
<td>$8,412,775.68</td>
<td>$7,806,034.89</td>
<td>$7,792,329.08</td>
<td>$8,755,388.00</td>
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<td>Headstone Setting Fees</td>
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<td>$165,391,564.44</td>
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<td>Funeral Honors Paid</td>
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<td>$206,001,026.00</td>
<td>$238,457,820.00</td>
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<td>Total $ Paid</td>
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<td>$352,394,198.66</td>
<td>$365,459,836.26</td>
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<td>$574,511,640.00</td>
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## Economic Impact

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<th>FY 2018</th>
<th>FY 2019</th>
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<tr>
<td>One time retro</td>
<td>$8,412,775.68</td>
<td>$7,806,034.89</td>
<td>$7,792,329.08</td>
<td>$8,755,388.00</td>
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<tr>
<td>Running Award</td>
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<td>$165,391,564.44</td>
<td>$179,432,079.05</td>
<td>$197,245,638.00</td>
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</tbody>
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FY18 and FY19 State Veterans Home Census

FY18 Nursing
FY18 Residential
FY19 Nursing
FY19 Residential
FY18 STATE VETERANS HOME REVENUES

- Federal Medicaid, $3,046,640.00, 27%
- VA Per Diem, $4,138,455.00, 37%
- State General Funds, $2,493,458.00, 22%
- Nursing Rents, $1,303,404.00, 12%
- Residential Living Service Rents, $245,492.00, 2%

FY19 STATE VETERANS HOME REVENUES

- Federal Medicaid, $2,800,733, 25%
- VA Per Diem, $4,043,747, 37%
- State General Funds, $2,592,443, 23%
- Nursing Rents, $1,343,305, 12%
- Residential Living Service Rents, $278,631, 3%
Based on your most recent interactions with Sioux Falls Claims Office, how would you rate their quality of service?

Are you satisfied with how your veteranservice officer handled your questions and concerns?

Overall, did you feel your veteran service officer was knowledgeable of the claims process?

Based on your most recent interactions with the Claims Office, would you recommend them to friends and family?

Were your phone calls, emails, or questions answered and followed up with in a timely manner?
Based on your most recent interactions with the State Approving Agency, how would you rate their quality of service and professionalism?

How would you rate the knowledge level of the State Approving Agency?

Do you receive the support you need from the State Approving Agency in a timely and professional manner?