MDVA PROUDLY SERVED VETERANS IN 2019

IN THE 2019 LEGISLATIVE SESSION, MDVA received bi-partisan support. This includes an increase in the amount available annually to support the Minnesota CARE Program (Counseling, Care Management, Outreach, Referral, Education) 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 90%, recognizing Preston as one of the finest Veterans Cemeteries in the nation.

A dedication ceremony at MDVA’s site for the National Cemetery Compliance Review that resulted in a score of 90%, recognizing Preston as one of the finest Veterans Cemeteries in the nation.

MDVA Programs

MDVA Programs Serve More Minnesota Veterans in 2019


A new Veterans Application Tracking System for the VA’s 13394 was developed in 2019 allowing applicants to track their application for benefits and view benefit awards.

Employers assisted through MDVA’s complement services increased more than 30% in 2019 over 2018.

A new Veterans Application Tracking System for the VA’s 13394 was developed in 2019 allowing applicants to track their application for benefits and view benefit awards.

2018, the location has already interred 111 Veterans and spouses/near Duluth.

A dedication ceremony at MDVA’s one of the finest Veterans Cemeteries in the nation.

One-time funding was awarded to MDVA for 2020 to 21, to the Bill benefiting disabled Veterans, a judiciously budgeted, domiciliary domestic abuse issues resulting from FY 2018 to FY 2019 support to Veterans in receipt of VA benefits.

The Bill benefits disabled Veterans, a judiciously budgeted, domiciliary domestic abuse issues resulting from FY 2018 to FY 2019 support to Veterans in receipt of VA benefits.

Established an interagency days in Minnesota to recognize POW/MIA Veterans. National Guard, American Legion and a day of remembrance those who served the Second War in the Cold War.

The Adult Day Center was a Top Nursing Homes, one of only three programs in the nation.

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One Program, Two Sites, Veterans benefits were awarded in 2019.

MDVA Healthcare Facilities Rated Top in the Nation

MDVA Skilled Care Veterans Homes were both implemented at the Domiciliary.

Same Program, Two Sites, Veterans benefits were awarded in 2019.

MDVA Staff Achieve Milestones

100 staff members at MVH-Minneapolis were recognized in 2019 for a combined 3,000 years of service.

MDVA programs in 2019, the safety incidents at the MDVA Veterans Homes have come in lower than the target rate set by MNSafe.

Veteran Crisis Care at the Forefront for MDVA

The number of partnership programs at the Domiciliary were both implemented at the Domiciliary.

New Programs Added to Enhance Healthcare

Veterans benefit from programs to improve assurance programs have a combined 22% increase at the Men’s Fargo Falls Home.

MDVA received a Gold Marcom Award for the National Endowment for Veterans’ Homes, the Minnesota’s Ending Veteran Homelessness program.

An on-site Infection control program.

The Adult Day Center was a Top Nursing Homes, one of only three programs in the nation.

8th Year Unsafe Incidents at Homes than Anticipated

A dedicated ceremony at MVH-Minneapolis hosted the PBS This Week: ’s 25th year anniversary celebration.

MDVA programs in 2019, the safety incidents at the MDVA Veterans Homes have come in lower than the target rate set by MNSafe.

Veterans Adult Day Center Program Remains Exemplary

Veterans Adult Day Center Program Remains Exemplary

WHERE YOU ALWAYS BELONG
LEADERSHIP STRONG
NOTES FROM COMMISSIONER LARRY HERKE

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.

ON JANUARY 7, 2019, the Minnesota Department of Veterans Affairs welcomed its 18th Commissioner, Larry Herke. The experience Herke brings to MDVA, 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 Veterans Healthcare since 2016, and Brad Lindsay, MDVA’s Deputy Commissioner of Programs and Services since 2014. Mike McElhiney 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.

“To care for him who shall have borne the battle, and for his widow, and his orphan.”
AN ESTIMATED 6% of the state’s population, or more than 38,000 (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.

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.

TOGETHER PARTNERS

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!
MINNESOTA DEPARTMENT OF VETERANS AFFAIRS
2019 ANNUAL REPORT

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.

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...
2019 LINKVET AT MEVA

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

7,734
2019 LINKVET ASSISTANCE

824
2019 Q&A SESSIONS

2019 MDVA BENEFIT PROGRAMS

2019 MDVA BENEFIT PROGRAMS

FINANCIAL ASSISTANCE

FUNDING 2018 2019 2019 FUNDING

CENTRAL AID 1,535 1,773 1,051,078

DISASTER RELIEF 0 0 0

EDUCATION: Veteran 7 7 13,000

EDUCATION: Dependent 35 45 121,104

REHAB 13 16 111,388

CERTIFIED AND SPECIAL NEEDS 1,010 1,096 120,302

SPECIAL NEEDS 1,014 1,261 1,271,168

SUSTAINABILITY 512 512 117,182

TOTAL 4,159 5,510 2,091,482

$2,691,482

2019 SSAP FINANCIAL ASSISTANCE TO VETERANS

2019 FUNDING

NOTED

LinkVet’s call center was relocated from Faribault, MN to Detroit Lakes, MN.

Recruiting calls to LinkVet increased by 18% over 2018, with homeless registry impacts included by 100%. Overall, portal function saw an increase of 20%.

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MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

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.

PRESTON CEMETERY

INCREASE

17%

OF LAID TO REST WERE

36% HIGHER THAN FY18

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 the new Cemetery in Duluth was completed with the first burial on Veterans Day 2018.
- Plans to design and construct MDVA’s fourth State Veterans Cemetery in Fond du Lac County continue to move forward.

2019 CEMETERIES & MEMORIALS

2019 ANNUAL REPORT

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

2019 CLAIMS & FIELD OPERATIONS

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.

$1.138 BILLION

2019 FEDERAL COMPENSATION FOR VETERANS & THEIR SURVIVORS

2019 CLAIMS & FIELD OPERATIONS

2019 NOTED

- Successfully implemented new A&A 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.
- Achieved a success rate of 70 percent in BBA Hearings FY19.
- Successfully implemented new A&A guidelines within the office and CVSO community.
- Approved support services for Native American Veterans in America, including housing, health, education, and claim submissions.
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EDUCATION

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

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.

EDUCATION FUNDS

Minnesota GI Bill increased 38% in 2019 over 2018.

Application Tracking System (ATS).

Handed over administrative duties in 2019 over 2018.

From Center veterans to other resources included.

CVSO, DEED, DLI, DOL, VA, Minnesota State, University of Minnesota, private for-profit, state institutions, the University of Minnesota, and the Minnesota Association of Community Colleges.

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 linkage to other resources included:

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

MDVA’s Student Work Center was my push to success.

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 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

In 2019, MDVA reported a 23.9% increase in VPA relief petitions to the Commissioner, with nearly all of the cases resolved.

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.

2019

1,411

1,968 students assisted through federal GI bill.

$12 million

Federal GI Bill funding to 18 institutions.

2019 MN GI BILL FOR EDUCATION

State funds through the VA 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.

2019

9,686

Students assisted through federal GI bill.

$112 million

Federal GI Bill funding to 18 institutions.

2019 MN GI BILL FOR EDUCATION

10.4% increase in participants at on-campus training & veteran events over 2018.

10.4%

INCREASE IN PARTICIPANTS AT ON-CAMPUS TRAINING & VETERAN EVENTS OVER 2018

1,092

On-campus veterans center.

76

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

254%

Increase in number of on-campus events over 2018.

202

Events were held throughout Minnesota in 2019 at selected locations.

PARTICIPANTS

13,236

MN GI Bill benefits included:

2019 EDUCATION BENEFITS

2019 PROGRESS EDUCATION FUNDING

$1,905 million

5.8% increase

2018 PROGRESS EDUCATION FUNDING

$1,800 million

2017 PROGRESS EDUCATION FUNDING

$1,600 million

NOTED

Developed a Minnesota GI Bill on-line Veterans Application Tracking System App EAR.

Carver County Workforce Development;

Meetings with DOLI & DEED; Presentations for CVSO training; OJT seminars, BTYR seminars, DLI workshops, DEED CareerForce Centers, Minnesota Association of Community Colleges.

2019

CAREER FAIR ATTENDANCE

12

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.

2019

320,000

Funding

$1,099,000

Annual funding for OJT

$5,000

New employees

$2,000

 Apprentice employees

$1,000

LIFETIME BENEFIT

2019

13,236

2019LY

VETERANS & SPOUSES

13

BUSINESS OWNERS VERIFIED

809

VETERANS EMPLOYMENT

Career Fair Attendance

11.1%

Increase in career fair attendance over 2018.

NOTED

The number of public employers served by MVA through the VAP 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.

SAA/CELO & NASAA Central Region

With DOLI & DEED; Presentations for DEED CareerForce Centers, Minnesota State, University of Minnesota, private for-profit, state institutions, the University of Minnesota and most private for profit and not for profit institutions.

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13,236

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13

BUSINESS OWNERS VERIFIED

809

VETERANS EMPLOYMENT

Career Fair Attendance

11.1%
2019 marks the third year grants have been awarded from the SUPPORT OUR TROOPS (SOT) program. Specifically, grants and funds have been awarded to organizations with programs designed to support and improve the lives of Veterans and their families. Applications were reviewed twice per year. In 2019, grants were awarded to the following programs:

**Eagle Group of Minnesota Veterans**
- Awarded $18,000 to support the Eagle Group of Minnesota Veterans’ “Battle Buddy” program to provide mentorship and support for Veterans.

**Honor Flight Twin Cities**
- Awarded $50,000 to support the Honor Flight Twin Cities program for Veterans to travel to Washington, D.C. to visit the 9/11 memorial and see the Tomb of the Unknowns.

**Fishing for Life, Inc.**
- Awarded $20,000 to support the Fishing for Life program for Veterans with disabilities to fish at Twin Cities locations.

**Mobile River Veterans Outdoors**
- Awarded $20,000 to support the Mobile River Veterans Outdoors program to provide Veterans with disabilities with the opportunity to engage in recreational activities such as fishing.

**Regent Physician Development**
- Awarded $24,000 to support the Regent Physician Development program for Veterans to receive medical care.

**Veterans Rendezvous**
- Awarded $35,000 to support the Veterans Rendezvous program to provide a variety of activities and services for Veterans.

**American Legion**
- Awarded $20,000 to support the American Legion’s “Battle Buddy” program to provide mentorship and support for Veterans.

**Vietnam Veterans of America**
- Awarded $47,792 to support the Vietnam Veterans of America’s “Wheelchair Games II” program to support Veterans with disabilities.

**Veterans of Foreign Wars**
- Awarded $45,660 to support the Veterans of Foreign Wars’ “Guide” program to provide mentorship and support for Veterans.

**Military Order of the Purple Heart**
- Awarded $47,558 to support the Military Order of the Purple Heart’s “Rebuilding Lives” program to provide support for Veterans with disabilities.

**Paralyzed Veterans of America**
- Awarded $20,000 to support the Paralyzed Veterans of America’s “Guide” program to provide mentorship and support for Veterans.

**MVCY Minnesota Assistance Council for Veterans**
- Awarded $13,000 to support the MVCY’s “Honor Flight” program to support Veterans to travel to Washington, D.C. to visit the 9/11 memorial and see the Tomb of the Unknowns.

**MN HOMELESS VETERANS COUNCIL FOR VETERANS**
- Awarded $14,766 to support the MN HOMELESS VETERANS COUNCIL’s “SOAR” program to support Veterans with disabilities.

**Veteran Service Organizations Grants**
- Awarded $12,752 to support the Veteran Service Organizations Grants program for Organizations to support Veterans.

**MN VETERANS HOMELESS PREVENTION & ASSISTANCE**
- Awarded $12,304 to support the MN VETERANS HOMELESS PREVENTION & ASSISTANCE program to support Veterans.

**2019 MDVA Move Funding**
- Awarded $9,600 to support the 2019 MDVA Move Funding program to support Veterans with disabilities.

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WITH a 2019 Satisfaction Rating of 99%, far exceeding the national average, MDVA Veterans Homes are the cornerstones that govern the MDVA Veterans Homes, which began in the late 1800s, MDVA delivers person-centered care. From admission to end-of-life, 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.

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**2019 BEST IN CARE**

<table>
<thead>
<tr>
<th>RESIDENTS IN CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MALE 96.2%</td>
</tr>
<tr>
<td>FEMALE 3.8%</td>
</tr>
<tr>
<td>VETERANS 92.9%</td>
</tr>
<tr>
<td>VETERAN SPOUSE 7.1%</td>
</tr>
</tbody>
</table>

**2019 SERVICES**

MDVA’s PERSON-CENTERED CARE is available to Veterans needing a lower level of 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.

**MVA's DELIVERS PERSON-CENTERED CARE**

- Pharmaceutical Services
- Occupational Therapy
- Nutrition Services
- Medical Care
- Ethnic & Cultural Aspects
- End of Life Care
- Drug & Alcohol Treatment
- Dental Care
- 24 Hr Skilled Nursing
- 

**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 2019 came in more than 2 points lower, at 10.14. Every year since, the pattern of safety excellence has continued. In 2019, the MVAFAC target rate was set at 19.33 (33% lower than what was anticipated in 2019), and the actual incident number only reached 9.3.

**SAFETY ACTIVITIES (MATERIALS CONTINUED**

- Continued to update pharmaceutical waste handling procedures.
- Further developed the hazardous drug management program to be in compliance with USP-800 standards.
- Continuing work to improve and refocus agency continuity planning and coordination.
- Improving incident command team capabilities at all MDVA locations.

**2019 IMPROVEMENTS**

- LIGHTING: Replacing chiller to electric, where possible.
- WATER METER: New windows decrease heating/cooling.
- BUILDING STRUCTURE: Adding lab and mobile pharmacy services.
- ROOF/ROOF AREA: 
- WALLS: 
- FLOOR: 
- ELEVATOR: 
- DOORS: 
- GYM/REC ROOM: 
- FLOORING: 
- BOILER: 
- PLANNING AND COORDINATION: 
- 

**2019 SUSTAINABILITY**

- CONSERVATION EFFICIENCY
  - Water meters installed
  - Irrigation water recovery and re-use systems implemented
  - Adding solar and mobile imaging services
- CONSUMPTION REDUCTION
  - Increased angle supplies in kitchens, replacing them with reusable utensils and dishes.
- ECO-FRIENDLY IMPROVEMENTS
  - Increased toilets and dry sink installations
- WASTE REDUCTION
  - MDVA’s recycling program now includes 3 employee training-oriented bins
  - Recycling bins with educational tips on site for Residents and guests to review
  - Waste contracts reviewed and renewed, new on-site composting system installed
- ENERGY SAVINGS
  - Used solar and outdoor lighting at all facilities and Cemeteries
  - Used governedkeeping tools for electric, where possible.
  - Reduced strikes with efficient, energy-saving models
- GREEN SPACE PRACTICES
  - Used limited use of chemical treatments.
Domiciliary Care

Hastings & Minneapolis

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—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 CARE

Implemented One Program, One Site, Three Paths, a new MDVA program that focuses on providing a supportive environment and fostering a stable, healthy and meaningful life for Veterans. Two distribution’s (ADRs) were added to enhance Veteran and staff safety.

2019 STAFF

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

2019 EVENTS

Ongoing events hosted by AMVETS Post 10 include bingo, flag ceremonies, patriotic 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 special guest speakers at each event.

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

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. The home 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.

Hastings Veterans Home
1200 East 18th Street
Hastings, MN 55033
651-539-2400
877-VET-3803

Minneapolis Veterans Home
5101 Minnehaha Avenue South
Minneapolis, MN 55417
612-548-5700
877-838-6757

MDVA’s Minneapolis Domiciliary Care facility sits along the shore of the Mississippi River near Minneapolis 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.

Residents of the Care Home continue to express positive sentiments about the program and their experiences. This continued positive feedback is further evidenced by the accomplishments of the Residents and Staff alike. The program includes a supportive system at the (Hastings) Home, my family, friends, and working helps keep me busy.

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

I’m feeling great!

David Patterson

Larry Roddy

Expressing how he feels after the program helped him quit smoking.

2020 ANNUAL REPORT

MINNESOTA DEPARTMENT OF VETERANS AFFAIRS

21
2019 MVH-MINNEAPOLIS

IDEALY 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 102 Residents, with 12 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
612-468-5700
612-468-6757

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 co-development maintenance program was developed for Residents in need of regular exercise but unable to attend a fitness or gym program.

2019 STAFF
120 staff members were recognized for 1,000 years of service to Veterans. Need in Hand dementia training continued in 2019.

2019 EVENTS
Grand opening of the locked unit in Building 22 plus the unveiling of a new interior art enhancement project. Dedication of new CLI-VNH homes added to the museum. Branch of Service Week held to recognize Veterans service to the country.

2019 NOTED
2019 Quality Award

NATIONAL AVERAGE 4.08

CARE

SILVER BAY

SKILLED NURSING 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
96 OUTER DRIVE
SILVER BAY, MN 55614
218-353-8700
218-353-8700

2019 CARE
Prescription success dementia engagement techniques and team approaches to Alzheimer’s care are the following programs in 2019:

• VIDC (VIP, S.L.A) - Leadership group members at the February conference
• Leadership New DIrector of Nursing program

CARE

SILVER BAY

SKILLED NURSING CARE
The care is exemplary, and they are so personally interested in the Residents and the families. It looks like it is newly impressed. 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.
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. As return, 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 anesthetized Veterans compared to overall non-veterans – from 2 to 5 in WMH to 15 to 1 in today – resulting in a greater number of Veterans living longer and requiring long-term care.
- Net since World War II has U.S. service personnel undergone multiple deployments, resulting in a 30 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 17½ 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 $17.7 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, delivery to both Residents and their families.

Pharmaceutical care for 2020 will use 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 fall, 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, energy-efficient, and where possible. Expand the use of idle and mobile imaging services.
- Implement 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 2018 will be used to further assist individuals and families in need of the mental health and financial counseling services available through the VA CBOC 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, and 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 CBOC and VAO 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.

- Grants

  - Raise public awareness on how participation in the SOT license plate program directly benefits Minnesota Veterans.

- Homelessness

  - Increase Veterans 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.
MISSION STRONG

FY19 at the Minnesota Department of Veterans Affairs was an active and exciting year as we honored the past, 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 to pay tribute to the men and women who serve us, and make us proud. Following is just a glimpse of the memories that were made.

EVENTS JULY 2018 THROUGH JUNE 2019

JULY 7 2018 HIRE A VETERAN WEEK

Honor Veterans and the thousands of military members who choose to enter the workforce.

JULY 7-8 2018 ARMED FORCES APPRECIATION DAY

Honored Veterans throughout Minnesota.

JULY 25 2018 MINNESOTA DEPARTMENT OF VETERANS AFFAIRS HISTORY DAY

Screening of ‘Voices, Notations: The History of the Minnesota Veterans Home in Minneapolis.

AUGUST 1 2018 MVH-HASTINGS ANNIVERSARY

AUGUST 1-2 2018 COMPASSION DAY

AUGUST 3 2018 MN HOME VETERANS DAY

AUGUST 4 2018 MILITARY MEDICAL HISTORY DAY

AUGUST 6 2018 HIRE VETERANS DAY

AUGUST 13 2018 NATIONAL PASTOR'S DAY

AUGUST 17 2018 NATIONAL MEDICAL DEPARTMENT DAY

AUGUST 20 2018 MDVA JOB FAIR

AUGUST 24 2018 MEMORIAL DAY CEREMONY

AUGUST 28 2018 VETERANS HOME CEMETERY DAY

SEPTEMBER 1 2018 NATIONAL MEDICAL DEPARTMENT WEEK

SEPTEMBER 8 2018 VETERANS HOME WEEK

SEPTEMBER 14 2018 VETERANS DAY CELEBRATION

SEPTEMBER 18 2018 NATIONAL VETERANS DAY

SEPTEMBER 22 2018 COMMUNITY LEADERSHIP DAY

SEPTEMBER 28 2018 NATIONAL VETERANS DAY CELEBRATION

OCTOBER 1 2018 TALK WITH A VETERAN DAY

OCTOBER 11 2018 NATIONAL MEDICAL DEPARTMENT DAY

OCTOBER 22 2018 VETERANS DAY CELEBRATION

OCTOBER 25 2018 NATIONAL VETERANS DAY

NOVEMBER 1 2018 VETERANS REMEMBRANCE DAY

NOVEMBER 11 2018 NATIONAL VETERANS DAY

NOVEMBER 11 2018 NATIONAL VETERANS HOME CEMETERY DAY

DECEMBER 7 2018 NATIONAL VETERANS DAY

DECEMBER 8 2018 HASTINGS REMEMBER THEあなた

DECEMBER 24 2018 MDVA HOLIDAY CELEBRATION

JANUARY 2019 MDVA HOLIDAY CELEBRATION

FEBRUARY 2019 MDVA HOLIDAY CELEBRATION

MARCH 2019 NATIONAL VETERANS DAY

APRIL 2019 NATIONAL VETERANS DAY

JUNE 2019 NATIONAL VETERANS DAY

JULY 2019 NATIONAL VETERANS DAY

AUGUST 2019 NATIONAL VETERANS DAY

SEPTEMBER 2019 NATIONAL VETERANS DAY

OCTOBER 2019 NATIONAL VETERANS DAY

NOVEMBER 2019 NATIONAL VETERANS DAY

DECEMBER 2019 NATIONAL VETERANS DAY

JANUARY 2020 NATIONAL VETERANS DAY

FEBRUARY 2020 NATIONAL VETERANS DAY

MARCH 2020 NATIONAL VETERANS DAY

APRIL 2020 NATIONAL VETERANS DAY

MAY 2020 NATIONAL VETERANS DAY

JUNE 2020 NATIONAL VETERANS DAY
For nine years, the award-winning syndicated radio show and podcast serves to preserve the stories of Minnesota’s military heroes. Vietnam Veteran and radio show host Tom Moyle 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 MINN for fiscal years 2020-21, providing operating dollars for both the Programs & Services and Healthcare divisions, including:

- Five Minnesota Veterans Homes
- Three State Veterans Cemeteries
- State Soldiers Assistance Program
- Educator Employment Program (Higher Education, & Bill of Rights)
- Federal Claims Assistance (Veterans Affairs Outreach)
- Gold Star Families & Women Veteran Programs
- Homelessness Prevention & Assistance Affairs
- and many more...

Additionally, bill provides grants to key partners, including:

- Minnesota Assistance Council for Veterans
- Congressionaly-chartered Veterans Service Organizations: AMVETS
- American Legion
- Disabled American Veterans
- Military Order of the Purple Heart
- Paul and Virginia of America
- Vietnam Veterans of America
- Women Veterans of America

Three areas of significant need, also reviewed, included:

- Operating adjustments for MINN Programs & Services Division
- Additional funds for the State Veterans Cemeteries operations
- Increase in available annual funds for MINN Core (Composting and Water 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 31, finally, the legislature allows County Veterans Service Officers (CVSOs) to share private data, as necessary, in order to determine eligibility for the Disabled Veteran Homestead Market Exclusion.

**JUDICIARY BILL**

Veterans suffering from Post-Traumatic Stress Disorder (PTSD) are less likely to sue their partners. The Judiciary and Public Safety Finance bill includes a one-time grant for a domestic abuse prevention program in help current and former service members and their families.

**LEGACY BILL**

This bill provides funds for:
- The Minnesota Military Museum and Library in the service of good–b/b Veterans, and to create a catalog and display the collection of General John Wayne. Minnesota Military decorated Veterans
- A memorial to Veterans in St. Paul's 51st Avenue in Fanfare.
- The Veterans’ Radio programs produced by the Association of Minnesota Public Radio Stations (AMPERS), in partnership with the Minnesota Humanities Center. The program features Veteran stories from WMIN and Vietnam, as well as the perspective of Native American Veterans.
- The funds will be Seth to the Korean War Memorial.

**MINNESOTA MILITARY STRONG HIGHLIGHTS**

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

**2020 LEGISLATIVE SUMMARY**

The 2020 Legislative Session Summary of the Minnesota Department of Veterans Affairs.

**NEW EMPLOYMENT OPPORTUNITIES**

1. Minnesota Department of Veterans Affairs, Office of Community Services, and Veterans' Voices.

**Veterans’ Recognition Day**

May 14th of each year, this day honors foreign-born individuals who fought alongside the United States armed forces in military conflicts around the world.

**Annual Special, Guerrilla Units Remembrance Day**

May 14th of each year, this day honors foreign-born individuals who fought alongside the United States armed forces in military conflicts around the world.

**MICHIGAN ALLIED DAY**

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

**POW/MIA Recognition Day**

Veterans suffering from Post-Traumatic Stress Disorder (PTSD) are less likely to sue their partners. The Judiciary and Public Safety Finance bill includes a one-time grant for a domestic abuse prevention program in help current and former service members and their families.
### 2019 ANNUAL REPORT

**Financials Strong**

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<th>EXPENDITURES</th>
<th>RECEIPTS</th>
<th>GENERAL FUND APPROPRIATION</th>
<th>MEDICARE FUNDS</th>
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### 2019 MDAVA FINANCIALS

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#### Distribution of Federal VA Funds FY18

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#### Veterans Expenditures

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<th>Fergus Falls</th>
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#### Resident Maintenance Charges

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