



# MISSOURI VETERANS COMMISSION

**1st Quarter Commission Meeting**

**February 3, 2025**

**10:00 AM**

**Harry S Truman State Office Building**

**301 West High Street**

**Jefferson City, MO 65102**

For a copy of this presentation:

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

# MISSOURI VETERANS COMMISSION

## AGENDA

- CALL TO ORDER
  - Pledge of Allegiance
  - Roll Call
  - Chair Opening Comments
    - Discussion on Commission elections in CY 2025
  - Recognition:
    - DPS Team Member of the Month: Angela Engle-Walton, Missouri Veterans Home – St. James
    - Commissioner Representative Robert Sauls
- APPROVAL OF MINUTES
  - Open Meeting Minutes from October 28, 2024
  - Closed Meeting Minutes from October 28, 2024
- COMMISSION UPDATES
  - Shaun Broeker – Welcome Home, Missouri
  - Executive Director – Fiscal Briefing
  - Facilities
  - Human Resources
  - Veteran Suicide Prevention
  - Cemeteries
  - Veterans Service Program
  - Homes Program
- 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 Meetings for 2025
  - Recommended 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

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- Chair Opening Comments
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- Recognition:
  - DPS Team Member of the Month: Angela Engle-Walton, Missouri Veterans Home – St. James
  - Commissioner Representative Robert Sauls



**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 Department of Public Safety Missouri Veterans Commission



FY2025 Version 1.0

<b>ASPIRATION</b>	Collaborate to provide a proactive approach for the public safety of Missourians		
<b>THEMES</b>	Team Member Engagement	Inform and Educate	Stakeholder Support
<b>INITIATIVES</b>	<ul style="list-style-type: none"><li>Utilize constructive feedback from team members through programs like the Quarterly Pulse Survey (QPS) to identify methods to improve the organization at all levels.</li><li>Attract and retain excellent compassionate team members through the engagement of current staff into the recruiting, onboarding and training process.</li><li>Strengthen organizational inclusion and diversity initiatives at all levels to ensure MVC reflects state demographics.</li><li>Develop and educate staff at all levels to ensure their growth as team members, equipping them for future success.</li></ul>	<ul style="list-style-type: none"><li>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.</li><li>Interface with data sources and for data cleaning, feature engineering, and predictive modeling. Utilize Tableau for model deployment and dashboard creation.</li><li>Expand upon collaborative efforts with other state and local agencies aimed at increasing Veteran outreach and awareness of federal, state and local benefits.</li></ul>	<ul style="list-style-type: none"><li>Reinforce relationships with stakeholders through increased and regular engagement and collaboration to enhance MVC's service to Missouri's Veteran community.</li><li>Work with stakeholders to identify and secure new funding streams to provide MVC the fiscal stability to compensate staff at or above market value.</li><li>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.</li></ul>

# APPROVAL OF MINUTES

- Open Meeting Minutes from October 28, 2024, 4th Quarter Commission Meeting
- Closed Meeting Minutes from October 28, 2024, 4th Quarter Commission Meeting



# COMMISSION UPDATES



# Shaun Broecker

## Welcome Home, Missouri





To attract and retain more talent, Missouri must “develop a statewide campaign to encourage our U.S. Armed Forces veterans to locate to Missouri—providing services including skills certification, retraining and job matching.”

*Workforce 2030: A Call To Action,*  
Missouri Chamber of Commerce & Industry

**WELCOME HOME MISSOURI**

# MISSION



Welcome Home Missouri is an organization aiming to build a public-private partnership with the State to serve as an engine of economic growth, attracting and relocating veterans from around the Nation to strengthen Missouri's workforce and communities.



“As governor, I’ll ensure that Missouri leads the nation as a veteran-friendly state where we care for the men and women who have served.”

Governor Mike Kehoe

# SHOW ME VALOR PROGRAM



**Show Me Your Service,  
And Missouri Will  
Show You A Home**

**JointForce:**

Through a partnership with VetJobs and Military Spouse Jobs, Welcome Home Missouri will utilize their specialized recruiters and pipeline of over 400,000 veterans and military spouses seeking employment to fill open jobs in Missouri.

**WelcomeWorks:**

A job platform enabling Missouri employers to post openings and connect directly with veterans and military spouses, or indirectly through JointForce recruiters.

# THE PATHFINDER MISSION



- Beacon:** AI-powered veteran assistance chatbot that cross-references resources, including the Missouri Veterans Benefits Portal, to deliver tailored support.
- VSO Hub:** Ensuring effective VSO coordination, communication and accountability for veteran support services
- Advocacy:** Lead the charge in promoting veteran-first programs and legislative policies to improve the State's product.

**Your Path.  
Your Mission.  
Your Missouri.**

# IMPLEMENTATION STRATEGY



## Implementation Strategy

- Step 1** Stand up organization and finalize partnership with VetJobs and Military Spouse Jobs.
- Step 2** Obtain limited funding from State and business community in FY2025 to start building foundational infrastructure.
- Step 3** Launch and oversee a pilot program to evaluate and refine JointForce recruiter's strategies.
- Step 4** Engage Steering Committee to fully develop Welcome Home Missouri program.
- Step 5** Create a funding strategy to secure State support for FY2026 and beyond.



# EXECUTIVE DIRECTOR



# EXECUTIVE DIRECTOR

SUPPLEMENTAL							
			Department Request		Governor's Recommendation		
Dept Priority	Supplemental Department Request - FY25		Total	FTE	Total	FTE	Notes from Gov Rec
1	ITSD-MVC	Nurse call System Replacement	\$ 354,900	-	\$ 354,900	-	No change
1	FMDC-MVC	Nurse call System Replacement	\$ 5,662,836	-	\$ 5,662,836	-	No change
2	ITSD-MVC	Electronic Medical Record System (EMR)	\$ 356,934	-	-	-	Not recommended
Gov	DPS-MVC	Adult Use Cannabis Solvency Transfer			\$ 11,681,984		Gov NDI
<b>TOTAL FY25 SUPPLEMENTAL REQUEST</b>			<b>\$ 6,374,670</b>	<b>-</b>	<b>\$ 17,699,720</b>	<b>-</b>	<i>Gov Total Increase of \$11.3M</i>
FY26 BUDGET - MVC OPERATIONS							
Dept Priority	FY26 Department Request (HB 8)		Total	FTE	Total	FTE	Notes from Gov Rec
Gov	DPS-MVC	Veterans Housing Assistance	-	-	\$ 1,500,000		Gov NDI
Gov	DPS-MVC	WWI Memorial	-	-	\$ 200,000		Gov NDI
Gov	DPS-MVC	WWI Memorial	-	-	\$ 2,000,000		Gov NDI
2	DPS-MVC	Longevity Differential for 30 Classifications	\$ 514,538	-	-	-	Not recommended
4	DPS-MVC	FTE for new CMS Federal ratio	\$ 3,833,177	78.00	-	-	Not recommended
3	DPS-MVC	Veterans Homes Overtime	\$ 1,600,000	-	-	-	Not recommended
Gov	DPS-MVC	Payplan GR Pickup	-	-	\$ 2,699,623		Gov NDI
1	DPS-MVC	GR Transfer - Homes Fund Solvency	\$ 45,739,894	-	\$ 10,000,000	-	Decrease from Department Request
Gov	DPS-MVC	Adult Use Cannabis Solvency Transfer	-		\$ 7,787,576		Gov NDI
4	DPS-MVC	Medical Use Cannabis Solvency Transfer	\$ 13,000,000		\$ 13,000,000		No Change
<b>TOTAL FY26 OPERATIONS REQUEST</b>			<b>\$ 64,687,609</b>	<b>78.00</b>	<b>\$ 37,187,199</b>	<b>-</b>	<i>Gov Total Decrease of \$27.5M</i>



## FY26 BUDGET - MVC ITSD and FMDC

FY26 Department Request ITSD (HB 5)			Total	FTE	Total	FTE	Notes from Gov Rec
1	ITSD-MVC	Nurse call System Replacement	\$ 354,900	-	\$ 354,900	-	No Change
2	ITSD-MVC	Electronic Medical Record System (EMR)	\$ 4,071,337	-	\$ 1,427,739	-	No Change
<b>TOTAL FY26 ITSD/FMDC REQUEST</b>			<b>\$ 4,426,237</b>	<b>-</b>	<b>\$ 1,782,639</b>	<b>-</b>	<b>Gov Total Decrease of \$2.6M</b>

## FY26 BUDGET - FMDC

FY26 Department Request FMDC (HB 18)			Total	FTE	Total	FTE	Notes from Gov Rec
1	FMDC-MVC	Nurse call System Replacement	\$ 5,662,836	-	\$ 6,930,000	-	Increase to Dept Request
2	FMDC-MVC	St. Louis Construction Project Increase	\$ 8,090,852	-	\$ 8,090,852	-	No Change
3	FMDC-MVC	Higginsville Road Replacement	\$ 688,892	-	\$ 688,892	-	No Change
4	FMDC-MVC	Warrensburg Chiller Replacement	\$ 325,500	-	\$ 325,500	-	No Change
5	FMDC-MVC	St. Louis Road Replacement	\$ 177,150	-	\$ 177,150	-	No Change
6	FMDC-MVC	Cameron Roof Replacement	\$ 2,173,879	-	\$ 2,173,879	-	No Change
Gov FMDC-MVC MVC Critical MR			\$ -	-	\$ 750,000	-	Governor Recommended (GR)
<b>TOTAL FY26 FMDC REQUEST</b>			<b>\$ 17,119,109</b>	<b>-</b>	<b>\$ 19,136,273</b>	<b>-</b>	<b>Gov Total Increase of \$1.3M</b>
<b>TOTAL FY26 BUDGET REQUESTS</b>			<b>\$ 92,607,625</b>	<b>78.00</b>	<b>\$ 75,805,831</b>	<b>-</b>	<b>Gov Total Decrease of \$16.8M</b>





# FACILITIES



## In Progress Construction Projects

- St. Louis Veterans Home Renovation
  - C Unit construction on hold - litigation
  - A Unit construction on hold
  - Project over budget
- COVID19 – VA Construction Grant
  - Flooring projects at Cameron, Mexico, Warrensburg are in construction phase, Mt. Vernon construction is completed
  - HVAC improvement for Isolation and Quarantine areas at Cameron, Cape Girardeau, Mt. Vernon, St. James, St. Louis and Warrensburg are in FMDC design phase, Mexico is in construction phase
  - Wi-Fi upgrades at Cameron, Mt. Vernon and Warrensburg are in FMDC design phase, Mexico, St Louis, St James, and Cape Girardeau are pending FMDC design
  - Access Control upgrades at Cameron, Cape Girardeau, Mexico, St. James and Warrensburg are in FMDC design phase, Mt. Vernon is in construction phase
  - COVID19 grant projects must be completed by 9/17/26



- St James Water & Sewer FAI 29-053, U230901
  - In construction phase, new service lines are in use and project is near completion
- Cape Facility Renovation FAI 29-043, U180501
  - Design complete, FMDC will bid once final documents are completed
- St James Facility Renovation FAI 29-044, U150301
  - Design complete, FMDC will bid once final documents are completed
- Higginsville Cemetery
  - In construction phase
  - Completion date 8/15/25



# **HUMAN RESOURCES**

## Recruitment Initiatives

### **Recruitment Campaign Ended**

Investment: \$400,000

Timeframe: December 1, 2023 – November 30, 2024

Outcome: Increased applications, attracted qualified candidates, and highlighted culture

### **New Recruitment Campaign**

Investment: \$100,000

Timeframe: January 1, 2025 – December 31, 2025

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

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



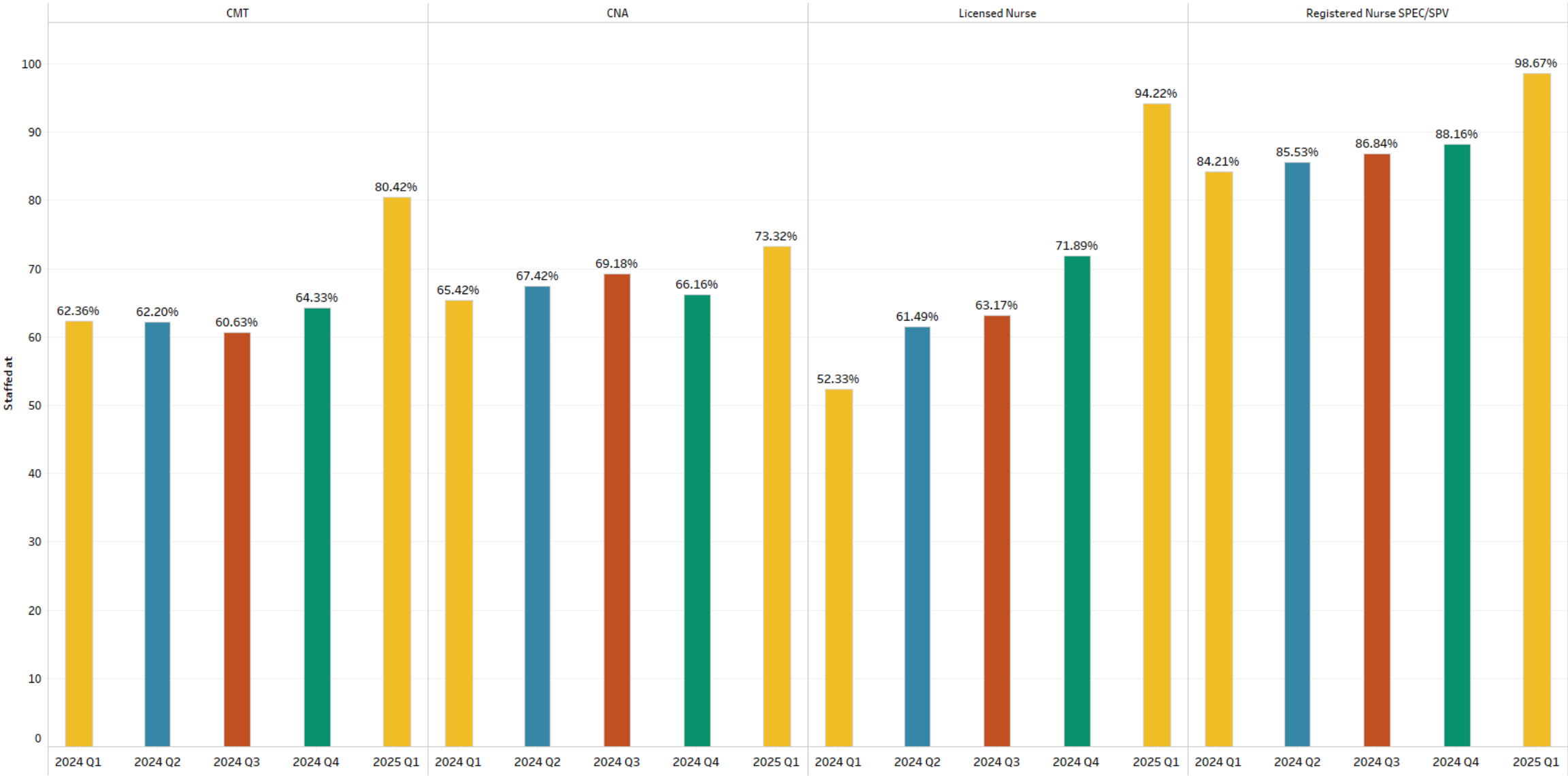
# HUMAN RESOURCES

## Staff Rates

Title Working  
Multiple values

Quarter Filter  
All

Quarter Color  
■ Q1  
■ Q2  
■ Q3  
■ Q4



# VETERANS SUICIDE PREVENTION PROGRAM

# VETERANS SUICIDE PREVENTION PROGRAM

- Assumed duties as Veterans Suicide Prevention Manager effective November 16, 2024
- Collaboration of assessment and development with Department of Mental Health (DMH) Veterans Suicide Prevention, Missouri Governors Challenge Team, and other stakeholders is ongoing
- Initial draft of Veterans Suicide Prevention Report to be complete by April 25, 2025, for presentation to Missouri Veterans Commission Commissioners on April 28, 2025
  - In accordance with HB 1495: “Before July 1, 2025, and before every July first thereafter the commission shall file a report with the Department of Public Safety and the general assembly on the recommendations, implementation, and effectiveness of the efforts by the commission to prevent veteran suicide.”
- Environmental Assessment has been requested by DMH in collaboration with MVC and Substance Abuse and Mental Health Services Administration (SAMHSA) team tentatively scheduled for late July to conduct an environmental scan to assess current suicide prevention programs and policies to help guide future plans and projects
  - Last Environmental Assessment was conducted in 2021
  - Scan is important to MVC to identify current landscape and address needs, problem areas, policy guidance, and how to continue to support DMH and Team Missouri efforts





# VETERANS CEMETERIES PROGRAM

# VETERANS CEMETERIES PROGRAM

- RECENT EVENTS:

- Wreaths Across America  
• Attendance 1,725  
• Wreaths Set 12,725

- CURRENT PROJECTS:

- Higginsville - Columbarium Wall (Est completion August 2025)

- FUTURE PROJECTS:

- Springfield - Columbarium Wall (Up to 100% Reimbursable)

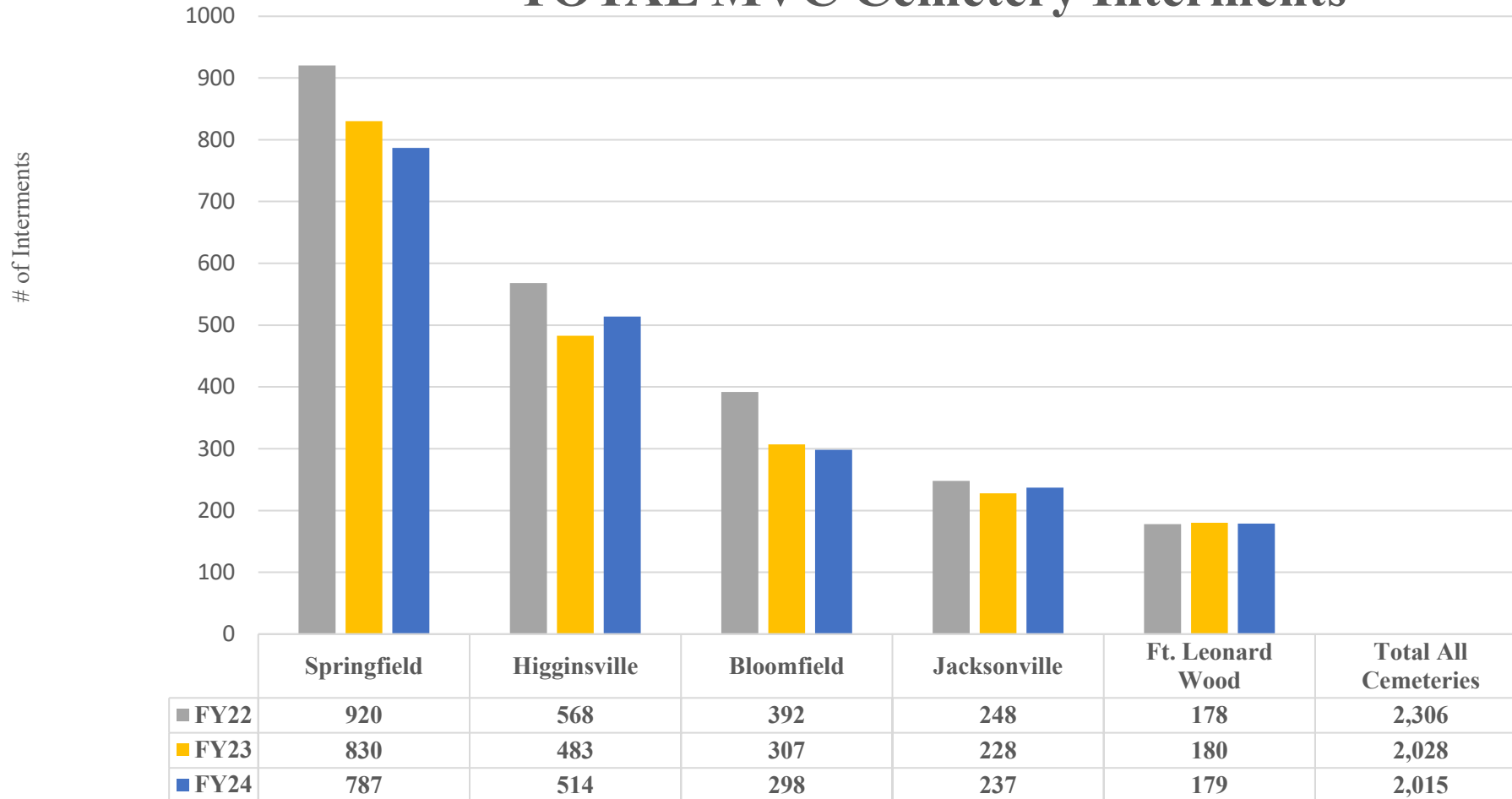
- UPCOMING EVENTS:

- VA/NCA Compliance Review  
• Springfield Cemetery April 8-10, 2025  
• Jacksonville Cemetery May 13-14, 2025



# VETERANS CEMETERIES PROGRAM

## TOTAL MVC Cemetery Interments



**Total  
Interments  
FY25 YTD  
1,080**

**Estimate for FY25  
2550**

Interments by Fiscal Year and Cemetery



## VA NCA Customer Satisfaction Report (August 2024)

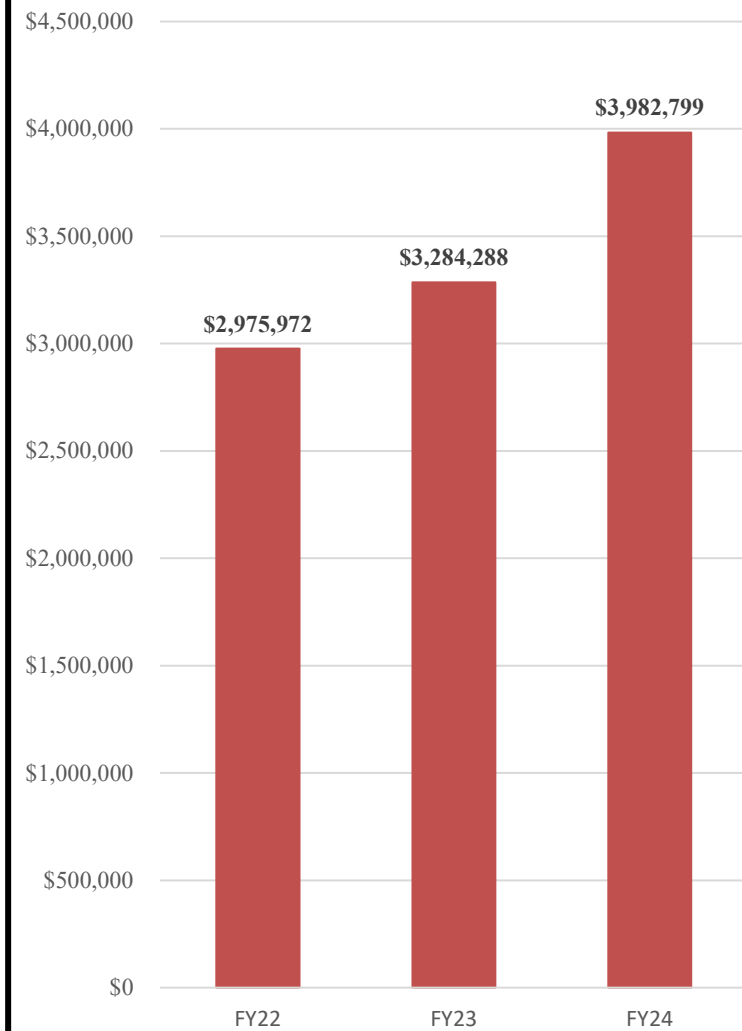
<u>Key Performance Indicators</u>	<u>VA Target</u>	<u>Score</u>
Quality of service	97%	97.91%
Cemetery appearance	99%	99.38%
Gravesite appearance is excellent	96%	97.72%
Committal shelter clean and free of hazards	98%	99.50%
Upkeep is excellent	98%	98.71%



# 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

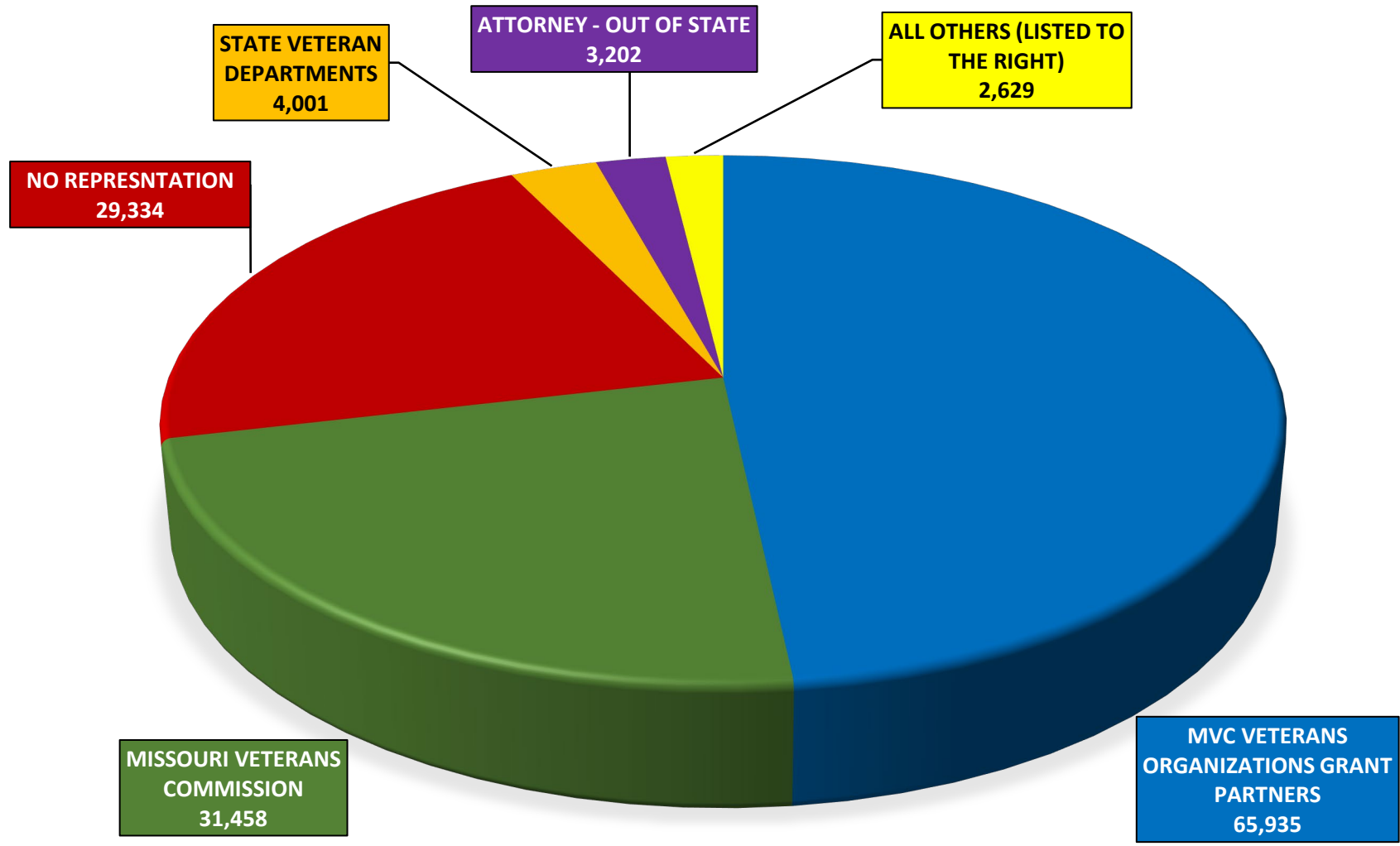


# VETERANS SERVICE PROGRAM UPDATE

## Who is assisting Missouri Veterans with their claims?

(Compensation/Pension/Survivor Pension/DIC)

Total: 136,506



Source: VBA POA Report October 2024



# VETERANS SERVICE PROGRAM UPDATE

## Missouri Veteran Population (2023)

392,041

-1.6% from 2021

1 : 3,213

Ratio of VSOs to Veterans

122

VSO's in Missouri according to the  
VA Office of General Counsel  
database

47.5  
%

Missouri Veterans  
Age 65 and Over

30%

Receiving Compensation  
/Pension

50%

Enrolled in VA Healthcare  
Up 1% from 2021

15<sup>TH</sup>

IN THE NATION FOR  
VETERANS  
POPULATION





# VETERANS HOMES PROGRAM

# VETERANS HOME PROGRAM



CUSTOMER SATISFACTION  
MISSOURI VETERANS HOME AVERAGE

MISSOURI VETERANS HOME  
December 2024



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

**88.9%**

79.2% National Average

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

**97.1%**

82.4% National Average

Monthly Average    12-Month Average    National Average    Best In Class



# VETERANS HOME PROGRAM

## 2024 Annual VA Certifications (Survey)

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

\* 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.

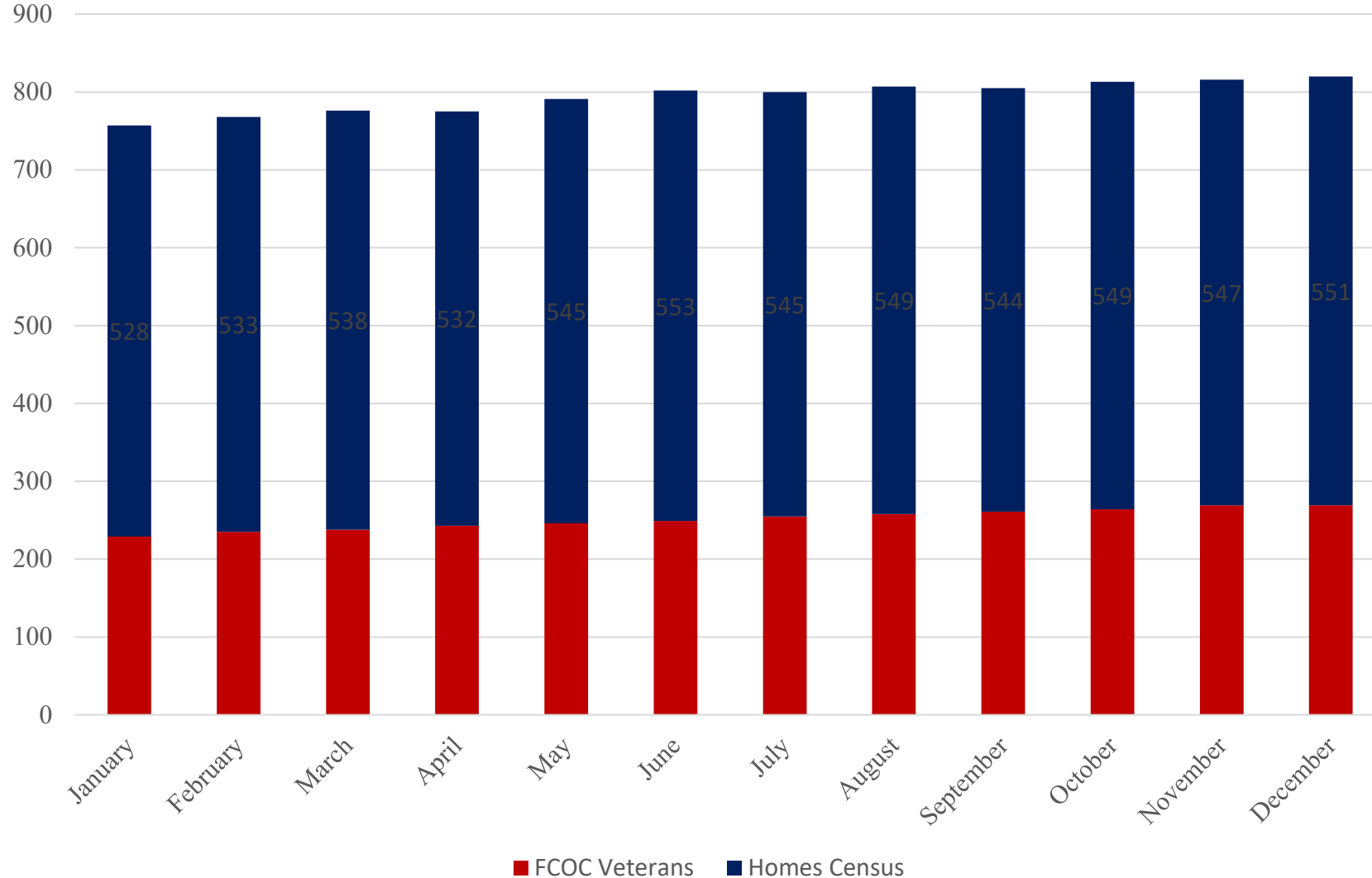
## 2025 Upcoming Surveys

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



# VETERANS HOME PROGRAM

## Homes Census & FCOC



## Program Update:

- Census Rise Continues
  - 5% for the calendar year
  - Increased FCOC Veterans
- Current Waiting List Total (as of 1/15): 223
- 2024 resulted in decreased staff vacancies
- New VA Secretary, Doug Collins
- Upcoming Homes Program Leadership Conference
  - February 18<sup>th</sup> – 20<sup>th</sup>



# 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: Oct 1, 2024 Current Quarter: Dec 31, 2024		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	<b>Falls w/Major Injury</b>	1.30%	1.00%	0.95%	1.44%	0.78%	0.79%	0.78%	0.50%	1.65%	1.14%	0.71%	0.34%	1.79%	1.38%
2	<b>Pressure Ulcers</b>	0.00%	0.50%	3.10%	3.60%	0.00%	0.00%	4.14%	4.00%	2.89%	4.54%	6.40%	6.80%	1.07%	0.69%
3	<b>Antipsychotic Use</b>	23%	22.6%	25.70%	28.30%	32%	31.1%	27.70%	24.40%	28%	28.0%	15.60%	18.20%	14.30%	12.50%

## 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: Oct 1, 2024 Current Quarter: Dec 31, 2024		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	<b>Medical Director</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2	<b>Administrator</b>	0	1	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Licensed Nurse</b>	5	2	5	0	1	0	4	3	0	1	3	2	1.5	1
4	<b>C.N.A.</b>	65	54	9	12.5	27	13	52	61	25	16	2	4	48	37



# FISCAL



# 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

- 2025 Commission Meetings
  - February 3, 2025: Harry S Truman State Office Building
  - April 28, 2025: Harry S Truman State Office Building
  - August 11, 2025: Missouri Veterans Cemetery - Jacksonville
  - October 27, 2025: Harry S Truman State Office Building
- 2026 Recommended Commission Meeting Dates
  - The recommended February and August dates allow for increased accuracy with budget calculations
  - 1st Quarter Meeting:
    - February 2, 2026: Harry S Truman State Office Building
  - 2nd Quarter Meeting:
    - April 27, 2026: Harry S Truman State Office Building
  - 3rd Quarter Meeting:
    - August 10, 2026: TBD
    - Location Options: Missouri Veterans Home-Mt. Vernon
  - 4th Quarter Meeting: (Two Options)
    - October 26, 2026: Harry S Truman State Office Building
    - November 17, 2026: Harry S Truman State Office Building





# MISSOURI VETERANS COMMISSION

**CLOSED SESSION**



# MISSOURI VETERANS COMMISSION

**OPEN SESSION**



# MISSOURI VETERANS COMMISSION

**ADJOURN**