



# MISSOURI VETERANS COMMISSION



2022 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.



# TABLE OF CONTENTS



## MESSAGE FROM THE EXECUTIVE DIRECTOR

Overview of the last fiscal year and the Commission's accomplishments



## COMMISSION OVERVIEW

Overview of the Commission and who we serve



## FINANCIAL REVIEW

Financial review of FY2022



## MISSOURI VETERAN DEMOGRAPHICS

Demographic breakdown of Veterans living in Missouri in FY2022



## MISSOURI VETERANS CEMETERIES PROGRAM

Overview of the Cemeteries Program and interments



## MISSOURI VETERANS HOMES PROGRAM

Overview of the Homes program



## MISSOURI VETERANS SERVICE PROGRAM

Overview of the Veterans Service Program and the Grants program



## COMMUNICATIONS & OUTREACH

Overview of the Commission's communication and outreach initiatives



Paul Kirchhoff

**EXECUTIVE DIRECTOR**

## MESSAGE FROM THE EXECUTIVE DIRECTOR

On behalf of the Missouri Veterans Commission (MVC), I am pleased to share the Fiscal Year 2022 Annual Report. Our focus for the year was to rebound from the pandemic and address the foundational need for long-term, stable funding to ensure the future success of the Veterans Commission's mission. MVC had a strong year and continued to recover from COVID-19 through a number of initiatives and accomplishments, which included:

- Receiving a "Best in Class" customer satisfaction award from Pinnacle Quality Insight for six Missouri Veterans Homes for the third consecutive year
- Securing short-term funding to increase nursing home direct-care staff wages
- Constructing and dedicating a new columbarium wall at the Missouri Veterans Cemetery - Jacksonville
- Receiving the National Cemetery Administration Operational Excellence Award at Missouri Veterans Cemetery - Springfield

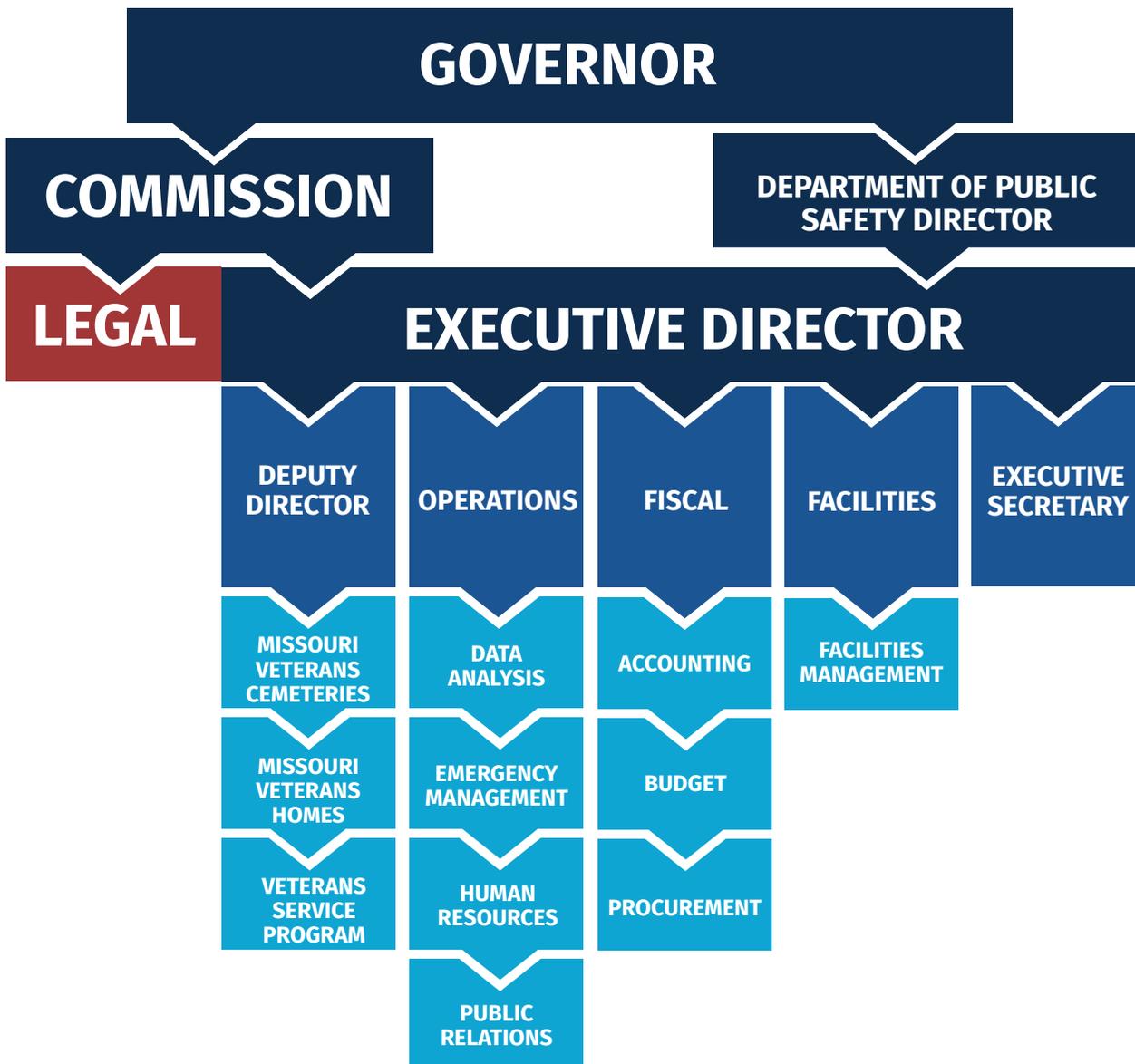
MVC saw incredible budgetary support from the General Assembly and Governor Parson. During FY22, MVC gained \$5M in medical marijuana funding to support operations at the Veterans Homes, \$8.2M in funding to support raises to staff salaries, and over \$35M in one-time support for on-going infection control, staffing, and testing response to COVID-19. As a mission-driven Commission, MVC is committed to building on this year's short-term budget success and continues to focus efforts on a stable budgetary framework with a long-term perspective.

In closing, I would like to thank our team members for their dedication to the mission; the last few years have been very difficult. The achievements of MVC during FY22 are a testament to the incredible hard work and commitment of our team. I would also like to thank members of the Missouri General Assembly and Governor Parson for their unwavering support of this great organization.

Respectfully,

Paul Kirchhoff, Executive Director

# ORGANIZATIONAL CHART



## COMMISSION OVERVIEW

The Missouri Veterans Commission is comprised of three core programs administered by Headquarters staff and regulated by the Federal Department of Veterans Affairs. Programs within the Commission are:

- **Veterans Cemeteries Program** - Five state cemeteries that provide a dignified resting place for our nation's heroes
- **Veterans Homes Program** – Seven facilities that provide unparalleled care for up to 1,238 Veterans in need of 24/7 skilled nursing
- **Veterans Service Program** – 49 Veteran Service Officers throughout the state that assist Veterans and their dependents secure state and federal benefits

MVC 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 comprised 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.



**COMMISSION CHAIR**  
KELLY MCCLELLAND



**VICE-CHAIR**  
MEREDITH KNOPP



**SENATOR**  
JILL SCHUPP



**SENATOR**  
RICK BRATTIN



**REPRESENTATIVE**  
CHUCK BASYE



**REPRESENTATIVE**  
ROBERT SAULS



TIM SMITH



RANDY ALEWEL

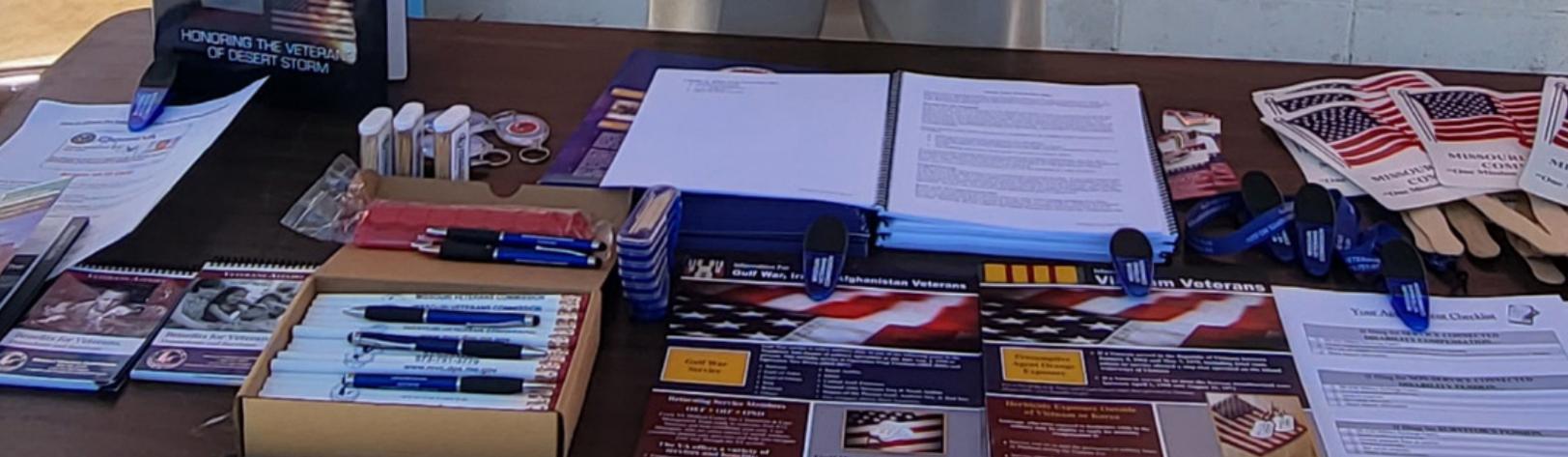


STEVE MAPLES

# VISION

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

2022 ANNUAL  
REPORT



# FISCAL REVIEW

MVC receives major revenue support from the following sources:

1. U.S. Department of Veterans Affairs (VA) Federal Grant program reimbursements
  - State Veterans Home Per Diem
  - Cemetery Plot Allowance
  - Capital Improvement Projects
2. Room and care rates charged (Veterans with service connection rating below 70%)
3. Missouri Gaming Commission (MGC) proceeds

The State Veterans Home Per Diem and the resident room and care payments are the two largest revenues that source continued operations for the Homes Program. These sources are 100% dependent on the number of Veterans residing in the seven Veterans homes. The VA reimburses expenses at a daily per diem rate based on the number of Veterans in the facilities. Room and care rates are charged to Veterans with less than a 70% service-connected disability rating. Although COVID-19 is in the endemic phase, the financial impacts of infection control requirements and staffing issues related to high turnover and talent shortages place a substantial burden on the ability to return to the full 1,238-bed capacity.

In FY22, MGC transferred \$12,426,674. This revenue support continues to be well below pre-pandemic transfer levels.

Through continued support from the Governor's office, general assembly, federal and state departments and partners, MVC has afforded the ability to meet short-term financial obligations. Through this collaborative support during FY22, MVC's dedicated

funds will remain solvent through fiscal year 2023.

## **FY22 Financial Accomplishments**

- \$5.1M in funding to reopen construction at the St. Louis Veterans Home
- \$900K to address deferred maintenance and repair projects at the Homes and Cemeteries
- \$5M in additional Medical Marijuana funding to support continued operations at the Homes
- \$8.2M in raises to address compression and become more marketable in employee salaries
- \$27.6M (est.) in Coronavirus Relief Funds (CRF) reimbursing salaries and fringe for team members responding to COVID-19
- \$1.3M in CRF housing assistance needs for Veterans
- \$4.8M in Epidemiology and Laboratory Control Funding to afford COVID-19 PCR testing at the Veterans Homes
- \$2.3M in ARPA funding to afford agency staffing needs in the Veterans Homes
- \$370K from Coronavirus Emergency Supplemental Funding to address infection control needs at Veterans Homes
- Significant funding to pay pandemic stipends, purchase and supply PPE, quick testing, sewershed, National Guard assistance, DMAT assistance, and much more

The infrastructure and fixed contractual obligations, alongside inflationary and salary restructures compound fiscal challenges. Long-term viability of MVC will require substantial revenue support in future fiscal years.

## FY22 REVENUE ALL FUNDS

VETERANS HOME FUND	
ROOM & CARE	\$13,064,660
PER DIEM AND RETROACTIVE CLAIMS	\$51,926,892
TRANSFERS IN (MEDICAL MARIJUANA & COVID RELIEF FUNDS)	\$11,095,608
OTHER	\$436,414
TOTAL DEPOSITS	\$76,523,574
VETERANS COMMISSION CAPITAL IMPROVEMENT TRUST FUND (VCCITF)	
PLOT ALLOWANCE	\$1,215,310
CONSTRUCTION (HOMES & CEMETERIES)	\$119,529
TRANSFERS IN (GAMING)	\$12,426,674
OTHER (BOND REIMBURSEMENT)	\$6,000,000
TOTAL DEPOSITS	\$19,761,513
VETERANS HEALTH AND CARE FUND	
TRANSFERS IN (MEDICAL MARIJUANA)	\$6,843,310
TOTAL DEPOSITS	\$6,843,310
VETERANS TRUST FUND	
DONATIONS	\$213,945
OTHER	\$38,910
TOTAL DEPOSITS	\$252,856
WORLD WAR I MEMORIAL TRUST FUND	
DONATIONS	\$182,938
OTHER	\$587
TOTAL DEPOSITS	\$183,525

TOTAL REVENUE ALL DEDICATED FUNDS	\$103,564,778
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ONE-TIME FEDERAL STIMULUS	
CARES ONE-TIME FEDERAL STIMULUS	\$4,255,199
ARPA ONE-TIME FEDERAL STIMULUS	\$10,638,925
TOTAL DEPOSITS	\$14,894,124

TOTAL REVENUE ALL ONE-TIME FUNDS	\$15,147,566
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TOTAL REVENUE ALL FUNDS	\$118,712,344
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## FY22 EXPENSES ALL FUNDS

	HOMES	VSP	CEMETERIES	HQ	TOTAL
<b>MISSOURI VETERANS COMMISSION DEDICATED FUNDS</b>					
OPERATING	\$89,970,479	\$3,444,823	\$3,409,320	\$2,147,945	\$98,972,567
NON-OPERATING	\$4,757,509	\$1,642,085	\$867,707	\$1,199,069	\$8,466,370
TOTAL	\$94,727,987	\$5,086,908	\$4,277,027	\$3,347,014	\$107,438,937
<b>CORONAVIRUS RELIEF FUNDS</b>					
OPERATING	\$18,375,390	\$1,118,384	\$4,394,798	\$1,366,008	\$25,254,581
NON-OPERATING	\$-	\$2,417,613	\$-	\$-	\$2,417,613
TOTAL	\$18,375,390	\$3,535,997	\$4,394,798	\$1,366,008	\$27,672,194
<b>AMERICAN RESCUE PLAN ACT FUNDS</b>					
OPERATING	\$2,350,607	\$-	\$-	\$-	\$2,350,607
NON-OPERATING	\$-	\$-	\$-	\$-	\$-
TOTAL	\$2,350,607	\$-	\$-	\$-	\$2,350,607
<b>CORONAVIRUS EMERGENCY SUPPLEMENTAL FUNDING</b>					
OPERATING	\$369,996	\$-	\$-	\$-	\$369,996
NON-OPERATING	\$-	\$-	\$-	\$-	\$-
TOTAL	\$369,996	\$-	\$-	\$-	\$369,996
<b>EPIDEMIOLOGY AND LABORATORY CONTROL FUNDS</b>					
OPERATING	\$4,814,595	\$-	\$-	\$-	\$4,814,595
NON-OPERATING	\$-	\$-	\$-	\$-	\$-
TOTAL	\$4,814,595	\$-	\$-	\$-	\$4,814,595
OPERATING	\$115,881,067	\$4,563,207	\$7,804,118	\$3,513,954	\$131,762,346
NON-OPERATING	\$4,757,509	\$4,059,698	\$867,707	\$1,199,069	\$10,883,983
TOTAL SPEND	\$120,638,576	\$8,622,906	\$8,671,825	\$4,713,022	\$142,646,328

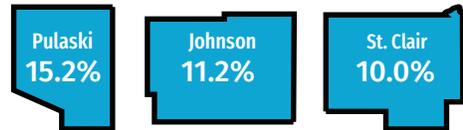


# VETERAN\* DEMOGRAPHICS

TOTAL VETERAN POPULATION IN MISSOURI IN FY22

**413,743**

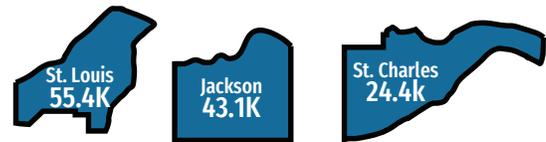
TOP 3 COUNTIES BY VETERAN DENSITY



VETERANS POPULATION IN MISSOURI IN FY22

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

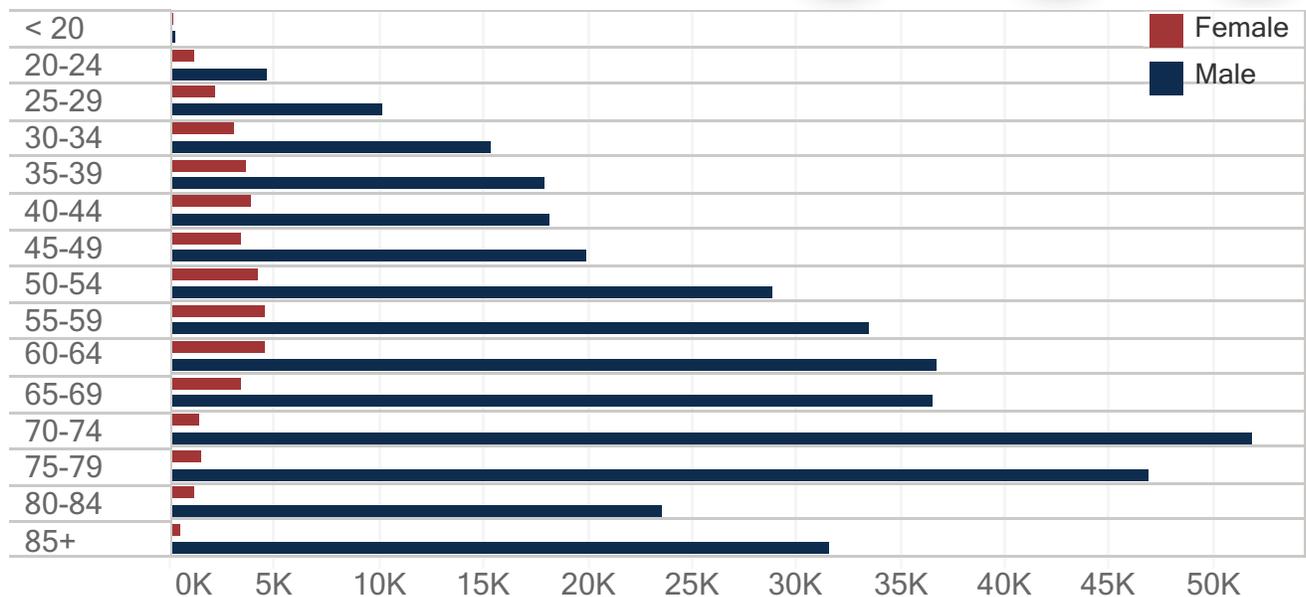
TOP 3 COUNTIES BY VETERAN POPULATION



MOST COMMON AGE GROUP OF MISSOURI VETERANS

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

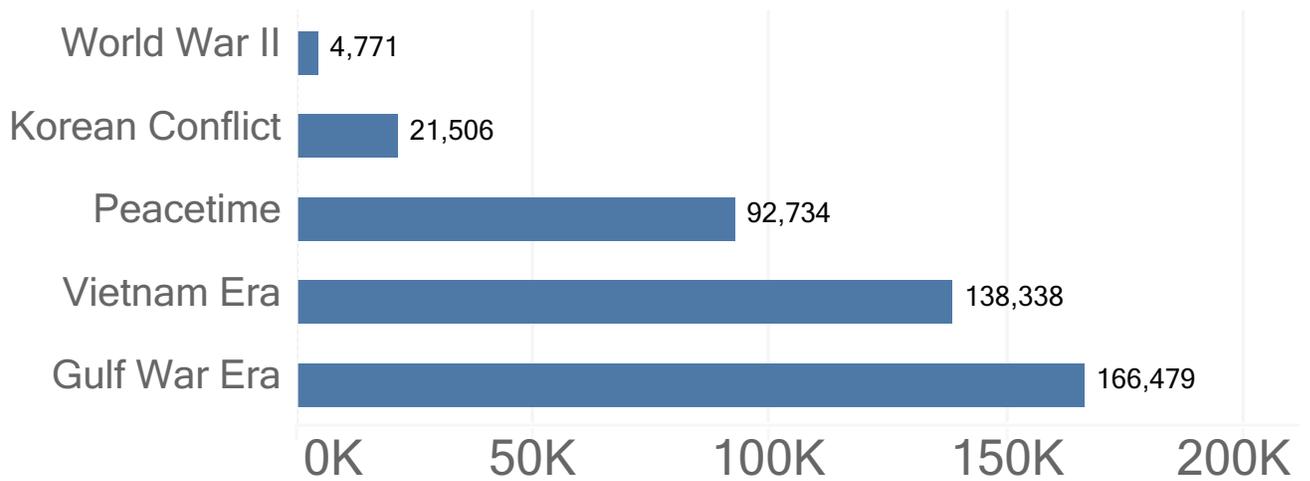
TOP 3 WARTIME ERAS



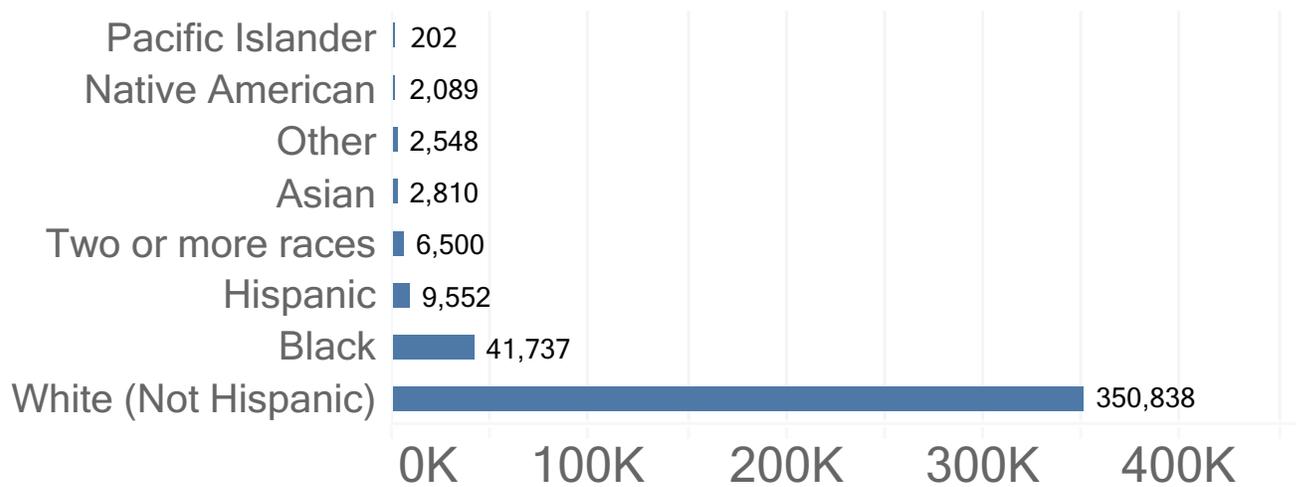
\* Source - National Center for Veterans Analysis & Statistics - [va.gov/vetdata/veteran\\_population.asp](http://va.gov/vetdata/veteran_population.asp)



**FY22 MISSOURI VETERANS BY WARTIME ERA**



**FY22 MISSOURI VETERANS BY RACE**





ON  
K  
SAAF  
WAR II  
OLC

THOMAS  
RICHARD L  
SGT USA  
KOREA  
1929 2009

SPIONESE  
WILLIAM F  
AFC USAF

MCCREERY  
GARY  
AFC USAF

DEWANE  
DAN  
AFC USAF

WILSON  
WALTER  
AFC USAF

TOGETHER  
FOREVER

CLORIAN JEAN  
1947 2009  
CORP USAF

WILSON  
WALTER  
AFC USAF

# VETERANS CEMETERIES PROGRAM

The Missouri Veterans Commission oversees a network of six state Veterans cemeteries that ensure access to a dignified resting place for Veterans and eligible dependents. There are five operational cemeteries located in Bloomfield, Ft. Leonard Wood, Higginsville, Jacksonville, and Springfield. The sixth cemetery is located at the Missouri Veterans Home – St. James and is closed to interment.

Near the beginning of the fiscal year, the Cemeteries Program once again took part in Wreaths Across America. These events allow the interred to be remembered and honored during the holiday season with donated wreaths.

On Memorial Day, in addition to the traditional events, the Missouri Veterans Cemetery – Jacksonville dedicated a new 960 niche columbarium wall. The first columbarium wall at Jacksonville reached capacity in March 2022. The new \$1.95 million project was funded through both Veterans Commission Capital Improvement Trust Funds and Veterans Health and Care Funds from medical marijuana; these funds are up to 100% reimbursable by the Veterans Administration (VA) through the Veterans Cemetery Grant Program. MVC broke ground on the project on September 1, 2021 and the wall was completed on time, without injuries.

Four of the five Veterans Cemeteries received their tri-annual review from the National Cemetery Administration (NCA). During the review, 95 standards and measures were evaluated in categories including safety, interment operations, grounds maintenance, equipment maintenance, customer satisfaction, and headstone, marker, and niche

cover. To be considered compliant with the NCA standards and measures a cemetery must receive a score of 80% or better. Each cemetery met and exceeded the standards. An Operational Excellence Award was achieved at the Missouri Veterans Cemetery – Springfield; they met 100% of critical priority standards. This elite award is reserved for the few locations nationwide whose appearance and management reflect an environment of beauty and awe-inspiring tribute.

## NCA TRI-ANNUAL REVIEW SCORES



MISSOURI VETERANS CEMETERY - **JACKSONVILLE**  
NCA REVIEW DATE: 06/21/21\*



MISSOURI VETERANS CEMETERY - **SPRINGFIELD**  
NCA REVIEW DATE: 11/30/21



MISSOURI VETERANS CEMETERY - **FT. LEONARD WOOD**  
NCA REVIEW DATE: 05/10/22

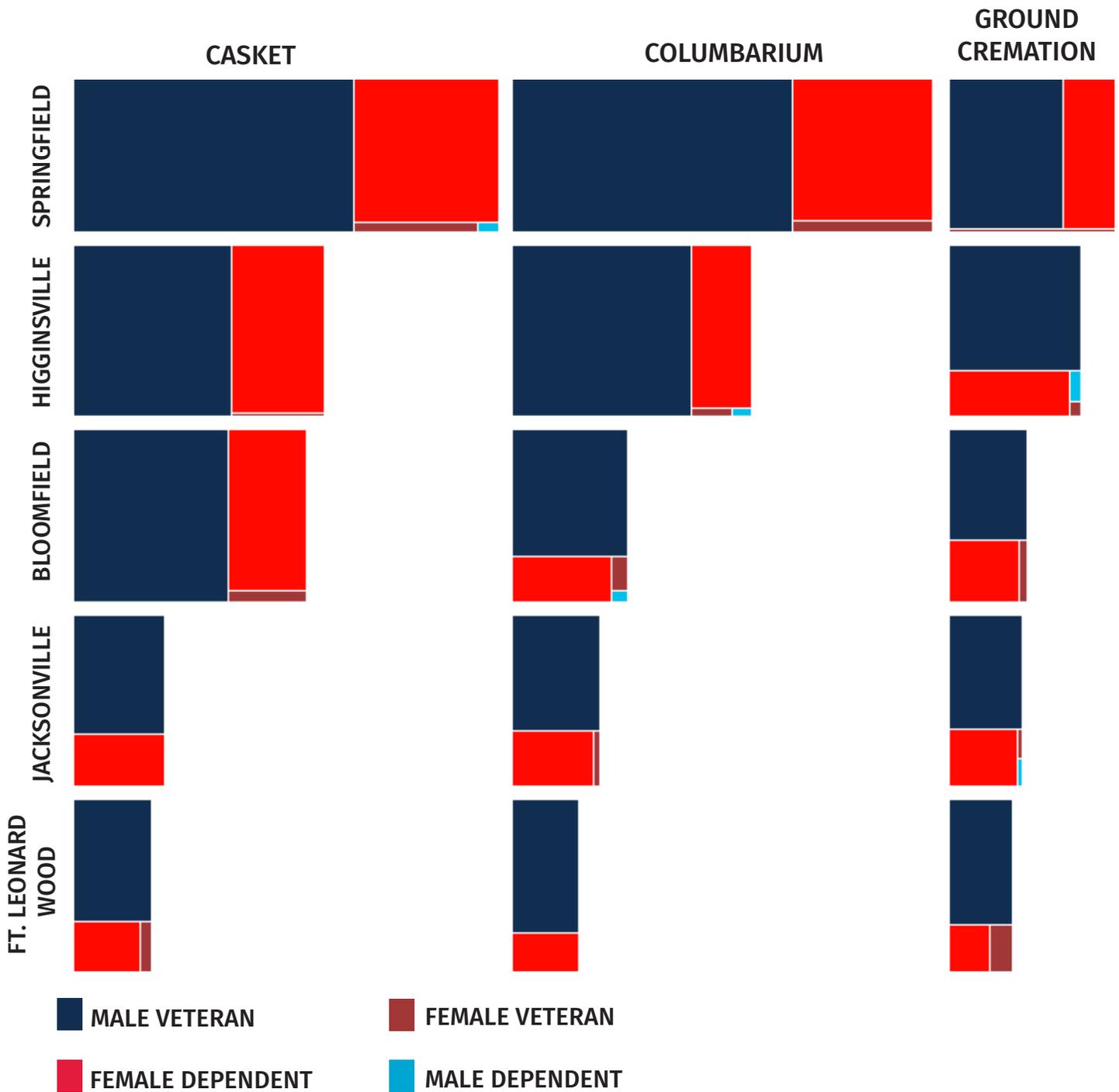


MISSOURI VETERANS CEMETERY - **HIGGINSVILLE**  
NCA REVIEW DATE: 05/10/22

\*Final report was received during FY22

# VETERANS CEMETERIES PROGRAM

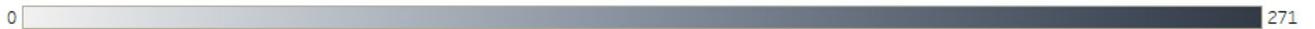
## FY22 INTERMENTS BY BURIAL TYPE, GENDER, LOCATION, AND VETERAN STATUS\*



\*An individual is counted for each war time era and branches in which they served

**FY22 INTERMENTS BY BURIAL TYPE, GENDER, LOCATION, AND VETERAN STATUS CONT'D\***

		CASKET	COLUMBARIUM	GROUND CREMATION	GRAND TOTAL
SPRINGFIELD	MV	271 (11.10%)	271 (11.10%)	108 (4.42%)	650 (26.63%)
	FD	133 (5.45%)	128 (5.24%)	49 (2.01%)	310 (12.70%)
	FV	6 (0.25%)	9 (0.37%)	3 (0.12%)	18 (0.74%)
	MD	1 (0.04%)			1 (0.04%)
HIGGINSVILLE	MV	153 (6.27%)	174 (7.13%)	93 (3.81%)	420 (17.21%)
	FD	88 (3.61%)	56 (2.29%)	31 (1.27%)	175 (7.17%)
	FV	2 (0.08%)	2 (0.08%)	1 (0.04%)	5 (0.20%)
	MD		1 (0.04%)	2 (0.08%)	3 (0.12%)
BLOOMFIELD	MV	149 (6.10%)	83 (3.40%)	48 (1.97%)	280 (11.47%)
	FD	71 (2.91%)	25 (1.02%)	24 (0.98%)	120 (4.92%)
	FV	5 (0.20%)	3 (0.12%)	3 (0.12%)	11 (0.45%)
	MD		1 (0.04%)		1 (0.04%)
JACKSONVILLE	MV	62 (2.54%)	58 (2.38%)	47 (1.93%)	167 (6.84%)
	FD	27 (1.11%)	26 (1.07%)	22 (0.90%)	75 (3.07%)
	FV		2 (0.08%)	1 (0.04%)	3 (0.12%)
	MD			1 (0.04%)	1 (0.04%)
FT. LEONARD WOOD	MV	53 (2.17%)	50 (2.05%)	44 (1.80%)	147 (6.02%)
	FD	19 (0.78%)	15 (0.61%)	11 (0.45%)	45 (1.84%)
	FV	3 (0.12%)		6 (0.25%)	9 (0.37%)
<b>GRAND TOTAL</b>		<b>1,043 (42.73%)</b>	<b>904 (37.03%)</b>	<b>494 (20.24%)</b>	<b>2,441 (100.00%)</b>



**MV = MALE  
VETERAN**

**FD = FEMALE  
DEPENDENT**

**FV = FEMALE  
VETERAN**

**MD = MALE  
DEPENDENT**

\*An individual is counted for each war time era and branches in which they served



# 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 services at no additional fee. These extra services set the Missouri Veterans Homes apart when it comes to service and value.

In FY22, numerous COVID-19 protocols by the Centers for Disease Control (CDC) and the Missouri Department of Health and Senior Service (DHSS) were relaxed, which allowed renewed opportunities for Veteran Home residents to resume activities such as outings and group visits. Admissions to the homes also resumed but continue to be limited due to low direct-care staffing numbers across all homes. MVC, like the rest of the nation, struggles to hire CNAs, who are the backbone of the Homes operation. Although MVC implemented pay increases, higher recruitment rates, and strong recruitment campaigns this year, high staff turnover and insufficient supply of professionals to meet MVC's needs continue as opportunities for jobs with higher pay and less demanding work are abundant.

MVC was honored to have three employees

nominated and selected as a Missouri Health Care Association (MHCA) Employee of the Year finalist during FY22. MHCA collects nominees from skilled nursing facilities across the state and selects finalists based on employees that went the extra mile in their dedication and compassion to their facilities and to the residents they serve:

- CNA of the Year – Alice Youngerman  
Missouri Veterans Home-Cape Girardeau
- Employee of the Year – Janet Cook  
Missouri Veterans Home-Cape Girardeau
- Administrator of the Year – David Hibler  
Missouri Veterans Home-Cameron

Throughout the year the Veterans Homes Program focused efforts on staff professional development, using quality metrics and data analysis for better care outcomes, and the re-establishment of leadership meetings to provide continued training and to discuss industry changes. These focused efforts helped the incredible team members at Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, and Warrensburg receive a “Best in Class” customer satisfaction award for the third consecutive year from Pinnacle Quality Insight.

Pinnacle is a customer satisfaction measurement firm with 26 years of experience in post-acute healthcare; they conduct over 150,000 phone surveys each year and work with more than 2,500 care providers. During the telephone survey, Veterans and their family members are asked open-ended questions and asked to rank facilities in specific categories. MVC has contracted with Pinnacle since 2019 to help obtain objective feedback on Veteran and family satisfaction as part of its commitment to providing the highest level of care to those we serve.

# VETERANS SERVICE PROGRAM

The Missouri Veterans Commission employs 49 Veteran Service Officers (VSOs). Each VSO is accredited with the U.S. Department of Veterans Affairs (VA) and completes 16 hours of continuous education training each year to maintain accreditation. The skills required to provide successful claims assistance include a vast knowledge base of VA laws, federal, state and local services and benefits available, and 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.

The Veteran Service Program (VSP) renewed its focus early in FY22 as it reorganized regions to provide better service and support to Veterans in rural Missouri. Utilizing MVC's claims management system and advanced data analysis, VSP leaders developed ways to efficiently identify areas of operational improvement and ways to measure and track VSO activity. These changes help in how MVC is administering services, benefits, and provide support to Veterans.

MVC's Veteran Service Program continues to provide outstanding, dedicated service. MVC VSO's contribute to obtaining more than \$381 billion in funds for Veterans and their families through federal benefits. These dollars are used by Missouri Veterans and stimulate Missouri's economy.

This year MVC VSO's filed over 1,400 new compensation and pension claims which resulted in over \$8.5M in new awards during FY22 alone. The work this team does for Missouri's Veterans and their families is long-lasting and impactful.

 **4,795** ESTABLISHED/REESTABLISHED MVC AS THEIR SERVICE ORGANIZATION

 **757** COMPLETED APPLICATIONS FOR VA HEALTHCARE

 **1,018** ASSISTED WIDOWS, WIDOWERS & DEPENDENTS WITH BENEFIT APPLICATIONS

 **9,693** CLAIMS FILED

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

 **1,226** APPEALS SUBMITTED TO THE VETERANS ADMINISTRATION

 **224** APPLIED FOR VETERAN GRAVE MARKERS & MEDALLIONS

# GRANTS PROGRAM

The Missouri Veterans Commission offers up to \$1,800,000 of grant funding and joint training and outreach efforts 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 FY22, \$1,668,091.81 in grant, joint training and outreach funds were distributed. 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.

## FY22 GRANT DISTRIBUTION SUMMARY



VETERANS OF  
FOREIGN WARS  
**\$636,707.90**



AMERICAN VETERANS  
**\$44,539.50**



DISABLED  
AMERICAN VETERANS  
**\$591,979.49**



ST. LOUIS COUNTY  
**\$28,241.12**



AMERICAN LEGION  
**\$204,745.32**



MISSOURI VETERANS  
SERVICE PROGRAM  
**\$26,006.35**



VIETNAM VETERANS  
OF AMERICA  
**\$135,872.13**

# COMMUNICATIONS & OUTREACH

Fiscal Year 2022 was another big year for the outreach team. Outreach efforts were stronger in FY22 as more events were in-person. The year kicked off with the Missouri State Fair in August where Veteran Service Officers and staff interacted with over 4,000 visitors. Throughout the year, MVC made contact with over 7,460 Veterans and their family members at 91 outreach events, helping MVC to push its communication strategy which emphasizes education and awareness while building stronger partnerships within state government.

MVC, with Missouri Governor Parson, Lieutenant Governor Kehoe, Missouri National Guard Major General Cumpton, and nearly 300 participants hosted a hybrid in-person and online pinning ceremony to recognize and honor Missouri's Vietnam Veterans and commemorate the 50th anniversary of the end of the Vietnam War.

In addition to the virtual event, the outreach team continues to partner with Governor Parson and others across the state through participation in the "Governors Challenge to Prevent Suicide Among Service Members, Veterans and their Families". This important group is organizing efforts and contributing Missouri priorities to a national effort focused on Veteran suicide prevention. These efforts include the creation of digital media being displayed in Government office buildings across the state and engaging the Veteran audience on our social media platforms.

Through a digital outreach campaign, "You Are Worth the Battle" MVC reached over 10,000 social media users. The campaign was designed to educate and train Missourians on how to identify and

help service members, Veterans, and their families (SMVF) during a mental health crisis. MVC continues to add new resources each week to the Missouri Benefits and Resource Portal for Veterans and Military, this year the portal received over 20,500 new visitors. MVC continues to grow its social media presence and rounded out its social platforms by adding a LinkedIn page in an effort to cross-message and connect with the broad Veteran community.

## FOLLOWERS



In June, MVC established free legal clinics for drafting wills and powers of attorney for Veterans and their spouses. MVC's Office of General Counsel identified a need among Missouri Veterans for estate planning and began coordinating events with local attorneys who volunteered their time to assist Veterans. In addition to these services, the team created "Planning for the Future", a free informational guide to help Veterans and their families navigate options available as they age. The initiative has been highly successful; MVC plans to continue these clinics in future fiscal years.



**ESTIMATED SAVING FOR VETERANS**

**\$99,000**



# MISSOURI VETERANS COMMISSION



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