

2014 ANNUAL REPORT

Minnesota Department of Veterans Affairs



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2014 ANNUAL REPORT

JULY 1, 2013 THRU JUNE 30, 2014



*Dedicated to serving
Minnesota Veterans and their families*

FROM THE COMMISSIONER

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS



“Now
more
than ever
we need to
continue
to deliver on
our
promise
to take care of
Veterans”

Amy W. Stellato
COMMISSIONER
Minnesota Department
of Veterans Affairs

FOUR YEARS AGO, I was given the honor of continuing my service to Veterans through appointment as Minnesota's Commissioner of Veterans Affairs. This came after completing seven years as the state's adjutant general (TAG) during a time of extensive deployments to Iraq and Afghanistan. My personal experiences as a Vietnam Veteran and as TAG helped me understand what it takes to bring our men and women **“all the way home.”** The Minnesota Department of Veterans Affairs exists to serve Minnesota's 369,000 Veterans. I'm extremely proud of our staff for carrying out this mission – from our **five incredible State Veterans Homes**, to the **more than 20 programs and services** we oversee.

Over the last fiscal year I have witnessed unprecedented support and dedication from my staff, state and federal leaders, and the community at large. In 2014 we accomplished a great deal together, including:

- Breaking ground for Minnesota's **second State Veterans Cemetery**, located in Preston
- A commitment and progress toward **ending Veteran Homelessness** in Minnesota by 2015
- The Minneapolis Veterans Home has received **full funding for the final phase of bed replacement** for building 17; this will bring to completion our vision to provide the best care possible for our nation's heroes
- An **expanded Claims Office**, to connect even more Veterans with the benefits and services they have earned through service to this country
- Continued momentum toward **Center for Medicare Medicaid Services (CMS) certification** within the Veterans Home system
- Sustained focus on quality improvement; the Minnesota Veterans Homes were again recognized through the **Governor's Continuous Improvement Awards**
- **Record-breaking attendance** at events, including Veterans Day, demonstrating strong support from the community at large
- More than **15,000 Minnesota students utilized VA education benefits**, totaling \$150 million in federal education dollars to the state
- Benefits for **Veteran-owned small businesses**, and a continued focus on **Veteran employment**
- **Operational Enhancement Grant funding** for County Veterans Service Officers across the state, helping counties reach more Veterans

Investing in Veterans is good for everyone. ***Does that mean we can slow down our efforts?***

Quite the opposite. Our OPTEMPO (“operational tempo” for the non-military readers) is full speed ahead. As a nation, we are entering our 14th year of armed conflict. **Now more than ever we need to continue to deliver on our promise to take care of Veterans.** Waves of Veterans are still coming home. Now is when we really need to roll up our sleeves and get to work. The sooner and more comprehensively we can do that, the more we are **setting our Veterans, and their families, up for success.**

To all the **Veterans**, thank you for raising your right hand to protect and defend this great nation.

To all the **families** who were drafted, thank you for enduring and sacrificing alongside your Veteran.

And to all the **elected officials, communities and organizations** throughout Minnesota who have demonstrated support, thank you for helping us **“bring them all the way home.”**

We are well on the way to **helping our Veterans make that journey.**



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MINNESOTA DEPARTMENT OF VETERANS AFFAIRS MDVA



MDVA exists to
fulfill the needs of
Minnesota **Veterans** and **their families**
by providing innovative
programs and **services**
to **maximize the quality of life**
for those who have served our country.



MDVA's vision reflects Minnesota's state goal, in that...

*Every Minnesota citizen can achieve optimal health,
the education and skills needed to achieve their goals,
with strong, stable families and communities.*

Services of MDVA

Dedicated to improving the health and quality of life for Veterans and their families, the **Minnesota Department of Veterans Affairs (MDVA)** meets these needs by providing services through its two divisions—MDVA **Health Care** and MDVA **Programs & Services**.



MDVA HEALTH CARE FOR VETERANS

The MDVA Health Care division operates five Veterans Homes located in **Fergus Falls, Hastings, Minneapolis, Luverne** and **Silver Bay**. These Homes provide high-quality **medical** and **primary psychological** health care to meet the long-term needs of aging Veterans and their families. In addition to health conditions unique to Veterans (such as traumatic brain injuries and post traumatic stress), the MDVA Homes also provide **rehabilitation** and **work therapy**, treatment for **chemical dependency**, as well as **transportation, spiritual** and **recreational** services, and much more.



MDVA PROGRAMS & SERVICES FOR VETERANS

MDVA's Programs & Services division aids eligible Minnesota Veterans, plus their dependents and survivors, in attaining both the **federal and state benefits** they have earned. Areas of assistance include **financial, educational** and **medical benefits**, as well as programs for **housing** and **employment, memorial** and funeral needs, and in some cases **financial assistance** for Veterans undergoing a serious fiscal crisis.

Who

MDVA SERVES



There are approximately 369,149 Veterans in Minnesota – **7% of the state population**



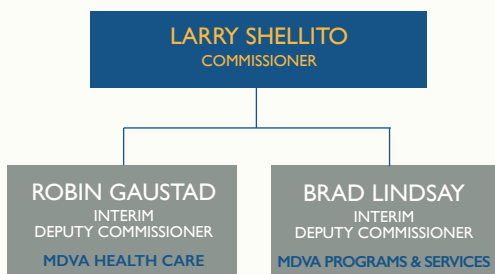
Veterans currently comprise **21% of the state's 65 years old or older population**, and **24% of the state's 75 years old or older population**



Since 9/11, over **66,000 Minnesotans have been discharged** from active duty, with **43,000 having served** in a combat zone

How

MDVA SERVES



Appointed as the 17th Commissioner of the Minnesota Department of Veterans Affairs (MDVA) in January 2011, Larry Shellito heads up a staff of 1,345 with the assistance of Acting Deputy Commissioners Robin Gaustad, MDVA Health Care, and Brad Lindsay, MDVA Programs & Services.



Ninety-one percent of those employed with MDVA provide speciality skills to treat and care for our Veterans health needs. These skills, administered through one of five **MDVA Veterans Homes**, include doctors, nurses, therapists, pharmacists, dieticians and other specialized services.

Nine percent of MDVA staff provide Veterans with technical and administrative services, available through the **MDVA Programs & Services** division.

Why

MDVA SERVES

Veterans from every conflict and era face challenges and struggles. Many return with visible and often devastating combat injuries such as amputated limbs. Many more carry the invisible wounds of war such as traumatic brain injury and post-traumatic stress disorder. Nearly every Veteran faces the stress of transitioning back to their lives.

Less publicized than a Veteran's health needs, perhaps, are the transitional issues Veterans face after service – struggling to find jobs, grappling with poverty, the number facing homelessness, and the lack of adequate services available to earlier service eras.

FACT On any given night in Minnesota, there are more than 300 Veterans without safe, stable or affordable housing. Overall, homeless Veterans tend to be male, however female Veterans are becoming a fast growing segment of the homeless population.

FACT Young Veterans experience unemployment at a higher rate than the general population. Transitioning military skills to civilian occupations often makes this more difficult, requiring additional training and education – all which can delay or extend the transition process.

While current needs remain great, the future demand for the comprehensive services MDVA provides is projected to be **even greater** due to two key factors:

- **ANTICIPATED REDUCTION IN FORCE**
Since the Department of Defense projects a continued troop reduction over the next months and years, the need continues to rise.
- **AGING OF THE VETERAN POPULATION**
The number of Veterans over the age of 75 in Minnesota is projected to increase by approximately 9% over the next 20 years.

The needs have always been great for Veterans, and will remain so for the foreseeable future. Therefore, the mission of MDVA remains clear and strong – **to meet the needs of our Minnesota Veterans.**

Partners

THAT SERVE WITH MDVA

To provide Minnesota Veterans the most complete support, care and advocacy network possible, MDVA **works in close partnership** with many state and federal organizations. Here are just a few:



U.S. Department of Veterans Affairs
Services include claims, benefits, medical center, ambulatory care to Veteran Home Residents, as well as construction grant programs for facilities



Veterans Integrated Service Network (VISN)
Largest integrated health care system in the US.

VISN 23 VA Midwest Health Care Network
Located in Minneapolis and St. Cloud



Office of the Governor
Provides support through initiative and policy development

State and Federal Elected Officials
Works with MDVA to raise awareness on Veteran-related issues



Minnesota National Guard
Works with MDVA on reintegration, Veteran-related issues, legislation and service and family projects



County Veterans Service Officers (CVSOs)
The primary source of contact for Veteran benefits and services

Minnesota Commanders' Task Force (CTF)
Comprised of the nine congressionally chartered Veterans Service Organizations (VSO). Working together to raise awareness on Veteran-related issues, the organizations include:



American Legion



Ex-Prisoners of War



American Veterans



Disabled American Veterans



Jewish War Veterans



Military Order of the Purple Heart



Marine Corps League



Veterans of Foreign Wars



Vietnam Veterans of America



Minnesota Veteran 4 Veteran (V4V)
Programs to help Veterans integrate into society in order to lead healthy, independent lives



United Veterans Legislative Council (U VLC)
Helps Veterans remain up-to-date on local and national Veteran-related news and legislation

Specific Program Partnerships



Lutheran Social Service of Minnesota (LSS)



Minnesota State College and University (MnSCU) System



Dept. Employment & Economic Development (DEED)



iHeart Media



Twin Cities Public Television



Twin Cities News Talk



Minnesota Assistance Council for Veterans (MACV)



Minnesota Coalition for the Homeless
Prevent and End Homelessness



Minnesota Housing Finance Agency

Results

OF MDVA SERVICES

Throughout 2014, MDVA staff and our partners have remained committed to **providing excellent service** to Veterans and their families. Here is just a quick overview of some of the results from these efforts:

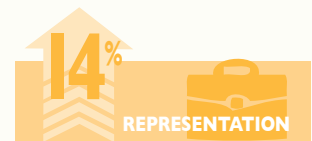
Increase in compensation/pensions

The number of MN Veterans and their dependents receiving federal VA compensation or pensions **increased 8%**



Increase in MDVA representation

The number of Veterans and their dependents who have MDVA as their accredited representative to the Federal VA **increased nearly 14%**



Increase at Veterans Resource Centers

The number of new individuals served at the Veterans Resource Centers through the Higher Education Veterans Program **increased over 12%**



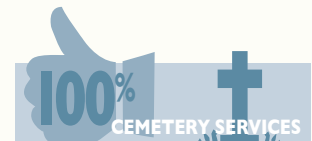
Increase satisfaction with CORE program

Veteran CORE program participants that were satisfied with the services received, and how their needs were met, **increased by 7%**



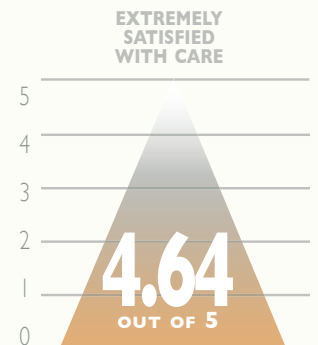
High ratings for MDVA cemetery services

Burial services at Little Falls Veterans Cemetery received a **rating of 100%** from Veterans and their families as either **satisfied** or **extremely satisfied**



Veterans Homes receive high satisfaction rating

To determine satisfaction levels, MDVA Residents and their families at all five Veterans Homes are surveyed on a monthly basis by the independent rating service, *Pinnacle Quality Insight*. Fifteen areas are monitored, including nursing care, response to needs, therapy, safety, cleanliness and more. With a scale of **1**, indicating *Not satisfied*, to a high rating of **5**, indicating *Extremely satisfied*, MDVA achieved a rating of **4.64** for 2014.



Veterans Homes earn "Best in Class" rating

Based on the survey results performed by *Pinnacle Quality Insight* comparing nursing homes from across the country, in 2014, Minnesota Veterans Homes earned **forty-nine "Best in Class" certificates**, given only to facilities that exceed the national average



SERVICES OF MDVA

In recognition of service and sacrifices above and beyond, a number of **state** and **federal** programs are available to Veterans and their families – programs that care for their health needs, defray burial costs, and assist with returning to jobs and communities. **The mission of the Minnesota Department of Veterans Affairs (MDVA) is to be the resource** that Veterans and their families can turn to regarding what programs are available, and how to access these earned benefits. The assistance offered to Veterans by MDVA is through two divisions of service: *Health Care* and *Programs & Services*.



HEALTH CARE

MDVA STATE VETERANS HOMES

Established in 1887, in the early days, Minnesota Veterans Homes were not primarily designed as medical facilities. But as the health care needs of returning Veterans changed, so, too, has the mission of the MDVA Veterans Homes. Today, MDVA facilities serve a range of health needs, including **skilled nursing care**, **special care units** for specific conditions such as dementia and Alzheimer's, 24/7 **domiciliary care** and **adult day center** services.

Minnesota Veterans Homes are located in:

- Fergus Falls
- Hastings
- Luverne
- Minneapolis*
- Silver Bay

* MDVA's Minneapolis campus also provides Adult Day Center services.

The **areas of care** MDVA Homes provide include:

- Primary medical care
- Occupational and physical rehabilitation & fitness
- Recreational and work therapy
- Drug and alcohol treatment
- Mental health services
- Dental and optometry care
- Diet and nutrition services
- Pharmaceutical services
- Social and behavioral services
- Volunteer programs



PROGRAMS & SERVICES

MDVA

Through the MDVA Programs & Services division, Minnesota Veterans from all eras are connected to important benefits and resources earned through service. Collaborating with partners in the Veterans services community, MDVA's key areas of assistance include **financial**, **educational**, and **medical** benefits. These benefits are administered through six specific program sections:

- Claims and Field Operations
- Veterans Education and Employment Division
- State Veterans Cemeteries and Memorial Affairs
- State Veterans Benefits Division
- Homelessness Prevention
- MDVA Grant Programs

MDVA HEALTH CARE

For 127 years, the **mission of MDVA Health Care** division has been to **care for the mental, physical, and spiritual well-being of Veterans and their families**. Guiding this goal has been the promise to deliver needed care in a community environment built on respect and with dignity – so no Minnesota Veteran from any era of service is alone during times of need.

The following summarizes some of the achievements made in 2014, collectively, and by the individual MDVA Homes, toward fulfilling this mission.



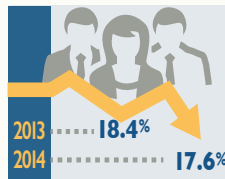
\$92,678,021

OPERATING BUDGET

MDVA VETERANS HOMES
FISCAL YEAR 2014

is approximately
\$92,678,021

85% of the MDVA budget



Staff Retention

MDVA showed a **slight decrease in turnover** from 18.4% in 2013 to 17.6% in 2014



CMS Staff Rating

Maintained a **4-5 Star rating** for two years, with MDVA nursing staff receiving top recognition for the hours of care provided to every Resident, each day



Correction Free

Two years standing, MDVA received **zero to few** recommendations cited by Minnesota Department of Health, Federal Department of Veterans Affairs and CMS

ACCOMPLISHMENTS

QUALITY INITIATIVES



For the fourth time, MDVA Veterans Homes received *Pinnacle's* **above the national average** and **"Best in Class"** ratings in **Resident & Family Satisfaction Surveys**

Sustained focus on quality improvement as the Minnesota Veterans Homes were again recognized through the **Governor's Continuous Improvement Awards**

Implemented and trained all Homes staff on the PointClickCare (PCC) electronic health record system to **standardize documentation**, adding modules to enhance the management and documentation of therapy services, wound care and dining room services

Focused **Clinical Quality Care** projects in the areas of falls and safety, managing pain, and behavior management

Implemented a **pharmacy quality initiative**, standardizing drug regimen reviews

Partnered with **Twin Cities Health Education Professionals Consortium** for staff training

FACILITIES



Moved the **Building 17 North project forward**, meeting budget and needs

Secured a Federal Grant to **install patient lifts** in four MDVA Homes

Completed 35 projects meeting deadlines and needs of the Veterans community

Performed **Facility Conditions Audits** at each Home and the cemetery

Established a **Continuity of Operations** program for MDVA

Implemented **Archibus On-Demand** capabilities in all Homes

Initiated the **Equipment Useful Life Work Group** to develop equipment standards and prepare "end of useful life" reports

SAFETY



Exceeded MnSAFE initiative claims reduction goals achieving 10.04 (target 12.32)

Completed **standard agency safety** programs

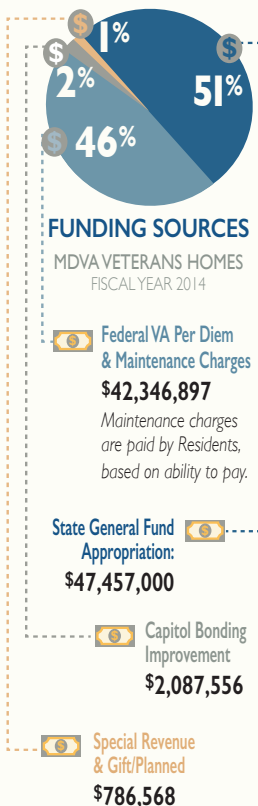
Developed new **safety training modules**

Created the **Healthcare Occupations Committee** engaged in identifying hazards specific to the nursing staff, and developing control measures

Implemented an **incident review process** for employee injuries in all facilities

Completed **noise sampling** to evaluate employee exposure

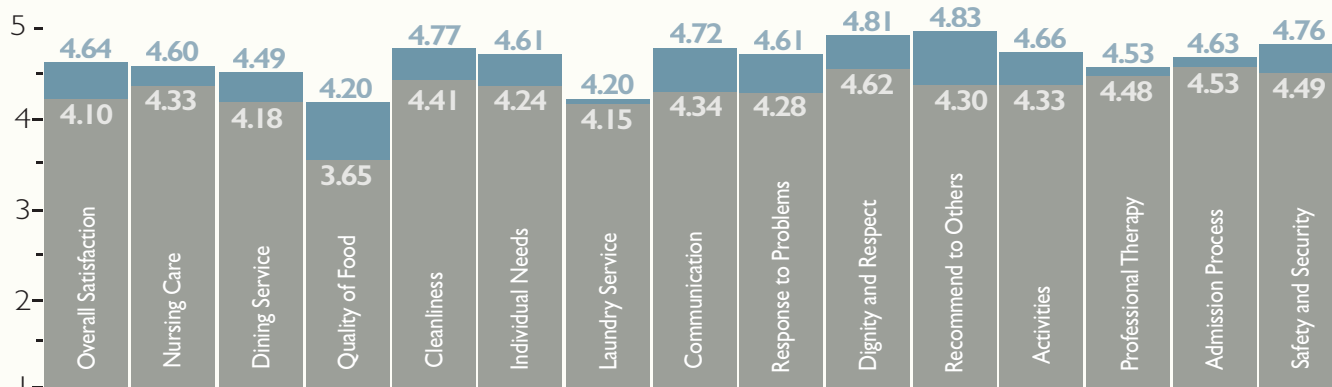
Updated the **fleet vehicle policy** and implemented a driver training program



MINNESOTA VETERANS CUSTOMER SATISFACTION

■ NATIONAL AVERAGE ■ MINNESOTA 12 MONTH AVERAGE

Prepared by Pinnacle Quality Insight • January 2014



OCCUPANCY

MDVA VETERANS HOMES
FISCAL YEAR 2014



MEMBERS BY WAR

MDVA VETERANS HOMES
FISCAL YEAR 2014



TOTAL VETERANS 687

LOOKING FORWARD IN 2015

Workforce Development

Professional growth of MDVA's clinical staff has a tremendous impact on recruitment and retention. To enhance core clinical competencies, MDVA has enlisted membership in the **Twin City Health Care Partnership**, a collaborative for clinical training and education. **Federal nursing recruitment and retention grant proposals**, along with **state matching funds**, will provide the additional funding needed to focus on workforce development. A **workforce development initiative** has also been submitted for this legislative session.

Telemedicine - Care at Home

MDVA is among the **first state Veterans Homes** to partner with **Veterans Affairs Medical Center (VAMC)** on the **implementation of a telemedicine program**. This program will allow our Veterans to remain in their home setting while receiving excellent consultation services with physicians and providers at VAMC clinics.

Growing Partnerships

To advance our mission, **exceeding standards and meeting the changing needs** of Minnesota Veterans, MDVA will continue to **establish and build on our partnerships** with **VAMC, VISN, VSOs, CTF, the Commissioners Healthcare Task Force**, as well as community stakeholders and providers.

Continued Quality Improvements

As we look forward—clinical quality, operational quality, employee satisfaction, and safety, all remain MDVA areas of focus and improvement for our Homes. Specific projects to achieve this include the implementation of the **continuity of operations** program, innovative **energy saving plans**, as well as **preventive maintenance** programs.

Standards of Practice

Development of the standards of care for physicians and providers at MDVA Homes are also at the forefront, as we look forward to further enhancing the best practices in treatments, medications and protocols for medical staff.

Pharmacy Services

MDVA's **Central Pharmacy will continue to grow** and expand, completing a statewide implementation and automation of pharmacy services.

CMS Compliance

Clinical and operational performance continues to improve as we work to **meet the Centers for Medicare and Medicaid Services (CMS) Certification** in each of MDVA's skilled nursing Homes. This compliance affords MDVA an additional opportunity to bill and collect revenues, used to offset ongoing increases in the cost of programs and the overall delivery of care.

Facility Improvements

A needs assessment and strategic plan for the **MVH-Hastings** and the domiciliaries at the **Hastings** and **Minneapolis Homes** are areas of focus for MDVA facilities, as we move forward.

Scheduled is the construction and bed replacement of the former Building 17 at **MVH-Minneapolis**.

MDVA VETERANS HOME



PROFILE

ESTABLISHED 1998

RESIDENTS AVG

Skilled Care 104

Dementia Unit 20

Admissions 43

Discharges 46

Male 90

Female 14

AVG %

Non-Vet Spouse 10.5%

SERVICE ERA

WWII 37

Korean War 24

Vietnam War 17

Gulf War 2

Peacetime 13

PRIMARY DIAGNOSES

Dementia 19%

Alzheimer's 19%

Cerebral Vascular Disease 8%

Paralysis Agitans 7%

ADDRESS

1821 North Park Street

Fergus Falls, MN 56537

(218) 736-0400

1-877-VET HMFF

(1-877-838-4633)

FERGUS FALLS



Set among the rolling hills and blue lakes of northwest Minnesota is the award-winning **Fergus Falls Veterans Home**. The design of this Veterans Home is reminiscent of a stroll along a small town's main street, complete with a family inn, general store, barber shop and library. There are beautiful outdoor courtyards, gardens and numerous spaces for family time.

UNIQUE TO THE FERGUS FALLS VETERANS HOME PROGRAM

- **Veterans Village** provides specialized care for dementia patients, using an innovative, home-style atmosphere approach
- **Community Based Outpatient Clinic (CBOC)** is the VA's first nursing Home based clinic to provide on-site VA medical care
- The **Universal Worker**, a successful nursing program that improves patient care through increased accountability
- **Walk of Honor Memorial Wall** designed to remind Veterans and visitors alike of our nation's gratitude for their service

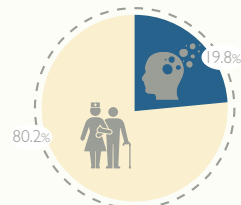
2014 ACCOMPLISHMENTS

- Received rating of "Best in Class" in 15 service areas through *Pinnacle's* independently measured customer satisfaction surveys
- Received **zero citations** on the annual VA Survey
- Created **three theme rooms** for private visitation, increasing Resident enjoyment
- Completed Phase I of the **CBOC clinic expansion**, thereby establishing new revenue sources through lease arrangements
- Implemented a new **ticketing and reservation system**, resulting in an increase in dining satisfaction for Residents, families and staff
- **Upgraded the Breezeway** dining area for greater Resident and family use and enjoyment

OCCUPANCY



Average Budgeted Bed 106
Average Occupancy 98.1%



Average Total Residents 106
Dementia Unit 19.8%
Skilled Care 80.2%

SERVICES

MEDICAL CARE	■
24 HR SKILLED NURSING	■
SPECIAL CARE: DEMENTIA	■
OUTPATIENT FACILITY	■
OCCUPATIONAL THERAPY	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
FITNESS SERVICES	■
RECREATIONAL THERAPY	■
DRUG & ALCOHOL TREATMENT	■
MENTAL & BEHAVIORAL HEALTH SERVICES	■
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	■

MDVA VETERANS HOME



PROFILE

ESTABLISHED 1978

RESIDENTS AVG

Domiciliary Care 153

Admissions 39

Discharges 44

Male 153

Female 2

AVG %

Non-Vet Spouse 0%

SERVICE ERA

WWII 3

Korean War 6

Vietnam War 65

Gulf War 10

Peacetime 71

PRIMARY DIAGNOSES

Hyperlipidemia 63.6%

Substance Addiction 62.2%

Hypertension 59.4%

Depression 42.7%

ADDRESS

1200 East 18th Street
Hastings, Minnesota 55033
(651) 539-2400

1-877-VET-3803
(1-877-838-3803)

HASTINGS



Located in a tranquil community, just minutes from the Twin Cities, is the **Hastings Veterans Home**. Surrounded by 128-acres of forest, Residents are afforded an active lifestyle with facility features that include nature trails, a biking path, outdoor pavilion, year-round heated screen porch and more.

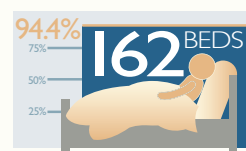
UNIQUE TO THE HASTINGS VETERANS HOME PROGRAM

- **Veterans Woodshop** provides a therapeutic working environment to learn and excel in the woodworking trade
- **Special Services** include sobriety maintenance, vocational rehabilitation, mental health care, and educational services
- Highly-engaged with the Hastings community, **recreational and social programs for Veterans** are plentiful, as well as **Veterans volunteer opportunities** to work with groups that include *Meals on Wheels, Animal Ark, Hastings Family Services, the Veterans Choir, Regina senior living and nursing centers, Adopt a Highway and Feed My Starving Children*, just to name a few.

2014 ACCOMPLISHMENTS

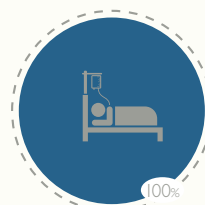
- Developed a **"Bucket List"** program that fulfills the request of a Veteran residing in the Hastings Home, nearing the end of life. The Bucket List request that was honored in 2014 included a two-day weekend stay at Lake Superior to enjoy the scenery and activities. Funding for this program is financed through donations.
- The **Community Transition House** has been updated, affording Residents from the Veterans Home a second level of transitional assistance before reaching complete independent living. Leases are individualized and range up to two years, depending on the Veteran's needs.
- The **Domiciliary Program**, a rehabilitative program that enables Residents to achieve their highest level of independence, continued to expand and improve. Emphasis in 2014 was on increasing employment opportunities, reestablishing family support where desired, and resolving legal and financial barriers.

OCCUPANCY



Average Budgeted Bed 162

Average Occupancy 94.4%



Average Total Residents 153

Domiciliary Care 100%

SERVICES

MEDICAL CARE	■
24 HR NURSING CARE	■
SPECIAL CARE: DEMENTIA	■
OUTPATIENT FACILITY	■
OCCUPATIONAL THERAPY	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
FITNESS SERVICES	■
RECREATIONAL THERAPY	■
DRUG & ALCOHOL TREATMENT	■
MENTAL & BEHAVIORAL HEALTH SERVICES	■
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	■

MDVA VETERANS HOME



LUVERNE



PROFILE

ESTABLISHED 1994

RESIDENTS AVG

Skilled Care 65

Special Care Unit 16

Admissions 42

Discharges 43

Male 67

Female 14

AVG %

Non-Vet Spouse 11.5%

SERVICE ERA

WWII 20

Korean War 28

Vietnam War 16

Gulf War 0

Peacetime 6

PRIMARY DIAGNOSES

Alzheimer's 15.6%

Cerebral Vascular Disease 13.2%

Malaise & Fatigue 7.2%

Paralysis Agitans 7.2%

ADDRESS

1300 North Kniss Avenue
Luverne, Minnesota 56156
(507) 283-1100

1-877-LUVVETS
(1-877-588-8387)

Nestled in the southwest corner of the state is the **Luverne Veterans Home**, built around small-town values and based on community involvement. Three distinct living spaces are offered to meet a Resident's unique needs, including a special care unit for those with dementia. Each living space features a living room, dining room, kitchenette, and laundry room. A computer and gaming room are also available for Residents enjoyment.

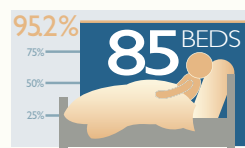
UNIQUE TO LUVERNE VETERANS HOME PROGRAM

- Follows the **Eden Philosophy of Care**, encouraging spontaneity, activities and interaction in a stimulating environment to reduce feelings of loneliness or helplessness
- Luverne community groups from churches, schools and local businesses play an integral part in the **activities and programs** provided for Residents

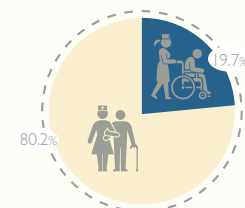
2014 ACCOMPLISHMENTS

- Received a **"Best in Class"** rating in **15 service areas** through *Pinnacle's* independently measured customer satisfaction surveys
- Received **zero citations** on the annual Minnesota Department of Health and Department of Veterans Affairs Survey
- Developed a **"Welcome"** process for all new Residents
- Established a **Resident food committee**, also implemented a project to enhance the Residents **dining experience**
- Remodeled** and **landscaped** the front entrance patio for increased Resident enjoyment
- Established a **Quality Assurance Performance Improvement Committee** to enhance the quality of care provided to Residents

OCCUPANCY



Average Budgeted Bed 85
Average Occupancy 95.2%



Average Total Residents 81
Special Care Unit 19.7%
Skilled Care 80.2%

SERVICES

MEDICAL CARE	■
24 HR SKILLED NURSING	■
SPECIAL CARE: DEMENTIA	■
OUTPATIENT FACILITY	■
OCCUPATIONAL THERAPY	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
FITNESS SERVICES	■
RECREATIONAL THERAPY	■
DRUG & ALCOHOL TREATMENT	■
MENTAL & BEHAVIORAL HEALTH SERVICES	■
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	■

MDVA VETERANS HOME



PROFILE

ESTABLISHED 1887

RESIDENTS **AVG #**

Special Care Unit 99

Skilled Nursing 186

Domiciliary Care 47

Admissions 88

Discharges 87

Male 299

Female 33

AVG %

Non-Vet Spouse 7.8%

SERVICE ERA

WWII 90

Korean War 67

Vietnam War 76

Gulf War 2

Peacetime 71

PRIMARY DIAGNOSES

Mental Health Disorders 40.0%

Alzheimer's 26.0%

Dementia 15.0%

Cerebral Vascular Disease 10.0%

ADDRESS

5101 Minnehaha Avenue South

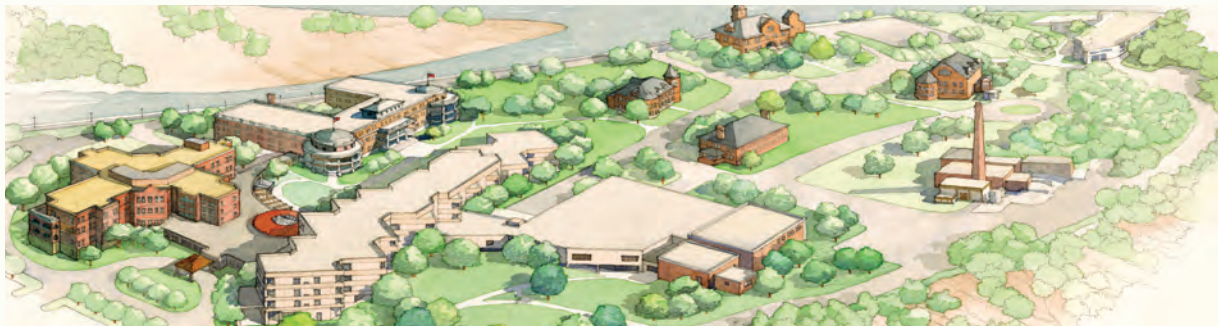
Minneapolis, MN 55417-1699

(612) 548-5700

1-877-VET MPLS

(1-877-838-6757)

MINNEAPOLIS



Overlooking the Mississippi River near Minnehaha Falls, surrounded by 53 wooded acres, the **Minneapolis Veterans Home** provides quality care in an environment of trust and dignity. Personalized services are delivered to a campus of 291 skilled nursing beds and 50 domiciliary beds, in both private and semiprivate rooms. Staff goals are to work together to encourage and achieve each Resident's return to self-sufficiency.

UNIQUE TO THE MINNEAPOLIS VETERANS HOME PROGRAM

- **Activity opportunities** are available year round thanks to donations of time and money from the supporting community
- **Amenities** include area parks and lakes, all just a short walking or biking distance
- **Minneapolis Veterans Adult Day Center** is one of only two such Veterans day centers in the nation. With the goal of keeping Veterans in their own homes, the Adult Day Center provides caregivers with the respite and support they need, helping to ease daily demands. In a safe, comfortable environment, the Day Center features:

- Day lodging and care for 35 clients

Average occupancy for 2014 was 60%; 100% were male Residents

- A **medically-supported social environment**, the staff includes nurses, a social worker, recreational therapist and dietitian, all available to attend to daily needs

- **Services** available include bathing, barber shop, beauty salon, general store and transportation

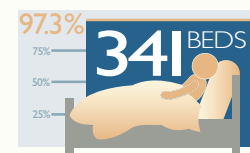
- Physical, occupational and speech **therapies** are also available

- A **Veterans-based community**, the Adult Day Center's services are also available to spouses and Gold Star parents

2014 ACCOMPLISHMENTS

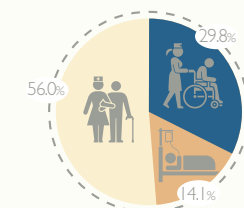
- Received multiple "Best in Class" ratings for customer satisfaction through *Pinnacle's* independently measured surveys
- Secured federal and state funding to begin construction of a new **100 bed skilled nursing facility** to replace the existing, aging physical plant
- Approved to provide **Medicare Reimbursable services**
- A **transportation van**, donated by the Disabled American Veterans organization, for use at the Adult Day Center program

OCCUPANCY



Average Budgeted Bed 341

Average Occupancy 97.3%



Average Total Residents 332

Skilled Nursing 56.0%

Special Care 29.8%

Domiciliary Care 14.1%

SERVICES

MEDICAL CARE	
24 HR SKILLED NURSING	
SPECIAL CARE: DEMENTIA	
OUTPATIENT FACILITY	
OCCUPATIONAL THERAPY	
PHYSICAL THERAPY	
SPEECH THERAPY	
FITNESS SERVICES	
RECREATIONAL THERAPY	
DRUG & ALCOHOL TREATMENT	
MENTAL & BEHAVIORAL HEALTH SERVICES	
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	

MDVA VETERANS HOME



SILVER BAY



PROFILE

ESTABLISHED	1991
RESIDENTS	AVG #
Special Care	40
Skilled Nursing	40
Admissions	40
Discharges	42
Male	70
Female	8
	AVG %
Non-Vet Spouse	11.5%

SERVICE ERA

WWII	29
Korean War	17
Vietnam War	18
Gulf War	0
Peacetime	7

PRIMARY DIAGNOSES

Hypertension	81.2%
Dementia	73.7%
Alzheimer's	70.0%
Depression	66.2%

ADDRESS

45 Banks Boulevard
Silver Bay, Minnesota 55614
(218) 353-8700
1-877-SBY VETS
(1-877-729-8387)

The **Silver Bay Veterans Home**, overlooking beautiful Lake Superior, offers four distinct "neighborhood" living spaces that combine the feel of a north woods lodge with the comforts of a single-family home. Facilities include large game room, craft shop, four season porch and private dining areas. Meals and activities are offered to fit each Resident's personal preference and timeframe, with many opportunities for boating, pontoon rides, fishing, hunting, gardening, club car rides and community events.

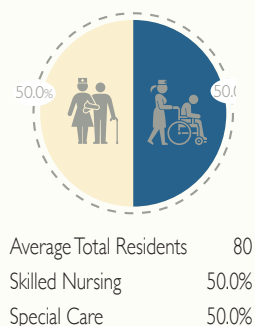
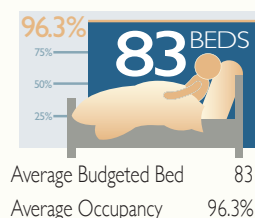
UNIQUE TO SILVER BAY VETERANS HOME PROGRAM

- **Activities** that utilize area natural resources and community interests
- A **Spouse Support Group** provides fellowship, education and coping skills for Veterans and family members

2014 ACCOMPLISHMENTS

- Redesigned **Safety Program** to identify and address the concerns of Residents and employees that resulted in:
 - enhanced safety standards for staff, Residents and visitors
 - implementation of a safety officer position, aware team, newsletter and recognition program.
- **Memory Loss & Behavioral Program** activities include:
 - implementation of the Gemini Program and validation program
 - development of Fire Fly Roles, with the goal to train 15-20 in these roles annually
 - reduction in antipsychotic medications
 - redesigned staff positions to create Life Enrichment Coordinators
- Increased involvement in **Quality Assurance Performance Improvement (QAPI)** program, including:
 - implemented a robust improvement plan
 - received excellent reviews on both state and VA surveys, with zero recommendations
 - received "Best in Class" in 15 service areas through Pinnacle's independent customer satisfaction surveys
- **Staff achievements** for 2014 include:
 - mock survey review and implementation of the CMS timeline for the nursing staff
 - enhanced use of the PCC electronic health record system promoting outcomes, communication and efficiencies in nursing care

OCCUPANCY



SERVICES

MEDICAL CARE	■
24 HR SKILLED NURSING	■
SPECIAL CARE: DEMENTIA	■
OUTPATIENT FACILITY	■
OCCUPATIONAL THERAPY	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
FITNESS SERVICES	■
RECREATIONAL THERAPY	■
DRUG & ALCOHOL TREATMENT	■
MENTAL HEALTH SERVICES	■
DENTAL CARE	■
OPTOMETRY CARE	■
NUTRITION SERVICES	■
PHARMACEUTICAL SERVICES	■
SOCIAL SERVICES	■
BEHAVIORAL SERVICES	■
CHAPLAIN / SPIRITUAL CARE	■
SPOUSE SUPPORT GROUP	■
TRANSPORTATION	■
BARBER	■
BEAUTY SHOP	■
CASHIER/BANKING	■
ADULT DAY CENTER	■
VOLUNTEER PROGRAMS	■
OUTINGS & EVENTS	■
END OF LIFE CARE	■

MDVA PROGRAMS & SERVICES

The MDVA Programs & Services division **administers over 20 of the nation's leading Veterans' programs.** The MDVA mission is to connect Veterans and their families, from all eras of conflict, to these benefits and resources that have been earned through their service. The programs currently available to Minnesota Veterans through MDVA are organized under the six sections of service, as noted below.



CLAIMS

EDUCATION EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

Claims

Claims & Field Operations

- Claims Offices in St. Paul & Fargo
- Gold Star Family Program
- Women Veteran Program
- Tribal Veterans Service Officer (TVSO)
- Veterans Outreach

Education & Employment

Education & Employment Division

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

Memorials

State Veterans Cemeteries and Memorial Affairs

- Veterans Cemetery in Little Falls
- Veterans Cemetery in Fillmore County
Opening 2015
- Military Funeral Honors Stipend Program
- Bronze Star Marker Program

Benefits

State Veterans Benefits Division

- LinkVet
- Veterans Preference Act (VPA)
- Minnesota Service CORE
- State Soldiers Assistance Program (SSAP)
- Minnesota Operation for Veterans
Empowerment (MOVE)

Homelessness

Special Advisor on Ending Veteran Homelessness | 8-month position

Grants

MDVA Grant Programs

- Veterans Service Organizations
(VSO) Grants
- County Veterans Service Officers
(CVSO) Grants

CLAIMS

EDUCATION
EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

CLAIMS & FIELD OPERATIONS

*Acts as advocates
for Veterans and their families
in matters of benefits
and entitlements*

2014 ACCOMPLISHMENTS



IN 2014

MDVA Claims Offices in St. Paul, MN, and Fargo, ND, are responsible for more than **\$1 billion** in compensation and pension payments for Minnesota Veterans and their survivors

Last year, the St. Paul office submitted more than **17,000 claims** on behalf of Veterans and their families

MDVA staff participated in **hundreds** of community events around Minnesota, educating Veterans about the benefits they have earned

CLAIMS & OUTREACH

Federal Claims	1,336
State Claims	505
New Power of Attorney	7,590
Mail Received	12,644
Office Visits	8,265
Public Contacts	7,803
Phone Contacts	31,450
Events	276

FARGO CLAIMS

New Power of Attorney	293
Mail Received	1,351
Office Visits	645
Phone Contacts	4,042
Events	6

The TVSO numbers are incorporated into the Claims and FO Totals

Women Veteran Program

In February of 2014, the Claims and Field Operations **re-launched the Women Veteran Program** by **reestablishing relationships with community partners** with similar interests, and **activating a network of personal and private representatives** skilled in women Veteran issues and considerations.

The **Women Veteran Coordinator position** was **created and filled**, in order to integrate services with the Women Veteran Claims Representatives located in St. Paul, St. Cloud and Fargo.

Claims and Field Operations coordinated and held the **2014 Women Veteran Conference**. ●

Gold Star Family Program

In February of 2014, the Claims and Field Operations assumed responsibility for the **Gold Star Family Retreat**. It was immediately decided the Agency would dedicate resources to transform the Gold Star Family event into a program providing support and resources to the surviving families.

The position of **Gold Star Family Representative** was **created and filled in 2014**.

The **2014 Gold Star Family retreat** was a success in terms of record attendance and feedback from the families attending.

Plans to provide **annual workshops with counseling services on site** is in full development for 2015. ●

CVSO

Maintaining a strong partnership with the CVSO Association is a valuable accomplishment, because it provides a **coordinated team approach** when representing MDVA clientele.

In 2014, due to deployments, illness, extended leaves and vacancies, Claims and Field Operations assisted the CVSOs by temporarily **staffing the county offices** in: Lyon, Redwood, Pope, Stevens, Wright, Swift, Lake, Winona and Carver. ●

Tribal Veterans Service Officer (TVSO)

MDVA works in regions such as Red Lake and Grand Portage **helping American Indian Veterans apply for the benefits** they have earned. The TVSO program is operated in partnership with Governmental and Tribal agencies, the Governor's Office, Minnesota State Legislators and the Minnesota Native American Nations. ●

EDUCATION & EMPLOYMENT

Helps with employment and assists in navigating the complicated higher educational benefits system

IN 2014

*The Higher Education Veterans Program, State Approving Agency, Minnesota GI Bill, and Veterans Employment combined under one division—newly titled **Education and Employment***

*This restructure provides Veterans with a **seamless transition** from military service through VA approved institutes of higher learning, federal and state education benefits, and, eventually, out to the workforce*

2014 ACCOMPLISHMENTS



State Approving Agency (SAA)

The **Minnesota State Approving Agency (SAA)** ensures *quality education* and *training programs* for Veterans by approving education, training (OJT and Apprenticeship), flight licensing and certification programs that meet the requirements of Title 38 USC.

The SAA:

- Continuously monitors approved institutions to ensure continued compliance with the law
- Assists the U.S. Department of Veterans Affairs in preventing fraud, waste and abuse of the Federal GI Bill benefits

HIGHLIGHTS

Approval of Programs



In Minnesota, there are **262 active facilities** where at least one beneficiary received federal GI Bill funding. Within these facilities, the Minnesota SAA oversees **1,973 individual programs**, and took action on **197 programs**.

Compliance Surveys



The SAA met the federal VA requirements, conducting and completing **77 facility compliance surveys**

Technical Assistance, Outreach & Liaison



State Approving Agency employees conducted **84 technical assistance training actions**, **43 outreach events**, and **57 liaison activities** ●

Minnesota GI Bill

The **Minnesota GI Bill** provides *postsecondary education assistance* and *on-the-job training (OJT)* and *apprenticeship* to eligible Veterans and their dependents.

UNDERGRADUATE STUDENTS

Full-time students may be eligible for up to \$1,000 per semester

Part-time students may receive up to \$500 per semester

Eligible individuals may receive up to \$3,000 per academic year; and \$10,000 lifetime benefit

ON THE JOB TRAINING AND APPRENTICESHIP

Eligible employees in an approved training program can receive up to \$2,000 per fiscal year

Employers up to \$1,000 per fiscal year; with a total aggregate benefit of \$9,000 per employee ●

2014 ACCOMPLISHMENTS

Higher Education Veterans Program

The **Higher Education Veterans Program** was created in 2006. The program's goal is to assist Veterans and current military members, and their families, with their higher **educational needs** so they are able to succeed in their chosen careers.

This MDVA program continues to be a national model by providing colleges and universities throughout Minnesota with staff members who help to identify eligible Veterans and remove barriers to enrollment or access to these benefits. *Unique to Minnesota* is the **On-Campus Veterans' Resource Center** which provides student Veterans and their families a welcoming environment, as well as an opportunity for interaction and networking with other Veterans and families.

HIGHLIGHTS



With the expansion of the Minnesota GI Bill to Veterans from all eras, and their eligible dependents, the program has seen an **11% increase**.



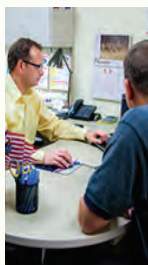
Partnerships with other state agencies such as the Office of the Governor, Minnesota State College and University System (MnSCU), Department of Employment and Economic Development (DEED), Minnesota National Guard, and the Office of Higher Education (OHE), continue to strengthen



MDVA staff assisted over 1,130 students with the Federal Tuition Assistance program, providing **over \$3.5 million in federal funding to Minnesota institutions of higher learning**



Higher Education Veterans Program Coordinators conducted 68 outreach training events, providing **instruction to over 2,700 individuals**



The On-Campus Veterans Resource Centers continue to be a referral source for student Veterans by providing **3,466 referrals to outside agencies** that include the Department of Employment and Economic Development, County Veterans Service Officers, Minnesota Assistance Council for Veterans, Federal Veterans Administration, and other service organizations ●

Veterans Employment

MDVA is committed to assisting students as they move from their academic career to the workforce, linking all Veterans to programs and resources available to transition from military to civilian employment. To achieve this goal, **MDVA provides resources and training to Veterans, private businesses, public employers, and Veteran business owners.**

HIGHLIGHTS



Completed year-long grant, in collaboration with the **National Governors Association**, that focused on **building bridge programs for targeted military career fields** at local institutions of higher learning

Amended legislation for Veterans who were in the military police career field, allowing them to take the **Police Officer Standards Test (POST)** after four years of active duty service

Partnered with **Twin Cities Public Television** on the **Veterans Electronic Resources for Transitioning into Civilian Life (VERTICL)** project. The project's focus is to develop an outreach, recruitment, training and retention plan to **create a pathway to sustainable STEM careers in manufacturing for Veterans**. VERTICL's goal is to **improve the overall employability of military Veterans** and active duty service members, thereby increasing the number of Veterans entering manufacturing career pathways.

Continued to support and present at **Yellow Ribbon Company** summit events held around the state. The initiative continues to bring in new companies located in cities throughout Minnesota. The latest company to receive the **Governors Proclamation** is **Southwest State University in Marshall**.

Through the multi-state agency and private businesses collaboration, **Project Patriot** was launched to **assist companies in the hiring and retention of Veteran talent**.

During **"Hire a Veteran"** month in July, the MDVA/DEED partnership sponsored Veterans **employment initiatives** with radio spots, advertisements, and the annual **Veterans Career Fair**. ●

CLAIMS

EDUCATION
EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

MEMORIALS & CEMETERIES

Assures Veterans and their families are honored for their service and sacrifice to our nation through lasting tributes in their final resting places

2014 ACCOMPLISHMENTS



State Veterans Cemeteries

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

VETERAN FAMILY MEMBER

SERVICES

State Veterans Cemeteries

Located in **Little Falls, MN**

A second state Veterans cemetery is under construction in **Preston, MN** and is expected to open in 2015

Military Funeral Honors

Proper military funeral honors to commemorate service to our nation

Grave Markers

Bronzed star or VA medallion are available to mark the site of deceased Minnesota Veterans

Presidential Certificates

Honor the memory of deceased Veterans

Minnesota Memorials

Numerous memorials, tributes and statues are throughout the state, with a number at the State Capitol Complex in St. Paul, MN

Grave Site Locator

The burial site of Veterans and their families across the nation can be located through this service

LAID TO REST

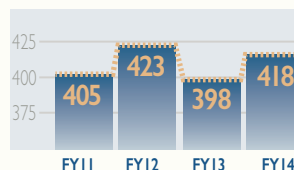
In 2014, the MDVA saw a **26% increase in Veterans funeral honors**, from 219 laid to rest in 2013 to 276

Since opening the Little Falls Minnesota State Veterans Cemetery in 1994, **5,147** burials have taken place

FY14 BURIAL SERVICES



4-YEAR COMPARISON



FY 14 PREFERRED BURIAL CHOICE

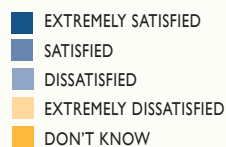


RECOGNITION

The Minnesota State Veterans Cemetery in Little Falls, MN, located on 37 acres adjacent to Camp Ripley, has received the **"Excellence of Appearance Award,"** a recognition given by the National Cemetery Administration's Veterans Cemetery Grants Program. Only **four of the 85 state Veterans cemeteries** have been honored with this award.

MDVA regularly receives satisfaction survey ratings at or above **99%** for the handling of burials, appearance of grounds and facilities, and courtesy of the staff.

SATISFACTION RATINGS • 195 RESPONDENTS



Handling of Burial



Facilities



Overall appearance of the Grounds



Availability of the Staff



Courtesy of the Staff



Overall Satisfaction



CLAIMS

EDUCATION
EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

BENEFITS

Working closely with federal, state and community partners, the MDVA Benefits Program serves to supplement existing federal programs, as well as address needs specific to Minnesota Veterans

2014 ACCOMPLISHMENTS



LinkVet

Linkage Line (LinkVet), a program funded by MDVA, benefits Minnesota Veterans and their families by offering direct access to resources available to **answer questions** regarding MDVA programs and services.

Staffed by support specialists, LinkVet inquiries are answered seven days a week, year-round except on holidays.

The LinkVet Support Team manages and responds to phone calls, web chats and e-mails. To access, Veterans can either visit the MDVA Website, or call direct to:

LinkVet
1-888-LinkVet (546-5838)

International
+1 (651) 556-0596

TTY
(800) 627-3529

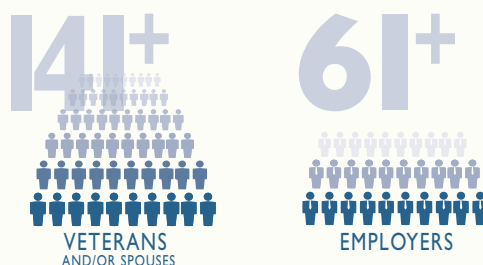
Phones are answered from
Monday to Friday 7AM-9PM
Saturday 9AM-2:30PM
Sunday 11AM-4:30PM

Veterans Preference Act (VPA)

Under the **Veterans Preference Act (VPA)**, Veterans are entitled to **limited preference benefits regarding employment hiring**, as well as **protections pertaining to layoffs and discharges**. The Veterans Preference statutes also give private employers the authorization to grant preferences to Veterans when hiring. MDVA's role is to provide information about VPA to both Veterans and public employers.

While MDVA cannot provide legal advice, if a Veteran's rights have allegedly been violated or denied, MDVA will help guide both parties through the review process steps.

During FY 2014, VPA assistance was provided to:



	FY 14	FY 13
TOTAL VPA CASES	14	27
ACTIVE VPA CLOSED	12	15
ACTIVE/ONGOING VPA CASES	2	7
PENDING VPA CASES	0	5

ADDITIONAL ACHIEVEMENTS

- Provided two continuing education workshops/ presentations to ensure Veterans service providers have up-to-date knowledge about VPA
- Introduced three Veterans Preference Act related bills ●

2014 ACCOMPLISHMENTS



Minnesota Service CORE

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. These services include *individual and family counseling, financial counseling and debt management, in-home counseling, addiction counseling, and disability services*. Due to its unique structure, CORE resources are available to previously under served areas throughout Minnesota.

MDVA partners with the **Lutheran Social Service of Minnesota (LSS)** existing statewide network to provide CORE's comprehensive assistance.



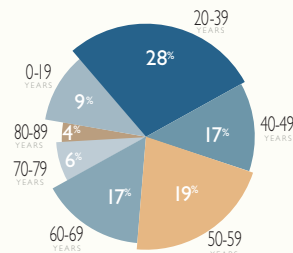
LSS offices with CORE services are located in:

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

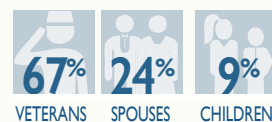
TOTAL CLIENTS SERVED

509

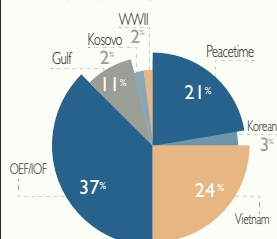
AGE SERVED



% OF USAGE



ERA OF SERVICE



AVERAGE NEW CLIENTS PER MONTH

EXPERIENCED AN

11.7% INCREASE

OVER FY 2013

19

SERVICES PROVIDED

Clients use multiple services

COUNSELING

In-Office Counseling	32.0%
Group Counseling	25.0%
Off-site Counseling	4.0%
Financial Counseling	2.0%

CASE WORK

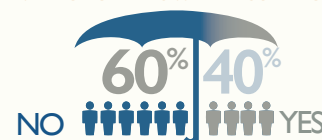
Management	32.0%
Assessment/Planning	17.5%
Travel	11.0%
Follow-Up	5.0%

FUNDS COLLECTED

IN-OFFICE COUNSELING SERVICES



AVERAGE CLIENTS WITH INSURANCE



CORE CLIENTS SERVED FY14 • BY COUNTY

58 counties have referred clients to and used CORE services

Aitkin	1	Isanti	1	Pipestone	0
Anoka	18	Itasca	18	Polk	0
Becker	9	Jackson	0	Pope	9
Beltrami	1	Kanabec	0	Ramsey	14
Benton	15	Kandiyohi	9	Red Lake	1
Big Stone	0	Kittson	2	Redwood	0
Blue Earth	21	Koochiching	0	Renville	0
Brown	22	Lac Qui Parle	1	Rice	7
Carlton	3	Lake	1	Rock	1
Carver	1	Lake of Woods	1	Roseau	1
Cass	5	LeSueur	9	St. Louis	9
Chippewa	0	Lincoln	0	Scott	3
Chisago	6	Lyon	4	Sherburne	38
Clay	23	McLeod	2	Sibley	5
Clearwater	0	Mahnomen	0	Stearns	56
Cook	0	Marshall	2	Steele	6
Cottonwood	0	Martin	0	Stevens	5
Crow Wing	23	Meeker	0	Swift	5
Dakota	12	Mille Lacs	3	Todd	5
Dodge	0	Morrison	12	Traverse	4
Douglas	18	Mower	0	Wabasha	0
Faribault	3	Murray	0	Wadena	0
Fillmore	0	Nicollet	12	Waseca	6
Freeborn	3	Nobles	1	Washington	5
Goodhue	0	Norman	0	Watsonwan	0
Grant	2	Olmstead	8	Wilkin	0
Hennepin	26	Otter Tail	16	Winona	1
Houston	0	Pennington	5	Wright	8
Hubbard	1	Pine	0	Yellow Medicine	0

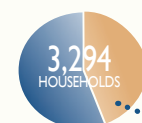
2014 ACCOMPLISHMENTS

State Soldiers Assistance Program (SSAP)

The State Soldiers Assistance Program (SSAP) provides numerous benefits for Veterans and their dependents, including grants for *housing, dental, optical, education, subsistence, disaster relief*, and *special needs*. Based on the type of benefit the Veteran is seeking, varying income and asset qualifications may apply.



The State Soldiers Assistance Program distributed over **\$4.3 million** in funding throughout Minnesota during FY14



3,294 households applied for **4,879 benefits** in FY14

Of the 3,294 households that applied, **1,427 households** had never applied for state benefits through MDVA before

HIGHLIGHTS

Improved Case Management

Ongoing training of the Benefits staff in FY14 resulted in *improved efficiencies* in the *processing* and *effectiveness* of case management

New Solutions

The MDVA Benefits team initiated work on a number of program improvements that will serve to:

- increase *efficiencies in the administration* of its public programs
- improve *transparency* and *access to information*
- implement a *multi-layered SharePoint site* that CVSOs can access to obtain up-to-date information and on-line training
- become *100% paperless* through a document repository system

Emergency Relief Grants

The SSAP administered an *Emergency Relief Grant* that provided over **\$120,000 in relief** funds to **Veterans in 22 counties** recovering from severe storms experienced in June 2013

Dental Funding

The MDVA assisted **296 Veterans in need of dentures**, but unable to afford them, at a total cost of over **\$650,000**

Assisting the Homeless

Over a million dollars has been spent in FY14 by SSAP assisting **751 Veterans** and their dependents with *shelter costs*

SSAP grants helped **708 Veterans** families *remain in their homes*

(For more on MDVA efforts on Homelessness, see page 21) ●

SSAP FUNDING • DISTRIBUTION BY COUNTY

From July 1, 2013 thru June 30, 2014

Aitkin	\$31,643.06	Itasca	\$160,656.45	Polk	\$29,110.41
Anoka	\$178,511.26	Jackson	\$3,942.41	Pope	\$21,286.63
Becker	\$54,752.77	Kanabec	\$39,556.69	Ramsey	\$289,259.89
Beltrami	\$86,992.58	Kandiyohi	\$68,788.85	Red Lake	\$0.00
Benton	\$44,498.66	Kittson	\$2,400.00	Redwood	\$9,834.92
Big Stone	\$27,057.50	Koochiching	\$6,066.94	Renville	\$12,985.00
Blue Earth	\$36,374.11	Lac Qui Parle	\$13,183.18	Rice	\$21,500.79
Brown	\$46,709.10	Lake	\$1,126.08	Rock	\$1,000.00
Carlton	\$30,330.26	Lake of Woods	\$210.00	Roseau	\$10,615.48
Carver	\$21,601.34	LeSueur	\$5,545.11	Scott	\$48,031.33
Cass	\$70,652.61	Lincoln	\$0.00	Sherburne	\$60,144.99
Chippewa	\$9,150.06	Lyon	\$18,706.41	Sibley	\$11,156.07
Chisago	\$47,302.60	Mahnomen	\$4,323.00	St. Louis	\$242,642.69
Clay	\$84,704.74	Marshall	\$5,426.79	Stearns	\$277,297.89
Clearwater	\$16,105.04	Martin	\$8,053.31	Steele	\$2,301.59
Cook	\$0.00	McLeod	\$23,906.59	Stevens	\$8,686.26
Cottonwood	\$33,461.48	Meeker	\$35,900.57	Swift	\$46,269.73
Crow Wing	\$80,126.25	Mille Lacs	\$68,198.47	Todd	\$38,481.13
Dakota	\$84,657.04	Morrison	\$53,182.99	Traverse	\$22,310.97
Dodge	\$5,870.00	Mower	\$42,022.38	TVSO	\$256,606.26
Douglas	\$67,078.85	Murray	\$0.00	Veterans Homes	\$130,362.33
Faribault	\$42,980.23	Nicollet	\$8,144.00	Wabasha	\$19,132.00
Fillmore	\$24,526.28	Nobles	\$14,604.72	Wadena	\$42,936.68
Freeborn	\$9,440.57	Norman	\$10,849.27	Waseca	\$9,800.00
Goodhue	\$12,579.85	Olmsted	\$68,999.64	Washington	\$120,617.40
Grant	\$12,120.91	Otter Tail	\$61,846.08	Watonwan	\$16,311.69
Hennepin	\$343,014.22	Outreach	\$151,971.62	Wilkin	\$993.14
Houston	\$14,170.98	Pennington	\$3,709.00	Winona	\$4,132.88
Hubbard	\$21,011.69	Pine	\$27,747.30	Wright	\$17,023.95
Isanti	\$62,360.44	Pipestone	\$0.00	Yellow Medicine	\$35,125.73

HOMELESS VETERAN PREVENTION & ASSISTANCE

Groups working to implement the state's plan to End Veteran Homelessness include:

- MDVA Special Advisor on Ending Veteran Homelessness
- State Director to Prevent and End Homelessness
- Minnesota Housing Finance Agency, and
- Key partners throughout Minnesota

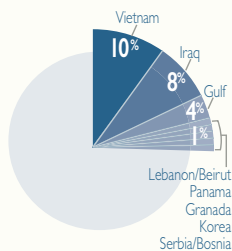
Since 1991, Wilder Research performs a study every three years on "Homeless Veterans in Minnesota." The most current data, from November 2013, noted the following:

HOMELESS IN MINNESOTA



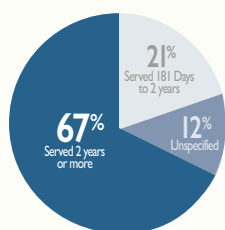
ERA SERVED

HOMELESS MINNESOTA VETERANS



LENGTH OF SERVICE

HOMELESS MINNESOTA VETERANS



2014 ACCOMPLISHMENTS



Heading Home: Minnesota's Plan to Prevent and End Homelessness sets the goal of ending Veteran homelessness in 2015 through appropriate, effective solutions delivered on a Veteran-by-Veteran basis. While ending homelessness does not mean that a Veteran will never experience a housing crisis, this initiative would help to ensure a rapid response to prevent and address homelessness among Veterans, whenever possible.

Minnesota Homeless Veteran Registry

MDVA created the **Minnesota Homeless Veteran Registry** to connect Veterans experiencing homelessness with housing services in their community. MDVA coordinates its efforts with other available programs that serve Veterans housing needs. Participation in the registry is voluntary, and anyone can refer a Veteran to join.

To access the Veteran Registry online, visit www.mn.gov/mdva/resources/familyassistance/HomelessVeteranRegistry.jsp

MOVE Program

The **Minnesota Operation For Veterans Empowerment (MOVE)** program offers temporary assistance to homeless Veterans. Assistance includes one-on-one case management, with an MDVA Outreach Representative. Veterans work with the case manager to select the various types of resources needed to help them effectively move beyond their current situation. ●

CLAIMS

EDUCATION
EMPLOYMENT

MEMORIALS

BENEFITS

HOMELESSNESS

GRANTS

MDVA GRANT PROGRAMS

Provides needed funding to partners who assist with MDVA goals to serve Veterans

2014 ACCOMPLISHMENTS



Support Our Troops License Plate Program

MDVA and the Minnesota Department of Military Affairs help military families and underserved Veterans throughout the state by contributions made through the **Support Our Troops Program**. With purchases made from Support Our Troops license plates, the program provides grants and enables military families, homeless and underserved Veterans to receive support, counseling, emergency financial assistance, secure shelter and access to benefits they deserve. ●



Veterans Service Organizations (VSO) Grants

Grants are provided to **Congressionally Chartered Veterans Service Organizations** in Minnesota that assist Minnesota Veterans and their families in receiving all federal, state and local benefits to which they are entitled. ●

County Veterans Service Officers (CVSO) Grants

Grants are distributed to **Minnesota's 87 counties** so they, in turn, can provide outreach to the Veterans in their locale for:

- reintegration
- collaboration with community social service agencies, educational institutions, and organizations to enhance the services offered to Veterans
- reducing homelessness among Veterans in their county
- enhancing the operations of the County Veterans Service Office

(Also see page 25 for 2014 Legislative Action on this program) ●

ACCOMPLISHMENTS OF MDVA

WEBSITE: MinnesotaVeteran.org

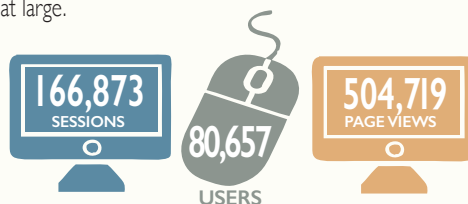
"The Minnesota Department of Veterans Affairs Website is a model for the country."

MICHAEL TREPANIER, DEPUTY SECRETARY, Wisconsin Department of Veterans Affairs

Completely redesigned in 2013, the **MinnesotaVeteran.org Website** has achieved the key goal set forth—to help Minnesotans differentiate the services of the **MDVA** from the **Federal Department of Veterans Affairs**. This distinction was achieved through the use of video and multimedia elements, a pressroom, virtual tours, a FAQ Veteran support portal (**LinkVet**), updated activity calendars for the Veterans Homes, and many more site features. Implementing the "Plain Language" directive of Governor Mark Dayton, MinnesotaVeteran.org provides users with current, immediate information that is easy to understand, easy to access – all resulting in an irreplaceable benefit to Veterans and their loved ones, as well as an important resource to state and federal leaders, members of the media, and the community at large.

HIGHLIGHTS

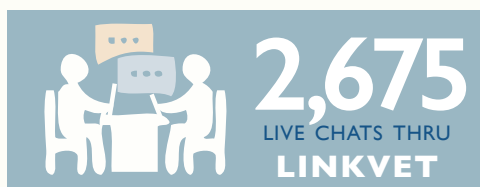
More than 80,000 individuals accessed the website over 165,000 times, viewing more than half a million pages



With an average of **3.02 pages viewed** per session, and session duration of **three minutes, twenty-two seconds**, users are able to quickly locate and understand the information they seek



If a site visitor has questions or needs help, MinnesotaVeteran.org provides the option of participating in a live chat with the **LinkVet** support staff, which resulted in **2,675 live chats** in 2014



Most frequently sought out information:

Veterans Benefits	125,794 page views
Veterans Homes	98,025 page views
News or Events	35,508 page views
Department Information	35,486 page views



Since its launch, **MinnesotaVeteran.org** has won both local and national awards including the **Gold Hermes Creative Award** and the **Public Relations Society of America Bronze Anvil Award**



RADIO: Minnesota Military

Minnesota Military Radio is a weekly public affairs program covering information from the **Minnesota Department of Veterans Affairs**, the **Minnesota National Guard** and **Beyond the Yellow Ribbon**. Vietnam Veteran and volunteer host **Tom Lyons** seeks to create a bond and make a difference to the families, Veterans and members of our armed forces. Minnesota Military Radio is about **telling the stories of those currently serving, those who have served, and the families and communities who have supported them**, and features a weekly message from MDVA Commissioner Larry Shellito.



- This year's **Minnesota Veterans Day** event was kicked off with an early addition of Minnesota Military Radio Show, and featured a variety of special guests, including Minnesota Secretary of State, Mark Ritchie, Maj. Gen. Rick Nash and Commissioner Larry Shellito.

Minnesota Military Radio airs Sunday mornings at 7 a.m. on Twin Cities News Talk AM 1130, and on nearly 20 stations throughout Minnesota. A list of current stations, schedules, and a coverage map are available online. Listen to recent episodes at Minnesotamilitaryradiohour.com

LEGISLATIVE ACCOMPLISHMENTS OF MDVA

It was another wonderful year for Minnesota Veterans. Once again, MDVA received **great support from the Governor** and the **legislature** during what was termed the “Unsession,” referring to work that was needed in order to clean-up antiquated laws to make Minnesota’s government leaner and more efficient for the citizens. Traditionally, however, it was the bonding year of the biennium, so in keeping with the normal order of business, the legislature was also able to **pass a substantial bonding bill to ensure the states’ critical capital improvements were sufficiently funded.**



2014 ACCOMPLISHMENTS

Minneapolis Veterans Home

The bonding bill included \$2,000,000 for **asset preservation** to the 50+ MDVA buildings statewide, and \$700,000 for **restoration and repairs** of the Minneapolis deep tunnel. ●

Taxes

Amended this year was the law pertaining to the **homestead of disabled Veterans or family caregivers** that allows for a **tax exclusion for Veterans** with an honorable discharge, and a service connected disability of 70-100%.

The **surviving spouses’ qualification** period was also **expanded** from five years post death to **eight years**.

This new law is effective for taxes payable in 2015, and applies to homesteads that initially qualified for the exclusion for taxes payable in 2009 and thereafter. ●

Veteran-Owned Small Business

This session yielded gains to Veteran small businesses. A new law now **authorizes and enables Veteran-owned small businesses to receive state level certification** using the rules already in place for small businesses, socially disadvantaged small businesses, or economically disadvantaged area small businesses. This will lighten the burden on Veteran business certifications, as the state can now perform the required certifications to compete for state funded business. Funding to make this an efficient process will now need to be sought in the next budget year. ●

Honorary Naming

The bridge over the Mississippi River on Trunk Highway 60 at the city of Wabasha was designated as the “**Michael Duane Clickner Memorial Bridge.**” Sergeant Clickner was the only resident of Wabasha killed during the Vietnam War. ●

The southwestern border of Chisago City to the eastern border of Center City was designated as the “**Nicholas Patrick Spehar Memorial Highway.**” Special Warfare Operator Petty Officer 2nd Class (SEAL) Nicholas Patrick Spehar of Chisago City was killed in combat operations in Afghanistan on August 6, 2011. ●

Temporary Licensing for Former and Current Members of the Military

A variety of licensing boards were appropriated funding, ranging between \$1,000 to \$44,000, and directed to establish procedures to **expedite licenses** and to **issue temporary licenses** to qualified **active duty military members**, their spouses, and honorably discharged **Veterans who have left service in the prior two years.**

To qualify for a temporary license, an individual must have a current, valid license, certificate or permit without a history of disciplinary action, and must pass a background check. ●

County Veterans Service Office Operational (CVSO) Enhancement Grant

During the 2013 Legislative Session, the **structure of the County Veterans Service Office grant program**, administered by MDVA, was **modified** and the **state funding increased to \$1.1M annually**. This program is designed to enhance the operations of the County Veterans Service Office, as well as **provide outreach services to the county's Veterans**. The previous Operational Improvement Grant that was on a three-year rotating cycle was replaced with an annual base grant to all 87 counties in the amount of \$7,500. In addition to the base grant, **each county is eligible for an additional amount**, as determined by the USVA, based on the county's Veteran population.

VETERAN POPULATION COUNTY TOTALS	GRANT AMOUNT
Under 1,000	\$0
1,000 to 2,999	\$2,500
3,000 to 4,999	\$5,000
5,000 to 9,999	\$7,500
10,000 to 19,999	\$10,000
20,000 to 29,999	\$15,000
More than 30,000	\$20,000

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 2014, the Operational Enhancement Grant provided \$915,000 to qualified counties. To assist in the certification of mandated County Veterans Service Officer training and accreditation, and the costs associated with reintegration services, the Minnesota Association of County Veterans Service Officers receives \$50,000 annually from this grant program. The commissioner is authorized to use any unexpended funding for this grant program to provide training and education for the CVSOs. In fiscal year 2014, \$6,250.31 was used for this purpose. ●

Military and Veteran Resident Tuition Rates

Although Minnesota's state colleges are very supportive of Veteran students, and already had internal policies to ensure tuition rates for Veterans are at the most affordable level, a new law was passed to codify the fact that **Veterans from across the nation with an honorable discharge can take advantage of Minnesota's public post-secondary education opportunities at an in-state tuition rate.** ●

Veterans Memorials

\$450,000 was designated to complete the design and construction of a **memorial in the Capitol Area to honor all Hmong-Lao** who were allied with the American forces during the Vietnam War. ●

The city of Edina and North St. Paul received \$225,000 and \$100,000 respectively for **Veterans memorials.** ●

The Veterans Voices Program

\$125,000 was appropriated from the arts and cultural heritage fund for the **Veterans' Voices Program to educate and engage the community regarding Veterans contributions, knowledge, skills, and experiences.**

Of this amount, \$25,000 is allocated to the **Association of Minnesota Public Education Radio Stations** for statewide programming to **promote the Veterans' Voices program.** ●

Camp Ripley/Veterans State Trail

Within the final Capital Investment bill, \$1,732,000 was appropriated to further **develop the Camp Ripley/Veterans Trail**. This is one of Minnesota's newest state trails, authorized by the Minnesota Legislature in 2009. The trail is envisioned as a **multi-use system**, accommodating a variety of motorized and non-motorized uses, linking the Soo Line Trail south of Little Falls, MN, to the Crow Wing State Park and the Paul Bunyan State Trail. ●

De-Escalation Training

\$50,000 was again appropriated in fiscal year 2015 to the **Peace Officer Standards and Training Board (POST)**. This funding is to train Minnesota Veterans following their return from active military service in a combat zone, **as state and local community safety personnel, assisting in crisis de-escalation.** ●

New Veterans License Plates

Two new laws were created relative to Veterans specialty licenses plates. The first one is for a smaller motorcycle version of the existing **"Combat Wounded Vet"** license plate.

The second plate gained this session is the **"Woman Veteran"** license plate for both automobiles and motorcycles. ●

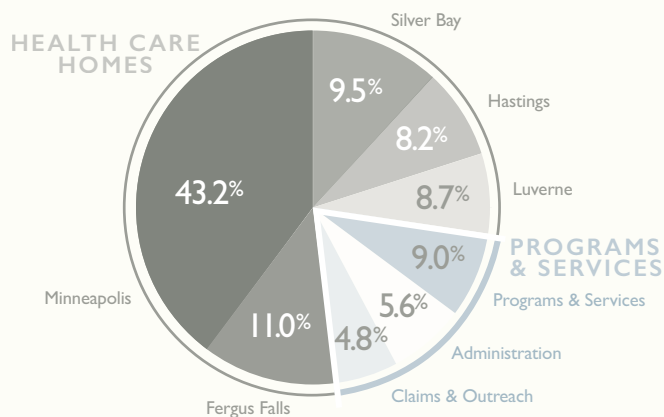
2014 FISCAL YEAR MDVA FINANCIAL SUMMARY

Expenditures

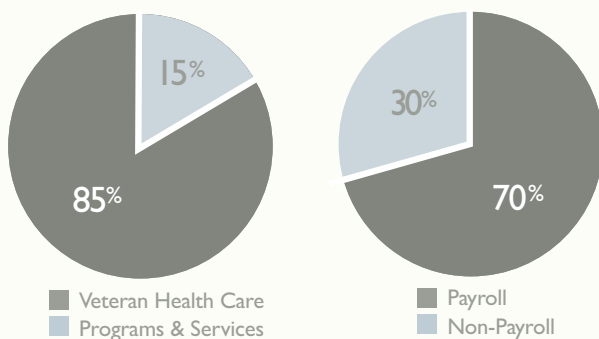
MDVA Fiscal Year 2014

5.6% INCREASE OVER FY13

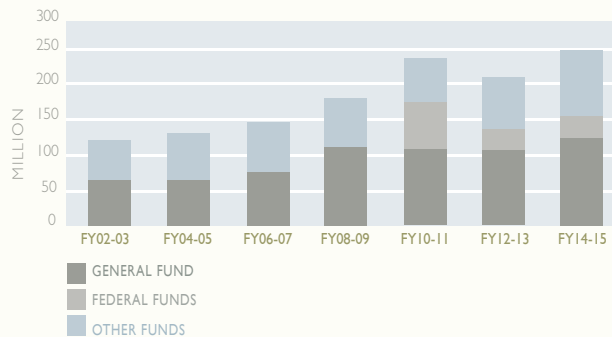
\$109,615,317



WHERE IT WAS SPENT



HISTORICAL SPENDING

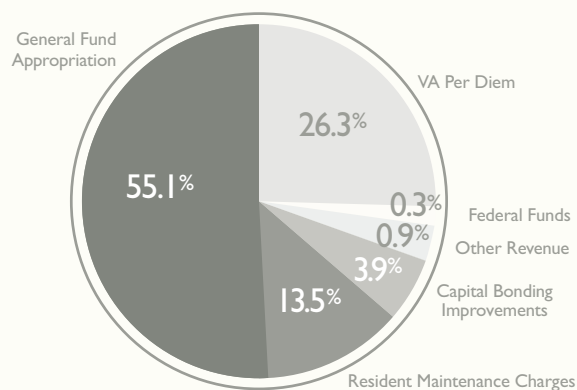


Revenues

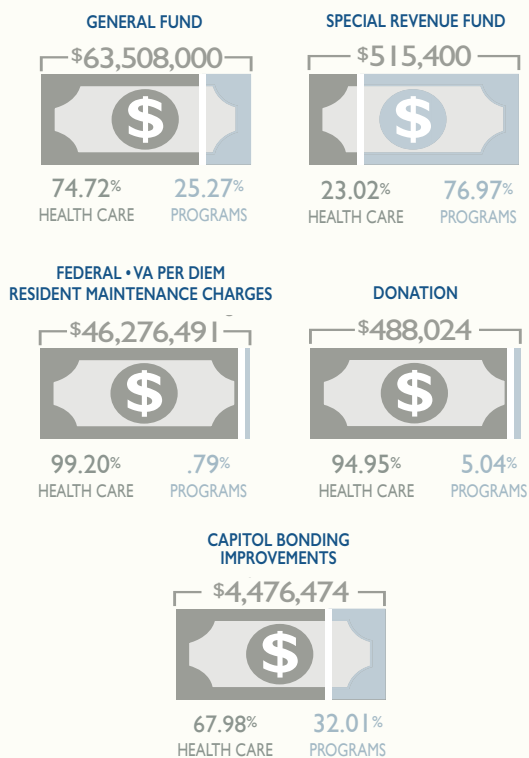
MDVA Fiscal Year 2014

5.6% INCREASE OVER FY13

\$115,293,060



WHERE IT WAS COLLECTED



FY13 DISTRIBUTION OF VA FUNDS • PER STATE

October 1, 2012 thru September 30, 2013

EXPENDITURES IN \$000s

	VETERANS	EXPENDITURES
Alabama	414,963	\$ 2,824,088
Alaska	74,671	\$ 501,604
Arizona	527,400	\$ 3,220,905
Arkansas	250,095	\$ 1,946,615
California	1,795,455	\$ 12,707,536
Colorado	390,824	\$ 2,594,677
Connecticut	207,759	\$ 1,078,567
Delaware	78,016	\$ 362,617
District of Columbia	31,166	\$ 2,295,599
Florida	1,520,563	\$ 10,430,774
Georgia	774,464	\$ 4,670,709
Hawaii	116,947	\$ 754,680
Idaho	138,108	\$ 746,018
Illinois	744,710	\$ 3,854,717
Indiana	490,380	\$ 2,477,767
Iowa	233,815	\$ 1,192,889
Kansas	223,708	\$ 1,237,985
Kentucky	339,334	\$ 2,229,580
Louisiana	315,342	\$ 2,202,388
Maine	127,694	\$ 873,125
Maryland	443,076	\$ 2,453,557
Massachusetts	374,809	\$ 2,371,613
Michigan	660,773	\$ 3,361,961
Minnesota	360,754	\$ 2,336,965
Mississippi	225,469	\$ 1,470,950
Missouri	497,874	\$ 3,025,845
Montana	101,597	\$ 646,509
Nebraska	138,773	\$ 1,023,761
Nevada	225,933	\$ 1,573,091
New Hampshire	110,778	\$ 613,805
New Jersey	425,094	\$ 1,927,021
New Mexico	170,699	\$ 1,312,943
New York	885,796	\$ 5,621,911
North Carolina	769,384	\$ 5,067,823
North Dakota	56,213	\$ 334,755
Ohio	877,894	\$ 6,643,911
Oklahoma	340,395	\$ 2,568,390
Oregon	322,355	\$ 2,283,129
Pennsylvania	953,644	\$ 4,782,351
Rhode Island	69,206	\$ 474,338
South Carolina	420,968	\$ 2,876,324
South Dakota	75,687	\$ 564,489
Tennessee	521,267	\$ 3,320,710
Texas	1,667,740	\$ 12,943,393
Utah	150,771	\$ 887,516
Vermont	48,812	\$ 273,966
Virginia	840,398	\$ 4,653,545
Washington	602,272	\$ 3,384,110
West Virginia	173,389	\$ 1,601,256
Wisconsin	409,419	\$ 2,421,849
Wyoming	56,518	\$ 343,611
Puerto Rico	99,928	\$ 1,387,777
Guam	9,055	\$ 66,330

\$6,478
PER MN VETERAN

FY13 SUMMARY OF EXPENDITURES • BY COUNTY

October 1, 2012 thru September 30, 2013

EXPENDITURES IN \$000s

COUNTY / CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION / REHABILITATION / EMPLOYMENT	INSURANCE / INDEMNITIES	MEDICAL CARE	UNIQUE PATIENTS**
AITKIN	1,731	\$ 14,476	\$ 6,739	\$ -	\$ 79	\$ 101	\$ 7,557	945
ANOKA	22,848	\$ 131,906	\$ 55,646	\$ -	\$ 9,123	\$ 1,148	\$ 65,989	6,958
BECKER	2,900	\$ 20,865	\$ 9,703	\$ -	\$ 519	\$ 157	\$ 10,486	1,188
BELTRAMI	3,155	\$ 26,151	\$ 13,993	\$ -	\$ 1,257	\$ 413	\$ 10,487	1,261
BENTON	3,150	\$ 27,285	\$ 8,903	\$ -	\$ 738	\$ 204	\$ 17,440	1,411
BIG STONE	441	\$ 3,442	\$ 1,872	\$ -	\$ 100	\$ 47	\$ 1,423	270
BLUE EARTH	4,406	\$ 24,104	\$ 10,941	\$ -	\$ 2,855	\$ 698	\$ 9,610	1,223
BROWN	1,866	\$ 13,584	\$ 7,361	\$ -	\$ 689	\$ 153	\$ 5,381	864
CARLTON	3,211	\$ 22,074	\$ 13,150	\$ -	\$ 933	\$ 138	\$ 7,853	956
CARVER	4,930	\$ 19,979	\$ 8,791	\$ -	\$ 1,705	\$ 419	\$ 9,063	1,028
CASS	3,347	\$ 24,107	\$ 12,286	\$ -	\$ 221	\$ 258	\$ 11,343	1,489
CHIPPEWA	838	\$ 6,603	\$ 2,519	\$ -	\$ 168	\$ 34	\$ 3,882	527
CHISAGO	4,221	\$ 24,091	\$ 13,191	\$ -	\$ 1,515	\$ 168	\$ 9,217	1,058
CLAY	4,150	\$ 33,302	\$ 12,149	\$ -	\$ 1,732	\$ 284	\$ 19,137	1,639
CLEARWATER	767	\$ 6,708	\$ 3,076	\$ -	\$ 111	\$ 5	\$ 3,516	395
COOK	511	\$ 2,377	\$ 1,480	\$ -	\$ 18	\$ 96	\$ 783	110
COTTONWOOD	798	\$ 5,752	\$ 2,472	\$ -	\$ 30	\$ 155	\$ 3,094	366
CROW WING	5,759	\$ 51,221	\$ 26,268	\$ -	\$ 1,548	\$ 535	\$ 22,870	2,866
DAKOTA	27,070	\$ 158,857	\$ 68,130	\$ -	\$ 13,707	\$ 2,404	\$ 74,617	6,846
DODGE	1,194	\$ 5,799	\$ 3,062	\$ -	\$ 366	\$ 74	\$ 2,297	356
DOUGLAS	3,109	\$ 21,467	\$ 11,058	\$ -	\$ 630	\$ 204	\$ 9,575	1,483
FARIBAULT	1,301	\$ 7,828	\$ 3,427	\$ -	\$ 380	\$ 148	\$ 3,873	404
FILLMORE	1,523	\$ 7,769	\$ 4,136	\$ -	\$ 409	\$ 126	\$ 3,099	430
FREEBORN	2,507	\$ 15,683	\$ 7,108	\$ -	\$ 515	\$ 231	\$ 7,829	944
GOODHUE	3,834	\$ 19,500	\$ 8,434	\$ -	\$ 939	\$ 227	\$ 9,900	953
GRANT	500	\$ 4,506	\$ 2,101	\$ -	\$ 84	\$ 32	\$ 2,289	238
HENNEPIN	61,511	\$ 459,706	\$ 133,259	\$ 8,678	\$ 30,560	\$ 7,797	\$ 199,081	15,685
HOUSTON	1,575	\$ 8,272	\$ 4,757	\$ -	\$ 464	\$ 91	\$ 2,960	665
HUBBARD	2,263	\$ 15,579	\$ 7,752	\$ -	\$ 238	\$ 102	\$ 7,487	877
ISANTI	3,053	\$ 19,237	\$ 8,093	\$ -	\$ 882	\$ 170	\$ 10,092	1,159
ITASCA	4,618	\$ 29,168	\$ 16,255	\$ -	\$ 772	\$ 384	\$ 11,756	1,750
JACKSON	853	\$ 4,260	\$ 1,848	\$ -	\$ 73	\$ 47	\$ 2,293	298
KANABEC	1,416	\$ 10,597	\$ 4,798	\$ -	\$ 122	\$ 51	\$ 5,626	629
KANDIYOHI	2,672	\$ 19,875	\$ 9,978	\$ -	\$ 488	\$ 282	\$ 9,127	1,315
KITSON	416	\$ 2,078	\$ 991	\$ -	\$ 44	\$ 15	\$ 1,028	177
KOOCHICHIING	1,254	\$ 6,783	\$ 3,562	\$ -	\$ 75	\$ 76	\$ 3,071	371
LAC QUI PARLE	570	\$ 4,367	\$ 1,996	\$ -	\$ 15	\$ 102	\$ 2,253	308
LAKE	1,226	\$ 7,710	\$ 4,595	\$ -	\$ 128	\$ 133	\$ 2,854	384
LAKE OF WOODS	497	\$ 2,783	\$ 1,305	\$ -	\$ 9	\$ 93	\$ 1,376	158
LE SUEUR	1,969	\$ 11,366	\$ 4,516	\$ -	\$ 344	\$ 101	\$ 6,405	667
LINCOLN	460	\$ 2,994	\$ 1,188	\$ -	\$ 56	\$ 34	\$ 1,717	173
LYON	1,707	\$ 9,431	\$ 4,335	\$ -	\$ 586	\$ 132	\$ 4,378	569
MCLEOD	2,880	\$ 14,937	\$ 6,788	\$ -	\$ 640	\$ 262	\$ 7,246	1,046
MAHONOMEN	406	\$ 3,370	\$ 1,754	\$ -	\$ 34	\$ 1	\$ 1,582	213
MARSHALL	694	\$ 4,748	\$ 2,111	\$ -	\$ 89	\$ 133	\$ 2,415	349
MARTIN	1,703	\$ 12,267	\$ 6,254	\$ -	\$ 303	\$ 204	\$ 5,507	757
MEeker	1,882	\$ 12,559	\$ 5,780	\$ -	\$ 408	\$ 143	\$ 6,228	767
MILLE LACS	2,387	\$ 24,126	\$ 12,193	\$ -	\$ 733	\$ 143	\$ 11,058	1,075
MORRISON	2,809	\$ 30,164	\$ 14,910	\$ -	\$ 976	\$ 133	\$ 14,144	1,652
MOWER	2,845	\$ 16,234	\$ 8,993	\$ -	\$ 550	\$ 227	\$ 6,464	820
MURRAY	674	\$ 4,375	\$ 1,727	\$ -	\$ 99	\$ 98	\$ 2,451	319
NICOLLET	2,120	\$ 12,297	\$ 6,008	\$ -	\$ 995	\$ 151	\$ 5,144	773
NOBLES	1,378	\$ 6,874	\$ 2,481	\$ -	\$ 306	\$ 157	\$ 3,930	522
NORMAN	590	\$ 4,479	\$ 2,005	\$ -	\$ 132	\$ 8	\$ 2,334	252
OLMSTED	10,205	\$ 34,293	\$ 16,436	\$ -	\$ 3,093	\$ 856	\$ 13,909	1,860
OTTER TAIL	5,207	\$ 36,955	\$ 17,701	\$ -	\$ 905	\$ 564	\$ 17,784	2,228
PENNINGTON	973	\$ 6,298	\$ 3,053	\$ -	\$ 266	\$ 67	\$ 2,912	337
PINE	2,813	\$ 18,957	\$ 9,881	\$ -	\$ 578	\$ 152	\$ 8,346	904
PIPESTONE	650	\$ 3,238	\$ 1,067	\$ -	\$ 136	\$ 26	\$ 2,009	237
POLK	2,533	\$ 13,283	\$ 6,053	\$ -	\$ 756	\$ 186	\$ 6,288	944
POPE	881	\$ 5,965	\$ 2,941	\$ -	\$ 173	\$ 65	\$ 2,785	420
RAMSEY	27,709	\$ 153,695	\$ 60,852	\$ 21	\$ 13,956	\$ 3,365	\$ 75,501	6,669
RED LAKE	358	\$ 1,774	\$ 833	\$ -	\$ 54	\$ 9	\$ 877	115
REDWOOD	1,116	\$ 8,577	\$ 4,630	\$ -	\$ 243	\$ 180	\$ 3,523	442
RENVILLE	1,148	\$ 7,599	\$ 4,428	\$ -	\$ 186	\$ 104	\$ 2,882	481
RICE	4,393	\$ 19,711	\$ 9,267	\$ -	\$ 1,287	\$ 815	\$ 8,342	953
ROCK	643	\$ 4,774	\$ 2,207	\$ -	\$ 152	\$ 100	\$ 2,316	305
ROSEAU	1,012	\$ 5,296	\$ 3,006	\$ -	\$ 104	\$ 53	\$ 2,133	399
ST. LOUIS	18,340	\$ 94,094	\$ 50,381	\$ -	\$ 5,767	\$ 1,469	\$ 36,476	5,303
SCOTT	7,258	\$ 43,147	\$ 18,291	\$ -	\$ 3,453	\$ 711	\$ 20,693	1,990
SHERBURNE	6,101	\$ 48,335	\$ 22,176	\$ -	\$ 3,619	\$ 423	\$ 22,117	2,359
SIBLEY	1,172	\$ 5,607	\$ 2,608	\$ -	\$ 237	\$ 84	\$ 2,679	376
STEARNS	9,950	\$ 138,352	\$ 44,816	\$ 6,900	\$ 4,345	\$ 1,044	\$ 79,552	5,620
STEELE	2,705	\$ 12,193	\$ 6,323	\$ -	\$ 662	\$ 224	\$ 4,985	695
STEVENS	504	\$ 2,616	\$ 1,393	\$ -	\$ 85	\$ 21	\$ 1,117	227
SWIFT	886	\$ 5,714	\$ 2,852	\$ -	\$ 169	\$ 102	\$ 2,591	346
TODD	2,080	\$ 15,884	\$ 6,640	\$ -	\$ 137	\$ 131	\$ 8,977	1,010
TRAVERSE	335	\$ 1,814	\$ 1,032	\$ -	\$ 45	\$ 76	\$ 660	126
WABASHA	1,798	\$ 11,575	\$ 6,501	\$ -	\$ 356	\$ 172	\$ 4,545	635
WADENA	1,167	\$ 12,775	\$ 8,210	\$ -	\$ 261	\$ 93	\$ 4,212	629
WASECA	1,697	\$ 7,451	\$ 3,374	\$ -	\$ 368	\$ 160	\$ 3,549	436
WASHINGTON	16,273	\$ 80,891	\$ 36,215	\$ -	\$ 7,780	\$ 1,254	\$ 35,642	3,289
WATONWAN	867	\$ 5,248	\$ 2,635	\$ -	\$ 124	\$ 112	\$ 2,377	384
WILKIN	465	\$ 3,362	\$ 1,300	\$ -	\$ 189	\$ 40	\$ 1,834	183
WINONA	3,561	\$ 14,264	\$ 6,922	\$ -	\$ 934	\$ 256	\$ 6,152	940
WRIGHT	8,703	\$ 46,233	\$ 21,129	\$ -	\$ 2,528	\$ 630	\$ 21,946	2,377
YELLOW MEDICINE	759	\$ 6,922	\$ 3,232	\$ -	\$ 190	\$ 97	\$ 3,403	427
MINNESOTA	360,754	\$2,336,965	\$986,609	\$15,600	\$133,629	\$33,370	\$1,085,731	113,577
CONG DIST (01)	48,404	\$ 238,052	\$ 115,042	\$ -	\$ 14,409	\$ 4,777	\$ 103,824	14,084
CONG DIST (02)	44,607	\$ 256,263	\$ 111,980	\$ -	\$ 20,487	\$ 3,873	\$ 119,924	11,349
CONG DIST (03)	39,046	\$ 171,848	\$ 65,770	\$ -	\$ 14,274	\$ 5,117	\$ 86,687	9,388
CONG DIST (04)	37,634	\$ 199,244	\$ 81,189	\$ 21	\$ 18,304	\$ 4,329	\$ 95,400	8,600
CONG DIST (05)	34,076	\$ 347,940	\$ 92,944	\$ 8,678	\$ 20,648	\$ 3,503	\$ 141,835	9,445
CONG DIST (06)	45,198	\$ 356,884	\$ 139,577	\$ 6,900	\$ 19,070	\$ 3,136	\$ 186,505	16,301
CONG DIST (07)	50,861	\$ 351,192	\$ 162,113	\$ -	\$ 11,208	\$ 4,253	\$ 173,619	21,752
CONG DIST (08)	61,293	\$ 415,542	\$ 217,994	\$ -	\$ 15,230	\$ 4,381	\$ 177,937	22,658

* Veteran population estimates, as of September 30, 2013, are produced by the VA Office of the Actuary (VetPop 2011).

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

2014 EVENTS OF MINNESOTA VETERANS



JULY 1
Minnesota Veteran **Lee R. Anderson Sr.**, receives the *Distinguished Graduate Award* from the U.S. Military Academy at West Point, the highest honor a graduate can receive ●

JULY 8 **Hilton**
Hilton Hotels in Minnesota partners in a program to *provide accommodations* to Veterans searching for jobs outside their area ●



AUGUST 27
MDVA Deputy Commissioner Reggie Worlds and Higher Education Veterans Program Director David Bellefeuille joins *Minnesota Military Radio* Host Tom Lyons for a *live show at the Minnesota State Fair* ●



Marking the 50th anniversary of the start of the Vietnam War, Minnesota Vietnam-era veterans are honored during *Military Appreciation Day* at the *Minnesota State Fair* ●



OCTOBER 3
Annual Gold Star Family Retreat held at *Cragin's Resort in Brainerd* to honor and remember Minnesota's Fallen Service Members ●



OCTOBER 12
MDVA and the Women Veterans of Minnesota host the *Women Veterans Fall Luncheon* at the *Ft. Snelling Officers Club*. Sixty-four women Veterans were in attendance, representing each branch and all eras of service, from World War II to the current conflicts ●



NOVEMBER
Since the turn of the century, November has been declared Native American Heritage Month, recognizing the *contributions of Native Americans to military service* ●

NOVEMBER 5
MDVA hosts a *Grand Re-Opening* of the *St. Paul Claims and Outreach office*, after completing a two-year renovation of the Bishop Henry Whipple Federal Building at Fort Snelling ●



NOVEMBER 11
A crowd of 400 gather at the 2013 *State of Minnesota Veterans Day Program* to honor those that served ●



DECEMBER 7
MDVSS, the Pearl Harbor Survivors Association, and the Fort Snelling Memorial Rifle Squad commemorate the *72nd Anniversary* of the attack on *Pearl Harbor*.

The Veterans community gather to honor and remember this war; those who fought, and those who made the ultimate sacrifice. As each year passes, MDVA continues to remember those who lost their lives, and celebrate those who are still with us. ●

JULY
2013

AUG
2013

SEPT
2013

OCT
2013

NOV
2013

DEC
2013



JULY 16
Governor Dayton holds a public ceremonial signing of a bill to *fund construction* of a *Hmong-Lao Veterans Memorial* ●



JULY 16
More than 1,000 U.S. military connect with employers at the *Minnesota Veterans Career Fair* ●



SEPTEMBER 28
National Academy of Television Arts and Sciences Upper Midwest Emmys honors **Luke Heikkila** from Twin Cities Public Television, the Minnesota Department of Veterans Affairs and the Minnesota National Guard with the *2013 Board of Governors Award*. Over the last seven years, this partnership has showcased the bravery, sacrifice and service of our Veterans and military with documentaries as *"Home and Hope"* and *"Home for Heroes."* ●

OCTOBER 3-9
MDVA leaders host *statewide town hall meetings*, traveling to the communities of Bemidji, Detroit Lakes, Duluth, Little Falls, Mankato, Marshall, Minneapolis and Rochester. There they met with citizens and members of the Minnesota Veterans Community to discuss *key accomplishments* and seek *new ideas* for how MDVA can further support the needs of Veterans and their families. ●



NOVEMBER 8
Ground is broken on the *new State Veterans Cemetery* in southeastern Minnesota, in the community of Preston. The 169-acre site, located off of Hwy 52, *was donated by Fillmore County*, a region where more than 50,000 Veterans live. The \$10.1 million project includes a main entrance, cortege assembly area, administration building, maintenance facility, roads, assembly area, committal shelter, pre-placed crypts, cremation burial areas, columbarium, landscaping and a memorial walk. Phase I of the development is scheduled to open in 2015. ●



JANUARY 17

Governor Mark Dayton proclaims the **Mall of America** Minnesota's **35th Yellow Ribbon Company** at a ceremony held in the Mall's rotunda.

After more than a year's work collaborating with the Beyond the Yellow Ribbon organization, the Mall of America now takes extra steps to support our Military Service Members, Veterans and Military Families. ●



MARCH

Building 19 on the **Minneapolis Veterans Home Campus** receives **certification from the Centers for Medicare & Medicaid Services (CMS)**. The certification designates the facility has met quality guidelines, allowing it to receive Medicaid and Medicare funds, and making it the first CMS certification in the Minnesota Veterans Home system. ●



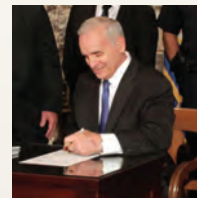
Teen Sgt Paul Santillo, Air National Guard

APRIL

Governor Dayton proclaims April as **Month of the Military Child** in the State of Minnesota. Military-connected youth throughout the state are recognized for the sacrifices they make while a parent serves in the Armed Forces. As a special recognition military children can also receive a letter of thanks from the Governor. ●

MAY

In 1999, Congress designates May as **National Military Appreciation Month** to ensure the nation is given the opportunity to publicly demonstrate their appreciation for the sacrifices and successes made by our service members, past and present ●



MAY 16

Governor Dayton signs a new bill into law **reducing the years of military law enforcement experience** that Veterans need to qualify to take the police reciprocity exam ●

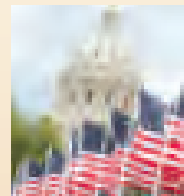
MAY 17

Americans in uniform who served their country in times of war and peace are honored at area **Armed Forces Day** events ●



JUNE 6

June 6th marked the 70th anniversary of "**D-Day**," the **Invasion of Normandy**, the largest seaborne invasion in history that greatly contributed to an Allied victory in the war ●



JUNE 14

Officially established in 1916 by President Woodrow Wilson, **Flag Day** commemorates the adoption of the flag of the United States ●

JAN
2014

FEB
2014

MAR
2014

APR
2014

MAY
2014

JUNE
2014



JANUARY 29

Commissioner Larry Shellito presents the family of Veteran George J. Johnson, killed in action during the Korean War, with a **Purple Heart**, a medal the family thought for decades to be lost ●



MARCH 17

Minnesota Veterans take to **Minnesota's Capitol Hill** in St. Paul to lobby that the issues important to Veterans are presented in the 2014 Minnesota legislative agenda. ●

MARCH 25

The first **Medal of Honor**, the highest military award for valor in action, was presented in 1863. Congress designated March 25 of each year as the National Medal of Honor Day, and Governor Mark Dayton proclaims it the **Medal of Honor Day in Minnesota**. ●



MAY 25 & 26

Memorial Day, the 26th, commemorates the men and women who died while in the military service. The **State Veterans Cemetery** in Little Falls, MN, hosts its annual Memorial Day service on **Sunday, the 25th**, with hundreds packing into the area for the service. ●



“ Now
more
than ever
we need to
continue
to deliver on
our
promise
to take care of
Veterans ”

Patty W. Shultz
COMMISSIONER
Minnesota Department
of Veterans Affairs



MDVA Central Office
20 W. 12th St., Room 206
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651-296-2562
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MinnesotaVeteran.org