

FY 2025



HOME OF THE *Free* BECAUSE OF THE *Brave*

ANNUAL REPORT

IOWA DEPARTMENT OF VETERANS AFFAIRS

Service

Honor

Integrity

Resilience

Vision & Mission

Vision

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

Mission

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



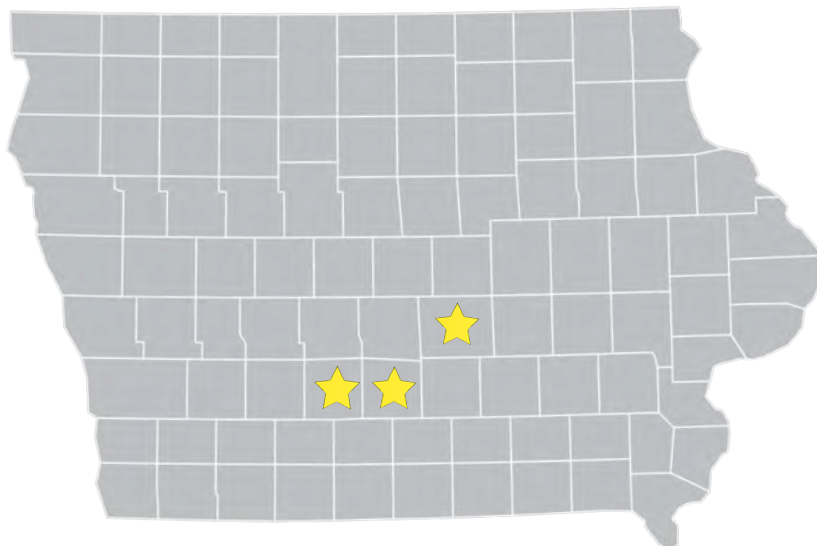
Core Functions

- Regulation & Compliance
- Health
- Education
- Veterans

Iowa Department of Veterans Affairs

Iowa Veterans Cemetery

The Iowa Veterans Cemetery, located in Dallas County, is a state-owned and operated cemetery serving Iowa's Veterans, active-duty service members, and their eligible spouses and dependents. The cemetery follows the same eligibility standards as other U.S. Department of Veterans Affairs-operated cemeteries. It hosts official state ceremonies on Memorial Day and Veterans Day, and partners with nonprofit organizations to honor Veterans through initiatives such as Wreaths Across America and The Final Salute.



Iowa Veterans Benefits

The Iowa Veterans Benefits Bureau, located at Camp Dodge, connects Iowa Veterans and their families with a wide range of benefits and honors available through state and federal programs. The Bureau maintains official Iowa Veteran records and works in partnership with other state agencies to ensure Veterans receive the support and recognition they have earned.

Iowa Veterans Home

The Iowa Veterans Home, located in Marshalltown, provides long-term nursing and residential care for Iowa's Veterans and their spouses. Established in 1887 as the Iowa Soldiers Home, the facility has evolved from a military-style residence to a modern campus spanning 150 acres, serving approximately 400 residents with the support of more than 700 staff.

The home focuses on improving residents' quality of life through personalized services and choices, offering professional health care, recreational opportunities, and a supportive living environment. Its history of self-sufficiency and ongoing facility updates reflects a commitment to honoring and caring for Iowa's Veterans.

Iowa Department of Veterans Affairs
Todd Jacobus Fiscal Year 2025 Legislative Report
July 1, 2024-June 30, 2025



Our Nation expects that Veterans, who at one point in their lives, separated themselves from this 330,000,000 citizen formation we know as the United States of America by serving as a Soldier, Sailor, Marine, Airman, Coast Guardsman, or Guardian, receive the very best in terms of benefits, support, care and advocacy. The U.S. Department of Veterans Affairs (USDVA) \$369-billion budget for Fiscal Year 2025 is evidence of our Nation's support of America's Veterans.

The Iowa Department of Veterans Affairs maintains working relationships with all three Administrations of the USDVA, which include the Veterans Benefits Administration (VBA), the Veterans Healthcare Administration (VHA), and the National Cemetery Administration (NCA). All of these Federal Administrations support Veterans right here in our State. The VA Regional Office (VARO), which is part of the VBA, is located in the Federal Building in Des Moines. The VARO is responsible for helping Veterans, service members, and families access earned benefits and services, such as disability compensation, education benefits, and home loans. The VARO serves as the primary point of contact for claims processing, rating decisions and applications for various benefits to ensure delivery of the care and support. The VHA supports Iowa Veterans at the VA Healthcare Centers in Iowa City, Des Moines, Omaha, and Sioux Falls; and has Community Based Outpatient Clinics in:

- Burlington (Des Moines Co)
- Carroll (Carroll Co)
- Cedar Rapids (Linn Co)
- Coralville (Johnson Co)
- Davenport (Scott Co)
- Decorah (Winnebago Co)
- Des Moines (Polk Co)
- Dubuque (Dubuque Co)
- Fort Dodge (Webster Co)
- Knoxville (Marion Co)
- Marshalltown (Marshall Co)
- Mason City (Cerro Gordo Co)
- Ottumwa (Wapello Co)
- Shenandoah (Page & Fremont Cos)
- Sioux City (Woodbury Co)
- Spirit Lake (Dickinson Co)
- Waterloo (Black Hawk Co)

In addition, the VHA resources Vet Centers in Cedar Rapids (Linn Co),

Des Moines (Polk Co), and Sioux City (Woodbury Co). The NCA manages the Keokuk National Cemetery in Keokuk (Lee Co), Iowa.

The Iowa Department of Veterans Affairs (IDVA) has the privilege of delivering to Iowa Veterans what our Nation promised to them when they took their oath to serve; that is – when, and if, they need us, our Nation will be there for them. The IDVA is a voice and advocate for Iowa Veterans, families, caregivers, and survivors – dedicated to ensuring Veterans receive the full range of county, state, and federal benefits to which they are entitled. We deliver those services by working closely with Federal partners, other State Agencies, the 99 County Veteran Service Offices, and Veteran Service Organizations and non-profit organizations throughout the State. Several State Agencies support Iowa Veterans. Iowa Workforce Development (IWD) manages the Veterans Employment Services program. Iowa Economic Development Authority (IEDA) manages the Military Home Ownership Assistance Program. The Iowa Department of Transportation (DOT) provides a drivers license with a Veteran designation. The Iowa Department of Natural Resources (DNR) provides Veterans hunting and fishing licenses. Iowa Health & Human Services (HHS) leads the Governor’s Challenge on Resilience and Suicide Prevention. The Iowa Department of Inspections Appeals & Licensing (DIAL) conducts annual surveys on the Iowa Veterans Home. The Iowa National Guard (ING) visits the IVH and IVC campuses on multiple occasions throughout the year.

Quarter 1 IDVA Events & Activities.

From June through August 2024, Marshalltown Little League played baseball games on Wednesday evenings at the IVH campus on Valor Field. IVH residents love watching baseball games there – it is a Marshalltown tradition. On July 8, 2024, the IDVA implemented organizational structure changes at the Iowa Veterans Home which were intended to better meet the needs of Veterans and spouses residing in Marshalltown, which have evolved over time. The realignment resulted in more efficient and responsive support to, and care for, our residents by putting more staff in a direct-care role. Supervisory responsibility of six sections transitioned between divisions and bureaus to increase operational efficiencies. The changes impacted 15 members of the IVH staff. 11 positions were eliminated, four positions transitioned from full-time to part-time. We advertised and filled seven new positions and each impacted staff member was eligible to apply for those positions. On August 12, 2024, the Veterans Parade took place at the Iowa State Fairgrounds in Des Moines.

Dignitaries included Governor Kim Reynolds, Lieutenant Governor Adam Gregg, U.S. Representative Zach Nunn, Attorney General Brenna Bird, State Auditor Rob Sand, Secretary of Agriculture Mike Naig, Iowa Commissioners of Veterans Affairs, and hundreds of Veterans from conflicts dating back to 1942, including Howard McDonald, a 102-year old Veteran of Normandy, France, who lives in Winterset, and who served as the Grand Marshall. On September 5, 2024, the IDVA sponsored a proclamation read by Governor Kim Reynolds and Larry Ritland of Roland, Iowa, in honor of the National Women Airforce Service Pilots (WASP) – specifically two Iowans who perished during their service in World War II. Larry Ritland started his commemorative bicycle ride honoring in Sharon Center (Johnson County), which is the hometown of Iowa WASP Gleanna Roberts, and then rode to Pleasant Hill (Polk County), which is the hometown of Iowa WASP Beverly Jean Moses. Following the proclamation reading at the State Capitol, Larry rode his bicycle to the National WASP Museum in Sweetwater, Texas. On September 6, 2024, the Iowa State University Army ROTC Cyclone Battalion visited the Iowa Veterans Home carrying the Game Ball that would be used during the Cyclone-Hawkeye football game in Iowa City. It was great to meet these Cadets who have committed to leading Army formations in their future. On September 12, 2024, Jeff Stein – author, broadcaster, lawyer, Toledo native and NE Iowa Radio Host on KXEL 1540 – provided a presentation on his book, “From the Battlefield to the Homefront: Iowa Broadcasters Go to War” at the Iowa Veterans Home. This was a great event, as many residents recall with great fondness many of the journalists Jeff Stein featured. On September 18, 2024, George Toubekis, an organizer with Saluting Branches non-profit coordinated for the organization to remove more than 40 dead or dying trees on the Iowa Veterans Home campus. This was an incredible effort of arborists and tree removal companies coming together for a day of service. On September 19, 2024, Larry Johnson, Director of the Iowa Department of Inspections, Appeals & Licensing, Steven Garrison, Division Administrator, and Hema Lindstrom, Compliance Officer, came to Marshalltown to present the 2024 Governor’s Award for Quality Care in Health Care Facilities to the Iowa Veterans Home. There are 403 long-term care facilities in Iowa and there are only two nursing homes recognized in 2024. The IVH was nominated for the 2024 Governor’s Award for Quality Care in Health Care Facilities by four family members whose loved ones are residents here. The nomination followed an on-site visit by Hema Lindstrom and her team, where staff, residents, and family members had a chance to share their thoughts on our home. Residents appreciate having accessible health, wellness and professional services located on-campus. The facility also has a large, centrally located community room where social activities, family gatherings, and church services take place.

The facility offers a variety of activities to residents, a few of which include: ceramics, rug-making, leather working, gardening, day trips, and choir. The Home has multiple leisure rooms with games and resident gyms. Also, Iowa Veterans Home residents make the fabric poppies that are distributed by the American Legion throughout the state on National Poppy Day, the Friday before Memorial Day. The sister of one of our residents stated, "When talking with me, they really care about my brother and want to do what's best for him. I'm so grateful for the Iowa Veterans Home. When I visit IVH, the staff is very welcoming and assists with any questions or requests I have. Residents also appear to be in good spirits - a testament to how they're treated." Another family described the facility as "amazing", and said that the IVH staff is "always ready to take care of (our family member's) needs and any concerns we might have. They listen!" More than 100 IVH staff members, and many residents and families, attended the program in the Malloy LRC. It would have been awesome if each and every one of them could have been present to be part of this recognition. We are grateful for this team; their work results in such outstanding care for our residents.

Quarter 2 IDVA Events & Activities.

On October 14, 2024, the IDVA hosted 150 County Commissioners of Veterans Affairs at a Fall School at the Freedom Center on Camp Dodge. This training focused on increasing awareness of Iowa Code Chapter 35 and sharing best practices from across the State. On October 15-17, 2024, the IDVA hosted certification training for 103 County Veteran Service Officers at the Za-Ga-Zig Shrine Temple in Altoona. On November 11, 2024, at 8:00 am the IDVA hosted a Veterans Day program at the Iowa Veterans Cemetery. Governor Reynolds shared comments and signed a proclamation. Command Sergeant Major Rick Lamb, U.S. Army Retired, was the keynote speaker. Rick joined the Army in 1977 and spent 12+ years of his life serving in combat zones ranging from Iran (1979), to Grenada, Panama, Horn of Africa, Kosovo, Iraq, Afghanistan, and was the "Bull Simons Award" recipient in 2015; this is a U.S. Special Operations Command Lifetime Achievement award. On November 11, 2024, at 10:30 am,, the IDVA hosted a Veterans Day program at the Iowa Veterans Home. The keynote speaker was Command Sergeant Major Steve Hyde, U.S. Army | Iowa ARNG Retired. Steve is a resident of Marshalltown, joined the U.S. Army in 1965 and served over 36 years, including tours of duty in Vietnam, and over 40 years later with the 160th Special Operations Aviation Regiment throughout the world. On December 31, 2024, Penny Cutler Bermudez, who served as the Iowa Veterans Home Licensed Nursing Home Administrator from 2018-2024, retired after a 30 year career of service.

Quarter 3 IDVA Events & Activities.

Veterans Day on the Hill took place on January 22, 2025, in the rotunda of the State Capitol. Governor Reynolds met with Veteran Service Organization leadership in her office in advance of the main event in the rotunda. Speakers included Governor Kim Reynolds, Major Steve General Osborn, Senator Jeff Reichman, Representative Bill Dotzler, Representative Brooke Boden, Representative Jerome Amos Jr., IDVA Commandant Todd Jacobus, Legislative Liaison Mike Olson, and ICVA Commission Chairwoman, Darlene McMartin. The event culminated with a group photograph in the staircase. On January 31, 2025, the Iowa Veterans Community lost a strong advocate with the passing of State Representative / Brigadier General Martin Graber, Iowa ARNG Retired, at the age of 72. Martin served 32 years as a Soldier, Combat Engineer, and Officer. He worked full-time as a Financial Advisor in Lee County. Graber was elected in 2022 to serve in the State Legislature, and was a strong advocate for related legislation; he and his wife, Coni, were exemplary ambassadors of the Iowa National Guard, and of Lee County, as well. Governor Reynolds and many dignitaries attended Martin's funeral in Fort Madison on February 4, 2025. Martin will be missed. On February 23, 2025, during halftime of an Iowa Hawkeye Womens Basketball Game in Iowa City, Commandant Todd Jacobus accepted a check for \$42,400,000 from Iowa Lottery CEO Matt Strawn - signifying the significant growth of the Iowa Lottery from 2007-2025. On March 7, 2025, Senator Joni Ernst's Special Assistant for Veterans & Military Affairs, Brenda Safranski, in partnership with Iowa Valley Community College District, interviewed six Iowa Veterans Home residents about their lives and military experiences in order to capture their stories for the Library of Congress. This was a resounding success for all concerned. On March 29, 2025, Marshall County Director of Veterans Affairs Kevin Huseboe facilitated a community ribbon cutting for the Marshall County Veterans Memorial, which is located on the courthouse grounds in Marshalltown.

Quarter 4 IDVA Events & Activities

On April 5, 2025, Commandant Jacobus attended the commissioning ceremony for the USS Iowa (SSN 797) at the Naval Submarine Base New London, Connecticut. The submarine sponsor is former Iowa First Lady Christy Vilsack. Governor Reynolds was also present at this event, along with many elected and military officials. On April 12, 2025, the Marshall County Sew-ciety awarded its 600th quilt to an Iowa Veterans Home resident during a ceremony in the Malloy Leisure Resource Center. This organization has been donating quilts to Veterans for more than 10 years, and they do incredible work. We are so fortunate to have

them here in Central Iowa. On April 23, 2025, the IDVA hosted a Volunteer Appreciation luncheon and awards program. Volunteer Services Coordinator Laurel Degelau mentioned the 681 volunteers – all of whom have been vetted by our staff, the 9,634 hours of volunteering that took place over the previous 12 months, the 156 chapel services, the 588 recreation trips – 76% of which were supported by volunteers, and the 44 new volunteers who have registered since last year. On April 23, 2025, U.S. Congressman Randy Feenstra, 4th Congressional District, visited the Iowa Veterans Home. He visited with residents, toured the Canteen, library, chapel, Atha dining room, kitchen, activities wing, and several resident rooms. He shared with staff that he is grateful for the work done on this campus. On April 29, 2025, the IDVA hosted an event to commemorate the 50th Anniversary of the United States leaving Vietnam. It was on this date in 1975 that the United States Embassy was evacuated as the People's Republic of Vietnam and the Viet Cong began their final assault on Saigon. Also on this date two Marines, Darwin Judge of Marshalltown, Iowa, and Charles McMahan of Woburn, MA, were killed in action by rocket fire while defending the evacuation of the embassy. These two Marines were the last casualties in Vietnam. Darwin's sister and brother-in-law, Lori and Greg DeSaulniers, attended and contributed at the ceremony. Darwin's high school friend and fellow Eagle Scout, Ken Locke, who now lives in Warsaw, Indiana, also spoke at the event. The keynote speaker for this event was Ambassador Kenneth Quinn, Retired State Department leader and President Emeritus of The World Food Prize. This was an extraordinary program, including an overflow in the Malloy LRC, and we are grateful to all who participated. On May 1-2, 2025, Dr. Doug Steenblock, IVH Mental Health Bureau Chief hosted his 22nd Annual Mental Health Conference in partnership with Des Moines University, in the Whitehill Auditorium on the IVH campus. 96 professionals attended this conference both in-person and virtually; programs of instruction included Hoarding in Seniors, Addressing Personality Disorders in Long-Term Care, Supporting Healthy Sexual Expression in Older Adults, Finding Meaning and Purpose Later in Life. On May 14, 2025, the IDVA partnered with the Disabled American Veterans to host a Vietnam Veteran Recognition Day program at the Vietnam Memorial on the State Capitol grounds. Colonel Gerry Berry, U.S. Marine Corps Retired, was the keynote speaker. Thanks to former Commissioner and current DAV board member Dan Gannon for his efforts in making the day such a success. 15 IVH residents traveled to Des Moines, and both Governor Reynolds and Lieutenant Governor Cournoyer attended. President Barack Obama launched a 13-year commemoration of the Vietnam War in 2012; activities focusing on recognizing Vietnam Veterans specifically will culminate on November 11, 2025. We've done a great job here in Iowa to

honor and recognize those who served in Vietnam – including the 210 Vietnam Veterans residing at the IVH. On May 16, 2025, Colonel Gerry Berry, U.S. Marine Corps Retired, visited the Iowa Veterans Home and provided an overview of his 25-year career as a Marine pilot, highlighting his two tours in Vietnam, and his involvement in Operation Frequent Wind on April 29-30, 1975. It was a privilege to host him here at the Iowa Veterans Home 50 years after “The Fall of Saigon” and to learn about his thoughts and perspective on life at that time. He shared with me that it makes him feel so good to know that Marines (and all other Veterans) are so well supported here, and at other State Veterans Homes across our Nation. On May 26, 2025, the IDVA hosted a Memorial Day program at the Iowa Veterans Cemetery. First Sergeant Carol Whitmore, U.S. Army Retired, was the keynote speaker. Carol represented the Veterans of Foreign Wars on the Iowa Commission of Veterans Affairs from 2017-2022, and then served as Junior Vice Commander and Senior Vice Commander In Chief of the U.S. VFW in 2023 and 2024. Carol was elected to serve as the National Commander In Chief of the VFW during the Summer of 2025 – becoming the first Iowan and the first woman to serve in this capacity. On May 26, 2025 the IDVA also hosted a Memorial Day program at IVH. Command Sergeant Major Todd Eipperle, Iowa ARNG Retired, served on combat deployments to Iraq, Afghanistan, Jordan, and Kuwait, and was awarded the Legion of Merit, Bronze Star Medal with “V” device for Valor, the Purple Heart Medal, and the Combat Action Badge during a 41 year career. Garry Brandenburg enlisted in the U.S. Air Force, provided missile maintenance for F-101 Voodoo jet aircraft and served in Thailand, where he also worked on F-105 Thunderchiefs and F-4 Phantoms. On May 28-30, 2025, the Iowa Army National Guard hosted sendoff ceremonies at 24 locations throughout Iowa for more than 1,800 Soldiers of the 2nd Brigade Combat Team 34th Infantry Division. This is the largest brigade sized deployment since 2010-11; these Soldiers will deploy to the Middle East in support of Operation Inherent Resolve, which is a mission focused on defeating the Islamic State of Iraq & Syria (ISIS). The Veterans community will welcome them back during the early Summer 2026. On June 6, 2025, the remains of U.S. Army Private James L. Harrington were interred at Pleasant Hill Cemetery, Cincinnati (Appanoose County), Iowa. Private Harrington was killed in action in Normandy, France, on D-Day. Governor Reynolds signed a proclamation of Pvt James L. Harrington Day in Iowa. Governor Reynolds ordered flags at half-staff on all public buildings, grounds, and facilities throughout Iowa to honor Private Harrington. Thanks to Vietnam Veteran Larry Wright, and the entire Appanoose County community, for their efforts. He was interred in Iowa 81 years after his death on the beaches of Normandy. I met James Harrington’s grand

nephew and his wife from Indiana attended the ceremony, and they were very appreciative of the support. On June 21, 2025, the Veterans Community in Iowa lost a strong advocate with the passing of David (Dave) Thornburg. Dave was among the key DAV leaders for many years – serving as Adjutant, Judge Advocate, and Legislative Affairs Committee. Dave also spearheaded the DAV's efforts to replace an IVH van at a cost of \$70,000. He will be missed. On June 28, 2025, the remains of U.S. Army Air Corps Corporal Melvin Huff were interred at Union Cemetery in Iowa Falls (Hardin County) Iowa. Governor Reynolds ordered the flags to half-staff to honor Corporal Huff. Numerous first and second cousins of Melvin Huff came from Idaho, Washington, and Texas to attend this service. Very well done by the community.

Iowa Veterans Home

There are 173 State Veterans Homes located throughout the United States. There is only one in Iowa – located in the center-most County in the State – Marshall County. The Iowa Veterans Home is the largest nursing home in the State of Iowa and is located on a 158-acre campus on the Northwest side of Marshalltown. Established by vote of the 21st General Assembly on March 31, 1886 and referred to as the Iowa Soldiers Home until 1975, the IVH admitted our first resident, Amos Fox, of Livermore, Humboldt County, on December 1, 1887. The Iowa Veterans Home has maintained a 5-Star CMS (Center for Medicare and Medicaid Services) rating dating back to July 2016. This is the best possible rating and indicates exceptional care quality based on factors such as health inspections, staffing levels, and quality measures across different areas of resident care. Significant is that our staff made many efforts to improve care of urinary tract infections and pressure ulcers, better catheter management, reduced percent of residents on anti-psychotic medications, reduced hospitalizations, and reduced outpatient emergency room visits. This is a great news story for the Quality Assurance and Process Improvement (QAPI) team and entire staff of the Iowa Veterans Home! Performance matters and attention to detail means everything in terms of support of our residents. In 2025, the Iowa Veterans Home received \$52,709,247 in Federal funding (Medicaid, Medicare, Veterans Affairs), \$11,290,317 in resident generated revenue (private pay), \$2,981,269 in third party insurance, and \$1,200,151 in other sources. The State appropriated \$7,115,335 to support the Iowa Veterans Home. Total income to operate the Iowa Veterans Home in Fiscal Year 2025 was \$68,180,984. As we closed out Fiscal Year 2025 on June 30, 2024, the IVH is home to 403 residents, including 3 World War II Veterans, 28 Korean War Veterans, 210 Vietnam Veterans, 20 Veterans of Gulf War (Operation Desert Storm & the Global War on Terror), 64 Peacetime Veterans and 20 Female

Veterans. Our Veteran census included 144 Army Veterans, 99 Navy Veterans, 64 Air Force Veterans, 39 Marine Corps Veterans, and 2 Womens Auxiliary Corps Veterans. We had 19 residents between the ages of 51-60, 79 residents between the ages of 61-70, 177 residents between the ages of 71-80, 84 residents between the ages of 81-90, and 44 residents between the ages of 91-101. The Iowa Veterans Home has been the final home for over 19,000 Veterans and spouses over the last 138 years. The last admission to the IVH of the Fiscal Year took place on June 17, 2025; that resident is a Vietnam Veteran and is admission number 19,584. Since 1887, there have been 3,174 former residents, including both Veterans and spouses, interred at the IVH Cemetery on the East side of our campus.

Inspections / Surveys of Iowa Veterans Home

On March 24-27, 2025, six surveyors from the Iowa Department of Inspections, Appeals & Licensing (I-DIAL) were present on the Iowa Veterans Home campus for our annual Recertification Survey. There were no deficiencies noted during this survey. Surveyors mentioned specific staff members for going above and beyond the standard in providing care for residents. Each of the surveyors shared their appreciation for the kindness shown to them throughout the week, and shared with us that they were heartened to know that Iowa Veterans receive this level of quality care from our staff here at the Iowa Veterans Home. Several of them have Veterans in their family, and indicated that they would be keeping IVH in mind in the event that their family member needed nursing level of care. On June 9-13, 2025, five subject matter expert surveyors in fields of nursing, operations, facilities, food service, and administration from the U.S. Department of Veterans Affairs Central Office were on the Iowa Veterans Home campus for the annual survey. The VACO Team Chief shared that “the IVH is a phenomenal facility. We can see how happy the Veterans living here are, how well taken care of they are, and that is something that every staff member should be very proud of. This survey team definitely sees that everywhere we went.” We will implement findings relative to wound care, pharmacy, security of recycling, and securing of one oxygen cylinder. The IVH Licensed Nursing Home Administrator’s comment on this survey was, “With hundreds of deficiencies listed in the 800 pages of standards, this is a tremendous outcome.”

Iowa Veterans Cemetery

The rolling hills just North of Van Meter is home to the Iowa Veterans Cemetery (IVC), which was built to accommodate 59,355 interments. Workers broke ground on November 11, 2006, and a dedication ceremony was held on July 3, 2008. During Fiscal Year 2025, there were 1,102

interments at the IVC. There are now 8,637 Veterans and dependents interred at the IVC, including 6,472 Veterans and 2,165 dependents. Included in this number are 3,452 cremains interred in one of the 12 IVC columbarium walls. Between July 1, 2024-June 30, 2025, the Iowa Veterans Cemetery staff has conducted 705 services – in close partnership with the Iowa National Guard Military Funeral Honors team and hundreds of Funeral Directors and Veteran Service Organizations. The IVC operates with seven full-time State employees and with outstanding volunteer support from the Knights of Columbus, which does a significant portion of the mowing and grounds maintenance, and the 888 volunteers led by Patrick Palmersheim of Wreaths Across America, who raised \$93,780 in donations, decorated 5,516 graves at the IVC on December 14, 2024. Patrick was the longest serving Wreaths Across America Coordinator in the United States. The National Cemetery Administration (NCA) conducted a tri-annual survey of the Iowa Veterans Cemetery on May 6-8, 2025. We have some work to do in order to be in better compliance with NCA. However, the Survey Team Chief clearly told us during the out-briefing that the work is getting done, that all public facing displays are outstanding - there just needs to be a better tracking system to document the standard operating procedures and processes, so that we meet requirements. We'll get this done.

Passing of Pat Palmersheim

The State of Iowa and all Veterans of the United States Armed Forces, lost a strong advocate on January 12, 2025, with the sudden and unexpected passing of Patrick James Palmersheim at his home in West Des Moines, Iowa. In 2002, Governor Tom Vilsack appointed Pat as the Executive Director of the Iowa Department of Veterans Affairs – a role he held with distinction until 2011. Pat took over the Department during the most austere times for our deployed service members. 98 Soldiers, Sailors, Marines, and Airmen were killed in action or died of wounds between 2002-2011; Pat attended each visitation and funeral – proudly representing the Governor of the State of Iowa and presenting an Iowa Flag to the service member's next of kin. Pat took a leadership role in the establishment of the Injured Veteran Grant Program, which ensured that the State of Iowa financially supports a family sustaining hardship as a result of their loved one being wounded in action. Pat was among the leaders of the Iowa Veterans Trust Fund, which provides financial support to our most financially challenged Veterans, and forging a partnership with the Iowa Lottery which has resulted in a net of \$44 million to be invested in our Veterans. Pat was the main point of contact for coordinating the very first State Veterans Cemetery in Iowa – a project which culminated in the selection of Van Meter, Iowa, and the establishment of the traditions and protocols that make the Iowa Veterans Cemetery special and unique. Since

2007, Pat Palmersheim has been the coordinator for the Wreaths Across America program at the Iowa Veterans Cemetery – a monumental mission for one person, and one that he enthusiastically performed with precision and professionalism. Pat was grateful and appreciative of all of the relationships that he established with so many State Directors across the United States, and valued their friendship and comradeship – speaking of you often and with great respect. Patrick is known in many circles around Iowa and beyond as “The Founder of Iowa’s Arlington”, and it is appropriate that he was laid to rest at his home on Thursday, January 23, 2025.

Donations

We are humbled and overwhelmed at the quantity of donations to the Department to support Iowa Veterans. We have received donations of \$1,000 or more from scores of individuals, organizations, businesses, and non-profits, including: Abate of Iowa, American Legion, American Legion Auxiliary, Sons of the American Legion, American Legion Foundation, American Veterans (AMVETS), Sons of AMVETS, Car Clubs, Churches, Correctional Facilities, Daughters of the American Revolution, Deb & Jeff Hansen Foundation (Iowa Select Farms), Disabled American Veterans, Iowa All-Service Academy, Iowa Elks, Iowa Moose Association, Lions Clubs, Marine Corps League, Not So Tiny House, Patriot Guard Riders, Radio Stations, United Auto Workers, Veterans of Foreign Wars, Veterans of Foreign Wars Auxiliary.

Iowa Veterans Trust Fund. The Iowa Veterans Trust Fund was established in 2007 to provide support for Iowa Veterans in need of medical, dental, hearing and prescription drug assistance; emergency housing repair and vehicle repair / replacement; travel expenses; job training; unemployment assistance; ambulance and emergency room services. Honorably discharged Veterans who are at less than 300% of the poverty level are eligible for these resources. Since December 2007, an annual \$500,000 appropriation and interest from the principle of this fund has been available to provide services and support to Iowa Veterans. During 2025, the Department received 268 applications, approved 233 applications, and disbursed \$811,233.21. County Veteran Service Offices work with Veterans to fill out trust fund applications, County Veteran Service Officers and Commissioners validate applications, the IDVA confirms and consolidates applications, and the ICVA meets monthly, or more often in emergency situations, to confirm that applications are in compliance with Iowa Code and approve applications. In addition, the Department disbursed \$147,700 to 186 Veteran Service Organizations providing military funeral honors for our deceased Veterans – fulfilling America’s promise to our Veterans, their

survivors, and loved ones. Resources for the Iowa Veterans Trust Fund come from an appropriation and the Iowa Lottery.

Iowa Commission of Veterans Affairs. The Iowa Commission of Veterans Affairs continues to serve as a vibrant, enthusiastic voice of Veteran Service Organizations to the Iowa Department of Veterans Affairs, and as a conduit of information from the Department to their respective service organizations. Commissioner Darlene McMartin, who is the At-Large Commissioner, served as Chairwoman of the Commission from July 1, 2024-June 30, 2025, and was elected to serve a second term as Chairwoman. Commissioner Joella Perry, who represents the Iowa Association of County Veteran Service Officers (IACVSO), served as 1st Vice Chairwoman of the Commission from July 1, 2024-June 30, 2025, and was elected to serve a second term as First Vice Chairwoman. Commissioner and Lieutenant Colonel George Mosby represents the Iowa National Guard, and served as 2nd Vice Chairman from July 1, 2024-June 30, 2025, and was elected to serve a second term as Second Vice. Chief Warrant Officer 4 Dave Grimm, Iowa ARNG Retired, represents Disabled American Veterans; Master Sergeant Becky Dirks Haugsted, Iowa National Guard Retired, represents the Veterans of Foreign Wars (VFW); First Sergeant Dennis Jones, United States Marine Corps Retired, represents the Marine Corps League; Sergeant First Class Elizabeth Ledvina, Iowa ARNG Retired, represents the American Legion; Commissioner Scott Miller represents Paralyzed Veterans of America (PVA); Commissioner Greg Paulline represents Vietnam Veterans of America (VVA); Colonel Reginald Richardson, U.S. Army Retired, represents Reserve Organization of America; Sergeant First Class Robert Suesakul, U.S. Army Retired, represents Military Order of the Purple Heart (MOPH); and, Colonel Todd Jacobus, U.S. Army / Iowa ARNG Retired, represents the Iowa Department of Veterans Affairs (IDVA). Commissioner Linda Jones, who represented AMVETS, resigned on April 17, 2025, and AMVETS has not nominated a replacement. As a member of the Commission I am aware of the great work that these volunteers do on a weekly basis to represent, advocate, support, and communicate. This commission meets quarterly with the Veterans Community and stakeholders, meets monthly to review trust fund applications, and serves as the voice to me for the organizations they represent. Many thanks to all of these Commissioners, who are also Veterans of the U.S. Armed Forces, and thanks for your outstanding work to support Iowa Veterans.

IDVA is grateful for dedicated staff throughout our campuses – working hard to ensure quality care at the Iowa Veterans Home, quality education and training through our Benefits Bureau, quality services at the Iowa Veterans Cemetery, and quality facilities and customer service. This does

not happen without leadership, and I would like to mention specifically the IDVA Division Administrators, including:

- Penny Cutler Bermudez transitioning to Kelley Oetker, IVH Licensed Nursing Home Administrator;
- Dr. Joseph Hoagbin, IVH Medical Director; and
- Nathan Wilson, IDVA Operations Executive Administrator.

Our Bureau Chiefs are an integral part of the IDVA leadership team, including:

- Melissa Sienknecht, Food Services & Human Resources Bureaus;
- Kim Bratland, Clinical Services Bureau;
- Sarah Bruner, Administrator of Nursing;
- Julie Carbajal, Finance Bureau;
- David Haines, Facilities Management Bureau;
- Kelley Oetker, Quality & Compliance Bureau;
- Gavin Sandvig, Benefits & Cemetery Bureau.

Our front line licensed nursing staff are led by four outstanding Nursing Services Directors:

- Michelle “Chelle” Kelling (Malloy Building),
- Kella Minter (Dack Building),
- Kristy Kelley transitioning to John Birchfield (Ulery Building), and
- Amanda Thill (Fox & Malloy Building).

We are also blessed with an outstanding IDVA Public Information Officer in Karl Lettow, and Legislative Liaison Mike Olson.

We have an outstanding team and will continue to work hard to provide the very best service and support to Iowa Veterans. It’s an honor to serve!



The credentials of the Iowa Department of Veterans Affairs are directly reflected in the professional staff who work tirelessly as we support Iowa Veterans, their caregivers, and survivors. Examples of professionalism, dedication, enthusiasm, candor, and empathy abound throughout this organization, and are visible throughout the campus, hallways, and footprints in Marshalltown, Camp Dodge, and Van Meter.

Respectfully submitted,

Todd M. Jacobus
Commandant



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.

On July 1, 2023, IVH and IDVA merged to create a single point of contact for all Veterans in the state of Iowa. Over the course of Fiscal Year 24, IDVA has strengthened its relationship with County Veteran Service Officers (CVSO) with one strategic mission to deliver the best service to Iowa's Veterans.

IDVA presented 2 department bills for the 2024 legislative session. These 2 bills were passed and signed into law that help broaden the definition of a Veteran and require CVSOs to hold an active Personal Identity Identification card. Another bill that was passed that allocates three thousand dollars to counties to send CVSOs to national training. During this session state legislators increased state appropriations to the Iowa Veterans Home and Benefits and the Iowa Veterans Cemetery.

Throughout FY25, 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 the three other Iowa representatives have now signed on to the bill.

In FY26, IVH will be transitioning 30 of the 60 domiciliary beds to nursing level of care. 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.

Nathan Wilson

Operations Executive Administrator

From the Licensed Nursing Home Administrator



I am grateful to serve as the Iowa Veterans Home Licensed Nursing Home administrator and the Quality Director. There is no greater honor than to serve those who have served us.

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 their admissions over the last year and we are presently at 94% bed capacity. Our admissions team does a great job ensuring the Veterans that need nursing level of care are reviewed and admitted when they meet criteria. We are presently holding our admissions to residential level of care in hopes to open up thirty additional nursing beds in the Fox building.

We are experiencing staffing challenges in the nursing department which is a nation-wide problem. 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 state's Veterans. The Iowa Veterans Home prides itself on ensuring we are providing a home like environment for our residents. The majority of our resident rooms are private and includes their own bathroom. We do offer nine double rooms that can accommodate married couples. 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. 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. Our residents participate in meal planning with the help of their dietitians and are offered many food choices. Multiple themed meals are offered throughout the year to make their dining experience enjoyable.

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

Kelley Oetker, RN
Licensed Nursing Home Administrator
Quality Director



From the Medical Director



The Iowa Veterans Home was established in Marshalltown in 1887 to serve homeless veterans of the Civil War and was made possible from funds from the Iowa State Legislature and as well as fund raising by the citizens and businesses of Marshalltown. 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 serve our

residents. While most states have several veterans homes across the state, having a single state facility allows IVH to provide additional services to our residents than smaller facilities could never offer.

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 36 have a 5-Star rating from CMS. Our entire staff is proud to maintain 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 both the Iowa Department of Health and Human Services (IDHHS) and the Department of Inspections, Appeals, and Licensing 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 provided to our staff by the IDHHS.

The Iowa Veterans Home collaborates closely with all of the Iowa healthcare organizations in Central Iowa for the benefit of our

residents. We maintain an excellent working relationship with the UnityPoint Marshalltown Hospital, where our residents receive emergency evaluation, 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. Our close collaboration is 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 of this 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 care to our residents when necessary.

As we noted previously, families appear to be keeping their loved ones at home for longer periods of time, resulting in many of our new admissions to have advanced chronic disease processes. Some new residents succumb to their illnesses within a matter of weeks or months after admission. These individuals 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 improve their quality improvement programs and we have been advised by outside surveyors 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. We are gratified by the continued support of our Mission by the Iowa State Legislature and Executive Branch.

I have now completed my sixth year as IVH Medical Director. As I say 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



Human Resources

It remains very difficult to hire nursing employees with those offering competitive benefits due to the growing nursing shortage. Some of the incentives that we have utilized are sign-on bonuses for part-time 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.

IVH has continued to partner with iJAG and attended the Career Development Conference in March. This opportunity led IVH to continue tours with those local iJAG school chapters, complete mock interviews and increase their awareness of the Iowa Veterans Home and explain the career opportunities that IVH has to offer. Recruitment and Retention participated in 20 career events that included local school districts, Kirkwood Community College, Des Moines Area Community College (DMACC), the Iowa State Fair, 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 second 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 in March to over 60 staff members with 10 or more years of service. We truly appreciate their loyalty to the State of Iowa. We recognized 2 staff members with 35 years of service!



Nursing Services Director receiving her service award for 35 years.

Food Service

The Food Service department serves 392,613 meals for FY 2025 between self-service for residents in the cafeteria, prepared resident trays, employee and visitor meals. This is an increase from meals served in 2024 at 385,100. 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 goal remains to provide quality food to the Iowa Veterans and their spouses that reside at our facility. We accomplish this by having a monthly Resident Food Council Committee, attending unit meetings throughout the whole facility, comment cards, and review of the Resident Satisfaction survey. 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.

We have had DIAL and the VA surveyors inspect our kitchen for fiscal year 2024 and the Food and Nutrition Department was deficiency free.



Fiscal Year 2025 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. Throughout fiscal year 2025, the Iowa Veterans Home and the Iowa Veterans Cemetery were privileged to have been visited by numerous elected officials and staff members

The 2025 Iowa legislative session saw several Veterans bills signed into law. HF 250 increased training options for county Veterans service officers, HF 117 improved educational benefits for Iowa National Guard members, HF 885 and SF 253 both expanded hunting privileges for disabled Veterans, HF 901 expedites the training requirements for service members with certain active duty military police experience to become Iowa law enforcement officers, and SF 275 creates a Purple Star School Initiative that recognizes schools that demonstrate a commitment to military students and families. On January 22, 2025, 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.



At the federal level, Representative Marionnette Miller Meeks introduced H.R. 1970, the Providing Veterans Essential Medications Act, a bill that IDVA has actively advocated for. This legislation would direct the VA to fairly compensate state Veterans homes for pharmaceuticals provided to residents with a 70% or higher disability rating. Currently the VA pays these costs prior to a Veteran entering a state Veterans home, but once admitted pays a per diem that in most cases falls far short of covering the cost of care. This represents an inequitable transfer of expenses from the federal government to the State of Iowa. Advocacy by the department resulted in Representatives Feenstra, Hinson, and Nunn all signing on to this legislation and the department is actively advocating for a Senate companion bill.

FY 2026 Iowa Department of Veterans Affairs State Budget

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



Finance

Throughout fiscal year 2025 the Office of Auditor of State conducted their annual facility audit for fiscal year 2024. Each year during this audit, they look at all the financial aspects of the facility including, but not limited to, documentation related to Purchasing, Budget, Resident Finance, and Admissions. Their final report showed the Iowa Veterans Home had another deficiency free year with no reportable findings.

The auditors from the Iowa Department of Inspection, Appeals, & Licensing were on site in March to conduct the annual Medicaid Audit for the facility. During this audit, they focus on residents at the Iowa Veterans Home who have qualified for facility Medicaid throughout the year. The process involves reviewing financial documentation for residents to ensure they were properly billed for their care in comparison with the calculations of the Iowa Department of Health & Human Services. This audit was satisfactorily completed and finalized in September

In Finance, we maintain and follow all processes and procedures to ensure we have clear separation of duties within the department. At every level of resident transactions, we ensure that all proper documentation and signatures are obtained. Our dedication to protecting resident funds and adhering to the strict guidelines that are in place are key to our continuous years of deficiency free audits.

The Admissions office continued to process paperwork throughout the fiscal year and as a result, we admitted 112 new residents to the Iowa Veterans Home. The staff are diligent about getting all necessary forms and paperwork completed timely in order to be presented to the Admissions Committee for consideration of placement to the facility. Our goal is to maintain a nursing census of 90% or higher and through the hard work and dedication of the Admissions staff, we were able to reach that goal every month during the fiscal year.



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.

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

VA telehealth services: The process has changed this past year. Due to resources and restructuring on the VA side, we no longer have a dedicated TCT (Telehealth Clinical Technician) coming to IVH. All clinics requiring a CVT (Clinical Video Telehealth) visit are now completed at the local CBOC operated by the Department of Veterans Affairs. CBOC and other telehealth clinics that are eligible have been transitioned to VVC (VA Video Connect) using the unit iPad. IVH will no longer be holding a telehealth Audiology or Teleretinal Clinic on campus, but services are available at the local CBOC.

HIM (Health Information Management) has completed the transition from hard charts to an electronic health record. All forms are now being scanned into the electronic health record.

Medical Clinic is working with our newly contracted Medical Billing Partners to be able to bill insurance for eligible services.

	2024						2025						
DEPARTMENT	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
CLINIC													
DENTAL	59	85	41	60	54	55	67	70	36	66	77	54	36
OPTOMETRY	54	56	46	72	42	45	31	59	40	60	43	58	46
PODIATRY	67	62	51	61	66	58	61	61	52	69	67	62	35
CHIROPRACTOR	37	81	31	38	89	37	39	52	59	45	34	60	37
ORTHOPEDICS	12	20	17	11	41	13	31	14	29	19	43	7	38
DERMATOLOGY	15	37	27	37	19	33	55	46	43	50	42	44	60
HYGIENE	41	68	24	51	34	47	47	32	46	47	22	10	92
WOUND	8	13	15	11	5	13	9	10	11	9	5	23	9
X-RAY/ECGs (IVH resident/ CBOC patients)	72	74	85	111	74	60	73	82	90	89	67	59	76
Total # of appts:	306	411	296	392	370	306	346	356	370	388	323	323	393

Recreation

We hosted our second 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. A couple of newer events

offered this year was the IVH Talent Show that was held on Bring Your Child to Work Day, which featured residents, staff and their kids. The other event was a Casino Night. Both of these events were very popular.



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.

Monthly 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.



Facilities Management

Transportation Services

In FY2025, the Facilities Maintenance Bureau identified the need to replace the aging fleet of transportation buses used for resident medical appointments and in-town shuttle services. Two new Frontrunner® buses were purchased, each accommodating up to three wheelchairs and eight passengers. This enhanced flexibility reduces the number of trips required by allowing multiple residents to travel to shared destinations at once.



Transportation Activity

Medical Trips:	2,702
In-town Shuttle Trips:	1,825

Supply Department

The Supply Department managed a broad range of logistical and infection-control functions, ensuring timely delivery of materials, equipment, and products across campus. Key projects and outcomes included:

- Managed DermaRite® product recall and replacement
- Assisted contractors with patient care-related electrical equipment (PCREE) testing
- Completed radio frequency identification (RFID) project to improve equipment tracking

Supply Department Performance

Orders Filled:	3,511
Lab Orders:	264
Miscellaneous Orders:	127
Preventative Maintenance (PMs) Completed:	875
Equipment Work Orders:	1,247
Equipment Requests Fulfilled:	2,509
Equipment Sterilization Cycles:	75
Purchase Orders Completed:	677
Quartermaster Orders Filled:	2,290
Items Issued by Quartermaster:	11,756

Print Shop

The Print Shop continued to provide high-quality print and mail services for the facility, supporting administrative communication, staff materials, and resident engagement.

Print Production and Mail Services

Color Copies:	157,236
Black & White Copies:	208,584
Wide Format (Canon):	2,820
Brochures, Business Cards, Memo Pads:	19,355
Lamination Projects:	9,300
Mail Sorted and Delivered:	109,800
Office Supply Orders:	4,103





Dispatch Building Repairs

The Dispatch Building sustained damage from the Derecho storm on its east side, causing exterior brick displacement and interior wall separation. The bureau partnered with the Department of Administrative Services to complete repairs, restoring the building to full operation.

Laundry

The laundry department consisting of 18 staff members processed a total of 13,786 loads, equaling 1,110,948 pounds of laundry which represents an average monthly production of approximately 92,579 pounds. This level of production and service reflects the team's strong efficiency, consistency, and commitment to maintaining high-quality laundry operations.



Digital Communication Implementation

To improve communication across the facility's 400-resident community, digital displays were installed in resident rooms and common areas. These displays provide real-time updates on weather, events, meals, staffing levels, and birthdays, enhancing engagement and accessibility for all residents.

Maintenance Work Orders

Maintenance operations achieved a high completion rate and strong on-time performance.

Maintenance Activity

Work Orders

Preventative Maintenance:	2,106
Request:	795
Routine:	5,291
Same-Day Service:	1,432
Safety:	76
Project:	226

The Maintenance team completed a total of 9,926 work orders in FY2025, with routine work orders completed on time 89% of the time

Security Team Services

The Security Team expanded its service support throughout the facility and community during FY2025, providing logistical and safety support for resident and staff operations.

Lab Deliveries:	1,587
Resident Transports:	1,257
Iowa Correctional Institute for Women (ICIW):	522

Performance Measure	Target	Actual	Performance Comments
Advocacy			
# of Veteran outreach events held by Veterans Benefits	14	153	Our Veteran outreach event goal was exceeded
Percent of county Veteran service (VSO) officer/administrators attending 1+ annual training	75%	95%	We exceed our goal
Economic Supports			
Number of Veterans assisted with the injured Veterans grant	4	1	Measure depends on number of applicants
Number of Veterans Receiving Military Homeownership Grant	445	503	This measure reflects the number of reviewed Iowa Finance Authority (IFA) Military Homeownership Assistance eligibility packets. IFA is the approving authority for these packets.
Number of approvals to the Veterans Trust Fund	200	197	The measure was nearly met, with 197 Veteran Trust Fund approvals out of the 200 target, indicating strong progress and consistent performance.
Percent of Veteran verification processed in 1 month	100%	100%	This measure supports the administration of Veteran benefits. The goal was fully achieved, with 100% of applications processed within one month.
Local Government Assistance			
Percent of county allocation funds used as outlined in statute	100%	98%	\$970,749.69 out of \$990,000 was spent in FY25
Percent of counties with NACVSO accreditation	95%	95%	National Association of County Veteran Service Officers (NACVSO) trains and supports county service officers (CVSOs) and advocates to help Veterans and their families secure earned VA benefits.
Physical Assets Management			
Percent of grave markers placed within 60 days of internment	90%	83.7%	Report taken from July 25 VA Report through April 25; 561 interments 467 Markers placed within 60 days
Percentage of internments with grave markers ordered	100%	100%	Discontinued measure after FY2025
Resource Management			
Turnover rate of Iowa Veterans Bureau and Iowa Veterans Cemetery employees	0	27%	There were 3 separations and 2 hires.

Performance Measure	Target	Actual	Performance Comments
Health and Support Services			
Rate of medication administration errors per every 10,000 doses	1.10%	0.47%	Goal met
Percent of residents satisfied with the number of organized activities	85%	89%	Goal met
Percentage of resident occupancy in nursing level of care	90%	96%	Goal met
Percent of medication dispensing error rate within pharmacy	0.10%	0.05%	Goal met
Percentage of residents participating in the annual flu vaccination program	90%	99%	Goal met
Percentage of IVH residents whose dental needs are able to be met at IVH	95%	93.79%	Goal nearly met. All residents' dental needs were addressed, with a small portion receiving care through outside providers.
Percent of eligible residents are either up-to-date or have been offered the pneumococcal vaccination	90%	98.87%	Goal met
Number of beds filled at the domiciliary level of care (average for the fiscal year)	30	28	28 of 30 domiciliary beds were filled, slightly below the target. Fluctuations are typical due to admission and discharge timing.
Physical Assets Management			
Number of reportable financial deficiencies from regulatory agencies	0	0	Goal met
Percentage of resident travel to external medical appointments arranged and met by IVH transport services	95%	99.9%	Goal met
Percent of routine work orders completed within 3 days	90%	93.72%	Goal met
Resource Management			
Percent of IVH employees attending annual education	95%	98.21%	Goal met
Rate of lost work days due to injury on the job	3.5	4.49	Continued focus will be placed on injury prevention and safe work practices to reduce lost time.
Percentage of resident satisfaction with the food services at IVH	85%	80%	80% satisfaction, below the 85% target; opportunities for menu and service improvements identified.
Percentage of resident satisfaction with IVH housekeeping services	85%	97%	Goal met

Performance Measure	Target	Actual	Performance Comments
Health and Support Services			
Number of Specialty Trips by Residents to External Providers	0	71	Specialty trips were necessary for residents requiring care not available on-site. All trips were coordinated to ensure timely access to needed services.
Percentage of Eligible Residents w/ a Restorative Care Plan	100%	100%	Goal met
% Nursing Staff Entered into Vocera	95%	83.01%	Progress being made, ongoing training and support will continue to achieve the target.
Percentage Satisfaction with Nursing	85%	94.7%	Goal exceeded
% Responsive Times for Staff to Call Light System	100%	98%	Goal nearly met; progress continues with the new system, and all resident needs were addressed promptly.
Percent of Residents Experiencing 1+ Falls w/ Major Injuries	4%	2.9%	Goal met
Percentage of Licensed Nurse Positions Filled	80%	78.25%	Slightly below target. Recruitment efforts continue.
Resource Management			
Number of Employees Recognized	61	46	46 employees were recognized this period through DAISY® Awards and internal awards, with more opportunities available.
Decrease the Number of Mandates for Nursing Employees by 10%	275	256	Goal met
Percent of RTWs Certified as CNA within 4 Months of Hire	0	79%	No target set in FY25. Progress is being made with ongoing efforts to promote the program.
Number of Nursing Employees that Promote into Advanced Positions	0	36	Baseline data collection
Number of Volunteers at IVH	76	87	Goal met
Occupancy Rate of Available VA Certified Beds	94%	96%	Goal met
Average Number Of Beds Filled At The Nursing Level Of Care	355	356	Goal met
\$ Paid in Overtime for Nursing Employees	0	\$1,018,416.49	Overtime incurred due to staffing needs. Ongoing scheduling strategies aim to reduce overtime while maintaining safe staffing levels.

Iowa Veterans Cemetery

IDVA Iowa Veterans Cemetery



34024 Veterans Memorial Dr.
Adel, IA 50003

Iowa Veterans Home

IDVA Iowa Veterans Home



1301 Summit St.
Marshalltown, IA 50158

Iowa Benefits Office - Federal Building



210 Walnut St.
Suite 556
Des Moines, IA 50158

**Iowa Department of Veterans Affairs (IDVA) -
Marshalltown**



1301 Summit St.
Marshalltown, IA 50158

**Iowa Department of Veterans Affairs at Camp
Dodge**



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