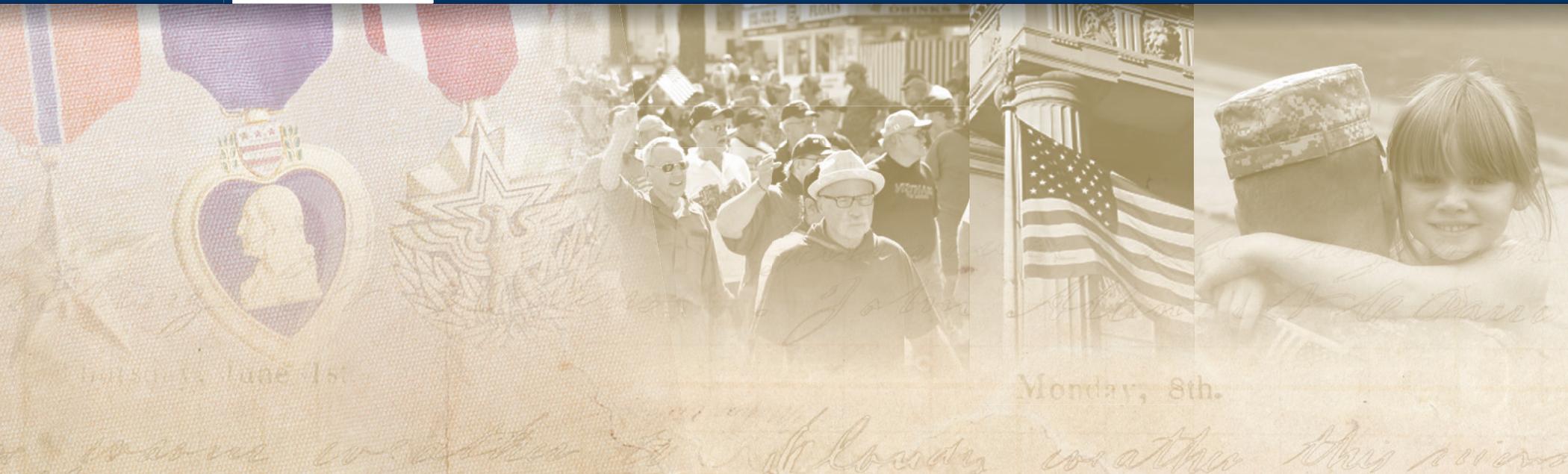




ANNUAL REPORT

2013

DEDICATED TO SERVING MINNESOTA VETERANS *and* THEIR FAMILIES





FROM THE COMMISSIONER

DEAR MINNESOTA VETERANS COMMUNITY,

I believe one of our greatest strengths as a Department is our ability to anticipate and embrace change. This willingness to find new and better ways to serve Minnesota Veterans and their families was evident over this past fiscal year as we provided relief to Veterans through special needs grants to help keep them in their homes, opened the nation's second Veteran focused Adult Day Center, explored new ways of outreach, launched an award-winning website, and made education more accessible to the Veterans who need it most.

As deployments and military op-tempos slow around the globe, our tempo increases. Minnesota has more than 370,000 Veterans, and the needs this year were just as numerous and diverse as the people served.

With this in mind, partnerships are more important than ever before, especially as we make progress in the area of Veteran homelessness prevention. In addition to continued work with the Minnesota Assistance Council for Veterans, we are full-speed ahead with our Minnesota Operation for Veterans Empowerment program to provide housing, education and resources to Veterans in need.

Without question our country and state are undergoing disruptions, but the expertise and creativity of our staff – combined with strong support from our state leaders – has allowed us to meet these challenges better than ever. Our vision of the future, to “fulfill the needs of Minnesota Veterans and their families,” is becoming a reality.

Thank you for your support, your leadership, and your partnership. We have a road map to the future, and the journey looks exciting.

Sincerely,


Larry Shellito, Commissioner
Minnesota Department of Veterans Affairs



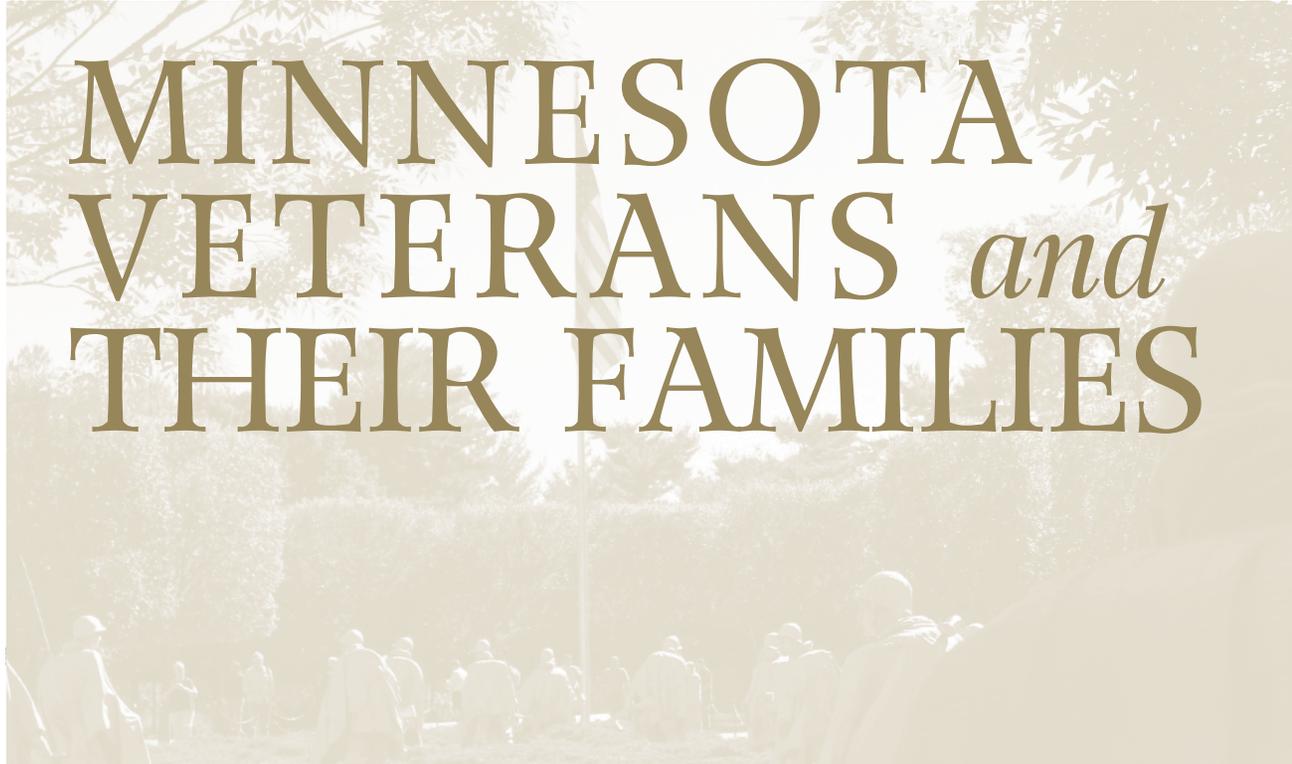
OUR MISSION

DEDICATED to SERVING



LEADERSHIP

LARRY SHELLITO, *Commissioner*
REGGIE WORLDS, *Deputy Commissioner, Programs and Services*
MICHAEL J. GALLUCCI, *Deputy Commissioner, Veterans Health Care*



MINNESOTA VETERANS *and* THEIR FAMILIES

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Overview

OUR VISION:

Fulfilling the needs of Minnesota Veterans and their families by providing proven and innovative programs and services to maximize quality of life.



WHO WE ARE

The Minnesota Department of Veterans Affairs (MDVA) is a cabinet-level state agency dedicated to serving Minnesota Veterans and their families. We are close partners with the Federal Department of Veterans Affairs and with the Minneapolis and St. Cloud VA Health Care Systems.

For more information, visit MinnesotaVeteran.org, or call **1-888-LINKVET**.

WHAT WE DO

- Promote self-sufficiency and personal responsibility through a safety net of benefits and services
- Supply representation to clients pursuing claims for federal Veterans benefits
- Ensure a smooth transition for Veterans from military service to civilian life
- Provide the highest quality programs for housing, health care, and supportive services to Residents of the five Minnesota Veterans Homes
- Ensure the most timely, cost-effective delivery of benefits and services
- Provide dignified and compassionate burial services at the Minnesota State Veterans Cemetery
- Provide leadership and direction to the Veterans community by collaborating with public and private service providers



Partnerships

Working to Strengthen the Support Network for Veterans and Their Families

MDVA works with many organizations in order to best serve this state's Veterans. The goal is to offer the most complete support, care, and advocacy network possible. Here are a few of MDVA's close partner organizations:



OFFICE OF THE GOVERNOR

As a cabinet-level agency, the Commissioner has a direct and consistent line of communication with the Governor's office. The Governor's office provides support through initiative and policy development while the Commissioner provides timely and relevant updates at the state and federal level.

MINNESOTA STATE AND FEDERAL ELECTED OFFICIALS

MDVA works with elected officials to raise awareness of Veteran-related issues in their communities. Upon request, the Department attends in-district Veterans events, town-hall meetings, forums, and round tables.

MINNESOTA ASSISTANCE COUNCIL FOR VETERANS (MACV)

MACV is a nonprofit organization that serves Veterans and their families affected by homelessness by providing and coordinating drug-free supportive housing, transitional homes, job skills training, mortgage assistance, and counseling and legal assistance, among other services.

VETERANS SERVICE ORGANIZATIONS

The Minnesota Commanders' Task Force (CTF) is comprised of nine Congressionally Chartered Veterans Organizations that include the Disabled American Veterans, American Legion, Veterans of Foreign Wars, Military Order of the Purple Heart, Vietnam Veterans of America, Jewish War Veterans, EX-Prisoners of War, Marine Corps League and the American Veterans. As the elected leaders of their respective organizations, the CTF meets regularly to discuss the many issues affecting Minnesota's Veterans and their families. The CTF serves as a non-partisan advisory group to the MDVA Commissioner, the Governor and Legislators on Veterans issues in the state.

MINNESOTA VETERAN 4 VETERAN (V4V) TRUST FUND BOARD OF TRUSTEES

MDVA works closely with the V4V Trust Fund Board of Trustees to help Veterans integrate into society and lead healthier, independent lives by funding recreational, employment, health, education, and social programs for Veterans, their families, and caregivers.

COUNTY VETERANS SERVICE OFFICERS

The Department partners with CVSOs on many programs and events, including reintegration, outreach events, and initiatives to heighten awareness of programs and services available within the Veterans community. CVSOs are the primary source of contact for all Veterans benefits and services. CVSOs are located in every county in Minnesota.

MINNESOTA NATIONAL GUARD

MDVA works closely with the Minnesota National Guard on reintegration; raising awareness on Veteran-related issues; legislation relating to Veterans, service members, and their families; and various marketing and communication projects.

US DEPARTMENT OF VETERANS AFFAIRS (USDVA)

MDVA has a strong relationship with the federal U.S. Department of Veterans Affairs (USDVA or VA) that encompasses many departments and services. A few of these services include but are not limited to; claims, benefits, medical center, ambulatory care to Veterans Homes Residents and construction grant services.



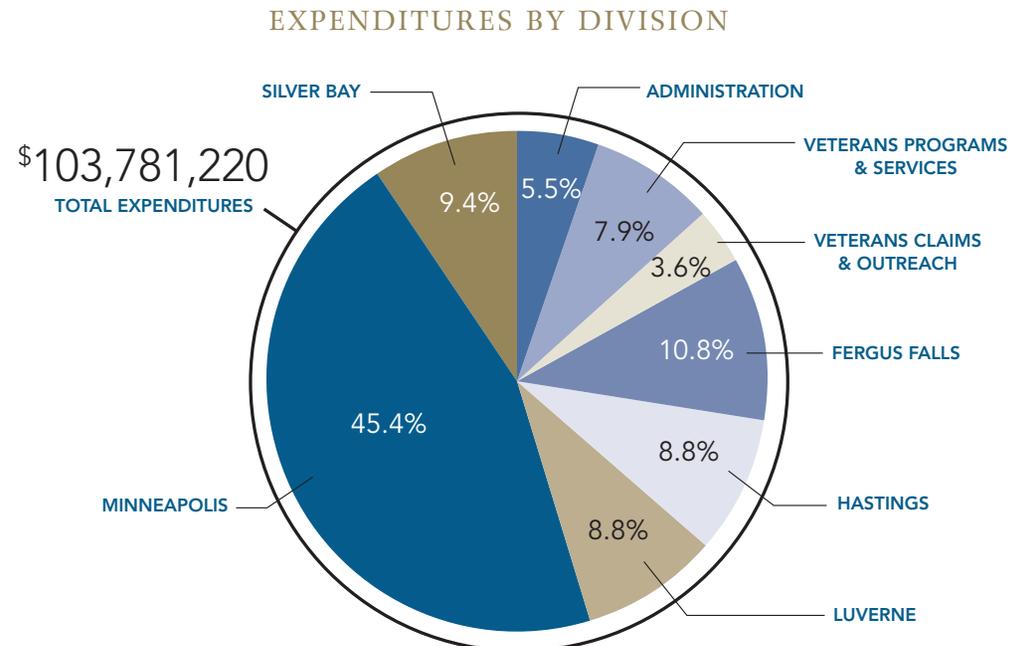
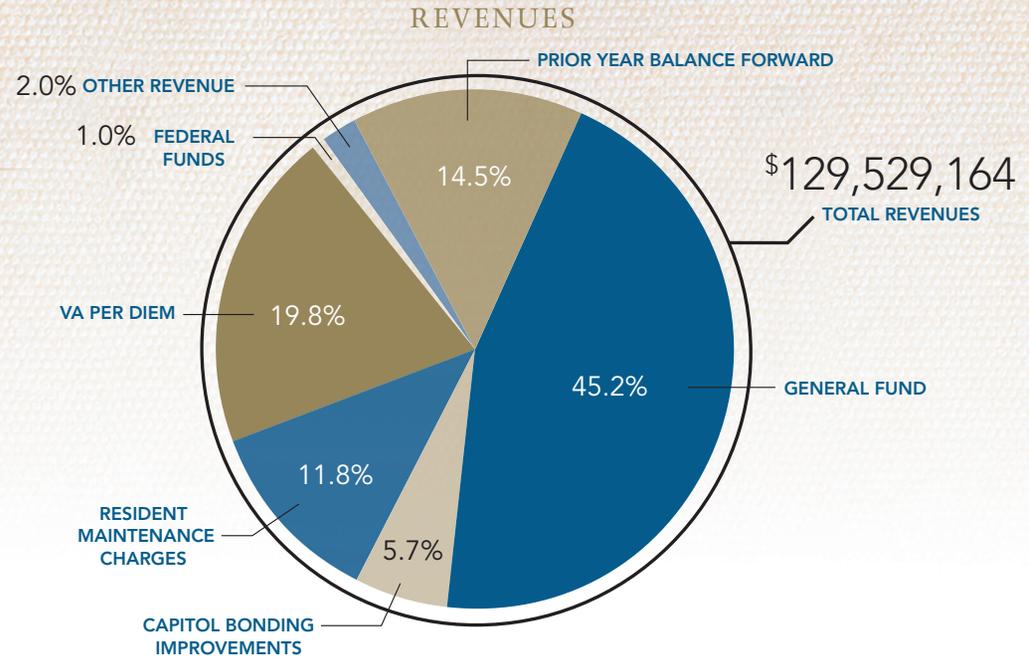
2013 FISCAL YEAR FINANCIAL SUMMARY

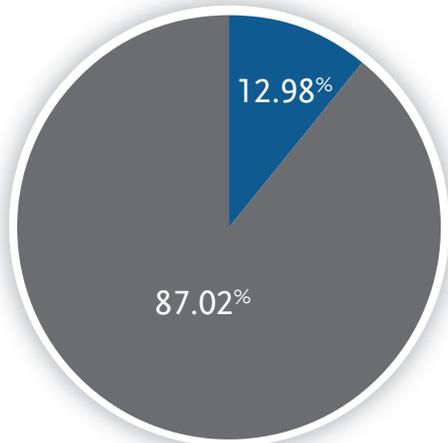
The Minnesota Department of Veterans Affairs expenditures totaled \$103,781,220 in fiscal year 2013. These expenditures were funded by state general fund dollars, general fund open appropriation, Resident maintenance fees (private pay), federal reimbursements, and special revenue funds.

MDVA collected \$110,783,888 in revenue in fiscal year 2013 from the following: VA per diem, Veterans Homes maintenance charges, general fund, Medicare Part D reimbursements, federal grants for construction projects, reimbursement for the State Approving Agency operations, gifts and donations, cemetery fees for eligible spouses/dependents, and federal reimbursements for Veteran burials at the Little Falls Cemetery.

The Department has two core program areas — Veterans Services and Veterans Health Care. The Veterans Services fiscal year 2013 budget was approximately \$14 million, or 12.98 percent of the Department's budget. The Veterans Services program activities are funded through state general fund appropriations, general fund open appropriation, other revenue generated by State Cemetery burial fees and license plate fees, State Approving Agency federal program funds, and donations.

The Veterans Health Care program budget for fiscal year 2013 was approximately \$96 million, or 87.02 percent of the Department's budget. The Veterans Health Care activities are funded through state general fund appropriations, Departmental earnings generated by Resident maintenance charges, U.S. Department of Veterans Affairs per diems, and donations. The revenue from the per diem payments and Resident maintenance charges, when combined with the general fund appropriation, finance the operations of the program's five state Veterans Homes.





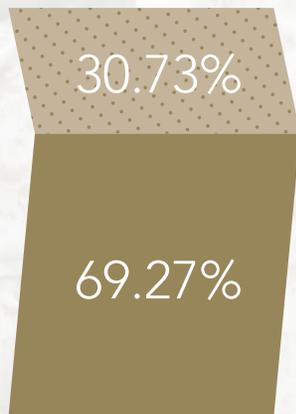
- ◆ Veterans Programs and Services
- ◆ Veterans Health Care

TOTAL: \$103,781,220



EXPENDITURES BY CATEGORY

NON-PAYROLL EXPENDITURES

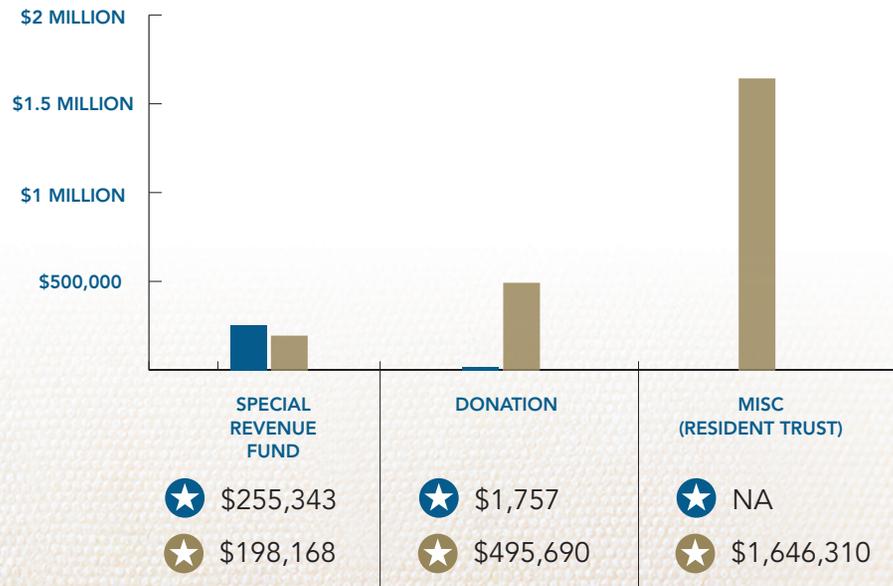
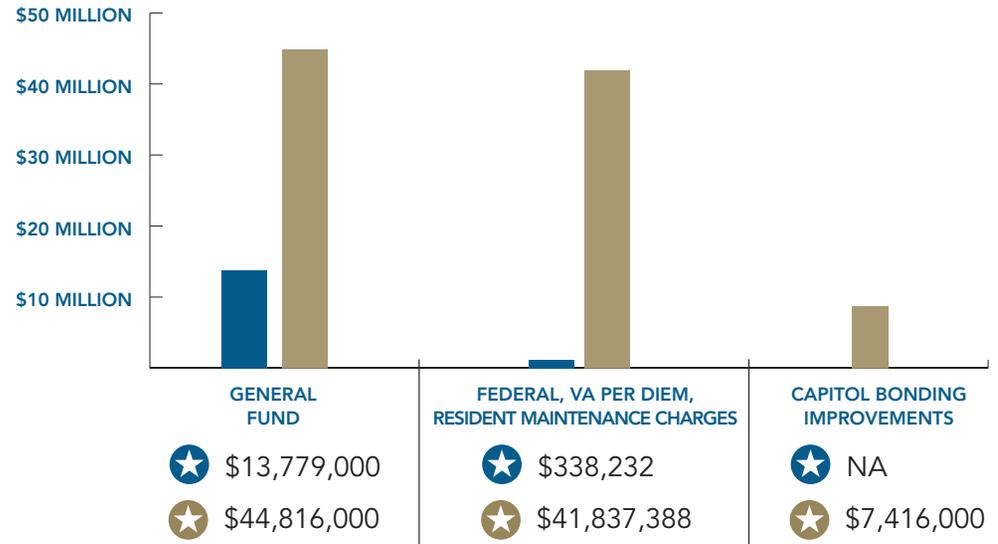


PAYROLL EXPENDITURES

REVENUE BY CATEGORY

★ VETERANS PROGRAMS AND SERVICES

★ VETERANS HEALTH CARE



DEDICATED TO SERVING MINNESOTA VETERANS *and* THEIR FAMILIES

LEGISLATIVE Accomplishments



It was an amazing year for Minnesota Veterans, as most of the Governor's Veterans initiatives were supported by the Legislature and signed into law. Governor Dayton delivered a budget that invests in Minnesota Veterans, ensuring they receive the education, opportunities, and benefits they earned through their service. Below are a few of MDVA's greatest achievements this session:

MINNEAPOLIS VETERANS HOME

The budget includes \$18.9 million in the bonding bill to complete Phase 3 of the Minneapolis Veterans Home replacement project. With this state funding, the Minnesota Department of Veterans Affairs hopes to leverage \$35.2 million in federal funds through a competitive grant process, and will provide high-quality skilled nursing services for Minnesota's Veterans.

EXPANSION OF THE MINNESOTA GI BILL

With an additional \$1 million investment, the Minnesota GI Bill program will expand to include all generations of Veterans – not just those serving on or after 9/11. This expansion will help ensure all Minnesota Veterans have access to the education and training they need to get good-paying jobs.

ONE-ON-ONE HELP FOR VETERANS

The budget provides \$2.2 million in increased grant funding for County Veterans Service Offices, which help Veterans and their families obtain the benefits and services they earned through military service.

PROPER BURIAL FOR MILITARY VETERANS

Veterans who request funeral honors will receive them; this budget includes \$400,000 in permanent funding for the Honor Guard Program, which provides military funeral honors Veterans have earned through their service and sacrifice.

SUPPORTING MILITARY FAMILIES AFTER THE LOSS OF A LOVED ONE

The Department of Military Affairs transitioned the Gold Star Program to MDVA. The budget provides \$200,000 in permanent funding for this program, which supports the families of those service members who lost their lives in combat as they heal from their loss.

NEW STATE VETERANS CEMETERY IN FILLMORE COUNTY

The state will invest \$425,000 in start-up and on-going funding for a new State Veterans Cemetery in Fillmore County, opening in 2015. This cemetery will provide burial space for nearly 40,000 Veterans.

ADDRESSING VETERAN HOMELESSNESS

This budget includes \$250,000 in increased grant funding for the MACV, which works in collaboration with community organizations to help Veterans and their families who are experiencing homelessness.

INFORMATION TECHNOLOGY UPGRADES

The administration invested \$5 million to improve and modernize the Department's information technology which will benefit the Veterans Homes Residents care as well as the Programs and Services provided by MDVA.





LAUNCH OF NEW WEBSITE

Created specifically with Veterans and families in mind, MinnesotaVeteran.org was designed to be user friendly with improved navigation that will serve as a vehicle to help Minnesotans get timely information and news. The website provides a vibrant, seamless view of the Department and the resources available to Minnesota Veterans.

In the first six months of operation the new site drew an average of 525 visitors per day with a post-launch survey revealing more than 80 percent of users gave the new site a positive rating and planned to return to the site in the future.



EVENTS

11/11/12 - VETERANS DAY

An event was hosted by MDVA and the Minnesota Commanders' Task Force and was held at the Veterans Memorial Community Center in Inver Grove Heights to honor all who have served. Veterans were honored for their service with a free community breakfast and a program featuring Governor Mark Dayton as the keynote speaker.

71ST ANNIVERSARY OF PEARL HARBOR REMEMBERED

On Dec. 7, 2012 the Pearl Harbor Survivors Association, the Fort Snelling National Cemetery Memorial Rifle Squad, and the Minnesota Department of Veterans Affairs hosted a Pearl Harbor Remembrance Ceremony. The Veterans community gathered to honor and remember this war, those who fought, and those who made the ultimate sacrifice.

RIBBON CUTTING / GRAND OPENING OF BUILDING 19 AT THE MINNEAPOLIS VETERANS HOME

On August 15, 2012 MDVA held a Grand Opening and Dedication ceremony for Building 19 and the Adult Day Center at the Minneapolis Veterans Home. Building 19 is a state-of-the-art skilled nursing care facility that incorporates the latest technology and modern amenities to enhance care.

6TH ANNUAL GOLD STAR FAMILIES RETREAT

MDVA supported the 6th Gold Star Family Retreat, which was attended by 140 family members. The retreat continues to draw new family members each year. This year, 50 percent of the families brought a family member who had not previously attended a retreat.

PARTNERSHIP WITH MINNESOTA TWINS

2013 marked the 50th Anniversary of the start of the Vietnam War. On Friday, March 29, 2013 in recognition of Minnesota Vietnam Veterans Day, the Minnesota Department of Veterans Affairs and the Minnesota Twins announced a partnership to honor Vietnam Veterans. Throughout the baseball season more than 30 Minnesota Vietnam Veterans raised the American Flag at the start of Minnesota Twins baseball games.

MONTH OF THE MILITARY CHILD

In partnership with the Governor's Council on Faith and Community Service Initiatives, MDVA takes time each April to recognize the Month of the Military Child, which emphasizes the important role military children play while a parent or important adult is serving. In 2013, Governor Mark Dayton sent military children a letter of gratitude in honor of their service and sacrifice.

MINNESOTA Veterans Homes

Providing care for Veterans for the past 126 years, the shift in focus to making the health care needs of Veterans Homes a primary concern began in the 1960s. Today, MDVA operates five Veterans Homes in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay, in addition to an Adult Day Center facility in Minneapolis.

The Homes are financed by three primary sources: state general fund appropriation (65 percent), federal VA per diem (20 percent), and maintenance charges paid by Residents (12 percent). Maintenance charges are based on Residents' ability to pay. The total operating budget for the Veterans Homes for the 2013 fiscal year was approximately \$96 million.

SETTING HIGH STANDARDS

In fiscal year 2013 customer satisfaction surveys were conducted at all five Veterans Homes by Pinnacle Quality Insight. The company surveyed Residents and families on a number of key indicators, including: nursing, response to individual needs, therapy, safety, and cleanliness. The results were then compared to other Veterans Homes and nursing homes across the country. The average for the Minnesota Veterans Homes was 4.58, which is higher than the national average of 4.47 and the company national average of 4.52. The high scores earned the Minnesota Veterans Homes 45 individual "Best in Class" certificates.

The Veteran Homes consistently operate within tight budgetary constraints. In fiscal year 2013 the Homes continued successful billing of Medicare Part D, which provides prescription drug coverage insurance for beneficiaries.

ACHIEVEMENTS

- Successfully completed the renovation of Building 16 – Minnesota Veterans Home Campus for 50 Domiciliary Residents.
- Using quality and clinical standardization PointClickCare was implemented at all five Minnesota Veterans Homes.
- Developed and implemented a 5-Star Staffing Report for quality for Homes in alignment with CMS standards.
- Conducted a VISN 23 Face to Face Conference which was attended by Homes from six different states that had excellent feedback.
- Safety Department exceeded Governor's Exec. Order by reducing work-place injuries 21 percent below the target goal.
- The Home for Heroes documentary was nominated for an Emmy in the Upper Midwest Emmy's. Home for Heroes is a collaborative production of the Minnesota Department of Veterans Affairs and Twin Cities Public Television (tpt) that premiered in November 2011. The project was funded through generous support from V4V.
- Implemented Quality Project teams for achieving performance improvement in the areas defined by the 2013 – 2015 Quality Plan: pain, behaviors/psychotropic medications, and falls.





THE WAY FORWARD

MDVA continues to explore innovative ways to develop programs that focus on Resident-centered care and enhance the quality of life for domiciliary and skilled care Residents. Partnerships with state agencies, the VA Health Care Systems and VISN 23 allow MDVA to develop and deliver a health care system that is both efficient and effective. A few of these include:

- A study done in partnership with the Minnesota Department of Health that studied antimicrobial stewardship in long-term care.
- A partnership with the Minnesota Department of Administration, where MDVA initiated facility assessments for all 50 buildings on Veterans Homes campuses to more effectively utilize and forecast asset preservation money and asset preservation requests.
- A continued collaboration with both MN.IT and the Minnesota Department of Administration to develop a more reliable tool to project funding needs in technology and to maintain infrastructure.
- Most of the Homes are scheduled to move in the direction of Centers for Medicare & Medicaid Services (CMS) certified in the next three years for the purpose of billing services to the federal government and other third party payers under the Medicare Parts A & B programs. In preparation to become CMS certified MDVA collaborated with the Minnesota Department of Health to review waivers at each of the Homes. The process to become CMS compliant is a multi-departmental, multi-functional effort that is beginning with the agency's largest Home in Minneapolis.

MINNESOTA VETERANS HOMES

The Minnesota Veterans Homes provide a continuum of long-term care for Residents with a strong emphasis on remembering and recognizing the service and sacrifices of all Veterans. Our continued focus on partnerships and programming prepare for the care of the next generation of Veterans, while sustaining high quality of care for current Residents.

QUALITY IS OUR STANDARD

The Veterans Homes are committed to developing and delivering the high quality of care and creating the type of working environment for staff that empowers them to explore better means to accomplish this continual goal. MDVA is dedicated to a safe environment for both Veterans and employees, recognizing that this commitment serves both groups. The established positions of both Quality Director and Safety Director have implemented successful programming that have delivered strategies and tangible outcomes. A few examples of this include improvement in care for Residents with moderate to severe pain with a reduction in the pain quality indicator and Resident and family satisfaction scores with several of our Homes receiving "Best in Class" recognition from Pinnacle. The Homes have also reduced the employee incident rate to 11.69 which surpassed the Governor's goal of 12.32.

During fiscal year 2013 staff from the Homes began accessing the Federal VA Medical Center Grand rounds, which provides unique medical scenario training.

AT YOUR SERVICE ... FOR EVERY NEED

Each Minnesota Veterans Home offers a variety of services to meet Residents physical, social, and spiritual needs. The services are delivered by a dedicated staff of professionals who are passionate about providing the quality care our Veterans deserve — in a highly personalized manner.

- Skilled Nursing Care, including specialized Dementia Care
- Domiciliary Care (Hastings and Minneapolis)
- Medical Service with 24-hour Nursing Care
- Social Services
- Recreational Services
- Rehabilitation Services
- Mental Health Services
- Chaplain and Spiritual Care Services
- Diet and Nutritional Services
- Pharmaceutical Services
- Transportation to local medical facilities
- Barber and Beauty Services
- Adult Day Services (Minneapolis)
- Work Therapy (Hastings and Minneapolis)
- Recreation Outings and Activities



MINNESOTA VETERANS HOME Fergus Falls



THE MINNESOTA VETERANS HOME, FERGUS FALLS, is an 85-bed, skilled nursing care facility that opened in 1998. The Home has special features that portray a main street of a small town. These features include a barbershop, general store, library, family inn, and clinical exam rooms. Multiple wonderfully appointed large and small gathering spaces are available for Residents and their families.

Unique to the facility is its U.S. Department of Veterans Affairs (VA) Community-Based Outpatient Clinic (CBOC). The clinic is maintained under a shared use agreement with the VA and is the first nurse practitioner nursing home-based clinic in the nation. The CBOC provides on-site medical care for eligible Veterans and access to care within the VA system.

The Home has also introduced a new concept of nursing care with the innovative “universal worker position.” This approach increases the accountability of our nursing personnel and expands their influence over the care of the Residents.

Recreational Therapy with multiple community outings and in-house events far exceeds any other Home in the area.

RESIDENT PROFILE – 106 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 106 Skilled Nursing Care
- 21 of the 106 in our Dementia Unit Veterans Village

GENDER BREAKDOWN:

- 92 Male and 14 Female

SPOUSES

- 11 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 40
- Korean War: 22
- Vietnam War: 17
- Gulf War: 2
- Peacetime: 14

ACCOMPLISHMENTS

- Consistent multiple “Best in Class” awards from Pinnacle for satisfaction from Veterans and their families
- Improvement and installation of additional safety devices including wandering systems, safe smoking systems, and hazardous area control systems
- Zero care citations on Veterans Administration annual survey
- Resident quality of life improvements including facility dog program, HD movie system, bathroom renovation, and lounge furnishing updates
- Sustained and increased services to area Veterans by establishing lease basis for Community Based Outpatient Clinic
- Plans drawn and approved for expansion of Community Based Outpatient Clinic to be completed in 2014





MINNESOTA VETERANS HOME Hastings



RESIDENT PROFILE — 154 Residents

GENDER BREAKDOWN:

- 152 Male and 2 Female

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 3
- Korean: 7
- Vietnam: 61
- Gulf: 12
- Peacetime: 71



THE MINNESOTA VETERANS HOME, HASTINGS, is committed to providing a full continuum of high quality care and service focusing on rehabilitation, reintegration to the community, and supportive care resulting in optimal enrichments of Residents' lives. Located in Hastings, a tranquil and cozy community just minutes from the Twin Cities, the beautiful 128-acre wooded campus includes nature trails, a biking path, an outdoor pavilion, a heated screen porch for year-round use, a horseshoe pit, and much more. With downtown Hastings a short distance away, Residents can benefit from the peace of living on a serene campus but may also choose to be active in a small, historic Minnesota town.

Established in 1978, the Home provides a wide variety of services for Veterans suffering from chemical dependency, mental health illnesses, dual disorders, and/or the debilitating effects of aging. Some of the special services include sobriety maintenance, vocational rehabilitation services, mental health services, and educational services.

ACCOMPLISHMENTS

- The Domiciliary Care program evaluation and reorganization started and is in progress
- Completed the Hill Restoration Project, which included a putting green and garden plazas
- Demolished and removed cottage #4
- Began an employee recognition program: "One Team, One Mission"
- Worked with the city of Hastings to co-name 18th Street, "Veterans Drive" to recognize the contribution of Veterans to the community
- Hastings Home Staff received three Pinnacle Customer Service Awards
- Received the MDVA Quality Award for 2013





MINNESOTA VETERANS HOME Luverne

THE MINNESOTA VETERANS HOME, LUVERNE, was opened in 1994 and provides skilled nursing care for 85 Residents in a friendly, small-town environment in southwest Minnesota. With three distinct living spaces to meet unique needs, including a 17-bed special care unit for those with advanced dementia, staff follows the Eden Philosophy of care that provides spontaneity in a stimulating environment. Staffing is based on a primary care model with focus on person-centered care. Local community groups from churches, schools, and local businesses play an integral part in the activities and programs provided for Residents.



RESIDENT PROFILE — 85 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 68 Skilled Nursing Care
- 17 Bed Special Care Unit

GENDER BREAKDOWN:

- 72 Male and 13 Female

SPOUSES

- 12 Nonveteran Spouses

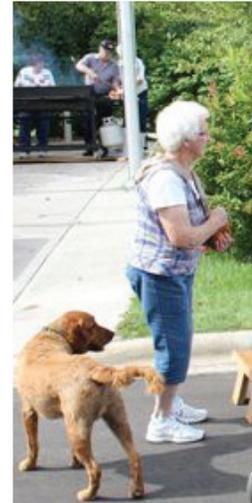
ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 23
- Korean War: 27
- Vietnam War: 16
- Gulf War: 0
- Peacetime: 6



ACCOMPLISHMENTS

- Received rating of “Best in Class” from independently measured customer satisfaction survey through Pinnacle
- Earned excellent reviews from the Veterans Administration and Minnesota Department of Health Survey
- Introduced the “homemaker model” to each unit which is an additional staff member who is dedicated to a unit of the Home
- Remodeled front entrance and parking lot
- Added a barbeque and picnic area
- Added a pavilion area to the outside





MINNESOTA VETERANS HOME Minneapolis



RESIDENT PROFILE – 334 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 286 Skilled Nursing Care
- 48 Domiciliary Care
- 35 Adult Day Center Capacity

GENDER BREAKDOWN:

- 269 Male and 8 Female

SPOUSES

- 25 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 85
- Korean War: 70
- Vietnam War: 75
- Gulf War: 2
- Peacetime: 45



THE MINNESOTA VETERANS HOME, MINNEAPOLIS, is located on a peaceful, 53-acre wooded campus overlooking the Mississippi River near Minnehaha Falls. The campus contains 291 skilled nursing beds and 50 domiciliary beds in private and semiprivate rooms. The Domiciliary Program is a rehabilitative program that enables Residents to achieve their highest level of independence. Our goal is to encourage a return to a non-institutional setting or maintenance of a level of self-sufficiency in a less structured setting.

ACCOMPLISHMENTS

- Occupancy of remodeled Domiciliary building with private rooms
- Campus master planning
- Implementation of electronic medical record for the campus
- Community Relations Programs to enhance community organization involvement
- Completion of emergency generator electrical service facility
- Initiation of Resident focused care programming
- Completion of planning for the replacement of Building 17 North – 100 beds, and completed the renovation of Building 19





MINNESOTA VETERANS HOME Silver Bay



THE MINNESOTA VETERANS HOME, SILVER BAY, overlooks beautiful Lake Superior and has four distinct “neighborhood” living spaces for Residents that combine the look and feel of a north woods lodge with all the comforts of a single-family home. Each residence includes a living room, dining room, and kitchen, where meals and activities are offered to fit each Resident’s individual preference.

RESIDENT PROFILE — 83 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 43 Skilled Nursing Care
- 40 Special Care (Memory Loss)

GENDER BREAKDOWN:

- 75 Male and 8 Female

SPOUSES

- 7 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 33
- Korean War: 20
- Vietnam War: 15
- Gulf War: 0
- Peacetime: 7



ACCOMPLISHMENTS

- Strategic plan development 2013-2015
- Disaster Table Top Drill
- Pilot project - Life Enrichment
- PointClickCare implementation and Installation of PointClickCare touch screens
- Ergonomic closet door closers were added
- New gutter heating system
- Special Care Kitchen, dining, family room remodel
- New humidification system - Special Care
- Re-painted all Resident rooms
- Creation of a Minimum Data Set (MDS) Office
- New nurse call system installation
- Upgraded water temp controls
- The pharmacy at the Minneapolis Veterans Home now fills Silver Bay Homes medications
- Enhanced special outdoor walking area
- Certifications: Wound Care, MDS (RN's, LPN's)
- Resident educational classes now offered: art, computer, and therapeutic gardening
- Developed a family handbook





MINNESOTA VETERANS HOME Adult Day Center



ADULT DAY CENTER

Located in Building #4 on the Minneapolis Veterans Home campus, the Adult Day Center is one of only two State Veterans Home Adult Day Centers in the nation. The goal is to keep Veterans in their own homes while providing respite and support for their caregivers and achieving their highest possible level of physical, mental, and social well being.

The Adult Day Center is a Veteran- based community available to Veterans, spouses, and Gold Star parents. It allows Veterans to connect with other Veterans in a safe, comfortable environment.

“The Program has changed our lives.”

SERVICES

The Adult Day Center provides two home-cooked meals and snacks, along with a full day of activities, exercise, and outings. The program focuses on “person-centered care,” and will customize a total program to meet individual needs by a professional, highly dedicated staff which includes:

- Registered nurses
- Social worker
- Recreational Therapist
- Registered Dietitian
- Chef
- Program assistants
- Health Information Manager

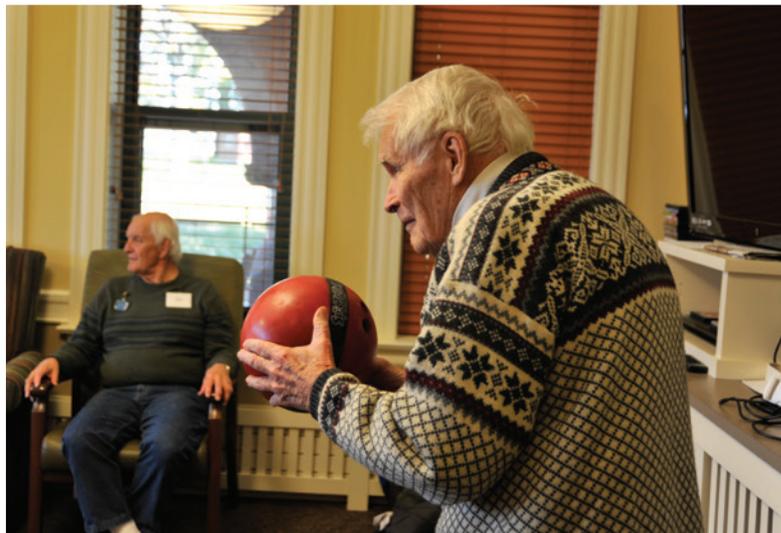
* *Physical, Occupational, Speech Therapies available*

Additional fee services also available: bathing, barbershop, beauty salon, and transportation

CARING FOR CAREGIVERS

Caregivers are often under significant stress, and the Adult Day Center's respite care can help ease their daily demands. Clients will be cared for in a medically supported social environment allowing caregivers time to attend to daily needs. Also provided are resources, education, and support groups for caregivers.

“The MN Veterans Adult Day Center is a gift for which I am very grateful.”



Programs and Services

THE PROGRAMS AND SERVICES DIVISION creates and administers a variety of nation-leading programs to address and meet Veterans' needs. Veterans from all eras of conflict and their families are connected to important benefits and resources they've earned through service. MDVA recognizes that while Veterans have made tremendous sacrifices for this country, families serve too and are eligible for many federal, state and local programs.

CLAIMS

THE CLAIMS DIVISION represents Veterans and their dependents who seek benefits from the U.S. Department of Veterans Affairs (USDVA) with regard to compensation, nonservice-connected pension, vocational rehabilitation, insurance, and educational benefits. The Division also participates in hundreds of community events each year, educating Veterans about the benefits they have earned.

The Division has offices located at the St. Paul VA Regional Office (VARO) in the Bishop Henry Whipple Federal Building, and at the Fargo VA Regional Office in North Dakota. The St. Paul office represented 7,936 new clients and submitted 11,821 claims on behalf of these Veterans and their dependents in the 2013 fiscal year. The office received 11,821 rating decisions. Throughout the year, staff served 1,718 walk-in clients. The Fargo office served 322 new clients and received 859 rating decisions. The office assisted 478 walk-in clients.



OUTREACH

The Outreach Office seeks to identify and serve Veterans and their families of all social and economic backgrounds. Outreach representatives help Veterans in Minnesota understand their benefits and provide personal case development and tracking for state and federal Veterans benefits claims. Representatives handle claims with promptness, efficiency and compassion. In fiscal year 2013 the Division served 764 walk-in clients and participated in 108 events. They assisted 10,695 combined clients over the phone and at events in the community.

SOME OF THE EVENTS INCLUDED:

- Various reintegration events for returning service members
- Yellow Ribbon events around the state
- MACV StandDowns around the state
- State Fair
- Various County Fairs

TRIBAL VETERANS SERVICE OFFICERS (TVSO)

Tribal Veterans Service Officers provide community outreach and serve Native American Veterans and their families throughout the state of Minnesota. With culturally diverse needs and geographic location in mind, TVSOs advocate on behalf of Native American Veterans in Minnesota through outreach and community involvement. In the 2013 fiscal year the TVSO program served 2,420 walk-in clients and participated in 42 events. The TVSO program assisted 4,423 combined clients over the phone and at events throughout the community.





MINNESOTA WOMEN VETERANS PROGRAM

The mission of the Minnesota Women Veterans program is to ensure women Veterans have equitable access to federal and state benefits and services and that women Veterans are treated with dignity and respect. It holds outreach events to improve awareness of available benefits, services, and eligibility criteria for women who served in the United States Armed Forces.

ACCOMPLISHMENTS/HIGHLIGHTS

- Participated in and supported the Second Annual South St. Paul Beyond the Yellow Ribbon Women Veterans Luncheon. Approximately 40 women Veterans from all eras attended this celebration of women Veterans. The theme of the keynote address given by Barb O'Reilly was "Women have done it" and looked at the achievements of Women Veterans throughout history
- Along with the Women Veterans of Minnesota organized and sponsored the Annual Women Veterans Fall Luncheon. Approximately 60 women Veterans, to include a dozen WWII women Veterans, attended the luncheon held at the Ft. Snelling Officers Club
- Partnered with the Minneapolis League of Catholic Women to provide a session on "New Beginnings" in Jan 2013 which concluded the Living and Learning Series
- Established advisory board representing all eras of women Veterans
- Co-sponsored the Metropolitan State University Student Veteran Network's statewide conference focused on Women Veterans: Past, Present and Future. The keynote speaker was Major General (retired) Irene Trowell-Harris, Director at the Center of Women Veterans

HIGHER EDUCATION VETERANS PROGRAM

The Higher Education Veterans program helps connect Veterans, current military members, and their families with educational benefits and resources to succeed in college.

This nation-leading program provides staff at colleges and universities throughout Minnesota to help identify and remove barriers to Veterans' enrollment and access to benefits, as well as to create and manage campus Veterans resource centers.

On-campus Veterans' Resource Centers are unique to Minnesota and provide an environment where Veterans, military members, and their families feel welcome. The Centers also provide an opportunity for interaction with other Veterans and family members of Veterans.

ACCOMPLISHMENTS/HIGHLIGHTS

- Expansion of the Minnesota GI Bill to Veterans from all eras and eligible dependents
- The Higher Education Veterans Program showed a six percent increase in student contact over the same period in 2012
- 13,974 certified VA students used federal education funding in Minnesota during the 2013 fiscal year
- Individuals and institutes of higher learning in Minnesota received over \$133 million in federal GI Bill funds in the 2013 fiscal year
- 1,553 National Guard members used Federal Tuition Assistance, providing direct payments in excess of \$4.8 million in federal funding to institutes of higher learning in Minnesota

- Continued partnership with Minnesota National Guard on reintegration events, family readiness academies, and statewide education initiatives with Go Army Education tuition assistance program
- Reassigned Minnesota GI Bill Veteran certification to Higher Education Staff from campus staff
- Staff conducted 125 training events, up from 61 events in 2012
- Referred over 1,000 students to outside agencies such as DEED, CVSO's and the federal VA
- MyMilitaryEducation website reached over 5,600 current and potential students in 204 Minnesota cities and over 78,000 individuals outside Minnesota

MINNESOTA GI BILL

The Minnesota GI Bill program was established in 2007 to provide postsecondary educational assistance to eligible Minnesota Veterans who served on or after September 11, 2001. In July 2013, the Program was expanded to include Veterans from all eras and eligible dependents. Full-time undergraduate or graduate students may be eligible to receive up to \$1,000 per semester, and part-time students can receive up to \$500 per semester. Eligible individuals may receive up to \$3,000 per academic year and \$10,000 lifetime benefit.

The Minnesota GI Bill was expanded to add VA approved On-the-Job Training (OJT) & Apprenticeship programs. Under the current Program, eligible employees may receive up to \$2,000 per fiscal year and employers, up to \$1,000 credit per fiscal year. Total aggregate benefit per employee is \$9,000.

STATE APPROVING AGENCY

The State Approving Agencies (SAA) are authorized by Title 38 of the United States Code. Each state has a SAA that is responsible for ensuring the quality and integrity of programs of education and training for the use of GI Bill benefits. Benefits may be used in high schools, adult education centers, license and certification testing, vocational training with employers who provide on-the-job training and apprenticeship training, as well as all certificate and degree levels of post-secondary education both public and private. The SAA initiates approval for GI Bill benefits for new facilities in Minnesota and conducts compliance surveys. They also initiate the approval of all new programs at private for-profit institutions and conduct an annual review of their catalogs.

ACCOMPLISHMENTS/HIGHLIGHTS

- During the 2013 fiscal year, SAA approved 626 programs at institutions of higher learning, 292 non-college degree granting programs, two new apprenticeship programs, 11 new On the Job Training (OJT) programs, 12 new licensing tests, and one new flight school
- During the 2013 fiscal year, the SAA also found that 52 programs did not meet the criteria for Veterans Educational Benefits. During the 2013 fiscal year, they conducted 65 compliance surveys and inspections. Additionally, as the USDVA's representatives, they conducted 37 technical assistance or training sessions with school officials

VETERAN EMPLOYMENT

MDVA is committed to linking Veterans to programs and resources to help transition to a civilian career or find employment. MDVA provides resources to Veterans, businesses, and Veteran Business Owners.

ACCOMPLISHMENTS/HIGHLIGHTS

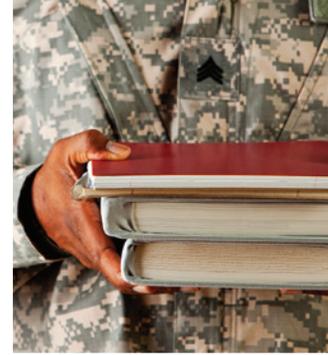
- Developed an outreach program in partnership with the Department of Military Affairs called "Leaders in Veteran Employment," which challenged companies to look internally to identify challenges in recruiting, hiring, and retaining Veterans
- Conducted a regional seminar in Duluth that drew 25 employers
- Conducted a seminar at the University of St. Thomas Multicultural Diversity Forum reaching 40 employers
- Presented at the Yellow Ribbon Company Summit attended by 35 employers
- Developed "Project Patriot," a collaborative effort between state and federal agencies and 20 Minnesota companies to develop a sustainable Veteran talent pipeline
- Helped establish the Veteran Education and Employment Task Force, which partners with the Minnesota Department of Military Affairs, Minnesota State Colleges and Universities System, US Department of Labor and Employer Support of the Guard and Reserve to provide resources and reduce barriers for Veterans seeking employment
- During July, MDVA partnered with DEED to highlight Veteran Employment. Along with weekly blogs surrounding Veteran Employment, and "Hire Minnesota Veterans" billboards, MDVA co-sponsored the annual Veteran Career Fair

SURVIVING SPOUSE / DEPENDENT EDUCATION BENEFIT

Surviving Spouse and Dependent Education assistance is provided to spouses and dependents whose Veteran spouse or parent died while on active duty, or as a result of a service-connected condition.

VETERAN EDUCATION ASSISTANCE

Veteran Education assistance is provided to Veterans in the form of a one-time \$750 grant for tuition expenses up to a bachelor's degree for Veterans who have exhausted all of their federal education benefits. This grant is either paid directly to the institution or reimbursed to the Veteran.





MINNESOTA VETERANS PREFERENCE ACT (VPA)

During fiscal year 2013, MDVA provided information and assistance to over 103 Veterans and/or their spouses who received and/or failed to receive an Intent to Terminate Notice, and were thereby entitled to a VPA hearing.

In addition, MDVA provided information to over 74 employers regarding their role in the termination hearing process.

MDVA experienced increasing demands/requests for enforcement of VPA-granted employment protections during fiscal year 2013, closing 15 active VPA cases. The fiscal year ended with only seven active/ongoing VPA cases. In addition, only five VPA cases were pending.

ACCOMPLISHMENTS/HIGHLIGHTS

- The majority of the issues fielded by the Veterans Preference Officer are resolved without the need for the Veteran to file a Petition for Relief under the Veterans Preference Act
- During the 2013 fiscal year, 15 active Veterans Preference cases were closed or completed



COUNTY VETERANS SERVICE OFFICER OPERATIONAL IMPROVEMENT GRANT

The County Veterans Service Officer Operational Improvement Grant is provided by MDVA to assist CVSOs in better serving their county Veterans. The grant is awarded to CVSOs in all 87 counties on a rotating three-year cycle, meaning each year 29 counties are in line to receive the grant. The Operational Grant is a set dollar amount based on the Veteran population of each county. To be eligible for the grant, the lead CVSO in each county must be certified through continuing education courses to ensure they are trained and proficient in their duties. In fiscal year 2013 the Operational Improvement Grant provided \$85,400 to qualified counties in Cycle 1.

During the 2012 Legislative Session, the Department received a one-time appropriation of \$200,000 to be used by the CVSOs for community outreach. Effective July 1, 2013 this amount was divided equally among the 87 counties in Minnesota leaving each county eligible to receive \$2,298. This one-time funding was not tied to CVSO certification.

“SUPPORT OUR TROOPS” LICENSE PLATES

Since 2005, the “Support Our Troops” specialty license plates have given the citizens of Minnesota a way to show their support for all who serve. The minimum annual contribution of \$30 provides crucial funding for under-served military, Veterans, and their families in Minnesota.

LINKVET

The Veterans Linkage Line (LinkVet) is a toll-free customer service line staffed by support specialists for Minnesota Veterans and their families. The LinkVet Support Team takes phone calls, does web chats, and replies to email inquiries seven days a week. Calls are answered from Monday to Friday from 7 a.m. to 9 p.m., Saturday from 10 a.m. to 4 p.m., and Sunday from 9:30 a.m. to 3:30 p.m. Veterans can call LinkVet at 1-888-LinkVet (546-5838), International +1 (651) 556-0596, and TTY at (800) 627-3529.



STATE SOLDIERS ASSISTANCE PROGRAM

The State Soldiers Assistance Program (SSAP) provides numerous benefits for Veterans and their dependents. There are varying income and asset qualifications based on the type of benefit the Veteran is seeking. If a Veteran chooses to use their once-per-lifetime Special Needs Grant the Veteran must show due diligence and future sustainability. Benefits include grants for housing, dental, optical, education, subsistence, disaster relief, and special needs.

ACCOMPLISHMENTS/HIGHLIGHTS

- Of 3,497 applications received in fiscal year 2013, 1,589 were new applicants, with 64 percent of these Veterans/ Dependents in receipt of a Special Needs Grant to help keep them in their homes, keep utilities on, and vehicles running, among other basic needs
- The SSAP staff continues with ongoing training to improve efficiencies in processing and effectiveness in case management, which in turn greatly benefited Veterans and their dependents in FY13
- The SSAP staff has been instrumental in aiding the functional design of the new software program with Iron Data, which is scheduled to be implemented in the spring of 2015. This will improve the efficiencies and effectiveness in servicing Veterans' needs
- As a result of tornadoes and storms, MDVA offered a Disaster Relief Grant for reimbursable expenses to 13 Minnesota counties declared by the Governor and/or FEMA; payments have been made on 318 applications totaling over \$222,000
- MDVA paid for 363 denture vouchers where the Veteran's income was such that they could not afford dentures without assistance
- Over \$4.4 million was distributed throughout Minnesota
- Provided grants that allowed 621 Veteran families to remain in their homes

SSAP COUNTY USAGE REPORT: 07/01/2012 — 06/30/2013

COUNTY	TOTAL	COUNTY	TOTAL	COUNTY	TOTAL
AITKIN	\$77,958.05	ISANTI	\$24,901.73	POLK	\$10,389.00
ANOKA	\$164,655.81	ITASCA	\$188,590.00	POPE	\$13,597.99
BECKER	\$16,119.98	JACKSON	\$1,949.00	RAMSEY	\$394,150.63
BELTRAMI	\$40,096.94	KANABEC	\$45,489.91	REDWOOD	\$41,666.02
BENTON	\$31,690.23	KANDIYOHI	\$87,055.17	RENVILLE	\$13,111.08
BIG STONE	\$33,485.72	KOOCHICHING	\$28,252.36	RICE	\$33,730.44
BLUE EARTH	\$58,990.76	LAC QUI PARLE	\$3,856.42	ROCK	\$3,192.99
BROWN	\$69,696.24	LAKE	\$7,142.88	ROSEAU	\$5,400.00
CARLTON	\$123,154.61	LE SUEUR	\$26,274.13	SCOTT	\$52,593.89
CARVER	\$10,646.30	LINCOLN	\$8,773.00	SHERBURNE	\$73,873.34
CASS	\$83,265.67	LYON	\$42,833.19	SIBLEY	\$17,866.54
CENTRAL MN TVSO	\$733.00	MAHNOMEN	\$2,659.00	ST LOUIS	\$331,994.58
CHIPPEWA	\$4,977.28	MARSHALL	\$2,271.60	STEARNS	\$224,346.92
CHISAGO	\$47,262.36	MARTIN	\$14,070.44	STEELE	\$21,393.47
CLAY	\$65,548.29	MCLEOD	\$12,618.60	STEVENS	\$3,655.55
CLEARWATER	\$10,111.50	MEEKER	\$28,709.56	SWIFT	\$14,597.53
COOK	\$4,489.00	METRO TVSO	\$167,778.71	TODD	\$31,758.69
COTTONWOOD	\$23,278.50	MILLE LACS	\$71,573.59	TRAVERSE	\$17,517.57
CROW WING	\$106,835.36	MORRISON	\$28,639.13	VETERANS HOMES	\$88,761.63
DAKOTA	\$81,756.11	MOWER	\$43,904.57	WABASHA	\$15,777.37
DODGE	\$3,980.00	MURRAY	\$3,459.35	WADENA	\$48,173.06
DOUGLAS	\$65,826.47	NICOLLET	\$9,170.85	WASECA	\$8,932.01
FARIBAUT	\$22,498.43	NOBLES	\$2,373.99	WASHINGTON	\$113,884.75
FILLMORE	\$20,749.87	NORMAN	\$5,903.87	WATONWAN	\$7,556.00
FREEBORN	\$15,312.19	OLMSTED	\$100,505.52	WHITE EARTH TVSO	\$3,758.14
GOODHUE	\$10,923.53	OTTER TAIL	\$63,039.60	WINONA	\$11,450.30
GRANT	\$3,654.00	OUTREACH	\$57,147.17	WRIGHT	\$10,832.30
HENNEPIN	\$414,726.57	PENNINGTON	\$2,700.00	YELLOW MEDICINE	\$16,815.76
HOUSTON	\$31,027.01	PINE	\$31,810.51		
HUBBARD	\$31,163.06	PIPESTONE	\$6,475.20		

* Note: Counties not listed had no expenditures.



Minnesota State Veterans Cemetery

"This cemetery should be a role model for all Veteran cemeteries."

*"A beautiful resting place.
Thank you for its beauty."*



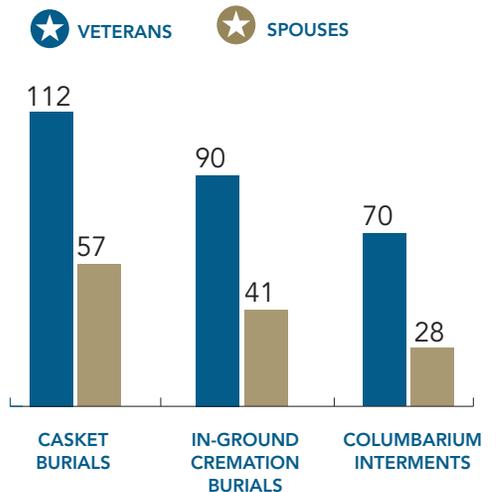
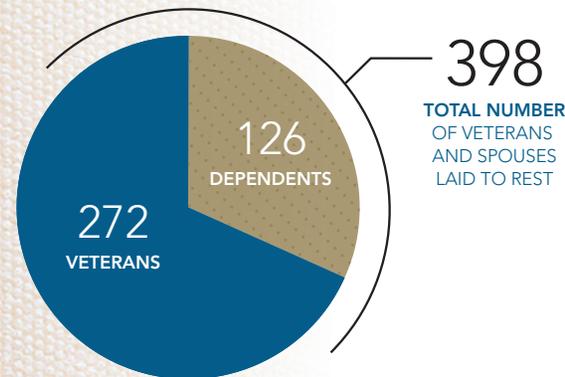
In 2013, the Minnesota State Veterans Cemetery, located on 37 acres of land in central Minnesota near Little Falls and Camp Ripley, coordinated and provided funeral honors for 219 Veterans. Since opening in 1994, almost 5,000 burials have taken place at the Little Falls cemetery.

The cemetery, which opened in June 1994, was originally established through the efforts of many individuals and Veterans' organizations and today is operated by the State of Minnesota. The National Cemetery Association awarded the Minnesota State Veterans Cemetery the prestigious federal Excellence of Appearance Award - one of the highest honors a state cemetery can receive from the Federal VA. Minnesota is currently one of only three states in the country to be recognized and receive this award.

Land was donated for a second State Veterans Cemetery in Preston Minnesota. The 169-acre site was a community effort by Fillmore County and the City of Preston. The National Cemetery Administration awarded a \$10.1 million grant to the State of Minnesota to cover the cost of design and construction. Phase 1 will develop approximately 28 acres and include a main entrance, cortège assembly area, administration building, maintenance facility, roads, assembly area, committal shelter, pre-placed crypts, cremation burial areas, columbarium, landscaping and a memorial walk. The cemetery is scheduled for completion in 2015.

Two additional State Veterans Cemeteries are being planned for Northeastern and Southwestern Minnesota.

LAID TO REST



Minnesota Service CORE

In fiscal year 2013, a total of 496 clients were served by the Minnesota Service CORE program.

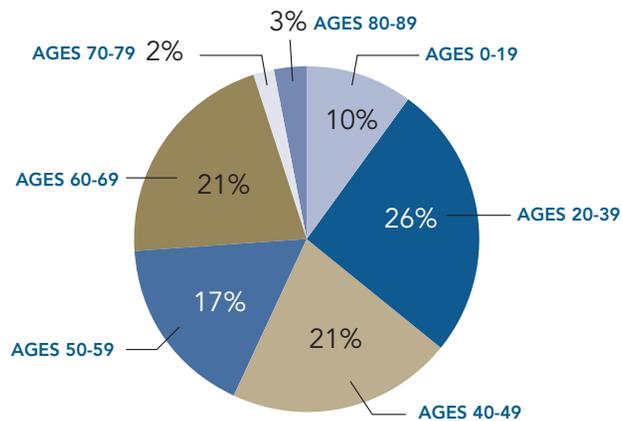


Serving Veterans and their Families through Case Management, Outreach, Referral, and Education, Minnesota Service CORE, is a nation-leading program designed to bring essential, community-based services directly to Veterans and their families across Minnesota at no cost to them. Due to its unique structure, this program also provides resources to previously underserved rural areas around the state.

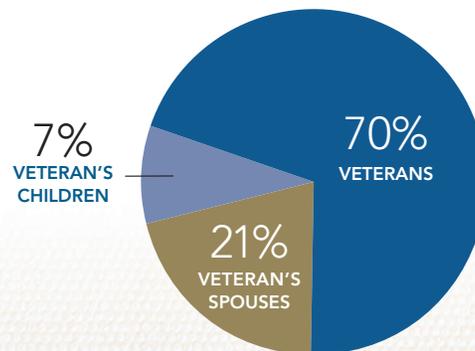
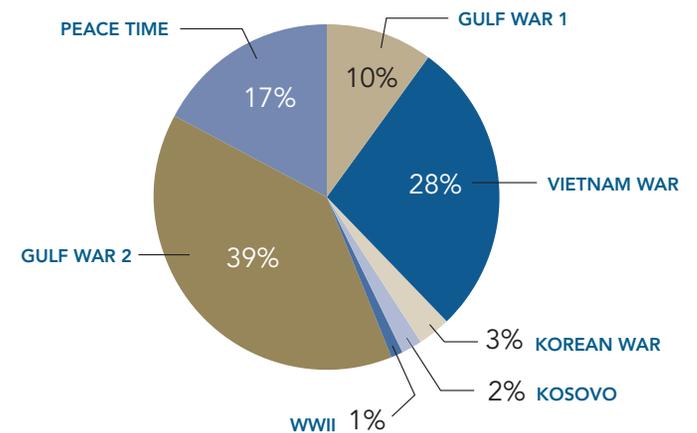
By partnering with Lutheran Social Service (LSS), Minnesota Service CORE provides comprehensive assistance through the existing statewide network of resources LSS already has in place. Services include individual and family counseling, financial counseling, debt management, addiction counseling, disability services, and in-home counseling. The goal is to help Veterans and their families develop skills and draw on their own strengths to bring about successful and lasting family stability.

LSS case workers are based in field offices located throughout the state, including the Twin Cities metro area, Alexandria, Bemidji, Brainerd, Detroit Lakes, Duluth, Fergus Falls, Mankato, Moorhead, St. Cloud, and Willmar.

CLIENT DEMOGRAPHICS BY AGE

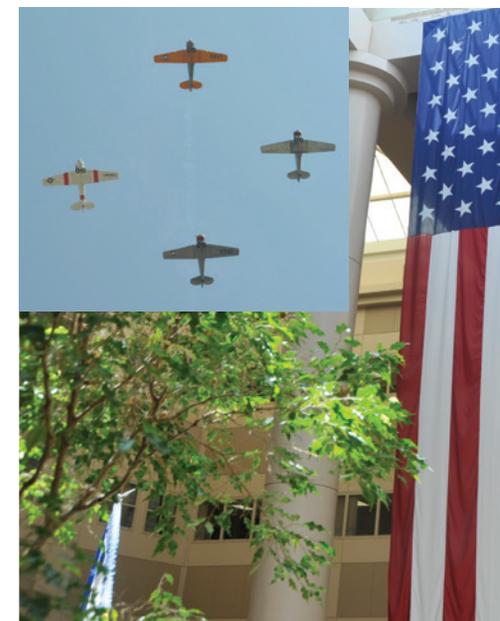


ERA OF SERVICE



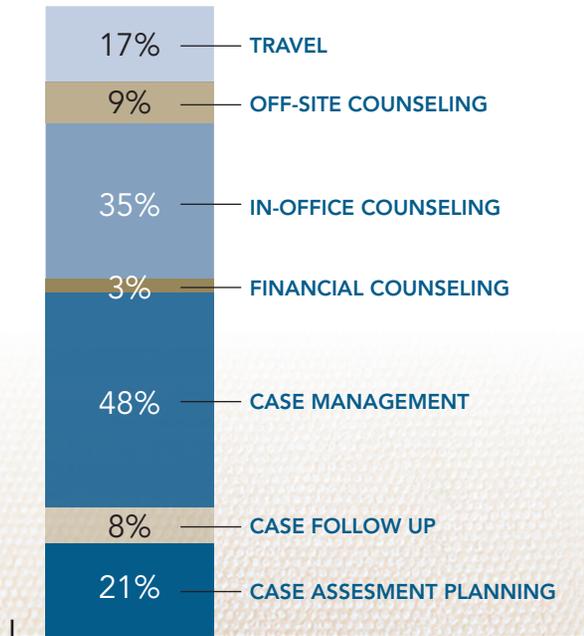
PERCENT OF SERVICES USED BY

-  VETERANS
-  SPOUSES
-  CHILDREN

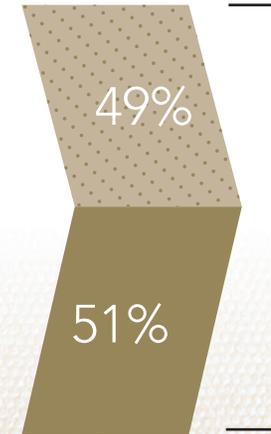




SERVICE DISTRIBUTION



AVG PERCENTAGE
OF CLIENTS
WITH INSURANCE



AVG PERCENTAGE
OF CLIENTS WITH
NO INSURANCE



65

NUMBER OF COUNTIES
STATEWIDE REFERRED
CLIENTS TO CORE

\$33,183.81
TOTAL AMOUNT COLLECTED
FOR IN-OFFICE
COUNSELING SERVICES

★17★

AVERAGE NUMBER
OF NEW CLIENTS
PER MONTH



Impacting Minnesota

SUPPORTING MINNESOTA VETERANS THROUGH FEDERAL FUNDING

The Minnesota Department of Veterans Affairs, working closely with County Veterans Service Officers and its Veterans Service Organizations, helps to facilitate the receipt of over \$1.2 billion in federally funded direct monthly disability compensation and pension payments to Minnesota's Veterans and their survivors.

While this amount of funding has immediate and substantial impact on Minnesota's Veterans and their survivors, it only tells part of our story - it does not account for the ancillary benefits like health care and education that are the direct result of our partnerships and advocacy. It also greatly reduces the need

to utilize state and local resources. We are and will continue to strive to be an economic engine for Minnesota by bringing back federal tax dollars into the state's economy.

Minnesota Military Radio

Minnesota Military Radio airs Sunday mornings at 7 a.m. on Twin Cities News Talk AM 1130 or online anytime at minnesotamilitaryradiohour.com.

MINNESOTA MILITARY RADIO is a weekly public affairs program focusing on the Minnesota Department of Veterans Affairs, the Minnesota National Guard and the Beyond the Yellow Ribbon program. Vietnam Veteran and volunteer host Tom Lyons is driven to make a difference for today's service members, Veterans and their families. Minnesota Military Radio is about telling the stories of those currently serving, those who've served and the families and communities who have supported them. The show strives to preserve the stories of heroism that may otherwise be forgotten through captivating and historic interviews with Veterans of all eras.

Twin Cities News talk and Clear Channel Minneapolis generously donate studio and staff time, technical expertise and the equipment needed to produce the show. Clear Channel Minneapolis continues to offer the show free of charge to stations throughout Minnesota. The show is offered free of charge to any outstate radio station that wants to join Minnesota Military Radio's growing network of stations. Visit the "about us" page on MinnesotaMilitaryRadiohour.com.

AWARDS

In 2013 Minnesota Military Radio received a Platinum Hermes Award and Gold Hermes Award.

During 2013 Minnesota Military Radio took the show on the road and conducted live broadcasts which included:

- A three hour Memorial Day Live Show
- Broadcast from the VFW Ride for Healing event
- Broadcast from Cragun's Resort
- A Live show at the Minnesota State Fair for Military Appreciation Day with MDVA Commissioner Larry Shellito as co-host
- Broadcast from the Minnesota Military Family Foundation Golf Classic at Tartan Park Golf Course



"I'm Tom Lyons and I hope that you make a difference in someone's life this week."







Minnesota Department of Veterans Affairs

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St. Paul, MN 55155

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MinnesotaVeteran.org



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