



EMPPOWERED PARTNERS



MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2015 ANNUAL REPORT
JULY 1, 2014 THRU JUNE 30, 2015

2016 OBJECTIVES



*Dedicated to serving
Minnesota Veterans
and their families*



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ANNUAL REPORT 2015 OBJECTIVES 2016



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MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

serves 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 served our country.

**MDVA works to meet Veterans needs
through two Divisions:**



The MDVA Health Care Division operates five Veterans Homes that provide high-quality **medical** and **behavioral** health care to Veterans from all eras, and their spouses.



MDVA's Programs & Services Division assists eligible Minnesota Veterans, along with their dependents and survivors, in attaining the **federal** and **state benefits** they have earned through their service.



A Conversation with the MDVA Commissioner

Larry Shellito

I am pleased to present the fiscal year 2015 Annual Report for the Minnesota Department of Veterans Affairs (MDVA). I hope this document will be as eye-opening to you as it is to me. *I continue to be impressed by this team with whom I serve*; their dedication and focus on serving Minnesota Veterans and their families is truly humbling.

If I had to use one word to describe this past year and our future outlook, it would be **EMPOWERMENT**. Reaching the 369,149 Veterans in Minnesota is no small task. For good reason, *our focus has been investing in our partners and empowering them to help us serve our heroes*.

That service can take many forms, and you will see an impressive sampling in the following pages. Our partners range from state and federal counterparts, to community groups, foundations, non-profits and the business sector. From the good work being conducted statewide by Veteran Service Organizations and County Veteran Service Officers, to outreach among Women Veterans, to those helping us house every single homeless Veteran in the state, EMPOWERMENT is the key.

Taking care of Veterans and families is not just a nice thing to do, it is the right thing to do. We have been fortunate to receive tremendous support from our state and federal leaders in this mission, and I am proud of the infrastructure we have built, the programs we have rolled out and the high quality of care we provide. Minnesota continues to lead the way, as you will see in the pages that follow. However, I will be the first to tell you that we, even MDVA, cannot do it alone. I look forward to continuing and multiplying our work with the help of you, our partners and supporters. Together we can do great things.

Larry W. Shellito



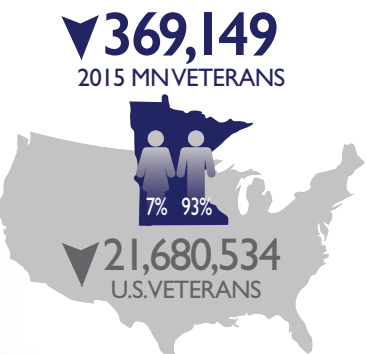
THE HEROES WE SERVE

Over 369,000 Veterans called Minnesota home in 2015, ranking Minnesota as the 24th state in Veteran population. Sixty-eight percent of Minnesota's current Veteran population is over the age of 55, with the majority having served during the Vietnam era. With this aging population comes the accompanying issues of age that include an increase in health care – a need MDVA helps to provide.

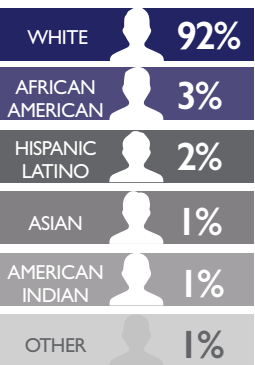
Females make up 7% of Minnesota's heroes, but that number is projected to increase to 9.5% in less than ten years, and to 12% by year 2035. The result of this trend is MDVA's expanded focus on the needs specific to Women Veterans.

Almost 14% of Minnesota's Veterans own businesses, while hundreds struggle with homelessness. These are just two of the challenges that Veterans face when transitioning back to civilian life, and they are just two of the many services and programs MDVA can offer Veterans and their families, in an effort to give back to our heroes.

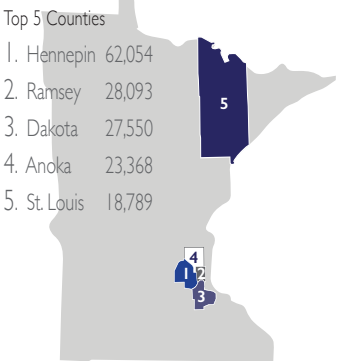
VETERAN POPULATION



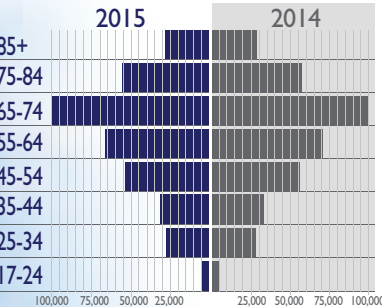
MN VETERAN BY RACE



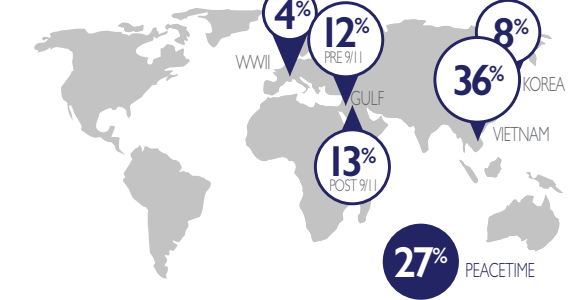
MN VETERAN RESIDENCE



MN VETERAN AGE



MN ERA SERVED

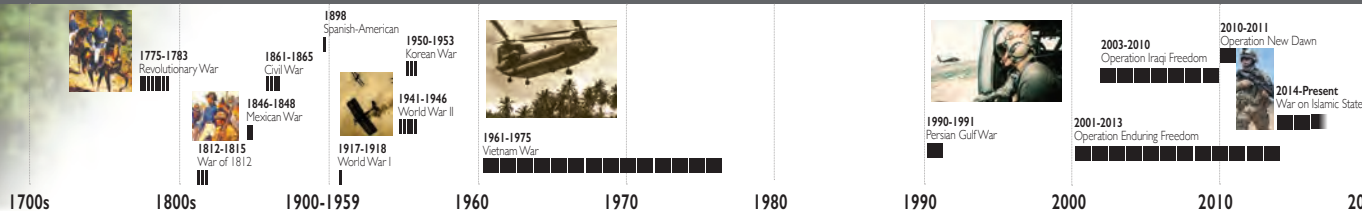


MINNESOTA VETERANS

BY COUNTY JULY 1, 2014 TO JUNE 30, 2015

Aitkin	1,736	Martin	1,746
Anoka	23,368	McLeod	2,902
Becker	2,985	Meeker	1,934
Beltrami	3,252	Mille Lacs	2,443
Benton	3,362	Morrison	2,839
Big Stone	476	Mower	2,840
Blue Earth	4,603	Murray	690
Brown	1,844	Nicollet	2,144
Carlton	3,356	Nobles	1,508
Carver	4,964	Norman	588
Cass	3,355	Olmsted	10,868
Chippewa	849	Otter Tail	5,375
Chisago	4,348	Pennington	1,022
Clay	4,304	Pine	2,966
Clearwater	802	Pipestone	654
Cook	512	Polk	2,531
Cottonwood	821	Pope	847
Crow Wing	5,797	Ramsey	28,093
Dakota	27,550	Red Lake	360
Dodge	1,221	Redwood	1,161
Douglas	3,260	Renville	1,178
Faribault	1,292	Rice	4,548
Fillmore	1,560	Rock	693
Freeborn	2,628	Roseau	1,039
Goodhue	3,994	Scott	7,360
Grant	479	Sherburne	6,402
Hennepin	62,054	Sibley	1,185
Houston	1,573	St. Louis	18,789
Hubbard	2,316	Stearns	10,306
Isanti	3,209	Steele	2,818
Itasca	4,687	Stevens	524
Jackson	819	Swift	945
Kanabec	1,472	Todd	2,113
Kandiyohi	2,766	Traverse	353
Kittson	406	Wabasha	1,821
Koochiching	1,279	Wadena	1,206
Lac Qui Parle	571	Waseca	1,715
Lake	1,209	Washington	16,896
Lake of Woods	482	Watsonwan	922
LeSueur	2,017	Wilkin	470
Lincoln	479	Winona	3,572
Lyon	1,756	Wright	9,059
Mahnomen	409	Yellow Medicine	790
Marshall	715		

Taking care of Veterans and families is not just a nice thing to do, it is the **right** thing to do.



“I continue to be impressed by this team with whom I serve; their dedication and focus on serving Minnesota Veterans and their families is truly humbling...”

LARRY SHELLITO, MDVA COMMISSIONER

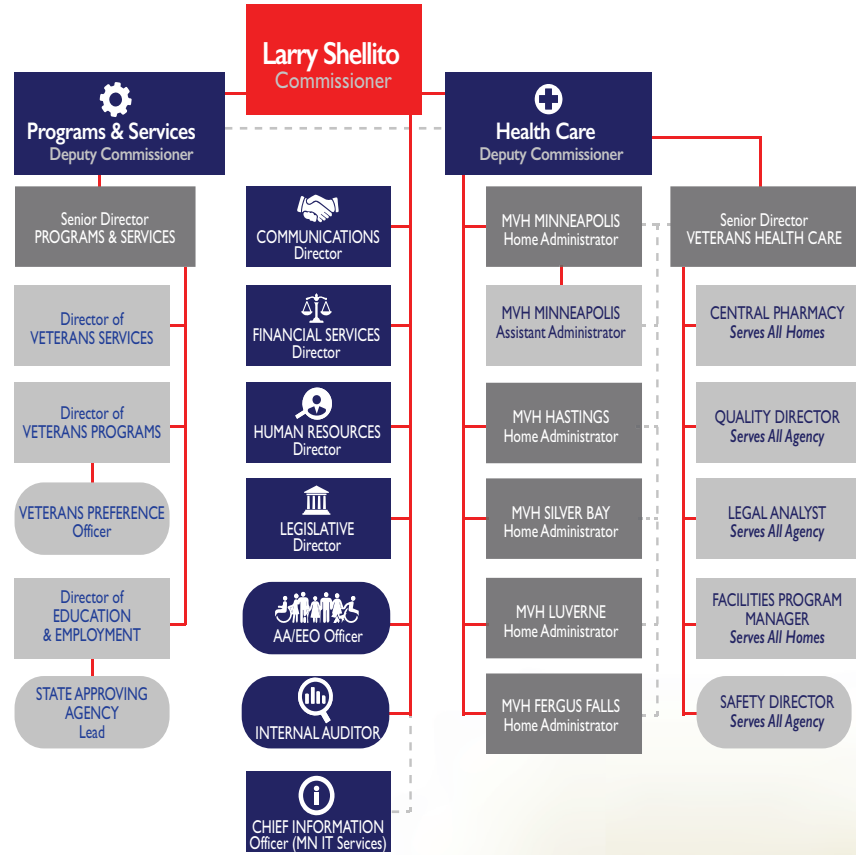
STAFF WHO SERVE

In 1943, under Minnesota Statutes, Chapters 196, 197, 198; Minnesota Rules, Chapter 9050, Chapter 9055, MDVA was established. Sixty-four years later, the Minnesota Veterans Homes merged with MDVA, affording Veterans coordinated access to more comprehensive services.

Since January of 2011, MDVA has been under the watch of Larry Shellito, the 17th Commissioner of the Minnesota Department of Veterans Affairs. Heading up a staff of 1,345, Commissioner Shellito is assisted by Acting Deputy Commissioners Robin Gaustad, overseeing MDVA's Health Care, and Brad Lindsay, managing the Programs & Services Division.

Ninety-three percent of MDVA's staff provide specialty skills to treat and care for the health needs of our Veterans. Administered through one of five state Veteran Homes, the staff includes doctors, nurses, therapists, pharmacists, dietitians and other specialized services.

Seven percent of MDVA's staff provide the technical and administrative services available to Veterans through the MDVA Programs & Services Division.



Training & Empowering

In accordance with the *State of Minnesota's Lean Initiative*, MDVA espouses the *Lean* philosophy and management system. As a *Lean* organization, MDVA's goal is to provide Veterans the best in care and services with zero waste. This system challenges MDVA's staff to ask each day, “How can we make our services better for our Veterans?”

In addition to creating a better atmosphere of service for our Veterans, this management system has also increased productivity. Through employee **training** that **empowers** the staff to continuously improve on how our work gets done, MDVA has been able to achieve the following in 2015:

- improve the quality of life in the Veterans Homes system
- reduce the time needed to provide a service
- streamline operations while still producing needed results, and
- save on the cost of materials and services

As further testament to the success of this program, MDVA has been awarded the *Governor's Continuous Improvement Award* five out of the last six years. This award recognizes achievements in increased productivity, efficiency and improved customer service of state government services.



“Our focus has been investing in our partners and empowering them to help us serve our heroes...”

LARRY SHELLITO, MDVA COMMISSIONER

PARTNERSHIPS THAT WORK

It is through a collaboration with state and federal departments, organizations, businesses and community resources that MDVA is able to provide Minnesota Veterans with the most complete support, care and advocacy network possible. Some of MDVA's key partnerships include the following:



"I am proud of the high quality of care..."
LARRY SHELLITO, MDVA COMMISSIONER

FOR 128 YEARS,

the mission of **Minnesota's Veterans Homes** has been to care for the mental, physical, and spiritual well-being of our Veterans and their families. MDVA's pledge is to deliver safe, dignified and compassionate care in a nurturing and engaging home environment to Minnesota's heroes from every era of service.

Here are just a few of the achievements made in 2015 toward fulfilling this mission...

2015 ACCOMPLISHMENTS

STAFF RECOGNITION

Recognized with the Governor's Continuous Improvement Award ■

For the fifth time, all MDVA Veterans Homes received Pinnacle's "Best In Class" customer satisfaction ratings ■

Implemented and trained staff in the mandated ICD-10 diagnostic coding software, newly required for Medicare and Medicaid processing ■

Continue to maintain an excellent national CMS Staff Rating ■

Achieved CMS Certification (Centers for Medicare & Medicaid Services) on the first of three Homes slated ■

ENERGY IMPROVEMENTS

Completed 23 projects – each project, from new construction to preventative maintenance, incorporated energy-efficient measures ■

Continue to meet the Governor's energy saving initiative in all MDVA facility updates ■

Partnered with the Center for Sustainable Design Research to develop new Energy Efficiency Performance Measurements ■

Played a critical role in developing Minnesota's standards for "High Energy Use Equipment" ■

MANAGING HAZARDOUS WASTE

Partnered with University of Minnesota on programs to improve pharmaceutical and hazardous waste disposal ■

FOCUSED ON SAFETY

Exceeded MNSafe Initiative Claims Reduction Goals for the second year, receiving ratings of nearly two points under the target goal ■

Successfully implemented a monthly safety audit ■

Completed other safety training with key staff ■

The **areas of care** available through MDVA's Veterans Homes are diverse and often vary based on the facility. The range of services include:

Medical Care
24 Hour Skilled Nursing
Special Care: Dementia, Alzheimer's
Outpatient Facility Care
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
Vocational Rehabilitation
Community Transition House

The **location of MDVA's Veterans Homes** include Fergus Falls, Hastings, Luverne, Minneapolis and Silver Bay. MDVA's Minneapolis campus also provides Adult Day Center services.

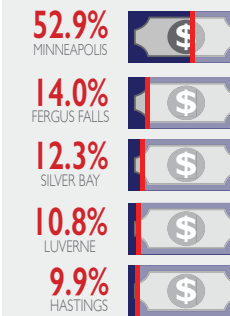


OVERVIEW

OPERATING BUDGET

MDVA VETERANS HOMES
FISCAL YEAR 2015

\$95,776,396
84% of the MDVA budget



STAFF RATING

MDVA VETERANS HOMES
FISCAL YEAR 2015

For the third year, MDVA Veterans Homes have maintained an **Excellent** NATIONAL CMS STAFF RATING with our nursing staff receiving top recognition for the hours of care provided daily to every Resident

COMPLIANCE

MDVA VETERANS HOMES
FISCAL YEAR 2015

ZERO Correction Free for three years standing. MDVA received zero to few recommendations cited by Minnesota Department of Health, Federal Department of Veterans Affairs and CMS

MDVA VETERANS HOMES OCCUPANCY

TYPICAL MONTH 2015

96.7%
SKILLED NURSING CARE

96.7%
SPECIAL CARE UNIT

87.8%
DOMICILIARY CARE

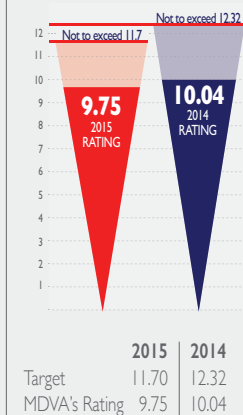
VETERANS SERVED BY WAR

TYPICAL MONTH 2015

WWII 1941-1946 145
KOREA 1950-1953 151
VIETNAM 1961-1975 205
GULF WAR 1990-1991 12
PEACE TIME 170
TOTAL VETERANS 683

SAFETY

MDVA VETERANS HOMES



2016 LOOKING AHEAD

FOCUS ON EMPLOYEE GROWTH
Implement a comprehensive plan to address employee satisfaction, retention, engagement and professional growth ■

Establish a workforce planning committee that includes community and state partners ■

MORE CARE AT HOME - TELEMEDICINE
Expand Behavioral Health services ■

Explore furthering Dermatology telemedicine ■

CONTINUE BUILDING PARTNERSHIPS
Continue Twin Cities Health Professionals (TCHP) partnership, further implementing core competencies and hosting a leadership conference ■

Establish an internship program for healthcare administrators with the University of MN ■

IMPROVE EFFICIENCIES OF CARE
Continue developing a transitional Domiciliary Care (DOM) program ■

Maximize current technology tools to standardize policies at all Veterans Homes ■

EXPAND PHARMACY SERVICES
Expand Central Pharmacy by including pharmaceutical services in Fergus Falls ■
Implement an automated dispensing system ■

CONTINUED COMPLIANCE FOCUS
Achieve CMS compliance in two additional MDVA Veterans Homes ■

FURTHER IMPROVE FACILITIES
Complete reconstruction of Building 21 and Building 22 at Minneapolis facilities ■

EXPLORE FUNDING RESOURCES
Implement a five year bonding strategy to assist with fulfilling facility upkeep needs ■

Apply for a federal nursing recruitment and retention grant ■

INCREASE COMMUNICATIONS
Develop a community relations plan to increase awareness and support of the MN Veterans Homes ■

2015

ACCOMPLISHMENTS

Nestled in the rolling hills and lakes of Ottertail County is the award-winning **Fergus Falls Veterans Home**. Reminiscent of a stroll along a small town's main street, rooms are designed to look like houses—right down to porches with porch lights. Beautiful outdoor courtyards and gardens afford spaces for reflection and family time.

“I have recommended the (Fergus Falls Veterans) Home. I tell them how caring they all are. The food is good, she gets her medications on time, the atmosphere is lovely, and the staff are all great.”

RESIDENT FAMILY MEMBER
FERGUS FALLS VETERANS HOME

MDVA VETERANS HOME

FERGUS FALLS

RECOGNITION

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including “Best In Class” in 15 indicators of care and service ■

FACILITY UPDATES

- Roof replaced ■
- Installed ceiling lifts in five Resident rooms, reducing workers compensation costs an average of \$140,000 a year ■
- Installed sound panels to support a calm atmosphere in our Veterans Village Dementia Unit ■
- A handicapped accessible pool table (that converts to a dining room table for extra seating) was installed ■

IMPROVEMENTS IN CARE

- Formed a Behavior & Pain Committee to manage and reduce Resident pain through correct medication balance and non-pharmacological alternatives ■
- Implemented a new, visually exciting Communication Board to inform Residents of events, weekly get-togethers and adventures. This program has been submitted for a state quality award in innovation ■

FOCUS ON STAFF

- Training on dementia and dementia care approaches ■
- Direct care staff trained and tested on lifts and returns ■

PROFILE

ESTABLISHED	1998
2015 BUDGET	
Operations	\$12,779,162

RESIDENTS	AVG #
Male	94
Female	12
Non-Vet Spouse	10

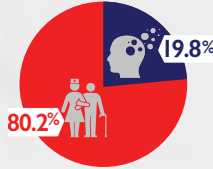
SERVICE ERA	AVG #
WWII	31
Korean War	28
Vietnam War	22
Gulf War	1
Peacetime	14

PRIMARY DIAGNOSES	
Alzheimer's	24.00%
Cerebral Vascular Disease	.07%
Chronic Airway Obstruction	.04%
Dementia	24.00%
Mental Health Disorder	.05%
Paralysis Agitans	.09%
Other	51.75%

OCCUPANCY	AVG #
2015 Admissions	41
2015 Discharges	37



Total Beds	106
Avg Monthly Residents	104.3
Avg Occupancy	98.3%
Avg Monthly Wait List	106
Avg Wait Time	160 DAYS



Skilled Care	
Dementia Unit	

STAFF OVERVIEW

Nurses, Nursing Assistants
Dietary, Housekeeping,
Activities & Administration
Full Time Employees 152
Biweekly Payroll \$398,127

SERVICES

MEDICAL CARE	■
24 HR SKILLED NURSING	■
SPECIAL CARE: DEMENTIA	■
COMMUNITY BASED OUTPATIENT CLINIC	■
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	■

1821 North Park Street
Fergus Falls, MN 56537
(218) 321-2507
1-877-VET-HMFF
(1-877-838-4633)

PROFILE

2015 BUDGET	
Operations	\$8,991,298

STAFF OVERVIEW	
Staff works with Residents to address their significant and diverse needs.	
Full Time Employees	94
Biweekly Payroll	\$239,878

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	■
VOCATIONAL REHABILITATION TRANSITION GROUP	■
MUSIC GROUP	■
IN COMMUNITY TRANSITION HOUSE	■

1200 East 18th Street
Hastings, MN 55033
(651) 539-2400
1-877-VET-3803
(1-877-838-3803)

2015

ACCOMPLISHMENTS

Successfully completed all Veterans Administration and Minnesota Department of Health Surveys ■

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including “Best In Class” in “Individual Needs,” “Dining,” and “Overall Satisfaction” ■

Major water tower refurbishing and painting completed ■

Collaborative project with the City of Hastings to replace the sewer line ■

High voltage work and pump replacement ■

Significant bike and hike trail completion to begin early 2016, as scheduled and approved by the city council ■

Collaborative telehealth with Federal Veterans Administration ■

Employment/Training opportunities expand ■

Twin Cities Health Professionals (TCHP) staff education consortium ■

MDVA VETERANS HOME

HASTINGS

RECOGNITION

Successfully completed all Veterans Administration and Minnesota Department of Health Surveys ■

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including “Best In Class” in “Individual Needs,” “Dining,” and “Overall Satisfaction” ■

FACILITY UPDATES

- Major water tower refurbishing and painting completed ■
- Collaborative project with the City of Hastings to replace the sewer line ■
- High voltage work and pump replacement ■
- Significant bike and hike trail completion to begin early 2016, as scheduled and approved by the city council ■

IMPROVEMENTS IN CARE

- Collaborative telehealth with Federal Veterans Administration ■

FOCUS ON STAFF

- Employment/Training opportunities expand ■
- Twin Cities Health Professionals (TCHP) staff education consortium ■

Located on 128 beautiful wooded acres along the Vermillion River, just 21 miles from St. Paul, lies the **Hastings Veterans Home**, one of just five US Veterans Homes to offer domiciliary care.

The mission of domiciliary care is to provide a structured and supportive rehabilitative and therapeutic community to eligible Veterans, in order to assist them in reaching their optimal level of independence, and aid them in reacquiring the life skills and ability to live in the community. We meet Veterans where they are in their lives and provide a safe, non-judgmental environment to pursue quality of life improvement.

“To the staff at the Minnesota Veterans Home in Hastings: I would like to thank you for all the years of excellent service and treatment you gave to my brother. He loved that place like no other place he ever lived. He honestly called it home.”

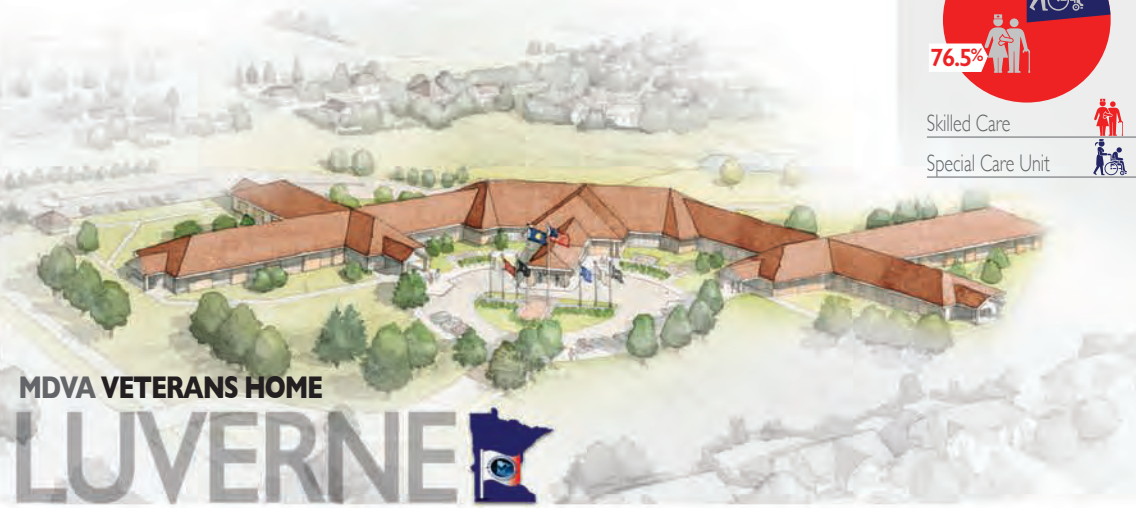
BROTHER OF A VETERAN

2015
ACCOMPLISHMENTS

Developed around the Eden Philosophy of Care, the **Luverne Veterans Home** encourages spontaneity, activities and interaction in a stimulating environment.

Located next to the Blue Mound State Park, in an active small-town community with strong volunteer participation, this facility is home to three distinct living spaces, plus a 17 bed special care unit designed to meet the needs of Residents with dementia.

“You can check any other place and find that this facility is far and above anything you’ll see.”
RESIDENT FAMILY MEMBER
LUVERNE VETERANS HOME



RECOGNITION

Received zero citations on both the annual Minnesota Department of Health and Department of Veterans Affairs Surveys ■

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including “Best In Class” in 14 service areas ■

FACILITY UPDATES

Six ceiling lift systems were installed to improve Resident and employee safety during transfers ■

New nurse call system installed further improved the communication and safety of Residents ■

Completed a new roof on the entire section of the facility ■

IMPROVEMENTS IN CARE

A dining enhancement program, along with kitchen improvements, were made to two wings of the facility, improving the delivery and quality of meals ■

PROFILE

ESTABLISHED	1994
RESIDENTS	AVG #
Male	89
Female	16
Non-Vet Spouse	15

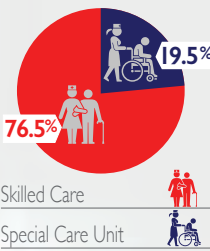
SERVICE ERA	AVG #
WWII	17
Korean War	27
Vietnam War	19
Gulf War	0
Peacetime	6

PRIMARY DIAGNOSES	
Alzheimer's	12.50%
Cerebral Vascular Disease	11.25%
Dementia	12.50%
Heart Disease	8.75%
Malaise & Fatigue	10.00%
Paralysis Agitans	6.25%
Other	38.75%

OCCUPANCY	AVG #
2015 Admissions	25
2015 Discharges	25



Total Beds	85
Avg Monthly Residents	81
Avg Occupancy	96%
Avg Monthly Wait List	150
Avg Wait Time	270 DAYS



2015 BUDGET	
Operations	\$9,827,754

STAFF OVERVIEW

Long term dedicated staff use consistent assignments to better meet Resident needs.

Full Time Employees	114
Biweekly Payroll	\$313,433

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	■

1300 N. Kniss, PO Box 539
Luverne, MN 56156
(507) 283-6200
1-877-LUV-VETS
(1-877-588-8387)

PROFILE

2015 BUDGET	
Operations	\$11,187,728

STAFF OVERVIEW

Staff work with Residents to address their significant and diverse needs.

Full Time Employees	131
Biweekly Payroll	\$338,057

SERVICES

MEDICAL CARE	■
24 HR SKILLED NURSING	■
SPECIAL CARE DEMENTIA	■
THERAPY SERVICE	■
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	■
ALZHEIMER'S & DEMENTIA LIFE ENRICHMENT PROGRAMS	■

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

2015
ACCOMPLISHMENTS

RECOGNITION

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including a “Best In Class” rating in 15 service areas ■

Received zero citations on the annual Federal Veterans Affairs survey ■

Surpassed the goal to reduce psychotropic medications from 69% usage in 2012 to 15.3% in 2015.

This achievement was made through an interdisciplinary team approach and the implementation of Life Enrichment Coordinators ■

FACILITY UPDATES

With a focus on safety, infection control and functionality, renovations were made to the bathing spa and kitchen ■

Ergonomic upgrades were made throughout the facility, further focusing on staff safety ■

IMPROVEMENTS IN CARE

New outdoor wheelchair gardening activity and a variety of exercise programs were added ■

Expanded the Certified Nurse's Aide Program from two weeks to one month to further the understanding of Resident care and developing relationships ■

FOCUS ON STAFF

Twin Cities Health Professionals (TCHP) performed a nurse training program on Gemini techniques for Residents with Alzheimer's and dementia ■

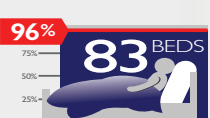
Continued progress with certification programs ■

ESTABLISHED	1991
RESIDENTS	AVG #
Male	71
Female	9
Non-Vet Spouse	8

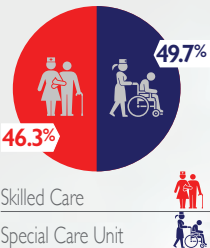
SERVICE ERA	AVG #
WWII	20
Korean War	18
Vietnam War	24
Gulf War	0
Peacetime	10

PRIMARY DIAGNOSES	
Alzheimer's	30%
Cerebral Vascular Disease	8%
Dementia	26%
Mental Health Disorder	17%
Cardiac/Vascular Disease	2%
Malignant Neoplasms	2%
Multiple Sclerosis	2%
Other	13%

OCCUPANCY	AVG #
2015 Admissions	34
2015 Discharges	32



Total Beds	83
Avg Monthly Residents	80
Avg Occupancy	96%
Avg Monthly Wait List	0
Avg Wait Time	Currently None



Overlooking Lake Superior, the location of the **Silver Bay Veterans Home** offers opportunities for boating, fishing, hunting, gardening and more.

The facility houses four distinct “neighborhood” living spaces that combine the feel of a northern lodge with the comforts of a single-family home, complete with a large game room, work shop, four season porch and private dining areas.

“The best behavior program.”

CONSULTING PSYCHIATRIST
SILVER BAY VETERANS HOME

“My family member is a Veteran and if they need nursing care, I want them to come to your facility.”

FAMILY MEMBER
SILVER BAY VETERANS HOME



PROFILE

ESTABLISHED	1887
RESIDENTS	AVG #
Male	297
Female	32
Non-Vet Spouse	24

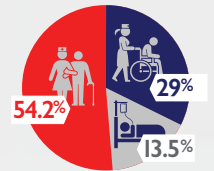
SERVICE ERA	AVG #
WWII	75
Korean War	73
Vietnam War	81
Gulf War	4
Peacetime	74

PRIMARY DIAGNOSES	
Alzheimer's	21%
Dementia	12%
Cerebral Vascular Disease	8%
Depression	6%
Parkinson's	5%
Substance Addiction	2%

OCCUPANCY	AVG #
2015 Admissions	102
2015 Discharges	109



Total Beds	341
Avg Daily Dementia Care	99
Avg Daily Domiciliary Care	46
Avg Daily Skilled Care	185
Avg Occupancy	96.7%
Avg Wait Time	1 YEAR



Skilled Care	
Special Care	
Domiciliary Care	

2015 BUDGET	
Operations	\$47,440,664

STAFF OVERVIEW	
Stable, dedicated staff gives continuity of care to better meet Residents needs.	
Full Time Employees	566
Biweekly Payroll	\$1,501,057

SERVICES	
MEDICAL CARE	■
DEMENTIA CARE UNIT	■
OCCUPATIONAL THERAPY	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
FITNESS SERVICES	■
RECREATIONAL THERAPY	■
VOCATIONAL & RECOVERY SUPPORT	■
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	■

5101 Minnehaha Ave South
Minneapolis, MN 55417-1699
(612) 548-5700
1-877-VET-MPLS
(1-877-838-6757)

2015 ACCOMPLISHMENTS

RECOGNITION

Received 100% Pinnacle customer satisfaction rating (national average is 84.5%), including “Best In Class” in approval rankings for “Overall Satisfaction,” “Nursing Care,” and “Respect & Dignity” ■

Nurse staffing earned 5 and 4 Star rankings from the Centers for Medicaid and Medicare Services ■

FACILITY UPDATES

Finalized architectural plans and launched construction of a new 100 bed skilled nursing facility featuring spacious private rooms to replace existing, aging building ■

IMPROVEMENTS IN CARE

Implemented a telemedicine program improving access to care for Veterans ■

On-site portable x-ray, telemedicine, infusion, and laboratory services now available to Veterans ■

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 maximization to self-sufficiency.

The Minneapolis Adult Day Center is located on the campus of the Minneapolis Veterans Home. The building was built in 1887 as a hospital for returning Veterans of the Civil War, and has been fully restored.

One of only two VA certified Adult Day Centers in the nation, the Minneapolis Center provides caregivers with the respite and support they need, easing daily demands in order to keep Veterans in their own homes.

2015 ACCOMPLISHMENTS

RECOGNITION

No citations since Center’s opening in 2012 ■

CARING SERVICES

Physical, occupational, and speech therapies available, as needed, through the on campus skilled nursing facility ■

A variety of activities proven to help slow cognitive decline ■

Real Time Locator System uses GPS tags worn by Participants and staff to ensure safety of all ■

Enclosed garden patio for outside activities, front porch for visiting, plus three floors dedicated to client needs and choices, all focusing on person-centered care ■

State-of-the-art whirlpool spa for bathing services ■

“Operation Sight & Sound” brings Veterans together for group songwriting and individual artistic expression through photography and performance ■

PROFILE

2015 BUDGET	
Operations	\$793,446

STAFF OVERVIEW	
Staff work with Participants to address their significant and diverse needs.	
Avg Employees	10
Avg Payroll	\$27,566

STAFF INCLUDES	
Chef	
Registered Nurse	
Hypertrophy Trainer	
Health Info Tech	
Dietitian	
Social Worker	
Recreation Therapist	

OCCUPANCY	AVG
Male	100%
Female	0
Non-Vet Spouse	0
Gold Star Parent	0
Maximum Occupancy	35
Average Per Day	17.5

ESTABLISHED 2012

SERVICES	
NUTRITION MONITORING	■
SOCIAL SERVICES	■
MEDICATION ADMINISTRATION	■
HEALTH MONITORING	■
BATHING	■
SPECIAL CARE DEMENTIA	■
PHYSICAL THERAPY	■
SPEECH THERAPY	■
RECREATIONAL THERAPY	■
NUTRITION SERVICES	■
SOCIAL SERVICES	■
SPOUSE SUPPORT GROUP	■
OUTINGS & EVENTS	■
COGNITIVE ACTIVITIES	■
ALZHEIMER'S SUPPORT GROUP	■
INDIVIDUAL CARE CONFERENCES	■
CAREGIVER REFERRALS	■
SOCIAL WORKER ON-SITE	■

“My husband was a Resident for eight months until his recent passing from early-onset Alzheimer’s. The care he received from all the people involved in his care, too numerous to mention, was incredible –all friendly, loving, respectful, professional caregivers.”

FORMER RESIDENT FAMILY MEMBER
MINNEAPOLIS VETERANS HOME

“Like other 24/7 caregivers of a spouse with Alzheimer’s, my daily routine is stressful and fatiguing. The MN Veterans Adult Day Center is a gift for which I am very grateful.

It provides me seven hours of needed respite five days a week, and no doubt has helped me avoid a physical or mental breakdown...”

VETERAN CAREGIVER
MINNEAPOLIS ADULT DAY CENTER

5501 Minnehaha Ave South, Building 4
Minneapolis, MN 55417-1699
(612) 548-5963
1-877-VET-MPLS
(1-877-838-6757)

MDVA VETERANS HOME
MINNEAPOLIS

MDVA MINNEAPOLIS
ADULT DAY CENTER

“MDVA services can take many forms...”
LARRY SHELLITO, MDVA COMMISSIONER

The MDVA Programs & Services Division administers over 20 of the nation's leading Veterans' programs. MDVA's 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 to our country. Collaborating with partners in the Veterans services community, MDVA's areas of assistance include **financial, educational, and medical** benefits and support, administered through these six program sections...

Education & Employment

Minnesota GI Bill
Higher Education Veterans Program
State Approving Agency

Claims & Field Operations

Claims & Outreach
Women Veterans Program
Gold Star Family Program
County Veterans Service Officers
Tribal Veterans Service Officers

Memorials & Cemeteries

Little Falls Veterans Cemetery
Preston Veterans Cemetery

Veteran Benefits

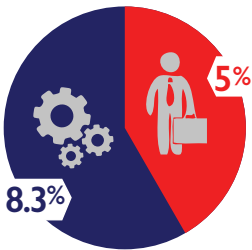
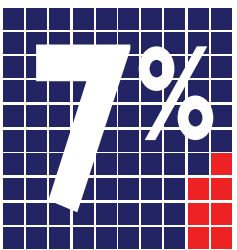
LinkVet
Veterans Preference Act
Minnesota Service CORE
State Soldiers Assistance Program

Grant Programs

Support Our Troops License Plate Grant Program
Veterans Service Organizations Grants
County Veterans Service Officers Grants

Homelessness Assistance

Minnesota Homeless Veterans Registry
Effort Underway to End Veteran Homelessness Statewide



Programs & Services
Claims & Outreach

STAFF
7% of MDVA staff serve Veterans through the Programs & Services Division

2015 BUDGET
\$18,108,566
MN received \$110 Million in Federal Education Benefits
16% MDVA Budget



EDUCATION & EMPLOYMENT

PRIMARY MISSION

Provide Veterans with a seamless transition from a military career, through approved education and training programs, resulting in a career with permanent, full-time employment.

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

SERVICES

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



ACCOMPLISHMENTS IN EDUCATION

ADVANCING VETERANS EDUCATION PROGRAMS

Working with the Federal VA and the Minnesota State Colleges and Universities (MnSCU), a new program is in place to track the graduation and retention rates of Post 9-11 Veteran students who are first time users of the GI Bill ■

As a member of a 13 state collaborative, Minnesota received a \$10,000 grant, each year for the last two years, for a project to make it easier for Veterans to receive educational credits for military service ■

Through a partnership between MDVA and MnSCU, the *Veterans Education Transfer System* (VETS) allows Veterans military career field, pay grade and years in service be applied for credits. VETS calculates these factors into the number of credits each campus will offer. Since 2010, over 140,000 credits for military service have been granted, making it easier for Veterans to move through the Minnesota educational system, reducing benefit costs ■

MDVA's Higher Education and State Approving Agency Programs were showcased at two Veteran Administrator Conferences this year, expanding recognition and networking opportunities for the department ■

MINNESOTA
GI BILL

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

OVERVIEW

STUDENTS	FULL-TIME	PART-TIME
Per Semester (up to)	\$1,000	\$500
Per Academic Year (up to)	\$3,000	\$3,000
Lifetime (to age 62)	\$10,000	\$10,000

VETERAN EMPLOYEES	PER YEAR	UP TO
Eligible Employees	\$2,000	\$9,000

EMPLOYERS RECEIVE	EACH VETERAN
Hired Veteran in Approved Training	\$1,000
Hired Veteran Employed 1 Year	\$1,000

PARTICIPANTS

1037

266

59

20% APPRENTICESHIP

4% ON-THE-JOB TRAINING

76% HIGHER EDUCATION

FUNDS DISTRIBUTED

OJT & Apprenticeship Employers & Veterans

\$377,000

HIGHER EDUCATION VETERANS
PROGRAM

MDVA's *Higher Education Program* continues to be a national model, supporting colleges and universities throughout Minnesota with staff who help Veterans access educational benefits. Unique to Minnesota is the *On-Campus Veterans Resource Centers* which provide student Veterans and their families a welcoming environment, as well as enrollment assistance and opportunities for interaction and networking with Veteran peers.

OVERVIEW

STATE TUITION REIMBURSEMENT PROGRAM	
Students Assisted	1,250
State Funding	\$7.8 MILLION

FEDERAL TUITION REIMBURSEMENT PROGRAM	
Students Assisted	230
Federal Funding	\$110 MILLION

CAMPUS VETERANS RESOURCE CENTERS

55 LOCATIONS

REFERRALS

68% INTERNAL

32% EXTERNAL

TRAINING/OUTREACH	
Events Held	161
Attendees	23,702

“Most Veterans in apprenticeships are not aware they can use state and federal GI Bill benefits while in training. They are speechless once they receive the assistance...”

DAVE BELLEFEUILLE
MDVA EDUCATION & EMPLOYMENT

STATE APPROVING
AGENCY (SAA)

The goal of SAA is to ensure the quality of a Veteran's education and training, both on-the-job and through apprenticeships. This includes monitoring that these programs meet license and certification requirements.

OVERVIEW

FACILITIES	
Total Certified Facilities	286
Total Public Facilities	61
Total Private Facilities	225
New Facilities	15
Compliances Performed	60

PROGRAMS	
Total Programs Monitored	2530
New Programs Added	557
New Institution Inspections	15

ACTIVITIES	
Technical Assistance	286
Liaison Activities	122
Outreach Events	45

ACCOMPLISHMENTS IN EMPLOYMENT

VETERAN EMPLOYMENT CONTINUES STRONG

The Veteran unemployment rate continues to fall in Minnesota, from nearly 5% in spring of 2014 to 3.7% by July 2015 ■

On-the-job training and apprenticeships for Veterans remain virtually unlimited in Minnesota. Currently 4.5% of Minnesota's apprenticeships are filled by Veterans. That number is expected to increase through an MDVA initiative with the Minnesota Department of Labor and Industry (MNDOLI) and Joint Apprenticeship and Training Centers (JATC). Through these programs, MDVA is able to connect more Veterans not wishing to pursue higher education with high paying opportunities ■

CAREER OPPORTUNITIES FOR VETERANS EXPANDS

MDVA continues to focus on the medic, license practical nurse and law enforcement career fields through the creation of bridge programs, designed for individuals who held similar positions in the military. This program applies credits to Veteran students, affording them permanent employment about six months earlier ■

Funding was allocated to create a program for Veterans interested in getting into the agriculture career field ■

Troops to Trades continues to be a growing program option available to Veterans pursuing the trades ■

MDVA ALWAYS INVOLVED

Training sessions, workshops and referral programs continue to be provided to assist Minnesota service members before they ship to boot camp, as well as Veterans separating from service. Topics covered in 2015 ranged from compliance to understanding benefits, as well as career and life planning. These programs, in part, were created as a collaboration between MDVA and MNDOLI, MnSCU and Department of Employment and Economic Development (DEED) ■

MDVA became a member and participated in the *Veterans Employment Resource Group* which brings together Veteran employment leaders through bi-monthly working groups ■

VETERANS CAREER FAIR

Hiring events for Veterans are held throughout the state at various times during the year. Often these events provide hiring opportunities for spouses, as well.

For the eighth year now, the largest *Veterans Career Fair* in the Midwest was held in Minnesota during July, designated as “*Hire a Veteran*” month.

OVERVIEW

MDVA FAIR PARTICIPATION

11 CAREER FAIRS FY15

2014 CAREER FAIR

1,100 JOB SEEKERS

163 EXHIBITORS

86% EMPLOYERS SEEKING VETERANS

14% SERVICE & EDUCATIONAL

2014 TOP SPONSORS

3M, Wells Fargo, Blue Cross Blue Shield Association

OVERVIEW

VETERAN EMPLOYMENT

Veterans Assisted 409

VETERAN UNEMPLOYMENT

2014 HIGH 11%

7%

3.7% 5%

JULY 2015 SPRING 2014

EMPLOYERS ASSISTED

Total Employers 43

Public Employers 9

Private Businesses Assisted 32

Veteran Business Owners Assisted 2

APPRENTICE TRAINING PROGRAMS

105 OCCUPATIONS

10,500+ APPRENTICESHIPS

473 HELD BY VETERANS



CLAIMS & FIELD OPERATIONS

PRIMARY MISSION

To identify and serve Veterans and their dependents from all social and economic backgrounds. MDVA outreach representatives advocate for Veterans by providing personal case development and tracking state and federal claims.

SERVICES

- File Claims ■
- Advise on Available Benefits ■
- Assist in Benefit Applications ■
- Advise on Available Services ■
- Schedule Appointments ■
- Transportation Services ■
- In-home Counseling ■
- Provide Updates on Benefits ■
- Help Obtain Military Records ■
- Arrange for Temporary Shelter ■

ACCOMPLISHMENTS

CLAIMS & OUTREACH

CLAIMS & HEARINGS

Successfully processed a record number of appeals, providing advocacy services to Veterans, widows and dependents ■

OUTREACH

Increased outreach activities with events held throughout the state that included:

- Four-part training of County Veterans Service Officers
- Two “Get to Know Programs & Services” events
- Multiple Tribal Veteran Service Officers training sessions
- Claims and Benefits information programs on MN Military Radio ■

RECOGNITION

MDVA Field Operations supervisor recognized in 2015 as an “Emerging Leader” ■

OPERATIONS

EXPANDING WOMEN VETERANS PROGRAM

Increased outreach and communications with Women Veterans across the state ■

By building and solidifying community partnerships, MDVA was able to bring more successful events to Women Veterans that focus on their specific needs ■

DEVELOPING THE GOLD STAR FAMILY PROGRAM

Increased awareness of the Gold Star program throughout the state and through building community partnerships with CVSOs and community service organizations and resources ■

Increased Gold Star Family services specifically to Vietnam era families ■

Initiated planning for quarterly Gold Star Family events in 2016 ■

EXPANDING TRIBAL VETERANS SERVICES

Increased TVSO representatives in the three area VA hospitals, located in Minneapolis, St. Cloud and Fargo ■

CONTINUED COORDINATION WITH CVSOs

Assisted with temporarily staffing CVSO offices in Wright, Carver, Swift, Lyon, Winona, St. Louis, Grant and Anoka, with continuing operations performed in Anoka, Wright and St. Louis ■

WORKING TO ASSURE VVA SERVICES REMAIN AVAILABLE

When Vietnam Veterans of America (VVA) experienced unforeseen staffing problems, MDVA stepped in to manage the organization, providing personnel, updating equipment and improving procedures, thereby continuing to assist the Veterans the VVA serves ■

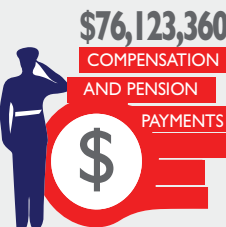
OVERVIEW

CLAIMS

Federal Claims 2015	1530
State Claims 2015	552

COMPENSATION

Amount in compensation and pension payments for MN Veterans and their survivors:



WOMEN VETERANS PROGRAM

MDVA's Women Veterans Program offers timely assistance and equitable access to the benefits, opportunities and resources available to Women Veterans.

GOLD STAR FAMILY

Support, benefits and resources are available through the Gold Star Family program, developed to honor the legacy of every fallen Minnesota hero, while supporting the needs of their families.

COUNTY VETERANS SERVICE OFFICERS (CVSO)

A key point of contact for Veterans, MDVA maintains a strong collaboration with each of the state's CVSO offices, thereby providing Veterans and their families with a coordinated team approach.

TRIBAL VETERANS SERVICE OFFICERS (TVSO)

MDVA has a strong relationship with Native American Reservations throughout Minnesota and provides advocacy, community outreach, service and training through the TVSO program.

MEMORIALS & CEMETERIES

PRIMARY MISSION

Whether a Private or a Five-Star General, our mission is to assure that Veterans and their families are honored for their service and sacrifice to our nation through lasting tributes in their final resting places.

Veterans and their families often choose state cemeteries because of the dignified military honors provided which includes a color guard, 21-gun salute, and the folding and presenting of the flag.

“I am so happy my husband chose to be buried at this cemetery and I am pleased to be there some day also. He was proud to serve his country and you all do such a wonderful job.”

WIFE OF A MINNESOTA VETERAN

ACCOMPLISHMENTS

NEW FACILITIES & IMPROVEMENTS

PRESTON is Minnesota's newest State Veterans Cemetery, expected to serve over 50,000 Veterans who reside within 75 miles of its Fillmore County location. The cemetery is projected to provide over 350 burials annually ■

LITTLE FALLS completed construction of three new columbarium structures, providing for additional above-ground space for cremated remains over the next decade. This \$600,000 project was funded by a grant from the National Cemetery Administration ■

VETERAN NEEDS REMAIN STRONG

In 2015, MDVA saw an 8% increase in Veterans funeral honors, from 418 laid to rest in 2014 to 452 in 2015 ■

Since its opening in 1994, the Minnesota State Veterans Cemetery in Little Falls has performed 5,599 burials ■

NATIONALLY RECOGNIZED FACILITY

Located on 37 acres adjacent to Camp Ripley, the Minnesota State Veterans Cemetery in Little Falls has received the “Excellence of Appearance Award,” a recognition given by the National Cemetery Administration's Veterans Cemetery Grants Program. Only four of the country's 85 state Veterans cemeteries have received this award ■

CUSTOMER SATISFACTION HIGH

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 ■

SERVICES

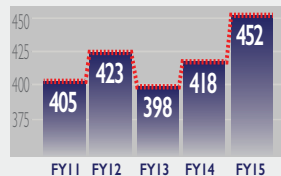
- Grave Sites ■
- Cremation In-ground ■
- Cremation Columbarium ■
- Open / Closed Graves ■
- Interment Site ■
- Markers & Headstones ■
- Assist with Qualifying ■
- Assist with Arrangements ■
- Presidential Certificates ■
- Committal Services ■
- Military Honor Service ■
- Perpetual Care ■
- Grave Site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

OVERVIEW

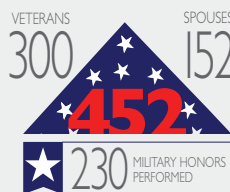
CEMETERIES	LITTLE FALLS	PRESTON
Acres	37	169
Established	1994	2015
Staff Size	7.5	7.5
Operating Costs	\$500,000	\$425,000

FACILITIES	LITTLE FALLS	PRESTON
Administration Building	■	■
Service Area	■	■
Committal Area	■	■
Outdoor Assembly Area	■	■
Columbarium	■	■
Parking	■	■
Walking Paths	■	■
Maintenance Building	■	■

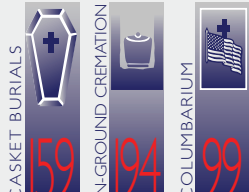
5-YEAR COMPARISON



BURIAL SERVICES
FY2015



PREFERRED BURIAL CHOICE
FY2015



BENEFITS

PRIMARY MISSION

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

SERVICES

- Phone / Web / Email Support ■
- Referral to Programs / Services ■
- Provide VPA Guidelines / Updates ■
- Assist in VPA Review Process ■
- Referrals to Support Services ■
- In-home Assessment / Follow-up ■
- Rent & Mortgage Assistance ■
- Health Premium Assistance ■
- Cash Assistance with Utilities ■
- Denture Expenses ■
- Optical Expenses ■
- Veteran One-time Education Grant ■
- Annual Dependent Education Grant ■



ACCOMPLISHMENTS

ONLINE CONNECTIONS GROW

Connecting via *LinkVet*, online chats continue to be a popular communication option for Veterans. Over the past two years, online chat usage increased over 400%, from 562 chats in FY13 to 2,256 in FY15 ■

SATISFACTION HIGH WITH CORE

Veterans accessing the MN *Case Management, Outreach, Referral & Education (CORE)* Program remain satisfied with the services, as indicated in a year-long satisfaction survey that shows 95% of clients would either use CORE services again, or would refer others to CORE ■

Seventy-one percent of the 87 counties in Minnesota accessed the MN *CORE* services in FY15, resulting in 4% more counties participating compared to FY14 ■

LINKVET

Minnesota Veterans and their families benefit from the direct, personal access to information that MDVA provides through the *LinkVet* service. Staffed by support specialists, *LinkVet* inquiries can be made by web, phone or email, and each are answered seven days a week, year-round (except on holidays).

WEBSITE

MinnesotaVeteran.org

PHONE

1-888-LinkVet (546-5838)

INTERNATIONAL +1 (651) 556-0596

TTY (800) 627-3529

OVERVIEW			
LINKVET INQUIRIES			
	FY15	FY14	FY13
Calls Received	2561	3094	4701
Outbound Calls	1217	1064	1335
Service Related Calls Resolved	3028	4158	6036
Unresolved Calls	0	0	0
Calls Without Merit	174	150	8
Online Chats	2256	2858	562

IMPROVED VPA PROGRAM

In 2015, the procedures, policies and statutory requirements for the *Veterans Preference Act (VPA)* were updated. Internal and external communications, and VPA administration materials underwent review and updates as well, with additional VPA training performed. Through these efforts, public employers are better meeting obligations, with more Veterans accessing and receiving VPA rights ■

Established a *Status Verification Process* for the Veteran-Owned Small Business Program at the Minnesota Department of Administration, Material Management Division ■

FOCUSING ON STAFF & NEEDS

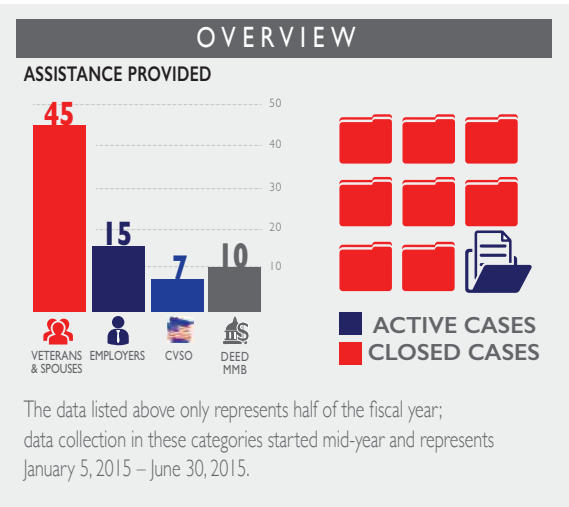
Under the State Soldiers Assistance Program (SSAP), MDVA approved the *SSI / SSDI Outreach, Access & Recovery (SOAR)* pilot program to assist disabled Veterans with Social Security Disability funds, and homeless Veterans with attaining stable income to meet their housing needs ■

Ongoing Benefits staff training continues to show improved efficiencies in the processing of benefits and effectiveness of case management ■

VETERANS PREFERENCE ACT (VPA)

The *Veterans Preference Act* entitles Veterans limited employee preferences, as well as protections pertaining to layoffs and discharges. The VPA statute also gives private employers authorization to grant preferences to Veterans when hiring.

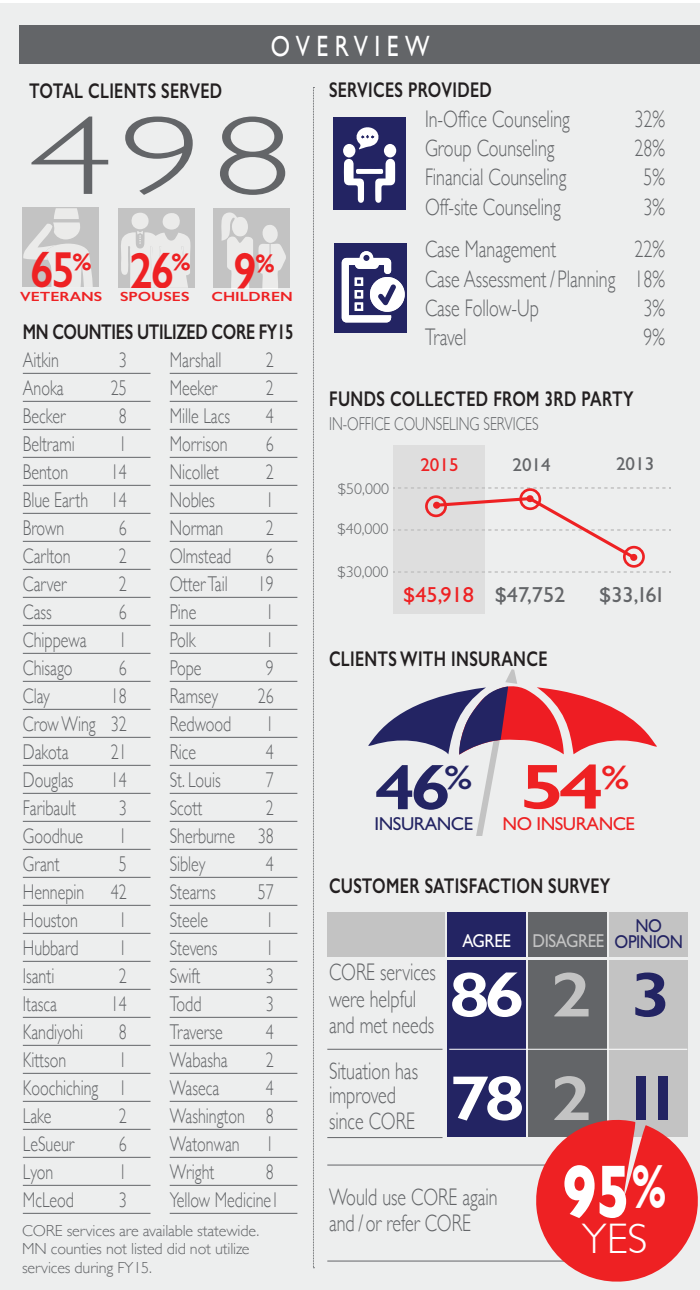
MDVA's role is to provide both Veterans and public employers information regarding the implementation of VPA in the workplace. While MDVA cannot provide legal advice, if a Veteran's rights have allegedly been violated or denied, MDVA will help guide both the Veteran and employer through the steps of the review process.



MINNESOTA SERVICE CORE PROGRAM

A nation-leading program designed to bring essential, community-based services directly to Veterans and their families across MN, CORE services include individual and family counseling, financial and debt management, in-home counseling, addiction counseling, and disability services – all at no cost to Veterans.

MDVA partners with Lutheran Social Service of Minnesota's (LSS) statewide network, located in Alexandria, Bemidji, Brainerd, Detroit Lakes, Duluth, Fergus Falls, Mankato, Moorhead, St. Cloud, Twin Cities Metro and in Willmar.



STATE SOLDIERS ASSISTANCE PROGRAM (SSAP)

The *SSAP Program* provides numerous benefits for Veterans and their dependents, including funds for housing, dental, optical, education, subsistence, disaster relief, and special needs.



SSAP FUNDING		
DISTRIBUTION BY COUNTY		
JULY 1, 2014 TO JUNE 30, 2015		
Aitkin	Isanti	Polk
\$40,332	\$47,519	\$20,277
Anoka	Itasca	Pope
\$140,618	\$140,556	\$15,519
Becker	Jackson	Ramsey
\$20,296	\$15,081	\$371,823
Beltrami	Kanabec	Red Lake
\$42,517	\$43,348	\$0
Benton	Kandiyohi	Redwood
\$21,073	\$38,681	\$31,163
Big Stone	Kittson	Renville
\$40,837	\$386	\$24,337
Blue Earth	Koochiching	Rice
\$29,888	\$22,584	\$46,248
Brown	Lac Qui Parle	Rock
\$83,882	\$109	\$28,469
Carlton	Lake	Roseau
\$22,132	\$5,625	\$1,646
Carver	Lake of Woods	Scott
\$19,012	\$1,086	\$41,953
Cass	LeSueur	Sherburne
\$61,061	\$30,118	\$39,305
Chippewa	Lincoln	Sibley
\$18,337	\$355	\$38,449
Chisago	Lyon	St. Louis
\$46,256	\$15,266	\$214,317
Clay	Mahnomen	Stearns
\$83,795	\$3,041	\$165,165
Clearwater	Marshall	Steele
\$13,548	\$12,214	\$15,022
Cook	Martin	Stevens
\$0	\$12,160	\$8,292
Cottonwood	McLeod	Swift
\$38,205	\$58,916	\$21,613
Crow Wing	Meeker	Todd
\$114,422	\$35,282	\$55,472
Dakota	Mille Lacs	Traverse
\$180,377	\$56,015	\$20,934
Dodge	Morrison	TVSO
\$1,435	\$63,758	\$234,470
Douglas	Mower	Veterans
\$34,629	\$38,932	Homes
Faribault	Murray	\$91,364
\$26,956	\$13,641	Wabasha
Fillmore	Nicollet	\$18,992
\$4,707	\$8,000	Wadena
Freeborn	Nobles	\$33,844
\$18,870	\$11,370	Waseca
Gold Star Families	Norman	\$12,024
\$10,631	\$11,062	Washington
Goodhue	Olmsted	\$89,216
\$35,136	\$69,424	Watsonwan
Grant	Otter Tail	\$14,905
\$385	\$120,361	Wilkin
Hennepin	Outreach	\$320
\$344,838	\$202,799	Winona
Houston	Pennington	\$1,000
\$8,293	\$9,299	Wright
Hubbard	Pine	\$9,282
\$24,180	\$47,499	Yellow Medicine
	Pipestone	\$8,200
	\$18,978	

GRANTS

PRIMARY MISSION

Provide needed funding to partners that assist MDVA in the goal of serving Veterans and their families.

SERVICES

- Collect Grant Funds ■
- Distribute Grant Funds ■
- Assist with Grant Applications ■
- Network with Organizations ■
- Provide Grant Updates / Changes ■

ACCOMPLISHMENTS

GRANT FUNDING & CVSO PARTICIPATION INCREASES

The *Operational Enhancement Grant* provided \$997,500 to qualified counties, a 3.4% increase from 2014. The number of counties receiving the CVSO base grant remained at 26, while the number of counties qualifying for additional funds increased 5%, resulting in an additional \$6,765 funds distributed in FY15 used for training and operations, as well as reintegration services and programs.

SOT GRANT DOLLARS REMAIN STRONG

The amount raised through the *Support Our Troops License Plate Program* remained nearly the same, with 42% of the funds, or \$209,612 divided among the VSO grantees.

SUPPORT OUR TROOPS (SOT) LICENSE PLATE PROGRAM

MDVA and the MN Department of Military Affairs help military families throughout the state through contributions made to the SOT program. The *Support Our Troops* funds are used for grants, as well as counseling, emergency financial assistance, shelter and benefits for military families, as well as homeless and under served Veterans.

VETERANS SERVICE ORGANIZATIONS (VSOs) GRANTS

Grants are provided to congressionally chartered MN Veterans Service Organizations that specifically work with Veterans and their families ensuring they receive the federal, state and local benefits to which they are entitled.

COUNTY VETERANS SERVICE OFFICERS (CVSO) GRANTS

Grant funds distributed to Minnesota's 87 counties are used for outreach and to address Veterans needs specific to their locale.

In addition to a base grant, counties are eligible for additional funds under the grant to enhance their CVSO operations and services.

The amount received is determined by the Federal Veterans Affairs, based on the county's Veteran population.

Eligibility for any grant requires the lead CVSO in each county maintain certification through continuing education courses, ensuring they are trained and proficient in their duties.

VETERAN POPULATION County Totals	BASE GRANT AMOUNTS
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

OVERVIEW

VSOs PARTNERS

- Received grants during FY15:
- American Legion
- Disabled American Veterans
- Military Order of the Purple Heart
- Paralyzed Veterans of America
- Veterans of Foreign Wars
- Vietnam Veterans of America
- SOT License Plate Program



OVERVIEW

AMOUNT RAISED

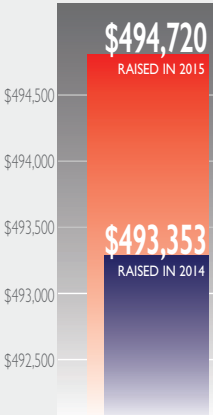


Photo by Tim Nelson / MPR
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HOMELESS VETERAN PREVENTION & ASSISTANCE

ACCOMPLISHMENTS

VETERAN REGISTRY LAUNCHED

To bolster progress ending Veteran homelessness, MDVA developed and launched the award-winning *Minnesota Homeless Veteran Registry*. MDVA's goal is to ensure every Veteran has the support needed to obtain and maintain stable housing. When Veterans join the Registry, they authorize a team of public and nonprofit service partners to work together on housing solutions specific to each Veteran. Through the Registry, MDVA is able to monitor the progress so that strategies and responses can be adapted as needs change and evolve.

The Registry launched in Hennepin and Ramsey counties on December 8, 2014 and expanded statewide on January 22, 2015. Since its launch, the number of Veterans housed per month grew from 10 in February 2015 to 66 in December 2015. Participation is voluntary, and anyone can refer a Veteran to join by calling LinkVet at 888-LinkVet (546-5838). To learn more, visit MinnesotaVeteran.org/HomelessRegistry.

PARTNERS CONVENED TO FIND & HOUSE VETERANS

The power of the Registry rests in local partners who identify Veterans and implement housing solutions. Since the Registry's launch, over 50 organizations and individuals have helped identify Veterans experiencing homelessness and signed them up. Nonprofit and public service providers meet regularly several times per month to implement housing plans for every Veteran. Over a dozen organizations have dedicated staff time and resources to this effort on an ongoing basis.

LANDLORD ENGAGEMENT EFFORTS LAUNCHED

Recognizing the critical role that landlords play in housing Veterans facing homelessness, on March 6, 2015 MDVA expanded the capability of the Registry to identify landlords specifically interested in housing Veterans exiting homelessness. This new capacity was announced as part of a broader public awareness campaign about the Registry.

CURRENT SNAPSHOT

REGISTRY WINS STATE INNOVATION AND TEKNE AWARDS

The Homeless Veterans Registry was among ten winners honored with a *Minnesota State Government Innovation Award* in July 2015. In November 2015, the Registry received a *Tekne Award* for collaboration for community impact, honoring innovation in science and technology.

LANDLORD INCENTIVE PROGRAM LAUNCHED

On Veterans Day 2015, MDVA, Minneapolis Mayor Betsy Hodges, and Saint Paul Mayor Chris Coleman invited landlords interested in joining the effort to house Veterans to an event called *Keys for Heroes*. Several landlords were recognized for their efforts to house homeless Veterans, and MDVA launched the *Keys for Heroes* incentive, offering \$1,000 to property owners signing a lease with a Veteran on the Registry by the end of January 2016.

LEVERAGING CORE PROGRAM

In September 2015, MDVA expanded the service scope of the *CORE Program* operated by Lutheran Social Services through a partnership with Hearth Connection. Through this program, homeless Veterans on the Registry in Saint Paul have access to rental assistance and supportive services.

PRIMARY MISSION

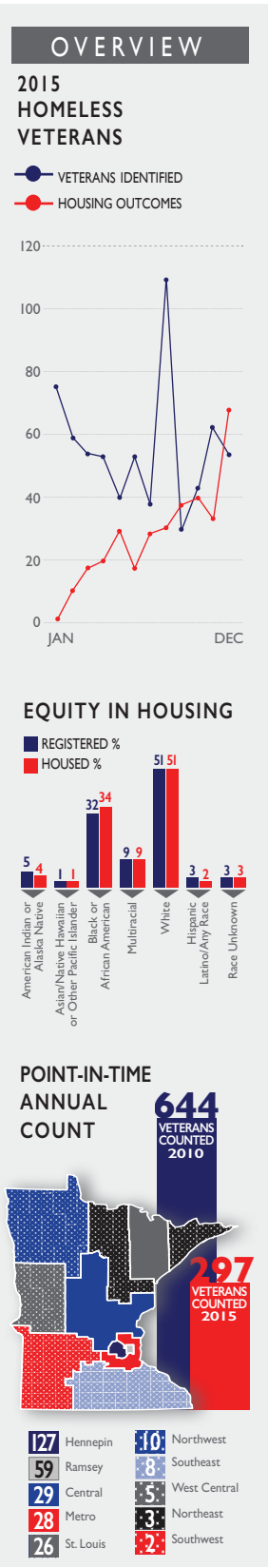
End Veteran homelessness by providing appropriate, effective solutions on a case-by-case basis to each Veteran and their family experiencing homelessness.

SERVICES

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

“We are now housing more Veterans than we are identifying, which means that it is no longer a question of IF we will end Veteran homelessness, only a question of WHEN.”

ERIC GRUMDAHL
MDVA HOMELESS VETERAN
PREVENTION & ASSISTANCE



ACTIVITIES & EVENTS

PRIMARY MISSION

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

SERVICES

- Branding ■
- Marketing ■
- Advertising ■
- Media & Public Relations ■
- Internal & External Communications ■
- Event Management ■
- Website & Social Media Content Management ■

ACCOMPLISHMENTS

Received a *Midwest Regional Emmy* for work on the groundbreaking, *Women Serving In War* documentary made in partnership with Twin Cities Public Television ■

Honored with three *2015 Hermes Creative Awards*, an international competition that recognizes creative excellence. With over 6,000 entries from around the world, two MDVA forms of communication received the highest recognition, with a third program receiving the second highest award:

- Platinum Hermes for the 2014 MDVA Annual Report
- Platinum Hermes for the MN Military Radio Program: *Prisoners of War Program: 42 Years After Vietnam*
- Gold Hermes for the MN Military Radio Program: *Tracing the Red Bulls from WWII to Today* ■

Recipient of two *2015 Gold AVA Digital Awards*, an international competition recognizing excellence in digital communication. The programs honored include:

- MN Military Radio Program: *Tracing the Red Bulls from WWII to Today*
- MN Military Radio Program: *"Veterans Day LIVE"* ■

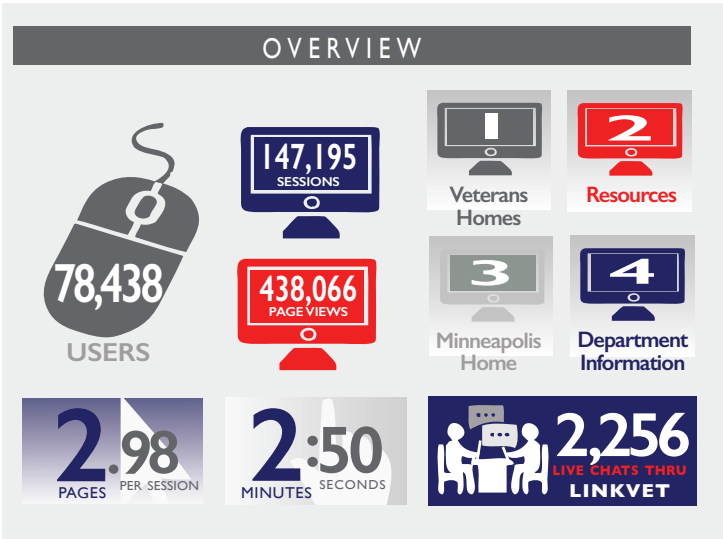
MarCom Gold Winner for the 2014 Minnesota Department of Veterans Affairs Annual Report, distinguished this year for its' creativity among 6,000 entries in multiple categories ■

MEDIA: NEWS CLIPS



WEBSITE: MINNESOTAVETERAN.ORG

MinnesotaVeteran.org continues to be an invaluable 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. Implementing the "plain language" directive of Governor Mark Dayton, users to the site receive current, immediate information that is easy to understand and easy to access. Key site features include the FAQ Veteran support portal "LinkVet," and up-to-date activity calendars and info.



RADIO: MINNESOTA MILITARY

Minnesota Military Radio is a weekly public affairs program covering information from MDVA, the Minnesota National Guard, the Minneapolis VA and Beyond the Yellow Ribbon.

Vietnam Veteran, Tom Lyons, strives to inform and entertain listeners in this weekly syndicated radio show and podcast. Through captivating historic interviews with Veterans of all eras, *MN Military Radio* endeavors to preserve the stories before they are forgotten—stories of heroism from those who have served, and the families and communities who have supported them. The broadcast also features a weekly update from MDVA Commissioner Larry Shellito.

RADIO STATIONS	
Albany	KDDG-FM 105.5
Albert Lea	KATE AM 1450
Alexandria	KXRA 1490 AM
Austin	KAUS AM 1480
Bemidji	KMPI 1300 AM KBUN AM 1450 & FM 94.9
Duluth/Superior	WDSM AM 710
Faribault	KBGY FM 107.5
Grand Rapids	AM 1320 KOZY
Hastings	KDWA AM 1460
Jackson	KKOJ AM 1190
Litchfield	KLFD AM 1410
Little Falls	WYRQ 92.1 KLTF AM 960
Luverne	AM 800 KQAD
Montevideo	KDMA AM 1460
New Prague	KCHK AM 1350 KRDS 95.5 FM
Owatonna/Waseca	KRUE AM 1170
Pipestone	KLOH 1050 AM
Ramsey	106.1 FM KLCl
Redwood Falls	KLGR AM 1490 & FM 95.9
Rochester	KROC AM 1340
Twin Cities	News/Talk AM 1130
Willmar	KWLM AM 1340 & FM 96.3

Tune in or listen to recent episodes at [Minnesotamilitaryradiohour.com](#)

EVENTS & ACTIVITIES OF THE MINNESOTA DEPARTMENT OF VETERANS AFFAIRS FY 2015

JUL 9, 2014

Largest Veterans Career Fair in the Midwest brings together employers, service providers and Veterans

JUL 30, 2014

United Healthcare Military & Veterans and Rebuilding Together Twin Cities team up for a volunteer project at the Minnesota Veterans Home in Minneapolis

AUG 12, 2014

Minnesota Military Family Foundation Golf Classic hosted at Lake Elmo

SEPT 11, 2014

Veterans' Voices Awards Ceremony recognizing former and current military service members for going above and beyond, making exceptional, positive contributions that improve the lives of people across Minnesota

SEPT 19, 2014

Peggy Moon elected first woman Commander of Minnesota's American Legion, also first woman Chair for the Commanders' Task Force

OCT 2014

Tribal Veterans Service Officer (TVSO) Program training held in Walker, MN

OCT 26, 2014

MN Military Radio Program features Hastings Veterans Home

NOV 11, 2014

Members of Minnesota's state and congressional delegation join nearly 500 attendees to pledge continued support for Veterans and to celebrate generations of Minnesota's heroes at the state's Veterans Day celebration

JAN 1, 2015

The first license plate to honor Women Veterans released

JAN 25, 2015

MN Military Radio features MDVA Claims & Field Operations

FEB 2015

MDVA hosts Benefits Fair at Middle River, MN

MAR 6, 2015

MDVA announces the launch of the Minnesota Homeless Veteran Registry, a program developed with input from Governor Mark Dayton's Cabinet-level Inter-agency Council on Homelessness, and in support of Heading Home: Minnesota's Plan to Prevent and End Homelessness

MAR 27, 2015

MDVA Field Operations Supervisor James Miller receives Emerging Leaders Award

APR 9, 2015

Governor Mark Dayton proclaims April 9 as Former Prisoners of War Day in the state of MN

MAY 21, 2015

Honoring the fallen, the Minnesota State Veterans Cemetery in Little Falls hosts a Memorial Day program to include a concert by the Richfield Symphonic Band, followed by the parade of flags. The program also features special recognition for women in the military

MAY 25, 2015

MN Military Radio hosting a 3 hour live Memorial Day show to honor the fallen

JUN 14, 2015

MN Military Radio reviews MDVA legislative session

JUN 18, 2015

Residents, families and community members gather to bury a time capsule filled with artifacts preserved for future Veterans. This time capsule is to be opened Memorial Day 2065. The burial ceremony signifies the halfway mark of a three-phase campus redevelopment at the Minneapolis Veterans Home

JUL 23, 2014

Pheasants Forever and its partners dedicate a wildlife management area to MN Veterans in Clearwater, MN

AUG 1, 2014

Law passes allowing Veterans across the nation with an honorable discharge to take advantage of Minnesota's public post-secondary education opportunities at an in-state tuition rate

AUG 26, 2014

Military Appreciation Day at the Minnesota State Fair features Minnesota Military Radio recording live, with guests that include Governor Mark Dayton, MDVA Commissioner Larry Shellito, with Deputy Commissioners Reggie Worlds and Robin Gaustad

SEPT 25, 2014

For the first time, the POW/MIA Flag is raised at the State Court of Honor on the Capitol grounds in a Remembrance Day Ceremony that features a reading of the names and hometowns of the MN Airmen, Marines, Sailors and Soldiers that remain missing from the Cold War and Vietnam War

OCT 3, 2014

MDVA Commissioner Larry Shellito designates the first weekend in October the annual Gold Star Family Retreat weekend, honoring and remembering Minnesota's Fallen Service Members, and hosted at Cragun's Resort in Brainerd, MN

NOV 16, 2014

MDVA participates in MN Military Radio Program taking an in-depth look at efforts to eliminate Veteran homelessness

DEC 7, 2014

The Pearl Harbor Survivors Association, and Fort Snelling National Cemetery Memorial Rifle Squad, host a remembrance ceremony to credit those who served, and honor those who gave their lives in the defense of Pearl Harbor

MAR 4, 2015

MDVA NW County Veterans Service Officers Training held in Walker, MN

MAR 25, 2015

The Minnesota Commanders' Task Force, together with the United Veterans Legislative Council (UJLVC) and the Minnesota Association of County Veterans Service Officers (MACVSOs) hold a joint Veterans Day on the Hill event to announce their 2015 legislative agenda and speak on behalf of the 369,000 Veterans of MN

MAR 25, 2015

Minnesota Medal of Honor Day being held to recognize the brave service members who have received the Medal of Honor

APR 2015

Governor Dayton declares April as "Month of the Military Child," offering numerous opportunities for children of MN service members and Veterans to be recognized

MAY 16, 2015

Cragun's Resort in Brainerd, MN, hosts MDVA's salute to Women Veterans, celebrating courage and promoting wellness for all female Veterans

MAY 22, 2015

The Minnesota Indian Affairs Council and the MDVA unveils the American Indian Veterans plaque at the State Capitol Court of Honor

JUN 13, 2015

Story Stone Garden Military Tribute dedication at the State Capitol Grounds honoring U.S. military Gold Star, Blue Star, and Veteran family members

JUN 21, 2015

MN Military Radio records live from the MN Military Family Tribute Memorial dedication ceremony

FINANCIAL SUMMARY

REVENUES

General Fund Appropriations	\$62,753,000
Health Care	\$46,513,000
Programs	\$16,240,000
Federal Funds	\$465,387
Health Care	\$18,535
Programs	\$446,852
Donations	\$628,942
Health Care	\$605,730
Programs	\$23,212
VA Per Diem	\$29,134,319
Resident Maintenance Charges	\$15,704,538
Other Revenue	\$2,479,067
Health Care	\$1,467,203
Programs	\$1,011,864
TOTAL REVENUES*	\$111,165,253

EXPENDITURES

Fergus Falls Expenditures	\$12,779,162
Minneapolis Expenditures	\$48,234,110
Silver Bay Expenditures	\$11,187,728
Hastings Expenditures	\$8,991,298
Luverne Expenditures	\$9,827,754
Total Health Care Homes	\$91,020,052
Programs & Services	\$9,433,943
Claims & Outreach	\$5,696,339
Total Programs & Services	\$15,130,282
Total Administration	\$7,733,628
TOTAL EXPENDITURES*	\$113,883,962

CAPITAL CONSTRUCTION

* Capitol Bonding Improvements not included in the Revenues & Expenditures Totals

	FEDERAL	STATE	FEDERAL	STATE	FEDERAL	STATE	FEDERAL	STATE
Veterans Cemeteries	\$ 7,950,231	\$ —	\$ 2,999,308	\$ —	\$ 728,362	\$ —	\$ —	\$ —
Fergus Falls Veterans Home	\$ 341,450	\$ 183,858	\$ —	\$ —	\$ —	\$ —	\$ 562,400	\$ 302,831
Minneapolis Veterans Home	\$ 13,899,240	\$ 7,484,206	\$ 1,839,042	\$ 990,253	\$ 657,269	\$ 353,914	\$ 18,105,312	\$ 9,749,014
Silver Bay Veterans Home	\$ 150,298	\$ 80,930	\$ —	\$ —	\$ —	\$ —	\$ 240,517	\$ 129,509
Luverne Veterans Home	\$ 167,930	\$ 90,424	\$ 274,868	\$ 148,006	\$ —	\$ —	\$ —	\$ —

TOTAL FUNDS

■ FEDERAL
■ STATE

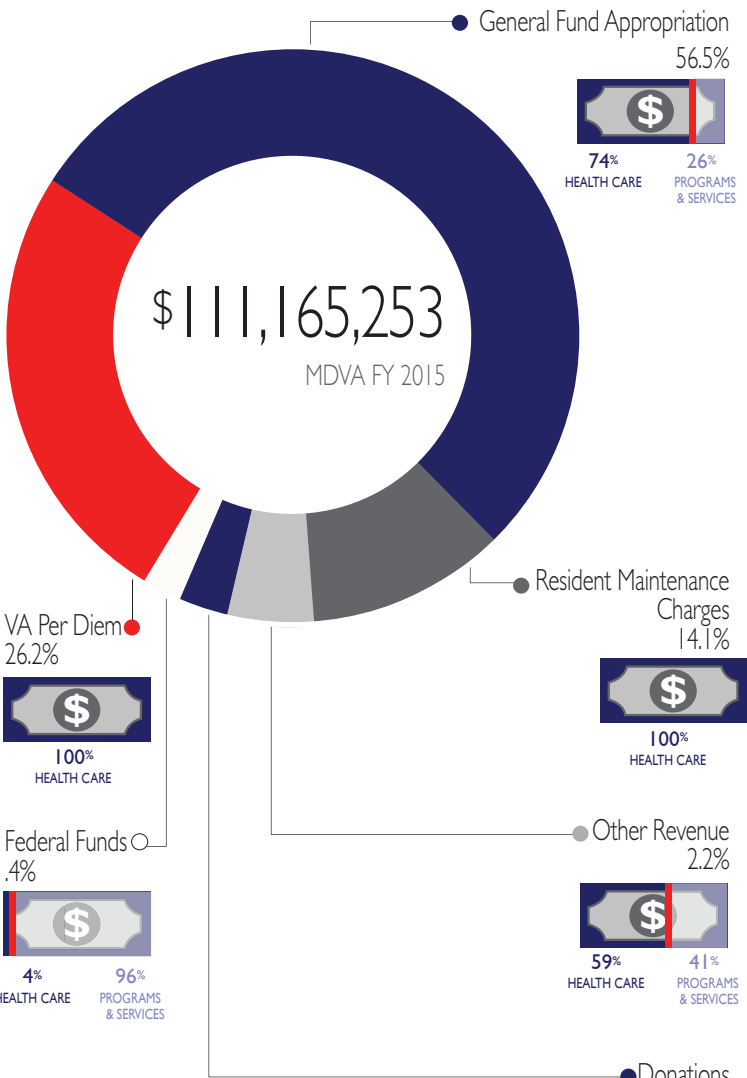
2015: \$22,509,149 (FEDERAL), \$7,839,417 (STATE)

2014: \$5,113,218 (FEDERAL), \$1,138,259 (STATE)

2013: \$1,385,631 (FEDERAL), \$353,914 (STATE)

2012: \$18,908,229 (FEDERAL), \$10,181,354 (STATE)

REVENUES



DISTRIBUTION OF FEDERAL VA FUNDS FY14 • PER STATE

As of September 30, 2014

	VETERANS	EXPENDITURES
Alabama	413,618	\$ 3,191,317
Alaska	73,397	\$ 552,280
Arizona	532,206	\$ 3,607,036
Arkansas	249,274	\$ 2,143,834
California	1,851,470	\$ 14,318,281
Colorado	413,271	\$ 3,073,039
Connecticut	213,420	\$ 1,171,099
Delaware	78,099	\$ 398,842
District of Columbia	29,825	\$ 2,703,410
Florida	1,583,697	\$ 11,688,201
Georgia	752,882	\$ 5,398,211
Hawaii	121,007	\$ 842,115
Idaho	132,395	\$ 827,990
Illinois	721,575	\$ 4,248,086
Indiana	476,283	\$ 2,667,905
Iowa	231,655	\$ 1,339,350
Kansas	221,206	\$ 1,358,491
Kentucky	330,599	\$ 2,425,358
Louisiana	330,145	\$ 2,540,466
Maine	127,234	\$ 959,396
Maryland	437,762	\$ 2,688,111
Massachusetts	379,772	\$ 2,593,152
Michigan	658,469	\$ 3,753,563
Minnesota	369,149	\$ 2,564,646
Mississippi	220,389	\$ 1,657,042
Missouri	494,346	\$ 3,440,223
Montana	99,646	\$ 731,755
Nebraska	143,375	\$ 1,136,146
Nevada	228,027	\$ 1,780,651
New Hampshire	113,660	\$ 674,052
New Jersey	428,396	\$ 2,115,578
New Mexico	171,528	\$ 1,450,002
New York	892,221	\$ 6,123,810
North Carolina	775,020	\$ 5,949,873
North Dakota	57,395	\$ 367,003
Ohio	866,481	\$ 7,504,281
Oklahoma	337,571	\$ 2,934,748
Oregon	331,632	\$ 2,542,834
Pennsylvania	939,069	\$ 5,260,391
Rhode Island	71,966	\$ 529,503
South Carolina	417,554	\$ 3,289,095
South Dakota	72,030	\$ 619,864
Tennessee	506,340	\$ 3,758,888
Texas	1,680,418	\$ 15,394,005
Utah	151,719	\$ 1,029,344
Vermont	48,602	\$ 295,362
Virginia	781,388	\$ 5,251,707
Washington	603,623	\$ 3,811,479
West Virginia	167,355	\$ 1,826,167
Wisconsin	413,723	\$ 2,665,107
Wyoming	49,708	\$ 383,891
Puerto Rico	93,240	\$ 1,563,237
Guam	9,453	\$ 88,631

MINNESOTA RANKS
24TH
POPULATION

- 23 Massachusetts
- 22 Colorado
- 21 Wisconsin
- 20 Alabama
- 19 South Carolina
- 18 New Jersey
- 17 Maryland
- 16 Indiana
- 15 Missouri
- 14 Tennessee
- 13 Arizona
- 12 Washington
- 11 Michigan
- 10 Illinois
- 9 North Carolina
- 8 Georgia
- 7 Virginia
- 6 Ohio
- 5 New York
- 4 Pennsylvania
- 3 Florida
- 2 Texas
- 1 California

MINNESOTA RANKS
25TH
EXPENDITURES

- 24 Massachusetts
- 23 Wisconsin
- 22 Indiana
- 21 Maryland
- 20 District of Columbia
- 19 Oklahoma
- 18 Colorado
- 17 Alabama
- 16 South Carolina
- 15 Missouri
- 14 Arizona
- 13 Michigan
- 12 Tennessee
- 11 Washington
- 10 Illinois
- 9 Virginia
- 8 Pennsylvania
- 7 Georgia
- 6 North Carolina
- 5 New York
- 4 Ohio
- 3 Florida
- 2 California
- 1 Texas

\$6,947
PER MN VETERAN
INCREASE FROM FY14
\$469

LEGISLATIVE ACCOMPLISHMENTS

PROCEDURE CHANGES

Military discharge forms can now be shared between state and local government Veteran service entities.

MDVA general fund appropriations made may be transferred to a Veterans Homes **special revenue fund account**.

Firefighters eligibility examination to include Veterans relevant military experience.

Reports on federal **Medicare reimbursements** received, and how **SOT grant funds** are used, are to be provided annually.

Verification of small businesses that are majority-owned and operated by a Veteran will now be certified by MDVA.

Appointed trustees of the **Big Island trust** can be dismissed by a majority vote of the trustees, and with the consent of the Commissioner of Veterans Affairs.

The **Honor and Remember Flag** is the recognized symbol to acknowledge the ultimate sacrifice made by a fallen member of the US armed forces in the line of duty.

A **Veterans Home** cannot be closed unless specifically authorized by law.

Through the Veterans Preference Act, Veterans facing a **pending discharge** can file a written request for a hearing to be performed in one of three methods:

- a civil service board or commission
- a merit authority, or
- a three-person panel

If the Veteran does not select a method, it will be selected for him/her.

Who is responsible for the costs of a discharge hearing are as follows:

- If heard by a civil service board, the Veteran is only responsible for the fees of the attorney representing him/her.
- If heard by a three-person panel, all parties equally pay the hearing cost.

The Veteran also pays the fees for the attorney representing him/her.

If the discharge is reversed and the Veteran prevails, reasonable fees for the Veteran's attorneys will be covered.

APPROXIMATE EFFECTIVE DATE: MAY 23, 2015

VETERANS INTEREST

Customized training programs specifically targeting retired and disabled Veterans are being developed for **skilled manufacturing jobs**. Training for these positions are planned for in the workplace and at MnSCU institutions.

Parks, trails and recreation areas on **Big Marine Lake** are scheduled for development by the Disabled Veterans Rest Camp Association.

The **Veterans' Voices** program will be hosted at the Minnesota Humanities Center.

During deer hunting season, Residents of a Minnesota Veterans Home may obtain a **firearm or muzzle loader deer license**, and take antlerless deer without a permit in designated state hunting areas. Individuals may assist a Minnesota Veterans Home Resident during deer season without having a deer license, but that person may not shoot a deer.

Rehabilitation study of the **Minnehaha Creek bridge** that links South Minnehaha Dr. and the Minneapolis Veterans Home.

A grant to the City of Sauk Centre to replace the roof at the **Eagle's Healing Nest**, a facility that serves Veterans, service members and their families.

The unexpended balance from the 2012 appropriation is being added to the current appropriations to develop a new skilled nursing facility in **Building 17 and adjoining facilities**.

APPROPRIATIONS

Biennium appropriations for MDVA totaled \$142,785,000. The appropriation will be used, in part, to fund the following projects:

Expedite temporary licensing for members of the military. Occupations include optometrist, dietitian and nutritionist, marriage and family therapist, professional and clinical counselor, podiatric medicine, and barber. Licenses are also to be established for cosmetologists, nail technicians and estheticians.

Veterans Service Organizations: DAV, MOPH, American Legion, VFW, AMVETS, VVA, and Paralyzed Veterans of America

Minnesota Assistance Council for Veterans (MACV)

Honor Guard Services at Veteran funerals

Administering the Minnesota GI Bill postsecondary educational benefits, on-the-job training and apprenticeship programs

Gold Star Family Program services for surviving family members of deceased Veterans

County Veterans Service Officer grant program

FUNDING

Establish **educational pilot programs** for Veterans interested in agriculture.

FUNDING: \$175,000 FY2016
\$175,000 FY2017
EFFECTIVE: JULY 1, 2015

Administrative funds to serve Veterans at the **Stearns County Veterans Housing**

FUNDING: \$85,000 each year of the biennium
EFFECTIVE: JULY 1, 2015

Grants for non-profit organizations to provide **mental health service referrals** for Southeast Asian Veterans (born before 1965) not currently qualifying for services available to Veterans.

FUNDING: \$100,000 FY2016
EFFECTIVE: JULY 1, 2015

"Support Our Troops" grants available to competitive organizations and efforts dedicated to improving the lives of Veterans and their families.



SUMMARY OF FEDERAL EXPENDITURES FY14 • BY COUNTY									
As of September 30, 2014									
EXPENDITURES IN \$000s									
COUNTY/ CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION REHABILITATION EMPLOYMENT	INSURANCE INDEMNITIES	MEDICAL CARE	UNIQUE PATIENTS**	
AITKIN	1,736	\$ 16,258	\$ 7,647	\$ -	\$ 246	\$ 133	\$ 8,232	939	
ANOKA	23,368	\$ 144,032	\$ 65,941	\$ -	\$ 10,238	\$ 1,399	\$ 66,454	7,165	
BECKER	2,985	\$ 22,531	\$ 11,063	\$ -	\$ 537	\$ 179	\$ 10,752	1,196	
BELTRAMI	3,252	\$ 26,997	\$ 15,476	\$ -	\$ 1,270	\$ 151	\$ 10,099	1,319	
BENTON	3,362	\$ 30,761	\$ 10,504	\$ -	\$ 669	\$ 114	\$ 19,473	1,488	
BIG STONE	476	\$ 4,034	\$ 2,004	\$ -	\$ 78	\$ 65	\$ 1,887	261	
BLUE EARTH	4,603	\$ 25,592	\$ 13,040	\$ -	\$ 2,664	\$ 268	\$ 9,619	1,237	
BROWN	1,844	\$ 14,085	\$ 8,390	\$ -	\$ 609	\$ 200	\$ 4,886	847	
CARLTON	3,356	\$ 24,039	\$ 14,514	\$ -	\$ 1,071	\$ 131	\$ 8,322	977	
CARVER	4,964	\$ 20,401	\$ 10,071	\$ -	\$ 1,830	\$ 288	\$ 8,212	1,092	
CASS	3,355	\$ 28,074	\$ 14,183	\$ -	\$ 395	\$ 219	\$ 13,277	1,523	
CHIPPEWA	849	\$ 6,750	\$ 2,819	\$ -	\$ 104	\$ 59	\$ 3,768	516	
CHISAGO	4,348	\$ 27,204	\$ 14,861	\$ -	\$ 2,057	\$ 246	\$ 10,040	1,113	
CLAY	4,304	\$ 35,598	\$ 13,807	\$ -	\$ 1,840	\$ 289	\$ 19,662	1,684	
CLEARWATER	802	\$ 7,532	\$ 3,672	\$ -	\$ 110	\$ 61	\$ 3,688	406	
COOK	512	\$ 2,895	\$ 1,732	\$ -	\$ 30	\$ 47	\$ 1,086	110	
COTTONWOOD	821	\$ 5,655	\$ 2,816	\$ -	\$ 51	\$ 14	\$ 2,774	354	
CROW WING	5,797	\$ 55,907	\$ 30,069	\$ -	\$ 1,877	\$ 482	\$ 23,479	2,901	
DAKOTA	27,550	\$ 174,948	\$ 81,419	\$ -	\$ 14,380	\$ 1,919	\$ 77,230	7,126	
DODGE	1,221	\$ 6,730	\$ 3,740	\$ -	\$ 317	\$ 45	\$ 2,629	374	
DOUGLAS	3,260	\$ 24,995	\$ 13,467	\$ -	\$ 659	\$ 161	\$ 10,707	1,514	
FARIBAULT	1,292	\$ 8,483	\$ 4,024	\$ -	\$ 402	\$ 153	\$ 3,903	413	
FILLMORE	1,560	\$ 9,083	\$ 5,269	\$ -	\$ 414	\$ 78	\$ 3,322	468	
FREEBORN	2,628	\$ 18,730	\$ 8,308	\$ -	\$ 465	\$ 224	\$ 9,733	1,023	
GOODHUE	3,994	\$ 21,168	\$ 9,652	\$ -	\$ 1,105	\$ 377	\$ 10,034	1,001	
GRANT	479	\$ 3,960	\$ 2,342	\$ -	\$ 74	\$ 85	\$ 1,460	227	
HENNEPIN	62,054	\$ 486,138	\$ 155,034	\$ 2,798	\$ 35,866	\$ 8,297	\$ 202,380	15,768	
HOUSTON	1,573	\$ 8,658	\$ 5,277	\$ -	\$ 354	\$ 139	\$ 2,899	665	
HUBBARD	2,316	\$ 17,330	\$ 9,297	\$ -	\$ 236	\$ 139	\$ 7,657	880	
ISANTI	3,209	\$ 20,657	\$ 9,766	\$ -	\$ 954	\$ 136	\$ 9,800	1,183	
ITASCA	4,687	\$ 33,173	\$ 18,987	\$ -	\$ 730	\$ 206	\$ 13,250	1,721	
JACKSON	819	\$ 4,858	\$ 2,285	\$ -	\$ 61	\$ 46	\$ 2,466	309	
KANABEC	1,472	\$ 12,957	\$ 5,397	\$ -	\$ 159	\$ 84	\$ 7,318	677	
KANDIYOHI	2,766	\$ 21,401	\$ 11,406	\$ -	\$ 489	\$ 204	\$ 9,302	1,343	
KITTSOPH	406	\$ 2,171	\$ 1,064	\$ -	\$ 18	\$ 160	\$ 929	172	
KOOCHICHING	1,279	\$ 7,453	\$ 4,066	\$ -	\$ 145	\$ 19	\$ 3,223	367	
LAC QUI PARLE	571	\$ 4,432	\$ 2,279	\$ -	\$ 53	\$ 22	\$ 2,079	351	
LAKE	1,209	\$ 8,362	\$ 5,068	\$ -	\$ 190	\$ 107	\$ 2,995	381	
LAKE OF WOODS	482	\$ 2,996	\$ 1,537	\$ -	\$ 17	\$ 52	\$ 1,390	166	
LE SUEUR	2,017	\$ 11,907	\$ 5,371	\$ -	\$ 481	\$ 104	\$ 5,951	661	
LINCOLN	479	\$ 3,470	\$ 1,300	\$ -	\$ 65	\$ 110	\$ 1,996	183	
LYON	1,756	\$ 10,401	\$ 4,735	\$ -	\$ 527	\$ 171	\$ 4,968	550	
MCLEOD	2,902	\$ 17,886	\$ 8,292	\$ -	\$ 665	\$ 137	\$ 8,791	1,076	
MAHNOHEN	409	\$ 3,867	\$ 1,787	\$ -	\$ 62	\$ 35	\$ 1,982	206	
MARSHALL	715	\$ 5,015	\$ 2,460	\$ -	\$ 108	\$ 23	\$ 2,424	369	
MARTIN	1,746	\$ 12,945	\$ 7,005	\$ -	\$ 374	\$ 154	\$ 5,412	759	
MEeker	1,934	\$ 14,530	\$ 6,428	\$ -	\$ 401	\$ 89	\$ 7,611	802	
MILLE LACS	2,443	\$ 27,339	\$ 13,710	\$ -	\$ 666	\$ 120	\$ 12,843	1,127	
MORRISON	2,839	\$ 34,019	\$ 17,573	\$ -	\$ 1,023	\$ 198	\$ 15,226	1,678	
MOVER	2,840	\$ 16,338	\$ 10,018	\$ -	\$ 570	\$ 261	\$ 5,488	827	
MURRAY	690	\$ 4,165	\$ 1,845	\$ -	\$ 97	\$ 67	\$ 2,157	310	
NICOLLET	2,144	\$ 13,497	\$ 6,905	\$ -	\$ 1,081	\$ 129	\$ 5,383	779	
NOBLES	1,508	\$ 7,762	\$ 2,878	\$ -	\$ 327	\$ 112	\$ 4,446	506	
NORMAN	588	\$ 5,754	\$ 2,670	\$ -	\$ 136	\$ 17	\$ 2,932	251	
OLMSTED	10,868	\$ 37,622	\$ 19,796	\$ -	\$ 3,380	\$ 742	\$ 13,704	1,950	
OTTERTAIL	5,375	\$ 39,617	\$ 20,404	\$ -	\$ 900	\$ 498	\$ 17,816	2,215	
PENNINGTON	1,022	\$ 6,424	\$ 3,448	\$ -	\$ 280	\$ 34	\$ 2,662	330	
PINE	2,966	\$ 21,812	\$ 11,084	\$ -	\$ 708	\$ 189	\$ 9,831	912	
PIPESTONE	654	\$ 4,547	\$ 1,421	\$ -	\$ 167	\$ 147	\$ 2,812	229	
POLK	2,531	\$ 15,174	\$ 6,858	\$ -	\$ 681	\$ 229	\$ 7,406	941	
POPE	847	\$ 7,016	\$ 3,551	\$ -	\$ 134	\$ 21	\$ 3,310	418	
RAMSEY	28,093	\$ 171,046	\$ 70,612	\$ -	\$ 15,209	\$ 3,617	\$ 81,607	6,746	
RED LAKE	360	\$ 1,855	\$ 968	\$ -	\$ 49	\$ 8	\$ 831	115	
REDWOOD	1,161	\$ 8,902	\$ 5,037	\$ -	\$ 160	\$ 53	\$ 3,652	424	
RENVILLE	1,178	\$ 8,781	\$ 5,133	\$ -	\$ 255	\$ 65	\$ 3,328	468	
RICE	4,548	\$ 21,184	\$ 11,328	\$ -	\$ 1,113	\$ 241	\$ 8,502	972	
ROCK	693	\$ 5,722	\$ 2,527	\$ -	\$ 156	\$ 280	\$ 2,758	301	
ROSEAU	1,039	\$ 5,622	\$ 3,121	\$ -	\$ 126	\$ 117	\$ 2,259	388	
ST. LOUIS	18,789	\$ 106,493	\$ 58,271	\$ -	\$ 7,607	\$ 1,443	\$ 39,172	5,476	
SCOTT	7,360	\$ 52,271	\$ 21,516	\$ -	\$ 7,892	\$ 316	\$ 22,547	2,057	
SHERBURNE	6,402	\$ 52,486	\$ 26,879	\$ -	\$ 3,381	\$ 266	\$ 21,960	2,470	
SIBLEY	1,185	\$ 6,345	\$ 3,156	\$ -	\$ 187	\$ 59	\$ 2,943	368	
STEARNS	10,306	\$ 155,824	\$ 51,974	\$ 13,428	\$ 4,384	\$ 504	\$ 83,977	5,791	
STEELE	2,818	\$ 13,198	\$ 6,985	\$ -	\$ 739	\$ 137	\$ 5,338	689	
STEVENS	524	\$ 2,823	\$ 1,562	\$ -	\$ 97	\$ 30	\$ 1,134	225	
SWIFT	945	\$ 6,073	\$ 3,325	\$ -	\$ 189	\$ 51	\$ 2,508	354	
TODD	2,113	\$ 15,890	\$ 7,387	\$ -	\$ 177	\$ 77	\$ 8,249	1,007	
TRAVERSE	353	\$ 2,540	\$ 1,361	\$ -	\$ 34	\$ 20	\$ 1,125	120	
WABASHA	1,821	\$ 13,351	\$ 7,432	\$ -	\$ 403	\$ 212	\$ 5,304	659	
WADENA	1,206	\$ 16,250	\$ 9,710	\$ -	\$ 323	\$ 92	\$ 6,125	630	
WASECA	1,715	\$ 7,854	\$ 3,895	\$ -	\$ 407	\$ 55	\$ 3,498	452	
WASHINGTON	16,896	\$ 87,319	\$ 42,471	\$ -	\$ 7,976	\$ 1,524	\$ 35,347	3,406	
WATONWAN	922	\$ 6,248	\$ 2,924	\$ -	\$ 116	\$ 54	\$ 3,154	384	
WILKIN	470	\$ 3,409	\$ 1,500	\$ -	\$ 105	\$ 29	\$ 1,775	171	
WINONA	3,572	\$ 16,656	\$ 7,944	\$ -	\$ 1,231	\$ 346	\$ 7,135	960	
WRIGHT	9,059	\$ 51,859	\$ 24,194	\$ -	\$ 3,484	\$ 511	\$ 23,670	2,480	
YELLOW MEDICINE	790	\$ 6,510	\$ 3,340	\$ -	\$ 188	\$ 122	\$ 2,860	378	
MINNESOTA	369,149	\$ 2,564,646	\$ 1,146,384	\$ 16,225	\$ 151,587	\$ 30,815	\$ 1,136,313	115,827	



“Together we can do
great things.”

LARRY SHELLITO
MDVA COMMISSIONER



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