



November 11, 2014
U.S. Senator Mike Crapo
Veterans Survey Results

**UNITED
STATES
SENATE**

**VIEWS OF IDAHO VETERANS REGARDING
THE U.S. DEPARTMENT OF VETERANS
AFFAIRS | FALL 2014**





With Special Thanks To:

- ★ ***The Idaho Division of Veterans Service, Colonel David Brasuell and his team for their feedback on the survey questions.***
- ★ ***Idaho's veteran service organizations and their members.***
- ★ ***All the veterans, friends, and family who took the time to participate in this survey.***



MIKE CRAPO

UNITED STATES SENATOR  IDAHO

The U.S. Department of Veterans Affairs (VA) has one of the most important responsibilities in the federal government—serving our nation’s veterans. The services it delivers are broad, from health care to retirement to housing to education and other benefits. Because of the many inherent challenges of serving almost 25 million veterans, throughout its history the VA has faced public criticism. To fulfill its charter, the VA must continuously improve and reform itself.

In April 2014, national news outlets reported incidents following the gross mismanagement of the Phoenix Health Care System (PHCS). The stories that followed claimed officials at the Phoenix VA Medical Center kept an “off-the-books list to conceal long wait lines.” Subsequent reports exposed poor practices elsewhere in the VA system.

In its May 2014 *Interim Report: Review of VHA’s Patient Wait Times, Scheduling Practices, and Alleged Patient Deaths at the Phoenix Health Care System*, the VA’s Office of Inspector General (OIG) outlined the allegations against the PHCS then said:

“The issues identified in current allegations are not new.”

Until recently, Congress has tried to assist the VA by providing it increased funding. The VA’s discretionary budget increased by one-third since 2009. In Fiscal Year (FY) 2009, the VA’s discretionary budget was \$47.8 billion. In FY 2014, it was \$63.4 billion¹. In light of recent findings, it is apparent that additional funding alone is not an appropriate fix for the VA’s problems. The VA needs meaningful, targeted reforms that allow it to use its existing resources in a way that better serves the needs of veterans.

Congress recognizes the need to improve the VA’s service to our veterans and, on August 7, 2014, the Veterans Access, Choice, and Accountability Act became law². I will work with my Congressional colleagues to ensure that this law is implemented as intended and to ensure that Idaho’s 132,000 veterans receive the service and care they need.

Although the focus of recent news reporting has been on the Veterans Health Administration, several Idahoans have contacted me with concerns about other aspects of the VA. As a result, I reached out to Idaho’s veterans, as well as their friends and families, to improve my understanding of what Idahoans like about the VA system and what they would improve.

It is critical that I know of Idahoans’ experiences with the VA as I work to represent Idaho’s voice and advocate needed changes. We must develop reform efforts that will actually make a difference to our veterans.

¹ U.S. Department of Veterans Affairs. “VA 2015 Budget Request Fast Facts.” n.d.

< <http://www.va.gov/budget/docs/summary/Fy2015-FastFactsVAsBudgetHighlights.pdf> >

² I co-sponsored the Senate version of this measure, S. 2450, and voted for its final passage (as H.R. 3230).

Please continue to contact me to share your thoughts and experiences going forward. I look forward to an ongoing partnership with Idaho's veterans to address their current and future needs.

Sincerely,



Mike Crapo
United States Senator



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Executive Summary

The VA provides many vital services to individuals, who deserve special attention for their service and sacrifice to our country. Ensuring that our veterans receive the upmost attention, care, and services in a timely and responsive manner must remain a priority for the department and our federal government.

The Fall 2014 veterans survey was conducted between July 31, 2014, and September 30, 2014. It was made available both electronically and in paper form throughout the state. Over 1,000 individuals across Idaho participated; 94 percent of participants self-identified as a veteran. The remaining 6 percent self-identified as family or friends of Idaho veterans.

Each survey represents a unique perspective, and a reflection of an Idahoan's account of positive and/or negative experiences with the VA. The varying degrees of satisfaction were based upon several different variables: quality of VA health care, transportation to VA related appointments, wait times, benefits and claims processing, appeals processing; educational benefits; and other services. The findings are presented on an overall state level, as well as specific to six individual regions consistent with areas of representation by congressional offices. Regional level information contains details corresponding with where the participant resides in the state, noted in this survey as the Idaho State Office; North Idaho region; Eastern Idaho region, North region; Eastern Idaho region, South region; North-Central region; and the South Central region.

Statewide, most survey participants lived in the area served by the Idaho State Office. This is also the area where the majority of Idaho's veterans live.

Overall, approximately 51 percent of participants rated their experiences with the VA as "satisfying" or better, while around 30 percent of participants rated their experiences "dissatisfying" or worse.

Several common themes emerged across the completed surveys. These repeated messages illustrate common perspectives that are worthy of highlighting. Ultimately, participants' satisfaction ratings (both positive and negative) were influenced by experiences with the timeliness of VA services or the quality of communication they had with VA representatives.

The surveys provided valuable information on what services are being effectively implemented through the lens of those utilizing them, and what areas could be the subject of improvement. Going forward, Senator Crapo will oversee the implementation of the Veterans Access, Choice, and Accountability Act, work to create a working group with the intention of improving veterans' experiences with the VA, and repeat the veteran survey in 2015 to identify progress made within the upcoming year.

Survey Methodology

Survey Objectives:

This survey was conducted as a snapshot assessment of Idaho veteran perceptions of the VA. The results will help inform VA officials and congressional oversight leaders of areas where the department performs well and needs improvement. Future surveys will help highlight where improvements have been made and areas in which further attention is warranted.

As the population directly affected by the delivery of VA benefits, the veteran community's overall satisfaction level and personal experiences are the most important metric for ensuring the VA meets its mandate. The survey information also provides an understanding of locations where Idahoans were typically receiving health care and other benefits when using VA facilities.

Survey Development:

Survey development focused on creating a survey containing broadly-based questions while being user-friendly. To encourage participation, the survey was designed to be short. The initial draft of survey questions was reviewed by veterans working with the Idaho Division of Veterans Service. They gave invaluable feedback on the survey design and other elements.

After completing the survey questions, a robust outreach effort was made to ensure the highest possible participation of the target audience: veterans, servicemembers, and their families and friends. The survey was primarily web-based, but paper versions of the survey were created so that Idahoans wishing to participate could take the survey in person. Staff was also trained to help participants take the survey over the telephone.

In an effort to protect the integrity of the incoming information, participants were required to complete name and address forms. Participants were asked to self-identify their relationship with veterans: this question was used to determine if the survey reached those with first-hand knowledge of the VA.

Idahoans could take the survey beginning on July 31, 2014, until September 30, 2014.

Data Processing:

All incoming survey information has been maintained; however, only surveys from Idaho residents were considered valid for the analyses. Occasionally, participants would take the survey more than once. On these occasions, the most recent survey was considered the valid survey. In total, there were 1,038 valid surveys.

The data contained in the survey has been divided into two types: qualitative and quantitative. Questions that required participants to select an answer (or multiple answers) provided the quantitative data. Questions that allowed the participant to share (optional) text answers provide the basis for the qualitative data.

Data Presentation:

The data will be presented in two sections according to the data types. The quantitative data will show aggregate participant responses at both the statewide and regional level. The regions used matched the regional divisions historically used by Senator Crapo's office.

Results: Presentation of Quantitative Data

STATEWIDE RESULTS

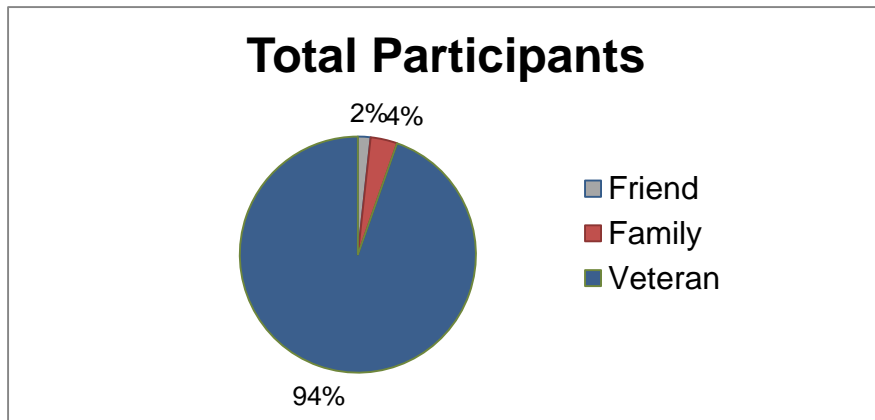


STATEWIDE SURVEY RESULTS

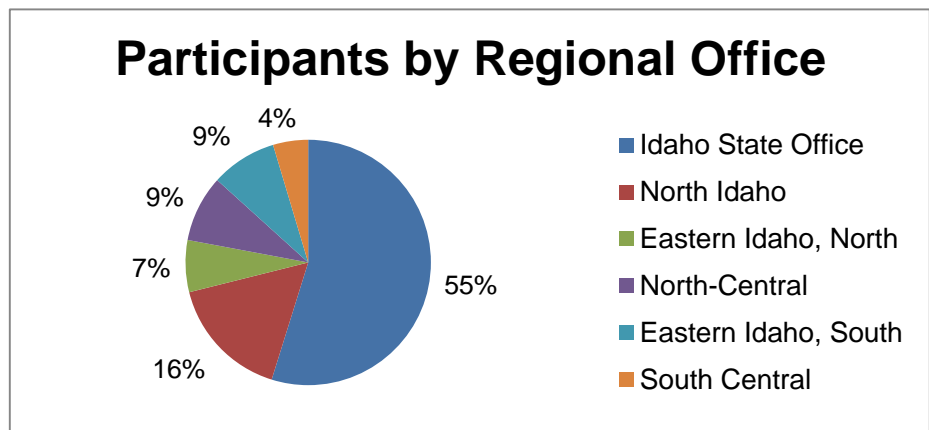
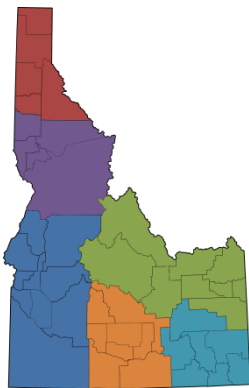
The VA estimates Idaho’s veteran population is 132,000. Between July 31, 2014, and September 30, 2014, 1,090 individuals took Senator Crapo’s survey. Of incoming 1,090 surveys, 1,038 were considered valid³.

The majority of survey participants self-identified as a veteran or service-member.

<u>Participant Type</u>	<u>Number of Surveys</u>
Friend	18
Family	38
Veteran	982



The majority of survey participants live in the area served by Senator Crapo’s Idaho State Office, which encompasses the ten counties of South-West Idaho.



Because the number of non-veteran survey participants is proportionally small, the data presented includes all participants rather than being presented according to participant type (i.e. Veteran, Family, Friend).

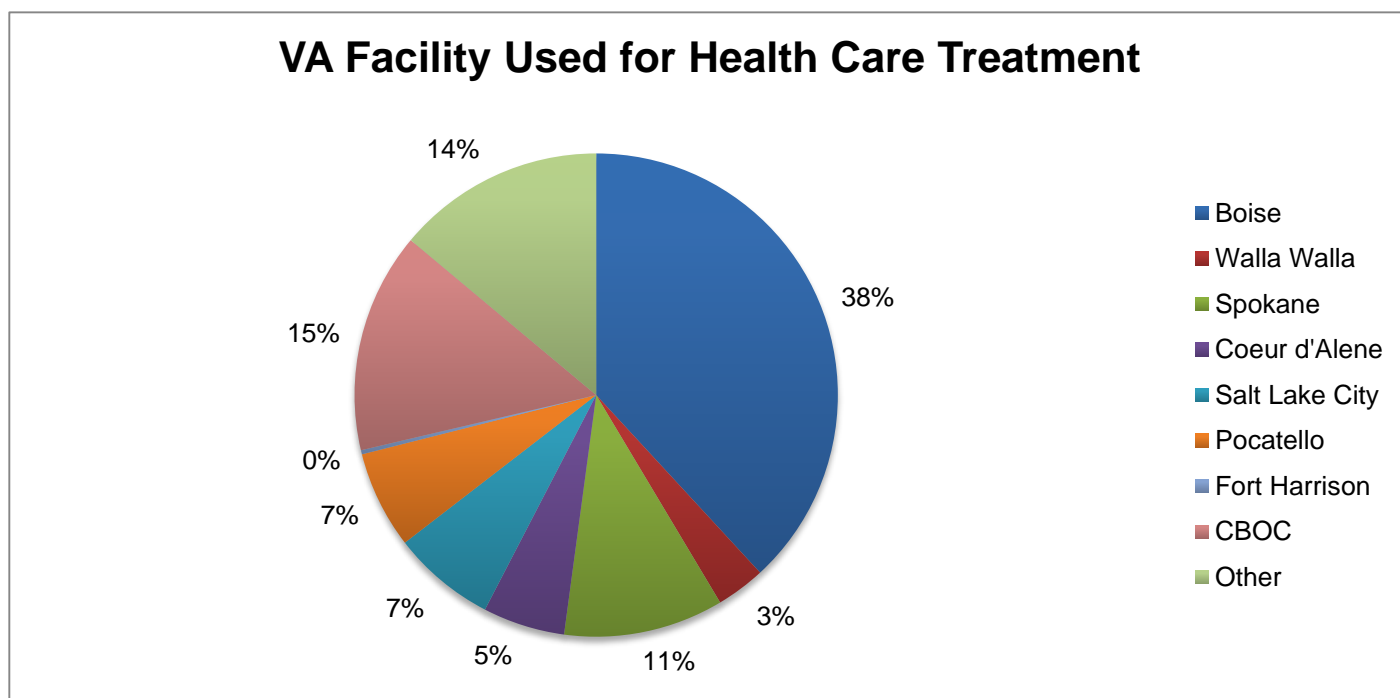
³ Surveys from individuals who do not live in Idaho were not considered. If a participant took the survey multiple times, only his or her most recent survey was included.

VA Facilities Used for Health Care Treatment

Participants were asked to identify which facilities they used (or were used by veteran friends and family members) if health care treatment is received through the VA.

Most of the participants used the VA facilities in Boise for treatment, which is not surprising given the large number of participants from that area. The second largest category selected was the “Community Based Outpatient Center (CBOC)”. There are CBOCs throughout Idaho.

Participants were allowed to select more than one facility. Often, a participant would select a primary facility (such as Spokane) and also select a CBOC (or multiple CBOCs). Because participants were allowed to select multiple facilities, the survey results provide a better understanding of where most of the veterans receive treatment, even if they are treated in multiple places⁴.

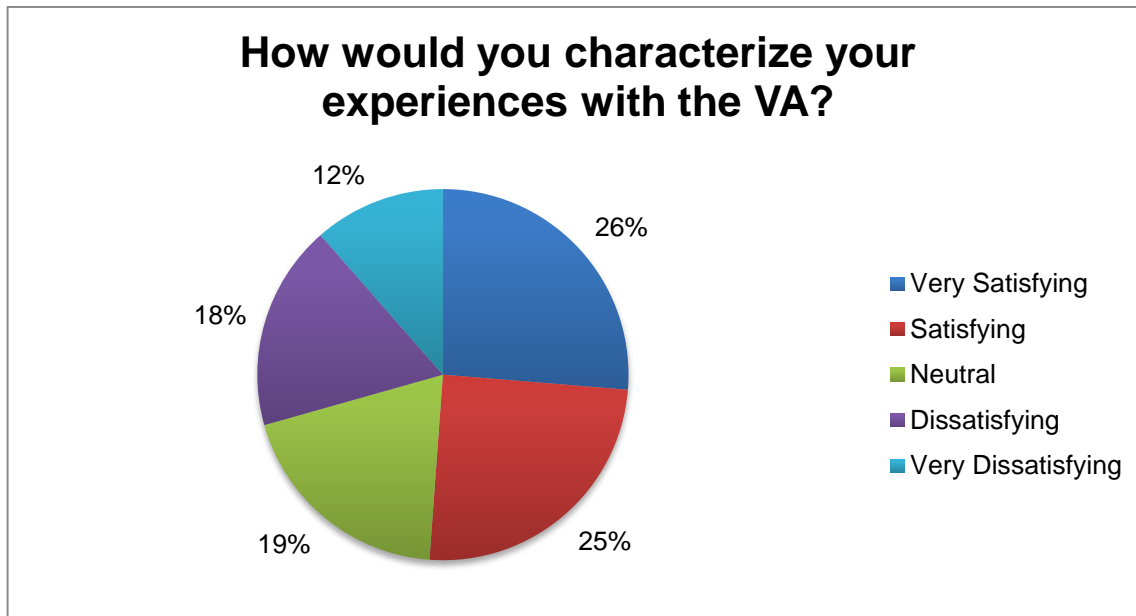


⁴ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

Statewide VA Satisfaction

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for the chosen satisfaction rating.

Participants could only select one answer for the question “How would you characterize your experiences with the VA?”



Overall, the majority (51 percent) of participants indicated their experiences with the VA were “satisfying” or better.

However, 30 percent of participants rated their VA experiences as “dissatisfying” or worse.

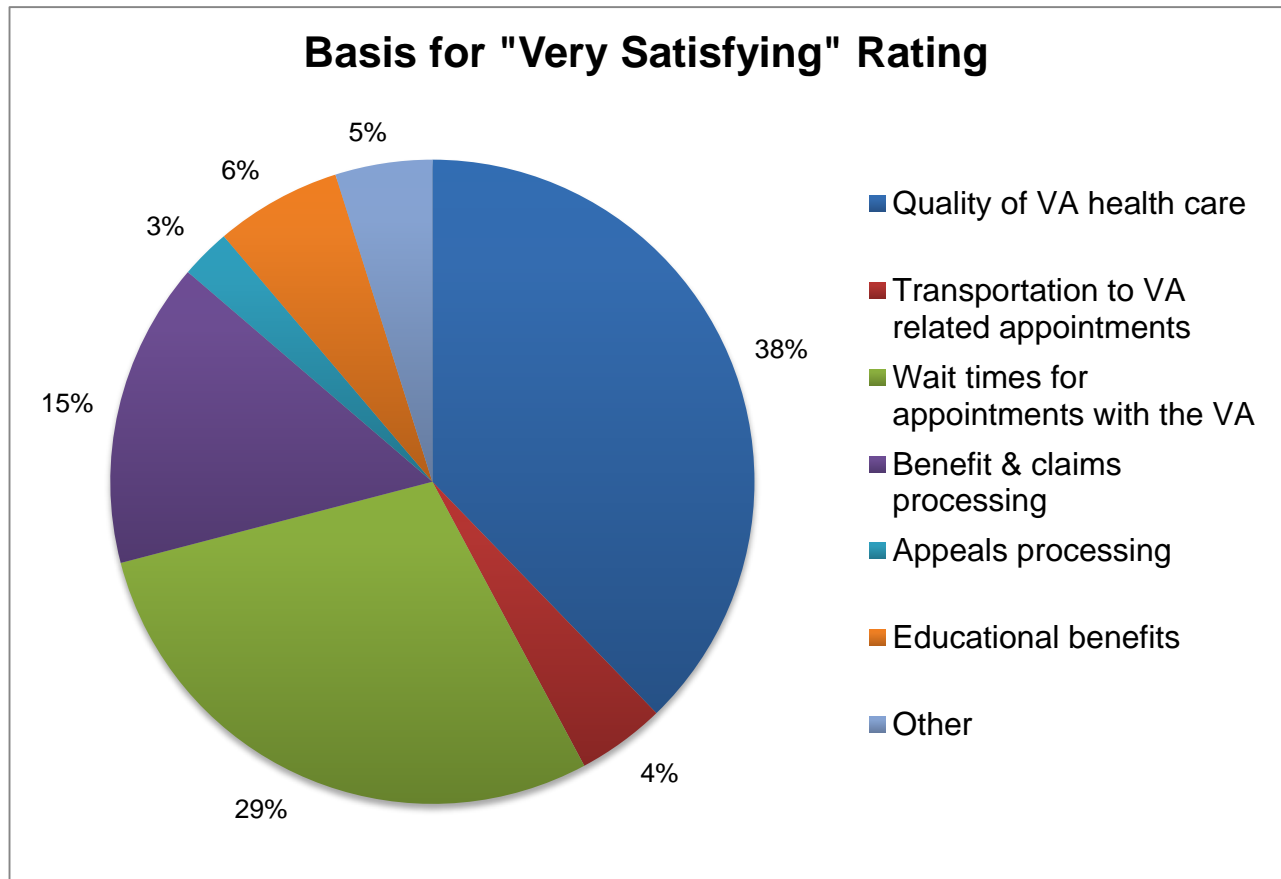
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	273
Satisfying	258
Neutral	202
Dissatisfying	186
Very Dissatisfying	119

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating⁵.

⁵ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

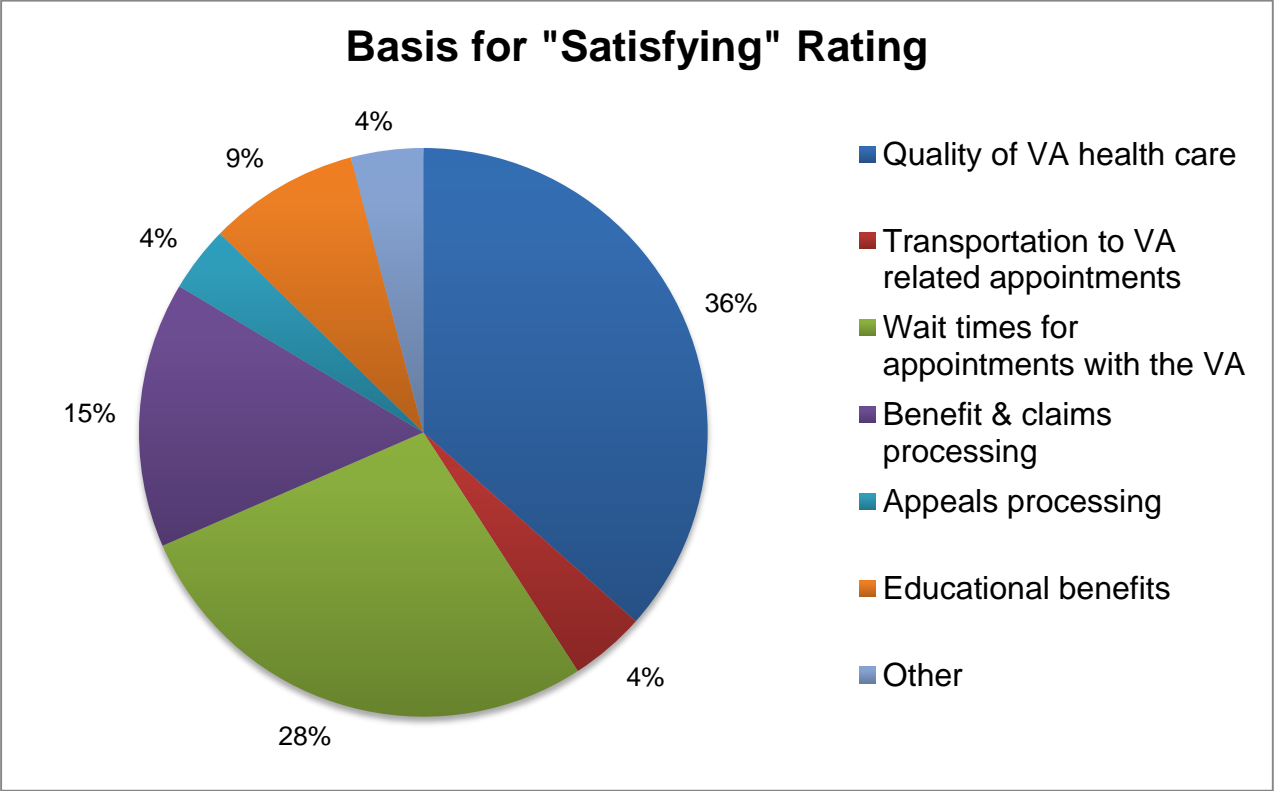
STATEWIDE SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	256
Transportation to VA related appointments	30
Wait times for appointments with the VA	195
Benefit & claims processing	104
Appeals processing	17
Educational benefits	43
Other	33



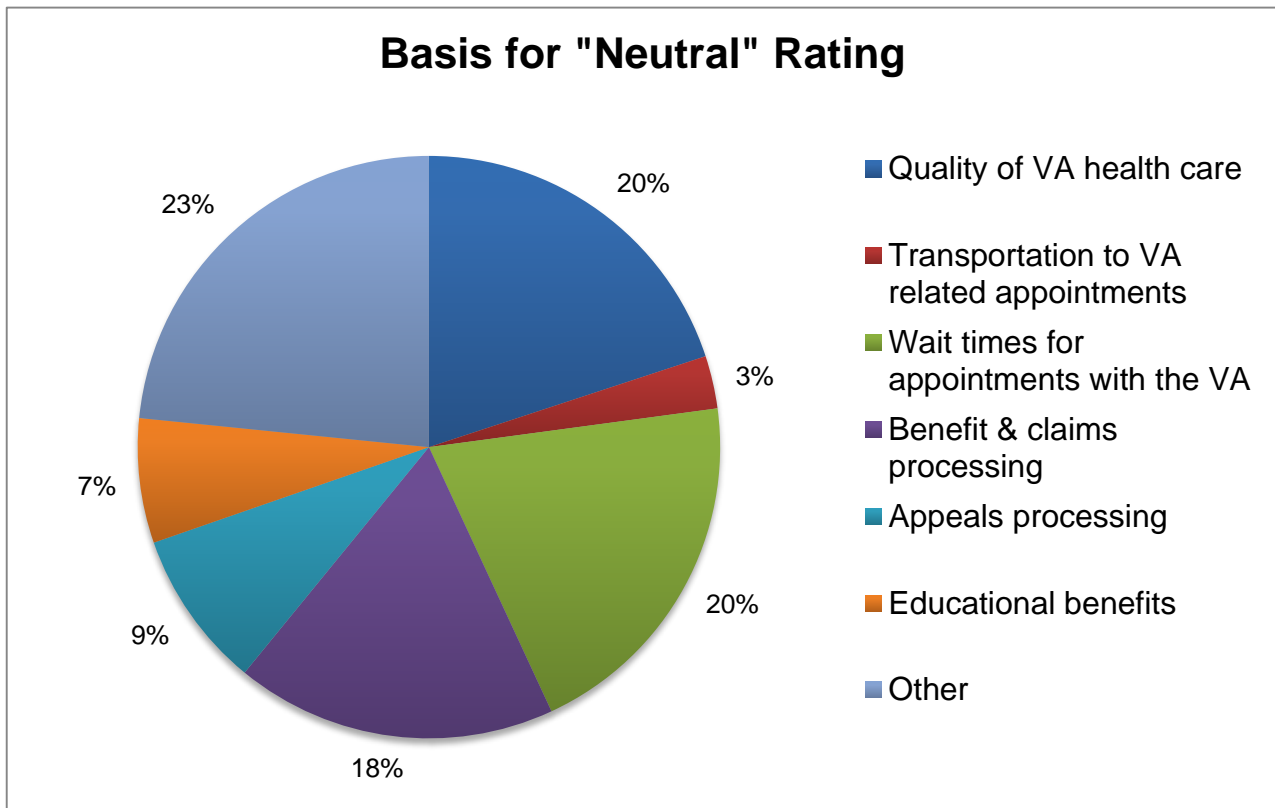
STATEWIDE SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	196
Transportation to VA related appointments	23
Wait times for appointments with the VA	148
Benefit & claims processing	81
Appeals processing	20
Educational benefits	46
Other	22



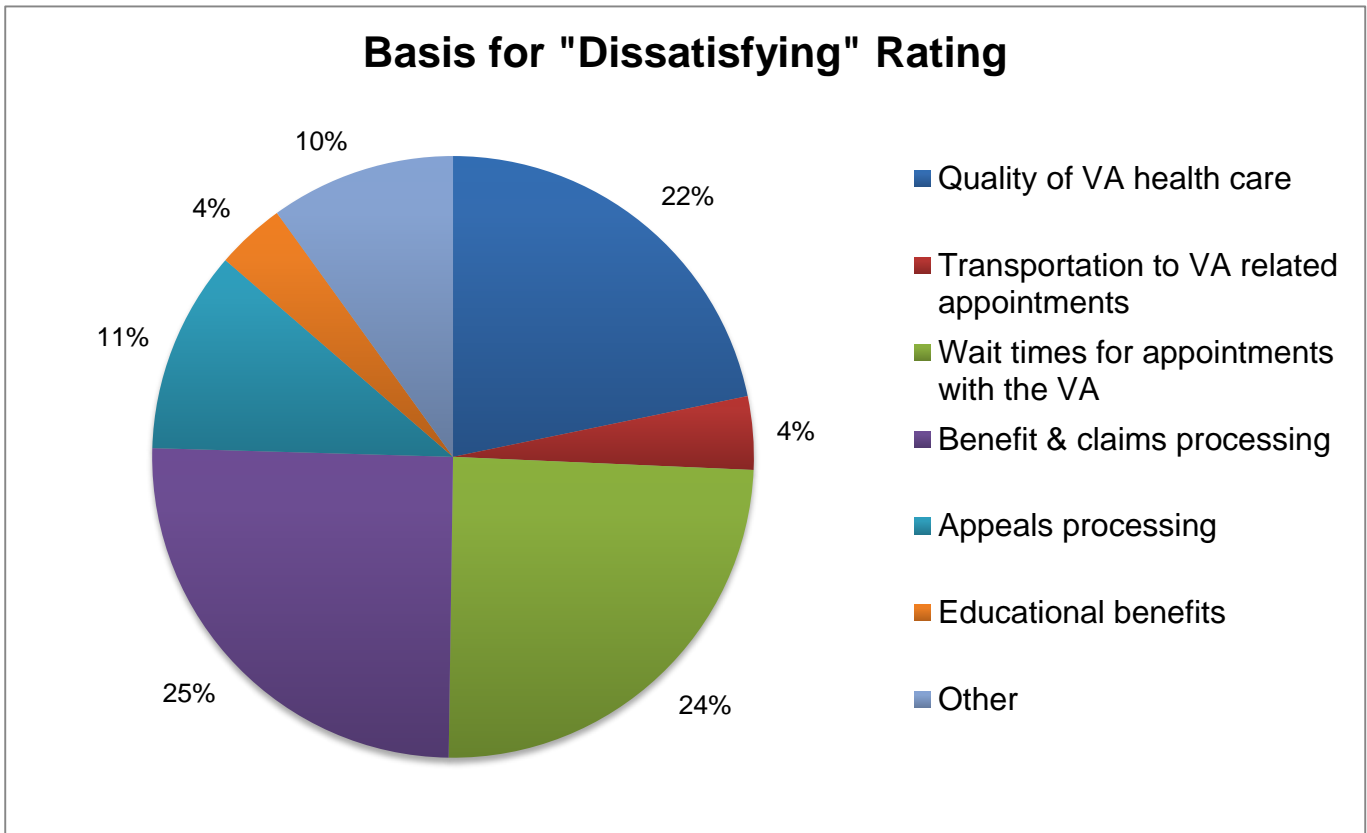
STATEWIDE SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	75
Transportation to VA related appointments	11
Wait times for appointments with the VA	76
Benefit & claims processing	67
Appeals processing	33
Educational benefits	26
Other	88



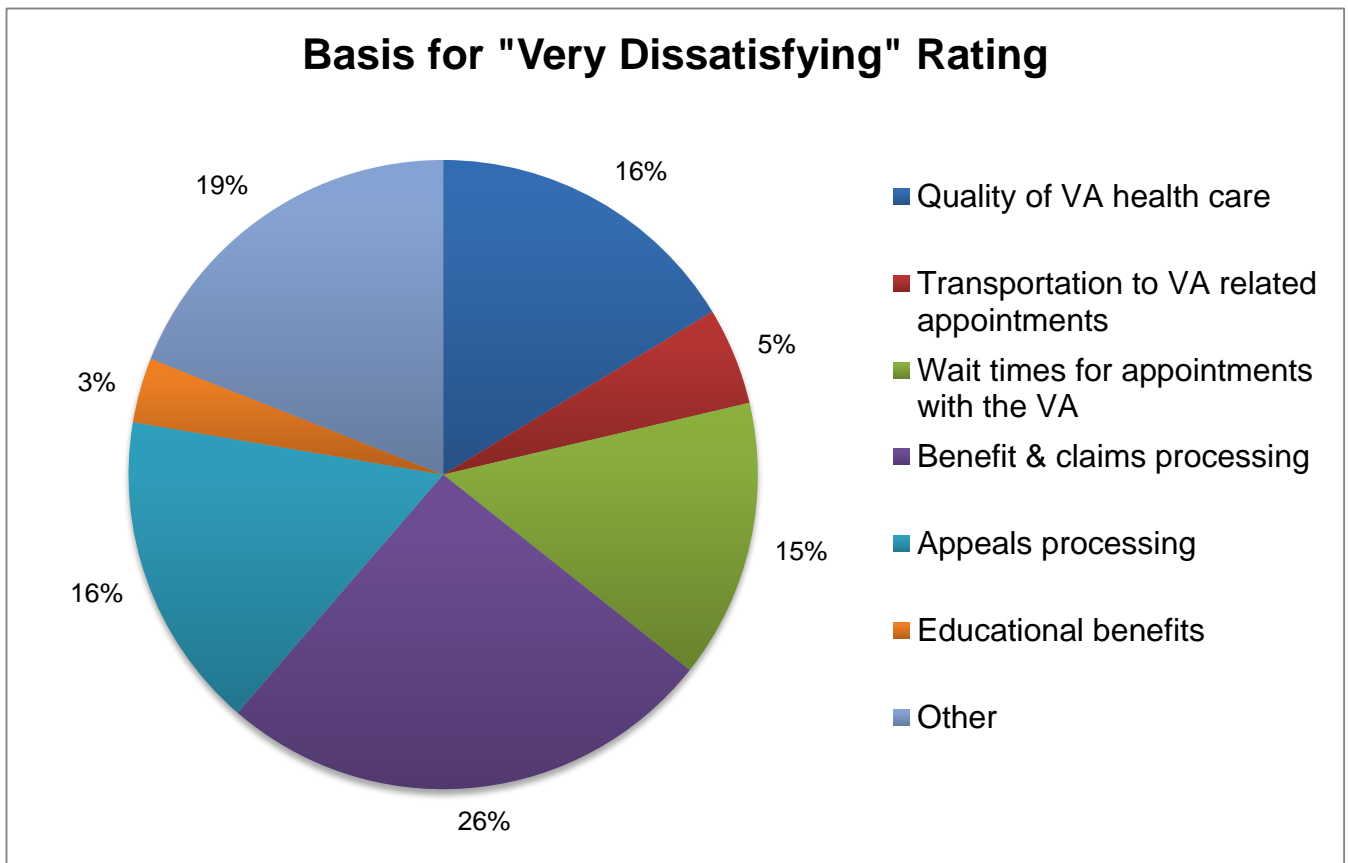
STATEWIDE SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	94
Transportation to VA related appointments	17
Wait times for appointments with the VA	106
Benefit & claims processing	109
Appeals processing	47
Educational benefits	16
Other	43



STATEWIDE SATISFACTION | VERY DISSATISFYING

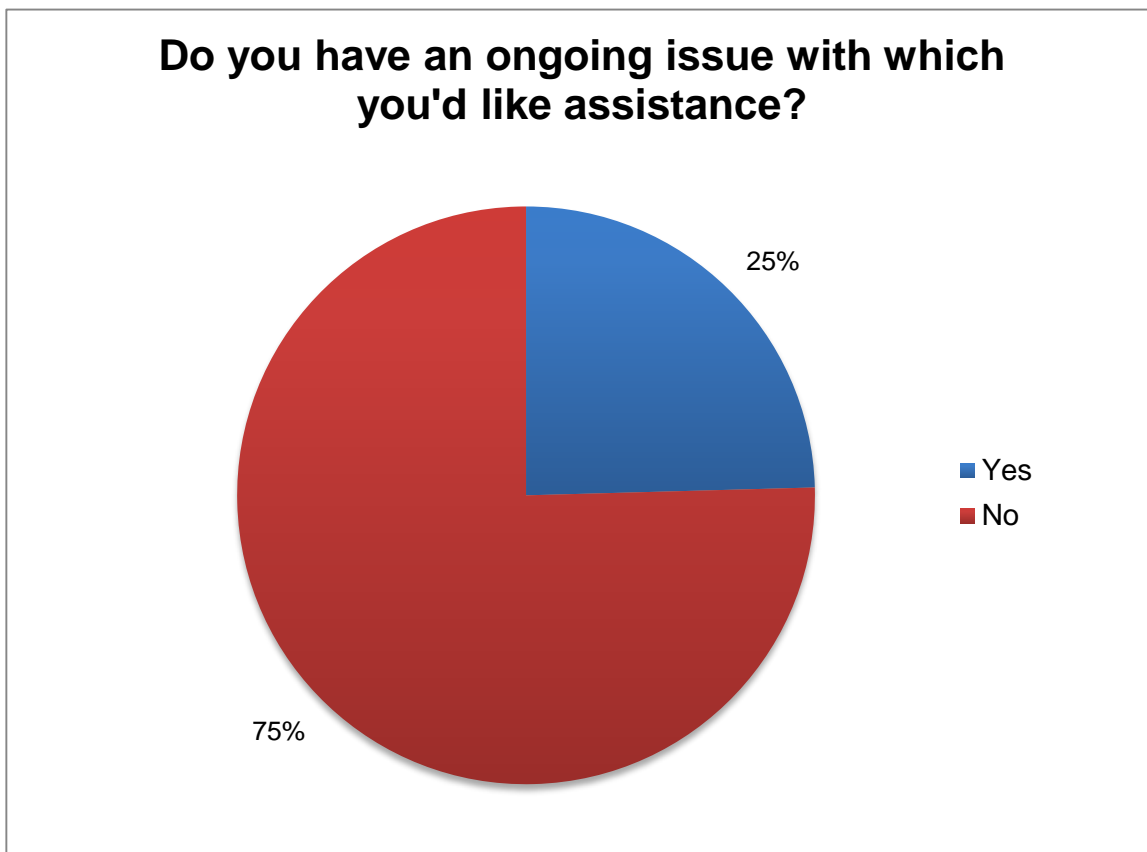
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	49
Transportation to VA related appointments	15
Wait times for appointments with the VA	43
Benefit & claims processing	77
Appeals processing	49
Educational benefits	10
Other	57



Ongoing Issues with the Department of Veterans Affairs

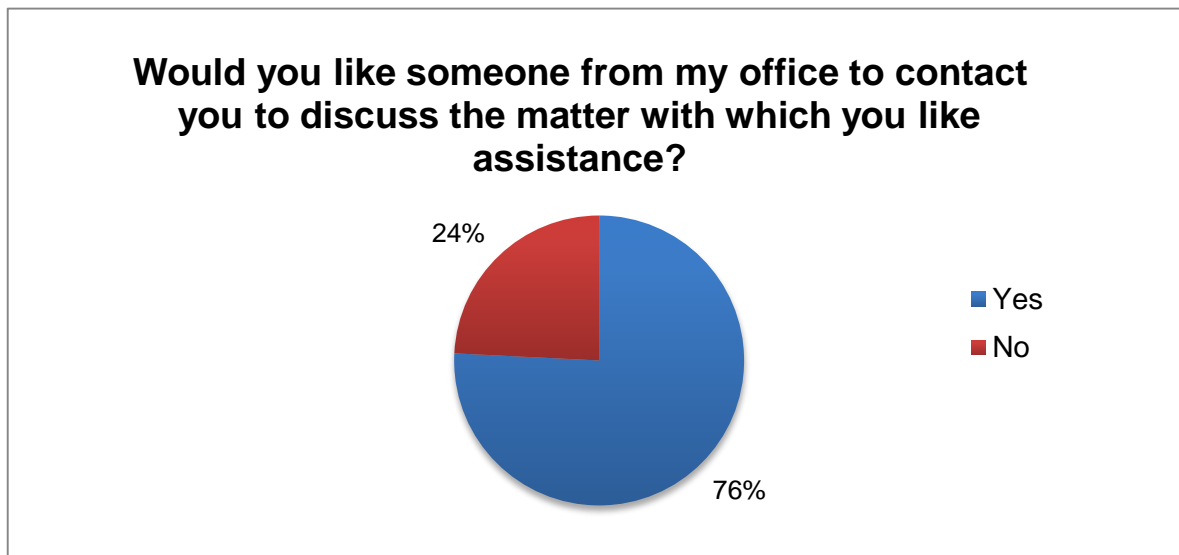
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: one-quarter of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	255
No	783

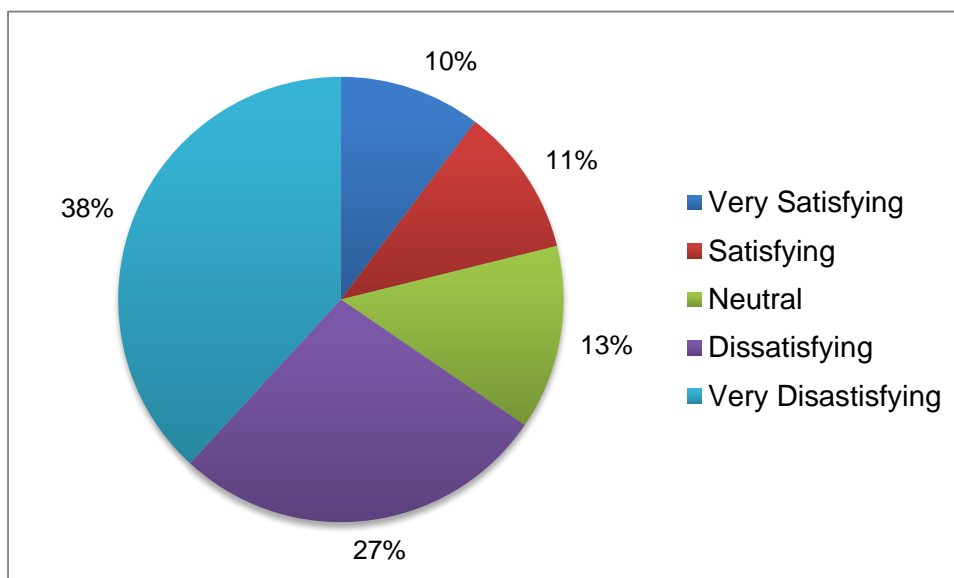


Seventy-six percent of the participants who indicated they had an ongoing issue asked Senator Crapo’s office to contact them about it.

Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	194
No	62



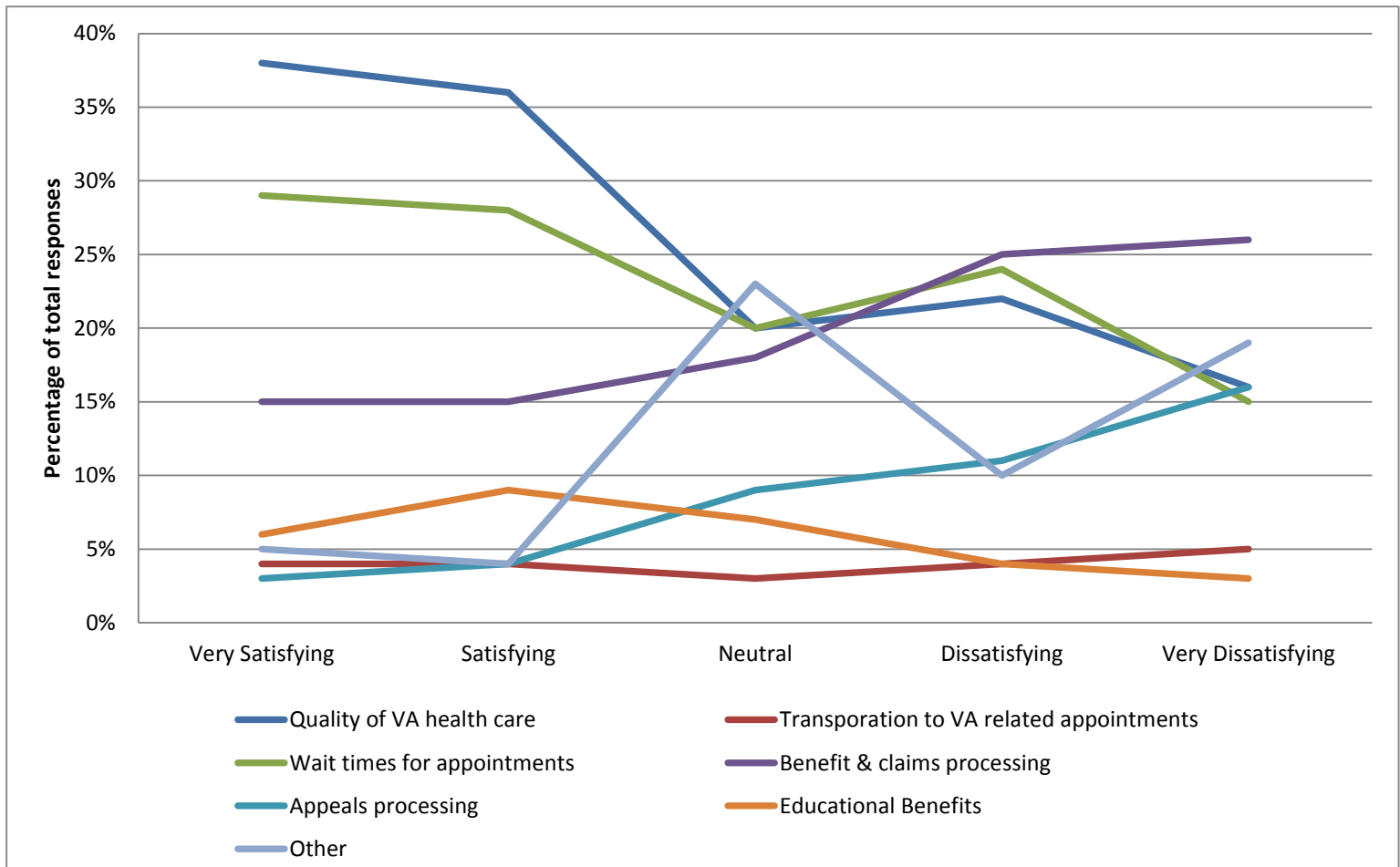
Below is a graph of assistance requests broken down by satisfaction rating:



ADDITIONAL OBSERVATIONS ABOUT STATEWIDE SATISFACTION

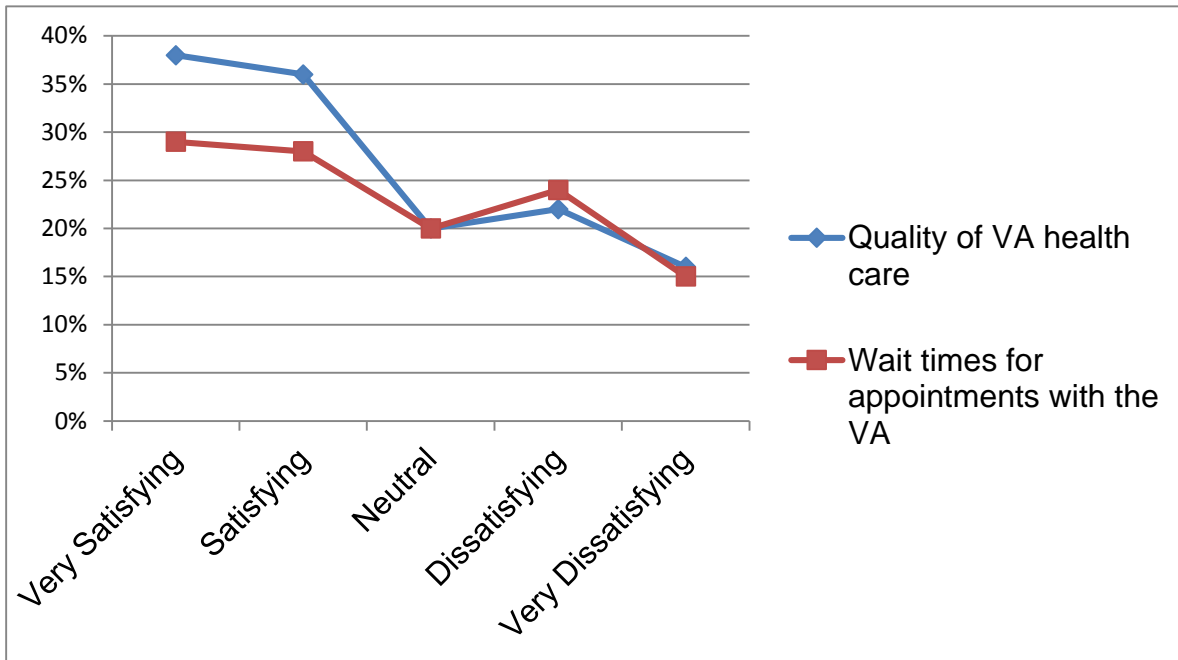
Overall, the majority (51 percent) of participants indicated their experiences with the VA were “satisfying” or better. However, a large portion of the participants (30 percent) rated their VA experiences as “dissatisfying” or worse.

The graph below shows the variables upon which each participant based his or her satisfaction rating. The percentage reflects the number of times participants within that satisfaction category selected a particular reason as the basis for satisfaction.

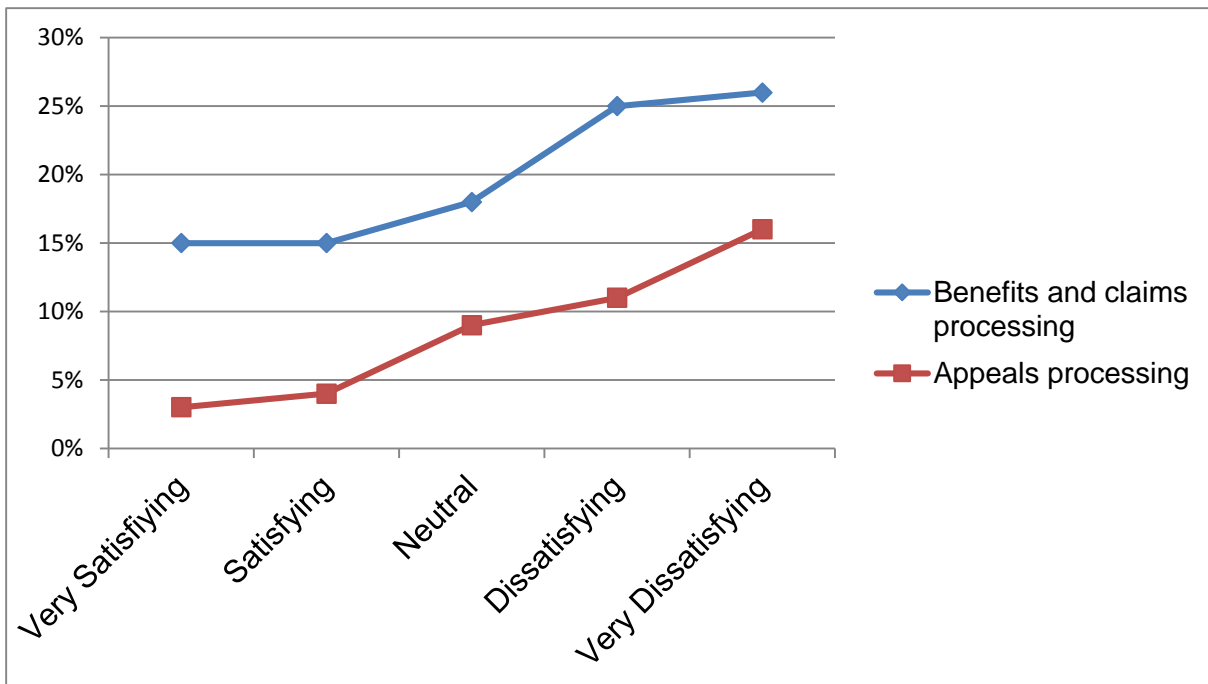


Participants who had “very satisfying” or “satisfying” experiences with the VA selected “quality of health care” and “wait times for appointments with the VA” as bases for their rating more frequently than participants who were dissatisfied or worse with their experiences. This slightly positive correlation⁶ is visible in the following graph.

⁶ i.e. As the level of satisfaction decreases, the number of participant citing these two variables also decreases.



Participants who rated their experiences with the VA as “dissatisfying” or “very dissatisfying” most frequently selected “benefits & claims processing” and “appeals processing” as the basis for their rating. The more satisfied the participant, the less often these two variables were chosen:



A large number of participants chose to characterize their experience as “neutral.” There could be a number of reasons why so many people chose this rating. In some instances, it seemed the person just wanted to provide information relevant to veterans’ treatment rather than “weigh in” on the larger VA. Other times, participants had a mix of positive and negative experiences that perhaps made it difficult for them to choose an overall positive or negative view of the VA.

Of the people who rated the VA experiences “neutral,” 23 percent based the decision (at least in part) on “other” factors. The “other” category was also very large (19 percent) for those who rated their experiences as “very dissatisfying.”

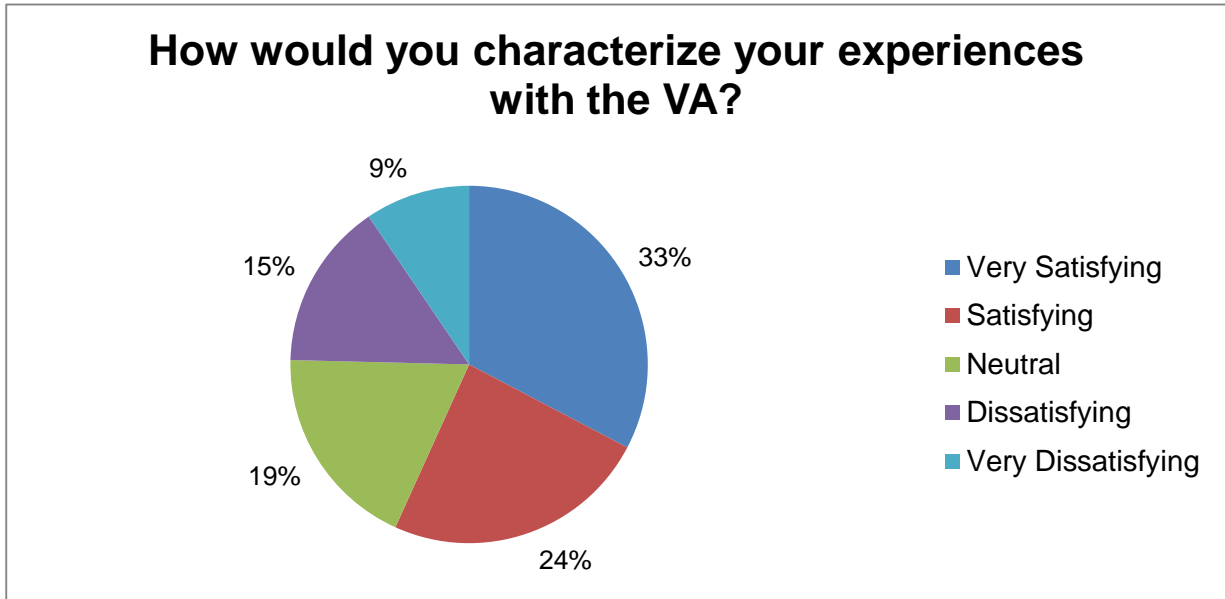


RESULTS FOR IDAHO STATE OFFICE



IDAHO STATE OFFICE SATISFACTION

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.



Participants could only select one answer for the question “How would you characterize your experiences with the VA?”

The majority (57 percent) of participants residing in the Idaho State Office region indicated their experiences with the VA were “satisfying” or better.

However, 24 percent of participants rated their VA experiences as “dissatisfying” or worse.

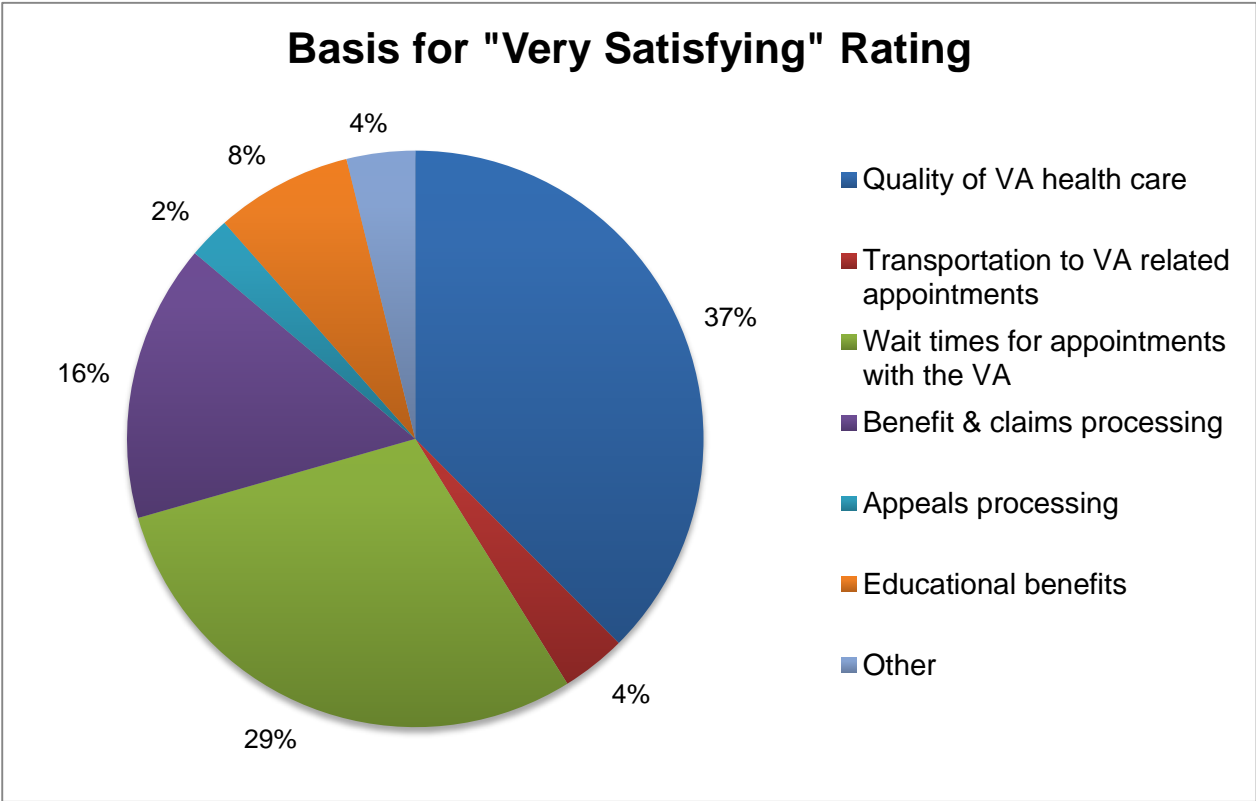
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	186
Satisfying	137
Neutral	106
Dissatisfying	86
Very Dissatisfying	54

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating⁷.

⁷ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

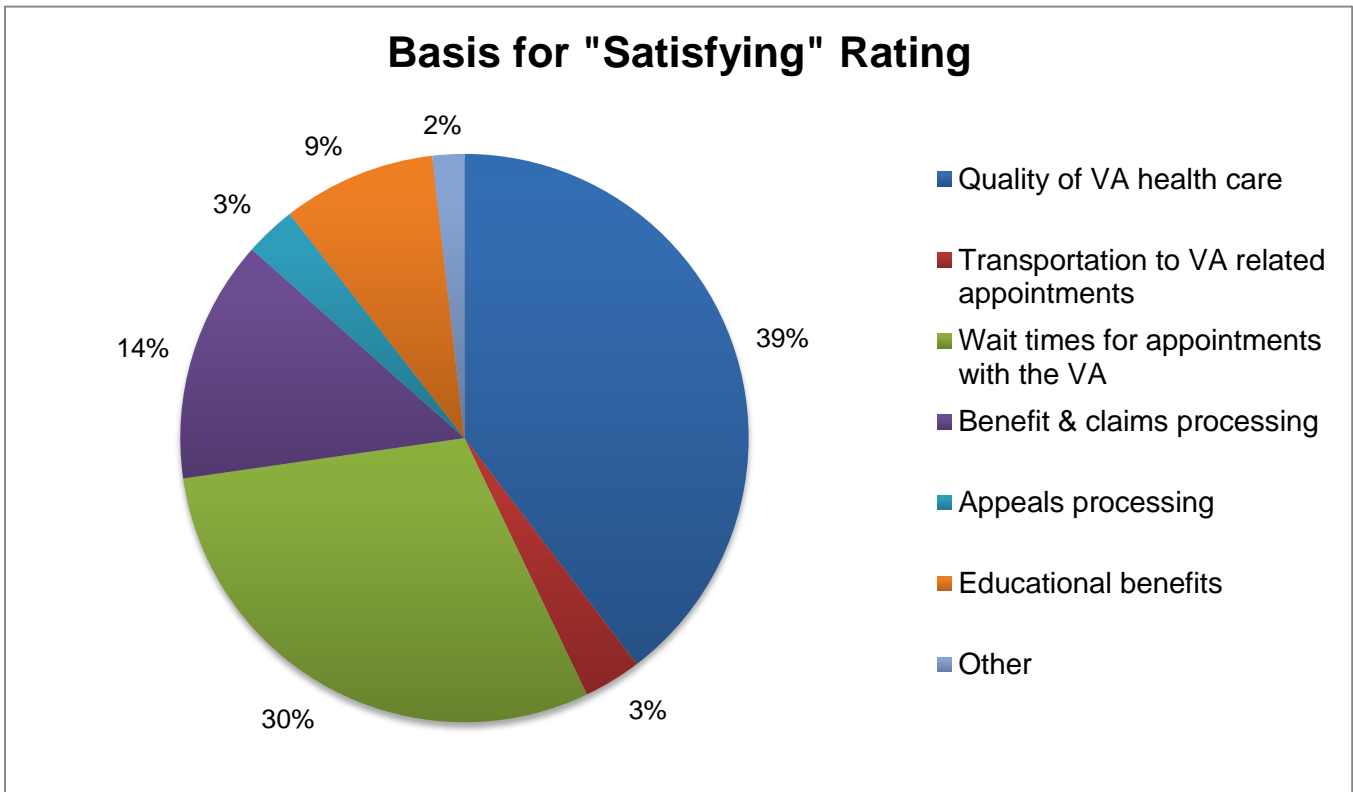
IDAHO STATE OFFICE SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	176
Transportation to VA related appointments	17
Wait times for appointments with the VA	138
Benefit & claims processing	73
Appeals processing	11
Educational benefits	36
Other	18



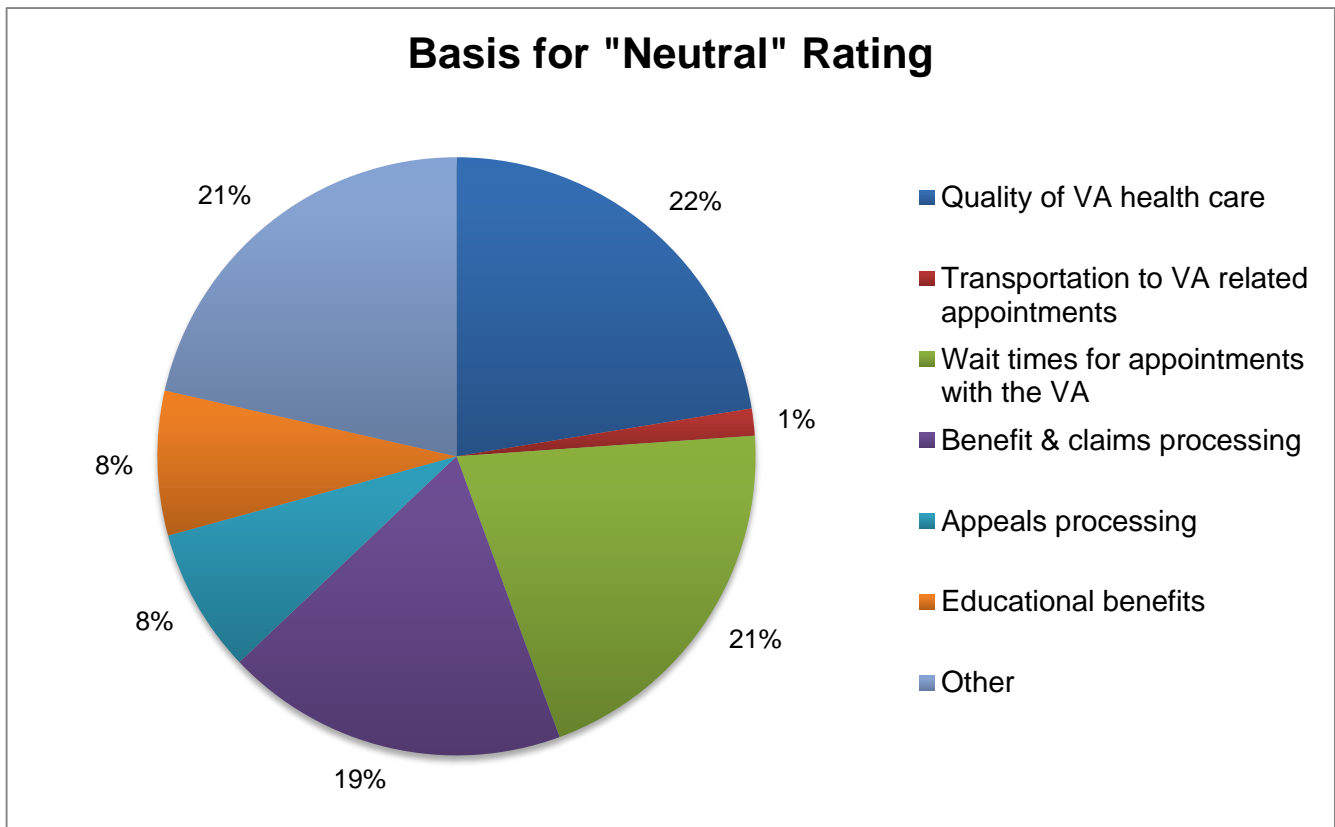
IDAHO STATE OFFICE SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	109
Transportation to VA related appointments	9
Wait times for appointments with the VA	82
Benefit & claims processing	38
Appeals processing	8
Educational benefits	24
Other	5



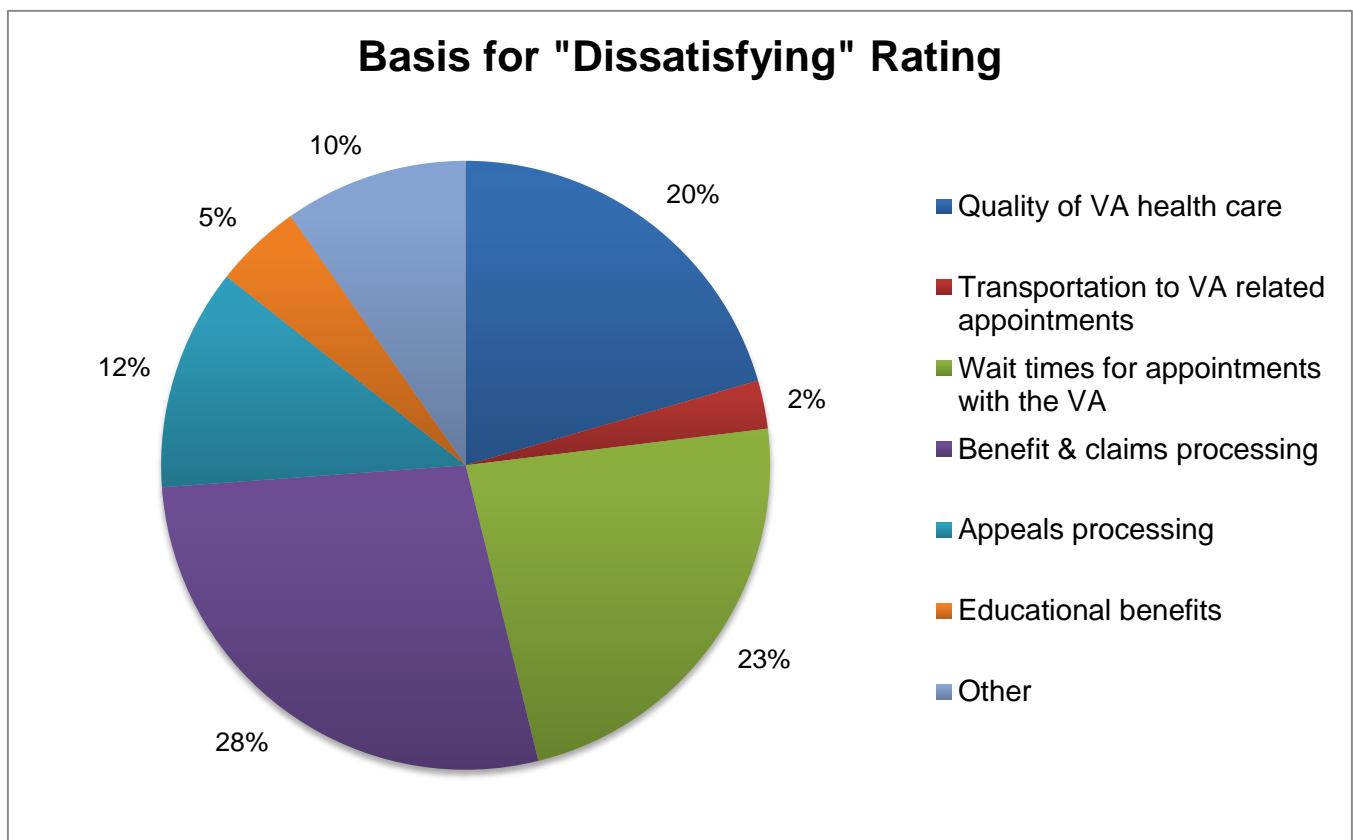
IDAHO STATE OFFICE SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	46
Transportation to VA related appointments	3
Wait times for appointments with the VA	42
Benefit & claims processing	38
Appeals processing	16
Educational benefits	16
Other	44



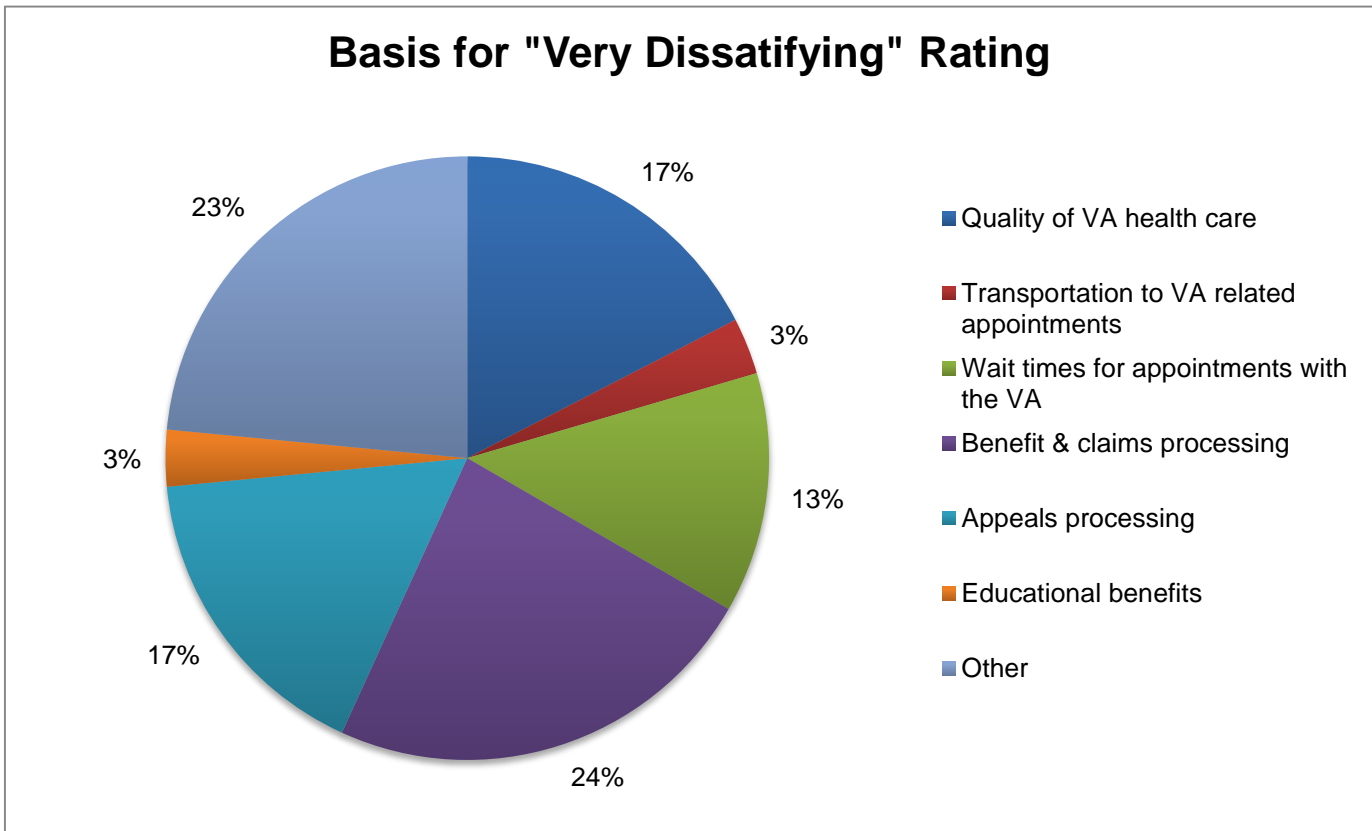
IDAHO STATE OFFICE SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	40
Transportation to VA related appointments	5
Wait times for appointments with the VA	45
Benefit & claims processing	54
Appeals processing	23
Educational benefits	9
Other	19



IDAHO STATE OFFICE SATISFACTION | VERY DISSATISFYING

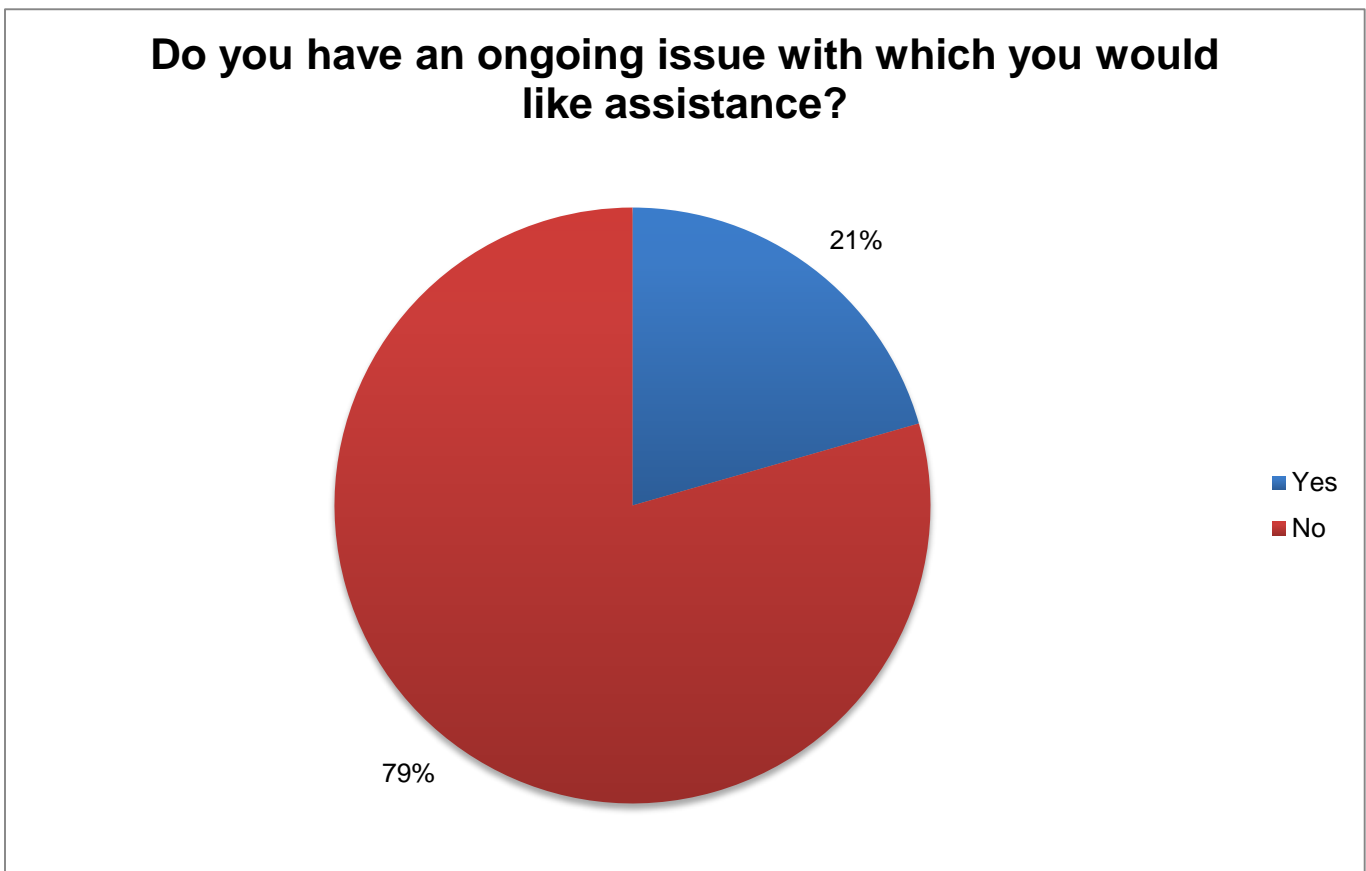
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	23
Transportation to VA related appointments	4
Wait times for appointments with the VA	17
Benefit & claims processing	31
Appeals processing	22
Educational benefits	4
Other	31



Ongoing Issues with the Department of Veterans Affairs

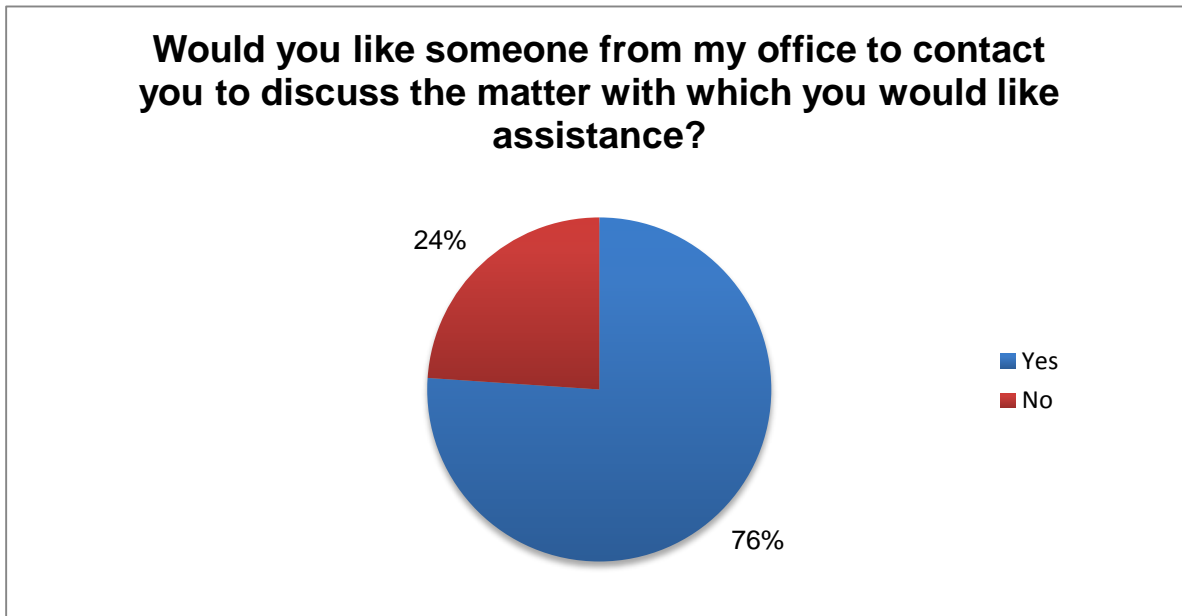
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance.

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	117
No	452

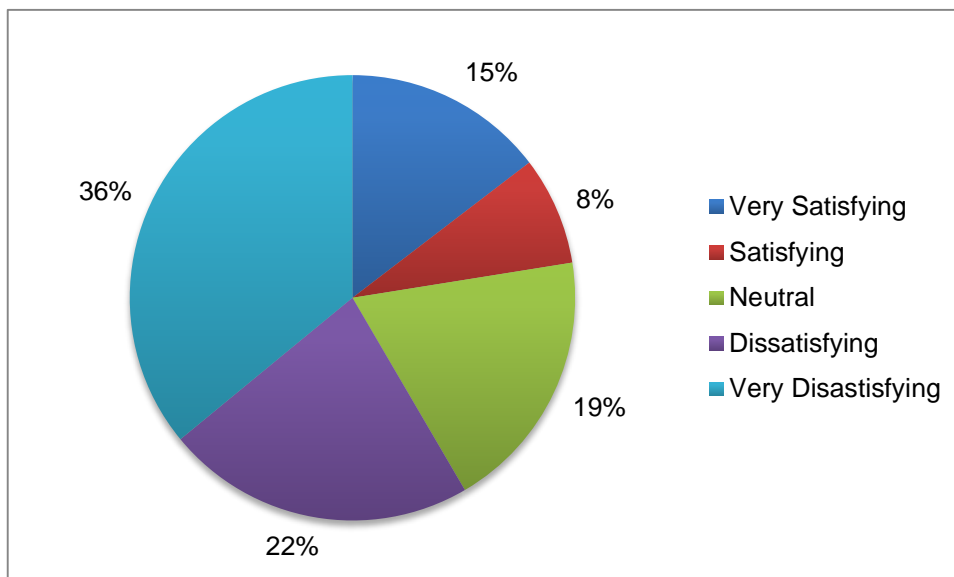


Seventy-six percent of the participants who indicated they had an ongoing issue asked Senator Crapo’s office to contact them about it.

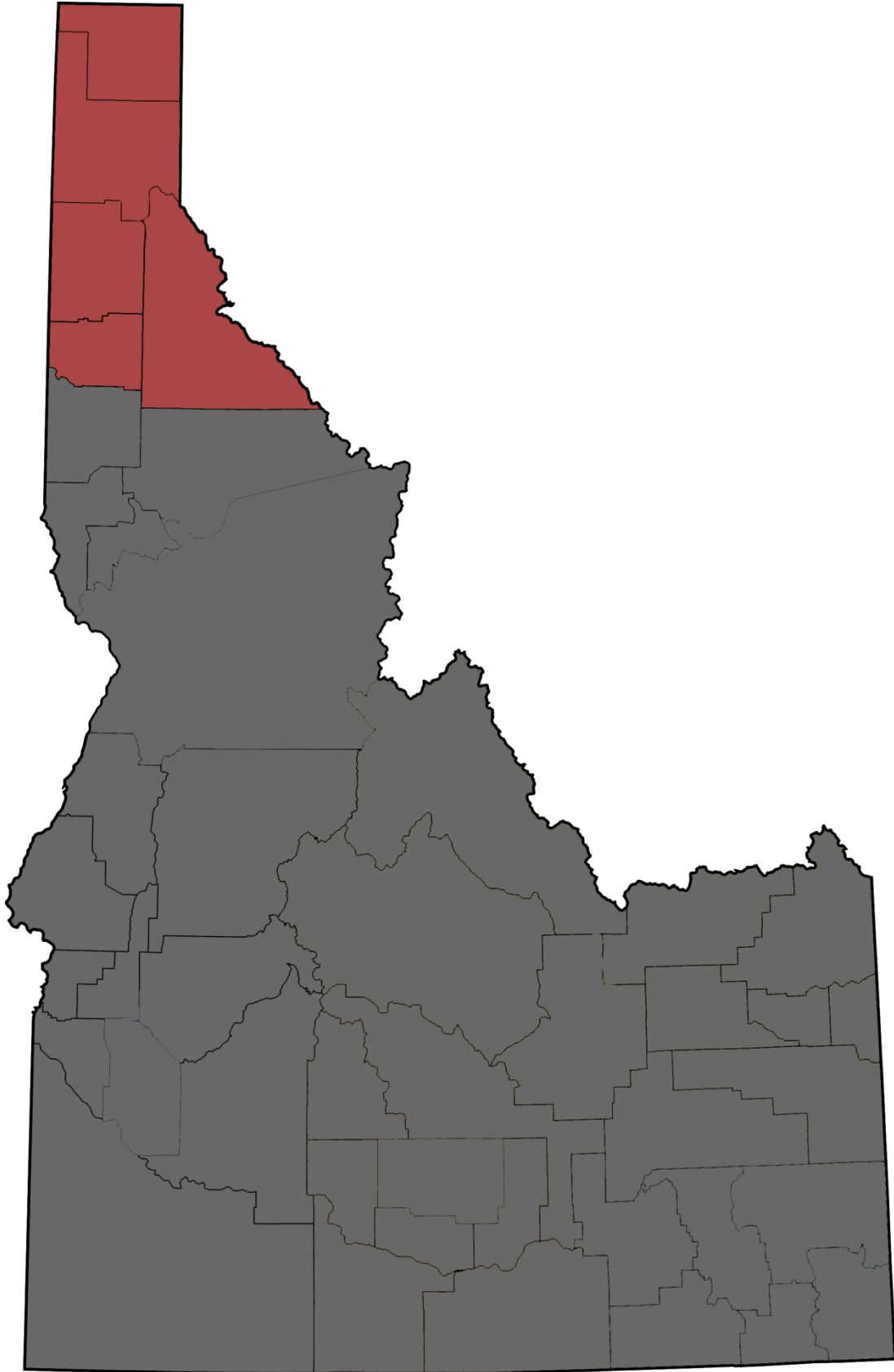
Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	89
No	28



Below is a graph of assistance requests broken down by satisfaction rating:



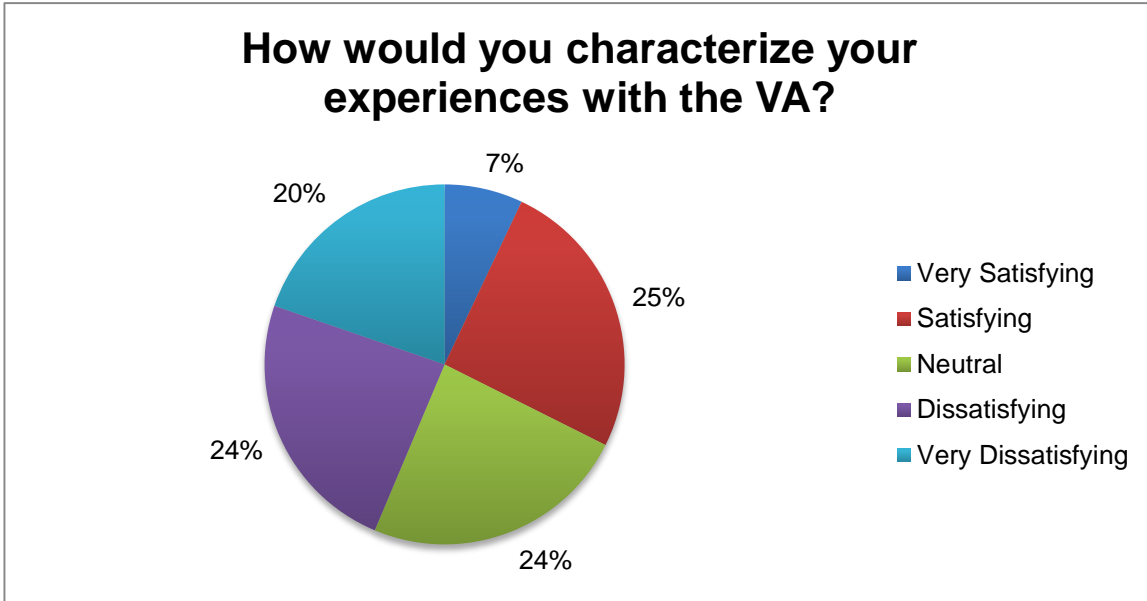
RESULTS FOR NORTH IDAHO



North Idaho Satisfaction

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.

Participants could only select one answer for the question “How would you characterize your experiences with the VA?”



Thirty-two percent of participants living in the North Idaho region indicated their experiences with the VA were “Satisfying” or better.

However, the majority (44 percent) of these participants rated their VA experiences as “Dissatisfying” or worse.

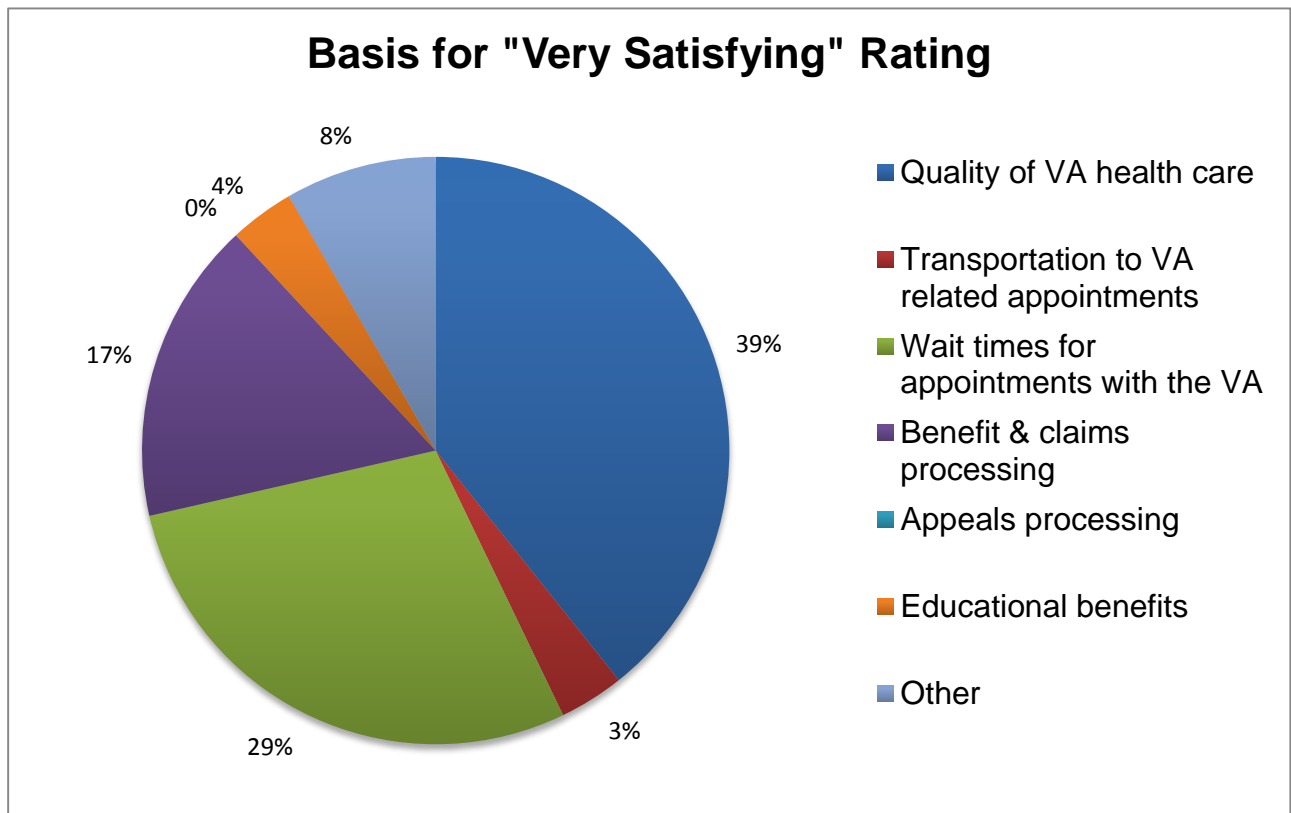
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	5
Satisfying	18
Neutral	17
Dissatisfying	17
Very Dissatisfying	14

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating⁸.

⁸ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

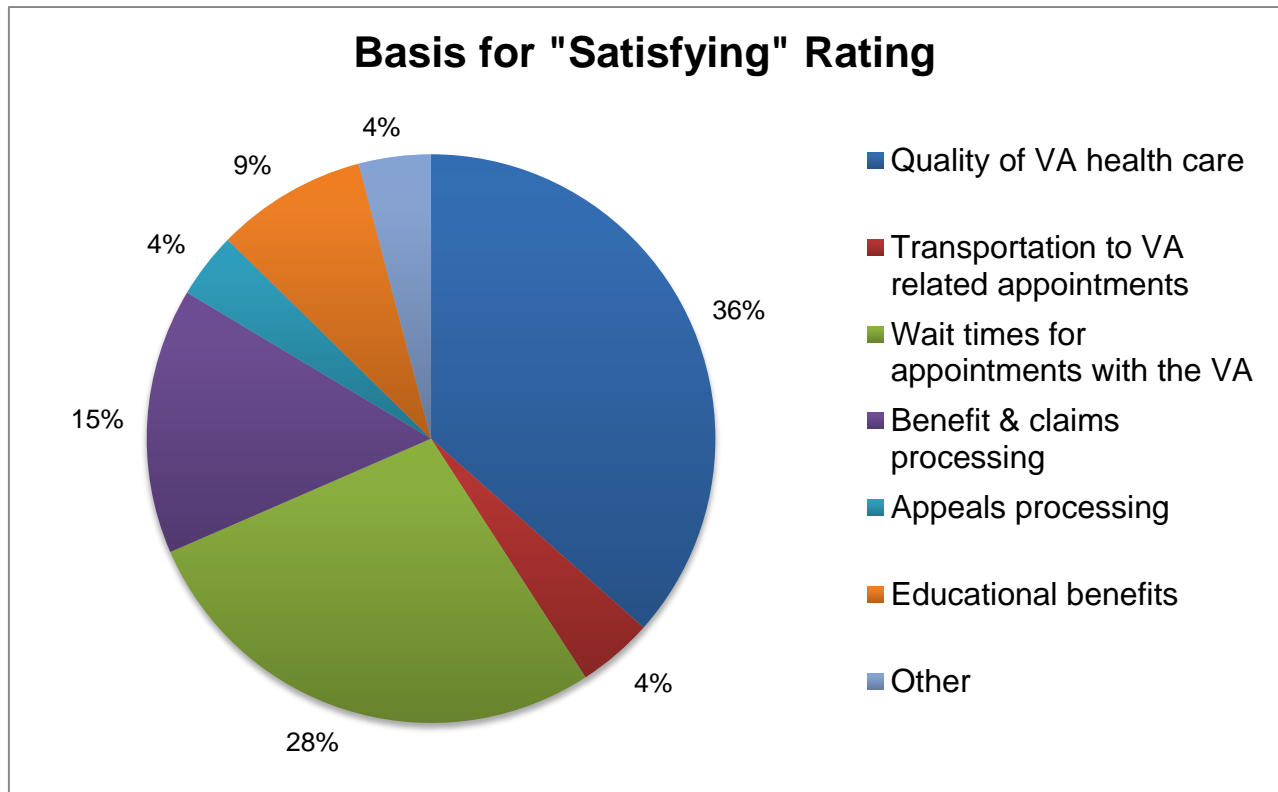
NORTH IDAHO SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	33
Transportation to VA related appointments	3
Wait times for appointments with the VA	24
Benefit & claims processing	14
Appeals processing	0
Educational benefits	3
Other	7



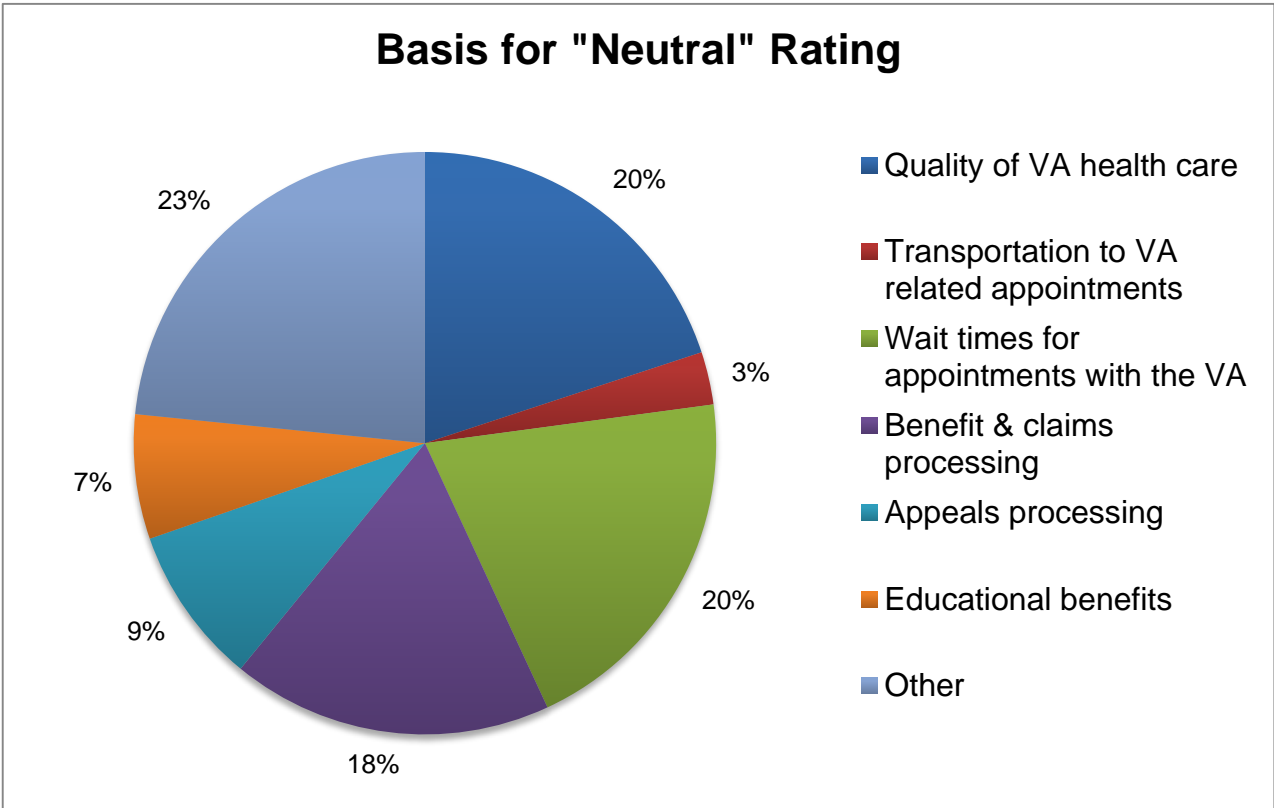
NORTH IDAHO SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	35
Transportation to VA related appointments	2
Wait times for appointments with the VA	24
Benefit & claims processing	17
Appeals processing	0
Educational benefits	6
Other	6



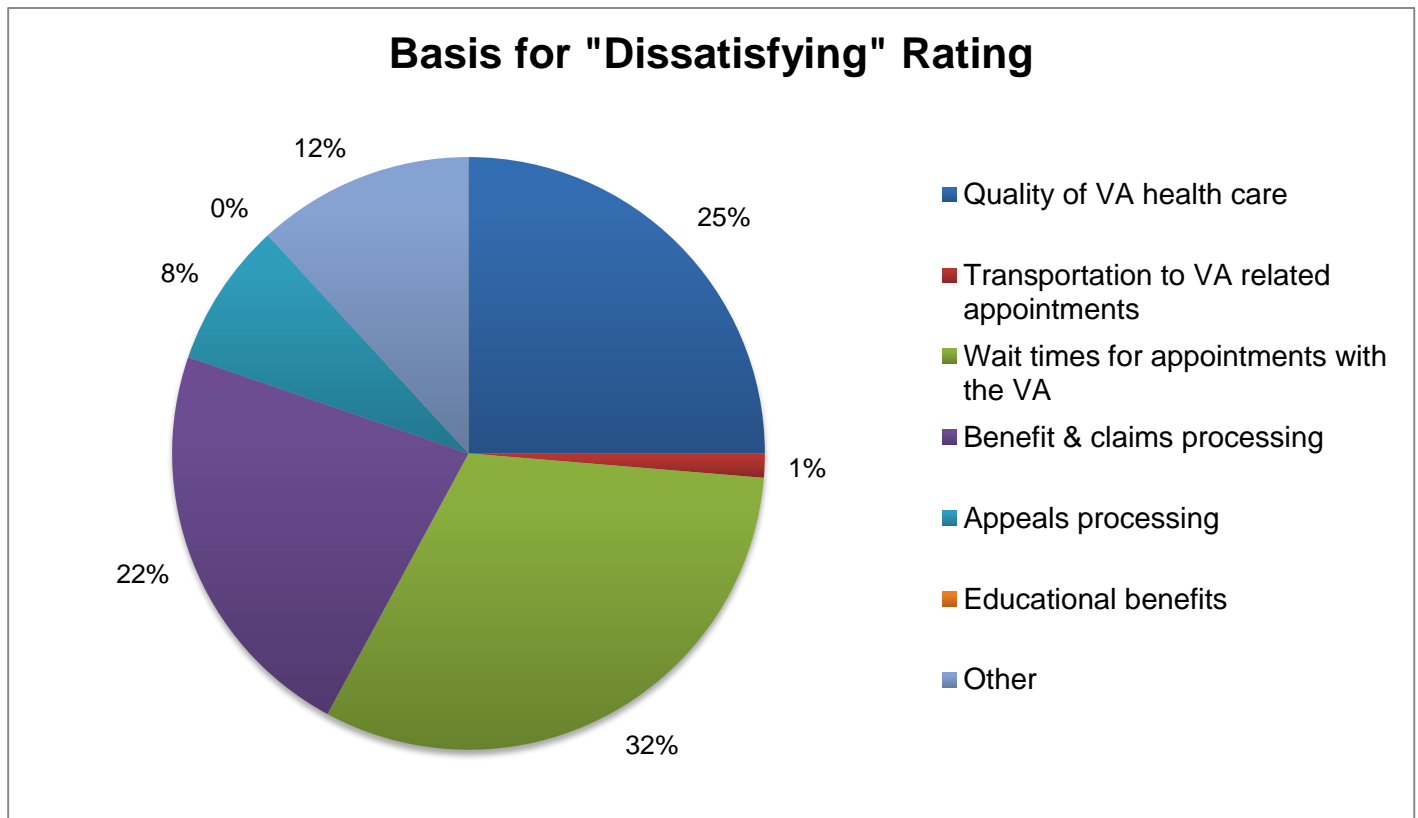
NORTH IDAHO SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	9
Transportation to VA related appointments	2
Wait times for appointments with the VA	10
Benefit & claims processing	6
Appeals processing	4
Educational benefits	2
Other	12



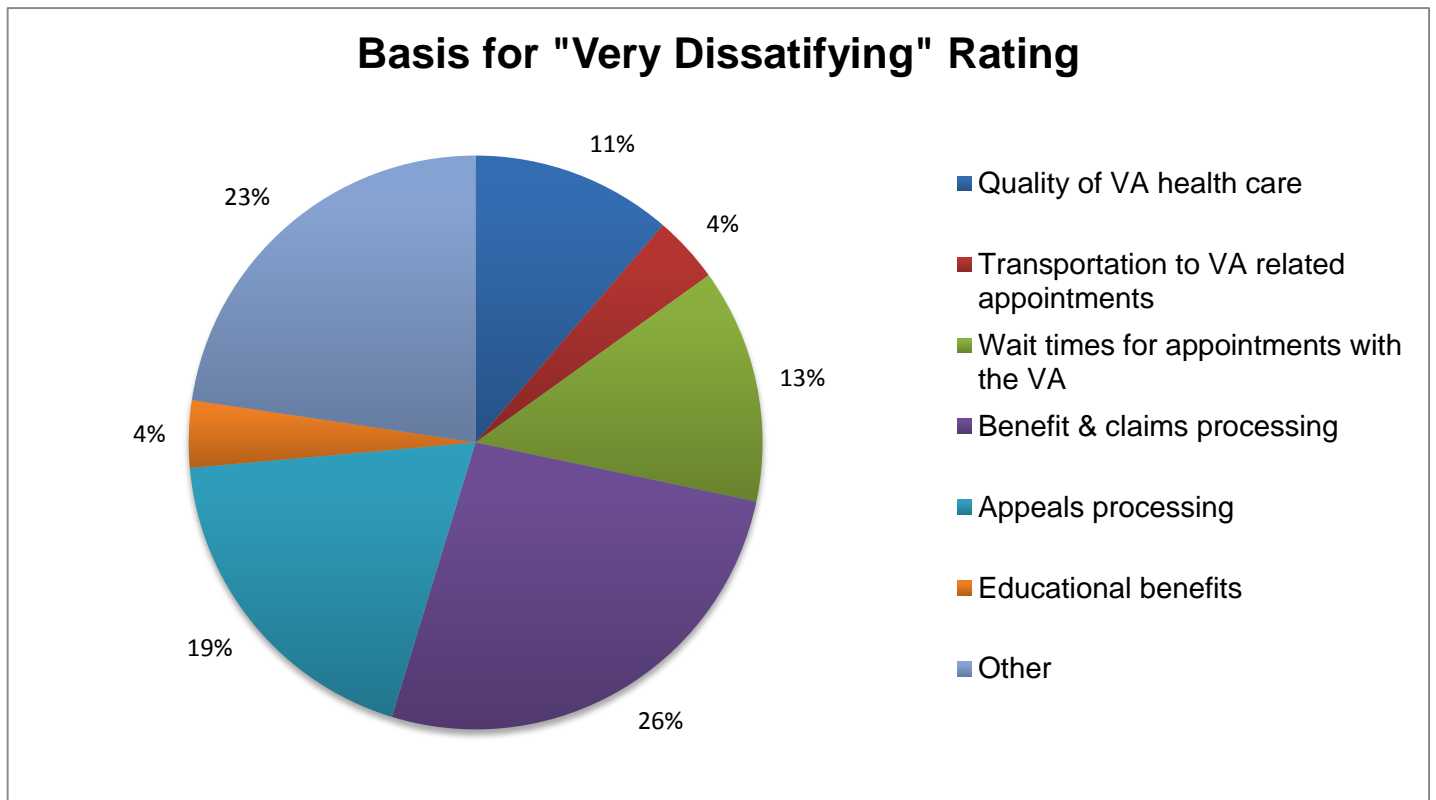
NORTH IDAHO SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	19
Transportation to VA related appointments	1
Wait times for appointments with the VA	24
Benefit & claims processing	17
Appeals processing	6
Educational benefits	0
Other	9



NORTH IDAHO SATISFACTION | VERY DISSATISFYING

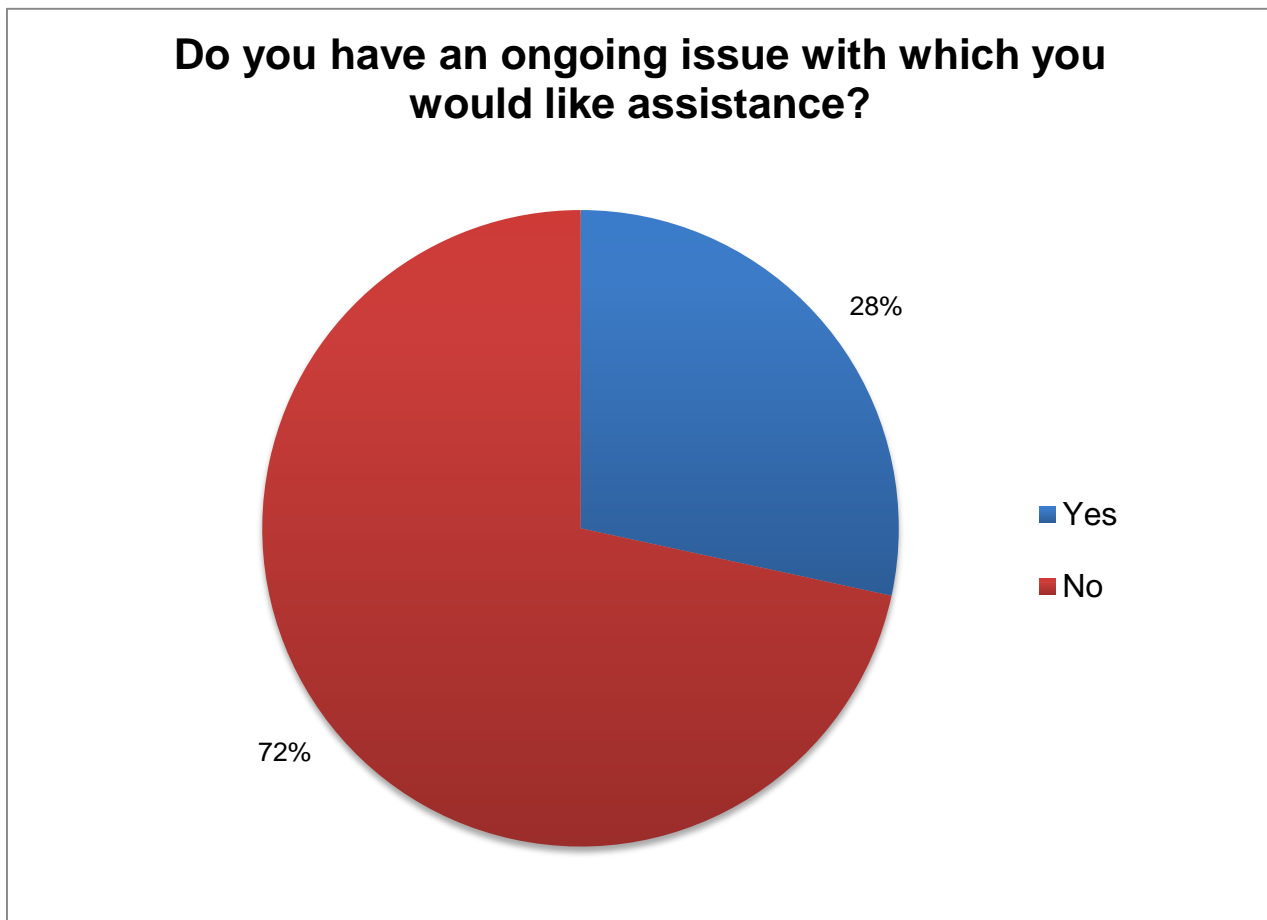
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	6
Transportation to VA related appointments	2
Wait times for appointments with the VA	7
Benefit & claims processing	14
Appeals processing	10
Educational benefits	2
Other	12



Ongoing Issues with the Department of Veterans Affairs

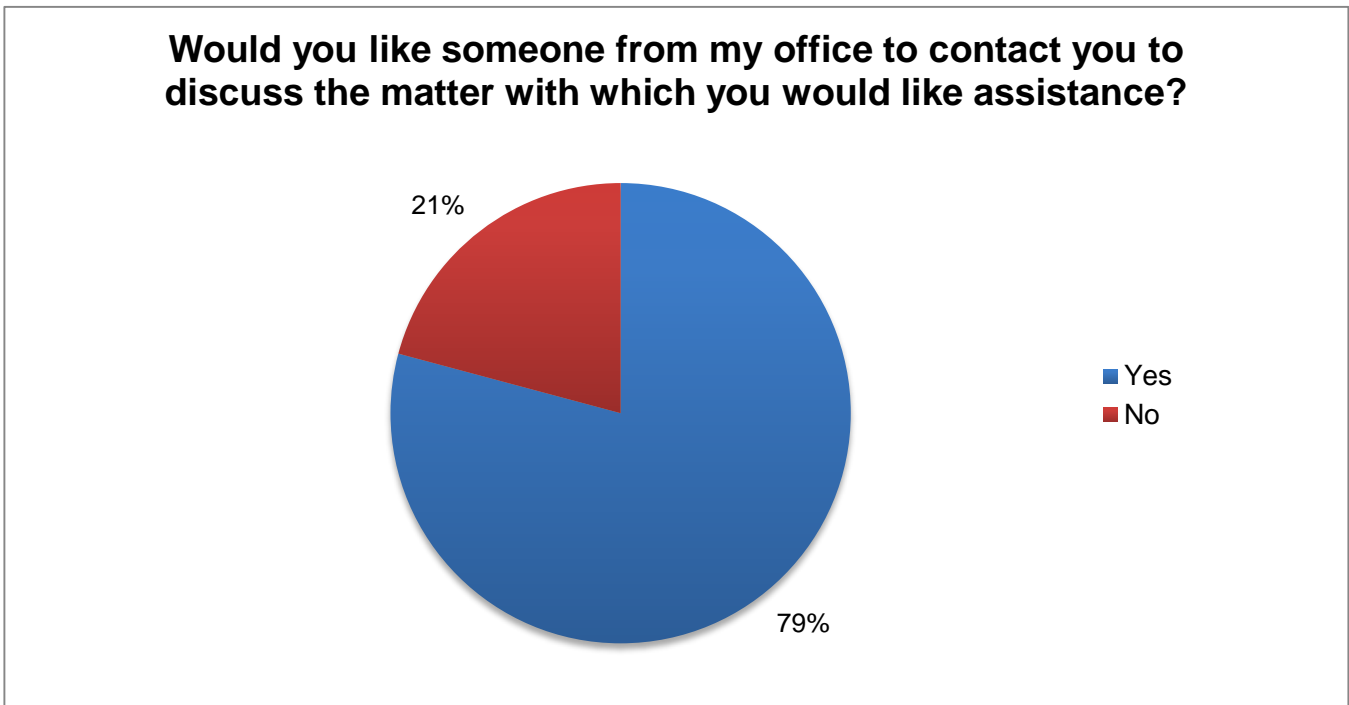
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: more than one-quarter of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	48
No	121

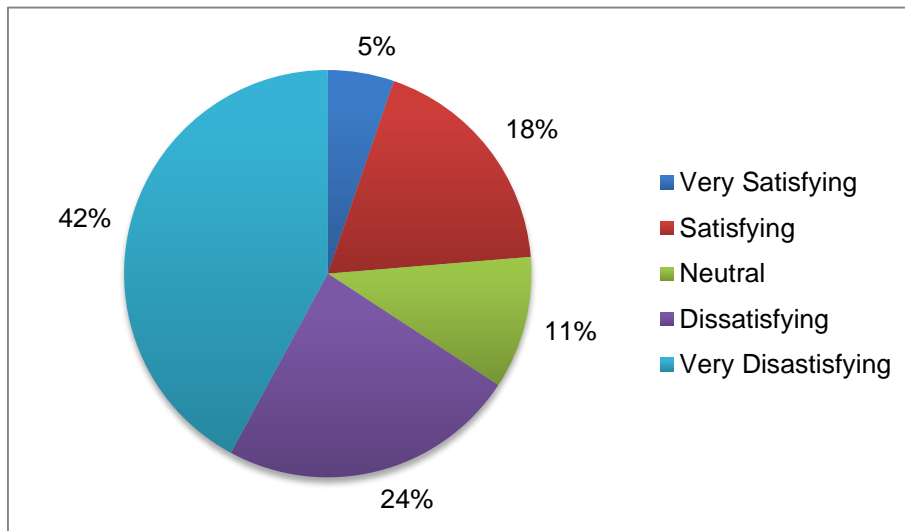


Seventy-nine percent of the participants who indicated they had an ongoing issue asked Senator Crapo's office to contact them about it.

Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	38
No	10



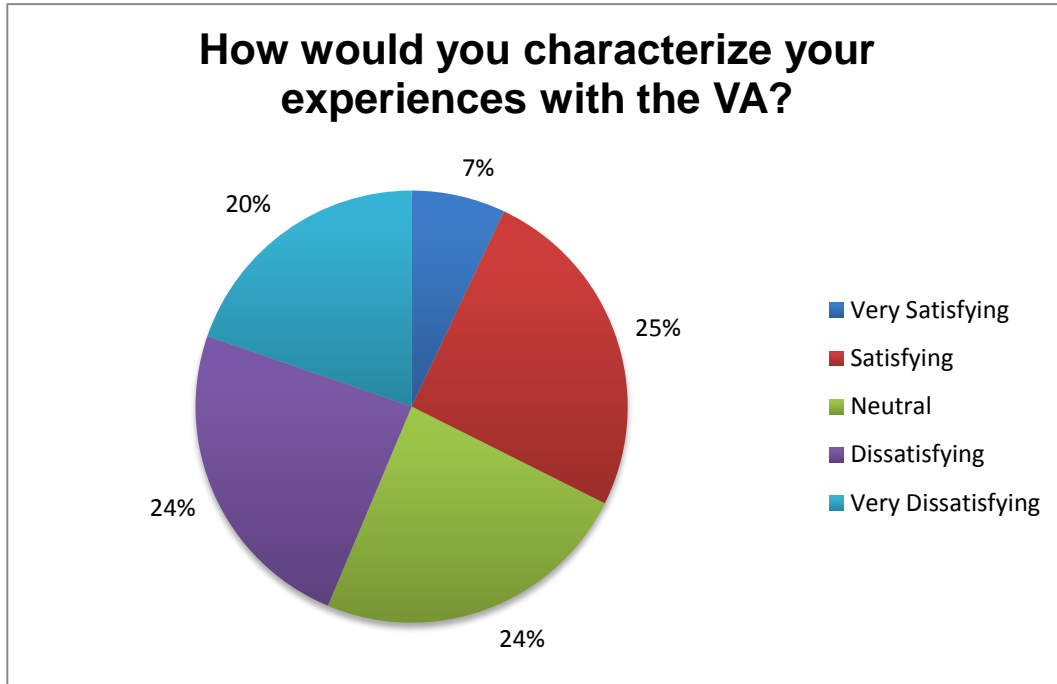
Below is a graph of assistance requests broken down by satisfaction rating:



Eastern Idaho, North Satisfaction

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.

Participants could only select one answer for the question “How would you characterize your experiences with the VA?”



Thirty-two percent of participants living in the Eastern Idaho, North region indicated their experiences with the VA were “satisfying” or better.

However, the majority (44 percent) of these participants rated their VA experiences as “dissatisfying” or worse.

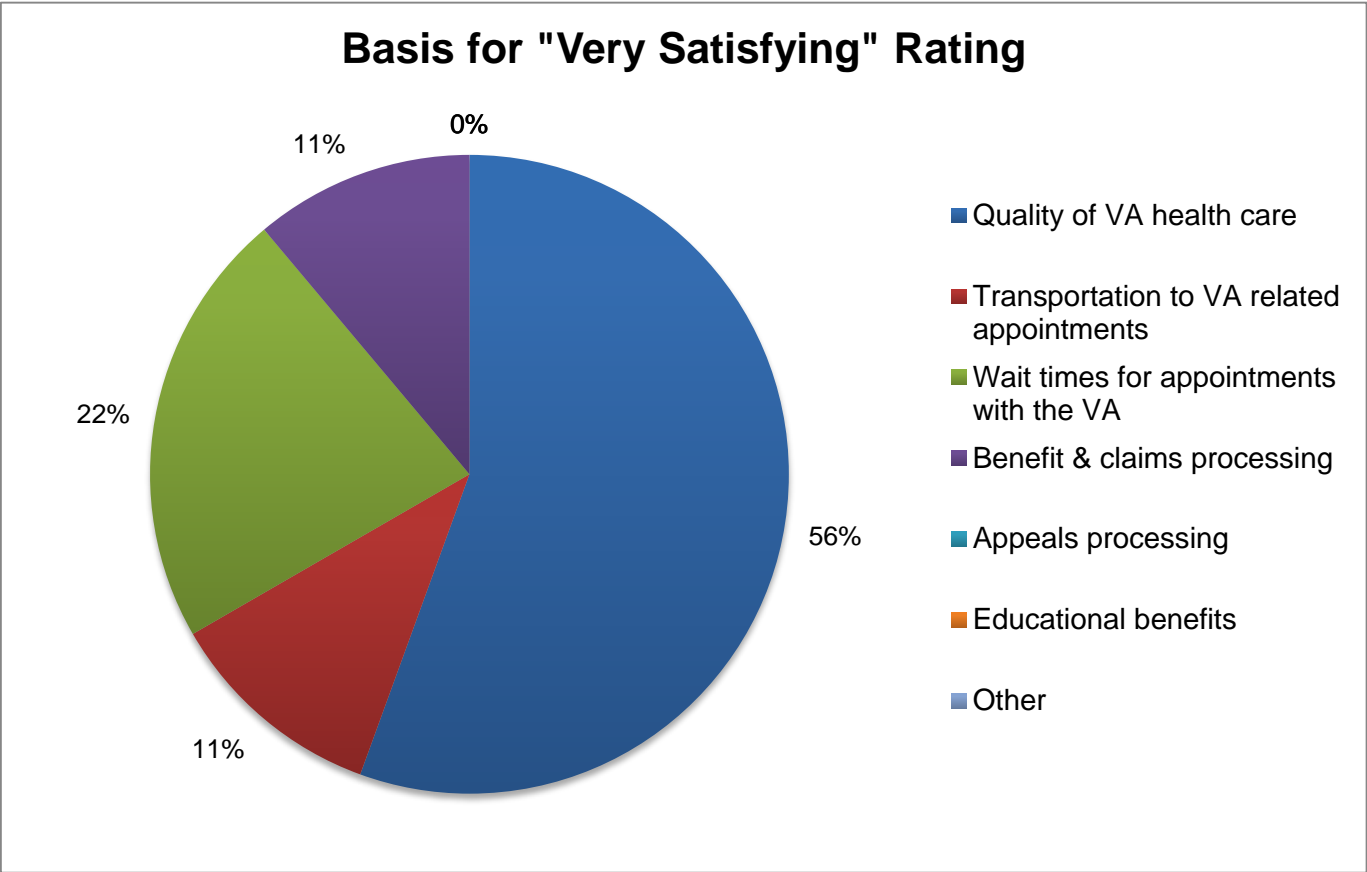
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	5
Satisfying	18
Neutral	17
Dissatisfying	17
Very Dissatisfying	14

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating⁹.

⁹ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

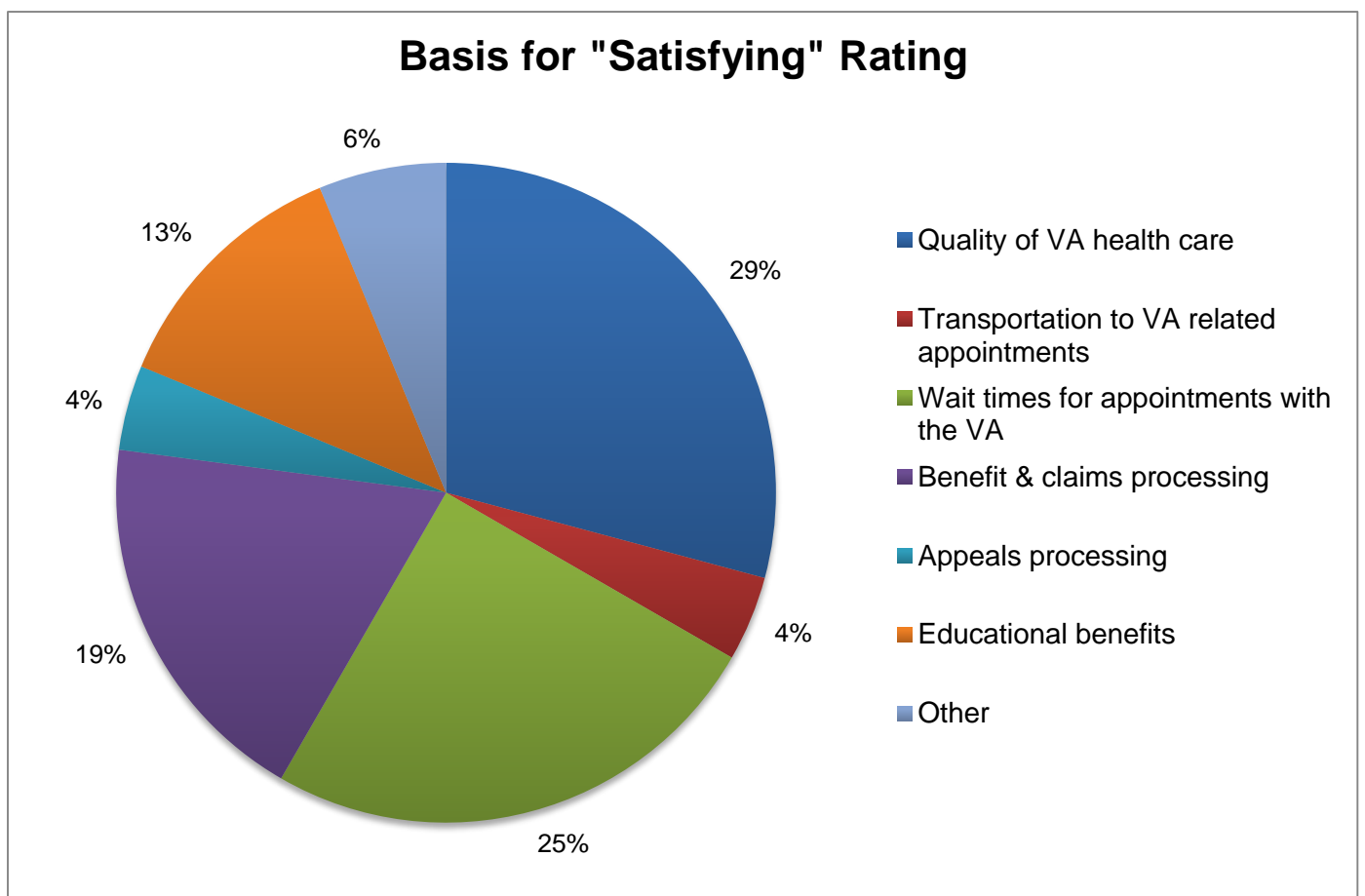
EASTERN IDAHO, NORTH SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	5
Transportation to VA related appointments	1
Wait times for appointments with the VA	2
Benefit & claims processing	1
Appeals processing	0
Educational benefits	0
Other	0



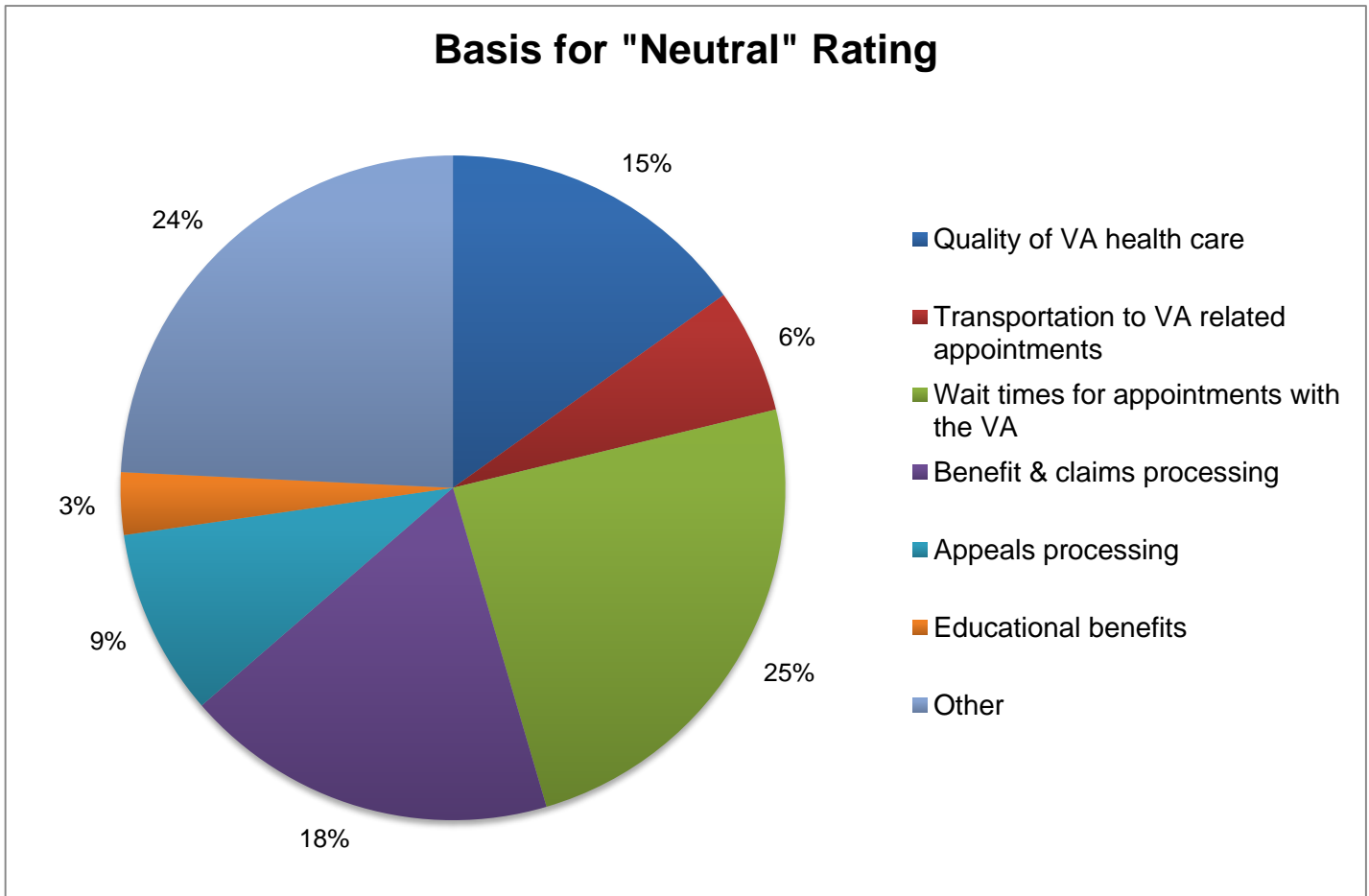
EASTERN IDAHO, NORTH SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	14
Transportation to VA related appointments	2
Wait times for appointments with the VA	12
Benefit & claims processing	9
Appeals processing	2
Educational benefits	6
Other	3



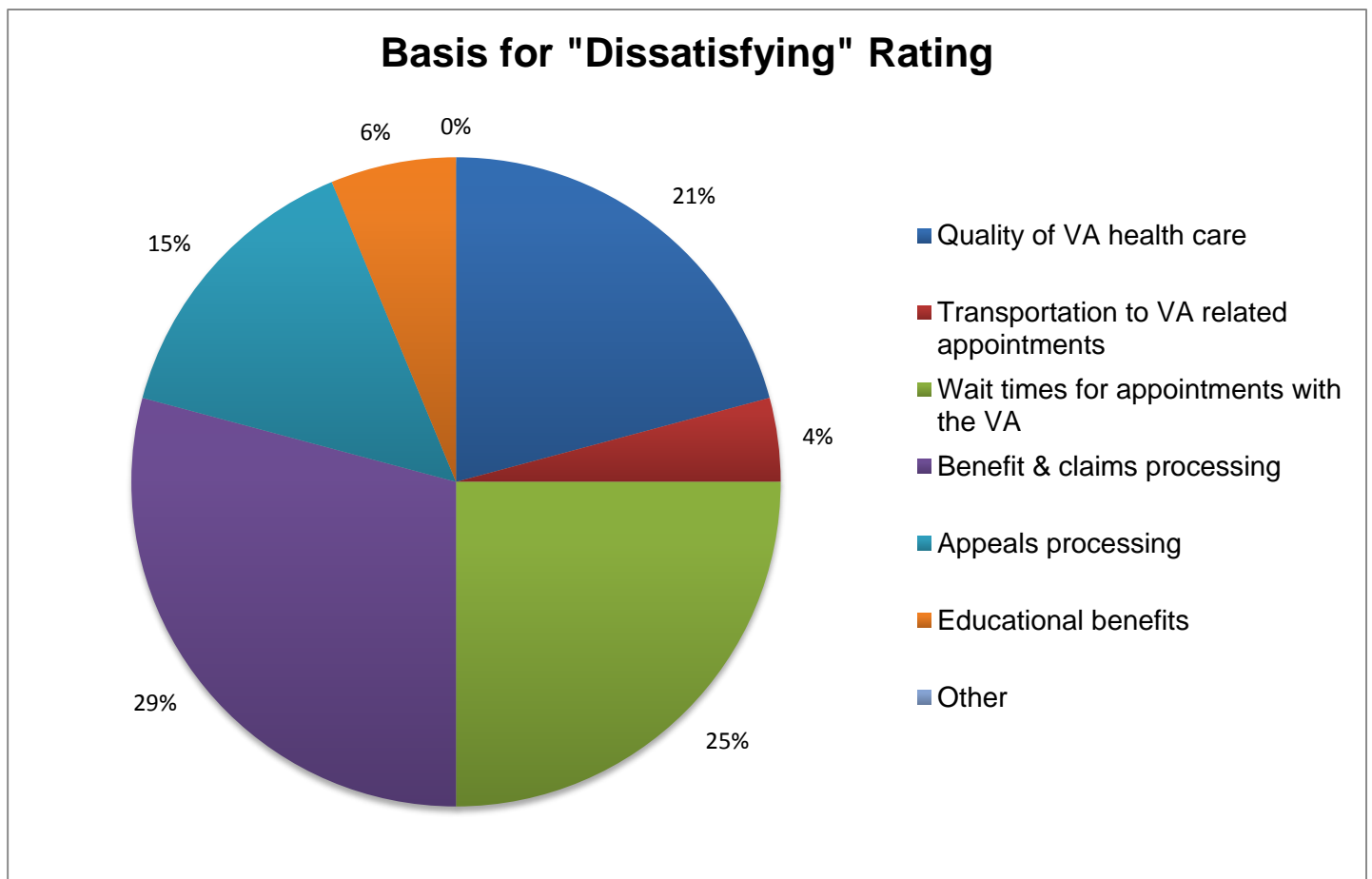
EASTERN IDAHO, NORTH SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	5
Transportation to VA related appointments	2
Wait times for appointments with the VA	8
Benefit & claims processing	6
Appeals processing	3
Educational benefits	1
Other	8



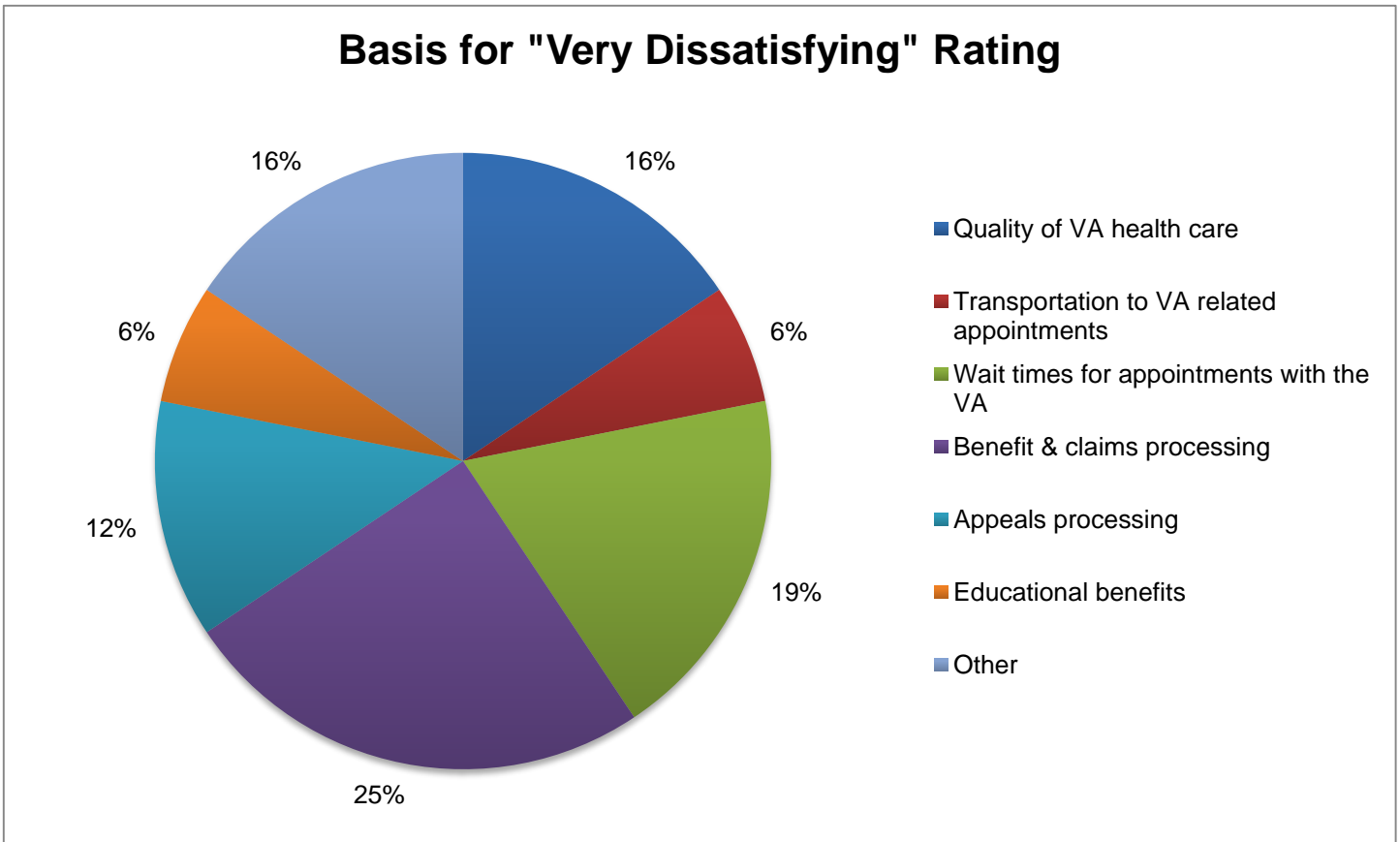
EASTERN IDAHO, NORTH SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	10
Transportation to VA related appointments	2
Wait times for appointments with the VA	12
Benefit & claims processing	14
Appeals processing	7
Educational benefits	3
Other	0



EASTERN IDAHO, NORTH SATISFACTION | VERY DISSATISFYING

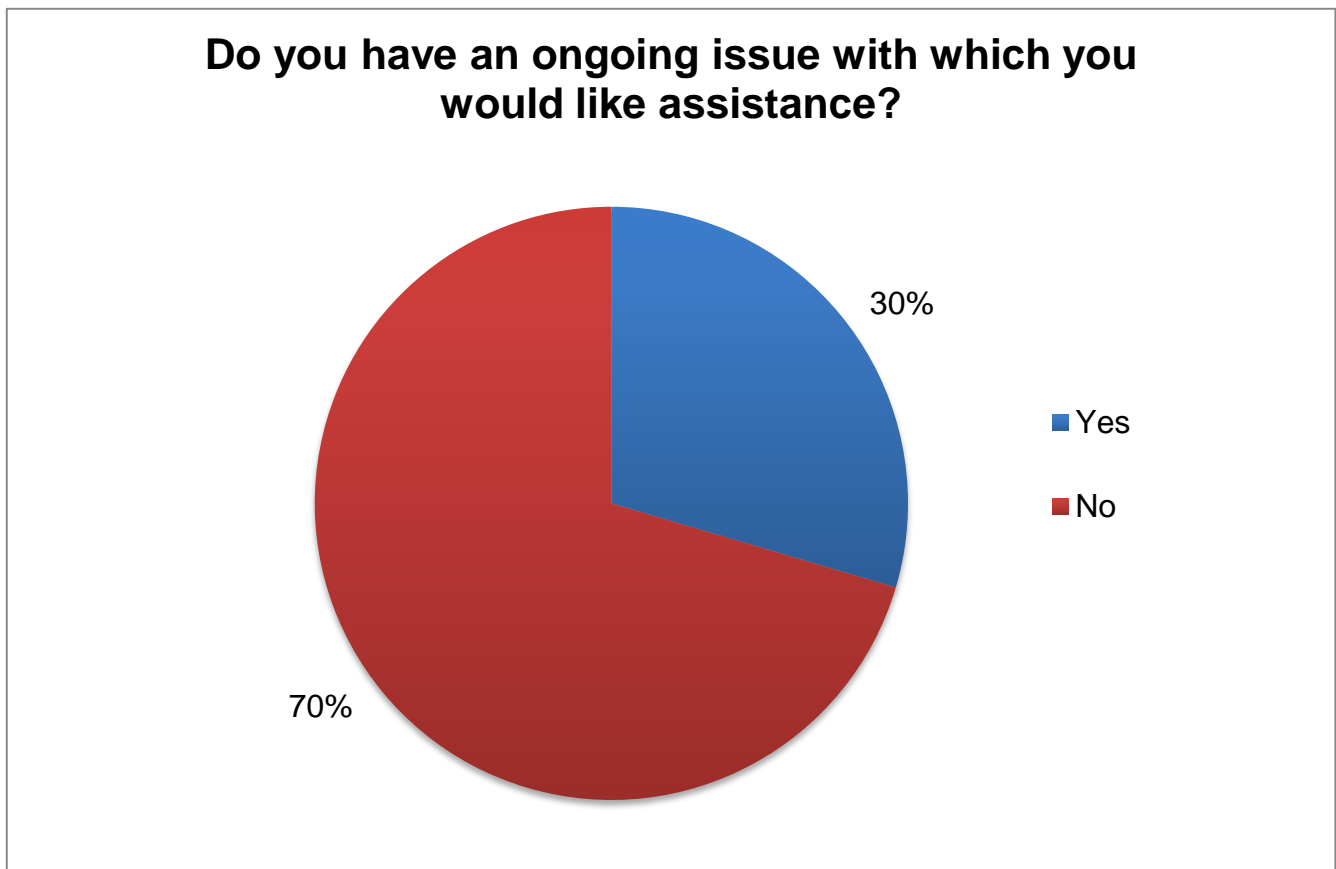
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	5
Transportation to VA related appointments	2
Wait times for appointments with the VA	6
Benefit & claims processing	8
Appeals processing	4
Educational benefits	2
Other	5



Ongoing Issues with the Department of Veterans Affairs

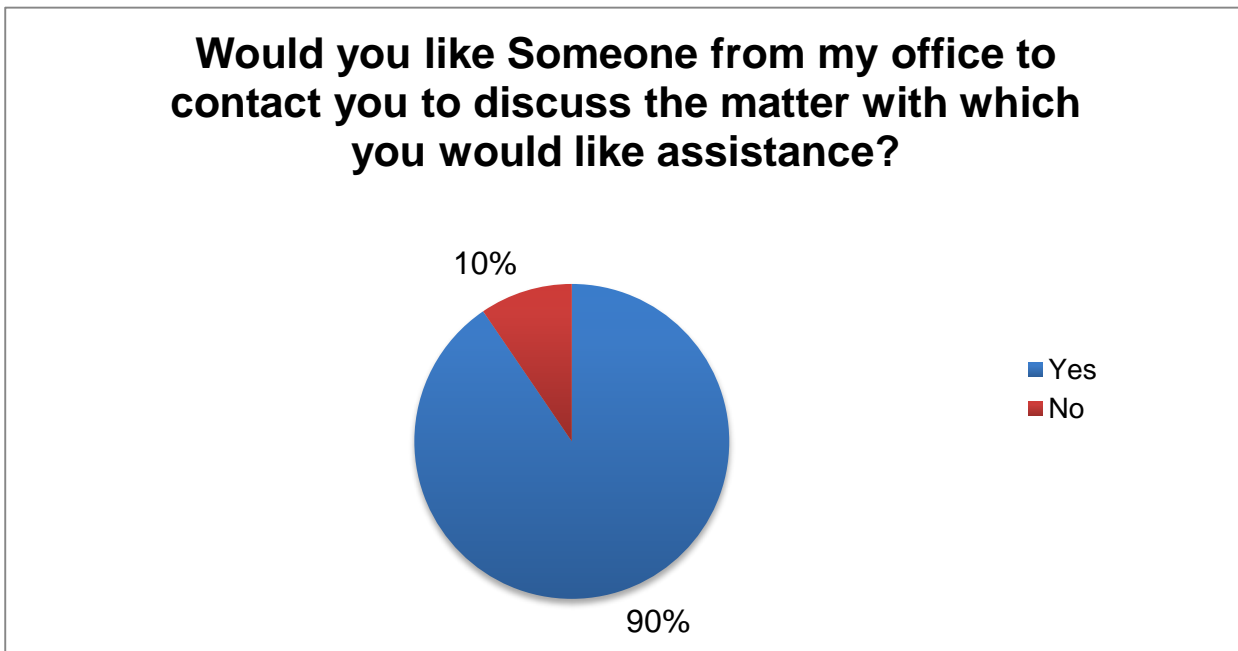
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: more than one-quarter of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	21
No	50

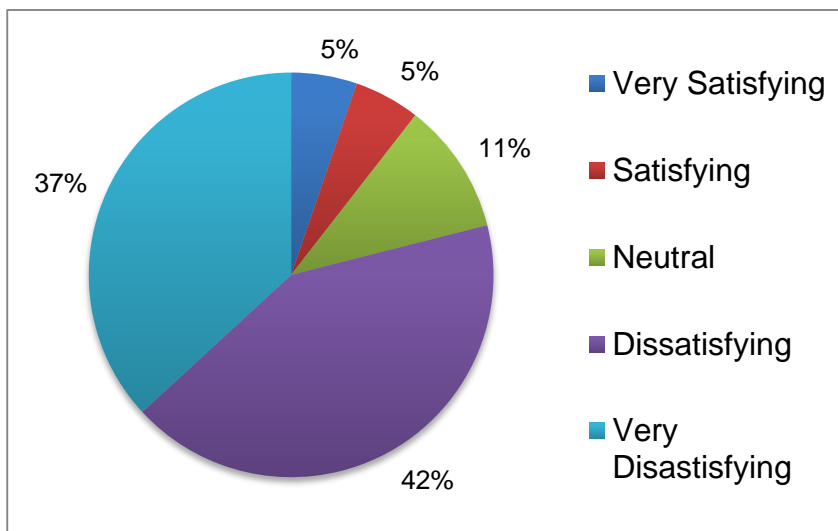


Ninety percent of the participants who indicated they had an ongoing issue asked Senator Crapo's office to contact them about it.

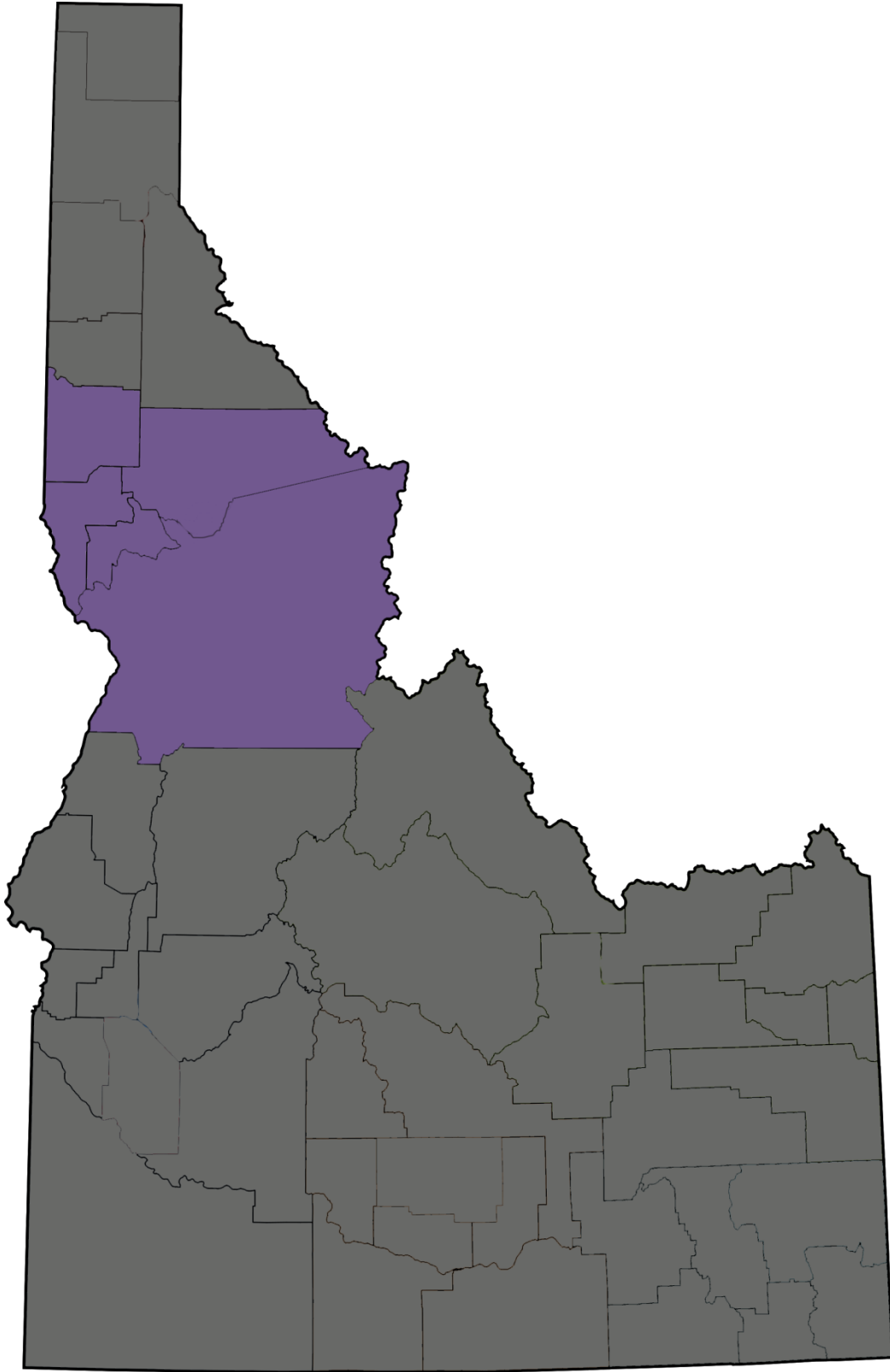
Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	19
No	2



Below is a graph of assistance requests broken down by satisfaction rating:



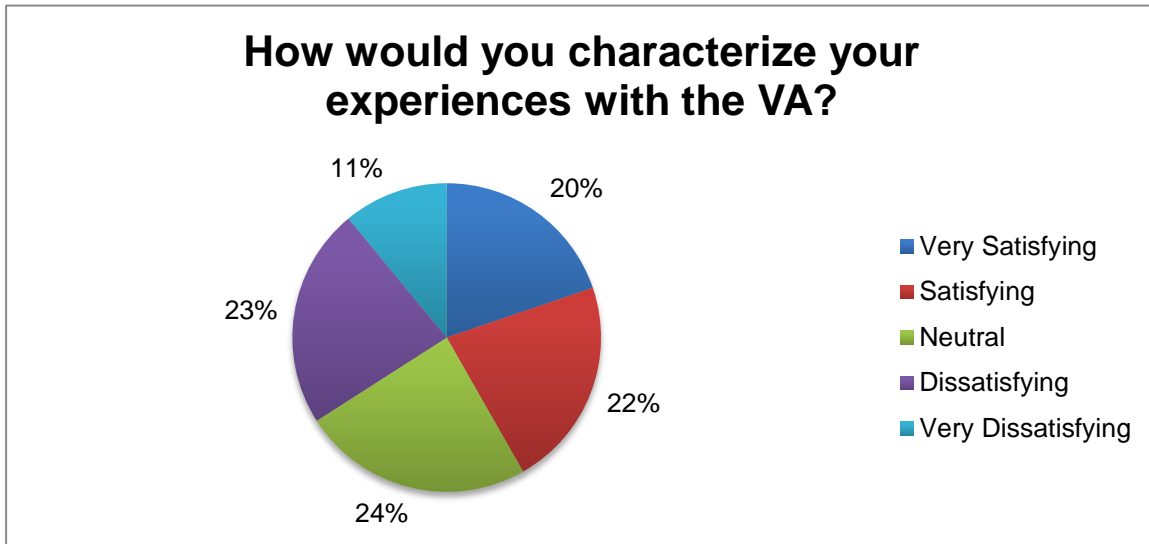
RESULTS FOR NORTH-CENTRAL



NORTH-CENTRAL SATISFACTION

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.

Participants could only select one answer for the question “How would you characterize your experiences with the VA?”



Forty-four percent of the participants residing in the North-Central region indicated their experiences with the VA “satisfying” or better.

How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	18
Satisfying	20
Neutral	22
Dissatisfying	21
Very Dissatisfying	10

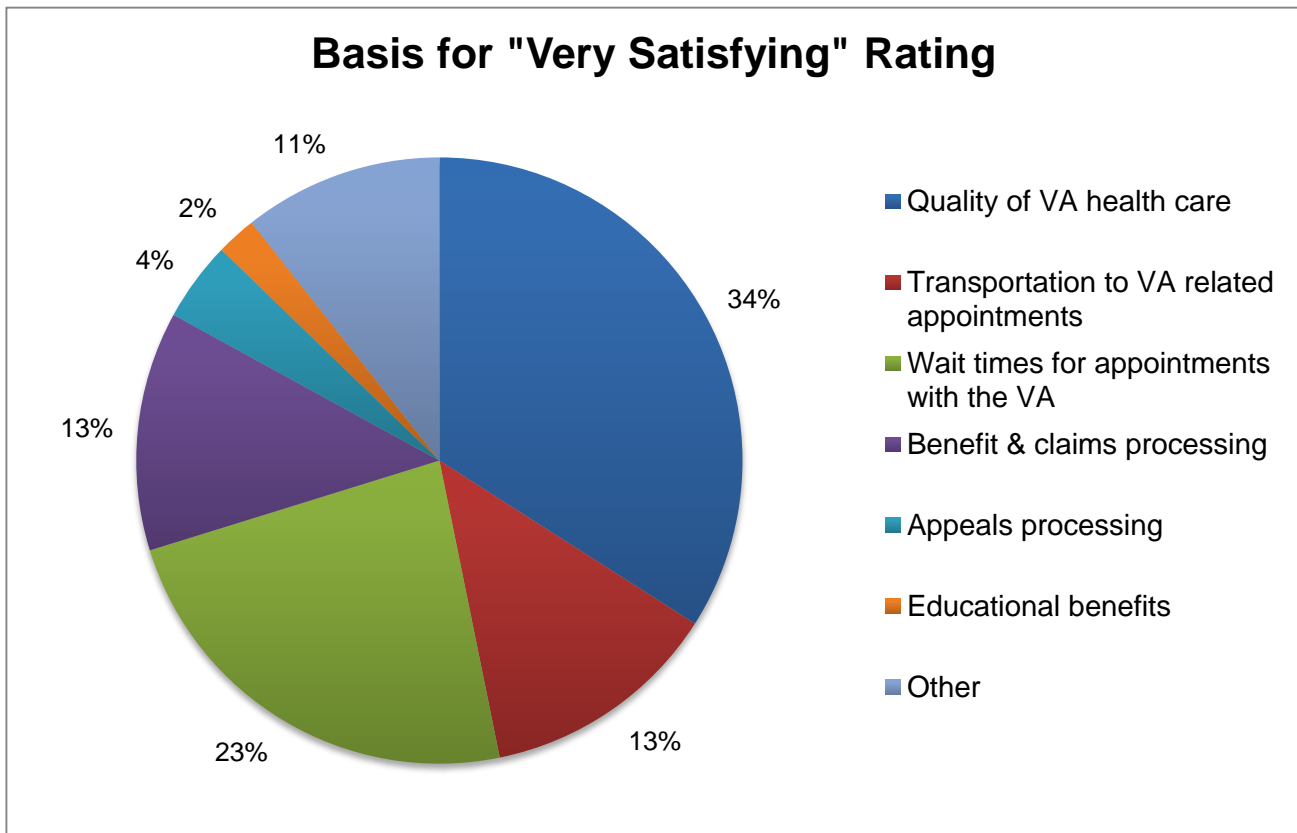
However, 34 percent of participants rated their VA experiences as “dissatisfying” or worse.

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating¹⁰.

¹⁰ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

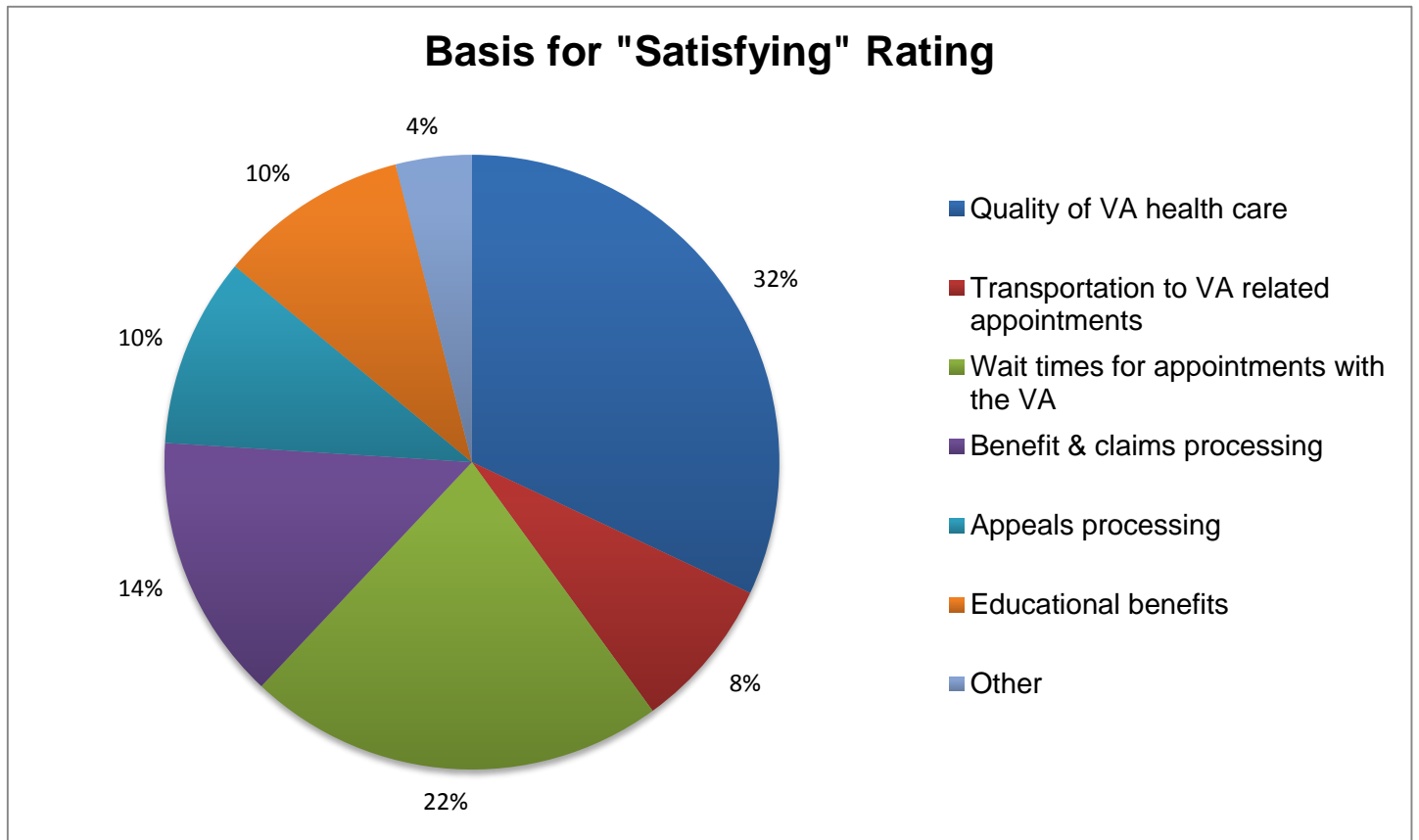
NORTH-CENTRAL SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	16
Transportation to VA related appointments	6
Wait times for appointments with the VA	11
Benefit & claims processing	6
Appeals processing	2
Educational benefits	1
Other	5



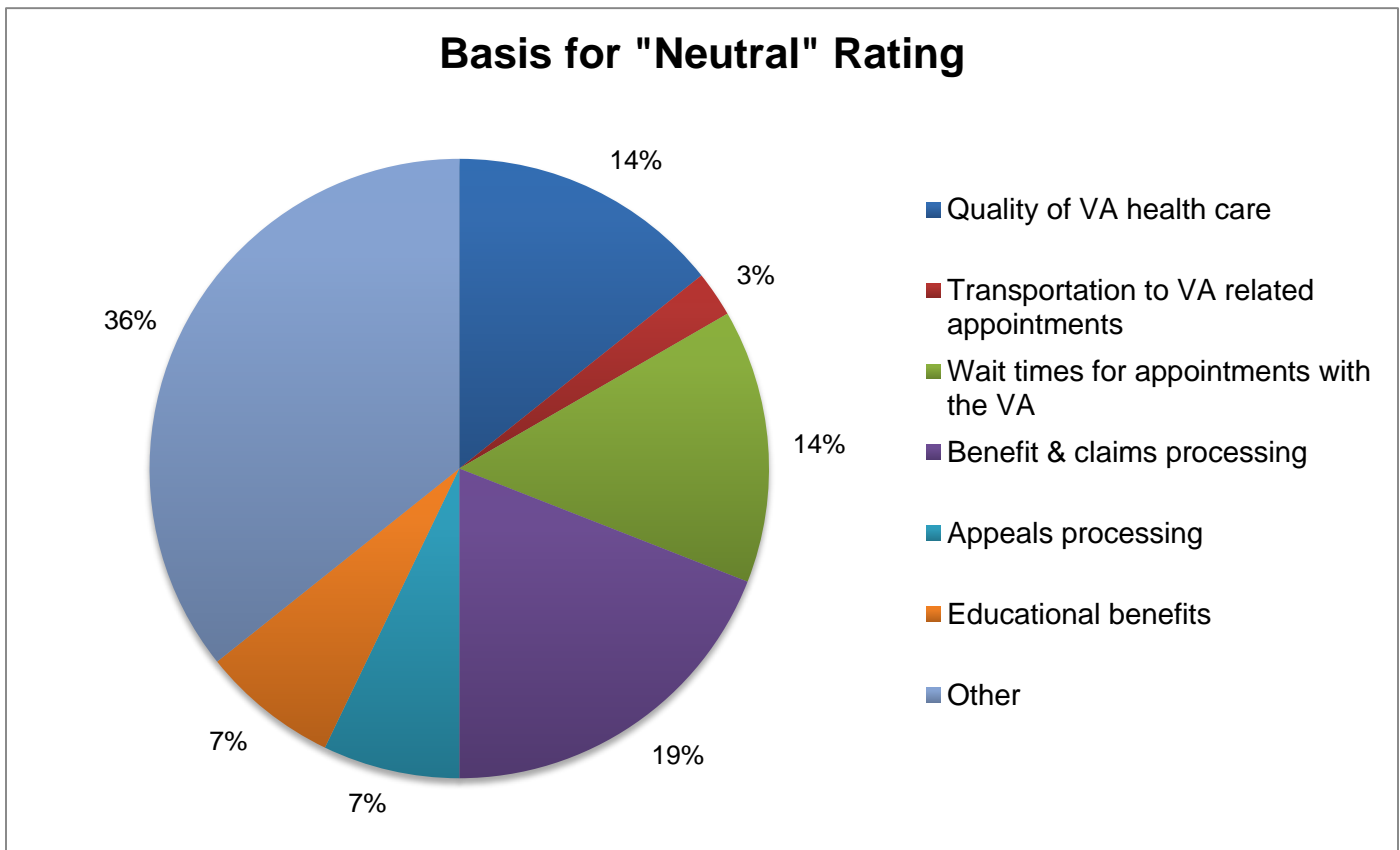
NORTH-CENTRAL SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	16
Transportation to VA related appointments	4
Wait times for appointments with the VA	11
Benefit & claims processing	7
Appeals processing	5
Educational benefits	5
Other	2



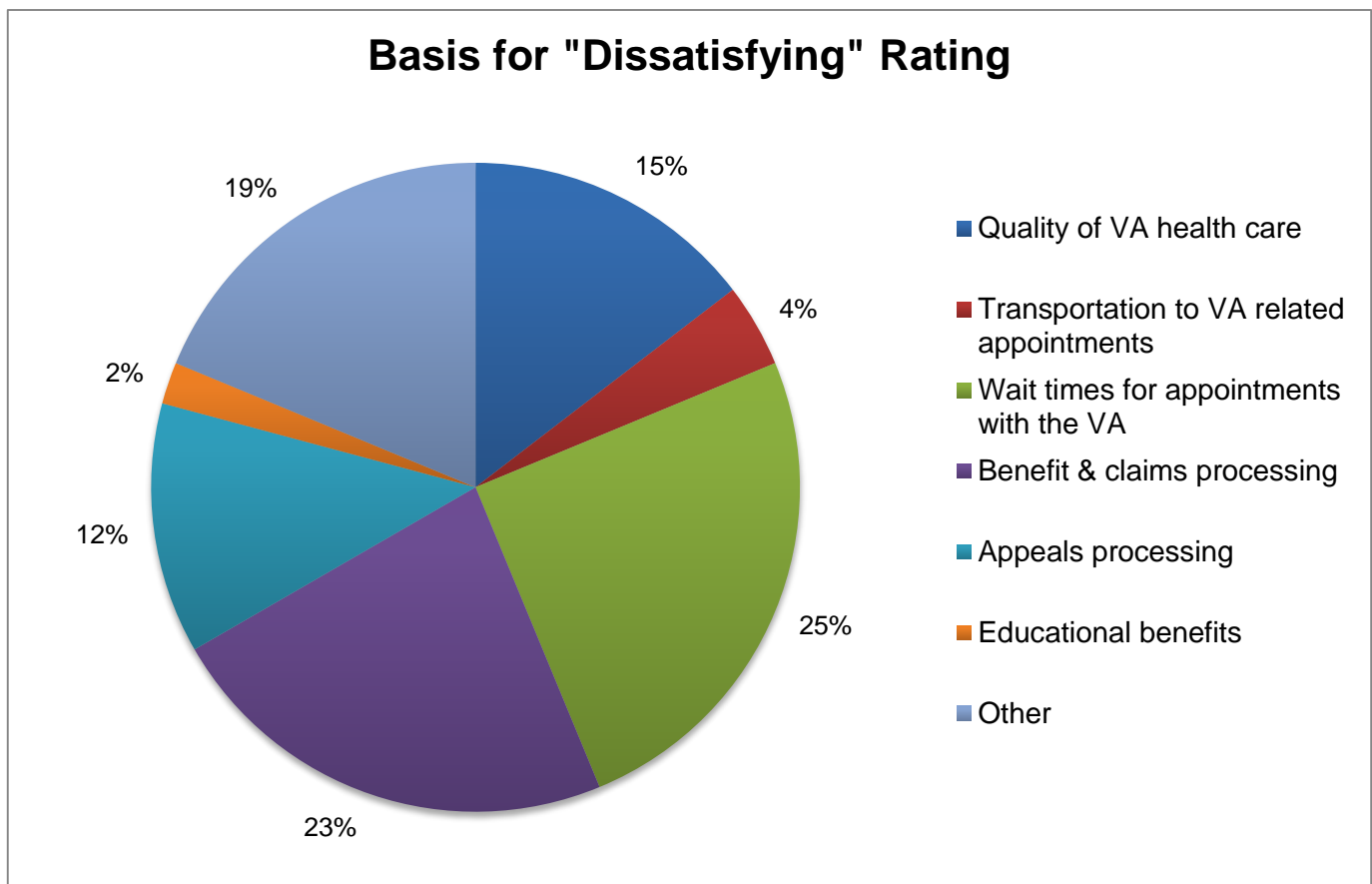
NORTH-CENTRAL SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	6
Transportation to VA related appointments	1
Wait times for appointments with the VA	6
Benefit & claims processing	8
Appeals processing	3
Educational benefits	3
Other	15



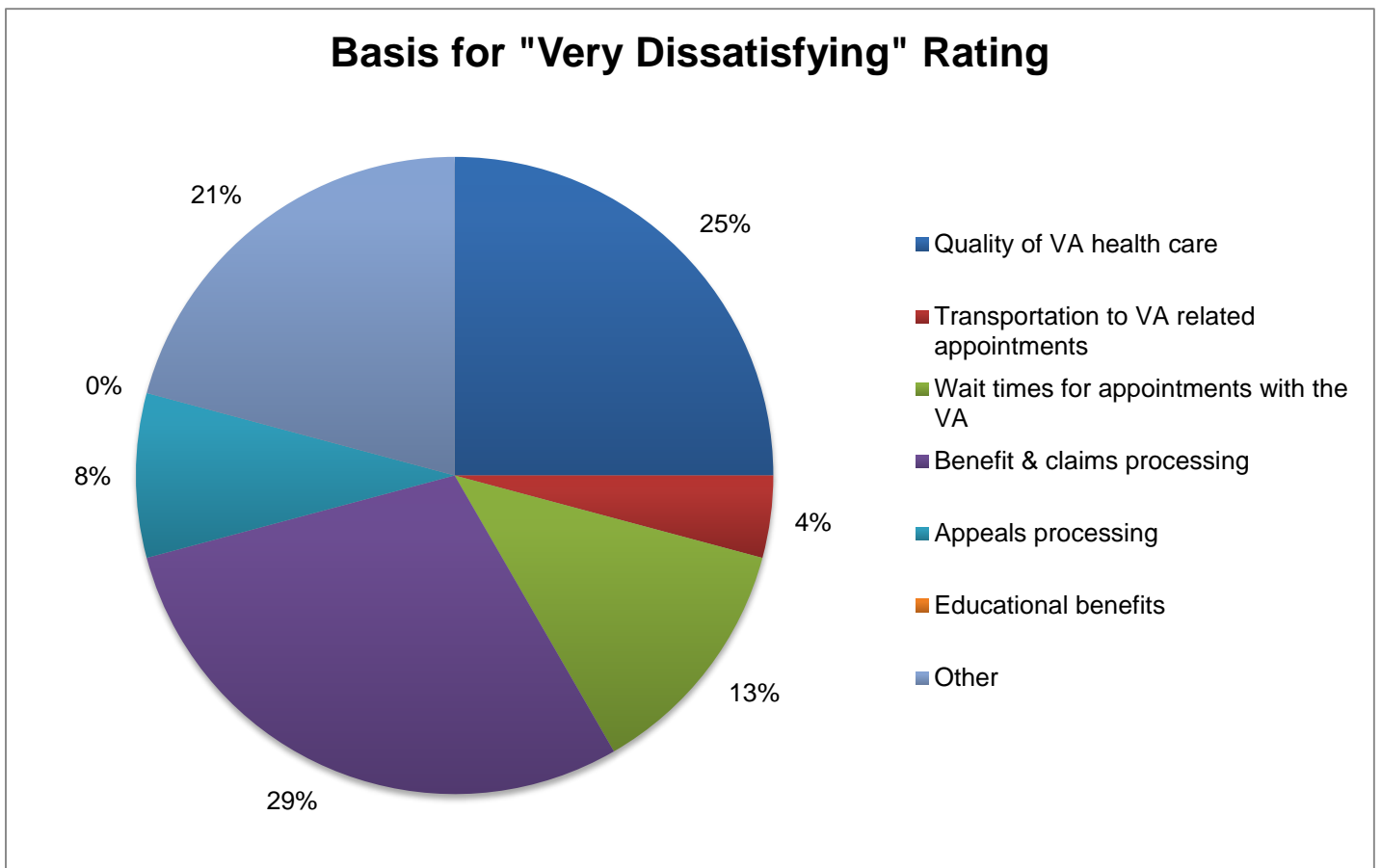
NORTH-CENTRAL SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	7
Transportation to VA related appointments	2
Wait times for appointments with the VA	12
Benefit & claims processing	11
Appeals processing	6
Educational benefits	1
Other	9



NORTH-CENTRAL SATISFACTION | VERY DISSATISFYING

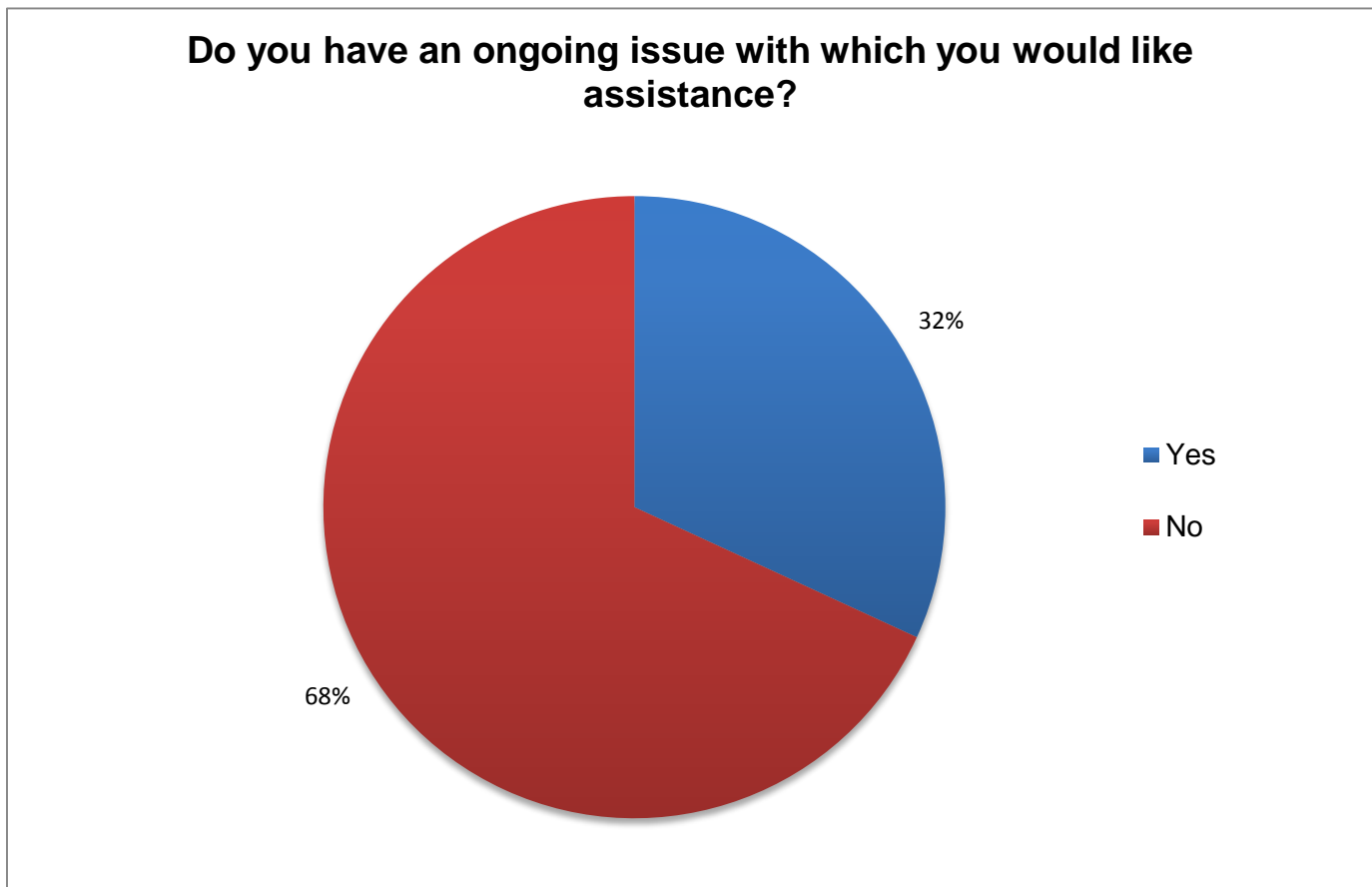
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	6
Transportation to VA related appointments	1
Wait times for appointments with the VA	3
Benefit & claims processing	7
Appeals processing	2
Educational benefits	0
Other	5



Ongoing Issues with the Department of Veterans Affairs

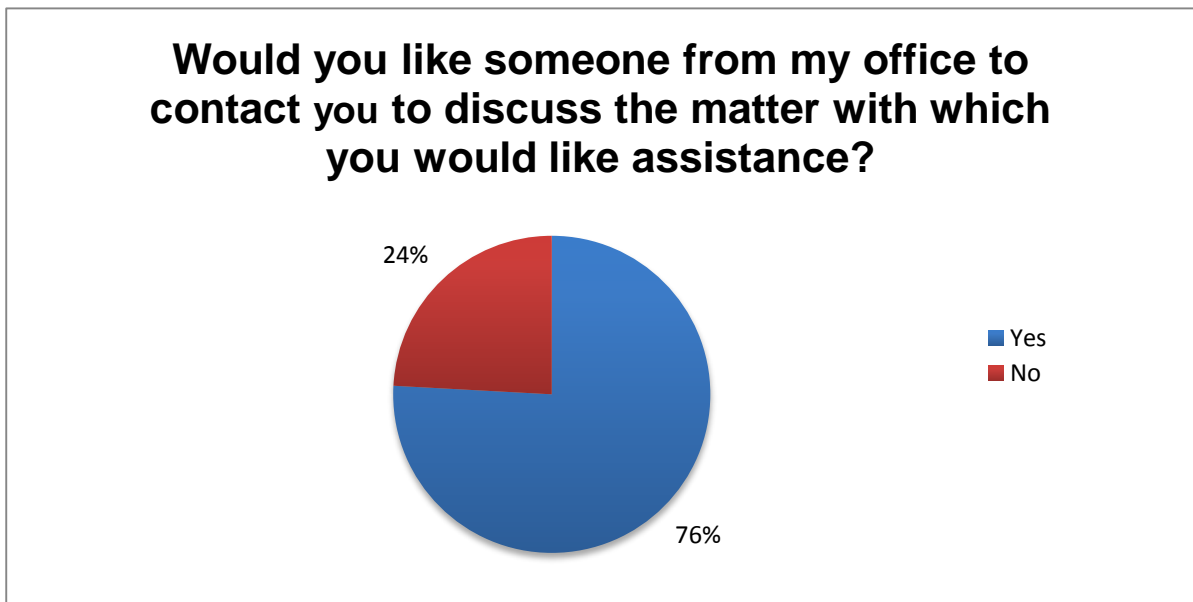
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: almost one-third of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	29
No	62

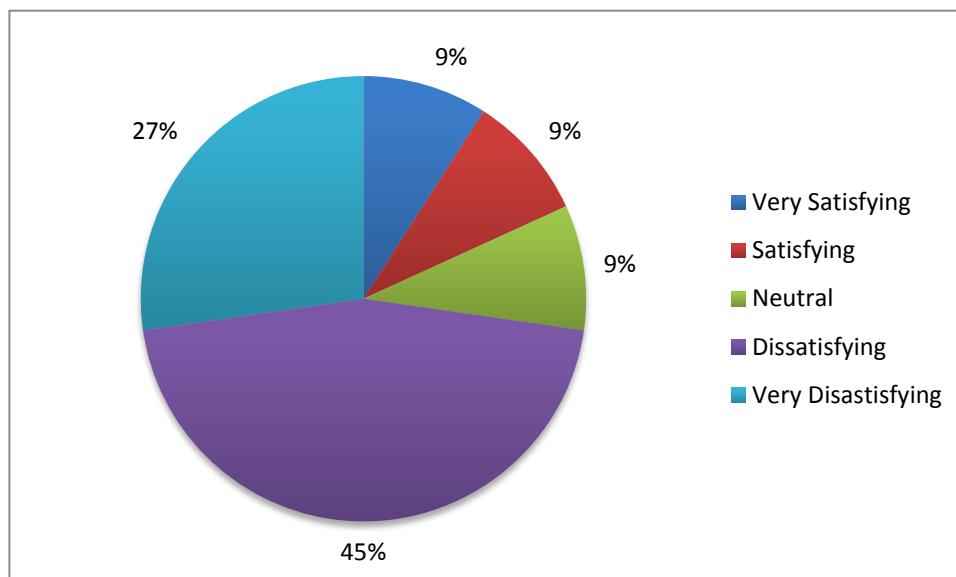


Seventy-six percent of the participants who indicated they had an ongoing issue asked Senator Crapo’s office to contact them about it.

Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	22
No	7



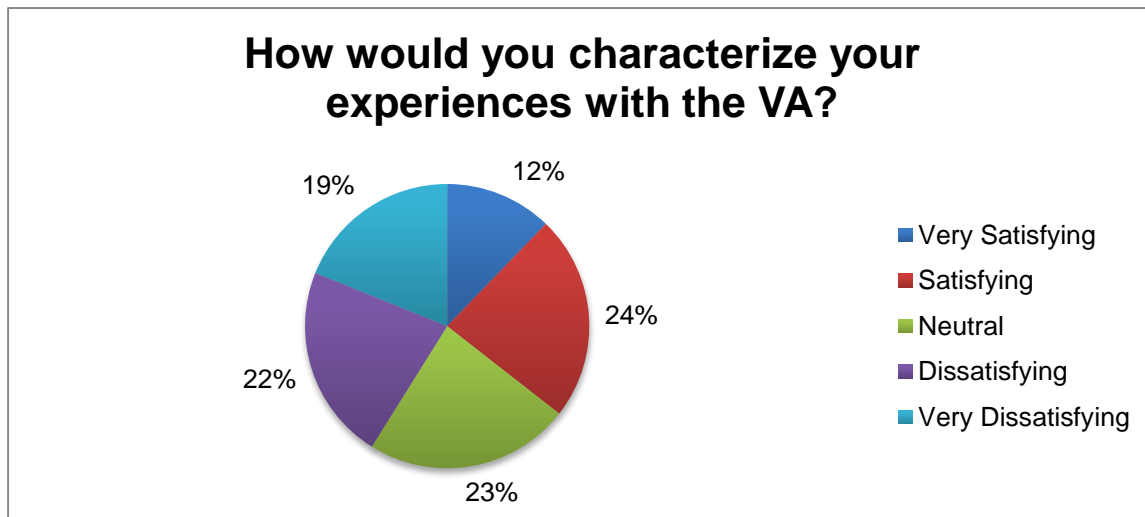
Below is a graph of assistance requests broken down by satisfaction rating:



EASTERN IDAHO, SOUTH SATISFACTION

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant's overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.

Participants could only select one answer for the question "How would you characterize your experiences with the VA?"



Thirty-six percent of participants residing in the Eastern Idaho, South region indicated their experiences with the VA were "satisfying" or better.

However, 41 percent of participants rated their VA experiences as "dissatisfying" or worse.

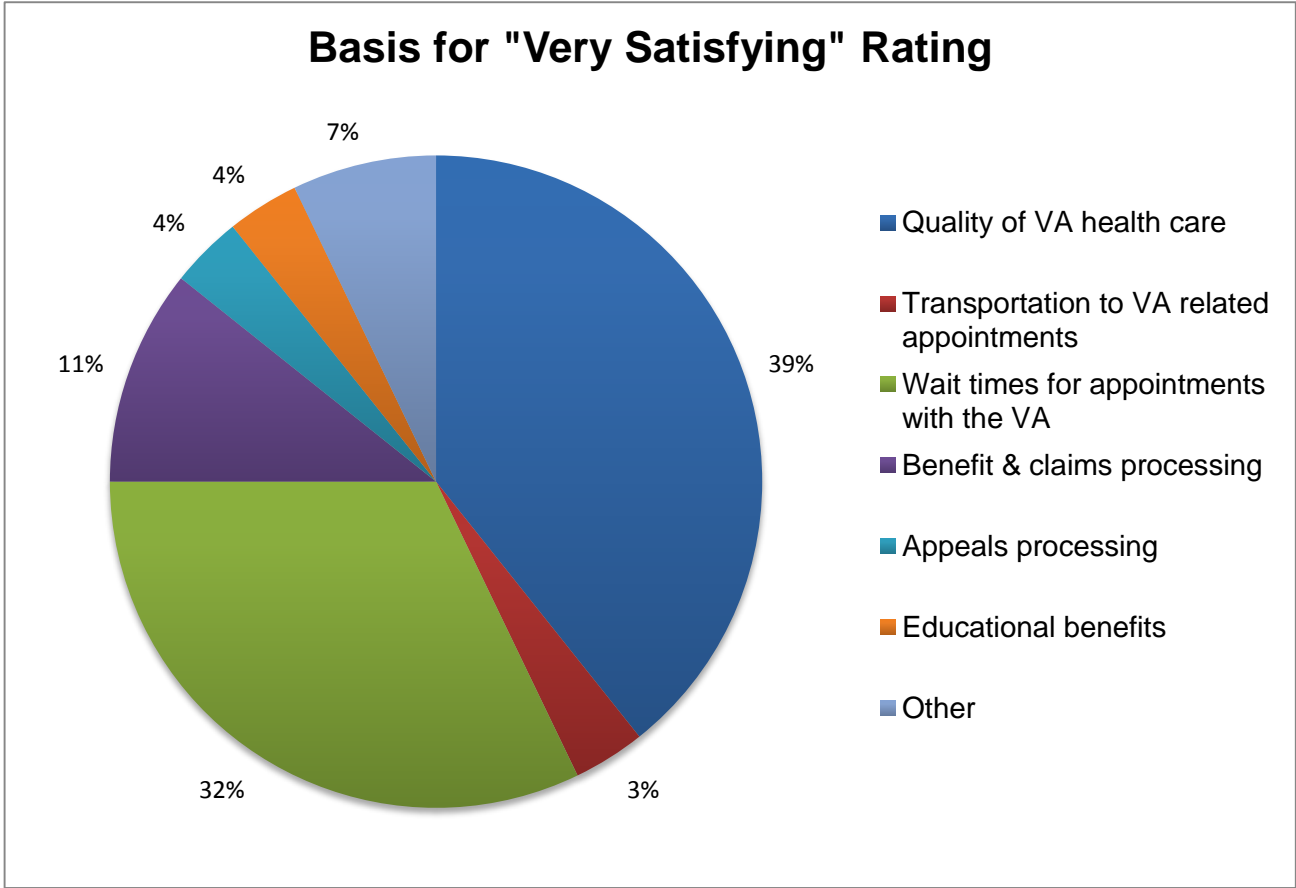
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	11
Satisfying	21
Neutral	21
Dissatisfying	20
Very Dissatisfying	17

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating¹¹.

¹¹ This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

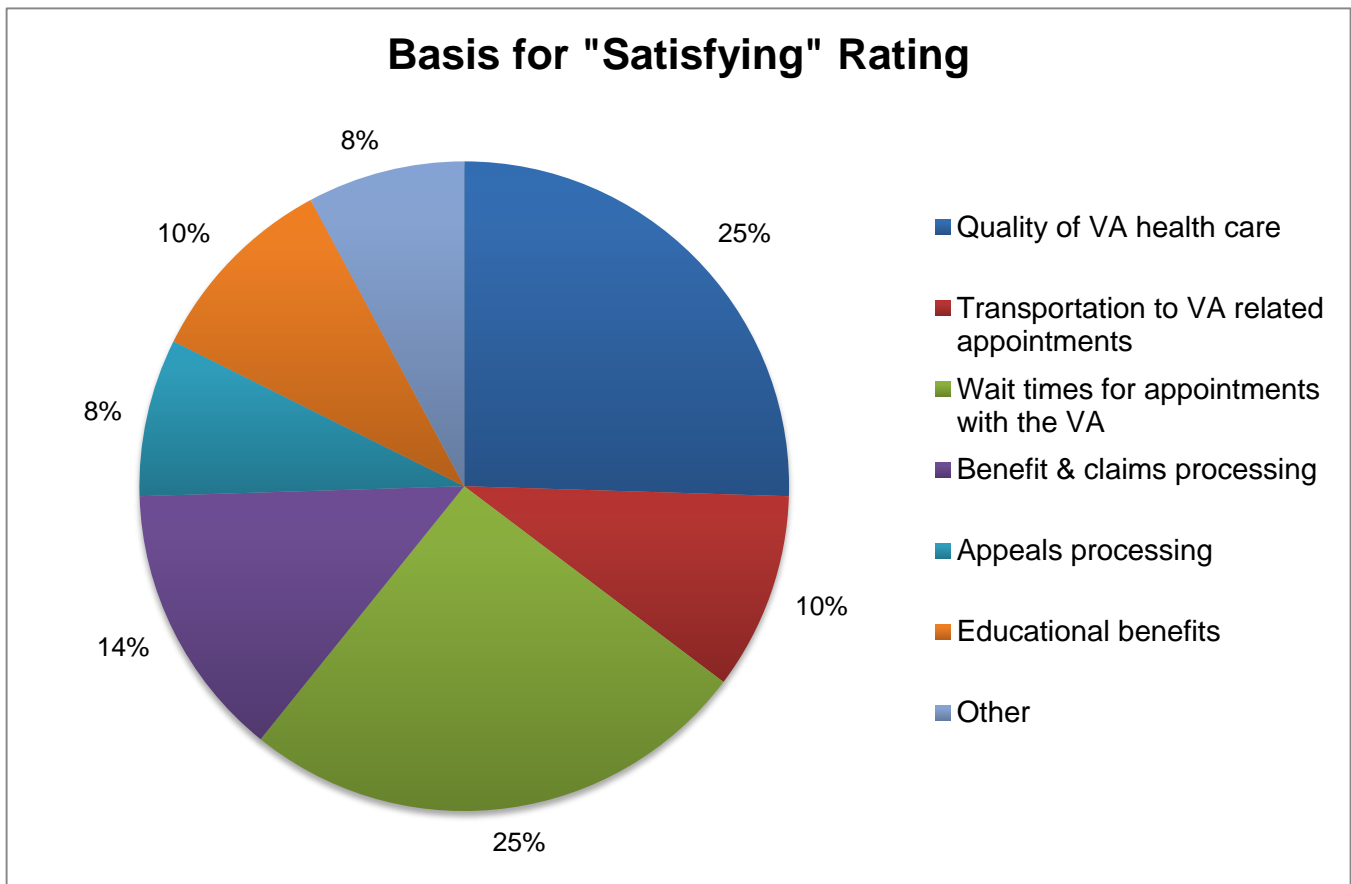
EASTERN IDAHO, SOUTH SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	11
Transportation to VA related appointments	1
Wait times for appointments with the VA	9
Benefit & claims processing	3
Appeals processing	1
Educational benefits	1
Other	2



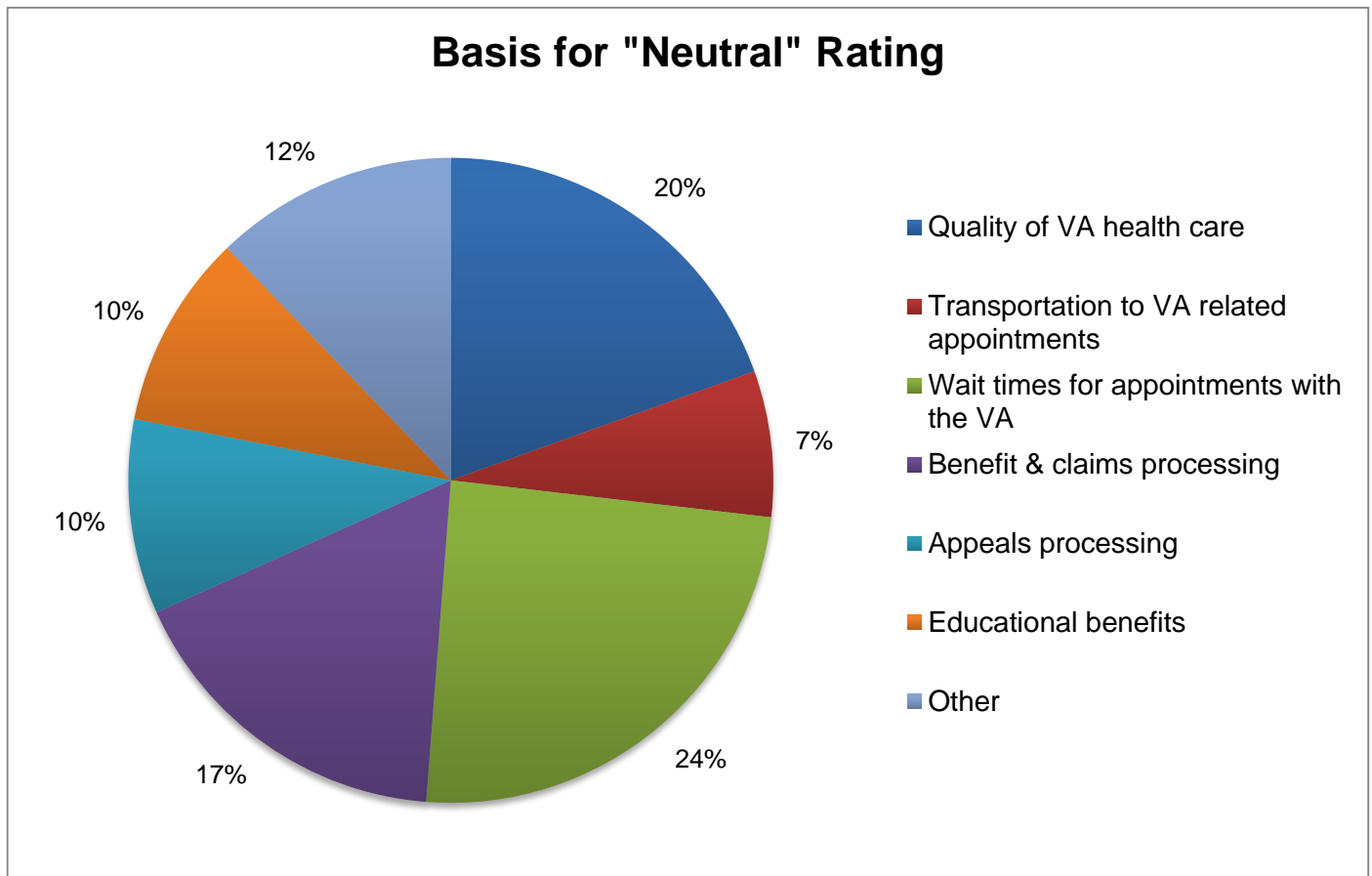
EASTERN IDAHO, SOUTH SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	13
Transportation to VA related appointments	5
Wait times for appointments with the VA	13
Benefit & claims processing	7
Appeals processing	4
Educational benefits	5
Other	4



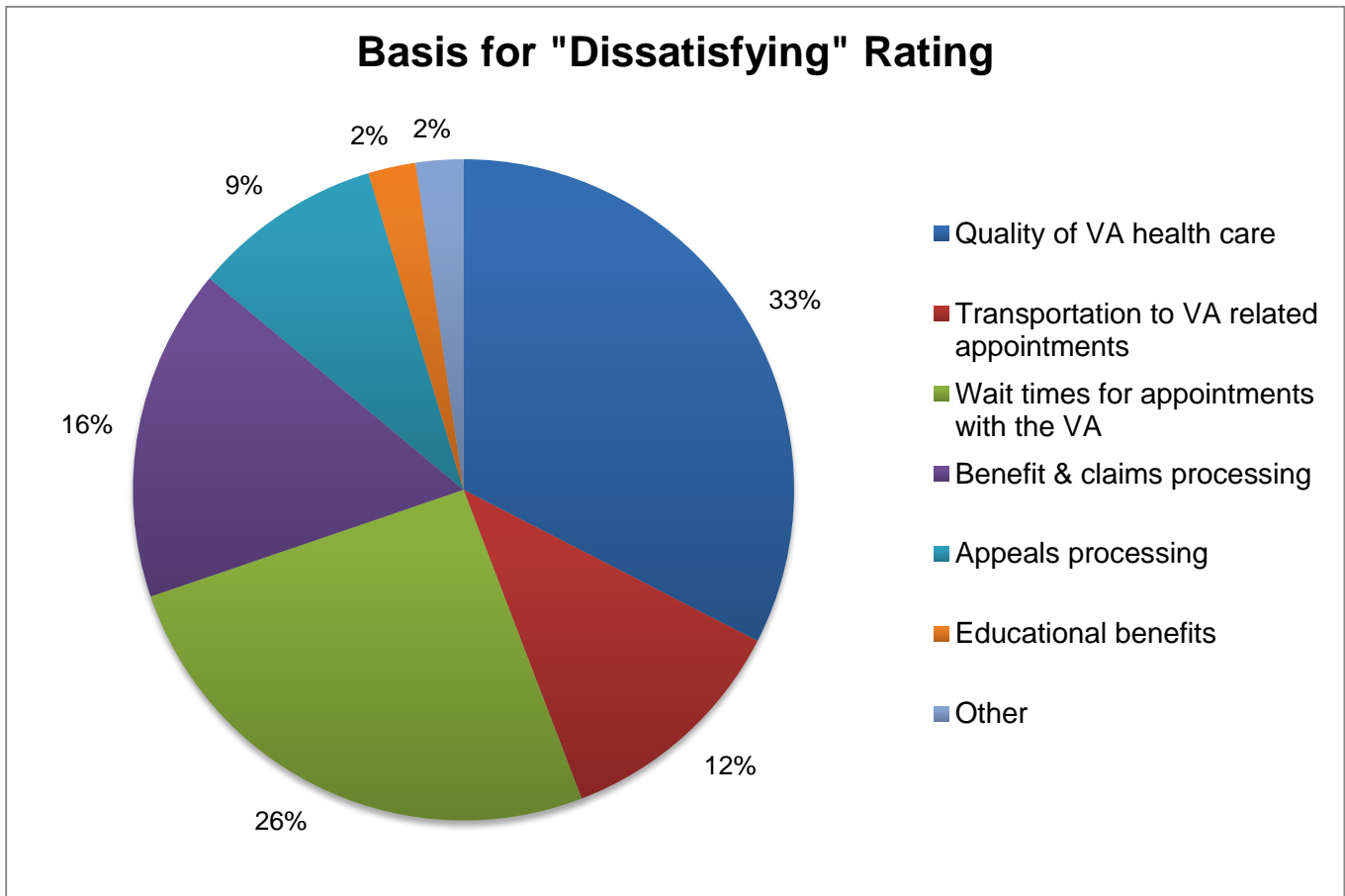
EASTERN IDAHO, SOUTH SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	8
Transportation to VA related appointments	3
Wait times for appointments with the VA	10
Benefit & claims processing	7
Appeals processing	4
Educational benefits	4
Other	5



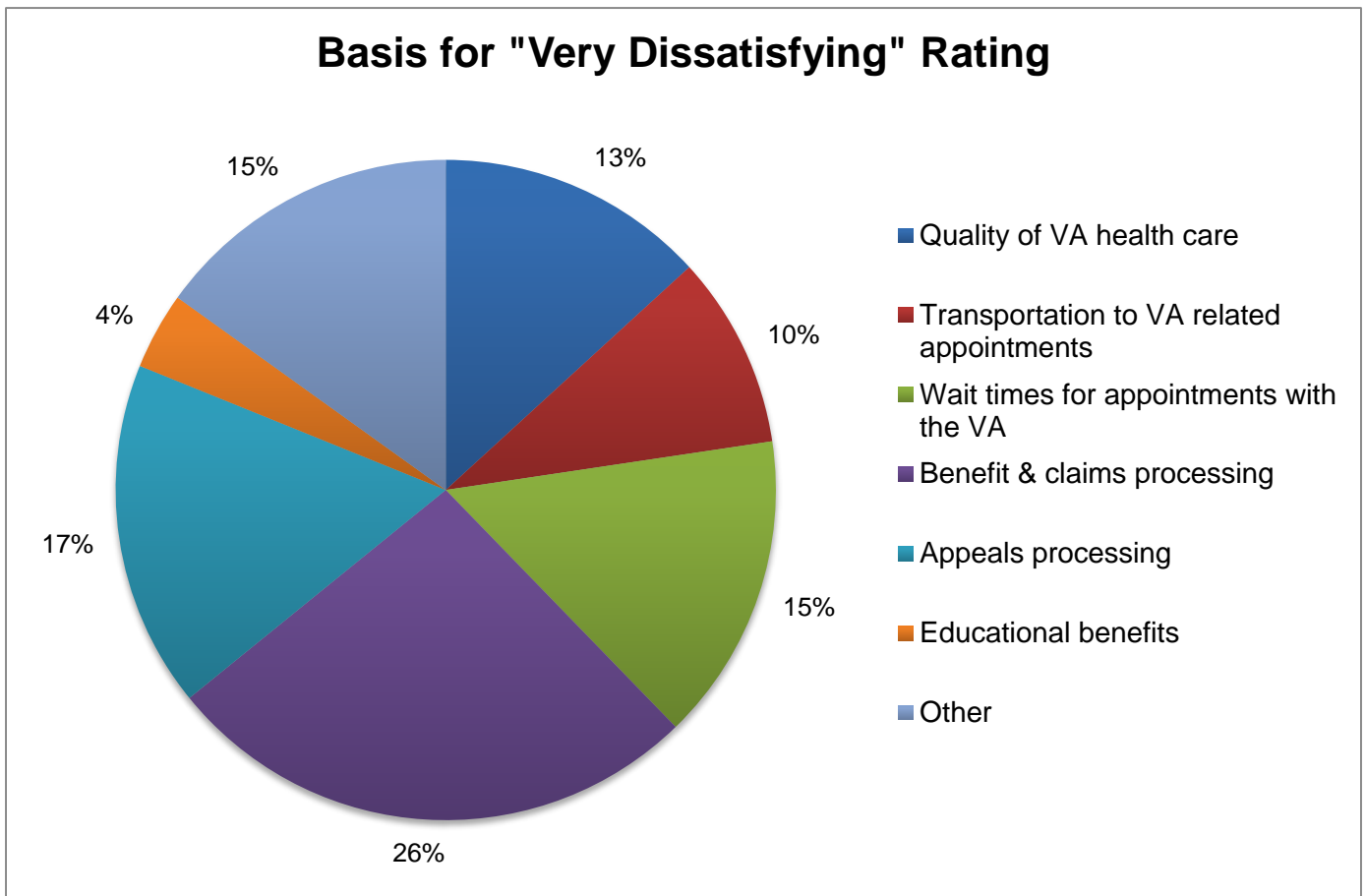
EASTERN IDAHO, SOUTH SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	14
Transportation to VA related appointments	5
Wait times for appointments with the VA	11
Benefit & claims processing	7
Appeals processing	4
Educational benefits	1
Other	1



EASTERN IDAHO, SOUTH SATISFACTION | VERY DISSATISFYING

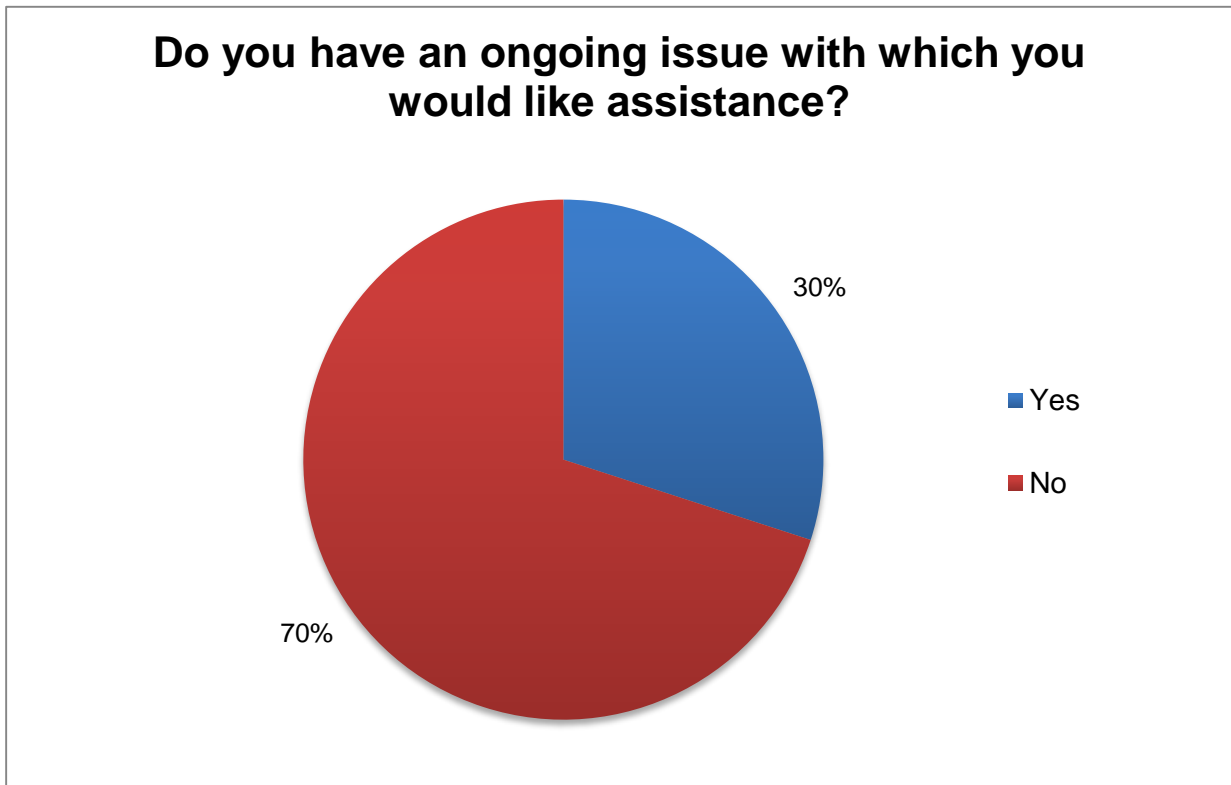
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	7
Transportation to VA related appointments	5
Wait times for appointments with the VA	8
Benefit & claims processing	14
Appeals processing	9
Educational benefits	2
Other	8



Ongoing Issues with the Department of Veterans Affairs

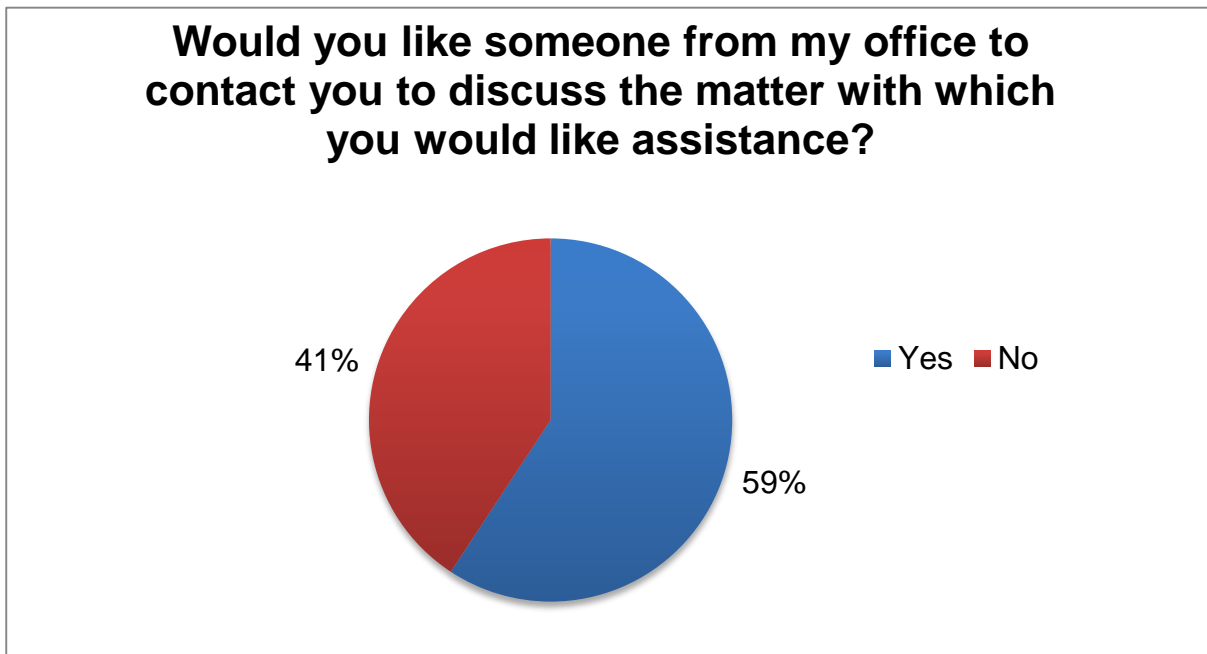
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: 30 percent of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	27
No	63

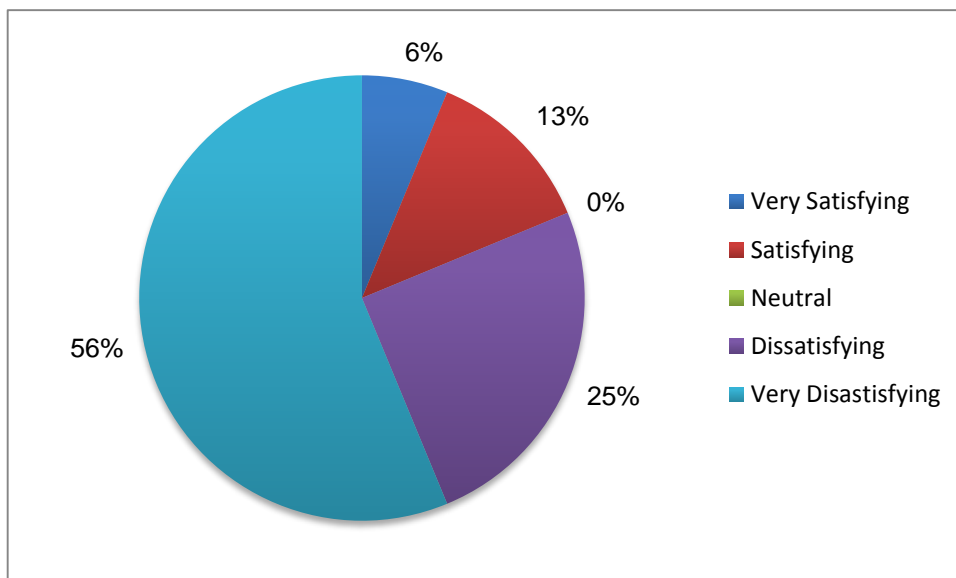


Fifty-nine percent of the participants who indicated they had an ongoing issue asked Senator Crapo's office to contact them about it.

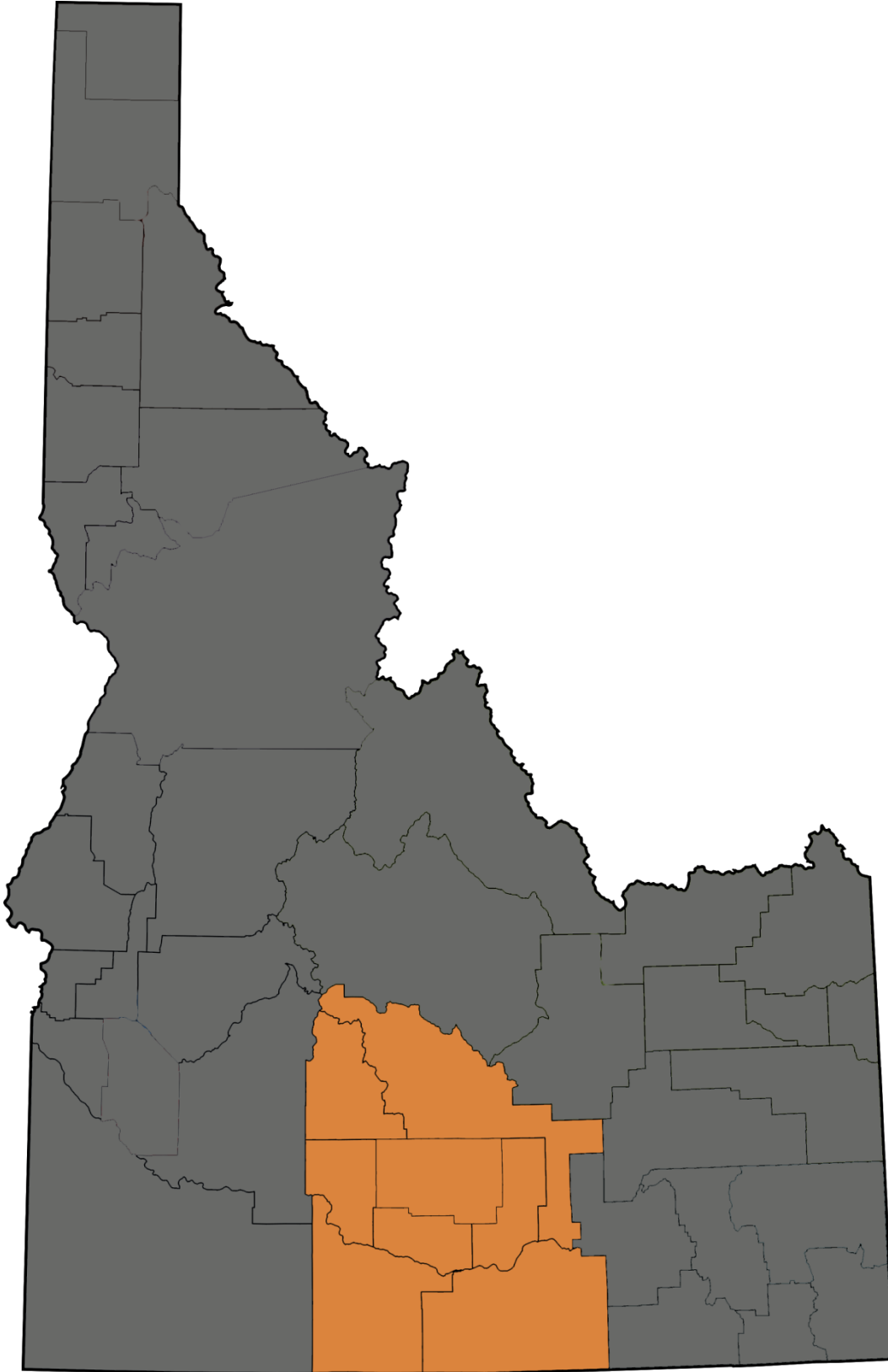
Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	16
No	11



Below is a graph of assistance requests broken down by satisfaction rating:



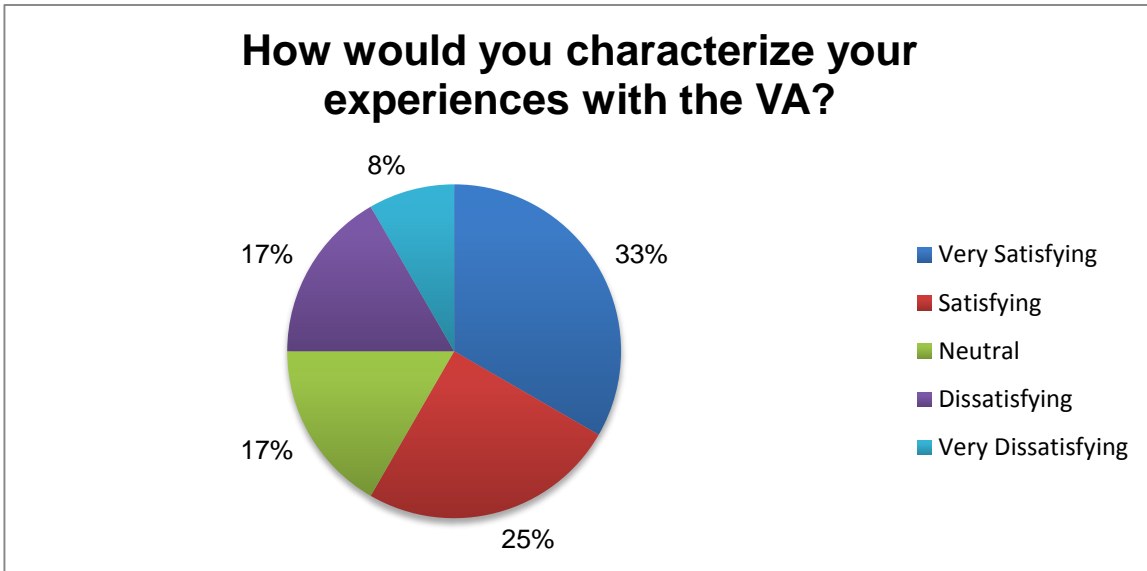
RESULTS FOR SOUTH-CENTRAL



SOUTH-CENTRAL OFFICE SATISFACTION

Participants identified relevant health care facilities then proceeded to the portion of the survey asking about their experiences with the VA. This section of the survey measured the participant’s overall satisfaction with the VA and asked the participant to share the basis for their chosen satisfaction rating.

Participants could only select one answer for the question “How would you characterize your experiences with the VA?”



The majority (58 percent) of participants residing in the South-Central region indicated their experiences with the VA were “satisfying” or better.

Twenty-five percent of participants rated their VA experiences as “dissatisfying” or worse.

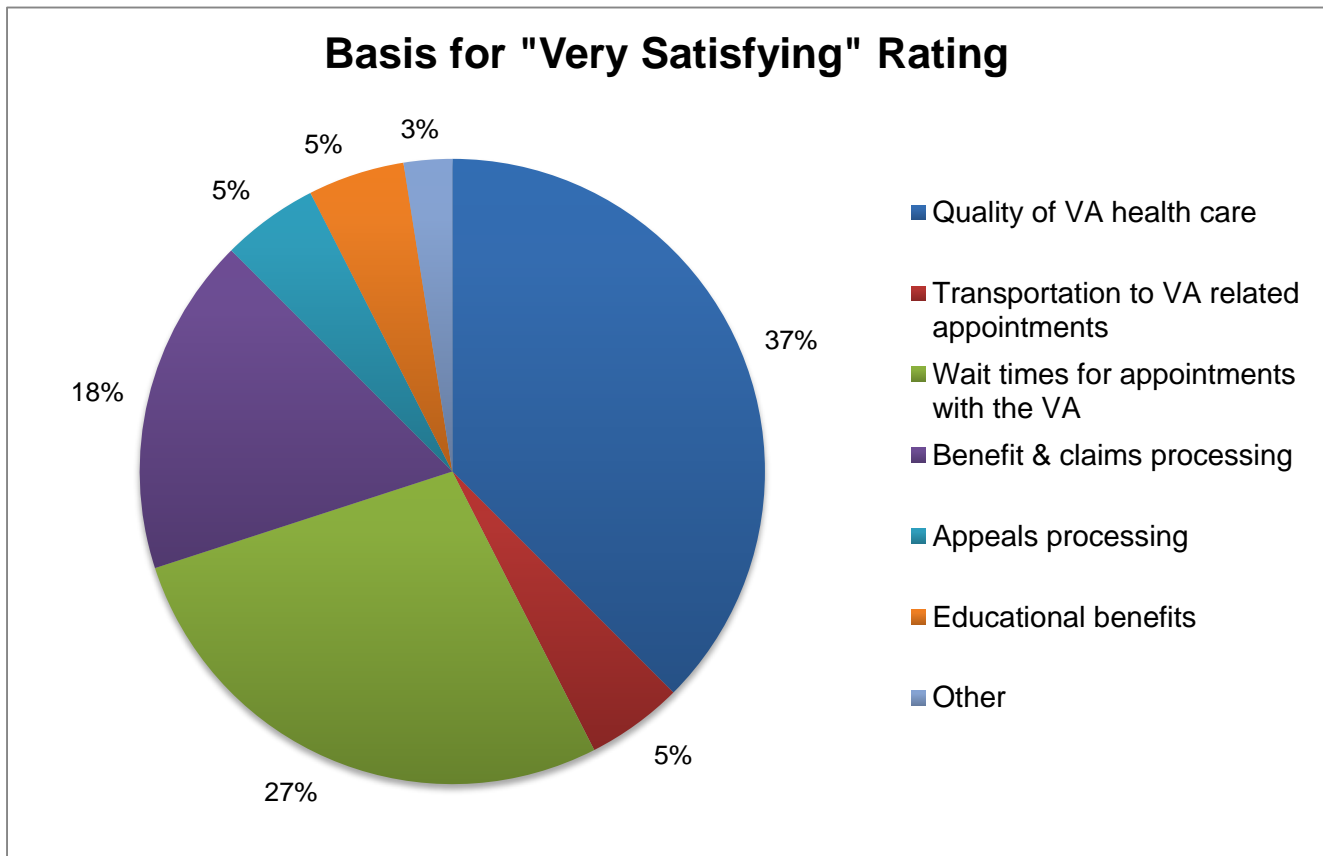
How would you characterize your experiences with the VA?	Number of Surveys
Very Satisfying	12
Satisfying	12
Neutral	8
Dissatisfying	8
Very Dissatisfying	4

Survey participants were allowed to select multiple factors when asked to explain the basis for their satisfaction rating¹².

¹² This data can still be presented in percentages because the survey measures how many times each variable was selected when a selection was made: the base calculation number is not the number of survey participants.

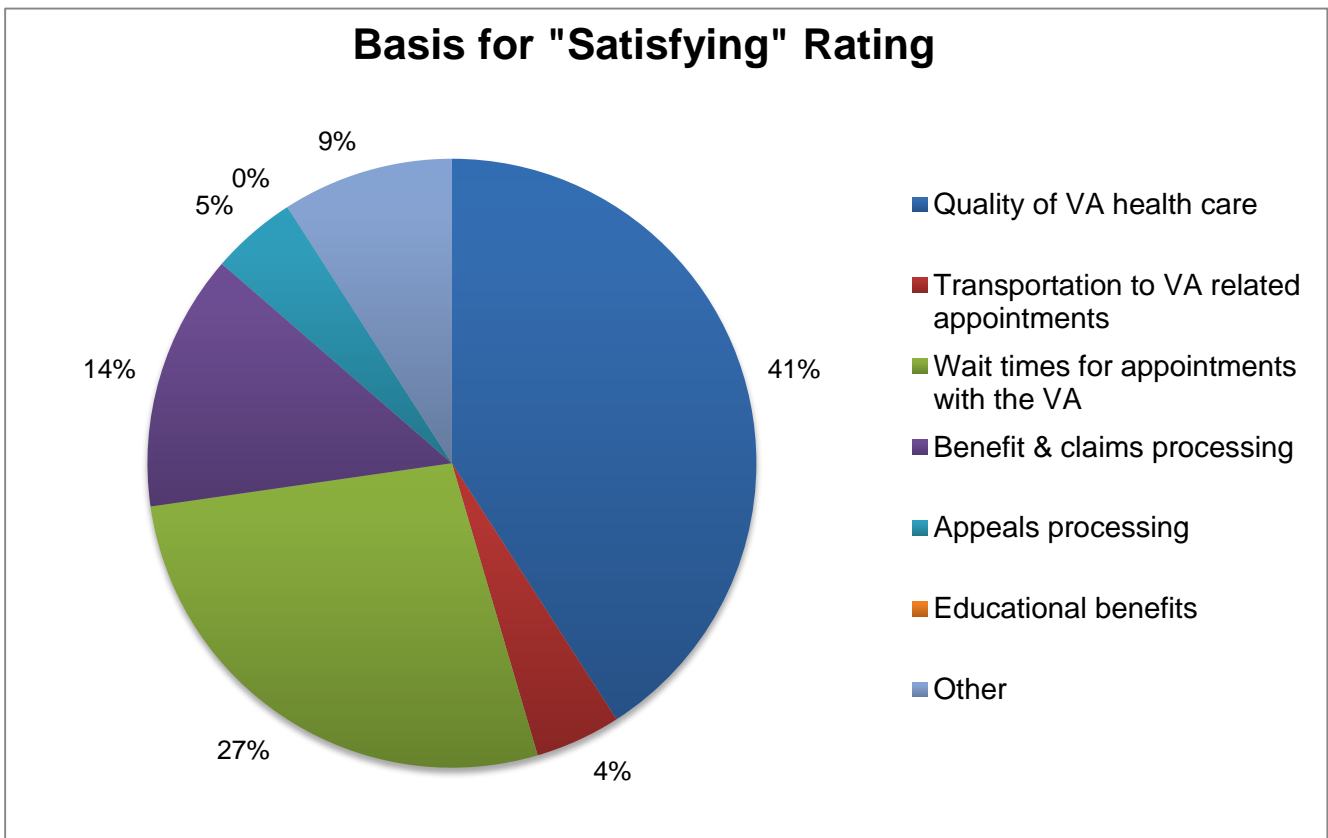
SOUTH-CENTRAL SATISFACTION | VERY SATISFYING

Basis for Satisfaction: Very Satisfying	Number of Surveys
Quality of VA health care	15
Transportation to VA related appointments	2
Wait times for appointments with the VA	11
Benefit & claims processing	7
Appeals processing	2
Educational benefits	2
Other	1



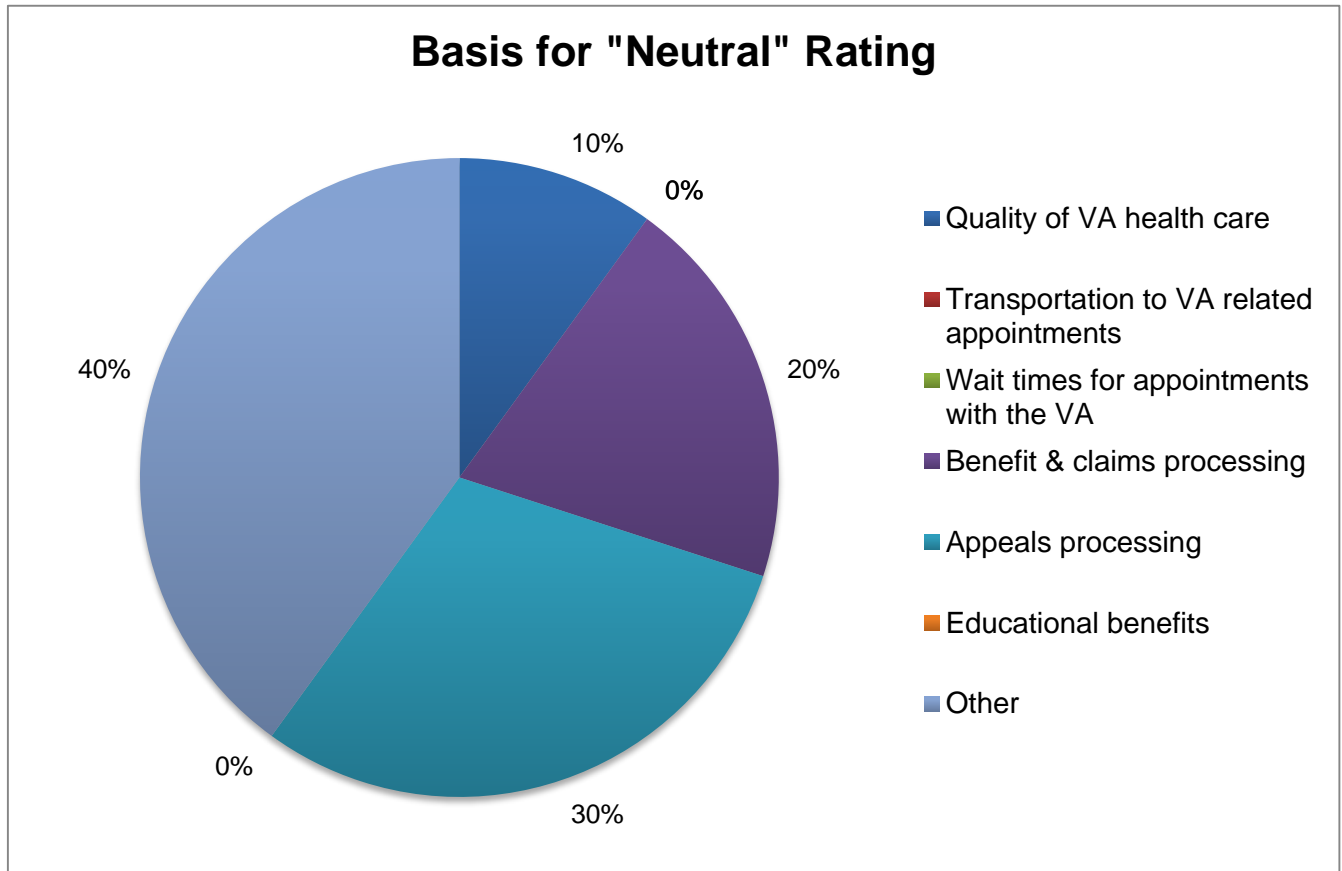
SOUTH-CENTRAL SATISFACTION | SATISFYING

Basis for Satisfaction: Satisfying	Number of Surveys
Quality of VA health care	9
Transportation to VA related appointments	1
Wait times for appointments with the VA	6
Benefit & claims processing	3
Appeals processing	1
Educational benefits	0
Other	2



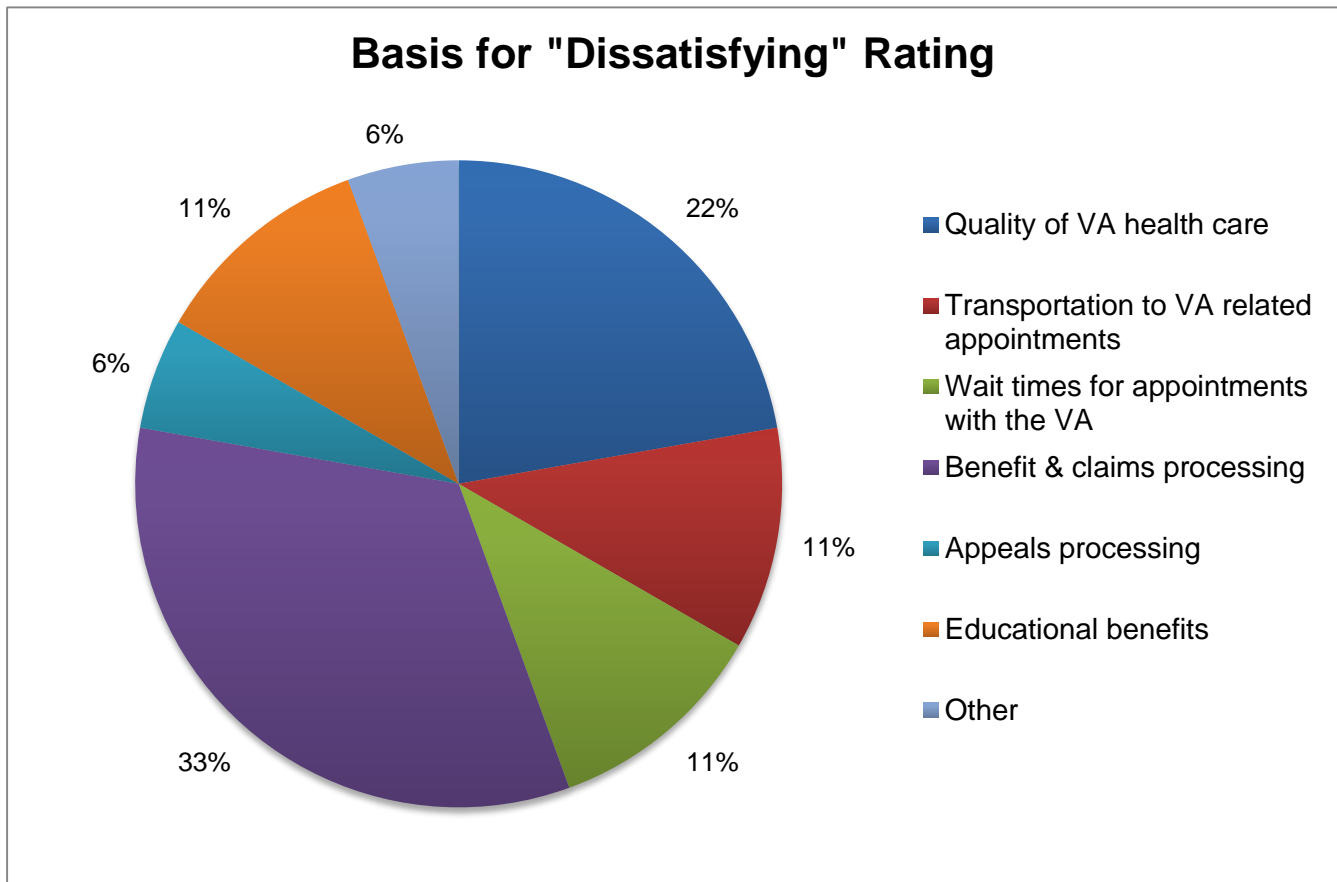
SOUTH-CENTRAL SATISFACTION | NEUTRAL

Basis for Satisfaction: Neutral	Number of Surveys
Quality of VA health care	1
Transportation to VA related appointments	0
Wait times for appointments with the VA	0
Benefit & claims processing	2
Appeals processing	3
Educational benefits	0
Other	4



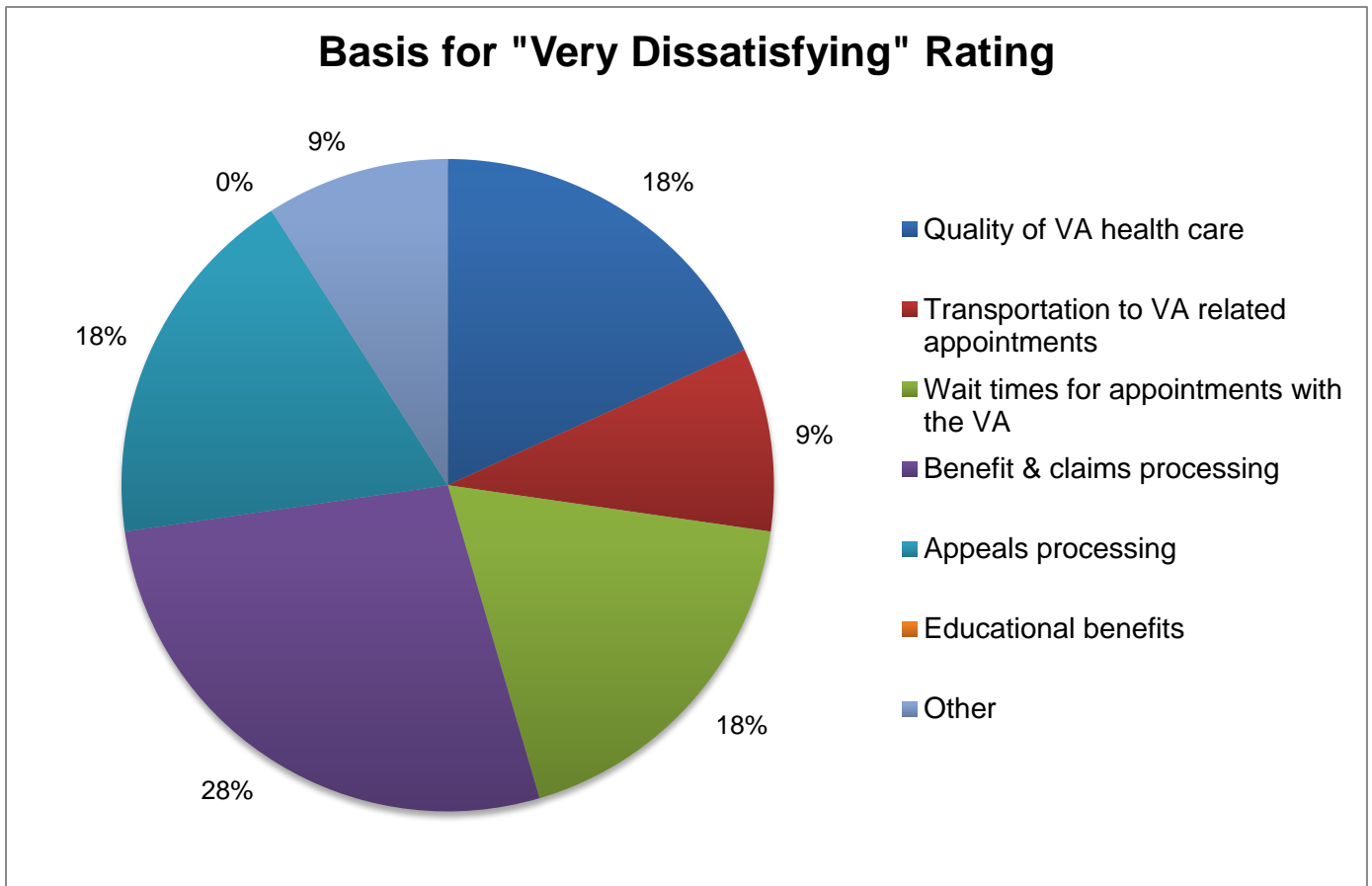
SOUTH-CENTRAL SATISFACTION | DISSATISFYING

Basis for Satisfaction: Dissatisfying	Number of Surveys
Quality of VA health care	4
Transportation to VA related appointments	2
Wait times for appointments with the VA	2
Benefit & claims processing	6
Appeals processing	1
Educational benefits	2
Other	1



SOUTH-CENTRAL SATISFACTION | VERY DISSATISFYING

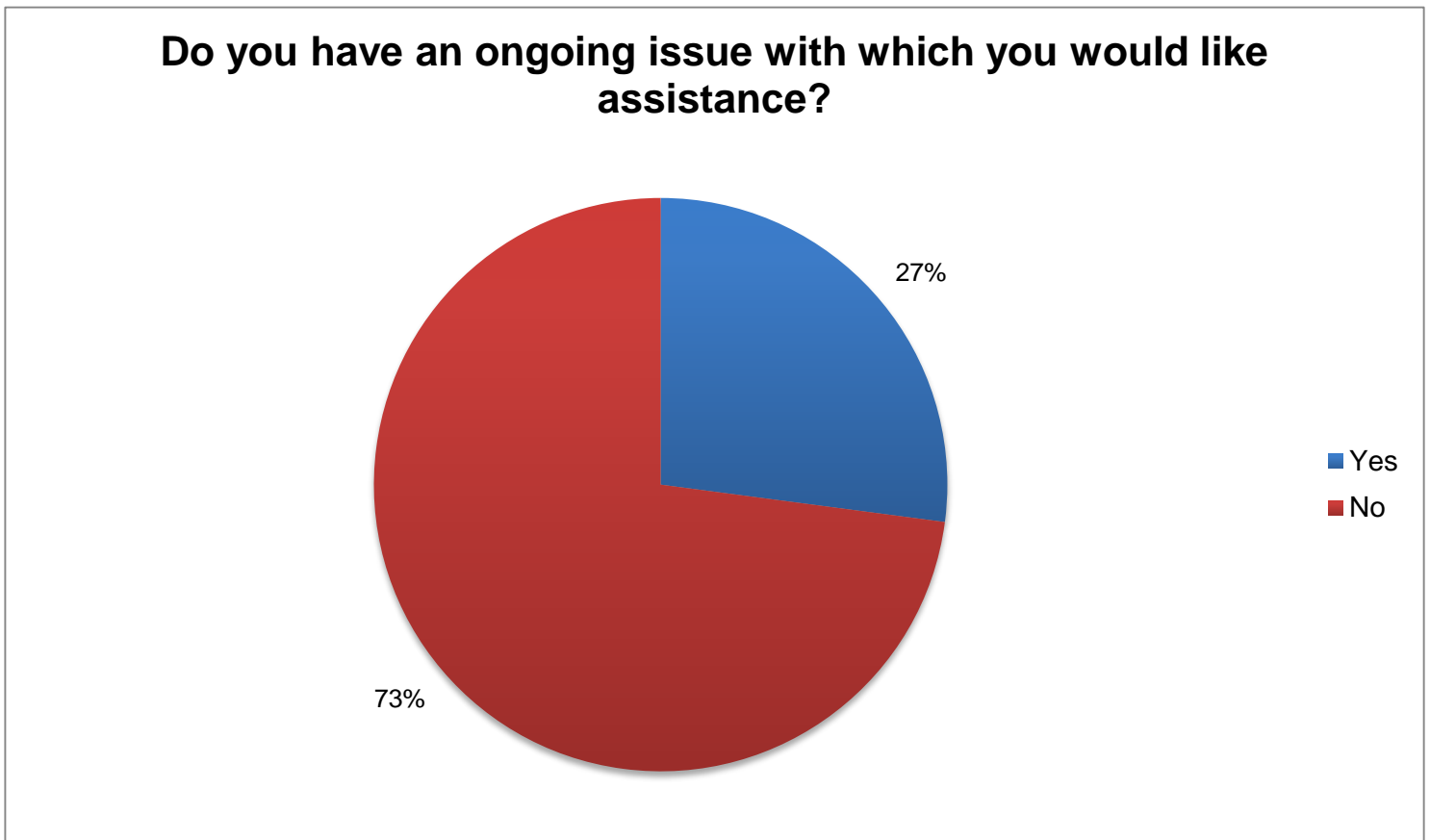
Basis for Satisfaction: Very Dissatisfying	Number of Surveys
Quality of VA health care	2
Transportation to VA related appointments	1
Wait times for appointments with the VA	2
Benefit & claims processing	3
Appeals processing	2
Educational benefits	0
Other	1



Ongoing Issues with the Department of Veterans Affairs

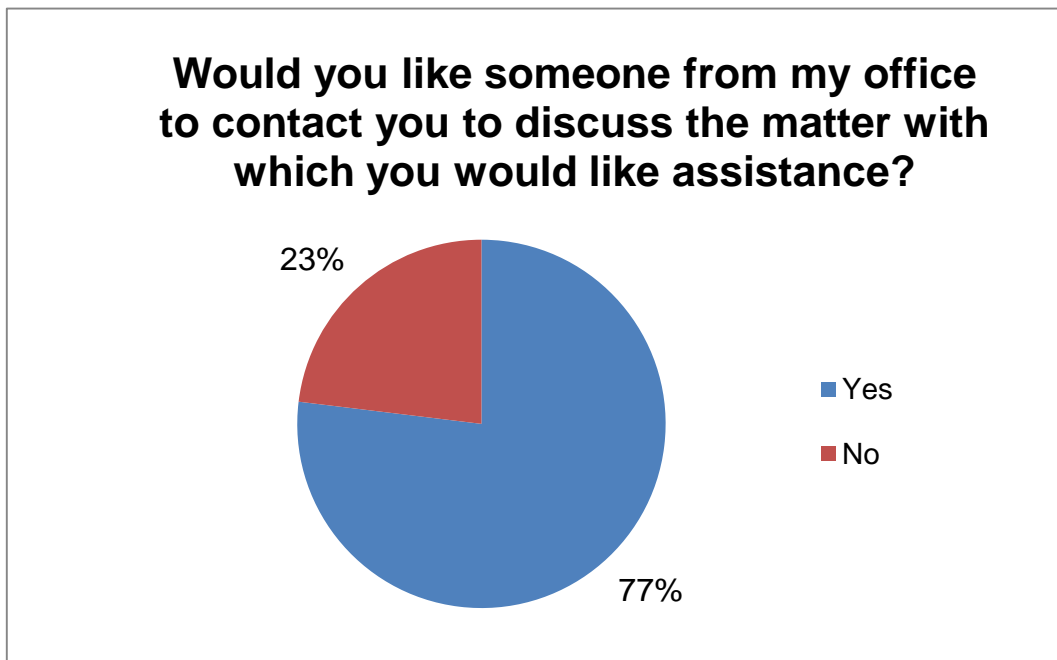
The survey asked participants if they had an ongoing issue with the VA with which they would like assistance: more than one-quarter of participants responded “Yes.”

Do you have an ongoing issue with which you would like assistance?	Number of Surveys
Yes	13
No	35

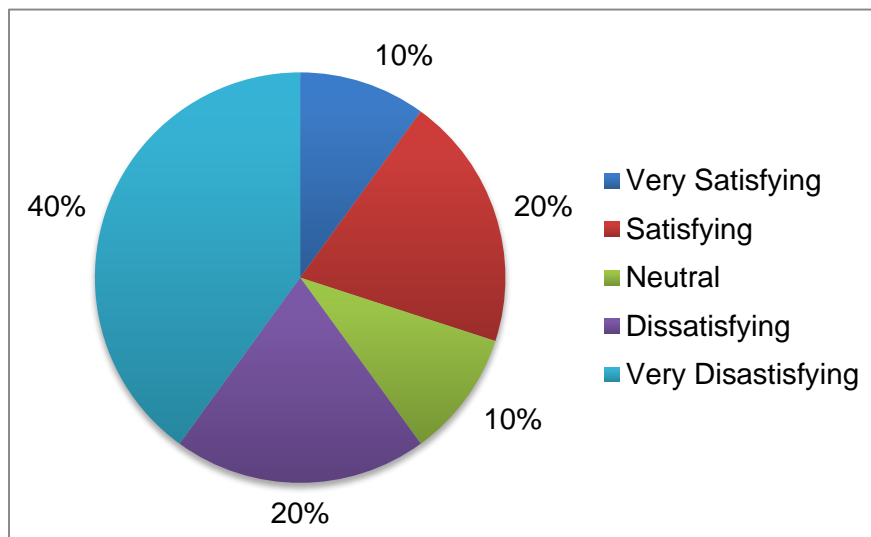


Seventy-seven percent of the participants who indicated they had an ongoing issue asked Senator Crapo's office to contact them about it.

Would you like someone from my office to contact you to discuss the matter with which you would like assistance?	Number of Surveys
Yes	10
No	3



Below is a graph of assistance requests broken down by satisfaction rating:



Results: Presentation of Qualitative Data

Every survey represents a unique perspective on the VA, a reflection of one person's account of positive or negative experiences. Each contribution and the information provided therein is valuable because veterans deserve special attention for their service. In the case where veterans have follow up needs or questions, staff has already initiated the contact to begin the process of helping where we can.

While each participant's experience is unique, there were themes that emerged across many completed surveys. These repeated messages illustrate common perspectives that are worthy of highlighting.

Below is a list of the most common themes:

Comments regarding the Veterans Health Administration (VHA):

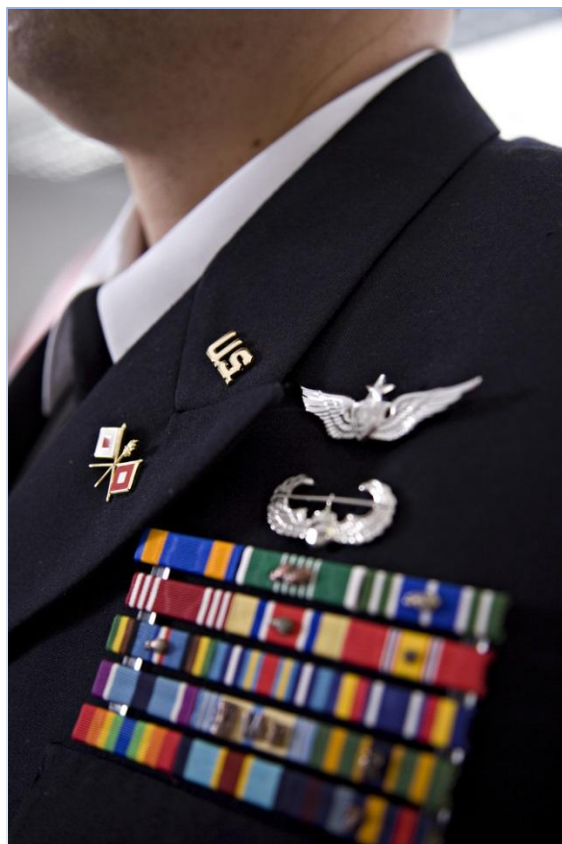
- In a significant number of surveys, participants shared information about their experiences with their health care providers. Positive stories highlighted times when health care providers went above-and-beyond to help a veteran. These individuals were also generally satisfied with the quality of care. **This was the largest category of comments.**
- Many participants shared specific negative experiences. These complaints were based upon concerns about quality of care, interactions with staff, lost records, and long delays in access to care.
- Several participants shared their frustrations with appointment notification procedures. These Idahoans shared stories of being penalized for missing appointments of which they were unaware. Participants shared stories of last-minute cancelations coupled with long waits in re-scheduling time. Several participants mentioned showing up to appointments to learn that the doctor (or other provider) was not in office and had canceled the appointment.
- Many participants commented on the timeliness of care within the VHA. Most of these comments were not positive.
- Many participants were frustrated with their ability to communicate with the VHA, saying that it is very difficult to reach customer service individuals and staff in certain divisions. Several of these Idahoans expressed frustration with their inability to reach certain VHA facilities by telephone.
- A few participants shared their belief that certain VHA providers are not good at providing comprehensive care: these participants feel as though the examiner is only interested in specific symptoms rather than how those symptoms may be connected to larger care issues.
- Several participants observed that their doctor is not interested in listening to patients.
- Some participants shared stories in which they (or the person they care for) were improperly diagnosed at a VHA facility.
- There are several specific stories of times when a VHA facility has lost the participant's medical documents or paperwork.
- Several participants shared their belief that the VHA facilities need more doctors, physician assistants, and specialists.

Comments regarding the Veterans Benefit Administration:

- Some participants shared positive experiences with claims processing, but the majority shared negative experiences.
- According to some stories, it is difficult for individuals to file claims on their own because the process is confusing.
- Some participants expressed concerns about their disability rating based upon hearing loss.
- Several participants are frustrated with the disability rating process.

General Comments:

- Participants shared information about the incredible distances they frequently have to travel to receive care. The travel distance is especially burdensome for those who must consistently take off work, or who must travel far while in pain.
- Several people expressed the view that veterans (or their caregivers) do not know how to follow-up with the VA on their own without the help of someone from outside the VA.
- There were also a few individuals who shared their frustration with being ineligible for VA benefits, including medical care.



Findings and Conclusions

Findings

Overall, the majority (51 percent) of participants statewide indicated their experiences with the VA were “satisfying” or better. Unfortunately, 30 percent of participants rated their VA experiences as “dissatisfying” or worse.

A large portion of the “dissatisfied” and “very dissatisfied” participants based their ratings on “Quality of VA health care” and “Wait times for appointments.” While this portion was large (46 percent and 30 percent), those who were “dissatisfied” and worse chose other reasons more often overall. Most of the complaints in the anecdotal portion of the survey mention specific aspects of the individual’s experience with the VHA.

The satisfaction rankings and reasoning provided very valuable information about the experiences of Idaho’s veterans with the VA. The details shared through the optional information portion of the survey are critical because they contextualize and explain many possible reasons for the rankings.

Most of the participants’ statements can be categorized as comments about timeliness and/or communication. Interviews with casework specialists yielded observations that corroborated participants’ experiences and also fit in these two categories.

Timeliness and Communication

Timeliness

The VA’s ability to provide timely service related directly to participants’ comments about their satisfaction. Individuals who mentioned being “satisfied or better” with the VA also shared stories of fast appointment times, and quick turn around on claims requests. Individuals who were “dissatisfied” or worse tended to share information about long delays in care and other services. Frustrations with timeliness may be exacerbated by problems with communications between veterans and VA officials.

Many of the VA’s obstacles to timeliness ought to be addressed as the Veterans Access, Choice, and Accountability Act (signed into law on August 7, 2014) takes effect. This measure addresses timeliness within the Veterans Health Administration by allowing those experiencing excessive wait times to receive outside care. The measure also authorizes and funds hiring of additional health care providers, which should help meet the demand for VHA services.

Congress and the VA have a long way to go on improving the timeliness of claims and appeals pending with the Veterans Benefit Administration.

Communication

Communication plays a role in every complaint and compliment participants made about the VA. Examples of good communication include: doctors who make the patient feel heard; staff being accessible and willing to help; staff providing information and feedback even in

circumstance when there has been no progress (further processing of claim, availability for a procedure, etc.).

Poor communication is a driver of frustration and anger in many experiences provided by participants. Poor communication occurs when participants feel they cannot reach VA staff to ask a question, or when the participant feels the provider is not listening or has not read the medical chart. Failure to communicate effectively about appointments times causes considerable expressed irritation. Within the Veterans Benefits Administration, poor communication happens when participants do not hear about the status of their claims: people often feel “left in limbo.”

Good communication can go a long way to help ease some of the frustrations veterans (and VA staff) experience as a result of external constraints, such as a provider shortage that results in reduced appointment availability and increased strain on medical staff. Ultimately, direct, open communication with veterans and their caregivers is critical if the VA wants to increase veterans’ faith in its institution.

Casework

Congressional offices have the ability to provide constituents assistance with personal issues that involve federal agencies. The survey increased Idahoans’ awareness of this assistance and drastically increased the amount of assistance provided to veterans.

The survey was made available online beginning July 31, 2014. Between August 1, 2014 and October 31, 2014, 437 individuals sought Senator Crapo’s assistance with a federal agency; 192 (or 44 percent) of those individuals needed assistance with the VA. The number of people seeking assistance is considerably higher than the number of people seeking assistance during the same time period the year before. In 2013, only 201 people sought assistance between August 1 and October 31- Thirty-one of the individuals (or 15 percent) sought help with the VA.

Conclusion

Idaho’s veteran population, estimated at over 132,000, uses the services and benefits provided by the VA in myriad ways. These range from service-connected health care to educational and housing benefits, as well as pensions and others. With a core mission of serving veterans, the VA has the responsibility to understand, anticipate, and deliver the evolving needs of America’s current and former military personnel and their families. This awesome challenge requires continuous measurement and improvement to ensure veterans’ needs are appropriately met.

Over 1,000 members of Idaho’s veteran population provided individual and personal accounts on how the VA works, and how it meets or does not meet their expectations. Positive assessments are an important metric of where department officials are performing satisfactorily. Lessons can be drawn from practices where the VA is viewed in strong light and applied to other areas. While the survey shows current satisfaction in several VA programs, there is always the opportunity for improvement.

Idaho veterans also have negative experiences with VA service and benefits. Because the distribution of the dissatisfaction covers both types of services, the VA has an opportunity to

broaden and heighten its performance in many ways. This should be seen as an opportunity to reconnect with displeased or underserved veterans and demonstrate the ability to deliver positive results.

The survey process also discovered hundreds of Idahoans who have unmet needs for which the VA can assist. Where appropriate, these veterans have been directed to VA specialists to help. As newly-discovered veterans seeking assistance come forward, VA officials and congressional casework personnel should work together closely to serve Idaho's veterans and their families.



Moving Forward

As we approach 2015 and beyond, Senator Crapo will pursue the following objectives:

- **Oversee the implementation of the Veterans Access, Choice, and Accountability Act of 2014 (VACA)**

This law contains several provisions expected to help facilitate access to care in a timely fashion. The VACA created the Veterans Choice Program, which allows the VA to pay for non-VA providers for veterans who either cannot be seen within the VA's wait-time goal, or for veterans who lives more than 40 miles away from the closest VA facility.

For this program to be effective, non-VA care must be authorized in a seamless way, and non-VA providers must be compensated in a timely fashion. Senator Crapo remains ready to provide assistance to those looking to participate in the Veterans Choice Program.

- **Create a working group aimed at improving Idaho veterans' experiences with the VA.**

The findings of this paper suggest that there is considerable interest in improving veterans care and delivery of services. Few participants view new federal legislation as a means to address these concerns. A working group should be formed that includes veteran community stakeholders across Idaho as well as top officials at local VA facilities. This group should discuss the strengths and weaknesses mentioned in this paper. Ideally, each VA facility will contribute information about its best customer service and communication practices, as well as perceived obstacles to better communication. A joint effort should also help ensure feedback from veterans can be integrated into the VA system.

- **Re-Survey Veterans in 2015**

This survey was valuable in establishing a baseline of satisfaction with the VA across the state of Idaho. Senator Crapo expects the VA to continue to strive to do its best for veterans. The implementation of VACA is expected to make a considerable difference in the average experience with the VA. Re-surveying Idaho's veterans is necessary to see how much progress is made in addressing our veterans' needs.

Appendix

THE SURVEY



MIKE CRAPO
UNITED STATES SENATOR  IDAHO

Veterans Survey

*Any information provided will be kept confidential in accordance with our privacy policy. You may request a copy of my policy from staff.

Step 1- Contact Information

First Name	
Last Name	
Address	
City	
State	
Zip Code	
Email Address	
Phone Number	

Step 2- Relationship with Veterans

What is your relationship with veterans? (Please select one.)

- I am a veteran or service member.
- I am the family member of a veteran or service member.
- I have a personal relationship with a veteran in Idaho.

Do you belong to any veterans' organizations?

- Yes.
- No.

If yes, please specify: _____

Step 3 - Department of Veterans Affairs (VA) Facilities

FOR VETERANS: Which VA facilities do you use if your health care treatment is received through the VA? (check all that apply)

- Boise
- Walla Walla
- Spokane
- Coeur d'Alene
- Salt Lake City
- Pocatello
- Fort Harrison
- Community Based Outpatient Center (CBOC) (Please specify: _____)
- Other (please specify: _____)

FOR FRIENDS AND FAMILY: Which VA facilities do your veteran or service member use if health care treatment is received through the VA? (check all that apply)

- Boise
- Walla Walla
- Spokane
- Coeur d'Alene
- Salt Lake City
- Pocatello
- Fort Harrison
- Community Based Outpatient Center (CBOC) (Please specify: _____)
- Other (please specify: _____)

Step 4 – Experience with Department of Veterans Affairs (VA)

How would you characterize your experiences with the VA? (please select one)

- Very Satisfying
- Satisfying
- Neutral
- Dissatisfying
- Very Dissatisfying

Please help me better understand your experiences. Was the answer to the above question based on your experience with: (please check all that apply)

- Quality of VA health care?
- Transportation to VA related appointments?
- Wait times for appointments with the VA?
- Benefit & claims processing?
- Appeals processing?
- Educational benefits?
- Other? (please specify: _____)

Step 5- VA Stories

I am very interested in learning more about the experiences of veterans in Idaho who seek assistance through the VA. Do you have any particularly positive or negative information you would like to share with me? (Please share here.)

Step 6- Ongoing Issue with the Department of Veterans Affairs

Do you have an ongoing issue with the VA with which you would like assistance?

- Yes.
- No.

Would you like someone from my office to contact you to discuss the matter with which you would like assistance?

- Yes. Please use the contact information I provided earlier in this survey.
- No. If I need further assistance from your office, I will contact you directly.

Thank You

Thank you for completing the survey. I appreciate your willingness to share your thoughts with me.

The recent exposure of the shameful mistreatment of veterans seeking assistance through the U.S. Department of Veterans Affairs (VA) again underscores the need to improve the delivery of assistance to our nation’s veterans. As we move forward, your input will help me ensure future legislative proposals have a meaningful impact on our veterans in Idaho.

The input of Idahoans is very valuable as we work together to tackle these significant national challenges. I encourage you to share this survey with others and I look forward to sharing the results with you.



Survey Return Information

Please return this survey to one of my offices:

<p>Washington, DC 239 Dirksen Senate Building Washington, DC 20510 Phone: (202) 224-6142 Fax: (202) 228-1375</p>	<p><u>Eastern Idaho, North</u> 410 Memorial Drive Suite 204 Idaho Falls, ID 83402 Phone: (208) 522-9779 Fax: (208) 529-8367</p>	<p><u>Idaho State Office</u> 251 East Front Street Suite 205 Boise, ID 83702 Phone: (208) 334-1776 Fax: (208) 334-9044</p>	<p><u>North-Central Idaho</u> 313 'D' Street Suite 105 Lewiston, ID 83501 Phone: (208) 743-1492 Fax: (208) 743-6484</p>
<p><u>South-Central Idaho</u> 202 Falls Avenue Suite 2 Twin Falls, ID 83301 Phone: (208) 734-2515 Fax: (208) 733-0414</p>	<p><u>Eastern Idaho, South</u> 275 South 5th Avenue Suite 225 Pocatello, ID 83201 Phone: (208) 236-6775 Fax: (208) 236-6935</p>	<p><u>North Idaho</u> 610 Hubbard Street Suite 209 Coeur d' Alene, ID 83814 Phone: (208) 664-5490 Fax: (208) 664-0889</p>	<p>Thank you again!</p>

Appendix

SENATOR CRAPO'S REGIONAL OFFICE DIVISIONS AND CONTACTS

Idaho State Office

Located in Boise

Mr. Bryan Ricker

(208) 334-1776

- *Counties included:* Ada, Adams, Boise, Canyon, Elmore, Gem, Owyhee, Payette, Valley, and Washington.
- *Cities included:* Atlanta, Boise, Bruneau, Caldwell, Cambridge, Cascade, Council, Crouch, Donnelly, Eagle, Emmett, Fruitland, Garden City, Garden Valley, Glens Ferry, Grand View, Grasmere, Greenleaf, Homedale, Horseshoe Bend, Idaho City, Kuna, Lowman, McCall, Melba, Meridian, Middleton, Midvale, Mountain Home, Murphy, Nampa, New Meadows, New Plymouth, Notus, Ola, Oreana, Parma, Payette, Placerville, Reynolds, Riddle, Silver City, Star, Sweet, Weiser, Wilder and Yellow Pine.

North Idaho

Located in Coeur d'Alene

Mrs. Karen Roetter

(208) 664-5490

- *Counties included:* Benewah, Bonner, Boundary, Kootenai and Shoshone.
- *Cities included:* Athol, Bonners Ferry, Clark Fork, Coeur d'Alene, Dalton Gardens, Dover, East Hope, Fernan Lake Village, Harrison, Hauser, Hayden, Hayden Lake, Hope, Huetter, Kellogg, Kootenai, Moyie Springs, Mullan, Oldtown, Osburn, Pinehurst, Plummer, Ponderay, Post Falls, Priest River, Rathdrum, Sandpoint, Smelterville, Spirit Lake, St. Maries, State Line, Tensed, Wallace, Wardner and Worley.

Eastern Idaho, North

Located in Idaho Falls

Mrs. Kathryn Hitch

(208) 552-9779

- *Counties included:* Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison and Teton.
- *Cities included:* Ammon, Arco, Ashton, Challis, Chester, Driggs, Hamer, Idaho Falls, Irwin, Island Park, Lewisville, Mackey, May, Menan, Newdale, North Fork, Rexburg, Rigby, Ririe, Roberts, Salmon, St. Anthony, Swan Valley, Tetonia and Victor.

North-Central

Located in Lewiston

Mr. Tony Snodderly

(208) 743-1492

- *Counties included:* Clearwater, Idaho, Latah, Lewis and Nez Perce.
- *Cities included:* Bovill, Cottonwood, Craigmont, Culdesac, Deary, Elk River, Ferdinand, Genesee, Grangeville, Juliaetta, Kamiah, Kendrick, Kooskia, Lapwai, Lewiston, Moscow, Nezperce, Onaway, Orofino, Peck, Pierce, Potlatch, Reubens, Riggins, Stites, Troy, Weippe, White Bird and Winchester.

Eastern Idaho, South

Located in Pocatello

Mrs. Farhana Hibbert

(208) 236-6775

- *Counties included:* Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida and Power.
- *Cities included:* Aberdeen, American Falls, Arimo, Atomic City, Bancroft, Basalt, Blackfoot, Bloomington, Chubbuck, Clifton, Dayton, Downey, Firth, Franklin, Georgetown, Grace, Inkom, Lava Hot Springs, Malad, McCammon, Montpelier, Oxford, Paris, Pocatello, Preston, Rockland, Shelley, Soda Springs, St. Charles and Weston.

South-Central

Located in Twin Falls

Mrs. Samantha Marshall

(208) 734-2515

- *Counties included:* Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka and Twin Falls.
- *Cities included:* Acequia, Albion, Bellevue, Bliss, Buhl, Burley, Carey, Castleford, Declo, Dietrich, Eden, Fairfield, Filer, Gooding, Hagerman, Hansen, Hailey, Hazelton, Heyburn, Hollister, Jerome, Ketchum, Kimberly, Malta, Minidoka, Murtaugh, Oakley, Paul, Richfield, Rupert, Shoshone, Sun Valley, Twin Falls and Wendell.