



# KOOTENAI COUNTY

## VETERANS SERVICES



November 3, 2022

To: Kootenai County Board of County Commissioners

Subject: KOOTENAI COUNTY VETERANS SERVICES OFFICER (KCVSO) ANNUAL REPORT FY2022

The following report is produced annually (Oct-Sep) by the KCVSO to document Veterans Services activities and provide other statistical information concerning veterans and services in Kootenai County, Idaho.

An important note, the data in this report is not fully representative of the KCVSO activities. Many of the services and activities that are performed by this office are not necessarily quantifiable. For example, the KCVSO and the assistant interact regularly with individuals, groups and agencies (private and public) during and after normal hours, many of which are unscheduled and impromptu, and not formal in nature. Additionally, IDVS State Officers work out of this office performing similar duties. Furthermore, software and resources for data are constantly progressing.

Additionally, this is an evolving report and services provided are constantly developing with changes in the Department of Veterans Affairs and other State and local agencies that administer services and benefits to Veterans. Comparing data in this report with previous fiscal years may not be a direct comparison of activities. As an example, the COVID-19 pandemic of 2020-21 completely changed operating procedures, attitudes and client expectations.

Some key points are follows:

- 1. Significant Shift in Veteran Population:** Kootenai County is now the second most Veteran populous county in Idaho, overtaking Canyon County. According to 2021 VA census data, the top three Veteran Counties are as follows: Ada = 32,232, Kootenai = 14,523, and Canyon = 14,176. The data is always several years behind. However, based on recent growth percentages, the KCVSO estimates Kootenai County is in excess of 16,000 Veterans, not including a large community family members and surviving spouses.
- 2. Office Communications:** Incoming phone calls are still higher than historical average but dropped in comparison to a record high in FY21. The drop was offset by a much greater uptick in walk-ins which increased 49% from FY21 to FY22. Walk-ins often result in unscheduled appointments for claims. As a result, the increase in walk-ins also offset the lower number scheduled appointments as compared to FY21.

(continued)

3. **Community Outreach:** This past year, outreach has doubled comparatively to recent years. Community outreach is defined as Veteran home visits, attending veteran service organization meetings, providing training in the community, and face-to-face networking outside of the office.
4. **Services Demographic Shift:** During FY22, the Veterans Services Office continued to observe a significant number of new Veterans relocating to the area which is consistent with the region's exponential growth in recent years. Additionally, data is showing a shift in the bulk services towards post Vietnam War Era Veterans who served from 1975 to present. Due to age, our WWII, Korea and Vietnam Veteran population is rapidly shrinking.
5. **VA Total Expenditures:** Monies received in the county from the VA increased over \$6 million in FY22, up from \$162 million to \$168 million. Furthermore, Compensation and Pension expenditures made up \$6 million of the VA's increase in expenditures that equated to an overall 9% increase over FY21. Compensation and Pension expenditures are monies that are given directly to the Veteran as nontaxable income as a result of the KCVSO claims process.
6. **Expenditures Per Veteran:** Kootenai County receives more money per veteran annually out of the top three Veteran populated counties -- Kootenai = \$6,380, Canyon = \$6,120 and Ada = \$6000.

Points of contact for this report are Thomas Freeman (KCVSO) and Jessica Christensen (Assistant to the KCVSO) at 208 446-1090.



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## **FISCAL YEAR 2022 REPORT OCT 2021 – SEP 2022**

Compiled By:

Kootenai County  
Veteran Services Office

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*“Veterans’ Helping Veterans’*



## VA Dollars Brought Back to the County Through Claims

Number of Veterans geographically in KC = 14,631 <sup>(1)</sup>

Kootenai County Veterans Service Officer Office Staff = 2

### VA Expenditures By Type of Claim <sup>(2)</sup>

Compensation/Pension: \$92,654,000

Education/Voc Rehab: \$5,565,000

Insurance and Indemnity: \$967,000

Medical Care: \$69,178,000

**TOTAL \$168,364,000**

(1) Population from ID Dept. of Labor 2020 report. Population growth reporting usually lags behind actual - Est. 2020 County Vet Population 15 -16,000

(2) VA Expenditures (2020) derived online from the VA's National Center for Veterans Analysis and Statistics. <https://www.va.gov/vetdata/Expenditures.asp> (see expenditures table)



## **AVERAGE PERCENTAGE OF VETERANS SEEN AND MOST COMMON CLAIM FILED IN THOSE GROUPS <sup>(3)</sup>**

WWII 8% (Hearing Loss/Pension)

KOREAN 9% (Hearing Loss/Pension)

Vietnam 35% (Hearing Loss/Agent Orange Presumptives)

Gulf War/OEF/OIF 27% (PTSD/Sustained Injuries/Education)

Peace Time 15% (Hearing Loss/Sustained Injuries)

Other 6% ( Survivor DIC/Pension)

## **COMMUNITY OUTREACH <sup>(4)</sup>**

Shut-in Visits - Average (2) per month

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

Attendance at Service Organizations - Average (2) per month



## Comparison from FY 2019 and FY 2020 <sup>(5,6)</sup>

<u>FISCAL YEAR</u>	<u>2021</u>	<u>2022</u>
Scheduled Appt.	750	552
Walk-in	769	1593
<b>TOTALS</b>	<b>1519</b>	<b>2090</b>
<u>AVERAGE PER MONTH</u>	<u>2021</u>	<u>2022</u>
Scheduled Appt.	72	63
Walk-in	64	133
Aver. Length Appt Initial claim		60-130 minutes
Aver. Length Walk-In Apt.		5-15 minutes
Aver. Request for records		5 minutes
Aver. Returned Call Time		10-45 minutes

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

(6) KCVSO Office consisted of (1) County VSO and (1) State VSO. In January, the state added an additional State VSO position to North Idaho, working out of the KCVSO Office, with a total of 2 State VSOs and (1) County VSO.



## Comparison from FY 2019 and FY 2020 (cont.)

<b>RECORDS</b>	<b>2021</b>	<b>2022</b> <sup>(7)</sup>
New Clients Added	206	191
Records Edited	2940	2147
<b>Forms Prepared</b>	<b>2021</b>	<b>2022</b> <sup>(7)</sup>
	1384	2272
<b>Phone Calls Returned</b>	<b>2021</b>	<b>2022</b> <sup>(8)</sup>
	4163	3146

<sup>(7)</sup> VetraSpec Reports. VetraSpec is licensed secure online software solution management system used for Veteran claims built for Veteran service officers and state departments.

<sup>(8)</sup> Phone logs from Oct 01, 2021 to Sep 31, 2021.