



State of Missouri  
Department of Public Safety

# Game Plan

Fiscal Year July 1, 2012 - June 30, 2013



**Financial Sustainability**



**Veteran Centered Care**



**Communication**



**Veteran Outreach**

NOT JUST X'S AND O'S

# Executive Director's Message

---



2013 will be a great year for Missouri's Veterans. Thanks to our elected officials, legislation has provided the Missouri Veterans Commission with a dedicated funding source for our Homes Program. For FY 13, there will be sufficient resources to operate our Cemeteries, Homes, and Veterans Service Program.

We remain focused on our partnerships aimed at placing the Veteran first in everything we do and to use our collective resources wisely and effectively by working closely with our Veterans Service Partners, the Missouri Association of Veterans Organizations (MAVO) and the U.S. Department of Veterans Affairs (VA).

The strategic initiatives begun last year will continue to mold our direction for FY 13. We are committed to promote a Veteran centered culture in all we do. We know that the ties we have with our Veterans Service Partners need to grow stronger as we communicate, coordinate, cooperate, and collaborate. Our work to expand outreach to greater numbers of Missouri's Veterans is moving in some exciting directions. Finally, we will continue to work on revenue enhancement and expense reduction ideas as we plan toward a sustainable future.

Our nation's liberty has always been protected and defended by heroes. It's an honor to serve them every day at the Missouri Veteran's Commission.

A handwritten signature in black ink, appearing to read "L. D. Kay". The signature is stylized and cursive.

Larry D. Kay  
Executive Director  
Missouri Veterans Commission

# Who We Are

---

The Missouri Veterans Commission as established by RSMo Chapter 42, is tasked with the sacred honor and duty to “aid and assist all veterans and their dependents and legal representatives, who are legal Missouri residents or who live in the state of Missouri, in all matters relating to the rights of veterans under the laws of the United States and under the rules and regulations of federal agencies, boards, commissions and other authorities which are in any manner concerned with the interest and welfare of veterans and their dependents.”

## **VISION**

*Support our Veterans: past, present and future.*

### **Past:**

Missouri has a rich history of supporting its Veterans. In the 1890's two Soldier's Homes were opened for Union and Confederate Veterans with each home having a Veterans cemetery. In 1931, legislation was passed establishing the first State Service Officer to oversee benefits provision to Veterans. Even though World War I, World War II, Korea, and Vietnam have ended, we are still paying the cost for those wars. Veterans, spouses, and dependents from those eras are still receiving benefits that are owed to them. In fact, according to the U.S. Department of Veterans Affairs, spouses and dependents from the Spanish-American War are still receiving benefits, 109 years after that conflict officially ended.

### **Present:**

Today the commission supports Veterans through seven Veterans Homes, six Veterans Cemeteries, and 42 Veterans Service Officers. We also enjoy a great relationship with Missouri's Veterans Service Organizations who have an additional 38 Service Officers assisting Veterans. Our partnerships and connections with these organizations as well as the VA, our elected officials, and other interested parties further insure that Veterans are receiving the support they deserve. As we continue to enroll Veterans, their spouses, and their dependents, we are seeing a change in the types of benefits and services needed by our more recent Veterans. We are aware of the shift in needed benefits and we remain committed to properly guide Veterans to the most appropriate source of services.

### **Future:**

We will support all actions and efforts to ensure that the needs of future Veterans are met. We recognize that future services provided will change to meet new needs not yet considered. The ongoing discovery of new presumptive conditions for Vietnam Veterans, the unique needs of Global War on Terror (GWOT) Veterans, and needs that will most certainly arise from new conflicts not yet considered will lead to changes in the way we will provide services in the future.

# Who We Are

---

## MISSION

*Provide Veterans with timely benefits assistance, skilled nursing care and a final resting place with honor.*

### **Timely Benefits Assistance:**

80 Veterans Service Officers (42 through MVC and 38 through the Veterans Service Organization grant program) assist Veterans and their families throughout the state with benefit information and claims assistance. The VSOs help in preparing forms, submitting applications, answering VA letters, and providing follow-up on claims for VA benefits. The commission also has four specialized outreach initiatives focusing on the unique needs of certain Veterans: Women Veterans, Minority Veterans, Incarcerated Veterans, and Returning and Current Active Duty Service Members. We also employ a Veterans Ombudsman who works with unusual and extraordinary issues faced by Veterans, Service Members, and their families.

### **Skilled Nursing Care:**

Our seven Missouri Veterans Homes operate 1,350 long term skilled nursing care beds in compliance with Federal Department of Veterans Affairs regulations. Each Missouri Veterans Home employs a licensed nursing home administrator, has registered nurses on duty 24 hours per day, and provides physician care and many other specialized care services. The seven homes are located in the cities of Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, St. Louis, and Warrensburg.

### **Final Resting Place With Honor:**

With the philosophy to honor our Veterans in perpetuity for their service and sacrifice, we have created a cemetery network so that every Missouri Veteran and eligible dependent will have reasonable access to a Veterans cemetery. There are five cemeteries located in or near the cities of Bloomfield, Higginsville, Fort Leonard Wood, Jacksonville, and Springfield. A sixth cemetery, located in St. James is closed to interment.

## VALUES

*Represent the core of who we are and guide us in accomplishing our Vision and Mission.*

**Service** - We focus on exceeding our Veterans expectations

**Knowledge** - We are experts in meeting Veterans needs

**Quality** - We strive for optimal outcomes in every situation

**Dignity** - We respect the sacrifice of our Veterans

**Integrity** - We match our actions to our words

**Honor** - We uphold our Veterans: Past, Present & Future

**Compassion** - We are privileged to care for our Veterans

**Loyalty** - We stand beside our Veterans forever

# FY 2012 Successes

---

With the overwhelming support of our elected officials, legislation was signed providing the Missouri Veterans Commission with a dedicated funding source that will help ensure the future of Missouri's Veterans Homes.

In addition to the establishment of a dedicated funding source, here is what we accomplished in 2012:

## **Promote a Veteran centered culture within the Missouri Veterans Commission**

- Veterans centered care, family communication, and service efficiency in the Homes Program were initiated
- Personalized pre-certification process and enhanced family customer service in the Cemetery Program was further refined
- The Benefits Task Force spearheaded by the U.S. Department of Veterans Affairs and assisted by the MVC Veterans Service Program worked out an expedited claims process reducing the time for benefits to be received by Veterans statewide

## **Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).**

- A Communication Guide was developed to focus and synchronize our direction
- The Missouri Veterans Commission acted as a vital partner with the Missouri Association of Veterans Organizations (MAVO)
- Coordinated our organizational direction with VA Health, Veterans Benefits Administration, and the National Cemetery Administration

## **Expand our Veteran Outreach Horizon**

- Established a formal presence at State Veterans Service Organizations Conventions
- Initiated a survey tool to assess the members of individual MAVO and student veterans organizations
- Established an initial presence in social media with the creation of a Facebook page
- Explored the concept of focused outreach in the rural and urban environments with an outreach van program
- Redefined our VSO travel stop program to more efficiently access Missouri's Veterans

# Strategic Direction FY 2013

---

For Fiscal Year 2013, the Commission will continue to develop and follow the strategic initiatives of FY 2012 as well as a new initiative relating to the recently passed funding legislation for the Commission.

- Promote a Veteran centered culture within the Missouri Veterans Commission.
- Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).
- Expand our Veteran Outreach Horizon.
- Achieve financial sustainability by July 2014

## Executive Director's Intent

---

### **Promote a Veteran centered culture within the Missouri Veterans Commission**

1. Continue to expand Veterans centered care, family communication, and service efficiency in the Homes Program
2. Continue to offer personalized pre-certification process, family service, and achievement of Excellence in Appearance Awards in the Cemetery Program
3. Continue to increase the Fully Developed Claims process and expedite benefits to Veterans and their families

### **Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>).**

1. Communicate our Mission, Vision, and Goals
2. Coordinate our planning and schedules
3. Cooperate in joint events
4. Collaborate on strategic direction

### **Expand our Veteran Outreach Horizon**

1. Continue to have a formal presence at the State Veterans Service Organization Conventions and VA Planning meetings
2. Implement a survey tool to assess the needs of Missouri's Veterans
3. Increase efforts to locate, contact, and present to Missouri Student Veteran Organizations
4. Continue to expand our presence in social media

### **Achieve financial sustainability by July 2014**

1. Implement cost cutting measures that do not affect quality
2. Implement revenue enhancements focusing on minimal impact to Veterans/families
3. Continue working closely with our elected officials

# FY 2013 Budget

---

## **2013 Executive Director's Intent Goals:**

- Achieve Financial Sustainability by July 2014

## **2013 Program Goals:**

### Short Term:

- Prepare budget request for FY 2014 by September 20, 2012
- Assist Program Directors to implement revenue enhancements focusing on minimal impact to Veterans and their families
- Continue working closely with executive and legislative budget analysts

### Mid Term:

- Assist Program Directors to implement cost cutting measures that do not affect quality
- Maintain fund projections of cash balances
- Analyze budget scenarios based on available funding

### Long Term:

- Work with Executive Director and Commission to provide information to support funding for inflationary increases

# FY 2013 Budget

## Missouri Veterans Commission Operating Appropriations Fiscal Year 2013

House Bill Section	Fund	Programs	Amount
Section 8.185 - Administration, Veterans Services Program, Cemeteries	Veterans Commission Capital Improvement Trust Fund Home Fund Veterans Trust Fund	Cemeteries, Veterans Services Program, Central Office	\$4,776,912
		Central Office	\$644,845
		All Programs	\$23,832
			<u>\$5,445,589</u>
Total HB Section 8.185			
Section 8.190 - Veterans Service Officer Grants	Veterans Commission Capital Improvement Trust Fund	VSO Grants	\$1,600,000
Section 8.195 - Veterans Homes	General Revenue Home Fund Veterans Trust Fund Veterans Commission Capital Improvement Trust Fund	Homes	\$0
		Homes	\$73,813,477
		Homes	\$49,980
		Homes	\$28,337
			<u>\$73,891,794</u>
Total Appropriations to MVC - HB 2008			<u>\$80,937,383</u>
Section 13.015 - DPS Institutional - Homes Utilities	Veterans Commission Capital Improvement Trust Fund	Homes	\$2,547,527
		Veterans Services Program	\$181,775
Section 13.005 - Public Safety Leasing	Veterans Commission Capital Improvement Trust Fund		
Section 13.010 - Public Safety State Owned	Veterans Commission Capital Improvement Trust Fund	All Programs	\$112,932
Total Appropriations from MVC Dedicated Funds - HB 13			<u>\$2,842,234</u>
HB 5 - Fringe Benefits	Veterans Commission Capital Improvement Trust Fund	Cemeteries, Veterans Services Program, Central Office	\$1,327,609
HB 5 - Fringe Benefits	Home Fund	Homes	\$26,548,110
Total Appropriations from MVC Dedicated Funds - Fringe Benefits			<u>\$27,875,719</u>
HB 5 - OA ITSD	Home Fund	Homes	\$953,772
HB 5 - OA ITSD	Veterans Commission Capital Improvement Trust Fund	Cemeteries	\$38,980
Total Appropriations from MVC Dedicated Funds - OA ITSD			<u>\$992,752</u>
Total			<u>\$112,648,088</u>

# 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.

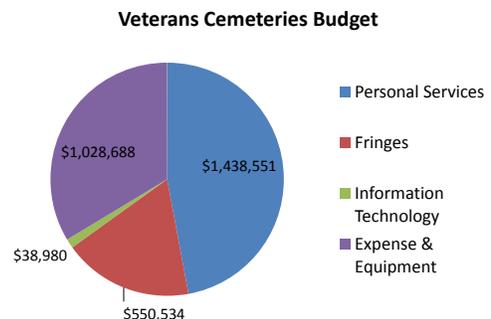
**2013 Executive Director’s Intent Goals:**

- Develop best practices for personalized family service and Veteran centered care
- Continue to develop and formalize procedures to optimize attainment of NCA Excellence in Appearance Awards at each Veterans Cemetery
- Use the recently completed assessment of Veteran Population versus existing pre-certifications to target and expand outreach horizon for each cemetery
- Ensure that we have a presence at each Veterans Service Organization’s State Convention
- Continue to ensure effective communication with the National Cemetery Administration

**2013 Program Goals:**

- Develop integrated business plan for Cemetery Program by June 30, 2013
- Finalize development of personalized pre-certification best practices/standards by June 30, 2013
- Develop personalized family services best practices/standards by June 30, 2013
- Assess why the number of pre-certifications decreased in 2012 versus 2011 and develop a plan to increase pre-certifications
- Continue to focus 30% of equipment replacement funding on items needed to attain Excellence in Appearance Awards
- Continue inspection cycle to help each cemetery attain Excellence in Appearance Awards

Missouri Veterans Cemeteries Budget FY 2013	
	Budget
Personal Services	\$1,438,551
Fringes	\$550,534
Information Technology (E&E)	\$38,980
Expense and Equipment	\$1,028,688
<b>Total</b>	<b>\$3,056,753</b>



# 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.

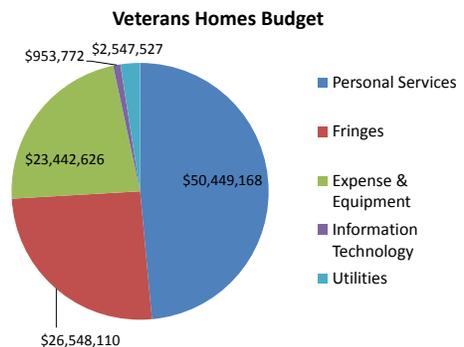
**2013 Executive Director’s Intent Goals:**

- Implement opportunities to increase revenues and decrease costs without affecting quality
- Develop Veteran Centered Care Best Practice Manual by December 2012
- Implement Veterans Centered Care Best Practices throughout all seven homes by June 30, 2013
- Continue to build strong relationships with local Veterans Organizations

**2013 Program Goals:**

- Develop and implement plans and methods to decrease turnover of CNAs, LPNs and RNs
- Implement Anti-Wandering/Security Systems - pilot the system in a least one home by December 2012
- Pilot an Electronic Medical Record System to include at a minimum an Electronic Medication Administration Record
- Work closely with the Veterans Services Program to implement a best practice in all seven homes for assisting Veterans with claims during the application process
- Ensure the Veterans in the homes are receiving all earned VA benefits by working with the Veterans Services Program

Missouri Veterans Homes Budget FY 2013	
	Budget
Personal Services	\$50,449,168
Fringes	\$26,548,110
Utilities	\$2,547,527
Information Technology (E&E)	\$953,772
Expense and Equipment	\$23,442,626
<b>Total</b>	<b>\$103,941,203</b>



# Veterans Services Program

The Veterans Services Program provides benefits counseling and assistance to Veterans and their dependents. The Incarcerated Veterans Coordinator, Minority Veterans Coordinator, Women Veterans Coordinator, and Outreach Coordinator lead four specific outreach initiatives focused on contemporary Veterans issues.

**Program Vision:**

All eligible Missouri Veterans and dependents are receiving the Veterans benefits to which they are legally entitled.

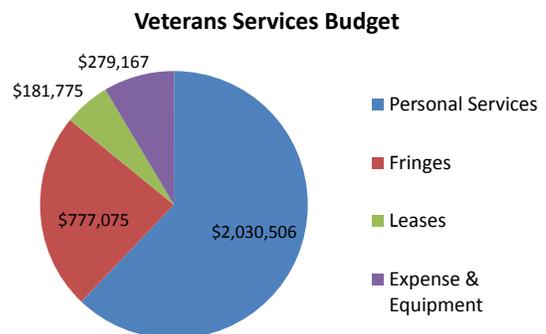
**Program Mission:**

Provide outreach to and inform Veterans and dependents about their Veterans benefits, encourage those eligible to apply, successfully manage claims, and advocate for Veterans and dependents.

**2013 Executive Director’s Intent Goals:**

- Expand our Veterans Outreach Horizon
- Treat Veterans and their family members as individuals in an empathetic, compassionate and diligent manner as we pursue all Veterans benefits possible
- Ensure efficient use and effective distribution of our Veterans Service Officers based on Veteran population and needs within the state
- Monitor incoming claims to ensure all Veterans’ claims are submitted in the most efficient and accurate manner possible using newly implemented VA initiatives to the greatest extent possible
- Continue to work with all strategic partners (VBA, VHA, and other Veterans Service Organizations) to streamline processing of VA claims
- Communicate and coordinate with all Veterans Service Organizations to present up-to-date training opportunities for all Veterans Service Officers

Veterans Services Program Budget FY 2013	
	Budget
Personal Services	\$2,030,506
Fringes	\$777,075
Leases	\$181,775
Expense and Equipment	\$279,167
<b>Total</b>	<b>\$3,268,523</b>



# Veterans Services Program

---

## 2013 Program Goals:

- Attract, train and retain a quality workforce that provides opportunities for career progression
- Obtain efficient and up-to-date Veterans database system to allow Veterans' claim work to be produced and stored in a timely, reliable manner which enables creation of data reports and sharing of files as needed by June 30, 2013
- Provide high speed data communication capabilities, using wireless when necessary, to ensure prompt transmission of Veterans' claims, new training materials and required administrative reports by June 30, 2013
- Update and modernize our Veterans Service Officers' central office locations to provide a safe, accessible, private, environmentally comfortable and organized space based on the findings from our state-wide evaluation
- Increase Veterans compensation and pension (Missouri National Ranking) from 15.8% to 17% by June 30, 2013
- Implement Best Practices between the Veterans Services Program and the Missouri Veterans Homes Program to identify and process VBA benefits claims at the point of application to a Missouri Veterans Home
- Implement Best Practices between the Veterans Services Program and the Missouri Veterans Homes Program to maximize the VBA benefits available to all residents
- Provide educational opportunities to ensure Veterans Service Officers are continually kept up to date on all changes in procedures for claims processing and to grow in their profession
- Identify, communicate, and collaborate with Missouri Veterans Courts to provide benefits assistance to those Veterans affiliated with these programs
- Identify, communicate, and collaborate with our service partners to implement targeted outreach for Minority, Women and Incarcerated Programs

# Veterans Service Grants

Veterans Service Grants 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.

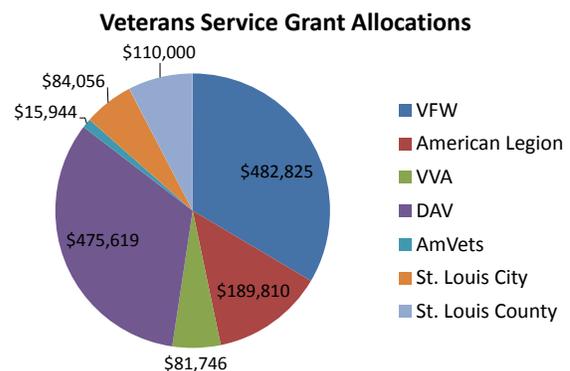
**2013 Executive Director’s Intent Goals:**

- Develop and implement a Veterans Service plan in conjunction with Missouri Veterans Commission Veterans Services Program by June 2013
- Develop and implement method to track Fully Developed Claims produced by Veterans Service Organizations

**2013 Program Goals:**

- Develop and implement best practices statewide
- Develop an integrated/consolidated marketing plan with the Veterans Services Program and other service providers

Veterans Service Grant Allocations FY 2013	
	Allocation
VFW	\$482,825
American Legion	\$189,810
VVA	\$81,746
DAV	\$475,619
AmVets	\$15,944
St. Louis City	\$84,056
St. Louis County	\$110,000
<b>Total</b>	<b>\$1,440,000</b>



# Central Office - Construction

---

## 2013 Goals:

### Short Term:

- Close out VA grants on emergency generators
- Close out grants for chapel/solarium at Cameron and Warrensburg Veterans Homes
- Close out grants for columbarium walls at Springfield and Higginsville Veterans Cemeteries
- Close out grant for roof and new sprinkler piping at St. James Veterans Home
- Develop and present a priority list for the addition and replacement of our Missouri Veterans Homes

### Mid Term:

- Evaluate all facilities and determine their future construction needs
- Complete HVAC and electrical upgrades at Mexico Veterans Home
- Construct solarium and physical/recreational therapy additions at Mt. Vernon Veterans Home
- Construct solarium and replace nurse call and fire alarm systems at St. Louis Veterans Home
- Construct new chapel at Cape Girardeau Veterans Home
- Replace nurse call and electronic door locks at Mt. Vernon Veterans Home
- Replace nurse call and fire alarm systems at Cameron Veterans Home
- Secure funds to replace and upgrade leased space for Veterans Services Program

### Long Term:

- Major renovation to interior of St. James Veterans Home
- Replace nurse call and fire alarm systems at Warrensburg Veterans Home
- Renovation of St. James cemetery and chapel
- Construct new security fence at Warrensburg Veterans Home
- Implement the priority list for the addition and replacement of our Missouri Veterans Homes

# Central Office Support Goals

---

## **2013 Executive Director's Intent Goals:**

- Achieve financial sustainability by July 2014
- Promote a Veteran centered culture within the Missouri Veterans Commission
- Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C<sup>4</sup>)
- Expand our Veteran Outreach Horizon

## **2013 Central Office Support Goals:**

### Human Resources

- Provide support for Homes Program Goal of decreasing turnover of CNAs, LPNs and RNs
  - ◇ Work with HR Counterpart Group to identify and implement improvements to current data collection system to better capture reasons for turnover or recruitment issues (for example, focus on improving return on exit interviews, satisfaction surveys, collecting info such as # of declines to job offers, reasons for declines, etc.)
  - ◇ Work with HR Counterpart and DNS Counterpart to identify potential solutions to turnover and/or recruitment issues within parameters of existing regulations, policies, contracts, etc. (focus on ways to reduce mandates, flexible scheduling options, hiring incentives, referral programs, etc.)
  - ◇ Pursue necessary changes to eliminate challenges to recruitment and retention (changes to pay plan, merit rules, etc.)
- Provide support to Veterans Services Program (VSP) goal to attract and retain qualified workforce:
  - ◇ Monitor the effectiveness of new Veterans Service Officer (VSO) job specifications with respect to availability of qualified applicants.
  - ◇ Research feasibility of funding second phase of VSO career ladder
  - ◇ Work with VSP Director to identify recruitment and retention issues and potential solutions.
- Provide support to Veterans Cemetery Program:
  - ◇ Pursue changes to State Veterans Cemetery Director job specifications
- Continue to seek approval for electronic time and leave system for MVC Central Office, Cemeteries and VSP.
- Identify components for potential MVC Leadership Model Program.

# Central Office Support Goals

---

## Legal

- Identify risk and develop plans to address risk (ongoing)

## Public Information

- Expand social media presence to at least one other platform by end of June 2013
- Work with VSP program on media out outreach in rural areas

## Ombudsman

- Continue to provide Veteran Centered Care with timely responses to all inquiries directed to the Ombudsman for resolution (ongoing)
- Continue coordination with all Veteran work peer groups (ongoing)

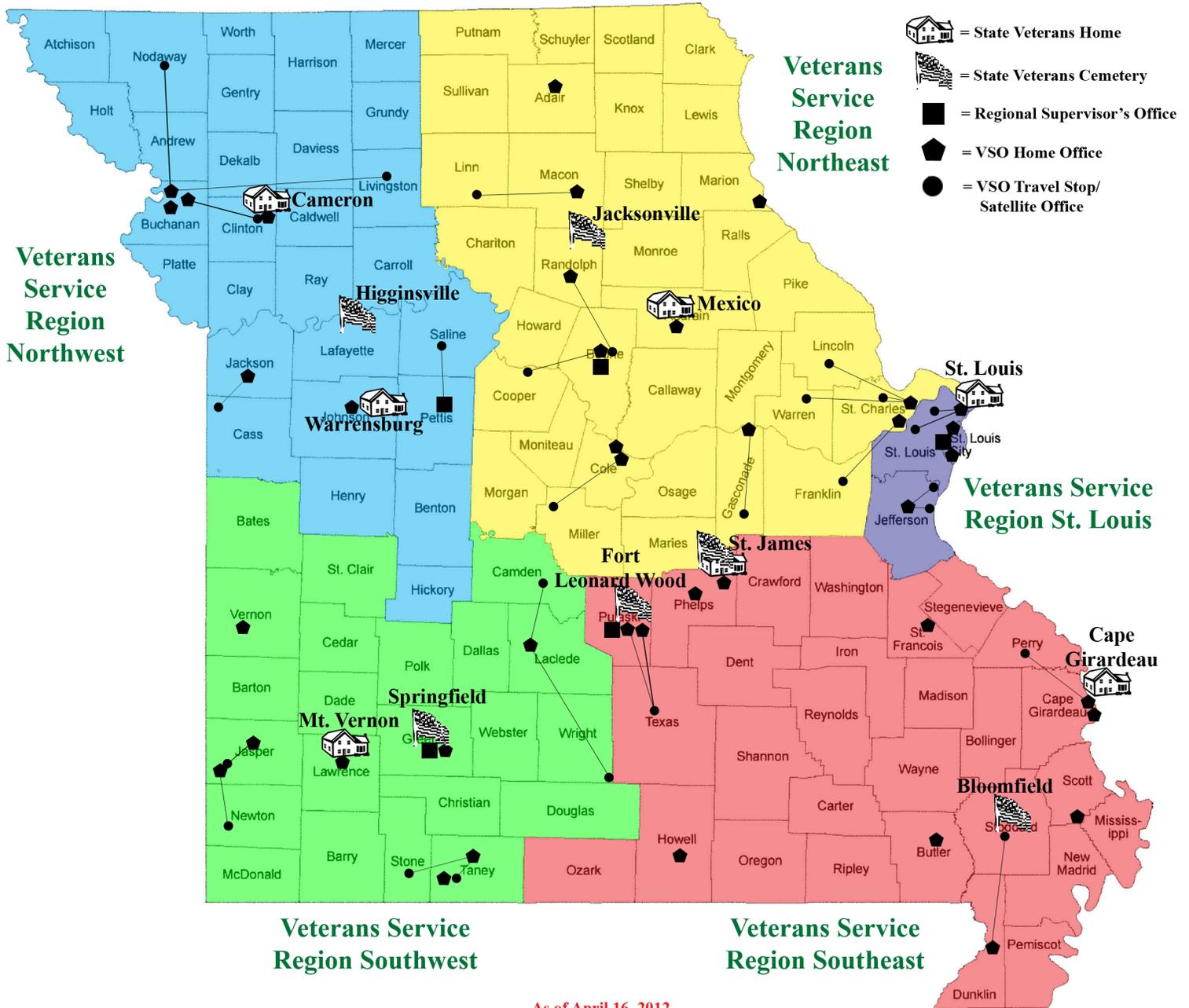
## Outreach

- Continue participation in statewide Veteran outreach events, such as Yellow Ribbons, briefings, fairs, festivals, and VA Stand Down (ongoing)
- Continue to identify Student Veteran Organizations and establish and continue relationships with such (ongoing)

## Central Office

- Continue providing administrative support for all Missouri Veterans Commission program

# Program Locations



# Service Officer Directory

## Northeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-882-5135</b>
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

<b>Regional Supervisor</b>	<b>417-895-6532</b>
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

<b>Regional Supervisor</b>	<b>660-530-5544</b>
Andrew	816-387-2841
Atchison	816-387-2841
Benton	660-530-5544
Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Carroll	816-632-6010 xt. 236
Cass	816-246-1411 xt. 1030
Clay	816-387-2841
Clinton	816-632-6010 xt. 236
Daviess	816-387-2841
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-387-2841
Harrison	816-632-6010 xt. 236
Henry	660-543-7930
Hickory	660-530-5544
Holt	816-387-2841
Jackson	816-246-1411 xt. 1030
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-387-2841
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
Worth	816-387-2841

## Southeast Veterans Service Region

<b>Regional Supervisor</b>	<b>573-451-2533</b>
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 (Ft. Leonard Wood)	573-596-0193
Pulaski (St. Robert)	573-451-2533
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

<b>Regional Supervisor</b>	<b>314-552-9890</b>
Jefferson	636-797-9624
St. Louis City	314-552-9885
St. Louis County	314-340-6389 ext. 428
St. Louis County (Veterans Home)	314-340-6389 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](http://www.mvc.dps.mo.gov)

[facebook.com/MissouriVeteransCommission](https://facebook.com/MissouriVeteransCommission)

## 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