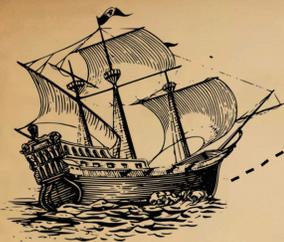




State of Missouri
Department of Public Safety

Game Plan

Fiscal Year July 1, 2010 - June 30, 2011



See a
Veterans
Service
Officer



Sign up
for VA
Healthcare



Join a Veterans
Service Organization



Charting a Course to the Future

Executive Director's Intent



I am pleased to present the 2011 Annual Game Plan. This publication is designed to yearly illustrate our pathway to the future. My FY 2011 Executive Director's Intent is derived from the three strategic initiatives provide by the Commission at the May 3, 2010 commission meeting.

Implement the five recommendations of the Listening Post Report

1. Complete and publish (within budget constrictions) a Missouri Guide to Veterans Benefits. This guide will illustrate benefits unique to Missouri Veterans and will include U.S. Department of Veterans Affairs services and points of contact unique to our state. A mechanism must be developed to keep the guide current and our VSO's must receive training to insure their understanding and ability to communicate these benefits to Missouri's Veterans.
2. Establish an Outreach Task Force to ensure that all Missouri Veterans have the opportunity to see a Veterans Service Officer, sign up for VA health care, and join a Veterans Service Organization. Focus areas will include but not be limited to statewide strategies in the following areas: Minority Veterans, Women Veterans, Incarcerated Veterans, GWOT Veterans, Veterans Service Information Officer training, Benefits Fairs, Listening Posts, and Social/Web media.
3. Establish a Benefits Task Force to ensure that Missouri Veterans are appropriately receiving earned benefits in a timely manner. We will focus on lowering the average number of days it takes a Veteran to qualify for benefits, establish a process to "fast track" ready-to-rate claims, focus on quality vs. quantity of claims, and place the Veterans Benefits Administration, the Missouri Veterans Commission, and Veterans Service Organizations on one sheet of music through shared direction and training.
4. Formalize our support of the Yellow Ribbon Reintegration Program to ensure that our message is correct and appropriate, to work to expand our support to all branches and services, and to continue to look for effective and efficient methods to contact Global War on Terror (GWOT) Veterans.
5. Promote educational awareness and a call for action regarding the solvency of the Veterans Commission Capital Improvement Trust Fund (VCCITF) to ensure consistent legislative understanding about the financial status of the Home Fund which places the VCCITF in jeopardy.

Establish processes to synchronize our FY 2011 Game Plan with VISN 15, VISN 16, VBA, and VCA.

1. Each program will identify their programmatic and geographic counterpart with the U.S. Department of Veterans Affairs to synchronize our actions, promote efficiency, and target our resources toward Missouri Veterans.
2. Organizationally, we will work toward synchronizing our Strategic Goals for FY 2012.

Develop Mechanisms with our Veterans Service Partners to communicate our three joint key messages.

1. We must establish mechanisms and processes to ensure our three joint key messages – see a Veterans Service Officer, sign up for VA health care, and join a Veterans Service Organization – are clearly established and communicated to Veterans by Missouri's Veterans Organizations.

End State:

Through this intent, the Missouri Veterans Commission will move closer toward becoming a high performance Veteran-focused organization accountable to the citizens of the State of Missouri.

A handwritten signature in black ink that reads "L. D. Kay". The signature is written in a cursive, slightly stylized font.

Larry D. Kay
Executive Director
Missouri Veterans Commission

Veterans Cemeteries Program

The Veterans Cemeteries Program oversees six state Veterans cemeteries, commemorating almost 150 years of military service, from the Civil War to the present.

Program Vision:

Provide our Veterans with a final resting place with honor.

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.

2011 Goals:

Short Term:

- Develop Outreach Plan with emphasis on increasing annual pre-certifications at Jacksonville Cemetery by 25% taking us from 330 to 412 per-certifications in FY 2011.
- Program participation in Outreach Task Force.
- Ensure the 3 joint key messages are clearly communicated.
- Successful opening/dedication of the Fort Leonard Wood Cemetery.
- Complete new columbarium walls at Springfield and Higginsville.
- Develop a training plan addressing training needs at St. James Cemetery by September 1, 2010.
- Complete and implement standardized uniform policy for cemetery workers by January 1, 2011.

Mid Term:

- Develop a comprehensive business plan by July 31, 2011.
- Conduct safety review at all cemeteries by October 1, 2011.
- Assess operational needs after Tri-Annual Review of St. James Cemetery by January 1, 2011.

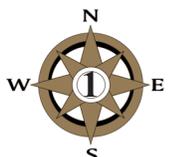
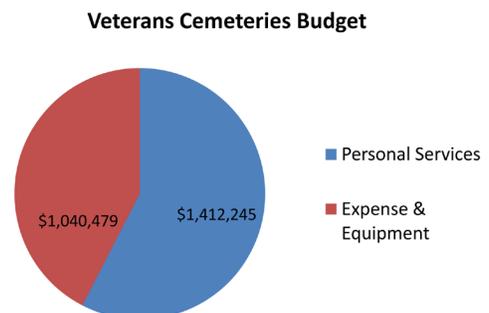
Long Term:

- Properly size operations with additional FTE's.

End State:

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

Missouri Veterans Cemeteries Budget FY 2011	
	Budget
Personal Services	\$1,412,245
Expense and Equipment	\$1,040,479
Total	\$2,452,724



Veterans Homes Program

The Veterans Homes Program operates seven Missouri Veterans Homes with a total of 1,350 beds that provide long term skilled nursing care in compliance with 157 Federal Department of Veterans Affairs regulations.

Program Vision:

Be the premier provider of 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.

2011 Goals:

Short Term:

- Serve as a resource for all programs as it relates to Outreach and be an active participant in the Outreach Task Force.
- Ensure the 3 joint key messages are clearly communicated.
- Operationalize a Special Care Unit Program by June 30, 2011.
- Embrace the new VA survey process and implement any changes necessary.
- Advance the concept of culture change and Person Centered Care.

Mid Term:

- Implement Standard Security Systems for anti-wandering and building security by FY 2013.
- Work with the VA to ensure all 7 Homes have read only access to VISTA-CPRS by FY 2013.

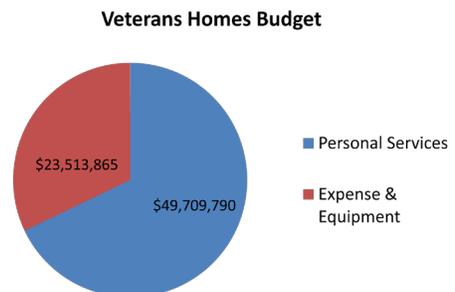
Long Term:

- Explore an enhanced relationship with the VA in the areas of long term planning, and in the credentialing of physicians, advance practice nurses and therapy providers.

End State:

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

Missouri Veterans Homes Budget FY 2011	
	Budget
Personal Services	\$49,709,790
Expense and Equipment	\$23,513,865
Total	\$73,223,655



Veterans Services Program

The Veterans Services Program serves as the Commission’s outreach arm, providing benefits counseling and assistance to Veterans and their dependents and completing and submitting claims applications with all necessary documentation. The Incarcerated Veterans Coordinator, Minority Veterans Coordinator, and the Women Veterans Coordinator lead three specific outreach initiatives focused on contemporary Veterans issues.

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, successfully manage claims, and advocate for Veterans and dependents.

2011 Goals:

Short Term:

- Complete Missouri State Benefits Training Manual and train our Veterans Service Officers to communicate these benefits to our Veterans by September 30, 2010.
- Develop (with our partners) the Benefits Task Force to reduce claims processing time and “fast track” complete claims by September 30, 2010.
- Incorporate Veterans Service Program into Outreach Task Force to communicate our 3 joint key messages.
- Outreach efforts of Minority, Women’s, Incarcerated and GWOT linked with VA service partners and various agencies by December 31, 2010.

Mid Term:

- Obtain funding to raise Veterans Service Officer induction rates to recruit and maintain a quality workforce.
- Improve our data base system to provide tracking and reporting.
- Develop new outreach process with our service partners to reach our Veteran population.

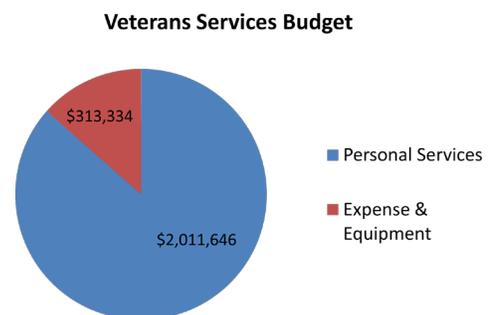
Long Term:

- Increase the percentage of Missouri Veterans receiving benefits from 13.9% to 15.5%.

End State:

To reach all 514,000 Missouri Veterans and help them make an informed decision.

Veterans Services Program Budget FY 2011	
	Budget
Personal Services	\$2,011,646
Expense and Equipment	\$313,334
Total	\$2,324,980



Veterans Service Grant Program

The Veterans Service Grant Program allows the Commission to assist Veterans Service Organizations and city and county agencies in Missouri to continue providing services and assistance to Veterans.

Program Vision:

Enhance and support the Veterans Service Program’s outreach and education to Missouri Veterans jointly with our Veterans Service Partners.

Program Mission:

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

2011 Goals:

Short Term:

- Develop and implement a Veterans Service plan by June 30, 2011 in conjunction with MVC Veterans Services Program reorganization.
- Integrate Grants participants into the Outreach and Benefits Task Force.
- Update Policy & Procedures Manual to include addition of HB 1893 by August 1, 2010.
- Develop a plan to implement the requirements of HB 1893 by August 1, 2010.

Mid Term:

- Develop and implement best practices statewide by June 30, 2012.
- Evaluate needs of Grant recipients and matching grants as dollars become available.

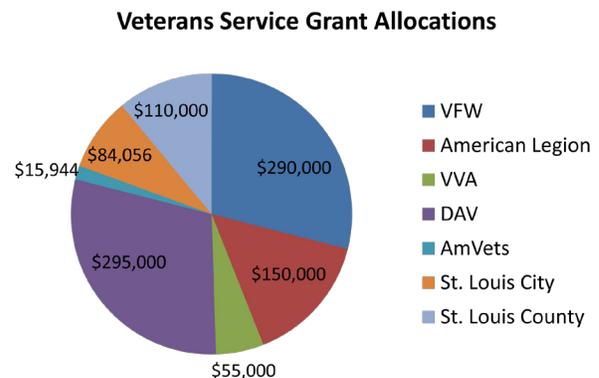
Long Term:

- Seamless integration of Grant Organizations and Veterans Service Program.

End State:

Properly size and locate personnel to meet the needs of Missouri Veterans.

Veterans Service Grant Allocations FY 2011	
	Allocation
VFW	\$290,000
American Legion	\$150,000
VVA	\$55,000
DAV	\$295,000
AmVets	\$15,944
St. Louis City	\$84,056
St. Louis County	\$110,000
Total	\$1,000,000



Central Office - Construction

2011 Goals:

Short Term:

- To finish the construction of a new chapel and solarium at the Missouri Veterans Home - Cameron and Warrensburg by July 30, 2011.
- To finish the roof replacement and sprinkler pipe replacement at the Missouri Veterans Home - St. James by July 30, 2011.
- To finish replacing the emergency generator at the Missouri Veterans Home – Cameron, Warrensburg, Mexico, Mt. Vernon and St. James with a unit capable of supplying the facility at 100% capacity by June 30, 2011.
- To finish the construction of a new 1600 niche columbarium wall at the Springfield State Veterans Cemetery by March 30, 2011.
- Finish the construction of a new 720 niche columbarium wall, lake erosion and covered Spoils area at the Higginsville State Veterans Cemetery by May 30, 2011.
- Electrical upgrades to residents rooms at the Missouri Veterans Home – Mexico (C.I. Request, FY2012 Budget).
- Resident bathroom upgrades at the Missouri Veterans Home – Mexico (C.I. Request, FY2012 Budget).
- To replace the nurse call and fire alarm systems at the Missouri Veterans Home – St. Louis (C.I. Request, FY2012 Budget).
- To construct a new solarium and replace the dining room flooring at the Missouri Veterans Home – St. Louis (C.I. Request, FY2012 Budget).
- To install new fencing at the Missouri Veterans Home – Warrensburg (C.I. Request, FY2012 Budget).

Mid Term:

- Evaluate all facilities and determine their future constructions needs (Ongoing).
- To construct a new solarium and activities room at the Missouri Veterans Home – Mt. Vernon (C.I. Request, FY2012 Budget).
- To renovate the kitchen and residents rooms at the Missouri Veterans Home – St. James (C.I. Request, FY2012 Budget).
- To replace various HVAC components and nurse call system at the Missouri Veterans Home – St. James (C.I. Request, FY2012 Budget).
- To install fence around the Veterans Cemetery and renovate the chapel at the Missouri Veterans Home – St. James (C.I. Request, FY2012 Budget).
- To replace the heat pumps, boilers, make-up air units and misc. equipment at the Missouri Veterans Home – Mexico (C.I. Request, FY2012 Budget).
- To replace the nurse call system at the Missouri Veterans Home – Mt. Vernon (C.I. Request, FY2014 Budget).
- To replace asphalt parking and install replacement lighting at the Missouri Veterans Home – Mexico (C.I. Request, FY2014 Budget).
- To renovate the interior throughout the Missouri Veterans Home – Cameron and Warrensburg (C.I. Request, FY2014 Budget).
- To renovate the interior of the original 200 bed portion of the Missouri Veterans Home –St. Louis (C.I. Request, FY2014 Budget).
- To replace the Missouri Veterans Home – Mexico with a new state of the art home (In early discussion stages, no plans have been set).

End State:

To provide the residents and staff of the Missouri Veterans Commission with the best facilities and grounds while supporting Missouri Veterans Commission mission



Central Office - Financial

2011 Goals:

Short Term:

- Prepare budget request for Fiscal Year 2012 by September 20, 2010.
- Maintain a consistent 3 year financial projection by September 20, 2010.
- Standardize object codes with accountants in homes by June 30, 2011.
- Standardize purchase orders at cemeteries by June 30, 2011.
- Standardize cemetery uniform vendors by June 30, 2011.
- Improve cemetery bidding services greater than \$3,000.00 by June 30, 2011.
- Improve work flow between accounting and purchasing and segregation of duties utilizing policy and procedures and training by June 30, 2011.

- Monitor segregation of duties and evaluation procedures – (ongoing – continue to identify areas needing improvement).

Long Term:

- Continue to request increases in General Revenue spending authority for the Veterans Homes (to maintain the solvency of the Home Fund) and to provide adequate funding for the Veterans Services Program (for training, travel, inflation, etc.) – (review annually when budget request is prepared).

End State:

To be an efficient fiscal operation that effectively supports all MVC programs within the resources available.

Mid Term:

- Prepare budget requests for future years to maintain solvency of all funds – (ongoing – review annually when budget request is prepared).

HB Section	Fund	Programs	Amount
Section 8.185 - Administration, Veterans Service Program, Cemeteries	General Revenue	Veterans Services Program, Central Office	\$2,324,980
	Home Fund	Central Office	\$642,464
	Veterans Commission Capital Improvement Trust Fund (VCCITF)	Cemeteries	\$2,452,724
	Veterans Trust Fund	All Programs	\$24,801
	Total HB Section 8.185		
Section 8.190 - Veterans Service Officer Grants	VCCITF	VSO Grants	\$1,000,000
Section 8.195 - Veterans Homes	General Revenue	Homes	\$15,419,184
	Home Fund	Homes	\$57,724,167
	Veterans Trust Fund	Homes	\$52,500
	VCCITF	Homes	\$27,804
			\$73,223,655
Total Appropriations to MVC - HB 8			\$79,668,624



Central Office - Human Resources

2011 Goals:

Short Term:

- Revise and update HR audit tool and implement Commission-wide by January 1, 2011.
- Develop defined set of required training courses for managers/supervisors/leaders and implement by January 1, 2011. Research the feasibility of using web-based software for training for these courses.
- Finalize AFSCME Craft and Maintenance and AFSCME Patient Care Support Agreement and conduct training to managers and supervisors with 2 months following finalization.
- Update Central Office internal job descriptions to include physical requirements by October 1, 2010.

Mid Term:

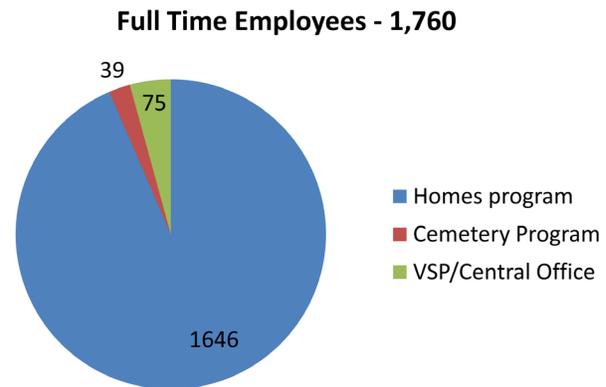
- Develop standard protocol for analysis of turnover reports and resolution of identified issues by January 1, 2011.
- Research feasibility of applying for VA grant for nurse retention/tuition reimbursement by January 1, 2011.
- Research feasibility of creating a Veterans Service Officer career ladder and revision of education and experience requirements by October 1, 2010.
- Research feasibility of implementing Office of Administration's electronic time and leave system by October 1, 2010.
- Continue development of on-line best practices/resource manual.

Long Term:

- Conduct ongoing review/evaluation of turnover and vacancy information and address identified issues.
- Conduct ongoing review/evaluation of staffing/training needs based on program goals/outcomes.
- Conduct ongoing tracking of federal and state legislative changes that impact HR operations.

End State:

Recruit, hire, motivate, and retain qualified, high performance employees to carry out our mission while promoting a diversified workforce that reflects the composition of the State and the Veterans we serve.



Central Office - Information Technology

2011 Goals:

Short Term:

- Introduce Adobe Connect to Management staff as available by December 31, 2010.
- Put together a 4 year budget of IT needs, requests and upgrades by December 31, 2010.
- Work with vendor on improving capabilities in Virtual Veterans Application by January 31, 2010.
- Pursue video conferencing technology by January 31, 2011.
- Implement Centralized Faciliworks Application within the Commission by October 1, 2010.
- Work with Purchasing on standardizing the Accounts Payable Database by July 31, 2010.
- Work with Purchasing on implementing a standardized inventory program by January 31, 2011.
- Work with VSP Director on Office connectivity (Ongoing).
- Fully implement Regulatory Compliance rules with the Commission by October 1, 2010.
- Provide Sharepoint assessment to Executive Director by December 31, 2010.

Mid Term:

- Upgrade PC's and Servers needs in Central Office, VSP, Cemetery and Homes Program (Ongoing).
- Work with Management on VSP connectivity issues and solutions (Ongoing).
- Work with Homes Program on getting access to VA Vista System for all the Homes by December 31, 2011.
- Improve Sharepoint capabilities within the Commission (Ongoing).
- Work with Homes Program on implementing Anti-Wandering System within the veteran homes (dependent on Funding).

Long Term:

- Work on getting External Sharepoint access for Commissioners and External Customers (Dependent on Funding and Resources).
- Continue to work with programs on IT needs (Ongoing).
- Work on better communication tools within the Commission regarding IT Services (Ongoing).

End State:

Provide reliable information management systems and software in a secure environment.



Central Office - Legal Counsel

2011 Goals:

Short Term:

- Assess legal risk associated with operational priorities of Missouri Veterans Commission management team.
- Bring uniformity and consistency to disciplinary procedures.
- Learn all Missouri Veterans Commission rules, regulations and policies.

Mid Term:

- Receive designation as special assistant to Attorney General.
- Become proficient in areas of law that are relevant to Missouri Veterans Commission.

Long Term:

- Provide exceptional legal service to Missouri Veterans Commission.

End State:

Provide competent, comprehensive and proficient legal counsel to the Missouri Veterans Commission in support of its programs and stated goals.



Central Office - Ombudsman

2011 Goals:

Short Term:

- Introduce/Re-introduce Ombudsman to all Missouri State Legislators and offices of constituent services for the Governor and Lt. Governor by March 1, 2011.
- Be an active participant on the Outreach Task Force and the Benefits Task Force.

Mid Term:

- Conduct annual site visits to all Missouri Veterans Commission's Regional Veterans Services Program offices and Veteran Cemeteries by September 30, 2011 and be visible within the Veteran Services Program and Cemetery Program to serve as a resource to address any extraordinary needs of those Veterans and their families that these programs serve.
- Conduct annual site visits to all Missouri Veterans Commission Homes by September 30, 2011 and be visible within the Missouri Veterans Commission Homes Program to serve as a resource to the social workers and admissions coordinators for all Missouri Veteran Homes.
- Continue to participate in events, conferences and peer working groups with VA Health Care representatives and other national and state agencies and organizations to further enhance the Missouri Veterans Commission's 3 joint key messages.
- Develop closer working relationships with MAVO representatives and increase outreach efforts to Veteran Service Organizations.

Long Term:

- Continue quality and timely response and referrals for all Veterans and service members referred to the Missouri Veterans Commission.
- Continue to increase the Ombudsman's awareness of any new areas of social services and resources available to Veterans in each county and region of Missouri for enhanced successful referrals.

End State:

A recognized information source for referral to resources that address the unique needs of Veterans and service members.



Central Office - Outreach

2011 Goals:

Short Term:

- Visit and become familiar with the Veterans Homes and cemeteries by January 31, 2011.
- Reach out to all branches and components to see how Missouri Veterans Commission can best support their Service Members through their respective Yellow Ribbon Reintegration Program or other briefings by January 31, 2011.
- Fine tune our presentations and other materials for Yellow Ribbon Reintegration Programs and other outreach events to make sure we are sending the same and continuous message by December 31, 2010 then (ongoing).
- Active participant in Outreach and Benefit Task Force – (ongoing).

Mid Term:

- Reach out to partner organizations to determine how we can best work together to benefit the Missouri Veteran population by December 31, 2011.
- Identify and reach out to college and university student Veteran groups in Missouri by July 31, 2011.

Long Term:

- Continue incorporating Veterans Service Officers into the briefing process to reach out to service members and build relationships with those service members/units in their communities – (ongoing).
- Continue to build and maintain relationships with all the branches, components and partner organizations – (ongoing).

End State:

A well organized arm which intersects with Missouri Veterans Commission core programs and partner organizations, working to maximize their stated goals to best benefit Missouri Veterans and their families.



Central Office - Public Information

2011 Goals:

Short Term:

- Complete layout, design and publication of the Annual Report by July 30, 2010.
- Creation of a Commission Directory by September 30, 2010.
- Creation of a State Veterans Benefits Guide book by August 1, 2010.
- Ft. Leonard Wood Cemetery opening media plan by Sept. 1, 2010.

Long Term:

- Centralize and organize statistics and information in a single location.

End State:

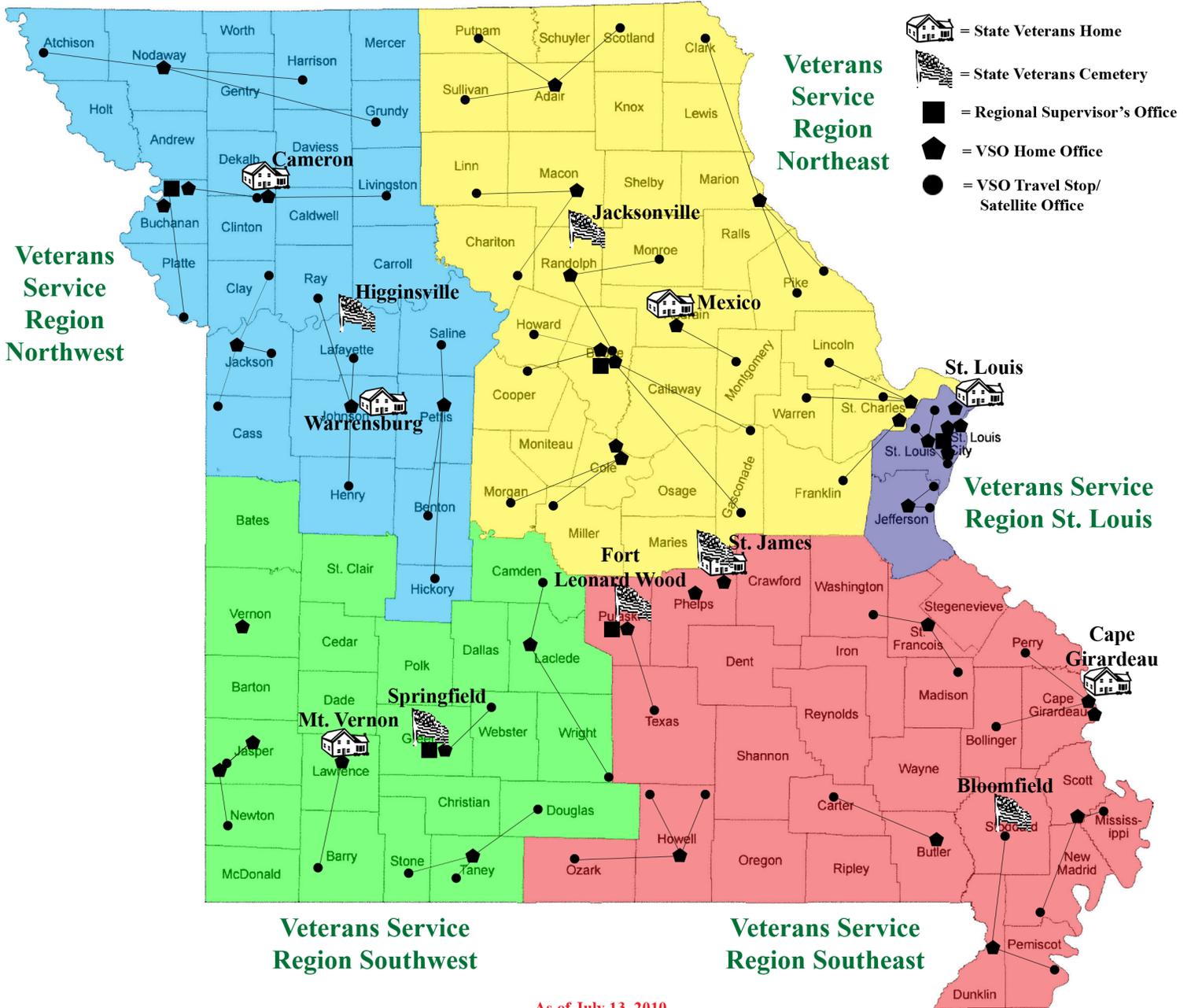
A well organized office providing pertinent and accurate information to internal and external audiences centered upon our three core programs.

Mid Term:

- Craft and develop a Missouri Veteran Commission Media Plan by January 1, 2011.
- Develop Administrator/Cemetery Director/Regional Supervisor media guide by September 17, 2010.
- Develop leadership conference media training materials by September 17, 2010.



Program Locations



Service Officer Directory

Northeast Veterans Service Region

Regional Supervisor	573-882-5135
Adair	660-785-2460
Audrain	573-581-1088 xt. 1258
Boone	573-882-5135
Callaway	573-882-5135
Chariton	660-385-6192
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900 xt. 7210
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900 xt. 7210
Linn	660-385-6192
Macon	660-385-6192
Maries	573-751-3779
Marion	573-248-2550
Miller	573-751-3779
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088xt. 1258
Morgan	573-751-3779
Osage	573-751-3779
Pike	573-248-2550
Putnam	660-785-2460
Ralls	573-248-2550
Randolph	660-263-4960
Schuyler	660-785-2460
Scotland	660-785-2460
Shelby	573-248-2550
St. Charles	636-949-7900 Ext. 7210
Sullivan	660-785-2460
Warren	636-949-7900 Ext. 7210

Southwest Veterans Service Region

Regional Supervisor	417-895-6532
Barry	417-466-7103
Barton	417-359-1515
Bates	417-448-1133
Camden	417-532-6754
Cedar	417-448-1133
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-546-7209
Greene	417-895-6532
Jasper (Carthage)	417-359-1515
Jasper (Joplin)	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
St. Clair	417-448-1133
Stone	417-546-7209
Taney	417-546-7209
Vernon	417-448-1133
Webster	417-895-6532
Wright	417-532-6754

Northwest Veterans Service Region

Regional Supervisor	816-387-2841
Andrew	816-387-2841
Atchison	660-582-0436
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-1459
Carroll	816-632-1459
Cass	816-836-0005 xt. 2166
Clay	816-836-0005 xt. 2166
Clinton	816-632-1459
Daviess	660-582-0436
DeKalb	816-632-1459
Gentry	660-582-0436
Grundy	660-582-0436
Harrison	660-582-0436
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson	816-836-0005 xt. 2166
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-1459
Mercer	660-582-0436
Nodaway	660-582-0436
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	660-582-0436

Southeast Veterans Service Region

Regional Supervisor	573-596-0193
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-7752 ext. 245
Dent	573-265-7752 ext. 245
Dunklin	573-888-9513
Howell	417-256-3452
Iron	573-218-6130
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-888-9513
Perry	573-290-5752
Phelps (St. James)	573-265-7752 ext. 245
Phelps (Rolla)	573-368-2373
Pulaski	573-596-0193
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-290-5752
Stoddard	573-888-9513
Texas	573-596-0193
Washington	573-218-6130
Wayne	573-840-9770

St. Louis Veterans Service Region

Regional Supervisor	314-552-9885
Jefferson	636-797-9624
St. Louis City	314-552-9885
St. Louis County (Veterans Home)	314-340-6389 ext. 242
St. Louis County	314-877-0001 ext. 242



Missouri Veterans Commission
 205 Jefferson Street, 12th Floor
 P.O. Drawer 147
 Jefferson City, MO 65102-0147
 573-751-3779
www.mvc.dps.mo.gov

Veterans Homes

St. James	573-265-3271
Mt. Vernon	417-466-7103
Mexico	573-581-1088
Cape Girardeau	573-290-5870
St. Louis	314-340-6389
Cameron	816-632-6010
Warrensburg	660-543-5064

Veterans Cemeteries

Springfield	417-823-3944
Higginsville	660-584-5252
Bloomfield	573-568-3871
Jacksonville	660-295-4237
Ft. Leonard Wood	573-774-3496

Veterans Outreach

Incarcerated Veterans	417-532-6754
Minority Veterans	816-889-3081
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-387-2841