



# MISSOURI VETERANS COMMISSION

**4th Quarter Commission Meeting**

**October 24, 2022**

**10:00 AM**

**Harry S Truman State Office Building**

**301 West High Street**

**Jefferson City, MO 65102**

**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 Current Placemat

FY2022 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	Strengthen Communities
<b>INITIATIVES</b>	<ul style="list-style-type: none"> <li>Attract and retain excellent, compassionate team members through the engagement of current staff into the recruiting, onboarding and training process.</li> <li>Promote Executive Director's intent to increase team member awareness of Commission mission, vision and core values through regular engagement with staff using collaborative interactions and digital platform updates.</li> <li>Strengthen organizational inclusion and diversity initiatives at all levels to ensure MVC reflects state demographics.</li> </ul>	<ul style="list-style-type: none"> <li>Implement a public relations campaign using traditional media with an increased emphasis on social media to ensure Veterans, their families and survivors obtain benefits they have earned and deserve.</li> <li>Utilize data analysis and visualization to identify areas of operational improvement as well as better educate stakeholders of opportunities and issues.</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>Strengthen 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> </ul>	<ul style="list-style-type: none"> <li>Identify and implement collaborative efforts with other state and local agencies aimed at increasing Veteran outreach and awareness of federal, state and local benefits.</li> <li>Work with the Veterans community and those that support Veterans to provide a best in class one-stop online portal for Veterans and their families to assist with accessing the benefits they have earned.</li> </ul>



# MISSOURI VETERANS COMMISSION

## AGENDA

- CALL TO ORDER
  - Pledge of Allegiance
  - Roll Call
  - Chair Opening Comments
  - Recognition
- APPROVAL OF MINUTES: July 25, 2022
  - 3rd Quarter Commission Meeting Open Minutes
  - 3rd Quarter Commission Meeting Closed Minutes
- COMMISSION UPDATES
  - Executive Director
  - General Counsel
  - Facilities
  - Human Resources
  - Veterans Cemeteries Program
  - Veterans Service Program
  - Veterans Homes Program
  - Fiscal
- NEW BUSINESS
  - Discussion and Vote: Hardships Brief and Request Vote
- LEGISLATIVE UPDATE
- AGENCY PARTNER REPORTS
  - United States Department of Veterans Affairs report
  - Veterans Affairs Hospital Directors Update
  - Missouri Association of Veterans Organizations (MAVO) report
- CHAIR COMMENTS AND ANNOUNCEMENTS

Next meeting: 1st Quarter 2023 Commission Meeting – January 23, 2023 at Harry S Truman State Office Building
- CLOSED SESSION

Vote to adjourn to closed session to discuss matters relating to personnel matters, legal actions, causes of action or litigation pursuant to Section 610.021 (1) and (14) RSMo.
- RETURN TO OPEN SESSION
- ADJOURNMENT



# CALL TO ORDER

- Pledge of Allegiance
- Roll Call
- Chair Opening Comments
- Recognition:
  - Misty Thiel – MHCA - Employee of the Year
  - Aimee Packard – DPS Employee of the Month



# APPROVAL OF MINUTES

- 3rd Quarter Commission Meeting Open Minutes from July 25, 2022
- 3rd Quarter Commission Meeting Closed Minutes from July 25, 2022



# COMMISSION UPDATES



# EXECUTIVE DIRECTOR



# GENERAL COUNSEL

- Clinics held:
  - Columbia, Monthly at the Truman VA Hospital
  - St. Charles, 6/6/22
  - Clayton, 6/13/22
  - Branson, 7/26/22
  - St. Joseph, 8/25/22
  - Wentzville, 9/15/22
- Future Clinics Scheduled for 10/25/22 (Springfield), 11/7/22 (St. Louis), and 11/17/22 (Joplin)
- Negotiating to Schedule Clinics in Springfield, Cape Girardeau, Waynesville and Poplar Bluff



- 170 Clients Served
- 602 Documents Created
  - 155 Wills
  - 131 Advanced Directives
  - 159 Healthcare POAs
  - 140 Financial POAs
  - 17 Beneficiary Deeds
- Estimated Cost Savings to Veterans: \$301,000.00
- Rate of Return on MVC's Investment: \$66.77 : \$1.00



# FACILITIES

# FACILITIES – In Progress Construction Projects

- St. Louis Veterans Home Renovation
  - Contracted construction completion date 6/13/22
  - Anticipated completion date 8/18/23
  - OA FMDC continues to work with Contractor to get the project completed
- Jacksonville Cemetery Columbarium Wall
  - 100% VA reimbursable grant
  - Substantially Completed
- Mt. Vernon Roof Replacement
  - 65% VA reimbursable grant
  - Construction Completed
- COVID19 – VA Construction Grant
  - Mt Vernon visitor room design is complete, pending award
  - Flooring projects at Mt Vernon, Warrensburg, Cameron, and Mexico have been requested for construction to FMDC
  - HVAC improvement for Isolation and Quarantine areas have been requested for construction to FMDC



## VA Grant Prelim Approved – No Construction, Pending Funding Source

- Cape Facility Renovation FAI 29-043, U180501
  - Replace nurse call, fire alarm, HVAC upgrades, laundry upgrades, dietary upgrades, remodel kitchen, dining and hallways, veterans room upgrades, door and window replacement, storage building, facility addition, and flooring replacement.
  - Missouri legislative appropriation 2017
  - VA submitted cost estimate \$11.1M 2019
  - Project was bid 2/20, low bid was \$6.4M, award was not given as MVC could not fund the project
  - If funding is secured, project is budgeted for \$11.1M and MVC has already spent \$616,552.07 (project design costs & bid costs)
  - Estimate over \$3M for cost escalation, exceeded cost not eligible for VA reimbursement



## VA Grant Prelim Approved – No Construction, Pending Funding Source

- St James Facility Renovation FAI 29-044, U150301
  - Replace nurse call, fire alarm, HVAC upgrades, dietary upgrades, veterans room/area upgrades, door replacement, solarium addition and flooring replacement.
  - Missouri legislative appropriation 2013
  - VA Submitted Cost estimate \$5.7M 2021
  - If funding is secured, project is budgeted for \$5.8M and MVC has already spent \$605,765.00 (project design costs & bid costs)
  - Estimated over \$2M for cost escalation, exceeded cost not eligible for VA reimbursement



## VA Grant Submitted – No Appropriation , Pending Funding Source

- St James Facility FAI 29-041
  - Demo external Chapel, replace with Pavilion, and construct new chapel at existing facility
  - No appropriation obtained
  - Budget estimate \$1M 2014
  - VA Grant submitted 4/14
- Cameron Facility FAI 29-045
  - Renovate Veterans rooms, common areas, admin and support, nurse stations, nutrition rooms, recreation, therapy, add storage areas, replace fire/smoke doors, upgrade dietary serving line
  - Bond expired, no appropriation obtained
  - Budget estimate \$13.9M 2016
  - VA Grant submitted 12/15
- St James Facility FAI 29-053
  - Replace water and sewer lines
  - VA Grant submission 10/17
  - Missouri legislative appropriation and funded via ARPA 2022



# HUMAN RESOURCES

# HUMAN RESOURCES

## RECRUITMENT CAMPAIGN

- CNA & CNA Trainee Digital Recruitment Campaign
  - Campaign began July 5, ended September 30
  - \$65,000 budget
- Campaign Goals:
  - Drive traffic to apply to CNA and CNA Trainee positions by targeting individuals within 30 miles of a Veteran Home location.
  - Promote positions and the ability to get certified with our paid training program

### Results:

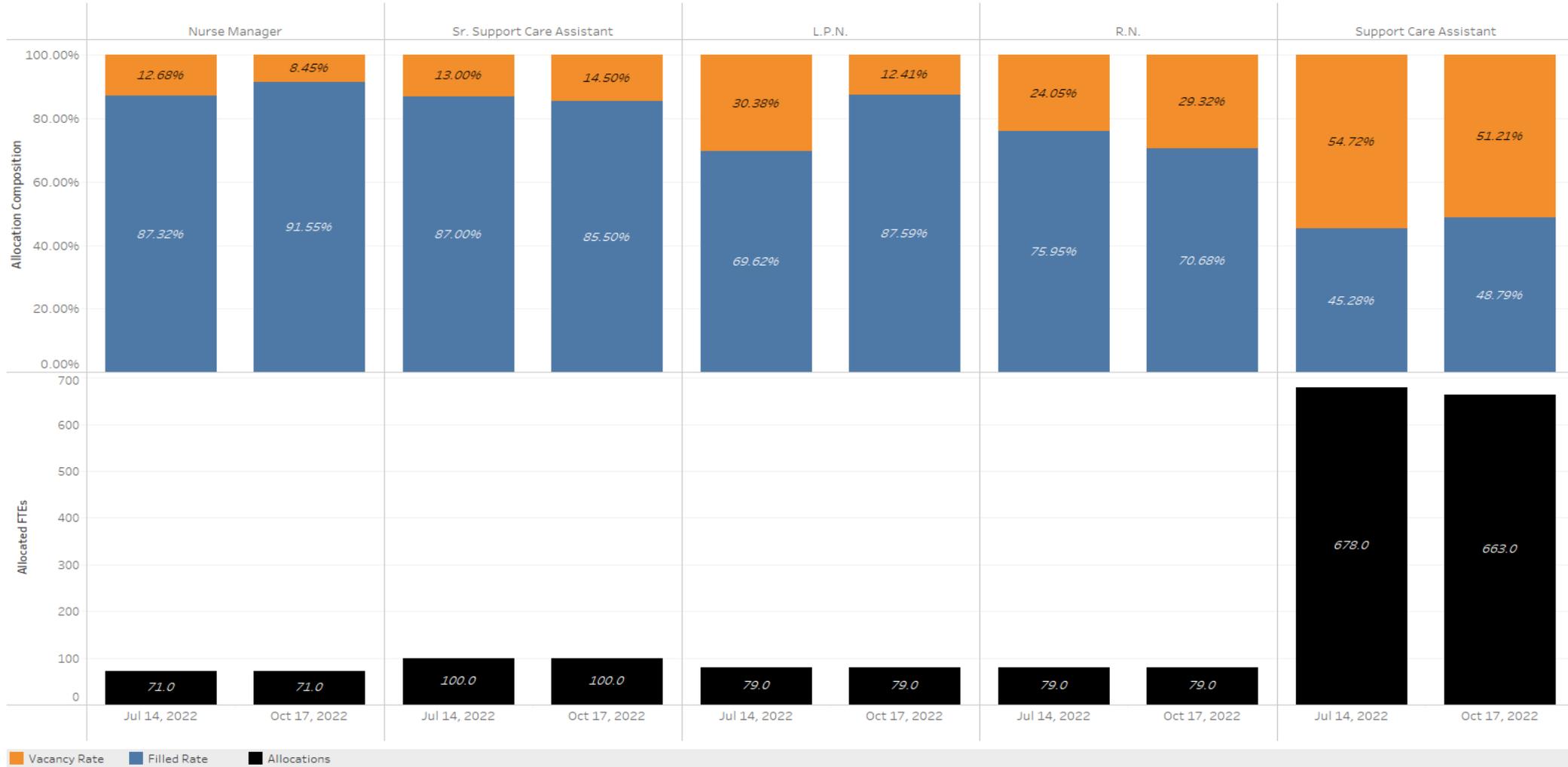
	Impressions		Clicks	Video Views	Click Through Rate	Event Responses
	Estimated	Actual				
Google Display	2,600,000	1,608,410	14,389	52,086	0.89%	
Facebook/Instagram	600,000	1,390,141	11,399		(0.68 - 1.42%)	490
Snap Chat	1,250,000	156,230	851		0.54%	
TikTok	750,000	10,060,199	52,933		0.53%	



# HUMAN RESOURCES

## VACANCIES AND ALLOCATIONS (HOMES)

FTE Allocations for Direct Care Staff



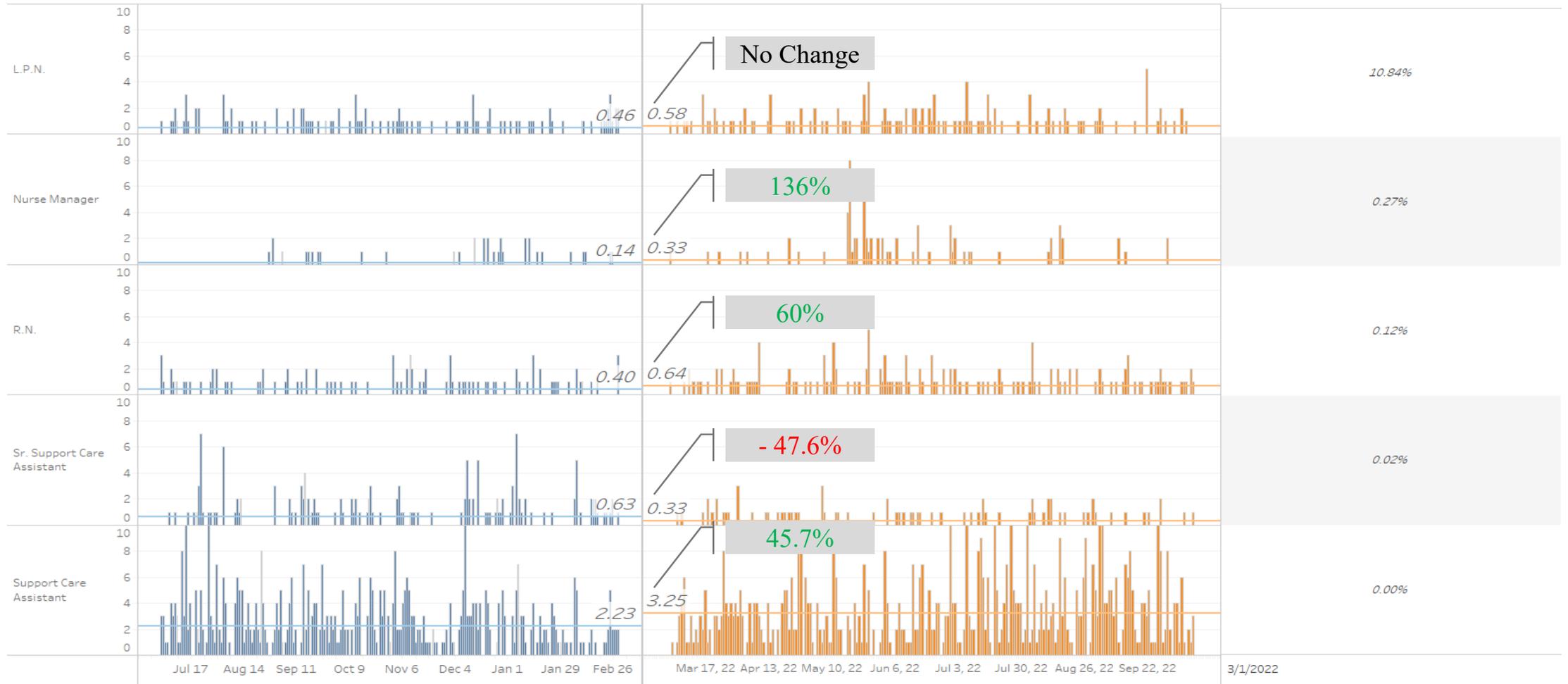
# HUMAN RESOURCES

## NUMBER of APPLICANTS Pre/Post March 1, 2022 INCREASES

Recruitment: Pre 3/1/2022  
With Average Daily Applicant Rate

Recruitment: Post 3/1/2022  
With Average Daily Applicant Rate

Probability that Observed Differences in  
Daily Applicant Rate is Due to Chance  
Threshold: %5



# VETERANS CEMETERIES PROGRAM

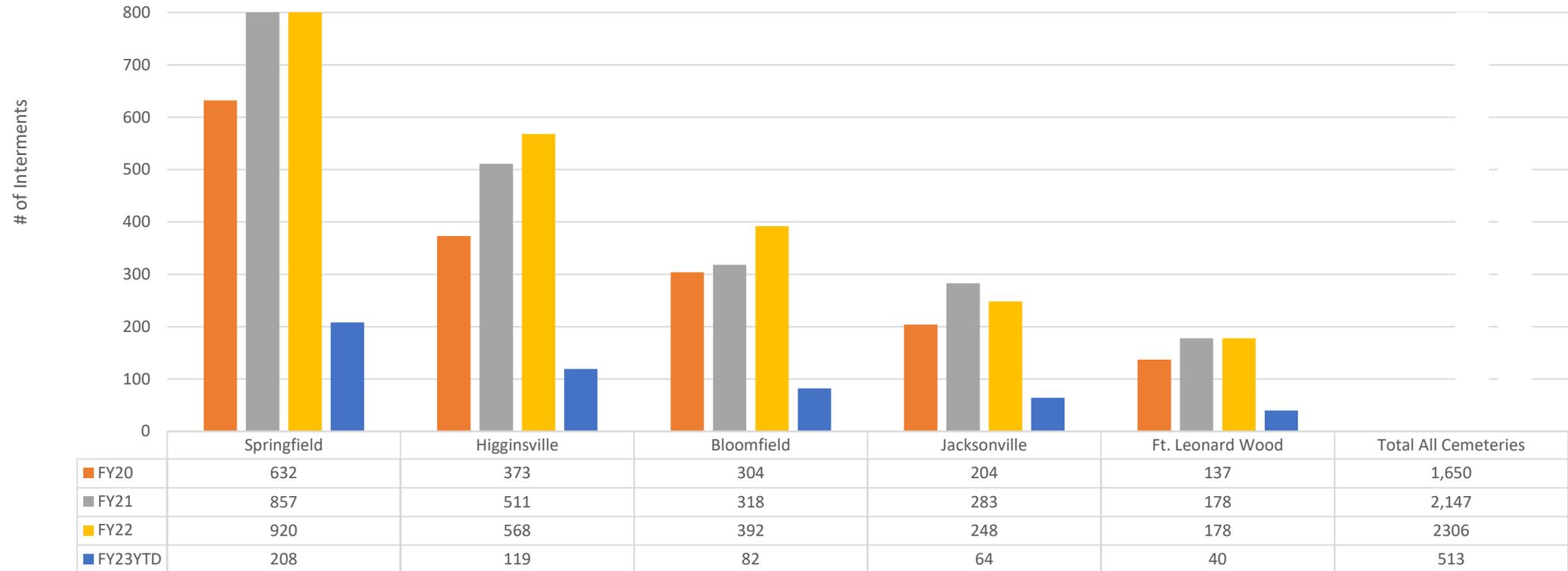
# VETERANS CEMETERIES PROGRAM

- NCA Site Visits:
  - Bloomfield                      March 7-8, 2023
- Future Projects:
  - Springfield Columbarium Wall and Site Improvements (100% Reimbursable)
  - Higginsville Columbarium Wall and Site Improvements (100% Reimbursable)
- Upcoming Events:
  - Missouri Leadership Academy – Capstone Presentations – Dec 6-7, 2022
  - Wreaths Across America - Dec 17, 2022



# VETERANS CEMETERIES PROGRAM

## TOTAL MVC CEMETERY INTERMENTS



Interments by Fiscal Year and Cemetery



# VETERANS CEMETERIES PROGRAM

## MVC Customer Service Satisfaction

Cemetery	Surveys Received	FY2020 Satisfaction Scores (Percentage)	Surveys Received	FY2021 Satisfaction Scores (Percentage)	Surveys Received	FY2022 Satisfaction Scores (Percentage)	Surveys Received	FY23 YTD Satisfaction Scores (Percentage)
Springfield	66	99.29	73	98.89	35	99.29	11	100.00
Higginsville	65	99.55	188	99.04	202	99.03	51	99.18
Bloomfield	63	99.34	96	99.71	98	98.43	31	97.92
Jacksonville	32	100.00	64	99.85	59	99.43	11	100.00
Fort Leonard Wood	17	100.00	43	99.53	41	98.52	6	99.14
<b>Totals</b>	<b>243</b>	<b>99.64</b>	<b>560</b>	<b>99.40</b>	<b>435</b>	<b>98.94</b>	<b>110</b>	<b>99.25</b>



## Initiatives and Opportunities:

- Team Buddy Check Day
- Employee Engagement Committee
- Counterpart Meetings: Directors, Maintenance Supervisors, and Cemetery Representatives
- Maintenance Equipment and Facility Improvements Forecasting
- Staffing Planning/Forecasting
- Training – Federal/VA NCA National Training Center at St. Louis has reopened and MVC has been granted 12 training slots for NCA's 1st Quarter (Oct-Dec) for all levels of training.



# VETERANS SERVICE PROGRAM

# VETERANS SERVICE PROGRAM UPDATE

Personnel	
Total Veterans Service Officer	49
Appeals Specialists	1
Administrative Staff	7
Total	57
Service Officer Vacancies	3

Vacancies	
Springfield	New VSO projected to start November 16 <sup>th</sup>
Mount Vernon	Interviews conducted October 20 <sup>th</sup>
Sikeston	Seeking applicants

Return on Investment Ratio:

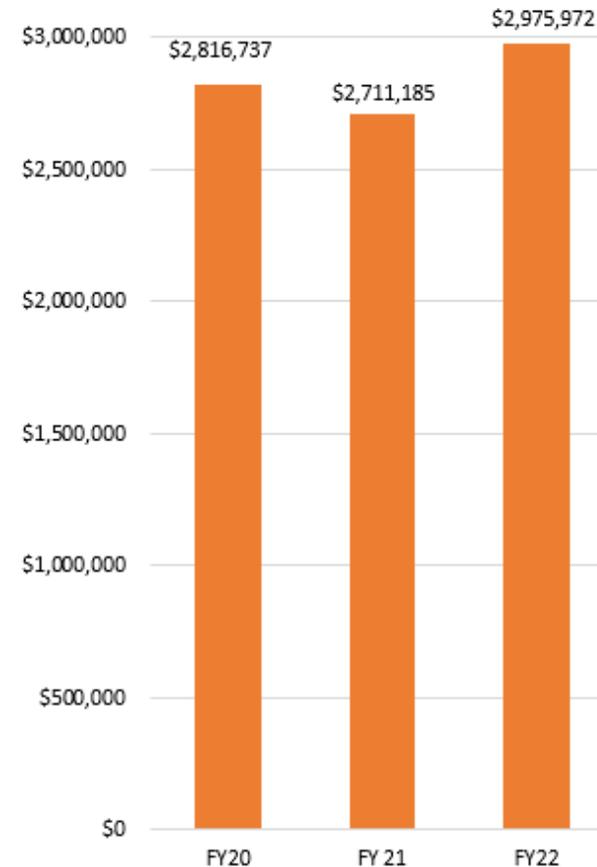
FY20 - \$121 : \$1

FY21 - \$130 : \$1

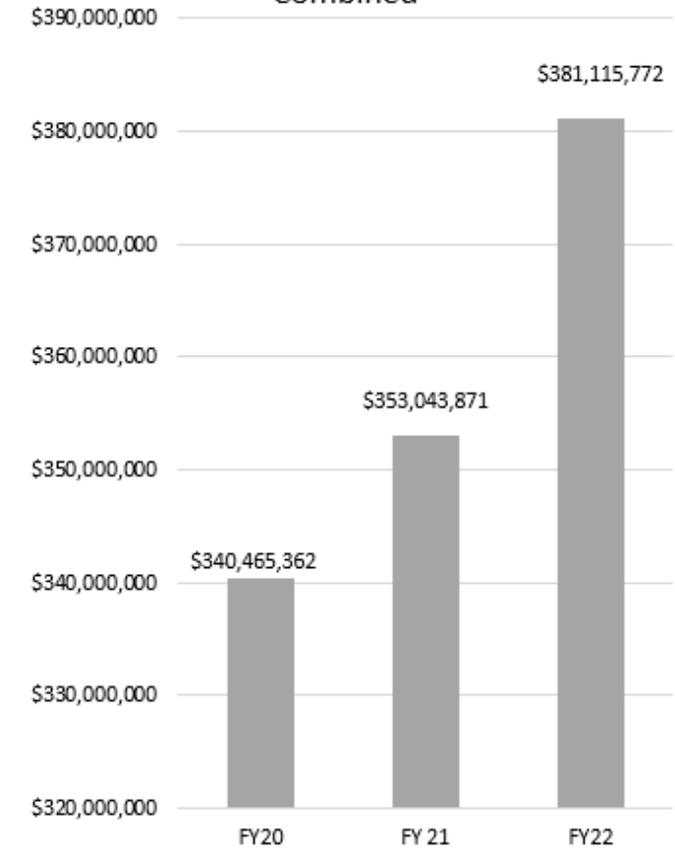
FY22 - \$128 : \$1

Cash Benefits Received into Missouri Economy to Direct Cost for MVC Veterans Service Program

Direct Cost for MVC VSO Program



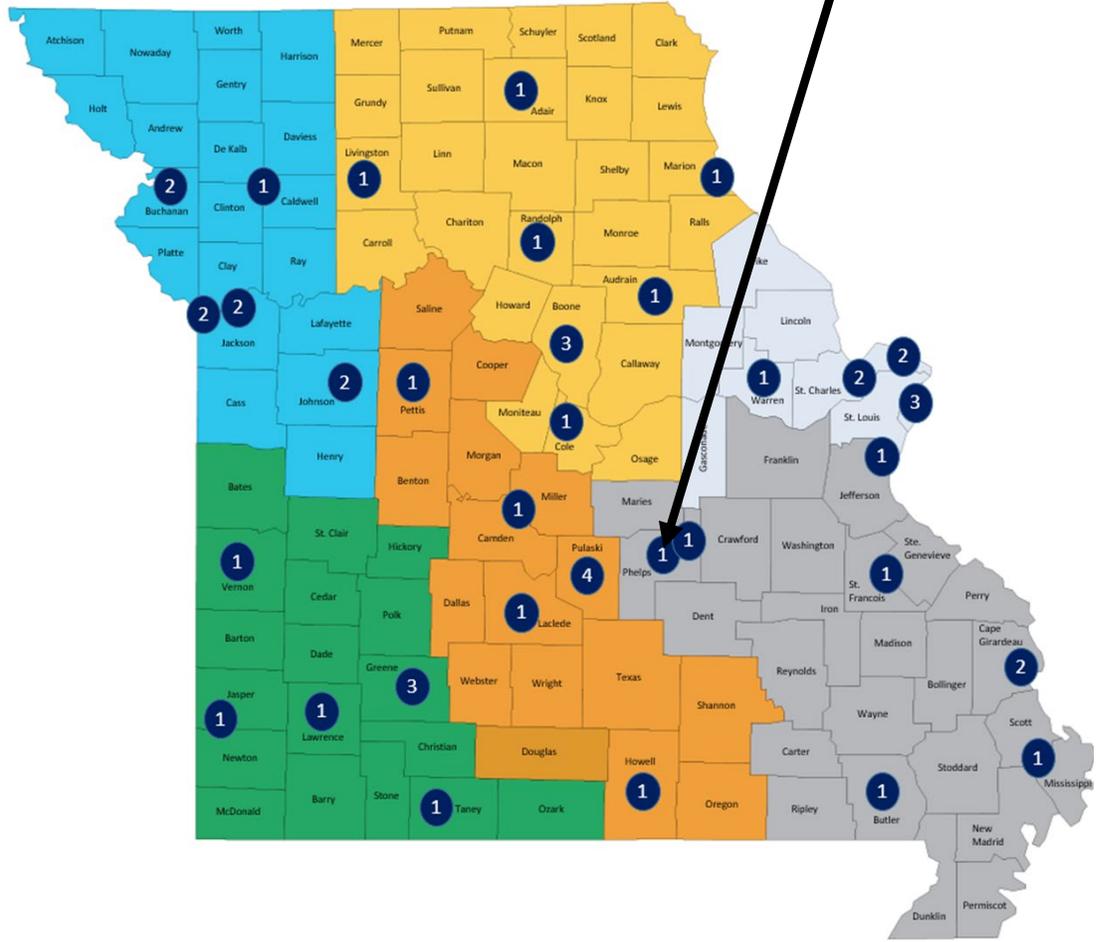
Benefits Awarded to Missouri Veterans by MVC Service Officers in Current and all Previous Fiscal Years Combined



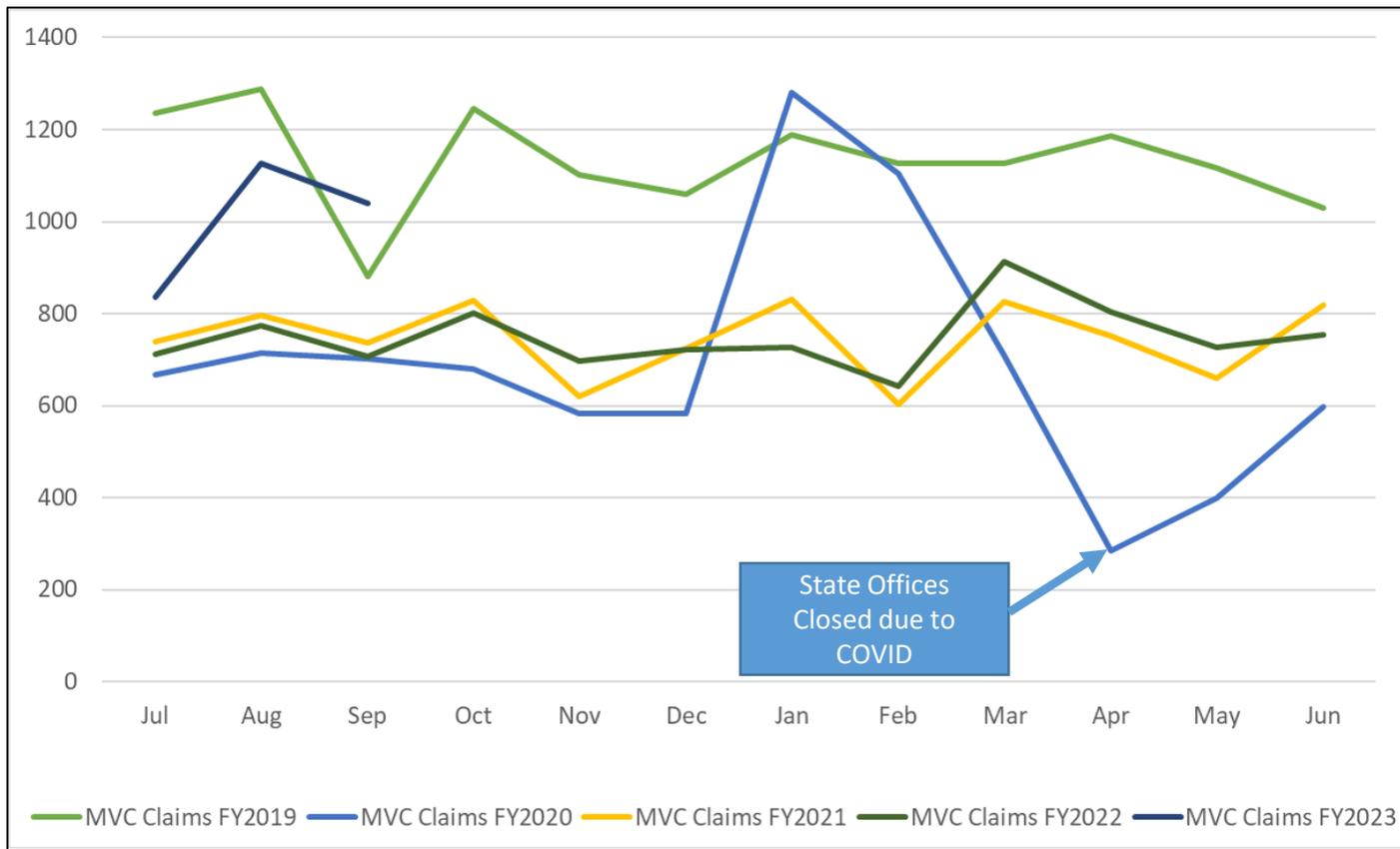
# VETERANS SERVICE PROGRAM UPDATE

## New VSO Office in Rolla

- Co-located in the same building as the Missouri Career Center, VocRehab and Probation & Parole.
- Near future Veterans Clinic being established in Rolla.



## Number of Claims per Month



## FY2023 VSP Training Conference

Accredited Veterans Service Officers are required to obtain 16 hours of VSO related training annually.

Hosting this training event gives the opportunity to:

- Train as a team
- Build camaraderie
- Share experiences
- Presenters from other organizations
- Longevity and Bob Harvey Award Ceremony



# VETERANS HOMES PROGRAM

# VETERANS HOME PROGRAM



CUSTOMER SATISFACTION  
MISSOURI VETERANS HOME AVERAGE

MISSOURI VETERANS HOME  
September 2022



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

**95.2%**  
84.5% National Average



## 2022 ANNUAL VA CERTIFICATIONS (SURVEY)

- Received Full VA Certification
  - Cameron
  - Cape
  - Mexico
  - St. James
- Awaiting Full Certification
  - St. Louis
  - Warrensburg
- Pending VA Survey
  - Mt. Vernon-October



## Program Update:

- COVID Directives/Protocols now based on High County Transmission rates
  - Per CDC/CMS updates to health care guidance on 9/23
- VA Networking/Modernization
  - Has been very successful with Pod Directors and open communication between our team and the VA.
  - Opened up continued education between the VA and what surveyors are looking for
- Bi-Valent COVID Boosters (annual administration)
  - Newly approved boosters as of September 2022
  - 5 homes will administer to Veterans and staff in the month of October
  - 2 homes will have completed by November 1st



## Reasons to Celebrate:

- All 7 homes have now met staffing requirements to open admissions
- 2022 Missouri Health Care Association Award Winners
  - Cape Girardeau: District 5 Winners
    - DeAndrea Nelson, C.N.A of the Year
    - Mindi Pruitt, Administrator of the Year
    - Staci Humphrey, Employee of the Year
  - St. Louis: District 3 Winners
    - June Sanders, C.N. A of the Year
    - Butch Jennings, Employee of the Year
  - St. James: District 6 Winners
    - Ana Korte, C.N.A of the Year
    - Brittany Ritter, Administrator of the Year
    - Misty Thiel, Employee of the Year
  - Misty Thiel was also named the MHCA 2022 Employee of the Year for the State!



# VETERANS HOME PROGRAM

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	130-134 Bed Facility – COVID Goal Census		
	Good	Moderate	Poor
Medical Director	1	N/A	<1
Administrator	1	N/A	<1
Licensed Nurse	≤ 5% of allocated positions	>6% and ≤ 15%	≥ 16%
C.N.A	≤ 5 % of allocated positions	>6% and ≤ 15%	≥ 16%



# VETERANS HOME PROGRAM

		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: July 1, 2022 Current Quarter: Sept. 30, 2022		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>	1.08%	2.10%	5.20%	5.43%	6.52%	2.88%	2.88%	2.08%	0.00%	0.00%	3.33%	4.88%	0.00%	2.47%
2	<b>Pressure Ulcers</b>	0.00%	0.00%	4.00%	0.00%	2.77%	0.00%	0.00%	0.00%	1.88%	0.00%	7.69%	0.00%	2.43%	0.00%
3	<b>Antipsychotic Use</b>	27.55%	28.87%	29.46%	30.56%	14.89%	20.75%	15.92%	17.53%	11.68%	19.18%	22.58%	21.59%	11.84%	14.94%

## 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: July 1, 2022 Current Quarter: Sept. 30, 2022		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	0	0	0	0	0	0	0	0	0	0	0	0	0
3	<b>Licensed Nurse</b>	5	6	2	2	2	1	2	1	13	10.5	3	3	8	5
4	<b>C.N.A.</b>	69	49	38	31.5	35	30	48	45	77	74	54	62	66	63



## COVID Protocol Updates

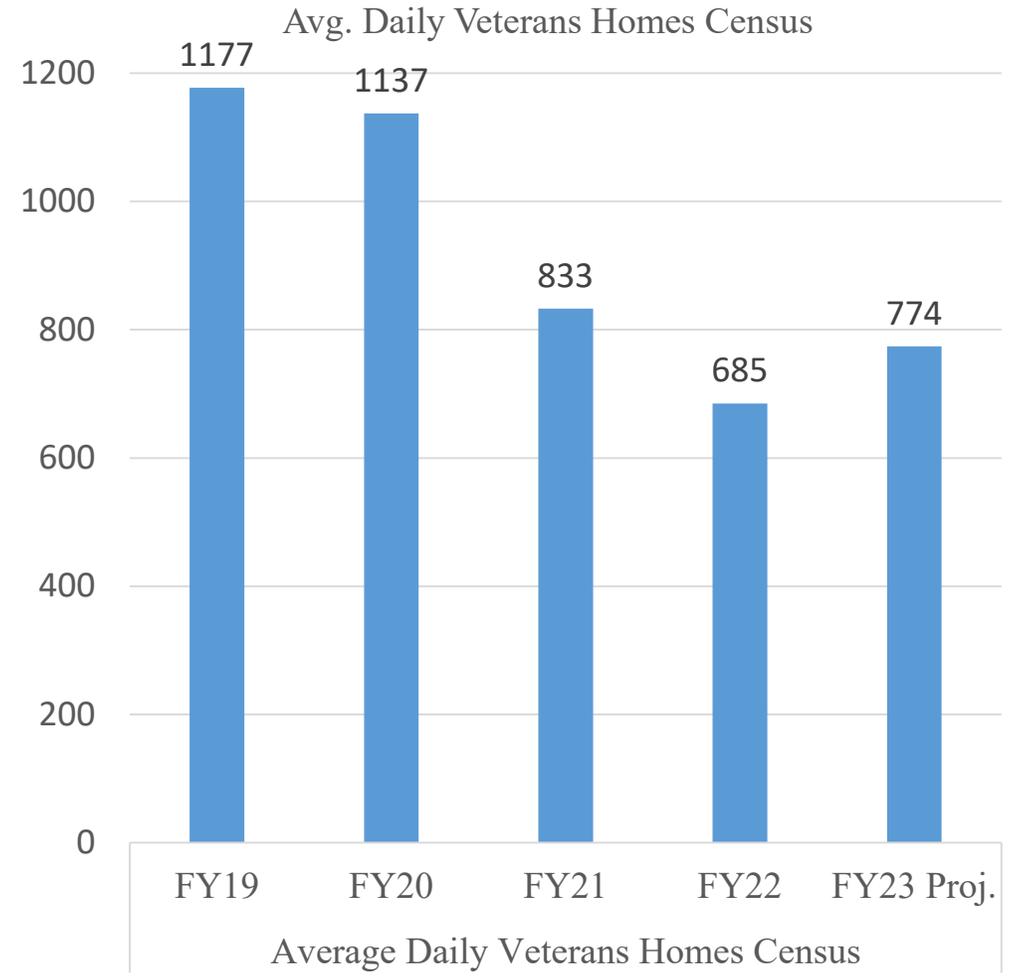
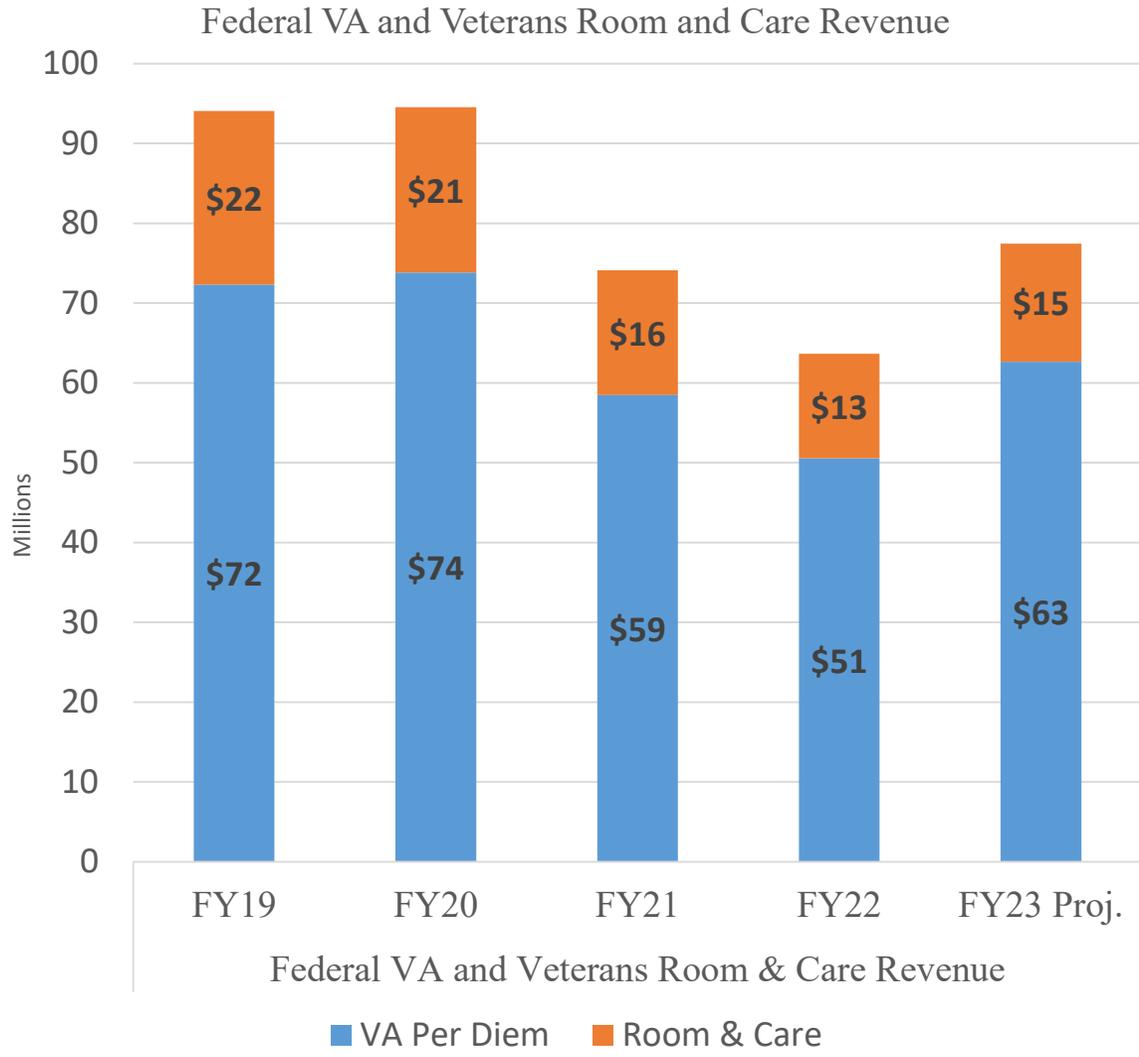
- CDC update to recommendations for Long-Term Care 9/23/22
  - Masking/Testing based on Community Transmission rates outside of “High”
  - N95 use only in Iso and with aerosolizing procedures
  - Discontinue staff exposure quarantines
    - Daily antigen testing x 5 days
  - Decrease PCR testing to determine outbreak baseline
    - Utilize antigen testing for confirmations
  - Antigen testing upon day 31 post positive (previously 90 days)
  - Discontinue screening questions/temps upon entry to homes (staff, visitors, vendors)
  - Change to visits guidance from closure upon Veteran positive to remain open with risk education to Veterans and families



# FISCAL

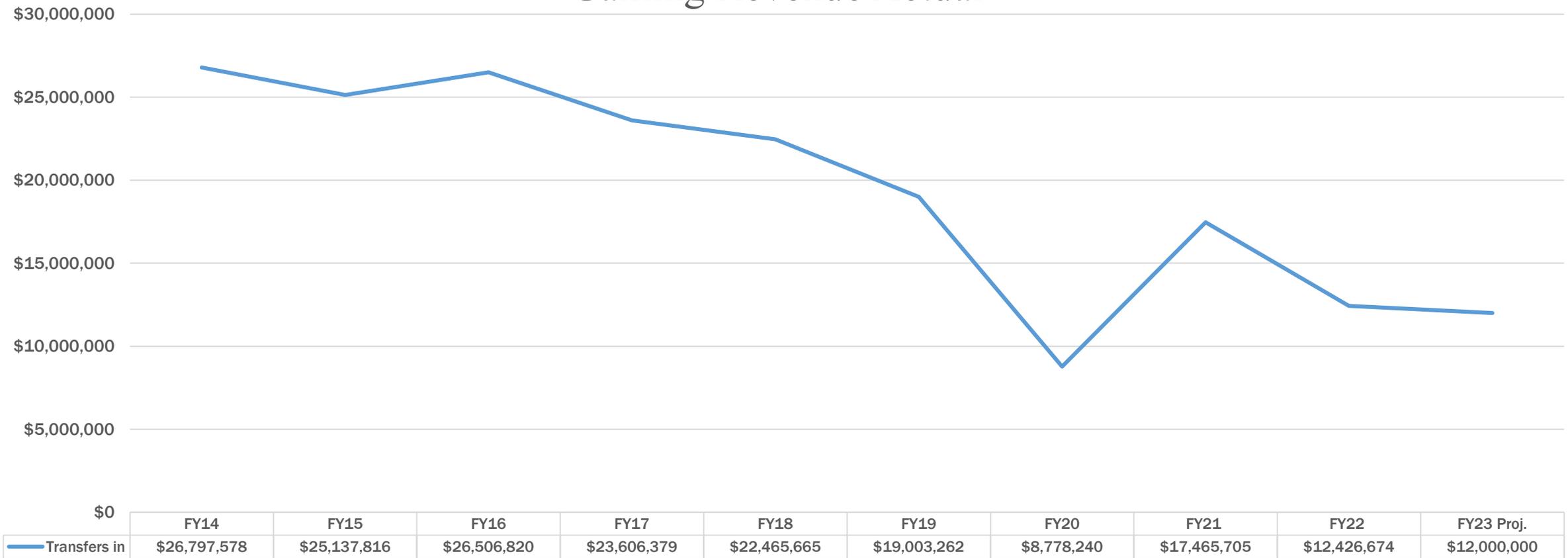


## MAJOR FUNDING SOURCES – HOMES FUND



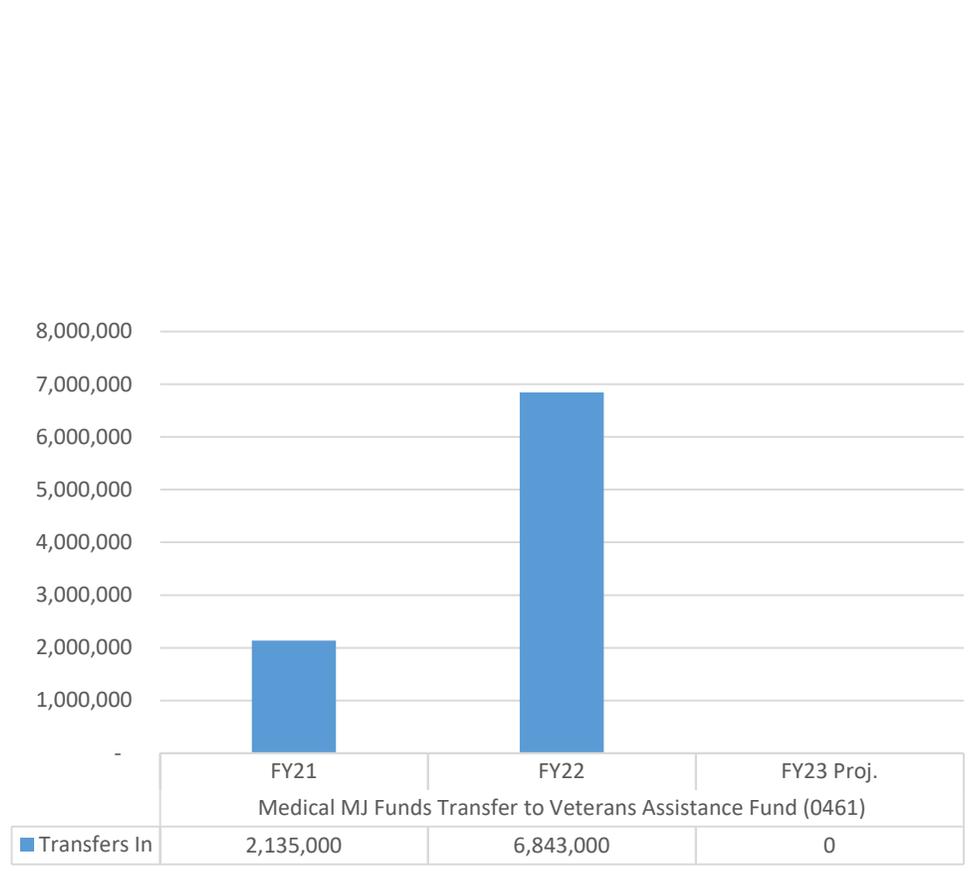
## MAJOR FUNDING SOURCES – VCCITF

### Gaming Revenue Actual

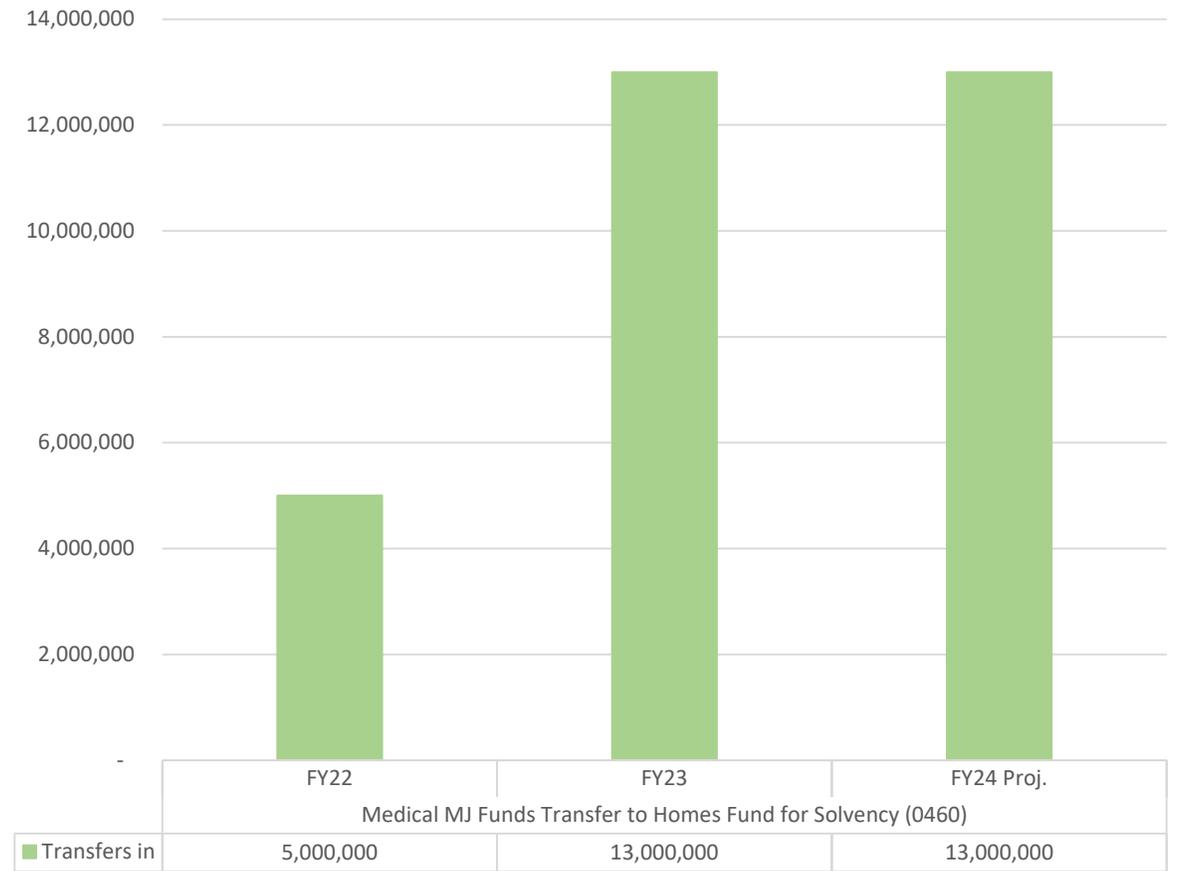


## MAJOR FUNDING SOURCES – MEDICAL MARIJUANA

Med MJ Transfers into Veterans Assistance Fund



Med MJ Transfers into Veterans Homes Fund



## PROPOSED NEW DECISION ITEMS – FY24

MISSOURI DEPARTMENT OF PUBLIC SAFETY												
PROPOSED NEW DECISION ITEMS												
FISCAL YEAR 2024 BUDGET												
DEPT	DIVISION	DIVISION RANK	NDI NAME	GENERAL REVENUE AMOUNT	GR FTE	FEDERAL AMOUNT	FED FTE	OTHER AMOUNT	OTHER FTE	TOTAL AMOUNT	TOTAL FTE	NAME OF OTHER FUND(S)
DPS	MVC	1	Homes Solvency Transfer	\$ 30,699,345						\$ 30,699,345	-	
DPS	MVC	2	Suicide Awareness and Prevention	\$ 125,000						\$ 125,000	-	
DPS	MVC	3	Utilities					\$ 1,000,000		\$ 1,000,000	-	VCCITF (0304)
DPS	MVC	4	Admin and Service to Veterans Personnel	\$ 230,000						\$ 230,000	-	
										\$ -	-	
										\$ -	-	



## Veterans Assistance Fund– FY23

FY23 Medical Marijuana Spend		Actual Spend by Quarter			
Project	Allocation	Q1	Q2	Q3	Q4
Wi-Fi Upgrades in Veterans Homes	\$ 2,900,000	\$ 723	\$ -	\$ -	\$ -
Infection Control Maintenance and Repair	\$ 807,800	\$ 233,867	\$ -	\$ -	\$ -
Advanced Data Analysis	\$ 100,000	\$ -	\$ -	\$ -	\$ -
Veterans Initiatives	\$ 750,000	\$ 750,964	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 4,557,800</b>	<b>\$ 985,554</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>



## CARES ONE-TIME FUNDING – FY23

FY23 ONE-TIME CARES Spend		Actual Spend by Quarter			
Project	Cost Estimate	Q1	Q2	Q3	Q4
Cameron Veterans Home	\$ 627,627	\$ 116,596	\$ -	\$ -	\$ -
Cape Girardeau Veterans Home	\$ 523,983	\$ 18,494	\$ -	\$ -	\$ -
Mexico Veterans Home	\$ 500,950	\$ 6,462	\$ -	\$ -	\$ -
Mt. Vernon Veterans Home	\$ 748,547	\$ 95,354	\$ -	\$ -	\$ -
St. James Veterans Home	\$ 512,466	\$ 154,386	\$ -	\$ -	\$ -
St. Louis Veterans Home	\$ 708,240	\$ 110,651	\$ -	\$ -	\$ -
Warrensburg Veterans Home	\$ 633,386	\$ 36,891	\$ -	\$ -	\$ -
<b>TOTAL</b>	<b>\$ 4,255,199</b>	<b>\$ 538,834</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>



# NEW BUSINESS





# MISSOURI VETERANS COMMISSION

## Hardships Decision Brief

# Purpose

To gain your decision/concurrence on the best method to determine when a Veteran qualifies for a room and board hardship within a Missouri Veterans Commission Home. Further, we are also seeking to determine if a cap on the number/percentage of hardships is warranted.



To be better stewards of Commission resources, we must identify methods to cut costs in order to maintain the overall financial health of the program. The Commission has 32 hardships within the Homes Program costing an average of \$431,507.28 in room and care costs annually. This cost does not include other variable costs such as pharmacy expenses. We must codify the process as well as the requirements for obtaining an approved hardship in order to maintain fairness and ensure we operate within legal requirements.

\*As of July 2022



## COA 1 – State Percentage of Pay is the best COA

- MVC will annually (State fiscal year end) calculate the state's percentage of pay for all “Basic Veterans” (Non-Full Cost of Care) using the formula:

Avg Daily Cost of Care for all Homes for 1 year minus (-) Basic Revenue (VA) & Room and Care for one day

- The Percentage must be less than or equal to 35% in order for MVC to accept hardships the following year not to exceed \$500,000\*

\*\$500,000 is an average cost over the last several years and would ensure that this benefit program does not expand further, thus exacerbating any fiscal difficulties



# Prior Coordination

Individual / Group	Concur / Non-Concur
MAVO	Reviewed
MVC Director	Concur
MVC Deputy Director	Concur
Fiscal Director	Concur
Operations Director	Concur
Legal Counsel	Concur
MVC Homes	Concur



MVC lacks consistency when granting or denying hardship requests. In the past, these requests were worked at the facility level. This led to a wide disparity within the Commission in the number of requests as well as the qualifications. Due to budgetary constraints and the cost of hardships to the Commission, formal criteria must be established for future hardship requests. An increased cost to the Veterans, among other factors, has resulted in a greater number of requests. The increased scrutiny on the requests by HQ staff has resulted in a greater level of concern over the fairness in the process. As a result, MVC must determine a fair and consistent method of determining whether a Veteran qualifies for a hardship within our Homes.



# Facts Bearing on the Problem (1 of 6)

- The statutes read, “each resident who has a regular source of income or other financial means shall make monthly payments to defray, or partially defray, the cost of maintaining residence at the Home. The amount to be paid shall be determined by the executive director with the approval of the commission, who shall take into consideration the income or other financial means of the resident, and the cost of the care provided. No charge to any resident shall be more than the averaged cost of the care provided (§42.110 RSMo)”
- MVC may not legally charge more than our daily cost of care
- Daily cost of care for the month of July was \$421.58
- Hardships cost MVC \$431,507.28 annually in room and care costs. This has consistently been an average for the expense over the last several years



# Facts Bearing on the Problem (2 of 6)

- The average cost of semi-private care in the State of Missouri is \$5,480.00 monthly or \$183.00 daily. (2021 average). On average, MoHealth Net reimburses Missouri Nursing Homes \$5,160 or \$172 daily for MoHealth Net participants (2021).
- MVC's 2022 Semi-Private Monthly Rate is well below the average for peer Veteran Homes throughout the Midwest

State Veterans Homes	2022 Semi- Private Monthly Rate	2022 Private Monthly Rate
Missouri	\$2,345	
Tennessee	\$5,921	\$6,541
Indiana	\$13,298	
Nebraska	\$4,541	
Illinois	\$1,540	
Kansas	\$3,394	\$3,574
Oklahoma	\$4,450	
Kentucky	\$4,000	\$4,500
Iowa	X	\$13,912
Arkansas	\$5,903	\$6,678
Average	\$5,930	



# Facts Bearing on the Problem (3 of 6)

- MVC includes professional services and supplies in the monthly rate. Private facilities generally bill for these services.

	Monthly Est. Values per Resident	Daily Est. Value per Resident
Prescription & Non-Prescription Medications	\$441.54	\$14.72
Medical & Personal Care Supplies	\$172.23	\$5.74
Laundry Services	\$136.99	\$4.57
Physician Services	\$75.29	\$2.51
Cable TV & Internet	\$19.68	\$0.66
Transportation to VA Appointments & Activities	\$7.28	\$0.24
Barber/Beauty Services	\$5.68	\$0.19
Total Additional Monthly Resident Value	\$858.69	\$28.62



# Facts Bearing on the Problem (4 of 6)

- All Hardship Veterans pay a portion of the room and care costs at variable rates based upon their income
- All MVC Homes have at least one hardship

Hardship Summary By Home July 2022				
	Avg. Daily Census	# of Hardships	% of Hardships	Annualized Impact
St. James	51	6	11%	\$38,157
St. Louis	72	12	17%	\$162,883
Cameron	60	6	10%	\$105,420
Warrensburg	60	3	5%	\$47,516
Mt. Vernon	63	3	5%	\$47,232
Cape Girardeau	67	1	1%	\$11,172
Mexico	76	1	1%	\$19,128
<b>TOTALS</b>	<b>449</b>	<b>32</b>	<b>7%</b>	<b>\$431,507</b>

Allowance Data Summary (MVC Write-Off Amt) as of July 1, 2022 to July 31, 2022			
Facility (Level 6)	Name	Monthly Hardship Payment	% of Room and Care Paid by Veteran
MO Veterans Home St Louis	Veteran 32	\$534.00	23%
MO Veterans Home St Louis	Veteran 26	\$548.00	23%
MO Veterans Home Mt Vernon	Veteran 12	\$554.00	24%
MO Veterans Home St Louis	Veteran 29	\$721.00	31%
MO Veterans Home Mexico	Veteran 8	\$751.00	32%
MO Veterans Home Cameron	Veteran 6	\$758.00	32%
MO Veterans Home Cameron	Veteran 1	\$766.00	33%
MO Veterans Home Warrensburg	Veteran 34	\$770.00	33%
MO Veterans Home St Louis	Veteran 25	\$790.95	34%
MO Veterans Home Cameron	Veteran 3	\$870.00	37%
MO Veterans Home St James	Veteran 16	\$876.00	37%
MO Veterans Home St Louis	Veteran 31	\$893.00	38%
MO Veterans Home Cameron	Veteran 5	\$917.00	39%
MO Veterans Home St Louis	Veteran 27	\$933.05	40%
MO Veterans Home Cameron	Veteran 2	\$936.00	40%
MO Veterans Home Warrensburg	Veteran 35	\$956.35	41%
MO Veterans Home Cameron	Veteran 4	\$1,038.00	44%
MO Veterans Home St Louis	Veteran 23	\$1,083.54	46%
MO Veterans Home Mt Vernon	Veteran 10	\$1,173.00	50%
MO Veterans Home St Louis	Veteran 22	\$1,344.91	57%
MO Veterans Home Warrensburg	Veteran 36	\$1,349.00	58%
MO Veterans Home Mt Vernon	Veteran 11	\$1,372.00	59%
MO Veterans Home-Cape Girardeau	Veteran 38	\$1,414.00	60%
MO Veterans Home St James	Veteran 17	\$1,778.98	76%
MO Veterans Home St Louis	Veteran 30	\$1,837.00	78%
MO Veterans Home St James	Veteran 15	\$1,938.02	83%
MO Veterans Home St James	Veteran 18	\$1,960.00	84%
MO Veterans Home St Louis	Veteran 21	\$1,960.00	84%
MO Veterans Home St Louis	Veteran 24	\$1,960.00	84%
MO Veterans Home St Louis	Veteran 28	\$1,961.00	84%
MO Veterans Home St James	Veteran 14	\$2,149.00	92%
MO Veterans Home St James	Veteran 19	\$2,188.26	93%



# Facts Bearing on the Problem (5 of 6)

Hardships are currently evaluated by a board consisting of

- Home of Admission Administrator
- MVC Homes Director
- VSP Director
- Home's Accountant
- Legal Counsel
- Fiscal Director

## Evaluation Criteria

- Application for Hardship Form
- Applicant documents assets and income
- Applicant provides complete supporting documentation for 3 years prior to application



# Facts Bearing on the Problem (6 of 6)

- There currently is no formal appeal process for disputing a hardship denial
- This decision does NOT impact any Veteran that is 70% or greater service connected disabled.
- Any changes to the hardship process will NOT impact those already accepted on hardship



# Assumptions Bearing on the Problem (1 of 2)

- As we open admissions in the future, and as we increase our rates through COLA and to align with the market, we will begin seeing an increase in hardship applications (\*there are currently 34 Veterans on the waiting list in hardship status).

<b>Waiting List</b>					
<b>Facility</b>	<b>Total Count</b>	<b>Approved</b>	<b>Skilled Nursing</b>	<b>Total Dementia</b>	<b>Scheduled to Admit</b>
Cameron	62	61	21	10	8
Cape Girardeau	19	16	13	3	7
Mexico	49	49	21	17	0
Mt Vernon	50	50	18	13	2
St James	19	16	12	1	0
St Louis	39	37	17	22	0
Warrensburg	95	94	89	16	0

\* As of July 2022



# Assumptions Bearing on the Problem (2 of 2)

- Limiting the number of hardships could impact total census
- The cost of long-term care will continue to rise in both private industry as well as for public institutions
- Due to training and life skills, Veterans may not qualify for Medicaid at the same rate as the general public
- COAs that allow for hardships would require a cap in the number or percentage of Veterans on a hardship
- We would need to readdress this issue should MVC receive long-term funding



# Courses of Action

- COA 1: State Percentage of Pay
- COA 2: Medical Marijuana
- COA 3: No Hardships



# Evaluation Criteria (1 of 4)

- Short Title: **Ease of Implementation / Efficiency**
- Definition: This is a measure of MVC's ability to administer the plan efficiently and effectively with a strong measure of reliability and predictability

**Weight = 1.00**



# Evaluation Criteria (2 of 4)

- Short Title: **Beneficial to Veterans**
- Definition: This criteria evaluates what would be most beneficial to Missouri's Veteran population. This criteria is weighted due to MVC's mission of serving Missouri's Veterans

**Weight = 2.00**



# Evaluation Criteria (3 of 4)

- Short Title: **Effectiveness in Achieving a Hardship Budget**
- Definition: This criteria evaluates the primary purpose of this process, which is determining an economically feasible method of administering the hardship process. This criteria is weighted, but at a lesser value than criteria 2.

**Weight = 1.5**



# Evaluation Criteria (4 of 4)

- Short Title: **Flexibility**
- Definition: This criteria is focused on providing MVC a measure of flexibility for the future and an ability to adjust depending upon the fiscal stability of the program

**Weight = 1.00**

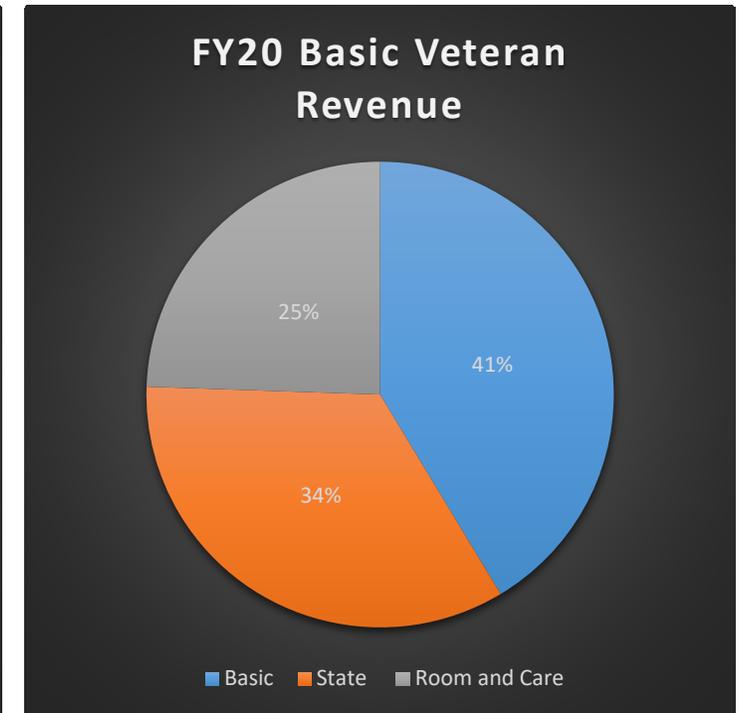
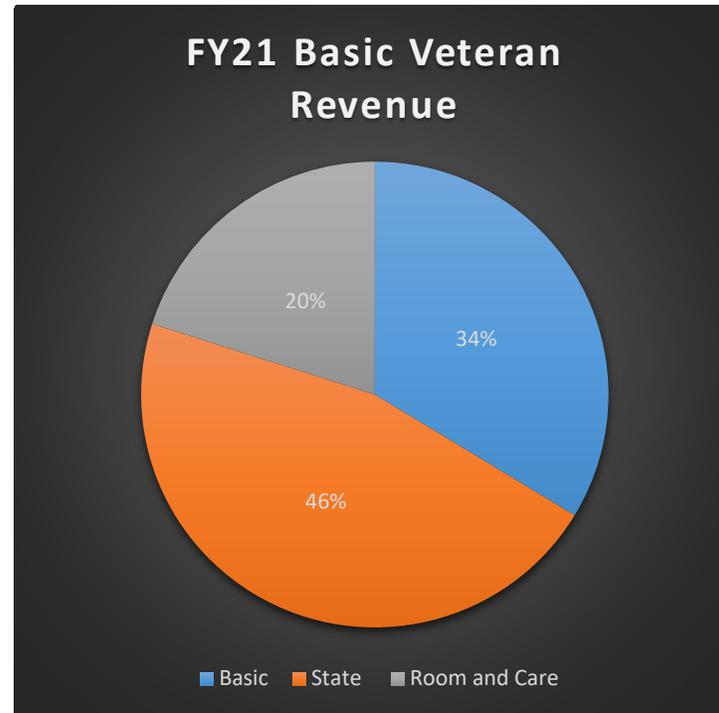
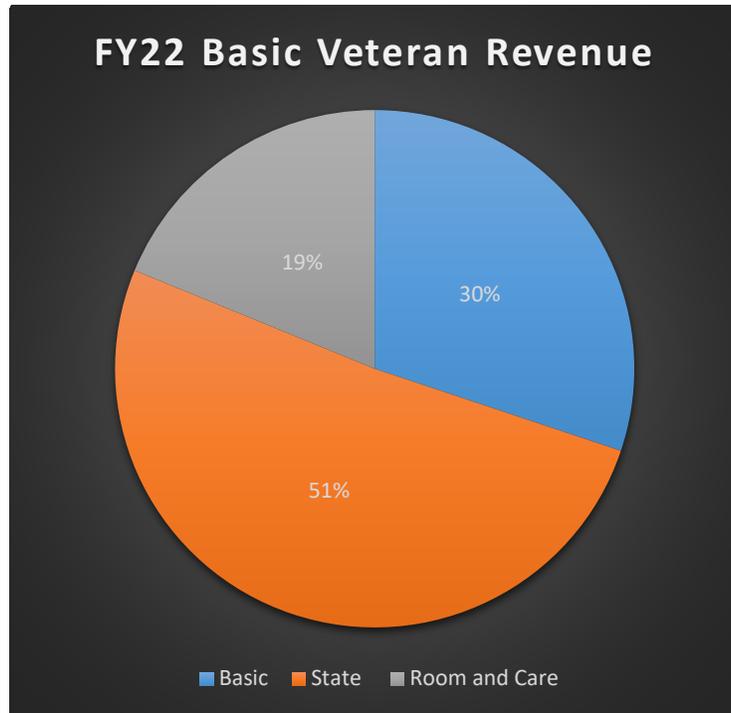


# COA 1: State Percentage of Pay

- MVC will annually (State fiscal year end) calculate the state's percentage of pay for all "Basic Veterans" (Non-Full Cost of Care) using the formula:

Avg Daily Cost of Care for all Homes for 1 year minus (-) Basic Revenue (VA) & Room and Care for one day

- The Percentage must be less than or equal to 35% in order for MVC to accept hardships the following year not to exceed \$500,000



# COA 1 Analysis: State Percentage of Pay

## Positives:

- Reduces the overall requirement for state contributions of funding to MVC
- Allows for a hardship program when fiscally sound
- Easy to calculate and identify if/when hardships may be accepted

## Negatives:

- If the state does not meet the percentage of pay requirement, MVC would have to hold admissions of indigent Veterans until the requirements are met



# COA 2: Medical Marijuana

As part of our efforts to combat Veteran homelessness, MVC will request additional appropriation authority to utilize medical marijuana funding to pay hardship allowances in the annual amount of \$500,000 for room and care along with \$500,000 for the medical expenses of Veterans approved for hardships.\* MVC would accept hardship applications up to \$500,000 annually.

\* New Decision Item required



# COA 2 Analysis: Medical Marijuana

## Positives:

- Establishes a mechanism to ensure MVC is able to fund residency of indigent Veterans in to our Veterans Homes
- When a Veteran within the Home becomes unable to pay their room and care portion, this acts as a pool to support those previously established Veterans

## Negatives:

- Would require legislative approval and defended annually
- If appropriations are withheld at some point in the future, MVC would be obligated to pay the cost
- Difficult to administer and maintain within fiscal requirements



# COA 3: No Hardships

MVC will not accept hardship admissions. When a Veteran cannot pay the full room and care rate, they will be referred to a private facility.



# COA 3 Analysis: No Hardships

## Positives:

- This COA would be the most effective in cutting program costs
- Easy to administer

## Negatives:

- This COA would more severely restrict the Veterans that MVC could serve



# Comparison of COAs

Weighted Comparison			
(Weighted Scale)			
Comparison Criteria	COA #1 State % of Pay	COA #2 Medical Marijuana	COA #3 No Hardships
Criteria 1 - Ease of Admin	2	1	3
Criteria 2 - Benefit to Vets (X2)	4	6	2
Criteria 3 - Effectiveness (X1.5)	3	1.5	4.5
Criteria 4 - Flexibility	2.5	2.5	1
Totals	11.5	11	10.5
<b>Higher Score is Better</b>	3 = Good	2 = Fair	1 = Poor



**COA 1 is the preferred COA**



# Request a Decision



## New Business continued

- During 1<sup>st</sup> Quarter 2023 Commission Meeting it is our intention to brief on varying room rates and request a vote
  - Private
  - Semi-Private
  - Dementia Care



# LEGISLATIVE UPDATE



# AGENCY PARTNERS UPDATE



United States Department of Veterans Affairs Report

Veterans Affairs Hospital Directors Update

Missouri Association of Veterans Organizations (MAVO) Report



# CHAIR COMMENTS AND ANNOUNCEMENTS



# CHAIR COMMENTS AND ANNOUNCEMENTS

Next meeting:

- 1<sup>st</sup> Quarter Commission Meeting will be held on January 23, 2022



# CLOSED SESSION



# RETURN TO OPEN SESSION





# MISSOURI VETERANS COMMISSION

**ADJOURNMENT**