



**Kootenai County Veteran Services Office
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FISCAL YEAR REPORT OCT 2018 – SEP 2019

Compiled By:

Kootenai County
Veteran Services Office

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“Veterans’ Helping Veterans’



Comparison from FY 2018 and FY 2019

<u>FISCAL YEAR</u>	<u>2018</u>	<u>2019</u>
Scheduled Appt.	1106	926
Walk-in	2108	3117
TOTALS	3214	4043

<u>AVERAGE PER MONTH</u>	<u>2018</u>	<u>2019</u>
Scheduled Appt.	92	92
Walk-in	176	260
Aver. Length Appt Initial claim		45-60 minutes
Aver. Length Walk-In Apt.		15-20 minutes
Aver. Request for records		5 minutes
Aver. Returned Call Time		5-20 minutes

Notes: (1) Data on this page was derived from internal Kootenai County Veterans Services Office records – daily sign-in sheets and calendar entries

(2) KCVSO Office consisted of (1) County VSO and (1) State VSO. In May, the state added an additional State VSO position to North Idaho, working out of the KCVSO Office, with a total of 2 State VSOs. This change had effects on the data.



Comparison from FY 2018 and FY 2019 (cont)

<u>RECORDS</u>	<u>2018</u>	<u>2019</u>
New Clients Added	265	253
Records Edited	4180	3118
<u>Forms Prepared</u>	<u>2018</u>	<u>2019</u>
	2905	2945
<u>Phone Calls Returned</u>	<u>2018</u>	<u>2019</u>
	N/A	1560

Notes: (1) Data on this page was derived from VetraSpec Reports. VetraSpec is licensed secure online software solution management system used for Veteran claims built for Veteran service officers and state departments.

(2) Phone calls returned for 2019, averaged Sept-Dec.



AVERAGE PERCENTAGE OF VETERANS SEEN AND MOST COMMON CLAIM FILED IN THOSE GROUPS

WWII 9% (Hearing Loss/Pension)

KOREAN 10% (Hearing Loss/Pension)

Vietnam 37% (Hearing Loss/Agent Orange Presumptives)

Gulf War/OEF/OIF 28% (PTSD/Sustained Injuries/Education)

Peace Time 16% (Hearing Loss/Sustained Injuries)

COMMUNITY OUTREACH

Shut-in Visits - Average (2) per week

VA briefings To Area Agencies - Average (2) per month

Attendance at Service Organizations - Average (2) per Month



VA Dollars Brought Back to the County Through Claims

Number of Veterans geographically in KC: *13,447

VA Expenditures By Type of Claim

Compensation/Pension: \$63,870,000

Education/Voc Rehab: \$5,493,000

Insurance and Indemnity: \$689,000

Medical Care: \$54,619,000

TOTAL \$124,671,000

*Note: Data on this page was derived online from the VA's National Center for Veterans Analysis and Statistics.
<https://www.va.gov/vetdata/Expenditures.asp> (see expenditures table)*

** Population from VA website was updated from 2018 report. Est. 2019 County Vet Population 14 -16,000*