

# MINUTES

**Quarterly Meeting of the  
Missouri Veterans Commission  
Held, pursuant to notice  
January 29, 2018 at 10:00 AM  
Jefferson State Office Building, 1st Floor State Board of Education Room  
Jefferson City, Missouri**

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## I. CALL TO ORDER

### A. Roll Call

In attendance: Chairman Tim Noonan, Vice Chairman John Buckner, MD, Member José Dominguez, Member Meredith Knopp, Member Tim Smith, Member Senator Jill Schupp, Member Representative Steven Lynch, Member Representative Pat Conway

Via telephone: Member Senator Dan Brown

Ex-Officio Member Designee Joe Driskill, Missouri Military Advocate

Staff present: Angela Baker, Charles Baxter, Daniel Bell, Eric Endsley, Brenda Ezell, Patty Faenger, Brad Haggard, Kevin Hall, Amber Hamilton, Bryan Hunt, Dianne Ivy, Grace Link, Cheryl Lybarger, Viviane Markle, Terry McAdams, Jamie McCannon, Lisa McGhee, Doug Meyer, Julie Miller, Kevin Onstott, Kim Packard, Mindi Pruitt, Melissa Skinner, Kristen Smith, Stan Smith, Cory Sterling, Melissa Wilding, Becky Wolken

## II. APPROVAL OF MINUTES

- A. Member Dominguez made a motion to approve the January 9, 2018 Open meeting minutes. Member Knopp seconded the motion. By a voice vote the minutes were passed unanimously.
- B. Member Schupp raised a correction to the January 9, 2018 Closed meeting minutes with regard to Member Conway's vote to return to open session. Member Conway stated he approved returning to open session at the January 9, 2018 closed meeting. Member Schupp made a motion to approve the January 9, 2018 Closed meeting minutes as amended. Member Knopp seconded the motion. By a voice vote the minutes were passed unanimously.
- C. Discussion was had about members who were not present at the October 30, 2017 meeting to abstain from the vote. Member Conway made a motion to approve the minutes. Member Lynch seconded. By a roll call vote the motion was voted on as follows:  
Member Noonan – Abstain  
Member Buckner – Abstain

Member Dominguez – Abstain  
Member Knopp – Abstain  
Member Smith – Abstain  
Member Brown – Aye  
Member Schupp – Aye  
Member Conway – Aye  
Member Lynch – Aye  
Pursuant to the foregoing vote the motion to approve the October 30, 2017 Open Meeting Minutes was not carried.

- D. Discussion was had about members who were not present at the October 30, 2017 meeting to abstain from the vote. Member Conway made a motion to approve the minutes. Member Lynch seconded. By a roll call vote the motion was voted on as follows:  
Member Noonan – Abstain  
Member Buckner – Abstain  
Member Dominguez – Abstain  
Member Knopp – Abstain  
Member Smith – Abstain  
Member Brown – Aye  
Member Schupp – Aye  
Member Conway – Aye  
Member Lynch – Aye  
Pursuant to the foregoing vote the motion to approve the October 30, 2017 Closed Meeting Minutes was not carried.

### **III. EXECUTIVE DIRECTOR'S REPORT**

- A. Interim Executive Director Link reported the following:
1. A supplemental budget request has been submitted for an increase in salaries and overtime compensation for nursing staff at the Missouri Veterans Homes.
  2. Staff is preparing to present MVC Fiscal Year 19 Budget to House Budget and Planning Committee and Senate Appropriations Committee.
  3. Interim Executive Director, Director of Human Resources and the Director of Homes Program recently met with union members to discuss policy changes on both overtime and work attendance policies. Staff has completed review of all administrative policies and made significant changes to create more progressive disciplinary policies pertaining to work attendance to address nursing needs within the Homes Program.
  4. Staff is working on establishing a transparent and formal board process for financial management and facilities utilization with written minutes documenting decisions.
  5. Interim Executive Director met with VA to discuss survey systems. They briefed they are only able to look at approximately 20% of the program while conducting an annual survey due to time limitations. The VA recommends bringing in DHSS as additional oversight body. The Interim Executive Director will

- be researching both DHSS and Joint Commission for this purpose.
6. Interim Executive Director is looking at creating and implementing a new customer and employee survey system.
  7. Interim Executive Director visited and met with employees and residents/families at all Veterans Homes except Mt. Vernon which will occur February 3, 2018. Interim Executive Director Link stressed the importance of inviting the home administrators to the commission to brief directly on their programs. They were all in attendance at this commission meeting for that purpose.
  8. Interim Executive Director shared the dates of the upcoming Open Houses to be held at all of the Missouri Veterans Homes.

#### IV. PROGRAM REPORTS

- A. Veteran Homes Program – Administrator’s 3 Items of Focus
  1. St. Louis – Working on restoring trust with Veteran residents and family members, stabilizing clinical operations and care systems and re-energizing nursing services recruitment. Working on creating strong and measurable progress across key areas including staffing, falls, pressure wound occurrence, and meal planning.
  2. Cape Girardeau – Working on increasing pay/shift differential, customer service and dementia training/approach.
  3. Cameron – Working on recruitment of staff-salaries, physician services and IT support.
  4. Mexico – Working on serving the next generation of Vietnam and Desert Storm Veterans, employee recruitment and retention using competitive wages/salaries and psychiatric and mental health services.
  5. Mt. Vernon – Working on direct care pay/differential, special care unit programming and Veteran centered care.
  6. St. James – Working on staff, falls and enhanced dining services.
  7. Warrensburg – Working on key position recruitment, continued updates to campus and enhanced employee education.
- B. Veteran Services Program –
  1. The program director provided an overall description of the program to include how many Veteran Services officers are posted throughout the state, the number of claims and fully developed claims filed for 2017, and a map of outreach opportunities they have conducted across the state. The director provided a report on the Veteran Service Organizations grant allocations.
  2. Public comments reflected a potential gap in service, especially for those Veterans facing PTSD and other non-visible wounds of war.
- C. Veteran Cemeteries Program –
 

The program director provided an overall description of the program to include the vision and mission of the cemeteries program, the location of each Veteran cemetery, when each was opened and how many total internments each has and the cemetery director’s names.

## **V. STAFF REPORTS**

The Fiscal and Administrative Manager provided a very brief overview on the three dedicated funds supporting the operating budget of the Missouri Veterans Commission, the Operating Appropriations House Bills 5 and 13 and the reimbursements from the United States Veterans Affairs. She will update in more detail at the next meeting.

## **VI. LEGISLATIVE UPDATE**

Member Representative Conway and Member Senator Brown provided a brief update on upcoming Veteran centered legislative items they are monitoring and in which they are working with members of MAVO.

## **VII. OLD BUSINESS**

- A. Chairman Noonan reported that MVC will be utilizing a best in class executive search firm to recruit a new Executive Director. In addition, the job announcement has been posted on several on-line executive employment sites.
- B. Discussion was had about the long-form (60 page) Risk Analysis Report from Harmony Healthcare International being released. A redacted report was provided by the Governor's office while the MVC chose not to release the report due to privacy concerns associated with HIPAA and other patient information.

## **VIII. NEW BUSINESS**

- A. Chairman Noonan introduced a team of student Veterans from Washington University's Olin School of Business who will be working on a practicum proposal to support the Missouri Veterans Commission. Through stakeholder interviews, analysis of MVC capabilities and Veterans needs and surveys of what other states currently do, the Olin School team will be developing recommendations that address the role of the MVC if Missouri is to be the best state in the country for Veterans.
- B. A representative from the Missouri Association of Veterans Organizations reported on their 2018 Legislative Session Priorities and also voiced support for new changes in the Missouri Veterans Commission.
- C. The Missouri Military Advocate provided a brief report on the activities of the Missouri Military Preparedness Enhancement Commission.
- D. Discussion was had to hold the next meeting of the Missouri Veterans Commission at the St. Louis Veterans Home. To accommodate the legislative members, Commissioner Noonan announced that the next meeting of the Missouri Veterans Commission will be held April 23, 2018 at the Jefferson State Office Building, 1<sup>st</sup> Floor State Board of Education Room, Jefferson City, MO.

**IX. VOTE TO GO INTO CLOSED SESSION**

Chairman Noonan announced due to time constraints, there would be no closed session and that closed session items would be addressed in a separate meeting.

**ADJOURNMENT**

With no further business to come before the Commission, Member Dominguez made a motion to dismiss. Member Knopp seconded the motion. By a voice vote the motion passed.

Respectfully Submitted

A handwritten signature in cursive script, appearing to read "Grace Link".

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Grace Link, Secretary