

COMMITTED TO

Every One



2017 ANNUAL REPORT
Minnesota Department of Veterans Affairs



2017 Annual Report

FY17: JULY 1, 2016 — JUNE 30, 2017

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A Message from the Commissioner

Each year as we plan and develop the outline for our Annual Report, my directions are to showcase the incredible accomplishments of the Minnesota Department of Veterans Affairs (MDVA) staff. And every year as I reflect back on this document and our accomplishments overall, I think we can't possibly raise the bar higher. Yet somehow we do; after seven years in this position, I continue to be impressed by the commitment and dedication of the MDVA team.

It is remarkable that we were able to sustain, and in some cases, improve, on the dramatic results from 2017. Across the state, our team draws strength and inspiration from a shared mission of Serving Minnesota Veterans and their Families.

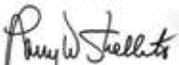
Our focus over 2017 was continuous improvement. Here are a few highlights from the last fiscal year:

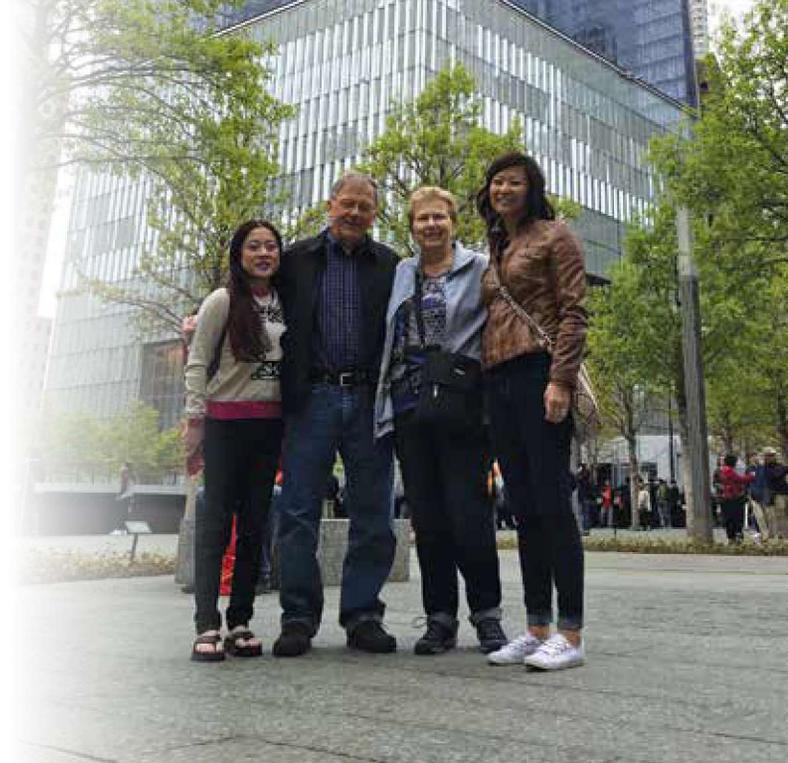
- The Minnesota Veterans Home announced plans for a fixed dental clinic at the Minneapolis Campus – the first of this model in the country; the Homes also reached out to create an educational partnership with St. Catherine University to benefit Residents and help recruit Health Care workers in the future
- During the last fiscal year our benefits and claims divisions launched the Discharge Access Database system (DADs) to securely house military discharge documents – the first of its kind in the country
- Minnesota Military Radio is now reaching a quarter of a million listeners across the state
- A Better Government Award was presented to the Luverne Veterans Home for the Music and Memory program, which has improved the quality of life for our Veterans
- Luverne and Silver Bay Veterans Homes earned Centers for Medicare & Medicaid Services (CMS) certification
- The Higher Education Veterans Program Team opened its 70th Campus Resource Center

As I look back on 2017, I naturally find myself shifting from reflecting to contemplating. Now is not the time to rest. For this reason we recently presented our leadership team with operational goals that will guide us over the next two years and beyond. This plan is based on five pillars; business practice improvement, information technology, specialty healthcare improvement, enterprise improvement and integration and employee development. It is rooted in our core values – Veterans, Excellence, Trust, Ethics, Respect, Advocacy, and Nation Leading Stewardship.

In closing, I want to thank our partners. We could not achieve our mission of serving Minnesota Veterans and their families without the support and commitment from the private, public and non-profit organizations who put Veterans first.

Sincerely,


Larry Shellito



A Year of Highlights

UNEMPLOYMENT DOWN

State Veteran unemployment continued decline, to 3.6%.

Pg. 18

PRESTON CEMETERY

“Engineering Excellence Award” received for Phase I design of 104-acre State Veterans Cemetery in Preston.

Pg. 20

SOAR

SOAR helped 32 Veterans secure SSI/SSDI payments worth more than \$36,000 a month and collect \$116,000 in back pay.

Pg. 23

BRAND NEW FACILITY

There’s a new facility being constructed on our Minneapolis campus that features 100 replacement beds and state-of-the-art care services. It will be completed and dedicated in the Spring of 2018.

Pg. 8

MILITARY RADIO

Minnesota Military Radio is now available on 45 Minnesota stations.

Pg. 25

MN GI BILL EXPANDS

MN GI Bill flexibility expanded; now pays for testing, licensure and certifications.

Pg. 17

COMMISSIONER HONORED

Commissioner Larry Shellito awarded the “Ellis Island Medal of Honor.”

Pg. 26

FEMALE VETERANS

Annual State Women’s Veterans Conference for female Veterans was the largest ever, breaking previous attendance record.

Pg. 19

HOMELESS VETERANS

More than 1,100 homeless Veterans housed since MN Homeless Veteran Registry launched in 2015.

Pg. 23

CORE

99% of CORE survey respondents said they would use services again.

Pg. 22

VETERAN BUSINESSES

MDVA verified 73 new Veteran Owned Small Businesses (VOSBs) in FY17.

Pg. 21

CLAIMS ACTION

MDVA developed and managed 2,209 Federal claims on behalf of Veterans/families, up from 1,806 in 2016.

Pg. 19

LINKVET SUCCESS

LinkVet served over 7,100 people.

Pg. 21

AWARDS

“Top Nursing Homes in MN” award and “5-Star Rating” for Minnesota Veterans Home – Silver Bay.

Pg. 12

DHS “Aging and Disabilities Odyssey Award” presented to Minneapolis Adult Day Center therapist.

Pg. 14

LeadingAge Minnesota awarded “Stars Among Us” recognition to Minneapolis Adult Day Center.

Pg. 26

“Better Government Award for Great Customer Service” awarded to the Music and Memory Program at the Minnesota Veterans Home – Luverne.

Pg. 26

Minnesota Veterans Home – Luverne received Centers for Medicare & Medicaid Services (CMS) certification.

Pg. 11

Our Heroes and the Staff Who Proudly Serve Them



A Privilege to Serve Those Who Served So Bravely

The Minnesota Department of Veterans Affairs (MDVA) is honored to provide services that benefit Minnesota's more than 337,000 Veterans. The services for Veterans and their families range from helping with overdue electricity bills to 24/7 nursing and end-of-life care.

The efforts are led by Commissioner Larry Shellito, Deputy Commissioner of Programs and Services Brad Lindsay and Deputy Commissioner of Veterans Health Care Douglas Hughes. MDVA delivers comprehensive programs that maximize the health and quality of life of every Minnesota Veteran. Services include housing, medical care and access to educational, financial and employment assistance.

In Fiscal Year 2017 (FY17), MDVA spent roughly \$126 million on Minnesota Veterans, an increase of almost \$10 million over FY16. Eighty-three percent of the budget is dedicated to the Health Care Division, providing help with medical issues, skilled nursing and domiciliary care.

In 2017, Veterans represented 6.1% of Minnesota's population. Roughly 7% were female and 93% were males.

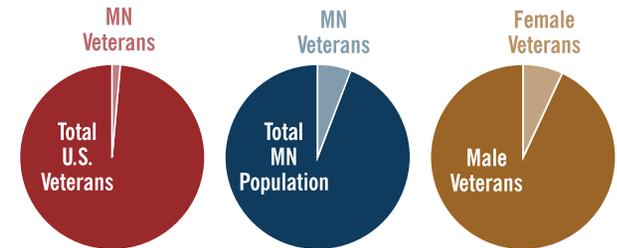
Over the next 20 years, female Veterans are projected to increase to almost 13%. By 2036, 11% of Minnesota Veterans will be African-American. Other minority populations will double.

These demographic changes will bring new opportunities and challenges. MDVA is prepared to proactively meet all those changing needs.

MDVA is committed to delivering and overseeing comprehensive programs that maximize the health and quality of life of every Minnesota Veteran

Veterans Served

	2016	2017
Total U.S. Veterans	21,368,156	20,392,192
Number of MN Veterans	353,301	337,362
% of MN Population	6.4%	6.1%
Female	7.3%	7.1%
Male	92.7%	92.9%



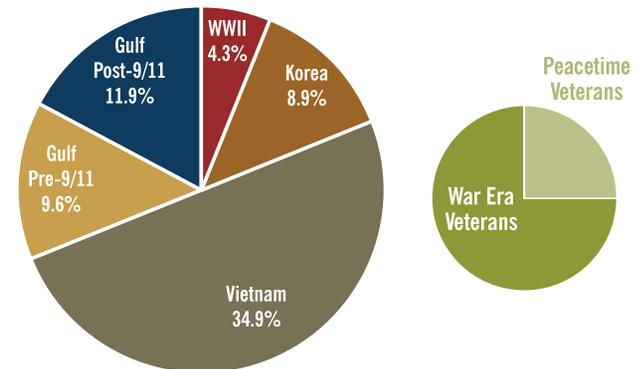
Veteran Age

	2016	2017
Age 17-24	3,904	4,450
Age 25-34	26,976	25,137
Age 35-44	30,988	24,810
Age 45-54	51,019	43,416
Age 55-64	61,940	61,108
Age 65-74	96,457	92,324
Age 75-84	53,108	53,995
Age 85 and older	28,910	31,123



ERA Served

WWII	4.3%
Korea	8.9%
Vietnam	34.9%
Gulf Pre-9/11	9.6%
Gulf Post-9/11	11.9%
Peacetime	25.07%
War Era Veterans	74.9%



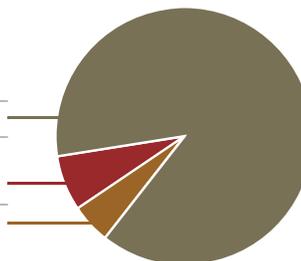


MN Veterans by County

Aitkin	1,874	Isanti	2,871	Pipestone	657
Anoka	22,462	Itasca	4,354	Polk	2,236
Becker	3,058	Jackson	756	Pope	908
Beltrami	3,111	Kanabec	1,411	Ramsey	25,203
Benton	3,012	Kandiyohi	2,516	Red Lake	259
Big Stone	448	Kittson	316	Redwood	1,103
Blue Earth	3,740	Koochiching	1,186	Renville	1,067
Brown	1,893	Lac Qui Parle	607	Rice	4,123
Carlton	2,882	Lake	1,100	Rock	668
Carver	4,685	Lake of the Woods	377	Roseau	1,150
Cass	3,023	Le Sueur	1,952	St. Louis	16,024
Chippewa	822	Lincoln	492	Scott	6,722
Chisago	3,995	Lyon	1,482	Sherburne	5,892
Clay	3,858	McLeod	2,706	Sibley	894
Clearwater	875	Mahnomen	377	Stearns	10,246
Cook	458	Marshall	623	Steele	2,485
Cottonwood	817	Martin	1,621	Stevens	557
Crow Wing	5,861	Meeker	1,795	Swift	683
Dakota	25,689	Mille Lacs	2,287	Todd	1,925
Dodge	1,349	Morrison	2,735	Traverse	329
Douglas	3,095	Mower	2,745	Wabasha	1,833
Faribault	1,183	Murray	720	Wadena	1,225
Fillmore	1,483	Nicollet	2,004	Waseca	1,277
Freeborn	2,451	Nobles	1,141	Washington	14,467
Goodhue	3,738	Norman	493	Watsonwan	797
Grant	508	Olmsted	9,594	Wilkin	459
Hennepin	56,055	Otter Tail	4,985	Winona	2,889
Houston	1,391	Pennington	954	Wright	7,823
Hubbard	2,062	Pine	2,526	Yellow Medicine	768

MDVA Staff

Total	1,394
Staff w/Health Division	1,226
Staff w/Programs & Services Division	94
Agency Admin/Support	74



- Nursing Assistants/Aides 421
- Dietary 177
- Building Grounds & Maintenance 142
- Licensed Practical Nurses 136
- Registered Nurses 115
- Admin Support & Customer Service 74
- Resident Therapists 66
- Veterans Programs & Benefits 54
- Accounting & Finance 38
- Skilled Craft 35
- Nurse Management 33
- Human Resources, Safety & Training 26
- Management & Leadership 23
- Social Work 19
- Pharmacy 12
- Public Relations/Marketing 8
- Chaplains 5
- Physicians 5
- Legal & Legislative 5

A Salute to Our Partners

MDVA works with many partners to deliver support and services to Minnesota Veterans, from government organizations to community service providers to corporations.

We thank each of these organizations for their commitment to ensuring that every Veteran and his or her family members receive all of the support and benefits they have so deservedly earned.



American Legion

American Veterans (AMVETS)

Beyond the Yellow Ribbon Network

City of Hastings

City of Minneapolis

City of St. Paul

County Veterans Service Officers (CVSOs)

Department of Education

Delta Dental

Disabled American Veterans (DAV)

Ex-Prisoners of War

Federal Department of Labor

Fort Snelling National Cemetery Memorial Rifle Squad

Hearth Connection

HousingLink

iHeartMedia

Jewish War Veterans

Joint Apprenticeship & Training Centers

LeadingAge Minnesota

Lutheran Social Service of Minnesota (LSS)

Marine Corps League

Mid-West Higher Education Compact

Military Action Group

Military Affairs

Military Order of the Purple Heart

MN Assistance Council for Veterans (MACV)

MN Association of County Veteran Service Officers

MN Coalition for the Homeless

MN Commanders' Task Force

MN Department of Administration

MN Dept. of Employment & Economic Development (DEED)

MN Department of Health

MN Department of Human Services

MN Department of Labor & Industry

MN Department of Natural Resources

MN History Center

MN Housing Finance Agency

MN Humanities Center

MN Interagency Council on Homelessness

MN Judicial Branch

MN Multi Housing Association

MN National Guard

MN Office of Higher Education

MN Paralyzed Veterans of America

MN State College and University System (MnSCU)

MN Veterans 4 Veterans (V4V)

National Coalition for Homeless Veterans (NCHV)

Office of the Governor

Pearl Harbor Survivors Association

Red Cross

School of St. Scholastica

SE MN and Olmsted County Veteran Services

Social Security Administration

Southeastern Minnesota Workforce Development

State and Federal Elected Officials

St. Catherine University

The Southwest, Northwest, and West

Central Minnesota Continuums of Care (CoC)

Twin Cities Health Professionals

Twin Cities News Talk

Twin Cities Public Television

U.S. Dept. of Veterans Affairs

U.S. Housing and Urban Development (HUD)

U.S. Interagency Council on Homelessness

United Veterans Legislative Council

VA Midwest Health Care Network

VA National Cemetery Administration

Veterans Integrated Service Network (VISN 23)

Veterans of Foreign Wars

Vietnam Veterans of America

Work Force Centers

Wreaths for the Fallen

Thank You!

Minnesota Veterans Health Care



The MDVA Health Care Division maintains five State Veterans Homes in Minnesota, located in Fergus Falls, Hastings, Luverne, Minneapolis and Silver Bay.

MDVA provides care to Veterans and non-Veteran Residents in a variety of ways. These include skilled nursing care, domiciliary care (board and care, also known as DOMS) and an advanced Adult Day Health Care medical model.

Snapshot of MDVA Vet Homes

Veterans, Spouses and Gold Star Parents are served at Minnesota Veterans Homes

747

Total Average monthly Residents served at the Homes

Service Era

WWII	14.5%
Korean War	21%
Vietnam War	34%
Gulf War	6%
Peacetime	24.5%

Gender of Residents Served

Female	9%
Male	91%

Exceptional Care

Continuous improvements to quality of care and facilities are ongoing at Minnesota's five Veterans Homes to improve usability, energy efficiency, Resident comfort, safety and activities, and to maintain and upgrade the physical structure of the Homes.

Ongoing staff training is critical to ensure MN Veterans Homes provide Veterans and their families with the best and most effective care possible. A number of education and training programs were in place at each Veterans Home in 2017 to help staff gain and improve skills needed to successfully serve Residents. Examples of this are dementia-specific training, end-of-life training and Healthcare Academy training.

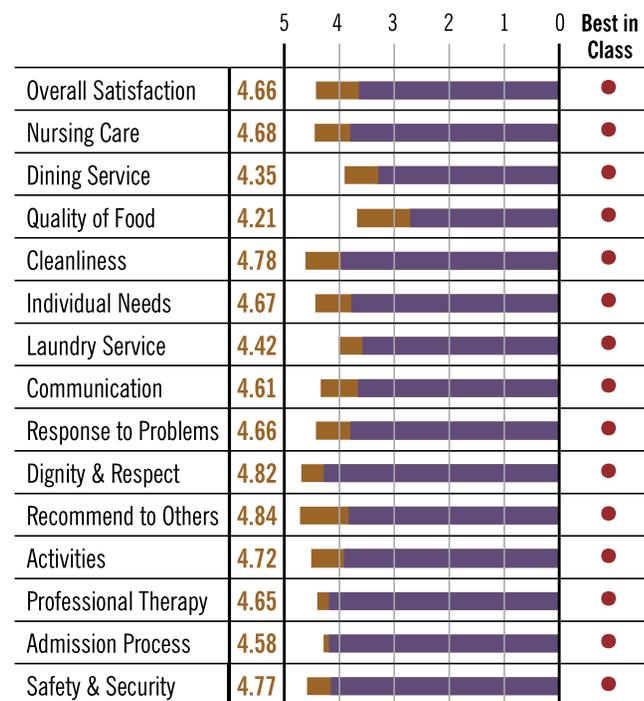
95.7% Resident Satisfaction Rating In Pinnacle Report, Above National Average



Best-in-Class Awards

Pinnacle Quality Insight, a nationally-recognized customer satisfaction firm, interviewed Residents at all Minnesota Veterans Home regarding their satisfaction levels. Residents and family members were asked to evaluate several aspects of their received services. Based on those surveys, the firm awarded Pinnacle Customer Experience Awards™ in the following service areas:

Independent Rating, Pinnacle Report - February 2017



National Average (5 is the maximum rating) MDVA's Rating (above the National Average)

Safety

In 2017, MDVA reported a **reduction** in Veterans Home incidents. Once again the total incidents rate came in under the target number projected for the year.

2017

Actual	9.85
Target	10.56

2016

Actual	10.46
Target	11.12

2015

Actual	9.75
Target	11.70

2014

Actual	10.04
Target	12.32

Also in 2017, a Slip, Trip and Fall Prevention program and training was developed and implemented at all Veterans Homes; DOT/HazMat training for State Cemeteries was implemented; and a new Workplace Violence Prevention program is currently under review.

Looking Ahead: MDVA Health Care in 2018

MDVA's State Veterans Homes will be implementing a number of new programs in 2018.

As Veterans age and different era Veterans become Residents, we are prepared to meet the challenges of those changing needs. MDVA continues to expand and introduce new programs designed to best meet the current, ongoing and upcoming needs of all Minnesota Veterans. Caring for and maximizing the overall health, welfare and quality of life of the **Minnesota Veteran population is the top priority for the MDVA Health Care Division.**

Oral Health Focus

MDVA will introduce a focus on oral health in 2018, part of ongoing partnership work with Delta Dental Foundation of Minnesota and Veterans Service Organizations (DAV and V4V). A fixed dental clinic is under construction on the Minneapolis campus with the goal to eventually expand this fixed dental clinic model to all of the State Veterans Homes in greater Minnesota.

Program Quality Improvements

Dementia is a chronic Health Care issue affecting many Minnesota Veterans, posing challenges for both those experiencing memory loss and their families. Each Home is developing comprehensive strategies to improve dementia care competency. It includes staff education, unique care models and an ongoing focus on innovative memory care programs.

A new Quality Applications Software Manager will coordinate software applications statewide to improve overall quality, efficiency and delivery of services at every Veterans Home.

Centers for Medicare & Medicaid Services (CMS) Compliance Rating

Luverne is now CMS certified, making it the third of four skilled nursing sites within MDVA to achieve the certification. Fergus Falls is expected to finalize its CMS certification by early 2018. This will bring 100% CMS certification to all Minnesota State Veterans Homes.





Workforce Development

As the need for staff to support various Veterans facilities grows, MDVA will focus on new models of staffing and creative position classifications. This includes using the Enterprise Scheduling and Timekeeper Software Systems and adding a Clinical Education Liaison to further partnerships with universities and other training programs.

Partnerships

- MDVA maintains valuable relationships with academic institutions, including **St. Catherine University** and **St. Scholastica**. This supports clinical student experiences at Veteran Homes. These key partnerships support quality in each facility and help with recruitment efforts.
- **LeadingAge provides** consultation on state and federal Health Care issues and the development of policies and procedures.
- **Health Care Academy** is an online clinical training system for staff training and specialized classes. In 2017 MDVA added an E-Interact course to assist with a variety of skilled nursing issues and standards.
- **Hospice and End-of-Life Care.** Staff members attended classes offered through a Twin Cities Health Professionals Education Consortium. The result was certification for end-of-life care teaching. Minnesota Veterans Homes created its own training classes based on this information.

Pharmacy Services

MDVA now provides all scheduled medications from its central pharmacy located on the Minneapolis campus. Purchasing medications at Federal VA prices has drastically reduced medication costs. Continuing efforts are underway to maximize eligible Resident benefit enrollment, determine the best Medicare D plan and achieve the highest reimbursement allowed. These new initiatives have helped cover the costs of MDVA medication.

Facility Improvements

In 2018, MDVA will dedicate and open Building 22, a state-of-the-art 100-bed skilled nursing center on the Minneapolis campus. The dedication of Building 22 will mark the culmination of a three-phase project that began in 2012.

\$12.851 million will be dedicated to upgrading State Veterans Homes and refurbishing the historic truss bridge over Minnehaha Creek. Both projects will be completed with state bonding funds.

Hastings

In 2017, the Hastings Veterans Home completed work with the City of Hastings on the bike/hiking trail connector between the city park trails on either side of campus, including installing a new bridge over the Vermillion River gorge.

Luverne

In 2017, the dining room at the Luverne Veterans Home was completely remodeled, with new décor and other amenities refreshed. The adjacent dining room deck was also replaced to continue to provide Residents with a high-quality dining experience. Other facility improvements included replacing lighting in Resident rooms and remodeling shower rooms for greater ease of use.

Minneapolis

The site upgraded a number of items to enhance Resident care and well-being, including adding 12 ceiling lifts in Building 21, installing new hall flooring on all floors of Building 19 and adding a Circle of Honor and POW flag area to honor all branches of the Armed Forces.



Fergus Falls

SERVING MINNESOTA VETERANS SINCE 1997

1821 North Park St.
Fergus Falls, MN 56537
(218) 736-0400
(877) 838-4633

16 Best-in-Class Awards
in Pinnacle Survey
106 Total Beds



“The care provided for my father at the Veterans Home is so great. The staff call me by name and I feel like they are a part of our family.”

Veteran's Daughter

Services Available

- Medical Care
- 24hr Skilled Nursing
- Special Care Dementia
- Outpatient Facility
- Federal Clinic in operation:
CBOC Community Based Outpatient Clinic
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Fitness Services
- Recreational Therapy
- Drug & Alcohol Treatment
- Mental & Behavioral Health
- Dental Care
- Optometry Care
- Nutrition Services
- Pharmaceutical Services
- Social Services
- Chaplain/Spiritual Care
- Spouse Support Group
- Transportation
- Barber
- Beauty Shop
- Cashier/Banking
- Volunteer Programs
- Outings & Events
- End-of-Life Care
- Ethnic & Cultural Aspects
- Veterans Village Dementia Care

Our 2017 Residents

2017 Admissions	30	Skilled Nursing Care	78
2017 Discharges	39	Avg. Monthly Residents	101
Male	84	Avg. Monthly Wait List	260
Female	12	Avg. Wait Time	7-9 months
Non-Vet Spouse	11		
Dementia/Special Care	21		

Service Era

WWII	22%
Korean War	38%
Vietnam War	20%
Peacetime	20%

Primary Diagnosis

Alzheimer's	23%	Mental Health Disorders	3%
Cerebral Vascular Disease	2%	Diabetes	16%
Dementia	23%	Other	31%
Depression	2%		

The Minnesota Veterans Home – Fergus Falls, established in 1997, is located in Ottertail County in northwestern Minnesota, nestled in beautiful lake country.

The facility is noted for the longevity of its staff and managers, who bring a wide variety of experience to their work. After the retirement of a 20-plus year employee, a new Administrator has now joined the staff on campus, along with a new Director of Nursing, complementing existing expertise with new ideas and energy.

Residential features of the Home include an old town-styled Main Street, village rooms that look like homes and attractively landscaped courtyards. Residents and their families also have access to a variety of personal spaces at Fergus Falls, including a family kitchen, Family Inn dining area, general store, barbershop, library and lounges. Fergus Falls also has an on-site Veterans Village Dementia care unit.

In 2017, the facility added a new open-model Nutrition Room to its dining options, featuring a wheelchair-accessible bar counter where Residents can stop to receive healthy snacks or beverages throughout the day. Other recent facility improvements included new flooring in 10 Resident rooms and upgraded lighting to increase energy savings.

Caring for Residents

Fergus Falls implemented new staffing patterns in the facility in 2017, which resulted in more accessibility to nurses to provide primary registered care nurses for Residents. The facility also increased the number of registered nurses to provide primary care at the site and added a Unit Nurse Manager, all to improve Resident care and comfort. In addition, the site partnered with an outside dental service to bring a dentist directly into the Home to provide services.

Over the last 12 months, the facility also reduced overall usage of psychotropic medication for Residents. Psychotropic medications are often prescribed to affect, control or alter behavior, but use of these drugs can be minimized with alternative methods of managing behavioral issues stemming from an underlying medical condition.

2017 Achievements and Awards

- Quality Project - Pharmacy and Staffing
- Staff Member Received LeadingAge Leadership Award

New Staff Training Programs

The Minnesota Veterans Home – Fergus Falls, continued to provide ongoing training for staff members to improve care. 2017 programs included:

- Smart Zone Online PCC (Point Click Care) Training Program
- Enhanced New Staff Orientation Program
- All Dietary Staff became Serv-Safe Certified



“Because of the [proactive cancer] screenings [offered to me], I’m able to live another five years and I’m a cancer survivor.....”

Veteran on his first day of chemotherapy

Services Available

Medical Care
Occupational Therapy
Physical Therapy
Speech Therapy
Fitness Services
Recreational Therapy
Drug & Alcohol Treatment
Mental & Behavioral Health
Dental Care
Optometry Care
Nutrition Services
Pharmaceutical Services
Social Services
Chaplain/Spiritual Care
Spouse Support Group
Transportation
Barber
Beauty Shop
Cashier/Banking
Volunteer Programs
Outings & Events
End-of-Life Care
Ethnic & Cultural Aspects

**There are 200 licensed beds at the Hastings facility, but due to building limitations and a move toward Resident-centered care, the Home has reduced occupancy in larger rooms to provide additional privacy and an improved quality of life.*



Hastings



SERVING MINNESOTA VETERANS SINCE 1978

1200 East 18th St.
Hastings, MN 55033
(651) 539-2400
(877) 838-3803

178* Total Beds
140 Average Daily Census

Hastings

Our 2017 Residents

2017 Admissions	21	Domiciliary Care	100%
2017 Discharges	23	Avg. Monthly Veteran Residents	138
Male	136		
Female	1		

Service Era

Korean War	2%
Vietnam War	46%
Gulf War	6%
Peacetime	46%

Primary Diagnosis

Paranoid Schizophrenia	63%	Hypertension	3%
Depression	18%	Other	5%
Substance Addiction	11%		

The Minnesota Veterans Home – Hastings, established in 1978, is located on a scenic 128-acre wooded campus on the Vermillion River, just minutes from the Twin Cities. This facility is one of five Veterans Homes in the nation to offer domiciliary care (board and care, also known as DOMS), which provides a supportive and structured rehabilitative community to eligible Veterans. While the four skilled nursing Veterans Homes are open to Veterans and eligible spouses, the DOMS program is available exclusively to Veterans.

The Hastings location provides Veterans with multiple opportunities to retain an active and engaged lifestyle, with features that include nature trails, a biking trail, a pavilion, horseshoe pit and more. A wood shop also provides Veterans with a therapeutic environment in which to learn and excel at the woodworking trade. A greenhouse on site was also expanded and rebuilt in 2017 to offer Veterans a chance to continue or expand on an interest in gardening.

The Hastings facility worked closely over the past year with the Minneapolis Veterans Home, MDVA's other site that offers domiciliary care, to ensure that best practices from both sites were incorporated into the DOMS program to ensure the most favorable outcomes for Veterans.

Caring for Residents

The Minnesota Veterans Home – Hastings introduced a number of new programs in 2017 to enhance Veteran care and quality of life. These included:

- A Veteran Wellness program that focuses on medical/cancer screenings, weight loss, diabetes management, positive life approach and aromatherapy
- New Veteran/Staff walking program
- Increased/Upgraded recreational activities
- Increased employment opportunities for Veterans outside the campus
- Addition of a Therapeutic Drumming Circle for Veteran Residents
- Increased health services staff for more flexibility/availability and attention
- Hired a Director of Nursing, full-time social worker and dining coordinator

2017 Achievements and Awards

Hastings had successful care surveys with both the Federal VA and Minnesota Department of Health.



Luverne

SERVING MINNESOTA VETERANS SINCE 1994

1300 N. Kniss
 Luverne, MN 56156
 PO Box 539
 (507) 283-6200
 (877) 588-8387

16 Best-in-Class Awards
 in Pinnacle Survey
85 Total Beds



"I will tell anyone how wonderfully they take care of the Residents. This is the Cadillac of nursing homes in the area."

Veteran's Daughter

Services Available

- Medical Care
- 24hr Skilled Nursing
- Special Care Dementia
- Outpatient Facility
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Fitness Services
- Recreational Therapy
- Drug & Alcohol Treatment
- Mental & Behavioral Health
- Dental Care
- Optometry Care
- Nutrition Services
- Pharmaceutical Services
- Social Services
- Chaplain/Spiritual Care
- Spouse Support Group
- Transportation
- Barber
- Beauty Shop
- Cashier/Banking
- Volunteer Programs
- Outings & Events
- End-of-Life Care
- Ethnic & Cultural Aspects

Our 2017 Residents

2017 Admissions	29	Skilled Nursing Care	68
2017 Discharges	29	Avg. Monthly Residents	80
Male	67	Avg. Monthly Wait List	140
Female	13	Avg. Wait Time	6-9 months
Non-Vet Spouse	13		
Dementia/Special Care	17		

Service Era

WWII	30%
Korean War	37%
Vietnam War	24%
Gulf War	2%
Peacetime	7%

Primary Diagnosis

Alzheimer's	20%	Paralysis Agitans	5%
Cerebral Vascular Disease	10%	Substance Addiction	2%
Dementia	14%	Other	29%
Hypertension	5%		
Malaise & Fatigue	15%		

The Minnesota Veterans Home – Luverne, established in 1994, is located in a small town in the center of the rural farming communities of southwestern Minnesota, about 30 miles from Sioux Falls, South Dakota.

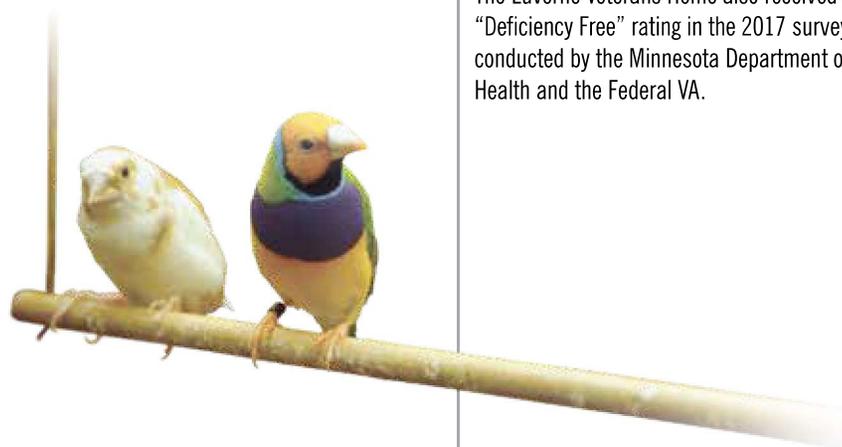
The Luverne Veterans Home offers a number of attractive amenities. This includes a backyard pond complete with fishing. There is also a party room that can hold up to 50 guests for special family celebrations.

The facility also offers three distinct living spaces to meet each Resident's unique needs, including a 17-bed special care unit for those with advanced dementia. Each living space features a living room, dining room, kitchenette, laundry room and several sitting/conversation areas. A computer and gaming room are also available for Resident use.



Special Recognition for Luverne

The Veterans Home in Luverne received the 2017 "Governor's Continuous Improvement Award" for its Music and Memory Program. The program works to help people living with a wide range of cognitive and physical challenges find renewed joy in life through musical favorites. Research has found that music helps reduce depression and anxiety, and can also recover memories and improve quality of life.



Caring for Residents

Luverne implemented the GEMINI Dementia Firefly Program. It employs activities to reduce the frequency and intensity of dementia behavioral symptoms. The program encourages meaningful projects to help Residents maintain a sense of purpose. It offers activities that help Residents recall memories through photos and other items.

The Luverne Veterans Home also received a "Deficiency Free" rating in the 2017 surveys conducted by the Minnesota Department of Health and the Federal VA.

“They have been just the most loving, wonderful, responsive people you will ever find. They work with and treat all of the Residents respectfully.”

Resident's Family Member



Silver Bay

SERVING MINNESOTA VETERANS SINCE 1991

56 Outer Drive
Silver Bay, MN 55614

(218) 353-8700
(877) 729-8387

15 Best-in-Class Awards in Pinnacle Survey
83 Total Beds

Silver Bay

Services Available

- Medical Care
- 24hr Skilled Nursing
- Special Care Dementia
- Outpatient Facility
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Fitness Services
- Recreational Therapy
- Mental & Behavioral Health
- Dental Care
- Optometry Care
- Nutrition Services
- Pharmaceutical Services
- Social Services
- Chaplain/Spiritual Care
- Spouse Support Group
- Transportation
- Barber
- Beauty Shop
- Cashier/Banking
- Adult Day Center
- Volunteer Programs
- Outings & Events
- End-of-Life Care
- Ethnic & Cultural Aspects
- On-site psychiatric, nurse practitioner, physician, dental, chiropractic, optical/vision and podiatry services.

Our 2017 Residents

2017 Admissions	35	Skilled Nursing Care	40
2017 Discharges	36	Avg. Monthly Residents	80
Male	76	Avg. Monthly Wait List	140
Female	7	Avg. Wait Time	3-6 months
Non-Vet Spouse	7		
Dementia/Special Care	43		

The Minnesota Veterans Home – Silver Bay, established in 1991, is located on the stunning North Shore of Minnesota overlooking the expanses of Lake Superior.

The facility offers four distinct neighborhood living spaces with a North Woods lodge feel. Each includes a living room, dining room and kitchen. There are a wide variety of private spaces where Residents and their families can visit and relax. There's a large game room, craft shop, four-season porch and private dining areas. Outdoor activities abound, including boating, fishing, hunting and gardening.

The Silver Bay facility implemented an onsite specialty service area in 2017 consisting of three offices used by area medical providers to enhance Resident care. Services provided include chiropractic, optical, dental and podiatry. In addition, the facility added an Occupational Therapist and a full-time Nurse Practitioner to assist in enhancing Resident care outcomes.

Service Era

WWII	15%
Korean War	25%
Vietnam War	37%
Peacetime	23%

Primary Diagnosis

Alzheimer's	36%	Mental Health Disorders	8%
Cerebral Vascular Disease	13%	Paralysis Agitans	2%
Dementia	38%	Substance Addiction	2%
Depression	1%		

Special Recognition for Silver Bay

The American College of Health Care Administrators (ACHCA) identified the Silver Bay Administrator as a top performer with its Eli Pick Facility Leadership Award, sponsored by ABILITY Network. Silver Bay was also recognized as one of the “Top Nursing Homes” in Minnesota with a five-star rating.

Caring for Residents

The Minnesota Veterans Home – Silver Bay, uses a number of programs to improve Resident care and comfort.

- **Memory Loss Validation** focuses on the meaning of words. It teaches best-practice communication approaches to meet the needs of dementia and Alzheimer's Residents.
- **The Music and Memory Program** helps people living with cognitive and physical challenges to find renewed joy in life through musical favorites.

- **The GEMINI Firefly Program** provides positive interactions to help reduce anxiety and frustrations among dementia Residents.
- **The Life Enrichment Program** is a life engagement program to enhance quality of life and quality of care outcomes.
- **Pressure Mapping** helps to prevent skin damage due to repeated exposure to identified pressure points. The facility is pressure mapping all seating options. It helps to choose materials and structures that promote positive skin outcomes.

Partnerships

In partnership with the School of St. Scholastica, senior-level nursing students are developing a PTSD educational program for the Silver Bay facility. This program will help develop PTSD plans of care to support Veterans/Residents.

Minneapolis

SERVING MINNESOTA VETERANS SINCE 1887

5101 Minnehaha Ave. S.
Minneapolis, MN 55417
(612) 548-5700

13 Best-in-Class Awards
in Pinnacle Survey
341 Total Beds



"I appreciate everything. The nursing care is beyond reproach, and the nurses show sympathy, understanding, warmth and they feel like extended family."

Comment from Pinnacle survey respondent

Our 2017 Residents

2017 Admissions	117	Domiciliary Care	41
2017 Discharges	115	Skilled Nursing Care	187
Male / Female	298	Avg. Monthly Residents	317
Female	33	Avg. Monthly Wait List	558
Non-Vet Spouse	30	Avg. Wait Time	180 days
Dementia/Special Care	100		

Service Era

WWII	17%
Korean War	23%
Vietnam War	36%
Gulf War	1%
Peacetime	23%

Primary Diagnosis

Alzheimer's	22%	Paralysis Agitans	6%
Cerebral/Vascular Disease	7%	Substance Addiction	2%
Dementia	19%	Other	29%
Depression	6%		
Hypertension	2%		
Mental Health Disorders	7%		

Services Available

- Medical Care
- 24hr Skilled Nursing
- Special Care Dementia
- Outpatient Facility
- Occupational Therapy
- Physical Therapy
- Speech Therapy
- Fitness Services
- Recreational Therapy
- Drug & Alcohol Treatment
- Mental & Behavioral Health
- Dental Care
- Optometry Care
- Nutrition Services
- Pharmaceutical Services
- Social Services
- Chaplain/Spiritual Care
- Spouse Support Group
- Transportation
- Barber
- Beauty Shop
- Cashier/Banking
- Adult Day Center
- Volunteer Programs
- Outings & Events
- End-of-Life Care
- Ethnic & Cultural Aspects

The Minnesota Veterans Home – Minneapolis, established in 1887, is located on a 53-acre wooded campus tucked next to Minnehaha Falls on the Mississippi River, and conveniently located near the Minneapolis VA Medical Center.

The facility provides multiple levels of care – including a 291-bed skilled nursing facility, 50 beds dedicated to domiciliary care (board and care, also known as DOMS), and an Adult Day Health Care program. Personalized interdisciplinary care, including a state-of-the-art rehabilitation services program and on-site medical staff services, is the goal of each program on campus.

In 2017, the facility initiated a strategic goal for an enhanced focus on the oral Health Care needs of Residents. This included establishing a new contract Vendor for onsite dental services and an initial proposal for an on-site fixed dental clinic. The goal for the next year is to increase the services offered on campus which will allow for more advanced procedures.

The Minneapolis campus also has a special focus on dementia care, with programs such as the Music and Memory Program, which uses music to help people living with a wide range of cognitive and physical challenges find renewed joy in life through musical favorites.

Caring for Residents

The Minnesota Veterans Home – Minneapolis trained staff in a number of new initiatives to ensure the ongoing safety, comfort and care of Residents. These included:

- Enhanced training in electronic medical records
- Antibiotic Stewardship Program with certified infection preventionists
- End-of-Life Training
- Addition of on-staff medical providers

Special Recognition for Minneapolis

- 93.5% Overall Resident Satisfaction in Pinnacle Survey
- Above National Average in 14 Pinnacle Survey Categories



“He loves the program and staff. It’s set up to satisfy his needs and interests, and he is fired up every day, if you can believe it!”

Spouse of a Veteran

Services Available

- Bathing
- Mental & Behavioral Health
- Special Care Dementia
- Physical Therapy
- Speech Therapy
- Fitness Services
- Recreational Therapy
- Nutrition Services
- Social Services
- Spouse Support Group
- Volunteer Programs
- Outings & Events

Deficiency Free

Rating from Federal VA Survey



Adult Day Center

SERVING MINNESOTA VETERANS SINCE 2012

5101 Minnehaha Ave. S.
Building 4
Minneapolis, MN 55417
(612) 548-5963

4.87 out of 5 in Pinnacle Caregiver Survey
11 Employees

Our 2017 Clients

Maximum Occupancy	35	Gold Star Parents	0%
Average Per Day	40-55%	Male	99%
Veterans	99%	Female	1%
Spouses	1%		

Funding

Private Pay	98%
Federal Per Diem	99%
Long Term Care Insurance	2%

Staff

Registered Nurses	2	Program Assistants	4
Social Workers	1	Nutritionists	1
Recreational Therapists	1		

The Adult Day Center, established in 2012, is located near picturesque Minnehaha Falls in a beautiful, historical 1887 building, the location of Minnesota’s original “Old Soldiers Home” on the Minneapolis Campus. The facility has been completely renovated and modernized, while retaining the historic charm of the original building.

The Center is one of only two State Veterans Home Adult Day Centers in the nation, and has a highly dedicated, professional staff specially trained to meet the individual needs of each Participant.

There are regular events such as a monthly Nurses Corner gathering where a Registered Nurse presents information on topics requested by Residents. There is a monthly Dietician Corner providing food tastings as well as diet and nutritional information. There is an Artist-in-Residence program available where an artist teaches watercolor techniques. A full-time chef is on staff as well as a physical therapist and a behavioral health specialist.

Special Recognition for Adult Day Center

In 2017, the Adult Day Center’s recreation therapist won the Department of Human Services Aging and Disabilities Odyssey Award, one of four winners out of 68 statewide nominations. She was honored for her exceptional dedication and innovative programming for Residents.

In addition, the Adult Day Center “Operation: Sight and Sound” program won the 2017 LeadingAge award for innovation.

Heroes on Horseback

The innovative program “Heroes on Horseback” through the Adult Day Center offers Participants the opportunity both to learn to ride a horse, and also teaches them the basics and practical information about caring for a horse. This program has helped Veterans achieve goals and experience life in ways they thought were no longer possible.

Resources for Caregivers

The Adult Day Center houses the Alzheimer’s Association. A staff social worker supports a monthly caregiver’s support group. It is also a referral service so caregivers and families can navigate the challenges in caring for a loved one with dementia or other memory disorder.



Programs & Services



Education & Employment

This area works to provide Veterans with a seamless transition from a military career through approved education and training programs, resulting in a career with permanent, full-time employment.

MDVA is also a resource for private businesses and public employers, assisting them in the hiring and training of Veterans.

Services available:

- | | |
|--------------------------------|------------------------------|
| Assist in Deployment Options | Referral to Career Resources |
| Transfer Military Credits | Institutional Readiness |
| Referral to Scholarships | Veteran GPS LifePlan |
| Assist with FAFSA Applications | VA Compliance Surveys |
| OJT/Apprenticeship Referrals | College Admission Assistance |
| Employer Referrals | |
| Employment Assistance | |
| Job Search Training | |

Administered thru these programs:

- Higher Education Veterans Program
- Minnesota GI Bill
- State Approving Agency—SAA
- Veterans Employment Program

Claims & Field Operations

This area identifies, serves and represents all Veterans and their dependents.

MDVA outreach representatives advocate for Veterans by providing personal case development and tracking state and federal claims.

The top three priorities for this division are the education of staff and CVSOs, customer service and helping the organization adapt to the transformation and evolution of the Federal VA.

Services available:

- | | |
|-------------------------------|------------------------------|
| Help Complete a Claim | On-Site Benefits Assistance |
| File the Claim | Provide Updates on Benefits |
| Advise on Available Benefits | Help Obtain Military Records |
| Assist in Benefit Application | Arrange Temporary Shelter |
| Advise on Available Services | Appeals Processing |
| Schedule Appointments | Board of Veteran Appeals |
| Transportation Services | Pre-Hearing Conference |

Administered thru these programs:

- Claims & Outreach
- Women Veterans Program
- Gold Star Family Program
- Tribal Veterans Service Officers—TVSO

Memorials & Cemeteries

This area ensures Veterans and their families are honored for their service and sacrifice to our nation through lasting tributes in their final resting place.

Every Veteran, family member and visitor is treated with respect, dignity and compassion during all interactions with any cemetery employee. Staff work diligently to maintain the appearance of the State Veterans Cemeteries in a manner befitting a national shrine.

Services available:

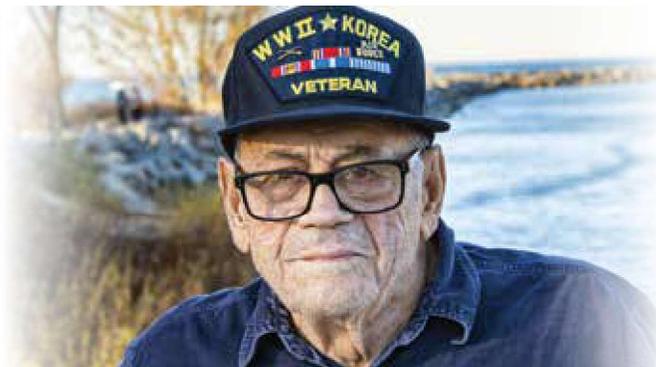
- | | |
|--------------------------|-----------------------------|
| Grave Sites | Assist with Arrangements |
| Cremation In-ground | Presidential Certificates |
| Cremation Columbarium | Committal Services |
| Open/Close Graves | Military Honor Service |
| Interment Site | Perpetual Care |
| Markers & Headstones | Grave Site Locator Services |
| Assist with Applications | |

Administered thru these programs:

- | | |
|--------------------------------|--------------------------|
| Little Falls Veterans Cemetery | Duluth Veterans Cemetery |
| Preston Veterans Cemetery | (future) |

The mission of MDVA's Programs & Services Division is to connect Veterans that honorably served our country and their families to all of the benefits they need and earned.

Collaborating with federal, state and local partners in the Veterans services community, this Division administers more than 20 state Veteran programs through five distinct service areas. Within this Division, assistance can be provided in more than 60 areas, including needs for housing, financial assistance, education, employment, medical benefits, memorials and personal support.



"I am so very proud of our Commissioner and the MDVA staff. The job you folks do is above and beyond, and Veterans could not have better folks working for them from your level. It is always an honor to visit and listen to MDVA staff. The knowledge you have and the dedication is just indescribable."

DAV State Commander/Commanders' Task Force Chair,
Robert Sadoris

Veteran Benefits

This area works closely with federal, state and community partners for the benefit of Veterans and family members.

MDVA Benefits supplement existing programs, as well as address the needs specific to Minnesota Veterans.

Services available:

Phone/Web/Email Support	Assistance with Utilities
Referral to Outside Programs/Services	Dentures
Provide VPA Guidelines/Updates	Optical
Assist in VPA Review Process	Veteran One-Time Education Grant
Referrals to Support Services	Annual Dependent Education Grant
Rent/Mortgage Assistance	Special Needs Grant
Assistance for Health Premiums	Social Security Assistance

Administered thru these programs:

LinkVet
Veterans Preference Act—VPA
Minnesota Service CORE—MN CORE
State Soldiers Assistance Program—SSAP

Homeless Veteran Prevention & Assistance

This area works to end Veteran homelessness by providing solutions on a case-by-case basis. The program works through local community and Veteran Service organizations.

This is accomplished through the Homeless Veteran Registry, the Homeless Management Information System and Coordinated Entry.

Services available:

Mortgage Assistance	Emergency Shelter
Rent Assistance	Transitional Housing
Assistance with Utilities	Permanent Housing
Transportation	Referrals to Housing Services
Food	

Administered thru these programs:

Minnesota Homeless Veterans Registry
Heading Home
MN Operation for Veteran Empowerment—MOVE
SSI/SSDI, Outreach, Access, Recovery—SOAR



Education & Employment

PROGRAMS & SERVICES

"I am a Veteran who had four years of active duty in the Army and 26 years in the Minnesota and Mississippi National Guard. I am 60, and not a traditional student. I went back to school to get my certificate in the Electrical Maintenance Program from Hibbing Community and Technical College. Staff from the Higher Education Veterans Program has been extremely helpful in getting me my education benefits [and] in answering any questions I have." Veteran Barry Gilbo



Higher Education Veterans Program

MDVA's Higher Education Veterans Program helps connect Veterans with educational benefits and resources to succeed in college.

MDVA supports the success of Veterans, current military members and their families at Minnesota's colleges and universities by providing on-site comprehensive information about benefits and resources, as well as creating institutional readiness in support of the unique needs of these students.

10,284 Students Used the Federal GI Bill

\$125 million Federal Funding to MN Institutions

On-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. Staff at colleges and universities throughout Minnesota help identify and remove barriers to Veterans enrollment and access to benefits, as well as create and manage campus Veterans resource centers.

Most Minnesota state institutions and many private, not-for-profit institutions, serve as resource centers for Veterans.

Total Resource Centers Increased to **70** in 2017

458 Referrals Made in 2017

Training/ Outreach Events

Training and outreach events for 2017 included a Career Fair, faculty and staff training and CVSO training.

Training and outreach involved working with individuals, companies and state entities to improve opportunities for Veterans to pursue additional education, training or skill-building through apprenticeships.

This area works in concert with the Minnesota Department of Employment and Economic Development, Minnesota Department of Labor and Industry, Minnesota National Guard, Active Duty national associations and the Federal VA to provide outreach about educational opportunities to state Veterans.

210 Outreach/Training Events

6,945 Individuals Attended

Minnesota GI Bill Expands

In 2017, the Minnesota GI Bill was expanded to include coverage of testing, licensing and certification fees. In addition, changes to the timing and permissible per-year total expenditures for apprenticeship and on-the-job training will allow increased flexibility for recipients.

MN GI Bill

The Minnesota GI Bill program provides assistance to eligible Minnesota Veterans, currently serving military, National Guard and Reserve members who served after Sept. 11, 2001 and eligible spouses and children.

The program provides a maximum **benefit of \$10,000, up to age 62.**

Eligible participants can use the benefit for higher education, on-the-job training (OJT)/apprenticeship or license and certification.

\$2.564 million Total State Funding

1,042 Veterans, Spouses and Dependents Pursuing Higher Education Thru MN GI Bill

180 Veterans Assisted with On-the-Job-Training

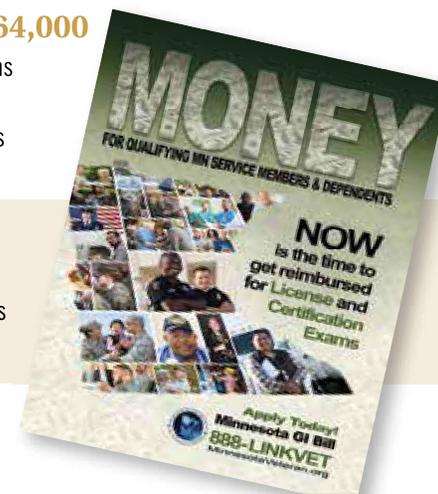
248 Veterans Assisted with Apprenticeships

Education Funding: **\$1.6 million**
(Individuals can receive up to \$3,000 per fiscal year.)

OJT/Apprenticeship benefits: **\$964,000**

Employee - \$1,000 every 6 months of training

Employer - \$1,000 after 6 months and another \$1,000 after 1 year





State Approving Agency (SAA)

The SAA oversees and monitors certified higher education, apprenticeship and OJT programs in Minnesota. The SAA also verifies that programs meet all licensing and certification requirements. The SAAs are authorized by Title 38 of the United States Code.

Benefits may be used in high schools and adult education centers. It is also for employers who provide on-the-job training, vocational centers and post-secondary education facilities.

251 Total MN Certified Facilities

12 New Facilities This Year

5,166 Programs Monitored

4,073 New Programs Added

Training, OUTREACH and Hiring Events

The SAA conducts a number of training events, including school-certifying official training on VA requirements and Department of Employment and Economic Development (DEED) training.

20 Outreach Activities in 2017

57 Liaison Activities



Veterans Employment

Veteran unemployment in Minnesota continues to decline and is now **3.6%**, which is lower than the State at **3.8%**. Nationally, the unemployment rate is **4.3%** and the Veteran unemployment rate is **4.6%**.

By helping provide a seamless transition from a military career to permanent, full-time employment through approved education and training programs, MDVA continues to support Veterans in a variety of ways. This includes providing access to military education benefits, helping students successfully receive credits for prior learning and education, and On-the-Job-Training (OJT)/Apprenticeship programs.

MDVA also helps private businesses and public employers hire and train Veterans.

MDVA Assisted **33** Employers in 2017

214 Apprentice Training Programs Active in 2017

694 MN Veterans Trained in the Trades in 2017



Veterans Career Fair

The Minnesota Veterans Career Fair was held July 11 in Bloomington. One-hundred and eighty employers participated, and 625 job-seekers attended.

Targeted Military Fields

A number of career fields have been identified as promising options for Veterans. These include military medic, law enforcement, construction trades, manufacturing and agriculture.

Helmets to Hardhats

During the 2017 regular Legislative session, Helmets to Hardhats legislation was introduced as part of the Jobs and Economic Growth Bill (CHAPTER 94 --S.F. 1456) to assist Veterans in finding jobs in the construction trades.

Helmets to Hardhats received **\$400,000** from the Workforce Development Fund for grants to the Construction Careers Foundation to promote the trades. MDVA partnered with Department of Employment and Economic Development (DEED) and the Department of Labor and Industries in this effort.

jobs find your career

Technology Careers 536

General Careers 515

Claims & Field Operations

PROGRAMS & SERVICES

“When my husband passed away, I was denied VA benefits. I saw Luke Johnson [Senior Claims Representative] at our local senior center and we discussed what happened. He talked with the VA and refiled the paperwork and they approved my claim. Without him, my benefits would have fallen to the wayside. He’s a man that sure works for our Veterans. You can feel proud of the good work he’s doing.” Veteran’s widow



Women Veterans Program

This program ensures Women Veterans have equitable access to federal and state benefits and services.

Outreach events improve the awareness of available benefits, services and eligibility criteria for the women who served in the United States Armed Forces.

Highlights of 2017 Activities

- Hosted the 2017 National Association of State Women Veterans Conference
- Held the Annual State Womens Veterans Conference in Plymouth, MN, drawing 125 Women Veterans from all generations
- Partnered with Disabled American Veterans of Southeast Minnesota and Olmsted County Veteran Services to host first SE MN Women Veterans Gala
- Featured screening of “Soldier On: Life After Deployment,” from American Public Television

“I wanted to let you know how much I appreciate all you do for our Veterans and their families. Thank you for the energy and drive you bring to everything I see you involved in. It’s incredible to watch talented and bright women like you succeed. [Ashley Laganieri Gold Star Family & Women Veterans Coordinator] Again, thank you.” Jo Clyborne

Gold Star Families

The title Gold Star distinguishes a family member who lost a loved one in military service. Immediate family members (parent, sibling, spouse or child) receive a Gold Star from the Department of Defense to honor those who made the ultimate sacrifice.

Highlights of 2017 Activities

- Hosted annual Gold Star Family Day at Valleyfair
- Introduced first Gold Star Family Connection at Mall of America’s Holiday for Heroes

Tribal Veteran Service Officers (TVSO)

The MDVA Tribal Veterans Service Officer initiative operates in partnership with various government agencies and the Minnesota Native American Nations.

Highlights of 2017 Activities

- Managed **777** new and reopened Federal Claims
- Filed **223** state benefit applications
- Spent over **500** hours providing information at community events



County Veterans Service Officer (CVSO) Education & Coordination Program

MDVA is responsible for coordinating and educating CVSOs on matters that affect the Minnesota Veteran population.

County Veterans Service Officers (CVSOs) are located in every county throughout Minnesota. Veterans and their families can receive valuable, personal assistance from CVSOs to access available state and federal services and benefits.

With the help of their local CVSO, Veterans can apply for state benefits (dental, optical, subsistence programs, housing) or federal benefits (compensation, pension, medical treatment). CVSOs can also provide information and assistance on issues such as medical, pay, housing and education benefits.

Highlights of 2017 Activities

- Spent **708 hours** working in CVSO offices to assist with vacancies.
- Conducted six VA System Trainings in various locations, including St. Paul, Sioux Falls, Fargo, Duluth, Camp Ripley, Rochester and Marshall.
- Board of Veterans Appeals Chief Law Judge John Crowley attended the MDVA Spring Conference and addressed the MACVSO in Education and training on pre-hearing conferences.

Field Operations Claims

Total number of claims on behalf of Veterans and their families

Up from **1,806** in 2016 to **2,209** in 2017

429 State Claims & **1,780** Federal Claims in 2017

Conducted **52** Hearings for Board of Veterans Appeals

St. Paul Office

MAIL	22,023
OFFICE VISITS	2,298
PHONE CALLS	13,308
EVENT HOURS	965

Fargo Office

MAIL	1,593
OFFICE VISITS	466
PHONE CALLS	2,889
EVENT HOURS	16

Federal Compensation to MN Veterans & Survivors **\$1,225,675,000**

Memorials & Cemeteries

PROGRAMS & SERVICES



"Thank you ... for your kindness and compassion and for the lovely burial for my dad. You made a difficult time much easier, far beyond just 'doing your job.' We are so appreciative!" Daughter of Veteran

Memorials

Gen. John W. Vessey Jr. was buried at the Minnesota State Veterans Cemetery – Little Falls on Sept. 1, 2016. He enlisted in the Minnesota Army National Guard in 1939 at the age of 16; received a battlefield commission during WWII; and also served in Korea and Vietnam. In 1982, he was appointed as the Chairman of the Joint Chiefs of Staff by President Ronald Reagan.

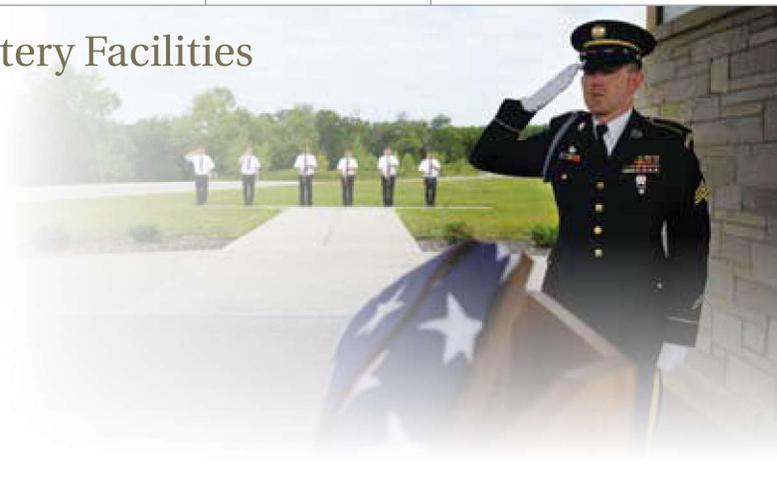
Gen. Vessey is the first Chairman of the Joint Chiefs of Staff who chose to be buried outside of Arlington National Cemetery.

This area ensures that Veterans and their families are honored for their service and sacrifice to the Nation through lasting tributes in their final resting place. The State Cemeteries strive to be the model of excellence for burial and memorials for Veterans and their families.

	Little Falls MDVA State Cemetery		Preston MDVA State Cemetery
Laid to Rest 2017	487		134
Veterans	321		112
Dependents	166		22
Casket Burials	151		28
In-Ground Cremation	219		87
Columbariums	117		19
Total Since Established	6,570		214

MDVA State Cemetery Facilities

- Administration Building
- Committal Service Area
- Outdoor Assembly Area
- Columbarium
- Parking
- Memorial Walkway
- Maintenance Building



Updates on New Veteran Cemetery

In January 2017, MDVA received an **award of "Engineering Excellence"** from The American Council of Engineering Companies of Minnesota for design excellence associated with Phase I development of the State Veterans Cemetery in Preston.

In April 2017, construction began on the third State Veterans Cemetery, which will be located near Duluth.

The 104-acre site, when fully developed will have more than 15,000 burial sites.

Phase I development includes **1,257** casket burial sites, **1,078** in-ground cremation burial sites and **720** above-ground columbarium niches.

Facilities will include an administration building, committal service shelter, flag assembly area, maintenance building and memorial walkway. **The cemetery is scheduled to open in the summer of 2018.**

The MDVA State Cemeteries score Satisfaction Survey ratings at 99%

Veteran Benefits

PROGRAMS & SERVICES

This area works closely with federal, state and community partners to supplement existing programs available to Veterans, as well as address the needs specific to Minnesota Veterans.

"I have had a good year here in Pope and Stevens Counties. The staff working the SSAP programs are a big reason for this success. Pass on to all of them my thanks." Hugh Reimers, Pope & Stevens CVSO



Services Available

Phone/Web/Email Support

Referral to Outside Programs/Services

Provide VPA Guidelines/Updates

Assist in VPA Review Process

Referrals to Support Services

Rent/Mortgage Assistance

Assistance for Health Premiums

Assistance with Utilities

Dentures

Optical

Veteran One-Time Education Grant

Annual Dependent Education Grant

Special Needs Grant

Social Security Assistance

LinkVet

LinkVet benefits Minnesota Veterans and their families by offering direct access to resources online and by phone. Staffed by support specialists, LinkVet inquiries are answered seven days a week year-round except on holidays.

LinkVet Inquiries

Phone Calls Received	3,164	Outbound Calls	1,172
Web Inquiry	45	Web Online Chats	2,450
Email Inquiries	344	Total Served	7,112



Veterans Preference Act (VPA)

The VPA provides Veterans a limited preference in seeking Minnesota state and local government employment and protection against unfair termination or layoff. The Minnesota VPA also allows, but does not require, private employers to give Veterans preference when hiring.

MDVA provides both Veterans and public employers with information regarding VPA in the workplace. If necessary, it can also help guide both individuals and employers through the review process for potential violations.

Assistance Provided

Veterans and Spouses:	160
Public Employers:	12
CVSOs:	24
Department of Economic Development & Employment (DEED)/Minnesota Management & Budget (MMB):	8

Of 14 Petitions to the Commissioner for relief, **11 Cases Closed, 3 Active**

MDVA partners on VPA matters with the Minnesota Department of Administration, Material Management Division in the Veteran Owned Small Business Program (VOSB), where VOSBs receive a 6% preference for State Contracts.

73 Veteran Owned Small Businesses Verified



State Soldiers Assistance Program (SSAP)

SSAP provides funding assistance to in-need Veterans and their dependents, in the areas of housing, dental, optical, education, subsistence, disaster relief, and special needs.

In FY17, MDVA implemented a new Veteran Application Tracking System (VATS) which allowed the SSAP program to go paperless. This streamlined the routing and approval process and increased reporting capability.

Financial Assistance

Total FY17 **\$3,321,228**

	Participants	
Dental	1,814	\$1,170,090
Optical	1421	\$261,373
Special Needs	739	\$1,713,076
HUD/VASH	16	\$7,261
Subsistence	102	\$118,197
Disaster Relief	18	\$8,368
Education/Veteran	14	\$10,500
Education/Dependent	60	\$32,363

SSAP Fund Distribution by County From: 7/1/2016 to 6/30/2017

Aitkin	\$30,305	Fillmore	\$14,537	Martin	\$13,519	Rice	\$0
Anoka	\$50,450	Freeborn	\$5,427	McLeod	\$22,722	Rock	\$11,321
Becker	\$14,810	Goodhue	\$17,288	Meeker	\$35,028	Roseau	\$9,614
Beltrami	\$43,310	Grant	\$5,014	Mille Lacs	\$24,780	Scott	\$77,096
Benton	\$67,516	Hennepin	\$239,916	Morrison	\$42,656	Sherburne	\$49,245
Big Stone	\$24,423	Houston	\$1,000	Mower	\$49,429	Sibley	\$16,172
Blue Earth	\$48,211	Hubbard	\$13,095	Murray	\$10,714	St. Louis	\$125,939
Brown	\$48,919	Isanti	\$26,235	Nicollet	\$5,027	Stearns	\$174,906
Carlton	\$1,862	Itasca	\$83,637	Nobles	\$6,792	Steele	\$4,939
Carver	\$18,550	Jackson	\$4,949	Norman	\$1,217	Stevens	\$9,415
Cass	\$63,555	Kanabec	\$17,502	Olmsted	\$88,722	Swift	\$40,655
Chippewa	\$7,015	Kandiyohi	\$29,306	Otter Tail	\$89,212	Todd	\$30,744
Chisago	\$32,014	Kittson	\$0	Outreach	\$455,309*	Traverse	\$18,670
Clay	\$41,371	Koochiching	\$11,916	Pennington	\$5,198	Wabasha	\$10,509
Clearwater	\$5,470	Lac Qui Parle	\$1,000	Pine	\$46,488	Wadena	\$32,200
Cook	\$3,208	Lake	\$1,400	Pipestone	\$0	Waseca	\$9,157
Cottonwood	\$16,254	Lake of the Woods	\$0	Polk	\$8,186	Washington	\$39,110
Crow Wing	\$67,638	Le Sueur	\$8,710	Pope	\$17,557	Watonwan	\$6,605
Dakota	\$141,444	Lincoln	\$1,820	Ramsey	\$241,874	Wilkin	\$278
Dodge	\$14,282	Lyon	\$4,500	Red Lake	\$0	Winona	\$20,594
Douglas	\$49,487	Mahnomen	\$3,088	Redwood	\$5,726	Wright	\$17,504
Faribault	\$16,669	Marshall	\$13,914	Renville	\$35,746	Yellow Medicine	\$15,390

*The Outreach category above also includes Veterans Homes and Tribal Veteran Services Officers.



MN CORE

Minnesota Service Core Program is a nationally-recognized, no-cost service that provides counseling, financial advice, addiction resources and disability support for Veterans and their families.

Financial Assistance

Management	20%
Assessment/Planning	22%
Travel	9%
Follow-up	2%

Counseling

	Participants	
Total Clients	748	
Veterans served	546	73%
WWII		0.5%
Kosovo		2%
Korean		1%
Gulf	█	10%
OEF/OIF	█	38.5%
Vietnam	█	25%
Peacetime	█	23%
Spouses served	127	17%
Children served	75	10%

Agers Served

Ages 0-19	█	9%
Ages 20-39	█	28%
Ages 40-49	█	14%
Ages 50-59	█	21%
Ages 60-69	█	19%
Ages 70-79	█	8%
Ages 80-99		1%

Off-Site Counseling	1%
In-Office Counseling	34%
Group Counseling	20%
Financial Counseling	5%
Housing	3%
Funds Collected from 3rd Party	\$98,730
Funds from Clients with Insurance	48%

Service Locations

Alexandria
Bemidji
Brainerd
Detroit Lakes
Duluth
Fergus Falls
Mankato
Moorhead
St. Cloud
Twin Cities
Willmar



Client Satisfaction

Services were helpful	96%
Treated with respect	99%
Would use again	99%
Recommend to others	98%

Number of CORE Clients Served

Aitkin	1	Isanti	7	Pipestone	-
Anoka	25	Itasca	9	Polk	-
Becker	15	Jackson	2	Pope	3
Beltrami	-	Kanabec	-	Ramsey	47
Benton	25	Kandiyohi	3	Red Lake	-
Big Stone	2	Kittson	1	Redwood	12
Blue Earth	44	Koochiching	-	Renville	5
Brown	21	Lac Qui Parle	3	Rice	7
Carlton	7	Lake	2	Rock	1
Carver	17	Lake of the Woods	-	Roseau	1
Cass	11	Le Sueur	3	St. Louis	8
Chippewa	-	Lincoln	1	Scott	3
Chisago	6	Lyon	2	Sherburne	32
Clay	25	McLeod	3	Sibley	4
Clearwater	-	Mahnomen	-	Stearns	89
Cook	-	Marshall	-	Steele	4
Cottonwood	-	Martin	12	Stevens	5
Crow Wing	40	Meeker	4	Swift	-
Dakota	17	Mille Lacs	12	Todd	11
Dodge	-	Morrison	10	Traverse	2
Douglas	13	Mower	1	Wabasha	1
Faribault	-	Murray	-	Wadena	1
Fillmore	-	Nicollet	20	Waseca	6
Freeborn	1	Nobles	-	Washington	5
Goodhue	1	Norman	-	Watonwan	3
Grant	-	Olmstead	14	Wilkin	2
Hennepin	53	Otter Tail	37	Winona	2
Houston	-	Pennington	-	Wright	17
Hubbard	1	Pine	2	Yellow Medicine	-

Veteran Homelessness Prevention & Assistance

PROGRAMS & SERVICES

This area works to end Veteran homelessness by providing appropriate, effective solutions on a case-by-case basis to each Veteran and their family experiencing homelessness.

"I was on an 18-month waiting list for a unit, and the Homeless Veteran Registry partners were able to find housing for me within about two months!"

Homeless Veteran



Services Provided

- Mortgage Assistance
- Rent Assistance
- Assistance with Utilities
- Transportation
- Food
- Emergency Shelter
- Transitional Housing
- Permanent Housing
- Referrals to Housing Services

Homelessness Reduced

56% in MN
46% nationally
from 2010-2017

Minnesota has
Housed More Than
1,100
Veterans
Since January 2015.

SOAR



SSI/SSDI Outreach, Access and Recovery (SOAR) is a program designed to increase access to SSI/SSDI for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment and/or a co-occurring substance use disorder.

Over the First 18 Months of SOAR

- **32** Veterans approved for Supplemental Security Income (SSI)/Social Security Disability Income (SSDI)
- **Over \$36,000** in monthly benefits (combined) for those Veterans
- **Over \$116,000** in back pay collected (combined) for those Veterans
- MDVA received over **\$83,000** in reimbursements from the Department of Human Services for SSI/SSDI claims processing

MOVE

The Minnesota Operation for Veterans Empowerment (MOVE) program temporarily assists homeless Veterans at the Union Gospel Mission in St. Paul, MN. Assistance includes one-on-one case management with an MDVA Outreach Representative and a paid bed at the Mission during case management. Veterans work with the case manager to select the various types of resources needed in order to help empower them to move beyond their current situation.

Occupied Rate: **100%** Veterans Assisted: **48**

Top Priorities for the Homeless Veteran Registry

The Minnesota Homeless Veteran Registry ensures Veterans experiencing homelessness have access to appropriate housing and services.

- Support increased communication and synchronization among a wide variety of data systems.
- Work with Homeless Veteran Registry Partners to identify Veterans at risk of homelessness. Work with communities in establishing benchmarks for ending homelessness.
- Increase outreach, education and identification of at-risk Veterans. This works through local communities and Veteran Service Organizations.

Homeless MN Veterans. Who Are They?

2016 Homeless Veterans (Point In Time)	279		
2017 Homeless Veterans (Point In Time)	281		
Veterans Reoccurring Homelessness	5%		
Average Age	52		
Population of MN Homeless Veterans*	213		
Central Minnesota	24	Southwest Minnesota	3
Hennepin & Ramsey	157	St. Louis County	8
Northeast Minnesota	1	Suburban Metro Area	13
Northwest Minnesota	2	West Central Minnesota	1
Southeast Minnesota	4		

** These numbers reflect status as of June 30, 2017 and do NOT include the Veterans who are housed, have left Minnesota or have been out of contact for more than 90 days.*

Key Accomplishments in 2017

In January 2017, the Minnesota Interagency Council on Homelessness updated **Heading Home: Minnesota's Plan to Prevent & End Homelessness**. As part of this plan, MDVA continues to lead efforts to improve homelessness prevention for Veterans, applying the lessons learned for ending Veteran homelessness to other populations.

The **Southwest, Northwest, and West Central Minnesota Continuums of Care (CoC)** have cleared their housing waiting lists for homeless Veterans. The U.S. Interagency Council on Homelessness, HUD and the VA determined the 40 counties served by these CoCs have put systems in place to address any Veteran who is at-risk or experiencing homelessness.

MDVA has **expanded the Social Security Outreach Advocacy and Recovery (SOAR) program** as a means of assisting Veterans at-risk of or experiencing homelessness to increase their incomes and overall stability.

For the second consecutive year in Minnesota, the **Twin Cities StandDown** included a Housing Team staffed by numerous organizations serving homeless Veterans, including MDVA. As part of this event, Veterans were immediately connected with staff who could facilitate a housing plan for Veterans.

The VA, MDVA and MACV partners presented at the **National Coalition for Homeless Veterans (NCHV) conference** in Washington, D.C. on June 1st to highlight the successes of collaborative efforts to end Veteran homelessness in Minnesota.

Grants

This area provides needed funding to partners that assist in the goal of serving Veterans and their families.



Services Provided

- Grant Distribution
- Network with Organizations
- Provide Grant Updates/Changes
- Assist in Grant Applications

Support Our Troops (SOT)

Amount Raised FY17
\$533,032

Up **6.3%** from 2016



Support Our Troops (SOT) Grant Programs

Funds raised through the SOT license plate program provide grants to organizations serving Veterans and their families. These opportunities include the following:



Fast Track Grants

The SOT Fast Track Grant provides grants for new and innovative projects between **\$1,000 to \$5,000**.

- Southeastern Minnesota Workforce Development (2017 Recipient)

Competitive Grants

The SOT Competitive Grant provides grants to Minnesota organizations between **\$5,000 to \$100,000**.

- Fishing for Life and Lutheran Social Service of Minnesota (2017 Recipients)

Veterans Service Organization Grants

Veterans Service Organizations have the opportunity to receive additional funding above and beyond the annually legislatively appropriated funds.

During 2017, the following organizations received grants totaling **\$177,500**:

- American Legion
- Disabled American Veterans
- AMVETS
- Paralyzed Veterans of America

Veteran Service Organizations (VSO) Grants***

VSO grants are awarded to service organizations working with Veterans and their families.

Total Amount Awarded **\$545,328***

Largest Grant Amount **\$153,416**

* Includes \$192,328 SOT Funds

Minnesota Veteran Service Organizations that partner with MDVA include the following:

American Legion	Disabled American Veterans
Military Order of the Purple Heart	Paralyzed Veterans of America
Veterans of Foreign Wars	Vietnam Veterans of America

County Veterans Service Officers (CVSO) Grants***

These grant funds are distributed to all 87 counties in Minnesota and used for local needs and outreach.

OPERATIONAL ENHANCEMENT GRANT

	2016	2017
CVSO Grant Total Amount	\$1,100,000	\$1,100,000**
Total Distributed Amount	\$959,622	\$1,040,850
Number of Counties Receiving Base Grant of \$7,500	25	25
Number of Counties Receiving Additional Funds	61	60
Amount Used for County Training & Education	\$25,178	\$20,605

** Includes a \$50,000 grant to the Minnesota Association of County Veteran Service Officers, which is separate from the individual counties receiving grants. This goes to the MACVSO Association as a whole.

MN Assistance Council for Veterans (MACV)***

Since 1993, MACV has assisted Veterans and their families who are homeless or experiencing life crises.

\$750,000 grant in FY17

***VSO, CVSO and MACV are legislatively-mandated grants.

Communications

ACTIVITIES & EVENTS

This area works to build relationships and improve communications with strategic audiences, informing and promoting Veteran-related initiatives that support and further MDVA's goals.



Minnesota Military Radio (MMR)

Minnesota Military Radio serves to communicate with Minnesota Veterans and their families and tell the stories of our heroes. MMR has been on the air weekly since November 2010. MDVA guests regularly provide information on the programs and services available, discuss Veterans Homes and deliver updates on activity at MDVA. Other monthly guests include Commanders from the Commanders' Task Force to talk about the CTF and their organizations.

45 Stations Statewide

Main station: Twin Cities NewsTalk AM 1130

Up to date list of affiliates throughout the state:
<http://minnesotamilitaryradiohour.com/about>



Twin Cities News/Talk AM 1130 Sundays @ 7:00AM	KRUE AM 1170 (Owatonna/Waseca) – Saturdays @ 6:00AM	KDDG-FM 105.5 (Albany) – Saturdays @ 6:30AM	KROX AM 1260 (Crookston) – Sundays @ 10:00AM
WyRQ 92.1 (Little Falls) – Sundays @ 7:00AM	KLGR AM 1490 (Redwood Falls) Saturdays @ 1:00PM	KROC AM 1340 (Rochester) – Sundays @ 7:30AM	KROX FM 105.7 (Crookston) – Sundays @ 10:00AM
AM 960 KLTF (Little Falls) – Sundays @ 12:00PM	KLGR FM 95.9 (Redwood Falls) Saturdays @ 1:00PM	KBGY FM 107.5 (Faribault) – Saturdays @ 6:30AM	KXBR FM 91.9 (International Falls) – Saturdays @ 2:00PM
AM 1320 KOZY (Grand Rapids) Sundays @ 6:00AM	KWLM AM 1340 (Willmar) – Saturdays @ 6:00PM	KBUN AM 1450 (Bemidji) – Sundays @ 8:00AM	KNUJ AM 860 (New Ulm) – Sundays @ 5:00PM
106.1 FM KLCI (Ramsey) – Saturdays @ 6:30AM	KWLM FM 96.3 (Willmar) – Saturdays @ 6:00PM	KBUN FM 104.5 (Bemidji) – Sundays @ 8:00AM	KVBR AM 1340 (Brainerd) – Saturdays @ 9:00AM
KLFD AM 1410 (Litchfield) – Sundays @ 3:00PM	KAUS AM 1480 (Austin) – Sundays @ 6:00PM	WGZS FM 89.1 (Fond Du Lac) – Sundays / Mondays @ 6:00PM	KWNO AM 1230 (Winona) – Sundays @ 7:00AM
KXRA 1490 AM (Alexandria) – Saturdays @ 2:00PM	KATE AM 1450 (Albert Lea) – Sundays @ 12:00PM	KWAD AM 920 (Wadena) – Mondays @ 11:00AM	KWOA AM 730/FM 100.3 (Worthington) – Sat. @ 12:00PM
KCHK AM 1350 (New Prague) – Saturdays @ 6:00AM	AM 1190 KKOJ (Jackson) – Sundays @ 3:00PM	KNSP AM 1430 (Staples) – Mondays @ 11:00AM	KKIN AM 930 (Aitkin) – Saturdays @ 7:00AM
KCHK 95.5 FM (New Prague) – Saturdays @ 6:00AM	KKOJ FM 97.7 (Jackson) – Sundays @ 3:00PM	WCMP AM 1350 (Pine City) – Saturdays @ 9:00AM and Sundays @ 6:00PM	KLKS FM 100.1 (Brainerd) – Saturdays @ 7:30AM
KDWA AM 1460 (Hastings) – Sundays @ 8:00AM	AM 800 KQAD (Luverne) – Saturdays @ 9:00AM	WJON AM 1240 (St. Cloud) – Saturdays @ 5:00AM	KLQP FM 92.1 (Madison) – Saturdays @ 6:00PM
KDWA FM 97.7 (Hastings) – Sundays @ 8:00AM	KLOH 1050 AM (Pipestone) – Sundays @ 5:30PM	KBFT FM 89.9 (Bois Forte) – Sundays @ 11:00AM and Wednesdays @ 5:00PM	
KDMA AM 1460 (Montevideo) – Sundays @ 12:00PM	WDSM AM 710 (Duluth/Superior) – Sundays @ 9:00AM		

Recent Awards

- 2016 Gold MarCom Award – Radio Program**
Minnesota Military Radio – Serving our Troops Live from Camp Arifjan Kuwait
- 2016 Gold MarCom Award – Radio Program**
Minnesota Military Radio – 70th Anniversary of the End of WWII
- 2017 Platinum dotComm Award – Audio/Program**
Minnesota Military Radio – Memorial Day Live on Minnesota Military Radio
- 2017 Gold dotComm Award – Social Media Marketing**
Minnesota Military Radio – Minnesota Military Radio on Facebook
- 2017 Gold MarComm Award – Printed Media**
MDVA 2016 Annual Report with Triad Marketing & Advertising, Inc.



MinnesotaVeteran.org

In 2017, Legislative Updates and the online Bill Tracker were redesigned and improved.

97,845 Unique Visitors

Number of Website Sessions by Users	157,345
Total Number of Page Views	559,705
Avg. Number of Page Views/Session	3.56
Avg. Session Duration	5:06



Most Frequently Viewed Information

	Page Views
Homepage	75,839
Veterans Homes	22,863
Minneapolis Home	19,244
Veteran Contacts	16,631
Events	12,207

Media News Clips

Total Number of Clips	364
# of Unique Visitors	111,701,259
# of Potential Viewers	127,642,501
20 Press Releases Issued in 2017	

JULY	<p>July 11 - Annual Veterans Career Fair One hundred eighty employers participated and 625 job seekers attended. Key sponsors included Cargill, McGough Construction, Medtronic, Comcast, Verizon, All-State Mediacom, Prudential, United Health Group, Upper River Service and UTC Aerospace.</p>	<p>July 30 - Gold Star Family Day at Valleyfair Gold Star Family Members received free parking, admission and a catered picnic lunch at the amusement park.</p>
AUG	<p>August 2 - Twin Cities StandDown for Veterans Organized by the Minnesota Assistance Council for Veterans, this event connects homeless Veterans with critical resources and services.</p>	<p>August 25 - MDVA Day at the Minnesota State Fair MDVA connects with Veterans, current military and family members at the "Great Minnesota Get-Together."</p>
SEPT	<p>September - Higher Education Veterans Programs on School Campuses Students were greeted by MDVA staff at campus registration sessions, career fairs, reintegration events and at the State Fair.</p>	<p>September 2 - Hastings Veterans Home Vietnam Commemoration The dedication of a new POW/MIA site on campus brought in 170 guests for songs, videos and refreshments. Former VFW State Commander and Vietnam Veteran Lee Ulferts spoke at the event.</p>
OCT	<p>October 3 - Minnesota Medal of Honor Memorial Groundbreaking Ceremony Held on the State Capitol Grounds, it honors the 72 medal recipients with ties to Minnesota. They range from the Civil War to the present. Minnesota will also be home to the nation's first memorial for Congressional Medal of Honor recipients.</p>	<p>October 6 - Public Information Day at Preston Cemetery The Cemetery opened its doors to the community to provide information, discuss eligibility requirements and offer tours.</p>
NOV	<p>November 11 - State of MN Veterans Day Event It honored all Veterans who have served. The U.S. Department of Veteran Affairs selected the Program as an official regional site.</p>	
DEC	<p>December 7 - Pearl Harbor Remembrance Day Ceremony It honored those who lost their lives that day as well as those who lived to tell their story. MDVA, the Pearl Harbor Survivors Association and the Fort Snelling National Cemetery Memorial Rifle Squad hosted a 75th Anniversary of Pearl Harbor Ceremony at the Minnesota History Center. Survivor Richard Thill, a Shipman on the USS Ward, was an honored guest, along with Pearl Harbor Veteran Victor Paradis. The event was live-streamed on YouTube.</p>	<p>December 17 - Wreaths for the Fallen Ceremony It honors Veterans by providing wreaths for the Minnesota State Veterans Cemeteries.</p> 



JAN	<p>January 23 - Minnesota Veterans Homes: 130 Years of Service A special celebration honoring long-time service.</p> 	<p>January 27 - Luverne Resident Receives the Bronze Star Resident David F. O'Connor received this prestigious award in a presentation by Congressman Tim Walz.</p>	<p>January 30 - Luverne Home Receives Better Government Award Honored with a "Better Government Award for Greater Customer Service for Enhancing the Lives of Veteran Home Residents."</p> 
FEB	<p>February 20 - "Stars Among Us" Award for Adult Day Center The Minneapolis Adult Day Center received a "Stars Among Us Innovation Award in Aging Services" from LeadingAge for their Operation Sight and Sound Program. It brings Veterans together on a mission of artistic discovery.</p> 		
MAR	<p>March 2, ACEC Honor Award for Preston Veterans Cemetery The Cemetery, in partnership with Stantec, received an American Council of Engineering Award for Phase 1 Development engineering services.</p>	<p>March 20 - Annual Veterans Day on the Hill The Commanders' Task Force, the United Veterans Legislative Council and the Minnesota Association of County Veterans Service Officers briefed the legislature on key issues. They also advocated for the 2017 legislative agenda.</p>	<p>March 27 - Ellis Island Medal of Honor Awarded to Commissioner Larry Shellito The MDVA Commissioner was one of the 100 exceptional Americans honored with the National Ethnic Coalition of Organizations Ellis Island Medal of Honor.</p> <p>March 29 - Vietnam Veterans of America Reopening Office Ceremony Located in the Whipple Building in St. Paul, the office reopened to work with other Veterans Service Organizations and MDVA's Claims Division.</p>
APR	<p>April - Month of the Military Child The event honored military children for the sacrifices they make and the challenges they overcome. Events included: National Poetry Month Contest, Child Registration Art Contest and Photo Contest.</p> <p>April 4 - Eli Pick Facility Leadership Award The award was presented to Carol Gilbertson, Administrator, at the Silver Bay Veterans Home.</p> 		
MAY	<p>May 25 - Women Veterans Conference The annual event connects Minnesota women who have served or are currently serving in the U.S. Armed Forces.</p> 	<p>May 28 - Preston Cemetery Memorial Day Ceremony The event featured musical and vocal selections and a Parade of Flags program. Craig Ugland of the Minnesota Patriot Guard was the guest speaker.</p> <p>May 28 - Little Falls Cemetery Memorial Day Ceremony Command Sergeant Major James Kampsen was the guest speaker.</p>	
JUNE	<p>June 14 - Circle of Honor Flag Dedication Ceremony This event took place at the Minneapolis Veterans Home, Building 19. MDVA Commissioner Larry Shellito was keynote speaker.</p> 		

2017 Financials

Expenditures*

Total Expenditures \$125,767,138

Veterans Homes

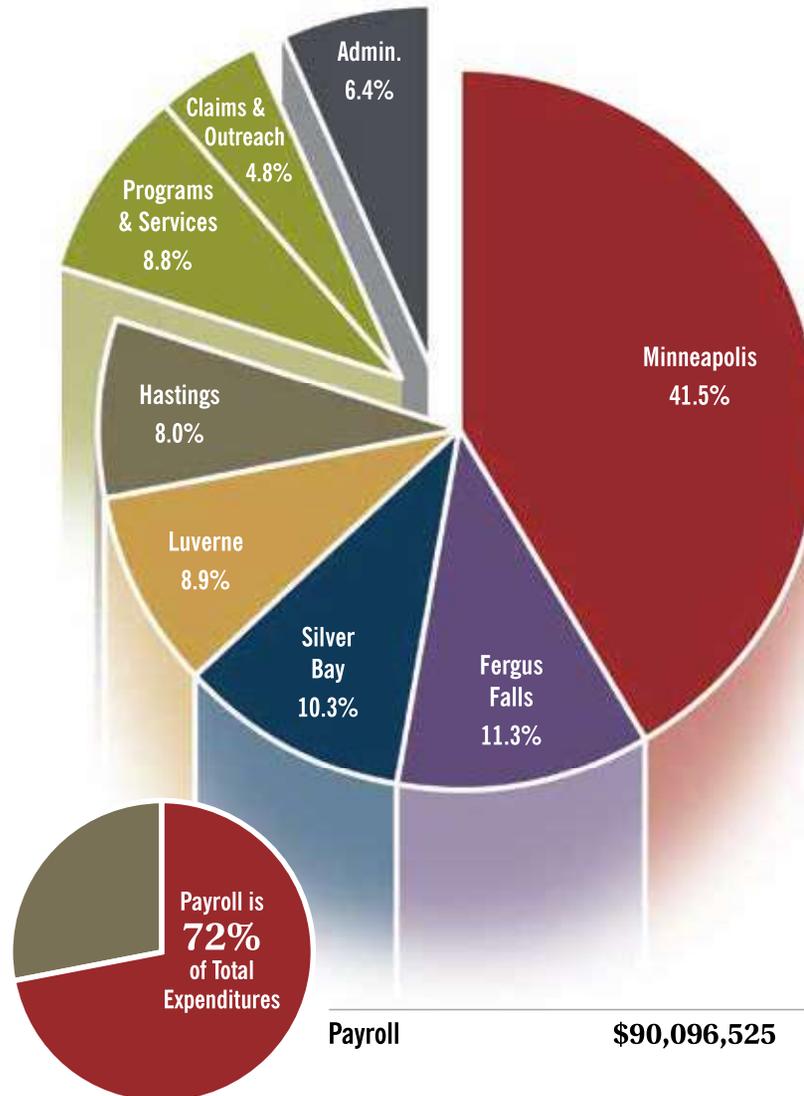
Minneapolis	\$52,203,810	41.5%
Fergus Falls	\$14,264,102	11.3%
Silver Bay	\$13,002,732	10.3%
Luverne	\$11,237,795	8.9%
Hastings	\$9,948,077	8.0%

Programs & Services

Programs & Services	\$11,009,010	8.8%
Claims & Outreach	\$6,032,377	4.8%

Other:

Administration	\$8,069,235	6.4%
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Receipts**

Total Receipts \$125,125,630

General Fund Appropriation

General Fund Total	\$73,679,000	58.9%
Health Care	\$57,218,000	77.7%
Programs & Services	\$16,461,000	22.3%

Federal VA Per Diem Reimbursements

VA Per Diem Total	\$30,749,566	24.6%
Health Care	\$30,749,566	100%

Resident Maintenance Charges

Resident Maintenance Total	\$16,334,786	13.1%
Health Care	\$16,334,786	100%

Federal Medicare Reimbursements

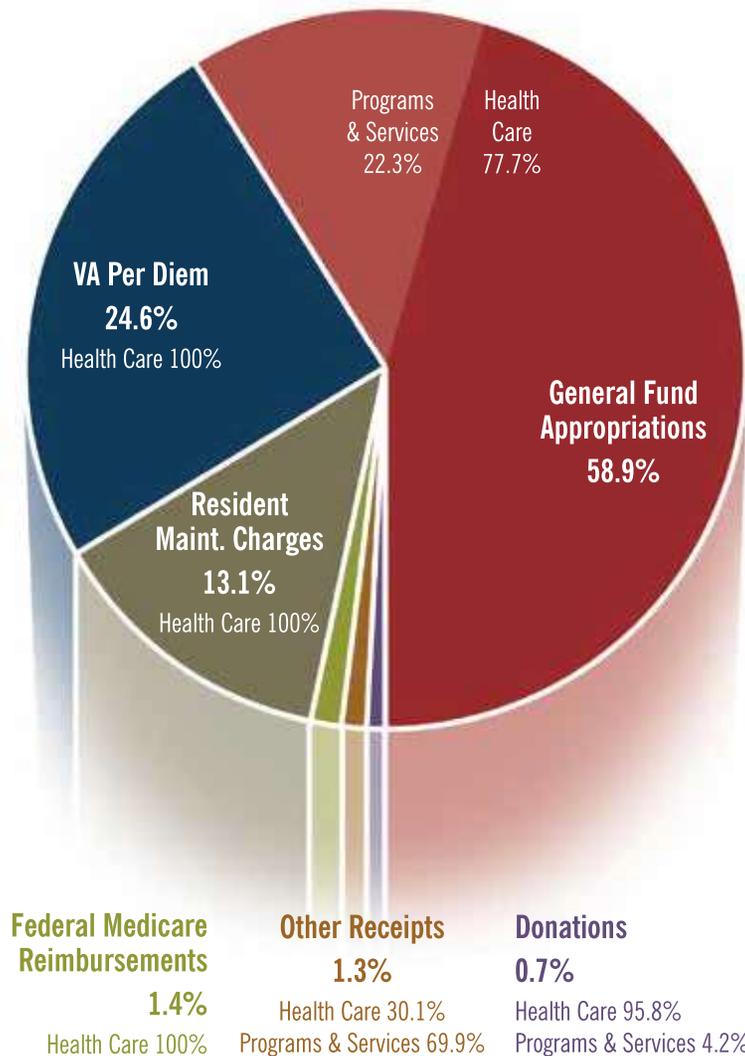
Medicare Reimbursements Total	\$1,800,877	1.4%
Health Care	\$1,800,877	100%

Other Receipts

Other Receipts	\$1,631,948	1.3%
Health Care	\$491,454	30.1%
Programs & Services	\$1,140,494	69.9%

Donations

Donation Total	\$929,453	0.7%
Health Care	\$890,423	95.8%
Programs & Services	\$39,030	4.2%



Capital Bonding Improvements: Federal & State***

Capital Bonding Total **\$21,524,244**

FY17 Veterans Cemetery (Duluth)

Federal Funds **\$2,502,111**

Minneapolis Veterans Home

Federal amount **\$18,735,398**

State amount **\$10,088,291**

Asset Preservation

State Funds **\$286,735**

* ** ***Capital Bonding Improvements are not included in Receipts & Expenditures amounts, as they are not considered ongoing operational funds.

Distribution of Federal VA Funds FY16 per State as of September 30, 2016

	Veterans	Expenditures in \$000s
Alabama	373,761	\$3,429,323
Alaska	68,436	\$639,119
Arizona	515,050	\$3,919,749
Arkansas	225,118	\$2,215,940
California	1,735,213	\$15,568,595
Colorado	407,616	\$3,638,790
Connecticut	191,607	\$1,248,955
Delaware	72,831	\$441,478
District of Columbia	28,413	\$2,663,847
Florida	1,559,778	\$12,738,121
Georgia	699,322	\$6,116,767
Hawaii	112,944	\$986,114
Idaho	123,140	\$914,442
Illinois	646,939	\$4,438,732
Indiana	418,579	\$2,874,120
Iowa	211,549	\$1,381,697
Kansas	196,892	\$1,455,708
Kentucky	98,860	\$2,598,567
Louisiana	287,373	\$2,590,020
Maine	116,782	\$1,019,908
Maryland	399,036	\$2,947,070
Massachusetts	336,257	\$2,739,920
Michigan	608,271	\$4,004,300
Minnesota	(24th) 337,362	(25th) \$2,677,849
Mississippi	193,589	\$1,750,776
Missouri	450,684	\$3,625,705
Montana	92,377	\$779,108
Nebraska	133,003	\$1,157,483
Nevada	221,996	\$1,979,113
New Hampshire	108,119	\$732,415
New Jersey	371,518	\$2,240,502
New Mexico	161,311	\$1,571,479
New York	806,827	\$6,311,502
North Carolina	731,378	\$6,833,376
North Dakota	52,043	\$375,097
Ohio	796,267	\$8,061,430
Oklahoma	306,074	\$3,209,604
Oregon	310,333	\$2,738,393
Pennsylvania	845,507	\$5,480,864
Rhode Island	65,470	\$549,504
South Carolina	403,948	\$3,691,073
South Dakota	65,893	\$642,875
Tennessee	474,686	\$4,208,541
Texas	1,594,564	\$16,117,918
Utah	135,988	\$1,133,563
Vermont	44,271	\$331,098
Virginia	729,398	\$5,815,407
Washington	567,799	\$4,190,747
West Virginia	145,309	\$1,949,038
Wisconsin	373,606	\$2,788,010
Wyoming	47,472	\$414,358
Puerto Rico	82,574	\$1,650,531
Guam	9,933	\$107,210

Summary of FY16 Federal VA Expenditures – by County per State as of September 30, 2016 Expenditures in \$000s

County/ Congressional District	Veteran Population *	Total Expenditure (\$)	Comp. & Pension (\$)	Const. (\$)	Education & Vocational Rehabilitation/ Employment (\$)	Loan Guaranty # (\$)	General Operating Expenses (\$)	Insurance & Indemnities (\$)	Medical Care (\$)	Unique Patients **
AITKIN	1,874	16,258	8,411	-	259	-	-	53	7,534	912
ANOKA	22,462	154,458	72,221	-	9,469	-	-	1,948	70,819	7,301
BECKER	3,058	21,976	11,233	-	424	-	-	116	10,203	1,204
BELTRAMI	3,111	29,936	16,757	-	1,178	-	-	242	11,760	1,367
BENTON	3,012	30,893	11,098	-	692	-	-	160	18,944	1,534
BIG STONE	448	3,556	2,279	-	97	-	-	130	1,050	227
BLUE EARTH	3,740	29,313	14,600	-	2,381	-	-	541	11,791	1,348
BROWN	1,893	15,630	8,764	-	566	-	-	389	5,911	838
CARLTON	2,882	24,671	15,286	-	1,126	-	-	113	8,145	1,028
CARVER	4,685	24,736	12,303	-	1,572	-	-	343	10,517	1,236
CASS	3,023	28,742	15,270	-	464	-	-	155	12,854	1,566
CHIPPEWA	822	6,937	2,983	-	144	-	-	17	3,793	466
CHISAGO	3,995	33,356	17,066	-	1,871	-	-	371	14,048	1,287
CLAY	3,858	37,348	15,578	-	2,021	-	-	667	19,081	1,681
CLEARWATER	875	8,232	3,717	-	147	-	-	24	4,345	414
COOK	458	3,168	1,886	-	41	-	-	12	1,229	123
COTTONWOOD	817	5,334	3,007	-	38	-	-	87	2,202	333
CROW WING	5,861	57,135	31,301	-	1,572	-	-	437	23,825	2,934
DAKOTA	25,689	190,506	88,389	-	14,683	-	-	2,917	84,517	7,402
DODGE	1,349	6,872	3,633	-	437	-	-	76	2,727	386
DOUGLAS	3,095	27,505	14,144	-	637	-	-	380	12,344	1,506
FARIBAULT	1,183	8,245	4,159	-	283	-	-	40	3,764	412
FILLMORE	1,483	8,951	5,234	-	392	-	-	60	3,265	475
FREEBORN	2,541	18,419	8,269	-	280	-	-	117	9,754	1,132
GOODHUE	3,738	21,892	11,106	-	1,438	-	-	252	9,096	1,039
GRANT	508	\$4,566	2,650	-	66	-	-	22	1,828	210
HENNEPIN	56,055	491,631	159,137	411	28,741	-	84,867	8,261	210,215	15,754
HOUSTON	1,391	9,310	5,434	-	424	-	-	164	3,289	637
HUBBARD	2,062	17,434	9,446	-	422	-	-	133	7,433	885
ISANTI	2,871	23,491	11,012	-	744	-	-	90	11,646	1,228
ITASCA	4,354	35,691	20,743	-	788	-	-	538	13,622	1,857
JACKSON	756	5,348	2,214	-	211	-	-	91	2,831	330
KANABEC	1,411	13,123	5,634	-	178	-	-	49	7,262	712
KANDIYOHI	2,516	22,873	12,078	-	435	-	-	284	10,075	1,317
KITSON	316	2,070	1,093	-	41	-	-	29	906	161
KOOCHICING	1,186	8,644	5,494	-	220	-	-	92	2,839	423
LAC QUI PARLE	607	4,681	2,257	-	36	-	-	88	2,299	363
LAKE	1,100	7,605	4,957	-	126	-	-	97	2,425	418
LAKE OF THE WOODS	377	2,677	1,528	-	88	-	-	1	1,060	165
LE SUEUR	1,952	11,299	5,398	-	444	-	-	238	5,220	707
LINCOLN	492	2,908	1,297	-	73	-	-	31	1,508	184
LYON	1,482	9,342	4,839	-	546	-	-	58	3,899	528
MCLEOD	2,706	16,875	8,379	-	680	-	-	82	7,733	1,076
MAHONOMEN	377	3,529	1,926	-	94	-	-	89	1,419	201
MARSHALL	623	4,800	2,628	-	134	-	-	132	1,906	327
MARTIN	1,621	12,830	7,291	-	320	-	-	37	5,182	725
MEEKER	1,795	15,990	7,844	-	251	-	-	96	7,799	890
MILLE LACS	2,287	26,267	14,400	-	535	-	-	36	11,296	1,145
MORRISON	2,735	35,641	18,200	-	737	-	-	81	16,623	1,697

County/ Congressional District	Veteran Population *	Total Expenditure (\$)	Comp. & Pension (\$)	Const. (\$)	Education & Vocational Rehabilitation/ Employment (\$)	Loan Guaranty # (\$)	General Operating Expenses (\$)	Insurance & Indemnities (\$)	Medical Care (\$)	Unique Patients **
MOWER	2,745	16,656	10,097	-	490	-	-	247	5,822	832
MURRAY	720	4,525	1,873	-	101	-	-	83	2,467	317
NICOLLET	2,004	13,788	7,529	-	1,003	-	-	367	4,889	816
NOBLES	1,141	7,589	2,919	-	156	-	-	242	4,272	473
NORMAN	493	5,964	2,588	-	142	-	-	12	3,222	261
OLMSTED	9,594	43,646	23,732	-	3,870	-	-	979	15,065	2,193
OTTER TAIL	4,985	43,709	20,825	-	793	-	-	400	21,690	2,345
PENNINGTON	954	6,201	3,378	-	279	-	-	12	2,533	367
PINE	2,526	22,836	13,156	-	476	-	-	130	9,073	920
PIPESTONE	657	3,141	1,422	-	112	-	-	42	1,566	202
POLK	2,236	14,162	7,267	-	859	-	-	166	5,870	896
POPE	908	7,115	3,658	-	169	-	-	92	3,196	423
RAMSEY	25,203	174,997	72,967	-	13,719	-	-	3,390	84,920	6,786
RED LAKE	259	2,053	986	-	14	-	-	-	1,053	101
REDWOOD	1,103	8,880	5,136	-	118	-	-	83	3,542	459
RENVILLE	1,067	9,407	5,507	-	171	-	-	237	3,491	453
RICE	4,123	21,405	11,304	-	1,110	-	-	345	8,645	1,000
ROCK	668	4,433	2,530	-	151	-	-	59	1,693	275
ROSEAU	1,150	6,209	3,251	-	230	-	-	36	2,692	387
ST. LOUIS	16,024	109,475	63,492	-	7,049	-	-	1,492	37,442	5,768
SCOTT	6,722	53,805	24,310	-	5,429	-	-	420	23,646	2,274
SHERBURNE	5,892	58,139	29,792	-	3,118	-	-	424	24,806	2,593
SIBLEY	894	7,403	3,609	-	155	-	-	95	3,543	428
STEARNS	10,246	161,921	55,184	12,153	3,894	-	1,261	840	88,589	5,870
STEELE	2,485	13,806	7,512	-	708	-	-	254	5,332	705
STEVENS	557	3,022	1,810	-	155	-	-	17	1,040	219
SWIFT	683	6,192	3,156	-	231	-	-	69	2,736	331
TODD	1,925	17,235	7,221	-	200	-	-	30	9,784	1,096
TRAVERSE	329	2,456	1,438	-	17	-	-	50	951	147
WABASHA	1,833	14,012	7,818	-	361	-	-	199	5,634	693
WADENA	1,225	16,245	9,969	-	397	-	-	404	5,475	584
WASECA	1,277	8,999	4,520	-	447	-	-	198	3,834	457
WASHINGTON	14,467	94,879	47,712	-	8,870	-	-	1,643	36,655	3,545
WATONWAN	797	6,075	3,103	-	152	-	-	80	2,739	358
WILKIN	459	3,766	1,509	-	87	-	-	86	2,083	177
WINONA	2,889	17,972	8,686	-	1,219	-	-	221	7,847	999
WRIGHT	7,823	55,938	26,712	-	3,485	-	-	523	25,219	2,665
YELLOW MEDICINE	768	7,098	3,423	-	142	-	-	165	3,369	380
MINNESOTA (Totals)	337,362	2,677,849	1,225,675	12,564	138,626	-	86,128	34,596	1,180,261	118,886
CONG. DIST (01)	44,452	274,863	44,538	-	14,763	-	-	4,638	110,924	14,863
CONG. DIST (02)	42,290	304,374	142,391	-	23,515	-	-	4,167	134,301	12,421
CONG. DIST (03)	36,402	212,125	92,704	-	15,642	-	-	4,273	99,505	9,895
CONG. DIST (04)	34,036	234,620	104,856	-	19,613	-	-	4,474	105,677	8,852
CONG. DIST (05)	30,306	353,981	101,095	411	17,635	-	84,867	4,929	145,043	9,221
CONG. DIST (06)	44,105	410,644	172,438	12,118	18,526	-	1,261	3,432	202,870	17,558
CONG. DIST (07)	48,717	398,446	178,646	32	11,493	-	-	4,384	184,891	22,027
CONG. DIST (08)	57,053	487,796	269,007	3	17,437	-	-	4,299	197,050	24,049

* Veteran population estimates, as of September 30, 2016, are produced by the VA Predictive Analytics and Actuary Service (VetPop 2016).
 ** Unique patients are patients who received treatment at a VA Health Care facility. Data are provided by the Allocation Resource Center (ARC).

Legislative Accomplishments



State Government Finance Bill CHAPTER 4 -- S.F. 1, 2017 1st SPECIAL SESSION

- **Minnesota Department of Veterans Affairs (MDVA) Agency Funding:** Approximately **\$150 million** was appropriated for agency operations: Central office, Programs & Services and Veterans Health Care/Veterans Homes.
- **New Minnesota Veterans Cemetery - Duluth Operations:** An increase of **\$1 million** to MDVA funding for operations of the new state Veteran's cemetery in Duluth. This will be the third state-operated Veteran's cemetery after Little Falls and Preston.
- **Minnesota GI Bill Expanded Uses:** Eligible recipients may now **use the MN GI Bill to pay for items** such as testing, licensure and certifications. In addition, changes to the timing and permissible per-year total expenditures for apprenticeship and on-the-job training will allow increased flexibility for recipients.
- **Veterans Journey Home:** One-time grant funding of **\$700,000** to be used to support the development of new or rehabilitated affordable housing dedicated for low-to-moderate income Veterans and their families.
- **Veterans Defense Project:** One-time grant funding of **\$500,000**, which must be used to support, through education and outreach, Veterans who are involved with the criminal justice system. Grant funds to be administered by the Minnesota Humanities Center.
- **Veterans Benefits Services Notification ('Disclosure Statement'):** Minnesota now requires that private providers of Veterans benefits services include language in their representation agreements and advertising that **informs Veterans of existing Veteran benefit service assistance offered at no charge through VSOs, CVSOs and MDVA.** This does not preclude those private providers from representing those seeking Veterans benefits services or otherwise limit their ability to continue to provide services.

Legacy Finance Bill

CHAPTER 91 -- H.F. 707, 2017 REGULAR SESSION

- **Medal of Honor Memorial: \$250,000** to aid in the construction of a memorial to Minnesota Medal of Honor recipients on the grounds of the Capitol. The funds will be available once matching funds have been raised through non-state donations.
- **Veterans Voices: \$200,000** to the Minnesota Humanities Center for their Veterans-focused programming.
- **Vietnam: Minnesota Remembers: \$650,000** grant to Twin Cities Public Television to produce content telling the stories of Minnesota's Vietnam Veterans.
- **Camp Legionville: \$222,000** for programming for youth, Veterans and the public related to Minnesota's cultural, historical and recreational activities.
- **Big Marine Lake Veterans Rest Camp: \$278,000** to develop and build a welcome center that supports the mission, programs and safety of the Veterans Rest Camp in Big Marine Lake.
- **Rice County Veterans Memorial: \$30,000** to complete the Rice County Veterans Memorial in Faribault. This is in addition to the \$30,000 in money from the bonding bill.
- **Waseca County Veterans Memorial: \$50,000** to Waseca County to complete the Waseca County Veterans Memorial.

Environment and Natural Resources Bill

CHAPTER 93 -- S.F. 844, 2017 REGULAR SESSION

- **Disabled Veterans State Park Permit:** A Veteran with proof of any level of service-connected disability shall be issued a **free annual park permit.**
- **Bear Hunt Raffle:** If there is a limit for bear hunting permits in a certain area, **first preference must be given to a Resident of a Minnesota Veterans Home** to obtain a permit.

Jobs and Economic Growth Bill

CHAPTER 94 -- S.F. 1456, 2017 REGULAR SESSION

- **Helmets to Hardhats: \$400,000** from the workforce development fund for grants to the Construction Careers Foundation.

Higher Education Bill

CHAPTER 89 -- S.F. 943, 2017 REGULAR SESSION

- **Veterans-to-Agriculture: \$350,000** of renewed funding for a pilot program to facilitate the entrance of Veterans into careers related to agriculture and food production, processing and distribution through intensive four- to eight-week academic trainings.

Tax Bill

CHAPTER 1 -- H.F. 1, 2017 1ST SPECIAL SESSION

- **Disabled Veteran Homestead Market Value Exclusion: Eliminated annual application;** added the permissibility of retroactive application for surviving spouses / DIC recipients of eligible Veterans.
- **Veterans' Service Organization Property Taxes:** Reduced class rate to **1%.**

Omnibus Capital Investment (Bonding) Bill

CHAPTER 8 -- H.F. 5, 2017 1st SPECIAL SESSION

- **MVH-Minneapolis Historic Truss Bridge Repairs: \$7.851 million** to repair the bridge that spans Minnehaha Creek and gives access to the campus at the Minnesota Veterans Home -- Minneapolis.
- **MDVA Asset preservation: \$5 million** to repair critical infrastructure projects at Minnesota Veterans Homes throughout the state.
- **Rice County Veterans Memorial:** Another **\$30,000** to aid non-state funding to finish a memorial in Faribault. This is in addition to the \$30,000 in money (mentioned above) from the Legacy bill.



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