



ALWAYS EVOLVING



THE FUTURE OF MINNESOTA VETERANS

2018 ANNUAL REPORT

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

EVOLVING



numbers

Achieved the **best MNSafe Rating** in 5 years, more than 2 points under the established target rate.

MDVA Veteran **hearings increased** nearly 3-fold in 2018.

Residential Satisfaction Rating at MDVA Veterans Homes were 26% higher than the national average.

MDVA's Benefits program **served 11% more Veterans, spouses and employers** in 2018 over 2017.

MDVA **Website visitors increased** more than 10%.

Minnesota Military Radio expands into 10 new markets.

Attendance at the MDVA **Women Veterans Conference increased by 4%**.

Little Falls Veterans Cemetery **passed the 500 burials** per year mark.

MN GI Bill funds increased nearly 13% for educational needs and 25% for employment assistance.

Minnesota's **Veteran unemployment rate remains below national average**.

MDVA Partnerships grew by 25%, adding more than a dozen key Veteran-centered organizations.

Grant funds and grant recipients **increased in 2018** fueled by SOT participation.

MDVA's Pharmacy **Medicare D reimbursements** topped over \$300,000 in 2018.

programs

Telehealth relationship with the VA expands to include wheelchair and speech therapy evaluations.

To unify **domiciliary care services, Minneapolis and Hastings merged programs**, available at two MDVA Veterans Home sites.

2018 marked the **successful launch of the Minnesota GI Bill** License and Certification provisions.

With a focus on reducing the use of medications, **antibiotic stewardship programs** were launched in Fergus Falls, Luverne and Silver Bay.

Developed **Living with Dementia Workshops** for families of Residents in Silver Bay.

Added **recreational and vocational programs** that appeal to younger generation Veterans.

Healthy Choices program created for MDVA's domiciliary care facilities.

Served over 6,700 MN Veterans through the **LinkVet program** in 2018.

Minneapolis Veterans Home campus **introduced Toddler Time**, a community participation program.

Converted all MDVA burial records to a digitized format.

Developed a **plain language emergency** announcement system.

Updated the emergency plan, complying with state and federal CMS requirements.

noted

TPT released a **documentary** on the history and Residents of the Minneapolis Veterans Home campus.

US News & World Report rate MDVA's Luverne facility one of the **Best Nursing Homes**.

Received the prestigious USDVA's **Abraham Lincoln Pillars of Excellence Award**.

Received the **Outstanding Member Award** from the National Coalition for Homeless Veterans.

Minneapolis Home received two **Quality Improvement Awards** for *This Life Story* project.

MDVA **Communications recognized** for the *Preston Cemetery video* and *2017 Annual Report*.

facilities

Opened a new, state-of-the-art **100 bed skilled care facility** on the Minneapolis Home campus, completing a 10 year, three-phase remodeling project.

Opened the nation's first Veterans Home **dental care facility**.

Improved triage services through the redesign of the Domiciliary Primary Care Clinic.

MDVA's **centralized pharmacy** now serves all five Homes, filling over 100,000 prescriptions per year.

All MDVA Veterans Homes achieved **CMS Certification** in 2018.

\$9 million approved by the Legislature in 2018 for the **preservation and improvement** of existing MDVA facilities.

\$32 million capital investment approved in 2018 for the **addition of three new Veteran facilities** to the Bemidji, Preston and Montevideo regions.

staff

Expanded **staff training** to include topics as respecting choices, sexual harassment and cyber security.

Dedicated and experienced, 35% of MDVA's staff in 2018 reached 10 or more years of service to Veterans.

Buddies Forever Dementia program expands to both the Luverne and Silver Bay Homes.

CMS awarded the staff at the Luverne and Silver Bay Homes with a **5-STAR Overall Staff** rating.

Luverne received a CMS **5-STAR Nursing Staff** rating.

MDVA established a partnership with St. Catherine University, affording **health care learning opportunities** for students to serve Veterans.

JULY 1, 2017 TO
JUNE 30, 2018

HIGHLIGHTS FROM 2018



A CONVERSATION WITH
COMMISSIONER LARRY SHELLITO

“The best way to predict your future is to create it.”

A quote from one of my favorite voices in leadership, Peter Drucker, this aptly describes the evolution of the Minnesota Department of Veterans Affairs. I say this with great pride, as we reflect on the accomplishments achieved by my incredible staff in 2018.

This was a year of changes, hard work and movement. It is a year that ended with a renewed sense of mission, and strong forward momentum. It was a year of endings, with the promise of new beginnings.

2018 marks the eighth year I have had the honor of representing more than 330,000 Veterans as Commissioner of MDVA. I have valued and truly enjoyed my time in this role of continued service. I want to thank Minnesota Governor Mark Dayton for giving me the honor of being the Commissioner of this agency, and the opportunity to work alongside so many of Minnesota’s, and America’s, heroes. This work is not something we could ever do alone. So I thank our valuable partners across the state, in the non-profit, private and public sectors.

I invite you to take some time to reflect on this report, and most importantly, the impact Veterans make to this great state and our nation. The Minnesota Department of Veterans Affairs is very proud of the service we provide. We will continue to work hard to ensure that Veterans of all generations – whether it be one going on their first deployment, one suffering from injuries, or one being laid to rest – are recognized for their service, and treated with the dignity and respect they so richly deserve.

The future for Minnesota Veterans remains bright. Taking care of Veterans and bringing them “all the way home” remains MDVA’s mission, as we continue to move forward preparing for the future. I am so honored to serve in a state that has continuously made Veterans and their loved ones a top priority... *for lest we forget.*

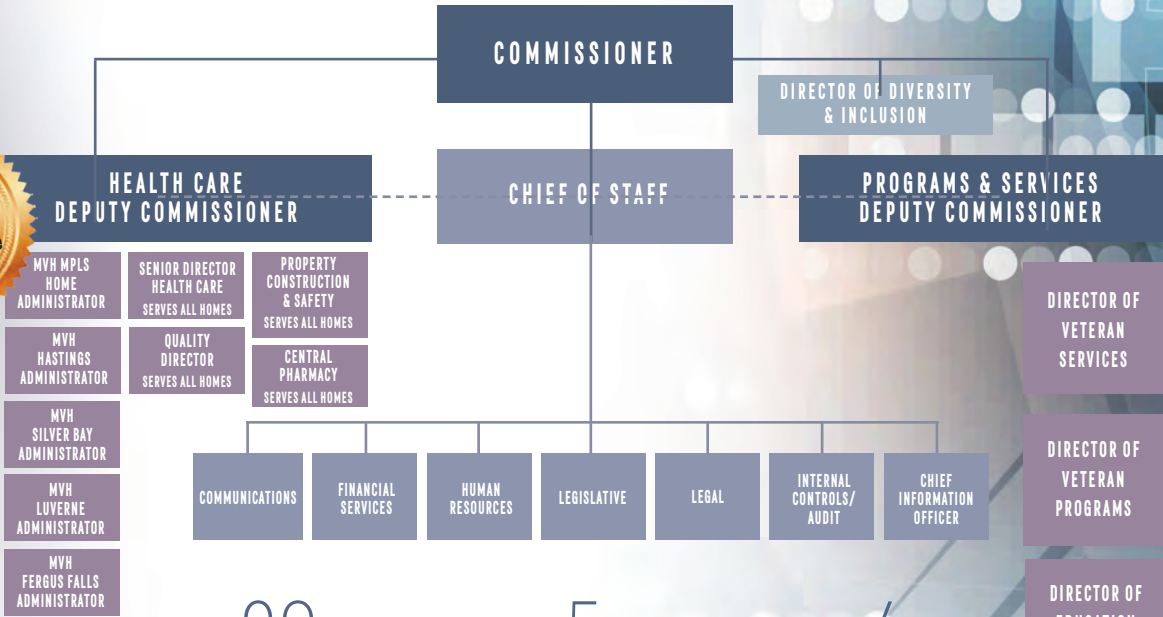


ENDINGS
NEW BEGINNINGS
Larry W. Shellito

35%
OF MDVA STAFF HAVE

10 YEARS
OR MORE OF SERVICE

MDVA STAFF



89%
HEALTH CARE SERVICES

5%
ADMINISTRATION & SUPPORT

6%
PROGRAM SERVICES

SINCE JANUARY OF 2011, the Minnesota Department of Veterans Affairs (MDVA) has been under the experienced watch of **Larry Shellito**, its 17th Commissioner. Heading up a staff of 1,426, a 2.4% increase over 2017, Commissioner Shellito is assisted by Deputy Commissioners **Douglas Hughes** who oversees MDVA’s **Veterans Health Care**, and **Brad Lindsay** who manages the **Programs & Services** division. 4% of Minnesota’s total government workforce is employed by MDVA, servicing the needs of Minnesota Veterans and their families.

Veterans Program & Benefits
50

Human Resources, Safety & Training
27

Administrative Support Customer Service
70

ATTENDED & STAFFED 10 CAREER FAIRS IN 2018

Dietary
167

Nursing Assistants & Aides
452

Registered Nurses
116

Building & Maintenance
148

Pharmacy
14

Physicians
5

Nurse Management
38

Skilled Craft
34

Legal & Legislative
3

Chaplains
5

Public Relations & Marketing
9

Management & Leadership
21

Social Work
19

Resident Therapists
73

Licensed Practical Nurses
136

Accounting & Finance
39

MINNESOTA'S

VETERANS not only shape our past, they shape America's future. They put their lives on *hold* and at *risk* to protect our freedoms and rights. They are *first in line* to provide aid to those in need, whenever and wherever there is a crisis in the world. It is because of this selfless commitment that 75% of Americans rank caring for Veterans as a **top priority** and support an **increase** in Veteran benefits.

Over **327,000** of America's heroes call Minnesota home. Ranked 23rd in US Veteran population, **71%** of Minnesota's Veterans are age 55 and older, with 2018 showing a 2% increase in Veterans living to age 85 and older. Minnesota's female Veterans continue to show a slight **increase**, a trend that is expected to reach 11% by 2020. Vietnam-era Veterans make up Minnesota's greatest numbers, whereas nationally the Gulf War-era ranks higher. Minnesota also has 3% more Peacetime Veterans than the national average of 23%. Funds from the U.S. Department of Veterans Affairs to Minnesota showed a **3.32%** increase over FY16, more than twice the percentage increase when comparing the previous year timeframes.



HEROES

BY MINNESOTA COUNTY • JULY 1, 2017 TO JUNE 30, 2018

Aitkin	1,820	Itasca	4,229	Pope	867
Anoka	21,911	Jackson	731	Ramsey	24,155
Becker	2,962	Kanabec	1,390	Red Lake	249
Beltrami	3,036	Kandiyohi	2,427	Redwood	1,058
Benton	2,968	Kittson	304	Renville	1,032
Big Stone	429	Koochiching	1,142	Rice	4,012
Blue Earth	3,691	Lac Qui Parle	582	Rock	653
Brown	1,822	Lake	1,060	Roseau	1,116
Carlton	2,838	Lake of the Woods	365	Scott	6,649
Carver	4,599	Le Sueur	1,914	Sherburne	5,854
Cass	2,961	Lincoln	469	Sibley	868
Chippewa	790	Lyon	1,441	St. Louis	15,704
Chisago	3,926	Mahnomen	365	Stearns	10,021
Clay	3,797	Marshall	604	Steele	2,411
Clearwater	849	Martin	1,559	Stevens	530
Cook	444	McLeod	2,639	Swift	654
Cottonwood	779	Meeker	1,742	Todd	1,878
Crow Wing	5,742	Miller Lacs	2,239	Traverse	309
Dakota	25,094	Morrison	2,690	Wabasha	1,765
Dodge	1,319	Mower	2,624	Wadena	1,190
Douglas	3,021	Murray	696	Waseca	1,251
Faribault	1,147	Nicollet	1,935	Washington	14,188
Fillmore	1,431	Nobles	1,103	Watsonwan	762
Freeborn	2,440	Norman	474	Wilkin	449
Goodhue	3,636	Olmsted	9,323	Winona	2,806
Grant	487	Otter Tail	4,813	Wright	7,793
Hennepin	53,454	Pennington	926	Yellow Medicine	735
Houston	1,354	Pine	2,486		
Hubbard	2,012	Pipestone	632		
Isanti	2,818	Polk	2,191		

327,631

GENDER

MALE	92.7%
FEMALE	7.3%

RACE

CAUCASIAN	93.4%
AFRICAN AMERICAN	3.0%
HISPANIC / LATINO	1.8%
AMERICAN INDIAN	.9%
ASIAN	.7%
OTHER	.2%

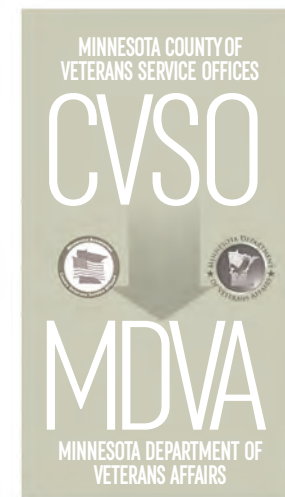
AGE

17-24	4,046
25-34	24,603
35-44	25,144
45-54	40,573
55-64	58,346
65-74	90,274
75-84	52,788
85+	31,854

38% VIETNAM
26% PEACETIME
13% POST 9/11
10% PRE 9/11
9% KOREA
4% WWII



Partnerships



LEARN WHAT **PROGRAMS AND SERVICES ARE AVAILABLE** TO VETERANS & THEIR FAMILIES

➔ **START** by contacting your local **CVSO OFFICE**

Each local Minnesota County Veterans Service Office (CVSO) connects Veterans and their families to all of the MDVA programs, services and resources available, helping Veterans get back to the life they had before serving their country. Through a collaboration with state and federal departments, organizations, businesses and community resources, MDVA is able to provide Minnesota Veterans with an outstanding support, care and advocacy network. This network is made possible by the MDVA partners honored below. On behalf of all Minnesota Veterans, we extend our appreciation to each of the organizations that partnered with MDVA in 2018.

HEALTH CARE



The Minnesota Veterans Home was established in the late 1800's to care for the mental, physical and spiritual well-being of our state's Veterans and their families. This mission remains the same today. Delivered by a health care staff of more than 1400 employees, MDVA pledges to provide a safe, dignified and nurturing health care environment to Minnesota's heroes, from every era of service.

Currently, MDVA offers five health care facilities for Veterans and their eligible spouses. **SKILLED NURSING CARE** is available through the Fergus Falls, Luverne, Minneapolis and Silver Bay locations. **DOMICILIARY CARE** is located in Hastings and on the Minneapolis campus. **ADULT DAY HEALTH CARE** is also provided and is located on the Minneapolis campus.

The quality care delivered by the MDVA Veterans Homes is rooted in hiring and retaining a skilled, compassionate and well-trained staff, at every level. MDVA's care teams seek to not just meet but to **exceed** the expectations of Residents and their families, from admission to end-of-life care. MDVA's success at achieving excellence is proven, with the **near perfect Resident Satisfaction Rating** received in 2018. Continuing the tradition, MDVA facilities remain the **caring** choice of Veterans and their families across the state.

RESIDENTS

86.4%	Male Veterans
7.1%	Female Veterans
6.5%	Spouse of Veteran

SERVICE ERAS

35.0%	Vietnam War
27.0%	Peace Time
23.5%	Korean War
12.8%	World War II
1.7%	Gulf War

HEALTH NEEDS

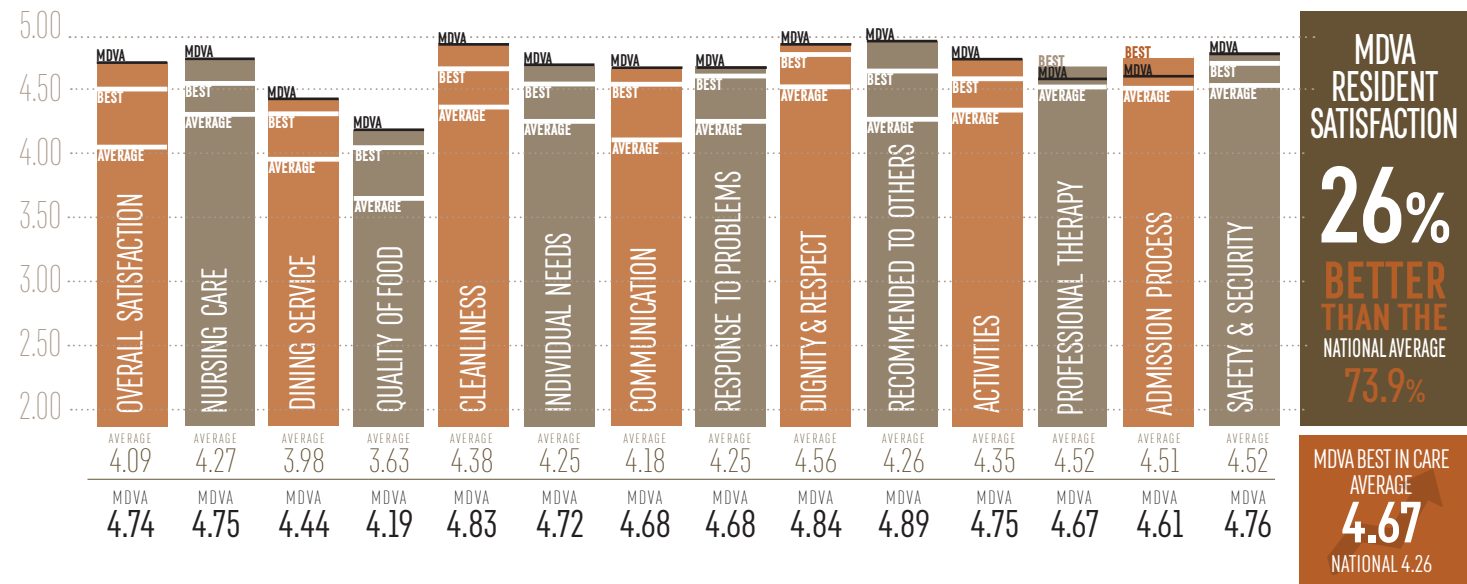
1	Alzheimer's
2	Mental Health Disorders
3	Dementia
4	Cerebral Vascular Disease
5	Other Special Services
6	Substance Addiction
7	Depression
8	Diabetes
9	Hypertension
10	Paralysis Agitans
11	Hyperlipidemia
12	Cancer
12	Chronic Pain
12	Chronic Obstructive Pulmonary Disease COPD
12	Multiple Sclerosis MS
12	Muscle Skeletal Disorders
13	Malaise & Fatigue
14	Parkinson

SERVICES

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
Family Support Group
Transportation
Barber
Beauty Shop
Cashier / Banking
Volunteer Programs
Outings & Events
End of Life Care
Vocational Rehabilitation
Telehealth Services
Laboratory Services
Radiology Services
Ethnic & Cultural Aspects
Services also include: Adult Day Center Community Transition Home Veterans Memory Care Facilities.

BEST IN CARE CUSTOMER SATISFACTION RATINGS

Independent Rating, Pinnacle Report - July 2018



COMPLIANCE

Fergus Falls and **Minneapolis Building 22** passed the Centers for Medicare and Medicaid Services (CMS) survey.

In 2018, MDVA's goal to receive **CMS certification in all MDVA Skilled Care Veterans Homes** was achieved.

All MDVA Veterans Homes received **excellent survey ratings** from the Minnesota Department of Health, and the Centers for Medicare and Medicaid Services.

evolving SERVICES 2018

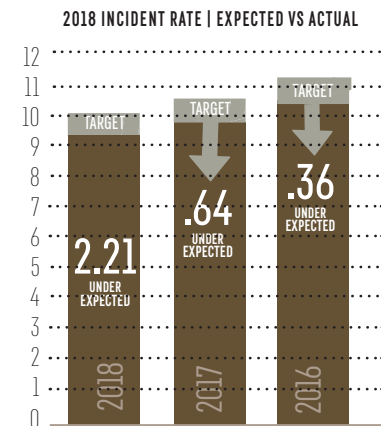
A new **REHABILITATION TELEHEALTH** program with the VA was implemented in Silver Bay to assist with Veteran wheelchair and speech therapy evaluations.

ADVANCE CARE PLANNING

was MDVA's Health Care Initiative for 2018, implementing programs that included **End-of-Life Nursing Education Care** (ELNEC) and **Respecting Choices**.

SAFETY

MDVA's ongoing program to reduce slip, trip, and fall related injuries continued in 2018, with highly noted success. The incident rating in the MDVA Veterans Homes hit the **lowest rate in five years**, over two points **under** the targeted number of incidents set for the year.



evolving SAFETY ACCOMPLISHMENTS 2018

- Replaced the **code-based emergency announcement** system with a plain-language program.
- Updated emergency plans** to align with state and federal CMS requirements.
- Implemented emergency **Continuity of Operations** programs at agency locations.
- Reviewed **safety perception data** at all locations.
- Held **incident command training** for key leadership staff.
- Audited **pharmacy safety data** resulting in subsequent database update.
- NIOSH **hazardous drugs database** was updated to include detailed handling instructions.
- Ergonomic review** was performed to ensure compliance with ADA requirements.

FACILITY IMPROVEMENTS

The very best living conditions that can be provided to our Veterans and their families is at the forefront of MDVA's facility management. Safety, efficiency and the comforts of home remain key components to the design, building and maintenance of MDVA Veterans Homes.

Here are just a few facility highlights achieved in 2018...



Building 22, a new state-of-the-art **100 bed skilled care facility** opened on the Minneapolis Veterans Home campus.

Facility condition audits were performed at all five MDVA Veterans Homes, as well as the two state Veterans Cemeteries.

LED lighting installation was completed in three of the Veterans Homes and one Veteran Cemetery in 2018.

ADDITIONAL 2018 IMPROVEMENTS • HOMES & CEMETERIES					
FF	Fergus Falls	H	Hastings	LF	Little Falls
L	Lucerne	M	Minneapolis	SB	Silver Bay
BATHROOM	SB				L
BOILER	SB				M
BRIDGE REPAIR	M				L
CEILING	H				L
DOORS	M	L			SB
ELECTRICAL	L				LF
ELEVATOR	H				FF
FLOORING	M	FF	SB		M
FOUNDATION	M				FF
GREENHOUSE	H				M
GYM / REC ROOM	M				H
HVAC	H				SB
LIGHTING	FF				H
PARALLEL BARS	M				SB
PARKING LOT	LF				H
PATIO				L	
PNEUMATIC CONTROL			M		
RAILINGS			L		
REMODEL NURSES STATION	FF	L			
REMODEL ROOMS	FF	SB			
ROADS	LF				
ROOF	FF				
SEWER	M				
SIDEWALK	FF				
STRUCTURAL STUDY	M				
TUNNEL REPAIR	H				
WALLS	M	H	SB		
WATER TOWER	H				
WINDOWS	H	SB			

Hastings

LOCATED ON 128 BEAUTIFUL WOODED ACRES along the Vermillion River, just minutes from the Twin Cities, lies the Hastings Veterans Home, one of just five stand-alone US Veterans Homes to offer domiciliary care. The campus is graced with bike and nature paths, an outdoor pavilion, as well as a heated, screened porch. With a strong focus on vocational rehabilitation, there are multiple offerings available on-site that even includes a wood shop program.

200	Domiciliary Units
134	Average Monthly Residents
19	2018 Admissions
27	2018 Discharges
65%	Average Occupancy



2018 Deficiency Free Rating
MN DEPT OF HEALTH
VETERANS ADMINISTRATION

I like it here. The staff is great. I love the food and activities. It's a great place to live! I've been here 15 years and I plan to stay.
Steve Fuchs
RESIDENT VETERAN



COLLABORATED WITH THE
HASTINGS POLICE DEPT
for Community Support of Veterans



OVER **70%**
OF RESIDENTS
PARTICIPATED IN
VOCATIONAL REHABILITATION
PROGRAMS IN 2018

1978
1200 EAST 18TH STREET
HASTINGS, MN 55033
651- 539-2400
1-877-VET-3803
1-877-838-3803

Domiciliary Care

MDVA's Domiciliary Care Program offers supervised living in a home-like environment to Veterans and their eligible spouses unable to live alone due to age-related impairments, or physical, mental or medical disabilities. Redesigned in 2018, MDVA merged the Hastings and the Minneapolis domiciliary care services into one program, still available at the two sites. By integrating programs, MDVA is able to tailor services such as medical management, mental health stability and vocational goals, specific to each Resident's needs. At whatever point a Veteran is in their life, MDVA's Domiciliary Care Homes provide supportive, independent living in a safe, non-judgmental environment, so each Minnesota hero can achieve their optimal level of independence, and pursue their quality of life choices.

Available in both Hastings and Minneapolis are the following medical, mental, chemical and personal health support services:

OFFERED SERVICES	24-Hour On-site Nursing Staff Providing Individual Care
	On-site Medical Care
	Medication Management
	Pharmaceutical Services
	Nutrition Care
	Meal & Snack Service
	Fitness Services
	Therapeutic Recreation
	Vocational Rehabilitation
	Drug & Alcohol Treatment
	Sobriety Support
	Mental & Behavioral Healthcare
	Dental Care
	Social Services
	Linen Services
	Sheltered Work Opportunities
	Chaplain / Spiritual Care
	Spouse Support Group
	Transportation
	Benefits Assistance
	Cashier / Banking
	Volunteer Programs
	Outings & Events
	End-of-Life Care
	Ethnic & Cultural Aspects

CARING FOR RESIDENTS

The redesign of the **Domiciliary Primary Care Clinic** is a highlight of 2018, with a vision to create better triage facilities and services that will keep pace with the changing health care needs of Minnesota Veterans.

A component of what makes MDVA's updated domiciliary program unique is the addition of **recreational and occupational programs** that appeal to a younger generation of Veterans. These program additions include community-based vocational programs, as well as expanding on-site facility offerings, such as woodshopping and a newly added greenhouse.

PROGRAMS IMPLEMENTED

2018 saw the organization of an interdisciplinary team from the domiciliary Homes that resulted in the **Healthy Choices Work Group**. The initial work of this dedicated team created a series of educational sessions on key health issues of domiciliary Residents, including healthy food choices, pre-diabetes care programs, medical management tips and age appropriate exercise.

STAFF ACHIEVEMENTS

2018 saw the change in domiciliary leadership positions, with team members joining the program, bringing a variety of **experience and decades of knowledge**.

Recognition is also given to some of the **longest serving staff members** on the domiciliary team. These include a 38 year employee, the transportation/facility staff with an average 23 years of service, and two of the weekly community Veteran Home volunteers, both still serving at 94 years young.

It is fantastic living at the Minneapolis DOMS. Living here gives me the stability I need to keep me on track to maintain my sobriety. The location to community resources such as the VAMC and the college I am attending is one of the reasons why I choose to live here. The Minneapolis DOMS has helped me unbelievably.
Douglas Meggitt MINNEAPOLIS DOMS RESIDENT



COLLABORATED WITH THE
MINNEAPOLIS COPE TEAM
improving the coordination of
Veteran Emergency Mental Health Care

1887
5101 MINNEHAHA
AVENUE SOUTH
MINNEAPOLIS, MN
55417
612-548-5700

Minneapolis

ALONG THE TRANQUIL SHORE of the Mississippi River, near Minnehaha Falls, yet within walking distance to the light rail systems and many city parks and lakes, is a facility solely dedicated to the domiciliary care needs of Veterans and their families. For over 150 years, the "domiciliary care model" has been the longest running federal Veteran's program. Boasting its own 130-year legacy of service to Minnesota Veterans, the Minneapolis Veterans Home is a well-suited location to continue this tradition of administering model, dedicated care.

50	Domiciliary Units
33	Average Monthly Residents
0	2018 Admissions
3	2018 Discharges
60%	Average Occupancy

2018 Deficiency Free Rating
MN DEPT OF HEALTH
VETERANS ADMINISTRATION



SKILLED NURSING CARE Minneapolis

OPENED IN 2018
BUILDING 22
100 BED
STATE-OF-THE-ART
SKILLED NURSING
FACILITY



ABOVE NATIONAL
AVERAGE
13 OF 15
CUSTOMER
SATISFACTION SURVEYS

Recipient of the
MDVA
QUALITY AWARD
AND THE
MINNESOTA
LEADING AGE
QUALITY AWARD
FOR
THIS LIFE STORY
PROJECT



The doctors immediately lowered the amount of drugs Jim was receiving resulting in him becoming more alert. The Recreation Department is wonderful— more entertainment than you can imagine. The staff is great about making sure Jim attends events even when I am not there. The staff is wonderful. I thank God every day for Jim being here.

Judy Laube WIFE OF RESIDENT

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AVENUE SOUTH
MINNEAPOLIS, MN
55417
612-548-5700

NOTABLE EVENTS

Starting in 2008, the Minneapolis Veterans Home campus saw the completion of the third and **final phase** of it's ten year remodeling program.

The **Community Room** in Building 22 held a special dedication to Wallace R. (Skip) Schmidt, a native of South Minneapolis and Vietnam Veteran, Silver Star and Purple Heart recipient, and member of *"The Twins Platoon."* The room is in tribute to all the Residents and families associated with the Vietnam War.

Opened the country's **first Dental Clinic** in a Veterans Home.

PROGRAMS IMPLEMENTED

Continuing the goal to provide person-centered, quality care to Residents, the program, *This Life Story* was created. A *This Life Story* board was added to Building 22 of the Minneapolis campus, celebrating the individuality of each Resident while providing MDVA staff with background information to further engage with participants on a more personal level. In 2018, *This Life Story* project proudly received two **Quality Improvement Award** for creativity and success.

CARING FOR RESIDENTS

Toddler Time, a new program added in 2018, joins Residents with families in the community to enjoy some intergenerational fun that includes live music and affords opportunities to meet and share stories.

ON A 53-ACRE WOODED CAMPUS that offers spectacular views overlooking the Mississippi River, you will find the Minneapolis Veterans Home. Conveniently located near the Minneapolis VA Medical Center, an on-site medical staff is just one of the **multi-levels of personalized care** provided to the 300 Residents that call this skilled nursing care facility home. 112 beds are dedicated to dementia care, with 12 rooms designed for elopement which provides a locked environment for safety. State-of-the-art rehabilitation and **all private rooms with bath** are comfortable features.

300	Total Skilled Nursing Care Beds
37%	Beds Dedicated to Dementia Care
282	Average Monthly Residents
92	2018 Admissions
94	2018 Discharges
94%	Average Occupancy
8	Month Average Waiting List

OFFERED 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 Healthcare
Dental Care
Optometry Care
Nutrition Services
Pharmaceutical Services
Social Services
Chaplain / Spiritual Care
Spouse Support Group
Transportation
Barber
Beauty Shop
Cashier / Banking
Adult Day Center
Volunteer Programs
Outings & Events
End-of-Life Care
Ethnic & Cultural Aspects

LOCATED ON MINNESOTA'S STUNNING NORTH SHORE, overlooking the expanses of Lake Superior, is the Silver Bay Veterans Home, where care is defined as meeting the **physical, social and spiritual needs** of each Resident. The northwoods lodge design of the Home features **four distinct neighborhoods** each with a living room, dining room and kitchen. Home amenities include a game room, craft shop, a four-season porch, as well as private outdoor spaces for visiting and relaxing. Boating, fishing, hunting and gardening are just a few of the outdoor activities Residents enjoy.

SKILLED NURSING CARE Silver Bay

ESTABLISHED 2018
ANTIBIOTIC
STEWARDSHIP
PROGRAM
FOR RESIDENTS

PINNACLE RATING
15
BEST IN CLASS
CUSTOMER
EXPERIENCE

2018 Deficiency
Free Rating
VETERANS ADMINISTRATION

MEDICARE RATING
5 STAR
★★★★★
STAFFING

I appreciate the overall feel of the Home. It is a very homey, close-knit group that has efficient hands-on care with the Residents.
DAUGHTER OF RESIDENT



I appreciate the quality of care and the quality of the staff.
RESIDENT



TRAINING & DEVELOPMENT

Validation training continued in 2018, with a number of staff members completing Level One and beginning work on the program's second level.

Internal policies were revised to meet the newly required CMS changes.

IMPLEMENTED PROGRAMS

Department **competency tools** were developed in 2018 to enhance employee orientation, manage annual training, and provide for ongoing "as needed" training.

1991
56 OUTER DRIVE
SILVER BAY, MN 55614
218-353-8700
1-877-SBY-VETS
1-877-729-8387

CARING FOR RESIDENTS

83	Total Beds
52%	Beds Dedicated to Dementia Care
78	Average Monthly Residents
27	2018 Admissions
27	2018 Discharges
94%	Average Occupancy
3-6	Month Average Waiting List

OFFERED SERVICES

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

CARING FOR RESIDENTS

Psychiatrist, nurse practitioner and physician, along with podiatry service, dental care, massage and chiropractic care are **all provided on-site**.

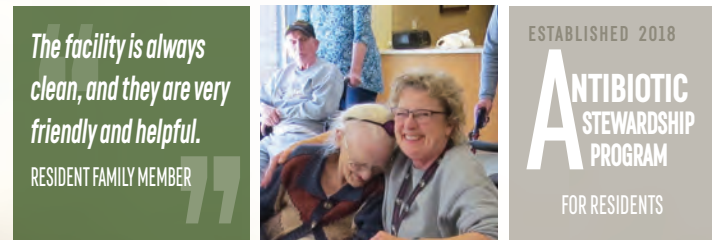
Implemented an **aromatherapy program** to help reduce medications through the use of calming aromas.

Silver Bay's Life Enrichment Coordinator developed a **dementia workshop** series for families. Offered twice a year, *Living with Dementia* continues to receive excellent participant feedback.

The **Buddies Forever** dementia program, offering tools to enhance employee communication skills when caring for Residents with dementia, was further developed and expanded.

To enhance Residents quality of life, the **Pet Therapy Program** was developed in 2009 to accommodate dogs and cats. In 2018, the program expanded to include visiting therapy donkeys.

SKILLED NURSING CARE Fergus Falls



1821 NORTH PARK ST
FERGUS FALLS, MN 56537
1-877-VET-HMFF
1-877-838-4633
218-736-0400

ESTABLISHED 2018
ANTIBIOTIC STEWARDSHIP PROGRAM
FOR RESIDENTS

PROGRAMS IMPLEMENTED

Ongoing review process to prevent and **reduce Resident falls**.
Established a comprehensive, **Quality Assurance and Performance Improvement program (QAPI)** with systems of care that include a quality of life focus, as well as Resident and staff satisfaction.
Comprehensive **water management program** implemented, with ongoing testing and maintenance to ensure water quality and safety.

CARING FOR RESIDENTS

Received **CMS** (Centers for Medicare and Medicaid Services) **Certification**, resulting in all eligible MDVA Homes achieving certification.
Established an **Antibiotic Stewardship** program to reduce microbial resistance.

A Resident favorite, staff-run **summer grill-outs** and family picnics continued in 2018.

The longevity of the Fergus Falls employees, and their diverse background and experiences, is what makes the staff exceptional.

- 2018 Staff Programs include:
- Morning Nursing Supervisor added to staff.
 - Continued safety training through the annual safety fair.
 - Establishment of a safety committee.

OFFERED SERVICES

106	Total Beds
20%	Beds Dedicated to Dementia Care
104	Average Monthly Residents
51	2018 Admissions
41	2018 Discharges
98%	Average Occupancy
6-8	Month Average Waiting List

Medical Care
24 Hr Skilled Nursing
Special Care: Dementia
Outpatient Clinic: Federal VA Community Based Outpatient Clinic (CBOC)
Occupational Therapy
Physical Therapy
Speech Therapy
Fitness Services
Recreational Therapy
Mental & Behavioral Healthcare
Dental Care
Optometry Care
Nutrition Services
Pharmaceutical Services
Social Services
Chaplain / Spiritual Care
Spouse Support Group
Transportation
Barber
Beauty Shop
Cashier / Banking
Volunteer Programs
Outings & Events
End-of-Life Care
Ethnic & Cultural Aspects

NESTLED ALONG THE ROCK RIVER, the Luverne Veterans Home offers three distinct living spaces, including a 17 bed special care unit designed to meet the unique needs of **Residents with dementia**.

A vibrant, active community that is highly supportive of our Veterans, the Luverne area provides a great volunteer base to draw from. The facility features a unique **backyard fishing pond, party room** that's available for family celebrations, along with Resident **gaming and computer rooms**.

85	Total Beds
20%	Beds Dedicated to Dementia Care
78	Average Monthly Residents
42	2018 Admissions
44	2018 Discharges
92%	Average Occupancy
1-3	Month Average Waiting List

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

CARING FOR RESIDENTS

Implemented a new **Antibiotic Stewardship program** to help lower the chances of patient antibiotic resistance.
Over 8,800 hours of service and care were provided by **volunteers** to Luverne Home Residents in 2018.

DEVELOPMENT & TRAINING

With a dedicated staff of 190, many of the Luverne employees have over 20 years of service caring for Veterans.
2018 Staff Programs include:
• Emergency preparedness training for all staff.
• Dementia patient communication and care training.
• Resident meal assistance program.
• New OnTrack Certified Nursing Assistant Training Program implemented.

SKILLED NURSING CARE Luverne

PROGRAMS IMPLEMENTED

Implemented and trained staff in the **Buddies Forever** dementia program to improve the communication skills of staff caring for Residents suffering from dementia and related symptoms.



Rated by
US News & World Report
One of the
BEST NURSING HOMES

MEDICARE RATING
5 STAR
RN STAFFING

MEDICARE RATING
5 STAR
STAFFING



Deficiency Free Rating
MN DEPT OF HEALTH
VETERANS ADMINISTRATION

There isn't anything I don't like. The facility and all the staff are warm, loving, and caring.

I can't say enough good things; everything is positive.



1994
1300 N. KNISS
PO BOX 539
LUVERNE, MN 56156
507-283-6200
1-877-LUV-VETS
1-877-588-8387

Adult Day Center

MINNEAPOLIS

LOCATED NEAR MINNEHAHA FALLS in a beautiful park setting is the exclusive “Vet’s Club.”

An Adult Day Center dedicated to offering Veteran caregivers a respite and the support they need to keep aging Veterans in their homes, for as long as possible. Located on the grounds of the Minnesota Veterans Home campus, housed in a historic 1887 building that served Civil War Veterans, is where you’ll find this award-winning program. **One of only three** Centers of its kind in the nation, members of the “Vet’s Club” receive person-centered care tailored to individual needs. This specialized care even includes dietary preferences, with a **staff chef** known to serve the best food in town! MDVA’s unique care program was created, and continues to be managed, by a highly dedicated, professional staff trained specifically in the care of **dementia and Alzheimer’s** diseases.



“It has been amazing for my dad to be there, they treat every participant with dignity, you don’t see that in many places.”
DAUGHTER OF VETERAN



2012 5101 MINNEHAHA AVE S, BLDG 4
MINNEAPOLIS, MN 55417
612-548-5963

CARING FOR VETERANS

Monthly *Nurses Corner* and *Dietitian Corner* are offered covering **educational tips** on requested topics.

Visiting historian seminars, special documentaries, art programs, plus scheduled field trips continued in 2018.

The popular “*Heroes on Horseback*” program continued.

Operation: “Sight and Sound,” featuring the songs and photos of Veterans, was featured at the **Minnesota State Fair** for a third year.

“*Let’s Go Fishing*” continues to be a favorite **annual client event**.

CARING FOR CAREGIVERS

Programs and resources available for caregivers continued to expand, including **one-to-one counseling** and care conferences for families.

Community referrals to additional resources and services continued to grow in 2018.

As the official **location for the Alzheimer’s Association Support Group**, MDVA’s Minneapolis campus continues to provide the latest in care and treatment.

CLIENTS

35	Maximum Occupancy
71%	Average Daily Occupancy
99%	Veterans
1%	Spouses

FUNDING

99%	Receive Federal Per Diem Funds
100%	Private Pay on Co-Pays (After 3rd day, per week)

STAFF

2	Registered Nurses
1	Social Worker
1	Recreational Therapist
4	Program Assistants

OFFERED SERVICES

Transportation
Bathing
Mental & Behavioral Healthcare
Special Care: Dementia
Physical Therapy
Speech Therapy
Fitness Services
Recreational Therapy
Nutrition Services
Pharmaceutical Services
Social Services
Spouse Support Group
Volunteer Programs
Outings & Events



2018 Deficiency Free Rating

MN DEPT OF HEALTH
VETERANS ADMINISTRATION

PARTNERSHIPS

MDVA 2019 celebrates the **10 year partnership with Lutheran Social Services** of Minnesota, offering the MN CORE counseling program to Veterans and their families.

Focus will be given to **increasing post-secondary education partnerships** with institutions across Minnesota to develop curriculum that aligns with current and future MDVA staffing needs.

Partnering with CNA, MDVA proposes to **develop a training center** under the direction of the Health Care Division.

STANDARDS

MDVA 2019 Validated by a 2018 audit performed by the Office of Legislative Audit (OLA), MDVA’s financial and operational processes were cited as not only exemplary but “**moving in the right direction.**” 2019 promises to keep this course, monitoring and adhering to the **same high levels of operation and care standards**.

Working closely with state and national organizations, MDVA will continue to develop and implement programs that insure all areas of care follow current, best known practices, and champion the changing needs of Veterans.

WORKFORCE

MDVA 2019 will see **additions to staff** that include an administrative position for the newly-reorganized MDVA Domiciliary Program.

The Health Care Recruitment & Retention Workgroup will be **developing strategic goals for staffing** the Veterans Homes for 2019 and beyond.

Staff training will continue to **focus on hospice and palliative care** with the integration of the program *End-of-Life Nursing Education Care* and *Respecting Choices*, to be implemented at all MDVA Home facilities.

QUALITY CARE IMPROVEMENTS

MDVA 2019 will continue to **develop life-enhancing programs**, specifically in the areas of smoking cessation, oral health, dementia care, hospice and end-of-life care.

MDVA’s Domiciliary Program will further **integrate operations** by standardizing specific program methods used to deliver medical, mental health and chemical dependency services to Residents.

Continuing efforts to **enhance the efficiency of MDVA operations** will result in more opportunities to improve and add community-based program and service offerings in 2019.

PHARMACY

MDVA 2019 will seek to **increase current revenue streams** captured through Medicare dollars.

Pharmaceutical procedures to **maintain compliance with USP 800 standards** will continue, and work to be improved.

SAFETY

MDVA 2019 will focus on **maintaining ongoing programs** for:

- Reducing slip, trip, and fall related injuries.
- Assessing arc flash hazards.
- Updating the workplace violence prevention program.
- Continuing safety incident investigations.
- Updating agency fleet policies.

Monitor and perform site reviews of **CMS emergency planning** requirements at Veterans Homes.

Implement a **new ergonomic review process** ensuring MDVA maintains ADA compliance.

FACILITIES

MDVA 2019 promises to be an exciting year of moving forward on improvements to the Homes, as well as expanding MDVA services and care to more Minnesota locations. With the approval of asset preservation allocations to repair, enhance and maintain buildings on all five of the current MDVA campuses, **critical funds will provide Residents and staff with a modern, safe living and working environment**, while preserving the Homes rich and proud historic structures.

State funding for **three new Veterans Homes**, approved in FY2018, will allow **the design and development to begin in 2019**. Designs for each new Home, as well as the remodeling and upgrade of existing facilities, will be centered around ensuring that Resident space feels warm and welcoming, while nurse charting stations and administrative areas will be inconspicuously incorporated to enhance this home-like atmosphere.

With the 2018 successful opening of the nation’s first Veterans Home Dental Clinic on the Minneapolis campus, 2019 will look towards **expanding the Veterans oral health program**, in partnership with *Delta Dental of Minnesota Foundation*, *Minnesota Veterans 4 Veterans Trust Fund (V4V)*, and the *Disabled American Veterans (DAV) of Minnesota Foundation*.

Property for MDVA’s **fourth Cemetery** has been acquired **in Redwood County**. Federal funding will dictate when construction can begin to serve Veterans in southwest Minnesota.

END HOMELESSNESS

MDVA 2019 efforts to end Veteran Homelessness will continue to encourage and **support the successful Continuum’s of Care (CoCs)** program.

Work will continue in 2019 to develop a public dashboard designed to make the **Homeless Veteran Registry outcome data readily available**. Access to this data affords participants the ability to monitor and evaluate progress, improve data literacy, and accelerate community engagement and impact.

2019 will see MDVA joining with the USDVA and MACV to create a **Core Team of Veteran Organizations**, each aligned in the common goal to address and to end Veteran homelessness.



PROGRAMS & SERVICES



Collaboration between federal, state and local Veteran service partners is what makes the six departments within **MDVA's Programs & Services Division** vital to Veterans. Over **65** services are administered to Veterans through **20** nation-leading state programs. A dedicated staff of **86** is committed to the task of assisting Minnesota Veterans and their families find the **housing, medical, education, employment, financial, end of life** and often just the **personal support** required to transition back to civilian life. Whatever the need, MDVA is at the ready to help each Minnesota hero that gave a part of his and her life in service to our country.

EDUCATION & EMPLOYMENT

SERVICES

Assist in Deployment Options
Transfer Military Credits
Referral to Scholarships
Assist with FAFSA Applications
OJT/Apprenticeship Referrals
Employer Referrals
Employment Assistance
Referral to Career Resources
Institutional Readiness
Veterans GPS LifePlan
VA Compliance Surveys
College Admission Assistance
Military Education Benefits

PROGRAMS

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

evolving with approved educational opportunities, job training programs, as well as financial assistance to help Veterans transition to a civilian career. MDVA is also a resource to assist private businesses and public employers with the hiring and training of Veterans.

CLAIMS & FIELD OPERATIONS

SERVICES

Complete & 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
Appeals Processing
Board of Veteran Appeals
Pre-Hearing Conferences

PROGRAMS

Claims & Field Operations
County Veterans Service Offices - CVSO
Tribal Veterans Service Officers - TVSO
Gold Star Family Program
Women Veterans Program

evolving by providing state and federal claim advocacy, in addition to support services to Veterans and their dependents, from all social and economic backgrounds.

MEMORIALS & CEMETERIES

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

PROGRAMS

Little Falls Veterans Cemetery
Preston Veterans Cemetery
Duluth Veterans Cemetery

evolving MDVA strives to be the nationwide model of excellence for burials and memorials for Veterans and their families. Private or General, MDVA's mission is to assure every Veteran is honored for their service and sacrifice to our nation through a lasting tribute.

VETERAN BENEFITS

SERVICES

Phone / Web / Email Support
Referral to Outside 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
Special Needs Grant
Social Security Assistance

PROGRAMS

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

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

GRANT PROGRAMS

SERVICES

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

PROGRAMS

County Veterans Service Offices - CVSO Grants
Veteran Service Organizations - VSO Grants
MN Assistance Council for Veterans - MACV
Support Our Troops - SOT Grant Program

evolving to provide needed funding to partners that assist MDVA in our mission and goal of serving and providing programs and services to Minnesota's Veterans and their families in their communities.

HOMELESSNESS ASSISTANCE

SERVICES

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

PROGRAMS

Minnesota Homeless Veterans Registry
MN Operation for Veteran Empowerment - MOVE
SSI/SDI, Outreach, Access, Recovery - SOAR

evolving as we continue the mission to end Veteran homelessness through appropriate and effective solutions, developed on a case-by-case basis.

Education & Employment



Higher Education VETERANS PROGRAM

A nation-leading program that is available on all public and most private Minnesota colleges and universities to help **identify and remove barriers** Veterans can face when trying to enroll and access **state and federal GI Bill** education benefits.

HIGHER EDUCATION PROGRAM COORDINATORS ASSIST WITH

- Payment extensions while awaiting for applied educational benefits
- Military transfer credit
- Veteran resident status
- Class withdrawal options due to deployment

78 ON-CAMPUS RESOURCE CENTERS

Unique to Minnesota, Veteran On-Campus Resource Centers provide student Veterans enrollment assistance and opportunities for interaction and networking with other Veterans and their families, all in a dedicated, welcoming environment.

REFERRALS TO OTHER RESOURCES 10,883

57 TRAINING & OUTREACH EVENTS

Opportunities in 2018 for MDVA Higher Education training and outreach were held across the state, working with student orientation programs, training CVSOs, assisting Veterans with demobilizations, and more.

TOTAL ATTENDANCE 6,475

2018 HIGHLIGHTS

FEDERAL GI BILL FUNDS TO MINNESOTA INSTITUTIONS

\$125 MILLION

STUDENTS ASSISTED THROUGH FEDERAL GI BILL FUNDS

11,259

STUDENTS ASSISTED INCREASED

9.5% OVER 2017

MN GI Bill EDUCATION BENEFITS

State funded program for Veterans seeking to earn a certificate, diploma or degree. MN GI Bill funds can be used to reimburse Veteran students for **qualified admission tests**, as well as **supplement tuition costs** at approved Minnesota universities, colleges and career schools.

2018 MN GI BILL EDUCATIONAL FUNDS AVAILABLE

up to \$3,000 Educational funds available per academic year for tuition or exam costs *
• MN GI Bill offers a \$10,000 lifetime benefit for education and/or employment use

2018 HIGHLIGHTS

STATE EDUCATION FUNDS TO MINNESOTA INSTITUTIONS

\$1.8 MILLION

VETERANS ASSISTED THROUGH MINNESOTA GI BILL FUNDS

1,022

FUNDS INCREASED

12.5% OVER 2017



MN GI Bill EMPLOYMENT BENEFITS

State funding program for Veterans seeking to **learn a skill** through on-the-job training or apprenticeships, as well as receive **reimbursement for certification and license fees**.

2018 MN GI BILL EMPLOYMENT FUNDS AVAILABLE

up to \$3,000 Licenses and certification reimbursements per fiscal year*
up to \$5,000 Employment training benefits*
up to \$2,000 Employers for training and employing a qualified Veteran

• MN GI Bill offers a \$10,000 lifetime benefit for education and/or employment use

2018 HIGHLIGHTS

STATE ON-THE-JOB TRAINING & APPRENTICESHIP FUNDS TO EMPLOYEES & EMPLOYERS

\$1.2 MILLION

APPRENTICESHIPS 303 | OTJ TRAINING 155

FUNDS INCREASED

25.2% OVER 2017



Veterans Employment PROGRAM

State funding program that **helps Veterans learn a trade** or skill through on-the-job training. MDVA additionally **works with private businesses** and public employers promoting and funding the hiring and training of Veterans.

2018 ACTIVITY

21 Employers Assisted
226 Apprenticeship Training Programs Available in Minnesota
672 Minnesota Veterans Trained in the Trades

2018 HIGHLIGHTS

VETERAN UNEMPLOYMENT MINNESOTA 2018

3.3 NATIONAL RATE 2018 3.9

APPRENTICESHIP PROGRAMS MINNESOTA 2018

5.6% INCREASE

VETERANS CAREER FAIR HELD JULY 18, 2018

165 EMPLOYERS / SERVICES 630 ATTENDEES



State Approving Agency SAA

State program to safeguard the quality of a Veteran's education and training, both on the job and through apprenticeships, which includes monitoring that participating programs **meet license and certification requirements**.

FACILITY ACTIVITY 2018

363 TOTAL MN FACILITIES
103 Public Facilities
260 Private Facilities

PROGRAM ACTIVITY 2018

4,501 TOTAL PROGRAMS MONITORED
430 New Programs Added
1,034 Programs Eliminated

63 ACTIVITIES

- Assisted other state SAAs on VA-Once and flight approvals
- Assisted VA at School Certifying Officials (SCO) workshop
- Participated in quarterly VA webinars
- Presented on blended-hybrid, on-line courses & non-standard terms
- Responded to denial of benefits letters

Meetings and conferences with:

- Chief Education Liaison Officer (CELO)
- SAA National Association of State Approving Agencies (NASAA)
- Education Liaison Representative (ELR)
- MN Office of Higher Education (OHE)

2018 HIGHLIGHTS

FACILITIES APPROVED MINNESOTA 2018

45% INCREASE

COMPLIANCE SURVEYS

38 PERFORMED

PROGRAM ACTIONS

1,464 TAKEN

Claims & Field Operations

Serves as a **liaison and personal advocate** for Veterans and their dependents seeking state and federal benefits in the areas of compensation, non-service connected pensions, vocational rehabilitation, health care, subsistence and education. This program is offered at the **St. Paul and Fargo offices**, as well as through MDVA's **Field Operations**, a mobile service that travels to Veterans in need throughout Minnesota.

FEDERAL DISABILITY CLAIMS 2018	STATE BENEFIT CLAIMS 2018	VA APPEAL HEARINGS CONDUCTED
1,638	385	145
APPEAL HEARINGS INCREASED 179% OVER 2017		

2018 FEDERAL COMPENSATION MIN VETERANS & THEIR SURVIVORS
\$1,193,130,000

ST PAUL CLAIMS ACTIVITY 2018

The St. Paul Claims office represents Veterans and their dependents who live within the jurisdiction of the St. Paul VA Regional Office.

21,332	Mail Received
11,787	Phone Contacts
2,145	Office Visits
750	Event Hours

“MDVA patiently guided me though the claims process. The rep is a wonderful listener and extremely knowledgeable about Veterans Affairs. My case would have not reached a successful resolution without this help.” KOREAN WAR VETERAN

FIELD OPERATIONS 2018

Mobile professional advocacy services to Veterans at their location across the state.

14,522	Phone Contacts
7,396	Public Contacts
6,282	Office Visits
1,236	Event Hours
1,560	CVSO Office Coverage Hours

FARGO CLAIMS ACTIVITY 2018

The Northwest/Fargo Claims office represents Veterans and their dependents who live within the 15 Minnesota counties under the jurisdiction of the Fargo VA Regional Office.

2,490	Phone Contacts
2,109	Mail Received
469	Office Visits
43	Event Hours

CVSO County Veterans Service Officers

It is through their local CVSO that Veterans can apply for state and federal benefits, as well as receive information and assistance on medical, compensation, housing and education needs. MDVA provides each CVSO with the staff education and program coordination required to connect Minnesota's Veteran population to all available MDVA resources.



2018 CVSO HIGHLIGHTS

- Provided an in-place Claims Representative dedicated to providing County Veteran Service Officers with initial program education, as well as ongoing support and training in the various stages within the VA System.
- Continued work with MACVSO on the hiring and training of CVSO mentors.
- Provided hours of on-site support staff to keep CVSO operations open during leaves of absence.

TVSO Tribal Veteran Service Officers

Provides **advocacy, community outreach, service and training** to Native American Veterans, in partnership with various government organizations and the Minnesota Native American Nations.



2018 TVSO HIGHLIGHTS

823	230	3,299
FEDERAL CLAIMS	STATE CLAIMS	OFFICE VISITS
2,219	3,858	346
PUBLIC CONTACTS	PHONE CONTACTS	EVENT HOURS

Gold Star Family Program

A program that honors the legacy of every fallen Minnesota hero by working with and supporting the needs of their families.



2018 GOLD STAR FAMILY HIGHLIGHTS

- Family Representative added to the Gold Star staff to further expand the program's service.
- The Annual Gold Star Family Day at Valleyfair.
- Annual Gold Star Family Event held at Camp Ripley.

Women Veterans Program

Offers Women Veterans **assistance and equitable access** to federal and state benefits, opportunities and resources. Outreach programs are geared to improve the awareness of available benefits, services, and eligibility criteria for the women of Minnesota who served.



2018 WOMEN VETERANS PROGRAM HIGHLIGHTS

- The Annual State Women Veterans Conference held in Plymouth, MN with over 130 Women Veterans and their families in attendance, marking a **4% increase** over 2017.
- Initiated the *I Am Not Invisible* campaign with partner organizations to honor the service and sacrifice of Women Veterans, providing an opportunity to show these female heroes the respect and support of the community through the message that they are not invisible.

Memorials & Cemeteries

Laid to Rest



IN-GROUND CREMATION BURIALS	COLUMBARIUM PLACEMENTS	CASKET BURIALS	IN MEMORY OF MARKERS
279	162	169	6

Little Falls
MDVA STATE CEMETERY

ESTABLISHED	1994
ACRES	39
STAFF	7.50

LAI TO REST SINCE ESTABLISHED
7,088

Preston
MDVA STATE CEMETERY

ESTABLISHED	2015
ACRES	169
STAFF	6.75

LAI TO REST SINCE ESTABLISHED
327

Duluth
MDVA STATE CEMETERY

OPENED	FALL 2018
ACRES	104

FIRST LAID TO REST ON NOVEMBER 11, 2018
Veterans Day

MDVA FACILITIES

Administration Building
Outdoor Assembly Area
Maintenance Building
Committal Area
Columbarium
Memorial Walkways
Honor Guard Lounge
Parking

“It was perfect and absolutely heartwarming.”
JODI J., DAUGHTER

“I just wanted to stop and say how beautiful this Cemetery is. We buried my dad up here and I didn't have a chance to tell anybody that day. We had never been out here before that. I just saw how beautiful everything was. The Cemetery, the service, everything. On my way home I just felt at peace knowing that he was in such a good place.”
DAUGHTER OF A MN VETERAN

2018 HIGHLIGHTS

For the first time in 20+ years of operation, the Little Falls MDVA State Cemetery surpassed the per year burial mark of 500.

Experience is what contributes to the high ratings given to the MDVA Little Falls Cemetery, with every one of the full-time and support staff possessing 10 or more years of continuous service with MDVA.

In 2018, all MDVA burial records were converted to a scanned and digitized format for improved documentation and the elimination of paper records.

Continue to receive a 98% rating in service and facilities satisfaction rating from the Veterans and families served.



Benefits



LinkVet

Minnesota Veterans and their families receive immediate answers to questions regarding benefits, programs and services through LinkVet. Staffed by MDVA trained specialists, one-on-one help is available via web, phone or email, seven days a week.

2018 TOTAL SERVED	6,712	
	2018 TOPICS	
2018 INQUIRIES	Assistance with Family Needs	2,790
	Health/Disability	1,213
	State & Federal Resources	521
	Education	490
	Veterans Homes	364
	Burials	259
	Employment	173
	SOAR Program	114
ONLINE WEB CHATS	Homeless Registry	59
	Crisis	30

3%
OVER 2017

ONLINE WEB CHATS

98%
IN 2018

RESOLVED RATE

“I just wanted to take a moment to say thank you!
The program is a wonderful tool that I hope will serve many Veterans as it has me.”
Jim Dupont, VETERAN

“I received the good news regarding my medical bills at Mayo & Gold Cross and I’m so grateful.
I feel extremely fortunate for the way the MDVA has helped me out.”
VETERAN

Veterans Preference Act VPA

MDVA is the information resource for both Veterans and employers on implementing VPA in the workplace, entitling Veterans to limited hiring preferences, as well as protections involving layoffs and discharges.

- 2018 VPA HIGHLIGHTS
- VPA Training was provided to CVSOs, as well as Local Government Human Resource Departments. Through these efforts, public employers are better meeting obligations, with more Veterans accessing and receiving VPA Rights.
 - MDVA worked with the Office of Administrative Hearings and the Attorney General’s Office to draft orders, schedule hearings and advise the Commissioner regarding VPA enforcement actions.
 - MDVA continued its partnership with the Minnesota Department of Administration, Material Management Division, affording up to a 6% preference to Veteran Owned Small Businesses (VOSB) when awarding state and local government contracts.

2018 VPA Assistance	EMPLOYERS INCREASED 208% OVER 2017	
	127 Veterans & Spouses	
7 Total Cases	37 Employers	
	25 CVSOs	
2 Active / Ongoing	2 Veterans	
	5 Closed Cases	

6%
PREFERENCE

VETERAN OWNED BUSINESSES

MN CORE Minnesota Service Core Program

A nationally-recognized, no-cost service providing individual and family counseling, financial and debt management, addiction assistance, and disability support. MN CORE is offered in partnership with the Lutheran Social Services of MN (LSS), available to Veterans and their families at 11 locations around Minnesota.

2018 TOTAL SERVED

822

72% VETERANS 19% SPOUSES 9% CHILDREN

2018 SERVICES

91%	Behavioral Health Counseling
5%	Financial Counseling
4%	Housing Counseling

2018 AGES SERVED

9%	0-19
24%	20-39
15%	40-49
16%	50-59
24%	60-69
11%	70-79
1%	80 and up

AGES 60 & UP INCREASED 8% FROM 2017

2018 SERVICE HOURS

7,735

\$108,892 FUND FROM INSURANCE INCREASED 10% INSURED CLIENTS 43%

MINNESOTA COUNTIES THAT UTILIZED THE MN CORE PROGRAM IN 2018			
Anoka	4	Dakota	1
Becker	2	Douglas	3
Benton	7	Faribault	1
Blue Earth	6	Freeborn	2
Brown	5	Grant	1
Carlton	7	Hennepin	15
Carver	3	Hubbard	3
Cass	2	Isanti	1
Chisago	1	Itasca	5
Clay	3	Jackson	1
Crow Wing	12	Lake	1
		Lyon	1
		Martin	3
		Meeker	1
		Mille Lacs	5
		Morrison	2
		Nicollet	3
		Olmsted	5
		Otter Tail	6
		Ramsey	13
		Redwood	4
		Renville	1
		St. Louis	11
		Sherburne	10
		Sibley	1
		Stearns	34
		Todd	4
		Traverse	1
		Waseca	3
		Washington	3
		Wilkin	1
		Wright	5

State Soldiers Assistance Program SSAP

Funding assistance provided for Veterans and their dependents, specifically in the areas of housing, dental, optical, education, subsistence, disaster relief, and special needs.

2018 USDVA ABRAHAM LINCOLN

PILLARS OF EXCELLENCE

AWARD

2018 SSAP HIGHLIGHTS

Received the 2018 USDVA Abraham Lincoln Pillars of Excellence Award for MDVA’s Discharge Access Database System (DADS). Working with 87 counties, discharge records housed in county recorder offices throughout the state were consolidated into one, searchable database.

2018 APPLICANTS

5,820 Total Applications

4,766 Veterans	
1,054 First Time Applicants	

2018 FINANCIAL ASSISTANCE

\$1,458,162 Special Needs	
\$1,341,169 Dental Care	
\$ 282,063 Optical Care	
\$121,652 Subsistence Needs	
\$26,186 Dependant Education	
\$10,543 HUD/VASH	
\$4,500 Veteran Education	

SSAP FUND DISTRIBUTION BY COUNTY or UNIQUE LOCATION

July 1, 2017 to June 30, 2018

Aitkin	\$42,046	Jackson	\$22,130	Red Lake	\$727
Anoka	\$73,950	Kanabec	\$33,150	Redwood	\$13,969
Becker	\$16,861	Kandiyohi	\$74,919	Renville	\$6,711
Beltrami	\$33,646	Kittson	\$3,175	Rice	\$15,178
Benton	\$26,083	Koochiching	\$9,874	Rock	\$5,442
Big Stone	\$16,373	Lac Qui Parle	\$938	Roseau	\$4,426
Blue Earth	\$49,148	Lake	\$2,776	Scott	\$27,552
Brown	\$26,682	Lake of the Woods	\$0	Sherburne	\$64,727
Carlton	\$36,767	Le Sueur	\$4,824	Sibley	\$722
Carver	\$32,428	Lincoln	\$4,604	St. Louis	\$150,860
Cass	\$41,436	Lyon	\$4,294	Stearns	\$159,875
Chippewa	\$13,985	Mahnomen	\$476	Steele	\$11,438
Chisago	\$28,139	Marshall	\$5,343	Stevens	\$28,689
Clay	\$41,723	Martin	\$15,799	Swift	\$18,674
Clearwater	\$5,610	McLeod	\$20,029	Todd	\$22,666
Cook	\$0	Meeker	\$30,088	Traverse	\$5,961
Cottonwood	\$40,348	Mille Lacs	\$32,292	MDVA Field Operations	\$440,691
Crow Wing	\$143,360	Morrison	\$23,848	MDVA Veterans Homes	\$31,211
Dakota	\$123,578	Mower	\$40,981	Wabasha	\$7,382
Dodge	\$6,188	Murray	\$11,343	Wadena	\$19,271
Douglas	\$42,736	Nicollet	\$21,395	Waseca	\$7,300
Faribault	\$7,084	Nobles	\$5,329	Washington	\$35,604
Fillmore	\$7,019	Norman	\$3,513	Watonwan	\$14,274
Freeborn	\$11,656	Olmsted	\$39,478	Wilkin	\$0
Goodhue	\$22,259	Otter Tail	\$71,808	Winona	\$4,240
Grant	\$0	Pennington	\$10,263	Wright	\$21,472
Hennepin	\$259,166	Pine	\$45,798	Yellow Medicine	\$12,842
Houston	\$892	Pipestone	\$0		
Hubbard	\$18,486	Polk	\$30,416		
Isanti	\$24,885	Pope	\$35,638		
Itasca	\$112,073	Ramsey	\$196,511		

\$3,244,275 FINANCIAL ASSISTANCE 2018

DECREASED 2% OVER 2017

Grants

The Minnesota Department of Veterans

Affairs has provided up to **90 grants**

every year to Veteran organizations

selected by the Minnesota

legislature for 25 years.

In 2016, MDVA announced the

new Support Our Troops (SOT)

License Plate Grant Program.

2018 CVSO TOTAL
\$1,100,000
INCLUDES A GRANT TO THE MACVSO
\$50,000
MN ASSOC. OF COUNTY VETERAN SERVICE OFFICERS

2018 VSO TOTAL
\$539,308
INCLUDES SOT GRANT FUNDS OF
\$186,308

Legislative Grants

2018 CVSO
DISTRIBUTED
\$989,439

2018 VSO
MAXIMUM AWARDED
\$147,724

2018 MACV TOTAL
\$750,000

Support Our Troops Grants



When you purchase a **Support Our Troops license plate**, the money goes to benefit Minnesota military members, Veterans, and their families through a variety of programs and services. To learn more, contact your local Department of Motor Vehicles, or visit MinnesotaVeteran.org/SOT. Dollars raised through the SOT program in 2018 helped fund the following two grant programs:

LICENSE PLATES
2018 FUNDS
\$558,449

SOT FUNDS
INCREASED
8%
OVER 2017

COMPETITIVE
2018 GRANTS
\$277,500

GRANT RECIPIENTS
INCREASED
100%
OVER 2017

VSO
2018 AWARDED
\$302,408

VSO GRANTS
INCREASED
70%
OVER 2017

Legislatively mandated grants administered by MDVA include:

COUNTY VETERANS SERVICE OFFICER (CVSO) GRANTS

Grant funds distributed to Minnesota's 87 counties, used for outreach and to address local needs.

	2015	2016	2017	2018
Counties Receiving Base Grant of \$7,500	26	25	25	25
Counties Receiving Additional Funds	61	61	60	57
Amount Used for County Training /Education	\$ 35,795	\$ 25,178	\$85,475	\$87,689

VETERAN SERVICE ORGANIZATIONS (VSO) GRANTS

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

Organizations that partnered with MDVA in the 2018 program include:

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

MN ASSISTANCE COUNCIL FOR VETERANS (MACV) GRANTS

MACV Grants provide assistance throughout Minnesota to positively motivated Veterans and their families who are homeless or experiencing other life crises.

Organizations that serve Veterans have the opportunity to receive additional grants **beyond the annual legislatively mandated funds** through the Support Our Troops (SOT) Grant Programs.

COMPETITIVE GRANTS

Minnesota organizations with programs designed to "support and improve the lives of Veterans and their families" can apply for grants ranging from \$5,000 to \$100,000.

Applications for the SOT Competitive Grant are reviewed twice per year. 2018 grants were awarded to the following:

Every Third Saturday
Freedom Flight Inc.
Leech Lake Band of Ojibwe
Community Action Partnership - Hennepin County

VETERAN SERVICE ORGANIZATIONS (VSO) GRANTS

During 2018, the following organizations partnered with MDVA affording VSOs additional funds:

American Legion
Disabled American Veterans
Veterans of Foreign Wars
AMVETS
Paralyzed Veterans of America

CVSO FUNDS
DISTRIBUTED
90%
OF TOTAL

VSO PARTNERSHIPS
INCREASED
17%
OVER 2017

MACV PROGRAM
25TH
YEAR OF SERVICE

Homeless Veteran Prevention & Assistance

MN's Homeless Veterans

279 | 281 | 320 | **53%**
2016 | 2017 | 2018 | **REDUCTION**
FROM 2010-2018
4% BETTER THAN NATIONAL AVG

MN VETERAN REGISTRY COMPARISON

Regions who have declared an end to Veteran Homelessness in 2018

	2015	2016	2017	2018
Central Minnesota	29	3	24	16
Hennepin & Ramsey	186	133	157	154
Northeast Minnesota	3	2	1	0
Northwest Minnesota	10	1	2	0
Southeast Minnesota	8	8	4	5
Southwest Minnesota	2	0	3	0
St. Louis County	26	7	8	8
Suburban Metro Area	28	6	13	13
West Central Minnesota	5	1	1	0

As of June 30, 2018. Does not include the Veterans who are housed, have left Minnesota, or have been out of contact for more than 90 days.

2018 HIGHLIGHTS

Shared SOAR program best practices at the **National Coalition for Homeless Veterans (NCHV) Annual Conference** in June 2018. MDVA was awarded **Outstanding Member of 2018** for its leadership role in building alliances to help end Veteran homelessness in Minnesota and across the country.

Spoke at the **Annual Association of MN Mayors Conference** in Perham on April 21, 2018, **reinvigorating the Mayor's Challenge** statewide.

MDVA partnered with Minnesota's Department of Labor & Industry to **prioritize Veterans who are eligible for apprenticeship programs** and streamline processes.

In 2018, Northeast Minnesota Continuum of Care (CoC) cleared its housing waiting lists, **declaring an end to Veteran homelessness.**

2018 Programs

PREVENTION

MN HOMELESS VETERANS REGISTRY

Connects Veterans experiencing homelessness with **housing and services** in their community.

Anyone can refer a Veteran to join, participation is voluntary.

	2016	2017	2018
Veterans Registered	895	357	468
Number Housed	594	488	404

Includes Veterans who have left Minnesota, became housed, or who are no longer in contact.

REGISTERED VETS
INCREASED
31%
FROM 2017

ASSISTANCE

MOVE MINNESOTA OPERATION FOR VETERAN EMPLOYMENT

Temporarily **assists homeless Veterans**, housing them at **ti** while working one-on-one with MDVA, connecting each Vete.

100% Occupancy Rate 2018 16 Veterans Assisted

MACV MINNESOTA ASSISTANCE COUNCIL FOR VETERANS

Assists motivated Veterans and their families experiencing **h** Funding made possible through MDVA Grant Program.

\$325,623	Mortgage Assistance
\$6,402	Rent Assistance
\$44,409	Utility Expenses

SOAR PROGRAM

Designed to **increase access to Social Security** benefits homeless adults with a mental illness, medical impairer Learn more about how SOAR is helping Veterans in need at

\$527,100	Federal Assistance Received in 2018
\$161,450	Back Payments Received in 2018
\$105,000	MN Dept. of Human Services Partner Fur
71%	Of the SSI/SSDI Claim Decisions Appr

BACK PAYMENTS
INCREASED
39%
FROM 2017

"A special 'Thank You' goes out to MDVA and the SOT Grant Program.

The wheelchair accessible van we received from the SOT Grant is an invaluable addition to LLBO's Veteran Program."

ROBERT BUDREAU, LEECH LAKE BAND OF OJIBWE

"They don't just come and fill out the paperwork and leave you with a number to follow-up. They are your mentor, they are there literally every step of the way start to finish, and even after finish they follow-up."

Sandy Bojarski, SOAR CLIENT

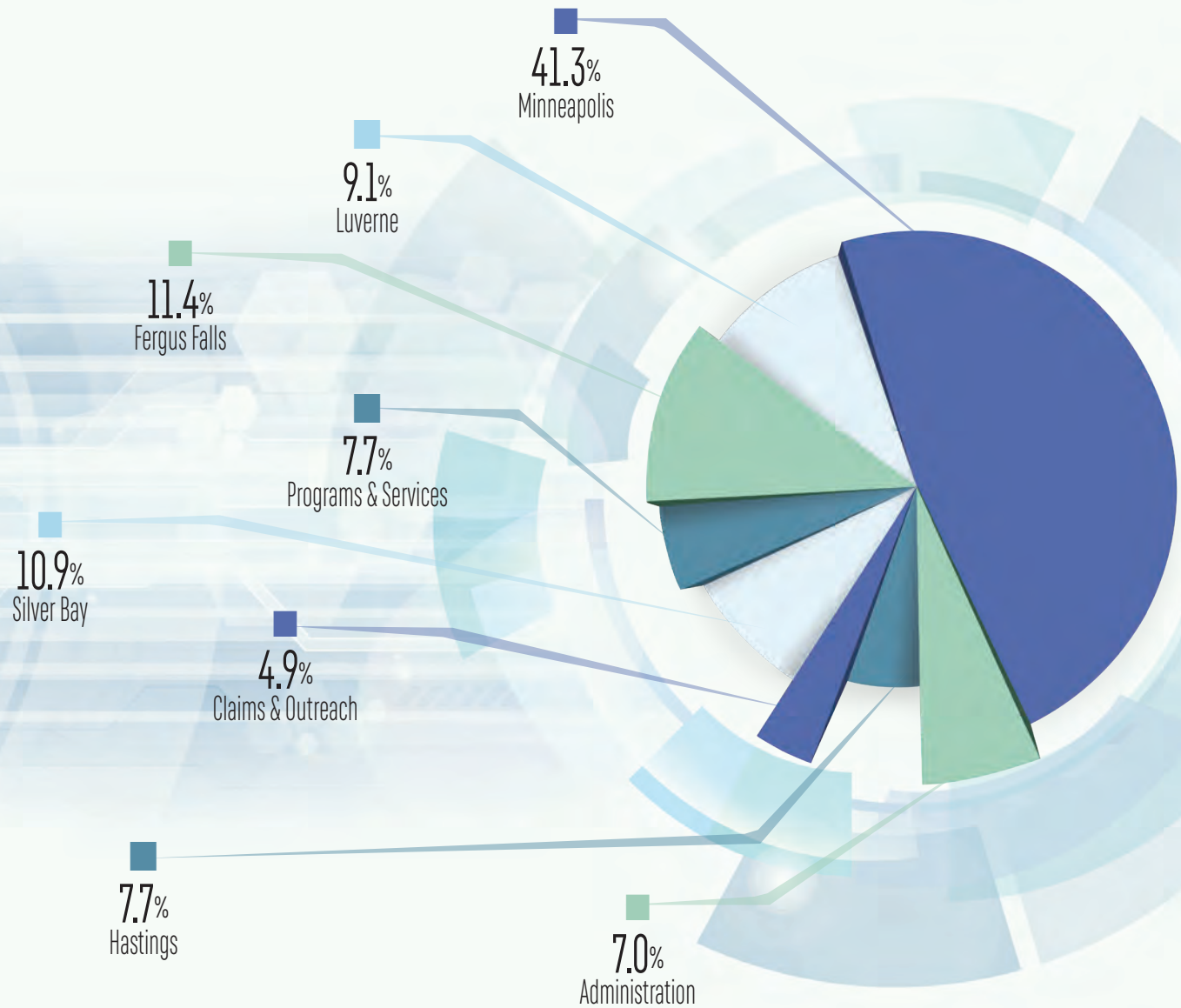
"I want to help spread the word that there's good people out here like that, that help Veterans and that's what we all need, sometimes you just need someone to help pull you up."

Gary Johnson, SOAR CLIENT



Public Relations

2018 FINANCIALS



EXPENDITURES

Fergus Falls	\$ 14,592,667
Minneapolis	\$ 52,690,900
Silver Bay	\$ 13,934,130
Hastings	\$ 9,841,570
Luverne	\$ 11,610,238

Total Health Care Homes	\$102,669,505
Programs & Services	\$ 9,811,120
Claims & Outreach	\$ 6,191,628

Total Programs & Services	\$ 16,002,748
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Total Administration	\$ 8,977,061
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TOTAL EXPENDITURES*
\$127,649,314
 1.5% INCREASE
 OVER 2017

CAPITAL BONDING IMPROVEMENTS FEDERAL & STATE

* Bonding improvements are not included in Expenditures & Receipts totals as they are not considered ongoing operational funds.

Capital Bonding Total	\$25,964,825
Minneapolis Veterans Home	
Federal	\$ 13,757,018
State	\$ 7,407,625
Duluth Cemetery	
Federal	\$ 3,798,337
Asset Preservation	
State	\$ 1,001,845

RECEIPTS

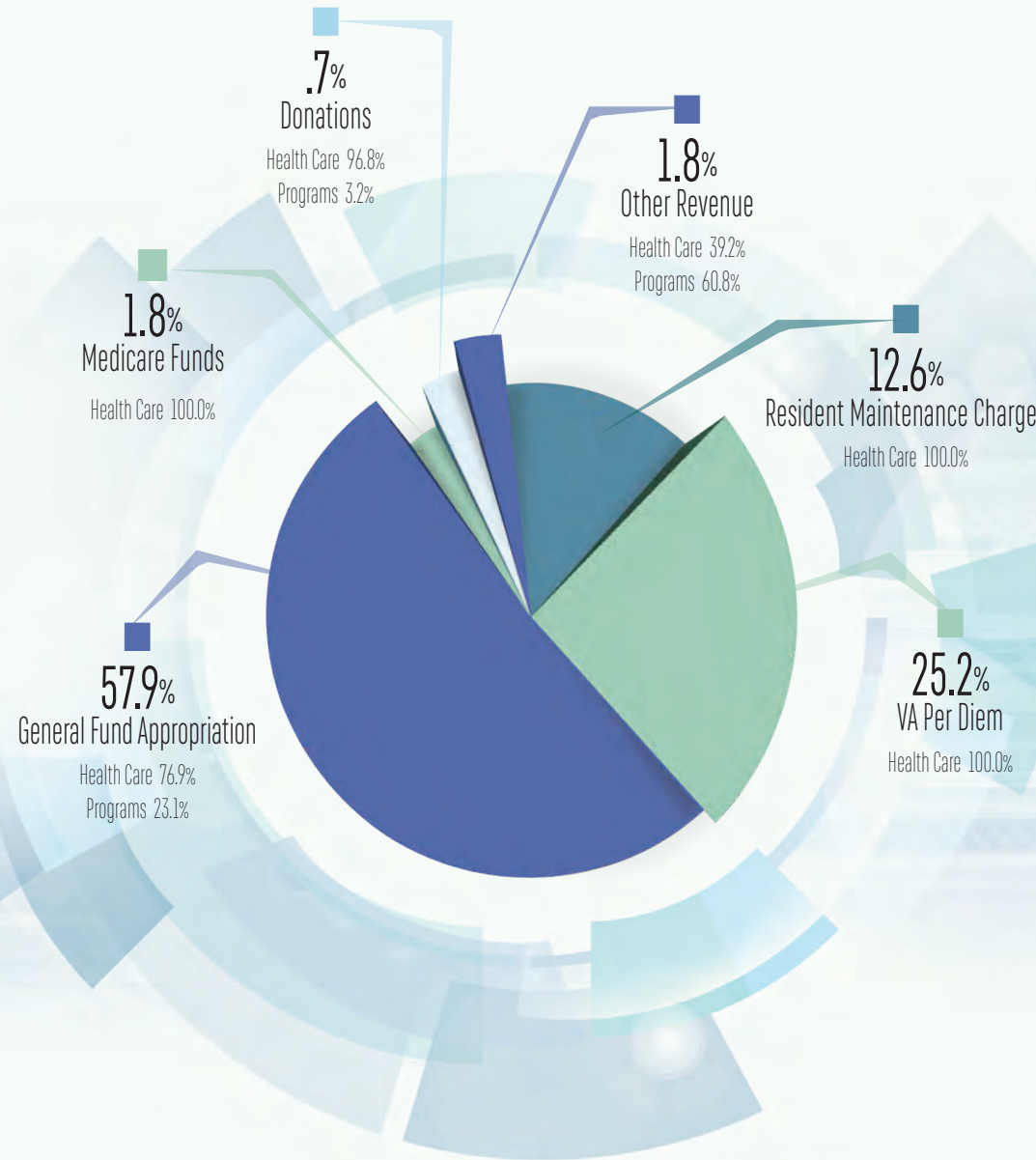
General Fund Appropriations	\$74,909,979
Health Care	\$57,575,000
Programs	\$ 17,334,979

Federal Medicare Funds	\$ 2,328,739
VA Per Diem	\$32,521,231
Resident Maintenance Charges	\$16,222,257

Donations	\$ 938,343
Health Care	\$ 907,927
Programs	\$ 30,416

Other Revenue	\$ 2,303,376
Health Care	\$ 902,175
Programs	\$ 1,401,201

TOTAL RECEIPTS*
\$129,223,925
 3.2% INCREASE
 OVER 2017



MINNESOTA RANKS
23RD
 POPULATION

State	VETERANS	EXPENDITURES
Alabama	369,962	\$ 3,530,305
Alaska	68,719	\$ 692,369
Arizona	507,706	\$ 4,094,393
Arkansas	222,286	\$ 2,224,770
California	1,681,730	\$ 15,979,540
Colorado	403,327	\$ 3,611,824
Connecticut	184,302	\$ 1,294,090
Delaware	71,845	\$ 475,088
District of Columbia	27,875	\$ 3,526,384
Florida	1,525,400	\$ 13,406,124
Georgia	697,127	\$ 6,441,820
Hawaii	112,304	\$ 1,013,846
Idaho	122,067	\$ 998,236
Illinois	628,254	\$ 4,588,188
Indiana	409,836	\$ 2,958,929
Iowa	206,430	\$ 1,448,876
Kansas	194,186	\$ 1,505,276
Kentucky	295,390	\$ 2,624,526
Louisiana	284,074	\$ 2,661,855
Maine	114,020	\$ 1,062,791
Maryland	389,640	\$ 3,007,129
Massachusetts	323,253	\$ 2,850,783
Michigan	589,326	\$ 4,087,748
Minnesota	327,629	\$ 2,766,904
Mississippi	191,411	\$ 1,814,226
Missouri	442,579	\$ 3,720,062
Montana	91,336	\$ 787,579
Nebraska	130,126	\$ 1,210,793
Nevada	218,406	\$ 2,062,288
New Hampshire	105,390	\$ 763,530
New Jersey	355,766	\$ 2,268,207
New Mexico	158,994	\$ 1,597,862
New York	776,522	\$ 6,359,408
North Carolina	730,357	\$ 7,153,003
North Dakota	51,677	\$ 405,950
Ohio	774,935	\$ 8,652,675
Oklahoma	303,205	\$ 3,281,758
Oregon	303,689	\$ 2,842,535
Pennsylvania	819,185	\$ 5,663,674
Rhode Island	63,250	\$ 575,316
South Carolina	402,596	\$ 3,828,891
South Dakota	65,335	\$ 680,744
Tennessee	470,390	\$ 4,420,981
Texas	1,584,844	\$ 16,874,116
Utah	134,313	\$ 1,186,426
Vermont	43,191	\$ 332,093
Virginia	725,028	\$ 5,946,631
Washington	560,200	\$ 4,317,006
West Virginia	142,694	\$ 1,955,284
Wisconsin	363,898	\$ 2,866,806
Wyoming	47,220	\$ 449,087
Puerto Rico	79,322	\$ 1,613,330
Guam	10,026	\$ 109,409

MINNESOTA RANKS
26TH
 EXPENDITURES

25 Oregon	105,390	\$ 763,530
24 Massachusetts	355,766	\$ 2,268,207
23 Wisconsin	158,994	\$ 1,597,862
22 Indiana	776,522	\$ 6,359,408
21 Maryland	730,357	\$ 7,153,003
20 Oklahoma	51,677	\$ 405,950
19 District of Columbia	774,935	\$ 8,652,675
18 Alabama	303,205	\$ 3,281,758
17 Colorado	303,689	\$ 2,842,535
16 Missouri	819,185	\$ 5,663,674
15 South Carolina	63,250	\$ 575,316
14 Michigan	402,596	\$ 3,828,891
13 Arizona	65,335	\$ 680,744
12 Washington	470,390	\$ 4,420,981
11 Tennessee	1,584,844	\$ 16,874,116
10 Illinois	134,313	\$ 1,186,426
9 Pennsylvania	43,191	\$ 332,093
8 Virginia	725,028	\$ 5,946,631
7 New York	560,200	\$ 4,317,006
6 Georgia	142,694	\$ 1,955,284
5 North Carolina	363,898	\$ 2,866,806
4 Ohio	47,220	\$ 449,087
3 Florida	79,322	\$ 1,613,330
2 California	10,026	\$ 109,409
1 Texas		

COUNTY / CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION REHABILITATION/ EMPLOYMENT	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	UNIQUE PATIENTS**
ATKIN	1,820	\$ 17,200	\$ 7,914	\$ -	\$ 245	\$ -	\$ 123	\$ 8,917	914
ANOKA	21,911	\$ 160,308	\$ 70,514	\$ -	\$ 8,063	\$ -	\$ 1,639	\$ 80,092	7,238
BECKER	2,962	\$ 25,037	\$ 11,279	\$ -	\$ 471	\$ -	\$ 175	\$ 13,113	1,258
BELTRAMI	3,036	\$ 29,615	\$ 16,226	\$ -	\$ 1,092	\$ -	\$ 209	\$ 12,088	1,322
BENTON	2,968	\$ 33,718	\$ 11,286	\$ -	\$ 1,286	\$ -	\$ 118	\$ 21,608	1,504
BIG STONE	429	\$ 4,087	\$ 2,213	\$ -	\$ 41	\$ -	\$ 87	\$ 1,747	270
BLUE EARTH	3,691	\$ 28,943	\$ 14,058	\$ -	\$ 2,466	\$ -	\$ 585	\$ 11,834	1,309
BROWN	1,822	\$ 15,209	\$ 8,495	\$ -	\$ 482	\$ -	\$ 291	\$ 5,940	819
CARLTON	2,838	\$ 24,734	\$ 15,440	\$ -	\$ 965	\$ -	\$ 121	\$ 8,209	1,015
CARVER	4,599	\$ 25,689	\$ 12,121	\$ -	\$ 1,425	\$ -	\$ 449	\$ 11,695	1,292
CASS	2,961	\$ 30,762	\$ 14,503	\$ -	\$ 395	\$ -	\$ 155	\$ 15,710	1,636
CHIPPewa	790	\$ 7,464	\$ 2,887	\$ -	\$ 136	\$ -	\$ 23	\$ 4,419	450
CHISAGO	3,926	\$ 35,438	\$ 17,233	\$ -	\$ 1,913	\$ -	\$ 486	\$ 15,807	1,268
CLAY	3,797	\$ 40,686	\$ 15,580	\$ -	\$ 1,825	\$ -	\$ 437	\$ 22,843	1,632
CLEARWATER	849	\$ 7,874	\$ 3,740	\$ -	\$ 105	\$ -	\$ 49	\$ 3,981	412
COOK	444	\$ 3,154	\$ 1,714	\$ -	\$ 42	\$ -	\$ 47	\$ 1,351	125
COTTONWOOD	779	\$ 6,469	\$ 2,976	\$ -	\$ 76	\$ -	\$ 29	\$ 3,388	354
CROW WING	5,742	\$ 60,574	\$ 30,295	\$ -	\$ 1,581	\$ -	\$ 712	\$ 27,986	2,954
DAKOTA	25,094	\$ 194,186	\$ 85,739	\$ -	\$ 12,393	\$ -	\$ 2,839	\$ 93,215	7,377
DODGE	1,319	\$ 7,423	\$ 3,688	\$ -	\$ 396	\$ -	\$ 144	\$ 3,194	402
DOUGLAS	3,021	\$ 28,099	\$ 14,494	\$ -	\$ 628	\$ -	\$ 385	\$ 12,591	1,517
FARIBAULT	1,147	\$ 7,849	\$ 4,029	\$ -	\$ 259	\$ -	\$ 49	\$ 3,513	409
FILLMORE	1,431	\$ 10,142	\$ 5,398	\$ -	\$ 410	\$ -	\$ 77	\$ 4,257	492
FREEBORN	2,440	\$ 19,992	\$ 8,008	\$ -	\$ 253	\$ -	\$ 126	\$ 11,605	1,129
GOODHUE	3,636	\$ 24,707	\$ 11,244	\$ -	\$ 1,157	\$ -	\$ 256	\$ 12,049	1,050
GRANT	487	\$ 5,130	\$ 2,540	\$ -	\$ 84	\$ -	\$ 61	\$ 2,444	198
HENNEPIN	53,454	\$ 505,454	\$ 153,353	\$ 125	\$ 27,004	\$ 91,750	\$ 8,675	\$ 224,546	15,525
HOUSTON	1,354	\$ 9,036	\$ 5,169	\$ -	\$ 389	\$ -	\$ 74	\$ 3,404	602
HUBBARD	2,012	\$ 18,010	\$ 9,028	\$ -	\$ 375	\$ -	\$ 53	\$ 8,554	918
ISANTI	2,818	\$ 24,217	\$ 10,954	\$ -	\$ 758	\$ -	\$ 87	\$ 12,418	1,253
ITASCA	4,229	\$ 38,009	\$ 20,524	\$ -	\$ 674	\$ -	\$ 528	\$ 16,284	1,904
JACKSON	731	\$ 5,145	\$ 2,028	\$ -	\$ 301	\$ -	\$ 248	\$ 2,567	298
KANABEC	1,390	\$ 14,283	\$ 5,694	\$ -	\$ 175	\$ -	\$ 66	\$ 8,347	682
KANDIYOHI	2,427	\$ 23,050	\$ 11,479	\$ -	\$ 537	\$ -	\$ 233	\$ 10,801	1,276
KITSON	304	\$ 2,215	\$ 1,044	\$ -	\$ 23	\$ -	\$ 3	\$ 1,144	161
KOOCHICING	1,142	\$ 9,359	\$ 5,570	\$ -	\$ 105	\$ -	\$ 34	\$ 3,651	472
LAC QUI PARLE	582	\$ 5,555	\$ 2,154	\$ -	\$ 73	\$ -	\$ 65	\$ 3,262	373
LAKE	1,060	\$ 7,743	\$ 4,699	\$ -	\$ 80	\$ -	\$ 67	\$ 2,897	431
LAKE OF the WOODS	365	\$ 2,719	\$ 1,407	\$ -	\$ 68	\$ -	\$ 214	\$ 1,029	125
LE SUEUR	1,914	\$ 12,142	\$ 5,231	\$ -	\$ 505	\$ -	\$ 106	\$ 6,301	699
LINCOLN	469	\$ 3,202	\$ 1,196	\$ -	\$ 52	\$ -	\$ 21	\$ 1,933	189
LYON	1,441	\$ 9,367	\$ 4,615	\$ -	\$ 402	\$ -	\$ 78	\$ 4,272	522
McLEOD	2,639	\$ 18,511	\$ 8,336	\$ -	\$ 664	\$ -	\$ 170	\$ 9,341	1,124
MAHOMEN	365	\$ 3,815	\$ 1,770	\$ -	\$ 75	\$ -	\$ 1	\$ 1,969	182
MARSHALL	604	\$ 5,643	\$ 2,905	\$ -	\$ 147	\$ -	\$ 31	\$ 2,561	320
MARTIN	1,559	\$ 12,921	\$ 6,889	\$ -	\$ 376	\$ -	\$ 194	\$ 5,463	707
MEEKER	1,742	\$ 16,147	\$ 7,432	\$ -	\$ 279	\$ -	\$ 157	\$ 8,279	908
MILLE LACS	2,239	\$ 26,451	\$ 13,519	\$ -	\$ 520	\$ -	\$ 295	\$ 12,117	1,163
MORRISON	2,690	\$ 36,448	\$ 17,373	\$ -	\$ 769	\$ -	\$ 85	\$ 18,221	1,689
MOWER	2,624	\$ 19,071	\$ 9,976	\$ -	\$ 636	\$ -	\$ 175	\$ 8,284	839
MURRAY	696	\$ 4,998	\$ 1,872	\$ -	\$ 89	\$ -	\$ 41	\$ 2,995	306
NICOLLET	1,935	\$ 14,504	\$ 6,975	\$ -	\$ 1,236	\$ -	\$ 256	\$ 6,036	790

COUNTY / CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION REHABILITATION/ EMPLOYMENT	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	UNIQUE PATIENTS**
NOBLES	1,103	\$ 7,207	\$ 2,791	\$ -	\$ 170	\$ -	\$ 11	\$ 4,235	487
NORMAN	474	\$ 6,554	\$ 2,559	\$ -	\$ 91	\$ -	\$ 24	\$ 3,880	261
OLMSTED	9,323	\$ 45,129	\$ 23,896	\$ -	\$ 3,673	\$ -	\$ 1,256	\$ 16,303	2,225
OTTER TAIL	4,813	\$ 44,822	\$ 20,458	\$ -	\$ 668	\$ -	\$ 301	\$ 23,395	2,329
PENNINGTON	926	\$ 6,608	\$ 3,209	\$ -	\$ 285	\$ -	\$ 160	\$ 2,954	365
PINE	2,486	\$ 24,139	\$ 12,662	\$ -	\$ 399	\$ -	\$ 210	\$ 10,868	925
PIPESTONE	632	\$ 2,916	\$ 1,296	\$ -	\$ 84	\$ -	\$ 54	\$ 1,482	200
POLK	2,191	\$ 15,624	\$ 7,545	\$ -	\$ 821	\$ -	\$ 160	\$ 7,099	890
POPE	867	\$ 7,485	\$ 3,358	\$ -	\$ 113	\$ -	\$ 97	\$ 3,916	421
RAMSEY	24,155	\$ 181,113	\$ 70,421	\$ -	\$ 13,054	\$ -	\$ 3,420	\$ 94,218	6,824
RED LAKE	249	\$ 2,139	\$ 942	\$ -	\$ 17	\$ -	\$ 5	\$ 1,175	122
REDWOOD	1,058	\$ 8,812	\$ 4,808	\$ -	\$ 181	\$ -	\$ 74	\$ 3,749	397
RENVILLE	1,032	\$ 9,734	\$ 5,294	\$ -	\$ 169	\$ -	\$ 71	\$ 4,199	466
RICE	4,012	\$ 21,749	\$ 11,326	\$ -	\$ 1,032	\$ -	\$ 472	\$ 8,919	983
ROCK	653	\$ 5,775	\$ 2,338	\$ -	\$ 177	\$ -	\$ 58	\$ 3,202	296
ROSEAU	1,116	\$ 6,878	\$ 3,368	\$ -	\$ 138	\$ -	\$ 135	\$ 3,237	386
ST. LOUIS	15,704	\$ 111,132	\$ 62,186	\$ -	\$ 7,227	\$ -	\$ 1,187	\$ 40,532	5,689
SCOTT	6,649	\$ 52,123	\$ 24,378	\$ -	\$ 3,246	\$ -	\$ 773	\$ 23,726	2,243
SHERBURNE	5,854	\$ 57,071	\$ 28,497	\$ -	\$ 2,635	\$ -	\$ 544	\$ 25,395	2,658
SIBLEY	868	\$ 7,677	\$ 3,613	\$ -	\$ 122	\$ -	\$ 32	\$ 3,911	366
STEARNS	10,021	\$ 160,895	\$ 52,803	\$ 3,784	\$ 3,388	\$ 1,176	\$ 1,017	\$ 98,727	5,956
STEELE	2,411	\$ 14,263	\$ 7,403	\$ -	\$ 637	\$ -	\$ 146	\$ 6,077	702
STEVENS	530	\$ 2,898	\$ 1,686	\$ -	\$ 92	\$ -	\$ 50	\$ 1,071	207
SWIFT	654	\$ 5,419	\$ 2,783	\$ -	\$ 166	\$ -	\$ 52	\$ 2,418	316
TODD	1,878	\$ 19,532	\$ 7,055	\$ -	\$ 141	\$ -	\$ 85	\$ 12,251	1,082
TRAVERSE	309	\$ 2,789	\$ 1,484	\$ -	\$ 23	\$ -	\$ 3	\$ 1,279	132
WABASHA	1,765	\$ 14,845	\$ 7,377	\$ -	\$ 473	\$ -	\$ 144	\$ 6,850	693
WADENA	1,190	\$ 16,047	\$ 9,256	\$ -	\$ 415	\$ -	\$ 163	\$ 6,213	579
WASCEA	1,251	\$ 8,893	\$ 4,301	\$ -	\$ 323	\$ -	\$ 157	\$ 4,112	463
WASHINGTON	14,188	\$ 97,274	\$ 46,638	\$ -	\$ 7,490	\$ -	\$ 1,927	\$ 41,219	3,652
WATONWAN	762	\$ 6,703	\$ 3,012	\$ -	\$ 189	\$ -	\$ 241	\$ 3,262	338
WILKIN	449	\$ 5,072	\$ 1,459	\$ -	\$ 73	\$ -	\$ 62	\$ 3,477	201
WINONA	2,806	\$ 18,477	\$ 8,784	\$ -	\$ 1,302	\$ -	\$ 83	\$ 8,309	1,012
WRIGHT	7,793	\$ 58,866	\$ 26,069	\$ -	\$ 2,292	\$ -	\$ 401	\$ 30,104	2,750
YELLOW MEDICINE	735	\$ 7,737	\$ 3,268	\$ -	\$ 145	\$ -	\$ 122	\$ 4,201	355

MINNESOTA	327,629	\$2,766,904	\$1,193,130	\$3,909	\$125,375	\$92,926	\$35,328	\$1,316,235	118,775
CONG DIST (01)	43,096	\$ 284,382	\$ 140,623	\$ -	\$ 14,875	\$ -	\$ 4,595	\$ 124,289	14,771
CONG DIST (02)	41,431	\$ 313,890	\$ 142,191	\$ -	\$ 19,160	\$ -	\$ 4,569	\$ 147,971	12,388
CONG DIST (03)	35,056	\$ 230,711	\$ 101,440	\$ 84	\$ 16,621	\$ -	\$ 5,151	\$ 107,415	9,771
CONG DIST (04)	32,819	\$ 238,508	\$ 98,973	\$ -	\$ 17,626	\$ -	\$ 4,596	\$ 117,314	8,966
CONG DIST (05)	28,747	\$ 345,397	\$ 83,659	\$ 41	\$ 14,066	\$ 91,750	\$ 4,366	\$ 151,515	9,040
CONG DIST (06)	43,439	\$ 422,276	\$ 167,663	\$ 3,714	\$ 15,541	\$ 1,176	\$ 3,483	\$ 230,699	17,791
CONG DIST (07)	47,135	\$ 422,547	\$ 193,520	\$ 43	\$ 10,412	\$ -	\$ 4,066	\$ 214,506	21,913
CONG DIST (08)	55,906	\$ 509,192	\$ 265,061	\$ 28	\$ 17,075	\$ -	\$ 4,502	\$ 222,526	24,135

* Veteran population estimates, as of September 30, 2017, are produced by the VA Office of the Actuary (VetPop 2016).

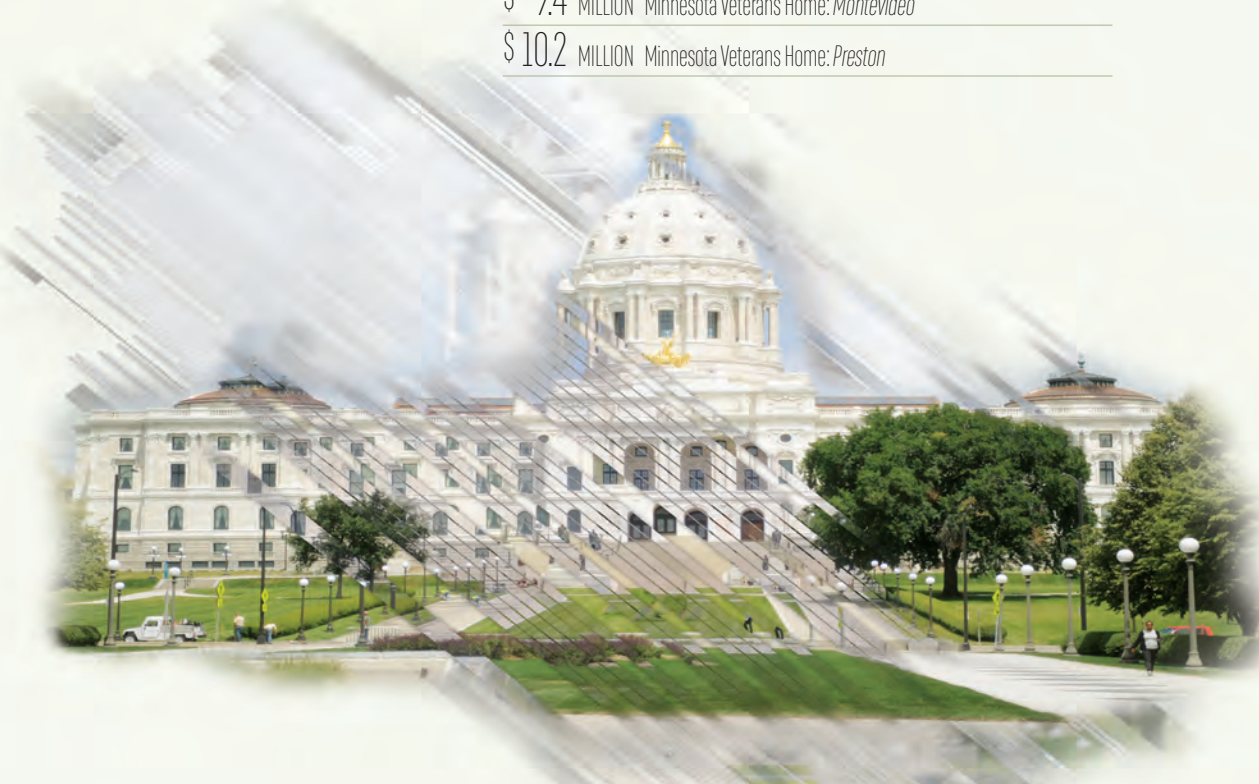
** Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).

SUMMARY OF FEDERAL EXPENDITURES

BY MINNESOTA COUNTY

As of September 30, 2017

EXPENDITURES IN \$000s



2018 LEGISLATIVE ACCOMPLISHMENTS



Veteran status collected by Minnesota Secretary of State's office for state agency appointments

This law allows the Secretary of State's office to include Veteran status on applications for appointments to state agencies, boards, councils, commissions and task forces. This information can be shared voluntarily by applicants.

Other voluntary information includes: sex, political party preference or lack thereof, race and national origin. *This law amends Minnesota Statutes 2016, sections 15.0597, subdivisions 2, 5 and 7; 15.0599, subdivision 4.*

Designating July 16
Atomic Veterans Day in Minnesota

This day will honor the service of Atomic Veterans each year. These Veterans were exposed to radiation during their service, particularly those who took part in atmospheric nuclear tests and those that were stationed in Hiroshima and Nagasaki immediately after World War II. The date was chosen because in 1945 the atom bomb was successfully tested.

Purple Heart city
and Purple Heart County designation authorized

This law allows local governments the ability to designate their entity a Purple Heart City or a Purple Heart County. The local governments may also create a prominent parking space at city hall or county government centers, reserved specifically for Purple Heart recipients. It also allows for the local government to accept donations to pay for a sign that honors this Purple Heart designation.

Designating June 29
General John Vessey Day in Minnesota

Each year, the life and accomplishments of General Vessey will be honored on his birthday. Vessey served as the Chairman of the Joint Chiefs of Staff from 1982-1985, distinguishing himself as the highest ranking military member native to Minnesota. General Vessey passed away in 2016 and was buried at the Minnesota State Veterans Cemetery in Little Falls, MN.

Counties competitive bidding
for Veteran-owned small businesses modified

This law authorizes Hennepin County to directly negotiate with firms that are certified as a small business enterprise, or a small business that is majority owned and operated by a Veteran or disabled Veteran.

Minnesota GI Bill statutory language
re-codified and technical corrections made

This law amends Minnesota Statute 197.791 by adding subdivision 5b under Section 3 which clarifies additional uses of Minnesota GI Bill benefits. The new uses include various licensing, professional and education exams, as well as fees associated with the pursuit of a professional or educational objective.

Military pay / benefit
assignment prohibited

Minnesota prohibits, and added penalties and remedies, to the violation of Federal law prohibiting the assignment of military pay or military benefits earned as a result of service in the armed forces of the United States. The prohibition includes, but is not limited to agreements to buy, sell or otherwise transfer those pay or benefits.



We present this 2018 report with **pride and honor...**
as each of MDVA's 1,426 staff members remain
dedicated to our **evolving mission to serve**
Minnesota Veterans and their families... **one by one.**



MDVA Central Office

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