



# MISSOURI VETERANS COMMISSION

**3rd Quarter Commission Meeting**

**August 11, 2025**

**10:00 AM**

**Missouri Veterans Cemetery - Jacksonville**

**1479 County Road 1675**

**Jacksonville, MO 65260**

For a copy of this presentation:

[mvc.dps.mo.gov/about/](http://mvc.dps.mo.gov/about/)

## AGENDA

- CALL TO ORDER
  - Pledge of Allegiance
  - Roll Call
  - Chair Opening Comments
- APPROVAL OF MINUTES
  - Open Meeting Minutes from April 28, 2025
  - Closed Meeting Minutes from April 28, 2025
- APPROVAL OF SPECIAL COMMISSION MEETING MINUTES
  - Open Meeting Minutes from June 25, 2025
  - Closed Meeting Minutes from June 25, 2025
- COMMISSION UPDATES
  - Executive Director
  - General Counsel
  - Facilities
  - Human Resources
  - Veterans Suicide Prevention
  - Cemeteries
  - Veterans Service Program
  - Homes Program
  - Budget and Finance
- LEGISLATIVE UPDATE
- AGENCY PARTNER REPORTS
  - United States Department of Veterans Affairs
  - Veterans Affairs Hospital Directors
  - Military Preparedness and Enhancement Commission (MMPEC)
  - Missouri Association of Veterans Organizations (MAVO)
- CHAIR COMMENTS AND ANNOUNCEMENTS
  - Commission Meeting Dates for 2026
- CLOSED SESSION: To discuss matters relating to legal actions, causes of action or litigation pursuant to Section 610.021 (1).
- RETURN TO OPEN SESSION
- ADJOURNMENT



# CALL TO ORDER

- Pledge of Allegiance
- Roll Call
- Chair Opening Comments



**Mission:** MVC is "Always on Mission" to serve Veterans as the first choice in skilled nursing care; best choice in securing benefits; and proven choice in a dignified resting place.

**Vision:** To provide high quality, compassionate care for Veterans; seamlessly integrated with the Veteran community; emphasizing a culture of transparency and excellence.

## **Core Values**

- Integrity first
- Service before self
- Excellence in all we do

**Intent:** To provide the very best care and services for Veterans while being a good steward of taxpayer dollars through a deliberately developed workforce.



# MISSOURI VETERANS COMMISSION



## Missouri Veterans Commission Strategic Management Priorities

FY2026 Version 1.0



### Making a Safer Missouri

#### We are going to improve communication inside and out.

- Utilize constructive feedback from team members and stakeholders through survey tools to help identify methods to improve the organization at all levels.
- Build upon our public relations campaign using traditional media with an emphasis on social media to ensure Veterans, their families and survivors obtain benefits they have earned.
- Improve suicide awareness by working closely with stakeholder agencies, the legislature, and the Veteran community to provide information on available resources for the prevention of Veteran suicide.

#### We are going to improve our team.

- Attract and retain excellent compassionate team members through the engagement of current staff into the recruiting, onboarding and training process.
- Develop and educate staff at all levels to ensure their growth as team members, equipping them for future success.
- Interface with data sources and for data cleaning, feature engineering, and predictive modeling. Utilize Tableau for model deployment and dashboard creation.

#### We are going to improve how we work with our stakeholders.

- Expand upon collaborative efforts with other state and local agencies aimed at increasing Veteran outreach and awareness of federal, state and local benefits.
- Reinforce relationships with stakeholders through increased and regular engagement and collaboration to enhance MVC's service to Missouri's Veteran community.
- Work with stakeholders to identify and secure new funding streams to provide MVC the fiscal stability to compensate staff at or above market value.

# APPROVAL OF MINUTES

- Open Meeting Minutes from April 28, 2025, 2nd Quarter Commission Meeting
- Closed Meeting Minutes from April 28, 2025, 2nd Quarter Commission Meeting
  
- Open Meeting Minutes from June 25, 2025, Special Commission Meeting
- Closed Meeting Minutes from June 25, 2025, Special Commission Meeting



# COMMISSION UPDATES



## EXECUTIVE DIRECTOR





- Construction / Renovations Meeting 4 August 2025
  - OA-FMDC do not have enough staff to properly monitor all projects
  - When there are problems, MVC pays the price
  - Empowered Administrators and Facility Managers to monitor and scrutinize contractor work
  - Providing facilities with access to construction contracts
  - If/when issues are seen or suspected tasked with calling HQ Facilities team to confirm/deny
- Homes Full-Time Equivalents (FTEs)
  - Seniors (to include Veterans) are waiting longer to enter long-term care facilities
  - By waiting longer, their acuity level is higher requiring a greater number of staff hours for proper care
  - To reach full occupancy, MVC will require more FTEs
  - Plan to take a staggered approach to our request for these FTEs



## LEGAL

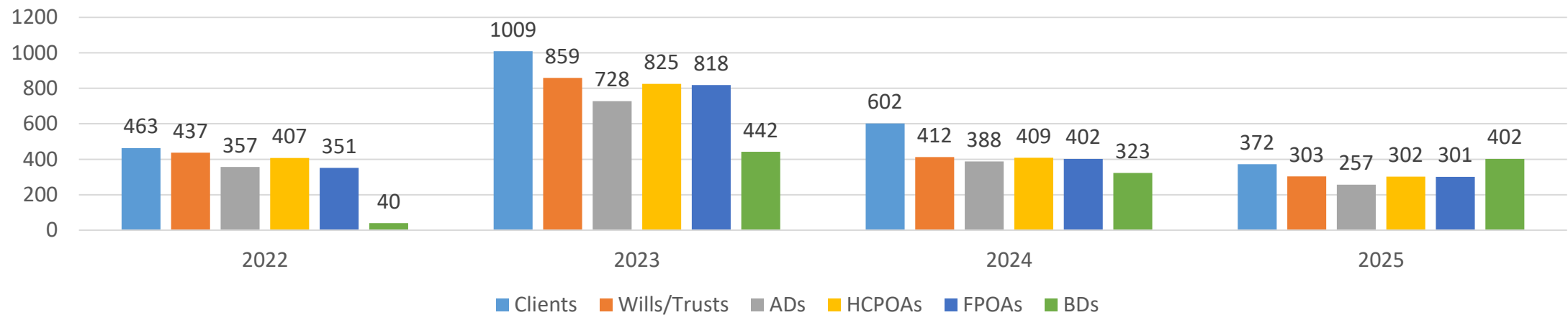


- Clinics Held This Quarter:
  - Springfield, 5/12/25
  - St. Louis, 6/17/25
  - DeSoto, 6/26/25
  - Cape Girardeau, 7/25/25
  - Columbia, 7/28/25
- Future Clinics Scheduled for:
  - Branson, 8/14/25
  - Clayton, 8/15/25
  - Columbia/Kirksville, 8/25/25
  - Jefferson City, 9/26/25 – in collaboration with the Lt. Governor's Office
  - Columbia, 9/29/25



- 2,446 Clients Served
- 8,763 Documents Drafted
  - 2,011 Wills/Trusts
  - 1,730 Advanced Directives
  - 1,943 Healthcare POAs
  - 1,872 Financial POAs
  - 1,207 Beneficiary Deeds
- Estimated Cost Savings to Veterans: \$4,381,500.00

Yearly Output, Clients & By Document



## FACILITIES



## In Progress Construction Projects

- St. Louis Veterans Home Renovation
  - C Unit construction on hold - litigation
  - A Unit construction Prebid 8/11/25
  - Project over budget
- COVID19 – VA Construction Grant
  - Flooring projects at Cameron, Mt. Vernon, and Warrensburg are completed, Mexico flooring is in construction
  - HVAC improvement for Isolation and Quarantine areas in Mexico is completed. Cape Girardeau is pending bid award, St. James, St Louis (tied to facility renovation), Mt Vernon and Warrensburg are pending bid. Cameron is in design
  - Wi-Fi upgrades at Cameron, Mt. Vernon and Warrensburg are FMDC completed, pending ITSD activation. Cape Girardeau is in construction, Mexico is pending construction, and St Louis, St James, are in design
  - Access Control upgrades at Mt Vernon is completed. All other Homes are on FMDC hold, pending contract evaluation with Contractor
  - COVID19 grant projects must be completed by 9/17/26



- St James Water & Sewer FAI 29-053, U230901
  - Is completed
- Cape Facility Renovation FAI 29-043, U180501
  - Pending bid award
- St James Facility Renovation FAI 29-044, U150301
  - Bids due 8/12/25
- Higginsville Cemetery
  - In construction phase
  - Completion date extended due to granite shipping delay



## HUMAN RESOURCES



## RECRUITMENT & RETENTION INITIATIVES

### Recruitment Campaign

Investment: \$100,000

Timeframe: January 1, 2025 – December 31, 2025

Focus: Cameron, St. James, and Warrensburg CNA, LPN, RN, and Trainees

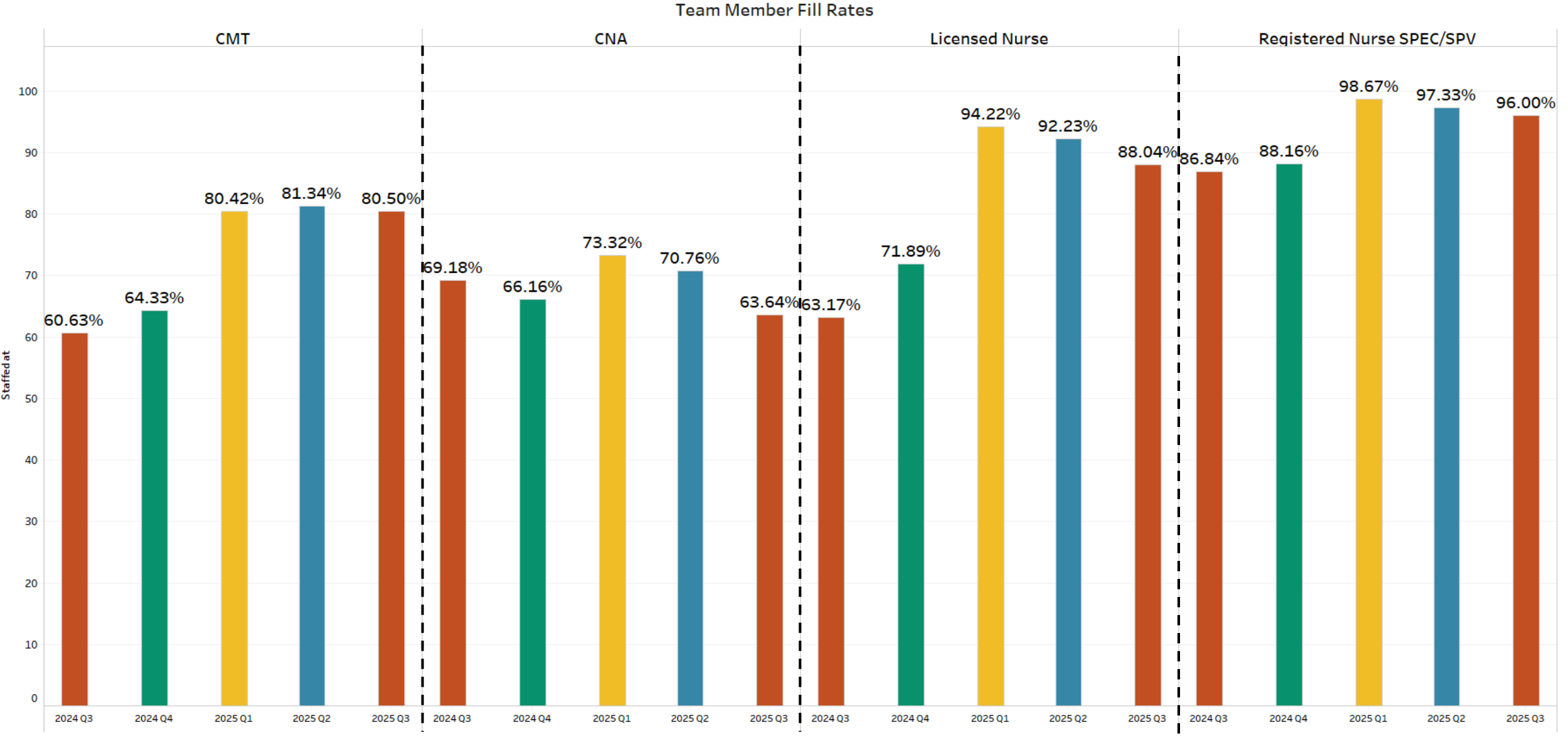
Desired Outcome: Fill vacancies with qualified candidates, build on culture momentum

### Retention Pay Plans

- Governor Kehoe's Years-of-Service Retention Plan
- Congregate Care Retention Pay Plan effective July 1, 2024



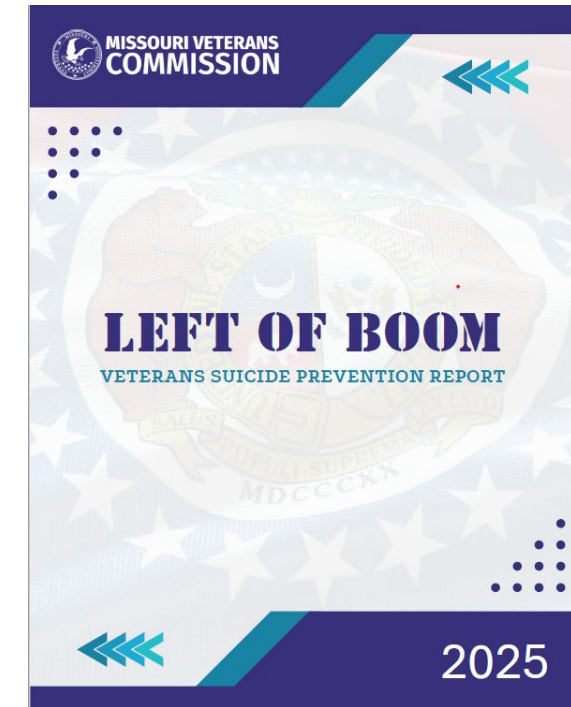
# HUMAN RESOURCES



# VETERANS SUICIDE PREVENTION PROGRAM

# VETERANS SUICIDE PREVENTION PROGRAM

- “Left of Boom,” published earlier this month, highlights key focus areas including improving data-driven decision-making, expanding access to care, and fostering mental health awareness and help-seeking behaviors among veterans
- Missouri Governor’s Challenge Team – VA/Substance Abuse and Mental Health Services Administration (SAMHSA) Analysis of Veterans Suicide Prevention of Service Members and Families (SMVF) in Missouri
  - SWOT Analysis conducted 7/29-7/30/2025
  - Provided insights of “what’s working,” for Suicide Prevention Efforts in Missouri
  - The outcome of the analysis can assist MVC in future reporting and program efforts
- Next steps in the implementation involve
  - Sustained collaboration with partners at the local, state, and national levels to identify existing community strengths
  - Gather targeted insights on areas of concern, and continuously leverage data to guide outreach and advise future reporting
- Barriers to continued efforts to improve mental health and reduce suicide in the Veteran population include:
  - Disruptions and changes in healthcare access
  - Reduced funding for existing programs and research
  - Growing financial instability affecting already at-risk veterans and their families
  - Data reporting delays creating blind spots to areas of increased concern
  - Access to services, especially in rural areas or areas with provider shortages



# VETERANS CEMETERIES PROGRAM

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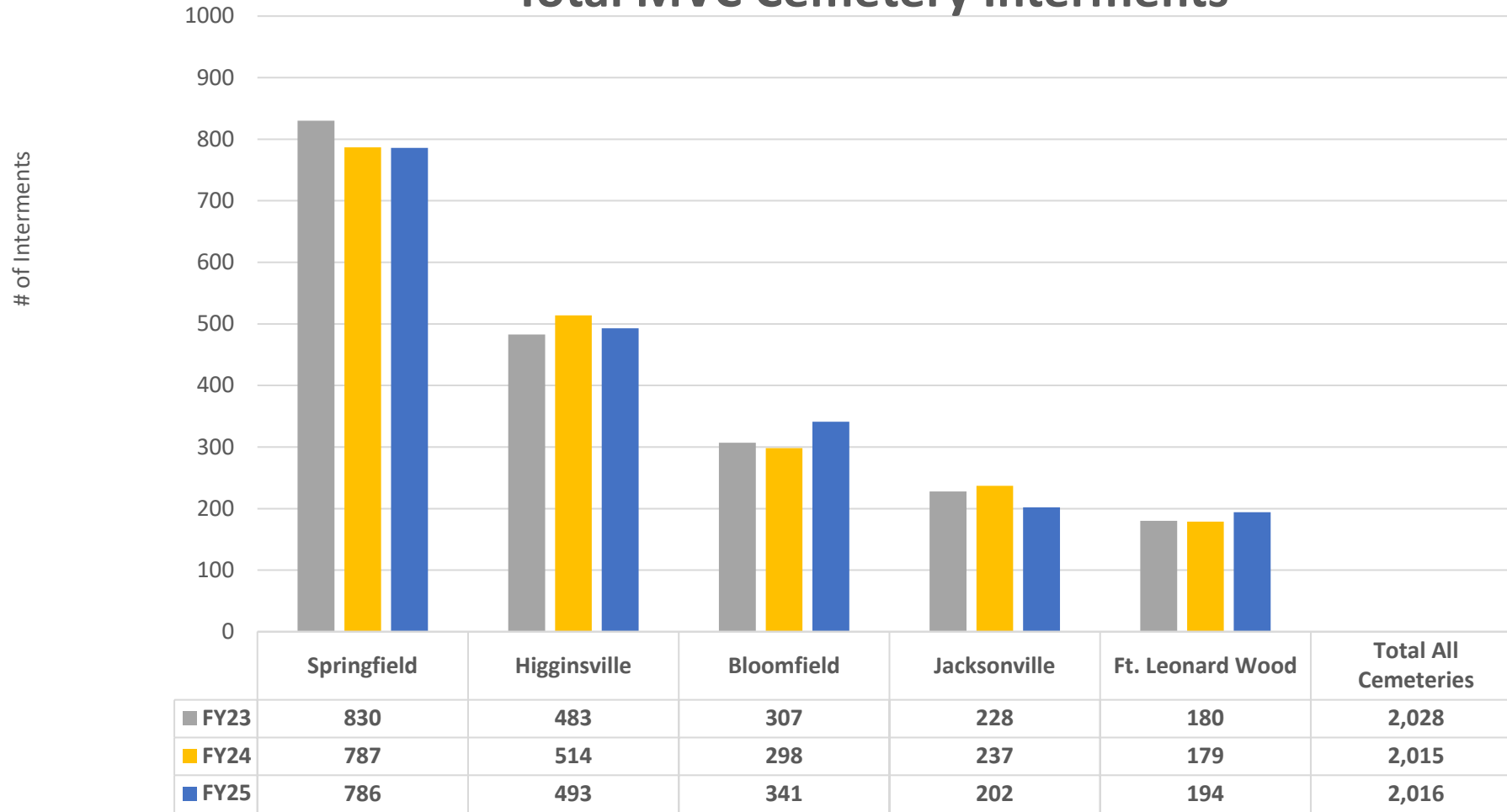
## RECENT EVENTS:

- Jacksonville NCA Compliance Review May 13-14, 2025
  - Rating: Compliant
  - | Measures   | Score | Requirement |
|------------|-------|-------------|
| • Critical | 100%  | 100%        |
| • High     | 92%   | 90%         |
| • Medium   | 100%  | 85%         |
  - Ft Wood Peer Review Jul 24, 2025
  - Higginsville Peer Review Aug 7, 2025
- CURRENT PROJECTS:
  - Higginsville - Columbarium Wall (Estimated completion August 2025)
- FUTURE PROJECTS:
  - Springfield - Columbarium Wall (Up to 100% Reimbursable)
- UPCOMING EVENTS:
  - Bloomfield MVC Peer Review Sep 10-11, 2025
  - Higginsville Columbarium Wall Dedication Sep 18, 2025 (11:00am)
  - Wreaths Across America Dec 13, 2025
  - Ft Wood NCA Compliance Review Mar 30-Apr 1, 2026
  - Higginsville NCA Compliance Review Apr 28-30, 2026
  - Bloomfield NCA Compliance Review Sep 15-16, 2026



# VETERANS CEMETERIES PROGRAM

## Total MVC Cemetery Interments



**Total  
Interments  
FY25**

**2,016**

Interments by Fiscal Year and Cemetery



- FY 2026 OPPORTUNITIES
  - Continue to improve leadership and development opportunities for all team members
  - Continue focus on team and facility safety
  - Continue building team operational skills through Peer Review interaction
  - Continue to identify facility improvement needs to aging facilities
  - Surplus all aged equipment replaced in FY 2025

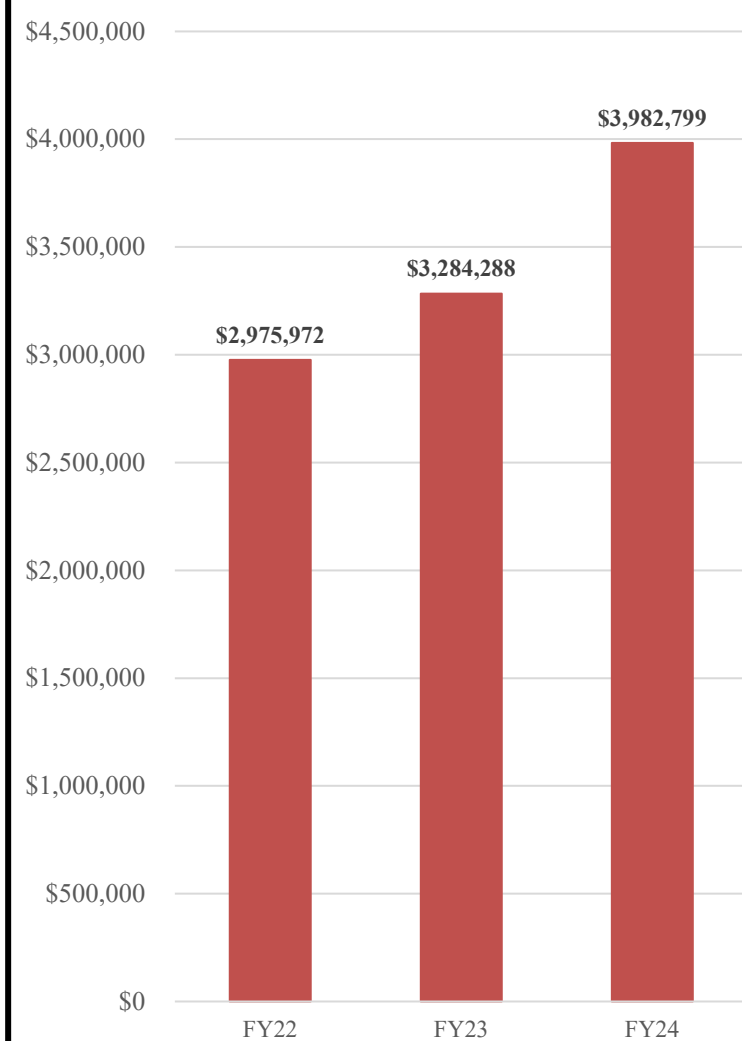




# VETERANS SERVICE PROGRAM

# VETERANS SERVICE PROGRAM UPDATE

Direct Cost for MVC VSO Program



Benefits Awarded to Veterans/Families Represented by MVC in Current and all Previous Fiscal Years Combined



Return on Investment Ratio:

FY22 - \$128 : \$1

FY23 - \$134 : \$1

FY24 - \$129 : \$1

Cash Benefits Received to Direct Cost for MVC Veterans Service Program

Reported benefits awarded include:

- Compensation
- Pension
- Survivor Pension
- Death and Indemnity Compensation

\* Based on FY24 claims report for VA Regional Office – St. Louis



# VETERANS SERVICE PROGRAM UPDATE

## Missouri Veteran Population (2023)

392,041

-1.6% from 2021

3,087 : 1

Ratio of Veteran to VSO

127

VSOs in Missouri, according to  
the VA Office of General  
Counsel database (April 2025)

47.5%

Missouri Veterans  
Age 65 and Over

29.87%

Receiving Compensation/  
Pension

49.86%

Enrolled in VA Healthcare  
Up .42% from 2021

15<sup>TH</sup>

IN THE NATION FOR  
VETERANS  
POPULATION

Source: VBA POA Report October 2024



# VETERANS SERVICE PROGRAM UPDATE

- **3,869** Survey responses since October 2022
- Utilizing QR Codes, emails and URLs
- A great way to celebrate the hard work of our VSO's!!



## RESULTS

Overall, how was your customer experience working with a Veterans Service Officer?

**93% Very Satisfied/Satisfied**

What level would you rate the Veterans Service Officer professionalism, kindness, assistance?

**97% Average or Better**

How likely is it you would recommend the MVC Veterans Service Officer to others?

**95% Very Likely/Likely**



# VETERANS SERVICE PROGRAM UPDATE



# VETERANS HOMES PROGRAM



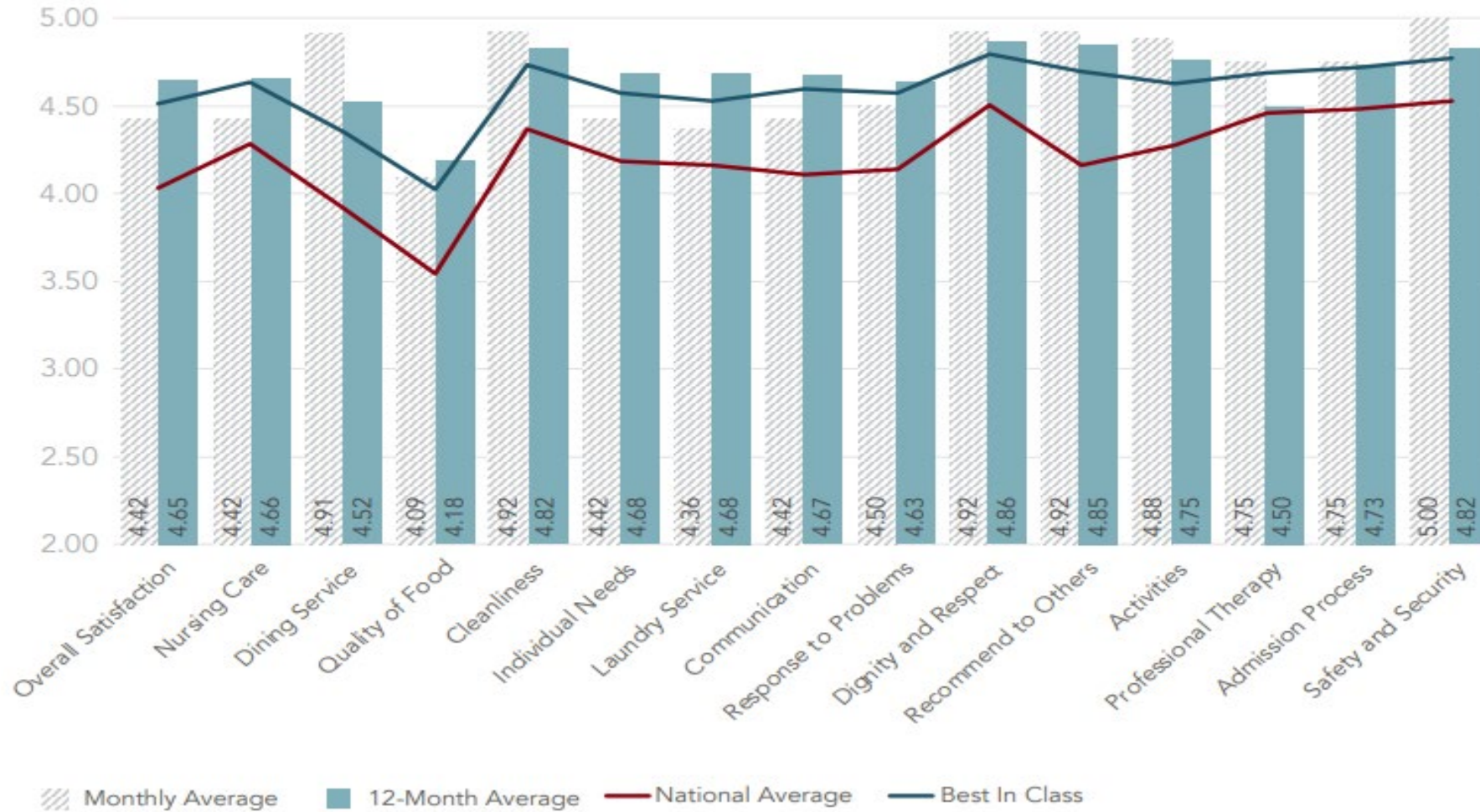
# VETERANS HOME PROGRAM



## CUSTOMER SATISFACTION MISSOURI VETERANS HOME AVERAGE

MISSOURI VETERANS HOME  
June 2025

RESIDENT SATISFACTION RATE  
percentage that rated  
Recommend to Others as a 4 or 5.



# 100.0%

78.0% National Average

RESPONSIBLE PARTY  
SATISFACTION RATE  
percentage that rated  
Recommend to Others as a 4 or 5.

# 97.8%

83.6% National Average



## 2025 Annual VA Certifications (Survey)

- Full Certification
  - St. James
- Partial Certification
  - Cameron
  - Mexico
- Awaiting Survey Results
  - Cape Girardeau
- Awaiting Survey
  - St. Louis
  - Mt. Vernon
  - Warrensburg

\* Full Certification – all standards met during annual survey, or Correction Plan was submitted and completed

\* Partial Certification – Correction plan was submitted and accepted by the VA and is in progress of completion

## 2025 Upcoming Surveys

LOCATION	SURVEY EXPECTED
St. James	January
Mexico	March
Cameron	April
Cape Girardeau	June
St. Louis	September
Mt. Vernon/Warrensburg	October

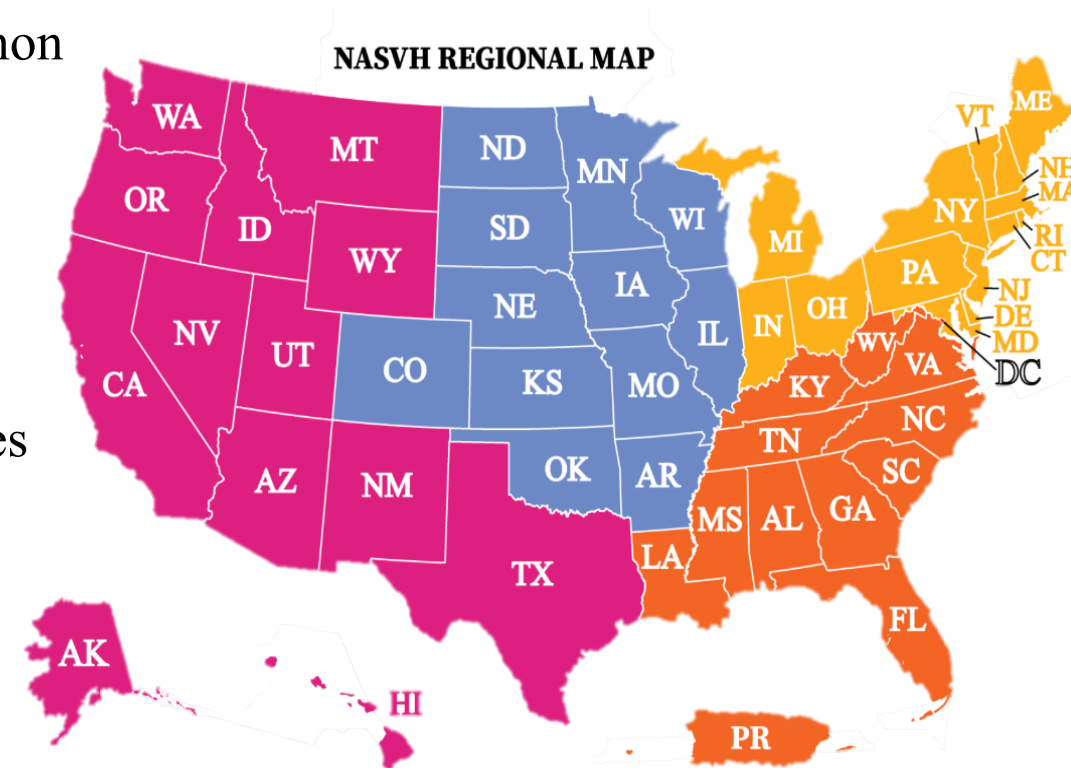




# VETERANS HOME PROGRAM

## Program Update:

- 2 Winners for the MHCA Nursing Home Pageant
  - Queen, District 2 – Iris “Kathie” Moore, Cameron
  - Queen, District 4 – Winifred “Winnie” Fisher, Mt. Vernon
- MHCA District Staff Award Winners
  - Melissa Terry, Employee of the Year – District 1, Warrensburg
  - Tonya Miller, C.N.A of the Year – District 5, Cape Girardeau
  - Amanda Smith, Nurse of the Year – District 7, St. James
- Homes Leadership Conference was a success in early May
- Specialty/High-Cost Medications remain a challenge
- NASVH Nomination
  - Kristen Smith, NASVH Pod 3 Regional Director



# VETERANS HOME PROGRAM

## 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: April 1, 2025 Current Quarter: June 30, 2025		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	1.00%	1.03%	1.46%	1.43%	1.04%	1.05%	0.20%	0.98%	1.11%	1.80%	0.70%	0.70%	0.90%	0.57%
2	Pressure Ulcers	0.00%	1.03%	4.60%	3.34%	0.00%	0.00%	2.59%	0.98%	2.98%	3.23%	8.42%	6.99%	0.00%	0.85%
3	Antipsychotic Use	28%	25.5%	27.80%	25.20%	31%	30.8%	21.30%	27.10%	24%	30.7%	18.00%	19.80%	12.90%	16.30%

## 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: April 1, 2025 Current Quarter: June 30, 2025		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	Administrator	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3	Licensed Nurse	4	3	1	0	1	1	2	4	2	7	2	3	0	1
4	C.N.A.	54	63	6	22	13	28	65	56	31	33	11	8	34	38



## BUDGET AND FINANCE



# MVC FUNDS REVIEW

- Veterans Homes
  - Veterans Homes operational needs (Payroll, Fringe, ITSD, Supplies, Utilities, Operational Costs, Maintenance, and Services)
- General Revenue
  - Solvency of the Homes Fund, Special Projects, Capital Improvement and Maintenance Projects
- Veterans Commission Capital Improvement Trust Fund (VCCITF)
  - Headquarters, Cemeteries, Veterans Service Officers, Utilities for Cemeteries, State Veterans Grant Partners, Veterans Recognition, Maintenance and Repair, Capital Improvement Needs of Homes and Cemeteries, Homes Fund Solvency – (Removed \$30M Transfer for FY26)
- Facilities Maintenance Reserve Fund
  - COVID-19 Construction Project (All Homes)
- Veterans, Health, and Community Reinvestment Fund (Veterans Reinvestment Fund – Adult Use Marijuana)
  - 100% Homes Fund Solvency
- Veterans Health and Care Fund (Veterans Assistance Fund - Medical Marijuana)
  - Homes Funds Solvency – Actual cash transfer will reduce by next fiscal year
  - Homes Special Projects (WiFi, Data Science, Homes Emergency Needs)
- DPS Federal Fund
  - ARPA direct distributions to the Veterans Homes
- Budget Stabilization Fund
  - Veterans Homelessness
- World War I Memorial
  - Restoration and renovation of the WWI Memorial in Kansas City
- Veterans Trust Fund
  - Veterans Service Officers located in the Veterans Homes operational needs



# BUDGET AND FINANCE

## MVC FUNDS REVIEW

Missouri Veterans Commission Budget FY26									
Funds	HB 4	HB 5	HB 8	HB10	HB13	HB17	HB18	HB20	Totals
Veterans Homes	\$ -	\$ 58,820,086	\$ 133,140,859	\$ -	\$ -	\$ -	\$ 6,930,000	\$ -	\$ 198,890,945
General Revenue	\$ -	\$ -	\$ 36,175,057	\$ -	\$ -	\$ -	\$ 15,387,158	\$ 19,835,226	\$ 71,397,441
Veterans Commission Capital Improvement Trust (VCCITF)	\$ -	\$ 4,156,326	\$ 10,590,590	\$ -	\$ 372,121	\$ 9,187,941	\$ 41,689,133	\$ -	\$ 65,996,111
Veterans, Health, and Community Reinvestment Fund	\$ -	\$ -	\$ -	\$ 19,629,271	\$ -	\$ -	\$ -	\$ -	\$ 19,629,271
Facilities Maintenance Reserve Fund	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 18,780,822	\$ -	\$ 18,780,822
Veterans Reinvestment Fund	\$ -	\$ -	\$ 16,886,195	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,886,195
Veterans Health and Care Fund	\$ -	\$ -	\$ -	\$ 13,000,000	\$ -	\$ -	\$ -	\$ -	\$ 13,000,000
DPS Federal Fund	\$ -	\$ -	\$ 7,651,047	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,651,047
Veterans Assistance	\$ -	\$ -	\$ 4,732,800	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,732,800
Budget Stabilization	\$ -	\$ -	\$ 1,500,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,500,000
WWI Memorial	\$ -	\$ -	\$ 350,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 350,000
Veterans Trust	\$ 1,485	\$ 14,870	\$ 23,833	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 40,188
<b>TOTAL</b>	\$ 1,485	\$ 62,991,282	\$ 211,050,381	\$ 32,629,271	\$ 372,121	\$ 9,187,941	\$ 82,787,113	\$ 19,835,226	\$ 418,854,820



## BUDGET TIMELINE

- January – July 2025 – Begin preparing the budgetary needs for FY27
- July 2025 – Present FY26 Supplemental and FY27 requests to DPS Director's Office
- July – October 2025 – Gather details and fine tune budgetary requests
- October 1, 2025 – All department requests submitted into the budget systems
- Early October 2025 – Present FY26 Supplemental and FY27 requests to OA Budget and Planning
- October – December 2025 – Gather details and respond to queries for OA Budget and Planning and DPS
- December 2025 – Prefile of legislation begins
- January 2026 – Governor's Recommendations released (typically released immediately following the State of the State
- January 2026 – May 2026 – Regular Session of the General Assembly
- February (estimate) – Budget presentations to the House Budget Committee and Senate Appropriations Committee
- March 2026 (week TBD) – Legislative Spring Break – ideally House markups of budget are complete, and Senate is ready to begin
- May 2026 – Appropriations bills must be Truly Agreed and Finally Passed
- June 30, 2026 – Appropriations bills must be signed/line item vetoed by Governor
- September 2026 – Veto Session



## FY26 Supplemental New Decision Item

- ITSD (HB5) Electronic Health Record system replacement
  - \$2,671,336 increase to existing budget line in Homes Fund



## FY27 ITSD New Decision Item (House Bill 5)

- ITSD (HB5) Electronic Health Record system replacement
  - Maintain \$2,671,336 increase to Homes Fund
- Time and Leave System Replacement
  - Estimate \$776,962 increase to Homes Fund and VCCITF
- Revver/Efile System Rebid
  - Estimate \$45,000 one-time increase to Homes Fund and VCCITF
- Enterprise Resource Partners/Evet Assist
  - Estimate \$20,000 one-time increase to VCCITF
- MS 365 and Adobe Contracts increase
  - Estimate \$500,000 ongoing increase to Homes Fund and VCCITF





## FY27 New Decision Item (House Bill 8)

- Homes Fund Solvency
  - Estimate \$30,000,000 increase to General Revenue transfer
  - Alternate solution of initiating a fund switch for payroll
- Homes Direct Care Team Member Increase
  - Estimate \$3,382,787 increase to Homes Fund
  - 80 FTE Increase
- Homes E&E Budget Increase
  - Estimate \$5,696,200 increase to Homes Fund
- Increase Veterans Service Officers
  - Estimate \$322,622 increase to VCCITF
  - 6 FTE Increase
- Veterans Homes Overtime
  - \$1,600,000 increase to Homes Fund



## FY27 New Decision Item (House Bill 18)

- Cameron, Cape Girardeau, Mexico, and St. James Fire Alarm, Cameras, and Fire Sprinkler improvements
  - Estimate \$13,239,000 from General Revenue
- Replace Chiller units in Cape Girardeau, Mexico, St. James, and St. Louis
  - Estimate \$4,037,480 from General Revenue
- Replace domestic hot water boilers at Warrensburg, Cape, and Mexico HVAC Hot Water System Replacement
  - Estimate \$1,368,750 from General Revenue
- St. Louis A and C Roof Replacement
  - Estimate \$2,000,000 from General Revenue
- Mexico Flat Roof Replacement
  - Estimate \$1,000,000 from General Revenue



## LEGISLATIVE UPDATE



# AGENCY PARTNERS UPDATE



- United States Department of Veterans Affairs Report
- Veterans Affairs Hospital Directors Update
- Military Preparedness and Enhancement Commission (MMPEC)
- Missouri Association of Veterans Organizations (MAVO) Report



## CHAIR COMMENTS AND ANNOUNCEMENTS



# CHAIR COMMENTS AND ANNOUNCEMENTS

- Next Commission Meeting
  - October 27, 2025: Harry S Truman Building (301 W High St, Jefferson City, MO 65101)
- 2026 Commission Meeting Dates
  - 1st Quarter Meeting:
    - February 2, 2026: Harry S Truman State Office Building
  - 2nd Quarter Meeting:
    - April 20, 2026: Harry S Truman State Office Building
  - 3rd Quarter Meeting:
    - August 10, 2026: Missouri Veterans Home - Mt. Vernon
  - 4th Quarter Meeting:
    - November 23, 2026: Harry S Truman State Office Building





# MISSOURI VETERANS COMMISSION

**CLOSED SESSION**





# MISSOURI VETERANS COMMISSION

## OPEN SESSION



# MISSOURI VETERANS COMMISSION

**ADJOURN**