



MISSOURI VETERANS COMMISSION

2nd Quarter Commission Meeting

April 26, 2021

10:00 AM

Harry S Truman State Office Building

301 West High Street

Jefferson City, MO 65102

and via WebEx Conference Call

- I. **CALL TO ORDER**
 - A. *Pledge of Allegiance*
 - B. *Roll Call*
 - C. *Chair Open Comments*
 - D. *Recognition: Karen Sartain, DPS EOM*
- II. **APPROVAL OF MINUTES**
 - A. *Open Quarterly Commission Meeting Minutes from February 1, 2021*
 - B. *Special Session Open Minutes from March 29, 2021*
- III. **GOVERNOR'S OFFICE BRIEF**
 - *Midwest Challenge*
- IV. **STAFF UPDATES & BRIEFS**
 - A. *Executive Director MVC Comprehensive Update*
 - B. *Fiscal Update*
- V. **OLD BUSINESS**
 - A. *Sub-Committees (Legislative/Budget, Clinical, Administrative)*
 - B. *Veterans Health & Care Fund*
- VI. **NEW BUSINESS**
 - *Viet Nam Veterans Day (Missouri – March 30th, Federal – March 29th)*
- VII. **LEGISLATIVE UPDATE**
- VIII. **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*
- IX. **CHAIR COMMENTS AND ANNOUNCEMENTS**
 - *Next meeting: 3rd Quarter Commission Meeting – July 26, 2021*
- X. **CLOSED SESSION IF REQUIRED**
- XI. **ADJOURNMENT**



- Pledge of Allegiance
- Roll Call
- Chair Open Comments
- Recognition: Karen Sartain, DPS Employee of the Month



- Open Quarterly Commission Meeting Minutes: February 1, 2021
- Closed Quarterly Commission Meeting Minutes: NA
- Special Session Open Meeting Minutes: March 29, 2021



- Midwest Challenge

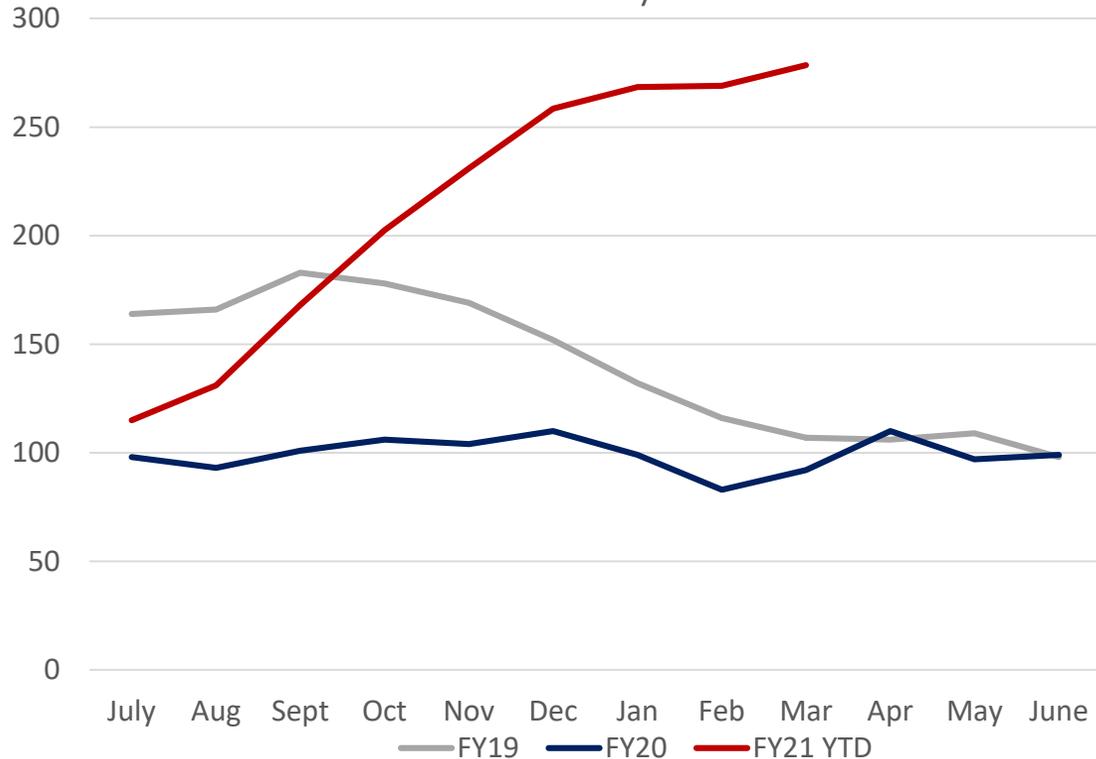


- *MVC Comprehensive Update – Paul Kirchhoff, Executive Director*
 - *Veterans Benefit Portal*
 - *Human Resources Update*
 - *Facilities Update*
 - *Veteran Cemeteries Program*
 - *Veteran Services Program*
 - *Veteran Homes Program*
- *Fiscal Update – Terressa Sherlock, Budget & Finance Director*

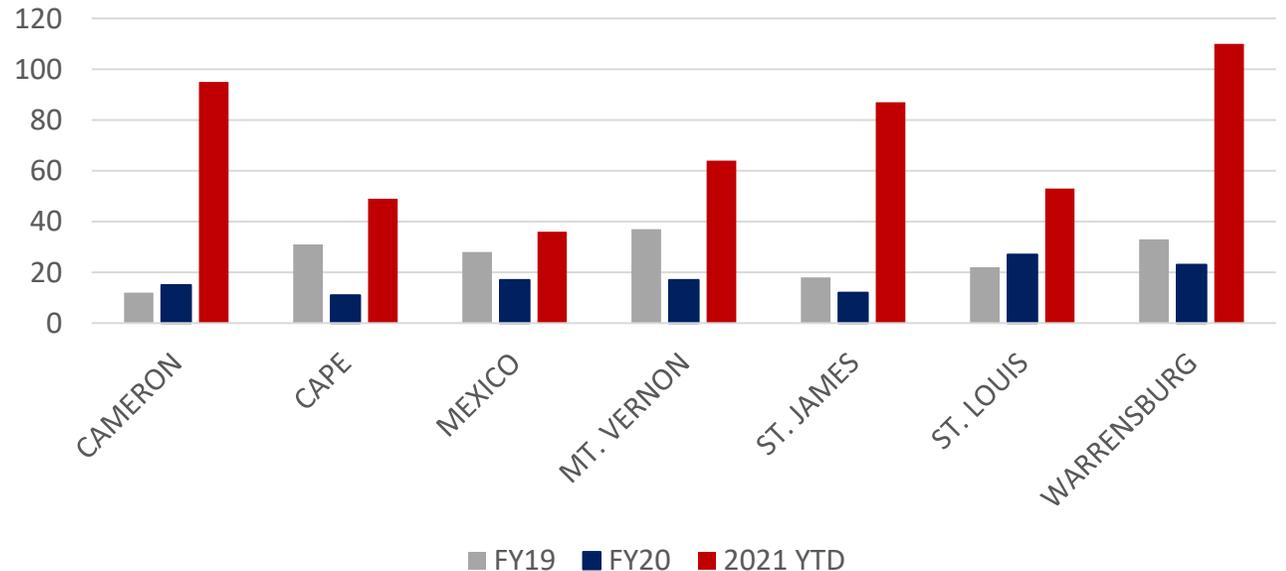


HUMAN RESOURCES UPDATE

Staff Vacancies by Month



- New Director of Human Resources
- Pandemic Pay Stipend
 - Extended through May 31st
- Tax Compliance Waiver - New Hire
 - Extended through August 31st
 - 48 Hires, 42 still employed
 - Departures for salary/other employment



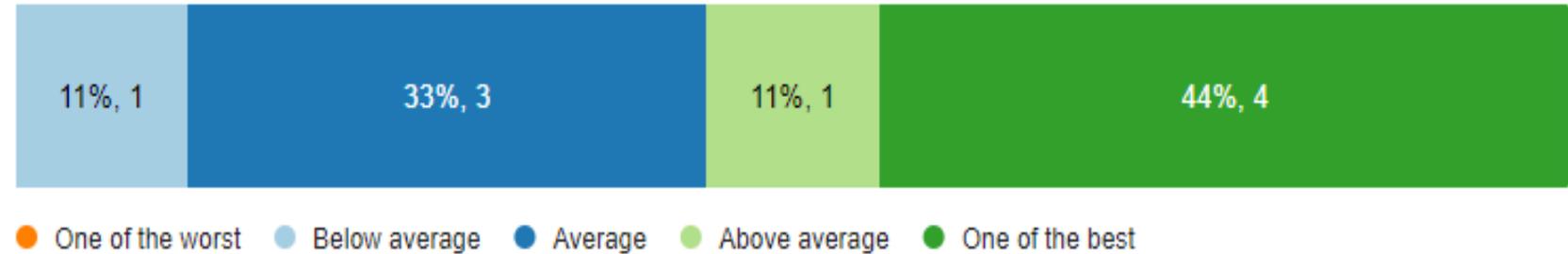
HUMAN RESOURCES UPDATE

- Exit Survey Analysis
 - Started March 1, 2021
 - New tool for MVC retention
 - 18% response rate for March (9 responses of 51 departures)
 - Plan to extend ability to mobile devices going forward
- Top Reasons for Separation:
 1. Career change
 2. Better salary
 3. Better work hours
 4. Working environment
 5. Personal health
- Action Steps:
 - Prepared new recruitment rate strategy
 - Reviewed fiscal impact
 - Positive onboarding initiative
 - Aggressive recruitment plans implemented for all homes

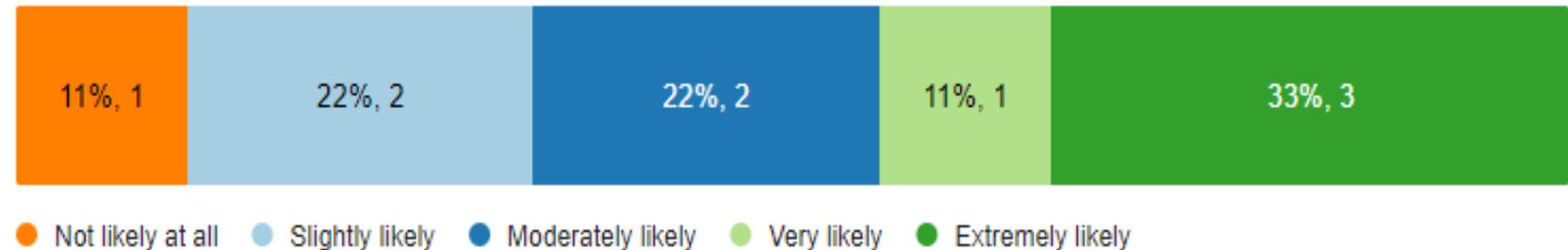
Organization

This section asked individuals about their views of the organization as a whole.

Overall, how would you rate your experience working for this organization?



How likely is it that you would recommend working at this organization to a friend or colleague who is looking for a job?



"TOP 10" CAPITAL IMPROVEMENT PROJECTS

| Location | Project | Cost | Federal VA Grant Reimbursement Rate | State Appropriation | Project Cash Available | Arch & Eng Design | Project Bid | Construction Phase | VA Reimbursement |
|----------------|----------------------|-----------------|-------------------------------------|---------------------|------------------------|-------------------|-------------|--------------------|------------------|
| St. Louis | Renovation 188 Beds | \$14,200,000.00 | 65.00% | | | | | | |
| Bloomfield | New Columbarium | \$1,500,000.00 | 100.00% | | | | | | |
| Jacksonville | New Columbarium | \$1,500,000.00 | 100.00% | | | | | | |
| Cameron | Security Fence | \$1,000,000.00 | 65.00% | | | | | | |
| Cape Girardeau | Renovation | \$11,100,000.00 | 65.00% | | | | | | |
| St. James | Renovation | \$5,800,000.00 | 65.00% | | | | | | |
| Springfield | Rise & Realign Head | \$2,400,000.00 | 100.00% | | | | | | |
| Mt. Vernon | Roof Replacement | \$2,200,000.00 | 65.00% | | | | | | |
| St. James | Ext. Water Swer Line | \$2,200,000.00 | 65.00% | | | | | | |
| Cape Girardeau | Parking & Lighting | \$2,000,000.00 | 65.00% | | | | | | |

Total \$43,900,000.00

Key:

Moving forward or complete

Temporary Hold

Held up change required

Phase not started



- St. Louis Veterans Home
 - 65% Reimbursable
 - B Unit - Completed
 - A Unit – Completing ground rough plumbing, concrete, and roof beam supports
- Bloomfield Cemetery
 - Memorial Day dedication planned
 - Project completion ahead of schedule
- Jacksonville Cemetery
 - Approaching 95% design review
- Critical Maintenance & Repairs
 - FY '22 Appropriation in progress

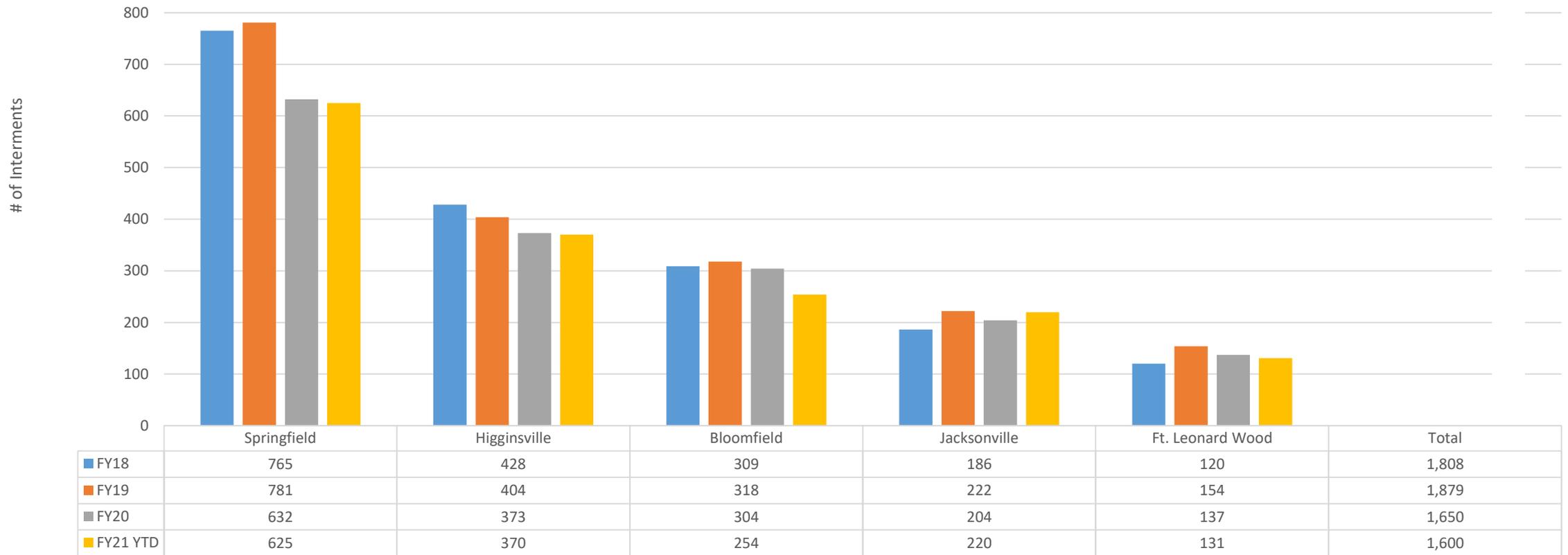


- COVID19 – VA Construction Grant (Pending)
 - Submitted \$28M application
 - 100% reimbursement
 - Awards announced 4/15/21
 - Scope includes Wi-Fi upgrades, phone/PA system installations, HVAC improvement for easy conversion of both isolation and quarantine areas including ultraviolet, and HEPA filtration, flooring replacement in MX, WB, CM, and MTV Homes, renovation of MTV pool room to a visitation area.



VETERANS CEMETERIES PROGRAM UPDATE

TOTAL MVC CEMETERY INTERMENTS



Interments by Fiscal Year and Cemetery



VETERANS CEMETERIES PROGRAM UPDATE

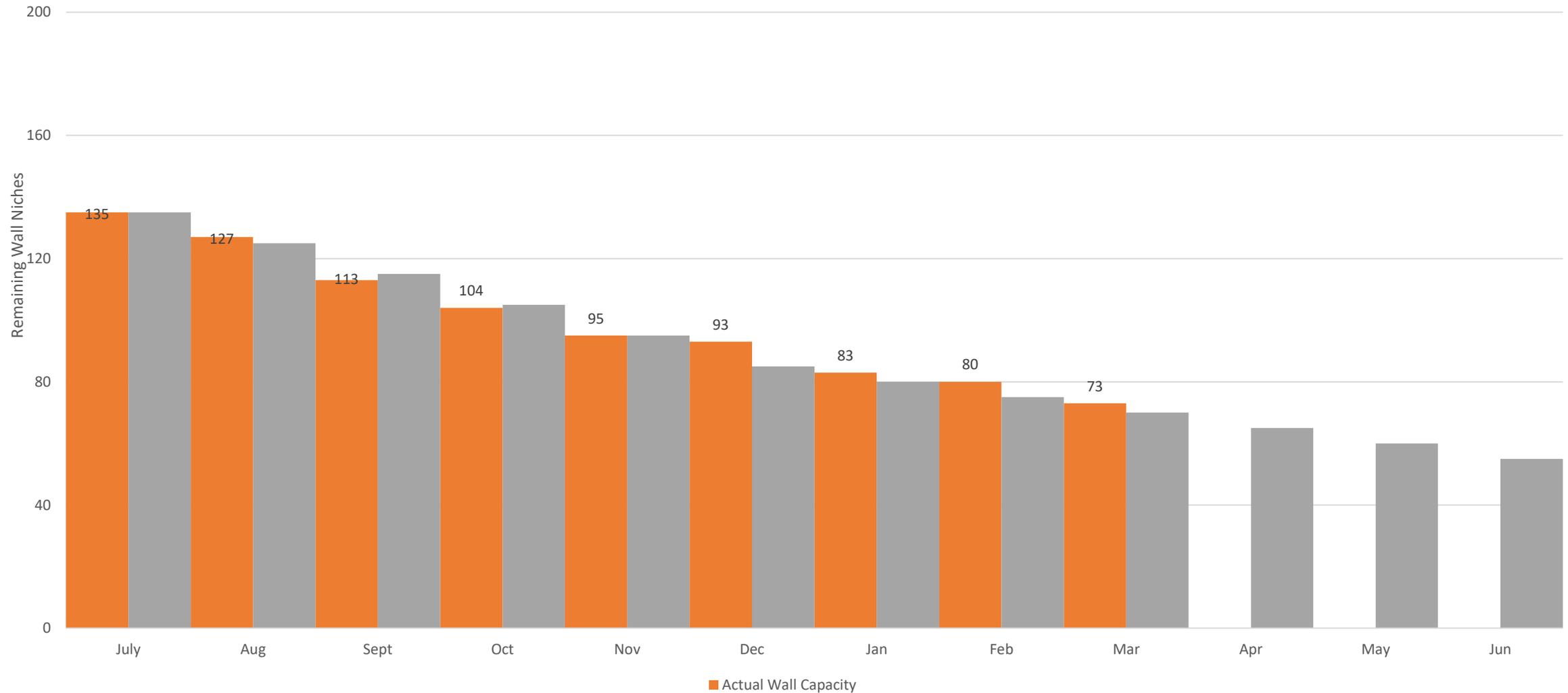
Customer Service Satisfaction

| Cemetery | Surveys Received | FY2018 Satisfaction Scores (Percentage) | Surveys Received | FY2019 Satisfaction Scores (Percentage) | Surveys Received | FY2020 Satisfaction Scores (Percentage) | Surveys Received | FY2021 YTD Satisfaction Scores (Percentage) |
|-------------------|------------------|---|------------------|---|------------------|---|------------------|---|
| Springfield | 48 | 98.41 | 115 | 99.25 | 66 | 99.29 | 52 | 99.31 |
| Higginsville | 58 | 98.93 | 104 | 99.03 | 65 | 99.55 | 159 | 99.14 |
| Bloomfield | 61 | 98.09 | 107 | 99.24 | 63 | 99.34 | 82 | 99.41 |
| Jacksonville | 59 | 99.65 | 26 | 100.00 | 32 | 100.00 | 54 | 99.69 |
| Fort Leonard Wood | 59 | 98.93 | 30 | 99.52 | 17 | 100.00 | 31 | 99.50 |
| Totals | 285 | 98.93 | 382 | 99.41 | 243 | 99.64 | 378 | 99.41 |



VETERANS CEMETERIES PROGRAM UPDATE

FY21 Jacksonville Veterans Cemetery Columbarium Wall Capacity



VETERANS SERVICE PROGRAM UPDATE

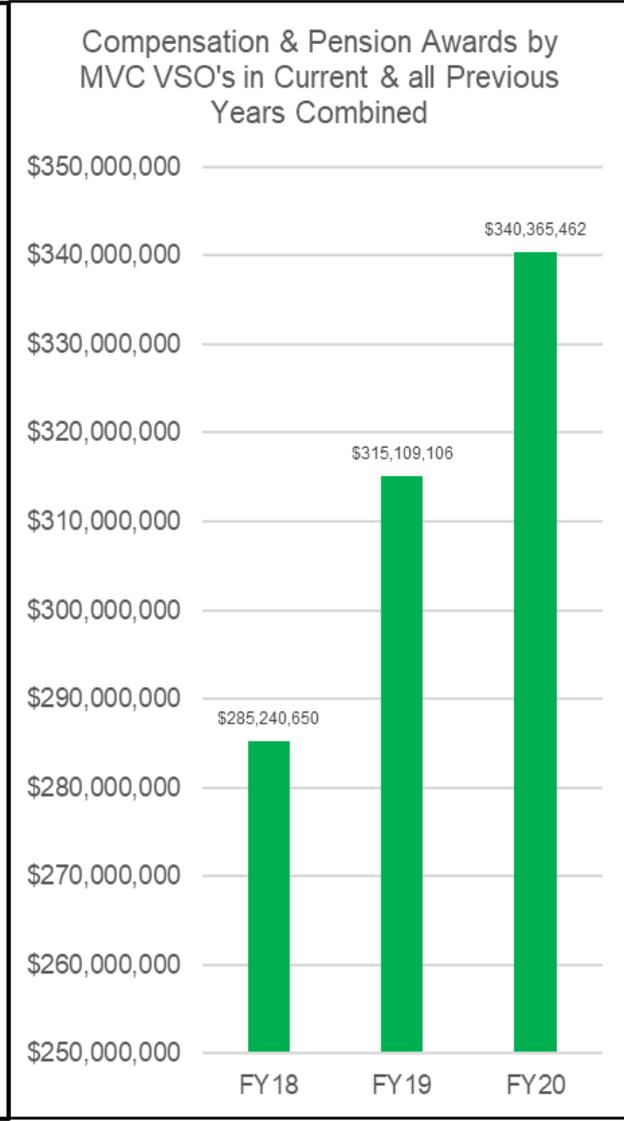
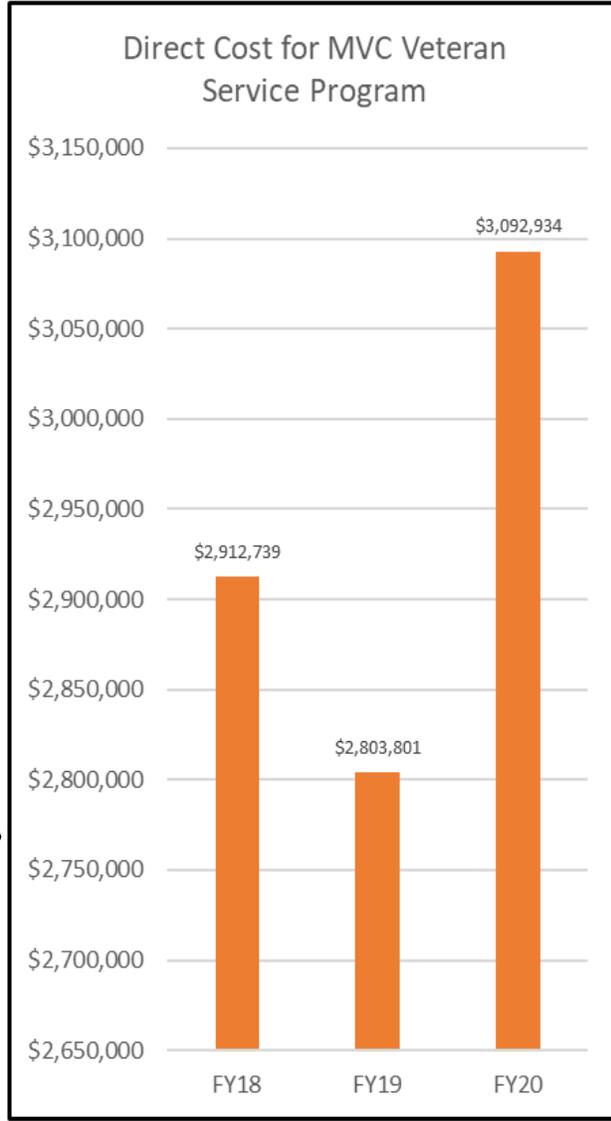
| Veteran Service Program - Current | |
|-----------------------------------|-----------|
| Total Service Officers | 38 |
| Appeals Specialists | 3 |
| Administrative Staff | 8 |
| Total | 49 |
| Service Officer Vacancies | 7 |

New hires in May:
 VSO – Nevada
 VSO – Kansas City
 VSO – West Plains

Pending position(s):
 VSO – Saint Louis (Interviewing in May)
 VSO – Saint Louis (Interviewing in May)
 VSO – Columbia (Interviewing in April)
 VSO – Independence (Pending)

Return on Investment Ratio:
 FY18 - \$98 : \$1
 FY19 - \$112 : \$1
 FY20 - \$110 : \$1

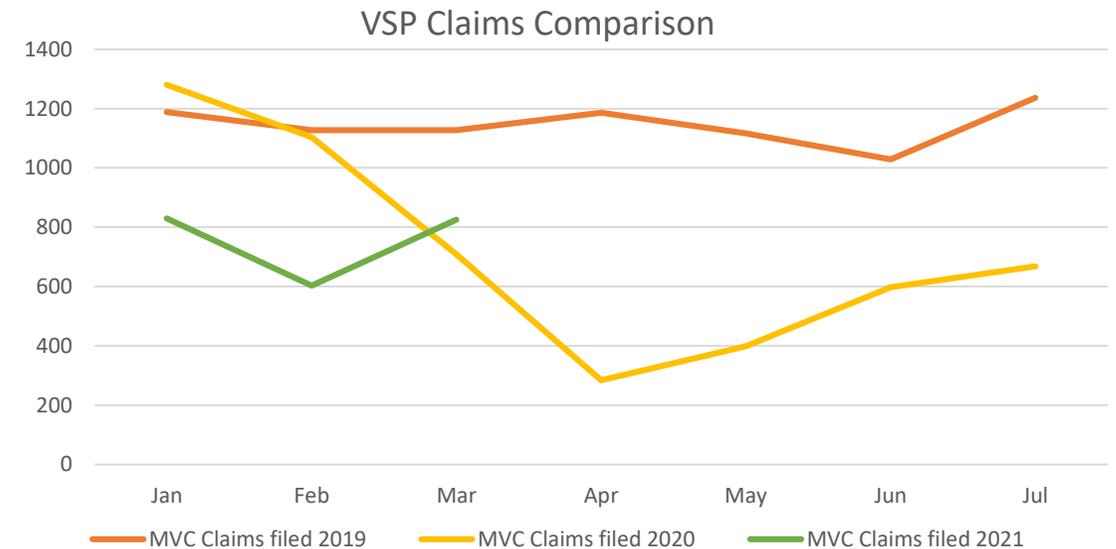
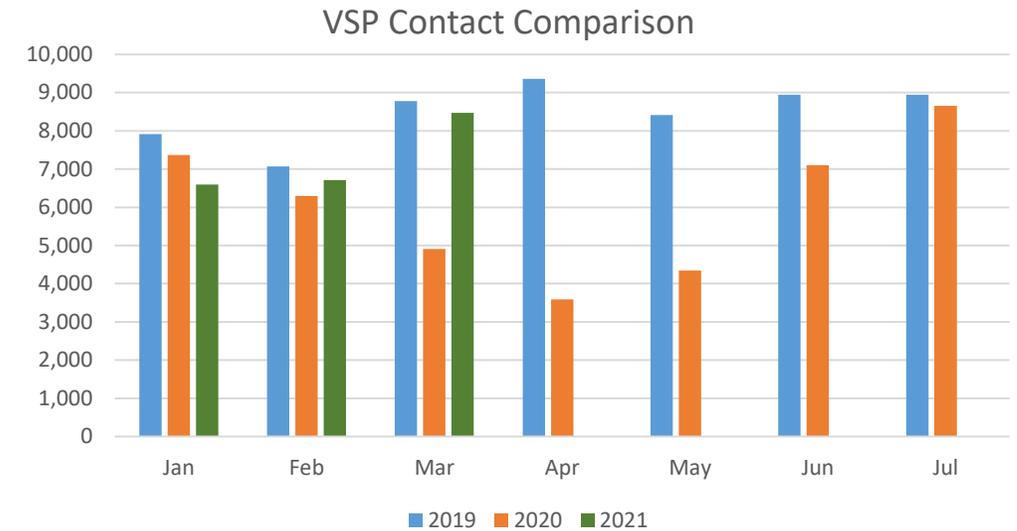
Cash benefits received into Missouri economy to direct cost for MVC Veterans Service Program



VETERANS SERVICE PROGRAM UPDATE

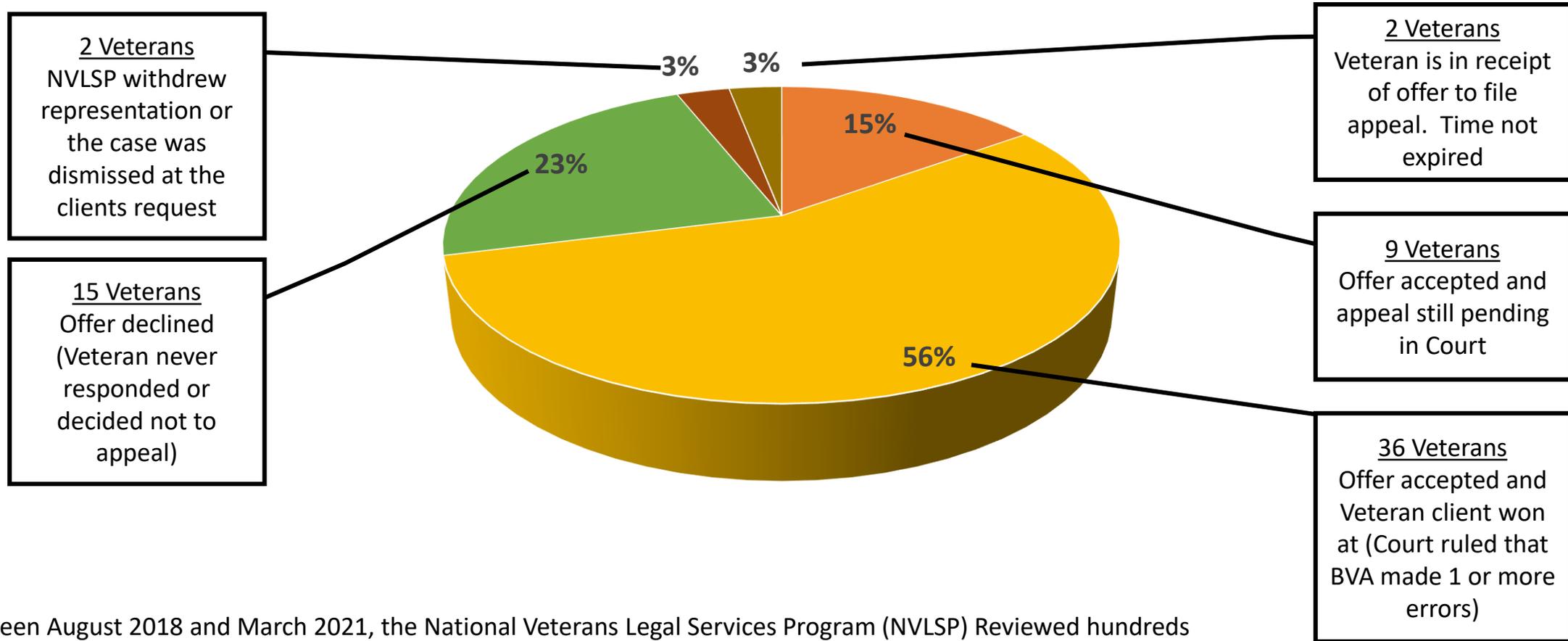
Updates

- DPRIS Access – Provides a conduit for the secure electronic retrieval of document images from the Military Services' Official Military Personnel File.
- Missouri Reentry Process – Signed Memorandum of Understanding between MVC and DOC.
- 12.7% of VSP Staff are working remotely. 9% are working hybrid (50% in office / 50% remote).
- Starting to resume Outreach taking into consideration of COVID and the safety of our staff.



VETERANS SERVICE PROGRAM UPDATE

RESULTS OF 64 OFFERS OF FREE NVLSP REPRESENTATION



Between August 2018 and March 2021, the National Veterans Legal Services Program (NVLSP) Reviewed hundreds of Board of Veterans' Appeals decisions in which the Missouri Veterans Commission held the representation. NVLSP offered to represent 64 of them for free in an appeal of the Board of Veterans' Appeals decisions to the U.S. Court of Appeals for Veterans Claims. The graph is a summary of the results of these offers.



VETERANS HOMES PROGRAM UPDATE

| 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 UPDATE

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: October 1-December 31, 2020 Current Quarter: January 1 2021 - March 31, 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 | 5.50% | 3.22% | 1.88% | 4.48% | 3.39% | 5.32% | 3.33% | 2.71% | 8.06% | 9.06% | 5.17% | 4.24% | 1.56% | 0.00% |
| 2 | Pressure Ulcers | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| 3 | Antipsychotic Use | 20.41% | 18.50% | 20.23% | 18.18% | 12.85% | 14.88% | 15.78% | 16.57% | 26.12% | 23.74% | 15.48% | 12.07% | 25.45% | 26.80% |

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: December 31, 2020 Current Quarter: March 31, 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 | 0 | 1 | 1 | 1 | 1 | 1 |
| 3 | Licensed Nurse | 9 | 11 | 2 | 2 | 3 | 3 | 6 | 8 | 8 | 12 | 3 | 6 | 10 | 16 |
| 4 | C.N.A. | 37 | 18 | 3.0 | 11 | 11 | 12.5 | 10 | 10 | 33 | 30 | 31 | 34 | 58 | 59.5 |

*vacant



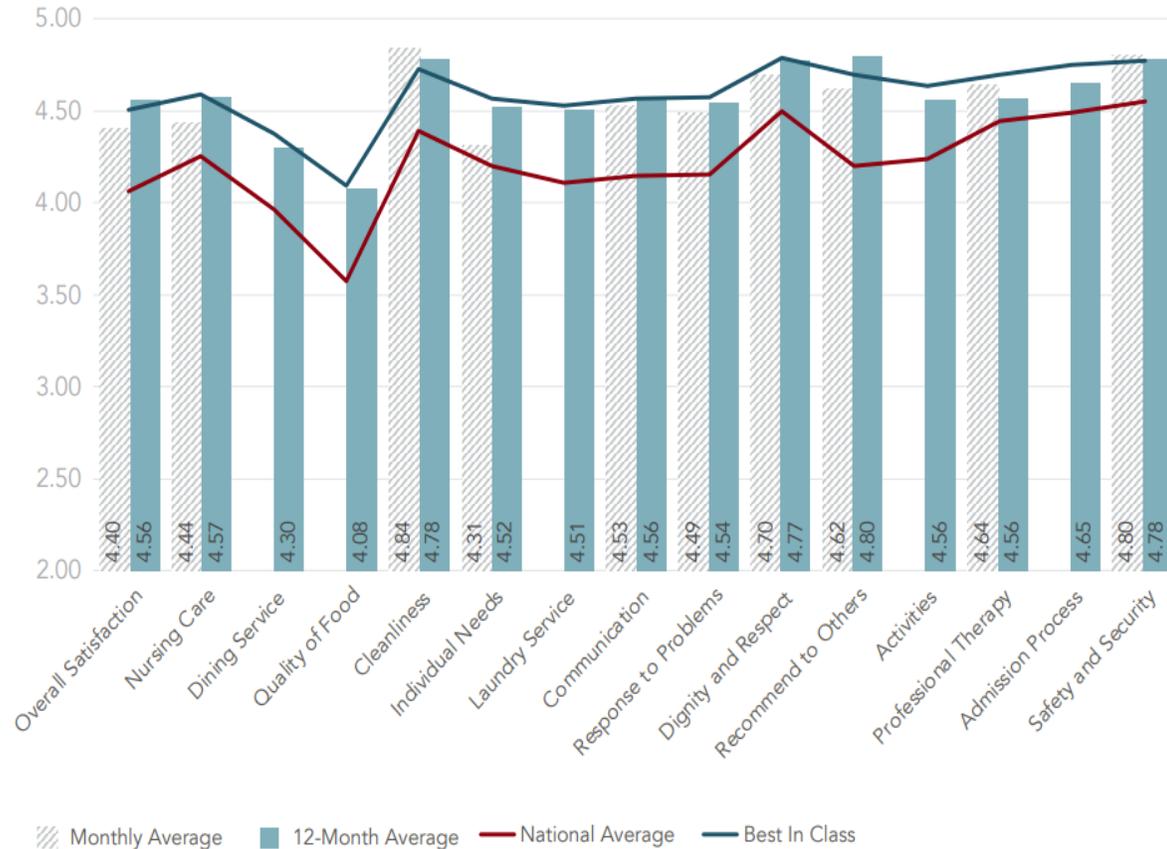
VETERANS HOMES PROGRAM UPDATE

Veteran Satisfaction Survey Results January 2021-March 2021



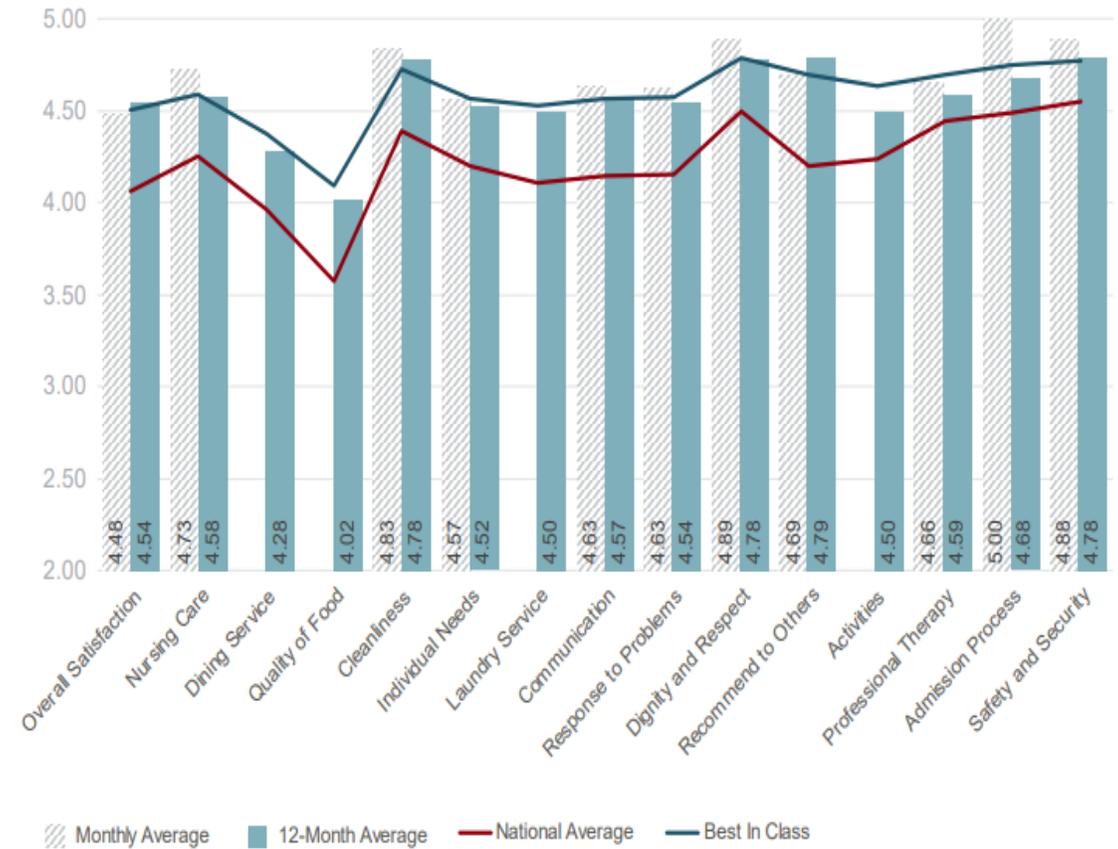
CUSTOMER SATISFACTION
MISSOURI VETERANS HOME AVERAGE

MISSOURI VETERANS HOME
January 2021



CUSTOMER SATISFACTION
MISSOURI VETERANS HOME AVERAGE

MISSOURI VETERANS HOME
March 2021



INFECTION CONTROL AND COVID PRECAUTIONS

- COVID
 - Antigen testing upon entrance prior to starting shift. Positive antigen will be followed by PCR. Employee will be sent home until PCR results reported
 - Vaccine compliance
 - Post Vaccine PPE and testing strategy following CDC guidelines
 - Essential Care Giver Visit/Indoor Visits
 - Outdoor Visits, outings and day trips for vaccinated Veterans
 - Indoor visits for unvaccinated Veterans
- Virtual VA Surveys – St James, Cape Girardeau, Cameron and Mexico Completed.
- Mock Surveys – Completed by homes team
 - St. Louis - March 31 - April 2, 2021
- Continuous quality improvement reviews for all homes monthly and as needed
 - On site visits
 - Revised team approach for Key Factor Review
- Ombudsman Program
 - Volunteers are actively engaged and working with the homes

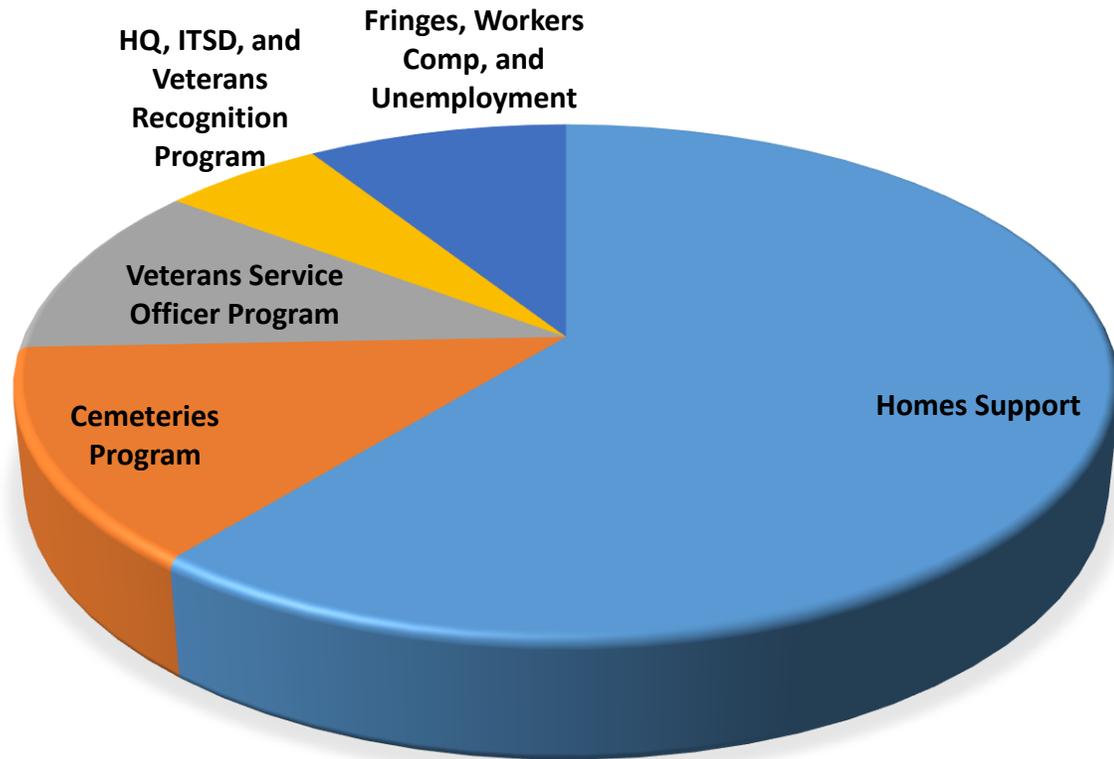


Fiscal Update – Terressa Sherlock

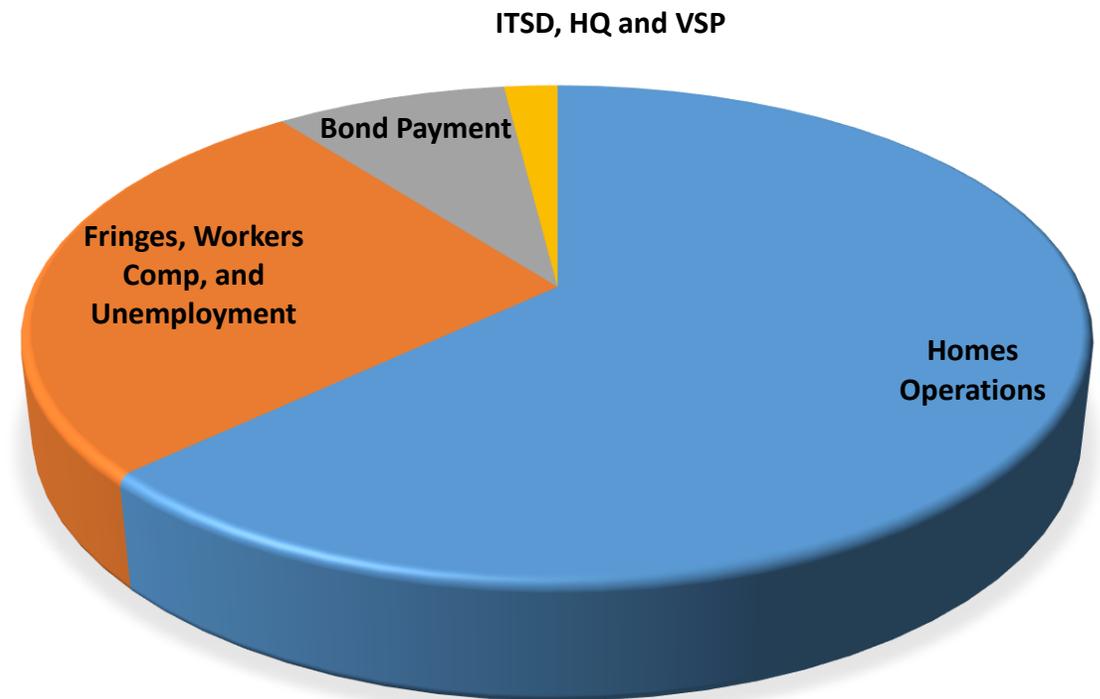


➤ Missouri Veterans Commission operates with two (2) major funds

Veterans Commission Capital Improvement Trust Fund (VCCITF)



Veterans Homes Fund

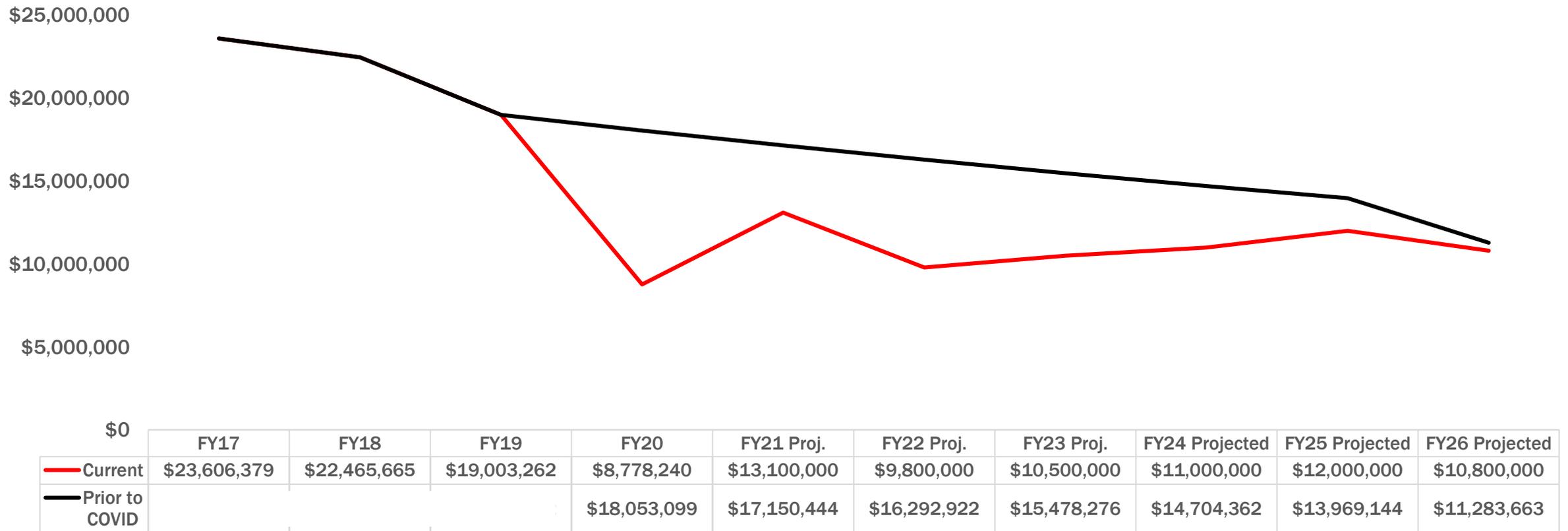


FINANCIAL UPDATE

COVID has severely impacted revenues to both major funds

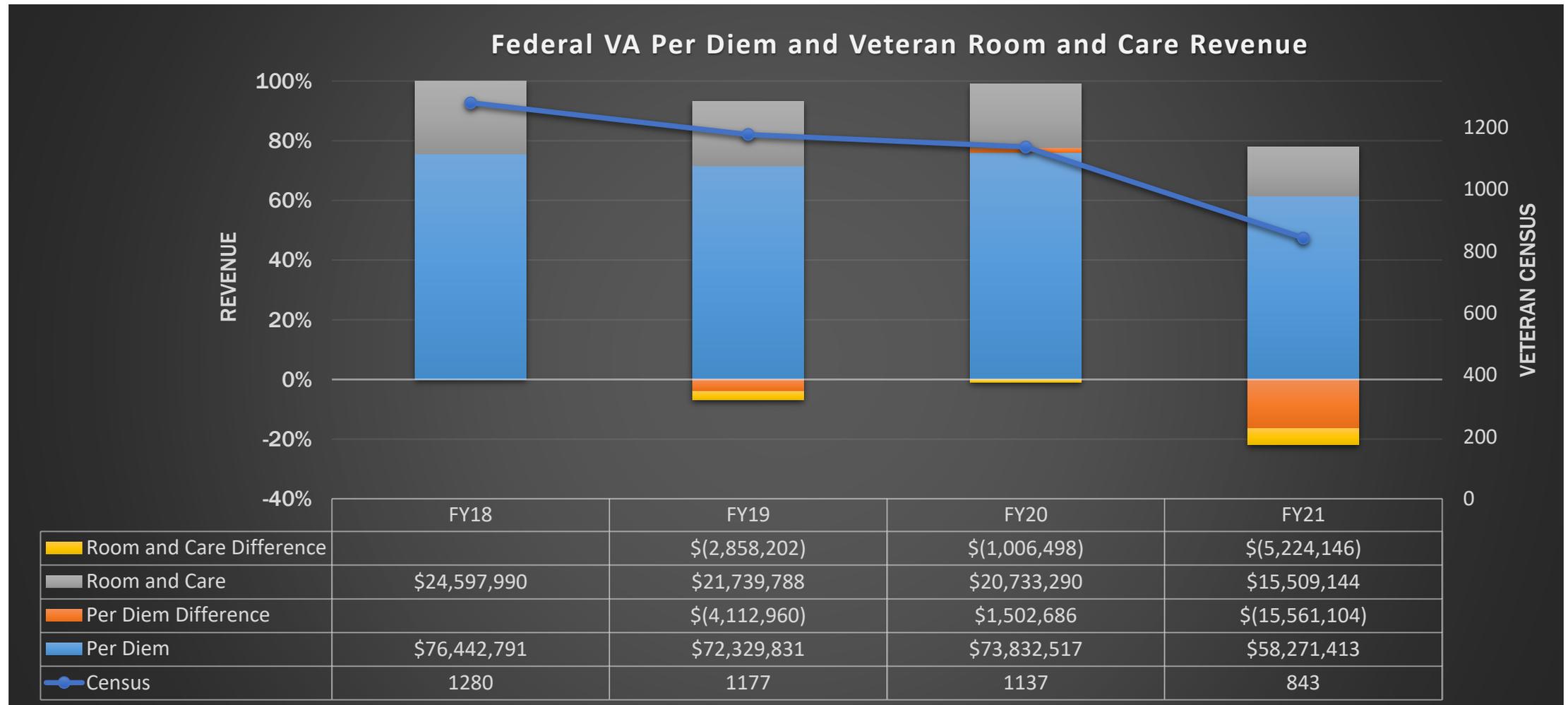
- Veterans Commission Capital Improvement Trust Fund revenue loss due to temporary closure of gaming boats and current level of operations

Gaming Revenue Actual and Projected



COVID has severely impacted revenues to our two (2) major funds

- Homes fund impacts due to census drop



MVC has received and still anticipates funding support from COVID Relief Funding Opportunities

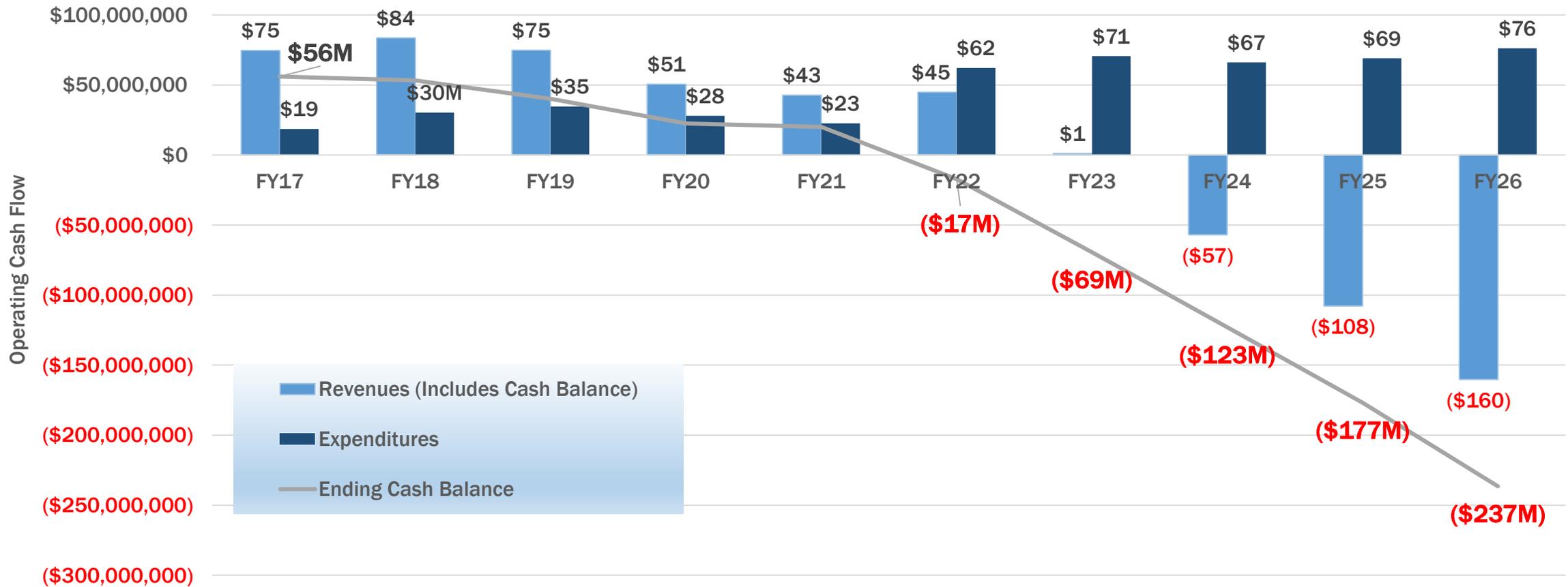
- Corona Virus Relief Funds (CRF)
- Epidemiology and Laboratory Control Funds (ELC)
- Corona Virus Emergency Supplemental Funds (CESF)
- FEMA Public Assistance (PA)
- Veterans Administrations COVID Relief Funds (CARES)
- Veterans Administration COVID Capital Improvement Funds (CARES)
- American Rescue Plan Act (ARPA)
- Veterans Administration COVID Relief Funds (ARPA)



FINANCIAL UPDATE

➤ Projections for current operations

Revenues and Expenditures Historical and Forecast
Veterans Commission Capital Improvement Trust Fund



House Third Read and Passed Appropriation Authority in House Bill 8

- New Decision Items for Medical Marijuana support currently in FY22 operating budget

| | |
|--|--------------------------|
| • 08.180 RSMo – Veterans Community Assistance Project | –\$1,500,000 |
| | \$1,800,000 |
| • 08.185 RSMo – Veterans Health and Safety Initiatives | \$4,557,800 |
| • 08.185 RSMo – Veterans Service Portal | \$150,000 |
| • 08.200 RSMo – Veterans Homes Payroll | –\$7,100,000 |
| • 08.200 RSMo – Veterans Homes Expenditures and Equipment | –\$2,900,000 |
| • 17.130 RSMo – Jacksonville Veterans Cemetery | <u>\$1,000,000</u> |
| | –\$17,207,800 |
| | \$7,507,800 |



Medical Marijuana actual funding support projections

- Projections provided by Department of Health and Senior Services

| | FY19 (July 1 2018 - June 30 2019) | FY20 (July 1 2019 - June 30 2020) | FY21 ACTUALS thru January 31 2021 | FY21 Projected (July 1 2020 - June 30 2021) | FY22 Projected (July 1 2021 - June 30 2022) | FY23 Projected (July 1 2022 - June 30 2023) | FY24 Projected (July 1 2023 - June 30 2024) | FY25 Projected (July 1 2024 - June 30 2025) | FY26 Projected (July 1 2025 - June 30 2026) |
|-----------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--|--|--|--|--|--|
| Beginning Balance | \$0 | \$3,291,266 | \$17,535,778 | \$17,535,778 | \$12,310,125 | \$9,618,739 | \$9,974,941 | \$12,312,251 | \$14,772,593 |
| Revenues | | | | | | | | | |
| Program Revenue | \$3,958,000 | \$21,338,720 | \$6,861,120 | \$9,104,350 | \$9,222,707 | \$10,587,985 | \$9,464,056 | \$9,587,089 | \$9,711,721 |
| Interest | \$20,496 | \$192,004 | \$57,092 | \$97,871 | \$97,871 | \$97,871 | \$97,871 | \$97,871 | \$97,871 |
| Tax remitted Proj based on row 11 | | | | \$638,314 | \$7,786,854 | \$8,305,978 | \$8,305,978 | \$8,305,978 | \$8,305,978 |
| Total | \$3,978,496 | \$21,530,724 | \$6,918,212 | \$9,840,535 | \$17,107,432 | \$18,991,834 | \$17,867,905 | \$17,990,938 | \$18,115,570 |
| Expenditures | | | | | | | | | |
| Personal Service | \$207,341 | \$1,871,512 | \$1,485,800 | \$2,795,208 | \$2,992,337 | \$3,052,183 | \$3,052,183 | \$3,052,183 | \$3,052,183 |
| Operating Expenditures | \$357,659 | \$3,388,891 | \$434,717 | \$1,139,029 | \$1,167,429 | \$3,000,000 | \$3,000,000 | \$3,000,000 | \$3,000,000 |
| Legal Expenditures | \$0 | \$860,024 | \$2,493,059 | \$6,210,072 | \$6,210,072 | \$3,105,036 | \$0 | \$0 | \$0 |
| Fringe and Overhead Expenditures | \$122,230 | \$1,165,785 | \$991,895 | \$2,786,369 | \$2,585,670 | \$2,635,103 | \$2,635,103 | \$2,635,103 | \$2,635,103 |
| Total | \$687,230 | \$7,286,212 | \$5,405,472 | \$12,930,678 | \$12,955,508 | \$11,792,322 | \$8,687,286 | \$8,687,286 | \$8,687,286 |
| Fund Transfer | | \$0 | \$2,135,510 | \$2,135,510 | \$6,843,310 | \$6,843,310 | \$6,843,310 | \$6,843,310 | \$6,843,310 |
| Fund Balance | \$3,291,266 | \$17,535,778 | \$16,913,008 | \$12,310,125 | \$9,618,739 | \$9,974,941 | \$12,312,251 | \$14,772,593 | \$17,357,567 |
| | | | 16M is fund balance as of 1/31/2021 | This is projected fund balance 6/30/21 | | | | | |
| July - Dec cash flow need: | | | | | \$6,477,754 | \$5,896,161 | \$4,343,643 | \$4,343,643 | \$4,343,643 |

FY21: Revenue fees are currently trending towards a possible \$11M. Change request fees are driving this increase and once those requests minimize, revenues from fees will normalize to around \$9M (based on current patient adoption rates).

FY23: increase in revenues is due to renewal of certain facility licenses which occur every 3rd year.



Budget Needs for FY22

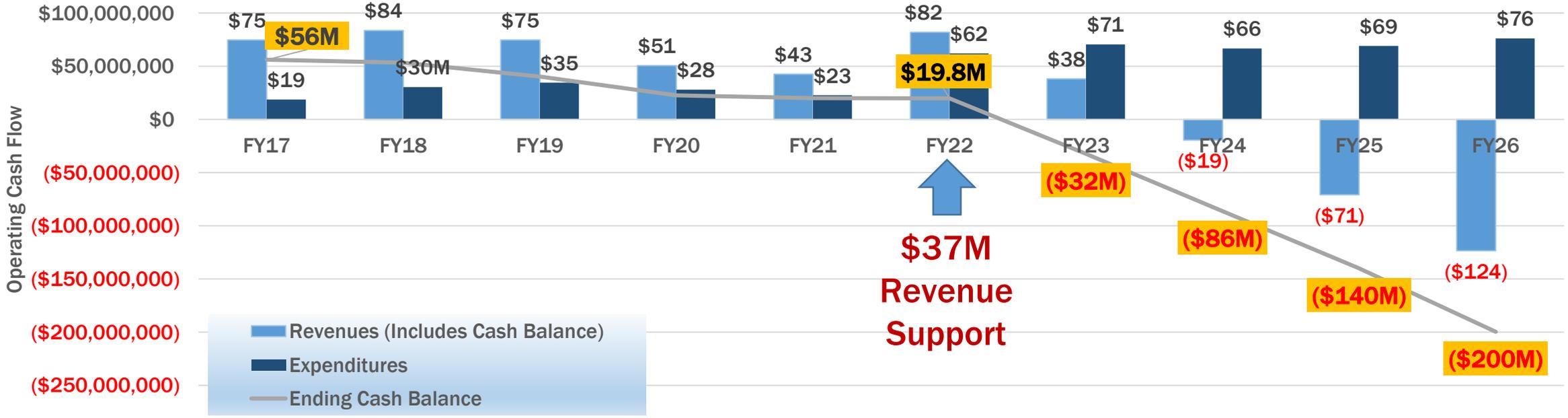
- \$37,000,000 Additional funding support for homes operations, capital improvements, and maintenance & repair
- \$28,000,000 additional funding support for COVID response permanent upgrades (If approved by VA this is up to 100% reimbursable)



BUDGET UPDATE

With \$37M additional support for homes operations, capital improvements, and maintenance & repair

Revenues and Expenditures Historical and Forecast
Veterans Commission Capital Improvement Trust Fund



- *Sub-Committees (Legislative/Budget, Clinical, and Administrative)*
- *Veterans Health & Care Fund*



- MVC Sub-Committees

- ✓ Legislative/Budget

- Senate Members (Senator Bratton, Senator Schupp)

- House Members (Representative Sauls)

- MVC General Council (Scotty Allen)

- MVC Budget & Finance (Terressa Sherlock)

- ✓ Administrative

- Representative Basye

- Commissioner Smith

- MVC Deputy Director (Ryon Richmond)

- MVC Operations (Melissa Skinner)

- ✓ Clinical

- Without any physicians on the Commission, a possible course of action is that we disband the clinical sub-committee and roll that oversight into the Administrative sub-committee and add the MVC Homes Program Administrator, MVC Physician and one of the seven Home Administrators into that group.



- Veterans Health & Care Fund
 - ✓ Status of current appropriations
 - ✓ House appropriations
 - ✓ DRAFT MVHCF Grant Process (Scotty Allen, Staff Attorney)



Vietnam Veterans Day

- Issue

The recognition date for Missouri's Vietnam Veterans Day is March 30th, while the federally recognized date is March 29th.

- Discussion

The difference in date recently caused confusion and consternation among several Veterans. Our resource manual follows the official Missouri Vietnam Veterans Day designation of March 30th. We do make a note that our published date is following the state's recognized date. Missouri's date was originally established in 2012.

9.085. Vietnam Veterans Day designated, when. – In recognition of the courage and unwavering patriotism of those valiant men and women of the Armed Forces of the United States who served during the Vietnam Conflict, March thirtieth of each year shall be known and designated as "Vietnam Veterans Day" in Missouri. The citizens of the state of Missouri are encouraged to observe the day with appropriate events, activities, and remembrances in honor of the veterans who bravely fought, served, and sacrificed during the Vietnam Conflict and returned home to no parades, ceremonies, or public celebrations to welcome them in gratitude for their courageous service given and sacrifices made on behalf of our nation.

(L. 2012 H.B. 1128)

On March 28, 2017, the President signed into law the Vietnam War Veterans Recognition act of 2017, which named March 29th as Vietnam War Veterans Day.

- Recommendation

Propose that legislative Commission members sponsor an update to Missouri's Vietnam Veterans Day be changed to March 29th in order to coincide with the federally recognized day.



- Legislative Update



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



- Next meeting:
 - 3rd Quarter Commission Meeting will be held on July 26, 2021



- Vote to go to Closed Session
 - *Vote to adjourn to closed session, if required, to discuss matters relating to legal actions, causes of action or litigation pursuant to Section 610.021 (1); pursuant to Section 610.021 (3); pursuant to Section 610.021 (9); and pursuant to Section 610.021 (14) RSMo.*



- Vote to return to Open Session





MISSOURI VETERANS COMMISSION

ADJOURNMENT