



# Missouri Veterans Commission

State of Missouri  
Department of Public Safety

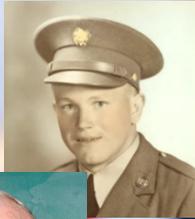
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## He·ro (hîr'ō) n., pl. -roes

- 1: a legendary figure of great strength or ability*
- 2: an illustrious warrior*
- 3: a figure admired for their achievements and noble qualities*
- 4: one that shows great courage*
- 5: a figure of extreme admiration and devotion*



Game Plan



# Missouri Veterans Commission

The Missouri Veterans Commission as established by RSMo Chapter 42, is tasked with the sacred honor and duty to aid and assist all Veterans, their dependents, and legal representatives in all matters relating to the rights of Veterans under the laws of the United States and Missouri.

## **Our Vision:**

Supporting our Veterans: past, present and future.

## **Our Mission:**

The Missouri Veterans Commission will provide our Veterans with timely benefits assistance, skilled nursing care and a final resting place with honor.

## **Short Term Goals:**

- Complete a Demographics Assessment
- Complete a Needs Assessment
- Develop a Marketing Plan
- Develop Business Plans
- Develop a Human Resource Plan
- Develop an Information Technology Plan
- Develop a Capital Improvement Plan

## **Mid Term Goals:**

- Implement the Marketing Plan
- Implement selected Business Plans
- Implement the Human Resource Plan
- Implement the Information Technology Plan
- Implement the Capital Improvement Plan

## **Long Term Goals:**

Update Demographics, Needs Assessment, Marketing Plan and Business Plans after 2010 census

## **End State:**

The Missouri Veterans Commission will be properly trained, sized and resourced to be reflective of the population we serve.



# *Commission Central Office*



## **Who We Are:**

The Central Office is organized to support the core mission of the Missouri Veterans Commission: provide Veterans with timely benefits assistance, skilled nursing care, and a final resting place with honor. The staff assists the Program Directors by anticipating future needs and in the execution of current plans. Central office serves as the primary State point of contact for Veterans issues.

## **Central Office Vision:**

Advocate, guide, plan and support the success of Missouri Veterans Commission Programs.

## **Central Office Mission:**

Provide planning assistance, human resources, financial, capital improvement, information technology, legal and administrative support for Missouri Veterans Commission Programs and Staff.

## **Short Term Goals:**

- Update and clarify policy and procedures
- Establish tracking systems to support program needs
- Develop a Human Resources Plan

- Develop an Information Technology Plan
- Develop a Capital Improvement Plan
- Formalize budgets for all programs
- Establish an ongoing strategic planning process
- Establish a formalized communication process
- Develop and standardize a statistical report for Missouri Veteran's Commission Commissioners



### **Mid Term Goals:**

- Develop procedures and establish guidance for future program initiatives
- Ensure role clarification and education with program leadership

### **Long Term Goals:**

- Assess website for on-line training and information sharing
- Ensure representation of staff functions in all operational plans
- Ensure representation of staff functions in all strategic plans

### **End State:**

A high performance staff organized to meet the needs of the programs now and in the future.

*“A man who is good enough to shed his blood for his country  
is good enough to be given a square deal afterwards.”  
- Theodore Roosevelt*

# *Veterans Service Program*

## **Who We Are:**

The Veterans Service Program provides counseling and assistance to thousands of Veterans and their dependents throughout Missouri. Accredited Veteran Service Officers provide information on available VA and State Veterans benefits, as well as complete and submit claims applications with all necessary documentation.



## **Program Vision:**

Ensure that Veterans and dependents in Missouri are informed about Veterans benefits.

## **Program Mission:**

Inform Veterans and dependents about their benefits and encourage them to apply; to successfully manage claims and advocate for Veterans and dependents.

## **Short Term Goals:**

- Collaborate with Minority Veterans, Women Veterans and Operation Outreach Programs (demographic, needs, barriers, cultural, economic, etc.)
- Formalize and expand the Incarcerated Veteran Re-entry Program state-wide
- Assess the needs of Homeless Veterans in the State of Missouri

## Mid Term Goals:

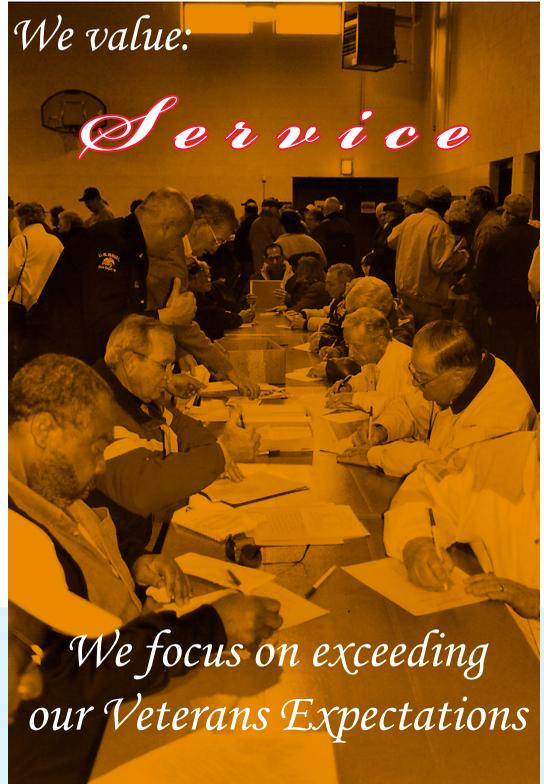
- Benchmark Missouri's Veterans Service Program with other Midwest states
- Work with the Missouri Dept. of Health and Senior Services Ombudsman to identify and report Veteran residents and admissions in long-term care facilities to the Missouri Veterans Commission
- Work with MO Dept. of Revenue to identify Veteran residents
- Draft a white paper on state Medicaid-versus-Federal Veterans benefits
- Develop and implement best practices statewide
- Draft a white paper on VA payment for prescription drugs
- Further define and request support for the Homeless Veterans Program and the Incarcerated Veterans Re-entry Program

## Long Term Goals:

Properly size the Veterans Service Program to meet the needs outlined in the demographic and needs assessment

## End State:

We want our Veterans Service Program to be properly sized, trained and reflective of the population we serve.



*“Freedom is never free.”  
- Author Unknown*

# *Operation Outreach*

## **Who We Are:**

In 2004, MVC began helping current service members and their families with the creation of Operation Outreach, a program that addresses the extraordinary needs of those supporting the Global War on Terror (GWOT).

## **Program Vision:**

Address the immediate and kinetic unmet needs of Missouri Service Members, Veterans and their families.

## **Program Mission:**

Advocate for Veterans, Service Members and their families; educate internal and external customers; develop and coordinate resources; and navigate our Patriots toward optimal life solutions.



## **Short Term Goals:**

- Formalize the State Veterans Ombudsman role
- Develop a donor and benefit PowerPoint presentation/video (state and federal)
- Create stronger relationships with the Guard and Reserve
- Develop a Resource Guide

### **Mid Term Goals:**

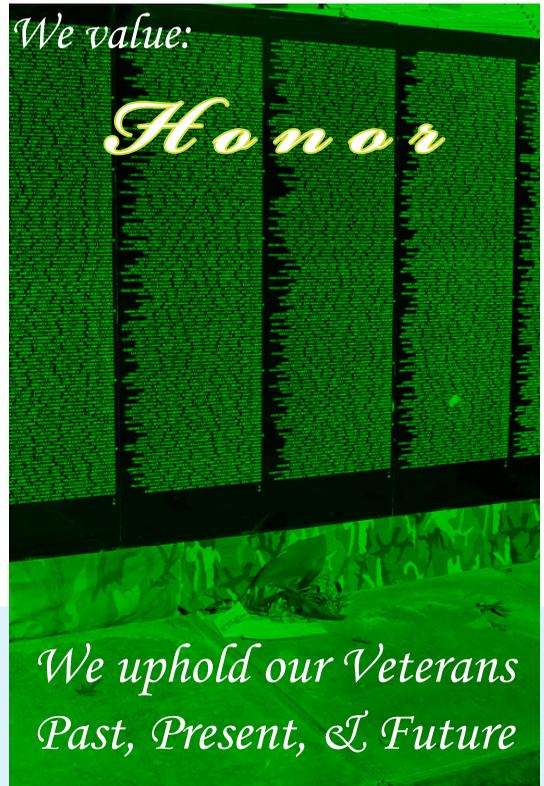
- Size the Operation Outreach program to meet the needs outlined in the demographic, unmet needs, marketing and business plans
- Educate internal and external customers on the role of the Ombudsman and Operation Outreach
- Educate internal and external customers to properly refer Global War on Terror (GWOT) Service Members, Veterans, and their families to the appropriate assistance

### **Long Term Goals:**

A responsive program organized to meet the needs of Veterans, Service Members and their families statewide and throughout the nation

### **End State:**

A Missouri Veterans Commission that meets the immediate and kinetic needs of all Veterans, Service Members and their families.



*“Liberty is never unalienable; it must be redeemed regularly with the blood of patriots or it always vanishes. Of all the so-called natural human rights that have ever been invented, liberty is the least cheap and it is never free of cost.”*  
- Robert Heinlein

# *Minority Veterans Program*

## **Who We Are:**

The Missouri Veterans Commission established a pilot Minority Veterans Program in Kansas City specifically to reach out to urban Minority Veterans and their dependents and inform them of benefits they may be eligible to receive.



## **Vision:**

Ensure that Minority Veterans in the Kansas City area are informed about Veterans benefits.

## **Mission:**

Inform Minority Veterans about Veterans benefits, encourage them to apply for earned benefits, successfully refer them to a Veterans Service Officer, and to work/advocate with the Veterans Administration on Minority Veterans issues.

## **Short Term Goals:**

- Establish a “best practices” list to share with other programs
- Collaborate and share experiences with the Veterans Service Program

### **Mid Term Goals:**

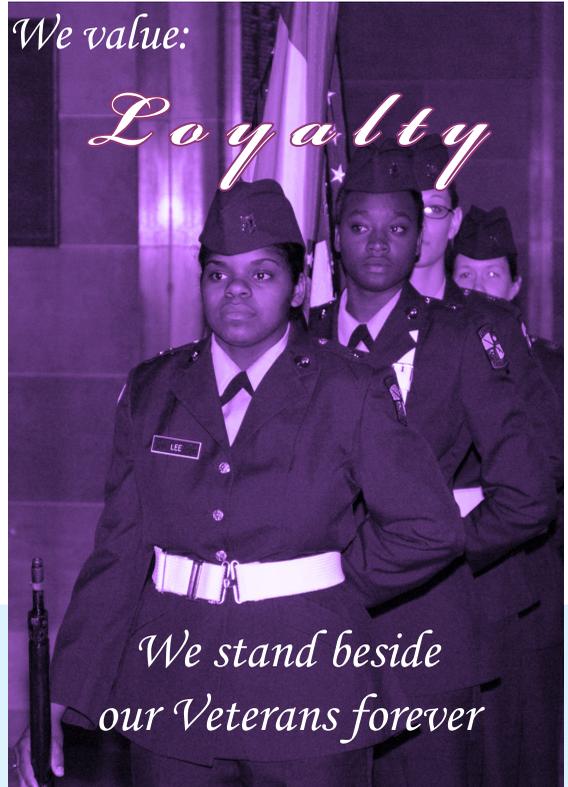
- Establish a Minority Veterans Program in St. Louis
- Establish a Minority Veterans Program in Springfield
- Establish a rural Minority Veterans Program

### **Long Term Goals:**

Integrate the Minority Veterans Program with the Veterans Service Program through education and diversity

### **End State:**

We want our Veterans Service Program to be reflective of the population we serve.



*“It’s my firm conviction that when Uncle Sam calls,  
by God we go, and we do the best that we can.”  
- R. Lee Ermey*

# *Women Veterans Program*

## **Who We Are:**

The Missouri Veterans Commission has appointed a Women Veterans Coordinator to ensure that Missouri's Women Veterans have equitable access to federal and state Veteran services and to ensure Women Veterans are aware of their VA benefits, who to contact, and how to apply for these benefits. Women Veterans have unique issues and experiences, and they need a contact person who can give them guidance in the right direction for assistance.

## **Program Vision:**

Facilitate proactive leadership and services for Women Veterans, their dependents and survivors in Missouri.

## **Program Mission:**

Inform Women Veterans, their dependents and survivors about Veterans benefits, successfully refer them to a Veterans Service Officer and educate Veteran Service Officers on the unique issues of Women Veterans.

## **Short Term Goals:**

- Establish a “best practices” list to share with other programs
- Collaborate and share experiences with the Veterans Service Program



- Partner with the Veterans Administration on Women's issues
- Maintain our leadership role in the National Association of State Women Veteran Coordinators

### **Mid Term Goals:**

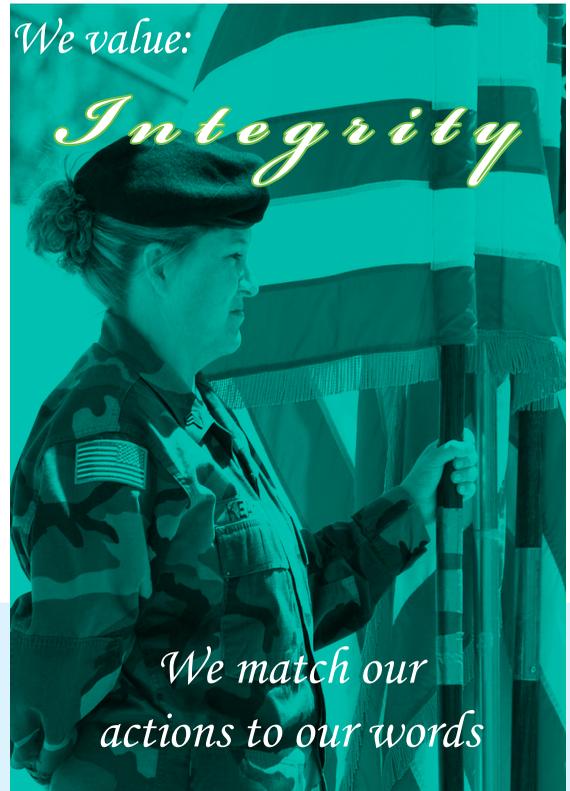
- Establish a network of Women Veterans Coordinators (Veterans Service Officers, Veterans Service Assistants, hospitals, clinics and Veterans Administration)
- Standardize education and procedures with the Veterans Service Program

### **Long Term Goals:**

Integrate the Women Veterans Program into the Veterans Service Program through education and diversity

### **End State:**

We want our Veterans Service Program to be reflective of the population we serve.



*“I am very proud of my service to our country and I just don't want to ever be forgotten.”*

*- Helen K. Coxhead*

*World War I veteran*

©Washington Post 1995

# *Veterans Service Grant Program*

## **Who We Are:**

In 2001, the Missouri Veterans Commission began a Veterans Service Grant Program. In its first year, the program awarded over \$400,000 in grants to six Veterans Service Organizations. This program has allowed the Commission to assist Veterans Service Organizations and city and county agencies in Missouri to continue providing services and assistance to Veterans. Our current partner organizations include: American Legion, Veterans of Foreign Wars, Disabled American Veterans, Vietnam Veterans of America, and AMVETS.



## **Program Vision:**

Enhance and support the Veterans Service Program's outreach and education to Missouri Veterans.

## **Program Mission:**

Inform Veterans and dependents about Veterans benefits and encourage them to apply, successfully manage claims, and advocate for Veterans and dependents.

### **Short Term Goals:**

- Develop and implement a statistical tracking system
- Develop Grants Program service map
- Implement the \$750K --- \$1M increase in annual funding
- Develop talking points (one pager)

### **Mid Term Goals:**

- Benchmark within the Veterans Service Grant Program
- Develop and implement best practices statewide
- Develop and implement a Veterans Service plan

### **Long Term Goals:**

Properly size and locate the Grant Program to meet the needs outlined in the demographic and needs assessment

### **End State:**

We want the Veterans Service Grant Program to be trained, properly sized and reflective of the population we serve.



***“The veterans of our military services have put their lives on the line to protect the freedoms that we enjoy. They have dedicated their lives to their country and deserve to be recognized for their commitment.”***

***-Judd Gregg***

# *Veterans Homes Program*

## **Who We Are:**

The Missouri Veterans Commission Homes Program manages and operates seven exemplary Veterans Homes with a total of 1,350 beds providing long term skilled nursing care in compliance with 157 Federal Department of Veterans Affairs regulations. The Homes are located in Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, St. Louis, and Warrensburg.

## **Program Vision:**

Provide skilled nursing care for eligible Veterans in Missouri.

## **Program Mission:**

Provide high quality skilled nursing care through appropriate facilities, grounds, and qualified staff; work effectively as a team, always placing the Veteran first; and ensuring our Veterans, families and citizens are treated with dignity, respect and honor at each Missouri Veterans Home.

## **Short Term Goals:**

- Achieve program wide 97% census
- Adopt a standardized Special Care Unit philosophy
- Develop comprehensive Capital Improvement Plan and equipment replacement schedule



- Update and standardize End of Life philosophy
- Refine accounts receivable practices and bad debt collection policy
- Identify standard security systems necessary to meet business needs of each home
- Identify and adopt timekeeping system that meets business needs

#### **Mid Term Goals:**

- Research and evaluate implementation of paperless electronic medical records software for all seven Homes.

#### **Long Term Goals:**

Explore enhanced relationship with the VA in the areas of long term care planning, and in the credentialing of physicians, advanced practice nurses and therapy providers

#### **End State:**

Be the premier provider of skilled nursing care for Missouri Veterans.



*“To care for him who shall have borne the battle, and for his widow, and his orphan.” - Abraham Lincoln*

# *Veterans Cemetery Program*

## **Who We Are:**

With the philosophy to honor our Veterans for their service and sacrifice, the Missouri Veterans Commission has created a cemetery network so that every Missouri Veteran will have reasonable access to a Veterans cemetery. Four cemeteries are in operation at this time; Springfield, Higginsville, Bloomfield, and Jacksonville.



## **Program Vision:**

Provide for the interment of eligible Veterans in Missouri.

## **Program Mission:**

Promote public awareness about State Cemetery benefits; provide appropriate grounds, facilities and qualified staff; work effectively as a team to always place Veterans first; and ensure our Veterans, families and citizens are treated with dignity, respect, and honor.

### **Short Term Goals:**

- Develop and implement an efficient Performance Management system based on goal congruence and alignment
- Develop and maintain a historical measuring tool utilizing the intranet
- Update and standardize cemetery database

### **Mid Term Goals:**

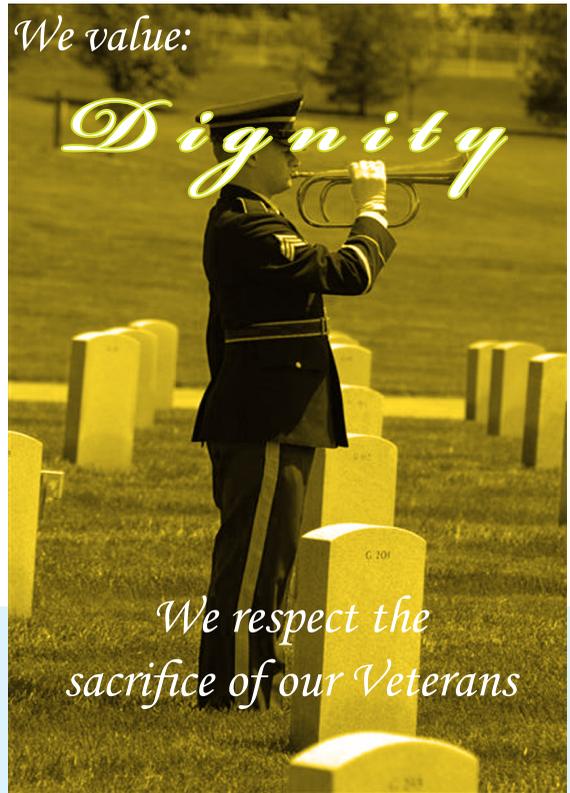
- Plan, develop and open a State Veterans Cemetery at Fort Leonard Wood
- Develop and implement an updated customer survey tool
- Develop pilot sod project at Jacksonville

### **Long Term Goals:**

Achieve National Shrine Standards on facilities and grounds maintenance

### **End State:**

Be the best Veterans Cemetery system in the nation and meet or exceed National Cemetery Administration Standards for facilities and grounds.



*“The brave die never, though they sleep in dust;  
Their courage nerves a thousand living men.”  
- Minot J. Savage*





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