

MISSOURI VETERANS COMMISSION

**Annual Report
Fiscal Year
July 1, 2005 -
June 30, 2006**



Matt Blunt
Governor



Hal Dulle
Executive Director

MISSOURI VETERANS COMMISSION

205 Jefferson Street, P.O. Drawer 147, Jefferson City, MO 65102-0147
Telephone: (573) 751-3779 www.mvc.dps.mo.gov FAX: (573) 751-6836



The Missouri Veterans Commission is pleased to present the FY2006 Annual Report.

This report includes information about services provided in the areas of counseling and assistance to thousands of veterans and their dependents throughout the state on VA benefits; high quality skilled nursing care; and the provision of dignified, efficient, and compassionate service to our veterans and their families. These services were recognized with exceptional veteran satisfaction and high quality outcomes.

The Commission also worked actively with Missouri's veteran service organizations and legislators to create a new outreach to Missouri's newest veterans and their families impacted from active duty during the Global War on Terror. Reaching out to all branches and components, the program provides educational resources regarding state, local and federal benefits.

The Commission and its staff look forward to continuing to "honor and serve the veterans whose dedication and sacrifice have preserved our nation and its freedoms."

Sincerely,

Hal J. Dulle
Executive Director



Missouri Veterans Commission

*Brig Gen (R) Arvid E. West, Jr.
Member*

*S. Lee Kling
Member*

*Carson Ross
Chairman*



*Bernadette A. Miller
Member*

*Joseph J. Frank
Vice Chairman*



Locations and Contacts



Commission Headquarters

Missouri Veterans Commission
 205 Jefferson Street
 P.O. Drawer 147
 Jefferson City, MO 65102
 Phone: 573-751-3779 Fax: 573-751-6836
 www.mvc.dps.mo.gov

Service to Veterans Program

Northeast Region

Jim Hurst, Supervisor
 1500 Vandiver Drive, Suite 107
 Columbia, MO 65202
 Phone: 573-882-5135

Northwest Region

John Burgess, Supervisor
 Missouri State Office Building
 525 Jules, Room 320
 St. Joseph, MO 64501
 Phone: 816-387-2841

Southeast Region

Bill Palmer, Supervisor
 Missouri Veterans Home
 2400 Veterans Memorial Drive
 Cape Girardeau, MO 63701
 Phone: 573-290-5752

St. Louis Region

Doug Meyer, Supervisor
 VA Regional Office, Room 107
 400 South 18th Street
 St. Louis, MO 63103-2271
 Phone: 314-552-9885

Southwest Region

Clayton Cooper, Supervisor
 1410 S. Kansas Expressway
 Room #115
 Springfield, MO 65708
 Phone: 417-895-6532

Veterans Home Program

Cameron Home

Celia Reed, Administrator
 1111 Euclid
 Cameron, MO 64429
 Phone: 816-632-6010
 Fax: 816-632-1361

Cape Girardeau Home

Jan Rau, Administrator
 2400 Veterans Memorial Drive
 Cape Girardeau, MO 63701
 Phone: 573-290-5870
 Fax: 573-290-5909

Mexico Home

Cheryl Tolbert, Administrator
 #1 Veterans Drive
 Mexico, MO 65265
 Phone: 573-581-1088
 Fax: 573-581-5356

Mt. Vernon Home

Don Long, Administrator
 1600 S. Hickory
 Mt. Vernon, MO 65712
 Phone: 417-466-7103
 Fax: 417-466-4040

St. James Home

Patty Faenger, Administrator
 620 N. Jefferson
 St. James, MO 65559
 Phone: 573-265-3271
 Fax: 573-265-5771

St. Louis Home

Michael Barth, Administrator
 10600 Lewis & Clark Blvd.
 St. Louis, MO 63136
 Phone: 314-340-6389
 Fax: 314-340-6379

Warrensburg Home

Eric Endsley, Administrator
 1300 Veterans Road
 Warrensburg, MO 64093
 Phone: 660-543-5064
 Fax: 660-543-5075

Cemeteries Program

Bloomfield Cemetery

Ken Swearingin, Director
 17357 Stars & Stripes Way
 Bloomfield, MO 63825
 Phone: 573-568-3871
 Fax: 573-568-3421

Higginsville Cemetery

Jess Rasmussen, Director
 20109 Business Highway 13
 Higginsville, MO 64037
 Phone: 660-584-5252
 Fax: 660-584-9525

Jacksonville Cemetery

Jerry Quigley, Director
 1479 County Road 1675
 Jacksonville, MO 65260
 Phone: 660-295-4237
 Fax: 660-295-4259

Springfield Cemetery

Chuck Wooten, Acting Director
 5201 South Southwood Road
 Springfield, MO 65804
 Phone: 417-823-3944
 Fax: 417-823-0252

The Service to Veterans Program provides counseling and assistance to thousands of veterans and their dependents throughout the state.

The program is operated by a Director, five Veterans Service Supervisors, thirty-seven Veterans Service Officers/Veterans Service Assistants, ten clerical staff and a Veterans Benefits and Appeals Specialist.

These trained and knowledgeable professionals counsel veterans on what VA and State Veterans Benefits are available as well as complete and submit claim applications with all necessary documentation. Service Officers are also available for any follow-up work necessary with the Department of Veterans Affairs to obtain the maximum amount of benefits due any eligible veteran and/or dependent, and will provide assistance in locating proof of service such as military medical and service records, birth and death certificates, and other documentation needed to file claims for veteran benefits.

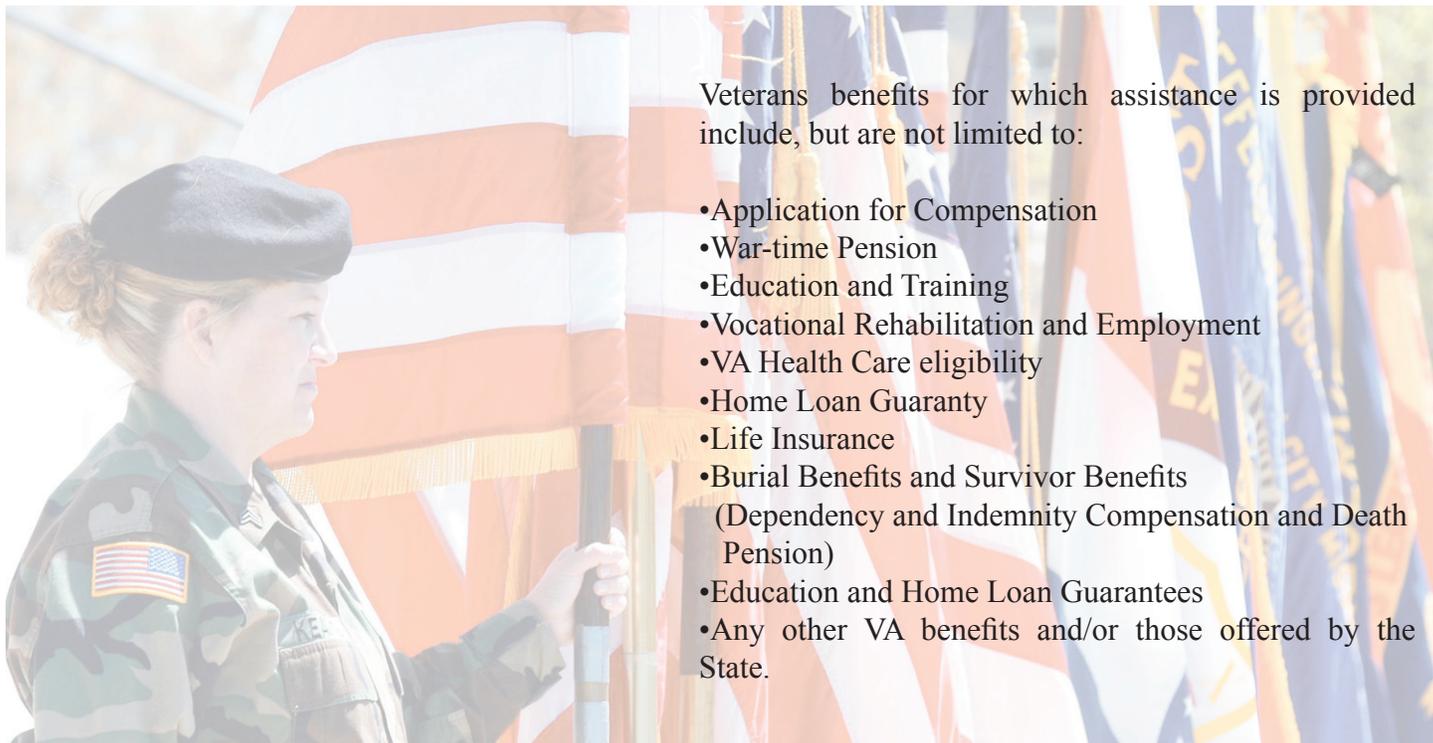


Stan Baughn, Director
(573) 522-1411
stan.baughn@mvc.dps.mo.gov



The Commission has thirty-one Service to Veterans home offices located in Branson, Cameron, Cape Girardeau, Carthage, Columbia, Farmington, Ft. Leonard Wood, Hannibal, Hillsboro, Jefferson City, Joplin, Kansas City, Kennett, Kirksville, Lebanon, Marysville, Mexico, Moberly, Mt. Vernon, Nevada, Overland, Poplar Bluff, St. Charles, St. James, St. Joseph, St. Louis, Sedalia, Sikeston, Springfield, Warrensburg, and West Plains. There are also over 100 satellite offices located throughout the state.

In addition to their regular duties, service officers and assistants also answer inquiries generated by the toll free line, man booths at various county and regional fairs as well as the Missouri State Fair, and make presentations and provide instructions on veterans benefits at numerous locations around the state to groups interested in veterans benefits. The service officers have prepared over 2,000 forms per month with a total of over 55,000 Missouri Veterans as clients.



Veterans benefits for which assistance is provided include, but are not limited to:

- Application for Compensation
- War-time Pension
- Education and Training
- Vocational Rehabilitation and Employment
- VA Health Care eligibility
- Home Loan Guaranty
- Life Insurance
- Burial Benefits and Survivor Benefits
(Dependency and Indemnity Compensation and Death Pension)
- Education and Home Loan Guarantees
- Any other VA benefits and/or those offered by the State.

“The willingness with which young people are likely to serve in any war, no matter how justified, is directly proportional to how they perceive the veterans of earlier wars were treated and appreciated.” - George Washington

OPERATION OUTREACH PROGRAM

The State Veteran Ombudsman worked actively with the Missouri Veterans Commission and Missouri’s veteran service organizations and legislators to create a new outreach to Missouri’s newest veterans and their families as they returned from serving during the Global War on Terror.

Reaching out to all branches and components, the program provides educational resources regarding state, local and federal benefits, many of which are time sensitive, in an effort to coordinate a smoother transition back in to Missouri’s communities for some 18,000 Guardsmen and Reservists who are now veterans.

The program has facilitated over \$460,000 through various programs to directly assist these veterans.

For more information contact:
Pat Rowe Kerr, Veteran Ombudsman
(573) 522-4220
pat.kerr@mvc.dps.mo.gov

MINORITY VETERANS PROGRAM

The Minority Veterans Program was established to encourage minority veterans and dependents to visit local Veterans Service Officers to ascertain benefits they might be legally entitled to through the Federal Department of Veterans Affairs. The Program’s goals include:

- Increase benefit awareness among minority veterans.
- Increase benefit awareness among widows of deceased veterans.
- Increase Missouri Veterans Commission visibility among community agencies
- Collaboration with other veterans agencies to increase awareness of veterans programs
- Co-brand with businesses to promote veterans benefits awareness.

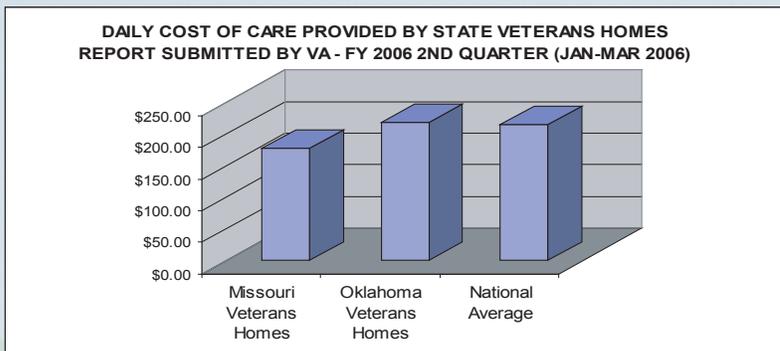
For more information contact:
Rebecca Bradley,
Minority Veteran Coordinator
(816)889-3081
rebecca.bradley@mvc.dps.mo.gov

Missouri operates seven exemplary State Veterans Homes all striving toward our mission “to honor and serve the veterans whose dedication and sacrifice have preserved our nation and its freedoms.”

The Federal VA regulates and provides per diem payments to 118 State Veteran Homes across the nation. The accompanying graph shows the comparisons of the average daily cost of care for the period January – March 2006. The State of Oklahoma is included in this comparison since they also operate seven veterans homes and are in the same geographic region as Missouri. This comparison speaks to the efficiency of our operation in Missouri.



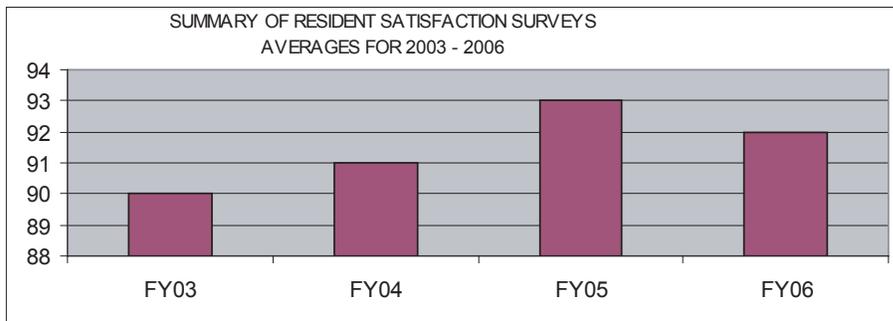
Anne Payne
Superintendent of Homes
(573) 751-3779
anne.payne@mvc.dps.mo.gov



The Missouri Veterans Commission Homes Program has had a Quality Management System since 1998. This QM system is a mainstay in our culture of excellence and has become our quality trademark as we honor and serve veterans. The Homes Program’s Quality Management System is led at the Central Office by the Superintendent of Homes through policy direction, consultation, support and oversight, and at the facility level by the Administrator. This System is dynamic in maintaining quality of resident lifestyle and organizational systems, effective in demonstrating results, and efficient in the utilization of facility resources. Evidence of excellence is seen in yet another (3rd) year of deficiency free VA surveys.

The Homes Program has 1538 employees dedicated to service excellence. During FY 2006 they served a total of 1509 residents. Employee of the Month and Year awards were provided to deserving staff across all departments at each State Veterans Home throughout the year. These awards programs are conducted to allow for timely peer and management team recognition of exceptional performance by Homes Program employees. One of our employees was honored with the Department of Public Safety Employee of the Month award and one went on to be awarded the Governor’s Award of Valor and was honored at a ceremony on the Capitol steps.

Resident satisfaction, as noted in the graph, indicates that the systems administered by our staff are working well. These surveys measure overall resident satisfaction with nursing care, dietary, environmental and related services. For another year the surveys validated that overall, our veterans are satisfied with the employees and resources of each State Veterans Homes more than any other care setting option.



Our Homes enjoy a high level of community involvement with volunteers giving a total of 141,140 hours of service to the Homes Program. The Homes have recognition activities to ensure that these very special members of each Home's civic community are recognized for their selfless donations of time and material resources to our Veterans.

The demand for our Homes is indicated by a waiting list of over 1000 veterans.

In order to be admitted, a veteran must have maintained a physical residency in Missouri for 180 days prior to application for placement in a veterans home; meet the criteria established by the United States Department of Veterans Affairs for veterans status; and must require institutional health-care services.

All admission decisions are made by a healthcare team comprised of the Administrator, Physician, Director of

Nursing, Social Worker and other professionals as needed. Accurate and timely medical information on the application is very important in determining admission eligibility.

Skilled nursing care is available at all facilities and is assessed into three categories based upon the complexity of a resident's health status.

To learn more about Missouri Veterans Commission Homes Program visit our website at www.mvc.dps.mo.gov.



Six years have passed since the Missouri Veterans Commission began operations at its first two veterans cemeteries at Springfield and Higginsville. In 2003 two additional cemeteries, Bloomfield and Jacksonville, started interments. Since that time the cemeteries have completed 3,854 interments and pre-certified 12,981 veterans and dependents for future burial. Another milestone in the cemetery program's evolution was passed this year with the transfer of 217 acres at Fort Leonard Wood to the Missouri Veterans Commission. This transfer represents the first major step in the creation of a fifth veterans cemetery with an anticipated opening in 2009.

This year also witnessed the first significant change in cemetery policy since inception of the program. The residency requirement of 180 days was removed to allow interment of non-residents from other states. This change reflects a positive response to requests from veterans residing in states bordering Missouri.

Although the cemetery program is continually evolving as it matures, one component has not changed; our commitment to our veterans and their families. Our goal is to provide a dignified final resting place for those who have served and sacrificed while serving in our armed forces. The attractiveness of our cemeteries and the care and compassion demonstrated by our staff must be a reflection of respect and gratitude to those who have given so much.



Larry Kay, Deputy Director
(573) 751-3779
larry.kay@mvc.dps.mo.gov



ELIGIBILITY

The eligibility criteria for interment in a Missouri State Veterans Cemetery is as follows:

- The veteran must have been separated or discharged from active duty under conditions other than dishonorable and must have completed the required period of service as defined by federal law for benefit purposes.
- Reservists or members of the National Guard who are eligible for retired pay as a result of 20 years creditable service are entitled to interment in a Missouri State Veterans Cemetery.
- U.S. citizens who served in the armed forces of a government allied with the United States may also be eligible for burial in a Missouri State Veterans Cemetery.

Any veteran convicted of a federal or state capital crime is barred from burial in a Missouri State Veterans Cemetery. This prohibition also includes those veterans who commit capital crimes but avoid conviction due to death or flight.

BENEFITS

The following is a list of the benefits that are provided at no cost to veterans, their spouses, and dependent children:

- Burial space
- Opening and closing of the grave
- Grave liner
- Upright granite headstone
- Perpetual care

Those who choose cremation have the option of interment within the columbarium or may select in-ground burial.

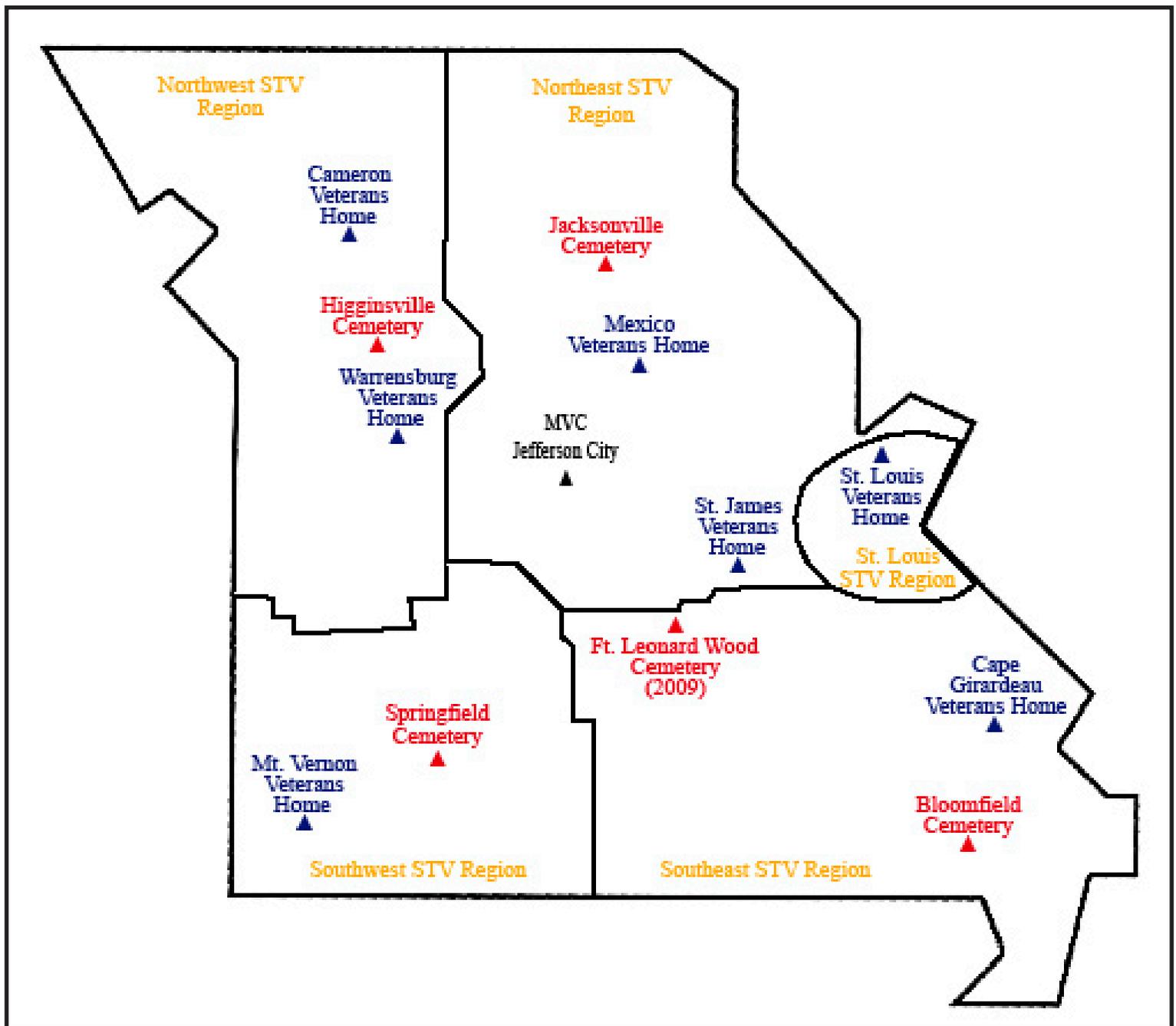


“Show me the manner in which a nation or community cares for its dead and I will measure with mathematical exactness the character of its people, their respect for the laws of the land and their loyalty to high ideals.”
~Gladstone

Veterans Trust Fund Statement of Receipts and Disbursements Fiscal Year 2006	
Beginning Cash, July 1, 2005	\$412,562
Receipts	
Tax Check-Off	\$60,162
Interest Income	\$15,590
Direct Donations	\$5,115
Total Receipts	\$80,867
Disbursements	
Professional Development	\$51,028
Veterans Benefits Awareness Program	\$18,985
Transfers	\$1,001
Total Disbursements	\$71,014
Net Receipts (Disbursements)	\$9,853
Ending Cash, June 30, 2006	\$422,415

Home Fund Statement of Receipts and Disbursements Fiscal Year 2006	
Beginning Cash, July 1, 2005	\$568,104
Receipts	
Federal Department of Veterans Affairs -Per Diem, CBOC Leases, Travel	\$24,572,131
Resident Charges	\$23,302,369
Transfer from VCCITF	\$1,500,000
Cafeteria Sales	\$206,677
Interest	\$132,287
Refunds	\$3,138
Other	\$3,053
Total Receipts	\$49,719,655
Disbursements	
Personal Services	\$29,363,960
Fringe Benefits	\$15,070,049
Homes Operating Expenditures	\$1,392,983
Information Technology Operating Expenditures	\$356,353
Central Office Operating Expenditures	\$129,294
Total Disbursements	\$46,312,639
Net Receipts (Disbursements)	\$3,407,016
Ending Cash, June 30, 2006	\$3,975,120

Veterans Commission Capital Improvement Trust Fund Statement of Receipts and Disbursements Fiscal Year 2006	
Beginning Cash, July 1, 2005	\$9,562,853
Receipts	
Transfers from Gaming	\$6,000,000
Federal Department of Veterans Affairs Construction Grant Reimbursements	\$2,763,996
Interest	\$325,127
Land Sale	\$293,443
Burial Reimbursements from VA (Springfield, Higginsville, Jacksonville, Bloomfield)	\$200,400
Other	\$2,632
Total Receipts	\$9,585,598
Disbursements	
Construction	\$6,407,107
Transfers to Home Fund	\$1,500,000
Cemetery Operations (Springfield, Higginsville, Bloomfield, Jacksonville)	\$1,343,228
Veterans Service Officer Grants	\$723,148
Fringe Benefits and Cost Allocation Plan	\$580,016
St. James Personal Services	\$21,629
Information Technology Operating Expenditures	\$14,000
Medals and Medallions Personal Services	\$25,130
Medals and Medallions Operating Expenditures	\$13,814
Total Disbursements	\$10,628,072
Net Receipts (Disbursements)	(\$1,042,474)
Ending Cash, June 30, 2006	\$8,520,379



Missouri Veterans Commission
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