



2019 ANNUAL REPORT

MINNESOTA DEPARTMENT
OF VETERANS AFFAIRS

TOGETHER STRONG



19 WAYS IN 2019

MDVA PROUDLY SERVED VETERANS

IN THE 2019 LEGISLATIVE SESSION, MDVA received **bi-partisan support** including an **increase in the amount available annually to support the Minnesota CORE Program** (Counseling and Case Management Outreach, Referral, and Education), a program designed to bring essential, community-based services directly to Veterans and their families across Minnesota.

MDVA IS PARTNERED with the communities of Bemidji, Montevideo and Preston to build **three new Veterans Homes**. The Minnesota Legislature allocated state funds in 2018 for all three projects, and MDVA is currently awaiting a Federal funding decision.

THE MINNESOTA STATE CEMETERY in Preston received an **Operational Excellence Award** from the National Cemetery Administration. This award followed a National Cemetery Compliance Review that resulted in a score of 98 percent, recognizing Preston as one of the finest Veterans Cemeteries in the nation.

A dedication ceremony at MDVA's **newest State Veterans Cemetery near Duluth** was held in September. Since opening on Veterans Day 2018, the location has already interred 111 Veterans and spouses/dependents.

WITH A RENEWED COMMITMENT TO SUSTAINABILITY, MDVA has made progress in 2019 on goals regarding energy and water use, solid waste and greenhouse gas reduction, and use of fossil fuels.

Note this symbol throughout MDVA's 2019 Annual Report, used to highlight the Veterans Homes and departments that initiated a new sustainability practice in FY19.



MDVA Programs Serve More Minnesota Veterans in 2019

MDVA's MN CORE program **served 63% more Minnesota counties** in 2019 over 2018.

A new **Veterans Application Tracking System** for the MN GI Bill was developed in 2019 allowing applicants to now apply online for benefits, track the progress, and view benefits awarded.

Employers assisted through MDVA's employment services increased more than 200% in 2019 over 2018.

Approved **SOAR SSI/SSDI claims increased 4%** in 2019.

Over **\$2.4 million Legislative and SOT Grants** were awarded in 2019 to organizations dedicated to serving Veterans' needs.

More than **2,700 Federal and State claims** advocating for Veterans benefits were filed in 2019, and more than **240 hearings** were conducted, representing a 66% increase over 2018.

MDVA Education and Employment Division delivered over **\$112 million in Federal GI Bill®** education funds. MDVA distributed more than **\$1.9 million in Minnesota GI Bill Funds** for educational use, and over **\$1 million in state GI Bill Funds** utilized for Veteran employment purposes.

National Recognition for MDVA Programs & Facilities

MVH-Minneapolis hosted the grand opening of the **nation's first on-site dental clinic** in a State Veterans Home.

Governor Tim Walz and MDVA Commissioner Larry Herke were featured on the *CBS This Morning* national news program to discuss the success of **Minnesota's Ending Veteran Homelessness** program.

MDVA's **SOAR Program video** was honored with a Gold Marcom award, and the **Heroes & History Documentary** received a Marcom Honorable Mention.

MDVA's **2018 Annual Report Evolving** was recognized with a Platinum Hermes international award.

Preston Cemetery was selected as the **site for the National Cemetery Administration's video** documenting the importance of state cemeteries dedicated to Veterans and their families.

Satisfaction for MDVA Programs & Services at an All Time High

MDVA's MN CORE counseling program received an average **99.5% satisfaction** rating for 2019.

MDVA Cemeteries received a **98.9% overall satisfaction rating** from the National Cemetery Administration for FY19.

MDVA's Claims program was **recognized by BVA Judges** for exceptional preparation, performance, and professionalism.

MDVA Healthcare Facilities Rated Top in the Nation

All MDVA Skilled Healthcare Homes, as well as the Adult Day Center, received Pinnacle's **Best in Class** ratings for 2019.

MDVA Veterans Homes received an average 4.85 out of 5.00 in the Pinnacle **"Overall Satisfaction"** rating, far exceeding the national average set at 4.08.

MDVA Domiciliary program was awarded the **100% Deficiency Free** status by the Federal Department of Veterans Affairs.

U.S. News & World Report named MVH-Luverne and MVH-Silver Bay two of the nation's **Best Nursing Homes**.

Centers for Medicare/Medicaid rated MVH-Silver Bay as one of the **Top Nursing Homes**, and awarded both MVH-Silver Bay and MVH-Luverne with a **5-Star rating**.

MDVA Skilled Care Facilities Operate at Near Capacity

Occupancy at the MDVA Skilled Care Veterans Homes **registered at 93% to 97%** throughout 2019.

Significant Improvements Made to MDVA Facilities

Over **50 facility improvements** were completed in 2019 at a cost of **\$44.4 million**.

The **implementation of more than a dozen programs** were initiated in 2019 designed to conserve resources, save on energy, reduce waste, lower the consumption of products, and advance green space practices at MDVA.

Veterans Benefit through 2019 MN Legislature Work

Five legislative bills benefiting Veterans were signed into law by Governor Tim Walz in 2019. These included a finance bill to **fund MDVA for 2020-21**, a Tax Bill benefiting **disabled Veterans**, a Judiciary Bill to address **domestic abuse issues** resulting from PTSD, a Jobs Bill to support the **Helmets to Hard Hats initiative**, and a Legacy Bill for three funding programs to **honor Veteran service**.

Established remembrance days in Minnesota to recognize POW/MIA Veterans, Veteran Suicide Awareness, American Allies, and a day to remember those who served in the Secret War in Laos.

One-time funding was awarded to improve the **MSP Airport Armed Forces Service Center**, and to recognize **Minnesota WWI Veterans** with an updated memorial plaque located in the Capitol's Court of Honor.

MDVA Staff Achieve Milestones

100 staff members at MVH-Minneapolis were recognized in 2019 for a combined **1,000 years of service**.

MVH-Luverne's **25th year anniversary celebration** included honoring 25 staff members that have served all 25 years.

Four Adult Day Center assistants were honored by *LeadingAge* for their **work in Veteran safety**.

Three MDVA healthcare team members received **CPR Instructor Certification** in 2019.

New Programs Added to Enhance Healthcare

A Resident **alarm reduction program** and **quality assurance program** were both implemented at the MVH-Fergus Falls Home.

MVH-Minneapolis added a specialized **cardiovascular conditioning group** to the rehabilitation program.

The **One Program, Two Sites, Three Paths** program was developed and implemented at the Domiciliary.

Training programs for 2019 focused on end of life care, safety, dementia care, mental health care, infection prevention, suicide prevention and awareness, as well as sustainability.

An on-site **infection control** program at MVH-Silver Bay was expanded.

Partnerships with MDVA Grow in 2019

The number of partnership organizations and firms working with MDVA to provide services and care to Veterans and their families **grew by over 20%** in 2019.

Veteran Crisis Care at the Forefront for MDVA

LinkVet services to **Veterans in crisis increased 150%** in 2019.

2019 calls to LinkVet regarding **Homeless Registry services increased 200%**.

Behavior health issues accounted for 52% of the counseling care provided to Veterans through MN CORE.

Two bills to specifically address **Veterans in crisis** passed in the 2019 legislative session. One provides funds for domestic abuse prevention, the other increases funding for Veteran counseling.

8th Year Unsafe Incidents at Homes Lower Than Anticipated

For every year since the MNSafe program's inception in 2012, the safety incidents at the MDVA Veterans Homes have come in **lower than the target rate** set by MNSafe.

Staff Additions Based on Expanding Care

In 2019, MDVA saw double digit percent increases in **filling open healthcare positions** that included registered nurses, nursing assistants/aides, and pharmacy personnel.

A newly **designated SSAP training team** was organized to assist both CVS0 and MDVA staff.

MDVA **expanded the SOAR team** to three full-time members to serve MN Veterans statewide.

Fifth Continuum of Care (Southeast Minnesota) Declares End to Veteran Homelessness

The collaborative effort among MDVA and many public and private partners to end Veteran homelessness is enhanced by the use of a nationally recognized, statewide registry of homeless Veterans. The goal remains that Minnesota becomes the **fourth state to effectively end Veteran homelessness**.

Veterans Adult Day Center Program Remains Exemplary

MDVA's Adult Day Program is **one of only three programs** in the nation.

The Adult Day Center was a 2019 **LeadingAge Quality Award** recipient for their *Make Zero Harm Possible* program.

Pinnacle's **Best in Class** Customer Rating was awarded to the Adult Day Center for 12 consecutive months in 2019.

MDVA

WHERE YOU ALWAYS BELONG



LEADERSHIP STRONG

NOTES FROM COMMISSIONER LARRY HERKE

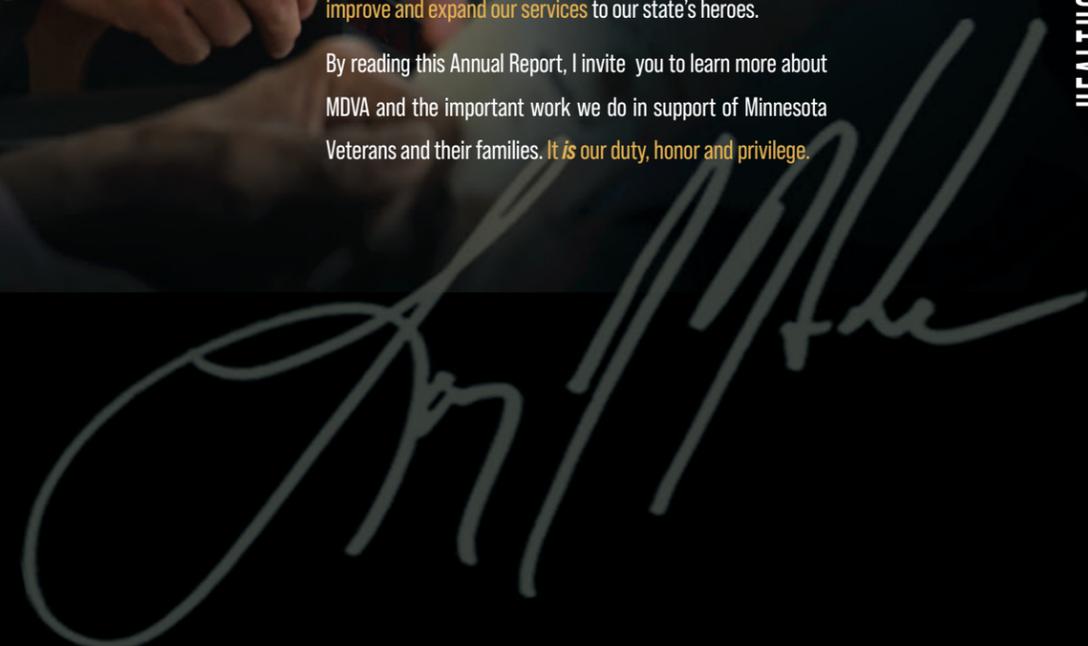
“To care for him who shall have borne the battle, and for his widow, and his orphan.”

SINCE PRESIDENT ABRAHAM LINCOLN SPOKE THESE WORDS in 1865 during his second inaugural address, Americans have embraced our duty, honor and privilege to care for Veterans. At the Minnesota Department of Veterans Affairs (MDVA), these words still ring true as we *continue the tradition of caring* for Minnesota's Veterans and their families.

I have had the honor to serve as the Commissioner of MDVA since my appointment in January 2019. Both Minnesota Governor Tim Walz and I are Veterans; I served 30+ years in the U.S. Army and Minnesota National Guard. We are both *passionate about serving those who have served* and ensuring our Veterans, their families and survivors receive the care and benefits they have earned.

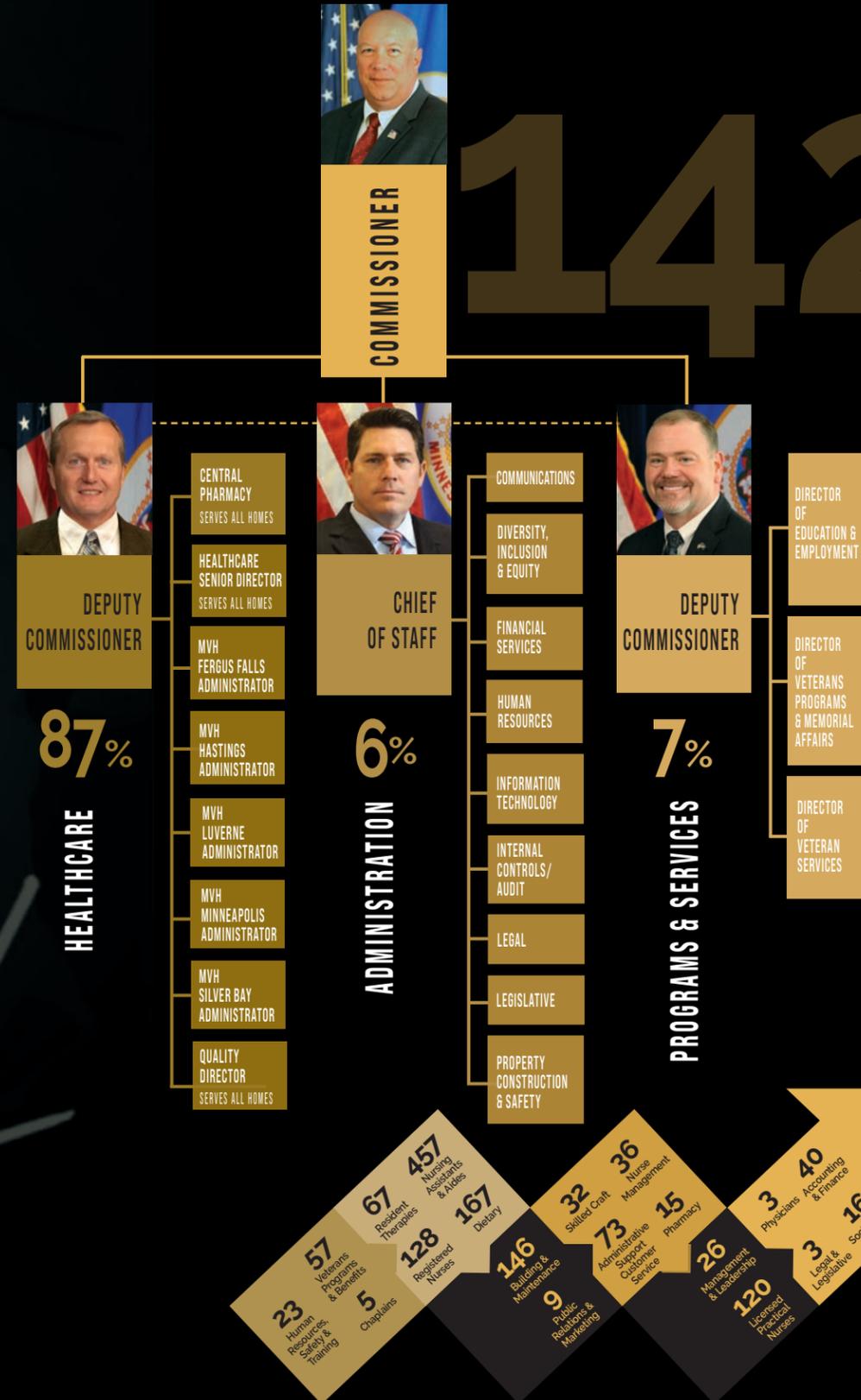
I joined MDVA at an exciting time, when the agency is poised to further its work supporting Veterans through proposed expansions in our *Minnesota Veterans Homes*, and *Minnesota State Cemetery* locations, and increasing efforts around key Veteran issues like *ending homelessness and suicide prevention* while demonstrating excellence in operations and service. As I reflect on FY19, I believe MDVA is making great progress in serving Minnesota Veterans. While I am proud of our accomplishments, I am also *committed to continuing to improve and expand our services* to our state's heroes.

By reading this Annual Report, I invite you to learn more about MDVA and the important work we do in support of Minnesota Veterans and their families. *It is our duty, honor and privilege.*



1423

ON JANUARY 7, 2019, the Minnesota Department of Veterans Affairs welcomed its 18th Commissioner, Larry Herke. The experience Herke brings to MDVA's staff of 1,423 includes 30 years serving as a member of the military, and Director of the Office of Enterprise Sustainability for the state of MN. MDVA's Commissioner is assisted by Deputy Commissioners **Douglas Hughes**, overseeing MDVA's Veterans Healthcare since 2016, and **Brad Lindsay**, MDVA's Deputy Commissioner of Programs and Services since 2014. **Mike McElhinney** has served as MDVA's Chief of Staff since 2015. Four percent of Minnesota's total government workforce is employed by MDVA to service the needs of Minnesota Veterans and their families.

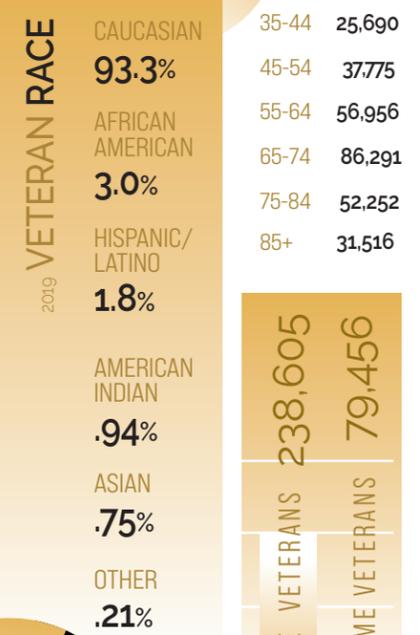


TOGETHER MDVA STAFF



STRONG HEROES

AN ESTIMATED 6% of the state's population, or more than 318,000 (as of June 30, 2019) of America's heroes, call Minnesota home. More than half of Minnesota's Veterans are 65 years of age and older. Minnesota's female Veterans remain steady, with just a slight rise in numbers. Ranked the 23rd state for total US Veteran population, nearly 46% of Minnesota Veterans live within the seven-county Twin Cities area. St. Louis, Stearns, Olmsted and Wright counties house the next concentration of resident Veterans. Vietnam-era Veterans continue to account for Minnesota's largest share of wartime Veterans.



VETERAN POPULATION BY MINNESOTA COUNTY - AS OF JUNE 30, 2019

Aitkin	1,767	Jackson	706	Ramsey	23,137
Anoka	21,358	Kanabec	1,368	Red Lake	239
Becker	2,869	Kandiyohi	2,341	Redwood	1,014
Beltrami	2,959	Kittson	293	Renville	998
Benton	2,924	Koochiching	1,100	Rice	3,901
Big Stone	410	Lac Qui Parle	558	Rock	638
Blue Earth	3,642	Lake	1,019	Roseau	1,084
Brown	1,753	Lake of the Woods	354	Scott	6,572
Carlton	2,794	Le Sueur	1,874	Sherburne	5,812
Carver	4,510	Lincoln	446	Sibley	842
Cass	2,896	Lyon	1,401	St. Louis	15,384
Chippewa	759	Mahnomen	354	Stearns	9,791
Chisago	3,853	Marshall	584	Steele	2,338
Clay	3,736	Martin	1,500	Stevens	505
Clearwater	824	McLeod	2,569	Swift	627
Cook	429	Mille Lacs	2,191	Todd	1,831
Cottonwood	743	Morrison	2,646	Traverse	290
Crow Wing	5,619	Mower	2,510	Wabasha	1,700
Dakota	24,496	Murray	672	Wadena	1,155
Dodge	1,289	Nicollet	1,869	Waseca	1,224
Douglas	2,944	Nobles	1,066	Washington	13,910
Faribault	1,113	Norman	456	Watsonwan	730
Fillmore	1,379	Olmsted	9,053	Wilkin	438
Freeborn	2,342	Otter Tail	4,645	Winona	2,724
Goodhue	3,536	Pennington	898	Wright	7,759
Grant	467	Pine	2,445	Yellow Medicine	703
Hennepin	50,965	Pipestone	608		
Houston	1,317	Polk	2,147		
Hubbard	1,962	Pope	830		
Isanti	2,765				
Itasca	4,103				



SERVING MINNESOTA VETERANS, their dependents and survivors by connecting them with the federal and state care and benefits they have earned is the *primary mission* of the Minnesota Department of Veterans Affairs. It is only through an extensive, collaborative partnership that MDVA is able to provide Minnesota Veterans with this outstanding support system to carry out this mission. From health to housing, employment to empathy, funding to friendship, advocacy to advice – MDVA is here to help every Veteran, with every need.

TWO WAYS FOR VETERANS TO ACCESS MDVA PROGRAMS, BENEFITS & SERVICES:

- 1 Contact your LOCAL CVSO OFFICE COUNTY VETERANS SERVICE OFFICERS
- 2 Contact by PHONE or ONLINE LINKVET 1-888-LINKVET • MINNESOTAVETERAN.ORG

On behalf of every Minnesota Veteran helped this year, MDVA wishes to express appreciation to each of the valued organizations listed here. Thank you for your partnership in 2019. We look forward to our continued work together in 2020!

TOGETHER PARTNERS





OUR MISSION at the Programs & Services Division of the Minnesota Department of Veterans Affairs is to serve Minnesota's men and women Veterans, from all branches of the armed forces, who have faithfully served our country. At every stage of a Veteran's life, MDVA's work is to ensure necessary services are available, and to successfully connect each Veteran to every resource they need.

SERVICES STRONG

A Veteran in need of transitional or permanent housing, reentry advice, career development, job training, emergency funds, healthcare treatments or educational opportunities—all of these crucial services are available to help alleviate the challenges Veterans face when their service to country ends.

MDVA offers over 20 Veteran-focused programs, providing more than 70 services. When a Veteran is trying to access benefits or arbitrate a claim, MDVA can help. When physical and mental health difficulties arise, MDVA can help. From a Veteran's first day back to civilian life, to their end of life, MDVA is here... TOGETHER we will help see them through.

LEARN ALL THE WAYS MDVA CAN HELP...



BENEFITS

SERVICES

- Annual Dependent Education Grant
- Behavioral Health Counseling
- Cash Assistance with Utilities
- Dental Care Assistance
- Disaster Relief Grants
- Financial Counseling
- Healthcare Premium Assistance
- Optical Care Assistance
- Phone / Web / Email Support
- Referrals to Outside Services
- Referrals to Support Services
- Rent & Mortgage Assistance
- Short-Term Disability Assistance
- Special Needs Grant
- Veteran One-Time Education Grant

MDVA PROGRAMS

LinkVet

MN CORE

Minnesota Service CORE

SSAP

State Soldiers Assistance Program



CEMETERIES

SERVICES

- Arranging Military Honors
- Bronze Star Markers
- Burial Coordination
- Casket Grave Sites
- Committal Services
- Cremation - In-Ground/Columbarium
- Grave Location Assistance
- Grave Sites
- Markers & Headstones
- Perpetual Care
- Presidential Memorial Certificates

MDVA PROGRAMS

Little Falls Veterans Cemetery

Preston Veterans Cemetery

Duluth Veterans Cemetery



CLAIMS

SERVICES

- Advise on Available Benefits
- Advise on Available Services
- Appeal Representation
- Arrange for Temporary Shelter
- Assist in Benefit Applications
- Board of Veteran Appeals
- Complete & File Claims
- Help Obtain Military Records
- In-Home Counseling
- Pre-Hearing Conferences
- Provide Updates on Benefits
- Schedule Appointments
- Transportation Services

MDVA PROGRAMS

Claims & Field Operations

CVSO

County Veterans Service Officers Training

Gold Star Family Program

TVSO

Tribal Veterans Service Officers

Women Veterans Program



EDUCATION

SERVICES

- College Admission Assistance
- Deployment Options
- FAFSA Application Assistance
- Institutional Readiness
- Military Education Benefits
- Payment Extensions
- Resident Status
- Scholarship Referrals
- Transfer Military Credits
- VA Compliance Surveys
- Veterans GPS LifePlan

MDVA PROGRAMS

Higher Education Veterans Program

Minnesota GI Bill



EMPLOYMENT

SERVICES

- Assist in VPA Review Process
- Career Resource Referrals
- Deployment Options
- Employment Assistance
- Employee Training Certification
- Employer Program Approval
- Military Employment Benefits
- OJT/Apprenticeship Referrals
- Provide VPA Guidelines & Updates
- VA Compliance Surveys
- Veterans GPS LifePlan

MDVA PROGRAMS

Minnesota GI Bill

SAA

State Approving Agency

Veterans Employment Program

VPA

Veterans Preference Act



GRANTS

SERVICES

- Distribute Grant Funds
- Grant Application Assistance
- Network with Organizations
- Provide Grant Updates & Changes

MDVA PROGRAMS

CVSO Grants

County Veterans Service Officers

SOT

Support Our Troops Grant Program

VSO Grants

Veteran Service Organizations



HOMELESSNESS

SERVICES

- Emergency Shelter
- Food
- Housing Service Referrals
- Intensive Housing Case Management
- Mortgage Assistance
- Permanent Housing
- Rent Assistance
- Social Security Disability Claims
- Transitional Housing
- Transportation
- Utilities Assistance

MDVA PROGRAMS

MACV

MN Assistance Council for Veterans

MN Homeless Veterans Registry

Landlord Incentive Fund

Landlord Risk Mitigation Fund

Vacancy Reserve Fund

MOVE

MN Operation for Veteran Empowerment

SOAR

SSI/SSDI, Outreach, Access, Recovery

BENEFITS

2019 SSAP STATE SOLDIERS ASSISTANCE PROGRAM

FINANCIAL ASSISTANCE

FUNDING	2018	2019	
DENTAL CARE	1,535	1,773	\$1,061,078
DISASTER RELIEF	0	0	\$0
EDUCATION Veteran	7	7	\$3,000
EDUCATION Dependent	35	45	\$21,104
HUD/VASH	13	16	\$11,588
OPTICAL CARE	1,010	1,096	\$220,362
SPECIAL NEEDS	1,054	1,261	\$1,257,168
SUBSISTENCE	515	912	\$117,182
TOTAL	4,169	5,110	\$2,691,482

\$2,691,482

2019 SSAP FINANCIAL ASSISTANCE TO VETERANS

2019 FUNDING

TOGETHER

Working closely with federal, state and community partners, the MDVA Benefits Team provides MN Veterans and their families compassionate resources to help with mental, physical and financial needs. Efficient services are available for Veterans dealing with time-sensitive issues, such as bills, foreclosures, jobs, medical necessities, and more.

STRONG

DISTRIBUTION OF FUNDS

TOTAL HOUSEHOLDS **3,800**

FIRST-TIME APPLICANTS **859**

BY COUNTY July 1, 2018 to June 30, 2019

Aitkin	\$29,262	McLeod	\$9,624
Anoka	\$44,921	Meeker	\$24,642
Becker	\$15,657	Mille Lacs	\$28,657
Beltrami	\$42,195	Morrison	\$25,286
Benton	\$16,195	Mower	\$45,710
Big Stone	\$28,763	Murray	\$3,231
Blue Earth	\$31,230	Nicollet	\$36,341
Brown	\$28,421	Nobles	\$4,609
Carlton	\$25,211	Norman	\$7,449
Carver	\$10,336	Olmsted	\$36,362
Cass	\$25,821	Otter Tail	\$52,016
Chippewa	\$7,406	Pennington	\$1,588
Chisago	\$16,271	Pine	\$29,813
Clay	\$61,690	Pipestone	\$5,118
Clearwater	\$2,684	Polk	\$25,770
Cook	\$0	Pope	\$10,516
Cottonwood	\$25,848	Ramsey	\$162,320
Crow Wing	\$92,604	Red Lake	\$0
Dakota	\$86,397	Redwood	\$6,135
Dodge	\$16,368	Renville	\$6,500
Douglas	\$19,569	Rice	\$32,238
Faribault	\$14,323	Rock	\$0
Fillmore	\$3,319	Roseau	\$2,800
Freeborn	\$24,266	Scott	\$19,364
Goodhue	\$29,670	Sherburne	\$37,541
Grant	\$0	Sibley	\$7,279
Hennepin	\$238,090	St. Louis	\$159,250
Houston	\$803	Stearns	\$121,838
Hubbard	\$13,341	Steele	\$8,642
Isanti	\$9,084	Stevens	\$13,943
Itasca	\$93,142	Swift	\$33,981
Jackson	\$4,056	Todd	\$11,574
Kanabec	\$32,236	Traverse	\$4,655
Kandiyohi	\$16,630	Wabasha	\$9,176
Kittson	\$3,971	Wadena	\$14,763
Koochiching	\$1,669	Waseca	\$688
Lac Qui		Washington	\$37,841
Parle	\$5,829	Watsonwan	\$17,851
Lake	\$6,524	Wilkin	\$3,766
Lake of the Woods	\$7,350	Winona	\$17,667
Le Sueur	\$8,448	Wright	\$53,559
Lincoln	\$242	Yellow	
Lyon	\$3,611	Medicine	\$6,161
Mahnomen	\$0	MDVA Field Operations	\$330,539
Marshall	\$17,497	MDVA Veterans Homes	\$38,994
Martin	\$1,980		

2019 NOTED

- SSAP applicants **increased by 23%** over 2018.
- A **designated training team** was created to facilitate and expand SSAP education to CVSs and MDVA staff throughout Minnesota.

2019 LINKVET AT MDVA

Immediate answers with one-on-one assistance for all Veteran-related questions and needs is available at LinkVet. Connecting Veterans to an MDVA specialist online, by phone, or via email, seven days a week.

7,734
2019 LINKVET VETERANS SERVED

2019 NOTED

- LinkVet's call center was relocated from Perham, MN to Detroit Lakes, MN.
- In crisis calls to LinkVet increased by 150% over 2018, with homeless registry inquiries also up by 200%. Overall, LinkVet inquiries saw an increase of 15.2%

2019 INQUIRIES	
CALLS RECEIVED	3,798
WEB ONLINE CHATS	2,508
OUTBOUND CALLS	1,096
EMAIL INQUIRIES	332
CALLS WITHOUT MERIT	185
ABOUT MDVA	257

2019 TOPICS	
FAMILY NEEDS	2,804
HEALTH/DISABILITY	1,502
EDUCATION	788
VETERANS HOMES	358
BURIALS	315
SOAR PROGRAM	197
HOMELESS REGISTRY	177
EMPLOYMENT	147
CRISIS	75

2019 REFERRAL	
CVSO	3,093
MDVA	916
OTHER	625
REGIONAL COORDINATOR	412
USDVA	267

2019 MN CORE MINNESOTA SERVICE CORE PROGRAM

Providing family, mental health, financial and housing counseling to Veterans and their family members statewide.

CARE

BEHAVIORAL HEALTH	374
INDIVIDUAL COUNSELING	197
FINANCIAL COUNSELING	87
FAMILY COUNSELING	49
HOUSING COUNSELING	16
TOTAL ASSISTED	659
TOTAL HOURS OF CARE	7,811

\$117,000
2019 MN CORE TOTAL FUNDS COLLECTED



2019 MN CORE SATISFACTION RATINGS

MINNESOTA COUNTIES ACCESSING MN CORE SERVICES

62.7%
INCREASE OVER 2018

TOTAL FUNDS COLLECTED FOR MN CORE SERVICES

7.4%
INCREASE OVER 2018

MN CORE CLIENTS WITH INSURANCE

27.0%
A DECREASE FROM 43% IN 2018

BEHAVIORAL HEALTH ACCOUNTS FOR

51.7%
OF ALL SERVICES IN 2019

SATISFACTION RATINGS INCREASED OVERALL

3.5%
AVERAGE OVER 2018

WHO WE SERVED

VETERANS	67.2%
SPOUSES	22.9%
CHILDREN	9.9%

AGE

0-19	10.1%
20-39	27.9%
40-49	13.2%
50-59	14.9%
60-69	21.5%
70-79	10.6%
80 AND UP	18%

ERA

WWII	5%
KOSOVO	15%
KOREA	15%
GULF	9.9%
OEF/OIF	41.1%
VIETNAM	25.8%
PEACETIME	19.7%

PARTNERSHIP

MN CORE is offered to Veterans and their families in partnership with



Offices are available in 17 locations: Alexandria, Brainerd, Detroit Lakes, Duluth, Faribault, Fergus Falls, Mankato, Maple Grove, Minneapolis, Moorhead, Rochester, Sauk Centre, St. Cloud, St. Paul, Waconia, Waseca, and Willmar.



2019 NOTED

- The 2019 Legislative Session was successful in attaining an additional **\$250,000 in MN CORE funding**. These dollars are needed to help fill the funding gap and ensure that all Minnesota Veterans and their families have access to crucial counseling services.
- Eighty percent of clients MN CORE assisted in 2019 were **wartime Veterans and their families**. Operation Enduring Freedom (OEF) in Afghanistan and Operation Iraqi Freedom (OIF) accounted for 41% of the combat locations for those seeking assistance.

“

Great program!
This helped me transition out of a bad place and see the light at the end of the tunnel.
I suggest this to any military personnel I encounter that may need assistance.

MINNESOTA VETERAN CORE PROGRAM

WHERE WE SERVED

Aitkin	6	Hubbard	2	Ramsey	25
Anoka	11	Isanti	5	Redwood	7
Becker	11	Itasca	14	Renville	1
Benton	22	Jackson	1	Rice	5
Blue Earth	34	Kanabec	3	Rock	1
Brown	14	Kandiyohi	7	St. Louis	46
Carlton	15	Koochiching	1	Scott	1
Carver	7	Lac Qui Parle	1	Sherburne	25
Cass	9	Lake	2	Sibley	4
Chippewa	1	Le Sueur	10	Stearns	79
Chisago	4	Lincoln	1	Steele	2
Clay	16	Lyon	3	Stevens	1
Cook	1	McLeod	1	Swift	3
Cottonwood	1	Martin	4	Todd	8
Crow Wing	33	Meeker	1	Traverse	3
Dakota	7	Mille Lacs	11	Wadena	1
Dodge	5	Morrison	10	Waseca	5
Douglas	8	Mower	1	Washington	6
Faribault	6	Nicollet	26	Watsonwan	7
Fillmore	1	Olmsted	18	Wilkin	3
Freeborn	2	Otter Tail	17	Winona	3
Goodhue	3	Pine	4	Wright	13
Grant	1	Polk	1		
Hennepin	41	Pope	3		

2019 MDVA BENEFIT PROGRAMS



25.9%
INCREASE IN LAID TO REST OVER 2018

39.5%
INCREASE IN COLUMBARIUM OVER 2018

2019 NOTED

- Battery-powered lawn equipment was tested and implemented at the Little Falls Veterans Cemetery, resulting in a **reduction in noise and emissions** when compared to gasoline-powered equipment.
- Construction and staffing for MDVA's **new Cemetery in Duluth** was completed, with the first burial held on Veterans Day 2018.
- Plans to design and construct MDVA's **fourth State Veterans Cemetery** in Redwood County continue to move forward.



TOGETHER

MDVA has been cited as the nation's model of excellence for burials and memorials for Veterans and their families. Whether your loved one was a Private or the Chairman of the Joint Chiefs of Staff, MDVA's mission is to assure every Veteran is honored for their service and sacrifice to our nation through a memorable, lasting tribute.

STRONG

	LITTLE FALLS CEMETERY	PRESTON CEMETERY	DULUTH CEMETERY	
ESTABLISHED ACRES	1994 39	2015 169	2018 104	
LAID TO REST 2019	533	132	111	776
VETERANS	350	105	91	546
DEPENDENTS	183	27	20	230
CASKET BURIALS	137	26	19	182
COLUMBARIUM	145	38	43	226
IN-GROUND CREMATIONS	238	52	47	337
IN MEMORY MARKERS	6	8	2	16
TOTAL SINCE ESTABLISHED	7,621	459	111	8,191
FACILITIES				
Administration Building	■	■	■	2019 HONORED
Columbarium	■	■	■	
Outdoor Committal Shelter	■	■	■	
Indoor Committal Shelter	■	■	■	
Honor Guard Lounge	■	■	■	
Maintenance Building	■	■	■	
Outdoor Assembly Area	■	■	■	
Parking	■	■	■	
Memorial Walkway	■	■	■	



30%
OF LAID TO REST WERE DEPENDENTS
36% HIGHER THAN FY18

PRESTON CEMETERY
17%
INCREASE
TOTAL BURIALS OVER FY18



98.9%
SATISFIED WITH OVERALL EXPERIENCE

98.2%
EXCELLENT QUALITY OF SERVICE

99.3%
RATED STAFF PROFESSIONAL

98.9%
EXCELLENT CEMETERY APPEARANCE

98.5%
WOULD RECOMMEND TO OTHERS

2018 SURVEY OF SATISFACTION NATIONAL CEMETERY ADMINISTRATION (NCA)

TOGETHER

The MDVA Claims Team serves as a liaison and personal advocate for Veterans and their dependents seeking claim assistance with state and federal benefits. Services are offered at MDVA offices in St. Paul and Fargo, and through MDVA's Field Operations, a mobile unit that travels throughout Minnesota. Claims programs also advocate for specific Veteran needs that include Women Veterans, Gold Star Families, and the TVSO and CVSO partnership programs.

STRONG

2019 HEARINGS

VA APPEAL HEARINGS CONDUCTED

2019	240	65.5% INCREASE OVER 2018
2018	145	
2017	52	

2019 CLAIMS

	MDVA	TVSO	TOTAL
FEDERAL	1,866	909	2,775
STATE	334	202	536

2019 ACTIVITIES

	OFFICES		IN THE FIELD			TOTAL
	ST. PAUL	FARGO	MDVA	TVSO	CVSO	
MAIL	17,540	2,139	-	-	-	19,679
PHONE	10,461	2,474	13,539	3,534	748	30,756
OFFICE VISIT	1,930	425	4,795	3,126	-	10,276
LOCATION VISIT	-	-	5,778	1,971	-	7,749
EVENT HOURS	334	27	725	319	-	1,405
CVSO OFFICE HOURS	-	-	686	-	-	686

2019 PROGRAMS

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

GOLD STAR FAMILY This program honors the legacy of every fallen Minnesota hero by working with and supporting the needs of their families.

MDVA FEDERAL CLAIMS
13.9%
INCREASE OVER 2018

ALL FEDERAL CLAIMS
12.8%
INCREASE OVER 2018

TVSO FEDERAL CLAIMS
10.5%
INCREASE OVER 2018



\$1.138 BILLION

2019 FEDERAL COMPENSATION MN VETERANS & THEIR SURVIVORS

2019 NOTED

- Successfully implemented **new AMA guidelines** within the office and CVSO community.
- Maintained **high-level customer service standards** when working with Veterans, families and the CVSO community.
- Recognized by BVA Judges for **exceptional preparation, performance, and professionalism** during FY19 hearings.
- Met the **high-level performance standards** set for office staff when performing daily operations.
- Hosted the MDVA Women Veterans Conference held annually in March, along with 7 additional **events offered to MN Women Veterans**.
- Provided **support services to Vietnam Veterans of America**, including handling calls, walk-ins, and claim submittals.
- Succeeded as a competent, knowledgeable resource regarding changes with **VA laws and regulations**
- Achieved an **above 70 success rate at BVA Hearings** in FY19.
- MDVA's TVSO program participated in **11 Native American events** in FY19.
- Continued the four stages of **CVSO training**, including in-house training.

“Some days this job can be difficult, sometimes frustrating, (specifically when) Veterans aren't able to get the evidence they need, or the work environment gets in the way. But other days we are able to change lives, not just say we change lives, or hope we change lives, but actually help bring about a change in a Veteran and his loved one's life for good. That satisfaction is beyond compare. That's why I do what I do...”

MDVA SENIOR CLAIMS REPRESENTATIVE

2019 PARTNERSHIPS

CVSO County Veterans Service Officers are a key resource for Veterans seeking to learn about any of the state and federal benefits available to them. CVSO staff are MDVA-trained, knowledgeable in all available programs, and able to connect Minnesota's Veteran population to the appropriate resource.

TVSO Tribal Veterans Service Officers are a key resource for Native American Veterans seeking to learn about any of the state and federal benefits available to them. TVSO works in partnership with other government organizations, and the MN Native American Nations.

2019 MN GI BILL FOR EDUCATION

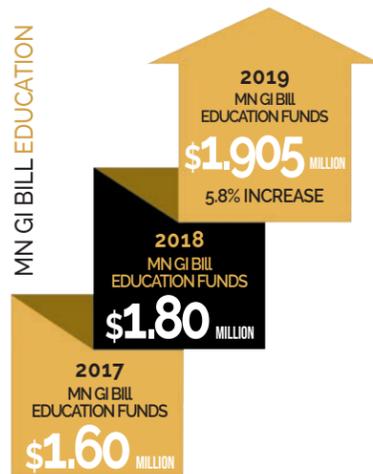
State funds through the MN GI Bill are available for Veterans seeking to earn a certificate, diploma or degree. MN GI Bill Education funds can be used to reimburse Veteran students for qualified admission tests and supplement tuition at approved universities, colleges and career schools.

	2017	2018	2019
VETERAN	1042	1,022	1,305
SPOUSE	-	-	26
DEPENDENT	-	-	80

1,411

RECEIVED BENEFITS EDUCATION 2019

MN GI BILL EDUCATION



2019 NOTED

- Developed a Minnesota GI Bill online **Veterans Application Tracking System**. Applicants can apply for benefits, track the progress, and monitor benefits awarded.
- Participants receiving benefits from the **Minnesota GI Bill increased 38%** in 2019 over 2018.
- Partnered with the MN Association of Financial Aid Administrators (MAFAA) to **implement the Veterans Application Tracking System (VATS)**.

2019 HIGHER EDUCATION PROGRAM

A nation-leading program that works to identify and remove barriers Veterans can face when enrolling and accessing state and federal GI Bill® education benefits.



ON-CAMPUS VETERANS CENTER 76

Veteran resource services are available at all Minnesota state institutions, the University of Minnesota, and most private for-profit and not-for-profit institutions

REFERRALS 10,962

On-Campus Center referrals to other resources included: CVSO, DEED, DLI, DOL, VA, Minnesota State, University of Minnesota, private for-profit, and not-for-profit, MINNG, FAC, TAA, MACV

TRAINING & OUTREACH EVENTS 202

Events were held throughout Minnesota in 2019, at selected locations.

PARTICIPANTS 13,236

MDVA hosted events included: MNNG Demobilization, BTYR seminars, DLI workshops, DEED CareerForce Centers, Career Fairs, CVSO training and liaison, small business engagement, Veterans Employment Resource Group, Minnesota Association of Financial Aid, financial aid liaison, Minnesota State institutional readiness seminars.

254% INCREASE IN NUMBER OF MDVA EVENTS OVER 2018

104% INCREASE IN PARTICIPANTS AT MDVA TRAINING & OUTREACH EVENTS OVER 2018

“When I started school in the Practical Nursing program, the on-campus Veterans office pointed me in all the right directions from how to start applying for grants and scholarships to how to navigate the Veterans Assistance Program. (I was) introduced to people who were vital in helping me get my job as a LPN. I spent many hours at the Student Veterans office studying in the computer room. I believe that MDVA's Student Work Center was my push to success. I could not have done it without them.

GIULIA OCCHINO, LPN - VETERAN PROUD

TOGETHER Education benefits help Veterans and qualified family members receive funds to cover admission testing, career counseling, and supplemental tuition costs.

TOGETHER Committed to increasing the employment of Veterans by recruitment, training/development and special hiring authorities.

STRONG

STRONG

2019 SAA STATE APPROVING AGENCY

Links businesses seeking trained employees with Veterans seeking a new career. The SAA program assists both employees and employers with accessing state and federal funds to supplement training costs.

FACILITIES

331	MINNESOTA FACILITIES
211	PUBLIC FACILITIES
120	PRIVATE FACILITIES
7	NEW FACILITIES
32	FACILITIES SURVEYED

PROGRAMS

2,791	PROGRAMS MONITORED
120	NEW PROGRAMS ADDED
582	PROGRAMS ELIMINATED

OUTREACH

4	ACTIVITIES
---	------------

Meetings with DOLI & DEED; Presentations for Scott & Carver County Workforce Development; Presentations at LVER & DVOP Conference

LIAISON

12	ACTIVITIES
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Other SAAs and VARO; Education Liaison Reqs; SAA/CELO & NASAA Central Region

2019 VETERANS EMPLOYMENT

Program serves to encourage private businesses and public employers to hire and provide on-the-job training to Veterans by offering hiring opportunities and financial assistance.

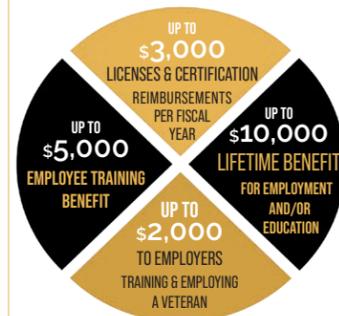
Category	Count	Funding	Increase
PARTICIPANTS	469	\$320,000	
	467 VETERANS, 2 SURVIVOR/DEPENDENTS		
EMPLOYERS	72	\$99,000	
	6 PUBLIC EMPLOYERS, 66 PRIVATE BUSINESSES		
TRAINING PROGRAMS	280	23.9% INCREASE	
	192 APPRENTICESHIPS, 88 ON-THE-JOB TRAINING		
CAREER FAIR ATTENDANCE	809	11.1% INCREASE	
	700 ATTENDEES, 100 EMPLOYERS, 9 SERVICES		

2019 MN GI BILL FOR EMPLOYMENT

State funding available to Veterans, spouses and dependents seeking to learn a skill through on-the-job training (OJT) or apprenticeships, as well as receive reimbursement for select certification and license fees.

APPRENTICESHIPS & OJT TRAINING

165	TOTAL PARTICIPANTS
163	VETERANS
2	DEPENDENTS



\$1,032,000

2019 EMPLOYMENT FUNDING MN VETERANS & THEIR SURVIVORS

2019 VPA VETERANS PREFERENCE ACT

MDVA assists both Veterans and employers with implementing and operating a VPA program in any workplace. VPA affords Veterans preferences in hiring, as well as protection against unfair terminations.

ASSISTING

188	TOTAL ASSISTED
123	VETERANS & SPOUSES
52	PUBLIC EMPLOYERS
13	CVSOs

PETITIONS

8	TOTAL CASES
1	ACTIVE/ONGOING
7	CLOSED CASES

VETERAN-OWNED BUSINESSES

71	BUSINESS OWNERS VERIFIED
----	--------------------------

2019 NOTED

- The number of public employers served by MDVA through the VPA program **increased in 2019 by 40%** over 2018.
- 2019 posted a **14% increase** over 2018 in VPA relief petitions to the Commissioner, with nearly all of the cases resolved.
- Implemented the Veterans Application Tracking System (VATS)**. Applicants and MDVA staff have a secure, task-orientated, paperless, streamlined system - from application through payment.
- Employers assisted** by MDVA with the hiring of Veterans increased more than three-fold over 2018.
- MDVA assumed administrative duties in 2019 for the **Minnesota GI Bill**.

2019 MDVA EMPLOYMENT PROGRAMS

GRANTS

For 26 years, MDVA has administered the **LEGISLATIVE GRANTS** awarded to organizations dedicated to serving Veterans needs, as selected by the Minnesota legislature. 2019 marks the third year grants have been awarded from the **SUPPORT OUR TROOPS (SOT)** license plate program, allocated to unique projects designed to benefit Veteran needs.

LEGISLATIVE GRANTS

2019 CVSO COUNTY VETERANS SERVICE OFFICER GRANTS

AWARDED \$1,100,000 <small>INCLUDES \$50,000 MACVSO GRANT MN Association of County Veterans Service Officers</small>	DISTRIBUTED \$970,000 <small>86 MINNESOTA COUNTIES Funds used for outreach and local needs</small>
--	--

	2019	2018	2017	2016	2015
Counties Awarded Base Grant of \$7,500	27	25	25	25	26
Counties Awarded Additional Funds	60	57	60	61	60
County Training & Education Funds	\$130,000	\$87,689	\$85,475	\$25,178	\$35,795

2019 MACV MN ASSISTANCE COUNCIL FOR VETERANS GRANTS

AWARDED \$750,000 <small>BI-ANNUAL TOTAL \$1,500,000</small>	DISTRIBUTED \$750,000 <small>FY19</small>
<small>GRANT HAS BEEN AWARDED</small> 26 YEARS	<small>TO ASSIST</small> 350 RECIPIENTS

2019 VSO VETERANS SERVICE ORGANIZATIONS GRANTS

AWARDED \$528,914 <small>INCLUDES \$175,914 SUPPORT OUR TROOPS GRANT</small>	DISTRIBUTED \$528,914 <small>FY19</small>
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2019 NOTED



\$1,854	AMVETS
\$140,326	American Legion
\$104,378	Disabled American Veterans
\$47,558	Military Order of the Purple Heart
\$45,660	Paralyzed Veterans of America
\$141,346	Veterans of Foreign Wars
\$47,792	Vietnam Veterans of America

TOGETHER

MDVA administers grants that offer funds to organizations with programs and products specifically designed to serve Minnesota Veterans and their families.

STRONG

SOT GRANTS

2019 SOT SUPPORT OUR TROOPS GRANT

\$569,223 TOTAL FUNDS 2019

When you purchase a Support Our Troops license plate, the money goes to benefit Minnesota Veterans and their families through a variety of programs and services. The dollars raised through the SOT program in 2019 helped fund two MDVA grant programs, the **SOT Competitive Awards** and the **SOT/VSO Awards**.

COMPETITIVE AWARDS

Grants ranging from \$5,000 to \$100,000 are available to Minnesota organizations with programs designed to support and improve the lives of Veterans and their families. Applications are reviewed twice per year. In 2019, grants were awarded to the following projects:

- \$18,000**
EAGLE GROUP OF MINNESOTA VETERANS
Expand "Battle Buddy" program to multiple Twin Cities locations.
- \$50,000**
HONOR FLIGHT TWIN CITIES
America's WWII, Korean War, as well as terminally ill Vietnam Veterans were flown to Washington DC to see first hand the memorials that honor the service and sacrifices of themselves and other Veterans.
- \$100,000**
NIGHTWARE, INC.
VA Clinical Trial of digital-therapeutic program (*iWatches*) designed to interrupt nightmares.
- \$20,000**
FISHING FOR LIFE, INC.
Expand FFLs "NexGen" program to match 10 children of MN Veterans with a FFL volunteer "Guide." FFL Guides meet and mentor their assigned youth through fun, educational outdoor experiences.
- \$82,775**
YMCA OF MINNESOTA
Expand the *Veterans Rendezvous* program from one YMCA location to four additional metro locations.
- \$89,920**
23RD VETERAN
Fourteen-week transition course to retrain brains to relate negative triggers to positive events.
- \$20,000**
MIDDLE RIVER VETERANS OUTDOORS
Provide differently-able Veterans (and/or family members) fishing and hunting outdoor experiences with the aid of a "tracked-wheelchair."
- \$92,400**
REGION FIVE - DEVELOPMENT COMMISSION
Provide Veteran "food shares." (VetCSA) to food deprived Veterans in northern Minnesota counties.

SOT/VSO AWARDS Veteran Service Organizations

- \$35,000**
MN PARALYZED VETS OF AMERICA
Funds used for the *National Wheelchair Games II*.
- \$20,000**
AMVETS
Funds used for the "Remember Me" project by memorializing Veterans with digital books containing bios.

Learn more about SOT license plates by contacting your local Department of Motor Vehicles, or visit MinnesotaVeteran.org/SOT

HOMELESSNESS PREVENTION & ASSISTANCE

2019 PROGRAMS

PREVENTION MN HOMELESS VETERANS REGISTRY

Connects homeless Veterans with housing and services in their community.

	REGISTERED VETERANS	HOUSED VETERANS
IN 2016	602	242
IN 2017	496	343
IN 2018	538	379
IN 2019	478	430

2019 NOTED

- MDVA participated in the **2019 MACV Metro Stand Down** event in August – reaching out to Veterans experiencing homelessness and connecting them to the benefits accessed through the Homeless Veteran Registry.
- Increased the engagement of property managers through programs like the *Landlord Incentive Fund* and the *Landlord Risk Mitigation Fund*, resulting in **increased unit availability for Veterans** in 2019.
- Increased the data collected on Veteran homelessness in MN to **provide key facts** for more informed decisions.
- Updated the Minnesota Interagency Council on Homelessness on **MDVA's work to assist Minnesota Veterans** and their families experiencing homelessness.
- Minnesota's *Heading Home Plan* to end homelessness statewide is further bolstered through MDVA's **partnership with the Office to Prevent and End Homelessness**.
- MDVA has partnered with the Minnesota Assistance Council for Veterans (MACV) and the Veterans Administration (VA) in an effort to better **align resources and synchronize efforts** to end Veteran homelessness.
- SOAR SSI/SSDI approved claims **increased 4%** over 2018.

ASSISTANCE

MACV MINNESOTA ASSISTANCE COUNCIL FOR VETERANS

Assists Veterans and their families experiencing homelessness and other life crises. Funding made possible through the MDVA Grant Program.

	ASSISTANCE WITH
\$14,766	MORTGAGE
\$246,674	RENT
\$37,256	SECURITY DEPOSIT
\$10,100	LODGING
\$11,456	MOVING
\$41,210	UTILITIES
\$2,404	TRANSPORTATION
\$11,133	OTHER

STANDBOWN EVENTS	2019 ATTENDEES
11	2,243

“Thanks for rescuing me from despair. Thanks for being so understanding and patient. Thanks for your help in a trying time.”
BEVERLY - MN VETERAN

2019 SOAR SSI/SSDI OUTREACH, ACCESS & RECOVERY

A Social Security benefit program for homeless adults with a mental illness, medical impairment or substance abuse problem. In partnership with MN Department of Human Services.

\$512,304 <small>FEDERAL ASSISTANCE</small>	\$94,369 <small>PARTNER FUNDING</small>
\$127,525 <small>BACK PAYMENTS</small>	75% <small>CLAIMS APPROVED</small>

MOVE MINNESOTA OPERATION FOR VETERAN EMPOWERMENT

Temporarily assist homeless Veterans as they work with MDVA to connect with the needed resources. The beds available through MOVE were occupied 100% during 2019.

100%	OCCUPANCY
13	ASSISTED

2019 MDVA MOVE FUNDING
\$9,600

297

301 | 281 | 279
IN 2018 | IN 2017 | IN 2016

2019 HOMELESS MINNESOTA VETERANS

	2015	2016	2017	2018	2019	WITH HOUSING PLANS
Central Minnesota	29	3	24	16	24	10
Hennepin & Ramsey	186	133	157	154	154	65
Northeast Minnesota	3	2	1	0	1	0
Northwest Minnesota	10	1	2	0	2	1
Southeast Minnesota	8	8	4	5	5	0
Southwest Minnesota	2	0	3	0	3	0
St. Louis County	26	7	8	8	11	2
Suburban Metro Area	28	6	13	13	15	6
West Central Minnesota	5	1	1	0	2	0

As of June 30, 2019. Does not include the Veterans who are housed, have left Minnesota, or have been out of contact for more than 90 days.

PROFILE MN HOMELESS VETERAN

Male	90.5%
Female	7.2%
Caucasian	56.1%
African American	29.8%
American Indian or Alaska Native	4.5%
Hispanic/Latino	3.6%
Asian	1.3%

TOGETHER

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

STRONG



HEALTHCARE STRONG



FROM A LEGACY that began in the late 1800s, MDVA continues the tradition of caring for the mental, physical and spiritual well-being of Minnesota's Veterans and their families. Comfort, safety and person-centered assistance are the cornerstones that govern the MDVA Veterans Homes, poised to host more than 800 Veterans in need of skilled nursing or domiciliary care. From admission to end-of-life, MDVA staff seek to not just meet each Resident's needs, but to exceed their expectations, through every step and stage. With a 2019 Satisfaction Rating of 99%, far exceeding the national average, MDVA facilities remain the caring choice of Veterans and their families all across Minnesota.

2019 BEST IN CARE

RESIDENTS IN CARE
MALE 96.2%
FEMALE 3.8%
VETERANS 92.9%
VETERAN SPOUSE 7.1%

ERAS IN CARE
VIETNAM WAR 38.0%
KOREAN WAR 25.9%
PEACETIME 23.3%
WWII 11.0%
GULF WAR 1.8%

VETERAN NEEDS

- 24%** ALZHEIMERS
- 19%** DEMENTIA
- 18%** OTHER
- 11%** MENTAL HEALTH
- 6%** CEREBRAL VASCULAR
- 5%** DEPRESSION
- 5%** DIABETES
- 5%** PARKINSON'S
- 2%** HEART DISEASE
- 2%** SUBSTANCE ADDICTION
- 1%** PARALYSIS AGITANS
- 1%** HYPERTENSION
- 1%** MALAISE & FATIGUE

THROUGH THE YEARS, MDVA Veterans Homes have consistently *exceeded the US average in nursing home care*, as monitored and ranked by *Pinnacle*, an independent national quality rating firm. In the latest study released July 2019, on average, MDVA Homes rated *nearly a half point higher* when compared to 2,000 similar care facilities across the US.

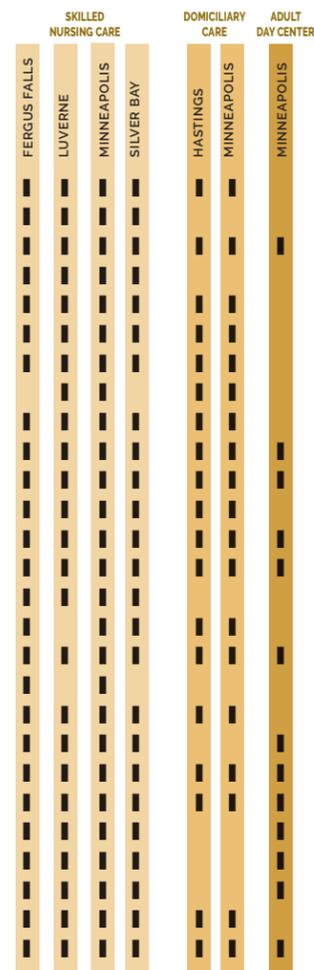


2019 MDVA Dignity & Respect 98.2% <small>90.8% National Average</small>	2019 MDVA Safety & Security 96.6% <small>90.3% National Average</small>
2019 MDVA Activities 95.0% <small>86.9% National Average</small>	2019 MDVA Cleanliness 97.6% <small>87.6% National Average</small>
2019 MDVA Overall Satisfaction 96.6% <small>81.6% National Average</small>	2019 MDVA Nursing Care 95.8% <small>85.2% National Average</small>

2019 SERVICES

MDVA DELIVERS PERSON-CENTERED CARE offered through three specialized levels of service. **Skilled Nursing** provides 24-hour care to Veterans suffering from conditions such as dementia. **Domiciliary** care is available to Veterans needing a lower level of independent care, often because of chemical dependency, mental or physical disability. The **Day Center** provides a needed break to caregivers and offers fulfilling activities for Veterans living at home.

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



2019 SUSTAINABILITY



The goal of MDVA's **SUSTAINABILITY PROGRAM** is to implement practices that respect the environment as we care for the well-being of Residents and employees, not just today but as MDVA plans for future generations of MN Veterans.

2019 SAFETY

FIVE YEARS AGO, the target safety incident number for the MDVA Veterans Homes was set at 12.32. The actual number of incidents in 2014 came in more than 2 points lower at 10.04. Every year since, this *pattern of safety excellence has continued*. In 2019, the MNSAFE target rate was set at 9.53 (22% lower than what was anticipated in 2014), and the actual incident number only reached 8.2.



SAFETY ACTIVITIES INITIATED OR CONTINUED IN 2019

- Updated emergency plans into a standardized format at all Veterans Homes.
- Implemented a tracking and auditing process/tool to reduce slip, trip and fall incidents.
- Developed and implemented new online hazardous waste training courses.
- Improved the ergonomic assessment process for potential ADA claims.
- Developed a new metrics-based audit process for the MDVA State Cemeteries.
- Continue to update pharmaceutical waste handling procedures.
- Further developed the hazardous drug management program to be in compliance with USP 800 standards.
- Addressing results from the Safety Perception Survey performed in 2019.
- Continuing work to improve and refine agency continuity planning and coordination.
- Improving incident command team capabilities at all MDVA locations.

CONSERVATION EFFICIENCY

- Water meters installed.
- Irrigation water recovery and re-use systems implemented.
- Adding lab and mobile imaging services.

CONSUMPTION REDUCTION

- Removed single use supplies in kitchens, replacing them with reusable utensils and dishes.

ECO FRIENDLY IMPROVEMENTS

- Increased WebEx and Skype meetings
- MDVA's recycle program is now included in employee training orientations.
- Recycling bins with educational tips available on-site for Residents and guests to review.
- Waste contracts reviewed and renewed based on supplier's Eco-monitoring practices.

WASTE REDUCTION

- Updated indoor and outdoor lighting to LED at all facilities and Cemeteries.
- Updated grounds-keeping tools to electric, where possible.
- Replacing chillers with efficient, energy-saving models.
- New windows decrease heating/cooling.

ENERGY SAVINGS

- Reduced use of chemical treatments.

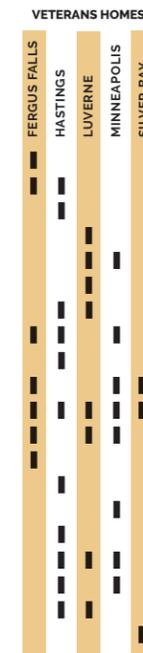
2019 IMPROVEMENTS



IMPROVEMENTS to MDVA facilities are guided by three key goals: 1) to provide *Residents* with the most comfortable, home-like environment, 2) provide *staff* with the resources needed to deliver exceptional care, and 3) *achieve both* through cost and energy efficient solutions.

AREAS OF IMPROVEMENT

- Boiler
- Building Structure
- Ceiling
- Chiller Replacement
- Doors
- Electrical
- Elevator
- Flooring
- Gym/Rec Room
- HVAC
- Lighting
- Parking Lot
- PA System
- Plumbing
- Roads
- Room Remodels
- Studies & Assessments
- Tunnel Repair
- Walls
- Windows



DOMICILIARY CARE HASTINGS & MINNEAPOLIS

ONE PROGRAM
TWO SITES
THREE PATHS



The **DOMICILIARY CARE PROGRAM** for Veterans and their families is here when an impairment, or a physical, mental or medical disability makes it difficult to live alone. Located in both Hastings and Minneapolis, domiciliary care provides supervised living in a sober environment, surrounded in a home-like atmosphere.

This MDVA program focuses on medical management, mental health stability and vocational goals— all tailored specifically to each Resident's abilities and needs. At whatever point a Veteran is in their life, MDVA's domiciliary care offers supportive, independent living in a safe, non-judgmental community, where Residents can achieve their optimal level of independence, suited to their quality of life choices.

2019 NOTED

100%
Deficiency Free
U.S. Department of Veterans Affairs

2019 MDVA
Quality Award
For Work-Related Tobacco Cessation

2019 WORK PARTNERS
Fort Snelling National Cemetery
Helping maintain grounds

2019 74% RESIDENTS
Participate in Work Therapy

2019 CARE

Implemented *One Program, Two Sites, Three Paths*, a new MDVA program that focuses on providing a supportive environment and fostering a stable, healthy and meaningful life for Veterans.

Two *defibrillator's (AEDs)* were added to enhance Veteran and staff safety.

2019 EVENTS

Ongoing *events hosted by AMVETS Post 10* include bingo, flag ceremonies, patriotism award events, as well as visits to hospitalized Hastings Home Veterans.

Holiday parties were held, planned by Residents, Veterans, staff and community volunteers.

Veterans Day and Vietnam Veterans Recognition Day included featured guest speakers at each event.

2019 STAFF

Dedicated and professional staff assist Veterans in all areas of care, including *medical services, mental and chemical healthcare, social services*, plus *recreational and vocational therapies*, and *assistance with benefits*.



Three additional team members became *CPR Instructor Certified* in 2019.

Staff training for 2019 included *informed trauma care, dementia care, mental health, and suicide prevention and awareness*.

In addition to MDVA Go Green initiatives, *replacing items as Styrofoam cups* with green products.



2019 FACILITIES



HASTINGS VETERANS HOME

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



Committed to providing a full continuum of enriching, high-quality care to Residents, the Hastings Domiciliary Care facility focuses on rehabilitation and reintegration into the community. This care is only enhanced by the natural beauty of the Home's surroundings amid a wooded campus with nature trails, a biking path, outdoor pavilion, horseshoe pit, and heated screened porch for year-round use. With 145 domiciliary beds in private and semi-private rooms, the Home provides each Resident their optimum level of independence.



MINNEAPOLIS VETERANS HOME

5101 MINNEHAHA AVE. SO.
MINNEAPOLIS, MN 55417
612-548-5700
877-838-6757



MDVA's Minneapolis Domiciliary Care facility sits along the shore of the Mississippi River near Minnehaha Falls, easy walking distance to the light rail systems and many city parks and lakes. Located on the Minnesota Veterans Home campus, the facility features a community dining area and outdoor patio. Fifty domiciliary beds in private and semi-private rooms provide Residents with space to maximize self-sufficiency.

“ I have a support system at the (Hastings) Home, my family, friends, and working helps keep me busy.
DAVID PATTERSON

“ I'm feeling great!
LARRY RODDY
EXPRESSING HOW HE FEELS AFTER THE PROGRAM HELPED HIM QUIT SMOKING

82% AVERAGE OCCUPANCY	195 TOTAL UNITS	9 RESIDENTS EMPLOYED IN THE COMMUNITY
0 MONTHS AVERAGE WAIT LIST	1978 ESTABLISHED	83 DOMICILIARY CARE STAFF
100% DOMICILIARY CARE		162 DOMICILIARY CARE RESIDENTS



TOGETHER STRONG

2019 DOMICILIARY CARE

2019 DOMICILIARY CARE

IDEALLY LOCATED, the 53-acre Minneapolis Veterans Home site is adjacent to Minnehaha Falls, the Mississippi River, and the Minneapolis VA Health Care System. Three buildings are dedicated to award-winning, multi-level skilled nursing care, with 300 private rooms that Residents call home. Specialized dementia care is provided to 112 Residents, with a dozen rooms available for those in need of a safe, locked environment. Fourteen additional campus buildings house support services that include on-site rehabilitation and behavioral departments.

MINNEAPOLIS VETERANS HOME
5101 MINNEHAHA AVENUE SO.
MINNEAPOLIS, MN 55417
612-548-5700
877-838-6757



2019 **NOTED**

2019 Quality Award

2019 LeadingAge Stars Among Us Quality Award for the Resident Life Story Project.

4 AWARDS Customer Service

Pinnacle Customer Service Award Recognition in 4 Areas of Patient Care

Nation's First ON-SITE DENTAL CLINIC

Grand Opening of the Nation's First On-site Veterans Home Dental Clinic

2019 **CARE**

Organized a *Resident Dining Committee* to meet monthly and provide feedback, make suggestions, and taste new food items and recipes.

A new, specialized *cardiovascular maintenance program* was developed for Residents in need of regular exercise, but unable to attend a fitness or gym program.



2019 **EVENTS**

Grand opening of the *locked unit in Building 22*, plus the unveiling of a new exterior art enhancement project.

Dedication of new Ex-POW items added to the museum.

Branch of Service Week held to recognize Veteran's service to the country.

Avenue of Flags completed.

6th Annual MVH-Minneapolis State Fair held on campus.

2019 **STAFF**

100 staff members were recognized for *1,000 years of service* to Veterans.

Hand in Hand dementia training continued in 2019.

Two staff members achieved certification in *SPEAK OUT!* and *LOUD Crowd*; a comprehensive voice rehabilitation treatment for patients with Parkinson's or other vocal disorders.

2019 on-campus training included *115 students in 11 majors*, representing seven colleges and universities.

Host site for St. Thomas Aquinas Seminary Cadets, and the cultural field experience site for Minnehaha Academy.



2019 **EVENTS**

Presented *successful dementia engagement techniques* and team approaches to *filling nursing gaps* to the following groups in 2019:

- VSN 23 (MPLS VA)
- *LeadingAge* members at the February conference
- *LeadingAge* New Director of Nurses program

2019 **STAFF**

Scanning *inventory control system* successfully implemented by staff supply specialist.

Underwent *sustainability and safety* training in 2019.

Developed *relationships* with area colleges resulting in scheduled on-site visits being planned for 2020.



2019 **CARE**

Expanded training in the *Buddies Communication Coaching*, a program for Residents with dementia.



Enhanced the on-site *infection control* program.

On-site *psychiatrist, nurse practitioner, podiatry service, dental care, massage and chiropractic care.*



Continued the *Pet Program* that includes Resident cats and dogs.

Implemented *cultural drum circles* for Residents with dementia.

Developed and implemented *dementia training* program for families.

2019 **NOTED**

TOP Nursing Home

Rated one of the **Best Nursing Homes** by US News & World Report

2019 5-Star RATING

Centers for Medicare & Medicaid Services

15 AREAS Best in Class

Pinnacle Rating Areas of Patient Care

AN UNMATCHED VIEW of Lake Superior along Minnesota's stunning North Shore greets Residents of the Silver Bay Veterans Home. The inviting northwoods lodge design offers homey comforts that include a large game room, Resident work shop, four-season porch, and private dining and family areas. Capturing the culture of the community, recreational opportunities include boating, fishing, hunting and gardening. The comprehensive care Silver Bay offers is designed to meet the physical, social and spiritual needs of each Resident. Meals are prepared based on food preferences, activities offered to match interests. Special care households focus on memory care, teaching support and engagement techniques to Residents and their families.

SILVER BAY VETERANS HOME
56 OUTER DRIVE
SILVER BAY, MN 55614
218-353-8700
877-SBY-VETS



“I'd be sure to go there. It is a very caring staff, and they are on the ball. If they see a need, they take care of it. When we visited, I liked that it was like walking into a home. There were dogs and cats, as well as children.”

RESIDENT'S FAMILY MEMBERS

97% AVERAGE OCCUPANCY

12 MONTHS AVERAGE WAIT LIST

300 TOTAL BEDS

1887 ESTABLISHED

MINNEAPOLIS OVERALL SATISFACTION **4.69** NATIONAL AVERAGE 4.08

655 MINNEAPOLIS SKILLED CARE STAFF

67% SKILLED NURSING CARE

33% DEMENTIA CARE



93% AVERAGE OCCUPANCY

6-9 MONTHS AVERAGE WAIT LIST

83 TOTAL BEDS

1991 ESTABLISHED

SILVER BAY OVERALL SATISFACTION **4.85** NATIONAL AVERAGE 4.08

147 SILVER BAY STAFF

44% SKILLED NURSING CARE

56% DEMENTIA CARE

SKILLED NURSING CARE FERGUS FALLS

VETERANS VILLAGE at MDVA's award-winning Fergus Falls Veterans Home is like a stroll along Main Street, offering Residents a welcoming feel of home. Located in Minnesota's lake country, this 106-bed skilled care facility proudly serves those who have served with a diverse, long-term staff that can only be described as "simply the best." Some Resident rooms are stylized like homes - right down to porches with porch lights and outdoor courtyards that afford space and play areas for family gatherings. The campus uniquely houses a VA Community Based Outpatient Clinic (CBOC) that further serves some Veteran health needs.

FERGUS FALLS VETERANS HOME
 1821 NORTH PARK STREET
 FERGUS FALLS, MN 56537
 218-736-0400
 877-838-4633



2019 NOTED

2019 Best in Class
 Pinnacle Resident/Family Satisfaction in 14 of 15 Categories

2019 15 Areas
 Pinnacle Staff Satisfaction Survey Improvement in all 15 areas

2019 CARE

Increased *utilization of hospice services* to care for Residents and families.

Further improved care by implementing new *quality assurance programs* and performance plans.

Developed the *Alarm Reduction Program* improving Resident care and safety.



2019 EVENTS

Community *Stars and Stripes Parade* annually held to honor Fergus Falls Veterans.

Participated in the *Vietnam Veterans Day Program* event.

The *Venison Dinner* and *Pheasant Dinner* continue to be two favored annual Resident events.



2019 HONORS

MDVA volunteer Faye Baylor was honored with the Minnesota *LeadingAge Volunteer of the Year Award*.

2019 RESIDENT

Celebrated the Home's *oldest Resident's birthday* at 101 years young.

2019 TRAINING

Respecting Choices on end of life training continues.

A *committee on sustainability* practices and plans was formed.

Annual *Safety Fair* continues to be a successful employee training program.



LUVERNE SKILLED NURSING CARE

2019 EVENTS

Celebrated the *25th Anniversary of the Luverne Veterans Home* which included visits from Senator Tina Smith and Congressman Jim Hagedorn.

Three key 2019 events favored by the Residents and the community included the *Annual Harvest Moon Ball, Scarecrow Festival* and annual *Classic Car Show*.



2019 STAFF

Twenty-five staff members *celebrated their 25th year of service* in 2019, having served since the Home's opening in 1994.

In addition to MDVA Go Green initiatives, *recycling stations* on each wing are being used.



2019 CARE

Continued implementing the *Buddies Forever* dementia program.

Healthcare services now include an on-site Resident's *dental care* program.

Upgraded wireless Internet service to *improve Resident communications*.

2019 TRAINING

Staff training for 2019 included a focus on *dementia care*, and end of life *hospice care*.



2019 NOTED

BEST Nursing Home
 Rated one of the **Best Nursing Homes** by US News & World Report

5-Star RATINGS
 Centers for Medicare & Medicaid Services in **Staffing & RN Rating**

Eli Pick FACILITY AWARD
 For Leadership

Best in Class IN 15 AREAS
 Pinnacle Ranking of **Customer Ratings**

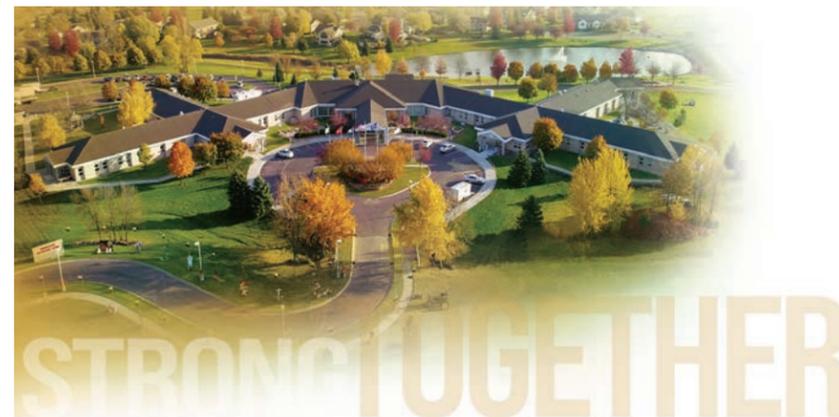
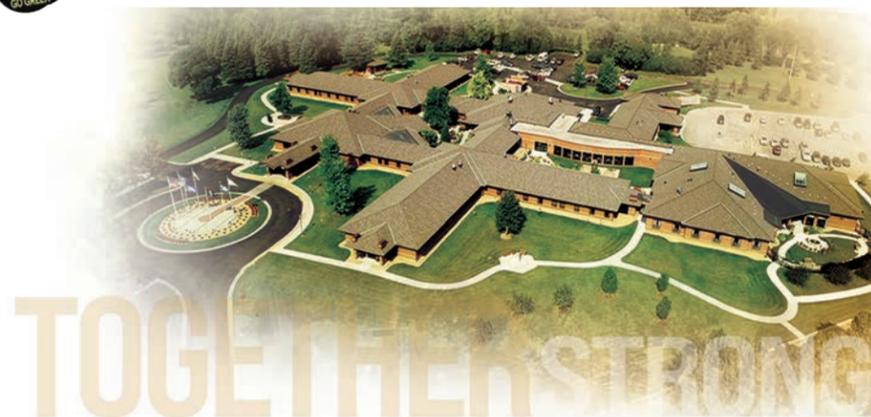
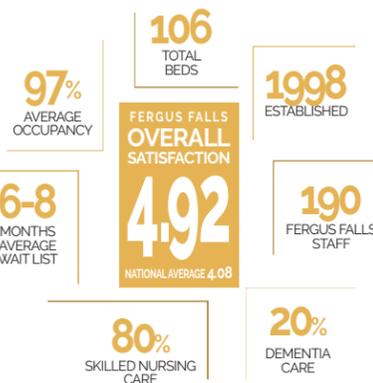
LOCATED IN THE SOUTHWEST corner of Minnesota, MDVA's Luverne Veterans Home resides in a vibrant, active community that provides unparalleled support of its Veterans, performing thousands of volunteer hours of service. Residents of the Luverne Home have three distinct housing environments available, each featuring a living and dining room, kitchenette and laundry, with a family party room and space dedicated to Resident gaming and computer use. The facility is designed to meet specific health care needs, including 17 beds specializing in dementia care. Located next to the Blue Mound State Park, this stimulating environment includes a unique backyard fishing pond.

LUVERNE VETERANS HOME
 1300 N. KNISS AVENUE
 LUVERNE, MN 56156
 507-283-6200
 877-588-8387



“It is a very nice place. The people are very friendly. I am very impressed. It looks like it is newly remodeled, and it is beautiful.”

FAMILY OF RESIDENT



LOCATED IN A HISTORIC 1887 BUILDING

that once served Civil War Veterans, on the grounds of the Minneapolis Veterans Home campus, you'll find MDVA's award-winning Adult Day Center program. Here Veteran caregivers receive the respite and support they need to continue caring for aging Veterans at home, for as long as possible. Dubbed the "Vets Club," attendees receive person-centered care... right down to preferred meals prepared by our staff chef known for cooking the best meals in town! This unique care program was created, and continues to be managed by dedicated professionals that specialize in the care of dementia and Alzheimer's diseases.

MINNEAPOLIS VETERANS HOME ADULT DAY CENTER

5101 MINNEHAHA AVENUE SO., BUILDING 4
MINNEAPOLIS, MN 55417
612-548-5963



The thing I like most is that my dad is happy. He loves going and the staff is amazing...They treat him like a hero!

FAMILY OF MN VETERAN

2019 NOTED



2019 **Quality Award**
1ST WINNER

2019 **LeadingAge Make Zero Harm Possible Award**
for the **Helicopter Angels**
Fall Reduction Initiative



12 MONTH **Best in Class**

Pinnacle **Customer Service Rating**
of Patient Care

2019 VETERANS

Meal Choice Program

provides hot or cold made-to-order breakfast.

Patriot Activity Packs are staff-assembled activities families check out to enjoy with their loved ones over weekends or holidays.

Heroes on Horseback, Operation Sight and Sound, and **Gardening Club** remain popular programs Adult Day Center Veterans enjoy.

Nurses Corner provides Veterans information on a variety of health topics.

Dietitians Corner presents monthly classes including food tastings and healthy diet tips and choices.

2019 STAFF

Four Adult Center assistants, named the **"Helicopter Angels,"** were honored by *LeadingAge* for their work keeping Veterans safe by reducing falls.



Implemented a **"Go Green"** initiative using washable drinking glasses instead of disposable, and working on composting food waste.



HOME OF THE **Vets Club**

2019 CAREGIVER

As the official location for the **Alzheimer's Association Support Group,** monthly caregiver meetings are held for families and the community.

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

As the decade changes, so do the needs of today's Veteran. These needs are brought about by a changing military, with new issues that include...

- The global war on terrorism is the first major set of conflicts fought exclusively by an all-volunteer U.S. force. To retain sufficient volunteers, admission protocols changed resulting in an even greater need for education and job training when a Veteran's service ends.
- Advances in medical care have significantly increased the number of wounded Veterans compared to overall casualties – from 2-to-1 in WWII to 15-to-1 today – resulting in a greater number of Veterans living longer and requiring long-term care.
- Not since World War II has U.S. service personnel undergone multiple deployments, resulting in a 50 percent increase in Veterans suffering post-traumatic stress disorder (PTSD), as well as an increase in Veteran suicides.
- The current wars are the first in which women, who now comprise about 17.5 percent of the total U.S. military force, have been directly exposed to the physical and mental toll of combat, in addition to a number experiencing sexual trauma during their deployments.

These are just some of the changes and challenges ahead for the Minnesota Department of Veterans Affairs. Below are how, working together, MDVA plans to meet these challenges...

MDVA **Veterans Homes** LOOKING TO 2020 & BEYOND

Partnering with the communities of Bemidji, Montevideo and Preston, MDVA is working to build three new Veterans Homes. The Minnesota Legislature allocated state funds for all three projects in 2018, and MDVA is awaiting a Federal funding decision.

Updates, remodels, repairs and facility improvements are scheduled for every MDVA Home in 2020. An estimated budget of \$10.7 million was requested and is awaiting approval from the legislature.

MDVA's Healthcare Recruitment & Retention Work Group is further updating the strategic goals for staffing MDVA Veterans Homes for the next decade.

Training of Veterans Home staff will continue, expanding in the areas of palliative and hospice care services, delivered to both Residents and their families.

Pharmaceutical care for 2020 will see the continuation of monitoring and updating the Pharmaceutical Waste Handling Program so that it remains in compliance with changing USP 800 standards.

Recommendations from the 2019 Safety Perception Survey will be further implemented to reduce slip, trip and fall-related injuries for both Residents and staff.

MDVA **Sustainability** LOOKING TO 2020 & BEYOND

MDVA will continue working to develop strategies for shifting to a circular economy, characterized by reduced consumption of natural resources, recycling, and promoting local sourcing. Specific Eco-friendly steps scheduled for 2020 include:

- Strive to use 100% E-85 in MDVA vehicles.
- Utilize recycled paper and recycling bins.
- Implement battery-powered equipment over gasoline-powered, where possible.
- Expand the use of lab and mobile imaging services.
- Implement organic waste management programs.
- Utilize BIS-meters in support buildings.
- Replace the fleet with EV/Hybrid vehicles.

MDVA **Veterans Services** LOOKING TO 2020 & BEYOND

BENEFITS

■ Funds allocated in 2019 will be used to further assist individuals and families in need of the mental health and financial counseling services available through the MN CORE Program. ■ Increase awareness and access to the LinkVet hotline services. ■ Expand the distribution of available funds to Veterans through Special Needs, Subsistence, housing, disaster relief, or dental and optical care.

CEMETERIES

■ Develop, design and construct MDVA's fourth State Veterans Cemetery in Redwood County.

CLAIMS & OPERATIONS

■ Continue to successfully advocate for Veterans across Minnesota to ensure rightful benefits are received. ■ Expand the Women Veterans program to further address issues unique to female Veterans. ■ Continue to provide supportive services to the state's CVS0 and TVSO offices.

EDUCATION

■ Expand awareness and increase applications for the educational funds available through both the federal GI Bill®, as well as the Minnesota GI Bill.

EMPLOYMENT

■ Work with both employers and Veteran employees across the state to apply for the employment funds available for job licensing, training and hiring. ■ Increase communications with the private business sector on the financial benefits of training and hiring Veterans.

GRANTS

■ Raise public awareness on how participation in the SOT license plate program directly benefits Minnesota Veterans. ■ Increase the number of qualified SOT competitive grant applicants.

HOMELESSNESS

■ Increase Veteran housing through greater engagement with Minnesota property managers. ■ Continue data collection on MN Homeless Veterans to improve programs. ■ Become the fourth state in the nation to declare an end to Veterans homelessness.



TOGETHER STRONG
2020
WHERE YOU BELONG



50% AVERAGE OCCUPANCY

35 MAXIMUM OCCUPANCY

2012 ESTABLISHED

DAY CENTER OVERALL SATISFACTION

4.90

100% PRIVATE PAY OR FEDERAL PER DIEM

10 STAFF MEMBERS

Registered Nurses
Social Worker
Recreational Therapist
Program Assistants
Nutritionist

FY19 at the Minnesota Department of Veterans Affairs was an active and exciting year, as we honored the past, celebrated the present, and planned for the future. Each event hosted reflects the best of what Minnesota offers—communities and organizations coming together to work side-by-side with legislators and staff—all to pay tribute to the men and women who kept us safe, and make us proud. Following is just a glimpse of the memories that were made...



MISSION STRONG



JULY
HIRE A VETERAN MONTH
Dedicated to connecting Veterans with job opportunities, further assisting in a successful transition to civilian life after service.



JULY 7
MN TWINS ARMED FORCES APPRECIATION DAY
Honored Veterans from all branches of the military.



JULY 28
HEROES & HISTORY DOCUMENTARY
Screening of TPT's documentary co-produced with MDVA about the history of the Minnesota Veterans Home in Minneapolis.



AUGUST 1
MVH-HASTINGS ANNIVERSARY
Celebrated Hastings 40th anniversary of serving Veterans.



AUGUST 9
MVH VIETNAM VETERANS RECOGNITION DAY
Deputy Commissioner Douglas Hughes and Minneapolis Administrator Thomas Paul presented Vietnam-era Veterans with pins.



AUGUST 23
MVH-MINNEAPOLIS DENTAL CLINIC OPENING
Celebrated the country's first dental clinic to open in a state Veterans Home. Veterans, families, selected officials, sponsors and supporters gathered for a unique "floss cutting" ceremony.



AUGUST 23
STATE FAIR AT THE MINNEAPOLIS VETERANS HOME
Fun time with staff, Veterans and families celebrating Minnesota.



AUGUST 24
OFFICIALS VISIT PRESTON CEMETERY
VA's Under Secretary for Memorial Affairs, Randy Reeves, and VA Chief of Staff Pamela Powers, with officials from the National Cemetery Administration (NCA) paid visit to MDVA's Preston Cemetery, the selected site for a video film that highlights the partnership and impact state governments have in helping to provide final resting places for Veterans and eligible family members.



AUGUST 24
AMERICAN LEGION'S 100TH ANNIVERSARY
Little Falls Veterans Cemetery played host to attendees of the American Legion's milestone 100th Anniversary event. Members of the Legion's National Security Commission, and Veterans Art Monument project artist Charles Kapsner were in attendance.



SEPTEMBER
MDVA STAFF AWARDED LEADINGAGE SCHOLARSHIPS
Fergus Falls and Minneapolis MDVA staff members honored with *LeadingAge* scholarships.



SEPTEMBER 9
TRIBUTE TO THE TROOPS VISITS SILVER BAY HOME



SEPTEMBER 18
US NEWS NAMES LUVERNE & SILVER BAY TWO OF THE NATION'S BEST NURSING HOMES



SEPTEMBER 19
MDVA FISHING TRIP
Veterans in the Domiciliary program enjoyed a fishing trip on Big Marine Lake.



SEPTEMBER 27
SOT LICENSE PLATE FUNDS AWARDED
Over \$220,000 awarded to recipients competing in the Support Our Troops license plate fund grant program.



OCTOBER 25
MVH-HASTINGS ANNUAL PHEASANT LUNCH
Annual event sponsored by the American Legion and the Veterans of Foreign Wars Hospital Pheasant Fund.



OCTOBER 29
BOOTS ON THE GROUND DONATION
Fergus Falls Home received over \$53,000 from the Veterans Motorcycle Fun Run.



NOVEMBER 2
MVH-MINNEAPOLIS 77TH ANNUAL PHEASANT DINNER



NOVEMBER 9
WWI WOMEN PHYSICIANS CELEBRATED
MDVA honored American women physicians who served during the first World War with an event that included a documentary screening of *At Home and Over There: American Women Physicians in World War I*.



NOVEMBER 8
MVH-LUVERNE ANNUAL PHEASANT DINNER



NOVEMBER 11
VETERANS DAY CELEBRATION
U.S. Dept. of Veterans Affairs honored Minnesota's Veteran's Day program as an official regional site event.



NOVEMBER 11
DULUTH STATE VETERANS CEMETERY HELD ITS FIRST BURIAL



DECEMBER 5
MN STATE VETERANS HOME PROJECT RECEIVES DONATION
Montevideo received a \$2.8M construction donation, earmarked for the new Veterans Home project, in honor of late Vietnam Veteran Steven Williams.



DECEMBER 7
77TH PEARL HARBOR REMEMBRANCE DAY CEREMONY
Participants joining MDVA included the Pearl Harbor Survivors Association, Fort Snelling National Cemetery Memorial Rifle Squad, and Minnesota Historical Society.



JANUARY 7
COMMISSIONER LARRY SHELLITO HONORED
Outgoing Commissioner Larry Shellito is recognized for his 8 years of service to MDVA.



JANUARY 7
NEW MDVA COMMISSIONER WELCOMED
Governor Tim Walz named Larry Herke MDVA's 18th Commissioner.



FEBRUARY 14
MDVA PARTICIPATES IN NATIONAL SALUTE TO VETERAN PATIENTS
Commissioner Herke attends an event honoring Veteran patients with Valentines created by school children from around the state.



FEBRUARY 24
MN MILITARY RADIO WELCOMES NEW COMMISSIONER
MDVA Commissioner Larry Herke makes his Minnesota Military Radio debut with host Tom Lyons.



MARCH 12
COMMISSIONER WELCOMES COMMANDER
Commissioner Herke travels to St. Cloud State University to visit with national American Legion Commander Brett Reistead.



MARCH 20
VETERANS DAY ON THE HILL
The Minnesota Commander's Task Force (CTF), United Veterans Legislative Council (UULC), and the Minnesota Association of County Veterans Service Officers (MACVSO) held the annual, non-partisan rally to announce issues on the joint 2019 legislative agenda.



MARCH 23
2019 WOMEN VETERANS CONFERENCE
200 Veterans attended a day of wellness and camaraderie. Featured speakers included Veteran Dajon Ferrell, retired Brig. Gen. Carol Eggert (Sr. VP of Military & Veteran Affairs at Comcast NBC Universal), and retired Tech. Sgt. Ruth Perry, named 2019's Woman Veteran.



MARCH 29
VIETNAM WAR COMMEMORATION
Minneapolis Veterans Home event held to recognize and honor Veterans that served in the Vietnam war.



APRIL 6
MN'S VETERAN HOMELESSNESS PROGRAM FEATURED
Commissioner Larry Herke was featured on *CBS This Morning* to discuss Minnesota's efforts in ending Veteran Homelessness.



APRIL 9
HISTORIC FLAGS PRESENTATION COMPLETED
MDVA unveils the Historic Flags tribute at Building 22 on the Minneapolis Veterans Home campus.



APRIL 16
HASTINGS RECEIVES DONATION
A \$5,000 Residents Recreation Fund donation from the Cottage Grove VFW Post 6752 was presented to MVH-Hastings.



APRIL 24
MDVA JOB FAIR
MVH-Minneapolis hosted an on-site job fair, offering applications, tours, and on-the-spot interviews.



APRIL 27
42ND ANNUAL GET IN GEAR
MDVA Commissioner Herke was the Official Starter for this Minneapolis event that included a 5K in support of AUSA - ROTC.



MAY 12-18
MDVA RECOGNIZES SKILLED NURSING CARE WEEK
Nationally celebrated, Governor Walz proclaimed a statewide week long recognition of the role skilled nursing care facilities play in caring for all of Minnesota's elderly.



MAY 26
MEMORIAL DAY CEREMONY IN LITTLE FALLS
Retired Maj. Gen. David D. Hamlar, Jr. was guest speaker at the State Veterans Cemetery ceremony. Events included a Fallen Soldier display by the Korean War Veterans Minnesota Chapter 1.



MAY 26
MEMORIAL DAY CEREMONY IN PRESTON
Lt. Col. Craig Neuzil was guest speaker at the State Veterans Cemetery ceremony, with events that included music and the parade of flags.



MAY 30
SENATOR SMITH TOURS VETERANS HOME
Luverne Veterans Home welcomed Sen. Tina Smith for a tour and discussion on future funding for Veterans Homes.



JUNE 3
MN LYNX HONORS VETERAN
Lynx's annual Military Appreciation Night honored 2019 Woman Veteran Ruth C. Perry for her more than 20 years of service, and decades of military-related volunteer work.



JUNE 4
VETERANS ADULT DAY CENTER AWARDED
The Minneapolis Adult Day Center "Helicopter Angels" are the first recipients of the Make Zero Harm Possible Award from *LeadingAge Minnesota* for their work to reduce Veteran falls.



JUNE 7
MVH-LUVERNE'S 25TH ANNIVERSARY CELEBRATION
Since opening in 1994, the staff has proudly served more than 840 Minnesota Veterans and their families.



JUNE 22
75TH ANNIVERSARY OF THE GI BILL
Landmark legislation that continues to transform the lives of millions of Veterans nationally, with more than 11,000 individuals currently benefiting from the state's GI Bill funds in Minnesota.



JUNE 29
MVH-FERGUS FALLS ANNUAL STARS & STRIPES PARADE

COMMUNICATION STRONG



MINNESOTA MILITARY RADIO HOUR.COM

2019

For nine years, the award-winning **MINNESOTA MILITARY RADIO (MMR)** has been the forum for retelling the stories of Minnesota's military heroes. Vietnam Veteran and volunteer host Tom Lyons keeps the program informative and entertaining with guests that range from historians to Veterans and their Commanders from all eras.

Carried on over 55 radio broadcasting stations, this syndicated radio show and podcast serves to preserve the stories of heroism before they are forgotten. Listen to episodes at MinnesotaMilitaryRadioHour.com

MINNESOTA MILITARY STATIONS

Albany	KDDG FM 105.5
Albert Lea	KATE AM 1450
Alexandria	KXRA 1490 AM
Austin	KAUS AM 1480
Aitkin	KKIN AM 930
Bemidji	KBUN AM 1450 & KBUN FM 104.5
Bois Forte	KBFT FM 89.9
Brainerd	KVBR AM 1340
Crookston	KROX AM 1260 & KROX FM 105.7
Duluth/Superior	WDSM AM 710
Fairbault	KBCY FM 107.5 & KOOL FM 95.9
Fairmont	KSUM AM 1370
Fond Du Lac	WGSZ FM 89.1
Forest Lake	WKLX FM 95.9
Grand Rapids	KOZY AM 1320
Hastings	KDWA AM 1460 & KDWA FM 97.7
International Falls	KXGR FM 91.9
Jackson	KKOJ AM 1190 & KKDJ FM 97.7
Litchfield	KLFD AM 1410
Little Falls	KTLE AM 960 & WYRQ 92.1
Luverne	KDAD AM 800
Madison	KLQP FM 92.1
Marshall	KMHL AM 1400
Montevideo	KDMA AM 1460
New Prague	KCHK AM 1350 & KCHK 95.5 FM
New Ulm	KNUJ AM 860
Owatonna/Waseca	KOWZ AM 1170/FM 106.3 & KRFO FM 104.9
Pequot Lakes	KLKS FM 100.1
Pine City	WCMP AM 1350
Pipestone	KLGH 1050 AM
Preston	KVGO FM 104.3 & KFIL FM 103.1
Princeton	WQPM AM 1300
Ramsey	KLDI FM 106.1
Redwood Falls	KLGR AM 1490 & KLGR FM 95.9
Rochester	KROD AM 1340
St. Cloud	WJON AM 1240
Staples	KNSP AM 1430
Twin Cities	News/Talk AM 1130
Wadena	KWAD AM 920
Willmar	KWLM AM 1340 & KWLM FM 96.3
Winona	KWNO AM 1230
Worthington	KWOA AM 730 & KWOA FM 100.3

RADIO HIGHLIGHTS

- Memorial Day Live 2019 - 3 hour show
- Commanders' Task Force Holiday Show



This is Tom Lyons and I hope that you make a difference in someone's life this week.

HOW TOM LYONS ENDS EVERY SHOW ON MMR

NOTED MEDIA

Commissioner Larry Herke was featured on **CBS THIS MORNING** with Host Dana Jacobson talking about Minnesota's efforts in ending Veteran Homelessness.

WWW.CBSNEWS.COM/NEWS/MINNESOTA-PROGRAM-AIMS-TO-END-VETERAN-HOMELESSNESS/

2019 WEB

- Website users increased 11.2% over FY18 activity, from 107,783 to 119,891.
- Website sessions went from 168,776 to 181,831, or a 7.7% increase.

2019 RECOGNITION

HERMES PLATINUM AWARD

MDVA 2018 Annual Report
CATEGORY: Print Media/Publications/Annual Report
(MDVA with Triad Marketing & Advertising, Inc.)

MARCOM GOLD WINNER

MDVA SOAR Program
CATEGORY: Video/Film/Government
(MDVA with Walk the Moon Media)

MARCOM HONORABLE MENTION

Heroes and History Documentary
CATEGORY: Video/Film/Government
(MDVA with Twin Cities PBS)

THE PRESTON CEMETERY was selected by the National Cemetery Administration (NCA) as the film site for a video highlighting the critical partnership and positive impact state governments have in helping to provide final resting places for Veterans and eligible family members.

2019 LEGISLATIVE ACCOMPLISHMENTS TOGETHER



MDVA LEGISLATIVE SESSION SUMMARY

2019 LEGISLATIVE SUMMARY

Signed into law by Governor Tim Walz in 2019, the following legislative bills were designed to make a positive impact on Minnesota Veterans.

STATE GOVERNMENT FINANCE BILL

This comprehensive bill continues **funding MDVA for fiscal years 2020-21**, providing operating dollars for both the Program & Services and Healthcare divisions, including:

- Five Minnesota Veterans Homes
- Three State Veterans Cemeteries
- State Soldiers Assistance Program
- Education & Employment Programs (Higher Education, GI Bill® & Minnesota GI Bill)
- Federal Claims Assistance & Statewide Veterans Outreach
- Gold Star Families & Women Veteran Programs
- Homelessness Prevention & Assistance Efforts

Additionally, the bill provides grants to key partners, including:

- Minnesota Assistance Council for Veterans
- Congressionally chartered Veterans Service Organizations:
 - AMVETS
 - American Legion
 - Disabled American Veterans
 - Military Order of the Purple Heart
 - Paralyzed Veterans of America
 - Veterans of Foreign Wars
 - Vietnam Veterans of America

Three areas of significant need also received increased funding:

- Operating adjustment for MDVA Programs & Services Division
- Additional funds for the State Veterans Cemeteries operations
- Increase in available annual funds for Minnesota CORE (Counseling and Case Management Outreach, Referral, and Education)

TAX BILL

Responding to the personal testimony from surviving spouses of disabled Veterans, the passed bill eliminates the eight-year limit to the homestead property tax benefit available through the **Disabled Veteran Homestead Market Value Exclusion**. Effective assessment year 2019, for taxes payable 2020, it includes changes to the application date, from July 1 to December 15. Finally, the legislature allows County Veterans Service Officers (CVSOs) to share private data with county assessors in order to determine eligibility for the Disabled Veterans Homestead Market Exclusion.

JUDICIARY BILL

Veterans suffering from **Post-Traumatic Stress Disorder (PTSD)** are two to three times more likely to abuse their partners. The Judiciary and Public Safety finance bill includes a one-time grant for a domestic abuse prevention program to help current and former service members and their families.

JOBS BILL

The bill provides a grant to the **Construction Careers Foundation** supporting the **Helmets to Hard Hats** initiative, helping Veterans qualify for an apprenticeship in the building and construction industry. In the program's first year, 68 Veterans achieved employment. That grew to 300 new employees in year two.

LEGACY BILL

This bill provides funds for:

- The **Minnesota Military Museum at Camp Ripley** to document the service of post-9/11 Veterans, and to care for, catalog and display the collection of General John Vessey, Minnesota's most decorated Veteran.

- A **memorial to Veterans** in Martin County on Winnebago Avenue in Fairmont.

- The **Veterans' Voices** radio program, produced by the Association of Minnesota Public Education Radio Stations (AMPERS), in partnership with the Minnesota Humanities Center. The program features Veteran stories from WWII and Vietnam, as well as the perspective of Native American Veterans. The funds will be used to add tales from the Korean War to the collection.



You Are Not Forgotten

POW/MIA RECOGNITION DAY

POW/MIA RECOGNITION DAY

POW/MIA Recognition Day ensures the words "You Are Not Forgotten" will endure. The **third Friday of September each year** will be Minnesota's recognition of the courage and sacrifices of the state's POW/MIA and their families.

VETERANS SUICIDE AWARENESS DAY

Across the United States, an estimated 20 Veterans die by suicide every day. To increase visibility and focus attention to this crisis, Minnesota will observe "Veterans Suicide Awareness Day" the **first Saturday of October each year**.

AMERICAN ALLIES DAY

Held **June 30th each year**, this day honors foreign-born individuals who fought alongside the United States armed forces in military conflicts around the world.

HMONG SPECIAL GUERRILLA UNITS REMEMBRANCE DAY

May 14th of each year will honor Southeast Asians, Americans and their allies who served, suffered, sacrificed or died in the Secret War in Laos during the Vietnam War from 1961 to 1975.

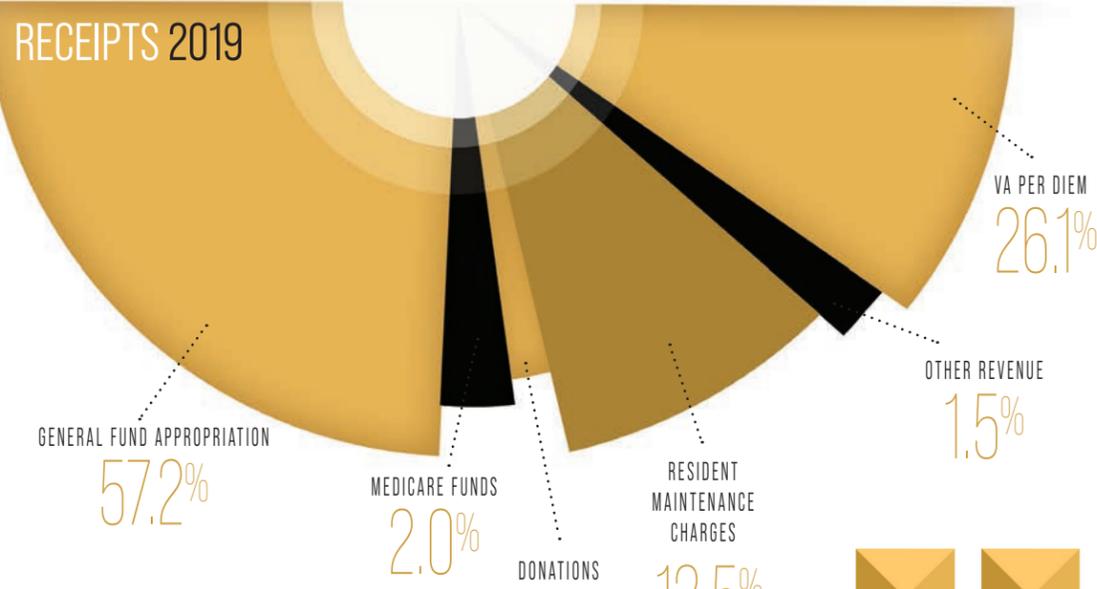
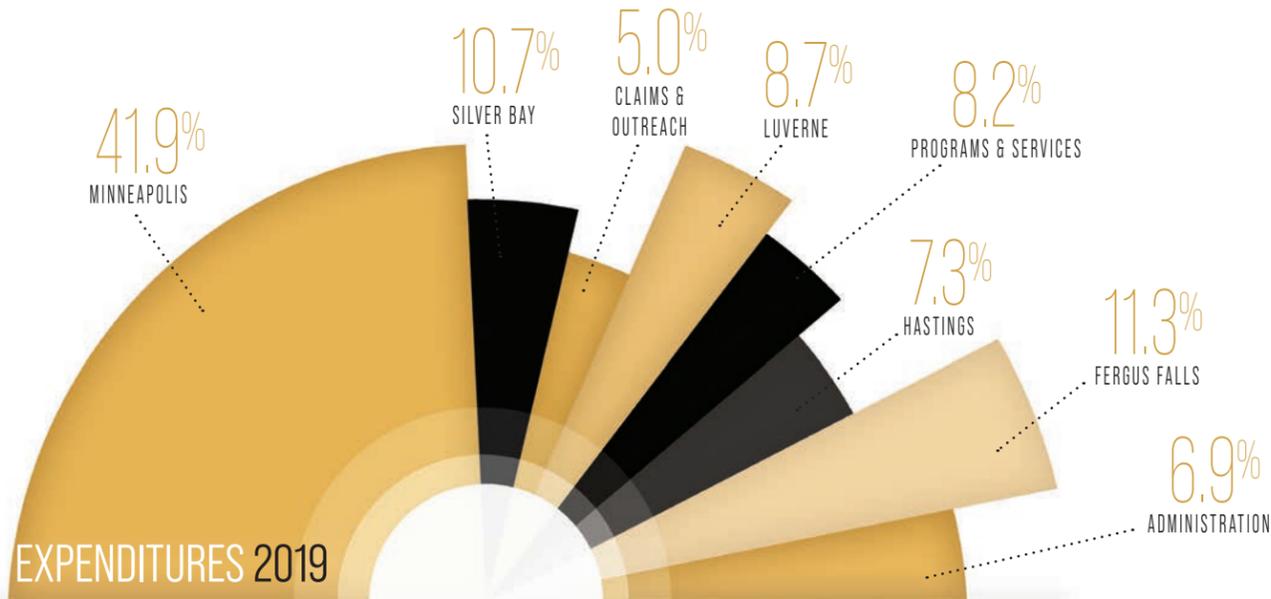
ARMED FORCES SERVICE CENTER (AFSC)

has been serving military personnel and their families in Terminal 1 of the Minneapolis/St. Paul International Airport since November 22, 1970. Legislation included \$100,000 in one-time funding to provide **new furniture and improvements** in the Center to better serve members of the military.

MINNESOTA MEDAL OF HONOR MEMORIAL

on the State Capitol grounds received \$150,000 in one-time funding for further development.

2019 FINANCIALS STRONG



EXPENDITURES*	Amount
Fergus Falls	\$ 15,179,130
Hastings	\$ 9,829,692
Luverne	\$ 11,680,983
Minneapolis	\$ 56,087,551
Silver Bay	\$ 14,355,090
Total Healthcare Homes	\$ 107,132,446
Programs & Services	\$ 10,942,613
Claims & Outreach	\$ 6,685,640
Total Programs & Services	\$ 17,628,253
Total Administration	\$ 9,307,824

\$134,068,523

2019 TOTAL EXPENDITURES 5.0% increase

RECEIPTS**	Amount
General Fund Appropriations	\$ 75,823,000
Healthcare Programs	\$ 58,173,000
Federal Medicare Funds	\$ 2,637,289
VA Per Diem	\$ 34,631,696
Resident Maintenance Charges	\$ 16,573,730
Donations	\$ 933,513
Healthcare Programs	\$ 838,005
Programs	\$ 95,508
Other Revenue	\$ 2,004,058
Healthcare Programs	\$ 574,365
Programs	\$ 1,429,693

\$132,603,286

2019 TOTAL RECEIPTS 2.6% increase

CAPITAL BONDING IMPROVEMENTS FEDERAL & STATE

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

Capital Bonding Total \$ 1,119,590
Federally Funded for Duluth Cemetery

State Asset Preservation Fund \$ 4,100,000



DISTRIBUTION BY STATE

DISTRIBUTION OF FEDERAL VA FUNDS FY18 As of September 30, 2018 EXPENDITURES IN \$000s

STATE	VETERANS POPULATION	EXPENDITURES
Alabama	365,895	\$ 3,513,932
Alaska	68,847	\$ 724,070
Arizona	500,133	\$ 4,105,003
Arkansas	219,334	\$ 2,219,193
California	1,629,238	\$ 16,039,129
Colorado	398,783	\$ 3,582,329
Connecticut	177,235	\$ 1,307,342
Delaware	70,798	\$ 476,658
Florida	1,491,070	\$ 13,267,458
Georgia	694,168	\$ 6,401,768
Hawaii	111,459	\$ 996,546
Idaho	120,903	\$ 1,039,772
Illinois	609,881	\$ 4,583,447
Indiana	401,070	\$ 2,915,743
Iowa	201,353	\$ 1,444,373
Kansas	191,353	\$ 1,479,816
Kentucky	291,660	\$ 2,549,801
Louisiana	280,549	\$ 2,628,033
Maine	111,266	\$ 1,062,027
Maryland	380,317	\$ 3,019,653
Massachusetts	310,649	\$ 2,807,487
Michigan	570,662	\$ 4,035,413
Minnesota	318,063	\$ 2,778,321
Mississippi	189,085	\$ 1,778,520
Missouri	434,373	\$ 3,697,994
Montana	90,231	\$ 780,982
Nebraska	127,255	\$ 1,191,639
Nevada	214,639	\$ 2,078,261
New Hampshire	102,682	\$ 772,525
New Jersey	340,561	\$ 2,225,449
New Mexico	156,595	\$ 1,545,337
New York	747,146	\$ 6,283,123
North Carolina	728,178	\$ 7,308,631
North Dakota	51,265	\$ 412,761
Ohio	753,809	\$ 8,692,249
Oklahoma	300,100	\$ 3,258,053
Oregon	297,039	\$ 2,862,577
Pennsylvania	793,321	\$ 5,547,696
Rhode Island	61,078	\$ 558,900
South Carolina	400,742	\$ 3,849,696
South Dakota	64,733	\$ 668,431
Tennessee	465,675	\$ 4,407,936
Texas	1,574,021	\$ 17,079,858
Utah	132,571	\$ 1,201,770
Vermont	42,120	\$ 321,578
Virginia	719,916	\$ 5,922,116
Washington	552,291	\$ 4,377,268
West Virginia	140,027	\$ 1,971,288
Wisconsin	354,266	\$ 2,863,140
Wyoming	46,927	\$ 462,775
Puerto Rico	76,144	\$ 1,557,601
Guam	10,108	\$ 112,380

EXPENDITURES BY COUNTY

COUNTY / CONGRESSIONAL DISTRICT	VETERAN POPULATION*	TOTAL EXPENDITURE	COMPENSATION & PENSION	CONSTRUCTION	EDUCATION REHABILITATION/ EMPLOYMENT	GENERAL OPERATING EXPENSES	INSURANCE & INDEMNITIES	MEDICAL CARE	**UNIQUE PATIENTS
AITKIN	1,767	\$ 18,780	\$ 7160	\$ -	\$ 292	\$ -	\$ 479	\$ 10,849	908
ANOKA	21,358	\$ 156,843	\$ 66,634	\$ -	\$ 8,283	\$ -	\$ 2,075	\$ 79,850	7,345
BECKER	2,869	\$ 26,199	\$ 11,029	\$ -	\$ 324	\$ -	\$ 248	\$ 14,597	1,286
BELTRAMI	2,959	\$ 27,973	\$ 14,887	\$ -	\$ 1,087	\$ -	\$ 169	\$ 11,831	1,312
BENTON	2,924	\$ 32,981	\$ 10,701	\$ -	\$ 535	\$ -	\$ 167	\$ 21,578	1,522
BIG STONE	410	\$ 4,379	\$ 2,222	\$ -	\$ -	\$ -	\$ 15	\$ 2,142	244
BLUE EARTH	3,642	\$ 29,407	\$ 13,454	\$ -	\$ 2,793	\$ -	\$ 649	\$ 12,512	1,373
BROWN	1,753	\$ 13,868	\$ 8,113	\$ -	\$ 306	\$ -	\$ 153	\$ 5,296	820
CARLTON	2,794	\$ 24,418	\$ 14,358	\$ -	\$ 784	\$ -	\$ 98	\$ 9,177	1,020
CARVER	4,510	\$ 27,387	\$ 12,509	\$ -	\$ 1,204	\$ -	\$ 221	\$ 13,452	1,397
CASS	2,896	\$ 31,053	\$ 13,589	\$ -	\$ 319	\$ -	\$ 85	\$ 17,060	1,702
CHIPPEWA	759	\$ 7,914	\$ 2,613	\$ -	\$ -	\$ -	\$ 94	\$ 5,207	459
CHISAGO	3,853	\$ 33,705	\$ 16,515	\$ -	\$ 1,522	\$ -	\$ 434	\$ 15,234	1,294
CLAY	3,736	\$ 40,864	\$ 15,153	\$ -	\$ 1,948	\$ -	\$ 393	\$ 23,369	1,710
CLEARWATER	824	\$ 7,512	\$ 3,415	\$ -	\$ -	\$ -	\$ 31	\$ 4,066	419
COOK	429	\$ 2,852	\$ 1,414	\$ -	\$ 63	\$ -	\$ 3	\$ 1,371	123
COTTONWOOD	743	\$ 6,575	\$ 2,837	\$ -	\$ 33	\$ -	\$ 24	\$ 3,682	326
CROW WING	5,619	\$ 59,160	\$ 29,125	\$ -	\$ 1,629	\$ -	\$ 607	\$ 27,799	2,916
DAKOTA	24,496	\$ 198,439	\$ 83,538	\$ -	\$ 12,849	\$ -	\$ 2,123	\$ 99,929	7,629
DODGE	1,289	\$ 7,930	\$ 3,835	\$ -	\$ 212	\$ -	\$ 105	\$ 3,778	430
DOUGLAS	2,944	\$ 26,958	\$ 12,664	\$ -	\$ 602	\$ -	\$ 208	\$ 13,484	1,516
FARIBAUT	1,113	\$ 7,996	\$ 3,683	\$ -	\$ 142	\$ -	\$ 18	\$ 4,153	407
FILLMORE	1,379	\$ 10,536	\$ 4,864	\$ -	\$ 321	\$ -	\$ 86	\$ 5,265	515
FREEBORN	2,342	\$ 19,259	\$ 7,441	\$ -	\$ 215	\$ -	\$ 187	\$ 11,417	1,100
GOODHUE	3,536	\$ 25,059	\$ 10,712	\$ -	\$ 809	\$ -	\$ 252	\$ 13,285	1,037
GRANT	467	\$ 4,357	\$ 2,171	\$ -	\$ 13	\$ -	\$ 22	\$ 2,150	234
HENNEPIN	50,985	\$ 515,762	\$ 145,317	\$ 2,027	\$ 28,861	\$ 97,180	\$ 7,836	\$ 234,542	15,625
HOUSTON	1,317	\$ 9,139	\$ 4,659	\$ -	\$ 226	\$ -	\$ 114	\$ 4,139	580
HUBBARD	1,962	\$ 18,107	\$ 8,678	\$ -	\$ 244	\$ -	\$ 91	\$ 9,093	923
ISANTI	2,765	\$ 25,057	\$ 10,406	\$ -	\$ 774	\$ -	\$ 255	\$ 13,622	1,232
ITASCA	4,103	\$ 37,346	\$ 20,254	\$ -	\$ 504	\$ -	\$ 169	\$ 16,419	1,914
JACKSON	706	\$ 4,378	\$ 1,788	\$ -	\$ 14	\$ -	\$ 58	\$ 2,518	287
KANABEC	1,368	\$ 13,892	\$ 5,052	\$ -	\$ 89	\$ -	\$ 111	\$ 8,640	683
KANDIYOHI	2,341	\$ 22,141	\$ 10,445	\$ -	\$ 239	\$ -	\$ 284	\$ 11,173	1,263
KITTSOP	293	\$ 1,978	\$ 993	\$ -	\$ -	\$ -	\$ -	\$ 984	147
KOOCHICING	1,100	\$ 9,554	\$ 5,408	\$ -	\$ -	\$ -	\$ 44	\$ 4,101	437
LAC QUI PARLE	558	\$ 5,787	\$ 2,062	\$ -	\$ 13	\$ -	\$ 25	\$ 3,687	369
LAKE	1,019	\$ 7,942	\$ 4,507	\$ -	\$ 97	\$ -	\$ 88	\$ 3,249	446
LAKE OF THE WOODS	354	\$ 2,697	\$ 1,405	\$ -	\$ -	\$ -	\$ 36	\$ 1,256	153
LE SUEUR	1,874	\$ 11,378	\$ 4,941	\$ -	\$ 388	\$ -	\$ 65	\$ 5,984	704
LINCOLN	446	\$ 2,758	\$ 1,113	\$ -	\$ -	\$ -	\$ 27	\$ 1,619	171
LYON	1,401	\$ 10,217	\$ 4,218	\$ -	\$ 182	\$ -	\$ 108	\$ 5,708	530
McLEOD	2,569	\$ 19,659	\$ 7,984	\$ -	\$ 622	\$ -	\$ 155	\$ 10,899	1,100
MAHONOMEN	354	\$ 3,636	\$ 1,685	\$ -	\$ -	\$ -	\$ 29	\$ 1,921	163
MARSHALL	584	\$ 5,613	\$ 2,948	\$ -	\$ 34	\$ -	\$ 11	\$ 2,620	360
MARTIN	1,500	\$ 12,200	\$ 6,331	\$ -	\$ 175	\$ -	\$ 72	\$ 5,622	668
MEEKER	1,691	\$ 17,206	\$ 7,259	\$ -	\$ 119	\$ -	\$ 93	\$ 9,735	933
MILLE LACS	2,191	\$ 26,486	\$ 12,593	\$ -	\$ 477	\$ -	\$ 315	\$ 13,101	1,185
MORRISON	2,646	\$ 36,478	\$ 16,464	\$ -	\$ 682	\$ -	\$ 116	\$ 19,217	1,709
MOWER	2,510	\$ 17,719	\$ 9,293	\$ -	\$ 379	\$ -	\$ 141	\$ 7,906	814
MURRAY	672	\$ 5,121	\$ 1,762	\$ -	\$ 15	\$ -	\$ 42	\$ 3,301	315
NICOLLET	1,869	\$ 14,135	\$ 7,526	\$ -	\$ 998	\$ -	\$ 295	\$ 5,316	815
NOBLES	1,066	\$ 7,865	\$ 2,750	\$ -	\$ 53	\$ -	\$ 77	\$ 4,986	466
NORMAN	456	\$ 6,613	\$ 2,387	\$ -	\$ -	\$ -	\$ 8	\$ 4,218	253
OLMSTED	9,053	\$ 44,079	\$ 22,668	\$ -	\$ 3,192	\$ -	\$ 683	\$ 17,536	2,317
OTTER TAIL	4,645	\$ 43,957	\$ 19,172	\$ -	\$ 517	\$ -	\$ 345	\$ 23,923	2,271
PENNINGTON	898	\$ 6,753	\$ 3,142	\$ -	\$ 209	\$ -	\$ 71	\$ 3,330	348
PINE	2,445	\$ 23,896	\$ 12,218	\$ -	\$ 270	\$ -	\$ 128	\$ 11,280	974
PIPESTONE	608	\$ 2,833	\$ 1,143	\$ -	\$ -	\$ -	\$ 20	\$ 1,670	185
POLK	2,147	\$ 17,365	\$ 7,277	\$ -	\$ 756	\$ -	\$ 184	\$ 9,148	893
POPE	830	\$ 7,748	\$ 2,964	\$ -	\$ 32	\$ -	\$ 25	\$ 4,727	452
RAMSEY	23,137	\$ 174,646	\$ 67,244	\$ -	\$ 13,723	\$ -	\$ 2,708	\$ 90,970	6,864
RED LAKE	239	\$ 2,101	\$ 1,002	\$ -	\$ -	\$ -	\$ 23	\$ 1,076	109
REDWOOD	1,014	\$ 8,132	\$ 4,126	\$ -	\$ 91	\$ -	\$ 95	\$ 3,820	415
RENVILLE	998	\$ 10,239	\$ 5,278	\$ -	\$ 103	\$ -	\$ 211	\$ 4,647	420
RICE	3,901	\$ 23,363	\$ 10,866	\$ -	\$ 814	\$ -	\$ 351	\$ 11,333	1,005
ROCK	638	\$ 4,797	\$ 1,919	\$ -	\$ 17	\$ -	\$ 37	\$ 2,824	309
ROSEAU	1,084	\$ 6,165	\$ 2,885	\$ -	\$ 40	\$ -	\$ 28	\$ 3,212	386
ST. LOUIS	15,384	\$ 111,697	\$ 60,619	\$ -	\$ 6,901	\$ -	\$ 1,290	\$ 42,887	5,722
SCOTT	6,572	\$ 52,042	\$ 24,364	\$ -	\$ 3,515	\$ -	\$ 493	\$ 23,671	2,322
SHERBURNE	5,812	\$ 59,280	\$ 27,579	\$ -	\$ 3,095	\$ -	\$ 604	\$ 28,001	2,787
SIBLEY	842	\$ 7,044	\$ 3,299	\$ -	\$ -	\$ -	\$ 13	\$ 3,732	371
STEARNS	9,791	\$ 165,923	\$ 51,129	\$ 2,377	\$ 3,851	\$ 1,240	\$ 863	\$ 106,462	6,024
STEELE	2,338	\$ 15,202	\$ 7,009	\$ -	\$ 471	\$ -	\$ 180	\$ 7,542	729
STEVENS	505	\$ 3,317	\$ 1,474	\$ -	\$ 14	\$ -	\$ 27	\$ 1,802	213
SWIFT	627	\$ 6,098	\$ 2,493	\$ -	\$ 15	\$ -	\$ 70	\$ 3,520	334
TODD	1,831	\$ 20,114	\$ 6,598	\$ -	\$ 50	\$ -	\$ 187	\$ 13,279	1,093
TRAVERSE	290	\$ 2,616	\$ 1,251	\$ -	\$ -	\$ -	\$ 11	\$ 1,354	153
WABASHA	1,700	\$ 15,545	\$ 7,192	\$ -	\$ 549	\$ -	\$ 317	\$ 7,488	663
WADENA	1,155	\$ 16,176	\$ 9,092	\$ -	\$ 237	\$ -	\$ 382	\$ 6,465	608
WASCA	1,224	\$ 9,052	\$ 4,055	\$ -	\$ 215	\$ -	\$ 74	\$ 4,707	488
WASHINGTON	13,910	\$ 100,256	\$ 45,400	\$ -	\$ 7,115	\$ -	\$ 1,912	\$ 45,830	3,810
WATONWAN	730	\$ 6,102	\$ 2,689	\$ -	\$ 170	\$ -	\$ 134	\$ 3,109	357
WILKIN	438	\$ 4,364	\$ 1,364	\$ -	\$ -	\$ -	\$ 16	\$ 2,983	183
WINDONA	2,724	\$ 18,343	\$ 8,605	\$ -	\$ 1,019	\$ -	\$ 175	\$ 8,544	1,031
WRIGHT	7,759	\$ 57,371	\$ 24,718	\$ -	\$ 2,473	\$ -	\$ 485	\$ 30,055	2,849
YELLOW MEDICINE	703	\$ 8,078	\$ 3,101	\$ -	\$ 13	\$ -	\$ 33	\$ 4,931	360
MINNESOTA	318,062	\$2,778,							



An emblem of **strength, leadership** and **vision**, the eagle depicts the importance of having principles founded in **honesty** and **truth**.

It is said, an eagle in flight brings a message of **renewed life**, reminding all to **look ahead**, to **reach higher**, and to believe that the **future holds possibilities** that you may not yet be able to see.

The message and ideals of the eagle are the very embodiment of the **values** and the **mission** of the **Minnesota Department of Veterans Affairs...** to provide strength, leadership and vision to every Minnesota Veteran in need so they can **take flight** and **successfully soar**.



TOGETHER



MINNESOTA STATE VETERANS CEMETERY

Duluth laid to rest its first Veteran on Veteran's Day, November 11, 2018. It is the third State Veterans Cemetery in Minnesota.



MDVA Central Office
20 West 12th Street
St. Paul, Minnesota 55155
651-296-2562
1-888-LinkVet (546-5838)

MinnesotaVeteran.org