

2012 Annual Report



DEDICATED TO SERVING MINNESOTA
VETERANS and THEIR FAMILIES

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MISSION

Dedicated to serving Minnesota Veterans and their families.

VISION

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

LEADERSHIP

LARRY SHELLITO,
Commissioner

REGGIE WORLDS,
Deputy Commissioner,
Programs and Services

MICHAEL J. GALLUCCI,
Deputy Commissioner,
Veterans Health Care

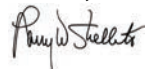
Letter from the Commissioner

Dear Minnesota Veterans Community,
I am proud to present the Minnesota Department of Veterans Affairs (MDVA) Annual Report for Fiscal Year 2012. In FY12 MDVA continued to outperform and set new standards connecting with and caring for our Veterans and their families. Over the past year MDVA has experienced transformation in many areas, including the way care is delivered to Residents of our five State Veterans Homes, outreach to Women Veterans, Veteran employment, homelessness prevention and connecting Veterans with earned benefits. This is truly a critical, rewarding and exciting time to be in the Veterans community.

Minnesota has more than 370,000 Veterans. Over 60,000 have been in military service since 9/11, and more than 38,000 have been deployed somewhere in support of the Global War on Terrorism. They have been withstanding the 'Winds of War,' and now they are quietly and increasingly coming home.

Although the challenges we face are greater than ever, thanks to the professional dedication, creativity and expertise of our staff – combined with legislative support that has given us new authorities and resources – our ability to meet these challenges has never been better. We look forward to moving toward our vision of the future and “fulfilling the needs of Minnesota Veterans and their families.”

Sincerely,



Larry Shellito, Commissioner
Minnesota Department of Veterans Affairs

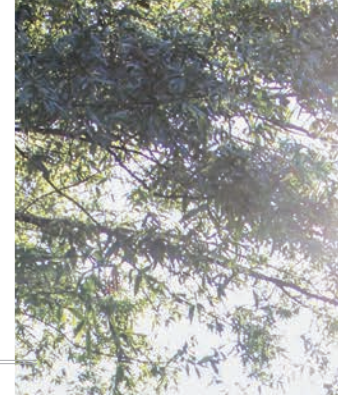
Who We Are

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

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

What We Do

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





Partnerships

Working to Strengthen the Support Network for Veterans and Their Families

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



OFFICE OF THE GOVERNOR

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

MINNESOTA STATE AND FEDERAL ELECTED OFFICIALS

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

MINNESOTA ASSISTANCE COUNCIL FOR VETERANS (MACV)

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

VETERANS SERVICE ORGANIZATIONS

The Commanders' Task Force is comprised of the nine congressionally chartered Veterans Service Organizations, including: the Disabled American Veterans, American Legion, Veterans of Foreign Wars, Military Order of the Purple Heart, Vietnam Veterans of America, Jewish War Veterans, American Ex-Prisoners of War, Marine Corps League, and the American Veterans (AMVETS). During the legislative session, the group acts as a lobbying force for Veterans issues.

MINNESOTA VETERAN 4 VETERAN (V4V)

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

COUNTY VETERANS SERVICE OFFICERS

The Department partners with CVSOs on many programs and events, including reintegration, outreach events, and initiatives to heighten awareness of programs and services available within the Veterans community. CVSOs are the first stop for Veterans in their community for services and benefits.

MINNESOTA NATIONAL GUARD

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

US DEPARTMENT OF VETERANS AFFAIRS (USDVA)

MDVA's relationship encompasses many departments and services including but not limited to; claims, benefits, medical center and construction grant services. The construction grants fund 65 percent of the Veterans Homes capital projects, and the VA Health Care Systems provide acute and ambulatory care to Veterans Homes Residents.



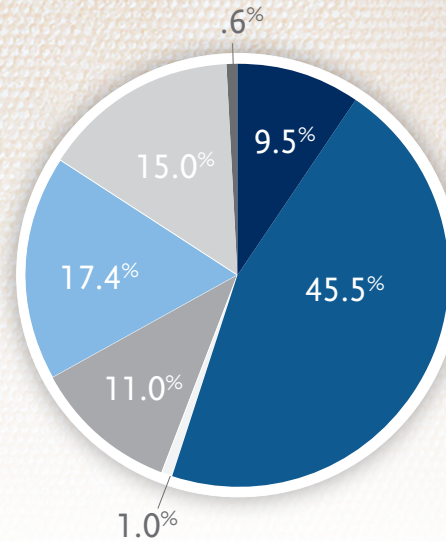
2012 Financial Summary

The Minnesota Department of Veterans Affairs expenditures totaled \$112,037,748.68 in fiscal year 2012. These expenditures were funded by state general fund dollars, general fund open appropriation, Resident maintenance fees (private pay), federal reimbursements, and special revenue funds.

MDVA collected \$52,332,174.92 in revenue in fiscal year 2012 from the following: VA per diem, Veterans Homes maintenance charges, Medicare Part D reimbursements, federal grants for construction projects, reimbursement for the State Approving Agency operations, gifts and donations, cemetery fees for eligible spouses/dependents, and federal reimbursements for Veteran burials at the Little Falls Cemetery.

The Department has two core program areas — Veterans Services and Veterans Health Care. The Veterans Services fiscal year 2012 budget was approximately \$12 million, or 11 percent of the Department's budget. The Veterans Services program activities are funded through state general fund appropriations, general fund-open appropriation, other revenue generated by State Cemetery burial fees and license plate fees, State Approving Agency federal program funds, and donations.

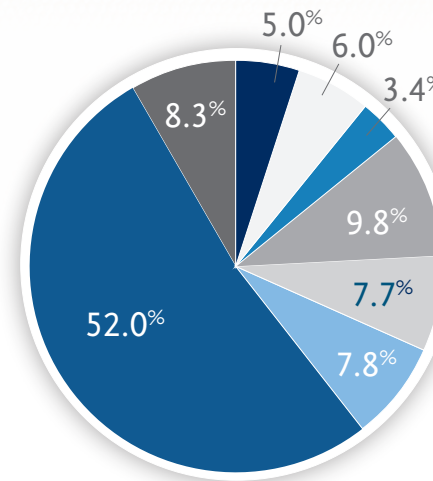
The Veterans Health Care program budget for fiscal year 2012 was approximately \$99 million, or 89 percent of the Department's budget. The Veterans Health Care activities are funded through state general fund appropriations, departmental earnings generated by Resident maintenance charges, U.S. Department of Veterans Affairs per diems, and donations. The revenue from the per diem payments and Resident maintenance charges, when combined with the general fund appropriation, finance the operations of the program's five state Veterans Homes.



REVENUES

- 9.5% ◆ Prior Year Balance Forward
- 45.5% ◆ General Fund Direct Appropriation
- 1.0% ◇ MN GI Bill – Open Appropriation
- 11.0% ◆ Resident Maintenance Charges
- 17.4% ◆ VA Per Diem
- 15.0% ◆ Federal Funds
- .6% ◆ Other Revenues

TOTAL: \$127,103,313.05

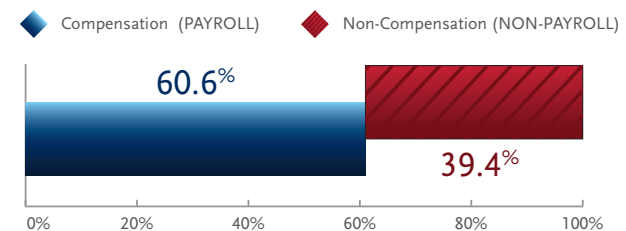


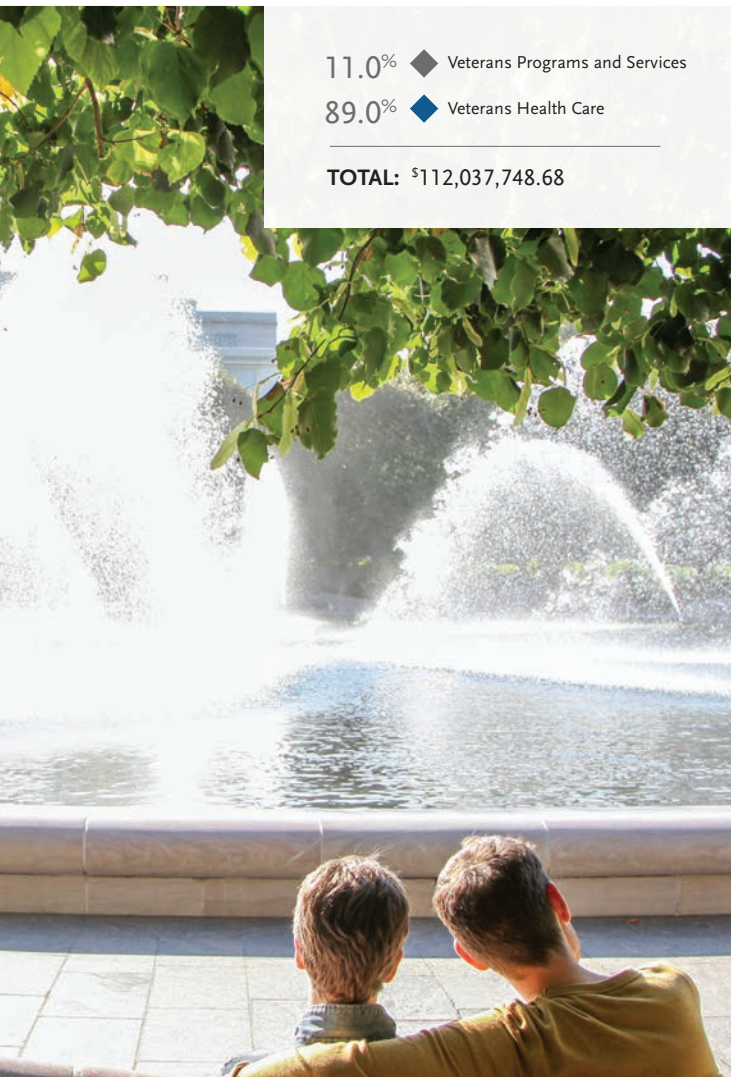
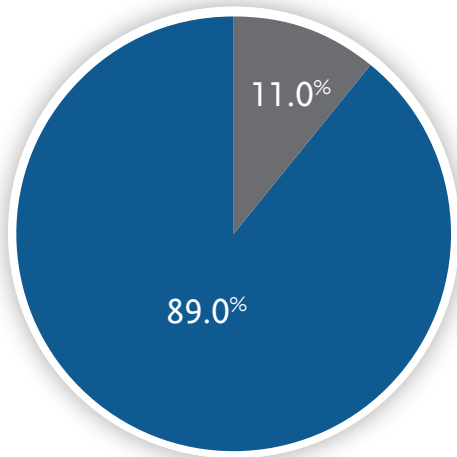
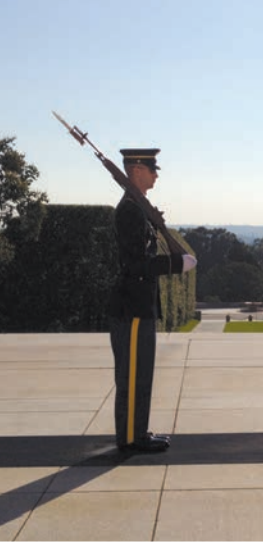
EXPENDITURES BY DIVISION

- 5.0% ◆ Administration
- 6.0% ◇ Veterans Programs & Services
- 3.4% ◆ Veterans Claims & Outreach
- 9.8% ◆ Fergus Falls Veterans Home
- 7.7% ◆ Hastings Veterans Home
- 7.8% ◆ Luverne Veterans Home
- 52.0% ◆ Minneapolis Veterans Home
- 8.3% ◆ Silver Bay Veterans Home

TOTAL: \$112,037,748.68

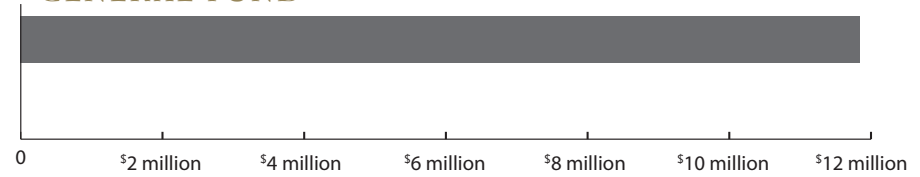
EXPENDITURES BY CATEGORY



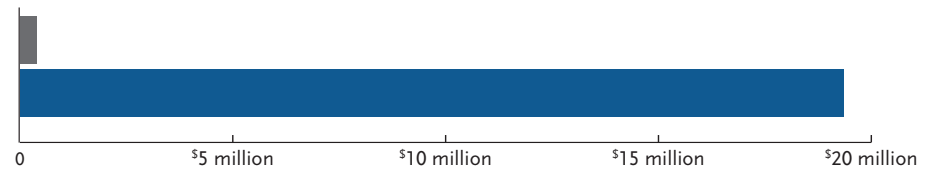


11.0% ♦ Veterans Programs and Services
 89.0% ◆ Veterans Health Care
TOTAL: \$112,037,748.68

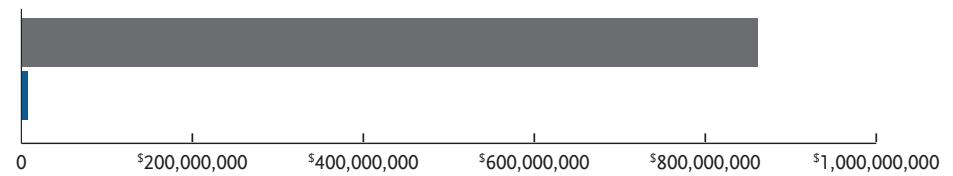
GENERAL FUND



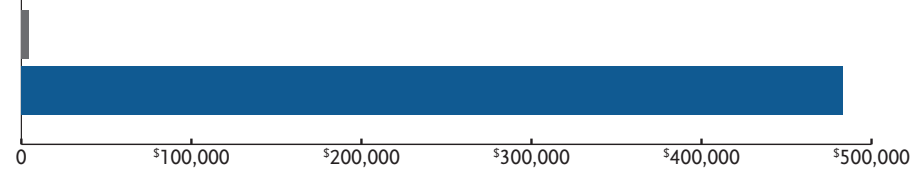
FEDERAL



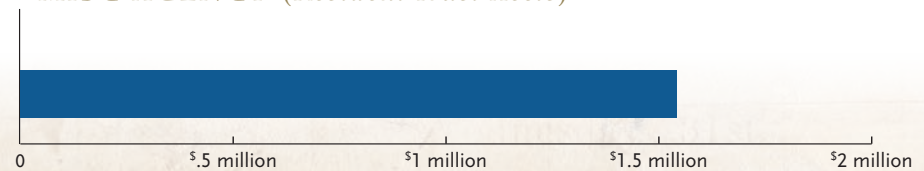
SPECIAL REVENUE FUND



GIFT



MISC AGENCY (Resident Trust Accts)



* Note that \$43,916,000 of the \$77,844,767 Homes Special Revenue is General Fund dollars transferred to the special revenue fund.

FISCAL YEAR 2012 Accomplishments



St. Paul Claims, Outreach, and Tribal Offices

- New power of attorney claims: 10,110, a 3.5 percent increase from 9,751 in 2011
- New federal claims: 1,881
- New state claims: 390
- Evidence in support of claims: 19,432, a 7.8 percent increase from 17,907 in 2011
- Office walk-ins: 6,552, a 41.7 percent increase from 3,814 in 2011
- Front desk office phone contact: 33,146
- Public contacts: 6,839
- Federal VA compensation and pension decisions: 17,391, a 46.3 percent increase from 9,330 in 2011
- Held a successful 2011 (fiscal year 2012) Community Outreach Forum
- Developed a new Training and Education Program to educate Representatives
- Placed emphasis on outreach into Native American Communities, County Veterans Service Offices, Community-based project centers, homeless shelters, and VA Vet Centers
- Began "Field Operations," a mobile unit of Claims and Outreach with the capability to travel to those in need

Higher Education

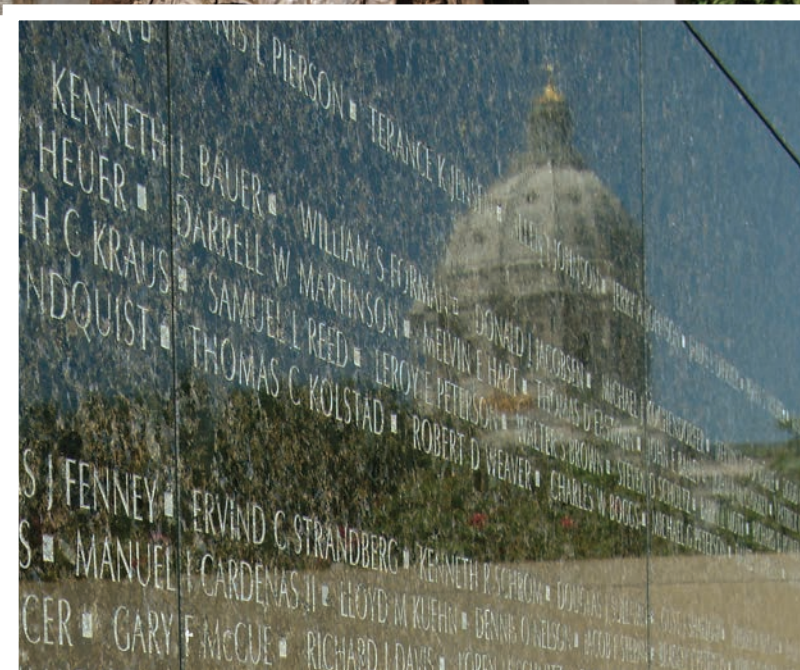
- Showed a 9 percent increase in student contact over the same period in 2011
- Became a member of the Interagency Employment Working Group (IEWG), which was established to foster collaboration between state and federal agencies and the military service branches to identify challenges and develop solutions in regard to Veteran employment and education
- Increased the number of certified Veteran students using federal funding at state institutions: 14,430 students in 2012
- Partnered with the Minnesota National Guard and MnSCU on a demobilization event for over 2,500 Minnesota National Guard members returning from a one-year deployment
- Served over 7,200 Veterans, current military, and their family members with education benefit questions at all colleges and universities in Minnesota
- Referred over 15 percent of all new students to County Veterans Service Officers, Veterans Employment Representatives, and other services that might otherwise have been overlooked or unknown to Veterans
- Continued partnership with the Minnesota National Guard on reintegration and family readiness events, providing quality training and educational opportunities
- Reached 10,876 current and potential students in 319 Minnesota cities, and 35,926 people outside of the state during 2011 through the "My Military Education" website

State Soldiers Assistance Program

- Provided grants that allowed 643 Veteran families to remain in their homes
- Of 3,201 applications received in fiscal year 2012, 1,367 were new applicants, with 64 percent of these Veterans/Dependents in receipt of a Special Needs Grant to help keep them in their homes, utilities on, and vehicles running, among other basic needs

For more accomplishments and a breakdown of funding, see page 22.





State Veterans Benefits

STATE VETERANS CEMETERY – LITTLE FALLS

During fiscal year 2012, the Minnesota State Veterans Cemetery in Little Falls received an overall satisfaction rating of 97 percent. Because of its consistently high performance, we continue to receive support from the USDVA National Memorial Affairs Division.

Employment Initiatives

EMPLOYMENT

- Facilitated “Leaders in Veteran Employment” workshops in Rochester and St. Paul to increase the awareness of human resource personnel and supervisors of the value of hiring and retaining Veteran talent; combined attendance was 228
- Became a member of the Interagency Employment Working Group (IEWG), which was established to foster collaboration between state and federal agencies and the military service branches to identify challenges and develop solutions in regard to Veteran employment and education
- Partnered with DEED on Veterans Career Fairs
- Initiated and fostered relationships with Apprenticeship Boards
- Conducted outreach to employers to promote Veteran hiring

VETERANS PREFERENCE

- Conducted outreach to state employers to ensure they were aware of Veterans Preference and other opportunities to hire Veterans
- Oversaw all Veteran Preference cases; all were resolved to satisfaction

STATE APPROVING AGENCY (SAA)

- Completed compliance visits to 100 percent of assigned schools, exceeding the standard of the contractual agreement requiring 80 percent



Women Veterans

- Increased recognition of women Veterans through the inaugural "Tee It Up for Women Veteran" golf tournament; funds raised supported homeless women Veteran programs as well as retreat opportunities
- Partnered with the Veterans Administration Regional Office on "Bootcamp to Veteran"
- Developed partnership with League of Catholic Women to have a "Living and Learning Series" for women Veterans, a quarterly event providing information on topics relevant to women Veterans, and relationship-building opportunities
- Partnered with a not-for-profit organization to provide a retreat for women Veterans

Events

5TH ANNUAL GOLD STAR FAMILIES RETREAT

Conducted and attended by 152 family members

11/11/11 – VETERANS DAY

Hosted by the Minnesota Department of Veterans Affairs and the Minnesota Commanders' Task Force, this event was held at the Veterans Memorial Community Center in Inver Grove Heights; nearly 600 attendees gathered to honor Veterans for their service with a free community breakfast and a program featuring Gov. Mark Dayton as the keynote speaker

70TH ANNIVERSARY OF PEARL HARBOR REMEMBERED

On Dec. 7, 2011, the Pearl Harbor Survivors Association, the Fort Snelling National Cemetery Memorial Rifle Squad, and the Minnesota Department of Veterans Affairs hosted a Pearl Harbor Remembrance Ceremony to honor those who served and gave their lives in the defense of Pearl Harbor; three of Minnesota's remaining Pearl Harbor survivors attended the event

TWINS WINTER CARAVAN STOPS IN LUVERNE

The Minnesota Twins Winter Caravan made a stop at the Minnesota Veterans Home in Luverne, for a private visit with Residents and staff; the Caravan consisted of Twins infielders Chris Parmelee and Trevor Plouffe, Twins pitcher Anthony Swarzak, former player and current Twins announcer Dan Gladden, Twins mascot TC Bear, and representatives from the Twins front office

VETERANS DAY ON THE HILL

Hundreds of Veterans and supporters gathered in the State Capitol Rotunda Wednesday, Feb. 15, for the 2012 Veterans Day on the Hill rally sponsored by the Minnesota Commanders' Task Force, the United Veterans Legislative Council of Minnesota, and the Minnesota Association of County Veterans Service Officers

125TH ANNIVERSARY OF THE HOMES

Celebrated the 125th Anniversary of the Homes, specifically Minneapolis Home. Celebrations were held throughout 2012 and included a billboard campaign





Legislative

The Minnesota Department of Veterans Affairs is fortunate to have strong support from our elected state leaders. The following are laws passed on Veteran-related issues around Minnesota.

VETERANS EDUCATION

Expanded the Minnesota GI Bill to include funding for Veterans who wish to seek training through apprenticeships or on-the-job training

COUNTY VETERANS SERVICE OFFICERS

Received a one-time appropriation grant of \$200,000

MINNESOTA ASSISTANCE COUNCIL FOR VETERANS

Received a one-time appropriation grant of \$100,000

HONOR GUARDS

Received a one-time appropriation grant of \$100,000

VETERANS PREFERENCE REFORM MEASURE ADDED TO MINN. STAT. 197.46

Requires certain government subdivisions intending to discharge a Veteran from employment to allow the Veteran 60 days to find representation before a three-person board hearing

STATE GOVERNMENT NONCOMPETITIVE APPOINTMENT AUTHORIZATION FOR DISABLED VETERANS

Permits an appointing authority to appoint a disabled Veteran to fill a vacancy in a position in classified service without interviewing any other person if the Veteran meets minimum qualifications; the Veterans Preference may be used by the surviving spouse of a deceased Veteran, as well as by the spouse of a disabled Veteran who is unable to qualify for the position themselves

MINNESOTA VETERAN'S PREFERENCE ACT (VPA)

New landmark legislation was signed into law by Governor Dayton in fiscal year 2012 that makes Minnesota just the second state to allow private employers to grant Veterans preference over non-Veterans in hiring and promotion for most Minnesota public employment positions. Minnesota continues to be a leader in Veterans initiatives, and now Minnesota business leaders can lawfully choose to advertise and grant Veterans preference in hiring without violating state or federal anti-discrimination laws

Minnesota Veterans Homes

"WHERE EVERY DAY IS VETERANS DAY"



Providing care for Veterans for the past 125 years, the shift in focus to making the health care needs of Veterans Homes a primary concern began in the 1960s. Today, MDVA operates five Veterans Homes in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay, in addition to an Adult Day Center facility in Minneapolis.

The Homes are financed by three primary sources: state general fund appropriation (60 percent), federal VA per diem (30 percent), and maintenance charges paid by Residents (10 percent). Maintenance charges are based on Residents' ability to pay. The total operating budget for the Veterans Homes for fiscal year 2012–13 is approximately \$161 million.

Additionally, the Homes are in the process of becoming compliant with Centers for Medicare & Medicaid Services (CMS) standards for the purpose of billing services to the federal government and other third party payers under the Medicare Parts A & B programs. The process to become CMS compliant is a multi-departmental, multi-functional effort that is beginning with the agency's largest Home in Minneapolis.

Setting High Standards

In fiscal year 2012, customer satisfaction surveys were conducted at all five Veterans Homes by Pinnacle Quality Insight. The company surveyed Residents and families on a number of key indicators, including: nursing, response to individual needs, therapy, safety, and cleanliness. The results were then compared to other Veterans Homes and nursing homes across the country. The average for the Minnesota Homes was 4.59, which is higher than the national average of 4.23 and the company national average of 4.58. The high scores earned the Minnesota Veterans Homes 49 "Best in Class" certificates.

Also, over the past two years, Minnesota Veterans Homes have been free of any material violations from regulators (i.e., Minnesota Department of Health and the Veterans Administration). The Homes have been awarded Governor Dayton's Continuous Improvement Award two of the last three years.

The Veteran Homes consistently operate within tight budgetary constraints. In fiscal year 2012, the Homes began billing Medicare Part D, which provides prescription drug coverage insurance for beneficiaries. Recently, the Central Pharmacy celebrated its "millionth dollar" reimbursed by the Federal Government using Medicare Part D.

Achievements

We have developed and opened the Minneapolis Veterans Home Adult Day Center. This is only the second VA-authorized Adult Day Center nationally within the State Veterans Home system.

We are starting designs on the final phase of construction of Central Pharmacy, which has already realized both a revenue stream and an efficient process that currently serves four out of the five Homes.

We recently completed a new 100-bed skilled nursing facility at the Minnesota Veterans Home in Minneapolis. This facility meets Medicaid/Medicare standards and is pending certification. This facility represents the completion of Phase 1 of a 3-Phase project. The new facility was also nominated for a design award.





Minnesota Veterans Homes

The Minnesota Veterans Homes provide a continuum of long-term care for Residents with a strong emphasis on remembering and recognizing the service and sacrifices of all Veterans. With the number of Veterans over the age of 75 expected to increase by approximately 9 percent over the next 20 years, the Minnesota Veterans Homes strive to respond to the needs of the aging Veteran population in Minnesota. There are five Veterans Homes operating in Minnesota, located in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay. These five Homes provide a combination of skilled nursing care, domiciliary programs, and Alzheimer's units. This care is enhanced by the natural beauty of the Homes' surroundings.

The Way Forward

We continue to explore partnerships with the VA Health Care Systems and VISN23 that will allow us to develop and deliver a health care system that is both efficient and effective across the state.

Internal initiatives currently being explored are: (1) Telemedicine; (2) Secured Electronic Health Record Sharing; (3) Remote Dispensing for our pharmacy; and (4) Collaborating with the VA for an infection control and use of antibiotics study.

Additionally, we are working with both MN.IT and the Minnesota Department of Administration to develop a more reliable tool to project funding needs in technology and to maintain infrastructure. We anticipate this capability by fiscal year 2014. Fiscally, we are aggressively implementing performance budgeting standards.

We intend to stay the course of providing cutting-edge development of and delivery of health care. The domiciliary program will move into its new home on the Minneapolis campus in May of 2014. We are exploring innovative ways to develop programs that will provide a continuum of care in the long-term care arena, as well as programs that will allow us to better service women Veterans and the younger generation of Minnesota Veterans.

QUALITY IS OUR STANDARD

The Veterans Homes are committed to developing and delivering the high quality of care and creating the type of working environment for our staff that empowers them to explore better means to accomplish this continual goal. We are dedicated to a safe environment for both Veterans and employees, recognizing that this commitment serves both groups. As such, we have developed both a Quality Director and a Safety Director position to better deploy strategies that will reduce workplace and Resident injuries. Currently, our employee incident rate has decreased from a fiscal year 2011 rate of 16.42 to a fiscal year 2012 rate of 10.5. Our Homes have adopted a prevention program dealing with Veterans falls that has received national recognition for its success. For example, Fergus Falls Veterans Village was featured in the design showcase of "Design Behavior Healthcare Magazine" as an Outstanding Project for its design of the new 21-bed expansion. All of our Homes are moving in the direction of meeting CMS certification standards.

AT YOUR SERVICE ... FOR EVERY NEED

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

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



MINNESOTA VETERANS HOME Fergus Falls



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

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

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

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

Resident Profile – 105 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 105 Skilled Nursing Care
- 21 of the 105 in our Dementia Unit Veterans Village

GENDER BREAKDOWN:

- 88 Male and 17 Female

SPOUSES

- 13 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 42
- Korean War: 22
- Vietnam War: 13
- Gulf War: 1
- Peacetime: 14

Accomplishments

- Successful Completion of a \$9.2 million, 35,000 square-foot, 21-bed Special Care Addition that came in under budget
- Zero citations on Veterans Administration and Minnesota Department of Health (MDH) reviews
- Consistent multiple “Best in Class” awards from Pinnacle for satisfaction from Veterans and their families
- Innovative installation of new therapies, such as use of a Snoezelen multi-sensory room
- Installation of additional ceiling lift rooms and bathrooms for Resident convenience and safety, as well as for staff safety and injury reduction; these additions help make our agency a leader in lower injury rates





MINNESOTA VETERANS HOME Hastings



Resident Profile – 155 Residents

GENDER BREAKDOWN:

- 152 Male and 3 Female

ERA OF SERVICE

NUMBER OF VETERANS FROM EACH:

- WWII: 4
- Korean: 6
- Vietnam: 60
- Gulf: 9
- Peacetime: 76



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

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

Accomplishments

- Secured funding and started the Hill Restoration Project, which will include a putting green and garden plazas upon completion
- Installed a new, updated fire system throughout the campus
- Received donated grills and new flooring for the main lobby through volunteers from Home Depot, who also performed landscaping services





MINNESOTA VETERANS HOME Luverne

The Minnesota Veterans Home, Luverne, was opened in 1994 and provides skilled nursing care for 84 Residents in a friendly, small-town environment in southwest Minnesota. With three distinct living spaces to meet unique needs, including a 17-bed special care unit for those with advanced dementia, our staff follows the Eden Philosophy social model of care to help provide spontaneity and make life worth living for Residents in their care. Staffing is based on a primary care model with focus on person-centered care. Local community groups from churches, schools, and local businesses play an integral part in the activities and programs provided for Residents.



Resident Profile – 84 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 84 Skilled Nursing Care

GENDER BREAKDOWN:

- 72 Male and 12 Female

SPOUSES

- 12 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 36
- Korean War: 22
- Vietnam War: 11
- Gulf War: 0
- Peacetime: 3



Accomplishments

- Received a rating of "Best in Class" from independently measured customer satisfaction indicators
- Earned excellent reviews from the Veterans Administration and the MDH survey
- Reduced Resident falls by 50 percent
- Remodeled kitchenette area in the red wing living space
- Upgraded Resident room flooring throughout the Home





MINNESOTA VETERANS HOME Minneapolis



Resident Profile – 335 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

- 258 Skilled Nursing Care
- 50 Domiciliary Beds

GENDER BREAKDOWN:

- 303 Male and 32 Female

SPOUSES

- 29 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 111
- Korean War: 74
- Vietnam War: 60
- Gulf War: 2
- Peacetime: 59

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

Accomplishments

- Painted, polished, and waxed Building B-6
- Achieved Certificate of Occupancy for Adult Day Center
- Attained successful Veterans Administration survey
- Performed well on the MDH survey
- Received successful Annual MDH revisit survey
- Completed conversion to Electronic Medical Records
- Earned Quality Leadership Award from Agency

ADULT DAY CENTER

Located in Building 4 of the Minneapolis Veterans Home campus, the Minnesota Veterans Home Adult Day Center provides a comfortable environment to help Participants achieve the highest attainable level of physical, mental, and social well-being — with the independence of living at home. It also provides a much-needed respite — and a full array of support services — for Veterans' caregivers.

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

SERVICES

The Adult Day Center provides a broad array of therapeutic health care services — delivered by trained, highly dedicated professionals. The Center is committed to providing person-centered care and will customize a total program to meet specialized needs. Clinic Specialists are available and include:

- Registered Nurses
- Social Workers
- Recreational Therapists
- Program Assistants
- Behavioral Health Specialists
- Physical Therapists
- Nutritionists

Fee-based services include transportation, bathing, barbershop, and beauty parlor.

CARING FOR CAREGIVERS

Caregivers often operate under significant stress, and our respite care can help ease their daily demands by providing a time-limited break for families or other unpaid caregivers. Participants will be cared for in a medically supported social environment, allowing caregivers to attend to their other daily needs. We also provide education, resources, and support groups for caregivers.





MINNESOTA VETERANS HOME Silver Bay



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

Accomplishments

- New Interdisciplinary Orientation Program
- New gazebo
- Redesigned outside space special care & landscaping
- New Nurse Call System plus Interface to security system
- New deck fencing
- General Maintenance Worker (GMW) revised program to include interdisciplinary goals to enhance Resident care outcomes
- Creation of interdisciplinary household meetings to promote communication. Goals include safety, celebration, open communication, and self-directed work teams
- Work Comp program redesigned, utilizing communication and standardization of approaches to concerns
- Creation of employee-directed committee that focuses on creation of a Home that promotes quality of life and functional outcomes
- Creation of a Resident Swim Program
- Creation of Resident Pottery Program and Art 101
- Creation of Pet Therapy Program, including implementation of animals: 5–6 cats and 1 dog living with our Residents
- Creation of a Resident Yoga Program
- Rehab Aid (RA) created a program that brings complex care Residents to community events with a special focus on rehab and sensory stimulation
- Implementation of a Trained Medication Aide (TMA) program, including a trained nurses aide instructor
- Implementation of Feel Safe at Work Program, including obtaining onsite certification for facility educator
- Manager and Supervisor Table Top Drill – reviewing facility disaster plan protocols
- Redesign of Pain and Behavior Program with goal to promote quality of life and care outcomes

Resident Profile – 83 Residents

NUMBER OF RESIDENTS IN EACH TYPE OF CARE:

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

FOUR PRIMARY DIAGNOSES:

- 39% Alzheimer's
- 13% Mental Health Diagnoses
- 11% Cerebral Vascular Accident (CVA)
- 10% Dementia

GENDER BREAKDOWN:

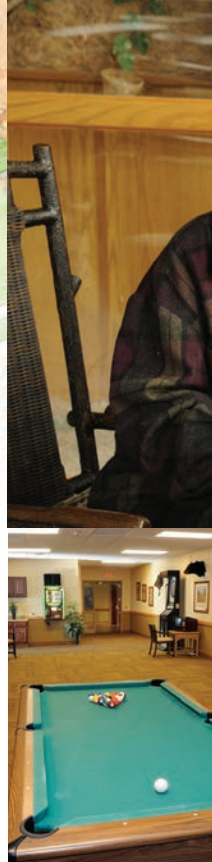
- 75 Male and 8 Female

SPOUSES

- 8 Nonveteran Spouses

ERA OF SERVICE NUMBER OF VETERANS FROM EACH:

- WWII: 31
- Korean War: 25
- Vietnam War: 11
- Gulf War: 0
- Peacetime: 8





Home for Heroes

A look inside the Minnesota Veterans Homes



With the generous financial support of the Veterans 4 Veterans Trust fund, the MDVA partnered with Twin Cities Public Television to create “Home for Heroes,” a documentary that gives viewers a rare look at the five Minnesota Veterans Homes. This 30-minute documentary talks with Residents, families, and staff about what sets the Veterans Homes apart from traditional nursing homes and the decisions that factor into placement in long-term care facilities.

The program shows the struggles families often experience as they make the difficult decision to move their loved one to a long-term care facility, the admissions process, as well as a look at daily life for Residents. Residents speak of a renewed sense of dignity in a unique environment, which emphasizes gratitude and honor for their military service.



“They also find a sense of community at the Homes, as they are surrounded by peers who have shared similar experiences.”

Programs and Services

The Programs and Services Department creates and administers a variety of nation-leading programs to address and meet Veterans' needs.



Claims

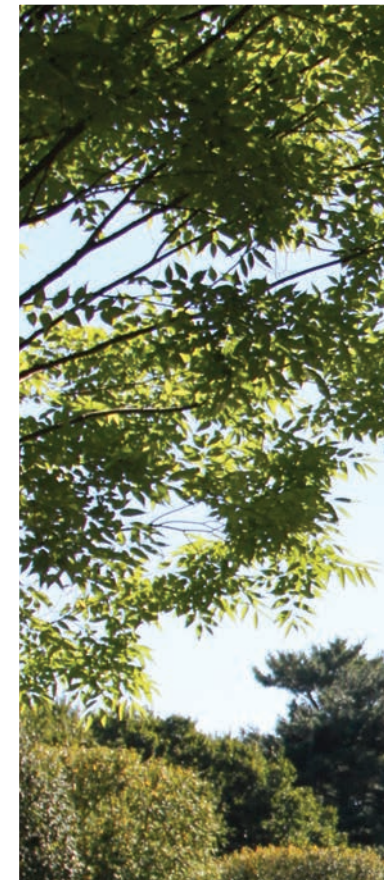
The Claims Division represents Veterans and their dependents who seek benefits from the U.S. Department of Veterans Affairs (USDVA) with regard to compensation, nonservice-connected pension, vocational rehabilitation, insurance, and educational benefits. The Division also participates in hundreds of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

The Division has offices located at the St. Paul VA Regional Office (VARO) in the Bishop Henry Whipple Federal Building, and at the Fargo VA Regional Office in North Dakota. The St. Paul office represented 9,689 new clients and submitted 17,765 claims on behalf of these Veterans and their dependents in 2012. The office received 15,201 rating decisions. Throughout the year, staff served 2,296 walk-in clients. The Fargo office served 421 new clients and received 1,129 rating decisions. The office assisted 691 walk-in clients.

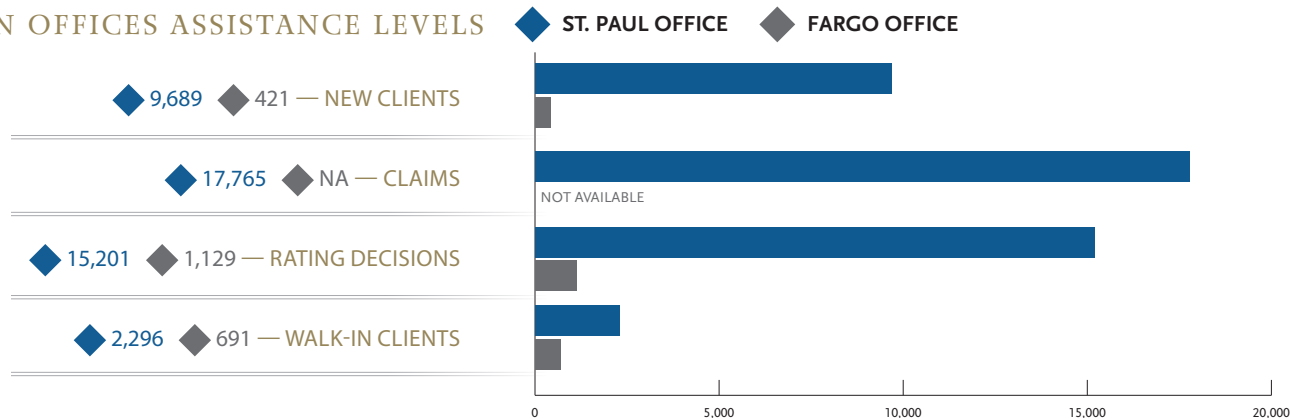
"I am proud of the work that our staff, the County Veterans Service Officers and our Veterans Service Organization partners all do to assist our deserving Veterans.

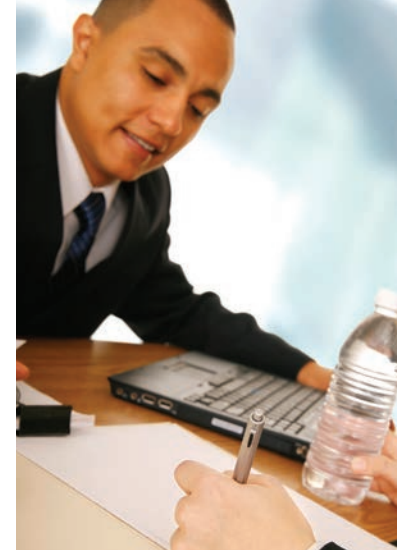
It is because of their knowledge, compassion and customer service that we are responsible for over \$1 billion annually in disability compensation and pension payments to Minnesota's Veterans and their survivors,"

says Bradley Lindsay, MDVA Senior Director of Programs and Services. "This staggering amount doesn't even take into account the ancillary benefits like health care and education that are the direct result of their tireless advocacy. Together, we truly are an economic engine for this state by bringing back our federal tax dollars into Minnesota's economy."



DIVISION OFFICES ASSISTANCE LEVELS





Outreach

The Outreach Division educates and assists underserved Veterans on how to access federal and state benefits, and provides referrals to other agencies for additional services. In 2012 the Division served 1,086 walk-in clients and participated in 63 events. They assisted 10,465 combined clients over the phone and at events in the community.

SOME OF THE EVENTS INCLUDED:

- Various reintegration events for returning service members
- Yellow Ribbon events around the state
- MACV StandDowns
- State Fair
- Various County Fairs
- Government on Display event
- Boot Camp to Veterans Women's Event

Tribal Veterans Service Officers (TVSO)

This outreach provides an advocate for the traditionally underserved Native American Veterans community and their dependents. In 2012 the TVSO program served 2,465 walk-in clients and participated in 21 events. The TVSO program assisted 5,900 combined clients over the phone and at events throughout the community.

Minnesota Women Veterans

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

Higher Education Veterans Program

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

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

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

Minnesota GI Bill

The Minnesota GI Bill program was established in 2007 to provide postsecondary educational assistance to eligible Minnesota Veterans who served on or after September 11, 2001. Full-time undergraduate or graduate students may be eligible to receive up to \$1,000 per semester, and part-time students can receive up to \$500 per semester (up to \$3,000 per academic year and \$10,000 per lifetime).

Surviving Spouse / Dependent Education Benefit

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

Veteran Education Assistance

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

Minnesota Veteran's Preference Act (VPA)

During fiscal year 2012, MDVA provided information and assistance to over 91 Veterans and/or their spouses who received and/or failed to receive an Intent to Terminate Notice, and were thereby entitled to a VPA hearing. In addition, MDVA provided information to over 66 employers regarding their role in the termination hearing process.

MDVA experienced increasing demands/requests for enforcement of VPA-granted employment protections during fiscal year 2012, closing 29 active VPA cases. The fiscal year ended with only six active/ongoing VPA cases. In addition, only five VPA cases were pending.

State Soldiers Assistance Program

The State Soldiers Assistance Program (SSAP) provides numerous benefits for Veterans and their dependents. There are varying income and asset qualifications based on the type of benefit the Veteran is seeking. Any benefit payment listed under "regular" in the following chart has very strict income and asset levels. If a Veteran chooses to use their once-per-lifetime Special Needs Grant the financial qualification is not strict but the Veteran must show due diligence and future sustainability. Benefits include grants for housing, dental, optical, education, subsistence, disaster relief, and special needs.



ACCOMPLISHMENTS/HIGHLIGHTS

- Over \$3 million distributed throughout Minnesota
- Provided grants that allowed 643 Veteran families to remain in their homes
- Of 3,201 applications received in fiscal year 2012, 1,367 were new applicants, with 64 percent of these Veterans/Dependents in receipt of a Special Needs Grant to help keep them in their homes, utilities on, and vehicles running, among other basic needs
- The increase in SSAP staff and ongoing training has improved efficiencies in processing and effectiveness in case management, which in turn has greatly benefited Veterans and their dependents
- The SSAP staff has been instrumental in aiding the functional design of the new software program with Iron Data, which is scheduled to be implemented in the spring of 2013. This will improve the efficiencies and effectiveness in servicing Veterans' needs
- As a result of recent tornadoes and storms, MDVA offered a Disaster Relief Grant for reimbursable expenses to 16 Minnesota counties declared by the Governor and/or FEMA; payments have been made on 294 applications totaling over \$204,000
- MDVA paid for 299 denture vouchers where the Veteran's income was such that they could not afford dentures without our assistance

SSAP COUNTY USAGE REPORT: 07/01/2011 — 06/30/2012

COUNTY	TOTAL
AITKIN	\$49,714.39
ANOKA	\$146,957.08
BECKER	\$13,678.31
BELTRAMI	\$26,250.33
BENTON	\$38,247.26
BIG STONE	\$6,211.43
BLUE EARTH	\$30,258.55
BROWN	\$72,794.87
CARLTON	\$41,944.33
CARVER	\$6,007.54
CASS	\$53,138.38
CHIPPEWA	\$7,497.00
CHISAGO	\$33,573.23
CLAY	\$50,277.38
CLEARWATER	\$21,432.37
COOK	\$8,026.95
COTTONWOOD	\$31,754.17
CROW WING	\$85,460.21
DAKOTA	\$57,387.40
DODGE	\$7,373.01
DOUGLAS	\$32,863.53
FARIBAULT	\$6,225.58

COUNTY	TOTAL
FILLMORE	\$29,421.83
FREEBORN	\$13,765.80
GOODHUE	\$17,208.93
GRANT	\$9,079.63
HENNEPIN	\$319,364.12
HOUSTON	\$16,680.38
HUBBARD	\$50,862.27
ISANTI	\$38,894.05
ITASCA	\$177,489.90
JACKSON	\$7,939.79
KANABEC	\$30,415.29
KANDIYOHI	\$36,009.74
KOOCHICHING	\$11,597.68
LAC QUI PARLE	\$3,160.00
LAKE	\$60.00
LE SUEUR	\$16,808.99
LINCOLN	\$14,305.14
LYON	\$22,650.08
MAHNOMEN	\$6,018.00
MARTIN	\$3,457.95
MCLEOD	\$11,195.82
MEEKER	\$40,698.01

COUNTY	TOTAL
METRO TVSO	\$136,533.55
MILLE LACS	\$52,685.74
MILLE LACS TVSO	\$100.09
MORRISON	\$34,839.89
MOWER	\$24,452.24
MURRAY	\$5,214.53
NICOLLET	\$13,557.06
NOBLES	\$7,806.00
NORMAN	\$5,858.55
OLMSTED	\$86,427.88
OTTER TAIL	\$50,832.12
OUTREACH	\$56,313.35
PENNINGTON	\$4,124.00
PINE	\$14,887.96
PIPESTONE	\$8,864.58
POLK	\$8,211.52
POPE	\$12,674.27
RAMSEY	\$362,067.35
REDWOOD	\$26,588.60
RENVILLE	\$32,066.50
RICE	\$18,673.49
ROCK	\$3,924.63



COUNTY	TOTAL
ROSEAU	\$9,396.79
SCOTT	\$35,716.80
SHERBURNE	\$83,140.25
SIBLEY	\$24,752.91
ST. LOUIS	\$203,917.37
STEARNS	\$202,183.95
STEELE	\$23,498.13
STEVENS	\$28,075.67
SWIFT	\$988.53
TODD	\$25,387.26
TRAVERSE	\$10,192.27
VETERANS HOMES	\$120,735.22
WABASHA	\$16,516.96
WADENA	\$43,886.45
WASHINGTON	\$99,634.90
WATONWAN	\$22,968.31
WHITE EARTH	\$5,366.97
WINONA	\$20,248.80
WRIGHT	\$38,361.50
YELLOW MEDICINE	\$17,800.91

LinkVet

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

“Support Our Troops” License Plates

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

County Veterans Service Officer Operational Improvement Grant*

The County Veterans Service Officer Operational Improvement Grant is provided by MDVA to assist CVSOs in better serving their county Veterans. The grant is awarded to CVSOs in all 87 counties on a rotating three-year cycle, meaning each year 29 counties are in line to receive the grant. The Operational Grant is a set dollar amount based on the Veteran population of each county. To be eligible for the grant, the lead CVSO in each county must be certified through continuing education courses to ensure they are trained and proficient in their duties. In fiscal year 2012, \$85,400 was available to the Cycle 3 counties, of which 25 counties applied and received \$77,000.

*This grant ended February 1, 2013.

Minnesota “Month of the Military Child”

Children of service members face many challenges unique to their situation. In Minnesota, where there are no active duty military installations, the needs of military children are often unrecognized. Military children frequently deal with stress and unpredictability due to military deployments and extended separations and worry about a loved one who may be in harm's way. Such situations can make normal childhood activities, such as going to school, watching TV, and playing with friends more difficult. It is estimated that over 15,000 children in Minnesota have been affected by a parent's deployment.

In partnership with the Governor's Council on Faith and Community Service Initiatives, MDVA takes time each April to recognize the Month of the Military Child, which emphasizes the important role military children play while a parent or important adult is serving. In 2012, Governor Mark Dayton sent over 1,000 military children a letter of gratitude in honor of their service and sacrifice.

Minnesota Service CORE

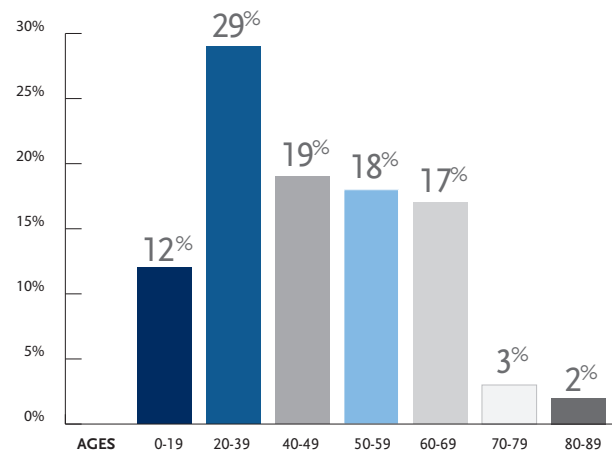
In fiscal year 2012, a total of 821 clients were served by the Minnesota Service CORE program.

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

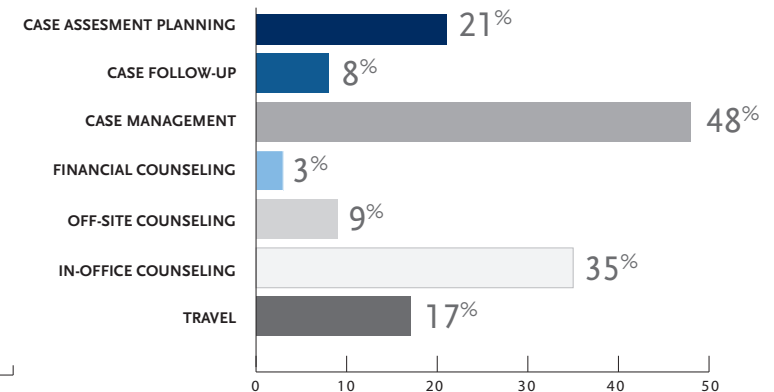
By partnering with Lutheran Social Service (LSS), Minnesota Service CORE provides comprehensive assistance through the existing statewide network of resources LSS already has in place. Services include individual and family counseling, financial counseling, debt management, addiction counseling, disability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

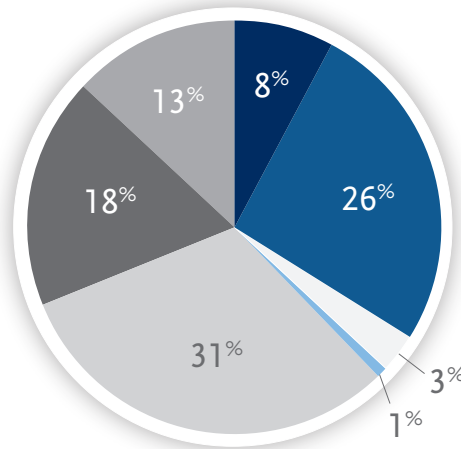
LSS case workers are based in field offices located throughout the state, including the Twin Cities metro area, Alexandria, Bemidji, Brainerd, Detroit Lakes, Duluth, Fergus Falls, Mankato, Moorhead, St. Cloud, and Willmar.

CLIENT DEMOGRAPHICS



SERVICE DISTRIBUTION





ERA OF SERVICE

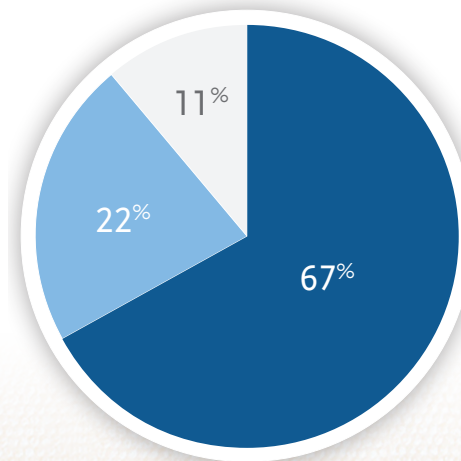
- 8% Gulf War
- 26% Vietnam War
- 3% Korean War
- 0% WWI
- 1% WWII
- 31% OEF/IOF
- 18% Peacetime
- 13% Active Duty

AVERAGE NUMBER OF NEW CLIENTS PER MONTH: 29

CLIENTS WITH NO INSURANCE: 39 percent

COLLECTED: \$76,460.19, or 48 percent from insurance payers for counseling services

COUNTIES STATEWIDE REFERRED: 68



SERVICES USED BY:

- 67% Veterans
- 22% Veterans' Spouses
- 11% Veterans' Children

Minnesota State Veterans Cemetery

"We are all very thankful for all the people that were so very kind to us. You made saying goodbye easier. Thank you."

In 2012 the Minnesota State Veterans Cemetery, located on 37 acres of land in central Minnesota near Little Falls and Camp Ripley, received an overall satisfaction rate of 97 percent for handling of burials, overall appearance of grounds and facilities, availability of staff, and courtesy of staff. In June of 2011, the National Cemetery Administration's (NCA) Veterans Cemetery Grants Program recognized the cemetery for "Excellence of Appearance." Only four of the 85 state Veterans cemeteries in operation have been honored with this award.

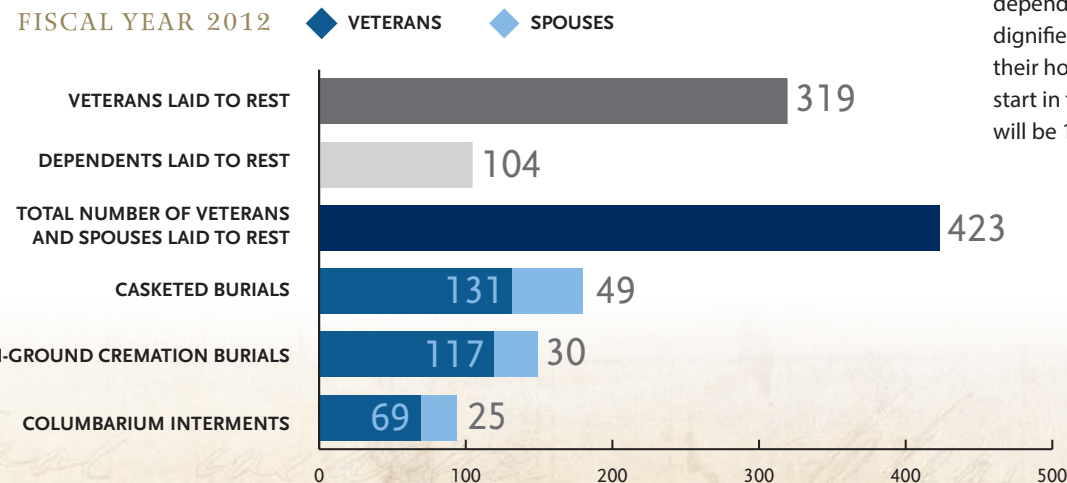
The cemetery, which opened in June 1994, was originally established through the efforts of many individuals and Veterans' organizations and today is operated by the State of Minnesota. NCA provides support to state cemeteries in the form of grants that can be used for development, expansion, and/or improvement.

The Undersecretary of Memorial Affairs for the USDVA presented the Minnesota State Veterans Cemetery in Little Falls with a \$1.4 million expansion and improvement

grant through the Veterans Affairs Cemetery Grants Program. This money will be used for approximately three acres of gravesite development, which is expected to provide burial space for the next ten years. Since opening in 1994, almost 4,500 burials have taken place at the Little Falls cemetery.

"Thank you for providing a peaceful place for our Veterans."

MDVA has neared completion of a land transfer agreement with Fillmore County for a new state cemetery site. This additional cemetery will provide Veterans and their dependents in southeast Minnesota a dignified burial, with perpetual care close to their homes. Plans call for construction to start in the summer of 2013 and construction will be 100 percent federally funded.





Minnesota Military Radio

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



Minnesota Military Radio is a weekly public affairs program focusing on the Minnesota Department of Veterans Affairs, the Minnesota National Guard, and the Beyond the Yellow Ribbon program. Vietnam Veteran and volunteer host Tom Lyons is driven to make a difference for today's service members, Veterans, and their families. Through captivating and historic interviews with Veterans of all eras, the show also strives to preserve stories of heroism that may otherwise be forgotten.

Twin Cities News Talk and Clear Channel Minneapolis generously donate studio and staff time, technical expertise, and the equipment needed to produce the show both in-studio and live from more than 6,700 miles away with members of our armed forces deployed to the Middle-East.

Awards

Minnesota Military Radio received two 2012 Gold MarCom Awards, a 2012 Gold Hermes Award, as well as the "Best Radio Information Program" in the 2011 Army National Guard Media Contest.

Impacting Minnesota

SUPPORTING MINNESOTA VETERANS THROUGH FEDERAL FUNDING

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

While this amount of funding has immediate and substantial impact on Minnesota's Veterans and their survivors, it only tells part of our story - it does not account for the ancillary benefits like health care and education that are the direct result of our partnerships and advocacy. We are and will continue to strive to be an economic engine for Minnesota by bringing back federal tax dollars into the state's economy.



FEDERAL BENEFITS RECEIVED BY COUNTY:

07/01/2011 — 06/30/2012

COUNTY	VETERAN POPULATION*	TOTAL EXPENDITURE
AITKIN	1,774	\$12,641,000
ANOKA	23,341	\$106,317,000
BECKER	2,963	\$18,152,000
BELTRAMI	3,212	\$22,905,000
BENTON	3,145	\$22,793,000
BIG STONE	455	\$2,883,000
BLUE EARTH	4,444	\$19,203,000
BROWN	1,928	\$12,477,000
CARLTON	3,242	\$19,403,000
CARVER	5,001	\$17,492,000
CASS	3,406	\$21,070,000
CHIPPEWA	866	\$6,387,000
CHISAGO	4,281	\$21,984,000
CLAY	4,200	\$27,159,000
CLEARWATER	783	\$5,667,000
COOK	523	\$2,089,000
COTTONWOOD	823	\$4,813,000
CROW WING	5,840	\$41,236,000
DAKOTA	27,617	\$131,348,000
DODGE	1,210	\$4,418,000
DOUGLAS	3,169	\$18,477,000
FARIBAULT	1,347	\$6,037,000
FILLMORE	1,565	\$6,483,000
FREEBORN	2,591	\$12,556,000

COUNTY	VETERAN POPULATION*	TOTAL EXPENDITURE
GOODHUE	3,902	\$17,176,000
GRANT	514	\$3,182,000
HENNEPIN	64,058	\$401,255,000
HOUSTON	1,610	\$6,816,000
HUBBARD	2,306	\$12,716,000
ISANTI	3,082	\$16,719,000
ITASCA	4,725	\$25,515,000
JACKSON	881	\$3,411,000
KANABEC	1,423	\$10,806,000
KANDIYOHI	2,741	\$17,553,000
KITTSOON	427	\$2,097,000
KOOCHICHING	1,289	\$5,559,000
LAC QUI PARLE	585	\$3,595,000
LAKE	1,271	\$6,601,000
LAKE OF THE WOODS	508	\$2,240,000
LE SUEUR	2,006	\$8,576,000
LINCOLN	477	\$2,505,000
LYON	1,748	\$7,527,000
MC LEOD	2,953	\$12,692,000
MAHNOMEN	412	\$3,151,000
MARSHALL	711	\$3,878,000
MARTIN	1,755	\$10,485,000
MEEKER	1,919	\$10,203,000
MILLE LACS	2,423	\$18,688,000
MORRISON	2,849	\$26,322,000
MOWER	2,966	\$13,691,000
MURRAY	692	\$3,544,000
NICOLLET	2,167	\$9,940,000

COUNTY	VETERAN POPULATION*	TOTAL EXPENDITURE
NOBLES	1,399	\$6,037,000
NORMAN	606	\$3,788,000
OLMSTED	10,403	\$29,017,000
OTTER TAIL	5,342	\$30,826,000
PENNINGTON	994	\$4,656,000
PINE	2,832	\$18,069,000
PIPESTONE	677	\$2,681,000
POLK	2,577	\$11,207,000
POPE	911	\$5,478,000
RAMSEY	28,800	\$130,017,000
RED LAKE	366	\$1,362,000
REDWOOD	1,152	\$7,783,000
RENVILLE	1,180	\$7,080,000
RICE	4,450	\$17,309,000
ROCK	660	\$3,978,000
ROSEAU	1,035	\$4,834,000
ST. LOUIS	18,650	\$81,540,000
SCOTT	7,363	\$40,922,000
SHERBURNE	6,126	\$39,254,000
SIBLEY	1,199	\$5,490,000
STEARNS	10,108	\$110,871,000
STEELE	2,760	\$11,173,000
STEVENS	515	\$1,963,000
SWIFT	898	\$4,811,000
TODD	2,125	\$13,363,000
TRAVERSE	345	\$1,743,000
WABASHA	1,847	\$9,196,000
WADENA	1,191	\$11,822,000

COUNTY	VETERAN POPULATION*	TOTAL EXPENDITURE
WASECA	1,722	\$5,997,000
WASHINGTON	16,453	\$63,302,000
WATONWAN	895	\$4,560,000
WILKIN	475	\$2,873,000
WINONA	3,654	\$12,125,000
WRIGHT	8,682	\$37,209,000
YELLOW MEDICINE	779	\$5,391,000
TOTALS:	369,295	\$1,978,159,000

CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE
CONG. DIST (01)	48,060	\$199,009,000
CONG. DIST (02)	48,042	\$218,931,000
CONG. DIST (03)	39,464	\$152,099,000
CONG. DIST (04)	37,124	\$170,530,000
CONG. DIST (05)	33,668	\$288,776,000
CONG. DIST (06)	51,568	\$304,780,000
CONG. DIST (07)	49,235	\$285,521,000
CONG. DIST (08)	62,133	\$358,511,000
TOTALS:	369,295	\$1,978,159,000

* Veteran population estimates, as of September 30, 2012, are produced by the VA Office of the Actuary (VetPop 2011).

Expenditure data sources: Federal Assistance Awards Data System (FAADS) for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.

FEDERAL EXPENDITURES BY CATEGORY

Expenditure data sources: Federal Assistance Awards Data System (FAADS) for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.

1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$-" = 0 or no expenditures.
2. The Compensation & Pension expenditures include dollars for the following programs: Veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; Veterans' pension for nonservice-connected disabilities; and burial and other benefits to Veterans and their survivors.
3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.
4. Medical Care expenditures are based on where patients live instead of where care is delivered.



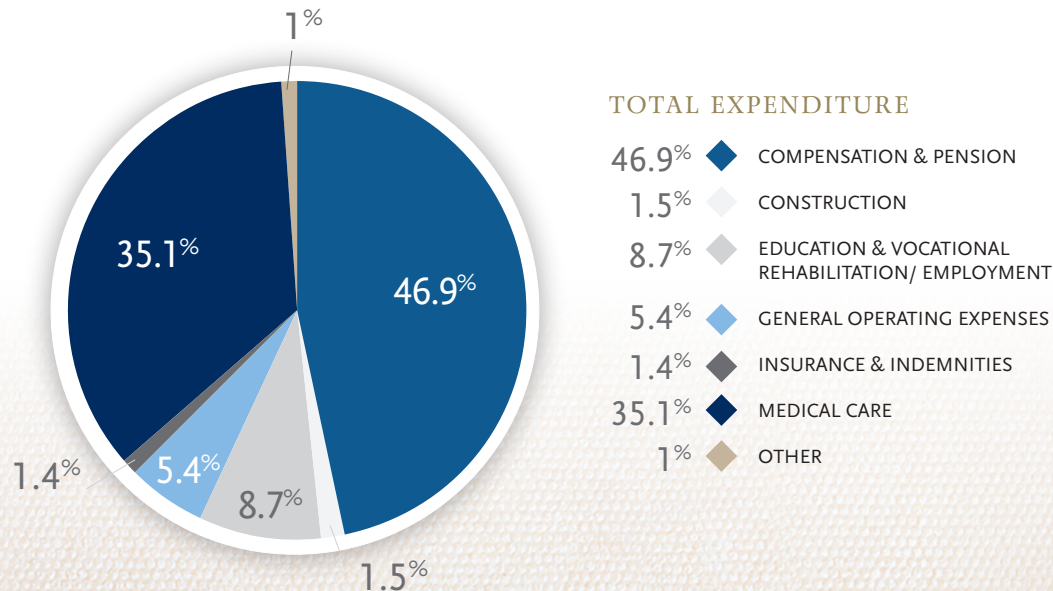
UNIQUE PATIENT DATA

Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).

TOTAL NUMBER OF UNIQUE PATIENTS: 109,513

GREATEST NUMBER/PERCENTAGE OF UNIQUE PATIENTS IN COUNTY:
15,574 in Hennepin County, or 14.2%

NUMBER OF COUNTIES REPORTING: 86







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