

SOUTH DAKOTA DEPARTMENT OF VETERANS AFFAIRS



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<http://vetaffairs.sd.gov>

2013 ANNUAL REPORT

Heroes

By Jared Jenkins

*In war, there are lives risked and lives taken
Men and women giving their best to defend what they love
They defend their country
Their honor
Their people*

*Some call them soldiers
Others call them heroes*

*Our veterans have risked their lives for us
They have lived through hell and fought with honor
Many have killed
And regret doing so*

*For every life, there is a soul
For every soul, there is a life
For those who have died, we show great appreciation and remembrance
For those who live, along with them live the horrific memories of battle
Some, memories of defeat
Some, memories of victory*

*Our veterans were more than soldiers
They were, and still are heroes*

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MESSAGE FROM SECRETARY ZIMMERMAN

January 31, 2014

TO: The Governor of the State of South Dakota, the Lieutenant Governor, Members of the Cabinet, the President of the Senate and the Speaker of the House of Representatives.

I am pleased to submit the 2013 edition of my first annual report for the South Dakota Department of Veterans Affairs. This report highlights the outstanding accomplishments of our superb team of dedicated professionals and the unmatched support we receive from our partners. On a daily basis, our team labors tirelessly to ensure that the State of South Dakota preserves our reputation as “a veteran friendly state.”

The primary mission of the South Dakota Department of Veterans Affairs is to advocate with purpose and passion for South Dakota’s veterans and link them to superior services, benefits, and support. Our team is at the forefront of the most demanding challenges confronting our state’s veterans, whether they are veterans from the World War II generation, the Korean War, Vietnam, the Cold War, or veterans who most recently served in support of Operation Enduring Freedom, Operation Iraqi Freedom, or Operation New Dawn.

Over the past four years, U. S. Department of Veterans Affairs (VA) expenditures have accounted for over \$400 million annually to South Dakota’s economy. Although those numbers are impressive, there are many eligible veterans in South Dakota who are not taking advantage of the many federal and state benefits and services available to them as a result of their military service. Our goal for 2014 is to close this gap.

As is the case with all of our state agencies, our people truly make a difference. For the team at the South Dakota Department of Veterans Affairs, it truly is a privilege and an honor to serve our veterans and their family members.

Larry Zimmerman, Secretary



“With malice toward none, with charity for all, with firmness in the right as God gives us to see the right, let us strive on to finish the work we are in, to bind up the nation’s wounds, to care for him who shall have borne the battle and for his widow, and his orphan, to do all which may achieve and cherish a just and lasting peace among ourselves and with all nations.”

(Abraham Lincoln)

VISION

Voices for Veterans

MISSION

To advocate for and provide the pathway for all veterans and their families to receive the benefits due to them.

OVERVIEW

The challenges facing South Dakota veterans as they return home from their service to our nation remain unchanged from previous years. Severely wounded personnel, including those suffering Traumatic Brain Injury and Post Traumatic Stress, will be a strain on the VA health and benefits systems for decades to come. This is of great concern in South Dakota as there are high numbers of National Guard, Reserves, and active duty personnel participating in multiple deployments. At a time when the United States Department of Defense and the United States Department of Veterans Affairs may have difficulty providing timely services to many veterans in need, SDDVA will augment and enhance needed support to obtain VA services and benefits.

SDDVA continues to collaborate with individuals, organizations, commissions, and national and state agencies to develop, promote and support the interests of South Dakota’s veterans.



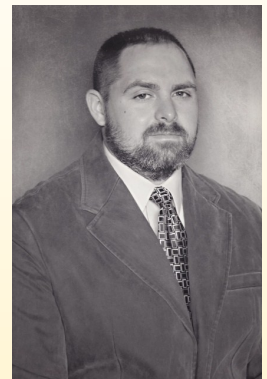
SECRETARY

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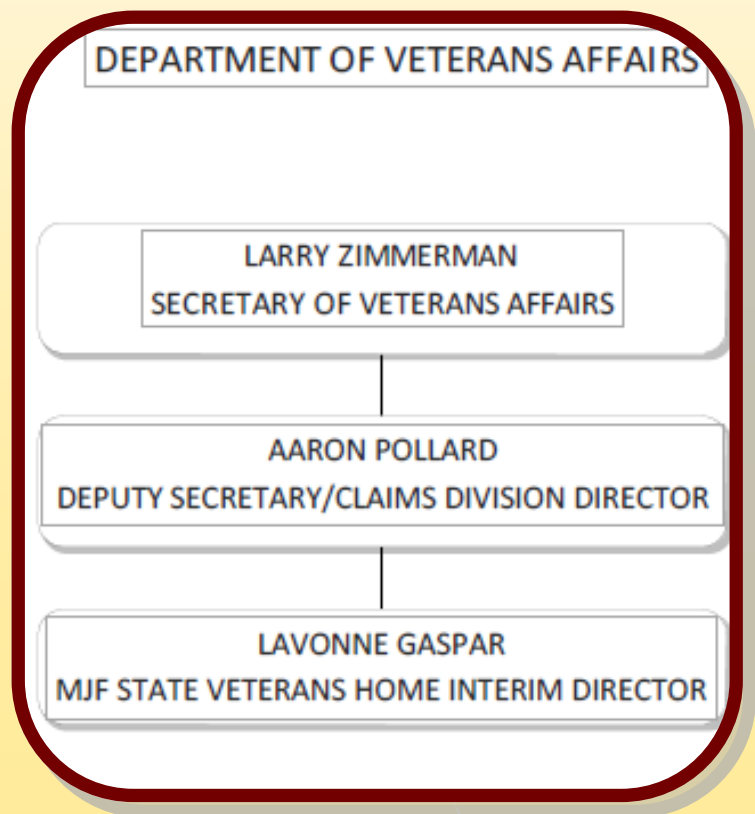
DEPUTY SECRETARY

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SD 57117-5046

Leadership is getting the right people to do the right thing for the right reason in the right way at the right time with the right use of resources (Clark Crouch).

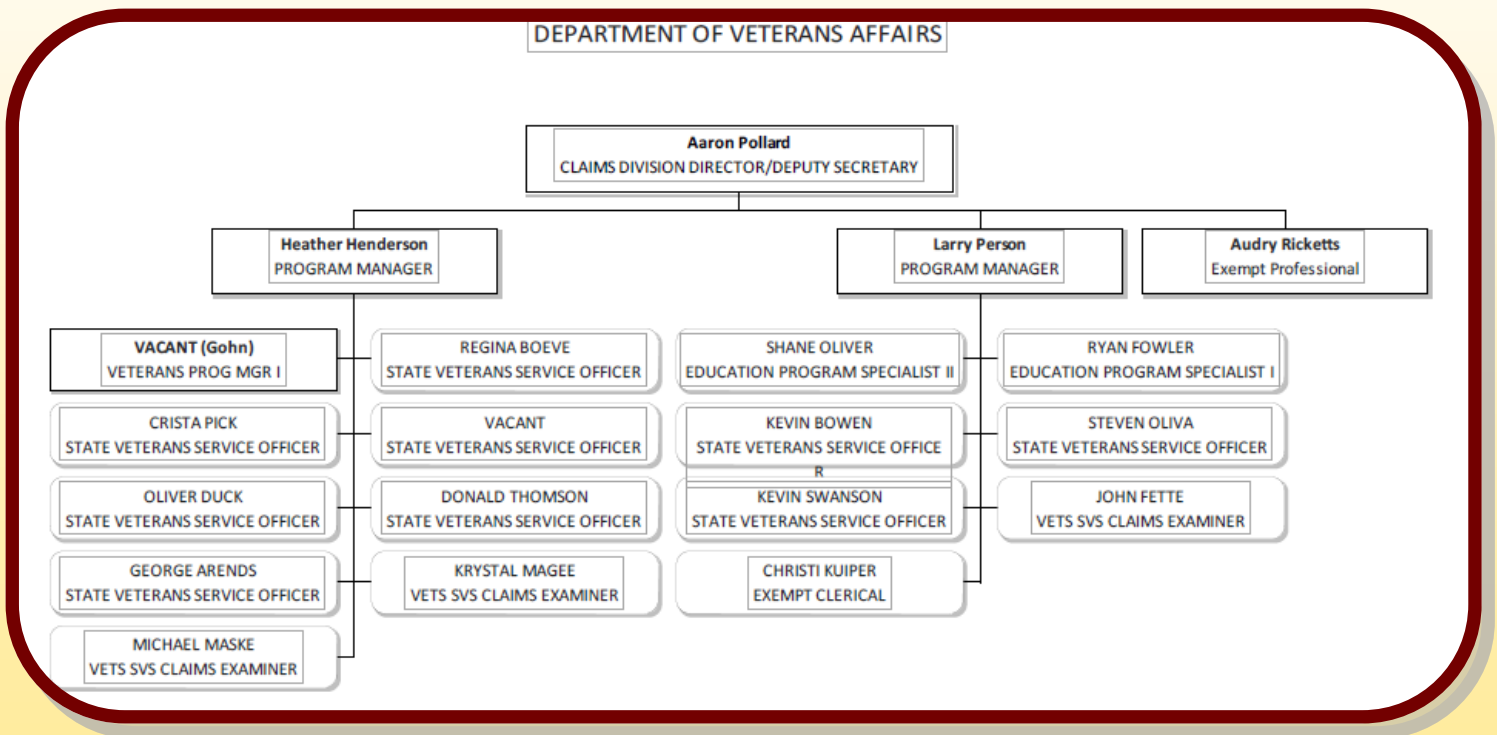




ORGANIZATIONAL CHARTS

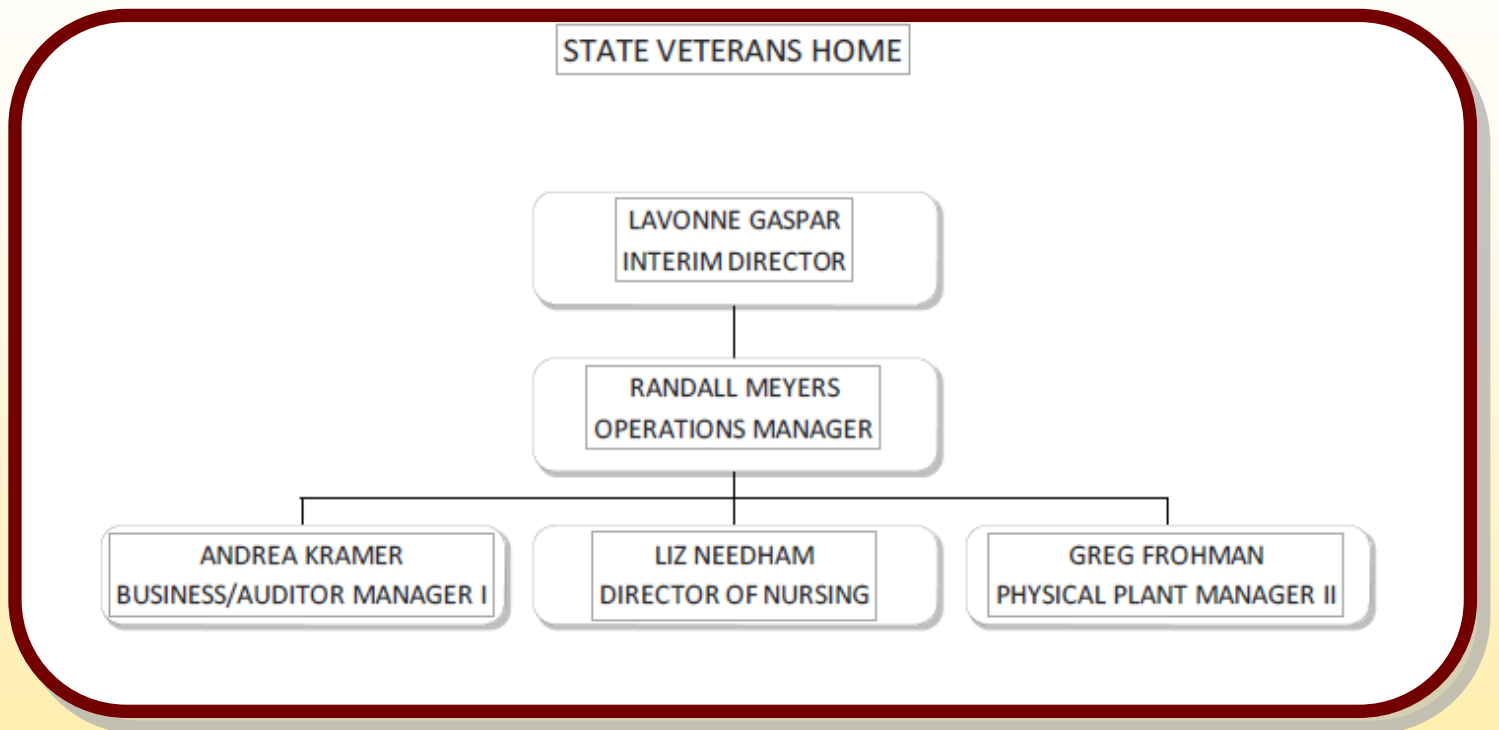


Program Managers
 Heather Henderson—Sioux Falls
 Larry Person—Pierre





ORGANIZATIONAL CHARTS



Employees at Michael J. Fitzmaurice State Veterans Home

First Name	Last Name	Title	First Name	Last Name	Title
Jerrie	Alberts	Custodial Worker	Andrea	Kramer	Business/Auditor Manager I
Tiffany	Alexander	Nurse Aide	John	Lane	Pharmacist
Tama	Armbruster	Licensed Practical Nurse	Daniel	Lang	Seasonal Maintenance Worker
Sandra	Azinger	Licensed Practical Nurse	Dee Ann	Loyd	Nurse Aide - Temp
Traci	Bach	Nurse Aide	Randall	Meyers	Operations Manager
Darlene	Barr	Nurse Aide	Jamie	Moreno	Nurse Aide - Temp
David	Beck	BMW-Transport	Rose	Morrison	Nurse Aide
Barbara	Beery	Secretary	Pamela	Murry	Adult Services Specialist
John	Bettelyoun	Senior Building Maintenance Worker	Dennis	Nagel	Heating Plant Operator
Mary	Bledsoe	Licensed Practical Nurse	Liz*	Needham	Nursing Manager II/DON
Robert	Bledsoe	Senior Building Maintenance Worker	Loyd	Nielson	Chaplain
Therese	Bradbury	Medication Aide	Mallory	Oberpriller	Nurse Aide - Temp
Susan	Brafford	Custodial Worker	Richard	Oliver	Heating Plant Operator
Cheyenne	Burdette	Nurse Aide	Lisa	Olstad	Auditor I
Danuta	Cachro	Veterans Home Nurse II	Marissa	Parker	Nurse Aide
Donna	Campbell	Medication Aide	MaryKay	Payton	Veterans Home Nurse II
Shannon	Campbell	Medication Aide	Nadya	Powers	Veterans Home Nurse II
Victoria	Christensen	Custodial Worker	Purvis	RedOwl	Custodial Worker
Jean	Cunningham	Nursing Manager I	Ann	Remington	Veterans Home Nurse II
Krystal	Cunningham	Nurse Aide	Kandis	Renstrom	Licensed Practical Nurse - Temp
Craig	Derry	Laundry Supervisor	Ronald	Richards	Building Maintenance Specialist
Donna	Dryden	Medication Aide	Monica	Rose	Nurse Aide
Lark	Durland	Nurse Aide	Cynthia	Scherer	Nurse Aide - Temp
Beverly	Dyslin	Licensed Practical Nurse	Brenda	Schnackenberg	Medication Aide
Patricia	Evans	Custodial Worker	Shirley	Schumacher	Program Assistant I
Ruby	Farrell	Custodial Crew Leader	Kathleen	Schuman	Nurse Aide
Eunice	Forney	Custodial Worker	Patricia	Sechser	Veterans Home Nurse II
Gregory	Frohman	Physical Plant Manager II	Danielle	Sexton	Auditor I
Stefanie	Garnette	Nurse Aide	Susan	Sihrer	Nursing Manager I/ADON
Megan	Grieser	LPN	Lohnden	Simmons	Nurse Aide - Temp
Michelle	Gross	Medication Aide	Diccene	Smith	Nurse Aide
Robert	Halls	Building Maintenance Specialist	Pamela	Smith	Adult Services Specialist
Macrina	Hayne	Senior Secretary	Ralph	Sowder	Program Assistant I
Michael	Hewitt	Heating Plant Operator	Mathew	Steffen	Senior Building Maintenance Worker
Natalie	Hooper	Nurse Aide - Temp	Jeffrey	Tarrell	Custodial Worker
Jerry	Huddleston	Senior Building Maintenance Worker	Gayle	Tescher	Accounting Assistant
Delila	Hughes	Licensed Practical Nurse	Marilyn	Torres	Medication Aide
Margaret	Hupp	Medication Aide	Joseph	Two Bear	Nurse Aide
Laura	Inman	Therapeutic Recreation Specialist	Lynn	Two Bear	Medication Aide
Thomas	Inman	Building Maintenance Supervisor	Lawrence	Ulrich	Program Assistant II
Erika	Johnson	Nurse Aide	Raymond	Walker	Medication Aide
Leslie	Keith	Senior Building Maintenance Worker	Patricia	Waters	Nurse Aide
Nancy	Keith	Custodial Worker	Karrie	Wendt	Nursing Manager I
William	Kirkpatrick	Heating Plant Operator	Almira	White Hawk	Nurse Aide
Heidi	Koffler	Veterans Home Nurse II - temp	Curtiss	Wilde	Heating Plant Operator
			Macie	Wiles	Licensed Practical Nurse

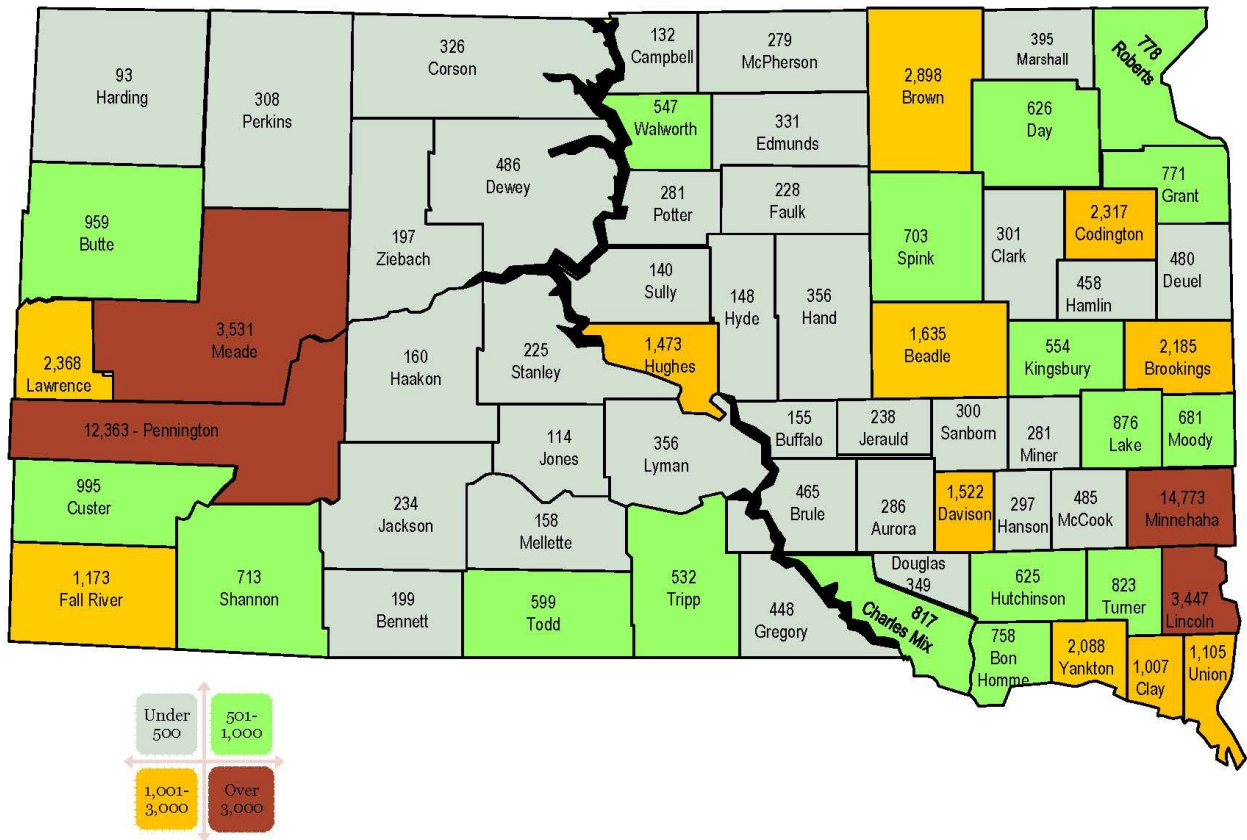


BUDGET

Department of Veterans Affairs	FY2012	FY2013	Change from Prior Fiscal Year
Personal Services	\$ 4,600,385	\$ 4,737,731	2.99%
Operating Expenses	\$ 2,857,718	\$ 4,784,911	67.44%
Headstone & Burial Grants	\$ 43,875	\$ 32,495	-25.94%
Costs new construction	\$ 174,840	\$ 1,611,214	
Grants to Regental & Tech Schools		\$ 600,000	
Special Funds			
Bonus Claims	\$ 236,780	\$ 213,610	-9.79%
Receipts			
Medicaid Collections	\$ 281,032	\$ 682,912	143.00%
VA Per Diem	\$ 2,303,226	\$ 2,276,952	-1.14%
Resident Rents	\$ 2,113,107	\$ 2,224,250	5.26%

VETERANS BY COUNTY

SD VETERANS BY COUNTY



South Dakota’s efforts to honor and support our Nation’s veterans are a testament to its commitment to the men and women who served in uniform.

Veterans are one of this country’s most valuable assets and the South Dakota Department of Veterans Affairs is on the front line of providing assistance to our 75,000 veterans and their families.

LEGISLATIVE HIGHLIGHTS

The South Dakota Department of Veterans Affairs introduced one bill during the 2013 South Dakota Legislative Session. Senate Bill 27—an act to revise previous session laws related to the design, construction, and equipping of a veterans home near Hot Springs.



HOUSE BILLS OF INTEREST TO VETERANS

House Bill 1067 - An act to designate POW/MIA Recognition Day

House Bill 1084 - An act to designate Purple Heart Recognition Day as a working holiday

House Bill 1118 - An act to revise certain provisions regarding special motor vehicle license plates for veterans with disabilities

House Bill 1180 — An act to allow veterans to receive credit for certain military training and experience

SENATE BILLS OF INTEREST TO VETERANS

Senate Bill 27 - An act to revise previous session laws related to the design, construction, and equipping of a veterans home near Hot Springs, to make an appropriation therefore, and to declare an emergency

Senate Bill 83 - An act to designate Welcome Home Vietnam Veterans Day as a working holiday



BENEFIT SERVICES

Benefit Services is comprised of a program manager, four field service officers, one veterans bonus claims examiner, the State Approving Agency education program manager and education representative, public information officer, executive assistant and financial director,

Our field officers assist South Dakota's veterans in gaining access to the benefits to which they are entitled through their service and sacrifice. Among these benefits and services are compensation for service-connected disability or death, income-based pensions, medical care, educational benefits, and the VA home loan guaranty program.

While our field officers are able to help many veterans over the phone, much of the assistance takes place at a county or tribal veterans service office. During these face-to-face contacts, field officers guide veterans through the myriad of steps required to file a federal VA claim.



* Developing a solid claim is more than a matter of completing the application. Supporting documents, sometimes decades old, must be retrieved from federal and state archives. The process is labor-intensive. A field officer may spend an hour interviewing a veteran, but then spend substantial hours locating, researching, and reviewing records and completing the necessary supporting documentation. Our field officers are accredited with the:

- * South Dakota Dept. of Veterans Affairs
- * Veterans of Foreign Wars
- * American Legion
- * The Retired Enlisted Association
- * Non-Commissioned Officers Association
- * American Ex-Prisoners of War
- * Military Order of the Purple Heart

SDDVA currently, holds Power of Attorney (POA) for over 50,000 veterans in South Dakota, which authorizes our team to represent the veteran when their claim is filed with the VA.

When field officers are not working claims for veterans, they are on the road conducting outreach and training County and Tribal Veterans Service Officers.

On average, our field officers visit each office at least eight times per year.



OUTREACH

The Department remains dedicated to frontline outreach to South Dakota's veterans. The Department consistently puts forth significant effort to enhance and expand its already extensive outreach operations. Regular outreach activities by the Department includes, but is not limited to, veterans who are incarcerated, hospitalized, homebound, and homeless.

Outreach is conducted at job fairs, stand downs, home shows, and numerous veteran-related events around the state. In 2013, staff participated in over 58 Outreach events.

With the kickoff of Operation RAV in 2014, we will triple the number of outreach events that we are participating in.



2013 Outreach Events

Congressional Forums	8
Veterans Day Programs	6
Veterans Resource Open Houses	2
Tribal Veterans Service Officers Meetings	3
Vocational Rehab Conference	1
Stand Downs	7
POW/MIA DAY	1
Purple Heart Recognition Day	1
SD Coalition of Military Family Symposium	1
Vietnam Veterans Welcome Home Events	2
State Fair (Days at the Fair)	5
Rosebud Sioux Tribe Cemetery Dedication	1
Job Fairs/Benefits Fairs	4
Death Planning Seminar	1
60th Korean War Anniversary	1
All Veterans Reunion	1
Vietnam Veterans Conference	1
American Legion Conference	1
Disabled American Veterans Conference	1
Corn Palace Stampede	1
Memorial Day Programs	1
Yellow Ribbon Event	1
American Indian Veterans Symposium	1
Business Community Leaders Meeting	1
SD Newspaper Association Conference	1
Operation Black Hills Cabin	3
VFW Forum	1

CLAIMS SERVICES

The South Dakota Department of Veterans Affairs (SDDVA) Claims Office is located within the United States Department of Veterans Affairs (VA) Regional Office on the VA Medical Center campus in Sioux Falls. The Claims Office is staffed with the following professionals: two claims examiners, five veterans service officers, one field service officer and the claims office supervisor. The Deputy Secretary also maintains his office within the Sioux Falls Claims Office.

The Sioux Falls Claims Office is responsible for all claims that fall under one of the eight veterans service organizations that SDDVA is accredited through to represent veterans and their families before the VA.

- * South Dakota Dept. of Veterans Affairs
- * Veterans of Foreign Wars
- * American Legion
- * The Retired Enlisted Association
- * Non-Commissioned Officers Association
- * American Ex-Prisoners of War
- * Military Order of the Purple Heart

Our Department's goal is to obtain the maximum benefits that are earned by veterans and their eligible family members earned through service to our country. These benefits range from monthly monetary payments for disabilities incurred in or caused by the veteran's military service, monthly non-service connected pension payments for lower income veterans/widows/widowers/dependent children or helpless children, dependency and indemnity compensation payments for widows/widowers/dependent or helpless children of veterans whose death was related to their military service, etc. The range of benefits available to eligible veterans and their families is vast.

The Claims Office personnel must be knowledgeable, professional, flexible and proficient in all areas of federal and state regulations pertaining to veterans programs and services.

Keeping valuable, trained and professional employees is one of the Department's most significant challenges. The VA has a history of hiring our employees as they recognize their knowledge and work ethic that SDDVA has developed in our employees. Through organizational changes and pay grade reviews, SDDVA is taking steps to make continued employment more enticing to valuable candidates and existing employees.

SDDVA staff are responsible for securing significant federal dollars paid to eligible veterans and their family members within the borders of the state, significantly impacting South Dakota's economy.



ECONOMIC IMPACT

Through the efforts of the employees within the Department of Veterans Affairs and with our County and Tribal Veterans Service Officers and other partners the Department has seen significant gains in the amount of benefits that clients whom we've assisted and represented receive.

As of December 31, 2013, total awards for CY2013 exceeded \$139,240,803. It is easily assumed that the federal monetary benefits received by South Dakota residents are being largely spent within the boundaries of South Dakota helping to support our strong economy.

Our employees work diligently to insure that their clients receive excellent customer service and the maximum benefits that they have earned through their military service.

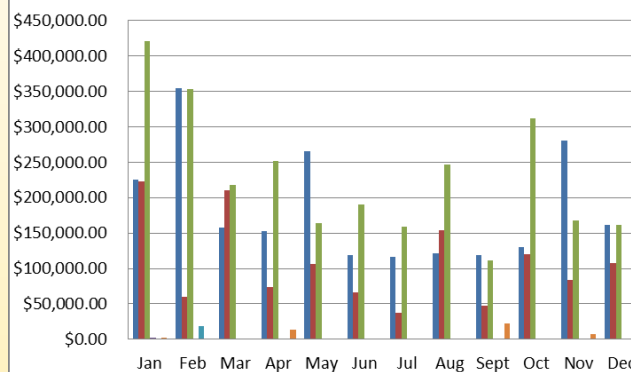
There are many variables that can and do affect the monetary awards that are reported above. If the Federal Department of Veterans Affairs has slow production months this will affect how sharply our monetary numbers increase.

One-Time Retro Payments CY2013 (By Service Organization) - Total \$6,341,879



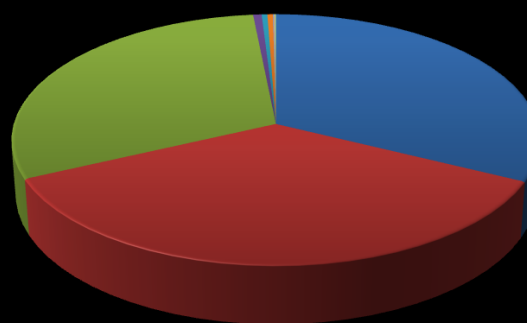
- Veterans of Foreign Wars - \$2,200,937
- American Legion - \$1,289,618
- South Dakota Department of Veterans Affairs - \$2,757,443
- Non-Commissioned Officer's Association - \$2,192.40
- The Retired Enlisted Association - \$20,849
- Military Order of the Purple Heart - \$70,838

One-Time Retro Payments by Service Organization and Month



- Veterans of Foreign Wars
- American Legion
- South Dakota Department of Veterans Affairs
- Non-Commissioned Officer's Association
- The Retired Enlisted Association
- Military Order of the Purple Heart

Total Running Monetary Awards CY2013 (By Service Organization) - \$133,046,831



- Veterans of Foreign Wars - \$42,952,715
- South Dakota Department of Veterans Affairs - \$47,622,983
- American Legion - \$40,384,971
- Military Order of the Purple Heart - \$780,473
- American Ex-Prisoners of War - \$524,184
- The Retired Enlisted Association - \$507,365
- Non-Commissioned Officer's Association - \$66,665
- Blinded Veterans of America - \$56,472
- Other/Misc. (\$121,063.00)

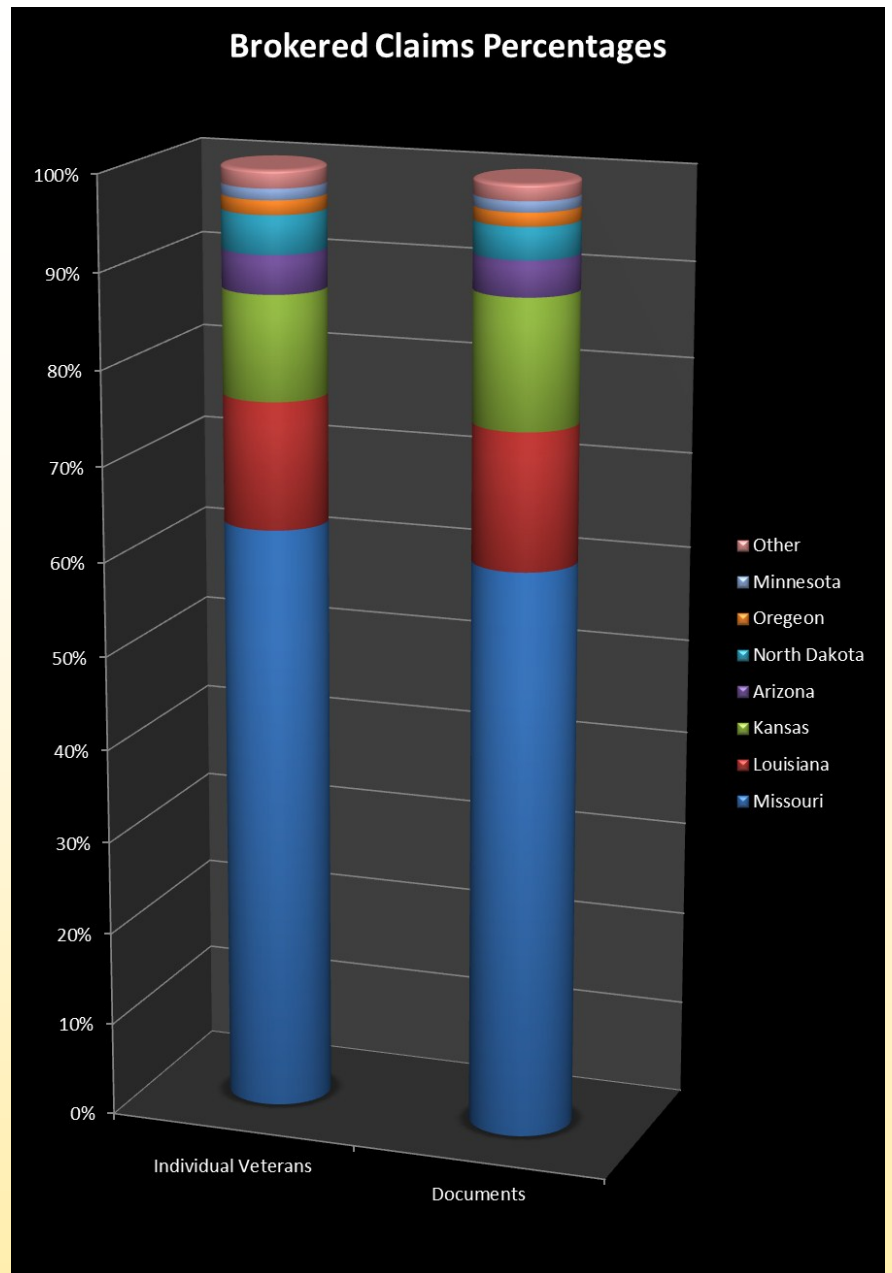
SD GEOGRAPHIC DISTRIBUTION OF U. S. DEPARTMENT OF VETERANS AFFAIRS EXPENDITURES

Expenditures in \$000s										
County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Construction	Education & Vocational Rehabilitation/ Employment	Loan Guaranty#	General Operating Expenses	Insurance & Indemnities	Medical Care	Unique Patients**
AURORA	286	\$ 1,689	\$ 744	\$ -	\$ 28	\$ -	\$ -	\$ 45	\$ 871	104
BEADLE	1,635	\$ 6,359	\$ 2,879	\$ -	\$ 211	\$ -	\$ -	\$ 62	\$ 3,207	477
BENNETT	199	\$ 1,915	\$ 663	\$ -	\$ 22	\$ -	\$ -	\$ 2	\$ 1,228	104
BON HOMME	758	\$ 3,693	\$ 1,342	\$ -	\$ 135	\$ -	\$ -	\$ 79	\$ 2,137	275
BROOKINGS	2,185	\$ 9,825	\$ 3,817	\$ -	\$ 1,472	\$ -	\$ -	\$ 159	\$ 4,377	645
BROWN	2,898	\$ 13,763	\$ 5,827	\$ -	\$ 843	\$ -	\$ -	\$ 244	\$ 6,849	1,356
BRULE	465	\$ 1,419	\$ 716	\$ -	\$ 57	\$ -	\$ -	\$ 23	\$ 623	134
BUFFALO	155	\$ 782	\$ 450	\$ -	\$ 29	\$ -	\$ -	\$ 2	\$ 300	27
BUTTE	959	\$ 10,295	\$ 3,230	\$ -	\$ 191	\$ -	\$ -	\$ 34	\$ 6,840	535
CAMPBELL	132	\$ 462	\$ 291	\$ -	\$ 4	\$ -	\$ -	\$ -	\$ 168	64
CHARLES MIX	817	\$ 5,115	\$ 1,516	\$ -	\$ 173	\$ -	\$ -	\$ 61	\$ 3,365	263
CLARK	301	\$ 1,453	\$ 849	\$ -	\$ 14	\$ -	\$ -	\$ 63	\$ 527	119
CLAY	1,007	\$ 4,941	\$ 1,821	\$ -	\$ 1,024	\$ -	\$ -	\$ 12	\$ 2,084	304
CODINGTON	2,317	\$ 10,799	\$ 4,594	\$ -	\$ 681	\$ -	\$ -	\$ 66	\$ 5,459	911
CORSON	326	\$ 2,563	\$ 1,367	\$ -	\$ 46	\$ -	\$ -	\$ 16	\$ 1,134	140
CUSTER	995	\$ 8,162	\$ 3,161	\$ -	\$ 224	\$ -	\$ -	\$ 67	\$ 4,710	532
DAVISON	1,522	\$ 6,928	\$ 2,984	\$ -	\$ 617	\$ -	\$ -	\$ 91	\$ 3,236	492
DAY	626	\$ 2,929	\$ 1,419	\$ -	\$ 36	\$ -	\$ -	\$ 12	\$ 1,462	275
DEUEL	480	\$ 1,805	\$ 825	\$ -	\$ 81	\$ -	\$ -	\$ 15	\$ 885	160
DEWEY	486	\$ 3,353	\$ 1,223	\$ -	\$ 42	\$ -	\$ -	\$ 12	\$ 2,076	181
DOUGLAS	349	\$ 1,117	\$ 433	\$ -	\$ 27	\$ -	\$ -	\$ 3	\$ 653	90
EDMUNDS	331	\$ 1,328	\$ 493	\$ -	\$ 26	\$ -	\$ -	\$ 6	\$ 803	172
FALL RIVER	1,173	\$ 28,360	\$ 7,700	\$ -	\$ 222	\$ -	\$ 504	\$ 91	\$ 19,843	1,004
FAULK	228	\$ 806	\$ 318	\$ -	\$ 13	\$ -	\$ -	\$ 7	\$ 467	103
GRANT	771	\$ 3,270	\$ 1,518	\$ -	\$ 154	\$ -	\$ -	\$ 76	\$ 1,521	272
GREGORY	448	\$ 2,747	\$ 1,145	\$ -	\$ 29	\$ -	\$ -	\$ 46	\$ 1,527	188
HAAKON	160	\$ 700	\$ 228	\$ -	\$ 21	\$ -	\$ -	\$ -	\$ 450	72
HAMLIN	458	\$ 2,034	\$ 861	\$ -	\$ 41	\$ -	\$ -	\$ 57	\$ 1,074	193
HAND	356	\$ 1,272	\$ 561	\$ -	\$ 37	\$ -	\$ -	\$ 39	\$ 636	154
HANSON	297	\$ 1,787	\$ 1,053	\$ -	\$ 43	\$ -	\$ -	\$ 20	\$ 672	125
HARDING	93	\$ 287	\$ 143	\$ -	\$ 13	\$ -	\$ -	\$ 1	\$ 131	28
HUGHES	1,473	\$ 6,683	\$ 3,300	\$ -	\$ 255	\$ -	\$ -	\$ 62	\$ 3,066	713
HUTCHINSON	625	\$ 2,711	\$ 1,086	\$ -	\$ 148	\$ -	\$ -	\$ 57	\$ 1,419	229
HYDE	148	\$ 771	\$ 286	\$ -	\$ 84	\$ -	\$ -	\$ -	\$ 400	53
JACKSON	234	\$ 1,401	\$ 481	\$ -	\$ 3	\$ -	\$ -	\$ 14	\$ 904	89
JERAULD	238	\$ 844	\$ 425	\$ -	\$ 32	\$ -	\$ -	\$ 23	\$ 364	72
JONES	114	\$ 185	\$ 46	\$ -	\$ 6	\$ -	\$ -	\$ -	\$ 133	39
KINGSBURY	554	\$ 3,165	\$ 1,243	\$ -	\$ 175	\$ -	\$ -	\$ 11	\$ 1,736	205
LAKE	876	\$ 5,608	\$ 2,349	\$ -	\$ 510	\$ -	\$ -	\$ 47	\$ 2,702	380
LAWRENCE	2,368	\$ 21,612	\$ 6,675	\$ -	\$ 830	\$ -	\$ -	\$ 454	\$ 13,654	1,295
LINCOLN	3,447	\$ 15,222	\$ 6,146	\$ -	\$ 1,648	\$ -	\$ -	\$ 257	\$ 7,171	1,066
LYMAN	356	\$ 1,337	\$ 490	\$ -	\$ 29	\$ -	\$ -	\$ 21	\$ 797	112
MCCOOK	485	\$ 3,240	\$ 968	\$ -	\$ 224	\$ -	\$ -	\$ 27	\$ 2,021	200
MCPHERSON	279	\$ 931	\$ 368	\$ -	\$ 2	\$ -	\$ -	\$ 53	\$ 508	118
MARSHALL	395	\$ 1,656	\$ 714	\$ -	\$ 38	\$ -	\$ -	\$ 4	\$ 900	167
MEADE	3,531	\$ 38,768	\$ 9,972	\$ 1,088	\$ 1,691	\$ -	\$ 3,155	\$ 572	\$ 22,290	1,557
MELLETTE	158	\$ 1,143	\$ 496	\$ -	\$ 45	\$ -	\$ -	\$ 24	\$ 578	59
MINER	281	\$ 773	\$ 412	\$ -	\$ 16	\$ -	\$ -	\$ 4	\$ 340	62
MINNEHAHA	14,773	\$ 92,446	\$ 34,243	\$ 449	\$ 5,618	\$ -	\$ 6,826	\$ 1,800	\$ 43,511	4,750
MOODY	681	\$ 1,990	\$ 898	\$ -	\$ 147	\$ -	\$ -	\$ 7	\$ 938	171
PENNINGTON	12,363	\$ 96,728	\$ 41,265	\$ -	\$ 8,583	\$ -	\$ -	\$ 504	\$ 46,376	5,511
PERKINS	308	\$ 1,856	\$ 515	\$ -	\$ 39	\$ -	\$ -	\$ 11	\$ 1,290	149
POTTER	281	\$ 1,023	\$ 443	\$ -	\$ 25	\$ -	\$ -	\$ 53	\$ 503	132
ROBERTS	778	\$ 5,038	\$ 2,804	\$ -	\$ 148	\$ -	\$ -	\$ 65	\$ 2,021	335
SANBORN	300	\$ 1,105	\$ 465	\$ -	\$ 31	\$ -	\$ -	\$ 1	\$ 608	75
SHANNON	713	\$ 8,666	\$ 3,494	\$ -	\$ 147	\$ -	\$ -	\$ 29	\$ 4,996	312
SPINK	703	\$ 2,644	\$ 1,108	\$ -	\$ 62	\$ -	\$ -	\$ 113	\$ 1,361	273
STANLEY	225	\$ 1,057	\$ 370	\$ -	\$ 57	\$ -	\$ -	\$ 67	\$ 563	127
SULLY	140	\$ 341	\$ 104	\$ -	\$ 4	\$ -	\$ -	\$ 3	\$ 230	51
TODD	599	\$ 3,193	\$ 1,440	\$ -	\$ 73	\$ -	\$ -	\$ 5	\$ 1,676	153
TRIPP	532	\$ 2,819	\$ 1,004	\$ -	\$ 37	\$ -	\$ -	\$ 15	\$ 1,763	274
TURNER	823	\$ 4,097	\$ 1,532	\$ -	\$ 161	\$ -	\$ -	\$ 10	\$ 2,394	278
UNION	1,105	\$ 5,538	\$ 2,754	\$ -	\$ 219	\$ -	\$ -	\$ 49	\$ 2,515	375
WALWORTH	547	\$ 3,103	\$ 1,086	\$ -	\$ 103	\$ -	\$ -	\$ 49	\$ 1,864	294
YANKTON	2,088	\$ 9,049	\$ 4,204	\$ -	\$ 543	\$ -	\$ -	\$ 180	\$ 4,123	532
ZIEBACH	197	\$ 595	\$ 231	\$ -	\$ 12	\$ -	\$ -	\$ 1	\$ 350	41
SOUTH DAKOTA (Totals)	75,930	\$ 489,297	\$ 187,591	\$ 1,537	\$ 28,302	\$ -	\$ 10,485	\$ 6,004	\$ 255,378	29,748
CONG. DIST (01)	75,930	\$ 489,297	\$ 187,591	\$ 1,537	\$ 28,302	\$ -	\$ 10,485	\$ 6,004	\$ 255,378	29,749
SOUTH DAKOTA (Totals)	75,930	\$ 489,297	\$ 187,591	\$ 1,537	\$ 28,302	\$ -	\$ 10,485	\$ 6,004	\$ 255,378	29,749

ECONOMIC IMPACT

This year the Federal VA vowed to reduce and eliminate the backlog of compensation claims that were pending within the VA. To do this the VA began brokering claims from Regional Offices with backlogs to Regional Offices that did not have backlogs and could support an increased workload. The Sioux Falls VA Regional Office was one of these offices that were identified.

The South Dakota Department of Veterans Affairs vowed to treat and provide the same excellent level of customer service and expertise to these claims as well as maintaining our existing workload. This chart shows the number of brokered cases our staff handled.



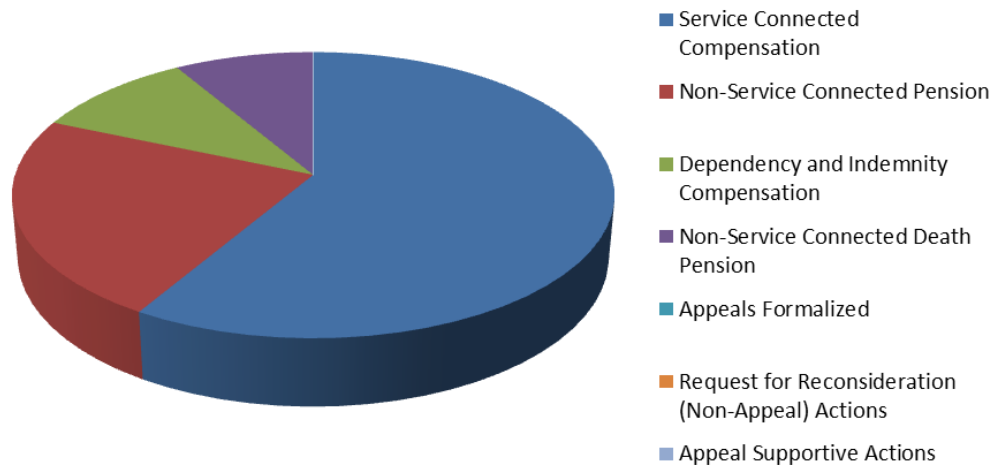
APPEALS

Another facet of our staff's duties is their participation in the VA Appeals Process. The appeals process within the VA is complex and comes with its own set of laws, rules, regulations and processes.

Our staff assists veterans in preparing their appeal, as well as arguing their case all the way through the process up to, and including, the Board of Veterans Appeals (BVA). Throughout this process, our staff researches complex VA law and compiles legal briefs to aid in assistance of getting veterans and their eligible dependents the benefits sought.

During this process our clients have the opportunity to have two hearings, one at the local level with a Decision Review Officer and one at the national level with a BVA Law Judge. BVA Law Judges are located in Washington D.C. and either travel to our jurisdiction or participate in video teleconference hearings held at the Sioux Falls VA Regional Office. Both types of hearings are official proceedings that become a matter of record within the veteran's VA Claims File.

Sioux Falls Claims Office Appeals Actions



The prosecution of veterans' disagreements with, and appeals of, U. S. Department of Veterans Affairs rating decisions may result in retroactive benefits, compensation, and debt relief to veterans. The dollar amounts awarded to veterans, their dependents, and survivors are tracked as a performance measure of successful client claim resolutions. The date of claim for a veteran's disability claim is the date the claim is submitted and accepted by the US Department of Veterans Affairs. A decision is usually made several months or even years later, and the veteran is awarded a monthly monetary benefit from the date of the claim, until the receipt of the benefit, resulting in a retroactive benefit. Retroactive benefits and monthly compensation represent dollars that may be directly infused into South Dakota's economy.

VETERANS BONUS

South Dakota has a history of thanking residents of this state who serve on active duty during a wartime period with a veteran's bonus payment. This tradition goes back nearly 100 years beginning with payment to those who honorably served during the Spanish American War, the Philippine Insurrection and World War 1. It continued with bonus payments to those who served during World War 11, Korea, Vietnam, and Desert Shield/Storm.

In 2004, the South Dakota legislature re-opened the Veterans Bonus program providing payment to those with honorable service during the current War on Terrorism. As with previous programs those who serve in a war zone or area of hostilities are eligible for a higher bonus payment than those whose entire period of service was in non-hostile areas. Under the current program, hostile area service qualifies for a payment of up to \$500 and non-hostile area service qualifies for a payment of up to \$240. Individuals with a service connected disability rated at 10%, or more, disabling automatically qualify for the maximum payment of \$500.



HEADSTONE SETTING FEE

Under SDCL 33A-5-4, the Department will pay \$100 towards the cost of setting a government issued headstone or marker at the grave of a veteran who was a resident of the State of South Dakota for one year immediately prior to entering military service or one year immediately prior to death. The grave must be located within the borders of South Dakota. In CY2013 the Department paid out \$40,300 in headstone setting fees.

HOMELESS VETERANS

The South Dakota Department of Veterans Affairs is an active member of the South Dakota Homeless Consortium. The South Dakota Housing for the Homeless Consortium was formed in 2000. It is a state wide organization consisting of service providers, individuals, city/county governments, faith-based organizations and state government all working together to address homelessness in our state. The Consortium believes that housing and other basic human needs should be within everyone's reach in an affordable and dignified manner. Their vision is to empower homeless individuals and families to regain self-sufficiency to the maximum extent possible. The Consortium has also expanded its efforts and knowledge of homelessness. One of the goals of the Consortium is to end homelessness among veterans in five years.

The Department is also a member of the Inter-Agency Council on Homelessness. The Council is challenged with a variety of duties including identifying and defining homeless issues, determining effective strategies for the prevention of homelessness in South Dakota.

Information sharing is a key to helping those veterans who are homeless or about to become homeless. The success of our efforts to help veterans depends on this. The South Dakota Department Of Veterans Affairs web site [www.vetaffairs.sd.gov] is one of those keys. This web site provides veterans and their families with a complete list of County and Tribal Veterans Service Officers in South Dakota.

The United States Department of Veterans Affairs web site, <http://www.va.gov/> is also a great place to get help and information for anything that concerns veterans and their families. Homeless coordinators are available at any federal Veterans Administration Office. The toll free number for the United States Department Of Veterans Affairs is [800-827-1000].

A complete list of homeless shelters and facilities available for veterans in South Dakota can be found on our website: <http://vetaffairs.sd.gov/resources/homelessshelters.aspx>



EDUCATION

The primary responsibility and focus of the South Dakota State Approving Agency (SAA) is to review, evaluate and approve quality programs of education and training to ensure that our veterans are getting quality education and training while using their GI BILL benefits.

Our SAA staff continue to conduct on-site supervisory visits to approved institutions and schools seeking approval. They continue to provide technical assistance to all interested parties and are engaged in outreach activities to foster the usage of the GI Bill.

SAA staff serves as advocates for quality education and training for veterans and their families. They have become educational partners with the institutions themselves, facilitating even greater and more diverse educational opportunities for our veterans.

The Department currently has a federal contract with the VA, which averages about \$150,000 in reimbursement to the Department per year.

2013 Stats at a glance —

- * Approved over 20 new Institute of Higher Learning (IHL) programs at colleges across the state
- * Approved and enrolled 72 new veterans into OJT/APP programs
- * Conducted compliance audits at 20 schools
- * Conducted compliance audits at 20 employers
- * Have 43 active colleges, high schools, and technical schools providing education to GI BILL recipients
- * Have 17 other approved schools that did not have any GI BILL recipients, but retained approval
- * Approved 32 new employers for GI BILL use for OJT/APP
- * Currently have 114 GI BILL recipients enrolled in OJT/APP programs
- * Currently there are 2,161 GI BILL recipients enrolled in schools across South Dakota



EDUCATION—continued

The federal contract has changed from supervisory visits to much more comprehensive compliance surveys. The new surveys are significantly more stringent, and a visit to a school which previously took two hours can now take as long as two days.

Active Approved Schools in South Dakota

Augustana College—Sioux Falls
Avera Health, CPE Program—Sioux Falls
Black Hills Beauty College, Inc.—Rapid City
Black Hills State University—Spearfish
Career Learning Center of the Black Hills—Rapid City
Central High School—Rapid City
Colorado Technical University—Sioux Falls
Cornerstone Bible Institute—Hot Springs
Dakota State University—Madison
Dakota Wesleyan University—Mitchell
Desaree and Company School of Beauty—Sturgis
De Smet High School—De Smet
Deubrook High School—White
Douglas High School—Box Elder
Emmery-Riddle Aeronautical University—Ellsworth Air Force Base
Globe University—Sioux Falls
Headlines Academy—Rapid City
Highmore High School—Highmore
Hot Rod Institute—Rapid City
Kilian Community College—Sioux Falls
Lake Area Technical institute—Watertown
Mitchell Technical Institute—Mitchell
Mount Marty College—Yankton
National American University—Rapid City and Sioux Falls
Northern State University—Aberdeen
Oglala Lakota College—Kyle
Presentation College—Aberdeen
Rapid City Regional Hospital—Rapid City
Sinte Gleska University—Mission
Sioux Falls Seminary—Sioux Falls
Sisseton Wahpeton College—Sisseton
South Dakota School of Massage Therapist—Sioux Falls
South Dakota School of Mines—Rapid City
South Dakota State University—Brookings
Southeast Technical Institute—Sioux Falls
Stevens High School—Rapid City
Stewart School—Sioux Falls
University of South Dakota—Vermillion
University of Sioux Falls—Sioux Falls
Western Dakota Technical Institute—Rapid City

EDUCATION—Active OJT/Apprenticeship Employers in South Dakota

County	City	Employer	Program
Beadle	Huron	All Spray Foam Inc.	Spray Foam Applicator
Beadle	Huron	All Spray Foam Inc.	HR Specialist
Beadle	Huron	Custom Tile and Stone	Carpenter
Beadle	Huron	Western Area Power Administration	Electrician
Bon Homme	Springfield	Mike Durfee State Prison	Correctional Officer
Brookings	Volga	B & E Auto	Automotive Technician
Brookings	Volga	City of Volga - Electric Department	Power Lineman
Brookings	Brookings	Courtesy Plumbing Inc.	Plumber
Brookings	Brookings	SD Army National Guard-FMS #8	Surface Maintenance Repairer
Brookings	Brookings	The Ventura Group	Military Science Instructor
Brown	Aberdeen	Aberdeen Chrysler Center	Sales Rep
Brown	Aberdeen	Aberdeen Police Department	Police Officer
Brown	Aberdeen	BAE Systems	Shop Technician
Brown	Aberdeen	Brown County Sheriff's Office	Jailer
Brown	Aberdeen	Climate Control Inc.	Heating & Air Conditioning Installer
Brown	Aberdeen	Lighthouse Electric	Electrician
Brown	Groton	Locke Electric Inc.	Electrician
Brown	Aberdeen	Molded Fiber Glass of SD	Maintenance Technician
Brown	Aberdeen	RDO Equipment Company	Diesel Technician
Brown	Aberdeen	RDO Equipment Company	Parts Specialist
Brown	Aberdeen	Schwan Electric Inc.	Electrician
Brown	Aberdeen	SD Department of Labor	Employment Specialist
Brown	Aberdeen	SD Department of Transportation	Highway Maintenance Worker
Brown	Aberdeen	Swanson Electric LLC	Electrician
Brown	Aberdeen	Wells Fargo	Business Associate
Butte	Newell	Govert Powerline Services	Power Lineman
Butte	Belle Fourche	Scott Peterson Motors	Mechanic
Charles Mix	Pickstown	Army Corps of Engineers—Ft. Randall Dam	Power Plant Mechanic
Charles Mix	Lake Andes	Charles Mix County Sheriffs Office	Deputy Sheriff
Charles Mix	Wagner	Wagner Police Department	Police Officer
Clay	Vermillion	Kober Funeral Home	Funeral Director

EDUCATION—Active OJT/Apprenticeship Employers in South Dakota

County	City	Employer	Program
Codington	Watertown	Bachmann Enterprises Inc.	Carpenter
Codington	Watertown	SD Department of Game, Fish, and Parks	Wildlife Damage Specialist
Codington	Watertown	Watertown Fire Department	Firefighter/Medic
Custer	Custer	State Treatment and Rehabilitation Academy	Wellness Instructor
Custer	Custer	State Treatment and Rehabilitation Academy	Youth Counselor
Davison	Mitchell	Department of Public Safety, Police Division	Police Officer
Davison	Mitchell	Muth Electric Inc.	Electrician
Davison	Mitchell	Sabers Specialties	Motorcycle Assembly Technician
Davison	Mitchell	SD Army National Guard CSMS #1	Surface Maintenance Mechanic
Davison	Mitchell	Titze Electric and Remodeling	Electrician
Fall River	Hot Springs	Fall River County	Veterans Benefits Representative
Grant	Milbank	Milbank Police Dept.	Police Officer
Grant	Milbank	Twin Valley Tire Inc.	Service Writer
Hughes	Pierre	Army Corps of Engineers - Oahe Dam	Power Plant Operator
Hughes	Pierre	Army Corps of Engineers - Oahe Dam	Power Plant Mechanic
Hughes	Pierre	Department of Public Safety, Div. of Highway Patrol	Highway Patrol Trooper
Hughes	Pierre	Pierre Police Department	Police Officer
Hughes	Pierre	SD Department of Environment & Natural Resources	Engineer
Hughes	Pierre	SD Department of Game, Fish, and Parks	Buildings Engineer
Hughes	Pierre	SD Department of Transportation	Right of Way Specialist
Hughes	Pierre	SD Department of Veterans Affairs	Veterans' Benefits Representative
Hughes	Pierre	Wegner Auto Company	Service Technician
Lake	Madison	Barger Electric	Electrician
Lake	Madison	Custom Touch Homes	Plumber
Lake	Madison	Custom Touch Homes	Electrician
Lake	Madison	East River Electric Power Cooperative	Lineman
Lawrence	Spearfish	Spearfish Police Department	Police Officer
Lincoln	Canton	Canton Police Department	Police Officer
Lyman	Kennebec	Lyman County Sheriff's Office	Deputy Sheriff
McCook	Salem	Huls Farm	Farmer
McPherson	Eureka	Fischer's Plumbing and Heating	Plumber
Meade	Sturgis	SD Department of Game, Fish, and Parks	Conservation Officer
Mellette	White River	Mellette County Sheriffs Office	Deputy Sheriff
Minnehaha	Sioux Falls	Architectural Roofing and Sheetmetal Inc.	Sheet Metal Worker
Minnehaha	Sioux Falls	Butler Machinery Company	Parts Technician
Minnehaha	Sioux Falls	City of Sioux Falls—Fleet Management	Mechanic
Minnehaha	Sioux Falls	Dakota JATC Electricians Local 426	Inside Wireman Electrician
Minnehaha	Sioux Falls	E & I Specialists	Electrician
Minnehaha	Sioux Falls	eProvider Solutions	IT Specialist
Minnehaha	Sioux Falls	Krier & Blain, Inc.	Plumber
Minnehaha	Sioux Falls	Krier & Blain, Inc.	Sheet Metal Apprentice

EDUCATION—Active OJT/Apprenticeship Employers in South Dakota

City	County	Employer	Program
Minnehaha	Sioux Falls	Midwestern Mechanical Inc.	Fire Sprinkler Installer
Minnehaha	Sioux Falls	Minnehaha County Jail	Correctional Officer
Minnehaha	Sioux Falls	Minnehaha County Sheriffs Office	Deputy Sheriff
Minnehaha	Sioux Falls	SD Air National Guard - 114th Fighter Wing	Accountant
Minnehaha	Sioux Falls	SD Department of Labor and Regulation	Employment Services Assistant
Minnehaha	Sioux Falls	SD Department of Revenue	Revenue Agent
Minnehaha	Sioux Falls	Sioux Falls Fire Rescue Department	Firefighter
Minnehaha	Sioux Falls	South Dakota State Penitentiary	Correctional Officer
Pennington	Rapid City	Al Sutton Electric Inc.	Electrician
Pennington	Rapid City	Beatty Electric	Electrician
Pennington	Rapid City	Colonial House	Bakers Assistant
Pennington	Rapid City	Deadwood Biofuels LLC	Plant Operator
Pennington	Rapid City	Enigma	Executive Chef
Pennington	Rapid City	Freemans Electric Service, Inc.	Electrician
Pennington	Rapid City	J III Construction	Carpenter
Pennington	Rapid City	Manchego	Executive Chef
Pennington	Rapid City	McKie Ford Lincoln Inc.	Diesel Technician
Pennington	Rapid City	Office Depot	Department Manager
Pennington	Rapid City	Pennington County 911	Radio Technician
Pennington	Rapid City	Pennington County 911	Senior Radio Technician
Pennington	Rapid City	Pennington County Jail	Correctional Officer
Pennington	Rapid City	Pennington County Sheriff's Office	Deputy Sheriff
Pennington	Rapid City	Rangel Construction	Carpenter
Pennington	Rapid City	Rapid City Fire Department	Firefighter/Medic
Pennington	Rapid City	Rapid City Minimum Unit	Chemical Dependency Counselor
Pennington	Rapid City	Rapid City Police Department	Police Officer
Perkins	Bison	Perkins County	Appraiser
Perkins	Lemmon	Thoele Innovative Construction	Carpenter
Roberts	Corona	Dakota Machine Works	Machine Operator
Roberts	Sisseton	Sisseton Police Department	Police Officer
Stanley	Ft. Pierre	Eddie's Truck Center	Diesel Mechanic
Sully	Onida	Matzen Partnership	Farmer
Yankton	Yankton	Federal Prison Camp	Correctional Officer

PUBLIC AFFAIRS

The Department launched its new website (<http://www.vetaffairs.sd.gov>) in September. The new site is designed to offer veterans a centralized clearinghouse of valuable resources accessible from anywhere in the world.

The Department added a mobile website, making it easier for veterans to access information from their smartphones or tablets. Our new website is designed to highlight the benefits and programs available to them, as well as provide veterans with a list of experts ready to assist them in maneuvering through their benefits.



2013 was also the year the Department launched its new logo and a QR Code to assist veterans in getting to our website. The Department continues to use Facebook as a tool to reach our younger veterans.

The Department continues to disseminate a weekly newsletter electronically to all within our veteran network. This information has been well received from our partners. We also placed a link to the newsletter on our Facebook page. We are also distributing a monthly column to the media on timely issues relating to veterans.

During 2013, the Department worked closely with County and Tribal Veterans Service Officers to identify all of the Veterans Memorials throughout the state of South Dakota. Counties, Communities, Veterans Service Organizations and business leaders throughout South Dakota have done an outstanding job of creating these memorials. Our goal, in creating the directory, was to provide bus groups, tourism and bikers the addresses for all of the sites and allow them to incorporate them into their travel itineraries. We will continue to update the book as we receive more photos and as communities erect new memorials. The directory can be found on our webpage at: (<http://vetaffairs.sd.gov/resources/Veterans%20Memorials.pdf>)



The Department continues to serve as the caretakers of the Fallen Heroes Banners. When not on display, the banners are housed at SDDVA in Pierre. Groups interested in securing the banners work with the Department staff.

PARTNERS

Veterans of Foreign Wars of South Dakota

Each year, VFW Posts nominate and recognize elementary, middle School, and high school teachers, policemen, EMT, Firefighter and Scout of the Year programs. This past year the VFW had 1,206 High School Students participate in the Voice of Democracy program and 3,140 Middle School Students participate in the Patriot Pen Essay Contest. In each of these programs, the winners on the state level are forwarded to National VFW for competition on the World Wide Level. The Voice of Democracy winner receives a free trip to Washington, D.C. and to Valley Forge, where this past year their winner received \$2,500 for her essay. Continuing with youth programs, the VFW Baseball Program, had 256 teams participate throughout the state. The VFW is currently working on a website where teams can register on line and get the statistics for all the games.

VFW promotes the UNMET Needs, Special Olympics, Operation Uplink and the National Home with fund raisers throughout the year. Promote citizenship through our classroom with programs of Young American Creative Patriotic Art, Veterans in the Classroom and Americanism, and flag folding.

Every November the Disabled Veteran's Hunt is held in Faulkton, SD where Disabled Veterans apply to attend. National VFW pays for five Disabled Veterans transportation to South Dakota and their hunting license. The State VFW pays for their room and board. This year the VFW National Commander attended the week long pheasant hunt. Many Disabled Veterans have returned, on their own, after they have attended because of the comradeship.

VFW State Commander Project this year is to encourage posts to contribute to the new State Veterans Home.

28TH Bomb Wing Retiree Activity Office (RAO)

The 28TH Bomb Wing Retiree Activity Office (RAO), staffed with two volunteers, worked over 466 hours in 2013. RAO publishes an annual newsletter. EAFB's annual Retiree Appreciation Day (RAD) was held on Sept. 13, 2013. Monthly we have Retiree Activity Council meetings and each quarter is a working lunch meeting at the Dakota's Club. As retiree updates come out we send them to the e-mail addresses we have to keep the retirees informed of changes. This office serves approx. 5778 retirees and spouses in our area of responsibility. We receive approx. 20 phone call inquiries a month from retirees from all over the US. We have approx. 10 walk ins per month. At our RAD we have information tables set up that are there for the retiree's questions. The RAO at EAFB has a library that includes information on VA benefits. This office establishes a great link between the retirees in this area and the 28th Bomb Wing Commander.

Korean War Veterans Association

The South Dakota Korean War Veterans Association Chapter 160 participated in the annual Veterans Day parade in Rapid City. As strong advocates of South Dakota's youth, KWVA presented two \$350 scholarships to ROTC students at South Dakota School of Mines and Technology. The KWVA Honor Guard participates in services for deceased veterans at the National Cemetery, as well as the Memorial Day program.

PARTNERS

American Legion of South Dakota

The American Legion Department of South Dakota has been very busy this past year in veterans' rehabilitation, children and youth programs, National Defense and Americanism programs. In 244 communities across the state, approximately 22,000 Legionnaires are valuable in service to our veterans and their families, children and youth and to all citizens of this country. The American Legion Auxiliary's membership is approximately 14,000 members. The Sons of the American Legion are approximately 700 members and the American Legion Riders are the fastest growing group in our organization.

Premier American Legion youth programs are Boys State, Athletic, Oratorical and Youth Trooper. Boys State was conducted at Northern State College with 352 boys participating in the week long program. The program is designed to help youth understand and appreciate the American form of government and way of life, including the rights and responsibilities of citizenship. The oratorical brings some of the best speakers in the State in a competition that concludes at our Midwinter Conference in February. The oration the contestants speak on is the Constitution of the United States. Approximately 97 students participated in South Dakota. This is a tremendous program with scholarship awards that assist the contestants in furthering their education. Rachel Shartz of Humboldt won third place in the National contest last year and received a \$14,000 scholarship plus some additional funding. Our baseball program has evolved to 69 teams participating in South Dakota. Approximately 1,000 boys across South Dakota are involved with American Legion Baseball. Our Youth Trooper program has been in place two years and gives youth the opportunity to spend a week at DCI Headquarters. This program promotes law enforcement and the requirements needed to pursue a career in this field. This program will benefit the State of South Dakota with future leaders in the law enforcement field. Our Eagle Scout of the Year is recognized at the Department and the National level. Flag etiquette programs are given in a majority of the schools in South Dakota to promote Americanism and educate students on the United States flag. (We have numerous programs to help educate our children.)

Other areas in which the American Legion is involved include:

- * Temporary Financial Assistance (TFA) - Awards grant money for families in need.
- * Is a member of the South Dakota Veterans Council.
- * Approved the Accreditation for South Dakota Tribal and County Veterans Service Officers (that meet the training requirements).
- * Actively involved with Veterans Legislation in SD by participating in the SD Legislative Round Table Sessions sponsored by the SD Veterans Council.
- * Supports the Fully Developed Claim (FDC) program designed to help speed up the claims process and award compensation to our veterans.
- * Participates in the quarterly Stakeholder Meetings at VA medical centers.
- * Implemented a "Legion Claims Coach" application for all smart phones and tablets that can be downloaded to assist veterans in filing a claim with the VA.
- * Publishes a 12-page "Legion Newspaper" that is sent to over 22,000 Legion members.
- * Assists with filing VA claims for veteran, assist all veterans that contact American Legion office.
- * Conducts VA&R outreach events.
- * Participates in SDDVA meetings, conferences and training programs.
- * Attends training sessions hosted by the American Legion National VA&R Commission.

(continued)

PARTNERS

American Legion of South Dakota (continued)

The American Legion also has troop support programs such as: Operation Comfort Warrior, Veterans of Valor, Soldiers Wish, Heroes to Hometown, Wounded Warrior, Ride to Recovery, Family Support Network and many others. Over \$700,000 was raised by the American Legion Riders for the National Legacy Scholarship Fund. (A fund designed to put children of veterans killed in action through college.) These are only a hand full of the issues the American Legion is involved with in South Dakota and throughout the nation.

14th Flight, Order of Daedalians

The Order of Daedalians was established in March 1934 as a Fraternity of Military Pilots of heavier than air-powered aircraft. There are numerous Flights throughout the United States. 14th Flight are proud sponsors of scholarships for those youth interested in serving our nation through airpower, no matter what branch of service.

This past year, 14th Flight sponsored three high school JR AFROTC Awards. Additionally, they support the Air and Space Museum at Ellsworth Air Force Base, both financially and by members volunteering on the board.

The South Dakota Civil Air Patrol is supported by the 14th Flight as they have members who are officers in their program and fly search and rescue missions for the CAP. 14th Flight also supports the CAP Cadet Program with financial assistance. Currently one of the Daedalians is the CAP Cadet Advisor.

Disabled American Veterans

Below are activities, outreach and conferences the DAV hosted, sponsored, or participated in:

Complimentary Concert For Veterans
DAV Midwinter and Fall Conferences
DAV & PVA Host VA Appreciation Pizza Party
POW Luncheon Hosted by VA & DAV
Armed Forces Day Ceremonies at VA Medical Center
Placement of American Flags on the Veterans graves at Hills of Rest Cemetery
Memorial Day Ceremony
Independence Day Parade
US Military Vets Poker Run
Korean War Commemorative Display, Wreath Laying & Luncheon
Veterans & Spouses Job Fair
Booth at Freedom Bird 2013
Booth at South Dakota State Fair
727th & DAV Poker Run
DAV Annual Forget-Me-Not Days
POW/MIA Recognition Luncheon
Veterans Stand Down
SD Vocational Rehabilitation Conference
DAV Town Hall Meeting on Advance Funding for VA
9th Annual Community Supper Honoring Veterans
Veterans Day Ceremony
Veterans and Legislator Round Tables

PARTNERS

Other South Dakota Service Organizations

Air Force Sergeants Association

American Legion Auxiliary

Disabled American Veterans Auxiliary

Iraq and Afghanistan Veterans of America

Marine Corps League

Military Officers Association of America

Military Order of the Purple Heart

National American Indian Veterans Inc.

Paralyzed Veterans of America

South Dakota National Guard Enlisted Association

South Dakota National Guard Enlisted Association Auxiliary

South Dakota National Guard Officers Association

South Dakota Veterans Council

The Retired Enlisted Association

U.S. Submarine Veterans Inc.

Veterans of Foreign Wars Auxiliary

SD State Council of Vietnam Veterans of America

World War I Auxiliary

SOUTH DAKOTA VETERANS SERVICE OFFICERS ASSOCIATION

The South Dakota Veterans Service Officers Association (SDVSOA) is an organization consisting of County and Tribal Veterans Service Officers, Assistant or Deputy Service Officers, South Dakota Department of Veterans Affairs (SDDVA) employees and Veterans Service Organization Service Officers from across the State.

The primary purpose of the SDVSOA is to promote and further the work of all Tribal and County Veterans Service Officers in the State of South Dakota and to ensure that all of the State's veterans and/or their dependents are reached and receive the care and benefits to which they are entitled.

The SDVSOA with the cooperation of the SDDVA will be bringing in the National Association of County Veterans Service Office trainers in the summer of 2014 to allow our SDVSOA members the opportunity to receive national accreditation with other veterans organizations.

The current board members of the SDVSOA are:

- President Michael Holzhauser (Brookings County)
- Secretary/Treasurer Roy Farabee (Charles Mix and Gregory Counties)
- Vice-president Robert Dunsmore (Dewey County and Cheyenne River Sioux Tribe)
- Tribal Representative Geri Opsal (Sisseton Wahpeton Oyate)
- District 1 Representative Gordon Richard (Spink County)
- District 2 Representative Ron Hoffer (Edmunds County)
- District 3 Representative Terry Cousins (Todd and Tripp Counties)
- District 4 Representative Angella Sutton (Meade County)

COUNTY AND TRIBAL VETERANS SERVICE OFFICERS

The Department maintains a statewide partnership with counties and tribes throughout the state. They serve as the store front for the Department and have the local contact with the veterans and their families.



Today it is an effective network of 62 trained VSOs. The VSOs ensure veterans have access to the benefits they have earned. VSOs are not supervised by the Department however, the Department provides training, certification, accreditation, counseling and outreach to the VSOs.

The vast majority of the VSO appeal cases are handled by our Department staff.

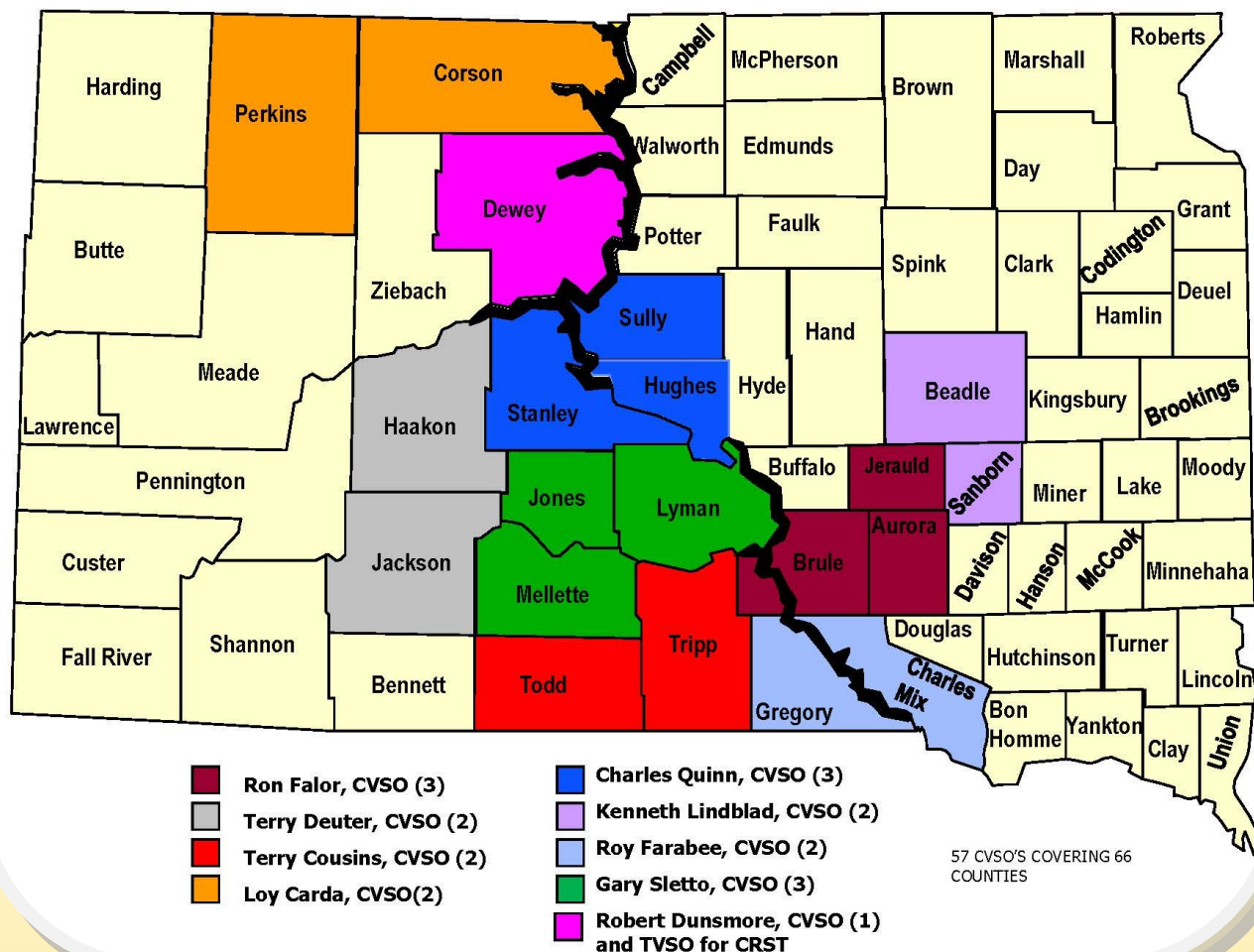
The Department holds initial onsite training for all new VSOs, as well as annual conferences and two mini-conferences a year.

COUNTY AND TRIBAL VETERANS SERVICE OFFICERS

County/	Service Officer	County/	Service Officer	County/Tribe	Service Officer
Aurora	Ron Falor	Hamlin	Robert Arneson	Potter	Harlan Shaw
Beadle	Kenneth Lindblad	Hand	Dave Johnson	Roberts	Larry Goette
Bennett	Don Larson	Hanson	Harry Huffman	Sanborn	Kenneth Lindblad
Bon Homme	Richard Beringer	Harding	Milton Douglas	Shannon	Archie Hopkins
Brookings	Mike Holzhauser	Hughes	Charles Quinn	Spink	Gordon Richard
Brown	Aaron Walberg	Hutchinson	Glenn Hartman	Stanley	Charles Quinn
Brule	Ron Falor	Hyde	Bob Sheffield	Sully	Charles Quinn
Buffalo	Nancy Falor	Jackson	Terry Deuter	Todd	Terry Cousins
Butte	Robert Wagner	Jerauld	Ron Falor	Tripp	Terry Cousins
Campbell	Lester Goehring	Jones	Gary Sletto	Turner	Thomas Sparrow
Charles Mix	Roy Farabee	Kingsbury	Gary Schumacher	Union	Daniel Veatch
Clark	Bruce Brekke	Lake	Douglas Huntrods	Walworth	Leo Rookey
Clay	Cindy Aden	Lawrence	Bill Locken	Yankton	Michael McDonald
Codington	Alvin Janzen	Lincoln	Dick Lien	Ziebach	Harold Veit
Corson	Loyson Carda	Lyman	Gary Sletto	Cheyenne River Sioux Tribe	Robert Dunsmore
Custer	Kenneth Irwin	Marshall	David Daberkow	Crow Creek Sioux Tribe	Nancy Falor
Davison	Steve McClure	McCook	Keith Aden	Oglala Sioux Tribe	Frank Marshall
Day	Mike Wiley	McPherson	Harvey Schaible	Rosebud Sioux Tribe	Orlando Morrison
Deuel	Dennis Evenson	McPherson	Darrell Pfeifle	Sisseton Wahpe- ton Oyate	Geri Opsal
Dewey	Robert Dunsmore	Meade	Angela Sutton	Standing Rock Sioux Tribe	Wenelle Clown
Douglas	Fred Kuil	Mellette	Gary Sletto	Yankton Sioux Tribe	Dennis Rucker
Edmunds	Ron Hoffer	Miner	Terrance Lee		
Fall River	Wendy Weakland	Minnehaha	Patricia Kroupa		
Faulk	Wayne Vetter	Moody	Jim DeLary		
Grant	Scott Malimanek	Pennington	Neal Lutke		
Gregory	Roy Farabee	Pennington	Dan Kivi		
Haakon	Terry Deuter	Perkins	Loyson Carda		

COUNTY VETERANS SERVICE OFFICER PARTNERSHIPS

2013 County VSO Partnerships



Twenty counties have formed partnerships and share veterans service officers. In some cases, the VSO works out of a central office and in other instances the VSO has an office in each of the respective counties.

Partnerships have provided opportunities for cost-sharing and in less populated counties with condensed veteran population, this format has served the veterans and the counties well.

VETERANS COMMISSION

The South Dakota Veterans Commission, consists of six members appointed by the Governor. Members of the commission shall be citizens of the United States and of South Dakota, and shall be veterans who have been discharged from the armed forces honorably or under honorable conditions. Annual appointments shall be made for terms of six years.

Commissioners have the responsibility of communicating the Governor's veteran-related public policy positions to the veterans of South Dakota and returning to the Governor those concerns and viewpoints of the veteran constituency

2013 members of the Veterans Commission were:

Wade Hubbard, Pierre (Chairman)
Mike Birnbaum, Rapid City (Vice Chairman)
Gene Murphy, Sioux Falls
John Noyes, Pierre
James Ross, Whitewood
Daryl (KC) Russell, Aberdeen

VETERANS TASK FORCE

In April 2013 the Interim Joint Appropriations Committee, in a letter of intent, directed the Department to review SDCL33A-1-16 through 34 and associated administrative rules, to evaluate the delivery of services to South Dakota veterans through the County Veterans Service Officers and Tribal Veterans Service Officers (CTVSO) and to identify any improvements or modifications that may be needed.

In June 2013, the Department randomly surveyed 500 veterans regarding the delivery of services received from CTVSO's to veterans and their families. Overall, 69% surveyed were very satisfied and 15% were satisfied with the services received from their CTVSO.

After extensive review of the information presented and intense discussions, the Task Force believes that the biggest challenge impacting the delivery of benefits and services to South Dakota's veterans is the lack of understanding of the role and duties of the CTVSO. Many factors weigh in on the service received by the veteran - office hours, training, ability to work a claim in a timely manner, outreach budget and availability and use of technology.

At the most fundamental level, the CTVSO's are the store front for the Department. They have the ability to make that first contact with the veteran and their family. The legislative issues that have been generated over the years, have developed due to lack of communication and education. In an effort to ensure that communication free flows and that education continues to reach the necessary players, the Task Force recommended that the players within the veteran network continue to educate all elected officials (legislators, county commissioners and tribal leaders) on the role and value of the CTVSO.

STATE VETERANS HOME

Located in the beautiful, serene Black Hills, the Michael J. Fitzmaurice State Veterans Home (Veterans Home) provides comprehensive, high quality health care services on a cost-effective basis to eligible South Dakota veterans in domiciliary home care and long term skilled nursing care, including a dementia unit.

The mission of the Veterans Home is to provide a quality living environment, along with quality medical support, in an independent living and long-term care setting for eligible South Dakota Veterans and their spouses, widows, or widowers; and, to provide administration, maintenance, management, medical care, and other services necessary to meet or exceed state and federal requirements

OB10 Implementation

Beginning on February 2, 2013, Public Law (PL) 112-154, Section 105, required the Veterans Health Administration to obtain state nursing home care via an electronic submission site called OB10. Specific templates for the submission of the VA Per Diem were developed by VA to be used when all State Veterans Home submit monthly. This lengthy process meant also setting up access in SAMS (System for Award Management) and register with CCR (Central Contractor Registration). The monthly submission of the VA Per Diem, or veterans days of care in our facility, accounts for approximately 1/3 of the revenue produced by the Veterans Home. In 2013, the days of care of the veterans that were living at the Veterans Home generated \$2.3 million in revenue from the Veterans Administration.

American Data Conversion

In 2012, the SDVH was notified by Accu-med/Accu-care (the medical and software used in our facility). They had been bought out by another company. The Veterans Home took this as an opportunity to find the latest and greatest software that was going to be able to mold to our needs and take us far in to the new facility and grow with culture change. After extensive calls and visits from companies, it was mutually decided that American Data was the one for us. After attending the American Data User's Convention in July, and after all the conference calls, and emails, we started utilizing the new software on June 17th, 2013. Since then, financial and clinical representatives have visited a few times at our facility to walk us through this new program, and we haven't looked back. This transition to a new program has been a great way for all staff to look at how and what was being put into the "old" program. At first we ran the first three months (July, August, and September) consecutively to work out the bugs. But on October 1st, we went LIVE! That meant, all the resident rent statements were mailed out and Medicaid claims were submitted successfully. This new program has been a great transition so far. It has so much more to offer the Veterans Home and our residents.

ACES Switch

A career band was started for all nursing and accounting positions for the State of South Dakota. This news traveled fast, and both departments tediously completed PDQ's for their positions to be re-aligned. After hard work from BHR, this so deserved increase was approved. This was a learning curve for both the employees and the supervisors. PPAR's were thrown out and now ACES was put into place for these positions. Thankfully training was provided by BHR for both the supervisors and the employees to attend. It allows good employees to be commended, and great employees to be rewarded for their extra efforts. The new four page performance tool has been working well over the past year and it has been receiving a great response from all employees.

STATE VETERANS HOME

New State Veterans Home

It is finally here! The veterans of South Dakota will have a new Veterans Home! How are we going to pay for it, where is the money coming from, how many residents do we need to cash flow, how will culture change work, do we need to realign duties, more contracts, less contracts.....the questions have been endless! Veterans Home staff have been diligently working and crunching numbers, working with contractors and the State Office of Engineering, relocating structures, relocating utility infrastructure, updating infrastructure



Admission Procedures

The criteria to live at the Veterans Home has been the same since 1889, but over the years the documents required and forms used to “apply” for residency have changed a few times. This past year the Department took another run at simplifying and streamlining this process. Duplicate information was removed from numerous forms, financial documentation was streamlined, and supporting historical data was more easily accessed. The admission team is constantly working on making sure the beds are full, and everything is done to make sure veterans and/or their spouses are admitted and taken care of!

Medicaid – a Success

We can honestly say that our Medicaid submissions have been running smoothly. All of the staff at the Veterans Home worked endlessly to learn and to mold to the Medicaid world as it was presented before us. It was great getting the help from a sister state agency DSS. Since the “flip was switched” on February 11, 2011 the learning has continued. Approximately 42 applications have been submitted to DSS for review and approval. With those being submitted 36 were approved. We have 52 nursing care beds at the Veterans Home, and on average the monthly Medicaid residents have been increasing from six in 2011, to 14 in 2012, and 21 in 2013. Of course all these new Medicaid beds have a different “revenue” attached to them. This new funding source has been a great addition to the bottom line at the Veterans Home. Just in the last year over \$615,000 was generated, approximately \$51,000 per month.

Contracts

Overall the Veterans Home has 26 contracts/agreements/MOU’s with the VA, individuals, and other state/local agencies. We contract out our special services that are provided to all our residents: occupational therapy, speech therapy, and physical therapy. In addition, we have backup and relief services for our chaplain, pharmacist, and physical therapist. The VA mandates that the Veterans Home have social worker oversight and mental health services which are contracted with the VA along with primary care, worker therapy, and sharing agreement. A memorandum of understanding has been established with Hospice of the Hills for necessary cases, and Fall River Hospital has been a great supporter for our residents with transfers, x-rays and labs.

STATE VETERANS HOME

Nursing Education

Culture Change Training: The director of nursing (DON), assistant director of nursing (ADON), and the special care unit supervisor (SCU) attended Choreography of Culture Change in Milwaukee. In addition, the DON attended further leadership training in North Carolina to enhance the experience and provide education to staff.

Nurse Aide Training: The nursing department continues to “grow their own” nursing assistants by hiring untrained personnel, training them within four months of hire as certified nursing assistants including the State required testing. SCU Supervisor/Staff Educator and ADON are leading the charge in this program. In 2013, 12 nursing assistants were trained and passed the testing including two community workers from another facility.

Medication Aide Training: As in the above concept of growing our own, nursing assistants are trained in a 20 hour medication aide training involving 16 hours of classroom and four hours of clinical experience.



Nursing Inspections/Survey Process

DSS in February yielded an excellent report. DSS monitors accuracy of the MDS as well as PASRR for appropriate care of mental health.

DOH survey was completed in March, 2013 with zero quality deficiencies. Infection control and documentation procedures have been updated to correct any outstanding issues.

VA survey was completed in April, 2013. Pressure ulcers and reporting documentation was noted as a deficiency and has been corrected with new procedures and QA.

Activities

2013 was a busy year for the activities directors at the Veterans Home. The activity buses and pontoon were utilized a lot. Trips were made to Deadwood and Prairie Wind Casinos, Mount Rushmore, Bear Country, Stock car races, Rush Hockey games, Magic Shows in Custer, Black Hills Playhouse and of course shopping and dining trips to Rapid City and Chadron NE. For the residents that like more outdoor activities there was trap shooting, fishing, pontoon boat rides, and horseback riding. There were a tremendous amount of events put on at the Veterans Home by various veterans organizations, fraternal organizations, and civic groups. The Veterans Home hosted the community Easter Egg Hunt, Memorial Day Program, and Christmas Parade of Lights. The goal of the Activities Department is to increase the resident’s quality of life and to prevent boredom and depression.



Veterans Benefits

We are fortunate to have our own veterans service office at the Veterans Home to handle claims and benefits for our residents. Through the Veteran Service Officer’s efforts resident income increased by \$279,187 in 2013.



THINGS TO COME — MOVING FORWARD

OUTREACH OPERATION RAV NEW STATE VETERANS HOME



The Department continues to advocate and commendably serve South Dakota's veterans in line with its goals and mission.

Witnessing the passion and commitment of our staff renews my spirit. Their willingness to serve and assist our veterans speaks to their allegiance.

These qualities and attributes will serve the Department and South Dakota's veterans.



(500 copies were printed at the cost of \$6 each on 01/31/14)

2013 ANNUAL REPORT

SOUTH DAKOTA DEPARTMENT OF VETERANS AFFAIRS



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