

# MISSOURI VETERANS COMMISSION



2021 ANNUAL  
**REPORT**

# MISSION

MVC IS ALWAYS ON MISSION TO SERVE VETERANS AS THE FIRST CHOICE IN SKILLED NURSING CARE, THE BEST CHOICE IN SECURING BENEFITS, AND PROVEN CHOICE IN A DIGNIFIED RESTING PLACE.



## MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the Missouri Veterans Commission (MVC), I am honored to submit the Fiscal Year 2021 Annual Report. The report highlights the outstanding accomplishments of our dedicated team of more than 1,700 men and women. During fiscal year 2021 (July 1, 2020 – June 30, 2021), we experienced many changes and challenges in all three core programs.

Our Veteran Service Officers, who are front-line contacts with Veterans and Veteran dependents, pivoted to teleworking from home and are now able to get back to their offices. Our Cemeteries temporarily stopped services and then re-opened services with limited guest capacity. The State Veterans Homes, where 24-hour skilled nursing care to the state's most elderly and frail Veterans remains our top priority, closed their doors to visitors and admissions in March 2020 and only recently began visitation and admissions.

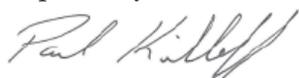
While COVID-19 hindered our services, and reduced the number of Veterans we were able to serve this past year, we continued to push forward and achieve many of the important projects originally planned such as implementing electronic file systems in our financial, purchasing and human resources departments; a fully paperless Veteran Service Program; the Cemetery Program received a national review at the Missouri Veterans Cemetery-Jacksonville and delivered an injury-free, columbarium wall construction project at the Missouri Veterans Cemetery-Bloomfield three months ahead of schedule.

In collaboration with the Missouri Department of Economic Development MVC launched the Missouri Benefits and Resource Portal for Veterans and Military. This is an accessible, centralized website with programs and benefits for Missouri's Veteran and Military community ([veteranbenefits.mo.gov](http://veteranbenefits.mo.gov)). Finally, despite COVID-19 and the challenges faced by the pandemic, six of the seven Veterans Homes earned a "Best in Class" award from a nationwide long-term care customer satisfaction survey.

MVC remained dedicated to its mission of being the first choice in skilled nursing care; best choice in securing benefits; and proven choice in a dignified resting place. I am incredibly proud of MVC's accomplishments in this very trying year. The commitment the MVC team displayed in its service to Missouri's Veterans and their families, particularly during the COVID-19 pandemic was steadfast and unwavering.

In reading this report I hope you gain a better understanding of MVC, our mission, and our vision.

Respectfully,



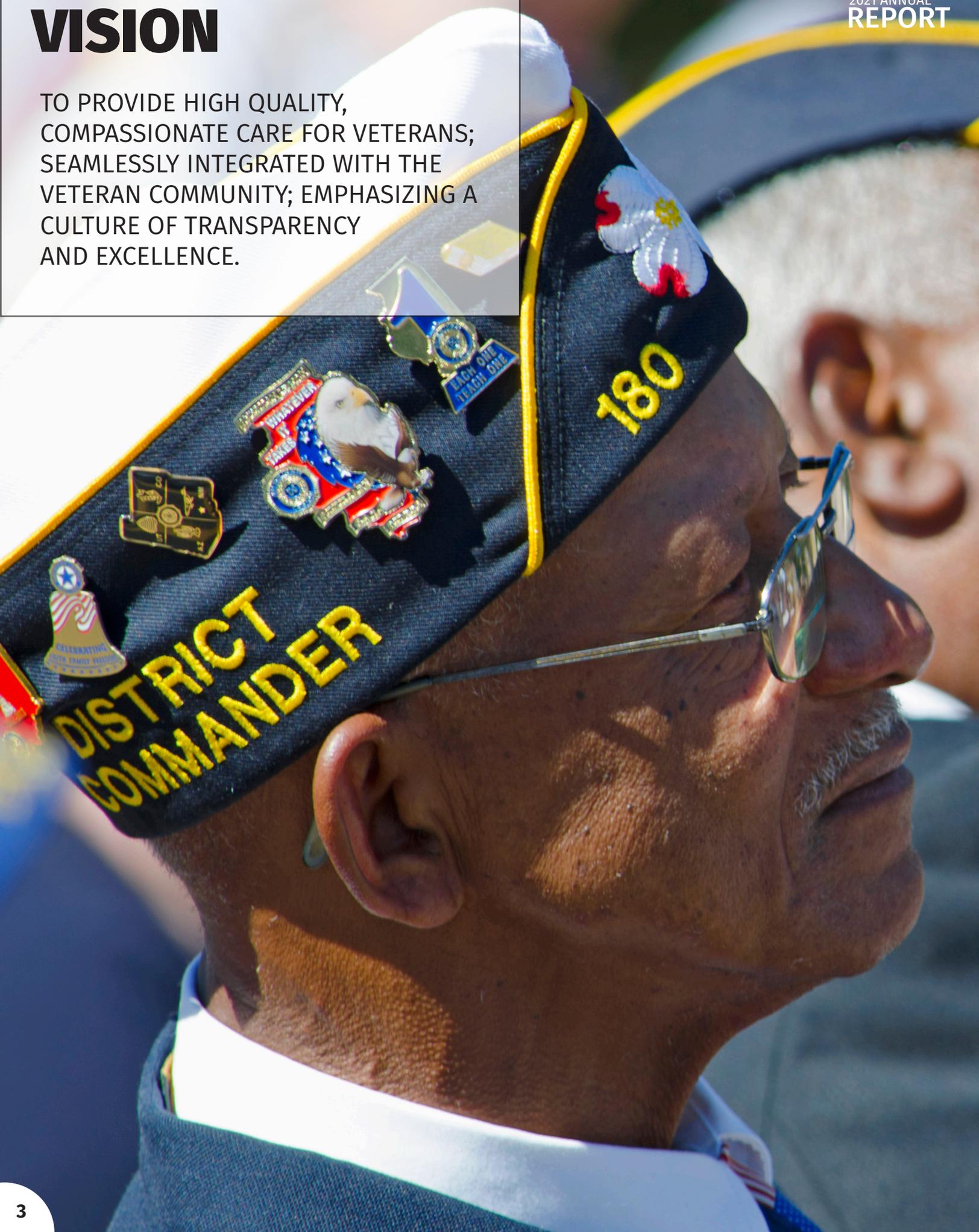
Paul Kirchoff, Executive Director



**EXECUTIVE DIRECTOR**  
Paul Kirchoff

# VISION

TO PROVIDE HIGH QUALITY,  
COMPASSIONATE CARE FOR VETERANS;  
SEAMLESSLY INTEGRATED WITH THE  
VETERAN COMMUNITY; EMPHASIZING A  
CULTURE OF TRANSPARENCY  
AND EXCELLENCE.



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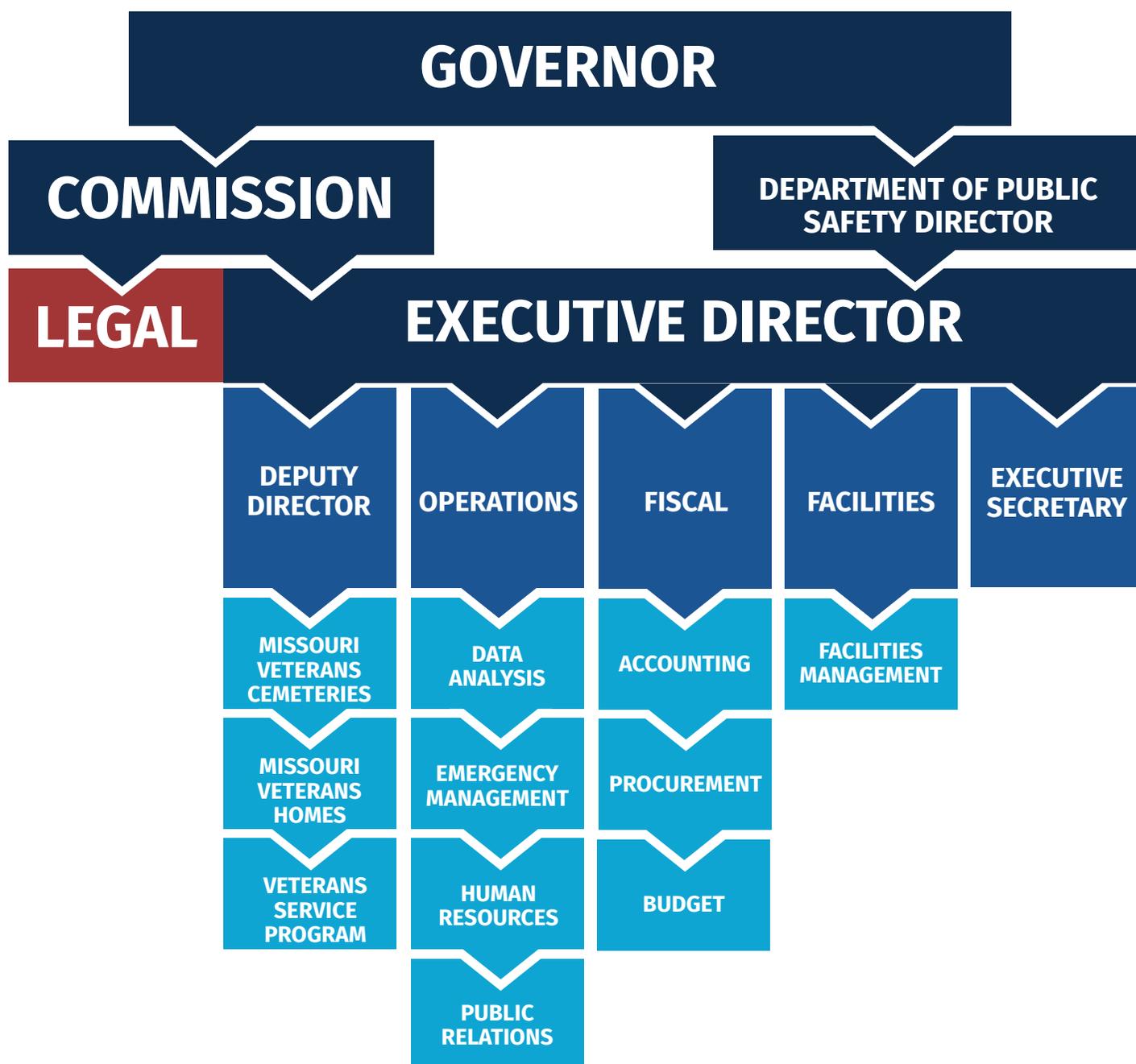
Overview of the Veterans Service Program and the Grants program



## COMMUNICATIONS & OUTREACH

Overview of the Commission's communication and outreach initiatives

# ORGANIZATIONAL CHART



The Missouri Veterans Commission is a state agency established by Missouri Statute to aid all Veterans, their dependents, and legal representatives by providing information regarding the rights of Veterans and their dependents and to assist Veterans accessing their available benefits through State and Federal Government. The Commission is made up of nine individuals; four members of the general assembly, two appointed by the house and two appointed by the senate and five members appointed by the Governor, confirmed by the senate. There are three major programs overseen by these members: Missouri Veterans Cemeteries, Missouri Veterans Homes, and the Veterans Service Program.



**COMMISSION CHAIR**  
KELLY MCCLELLAND



**VICE-CHAIR**  
MEREDITH KNOPP



**SENATOR**  
JILL SCHUPP



**SENATOR**  
RICK BRATTIN



**REPRESENTATIVE**  
CHUCK BASYE



**REPRESENTATIVE**  
ROBERT SAULS



TIM SMITH



RANDY ALEWEL



STEVE MAPLES

# FISCAL REVIEW

Missouri Veterans Commission receives revenue support from a portion of the Missouri Gaming Commission proceeds, U.S. Department of Veterans Affairs (VA) Federal Grant reimbursements from the State Veterans Home Per Diem Program, Cemetery Plot Allowance Program, and Capitol Improvement programs (up to 65% reimbursement for Homes and up to 100% reimbursement for Cemeteries), and through direct room and care payments from Veterans residing in one of our seven Homes. Due to COVID-19, the Missouri Gaming Commission experienced a significant revenue loss during fiscal year 2021 resulting in a 51% reduction in transfers to MVC. Future financial support is not expected to normalize to pre-COVID levels.

The two largest revenue sources that feed the Homes' continued operations are 100% dependent on Veterans residing in the Homes. The VA reimburses expenses on a per-day cost based on the number of Veterans in the facilities, and the room and care rates MVC charges to Veterans under 70% disabled, also depends on actual census. MVC projects more than \$30 million in revenue loss since the onset of COVID-19, and though there has been a decline in COVID-19 positive cases, operations must now be amended to suit the potential of future outbreaks, and staffing shortages.

Census capacity is 1,238, and as of July 1, 2021, MVC's census was 739. Without substantial revenue support, MVC will cease to operate all seven Veterans Homes. Corona Virus Relief Fund support is the only reason Veterans Homes have afforded financial demands for continued operations.

## FY2021 REVENUE ALL FUNDS

REVENUE SOURCE	ACTUAL \$
<b>VETERANS HOME FUND</b>	
ROOM & CARE	\$15,596,187
PER DIEM AND RETROACTIVE CLAIMS	\$59,234,804
TRANSFERS IN (VCCITF)	\$6,000,000
OTHER	\$440,890
TOTAL DEPOSITS	\$81,271,881
<b>VETERANS COMMISSION CAPITAL IMPROVEMENT TRUST FUND (VCCITF)</b>	
PLOT ALLOWANCE	\$1,216,432
CONSTRUCTION (HOMES & CEMETERIES)	\$4,225,748
TRANSFERS IN (GAMING)	\$17,465,705
OTHER	\$118,226
TOTAL DEPOSITS	\$23,026,110
<b>VETERANS HEALTH AND CARE FUND</b>	
TRANSFERS IN (MEDICAL MARIJUANA)	\$2,135,510
TOTAL DEPOSITS	\$2,135,510
<b>VETERANS TRUST FUND</b>	
DONATIONS	\$37,854
OTHER	\$3,380
TOTAL DEPOSITS	\$41,234
<b>WORLD WAR I MEMORIAL TRUST FUND</b>	
DONATIONS	\$221,164
OTHER	\$581
TOTAL DEPOSITS	\$221,745
TOTAL REVENUE ALL FUNDS	\$106,696,480

## FY2021 EXPENSES ALL FUNDS

	HOMES	VSP	CEMETERIES	HQ	TOTAL
<b>MVC DEDICATED FUNDS</b>					
OPERATING	\$74,809,506	\$674,965	\$2,926,277	\$538,274	\$78,949,022
NON-OPERATING	\$6,845,495	\$1,099,323	\$1,014,833	\$150,000	\$9,109,651
TOTAL	\$81,655,001	\$1,774,288	\$3,941,110	\$688,274	\$88,058,673
<b>CORONAVIRUS RELIEF FUNDS</b>					
OPERATING	\$46,685,386	\$2,577,662	\$120,516	\$1,969,864	\$51,353,428
NON-OPERATING	\$-	\$-	\$-	\$-	\$-
TOTAL	\$46,685,386	\$2,577,662	\$120,516	\$1,969,864	\$51,353,428
<b>EPIDEMIOLOGY AND LABORATORY CONTROL FUNDS</b>					
OPERATING	\$78,320	\$-	\$-	\$-	\$78,320
NON-OPERATING	\$-	\$-	\$-	\$-	\$-
TOTAL	\$78,320	\$-	\$-	\$-	\$78,320
<b>TOTAL ALL FUNDS</b>					
OPERATING	\$121,573,212	\$3,252,627	\$3,046,793	\$2,508,138	\$130,380,770
NON-OPERATING	\$6,845,495	\$1,099,323	\$1,014,833	\$150,000	\$9,109,651
TOTAL	\$128,418,707	\$4,351,950	\$4,061,626	\$2,658,138	\$139,490,421



# VETERANS DEMOGRAPHICS\*

TOTAL VETERAN POPULATION IN MISSOURI IN FY21

## 413,743

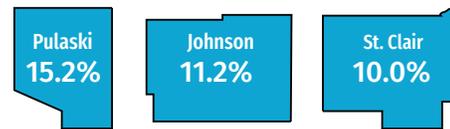
VETERANS POPULATION IN MISSOURI IN FY21

MALE VETERANS **375,391** | FEMALE VETERANS **38,352**

MOST COMMON AGE GROUP OF MISSOURI VETERANS

MALE VETERANS **70-74 YEARS OLD** | FEMALE VETERANS **55-64 YEARS OLD**

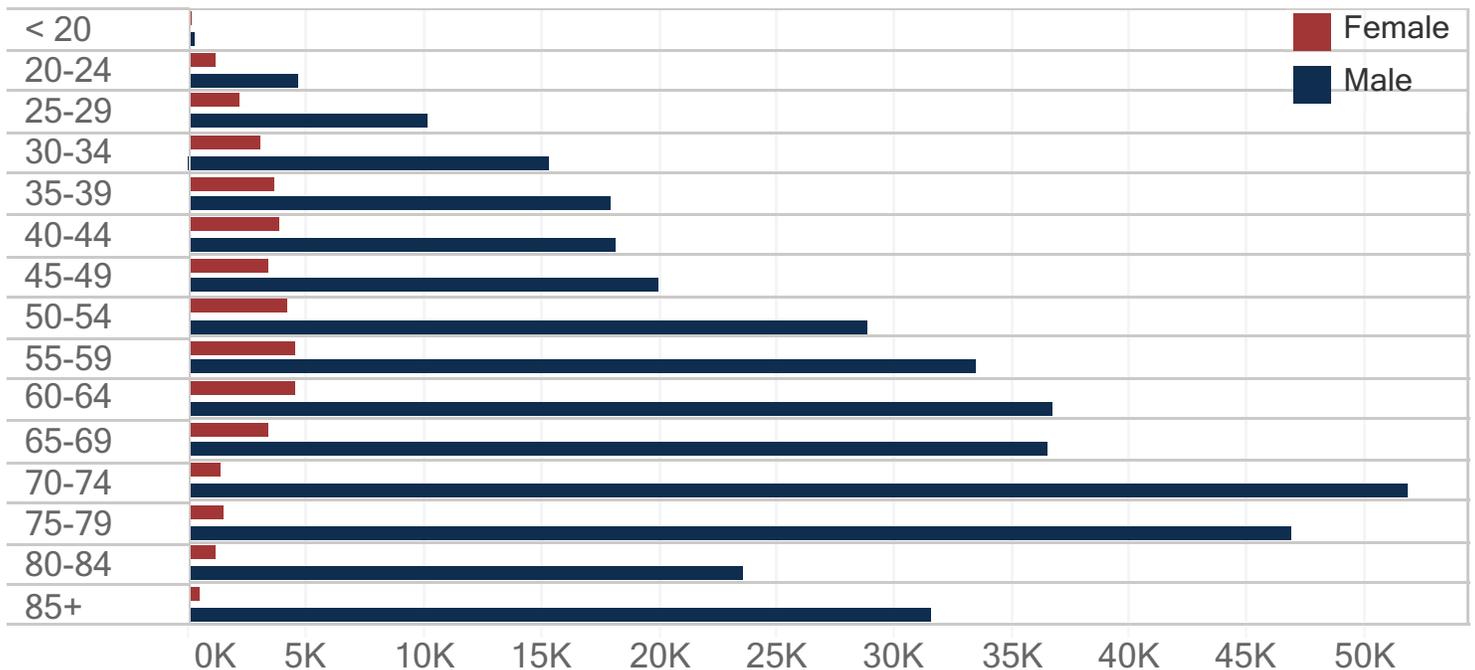
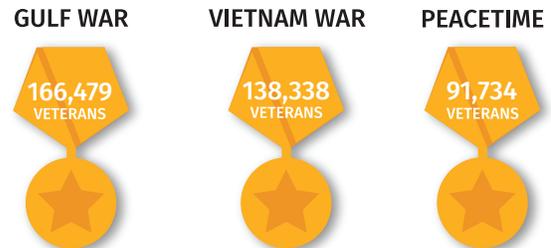
TOP 3 COUNTIES BY VETERAN DENSITY



TOP 3 COUNTIES BY VETERAN POPULATION



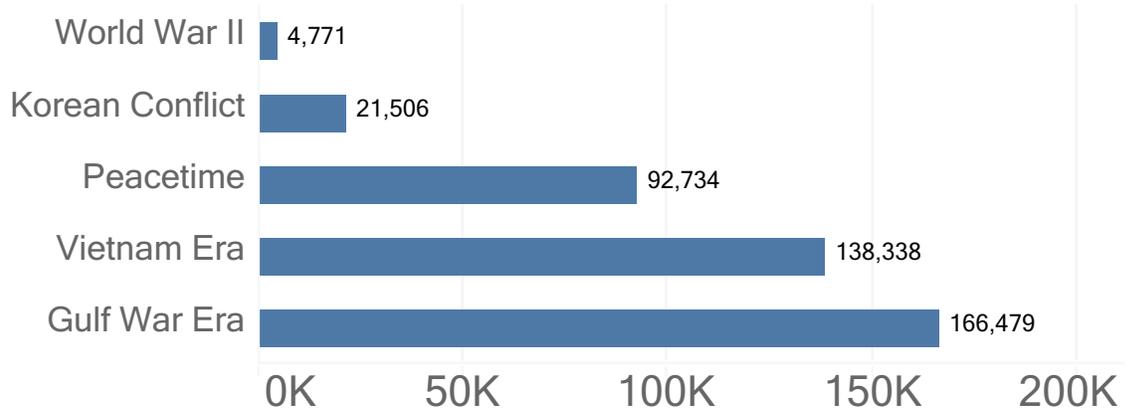
TOP 3 WARTIME ERAS



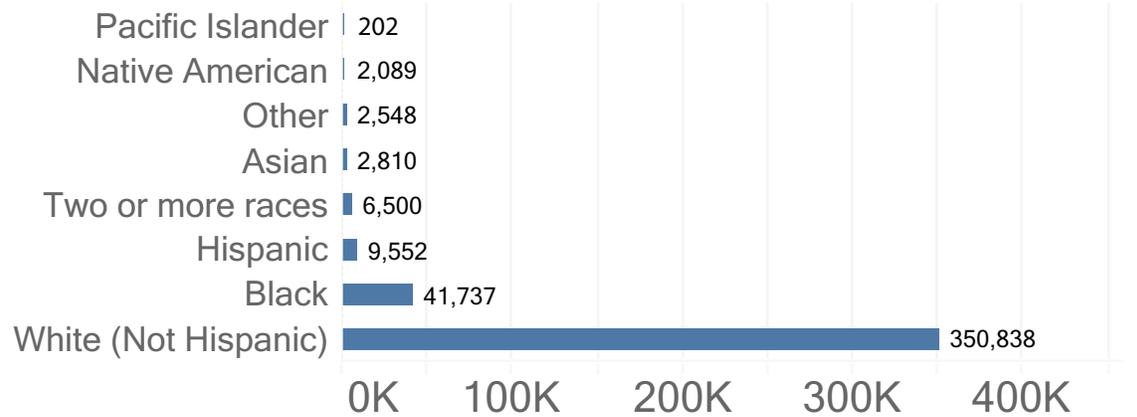
\* Source - National Center for Veterans Analysis & Statistics - [va.gov/vetdata](http://va.gov/vetdata)



**FY21 MISSOURI  
VETERANS BY  
WARTIME ERA**



**FY21 MISSOURI  
VETERANS BY  
RACE**





# VETERANS CEMETERIES PROGRAM

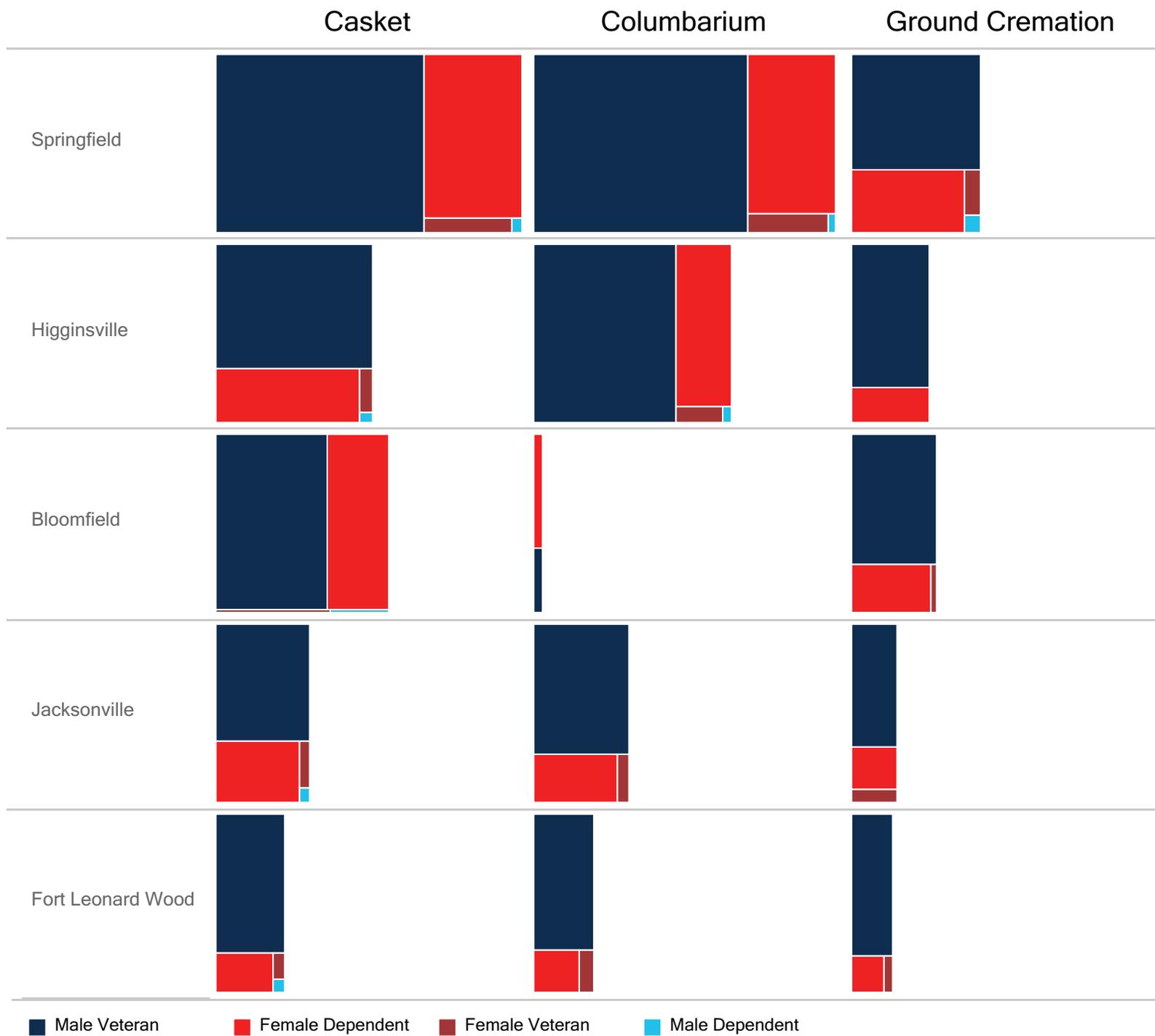
The Missouri Veterans Commission oversees a network of six state Veterans cemeteries so that every Missouri Veteran and eligible dependent will have access to a Veterans cemetery. There are five operational cemeteries located in Bloomfield, Higginsville, Fort Leonard Wood, Jacksonville, and Springfield. A sixth cemetery is located at St. James and is closed to interment.

The Missouri Veterans Cemeteries continue to maintain a high operational tempo while adhering to strict guidelines to ensure the safety of staff and visitors in the midst of the ongoing pandemic. COVID-19 restrictions forced a reduction in the number of attendees at on-site services but with social distancing and outdoor services, the teams at the five Missouri Veterans Cemeteries ensured those laid to rest were treated with the dignity and respect they had earned in service to our state and nation.

A project for a new columbarium wall at Missouri Veterans Cemetery-Bloomfield was awarded by the VA on July 27, 2020. Construction began on the 960 niche columbarium wall in August 2020. The injury-free project was completed ahead of schedule and dedicated on Memorial Day 2021.

A second 960 niche columbarium wall is in the design phase for the Missouri Veterans Cemetery-Jacksonville. Construction is slated to begin in September 2021 with an estimated completion date of June 1, 2022.

**FY21 INTERMENTS BY BURIAL TYPE, GENDER, LOCATION, AND VETERAN STATUS**



**FY21 INTERMENTS BY BURIAL TYPE, GENDER, LOCATION, AND VETERAN STATUS CONT'D**

	Casket	Columbarium	Ground Cremation
Male Veteran	<b>247 (11.29%)</b>	<b>255 (11.56%)</b>	<b>100 (4.57%)</b>
Female Dependent	<b>107 (4.89%)</b>	<b>93 (4.25%)</b>	<b>7 (2.15%)</b>
Female Veteran	<b>9 (0.41%)</b>	<b>10 (0.46%)</b>	<b>5 (0.23%)</b>
Male Dependent	<b>1 (0.05%)</b>	<b>1 (0.05%)</b>	<b>2 (0.09%)</b>
Male Veteran	<b>130 (5.94%)</b>	<b>169 (7.72%)</b>	<b>75 (3.43%)</b>
Female Dependent	<b>52 (2.38%)</b>	<b>60 (2.74%)</b>	<b>18 (0.82%)</b>
Female Veteran	<b>4 (0.18%)</b>	<b>5 (0.23%)</b>	
Male Dependent	<b>1 (0.05%)</b>	<b>1 (0.05%)</b>	
Male Veteran	<b>131 (5.99%)</b>	<b>4 (0.18%)</b>	<b>74 (3.38%)</b>
Female Dependent	<b>71 (3.24%)</b>	<b>7 (0.32%)</b>	<b>25 (1.14%)</b>
Female Veteran	<b>2 (0.09%)</b>		<b>2 (0.09%)</b>
Male Dependent	<b>1 (0.05%)</b>		
Male Veteran	<b>73 (3.34%)</b>	<b>83 (3.79%)</b>	<b>37 (1.69%)</b>
Female Dependent	<b>34 (1.55%)</b>	<b>37 (1.23%)</b>	<b>13 (0.59%)</b>
Female Veteran	<b>3 (0.14%)</b>	<b>4 (0.18%)</b>	<b>4 (0.18%)</b>
Male Dependent	<b>1 (0.05%)</b>		
Male Veteran	<b>63 (2.88%)</b>	<b>54 (2.47%)</b>	<b>38 (1.74%)</b>
Female Dependent	<b>15 (0.69%)</b>	<b>13 (0.59%)</b>	<b>8 (0.59%)</b>
Female Veteran	<b>2 (0.09%)</b>	<b>4 (0.18%)</b>	<b>2 (0.09%)</b>
Male Dependent	<b>1 (0.05%)</b>		





# VETERANS HOMES PROGRAM

Each of the seven Missouri Veterans Homes provide comprehensive skilled nursing services to Veterans who are certified as needing such care by a licensed physician. A full-time staff of registered nurses (RNs), licensed practical nurses (LPNs), and certified nursing assistants (CNAs) provide round-the-clock medical and nursing care.

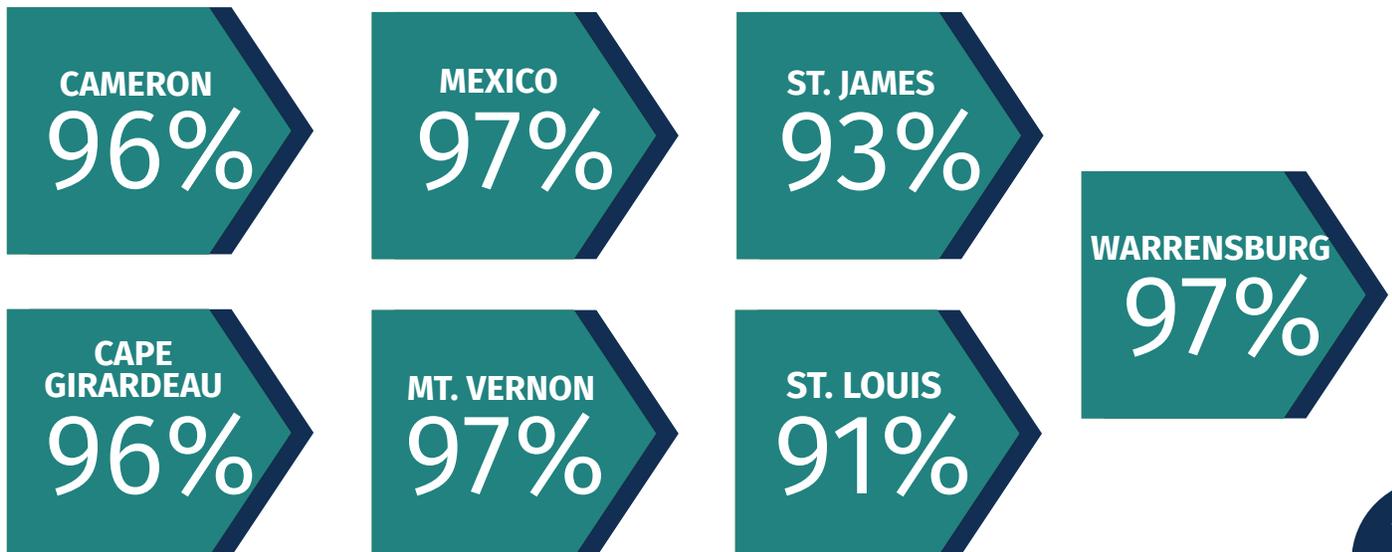
Rehabilitative services, such as occupational, physical and speech therapy and recreational and restorative care, are provided under the direct supervision of licensed therapists and RNs. In addition to these services, Missouri Veterans Homes also provide pharmaceutical medications, physician care, dietary services, barber and cosmetology services, and laundry service at no additional fee. These extra services set the Missouri Veterans Homes apart when it comes to service and value.

The year was full of unprecedented threats and challenges related to COVID-19. The pandemic and corresponding outbreaks severely impacted revenue into the Veterans Homes Program. It increased operational and personnel costs, new equipment costs, additional medical supply costs, and increased technology requirements. Along with increased costs, the Veterans Homes now have new medical standards and regulatory burdens.

Despite COVID-19 visitation restrictions, MVC team members helped residents and families stay connected virtually through increased use of technology, through drive-by visits and parades, and through indoor and outdoor visitation stations. Our team continues to operate with efficiency, innovation, and adaptability. Admissions resumed in April 2021 but are limited based on the ability to staff the facility.

The staff in the Veterans Homes are dedicated professionals who, for the second year in a row, have earned a “Best in Class” award from Pinnacle Quality Insight. Pinnacle is the leader in satisfaction measurement in the long-term care community. They survey over 2,700 care providers annually. The following Homes received the award for their high overall satisfaction scores: Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, and Warrensburg.

## SATISFACTION SURVEY RESULTS



# VETERANS SERVICE PROGRAM

The Missouri Veterans Commission employs 48 Veteran Service Officers (VSOs). Each VSO is accredited with the U.S. Department of Veterans Affairs (VA) and completes 16 hours of on-going training each year to maintain their accreditation with the VA. The skills required to provide successful claims assistance are knowledge of Veterans Affairs laws, knowledge of federal, state, and local services and benefits available, and excellent customer service skills. These skills and abilities allow our team to successfully provide Veterans and their families with the services needed to obtain benefits and entitlements.

At the onset of COVID-19, the Veterans Service Program (VSP) adjusted its in-person services to virtual service, eventually developing a hybrid posture to coordinate and meet different needs while prioritizing safety. During this time, the VSP team began submitting claims to the VA through the Application Programming Interface (API), a VA portal which allows MVC team members to submit claims completely electronically instead of by fax or US Mail. To complement this new tool, the VSP gained access to the Veterans Benefit Administration's claim database. This access allows accredited service officers the ability to view the entire file and supporting documents in the VA's system, check status on the claim, and keep Veterans apprised of the claim status. At the end of fiscal year 2021, all VSOs were in their offices assisting Veterans and their families.

**4,848**  
 ESTABLISHED/REESTABLISHED  
 MVC AS THEIR SERVICE  
 ORGANIZATION

**207**  
 COMPLETED  
 APPLICATIONS FOR  
 VA HEALTHCARE

**494**  
 WIDOWS  
 WITH BENEFIT  
 APPLICATIONS

**8,418**  
 CLAIMS  
 FILED

**203**  
 COMPLETED APPEALS  
 TO THE BOARD OF  
 VETERAN APPEALS  
 IN WASHINGTON DC

**208**  
 APPLIED FOR  
 VETERAN  
 GRAVE MARKERS

# GRANTS PROGRAM

The Missouri Veterans Commission offers up to \$1,600,000 of grant funding each year to be distributed in matching funds for Federally Chartered Veteran Service Organizations. These organizations assist MVC in its mission of providing assistance in obtaining benefits Veterans and their families are legally entitled to, encouraging those eligible to apply, and successfully managing claims. In FY21 MVC distributed \$1,099,313.60 in grant funds. The Veteran Service Organizations apply for grants through an application process and meet quarterly with MVC staff to discuss distributions and round table best practices.

## FY21 GRANT DISTRIBUTION SUMMARY



**DISABLED  
AMERICAN VETERANS**  
**\$364,864.13**



**VETERANS OF  
FOREIGN WARS**  
**\$361,788.94**



**AMERICAN LEGION**  
**\$199,135.72**



**VIETNAM VETERANS  
OF AMERICA**  
**\$88,006.79**



**AMERICAN VETERANS**  
**\$38,893.50**



**ST. LOUIS COUNTY**  
**\$33,398.36**



**MISSOURI VETERANS  
SERVICE PROGRAM**  
**\$13,226.16**

# COMMUNICATIONS & OUTREACH

The Missouri Veterans Commission's communication strategy changed in the middle of the fiscal year with a new emphasis to identify, educate, and interact with the approximately 413,000 Veterans and their families residing in Missouri. MVC established new branding standards and began using intentional, consistent, and planned social media content to engage and direct Veterans to MVC's programs and Veteran benefits and services. MVC simultaneously employs Facebook, Twitter, and Instagram to cross-message the broad Veteran demographic and is showing growth with our audience base on these platforms.

## FOLLOWERS

 26,124

 227

 662

MVC launched the Missouri Benefits and Resource Portal for Veterans and Military on May 3, 2021. In collaboration with the Missouri Department of Economic Development (DED) Office of the Military Advocate, the portal was created to serve as an information tool and guide to help Veterans find potential benefits and local resources. The initiative for a one-stop-shop for Veteran resources began after the University of Central Missouri completed a research project commissioned by the Office of the Missouri Military Advocate. The project resulted in a 32-page document titled "A Comprehensive Analysis of Missouri's Efforts to Improve the Quality of Life for Military Service Members and their Families," which recommended a centralized website. Thanks to the hard work of Office of Administration Information Technology Services Division (OA-ITSD), DED, and MVC the portal went live in less than a year. The portal can be found at [veteranbenefits.mo.gov](https://veteranbenefits.mo.gov). Updates are made as new resources become available.

# MISSOURI BENEFITS & RESOURCE PORTAL FOR VETERANS & MILITARY

[veteranbenefits.mo.gov](https://veteranbenefits.mo.gov)



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