OPEN M I N U T E S
2nd Quarter Meeting of the
Missouri Veterans Commission
April 20, 2026 — 10:00 AM
Harry S Truman State Office Building
301 W. High Street, Room 492
Jefferson City, MO
WebEx Conference Call was established for public to join.

I. CALL TO ORDER
1. Pledge of Allegiance
Roll Call
A. Commissioners in attendance in person or via WebEx Conference Call:
i. Chair Kelly McClelland; Vice Chair Steve Roberts; Commissioner Meredith Knopp; Commissioner Charles Pritchard; Commissioner Troy Williams; Commissioner Will Jobe; Commissioner Joe Nicola; Commissioner David Griffith; Commissioner Randy Alewel
ii. Absent: Commissioner Joe Nicola
B. Chair Opening Comments
- Welcome new commissioners - Troy Williams and Charles (Matt) Pritchard
- Recognition:
  - Commissioner Steve Maples

2. APPROVAL OF MINUTES
A. Open Meeting Minutes from April 20, 2026, 2nd Quarter Commission Meeting
B. Closed Meeting Minutes from April 20, 2026, 2026 Quarter Commission Meeting
C. All Minutes approved unanimously

II. NEW BUSINESS
1. Discussion and Nominations for new Commission Officers
2. Commissioner Alewel motioned for Commissioner Roberts for Commission Chair.
3. Commissioner Griffith motioned for Commissioner Alewel for Commission Vice Chair
4. Vote for new Commission Officers
- Both nominations were approved unanimously

III. COMMISSION UPDATES
1. Executive Director
A. Welcome New Commissioners
B. Budget Status
C. Memorial Day Events at Missouri Veterans Commission Cemeteries
D. Room & Care Rate Increase Consideration
i. Cost to Veteran
ii. Cost to State of Missouri
iii. Cost to VA
iv. Currently $2,773/month
v. Average cost for private long-term care is $6,500/month
vi. Asked for feedback on how to improve

2. Legal
A. Clinics Held This Quarter
i. Columbia, 2/23/26
ii. Warrensburg, 2/26/26
iii. Columbia, 3/30/26
iv. Arnold, 4/2/26
v. St. James, 4/17/26
B. Future Clinics Scheduled

i. St. Louis, 4/23/26
ii. Columbia/Kirksville, 4/27/26
iii. Kansas City/Warrensburg, 5/4/26
iv. Poplar Bluff, 5/14/26
v. Joplin, 5/15/26
vi. Springfield, 6/26/26
vii. Columbia, 6/29/26
viii. Poplar Bluff, 7/6 & 7/26
ix. St. Louis, 7/21/26
x. Columbia, 7/27/26

C. Clients Served: 2,888
D. Documents Drafted: 10,496
E. Estimated Cost Savings to Veterans: $5,349,900.00

3. Facilities
   A. St. Louis Veterans Home Renovation
      i. A Unit construction awarded to Aspire Construction Services 9/30/25
         - Completion date 10/3/26
      ii. C Unit construction is currently in design, scheduled pre-bid 8/10/26
      iii. Project remains over budget
   B. COVID19 – VA Construction Grant
      i. HVAC Improvement for Isolation and Quarantine areas in Cape Girardeau, St Louis, Mt Vernon, Warrensburg, St James, and Cameron are in construction.
      ii. Wi-Fi upgrades at Mexico and St Louis are in construction. St James is completed and awaiting ITSD to activate.
      iii. Access Control construction in Mexico is completed. Warrensburg is in construction. Cape Girardeau and St James are pending construction
      iv. COVID19 grant projects must be completed by 9/17/26
   C. Cape Facility Renovation FAI 29-043, U180501
      i. Awarded Brockmiller Construction 8/25/25
      ii. Completion date 4/7/27
   D. St James Facility Improvements
      i. Renovation Project FAI 29-044, U150301 exceeded designer estimated cost, MVC rejected bid
      ii. New projects to be completed with existing funding
         - New pavilion construction
         - Replace roofing, flooring, and painting
         - Replace fire alarm system
         - Replace chillers & pumps
         - Install addition surveillance cameras to existing system
   E. Springfield Cemetery FAI 22-17, U241901
      i. Columbarium Wall Expansion
      - Additional 2,560 niches
      - Add alternate potential of 1,600 inground pre-place crypts provided funding exists
      ii. VA grant opportunity accepted by MVC, grant award possible in 9/26
      iii. Project is currently in design
4. Human Resources
      i. New Recruitment Campaign
         - Investment: $273,000
         - Timeframe: January 1, 2026 – December 31, 2026
         - Focus: All 7 Homes
         - Desired Outcome: Create awareness and increase applications
         - Strategy: Paid Search, Facebook, Instagram, Connected TV, Programmatic Audio, Indeed

ii. Team Member Fill Rates

5. Veterans Suicide Prevention & Women Veterans Program
   A. SUICIDE PREVENTION
      - Initial draft of second annual Left of Boom report complete
        - Routed for input and recommendations to HQ staff
        - Incorporating updated data from VA 2025 Annual Suicide Prevention Report and Missouri Violent Death Reporting System
        - Includes legislative considerations for future planning
   B. WOMEN VETERANS
      - MVC will participate in the National Association of State Women Veteran Coordinators
        - This provides networking with other State Women Veteran Coordinators and resource sharing to build a sustainable program for Missouri
6. Veteran Cemeteries Program
   A. RECENT EVENTS:
      i. MVC - Ft Wood NCA Compliance Review — Mar 31 - Apr 1, 2026
      ii. MVC - Springfield NCA Operational Excellence — Award - Apr 8, 2026
   B. FUTURE PROJECTS:
      i. MVC - Higginsville Concrete Road Surface Replacement — Funded – Scheduling TBA
      ii. MVC - Springfield Columbarium Wall — Funded – Scheduling TBA
   C. UPCOMING EVENTS:
      i. MVC - Higginsville NCA Compliance Review — Apr 28-30, 2026
      ii. Memorial Day Events — May 25, 2026
      iii. MVC - Bloomfield NCA Compliance Review — Sep 15-16, 2026
   D. Total MVC Cemetery Interments - 1,477
   E. Missouri State Customer Satisfaction Report (August 2025)
7. Veteran Services Program
   A. Wait Times
      i. 4.6 days - Average wait time for an appointment to see a Missouri Veterans Commission Veterans Service Officer
      ii. 14 days – Longest wait time
      iii. 1 day – Some offices can accommodate same day appointments
   B. Contributing Factors
      i. Inexperience
      ii. 56% (27 of 48) of serving Veterans Service Officers have less than two years' experience
      iii. 14 of the 27 are still in training/mentoring phase of employment.
      iv. Ratio of Veterans to VSOs
   C. Possible Solutions
      i. Recent pay increases and improved work culture should reduce turnover and increase our knowledge base
      ii. Increase number of VSO's and position in high demand locations
      iii. Invest in a claims management system automating some of the administrative responsibilities of our Veterans Service Officers
   D. Direct Cost for MVC VSO Program
   E. Benefits Awarded to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined
   F. Return on Investment Ratio — FY25 - $198: $1
   G. Satisfaction Survey Results
   H. 2026 Annual VSP Training Conference – 21 - 24 April 2026
      - University Plaza Hotel and Convention Center
        333 S John Q Hammons Pkwy
        Springfield, MO 65806

8. Veteran Homes Program
   A. Satisfaction Survey Results
   B. Goals:
      i. Monthly Resignations <3.5% - Current December 2025 = 4.2%
      ii. Increase Nursing Position Fill Rates - C.N.A – 80%; CMT – 85%; Nurse – 90%; Nurse Supervisor -95%
      iii. Increase Census to 75% of Capacity – Current December 2025 = 65.7%
   C. Barriers:
      i. Active construction/renovation projects in Cape, Cameron, St. James, St. Louis and Mt. Vernon
         - Mt. Vernon and ½ of Cameron projects expected to finish in June 2026
         - Cameron A Wing – Left Side remains closed, awaiting JOC/Contractor
      ii. Balancing recruitment/construction
      iii. High # of wait list Veterans are SCU placements
   D. Positives:
      i. Recruitment
      ii. Climate Survey Initiation
      iii. Monitoring/Action of Overtime
      iv. Mexico HVAC/Access Control Completed
   E. Program Update
      i. Electronic Health Record Implementation
         - Project Completion – 70%
         - Entering End User Training & Backloading of Veteran data into the new system
            - 1st Go Live (CG & MTV) – July 2026
            - 2nd Go Live (CM, MX, STJ, STL, WARR) – September 2026
      ii. Specialty Pharmacy Contract
         - Remains a contracting barrier
         - No bids received
      iii. 2026 Homes Leadership Conference – Success!
      iv. Margaret George (CG) – Ceca Award Winner
         - Up to 5 award winners are selected for the national award annually
         - There were over 2,000 nominees and 18 finalists this year
      v. Clinical Quality Measures
      vi. Staffing Measures
9. Budget and Finance
   A. House Bill 8 Budget Progression FY27
   B. House Bill 5 & 18 NDI Progressions FY27

IV. LEGISLATIVE UPDATE:
1. Representative Griffith discussed:
   A. MAVO Rock the Rotunda had over 400 attendees
   B. Veterans Recognition Ceremony had over 300 attendees
   C. HB115 will be read and through the house today
      - Senator Carter has agreed to carry the bill once Rep. Griffith is out of office
   D. SB974 Claim Shark Bill – Claim Sharks did not speak truth as bill witnesses
2. Representative Will Jobe discussed:
   A. Agreed with Rep. Griffith
   B. Believes that HB115 will pass today
   C. Budget process ends on May 1
      - Probable next week legislators will be able to advocate for MVC funding

V. AGENCY PARTNERS UPDATE
1. MAVO Chair: Gary Grigsby
   A. Will continue to work to fully fund MVC

B. Advocacy efforts through MAVO to mobilize Missouri's Veterans to get them to advocate on behalf of Missouri Veterans Commission

VI. CHAIR COMMENTS AND ANNOUNCEMENTS

1. 2026 Commission Meeting Dates
   A. 3rd Quarter Meeting: August 17, 2026: Missouri Veterans Home - Mt. Vernon
   B. 4th Quarter Meeting: November 23, 2026: Harry S Truman State Office Building
2. 2027 Commission Meeting Dates (Tentative)
   A. 1st Quarter Meeting: January 25, 2027: Harry S Truman State Office Building
   B. 2nd Quarter Meeting: April 26, 2027: Harry S Truman State Office Building
   C. 3rd Quarter Meeting: August 16, 2027: Missouri Veterans Home – TBD
   D. 4th Quarter Meeting: October 25, 2027: Harry S Truman State Office Building

VII. VOTE TO GO TO CLOSED SESSION

1. Commissioner Alewel made a motion go to Closed Session. Commissioner Griffith seconded.
2. By a roll call vote, the motion was passed:
   A. Chair Kelly McClelland – Aye
   B. Vice-Chair Steve Roberts – Absent – Had to depart meeting
   C. Commissioner Meredith Knopp – Aye
   D. Commissioner Matt Pritchard – Aye
   E. Commissioner David Griffith – Aye
   F. Commissioner Randy Alewel – Aye
   G. Commissioner Will Jobe – Aye
   H. Commissioner Troy Williams – Aye
   I. Commissioner Joe Nicola – Absent

VIII. RETURN TO OPEN SESSION

IX. ADJOURN

Paul Kirchhoff, Secretary