



# MISSOURI VETERANS COMMISSION

**4<sup>th</sup> Quarter Commission Meeting**

**October 25, 2021**

**10:00 AM**

**Harry S Truman State Office Building**

**301 West High Street**

**Jefferson City, MO 65102**

**and via WebEx Conference Call**

**Mission:** MVC is “Always on Mission” to serve Veterans as the FIRST CHOICE in Skilled Nursing Care; ENDURING CHOICE in Benefits Assistance; and PROVEN CHOICE in a Dignified Resting Place.

**Vision:** MVC is committed to providing the Highest Quality and Compassionate Care for our Veterans; Striving to be Seamlessly Integrated with the Veteran Community; Emphasizing a Culture of Transparency and Excellence

## **Core Values**

- Integrity First
- Service before Self
- Excellence in all We Do

**Intent:** To provide the Very Best Care and Services for Veterans while being a Good Steward of Taxpayer Dollars through a Deliberately Developed Workforce.



# MISSOURI VETERANS COMMISSION

- I. CALL TO ORDER
  - A. Pledge of Allegiance
  - B. Roll Call
  - C. Chair Open Comments
  - D. Recognition:
    - Alice Youngermann, CNA of the Year, Cape Home
    - Janet Cook, Employee of the Year, Cape Home
    - David Hibler, Administrator of the Year, Cameron Home
- II. APPROVAL OF MINUTES
  - A. Open Quarterly Commission Meeting Minutes from July 26, 2021
  - B. Closed Quarterly Commission Meeting Minutes from July 26, 2021
  - C. Special Session Open Minutes from August 30, 2021
- III. STAFF UPDATES
  - Executive Director MVC Comprehensive Update
    - COVID Update
    - Facilities Update
    - Human Resources Update
    - Cemeteries Update
    - Veterans Service Program Update
    - Homes Program Update
    - Fiscal Update
- IV. LEGISLATIVE UPDATE
- V. AGENCY PARTNER REPORTS
  - A. United States Department of Veterans Affairs report
  - B. Veterans Affairs Hospital Directors Update
  - C. Missouri Association of Veterans Organizations (MAVO) report
- VI. CHAIR COMMENTS AND ANNOUNCEMENTS
- VII. Next meeting: 1st Quarter Quarterly Commission Meeting – January 24, 2022
- VIII. ADJOURNMENT



- Pledge of Allegiance
- Roll Call
- Chair Opening Comments
- Recognition:
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- Open Quarterly Commission Meeting Minutes: July 26, 2021
- Closed Quarterly Meeting Minutes: July 26, 2021
- Special Session Open Meeting Minutes: August 30, 2021



# FY22 Supplemental Requests

MISSOURI DEPARTMENT OF PUBLIC SAFETY								
PROPOSED NEW DECISION ITEMS								
FISCAL YEAR 2022 SUPPLEMENTAL								
DEPT	DIVISION	DIVISION RANK	NDI NAME	GENERAL REVENUE AMOUNT	FEDERAL AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	NAME OF OTHER FUND(s)
DPS	MVC		1 CARES One-Time Recovery and Response	\$ -	\$ 4,300,000	\$ -	\$ 4,300,000	(2330) DPS Federal Stimulus CARES Fund
DPS	MVC		2 ARPA One-Time Recovery and Response	\$ -	\$ 10,800,000	\$ -	\$ 10,800,000	(2458) DPS Federal Stimulus ARPA Fund
DPS	MVC		3 VA COVID Response and Mitigation Grant	\$ -	\$ -	\$ 2,357,800	\$ 2,357,800	(0461) Veterans Health and Care Fund
DPS	MVC		4 Veterans Initiatives	\$ -	\$ -	\$ 2,200,000	\$ 2,200,000	(0461) Veterans Health and Care Fund
				\$ -	\$ 15,100,000	\$ 4,590,829	\$ 24,690,829	



## *Staff Updates*



# COVID and Vaccination Update



# COVID & VACCINATION UPDATE

- Staff
  - Currently have 66% of staff vaccinated (63% previously reported).
  - State average for staff vaccinated in LTC facilities 53%.
- Veterans
  - Currently have 96% of Veterans vaccinated.
  - State average of residents vaccinated in LTC facilities 84%.

Facility	Staff Acceptance	Veteran Acceptance
Cameron	76%	98%
Cape Girardeau	60%	96%
Mexico	56%	95%
Mt. Vernon	66%	97%
St. James	71%	93%
St. Louis	68%	95%
Warrensburg	63%	96%

- Moving forward
  - MVC will continue to educate and encourage.
  - Currently coordinating with CVS Omnicare and local pharmacies to obtain booster shots.



# Facilities Update

CAPITAL IMPROVEMENT PROJECTS

			Federal VA Grant Reimbursement Rate	State Appropriation	Project Cash Available	Arch & Eng Design	Project Bid	Construction Phase	VA Reimbursement
Location	Project	Cost							
St. Louis	Renovation 188 Beds	\$14,200,000.00	65.00%						
Jacksonville	New Columbarium	\$1,500,000.00	100.00%						
Mt. Vernon	Roof Replacement	\$2,200,000.00	65.00%						
St. James	Ext. Water Sewer Line	\$2,200,000.00	ARPA Submitted Funding						

Total \$20,100,000.00

Key:	Moving forward or complete		Temporary Hold		Held up change required		Phase not started	
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- St. Louis Veterans Home Renovation
  - 65% Reimbursable
  - Construction resumed 100%
  - Subcontractor mobilization concerns – 3 contractors no longer in business, and increased labor costs
- Jacksonville Cemetery Columbarium Wall
  - 100% Reimbursable
  - Construction initial phase
- Mt Vernon Roof Replacement
  - Award granted to Guaranteed Roofing, Joplin MO \$723,340.00
- Critical Maintenance & Repairs
  - FY '22, \$900,000 funds available
  - Projects in work

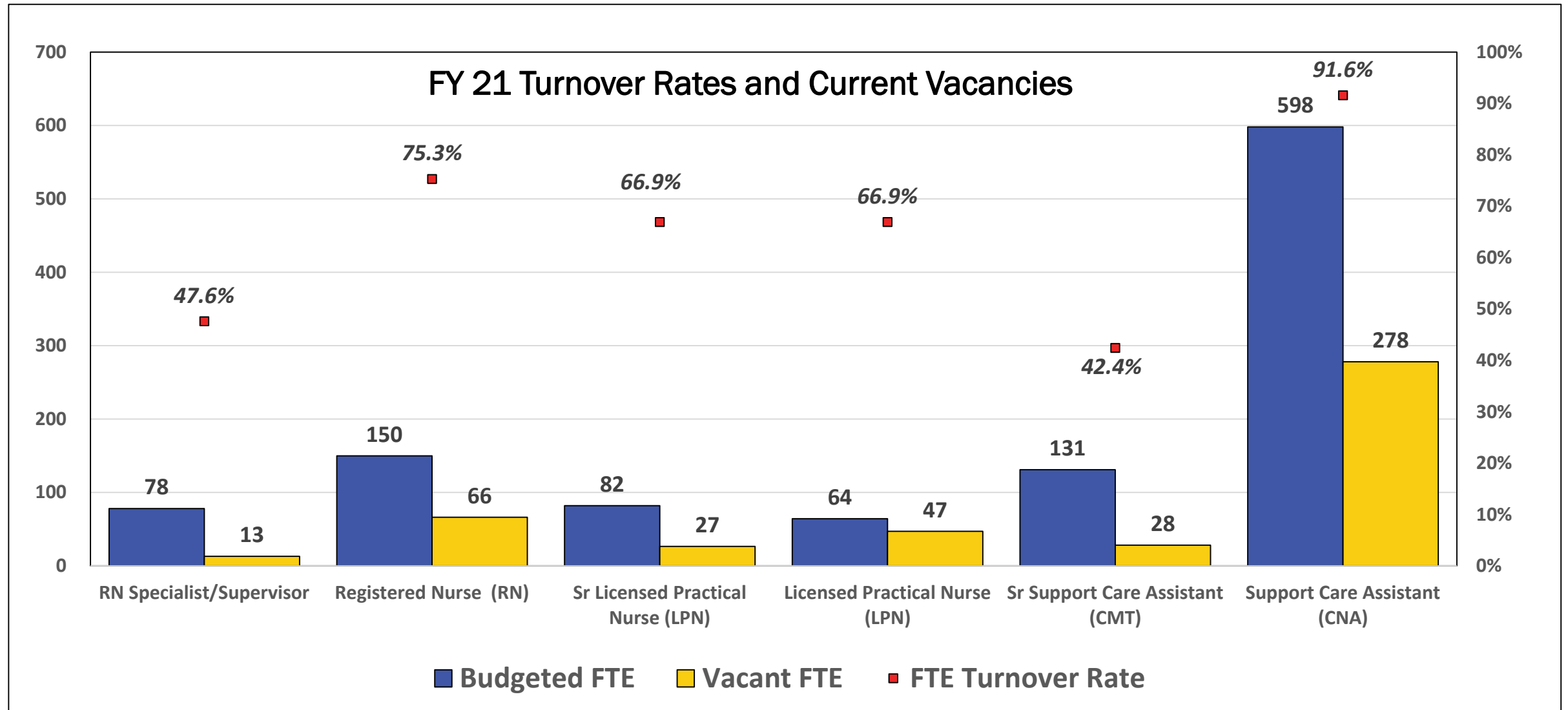


- COVID19 – VA Construction Grant (Pending)
  - 100% reimbursement, \$26.5M (reduced from submitted 28.7M)
  - New MOU signed 09/10/21, awaiting award
  - Scope includes Wi-Fi upgrades, phone/PA system installations, HVAC improvement for easy conversion of both isolation and quarantine areas including ultraviolet, and HEPA filtration, flooring replacement in MX, WB, CM, and MTV Homes, Convert MTV pool room to a visitation area.
- Site Asset Evaluation
  - Warrensburg completed, all others remain incomplete
- Higginsville Cemetery Columbarium Wall
  - Grant application submitted (est. 5.6M)
  - 100% reimbursable, still require appropriation and operational funds



# Human Resources Update

# VACANCIES AND TURNOVER IN DIRECT CARE STAFFING



# RECRUITMENT EFFORTS

## Recruitment efforts happening statewide

- Increased presence on all our social media platforms including Facebook, Twitter and Instagram
- Billboards
- Monthly hiring events
- Paid ads on social media platforms – Facebook, Instagram, Tik Tok, Snap Chat and LinkedIn
  - Hiring events
  - Job openings
  - Video
- [Missouri Veterans Home Recruitment v2.mp4](#)





## Recruiting / Retention Video

# Veterans Cemeteries Program Update

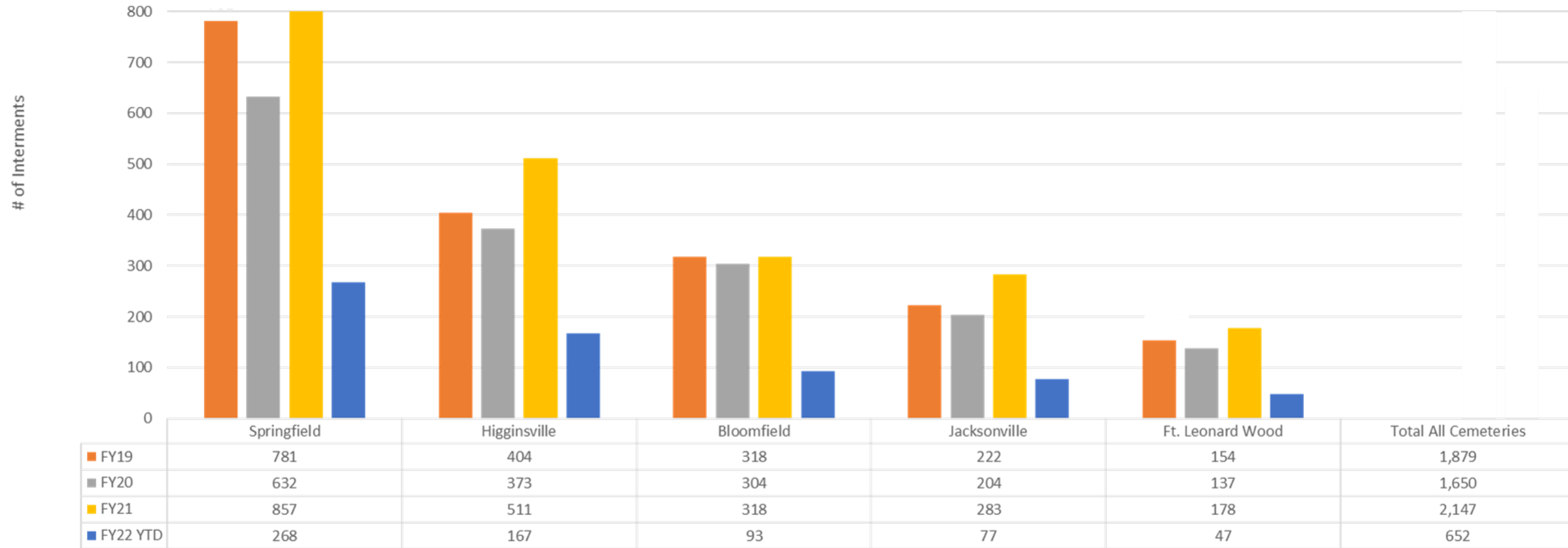
# VETERANS CEMETERIES PROGRAM

- NCA Site Visits
  - Springfield Nov 30 - Dec 1, 2021
  - Bloomfield Apr 12-13, 2022
  - Ft Wood Apr 19-20, 2022
  - Higginsville May 7-8, 2022
- Current Construction Projects
  - Jacksonville Columbarium Wall. Estimated completion date Jun 1, 2022.
- Future Potential Projects
  - Springfield Columbarium Wall and Site Improvements (100% Reimbursable)
  - Higginsville Columbarium Wall and Site Improvements (100% Reimbursable)
- Upcoming Events
  - Wreaths Across America – Dec 18, 2021
  - Memorial Day – May 30, 2022



# VETERANS CEMETERIES PROGRAM

TOTAL MVC CEMETERY INTERMENTS



Interments by Fiscal Year and Cemetery



# VETERANS CEMETERIES PROGRAM

## Customer Service Satisfaction

Cemetery	Surveys Received	FY2019 Satisfaction Scores (Percentage)	Surveys Received	FY2020 Satisfaction Scores (Percentage)	Surveys Received	FY2021 Satisfaction Scores (Percentage)	Surveys Received	FY2022 YTD Satisfaction Scores (Percentage)
Springfield	115	99.25	66	99.29	73	98.89	13	100.00
Higginsville	104	99.03	65	99.55	188	99.04	80	99.61
Bloomfield	107	99.24	63	99.34	96	99.71	38	98.61
Jacksonville	26	100.00	32	100.00	64	99.85	23	99.09
Fort Leonard Wood	30	99.52	17	100.00	43	99.53	15	100.00
Totals	382	99.41	243	99.64	560	99.40	169	99.46



# Veterans Service Program Update

# VETERANS SERVICE PROGRAM

Veteran Service Program - Current	
Total Service Officers	40
Appeals Specialists	3
Administrative Staff	8
Total	51
Service Officer Vacancies	3
Appeals Specialist Vacancies	1

## Return on Investment Ratio:

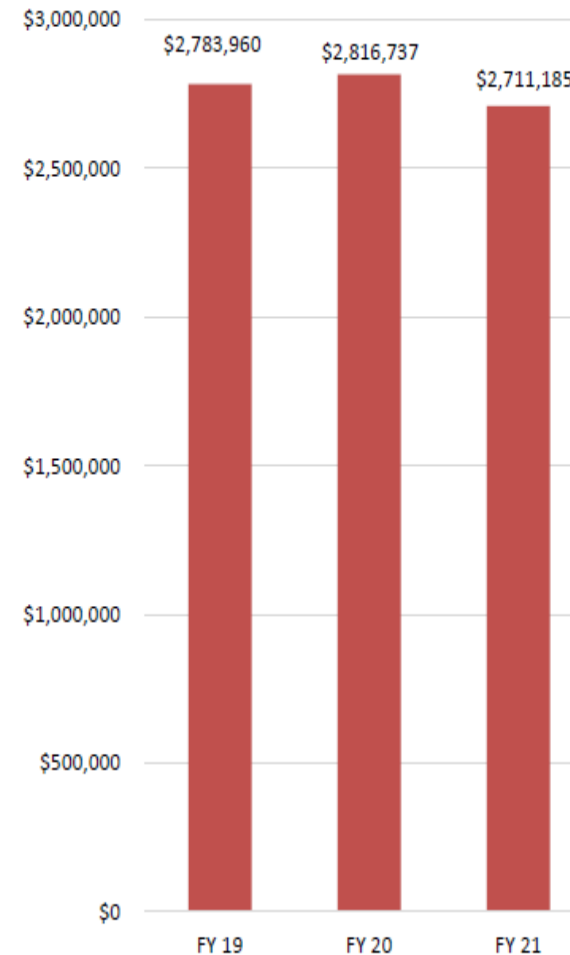
FY19: \$113 : \$1

FY20: \$121 : \$1

FY21: \$130 : \$1

Cash Benefits Received into Missouri Economy to  
Direct Cost for MVC Veterans Service Program

Direct Cost for MVC VSO Program

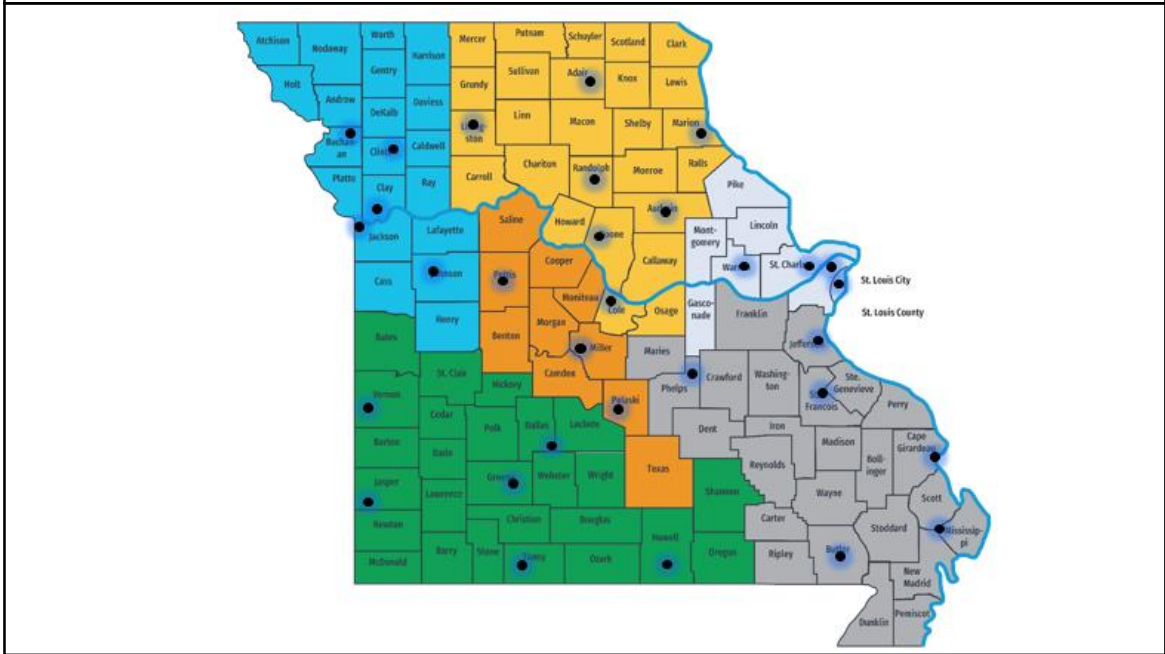


Benefits Awarded to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined



## Revised Region Map

1. Added Central Region
  - Reduced travel time for Supervisors
  - Smaller regions = better management
2. New Office in Warrenton
  - Supports the growing Veteran population in Warren and surrounding Counties.





# Veterans Homes Program Update

# ANNUAL COLA RESIDENT RATE INCREASE

Historic Resident Rate Increases												
Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Monthly Resident Rate	\$1,800	\$1,800	\$1,950	\$2,000	\$2,050	\$2,050	\$2,050	\$2,050	\$2,050	\$2,187	\$2,215	\$2,345
Actual MVC Rate Increase	0.00%	0.00%	8.33%	2.56%	2.50%	0.00%	0.00%	0.00%	0.00%	6.68%	1.28%	5.90%
SSA COLA	0.00%	3.60%	1.70%	1.50%	1.70%	0.00%	0.30%	2.00%	2.80%	1.60%	1.30%	5.90%

Effective January 1, 2022 the resident rate will increase by \$130 to \$2,345 per month.

NOTE: January 27, 2020 Commissioners voted and approved an annual rate increases based on the Social Security Administration Cost of Living Adjustment (COLA) without need for future votes.

- 2020 Missouri semi-private room monthly rate (average within MVC's market) \$5,395
- 2021 Midwestern states semi-private Veteran Homes monthly rate (average) \$5,315
- RE: June 28, 2021 Commission meeting slides which list additional services included in the MVC monthly resident rate (\$858).

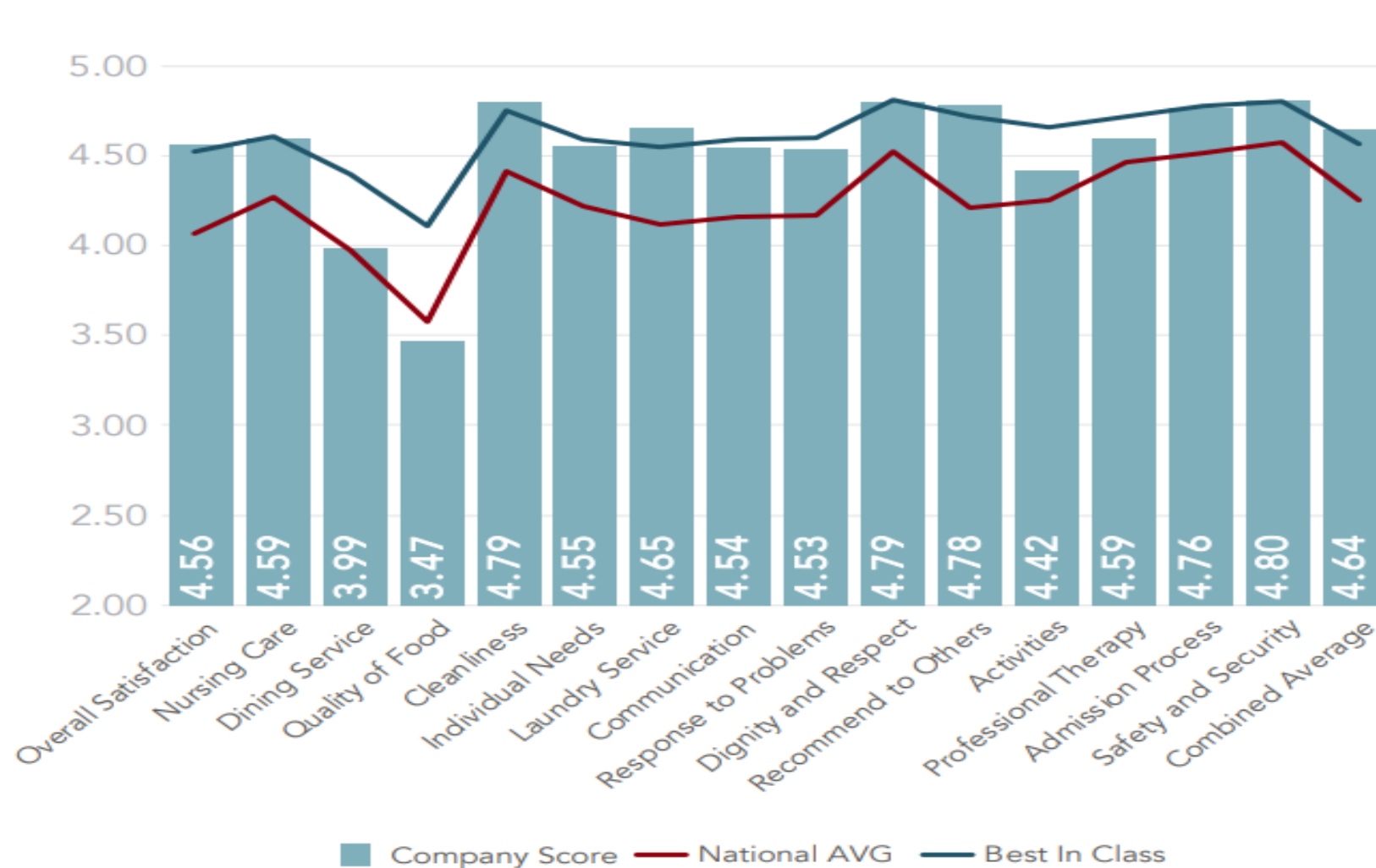


# VETERANS HOME PROGRAM



## CUSTOMER SATISFACTION CORPORATE AVERAGE

Missouri Veterans Home  
August 2021



	Company Score	Nat'l AVG	Best in Class
Overall Satisfaction	4.56	4.06	4.51
Nursing Care	4.59	4.25	4.59
Dining Service	3.99	3.96	4.38
Quality of Food	3.47	3.57	4.10
Cleanliness	4.79	4.39	4.73
Individual Needs	4.55	4.20	4.57
Laundry Service	4.65	4.11	4.53
Communication	4.54	4.14	4.57
Response to Problems	4.53	4.15	4.58
Dignity and Respect	4.79	4.50	4.79
Recommend to Others	4.78	4.20	4.70
Activities	4.42	4.24	4.64
Professional Therapy	4.59	4.44	4.70
Admission Process	4.76	4.49	4.75
Safety and Security	4.80	4.55	4.78
Combined Average	4.64	4.23	4.55

Overall Satisfaction

4.56

Recommend to Others

4.78



## ANNUAL VA SURVEY CERTIFICATIONS

- Full Certification Received
  - St. James
  - Cape Girardeau
  - Mexico
  - Cameron
- Pending Certification
  - St. Louis
  - Mt. Vernon
- Awaiting Survey
  - Warrensburg



6 of our 7 homes have consolidated units to combat staffing shortages and maintain appropriate care.

- Cameron, Mexico, and St. Louis are not currently admitting due to staffing.

## Homes Initiatives Looking Forward

- Review of Transportation Services
- Review of Veteran Smoking Procedures



# VETERANS HOMES PROGRAM

Clinical Outcome Criteria			
	Good (as good or better than National)	Moderate (better than State average, not as good as National)	Poor (worse than State average)
Falls w/Major Injury	< or = 3.3%	>3.3% and < or = to 4.2%	>4.2%
Pressure Ulcers	< or = 7.3%	>7.3% and < or = to 8.1%	>8.1%
Antipsychotic Use	< or = 14.4%	>14.4% and < or = to 18.8%	>18.8%

Staffing Criteria	150 Bed Facility			200 Bed Facility		
	Good	Moderate	Poor (Stop Admission)	Good	Moderate	Poor
Medical Director	1	n/a	<1	1	n/a	<1
Administrator	1	n/a	<1	1	n/a	<1
Licensed Nurse	< or = 5% of allocated positions (2 or fewer positions)	>6% and < or =15% of allocated positions (3-4 positions)	> or = 16% of allocated positions (5 or more positions)	< or = 7.5% of allocated positions (3 or fewer positions)	> 8% and < or =15% of allocated positions (4-5 positions)	> or = 16% of allocated positions (6 or more positions)
C.N.A.	< or = 5% of allocated positions (4 or fewer positions)	>6% and < or =15% of allocated positions (5-12 positions)	> or = 16% of allocated positions (13 or more positions)	< or = 5% of allocated positions (5 or fewer positions)	> 6% and < or =15% of allocated positions (6-15 positions)	> or = 16% of allocated positions (16 or more positions)



# VETERANS HOMES PROGRAM

## Clinical Quality Measures

		Cameron 200 Beds		Cape Girardeau 150 Beds		Mexico 150 Beds		Mt. Vernon 200 Beds		St. James 150 Beds		St. Louis 188 Beds		Warrensburg 200 Beds	
Previous Quarter: July 1, 2021 Current Quarter: Sept. 30, 2021		Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter
1	Falls w/Major Injury	2.78%	0.99%	4.00%	1.06%	4.00%	3.96%	1.01%	2.65%	6.15%	5.71%	1.05%	0.85%	1.05%	2.88%
2	Pressure Ulcers	4.17%	3.38%	0.00%	0.00%	1.33%	2.32%	0.00%	5.55%	0.00%	1.92%	3.30%	7.81%	3.30%	7.40%
3	Antipsychotic Use	17.91%	25.00%	24.66%	24.24%	19.44%	13.33%	15.96%	16.10%	16.67%	15.27%	7.23%	10.83%	7.23%	12.17%

## Staffing Measures

		Cameron 200 Beds		Cape Girardeau 150 Beds		Mexico 150 Beds		Mt. Vernon 200 Beds		St. James 150 Beds		St. Louis 188 Beds		Warrensburg 200 Beds	
Previous Quarter: July 1, 2021 Current Quarter: Sept. 30, 2021		Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter	Previous Quarter	Current Quarter
1	Medical Director	1	1	1	1	1	1	1	1	1	1	1	1	1	1
2	Administrator	1	1	1	1	1	1	1	1	1	1	1	1	1	1
3	Licensed Nurse	11	11	4	3	2.5	4	10	9	10.5	11.5	9	12	15	11
4	C.N.A.	53	64	13.5	18	12	20	23	33	30	29	35	36	60.5	55.5



# Fiscal Update





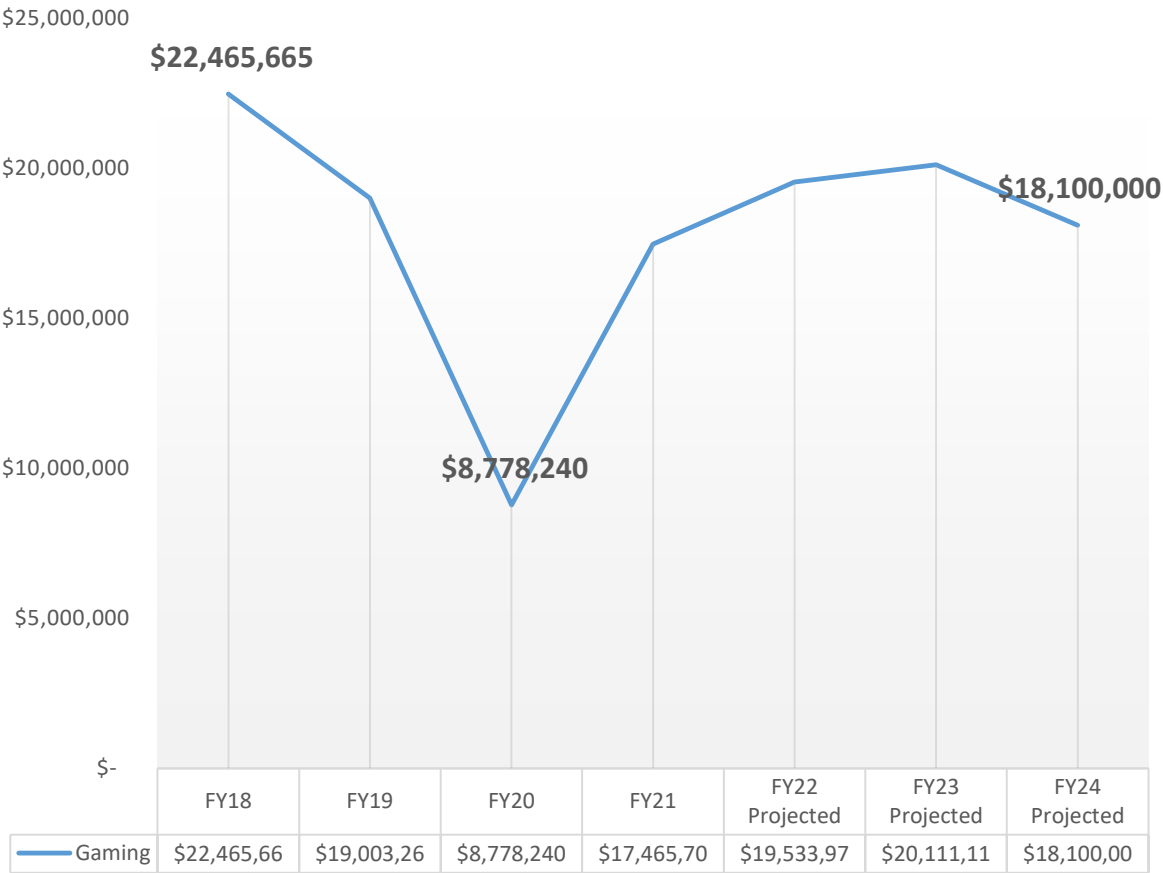
# FY23 New Decision Item Requests

MISSOURI DEPARTMENT OF PUBLIC SAFETY								
PROPOSED NEW DECISION ITEMS								
FISCAL YEAR 2023								
DEPT	DIVISION	DIVISION RANK	NDI NAME	GENERAL REVENUE AMOUNT	FEDERAL AMOUNT	OTHER AMOUNT	TOTAL AMOUNT	NAME OF OTHER FUND(s)
DPS	MVC	1	Operational Support for Revenue Shortfall	\$ 39,640,000			\$ 39,640,000	
DPS	MVC	2	CARES One-Time Recovery and Response		\$ 4,300,000		\$ 4,300,000	(2330) DPS Federal Stimulus CARES Fund
DPS	MVC	3	ARPA One-Time Recovery and Response		\$ 10,800,000		\$ 10,800,000	(2458) DPS Federal Stimulus ARPA Fund
DPS	MVC	4	VA COVID Response and Mitigation Grant	\$ -		\$ 2,357,800	\$ 2,357,800	(0461) Veterans Health and Care Fund
				\$ 39,640,000	\$ 15,100,000	\$ 2,357,800	\$ 57,130,829	

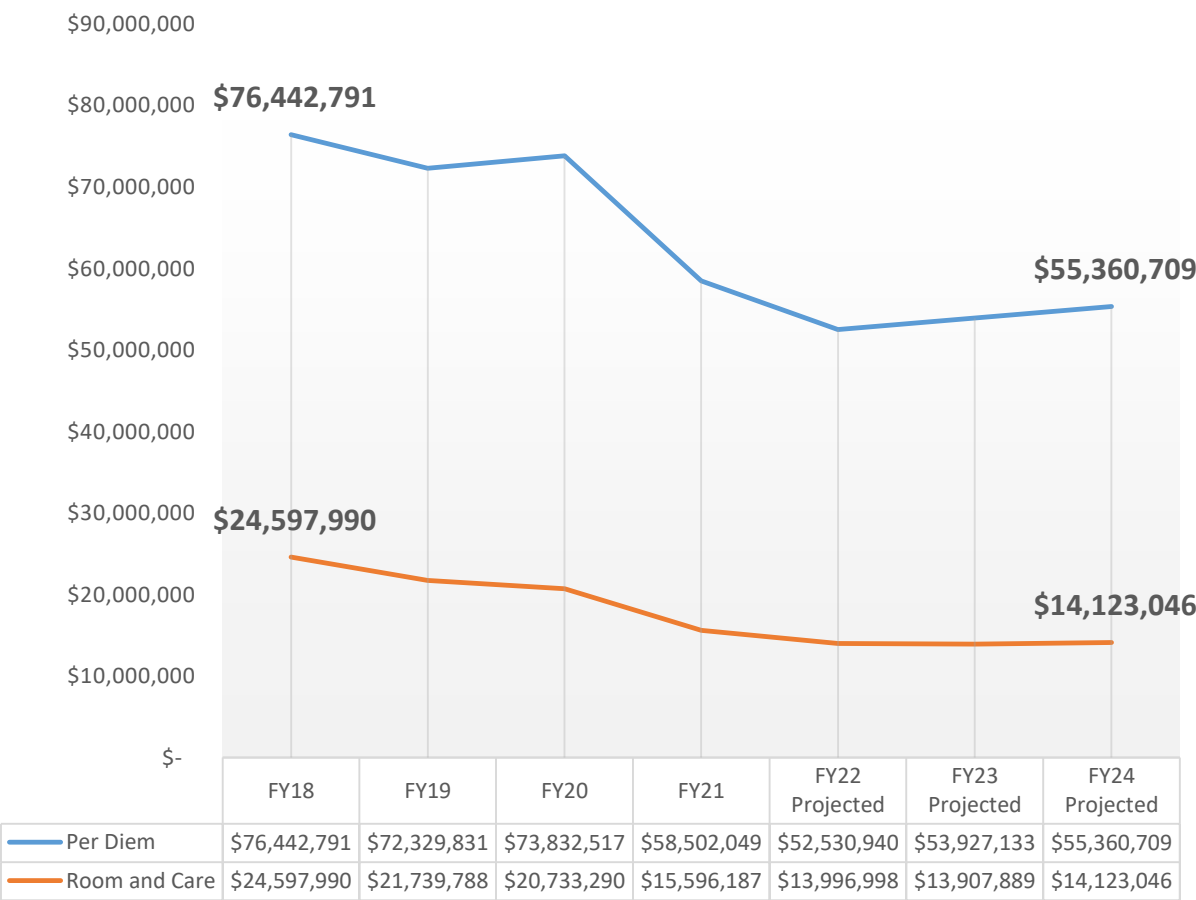


# Operational Support for Revenue Shortfall

Veterans Commission Capital Improvement Trust  
Major Revenue Source FY18-FY24



Veterans Homes Fund  
Major Revenue Sources FY18-FY24



## COVID19 – VA Construction Grant

- 100% reimbursement, \$26.7M
- MOU signed 7/12/21
- Total Request \$24,366,707 (decreased by FY22 existing authority)
- Scope includes Wi-Fi upgrades, phone/PA system installations, HVAC improvement for easy conversion of both isolation and quarantine areas including ultraviolet, and HEPA filtration, flooring replacement in MX, WB, CM, and MTV Homes, Convert MTV pool room to a visitation area.



# Significant Pressing Department Issues

## Cash Flow Concerns - Long term funding solution

- Three largest revenue sources into MVC operations continue to decline
- MVC infrastructure has not changed – fixed costs will keep spending high
- Infection control demands require additional spending
- Inflation increases operational costs
- MVC anticipated funding needs by FY2025 even before revenue losses after COVID
- Maintenance and Repair needs continue to accrue during unprecedented revenue declines

## Staffing Shortages

- MVC wages are not competitive especially in the healthcare market
- Staff experience burn out from considerable mandatory overtime hours
- Staff are unable to use leave that has accrued because of mandatory overtime
- Veterans homes cease admissions when vacancies cannot sustain additional census
- MVC experiences unprecedented vacancy rates



# Veterans Health and Care Program Fund

**Issue:** Where and when appropriate, the MVC Executive Director shall present to the Commission his/her recommendations for expenditure of MVHCF proceeds allocated to the Commission. All expenditures of MVHCF proceeds allocated to the Commission shall be approved by the Commission at a public meeting in accordance with established Commission protocols. (11 CSR 85-1.060)

## Discussion:

FY22 Medical Marijuana Spending Plan		Actual Spend by Quarter			
Operating Appropriation	\$				
Project	Cost Estimate	Q1	Q2	Q3	Q4
Wi-Fi Upgrades in Veterans Homes	\$ 1,600,000	\$ -			
Infection Control Maintenance and Repair	\$ 757,800	\$ -			
Infectious Disease Outbreak Plan and Training	\$ 50,000	\$ -			
Trigger Point Analysis and Training	\$ 50,000	\$ -			
Advanced Data Analysis	\$ 100,000	\$ -			
Veterans Service Officer Grant Program	\$ 200,000	\$ -			
Veterans Initiatives	\$ 1,800,000	\$ -			
Veterans Services Portal	\$ 150,000	\$ -			

**Proposal:** Request approval of the MVHCF as outlined with quarterly updates on actual spending.



## Legislative Update



- United States Department of Veterans Affairs report
- Veterans Affairs Hospital Directors Update
- Missouri Association of Veterans Organizations (MAVO) report



- Next meeting:
  - First Quarter Commission Meeting will be held on January 24, 2022







# MISSOURI VETERANS COMMISSION

**ADJOURNMENT**