	South Dakota De	partme	nt of Veter	ans Anan	rs					
Agency's Mission Statement: To provide comprehensive care and quality service to veterans and their fa	milies, regarding health o	are, educa	tion, disability b	enefits, long-	-term care, and burial	honors by providing	professional custome	r service and care.		
Veterans in South Dakota					FY19	FY20	FY21	FY22	FY23	FY2
					64,119	65,014	63,950	63,322	63,500	62,43
Goal 1: To provide veterans and their family members access to federal and state benefits.										
		Perform	ance Measures				Historical Data Section	on		
	Trend	<u>Status</u>	Actual	Target	FY19	FY20	FY21	FY22	FY23	FY24
Activity A. State Benefits										
Bonus Claims Paid out	\sim				\$ 100,780	\$ 72,410	\$ 71,660	\$ 76,330 \$	36,530	\$ 35,17
Headstone Setting Fees	<u> </u>				\$ 40,100	\$ 25,900	\$ 27,600		29,900	
Funeral Honor Reimbursements Processed Quarterly					\$ 42,200	\$ 33,550	\$ 41,650	\$ 56,150 \$	85,650	\$ 92,50
Activity B. Processing of State Claims for Benefits										
Headstone Setting Fees Processing Claims								209	301	255
Bonus Claims		ă						137	102	89
								107	102	00
Activity C. Federal Benefits (based on Federal FY which runs from October - September)			1							
Education	\sim		1	i i	\$ 28,275,000	\$ 27,602,000	\$ 24,233,000	\$ 22,801,000 \$	26,378,000	data not availabl
Compensation and Pension					\$ 291,448,000	\$ 314,178,000	\$ 335,235,000		453,314,000	data not availabl
Healthcare					\$ 404,807,000	\$ 474,762,000	\$ 485,486,000	\$ 581,899,000 \$		data not available
One time Retroactive Awards	~				\$ 10,752,826.00		\$ 11,131,751	\$ 14,177,190 \$	16,398,454	
Running Awards					\$ 227,704,994.00	\$ 253,971,986.00	\$ 272,834,534	\$ 295,731,878 \$	334,259,574	\$ 388,726,21
Activity D. Processing of Federal Claims for Benefits (see federal claims tab)			_							
			_							
Arbitists F. MA Joint David Devices Education Devices					Catiofastan	Catiofastan	Catiofastan	Catiofastan	Catiofantan	Catiofasta
Activity E. VA Joint Peer Review Group Education Review			_		Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactory	Satisfactor
* *	benefits filed within one	-two work	ing days.	[]			in a timely manner. 1	The measureable is the pro	ocessing time.	
Agency comments regarding the accomplishment of Goal 1: Our goal is to ensure that every veteran that Our goals is to have state benefits claims processed internally within a week and our goal to have federal Goal 2.To provide high quality resident directed long term care by maintaining excellence in personal serv	benefits filed within one	etting that	ing days. t promotes dign	[]		environment.			ocessing time.	
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Our goals is to have state benefits claims processed internally within a week and our goal to have federal Goal 2.To provide high quality resident directed long term care by maintaining excellence in personal serv Activity A. Census Average Daily Census Average number of Veteran Residents Average number of Non-Veteran Residents Admissions Deaths Discharges Activity B. Licensing, Surveys and Inspections VA Annual Survey (three-day reivew of property) Department of Health (three-day reivew of property) Activity C. Resident Surveys Agency comments regarding the accomplishment of Goal 2: The Veterans Home resident population mus that require review and development of training and standard are handled as quickly as possible and not Goal 3. The South Dakota Veterans' Cemetery lays to rest, with dignity and everlasting tribute, those who Number of Burials - Total Number of Non-veteran Burials Millitary Funeral Honors Provided	benefits filed within one i/ces and treatment in a s Trend Trend to a second secon	-two work -two work -two work -two work Perform Status	ing days. t promotes digni ance Measures Actual Act	Target 89 75% 25% 0 0 <td>FY19 FY19 FY19 FY19 FY19 FY19 FY19 FY19</td> <td>environment. FY20 98 80 16 29 20 11 11 Expectation is to have FY20 0 0 0 0 0</td> <td>Historical Data Sectic FY21 95 75 16 32 25 10 25 10 10 40 40 FY21 (June only) 62 42 42 42 42 42 42 42 42 42 42 42 42 42</td> <td>n FY22 30 30 32 14.33 30 32 10 10 10 10 10 4 20 10 10 10 10 10 10 10 10 10 1</td> <td>FY23 73 62 11 15 13 8 5 5 3 8 erview. Those erview. Those FY23 FY23 195 162 33</td> <td>FY24</td>	FY19 FY19 FY19 FY19 FY19 FY19 FY19 FY19	environment. FY20 98 80 16 29 20 11 11 Expectation is to have FY20 0 0 0 0 0	Historical Data Sectic FY21 95 75 16 32 25 10 25 10 10 40 40 FY21 (June only) 62 42 42 42 42 42 42 42 42 42 42 42 42 42	n FY22 30 30 32 14.33 30 32 10 10 10 10 10 4 20 10 10 10 10 10 10 10 10 10 1	FY23 73 62 11 15 13 8 5 5 3 8 erview. Those erview. Those FY23 FY23 195 162 33	FY24

Comments:

Goal 1 - Activity A. State Benefits

Bonus Claims Paid out - Dependent upon current military conflicts and eligible veterans Headstone Setting Fees - Dependent upon number of government furnished headstones set within private cemeteries

Goal 1 - Activity B. Federal Benefits (based on Federal FY which runs from October - September)

Education - Federally provided information Compensation and Pension - Federally provided information Healthcare - Federally provided information One time Retroactive Awards - Monetary benefits attained for veterans/dependents through work completed and assistance given to veterans and their dependents by our department Running Awards - Monetary benefits attained for veterans/dependents through work completed and assistance given to veterans and their dependents by our department

Goal 2 - Activity A. Census

Current census target is 89 residents to reflect the temporary census reduction of 13 beds requested in April 2023. The reduction was a result of workforce challenges we have been experiencing in the Hot Springs area. The reduction was also necessary to keep our occupancy above 90% in order to receive per diem payments from the VA. RLS census remains low due to veterans having access to Home Healthcare programs and services.

Goal 2 - Activity C. Resident Surveys

The Department contracts with Nexus Health Resources to complete resident satisfactory surveys. Surveys have been done on the following neighborhoods: NASA, Old Glory, JASCO, Stars and Stripes, and Joe Foss The remaining households will be contacted in the coming weeks. The CoreQ questions are the questions required by CMS.

Monthly Payments for Headstones/Burial	Number of Claims paid (in month	Number of Claims paid (in month	Number of Claims paid (in month
Allowances/Bonus (NOTE: Bonus payments	listed) that went to Auditor in 1-7	listed) that went to Auditor in 8-	listed) that went to Auditor in 15
are generally only made once a month and	Days (including weekends) <u>from</u>	14 Days (including weekends)	Days or More (including
paid via Multiple Payee Vouchers)	<u>Arrival</u> at SDDVA	<u>from Arrival</u> at SDDVA	weekends) from Arrival at SDDVA
September 2021 Headstones	8	11	10
September 2021 Bonus	19	3	14
October 2021 Headstones	3	11	0
October 2021 Bonus	17	8	6
November 2021 Headstones	10	9	6
November 2021 Bonus	2	4	4
December 2021 Headstones	4	25	11
December 2021 Bonus	3	6	5
January 2022 Headstones/Burial Allowance	1	46	3
January 2022 Bonus	0	0	0
February 2022 Headstones	0	1	2
February 2022 Bonus	0	3	10
March 2022 Headstones	6	0	2
March 2022 Bonus	1	1	1
April 2022 Headstones	2	1	0
April 2022 Bonus	6	1	7
May 2022 Headstones	21	5	1
May 2022 Bonus	3	1	1
June 2022 Headstones	1	6	3
June 2022 Bonus	4	1	6
Total FY22 Headstone Payment Breakdown	56	115	38
Total FY22 Bonus Payment Breakdown	55	28	54

FY23

Monthly Payments for Headstones/Burial	Number of Claims paid (in month	Number of Claims paid (in month	Number of Claims paid (in month
Allowances/Bonus (NOTE: Bonus payments	listed) that went to Auditor in 1-7	listed) that went to Auditor in 8-	listed) that went to Auditor in 15
are generally only made once a month and	Days (including weekends) from	14 Days (including weekends)	Days or More (including
paid via Multiple Payee Vouchers)	<u>Arrival</u> at SDDVA	<u>from Arrival</u> at SDDVA	weekends) from Arrival at SDDVA
July 2022 Headstones	4	11	48
July 2022 Bonus	1	2	1
August 2022 Headstones	9	5	15
August 2022 Bonus	0	1	7
September 2022 Headstones/Burial Allowance	8	8	3
September 2022 Bonus	4	0	2
October 2022 Headstones/Burial Allowance	6	1	2
October 2022 Bonus	0	0	5
November 2022 Headstones	1	8	9
November 2022 Bonus	4	2	3
December 2022 Headstones	0	12	8
December 2022 Bonus	0	5	8
January 2023 Headstones	0	17	60
January 2023 Bonus	3	2	11
February 2023 Headstones	4	7	0
February 2023 Bonus	1	1	4
March 2023 Headstones	0	0	1
March 2023 Bonus	2	0	8
April 2023 Headstones	1	5	4
April 2023 Bonus	0	2	11
May 2023 Headstones	5	8	0
May 2023 Bonus	3	0	4
June 2023 Headstones	2	18	11
June 2023 Bonus	2	2	1
Total FY23 Headstone Payment Breakdown	40	100	161
Total FY23 Bonus Payment Breakdown	20	17	65

FY24			
Monthly Payments for Headstones/Burial Allowances/Bonus (NOTE: Bonus payments are generally only made once a month and paid via Multiple Payee Vouchers)	Number of Claims paid (in month listed) that went to Auditor in 1-7 Days (including weekends) <u>from</u> Arrival at SDDVA	Number of Claims paid (in month listed) that went to Auditor in 8- 14 Days (including weekends) from Arrival at SDDVA	Number of Claims paid (in mon listed) that went to Auditor in 1 Days or More (including weekends) from Arrival at SDDV
July 2023 Headstones	0	0	0
July 2023 Bonus	3	2	3
August 2023 Headstones	7	5	20
August 2023 Bonus	1	1	3
September 2023 Headstones	0	0	0
September 2023 Bonus	0	0	0
October 2023 Headstones	0	0	23
October 2023 Bonus	1	3	10
November 2023 Headstones	3	12	18
November 2023 Bonus	0	0	0
December 2023 Headstones	11	0	25
December 2023 Bonus	4	4	15
January 2024 Headstones	0	0	10
January 2024 Bonus	0	0	0
February 2024 Headstones	0	3	23
February 2024 Bonus	3	4	18
March 2024 Headstones	2	0	6
March 2024 Bonus	2	2	3
April 2024 Headstones	2	9	20
April 2024 Bonus	0	0	0
May 2024 Headstones	7	3	6
May 2024 Bonus	0	1	6
June 2024 Headstones	9	9	22
June 2024 Bonus	0	0	0
otal FY24 Headstone Payment Breakdown	41	41	173
otal FY24 Bonus Payment Breakdown	14	17	58

Monthly Payments for Headstones/Burial Allowances/Bonus (NOTE: Bonus payments are generally only made once a month and period via Multiple Durge Veneral	Number of Claims paid (in month listed) that went to Auditor in 1-7 Days (including weekends) <u>from</u>	listed) that went to Auditor in 8- 14 Days (including weekends)	Days or More (including
paid via Multiple Payee Vouchers) July 2024 Headstones	<u>Arrival</u> at SDDVA 1	from Arrival at SDDVA 3	weekends) <u>from Arrival</u> at SDDVA 13
July 2024 Bonus	1	4	15
August 2024 Headstones	0	6	19
August 2024 Bonus	0	1	9

Timeline for Federal Claims Filing:

	2021 1-2 business days	3-4 business days	5+days
August	629	3	1
September	704	3	1
October	604	3	0
November	685	0	1
December	611	1	0
	3,233	10	3

	2022 1-2 business days	3-4 business days	5+days
January	557	1	0
February	656	2	0
March	629	3	1
April	614	1	0
May	565	4	0
June	726	2	0
July	666	17	0
August	881	2	0
September	937	2	0
October	851	0	0
November	776	1	2
December	697	2	0
	8,555	37	3

	2023 1-2 business days	3-4 business days	5+days
January	812	2	0
February	941	4	0
March	1,088	8	0
April	821	2	0
May	1,013	2	0
June	928	3	0
July	849	5	0
August	1,294	1	0
September	851	10	0
October	995	4	0
November	889	0	0
December	823	1	0
Total	11,304	42	0

	2024 1-2 business days	3-4 business days	5+days
January	985	0	0
February	1,000	0	0
March	1,035	1	0
April	1,079	0	0
May	1,082	0	0
June	1,010	0	0
July	1,194	0	0
August	1,235	1	0
September			
October			
November			
December			
Total	8,620	2	0

MJFSVH Census:

	Census									
				Nursing				Domicilary		
			Nursing	Care			Domicilary	Care		
	Nursing	Nursing	Care	Average %		Domicilary	Care	Average %		
	Care	Care	Average %	of Non-	Domicilary	Care	Average %	of Non-		
	EOM	Occupancy	of Veteran	Veteran	Care EOM	Occupancy	of Veteran	Veteran	# of	# of
2021	Census	%	Residents	Residents	Census	%	Residents	Residents	Deaths	Discharges
January	75	96.15	80.00	20.00	19	79.17	78.95	21.05	4	0
February	75	96.15	81.33	18.67	19	79.17	78.95	21.05	1	0
March	76	97.44	81.58	18.42	18	75.00	77.78	22.22	1	0
April	75	96.15	81.33	18.67	18	75.00	77.78	22.22	1	0
May	74	94.87	81.08	18.92	17	70.83	76.47	23.53	3	1
June	72	92.31	81.94	18.06	17	70.83	76.47	23.53	2	2
July	73	93.59	82.19	17.81	18	75.00	77.78	22.22	2	0
August	75	96.15	84.00	16.00	18	75.00	77.78	22.22	1	2
September	70	89.74	84.29	15.71	18	75.00	77.78	22.22	5	1
October	68	87.18	83.82	16.18	17	70.83	82.35	17.65	2	2
November	66	84.62	84.85	15.15	17	70.83	82.35	17.65	3	1
December	63	80.77	85.71	14.29	18	75.00	83.33	16.67	6	1
YTD AVG	71.83	92.09	82.68	17.32	17.83	74.31	78.98	21.02		
2022										
January (Adjusted)	66	84.62	83.33	16.67	18	75.00	83.33	16.67	1	0
February	69	88.46	82.61	17.39	17	70.83	88.24	11.76	1	2
March	66	84.62	81.82	18.18	17	70.83	88.24	11.76	5	0
April	65	83.33	83.08	16.92	17	70.83	88.24	11.76	3	0
May	64	82.05	82.81	17.19	16	66.67	87.50	12.50	1	0
June	62	79.49	82.26	17.74	16	66.67	87.50	12.50	2	1
July	60	76.92	81.67	18.33	16	66.67	87.50	12.50	2	0
August	61	78.21	81.97	18.03	14	58.33	85.71	14.29	1	1
August					14					
September	59	75.64	83.05	16.95	14	58.33	85.71	14.29	2	0
October	59	75.64	83.05	16.95	17	70.83	88.24	11.76	0	0
November	58	74.36	82.76	17.24	17	70.83	88.24	11.76	1	0
December	58	74.36	82.76	17.24	17	70.83	88.24	11.76	0	0
YTD AVG	62.25	79.81	82.60	17.40	16.33	68.06	87.22	12.78		

2023	Nursing Care EOM Census	Nursing Care Occupancy %	Nursing Care Average % of Veteran Residents	Nursing Care Average % of Non- Veteran Residents	Domicilary Care EOM Census	Domicilary Care Occupancy %	Domicilary Care Average % of Veteran Residents	Domicilary Care Average % of Non- Veteran Residents	# of Deaths	# of Discharges
January	58	74.36	84.48	15.52	17	70.83	88.24	11.76	2	0
February	56	71.79	85.71	14.29	16	66.67	87.50	12.50	2	1
										1 Transfer
										from RLS to
March	56	71.79	85.71	14.29	15	62.50	86.67	13.33	1	NCU
April	59	75.64	86.44	13.56	14	58.33	85.71	14.29	0	0
May	60	92.31	86.67	13.33	11	45.83	81.82	18.18	1	1
June	60	92.31	86.67	13.33	11	45.83	81.82	18.18	1	0
July	62	95.38	87.10	12.90	12	50.00	83.33	16.67	0	0
August	60	92.31	88.33	11.67	12	50.00	83.33	16.67	3	0
September	59	90.77	88.14	11.86	12	50.00	83.33	16.67	1	0
October	59	90.77	88.14	11.86	13	54.17	84.62	15.38	4	0
November	57	81.54	88.33	12.00	12	50.00	85.00	15.00	2.00	0
December	57.45	81.54	88.33	12.00	13	50.00	85.00	15.00	2	0
YTD AVG	58.90	84.74	86.74	13.26	13.30	55.42	84.64	15.36		

2024	Nursing Care EOM Census	Nursing Care Occupancy %	Nursing Care Average % of Veteran Residents	Nursing Care Average % of Non- Veteran Residents	Domicilary Care EOM Census	Domicilary Care Occupancy %	Domicilary Care Average % of Veteran Residents	Domicilary Care Average % of Non- Veteran Residents	# of Deaths	# of Discharges
January	61	94.00	89.00	11.00	12.00	24.00	83.00	17.00	1.00	1.00
February	62	95.00	89.00	11.00	12.00	50.00	83.00	17.00	2.00	0.00
March	59	91.00	89.00	11.00	11.00	46.00	82.00	18.00	1.00	1.00
April	63	97.00	89.00	11.00	9.00	38.00	78.00	22.00	2.00	1.00
May	63	97.00	89.00	11.00	9.00	38.00	78.00	22.00	1.00	0.00
June	63	97.00	89.00	11.00	10.00	42.00	80.00	20.00	0.00	0.00
July	63	97.00	92.00	8.00	10.00	42.00	80.00	20.00	2.00	0.00
August	62	92.00	92.00	5.00	12.00	50.00	75.00	25.00	1.00	0.00

MJFSVH Surveys:

Agency					Agency				
		Total					Total		
		Deficiencies	Days out of	Complaince			Deficiencies	Days Out of	Compliance
SD DOH Survey	Date Conducted	Noted	Complaince	Date	VA Survey	Date Conducted	Noted	Compliance	Date
	June 23-24, 2021	No	0	06/24/2021		June 14-17, 2021	Yes	23	07/30/2021
	Feb 13-16, 2022	3	13	03/13/2023		Dec. 12-16 2022	5	321	11/02/2023
	Feb 13-15, 2024	6	56	04/11/2024		Nov 13-17, 2023	6	262	08/05/2024