



Annual Report

Fiscal Year July 1, 2012 - June 30, 2013

MISSOURI VETERANS COMMISSION

FY 2013 Quick Facts

- 21,972,964** Veterans in the U. S.
- 497,874** Veterans in Missouri
- 452,533** Male Veterans
- 45,341** Female Veterans
- 15th** largest state population of Veterans in the nation
- 25,561** Active Duty Service Members have Missouri as home of record
- 37,752** retired military have Missouri as home of record
- 19,695** Reserve and National Guard Service Members have Missouri as home of record
- \$2.52 billion** in total VA expenditures in Missouri
- \$1.15 billion** in Compensation & Pension Payments to Missouri Veterans
- \$161 million** in Education, Voc Rehab, and Employment benefits to Missouri Veterans
- \$1.01 billion** in VA Healthcare to Missouri Veterans
- 135,475** unique patients used VA Healthcare in Missouri

2013 was a successful year for the Missouri Veterans Commission. It was the first full year of dedicated funding created by last year's passage of HB 1731. This is a primary component of our goal to achieve financial sustainability and we continue to work with legislators, budget analysts, and the Executive Branch to achieve that goal.



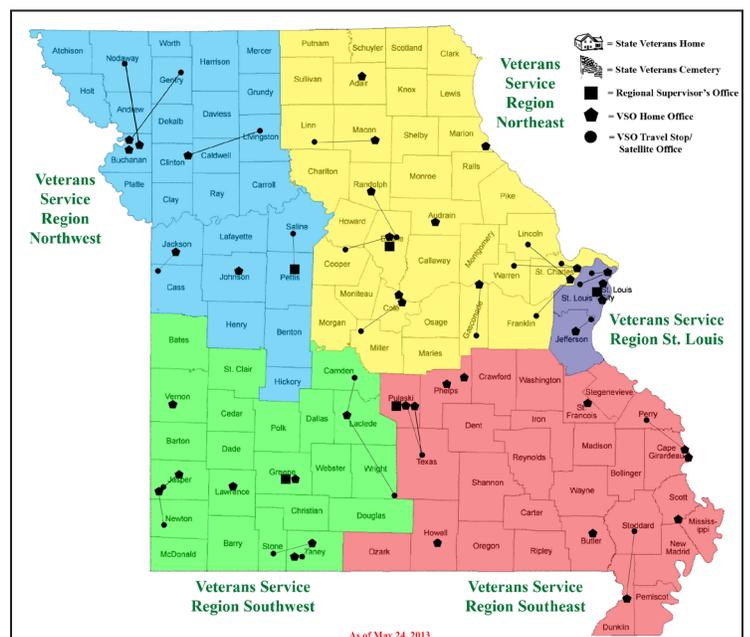
Larry D. Kay
Executive Director

We were very pleased to announce that the Jacksonville State Veterans Cemetery received the coveted "Excellence in Appearance Award" from the US Department of Veteran Affairs National Cemetery Administration. This lofty and hard to reach award recognizes those cemeteries in the State Veteran Cemetery System that reach the level of National Shrine Status. This achievement remains the goal of our remaining four operational cemeteries.

The Homes program once again received successful VA Surveys for all seven facilities. Eleven of our Certified Nurse Aids were recognized as national leaders and 1,918 Veterans selected Missouri's Veterans Homes as their provider of choice for skilled nursing care.

Our Veterans Service Program attained a new high water mark as Missouri's Veterans received a little over \$2.52 billion in benefits, compensation, and pension. We have made great strides working closely with the Veterans Benefits Administration (VBA) and the Missouri Association of Veterans Organizations (MAVO) to formalize the Fully Developed Claims Process, a system designed to reduce the claims turn-around time to no more than 90 days.

The strategic focus with our partners in MAVO and the U.S. Department of Veterans Affairs continues as we jointly urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.



FY 2013 Successes

Fiscal Year 2013 was both a year of continuity and transition for the Commission. We had numerous operational successes resulting from the continuity of our direction. We also ended the year with lessons learned from the transition of our first year of dedicated funding for our Homes Program.

Specific successes in 2013 include:

Promote a Veteran Centered Culture within the Missouri Veterans Commission

- Developed and implemented a Veterans Centered Care Best Practices Manual in the Homes Program
- Achieved the “Excellence in Appearance” Award at the Jacksonville Veterans Cemetery
- Ranked 4th among organizations in the percentage of processed Fully Developed Claims
- Assisted Missouri Veterans in receiving almost \$1.15 billion in pension and compensation

Develop and implement mechanisms with our service partners to communicate, coordinate, cooperate, and collaborate (C⁴).

- Deliberately executed the 2013 Game Plan
- Worked directly with the Missouri Association of Veterans Organizations (MAVO), the U.S. Department of Veterans Affairs, and Missouri Student Veteran Organizations to conduct an on-line Veterans Survey
- Coordinated our organizational direction with VA Health Care, Veterans Benefits Administration, and the National Cemetery Administration
- Cooperated and collaborated in numerous outreach events

Expand our Veteran Outreach Horizon

- Maintained a formal presence at the state conventions, district meetings, and local posts of Veterans Service Organizations
- Developed a Directory of Student Veterans Organizations
- Successfully executed the 2013 Grants Program
- Increased the use of our Facebook page with event notifications and special event postings

Achieve Financial Sustainability by July 2014

- Implemented numerous cost cutting strategies that did not affect quality
- Worked to maintain our Homes funding balance between VA Per Diem, State Support, and the Veteran’s Contribution
- Submitted a Rules Change to the Secretary of State’s Office to establish a priority system for admission to Missouri Veterans Homes
- Continued working closely with our elected officials to ensure full funding



Larry Carmer (left), Director of the Jacksonville Veterans Cemetery is congratulated by National Cemetery Administration Veterans Cemetery Grants Director Joshua de Leon on achieving the Excellence in Appearance Award

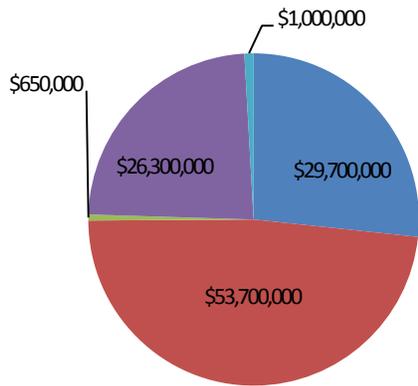


WWII Veteran and Missouri Veterans Home - Mexico resident Frank Kramer receives an honorary high school diploma as part of Operation Recognition which provides honorary diplomas to Veterans who left high school before graduation to serve in the military

2013 Year at a Glance

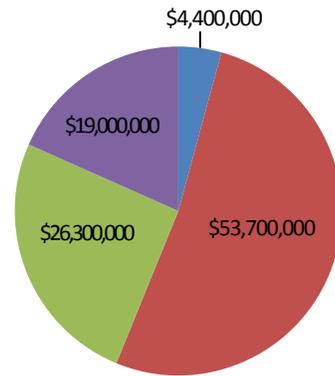
MVC Revenue Sources FY13

- VCCITF
- VA Per Diem
- VA Burial Allowance
- Resident Rates
- VA Construction Grants



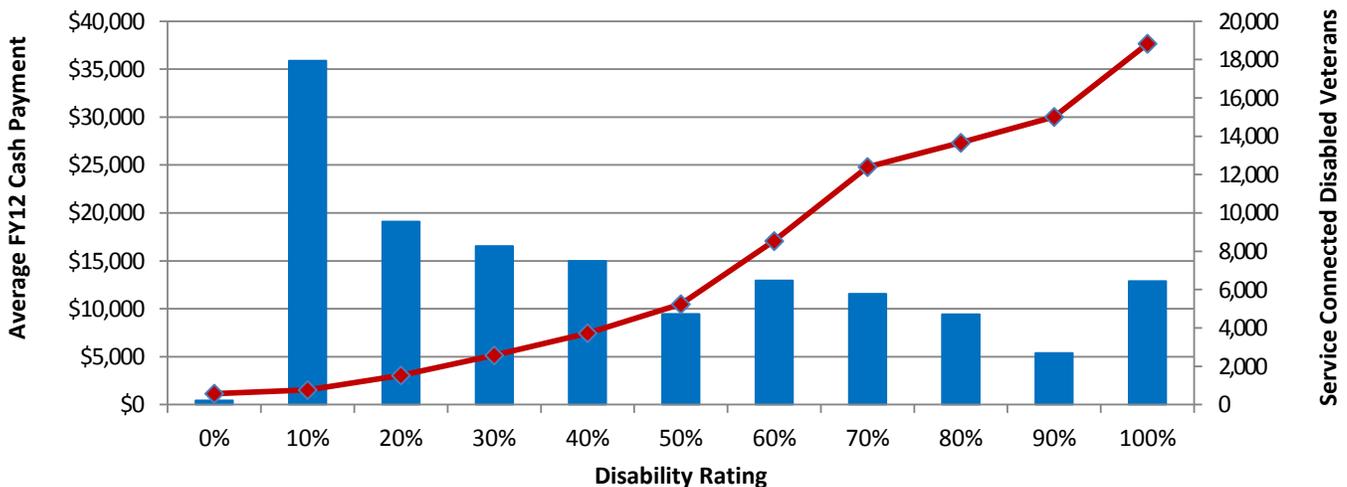
Home Fund Revenue Source FY13

- Cash Balance
- VA Per Diem
- Resident Rate
- Transfer from VCCITF



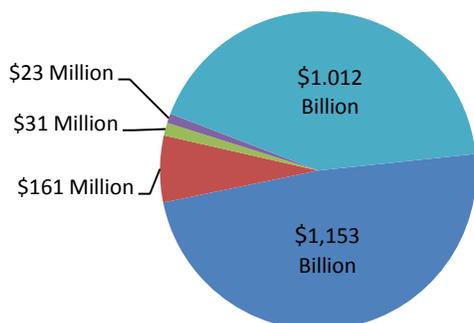
Avg. Federal FY12 Payment Per Missouri Veteran by Disability Rating

- Number of Missouri Veterans with a Service Connected Disability
- Average FY12 Payment Per Veteran



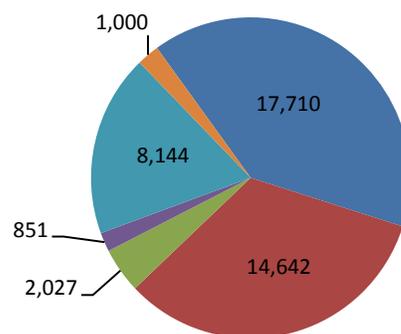
VA Expenditures to Missouri Veterans Federal FY12

- Comp. & Pension
- Edu. & Voc. Rehab
- Insurance & Indemnities
- Construction
- Medical Expenses

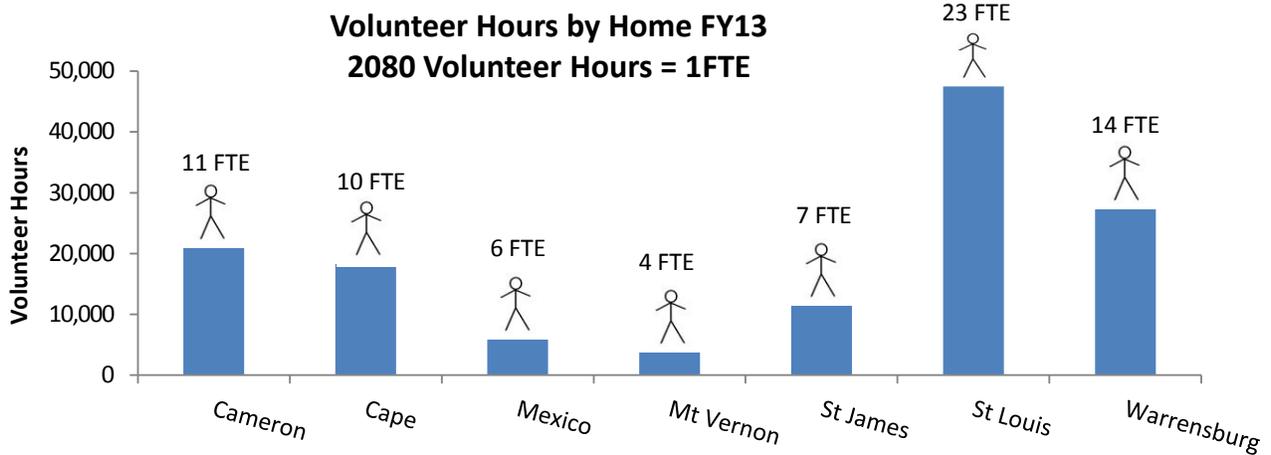


Claims Filed FY13 Total Claims: 321,437

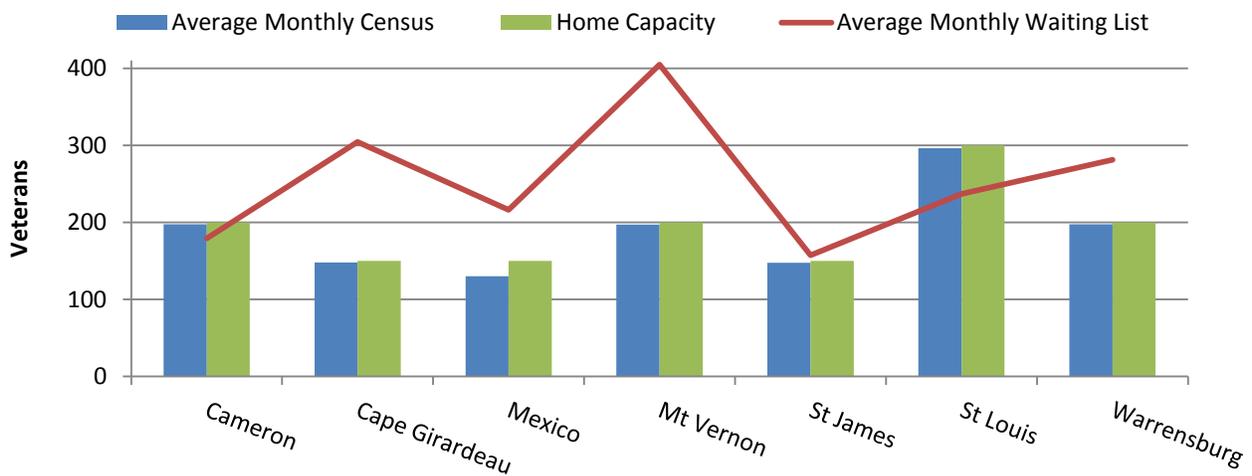
- MVC
- VFW
- Am. Leg.
- VVA
- DAV
- Am. Vets.



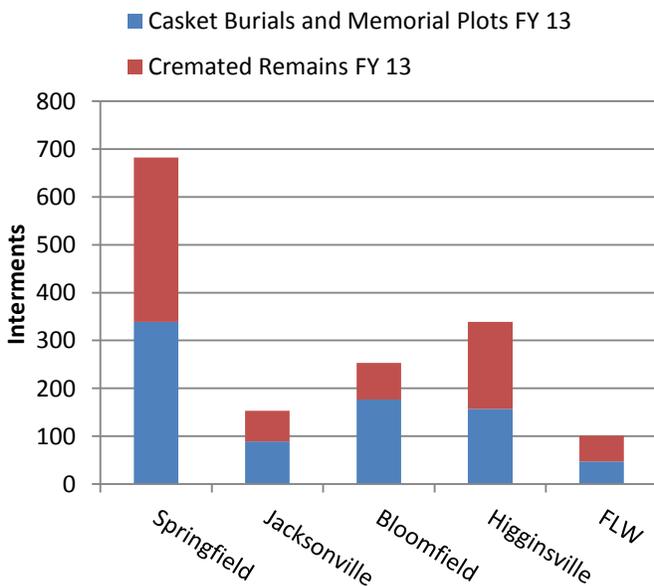
2013 Year at a Glance



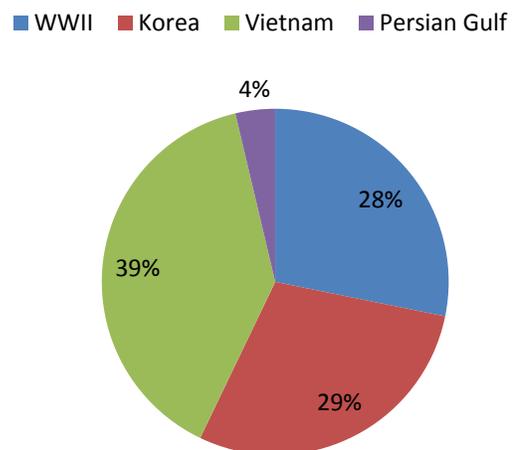
Average Monthly Waiting List Compared to Average Monthly Census by Home FY13



Total Interments FY13



Veteran Interments by Conflict Era FY 13



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	660-263-4960
Clark	573-248-2550
Cole	573-751-3779
Cooper	573-882-5135
Franklin	636-949-7900
Gasconade	573-882-5135
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	636-949-7900
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
Sullivan	660-785-2460
Warren	636-949-7900

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	660-530-5544
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	816-632-6010 xt. 236
DeKalb	816-632-6010 xt. 236
Gentry	816-387-2841
Grundy	816-632-6010 xt. 236
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	816-632-6010 xt. 236
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

Regional Supervisor	573-451-2533
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

Regional Supervisor	314-552-9885
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
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P.O. Drawer 147
Jefferson City, MO 65102-0147
573-751-3779

www.mvc.dps.mo.gov
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	573-751-3779
Minority Veterans	816-889-3081
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	816-387-2841