



Annual Report

Fiscal Year July 1, 2016 - June 30, 2017

MISSOURI VETERANS COMMISSION

Fast Facts

21,368,156 Veterans in the U. S.

482,094 Veterans in Missouri

442,937 Male Veterans

39,157 Female Veterans

60-64 Avg. Age of Male MO Vets

45-49 Avg. Age of Female MO Vets

15th largest state population of Veterans in the nation

\$3.62 billion in total VA expenditures in Missouri

\$1.3 billion in Compensation Payments to 90,734 Missouri Veterans

\$91 million in Pension Payments to 7,220 Missouri Veterans

\$69 million spent on VA construction projects in Missouri

\$26 million in VA Insurance & Indemnities paid to Missouri Veterans

\$199 million in Education, Voc Rehab, and Employment benefits to Missouri Veterans

\$2.2 billion guaranteed for 12,270 Home Loans in Missouri

\$1.41 billion in VA Healthcare to Missouri Veterans

141,910 unique patients used VA Healthcare in Missouri

In FY 2017 we celebrated 120 years of serving Veterans. The commitment to continue serving our Veterans in the future focused on expanding the Missouri Veterans Commission's electronic communication systems.



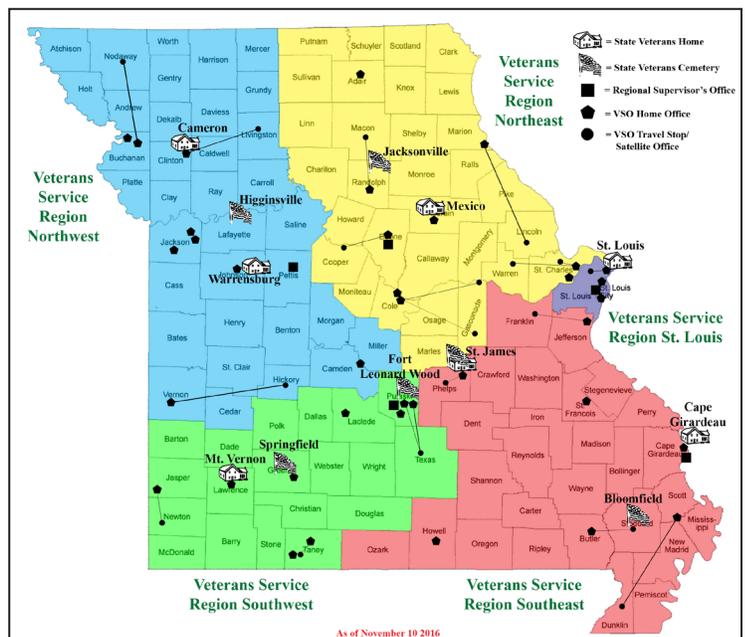
Larry D. Kay
Executive Director

Our Homes Program is working to integrate lab and x-ray vendors into the Electronic Health Record system. All seven homes had successful VA surveys. All seven homes offered training to staff wanting to become Certified Nursing Assistants and 1,965 Veterans selected Missouri's Veterans Homes as their provider of choice for skilled nursing care.

The Veterans Service Program has implemented the Veterans Benefits Claims System and is finalizing the Digits-to-Digits program. We continue to audit all VSO offices to improve efficiencies and have achieved a 58% Fully Developed Claims rate.

Our Cemetery Program ensured that resources were available for excellent grounds appearances and peer reviews were completed at all operational cemeteries. Higginsville and Jacksonville cemeteries were both rated Excellent by NCA inspectors. Systems are being prepared to transfer to an electronic record system.

We continue to partner with the Missouri Association of Veterans Organizations (MAVO) and the United States Department of Veterans Affairs. We remain dedicated to serving Missouri's Veterans and steadfastly urge all Veterans to See a Veteran Service Officer, Sign up for VA Healthcare, and Join a Veterans Service Organization.



FY 2017 Successes

The Fiscal Year 2017 Game Plan once again set the tone for our operational direction. We made significant strides in expanding our electronic communication systems.

Successes for FY 2017 include:

Homes Program

- The Homes Program has a paperless Electronic Health Record. We continue to work with the vendor to enhance the system and ensure it meets our needs
- We continue to work with our lab and x-ray vendors to complete an interface with our electronic health record
- All seven homes provided training to staff wanting to become Certified Nursing Assistants

Veterans Service Program

- Completed the test phase of the Digits-to-Digits (D2D) program. The production phase is underway
- Fully implemented Veterans Benefits Claims System
- Updated and modernized our Veterans Service Offices in Nevada, Independence and Moberly
- Continued audit reviews of our VSO offices to improve efficiencies in our Veterans Service Program
- Achieved 58% Fully Developed Claims

Cemeteries Program

- Ensured that resources were available to cemeteries for excellent grounds appearance
- Two cemeteries, Higginsville and Jacksonville were both rated excellent by NCA Inspectors
- Data normalization completed at all cemeteries in preparation for transfer to paperless environment
- Annual peer reviews completed at all operational Cemeteries

Construction

- Started construction of HB 19 bonding fund projects at six Veterans Homes
- Started construction of major renovation at St James Veterans Home
- Completed construction of security cameras and duress systems at all Veterans Homes
- Completed phase II construction of Cameron pavement and curbs
- Completed construction of Mexico pavement project
- Completed construction of street and curb additions at Springfield Veterans Cemetery
- Started construction for renovation of nurse stations, kitchenettes and restrooms at Cape Girardeau Veterans Home
- Secured new office space in Moberly for Veterans Service Officer



Boy Scout Troop 404 from Kirksville, MO built a new bench and seating area at the Jacksonville State Veterans Cemetery as part of an Eagle Scout project.



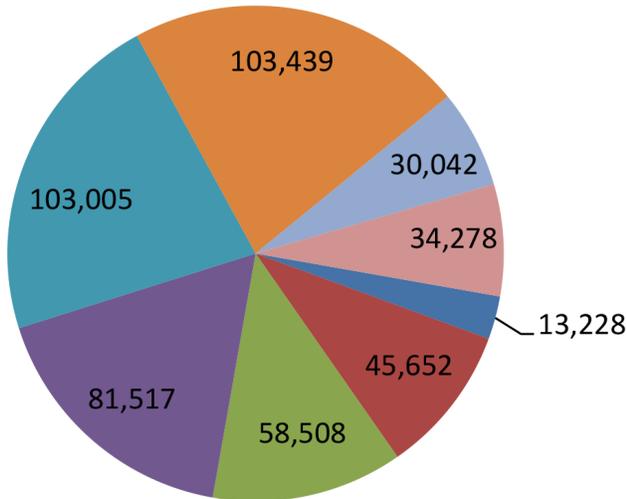
The St. Louis Veterans Home is the most recent home to receive a wheelchair tandem bicycle. These bicycles enable our Veterans to get out and enjoy the outdoors in a safe and fun manner. Recreation therapy staff members Ricky Gibson and Corey Watt are seen here learning how to control the bike and understand what the Veteran would experience.



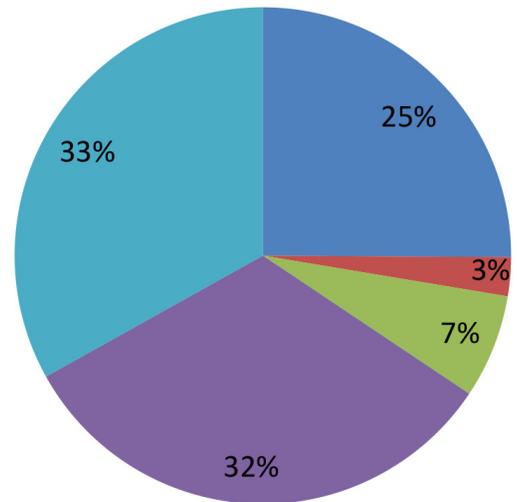
Veteran Service Officer Supervisor Andrew Sharp speaks with a returning service member about Veterans benefits at a Yellow-Ribbon Re-integration event.

FY 2017 Snapshot of MO Veterans

Missouri Veterans by Age 2017



Missouri Veterans by Conflict Era 2017 (some overlap between eras)



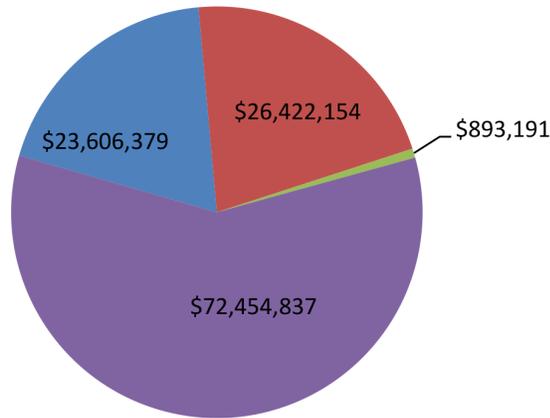
Missouri Veterans by County 2017

Adair	1,352	Clay	19,724	Iron	1,057	Montgomery	1,139	St. Clair	1,054
Andrew	1,374	Clinton	2,094	Jackson	44,360	Morgan	2,222	Ste. Genevieve	1,541
Atchison	516	Cole	7,192	Jasper	9,629	New Madrid	1,446	St. Francois	6,218
Audrain	1,814	Cooper	1,222	Jefferson	20,608	Newton	5,060	St. Louis	63,611
Barry	2,877	Crawford	2,189	Johnson	6,720	Nodaway	1,392	St. Louis City	16,187
Barton	1,025	Dade	823	Knox	307	Oregon	918	Saline	1,490
Bates	1,360	Dallas	1,413	Laclede	3,451	Osage	965	Schuyler	294
Benton	2,356	Daviess	714	Lafayette	2,795	Ozark	989	Scotland	345
Bollinger	1,073	DeKalb	1,394	Lawrence	3,368	Pemiscot	1,179	Scott	2,944
Boone	10,742	Dent	1,339	Lewis	708	Perry	1,451	Shannon	684
Buchanan	7,224	Douglas	1,036	Lincoln	4,838	Pettis	3,473	Shelby	570
Butler	3,931	Dunklin	2,072	Linn	1,103	Phelps	4,447	Stoddard	2,593
Caldwell	822	Franklin	8,265	Livingston	1,252	Pike	1,786	Stone	4,021
Callaway	4,204	Gasconade	1,392	McDonald	1,562	Platte	7,110	Sullivan	478
Camden	4,465	Gentry	625	Macon	1,139	Polk	2,806	Taney	4,201
Cape Girardeau	6,191	Greene	24,334	Madison	1,112	Pulaski	9,146	Texas	2,930
Carroll	796	Grundy	835	Maries	896	Putnam	388	Vernon	1,415
Carter	541	Harrison	680	Marion	2,373	Ralls	823	Warren	3,015
Cass	9,480	Henry	2,464	Mercer	344	Randolph	2,300	Washington	2,031
Cedar	1,418	Hickory	1,147	Miller	2,088	Ray	1,774	Wayne	1,334
Chariton	693	Holt	482	Mississippi	785	Reynolds	664	Webster	3,609
Christian	7,452	Howard	953	Moniteau	1,330	Ripley	1,180	Worth	216
Clark	552	Howell	3,621	Monroe	721	St. Charles	30,369	Wright	1,465

2017 Year at a Glance

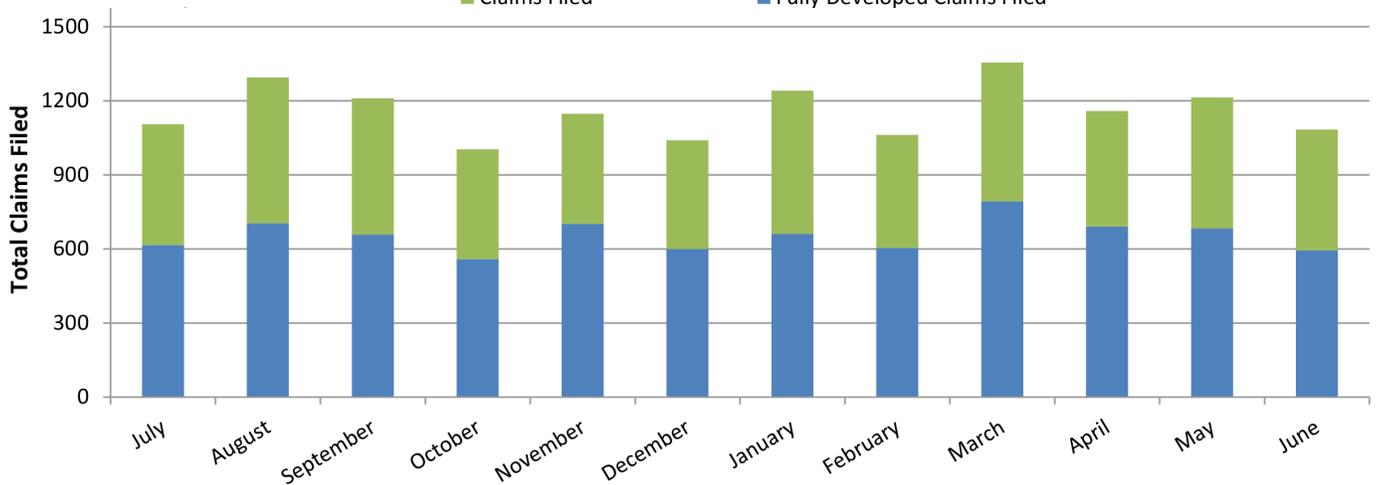
Major Sources of Revenue FY17

■ Gaming Commission Transfers ■ Resident Rates ■ VA Burial Allowance ■ VA Per Diem



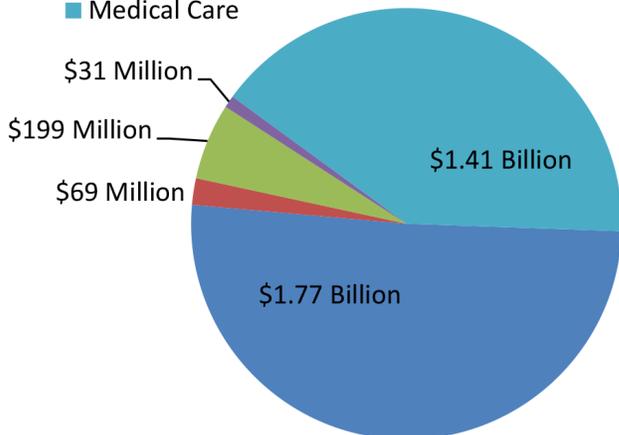
Veterans Service Program FY17 Claims Filed

■ Claims Filed ■ Fully Developed Claims Filed



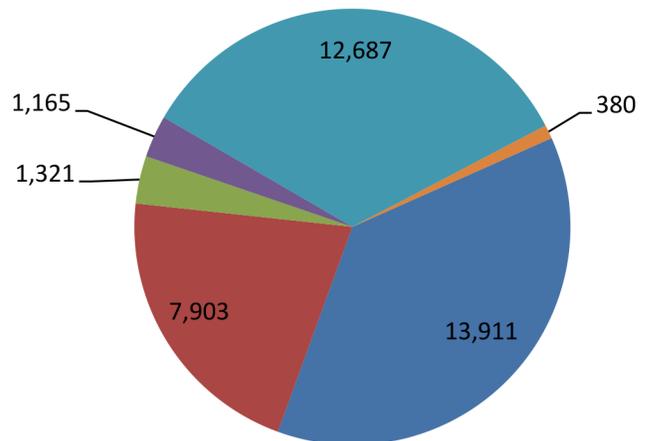
VA Expenditures to Missouri Veterans Federal FY 16

■ Compensation & Pension ■ Construction
 ■ Edu & Voc Rehab ■ Insurance & Indemnities
 ■ Medical Care



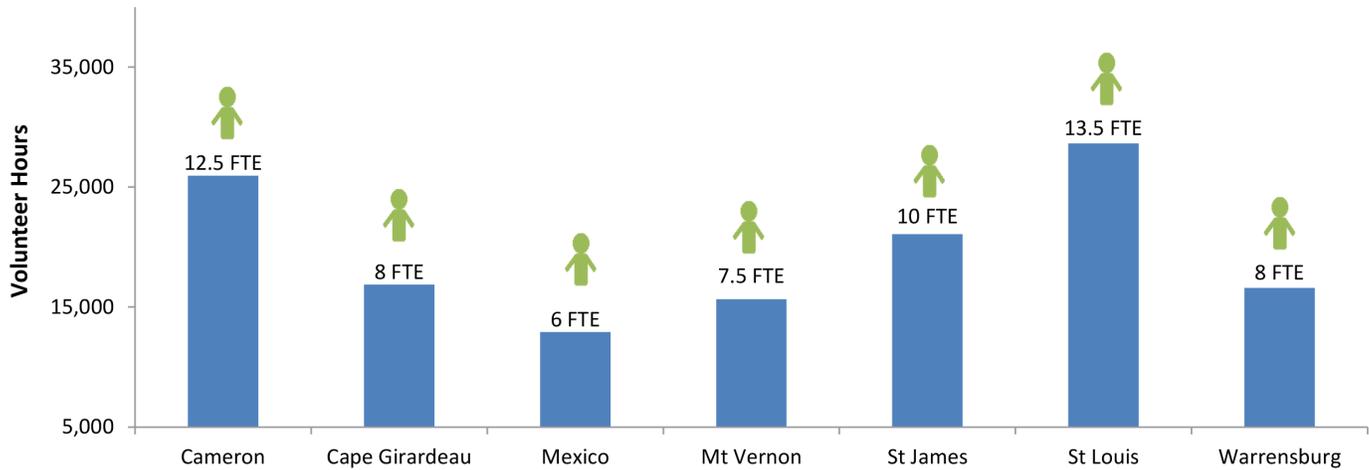
Service Organization Claims Filed FY17

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



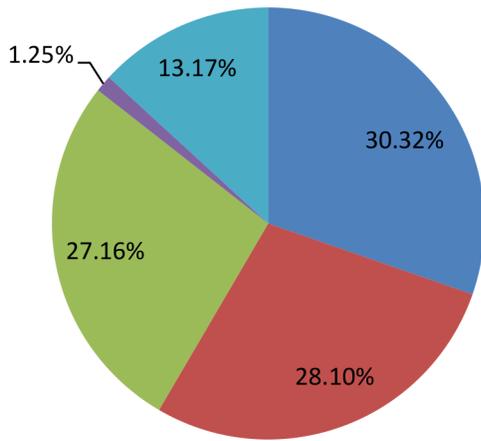
2017 Year at a Glance

Volunteer Hours by Home FY17
Total Volunteer Hours - Equivalent to 66 FTE



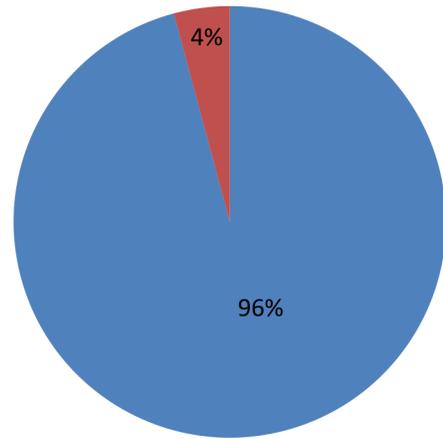
Veterans in Homes by Period Served FY17

■ WW II ■ Korea ■ Vietnam ■ Gulf War ■ Peacetime



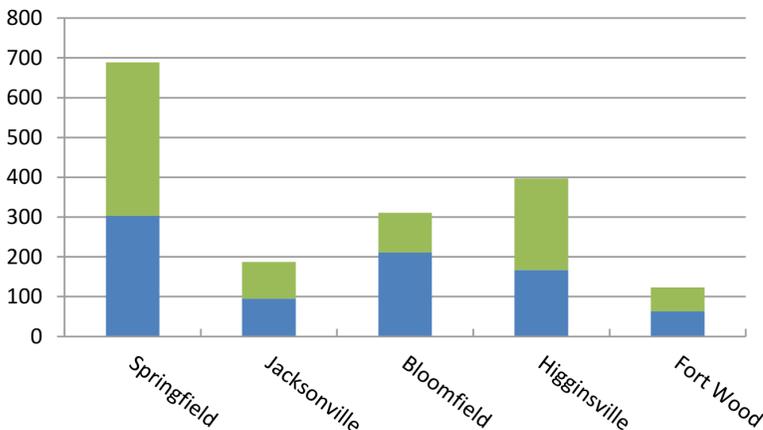
Veterans in Homes by Gender FY17

■ Men ■ Women



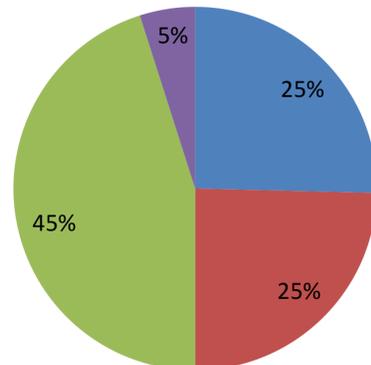
Total Interments FY17

■ Casket Burials and Memorial Plots FY17 ■ Cremated Remains FY17



Veteran Interments by Conflict-Era FY17

■ WWII ■ Korea ■ Vietnam ■ Gulf War



Service Officer Directory

Northeast Veterans Service Region

Regional Supervisor	660-785-2460
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
Gasconade	573-751-3779
Howard	573-882-5135
Knox	660-785-2460
Lewis	573-248-2550
Lincoln	573-248-2550
Linn	660-263-4960
Macon	660-263-4960
Maries	573-751-3779
Marion	573-248-2550
Moniteau	573-751-3779
Monroe	660-263-4960
Montgomery	573-581-1088 xt. 1258
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 xt. 7213
Sullivan	660-785-2460
Warren	636-949-7900 xt. 7213

Southwest Veterans Service Region

Regional Supervisor	573-451-2533
Barry	417-466-7103
Barton	417-629-3538
Christian	417-895-6532
Dade	417-466-7103
Dallas	417-532-6754
Douglas	417-320-6150
Greene	417-895-6532
Jasper	417-629-3538
Laclede	417-532-6754
Lawrence	417-466-7103
McDonald	417-629-3538
Newton	417-629-3538
Polk	417-895-6532
Pulaski	573-451-2533
Stone	417-320-6150
Taney	417-320-6150
Texas	573-451-2533
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
Bates	417-448-1133
Benton	660-530-5544

Northwest Veterans Service Region (con't)

Buchanan	816-387-2841
Caldwell	816-632-6010 xt. 236
Camden	573-348-2641
Carroll	816-632-6010 xt. 236
Cass	816-325-5882
Cedar	417-448-1133
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	417-448-1133
Holt	816-387-2841
Jackson	816-325-5882
Johnson	660-543-7930
Lafayette	660-543-7930
Livingston	816-632-6010 xt. 236
Mercer	816-632-6010 xt. 236
Miller	573-348-2641
Morgan	573-348-2641
Nodaway	816-387-2841
Pettis	660-530-5544
Platte	816-387-2841
Ray	660-543-7930
Saline	660-530-5544
St. Clair	417-448-1133
Vernon	417-448-1133
Worth	816-387-2841

Southeast Veterans Service Region

Regional Supervisor	573-290-5752
Bollinger	573-290-5752
Butler	573-840-9770
Cape Girardeau	573-290-5752
Carter	573-840-9770
Crawford	573-265-3271 ext. 276
Dent	573-265-3271 ext. 276
Dunklin	573-472-5350
Franklin	636-287-1721
Howell	417-256-3452
Iron	573-218-6130
Jefferson	636-287-1721
Madison	573-218-6130
Mississippi	573-472-5350
New Madrid	573-472-5350
Oregon	417-256-3452
Ozark	417-256-3452
Pemiscot	573-472-5350
Perry	573-290-5752
Phelps	573-265-3271 ext. 276
Reynolds	573-218-6130
Ripley	573-840-9770
Scott	573-472-5350
Shannon	417-256-3452
St. Francois	573-218-6130
Ste. Genevieve	573-218-6130
Stoddard	573-472-5350
Washington	573-218-6130

Southeast Veterans Service Region (con't)

Wayne	573-840-9770
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St. Louis Veterans Service Region

Regional Supervisor	314-253-4450
St. Louis City	314-253-4450
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

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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	314-340-2609
Minority Veterans	816-889-2050
Outreach Specialist	573-522-4228
Veteran Ombudsman	573-522-4220
Women Veterans	573-265-3271 xt. 245