



**Kootenai County Veteran Services Office  
120 E. Railroad Avenue, Post Falls, ID 83854  
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## **FISCAL YEAR REPORT OCT 2010 – SEP 2011**

Compiled By:

Kootenai County  
Veteran Services Office

Darryl Heisey  
Veteran Services, Director

*“Veterans’ Helping Veterans’*



Comparison from FY 2010 and FY 2011

<b><u>FISCAL YEAR</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
Scheduled Appt.	1500	1555
Appt Seen	1484	1484
Walk-in	3800	2160
<b>TOTALS</b>	<b>6784</b>	<b>5199</b>

<b><u>AVERAGE PER MONTH</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
Scheduled Appt.	124	140
Appt. seen	121	129
Walk-in	317	180
Number of phone calls	820	860
Aver. Length Appt Initial claim.		45-60 minutes
Aver. Length walk-in Health appl.		7-10 minutes
Aver. Request for records		5 minutes



<b><u>RECORDS</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
New Clients Added	678	707
Records Edited	4005	3715
Forms Prepared	4250	4279
Client Visits	5284	4422
<b><u>Forms Prepared</u></b>	<b><u>2010</u></b>	<b><u>2011</u></b>
	3844	4279
<b><u>Forms Request: 2200 (standard form 180)</u></b>		



**Average percentage of veterans seen and most common claim filed in those groups:**

**WWII 5% (Bilateral Hearing Loss/Pension)**

**KOREAN 10% (Bilateral Hearing Loss)**

**Vietnam 35% (Post Traumatic Stress Disorder PTSD)**

**OEF/OIF 50% (PTSD/TBI/)**

## **OUTREACH**

**Shut-in Visits (has increased to average three per week)**

**VA briefings to area agencies averages about two per month**



**VA dollars brought back to the county through claims:**

**Number of Veterans geographically in KC: 14,652**

**Types of expenditures by type of claim:**

**Compensation/Pension: \$31,593,000.00**

**Education/Voc Rehab: \$ 3,189,000.00**

**Insurance and Indemnity \$ 695,000.00**

**Medical Care \$ 22,803,000.00**

**TOTAL \$58,280,000.00 increase \$9,370,000.00 from last year**



**120** veterans received financial assistance  
through the

Kootenai County Veteran Assistance Fund  
From  
October 2010-September 2011

*"Veterans' Helping Veterans"*