Iowa Department of Veterans Affairs

Annual Performance Report for FY 2026

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Iowa Department of Veterans Affairs
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Message from the Commandant

I continue to be blessed and honored to serve as Commandant of the Iowa Department of Veterans Affairs and I am pleased to present the Department's Performance Report for Fiscal Year 2026 (July 1, 2025-June 30, 2026), as directed in Iowa Code Section 8E.210.

The Iowa Department of Veterans Affairs continues to closely partner with the U.S. Department of Veterans Affairs – Veterans Health Administration, Veterans Benefits Administration, National Cemetery Administration, county veteran service officers, veteran service organizations, non-governmental organizations, elected officials, and community stakeholders to connect the 178,000 veterans of the U.S. Armed Forces residing in Iowa to earned benefits, entitlements, service, and support.

The State of Iowa remains #47 of 53 in terms of the amount of VA disability compensation and pension payments coming from the Federal VA to Iowa Veterans. In 2022, Iowa was ranked #44 of 53; **we are not improving**. The annual difference in compensation and pension payments between the #1 county and the #99 county is $6,500 per veteran during 2026 according to the VA Regional Office's Geographical Distribution of VA Expenditures "GDX" Report. The Department was not successful in passing legislation during the 2026 session that would have replaced the 99 county managed claims management systems with a state level common claims management system in order to provide a common operating picture of VA claims work being done across the State of Iowa. Iowa veterans are currently under-served, many of them are not aware that they are not being compensated adequately, we owe it to them to do better, and improving will require doing something different. I look forward to continuing to work with the Iowa Association of County Veteran Services, county boards of supervisors, county commissioners, and legislators to impact in this area.

The Iowa Commissioners of Veterans Affairs have had a direct and very positive impact on Iowa Veterans over the last 12 months. In addition to attending the quarterly meetings on Camp Dodge and at the Iowa Veterans Home, they serve as the conduit for information flowing between their organizations and the Department. Commissioners review and approve

or deny every application to the Iowa Veterans Trust Fund, which ensures that our most financially vulnerable veterans are supported with vehicle repairs, housing repairs, and other authorized support. In order to accomplish this, they attend a scheduled monthly meeting and they also review emergency applications. In 2026, we shared our appreciation to both Elizabeth Ledvina (2015-2026, and Chairwoman for five years) and Iowa National Guard Lieutenant Colonel George Mosby (2021-2026) for their work and service on the Commission. I extend my deepest appreciation to the following commissioners for their continued service:

- Chairwoman Darlene McMartin, At-Large
- First Vice Chairwoman Joella Perry, Iowa Association of County Veteran Services
- Second Vice Chairman Scott Miller, Paralyzed Veterans of America
- Dave Grimm, Disabled American Veterans
- Becky Dirks Haugsted, Veterans of Foreign Wars
- Randy Johnson, American Legion
- Dennis Jones, Marine Corps League
- Greg Paulline, Vietnam Veterans of America
- Reginald Richardson, Reserve Organization of America
- Lieutenant Colonel Joel Sage, Iowa National Guard
- Robert Suesakul, Military Order of the Purple Heart
- Dave Wilkins, AMVETS

More than 1,800 Iowa Army National Guard 2nd Brigade Combat Team 34th Infantry Division Soldiers mobilized from 24 locations around Iowa on Wednesday thru Friday, May 28-30, 2025, in preparation for Iowa's first brigade sized deployment since 2010-2011. The IDVA was represented at almost all of these locations. Following training at Fort Polk, Louisiana, they deployed to Southwest Asia in support of **Operation Inherent Resolve** – a mission focused on defeating the Islamic State of Iraq & Syria (ISIS). Two Soldiers of the 1st Squadron 113th were killed by a lone gunman suspected to be connected to ISIS. Several Soldiers assigned to this unit sustained career ending injuries and continue to receive treatment at U.S. military facilities around the country. The IDVA remains committed to supporting survivors of these service members.

- Staff Sergeant William (Nate) Howard of Marshalltown, Iowa.

- Staff Sergeant Edgar "Brian" Tovar-Torres of Des Moines & Grimes, Iowa.

The U.S. Army Reserve's 103rd Sustainment Command, which is headquartered at Fort Des Moines, conducted a sendoff ceremony for 250 Soldiers on Saturday, August 16, 2025 at Valley Stadium, 4440 Mills Civic Parkway, West Des Moines. These Soldiers deployed in support of Operation Spartan Shield, which is a mission focused on building partner capacity in the Middle East and promoting regional self-reliance and increasing security. Six Soldiers of the 103rd Sustainment Command were killed in action on Sunday, March 1, 2026, during Iran's unmanned aircraft attack on American Forces as part of Operation Epic Fury at the Port of Shuaiba, Kuwait. There were many Soldiers wounded as well. These Soldiers' families will forever establish time as before and after this date.

- Sergeant First Class Nicole Amor of White Bear Lake, Minnesota.
- Sergeant Declan Coady of West Des Moines, Iowa.
- Captain Cody Khork of Winter Haven, Florida.
- Chief Warrant Officer 3 Robert Marzan of Sacramento, California.
- Major Jeffrey O'Brien – originally of Coggon and resident of Waukee, Iowa;
- Master Sergeant Noah Tietjens of Bellevue, Nebraska;

As we continue to work together to serve our State's Veterans, their families, caregivers, and survivors, we remember Iowans / Americans affected by the attacks on U.S. Forces on Saturday, December 13, 2025, in Palmyra, Syria, and on Sunday, March 1, 2026, near the Port of Shuaiba, Kuwait. All of these Soldiers had families, friends, civilian jobs outside the military, hobbies, and were living full lives. Blessings on each of these Soldiers and their families. For me – this event reinforced why our mission in support of Veterans is so important. Everyone who served in uniform took an oath of service – truly writing a blank check made payable to the American people for the cost of "up to and including my life". We must never forget their sacrifice.

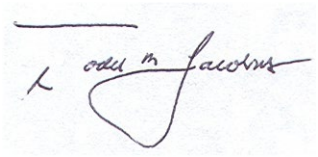
I share my respect, admiration, and appreciation for the 768 staff and 981 volunteers who support our mission. I particularly am grateful for the senior leadership of the Iowa Department of Veterans Affairs – committed to

fulfilling our mission of providing the very best in terms of support and care of Iowa Veterans.

- Nathan Wilson, Operations Executive Administrator (Division Administrator)
- Kelley Oetker, Licensed Nursing Home Administrator (Division Administrator)
- Dr. Joseph Hoagbin, Medical Director (Division Administrator)
- Kim Bratland, IVH Clinical Services Bureau Chief
- Sarah Bruner, IVH Administrator of Nursing
- Julie Carbajal, IDVA Finance Bureau Chief
- David Haines followed by Josh Noble, IDVA Facilities Management Bureau Chief
- Gavin Sandvig, IDVA Benefits & Cemetery Bureau Chief
- Melissa Sienknecht, IDVA Human Resources Bureau | IVH Food Service Bureau Chief
- Karl Lettow, IDVA Public Information Officer
- Mike Olson, IDVA Legislative Liaison
- Kellie Meyer, IDVA Executive Assistant

I am grateful to Governor Kim Reynolds choosing me back in October 2022 to lead this agency. I appreciate Governor Reynolds' support of Iowa Veterans, her initiatives to improve the delivery of services to Iowa Veterans, her presence at events, and her enthusiasm for leading.

It's an honor to serve.



Todd Jacobus
Commandant

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Message from the Operations Executive Administrator

At the Iowa Department of Veterans Affairs (IDVA), the Operations Division encompasses the following areas: IT, Dietary, HR, Finance, Facilities, Security, Laundry, Transportation, Pharmacy, Benefit and Cemetery Bureau, Legislative duties and Communications.

Throughout FY26, IDVA has been working with Iowa's federal representatives on HR1970. One of Iowa's representatives is a sponsor of this bill. IDVA educated each of the Iowa representatives on the positive impacts this bill would have for IVH and all of Iowa's representatives have now signed on to the bill.

In FY26, IVH worked on transitioning 30 of the 60 domiciliary beds to nursing level of care. This required an upgrade to the nursing call system. In FY27, these beds will go through a VA recognition survey to certify them as nursing beds. The reason for this is that IVH has been seeing a trend where Veterans and their spouses are able to stay in their homes longer due to more readily available in-home care.

The IDVA continues to update and upgrade IT software/hardware. Over the past year, IVH has been working on transitioning off the last mainframe system at IVH used in Resident Finance. IVH has fully implemented a new electronic health record system with many additional options to increase documentation. The Benefits Office completed the transition to digitize IDVA military records at Camp Dodge. IDVA has secured many contracts to implement many new programs in FY27.



Nathan Wilson
Operations Executive Administrator

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Message from the Licensed Nursing Home Administrator

It is truly an honor to serve as the Iowa Veterans Home Licensed Nursing Home administrator and the Quality Director. There is a great sense of pride giving back to those who gave all. The Iowa Veterans Home continues to provide excellent care to our heroes. The Iowa Veterans Home remains a 5-star rated facility given to us by the Center for Medicare and Medicaid Services (CMS). The areas that the CMS rates our facility are as follows: overall quality, health inspections and quality measures and staffing levels. Our facility takes great pride not only in providing great care but ensuring we have a safe and welcoming home like environment for our residents.

The Iowa Veterans Home has increased admissions over the last year and we are presently at 92% bed capacity. We meet weekly to review new applications for veterans that need our level of care. We have met our goal of having 30 residential residents in the Fox building and are still waiting to open another 30 nursing beds in Fox.

We have increased recruiting efforts this past year, hiring a temporary staff member in HR that is able to assist with job fairs, grants, and reaching out to the community. We are also working with a recruiter at DAS to help with our recruiting process. We have increased our presence on social media, as well as we are piloting a recruitment video at a local movie theater. We are still determined to get to the licensed nursing levels we need to open up the additional 30 beds in the Fox building. We continue to actively recruit all levels of nurses and unfortunately do not have our positions full. We have increased our advertising on social media, attendance at job fairs, provide our own certified nursing aide program and still have multiple vacancies in our licensed nurse positions. We offer compressed work weeks, one out four weekends, weekend package positions, and temporary positions. We strive to create staff satisfaction through the flexible scheduling options. We have a dedicated work force that understands there is no greater mission of caring for our states Veterans.

The Iowa Veterans Home prides itself on ensuring we are providing a home like environment for our residents. We have applied for a VA grant that would help us be able to strengthen our mentorship program for our new staff. We feel this is an area that can always be improved and we need to invest the time and money into our greatest resources, our staff. The majority of our residents are encouraged to bring their own belongings in to make their room feel like home. Our facility has an outstanding housekeeping service that maintains top tier facilities. We have many visitors comment throughout the year how clean our facilities are kept.

Our recreation department individualizes activities for the residents to increase their satisfaction. Many activities are provided at IVH, trips are taken to many places throughout the state. Our residents have enjoyed the Iowa State Fair, Iowa Cubs game, fishing, restaurants, concerts just to name a few. The residents and families were able to enjoy a summer concert series that was a great hit! Thanks go out to the DAV for helping fund our concerts that our residents thoroughly loved.

Our leadership team takes great pride in ensuring our residents receive the care they deserve. We will continue to fulfill our mission each and every day.

Kelley Oetker, RN
Licensed Nursing Home Administrator

Message from the Medical Director

Governor Samuel Kirkwood first championed the idea to care for aging, disabled, and homeless Civil War veterans in the 1880s. After all, these were the heroes who helped "Save the Union!" The Iowa General Assembly officially passed an act to establish and fund the home in March 1886. Marshalltown was selected because of its central location in the State and because, after intense competition among Iowa counties, Marshalltown and Marshall County raised a $30,000 local fundraising contribution, which is more than $1 million in today's dollars. Iowa Veterans Home opened in 1887 as the Iowa Soldiers Home. IVH now serves veterans of all wars and their spouses who have medical issues requiring nursing care. Thanks to continued funding by the State of Iowa and the Veterans Administration, IVH facilities are updated to better serve our residents.

The Iowa Veterans Home prides itself in providing excellent care to every one of our residents. IVH maintains a solid 5-Star rating (the highest rating possible) from CMS which considers Quality and Safety metrics. Of the approximately 400 nursing homes in the State, according to the US News and World report, only 63 have a 5-Star rating from CMS. Our entire staff is dedicated to maintaining this hard-earned ranking. In addition, IVH undergoes mandatory multi-day surveys by the Iowa Department of Inspections, Appeals, and Licensing (DIAL), acting on behalf of CMS, as well as a detailed survey by the VA, verifying our high standard of quality care.

IVH maintains a strong working relationship with the State of Iowa agencies, the Iowa Department of Health and Human Services (IDHHS), and the Department of Inspections, Appeals, and Licensing (DIAL), to collaborate to support IVH in adhering to guidelines and regulations from federal agencies CMS and the CDC. IVH is appreciative of on-going education and services provided to our staff by the IDHHS.

Most of the on-going care of our residents is provided at IVH at the residents' bedside and the Medical Clinic. Primary Care is provided to all residents by Nurse Practitioners contracted from Unity Point, with oversight by me. In addition, consultations for optometry, orthopedics, dental services, dermatology, podiatry, and chiropractic care are available in the IVH Medical Clinic. IVH is fortunate to have mental health services available

on site. Other specialty consultations are available at the VA hospitals or from community providers.

The Iowa Veterans Home collaborates closely with all Central Iowa healthcare organizations for the benefit of our residents. We maintain an excellent working relationship with the UnityPoint Marshalltown Hospital, where our residents receive emergency evaluations, treatment and stabilization, advanced imaging services, infusion services, other medical evaluations and treatments, and occasional admissions. In addition, UnityPoint provides laboratory services to our residents except for rare testing required at the State of Iowa Hygienic Lab in Iowa City.

We maintain close collaboration with the Central Iowa VA Health System, both in Des Moines and Iowa City, where residents go for many of their outpatient specialist consultations and inpatient care. However, some care is provided at the community level. The entire UnityPoint Health enterprise, University of Iowa Health, MercyOne, Mary Greeley, and Grinnell have been great partners in providing excellent care to our residents.

Families appear to be keeping their loved ones at home for longer periods of time, resulting in many of our new admissions having advanced chronic disease processes. Some new residents succumb to their illnesses within a matter of weeks or months after admission. These individuals with advanced diseases are often difficult to manage, but our talented and dedicated staff provide excellent compassionate care to these challenging residents.

Our IVH Quality and Compliance Department continues outstanding work monitoring resident care, assessing current practices, and discovering opportunities for improvement in resident care. The federal government requires all healthcare organizations to have quality improvement programs and we have been advised by outside surveyors that our program is far ahead of the curve. Iowa Veterans Home is blessed to have a dedicated staff whose primary goal is to provide the best and most compassionate care and services to our Veterans and their spouses. This care is going on across the entire facility, 24 hours a day, 7 days a week.

Many of our staff are long-term employees, and we have family members who work at IVH, all drawn by our Mission to care for our veterans

and their spouses. We remain gratified by the continued support of our mission by the Iowa State Legislature and the Executive Branch. I have now completed my seventh year as IVH Medical Director. As I remark every year, our work at IVH is challenging but very rewarding. I am blessed to work with a great dedicated team of individuals providing care to our veterans and spouses, either directly such as nursing, physical therapists, social workers, dietitians, and others, but also all the dedicated staff behind the scenes keeping the facility running. I continue to have great enthusiasm for our mission and remain dedicated to this facility and our residents.

Joseph E. Hoagbin, MD
Medical Director and Medical Bureau Chief

Executive Summary

This report covers the performance of the Iowa Department of Veterans Affairs (IDVA) in fiscal year 2026. It outlines performance on key initiatives listed in the agency's strategic plan as well as performance items found in the operational plan.

Of the 28 total measures tracked, 20 met or exceeded established goals. Operational performance has been reviewed where targets were not met.

A full breakout of the performance measures is included in the report.

Our Mission

To provide a continuum of services to Iowa’s Veterans and their eligible family members to enhance their quality of life.

Our Vision

To fulfill the promise made to Iowa’s Veterans who took the oath to defend the constitution of the United States.

Our Values

- **Service:** Commitment to listening, understanding and providing the outcomes desired by those we serve.
- **Honor:** Showing universal respect, acknowledging achievements and fulfilling obligations and agreements.
- **Integrity:** Adhering to moral and ethical principles by doing the right thing in a reliable way.
- **Resilience:** Remains optimistic in the face of adversity while delivering the highest quality work with strength and enthusiasm.

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Organizational Structure

Headquartered at Iowa Veterans Home in Marshalltown, IDVA manages three distinct operational areas, each serving a specific phase of a veteran's life:

Benefits Division

Location: Camp Dodge, Johnston, IA

Function: Administers state veterans benefits programs, supports county veteran service offices and can provide assistance with federal benefits. It serves as the central repository for military discharge records, DD-214s, for Iowa veterans. This division administers state-funded financial assistance programs, such as the Iowa Veterans Trust Fund and the Injured Veterans Grant Program. Manages the training and state certification of County Veterans Service Officers (CVSOs) across Iowa's 99 counties, ensuring localized, accredited advocacy.

The Iowa Veterans Home

Location: Marshalltown, IA

Function: Founded in 1887, the Iowa Veterans Home is one of the largest state-owned veterans homes in the United States. It provides a full continuum of care which includes independent living, skilled nursing, and long-term rehabilitative care exclusively for qualified Iowa veterans, their spouses, and Gold Star parents.

The Iowa Veterans Cemetery

Location: Adel, IA, in the Van Meter area

Function: Dedicated in 2008, IVC is Iowa's first state-owned and operated veterans cemetery. Developed through a federal grant, the cemetery adheres to the strict operational standards of the National Cemetery Administration, providing honorable and dignified burial services to eligible veterans and their dependents at no cost to the family.

Fiscal Year 2026 Legislative Highlights

IDVA leadership regularly engages with Iowa's state and federal delegations and maintains close relationships with these lawmakers and members of their staff. These engagements provide an opportunity to display the outstanding support that IDVA provides to Veterans and their families and also advocate for policy that benefits those that we serve. In addition, throughout fiscal year 2026, the Iowa Veterans Home and the Iowa Veterans Cemetery were privileged to have been visited by numerous elected officials and staff members.

The 2026 Iowa legislative session saw several veteran related bills signed into law. HF 2491 requires Regent institutions to waive all tuition and mandatory fees for veterans with a permanent service-connected disability rating of 100% who apply and are admitted to the institution, however, all other federal and state sources of assistance must first be exhausted. SF 93 allows members of the National Guard or reserve component that do not meet the definition of veteran per Iowa Code 35.1 to serve on county commissions of veterans affairs. SF 2471 sets the fee for a lifetime fur harvester license at $5 for Iowa residents who served on federal active duty and were disabled during military service. SF 2472 decreased the disabled Veteran Homestead Tax Credit for all applications received after July 1, 2026 to a dwelling and land up to a half-acre excluding appurtenances, but did not affect existing applications. SF 2466, the Governor's Veterans Services Excellence Legislation which was intended to improve services, outcomes, and Iowa's 47th national ranking in per capita receipt of individual federal VA benefits through greater transparency, accountability, and training, passed the Senate and while eligible for a House vote, did not advance. However, this bill significantly raised awareness of the inconsistent delivery of these services throughout the state and future legislation to improve outcomes for veterans is likely.

On January 21, 2026, IDVA conducted Veterans Day on the Hill, an annual event that brings Veterans, service organizations, and elected officials together to discuss issues and advocate for policy.

FY 2026 Iowa Department of Veterans Affairs State Budget

Category	Amount
General Administration (IVC and IVBB)	$1,369,205
Iowa Veterans Home	$8,145,736
Home Ownership Assistance	$2,200,000
County Commission of Veterans Affairs	$990,000

At the federal level, in March IDVA leadership met with all six of Iowa's federal delegation in Washington DC to provide an update for the department and discuss legislative topics. House delegation H.R. 1970, the Providing Veterans Essential Medications Act, remained a top priority. IDVA has been successful in gaining support of all of Iowa's House members and is actively engaged with our Senate delegation to advocate for support of a companion bill. H.R. 7747, the State Veterans Homes Inspection Simplification Act, gained support from Representative Feenstra and the department is working with the remaining offices for their support as well. The department monitors other bills affecting veterans as a whole and has conversations with the delegation concerning these when appropriate. In addition to legislation, the department has engaged with the delegation regarding suspended VA reimbursement to state veterans homes for durable medical equipment and the nearly $2 billion VA construction backlog. Resolutions to these two issues are not anticipated in the near future.

Strategic Progress in FY2026

In alignment with the IDVA Strategic Plan for 2025 through 2029, IDVA advanced key strategic priorities across six core objectives to enhance care, streamline operations, and support Iowa's Veterans:

Objective 1: Increasing Satisfaction with Services

Nursing

In February 2026, IVH rolled out the use of Continuous Glucose Monitoring Devices (Dexcom) for our diabetic residents. For these residents this meant a change from at least daily, and sometimes 4 times a day, finger sticks to a sensor change every 10 days. We currently have 64 residents using Dexcom devices.

In FY 26, the IVH Education Department created, scheduled, planned or facilitated 40 different training opportunities throughout all departments. This was in addition to hosting New Employee Orientation every month for all new employees, Birthday Bash every month for all current employees to obtain their annual required education, and CCDI/Dementia training for all employees working in our Ulery memory care building. An immediate, individualized action plan was developed to catch staff unable to attend mandatory training. A schedule has been created for all staff to attend mandatory training by May in FY 27 in an attempt to catch 100% of staff prior to the end of the fiscal year.

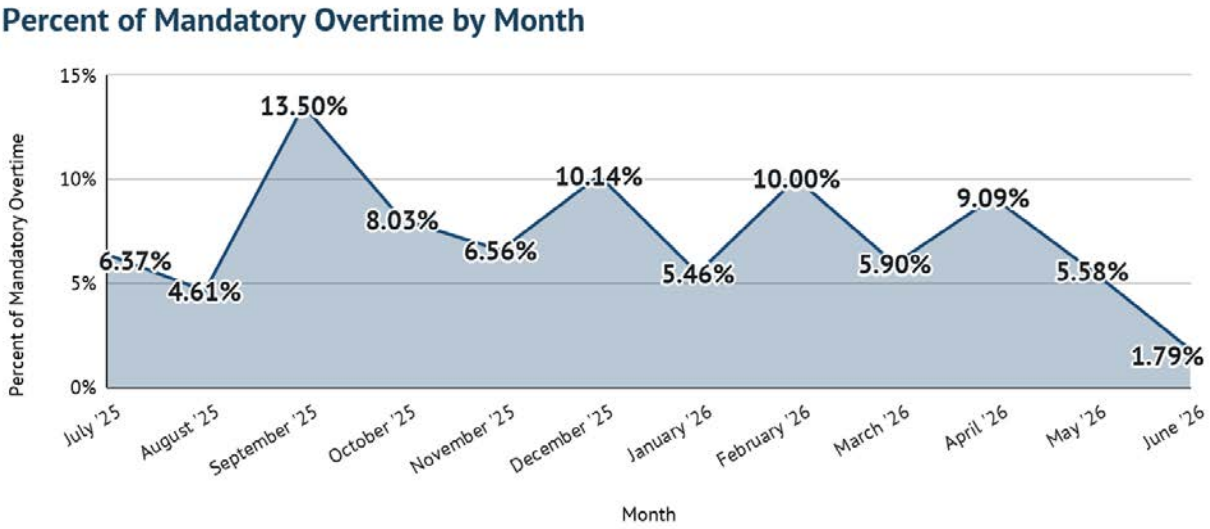
A total of 40 employees enrolled in our 76 Hour Certified Nursing Assistant (CNA) Class in FY 26. Out of these individuals, 37 met all course criteria and passed both the state skills and written exams, securing placement on the Direct Care Worker (DCW) registry. Two participants were dropped from the program for attendance issues. A third worker was separated from employment after failing to pass the required registry examinations within the mandatory four-month post-course timeframe. In FY 27 we will work to increase the number of employees in each class as

well as continuing our interview screening process to ensure the correct candidates are selected in order to meet our 95% benchmark.

Through our Iowa Valley partnership with Marshalltown Community College (MCC), IVH welcomed 192 students across CNA, Licensed Practical Nurse (LPN), and Registered Nurse (RN) programs from MCC, Ellsworth, and Iowa Valley during FY 2026. We continue to emphasize strong partnerships with these programs with the goal of recruiting them to join our team as CNAs, allow us to support them through flexible scheduling while they are in school, and then promote to Certified Medication Aide (CMA), LPN and RN positions. We only had 4 resident treatment workers (RTWs), who are all CNAs, promote to CMA during FY 26 and will continue to encourage RTWs to grow in this capacity during the next fiscal year.

In an attempt to retain our current direct care team members, the nursing department missed shifts, volunteer shifts, and forced mandated shifts are tracked and reported each month. Every effort is taken to obtain volunteers in advance so staff are not forced to stay past their scheduled shift if they don’t want to.

During FY 26 we saw a 6% increase in our filled direct care nursing positions; including CNAs, CMAs, LPNs, RNs, Nurse Clinicians, and Nurse Supervisors; from 74.05% in June 2025 to 80.46% in June 2026. At the end of FY 25 we had 9 total vacant RN positions (this includes RNs, Nurse Clinicians, and Nurse Supervisors) and 19 vacant LPN positions. At the end of FY 26 we had 8 total vacant RN positions and 14 total LPN positions.



Food Service

We were awarded the Innovative Award during the National Disability Employment Awareness Month and presented our award on October 21, 2025 with Governor Reynolds. We were excited to partner with IowaWORKS and support those with disabilities by being an inclusive workplace. We have completed job shadowing and externships for students.

The Food Service department served 391,164 meals for FY 2026 between self-service for residents in the cafeteria, prepared resident trays, employee and visitor meals. This count does not include any of the special events that meals are provided such as the Teacher Externship, unit resident breakfasts, Volunteer Services Banquet, etc. Residents have enjoyed the themed meals that we have done over the past year, trying new food items and making it an event for all residents and staff. Our food service staff created a special dance for the residents and staff.

Our goal remains to provide quality food to the Iowa Veterans and their spouses that reside at our facility. This year our goal was to have 85% of the residents satisfied with the food; we were at 78.83% for FY 26. We went to a new menu management system in June 2026 offering more fresh fruits and vegetables. We also adjusted the meal tray deliveries so that breakfast and lunch are served earlier to accommodate resident requests. New fall/winter menus will come out in October. We also conduct monthly

Resident Food Council Committee meetings, attend unit meetings throughout the whole facility, look at resident comment cards. Residents enjoy a "Foodie" group that also meets monthly and enables those that have a passion for food, love to cook or enjoy talking about food.

Education remains a big part of our department to ensure staff are knowledgeable and have the skill set to complete tasks. We have a skills fair with staff Bi-annually and review competencies with each staff member on certain topics. Our Dietitians and Speech pathologist are also highly engaged in these training as well as presenting at New Employee Orientation and completing training with all of the Resident Care Conference team members.

Our goal was to keep turnover rate 2.2% or less in Food Service/Nursing and this goal was met as our turnover rate was at 2.19%.

Medical Clinic

Medical Clinic offers contracted services to our Vets and spouses which include: Wound Care, Optometry, Podiatry, Dermatology, Orthopedic, and Chiropractic Care, and Routine dental cleanings by the Hygienist, Dental Clinics, and Speech Therapy.

Specialty Clinic	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26
Dental	132	181	197	262
Optometry (Eye Care)	163	152	154	156
Podiatry (Foot Care)	180	193	257	275
Chiropractic Care	111	110	118	91
Orthopedics (Bone & Joint)	87	56	67	68
Dermatology (Skin Care)	133	108	152	128
Dental Hygiene	216	179	206	197
Wound Care	27	27	36	29
Imaging & Diagnostics (X-Ray / ECG)	247	210	195	216
Prosthetics & Orthotics (Limb Lab)	0	0	10	26
Total Appointments	**1,296**	**1,216**	**1,392**	**1,448**

Note:

- IVH: Iowa Veterans Home: State operated long-term healthcare facility for Iowa veterans and eligible spouses.
- CBOC: Community-Based Outpatient Clinic: Department of Veterans Affairs (VA) outpatient clinic providing healthcare to area veterans.
- Imaging & Diagnostics (X-Ray / ECG): Shared diagnostic service utilized by both IVH resident veterans and visiting CBOC patients.
- Prosthetics & Orthotics (Limb Lab): Specialized clinic service established in February 2026 (zeros denote pre-launch months).
- Fiscal Calendar: State of Iowa Fiscal Year runs July 1 through June 30

X-ray: Partnership with the VA (Department of Veterans Affairs) to provide CBOC (Community-Based Outpatient Clinic) patients X-ray services at IVH. The IVH X-ray Department is currently in the process of upgrading our X-ray equipment to completely transition to digital images by replacing our overhead equipment and including a portable option.

Medical Clinic is continuing to work with Medical Billing Partners to be able to bill insurance for eligible services.

Employee Health

There was an increase in reported employee injuries this year, with a total of 35 compared to 27 last year. Of those 35 injuries there was an increased number of lost days of work related to the recommended restrictions by the workers compensation provider. Each person's restriction was reviewed for a possible temporary restricted duty assignment and brought back to work as soon as possible. A review of the IVH Employee Injury/Illness policy was completed with updates to ensure prompt and timely reporting.

Recreation

We hosted our third 4th of July celebration. The event featured a parade, games and activities for children, and one little league baseball and softball games at the IVH Valor Field.

Community involvement remains a priority, with various outings organized for residents, including attending sporting events, live

entertainment, farmers' markets, parades, historical museum tours, races, shopping, casino trips, and dining out.

The facility regularly welcomes a variety of visitors, such as performers, educators, school groups, volunteers, Veterans' groups, and local businesses, who visit, volunteer, or perform for the residents. A wide range of activities is offered throughout the day, on weekends, and occasionally in the evenings, catering to both small and large groups. We again held our IVH Talent Show that was held on Bring Your Child to Work Day, which featured residents, staff and their kids. We also had our Casino Night, which is a resident and staff favorite. Something new held this summer was the IVH Concert Series, which was sponsored by donated funds from the DAV (Disabled American Veterans). We greatly appreciate their generosity along with all who make donations, so we can offer all that we do to enhance the lives of our residents.

In-person Resident Council meetings and unit meetings continue to be held regularly. The American Legion post 739 here at the facility has many residents actively participating in the monthly meetings.

Weekly reviews of residents' activity participation are conducted to identify those who may be at risk of limited engagement. This review includes documentation of one-on-one interventions, brief visits, participation in small and large group activities, and self-directed activities.

Recreation, Activities, and Nursing staff all contribute to documenting resident engagement. Activity Specialist Supervisors meet with residents quarterly to assess satisfaction, address concerns, and evaluate needs and participation in activities.

Objective 2: Modernizing Technology, Processes, Equipment & Facilities

Facilities Management

During the past fiscal year, the Iowa Department of Veterans Affairs (IDVA) successfully modernized several key facilities to improve safety and operational efficiency. A major achievement was replacing 44,690 square

feet of outdated carpet with Luxury Vinyl Plank (LVP) flooring in the Fox and Ulery buildings. This update significantly reduces the risk of residents slipping and falling. It also eliminates a major maintenance burden. In the two years leading up to this project, staff spent valuable time handling more than 780 work orders to clean bodily fluids, overflowed toilets, and spills on the old carpet. The new LVP floors are much easier to clean and maintain, which will save thousands of hours of cleanup work and allow our staff to focus on other high-priority maintenance needs.

To solve ongoing delays with heating and cooling repairs, IDVA introduced a new automated building management system for our HVAC equipment. This technology cuts down on the manual diagnostic and repair hours needed from technicians. By speeding up these fixes, our HVAC techs gain the valuable time they need to stay on top of everyday routine maintenance.

At the same time, we launched two vital infrastructure upgrades at the Iowa Veterans Home. Contractors began replacing the aging, outdated ballasted roofs on the Dack and Malloy buildings, which had passed their expected lifespans. These new roofs will protect the buildings from severe weather, lower energy costs, and keep pests out of resident living spaces. We also started structural waterproofing projects in the Loftus and Malloy buildings to protect the basements and foundations, ensuring a safe and stable environment for both our residents and staff.

Facilities Management Operational Highlights

The Facilities Management Bureau managed a high volume of requests this year, receiving nearly 9,000 routine maintenance work orders. The team successfully completed close to 8,000 of those requests within three days, achieving an on-time completion rate of 87.72%. For the upcoming FY2027 fiscal year, the Bureau is taking aggressive steps to reach a new goal of 90% on-time completion for all routine work orders. To do this, we are targeting three specific areas that have fallen behind in the past: HVAC, Grounds, and Carpentry.

We are addressing each of these bottlenecks with direct solutions. Our HVAC completion rates were lower largely due to a series of unpredictable

emergency situations that required immediate action and pulled our technicians away from daily routine work orders. These critical responses included air handler coils going down, water circulation pumps failing and needing repair, three freezers breaking down, and several significant chiller emergency repairs. Because resolving these major equipment breakdowns had to take priority over standard maintenance, routine response times were directly impacted. Moving forward, the newly implemented HVAC automation system will help reduce standard diagnostic and manual repair times to free up worker hours. For groundskeeping, IDVA brought on temporary employees to help handle seasonal work across our 158-acre campus, and we are working to hire an additional full-time grounds employee to maintain these areas permanently. In carpentry, we are re-posting and actively recruiting for a vacant Carpenter 1 position that has been open for about five years. Combined with these staffing updates and the massive reduction in flooring maintenance, our team will have the support they need to meet our 90% target.

Finally, FY2027 brings a new Facilities Management Bureau Chief to IDVA. This transition brings fresh ideas and a new perspective on how the Bureau runs. We look forward to modernizing our workflows, improving our overall quality of service, and making measurable strides forward throughout the coming year.

Objective 3: Improving Communication Among Stakeholders

Iowa Benefits Bureau

Strategic Initiatives to deploy a quality training program continues to be a priority for the 99 County Veteran Service Offices that house 147 County Veteran Service Officers.

- Provided in person training for County Commissioners in October 2025
- Provided in person training for County Veteran Service Officers (CVSO) in October 2025
- Provided training for County Veteran Service Officers in April 2026

- Through partnership with the National Veterans Legal Services Program (NVLSP), provided online training opportunities monthly for CSVOs

Strategic Initiatives to improve communications among stakeholders

- Conducted or attended monthly and quarterly meetings with key stakeholders at the County, State, and Federal level ensuring proper communication
- Monthly newsletters sent out outlining key information on VA best practices, initiatives, and updates

Objective 4: Recruiting & Retaining Employees and Volunteers

Human Resources

The Iowa Department of Veterans Affairs has continued to partner with iJAG and worked with different school districts to provide tours of our facility, complete mock interviews and increase their awareness of the Iowa Veterans Home. We share about career or volunteer opportunities that IVH has to offer. Recruitment and Retention participated in 27 career events that included local school districts, Iowa Works, University of Iowa, Grand View College, DMACC and the Marshalltown Community College to name a few. Recruitment and Retention continue to spotlight staff that go above and beyond the call of duty. This past year, Human Resources (HR) awarded the third Daisy Award to a nursing employee, handed out 24 Poppy Awards to nursing and food service employees and 12 Champion employee awards. Each year, Human Resources coordinates the "Bring your Child to Work" day in April. This is an opportunity for staff to expose their child to the work environment and educate them on different career and business practices.

The Employee Service Awards were presented on March 25th to over 55 staff members with 10 or more years of service. We truly appreciate their loyalty to the State of Iowa. We recognized 6 staff members with at least 30 years of service!

As healthcare remains challenging, we continue incentives for nurses such as sign-on bonuses for registered nurses (RN), licensed practical nurses (LPNs) and weekend package staff; quarterly certified medication aide (CMA) payments to assist with retaining those certified nurse assistants (CNAs) that have the CMA certification; incentivize nursing leaders or those holding a LPN or RN license to work the medication cart or be in the count on the floor to reduce mandating of licensed staff members. We have continued the Employee referral program to assist with recruiting of new Nursing employees as well as Blanket Waivers for new hires to increase the rate of pay for those in positions of Resident Treatment Workers (CNAs), LPNs, RNs, Nurse Supervisors. New recruiting videos were created and placed on Facebook, in movie theatres and our IDVA website.

Objective 5: Improving Access to and Delivery of Benefits

Iowa Benefits Bureau & Iowa Veterans Cemetery

- Attended over 100 Veteran Outreach events across 99 counties providing support and throughput to Veterans and County Veteran Service Offices.
- Conducted 737 committal services at the Iowa Veterans Cemetery, a record amount since the cemetery opened in 2008.
- All CVSOs across the state-maintained accreditation and met Continuing Education requirements
- Reviewed 222 Veteran Trust Fund applications; Awarded 178 applications totaling $686,070.69 to Veterans in need.
- Together with the Iowa Finance Authority, we served 440 military members, providing a total of $2,191,272 in assistance.
- Serviced 16 Veterans through the Injured Veterans Grant fund totaling $65,000 in aid
- Provided $157,050.00 in reimbursements to Service Organizations across Iowa from the Honor Guard Reimbursement program

Objective 6: Ensuring Financial Viability & Resource Stewardship

Finance

The FY25 audit report has been completed and the Iowa Department of Veterans Affairs had zero deficiencies reported. The Auditor's office reviews the facility's financial documentation from the Budget, Purchasing, Admissions, Cashiers, and Resident Finance departments. The full audit report can be found here: https://www.auditor.iowa.gov/reports/file/86036.pdf

All FY2026 Performance Indicators

Measure	Target	Actual	Comments and Analysis
Number of Veteran Outreach Events Held by Veterans Benefits	110	92	Goal not met; target adjusted to 100 for FY2027.
Percentage of County VSO or Administrator Attending 1 or More Annual Trainings	75%	100%	Goal met; ensured minimum 20 CEUs for accreditation.
Number of Injured Veterans assisted with Injured Veterans Bonus	4	7	Processed 7 requests totaling $62,500 in payments.
Number of Veterans Receiving Military Homeownership Grant	445	489	Goal met; target increased for next year.
Number of Approvals to Veterans Trust Fund	200	222	222 applications received, 202 approved (90.9%) totaling $797,437.01.
Percentage of Applications for Veterans Verification Processed Within 1 Month	100%	100%	1,780 applications reviewed and verified across all categories.

Measure	Target	Actual	Comments and Analysis
Percentage of County Allocation Funds Used as Outlined in Statute	90%	97%	$968,210 of $990,000 executed across 99 counties.
Percentage of Veterans License Fee Funding Utilized	50%	60.34%	Received $109,636.50 and spent $66,157.13 in FY2026.
Percentage of Counties Earning or Maintaining NACVSO Accreditation	90%	100%	All 147 CVSOs across 99 counties are fully accredited.
Percentage of Grave Markers Placed within 60 Days of Interment	90%	75.86%	440 of 580 markers set within 60 days per NCA standards.
Turnover Rate of IVB and IVC Employees	1.5%	5.0%	4 FTE Maintenance Worker 2 hires left due to medical/pay reasons; 1 FTE took another state post.
Percentage of Residents Satisfied with Organized Activities	85%	85.60%	Goal met.
Number of Nursing Employees Promoted into Advanced Positions	30	27	Maintained strong career advancement opportunities by supporting staff through internal CNA programs, Certified Medication Aide training, and flexible scheduling options.
Percentage Satisfaction with Nursing	85%	92%	Exceeded goal.
Pharmacy Medication Dispensing Error Rate	0.05%	0.03%	Exceeded goal.
Percentage of Residents Overall Satisfaction with Care	85%	90.64%	Exceeded target.
Average Number of Beds Filled at Domiciliary Level	30	30	Goal met.
Occupancy Rate of Available VA Certified Beds	94%	94.86%	Goal met.

Measure	Target	Actual	Comments and Analysis
Number of Audit Deficiencies Noted at IDVA	0	0	Goal met.
Percentage of Servers and Software on Latest Versions	90%	90%	Goal met; retiring after FY2026 for emergency power metric.
Percentage of Active Employees Completing Mandatory Training	100%	99.17%	High compliance across active workforce.
Turnover Rate of Nursing and Food Service	2.2%	2.19%	Goal met.
Rate of Lost Work Days Due to On-the-Job Injury	4.0	6.67	35 total injuries reported; policies and training updated to emphasize injury prevention and staff safety.
Percentage of Licensed Nurse Positions Filled	80%	82%	Goal met.
Percentage Completion of CNA Class	95%	92.50%	37 of 40 enrolled completed and passed first time.
% Residents Satisfied with Food Services	85%	78.38%	Implemented new menu system, adjusted delivery times, and added test trays.
Percentage of Routine Work Orders Completed Within 3 Days	90%	87.72%	7,877 of 8,980 completed within 3 days; average completion time 3.76 days overall.
Percentage Satisfaction with Housekeeping	85%	95.79%	Exceeded goal; target increased to 90% for FY2027.