

MINUTES

**1st Quarter Meeting of the
Missouri Veterans Commission
January 24, 2022 — 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

Pledge of Allegiance

Roll Call

Commissioners in attendance in room or via WebEx Conference Call:

Chair Kelly McClelland; Vice Chair Meredith Knopp; Commissioner Robert Sauls; Commissioner Jill Schupp; Commissioner Chuck Basye; Commissioner Randy Alewel; Commissioner Steve Maples; Commissioner Tim Smith

Absent: Commissioner Rick Brattin

Chair Opening Comments

Recognition: DPS Employee of the Month; Tori Cook, Health Information Manager Missouri Veterans Home - Cameron

II. APPROVAL OF MINUTES

A. Special Session Open Minutes from December 15, 2021

B. Minutes were unanimously approved as written

III. STAFF UPDATES & BRIEFS

A. Executive Director Comprehensive Update Brief

1. COVID Update Brief

- Currently 68% of staff are vaccinated
- Currently 96% of Veterans are vaccinated

2. Facilities Update Briefed:

- Status of Capital Improvements and funding status of projects

3. Human Resources Briefed

- a. Vacancies and Turnover Rate
- b. Recruitment Efforts
- c. Recruitment Campaign
- d. Recruiting and Retentions Next Steps
 - Bipartisan support for 5.5% pay increase for state employees

4. Veteran Cemeteries Program Briefed:
 - a. NCA Site Visit Schedule
 - b. Current and Future Construction Projects
 - c. Upcoming Events
 - d. Interments and capacity of columbarium walls
 - e. Satisfaction Survey Results

5. Veteran Services Program Briefed:
 - a. Return on Investment Ratio
 - MVC Veterans Services Officers
 - Grant Partner Veterans Service Officers
 - b. Area of Missouri Covered by MVC and Grant Partner VSOs

6. Veteran Homes Program Briefed:
 - a. Satisfaction Survey Results
 - b. Annual VA Survey Certifications
 - c. Consolidated Units
 - d. Opening for Visits
 - e. Updated Testing Strategy
 - f. Quality Measures

7. Fiscal Update:
 - a. FY22 Governor's Supplemental Recommendations
 - b. FY23 Governor's Recommendations
 - c. New Decision Items for FY22 and FY23
 - d. Operational Support for Revenue Shortfall
 - e. Significant Pressing Department Issues
 - Cash Flow Concerns
 - Staffing Shortages
 - f. Veterans Health and Care Fund Spending Plan
 - g. Financial Summary

IV. LEGISLATIVE UPDATE:

- Possible Fiscal Impact of current legislation

V. AGENCY PARTNERS UPDATE

- A. Misti Marsh, St. Louis VA Region Director briefed:
 1. COVID cases are decreasing in the St. Louis area
 2. Several Presumptive Conditions being added to Gulf War
 3. Hiring 2,000 Claims Processors in order to meet backlog demand
 4. Currently have 178 VA vacancies
 5. 250,000 claim backlog with 625,000 pending claims

- B. John Cochran VAMC, St. Louis, Director, Keith Repko briefed:
 1. Saw 6,000 Veterans last year than pre-COVID
 2. Received 90% Customer Satisfaction
 3. Received 95.4% on Quality of Service

- C. MAVO Vice-Chairman, Troy Williams briefed:
1. Biggest concern was long-term funding the Missouri Veterans Commission
 2. Need to Fully Fund MVC

VI. **CHAIR COMMENTS AND ANNOUNCEMENTS**

- Chair McClelland stated that due to current staffing, MVC is only able to care for approximately 50% of Veterans Home capacity
- Next Quarterly Commission meeting (2nd Quarter) will be held on Monday, April 25, 2022 at 10:00 AM in the Truman State Office Building, Jefferson City, MO

VII. **ADJOURNMENT**

With no further business before the Commission, meeting was adjourned by unanimous vote.



Paul Kirchhoff, Secretary