

Louisiana Streamlining Commission

Suggested Recommendations to Advisory Committee Chairmen

Preamble:

The following comments on this cover sheet have been prepared at the Mercatus Center by Hon. Maurice McTigue. The purpose of the analysis was to identify issues that the committee might pursue and finally develop into recommendations to the full commission.

- The suggested recommendations are based on very limited information and the committee's local knowledge may determine that the suggestions are not viable. In that case the Committee should discard the suggested recommendation.
- If the Committee thinks the suggestion has merit then they should refer it to officials for their analysis.
- Some of our suggestions may be recommending a practice that is already in place, in which case the recommendation may be put aside or may be worded to endorse that practice or to extend it further than is the current practice.

Department of Veteran's Affairs

- The outcome of the five War Veterans' Homes (Louisiana, Northeast, Southwest, Northwest, and Southeast) should be simply, "return Louisiana veterans to the highest possible level of physical and mental functioning." (This outcome is included as the past phrase of the stated outcome addressed)
- The measure used should be the improvement in the functioning of the veterans in residence. The occupancy rate is an operational efficiency measure that should be retained but should not be the measure of success.
- \$48,576 per resident for Louisiana War Veterans Home
- \$50,672 per resident for Northeast War Veterans Home
- \$51,981 per resident for Southwest War Veterans Home
- \$46,203 per resident for Northwest War Veterans Home
- \$44,846 per resident for Southeast War Veterans Home
- The cost per claim in the Claims Division Program is roughly \$10 per claim.
- The outcome addressed for the Contact Assistant Program should be entitlement determination. The average cost per claim is about \$20 per claim.

Savings:

- We are unable to identify any savings in this department.
- The only potential saving would be if medical practice saw health advantages for veterans in supporting more veterans living in the community. In this case, savings could be made on residential care.



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Department name: Department of Veterans Affairs
State in one sentence the core business of your department: "The mission of the Department of Veterans Affairs is to assist Louisiana veterans and their dependents in receiving all federal and state benefits, and deliver quality services at our War Veterans Homes and Veterans Cemeteries."

For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- Program name: Louisiana War Veterans' Home
- Outcome addressed by this program:
The goal of the Louisiana War Veteran's Home is to provide high quality nursing care to eligible Louisiana veterans in an effort to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental functioning.
- How many members of the public are directly involved in or affected by this program:
This facility services a Veteran population of approximately 61,148 Veterans plus their families in the geographical area. At capacity, we will serve up to 161 residents and their families at a given time.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
\$7,820,881 which was comprised of: State General Funds-\$2,259,493, Self-generated-\$2,137,313, Federal Funds-\$3,415,294 and Statutory Ded.-\$8,781.
(Most recent data is from FY 2008/2009).
- Measure used to determine success:
Occupancy rate of no less than 96% on nursing care units.

- **Level of success during each of the last three years:**
Our level of success is increasing and we plan to achieve an occupancy rate of no less than 96%.

	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>3 year avg.</u>
Percent Occupancy	87%	81%	99%	89%

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
This facility continues to grow and excel in meeting the Long Term Care social and medical needs of this Veteran community. We deliver the highest level of quality care. In addition to addressing social, medical, and rehabilitation needs, our staff has provided compassionate end of life care and comfort to our Veterans and their families.



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Department name: Department of Veterans Affairs
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- Program name: Northeast La War Veterans Home
- Outcome addressed by this program:
The goal of the Northeast Louisiana War Veteran's Home is to provide high quality nursing care to eligible Louisiana veterans in an effort to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental functioning.
- How many members of the public are directly involved in or affected by this program:
This facility services a Veteran population of approximately 23,932 Veterans plus their families in the geographical area. At capacity, we will serve up to 156 residents and their families at a given time.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
FY 2008/2009 \$7,897,072 total with State General Fund expenditures of \$982,642.
- Measure used to determine success:
Occupancy rate of no less than 97% on nursing care units.

- **Level of success during each of the last three years:**
Higher than 93% occupancy last 3 years. Lowest cost total and state per patient day of all the 5 state veteran facilities. In the top 10% of lowest cost per patient day in the national state veteran home program.

	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>3 year avg.</u>
Percent Occupancy	97%	93%	97%	96%

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
This facility continues to grow and excel in meeting the Long Term Care social and medical needs of this Veteran community. We deliver the highest level of quality care. In addition to addressing social, medical, and rehabilitation needs, our staff has provided compassionate end of life care and comfort to our Veterans and their families.



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- Program name:
Southwest Louisiana War Veterans Home
- Outcome addressed by this program:
The goal of the Southwest Louisiana War Veteran's Home is to provide high quality nursing care to eligible Louisiana veterans in an effort to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental functioning.
- How many members of the public are directly involved in or affected by this program:
This facility services a Veteran population of approximately 82,467 Veterans plus their families in the geographical area. At capacity, we will serve up to 156 residents and their families at a given time.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
Total - \$8,109,045; State - \$938,488; Federal - \$4,461,003; Self-Generated - \$2,709,554
- Measure used to determine success:
Occupancy rate of no less than 89% on nursing care units

- **Level of success during each of the last three years:**
 Our level of success gradually increased annually over the last three years and ended FY 08/09 with an 87% occupancy rate.

	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>3 year avg.</u>
Percent Occupancy	64%	75%	87%	75.3%

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
 This facility continues to grow and excel in meeting the Long Term Care social and medical needs of this Veteran community. We deliver the highest level of quality care. In addition to addressing social, medical, and rehabilitation needs, our staff has provided compassionate end of life care and comfort to our Veterans and their families.



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- **Program name:**
Northwest Louisiana War Veterans Home

- **Outcome addressed by this program:**
The goal of the Northwest Louisiana War Veteran's Home is to provide high quality nursing care to eligible Louisiana veterans in an effort to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental functioning.

- **How many members of the public are directly involved in or affected by this program:**
This facility services a Veteran population of approximately 57,000 Veterans plus their families in the geographical area. At capacity, we will serve up to 156 residents and their families at a given time.

- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):**

TOTAL EXPENDED: \$7,207,715; General Fund - \$1,721,364; Fees & Self-Generated \$2,166,378; Federal Fund - \$3,319,973

- **Measure used to determine success:**
Occupancy rate of no less than 90% on nursing care units.
- **Level of success during each of the last three years:**
Since opening 4/9/07, this facility has shown steady growth statistically as well as in the delivery of quality care for our Veterans.

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Percent Occupancy	10%	43%	76%	90%

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
This facility continues to grow and excel in meeting the Long Term Care social and medical needs of this Veteran community. We deliver the highest level of quality care. In addition to addressing social, medical, and rehabilitation needs, our staff has provided compassionate end of life care and comfort to our Veterans and their families.



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- Program name:
Southeast Louisiana War Veterans Home
- Outcome addressed by this program:
The goal of the Southeast Louisiana War Veteran's Home is to provide high quality nursing care to eligible Louisiana veterans in an effort to meet their health care needs, maximize their quality of life, and return them to the highest possible level of physical and mental functioning.
- How many members of the public are directly involved in or affected by this program:
This facility services a Veteran population of approximately 102,428 Veterans plus their families in the geographical area. At capacity, we will serve up to 156 residents and their families at a given time.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
Total Expended - \$6,996,046.47; State - \$1,702,331.00; Federal - \$3,371,057.00;
Self-Generated - \$1,922,658.47
- Measure used to determine success:
Occupancy rate of no less than 82% on nursing care units.

- **Level of success during each of the last three years:**
 Since opening in June 2007, this facility has shown steady growth statistically, as well as in the delivery of quality care for our veterans.

	<u>FY 06-07</u>	<u>FY 07-08</u>	<u>FY 08-09</u>	<u>3 year avg.</u>
Percent Occupancy	21%	47%	91%	53%

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
 This facility continues to grow and excel in meeting the Long Term Care social and medical needs of this Veteran community. We deliver the highest level of quality care. In addition to addressing social, medical, and rehabilitation needs, our staff has provided compassionate end of life care and comfort to our Veterans and their families.



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For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- **Program name:** Administrative Program
- **Outcome addressed by this program:**

To provide the service programs of the Department with administrative and support personnel, assistance and training necessary to carryout the efficient operation of their offices.
- **How many members of the public are directly involved in or affected by this program:** There are approximately 320,000 veterans and an estimated 800,000 to 900,000 family members, for a total of over 1,100,000 "clients" for the Louisiana Department of Veterans Affairs (LDVA).
- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):**

\$ 2,196,190 was expended on this program in 2008-09, 100% State General Fund (Direct)

- **Measure used to determine success:**
We measure the success of this program by the level of success achieved by the programs that fall under our authority.
- **Level of success during each of the last three years:**
All programs under the authority of the Department of Veteran's Affairs have achieved or made substantial progress toward meeting their targeted level of performance over the last three years.
- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
The Department of Veteran's Affairs and all programs that fall under its authority are getting better. More and more Veteran's and their dependents are utilizing the services provided by the Department of Veteran's Affairs.



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For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- Program name:
State Veteran's Cemetery
- Outcome addressed by this program:
The mission of the State Veteran's Cemetery is to provide state-of-the-art facilities that will provide sufficient grave sites and burial services for Louisiana Veteran's and their dependents.
- How many members of the public are directly involved in or affected by this program:
All of Louisiana's 325,000 veterans are eligible for interment at the State Veteran's Cemetery.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
In FY 2008/2009, this program expended \$393,042.
- Measure used to determine success:
The number of burials conducted annually.
- Level of success during each of the last three years:
The construction of the Northwest State Veteran's Cemetery (Caddo) was completed in October, 2006 and the operation started in January, 2007.
FY 2006/2007, total Interred or inurned – 4.
FY 2007/2008, total Interred or inurned – 105.
FY 2008/2009, total Interred or inurned – 157.

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:
This program is getting better; many more Louisiana veteran's and their dependents are using our services.**

Mercatus Center
George Mason University



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For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- **Program name:** Claims Division Program
- **Outcome addressed by this program:** The goal of the Claims Division Program is to assure veterans and/or their dependents that a just and proper decision is secured on their claims for benefits they are entitled to under the laws of the United States or state thereof.
- **How many members of the public are directly involved in or affected by this program:** The Department of Veterans Affairs, Claims Division works closely with U. S. Department of Veterans Affairs, Claims Regional Office in New Orleans in providing Veterans Benefits to servicemen, servicewomen and/or their dependents. There are approximately 320,000 veterans and an estimated 800,000 to 900,000 family members, for a total of over 1,100,000 "clients" for the Louisiana Department of Veterans Affairs (LDVA).
- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):** In Fy2008/2009, \$466,645 was expended on this program, 100% state general fund (Direct).

- **Measure used to determine success: Performance Indicators, To reach and maintain a 70% approval ratio of claims and to process a minimum of 43,000 claims annually.**
- **Level of success during each of the last three years: During the last three years (FY2006/2007 – FY2008/2009) the Claims Division Program averaged a 72.7% claims approval ratio and 45,991 claims processed annually. FY2006/2007, 70% approval ratio, 40,786 claims processed. FY2007/2008, 72% approval ratio, 45,770 claims processed and FY2008/2009, 76% approval ratio with 51,418 claims processed.**
- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*: This program is getting better, more veterans and/or dependents are being served with improvements in outcomes.**



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For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- Program name: Contact Assistance Program
- Outcome addressed by this program: 1) To ensure that all potential eligible veterans are aware of benefits provided by the U.S. Department of Veteran's Affairs. 2) To provide counseling and assistance for all servicemen, servicewomen, and their dependents who feel they have a claim against the U.S. Department of Veteran's Affairs, any branch of service, and any other federal agency. 3) To assist veterans and their families with problems, i.e., medical services, compensation, pension programs, education, insurance and additional benefits when a patient is in a nursing home.
- How many members of the public are directly involved in or affected by this program: The Department of Veterans Affairs, Contact Assistance Program works closely with U. S. Department of Veterans Affairs, Claims Regional Office in New Orleans in providing Veterans Benefits to servicemen, servicewomen and/or their dependents. There are approximately 320,000 veterans and an estimated 800,000 to 900,000 family members, for a total of over 1,100,000 "clients" for the Louisiana Department of Veterans Affairs (LDVA).

- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08): In Fy2008/2009, \$2,570,676 was expended on this program, 71% state general fund (Direct) - \$1,835,463; 29% self-generated revenues (Parish Contributions) \$735,213.**
- **Measure used to determine success: Performance Indicators – to process 108,000 claims per year and locate approximately 190,000 veterans or dependents to determine their eligibility for veteran’s benefits.**
- **Level of success during each of the last three years: During the last three years (FY2006/2007 – FY2008/2009), the Contact Assistance Program averaged 122,837 claims processed and 199,968 veterans and/or dependents contacts made annually. In FY 2006/2007, the total number of claims processed - 107,499; the number of contacts made - 199,454. FY 2008/2009, the total number of claims processed - 139,518; the number or contacts made - 214,408. The Contact Assistance Program and Claims Division Program, annually recoups over \$670,000,000 in federal Veterans benefits into the state.**
- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*: This program is getting better, more veterans and/or dependents are being served with improvements in outcomes.**



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- Program name:
Honor's Medals Program
- Outcome addressed by this program:
This program will recognize and honor Louisiana's 325,000 veterans with a special medal. This medal is in recognition of veterans' honorable service in the Armed Forces of our country, ad our department, along with the Governor and citizens of Louisiana.
- How many members of the public are directly involved in or affected by this program:
Louisiana's 325,000 veterans are entitled to receive the honor medal.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
In FY 2008/2009, this program expended \$147,793.
- Measure used to determine success:
The interest shown by Louisiana's veterans who have submitted applications to receive the honor medal.
- Level of success during each of the last three years:
Governor Jindal signed legislation in 2008 to create the Veteran's Honor Medal Program. This program has received approximately 11,000 applications and awarded an estimated 3,300 honor medals to Louisiana's veterans.
- The societal issue addressed by this program is getting *better*, *remaining static*, or *deteriorating*:
This program is getting better; there have been twenty-five veterans honor medal programs performed around the state, with another forty-four scheduled in the coming months.

Mercatus Center
George Mason University



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Department name: Department of Veterans Affairs
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For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***“unknown”*** next to each program question you are unable to answer.

- Program name: LA Family Assistance Fund
- * Outcome addressed by this program:
The purpose of the Louisiana Military Family Assistance Fund (“the fund”) is to help families defray the costs of such necessities as food, housing, and medical services that become difficult to afford when a wage-earner has temporarily left civilian employment to be placed on active military duty.
- How many members of the public are directly involved in or affected by this program:
The fund provides a means by which Louisiana Citizens and businesses can donate money that will be used to pay the need-based claims of family members of activated military personnel to assist them in times of financial crisis. Since September 11, 2001, over 27,000 active and reserve Louisiana soldiers have deployed in support of Operation Iraqi Freedom and Operation Enduring Freedom.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):

\$39,529

- **Measure used to determine success:**
Monetary donations made by Louisiana Citizens and business to the Military Family Assistance Fund.

- **Level of success during each of the last three years:**
The Louisiana Department of Veteran's Affairs received Legislative Authority over the Military Family Assistance Fund in August, 2008. During FY 2008/2009, 48 families of deployed Louisiana's servicemen and service women received financial assistance from the fund.

- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
Louisiana citizens want an opportunity to do their part to keep our soldiers focused on the jobs at hand: protecting our precious right and freedoms. That's why the Louisiana Military Family Assistance Fund was created. The MFA fund gives Louisiana citizens the opportunity to support, through voluntary donations, the families of active Louisiana Military personnel who are experiencing financial need.



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- Program name: State Approval Agency
- Outcome addressed by this program:
 1. To ensure that all programs of education, job training, and night schools are available to veterans and other eligible persons.
 2. To ensure that these programs of education, job training, and night schools are approved in accordance with Title 38 U.S.C., Plan of operation and U.S. Department of Veteran's Affairs Performance Contract.
- How many members of the public are directly involved in or affected by this program: There are 50 institutions of higher learning, 78 non-college degree institutions, three Louisiana community colleges, 10 on-the-job training business establishments and one flight school.

These schools are active with approximately 5,755 veterans and other eligible persons receiving educational benefits under Title 38, U.S. Code and Title 10, U.S. Code Chapter 1606, Chapter 1607 and Chapter 33, 911 (New Education G.I. Bill), Chapter 30 (Montgomery G.I. Bill), Chapter 35 (Dependent Education Assistance Program).

- **How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):**
\$223,276 was expended on this program, 100% Federal Funds
- **Measure used to determine success:**
The Louisiana Department of Veteran's Affairs, State Approval Agency and the U.S. Department of Veteran's Affairs enters into a performance contract annually. This contract establishes what outcomes are to be achieved and the cost that the U.S. Department of Veteran's Affairs is willing to pay for achievement of those outcomes. 100% compliance with the U.S. Department of Veteran's Affairs performance contract is required in accordance with the Operational Plan.
- **Level of success during each of the last three years:**
100% compliance by the Department of Veteran's Affairs, State Approval Agency contractual obligation with the U.S. Department of Veteran's Affairs.
- **The societal issue addressed by this program is getting *better, remaining static, or deteriorating*:**
This program is getting better; more veterans and/or other eligible persons are receiving educational benefits, thus creating a more educated population.



The Streamlining Government Commission would appreciate your assistance by having you complete the following worksheet. We understand that some of this information is available online and possibly in other documents, but we believe that it is important that you provide this data to ensure that you know what the Commission is reviewing regarding your Department, Agency, or Office. In order to review and compile the data before the next regularly scheduled meeting of the Commission, please complete and return these worksheets to prathert@legis.state.la.us by September 8, 2009. Thank you for your cooperation.

Department name: Department of Veterans Affairs
State in one sentence the core business of your department: "The mission of the Department of Veterans Affairs is to assist Louisiana veterans and their dependents in receiving all federal and state benefits, and deliver quality services at our War Veterans Homes and Veterans Cemeteries."

For each program managed by your agency, provide the following information. Please limit your answers for each program to ***no more than half a page*** and simply write ***"unknown"*** next to each program question you are unable to answer.

- Program name: A: Louisiana Troops to Teachers Program
- Outcome addressed by this program:
The mission of TTT is to assist eligible military personnel to transition to a new career as public school teachers in "high -need" schools.
- How many members of the public are directly involved in or affected by this program:
All 69 Louisiana school districts which have the authority to hire qualified Troops to Teachers applicants are directly involved and affected by this program.
- How much money was expended on this program in the last fiscal year (The most recent data available are acceptable even if they are from FY 07-08):
In FY 2008/2009 this program expended \$193,823. This program is 100% federally funded by a grant from the U.S. Department of Education.
- Measure used to determine success:
Number of job fairs, presentations, and other contacts made by the Troops to Teachers Program.
- Level of success during each of the last three years:
Our school districts continue each year to ask for more qualified teachers from this program. This program continues to be successful in producing quality teachers, a high percentage of whom are male and minorities.

- The societal issue addressed by this program is getting *better, remaining static, or deteriorating*: This program is getting better each year, with the efforts in recruiting nationally but focus locally. This program recruits and assists eligible veterans to become public school teachers, thus helping to relieve teacher shortages, especially in math, science, special education, and other high-needs subject areas.

Mercatus Center
George Mason University