



Indiana
Department of
Veterans Affairs

ANNUAL REPORT

Fiscal Year 2022
July 1, 2021 - June 30, 2022

From the Director

This year has been an incredible and humbling year. It continues to be my honor to work with amazing staff who are dedicated to the mission of the Indiana Department of Veterans Affairs (IDVA): to Support, Serve and Advocate for the Indiana Veteran Community. I see it in the work they do. I see it in the way they solve problems that come their way. I see it in the way our customers talk about the department.

This year brought significant change to the organization. We said good-bye to a leader at the Veterans Home who carried us through the very difficult period of COVID-19 and helped us see the light at the end of the tunnel. With any departure we welcome a new beginning. IDVA welcomed a new leader of the Veterans Home and we are excited to see how the home prospers under her leadership.

This year, Governor Eric Holcomb took on the challenge of Veteran Suicide and joined the Governor's Challenge to Prevent Suicide Among Service Members, Veterans and their Families. IDVA spent the last part of the year working with the Substance Abuse and Mental Health Services Administration (SAMSHA) and the Veterans Administration (VA) developing the initial phases of the strategic plan for the Governor's Challenge and we are excited to approach the legislature in the coming year to help fund the Challenge and attack Veteran Suicide across this state.



Last year, the Indiana Legislature improved access to the Military Family Relief Fund (MFRF) and gave the IDVA the ability to utilize funds to promote the MFRF across the state. We have initiated that outreach activity and this year we saw an increase in applications of over 200% and an increase in funds distributed from \$278,000 to \$583,000. As part of that work, the team introduced the MFRF Holiday Program and with that success, we are looking forward to the new MFRF Back to School Program that will begin later during the summer of 2022.

I can continue to celebrate every group in so many ways from the hard work IDVA accomplishes with the County Veteran Service Officers to the amazing members that the Governor has appointed to the Indiana Veterans Affairs Commission. IDVA has worked hard to develop a top performing team and the results show.

As I mentioned last year, our challenge is to see how we can do more. How do we continue to Support, Serve and Advocate for the Indiana Veteran Community in new and better ways. How do we expand our programs and grow our reach across the state through our operations, but more importantly, through our key partners? Keeping ourselves focused on our Vision that Indiana is the choice for Veterans to Live, Work and Thrive. Thank you.

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Mission

The mission of the Indiana Department of Veterans Affairs is to Support,
Serve and Advocate for the Indiana Veteran Community.

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Vision

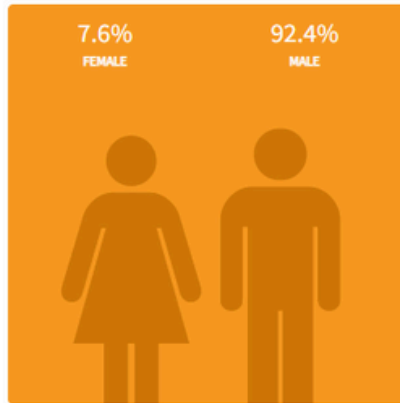
Indiana is the choice for Veterans to Live, Work and Thrive.

Indiana Veterans



FY2022

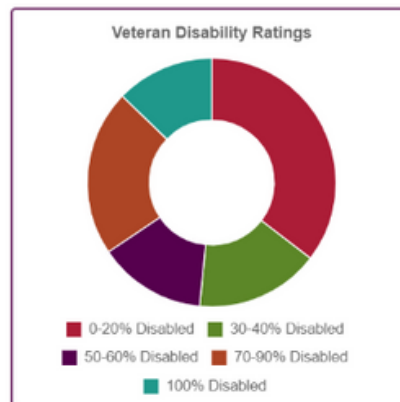
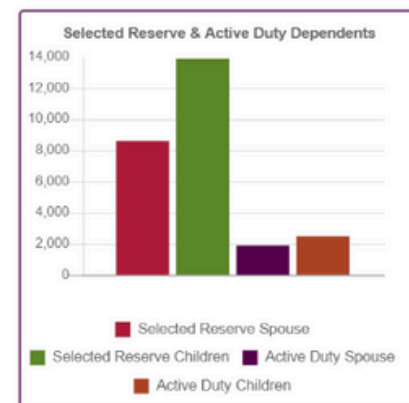
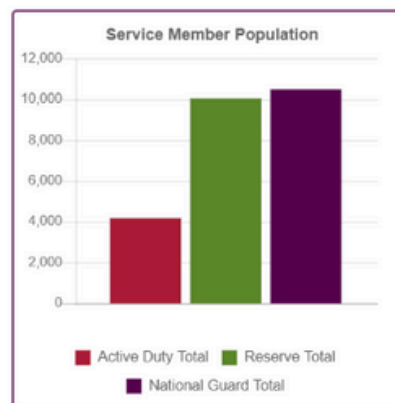
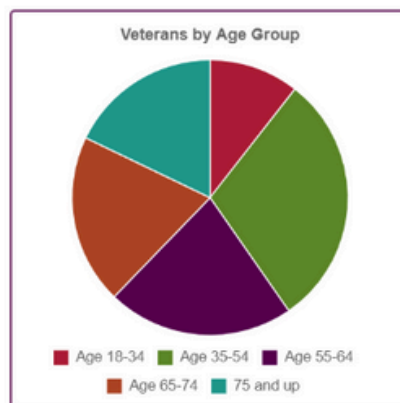
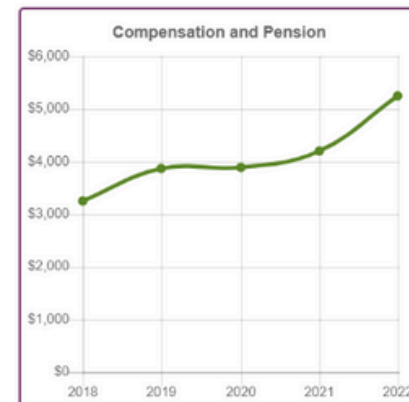
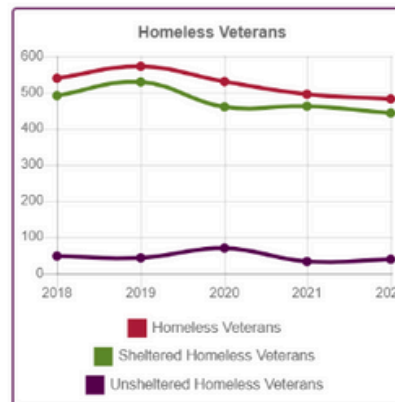
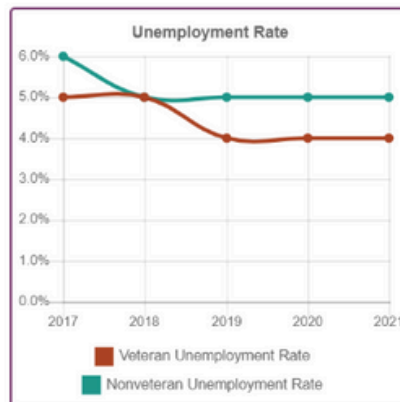
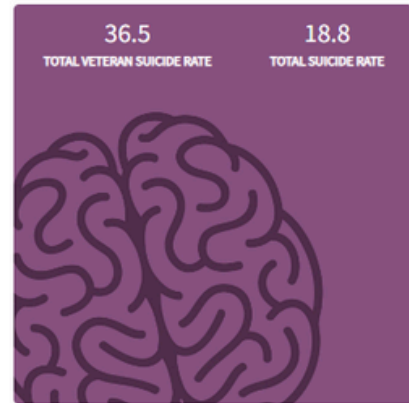
Veteran Population by % Male and Female



Number of Veteran Treatment Courts



Suicide Rates (per 100,000 population)



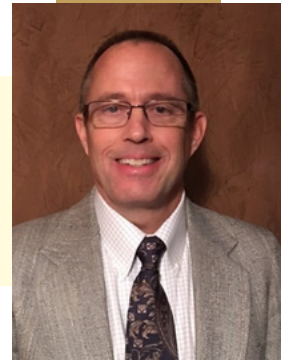


Dennis A. Wimer, Director

Dennis has served as director since February 2019. He is an Air Force veteran who has a wealth of experience in the business, nonprofit and educational industries. Dennis brings a servant's mindset to the agency and is excited to continue serving Indiana's veterans and their families.

Tim Winslow, Operations Director

Tim most recently served as the Assistant Adjutant General in the Indiana National Guard. As head of the Operations Division, he oversees four divisions within IDVA and is responsible for collaboration with a variety of organizations and other State agencies to connect veterans to the benefits they've earned.



Gabrielle Owens, General Counsel

As General Counsel, Gabrielle provides legal advice as well as leadership in departmental policy, audit and legislative functions. Most recently, she served in the Indiana Criminal Justice Institute and has over 20 years' experience in practicing law. Gabrielle is the daughter of a retired Air Force colonel.



Amy Gibson, IVH Superintendent

Amy was a Nursing Home Administrator for more than ten years with experience in various communities before being named Superintendent in 2022. Amy is a graduate of IUPUI and Indiana Wesleyan. Amy provides oversight of the community and ensures quality care for veterans we serve.



Joseph DeVito, Outreach Director

Joe is a Coast Guard veteran, graduate of Indiana University Southeast and a former CVSO and DSO. Joe has experience in business, outreach and volunteer work. As Outreach Coordinator, he has a passion for reaching veterans and increasing the number of veterans served and benefits awarded across the state.





Your IDVA Team As of July 1, 2023

TRAINING & SERVICES



Timothy E. Dyke
Director
Training & Services



Philip A. Krumm
Director
Programming



Jeff Imhof
Northwest District
State Veteran
Service Officer



Cameron Lochner
Northeast District
State Veteran
Service Officer



Michael L. Hamm
IDVA
State Veteran
Service Officer



Josh Tolen
Central-West District
State Veteran
Service Officer



Kevin Hinton
Southwest District
State Veteran
Service Officer



Ronald Higgins
Southeast District
State Veteran
Service Officer

STATE APPROVING AGENCY



Amber R. Mertens
Director



Tim Wilson
Assistant Director



Jada Coleman
Program Coordinator



Kimberly Bloodgood
Program Director



Gary Rainey
Program Director



Sean Litchford
Program Director

CUSTOMER SERVICE



Kelly Cherry
IDVA
Office Manager



Shannon Nicoloff
IDVA
Customer Service



Your IDVA Team As of July 1, 2023

INDIANA VETERANS MEMORIAL CEMETERY



Alan J. Burnham
Superintendent



Charlie J. Burton
Asst. Superintendent



David McKay
Foreman



Albert S. Bennett
Foreman

OUTREACH & COMMUNICATIONS



Kirsten Clark
Communications
Manager



Laura McKee
Women Veterans
Coordinator



Salon N. Osborne
Digital Marketing
Manager



Bryan Schmidt
Health & Wellness
Coordinator

MILITARY FAMILY RELIEF FUND



Lynn Dickey
Director



Janie Gregory
Assistant Director

LEGAL & LEGISLATIVE



Anthony Weber
Deputy Director



Brookelynn Deaton
Grant & Compliance
Administrator

Support, Serve, and Advocate for the Indiana Veteran Community

This Indiana Veteran Community consists of veterans, family members, caregivers, friends, organizations, and providers that touch veteran lives in some way. Indiana owes a great debt to its veterans, past and present, for their personal sacrifices and dedicated service. IDVA is committed to providing quality services, benefits, and programming. We are devoted to enhancing and expanding Indiana's resources, continuing our vision:

Indiana is the choice for veterans to Live, Work, and Thrive.

Since its establishment in 1945, the Indiana Department of Veterans Affairs (IDVA) has remained focused on improving the lives of Indiana veterans. As veteran communities and benefits evolve, IDVA is dedicated to customizing communication to reach every veteran and family category or group. The IDVA staff creates, coordinates, and participates in direct outreach events for veterans and their families across the state daily.

IDVA's partnerships with other state agencies and many other public and private organizations continues to grow. We share the Indiana Veterans Center with many great veteran agencies; the combination of federal, state, city and nonprofit veteran organizations under one roof is like no other facility in the nation.



IDVA continues to expand operations and staff to meet the mission of Supporting, Serving and Advocating for the entire Indiana veteran community. Led by Director Wimer, the executive team is focused on being transparent, implementing effective policies, empowering staff, and striving for positive change.

The entire IDVA, including the Indiana Veterans Memorial Cemetery and the Indiana Veterans Home, is dedicated to achieving its vision that Indiana is the choice for veterans Live, Work and Thrive.



Training & Services

The IDVA Training and Services division staff consists of the Director of Veterans Services, the Training Manager, and the State Veteran Service Officer. The mobile division is made up of (6) District Service Officers (DSOs). The division staff manages state benefit applications and online applications for Tuition and Fee Exemption daily. The State Service Officers focus is assisting veterans applying for federal benefits, VA pension and VA health care enrollment. The District service Officers, located throughout the state, provide guidance and training for newly appointed County Veteran Service Officers (CVSOs) and their staff. The DSOs help with CVSO outreach and conduct quarterly district CVSO training and information meetings.

Veteran License Plates

509

APPLICATIONS
PROCESSED

- Disabled Veteran
- Purple Heart
- POW/MIA

90

CVSOs with
VetraSpec Accounts

Disabled Property Tax Deductions

533

APPLICATIONS
PROCESSED

Reduced Fee Hunting & Fishing License

484

APPLICATIONS
PROCESSED

Tuition & Fee Exemption Applications:

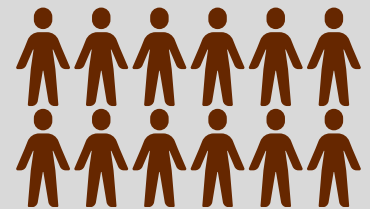
2020-2021 Academic Year: 1,568

**1,456 Awarded
66 Denied 46 On Hold**

*Tuition & Fee Exemption Applications
are 100% filed online using Scholar
Track application system*



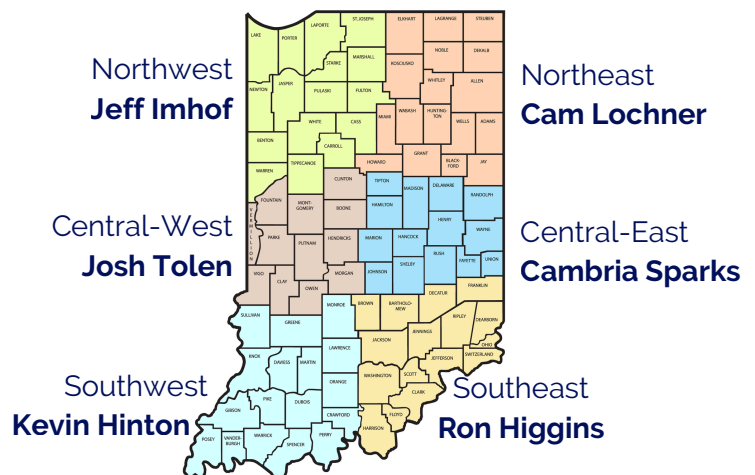
**88 Accredited
7 pending**



**10 Accredited
Asst. CVSOs**

154

Total
VetraSpec Accounts



District Service Officers (DSO)

The (6) DSOs each cover 13-15 CVSO offices. They provide on-site training and special projects assistance to the county offices to bring training and services to the CVSO office.

Military Family Relief Fund



FY2022

The Military Family Relief Fund (MFRF) assists veterans and their dependents that are experiencing financial hardship. The funds may be awarded for essential household expenses that have become difficult to afford. During the fiscal year 2022 we continued to offer our regular grant program and included 2 specialty programs, Operation Holiday Program and Operation Back to School. The MFRF continues to offer an online portal on our website for submitting applications. We have a new digital case management system in place to make processing applications more efficient and accurate. The MFRF has built a strong network of partners, to support our veterans with job search, financial counseling, federal and health benefits, and legal counsel.

Expenditures by Need

\$223,956.31 Housing

\$133,689.51 Basic Transportation

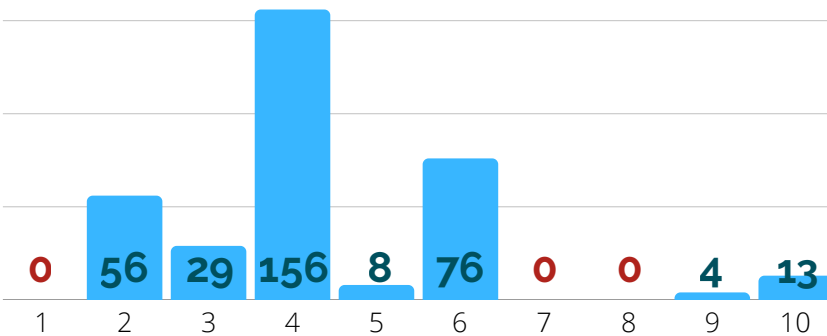
\$87,179.60 Other

\$77,306.42 Utilities

\$47,921.56 Food

\$25,283.18 Medical Services

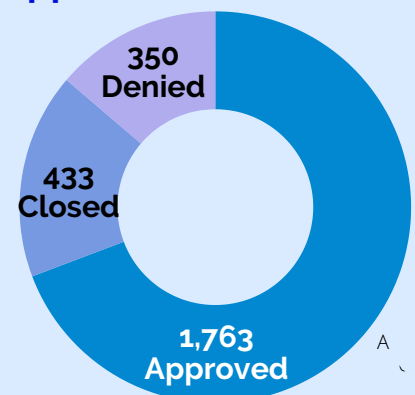
MFRF Denial Reason



- ~~1 - Hardship was not caused by military service.~~
- 2 - Applicant is over the poverty limit.
- 3 - Applicant had other assets available.
- 4 - There was no general hardship.
- 5 - Applicant had already exhausted MFRF funds.
- 6 - Applicant's reported expenditures were inappropriate.
- ~~7 - Applicant had less than 12 mo. active duty time.~~
- ~~8 - Applicant did not serve during a wartime period.~~
- 9 - Applicant's discharge was not accepted.
- 10 - Applicant was not IN resident/not a dependant.

----- **No longer a barrier to eligibility**

2,546 MFRF Applications Processed



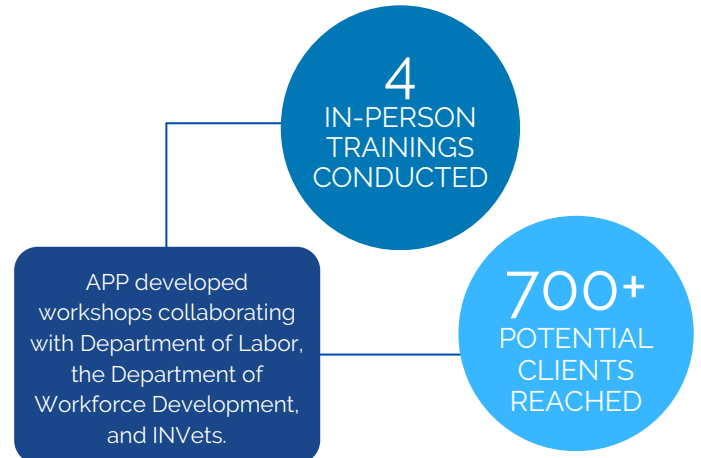
When an incomplete application is received, the MFRF team attempts to contact the applicant for the needed information. If these attempted communications are unsuccessful after 30 days the application is closed out. This has no bearing on the applicants ability to re-apply.

State Approving Agency



FY2022

The State Approving Agency (SAA) approves college and non-college degree programs, vocational flight training, apprenticeships, and other on-the-job training programs. These approvals allow for federal educational assistance benefits to be paid to veterans and other eligible persons under several programs administered by the U.S. Department of Veterans Affairs (VA). Through a cooperative agreement with VA, the SAA is tasked with approving and maintaining the approval of the educational and training facilities. The SAA team welcomed a new outreach coordinator to work with apprenticeship and on the job training programs. The SAA successfully completed all requirements of the fiscal year 2021 cooperative agreement and achieved a satisfactory rating, the highest rating possible.



128 Catalogs & Bulletins Approved

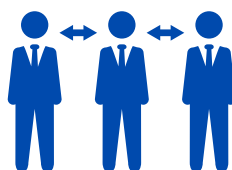


Compliance Surveys are assigned by the VA to avoid/detect institutional waste, fraud and abuse.



Without these APP programs, many federal GIBILL® benefits would remain unused!

Apprenticeship Program (APP)



APP attracts veterans and their families from across the nation to live, work & thrive in Indiana

Outreach & Liaison
20 Events



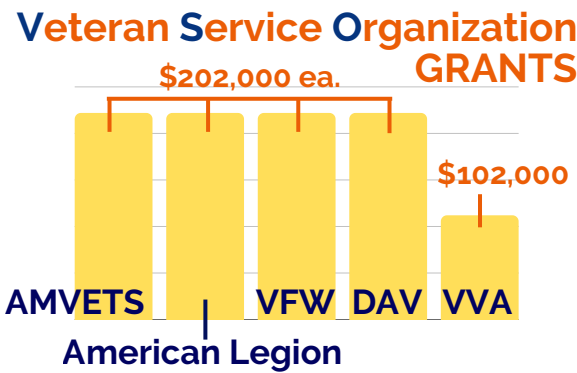
Legal & Legislative

LEGAL & LEGISLATIVE

Grants For Veterans Services (GVS)

InteCare	FY 2020 Grantees
Awarded: \$54,600.00 Spent: 100%	
Operation Combat Bikesaver	
Awarded: \$62,000.00 Spent: 100%	
Reach Veterans Services	
Awarded: \$55,000.00 Spent: 100%	
Cancer Support Community of Central IN	
Awarded: \$28,000.00 Spent: 100%	
Veterans Life Changing Services	
Awarded: \$69,600.00 Spent: \$46,253.53*	
Indiana Legal Services	
Awarded: \$50,000.00 Spent: \$31,075.55*	
Turnstone Center	
Awarded: \$28,920.00 Spent: \$15,664.00*	
Hope Southern Indiana	
Awarded: \$25,000.00 Spent: \$19,541.55*	
Evansville Rescue Mission	
Awarded: \$25,000.00 Spent: \$13,893.99*	
NeighborLink Fort Wayne	
Awarded: \$25,000.00 Spent: \$23,109.99*	
Family Service Association of Howard County	
Awarded: \$40,000.00 Spent: \$35,793.00*	

The IDVA Legal & Legislative Division (ILL) provides counsel to the IDVA Executive Team and all divisions of IDVA. The ILL represents IDVA in all appeals, coordinates all IDVA legislative functions, administers grants to nonprofit organizations serving veterans and to nationally chartered veteran service organizations, performs compliance monitoring of state grant funds, executes contracts and other legal memorandums, and conducts the day-to-day administrative activities concerning the Indiana Veterans Affairs Commission.



60 OVER \$2500 REQUESTS
60 APPROVED

Total Awarded
\$xx,xxx.xx

**Unspent Grants for Veteran Services funds
The IDVA team approved an admin action transfer and a reserve relief to move the remaining balance of the unspent funds for a one-time increase to the amount available for GVS in FY23.*

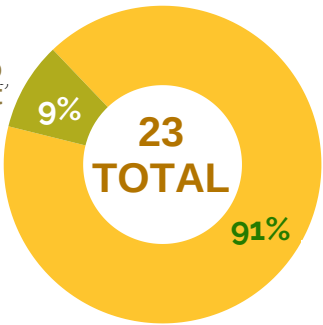
Tuition & Fee Appeals

17 TOTAL APPEALS

- 2 Adoption
 - 4 Residency
 - 3 Over 32 years of age
 - 8 Period of War/Hazardous Duty
- Overturned 1
- 16 Upheld

MFRF Appeals

2 Denials Awarded to Applicant



21 Denials Affirmed

The IDVA outreach division continues to expand IDVA's reach statewide. One example is "The Hoosier Veteran" newsletter. A new layout and design have helped increase interest, readership, and subscriptions. Featured articles written by IDVA Communications Manager Kirsten Clark have developed a following among subscribers who enjoy learning about interesting Hoosier veterans, events, and topics. Other media publications have distributed Hoosier Veteran features statewide. We look forward to sharing more stories this year!

FY 2022 Subscribe Profiles

Direct
Subscriptions
173

IDVA site
pop-up
1,744

Network
Subscriptions
2,613

Total
Newsletter
Subscribers
31,575

Subscription
+3,569

+12.74%
Growth

Unique emails
opens
134,313



**IT'S NEVER TOO LATE: NINETY-SIX-YEAR-OLD WORLD
WAR II VETERAN EARNS HIGH SCHOOL DIPLOMA**

Robert Plasschaert



**105-year-old Navy veteran recalls
World War II, life in the WAVES:**

**HELLEN HOLDER
GUTHRIE**

Petty Officer 1st Class
W.A.V.E. (Women Accepted for Volunteer
Emergency Service)
Served July 1943 to November 1945
U.S. Navy Intelligence, Washington D.C.



2nd Lt. Charles Henry DeBow, Jr.

- Feb. 13, 1918 – April 4, 1986
- Class: 42-C-SE
- Graduation Date: March 6, 1942
- Unit: 99th Fighter Squadron of the 332nd Fighter Group
- DeBow also commanded the 301st Fighter Squadron from 1943 to 1944

**Charles H. DeBow, Jr.: Indiana's own Tuskegee
Airman who defied the odds and made history**

Impressions
240K

Open Rate
27.2%

Click Rate
2.4%

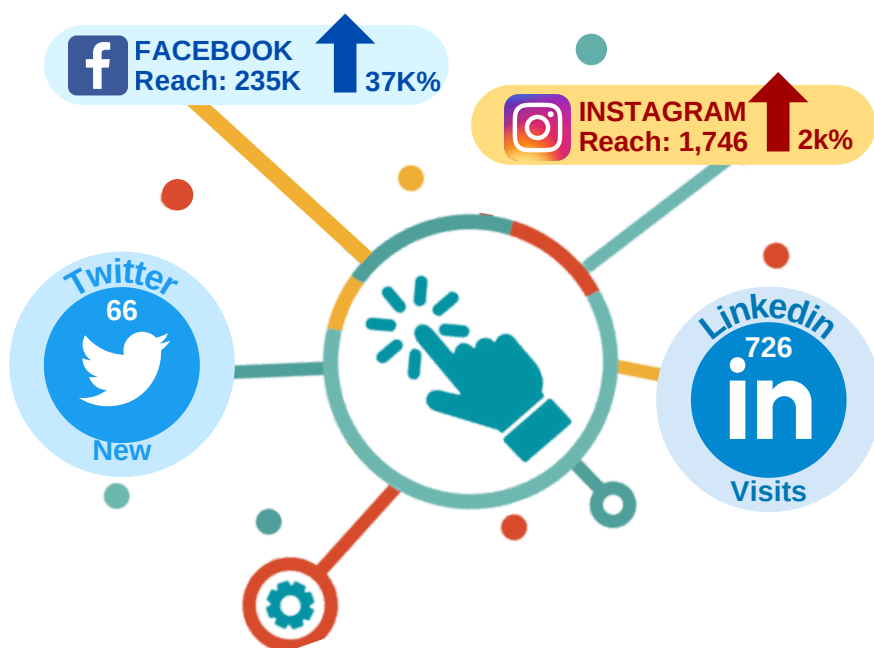
Engagement
Rate 53.3%

Outreach & Communications



FY2022

The IDVA continues to grow our digital footprint. Through our social media channel, web presence and digital marketing efforts, IDVA has become a statewide leader in event promotion and information dissemination.



IN.GOV/DVA

Website Activity

- **Users: 154K**
- **Sessions: 214K**
- **Total Page Visits: 345,784**
- **Top device-mobile: 61.5%**
- **Total page views: 58,0867**
- **Top pages:**
 - **Locate your CVSO 27,792**
 - **MFRF 21,930**
- **10K users w/ 9+ visits**
 - **67% were new users**
- **Highest day 01/12/22 - 1,014 users**
- **Avg. time on page per visit: 2m 18s**



WINVet is dedicated to empowering women veterans to Live, Work and Thrive by providing resources, community outreach, networking, and community service. The WINVet program participates in outreach events statewide and partners with service organizations and the VA to educate and enrich women veteran's lives.

The IDVA Women Veteran Coordinator continues to partner with the Center for Women Veterans, all Veteran Service Organizations and statewide nonprofits to bring valuable information, resources and programming to all Women of Indiana Who are Veterans.

WINVets Women Veterans Retreats continue to expand based on meeting capacity, attendee feedback and outstanding event survey results.



Creating healthy opportunities for the Indiana Veteran Community to Live, Work & Thrive.

IDVA Health & Wellness works with community partners focusing efforts on physical health, mental health and key factors to foster & maintain a healthy Indiana veteran community.

The Indiana Governor's Challenge to prevent suicide among service members, veterans and their families is lead by IDVA Health & Wellness and key state agency partners. **TOGETHER** we can achieve far-reaching statewide improvements in policy, practice, and implementation.
Join us, Join IN.



Indiana Veterans Memorial Cemetery



FY2022

The Indiana Veterans Memorial Cemetery is dedicated to veterans and their families as a lasting memorial, and final resting place, in appreciation and gratitude for their service and sacrifice.



VETERANS DAY 2021

On Nov 10, 2021, American Flags were placed on all of the gravesites an the Indiana Veterans Memorial Cemetery by the IVMC staff and the cemetery grounds were open to the public.

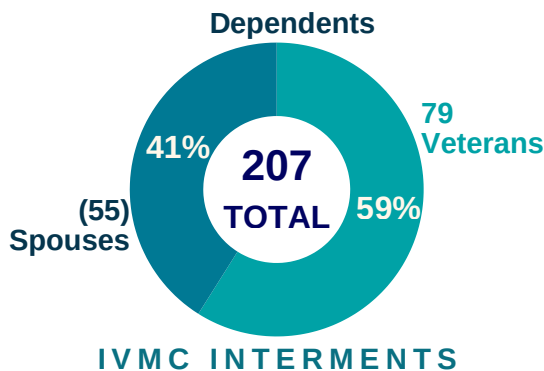
On Nov 11, 2022, A Veterans Day service was held in Downtown Madison, hosted by the Jefferson County Veterans Council. A dinner was provided for the veterans and their families. IVMC staff attended this program and spoke at the dinner.

PRE-NEED
BURIAL
APPLICATION

110 Submitted
109 Approved



IVMC held a memorial day service on May 30, 2022. The service was well attended. State Rep. Randy Frye, Director of Operations, IDVA Mike Thompson and Madison Mayor Bob Courtney spoke.



Wreaths Across America was held at IVMC on Dec 18, 2021. This event had a great community turnout with approximately 350 in attendance to lay wreaths on every gravesite. Approximately 1650 wreaths were placed.



Indiana Veterans Memorial Home



Our Mission

To meet the unique needs of Indiana's veterans, spouses and families. Deliver high level care in a therapeutic home-like environment with compassion and comprehensive skilled care while integrating arts and cultural programming.

Our Vision

Honor Indiana's veteran community through high level care, enhancing health and yielding optimal quality of life while preserving the rich history of the home.



Elkhart Vette Set – September 2021

The Elkhart Vette Set for the Elkhart Vette Show this past weekend. They donated money and 9 large totes of donations.



Residents: 119



Dream Flights, August 2021, took one of our residents, Henry W, WWII veteran on an exhilarating flight on August 22nd. He had the opportunity to fly in the cockpit of a WWII-era cockpit biplane at Purdue Airport. Henry was able to celebrate this day with his family and friends.



Saluting Branches – September 2021

Saluting Branches Day of Service. Arborists United Veteran Remembrance, a nonprofit organization. The day of service has the largest volunteer event in the tree care industry. Arborists annually donate a full day's work to honor America's military service men and women. IVH has the largest volunteer turnout compared to other sites.



Indiana Veterans Center

777 NORTH MERIDIAN STREET-INDIANAPOLIS, IN 26204

FIRST FLOOR

VETERANS ADMINISTRATION

- Veterans Benefits Administration (VBA) (800) 827-1000
- Veterans Readiness & Employment (VBA) (800) 827-1000
- VA HUD-VASH Vocational Rehabilitation (317) 464-1400
- Volunteers of America (463) 202-5864
- Disabled American Veterans (317) 319-3844
- INVets (317) 353-3674
- American Legion (317) 916-3605

SECOND FLOOR

- VA HUD-VASH Veteran Health Initiative Clinic (317) 778-0217

THIRD FLOOR

INDIANA DEPARTMENT OF VETERANS AFFAIRS (317) 232-3910

- State Approving Agency (SAA) (317) 234-6062
- Training & Services (317) 234-8628
- Military Family Relief Fund (MFRF) (317) 232-3914
- Outreach & Communication (317) 234-9769
- Women Veterans Coordinator (317) 232-3919
- Legislative & Legal (317) 232-3165
- State Veteran Service Officers
- DWD (317) 234-8661
 - Local Veterans Employment Specialist (LVER)
 - Disabled Veteran Outreach Program Specialist (DVOP)

FOURTH FLOOR

- Operation: Job Ready Veterans (317) 982-7781
- Welcome Home Vietnam Veterans (317) 549-5900
- Historic Auditorium - Conference/Meeting Space
- The Indy Vet House, Inc. (317) 988-1200
- Veterans Housing Veterans (BRS Reality Group) (317) 344-9767

Mission

The mission of the Indiana Department of Veterans Affairs is to Support, Serve and Advocate for the Indiana Veteran Community.



Vision

Indiana is the choice for Veterans to Live, Work and Thrive.