

**OPEN
MINUTES**

**Second Quarterly Meeting of the
Missouri Veterans Commission
Held, pursuant to notice
April 23, 2018 at 11:00 AM
Jefferson State Office Building, 1st Floor State Board of Education Room
Jefferson City, Missouri**

I. CALL TO ORDER

A. Roll Call

In attendance: Chairman Tim Noonan, Vice Chairman John Buckner, Member José Dominguez, Member Tim Smith, Member Jill Schupp, Member Pat Conway, Member Steve Lynch

Excused: Member Meredith Knopp

Via telephone: Member Dan Brown

Ex-Officio Member Designee: Joe Driskill, Missouri Military Advocate

Staff present: Angela Baker, Charles Baxter, Daniel Bell, Joan Elwing, Eric Endsley, Brenda Ezell, Brad Haggard, Grace Link, Viviane Markle, Terry McAdams, Jamie McCannon, Theresia Metz, Doug Meyer, Julie Miller, Kevin Onstott, Mindi Pruitt, Patrick Stevenson, Tiffany Trower, Melissa Skinner, Melissa Wilding

II. APPROVAL OF MINUTES

- A. Discussion occurred regarding the type of content to be included in the meeting minutes. Member Schupp made a motion to open the January 29, 2018 Commission meeting minutes for review and guidance by general counsel as to content and Member Lynch seconded the motion. By voice vote the motion passed. General Counsel will review the January 29, 2018 meeting minutes and provide counsel on content necessary for meeting minutes.
- B. Chairman Noonan opened for approval of the March 2, 2018 Open meeting minutes. Member Dominguez made a motion to approve the meeting minutes and Member Lynch seconded the motion. By voice vote the minutes were passed unanimously.
- C. Chairman Noonan opened for approval of the March 2, 2018 Closed meeting minutes. Member Schupp made a motion to approve the meeting minutes and Member Dominquez seconded the motion. By voice vote the minutes were passed unanimously.

III. EXECUTIVE DIRECTOR'S REPORT

- A. Interim Executive Director Link reported the following:

- Introduced General Counsel Jay Boresi previously with the MO Department of Corrections, will begin work as MVC General Counsel on April 30, 2018 – thanked Nathan Weinert with the Department of Public Safety for his work as Interim General Counsel.
- Introduced Eric Endsley, Interim Director of the Homes Program.
- Working to fill the Strategic Communications Director position – with interviews scheduled this week.
- Have posted the position notice for the Director of Veteran Services Program – position notice will close April 24, 2018 – thanked Doug Meyer for his service to the Missouri Veterans Commission.
- Continuing to work on transparent board processes – recently the Facilities and Financial Board met to discuss prioritizing projects and the Grants Board will soon meet to assist establishing new grant processes.
- Continuing to work on creating partnerships with the Missouri Department of Health and Senior Services (DHSS) with respect to surveying and auditing Missouri Veterans Homes, the Missouri Department of Corrections (DOC) with respect to their interest in building modular homes that may benefit Veterans needing homes, the Missouri Highway Patrol with respect to security training and the Missouri Veterans Organizations in additional partnership opportunities.
- Introduced Theresia Metz, the new permanent St. Louis Veterans Home Administrator.
- Thanked Senator Dan Brown and all of the legislators for their assistance with legislation to provide Direct Nursing Care raises (LPNs, RNs, CNAs) in the amount of \$1,123,624. Thanked Senator Brown and all of the legislators for their assistance with legislation to provide security officers at the St. Louis Veterans Home in the amount of \$161,540. Both pieces of legislation passed through the Senate and will go to Conference.
- FY20 Goal – to work toward increasing salaries for all employees at all of the Missouri Veterans Homes to be competitive with the private sector and enhance retention.
- Working on a feasibility study for a possible Adult Day Health Care for Veterans who may not yet be ready for skilled nursing care.

IV. PROGRAM REPORTS

A. Veteran Homes Program

- Interim Homes Program Director Eric Endsley reported the following:
 - Theresia Metz has been named the Permanent Administrator of the St. Louis Veterans Home.
 - Recognized Tiffany Trower of the Mexico Veterans Home for being named the MO Department of Public Safety Employee of the Month.
 - Conducting weekly HR, Clinical and Daily Operations Calls with St. Louis Veterans Homes to provide ongoing Central Office support of operations.
 - Conducting ENGAGE sessions between all staff and new Administrator Metz at the St. Louis Veterans Home.
 - CMS (Centers for Medicare/Medicaid Services) styled audit via HMS contractor to occur on April 30, 2018 at the St. Louis Veterans Home – to include clinical, human resources, sanitation, infection, control and dining services.
 - The State Fire Marshal conducted an interim inspection of the entire St. Louis Veterans Home on April 17, 2018 which resulted in zero deficiencies.
 - Working with the Missouri Department of Health and Senior Services (DHSS) on MOU which will use the MegaRule as a benchmark basis. Through this, 40 policies/procedures have been developed or revised to establish these new benchmarks.

- Interim Director of Homes is conducting documented site visits to all homes using a standardized report that evaluates management systems, care systems, appearance of Home, and Administrator engagement with staff, veterans and their families.
- Collaborating with Electronic Health Records provider for internal, external (State and National) clinical benchmarking data.
- Implementing new Duress System at all homes – 7/7 homes are fully trained on system, 6/7 homes are fully operational (last home will be operational within 30 days), 6/7 homes have completed secondary training with last home receiving secondary training within 30 days.
- U.S. Department of Veterans Affairs conducted their annual surveys on the Mexico Veterans Home and the Cameron Veterans Home. Mexico has been rated as fully compliant and Cameron has received a preliminary full compliance rating
- The Commissioners asked the Interim Homes Program Director to work with Interim Executive Director in creating a “scorecard” for measuring successes and other information.

B. Veteran Cemeteries Program

- Veteran Cemeteries Program Director Charles Baxter reported the following:
 - Director Baxter provided the number of monthly internments for FY 2018 at each Veteran Cemetery year to date.
 - Director Baxter provided the Plot Allowance Reimbursement data for FY 2018.
 - The Veteran Cemeteries Program announced their 2018 Memorial Day Ceremonies at each of the Veteran Cemeteries.
 - Customer Service Satisfaction Surveys were discussed.
 - The Commissioners asked the Cemeteries Program Director to work with Interim Executive Director in creating a “scorecard” for measuring successes and other information.

C. Veteran Services Program

- Veteran Services Program Director Doug Meyer reported the following:
 - Veterans Claims filed by MVC Service Officers to date for FY18 total 1395 and Fully Developed Claims total 764. The Missouri Veterans Population is listed by the VA as 482,094.
 - Nine Outreach events were held across the state during the months of March and April 2018, attended by 817 Veterans. Outreach events included Yellow Ribbon Reintegration programs, a Homeless Veterans Stand Down, Job Fairs and other outreach events.
 - Grants allocations for FY18 have 25% remaining and FY19 Grant applications are due May, 2018.
 - Met with members of the Veterans Innovations Task Force and will continue to work with them throughout their project.
 - The Commissioners asked the Veteran Services Program Director to work with Interim Executive Director in creating a “scorecard” for measuring successes and other information.

V. STAFF REPORTS

A. Human Resources

- HR reported new overtime and work attendance policies as developed through cooperation between MVC HR and AFSCME union representatives to improve attendance issues, recruitment and retention.

B. Facilities Update

- Facilities management reported on a number of construction updates at numerous Veteran Homes and Veteran Cemeteries.
- VA Construction Grant Awards were announced.
- MVH, St. Louis – VA design moving towards all private rooms.

C. Fiscal Management Update

- Fiscal and Administrative Management provided information on MVCs three main dedicated funds that support the operating budget of the Missouri Veterans Commission.
- Provided information about the sources of revenue to the three main dedicated funds.
- Provided information about House Bill 8, 5 & 13 – the Appropriations Bills which provides spending authority for MVC operations.
- Provided information on the VA Reimbursements for Federal Fiscal Year 2018 (VA Per Diem).
- Provided information regarding MVC Operating Appropriations by Fund – FY2018. As of 3/31/18 remaining appropriation is at 28.02%.
- Fiscal and Administrative Manager was asked to work on creating an “Income Statement or Balance Sheet” style report for purposes of the Commission quarterly meetings.

VI. LEGISLATIVE UPDATE

- A. Member Schupp provided a review of SB 573 which was very successful and passed almost unanimously which provides many new support initiatives for Missouri’s Veterans to include; assistance with small business loans for Veterans, an income tax deduction for members of the Missouri Guard and Military Reservists.
- B. Member Lynch explained a change to the Show Me Heroes program to 5 years to enter.

VII. OLD BUSINESS

- A. Chairman Noonan provided progress on the Executive Director Recruitment process. The Commissioners hope to be able to announce the selection of an Executive Director by the end of this week.
- B. Chairman Noonan reported that the Veterans Innovation Task Force hopes to provide a White Paper on their work thus far. This White Paper will be posted to the MVC website soon.

VIII. NEW BUSINESS

- A. Representatives from VA VISN 15 Network provided updates on their facilities and operations.
- B. A representative from the Missouri Association of Veterans Organizations reported that their next meeting will be held at the Disabled American Veterans facility in Jefferson City, MO on September 18 and more information will be shared with Veteran Service Organizations and their members.
- C. The Missouri Military Advocate provided a brief report on the activities of the Missouri Military Preparedness Enhancement Commission.

- D. Chairman Noonan announced the next meeting will be held at one of the Missouri Veterans Commission facilities on Monday – July 23, 2018 and more information will be provided on our website at a later date.

IX. VOTE TO GO INTO CLOSED SESSION

- A. Member Schupp made a motion to go into a closed session. Member Buckner seconded the motion. By roll call vote the motion passed.

Commissioner Noonan – Aye
Commissioner Buckner – Aye
Commissioner Dominguez – Aye
Commissioner Knopp – Absent
Commissioner Smith – Aye
Commissioner Brown – Aye
Commissioner Schupp – Aye
Commissioner Conway – Aye
Commissioner Lynch – Aye

Respectfully Submitted



Grace Link, Secretary