

PROGRAM DESCRIPTION

Department of Public Safety

HB Section(s): 8.200

Program Name: Missouri Veterans Homes

Program is found in the following core budget(s): Missouri Veterans Homes

1a. What strategic priority does this program address?

- Strengthen Communities: Improve quality of care for Veteran Home residents.

1b. What does this program do?

- The Missouri Veterans Homes Program provides a critically essential service of skilled nursing care for veterans at seven Homes throughout the State of Missouri. The homes are located in Cameron, Cape Girardeau, Mexico, Mt. Vernon, St. James, St. Louis and Warrensburg.
- The Homes Program operates a combined 1,238 skilled nursing beds.
- Each Home employs a workforce including; a Missouri Licensed Nursing Home Administrator, a Registered Nurse Director-- of Nursing Services, a Licensed Clinical Social Worker, Certified Therapeutic Recreation Specialist, licensed nurses, certified medication technicians, certified nursing assistants, maintenance, accounting, supply, human resources, health information, dietary and environmental services team members. A Registered Nurse is on duty in the home for 24 hours a day, 365 days a year.
- Medical care is provided by and under the direction of a Licensed Physician who collaborates with the diverse interdisciplinary team.

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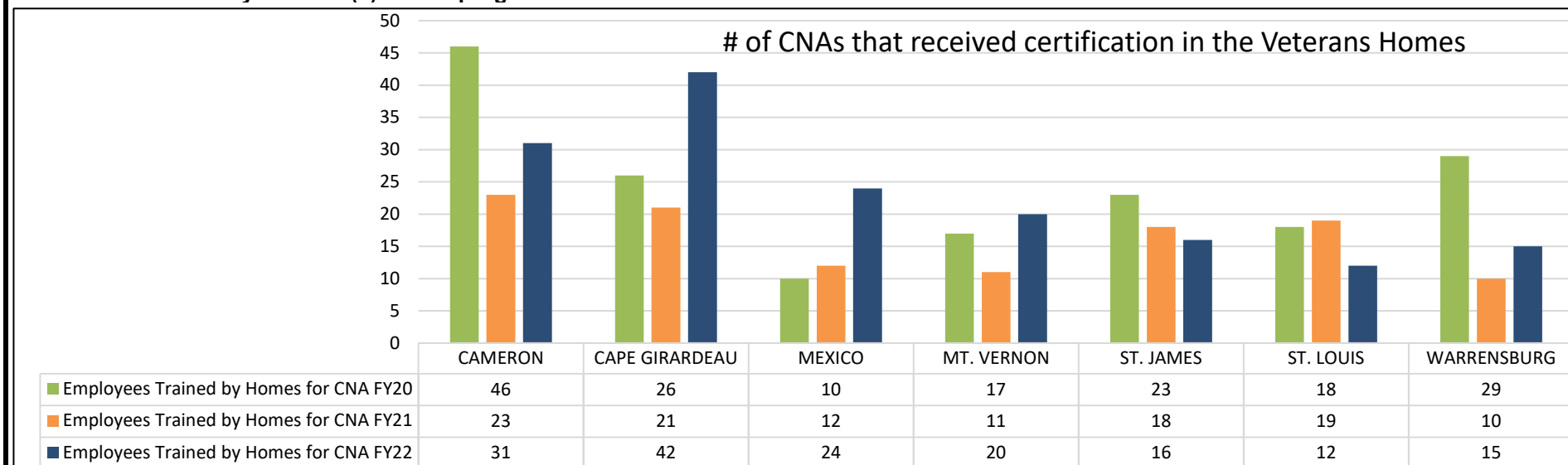
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2a. Provide an activity measure(s) for the program.



- In addition to providing nursing care, our Veterans Homes also train employees to become Certified Nursing Assistants(C.N.A.'s) who provide direct personal care to Veterans including activities of daily living, (ADLs) which includes; bathing, dressing, cleaning, grooming, toileting and transferring from bed to chair.
- The training and certification program involves providing 75 hours of classroom training and 100 hours of clinical training to each Nursing Assistant. MVC provides training at no cost to the trainee, and provides salaries during the training.
- This career advancement opportunity serves to improve the individual and the quality of care in each Home.
- This critical activity helps MVC create nursing supply in the marketplace. There is a nation-wide nursing shortage that has been exasperated by the COVID-19 pandemic. Building our own team members is one advantage MVC has in a steeply competitive nursing market.

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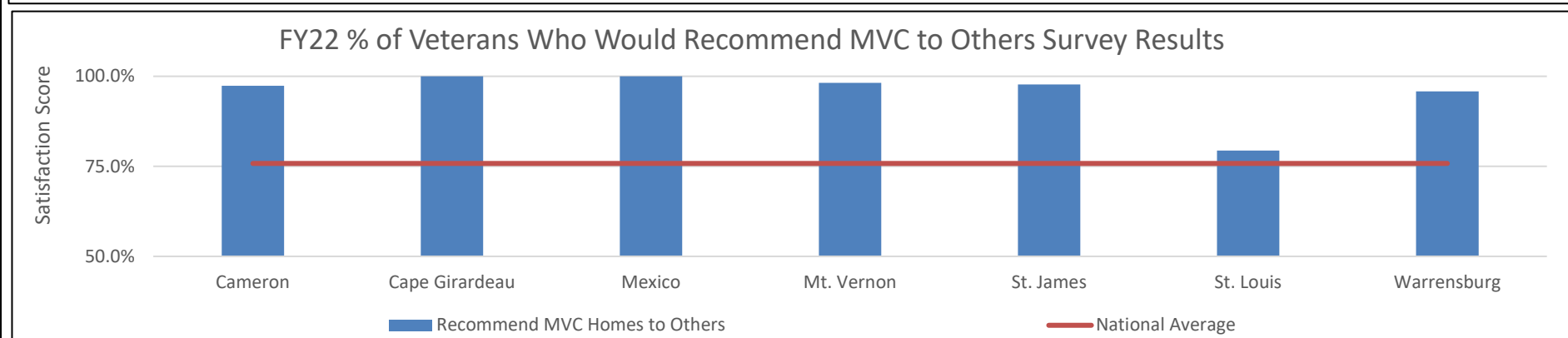
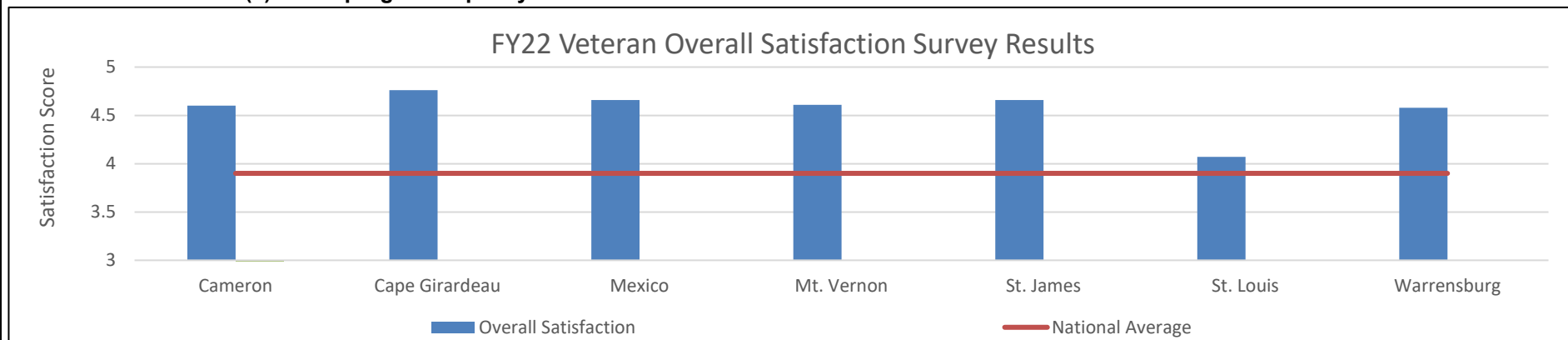
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2b. Provide a measure(s) of the program's quality.



- MVC contracts with a third party that specializes in telephonic elder care satisfaction surveys. The independent view of the Veteran experience includes benchmark comparisons to national averages (based on 1,300 skilled nursing clients). Overall Satisfaction is scored on a five point scale. 5 - Outstanding; 4 - Excellent; 3 - Satisfactory; 2 - Needs Improvement; 1 - Poor.
- % of Veterans who would recommend MVC Homes to others is a straight percent of the individuals who **responded affirmatively** to the question, "Would you recommend a Missouri Veterans Home to someone else?"

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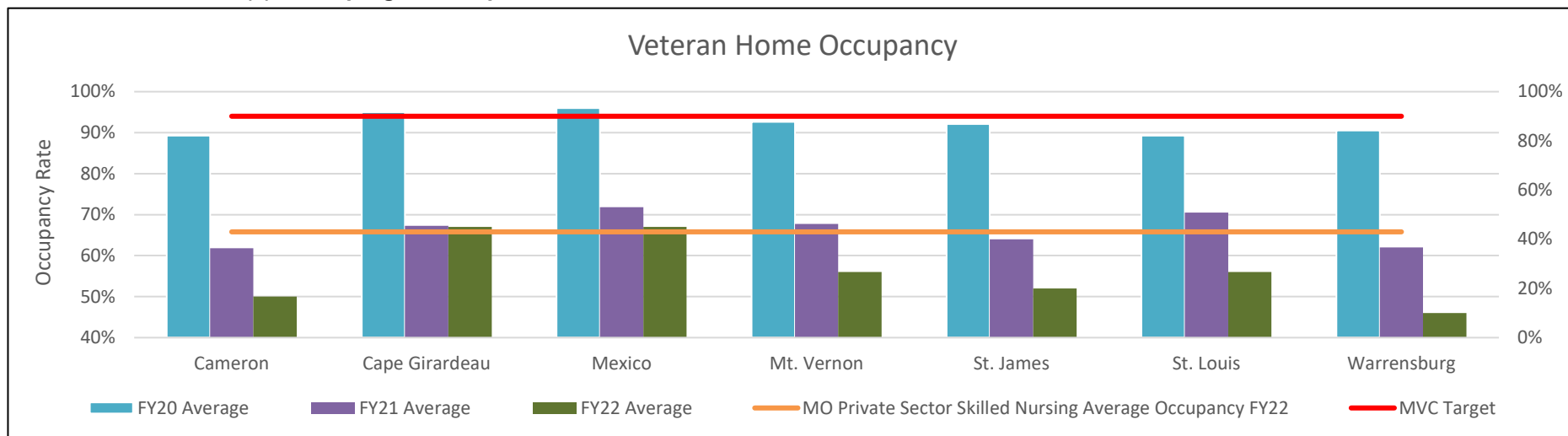
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2c. Provide a measure(s) of the program's impact.



Historically, MVC strives to meet a 90% occupancy rate in order to admit Veterans as soon as our skilled services are needed. Due to COVID-19, MVC stopped admissions late in FY20 and held admissions until April 2021, at which time some homes, based on the staffing levels began admitting Veterans. MVC intentionally reduced census to ensure social distancing and proper infection control guidelines could be met and to ensure proper staff to Veteran ratio. Recruiting direct care staff continues to be an issue. Without proper staffing, MVC cannot admit Veterans. Patient safety, related to appropriate staffing levels continues to be the primary concern during FY22.

- As of July 1, 2022 total census was 646
- As of July 1, 2022 there were 309 Veterans on the Waiting List who need 24 hour skilled nursing care.

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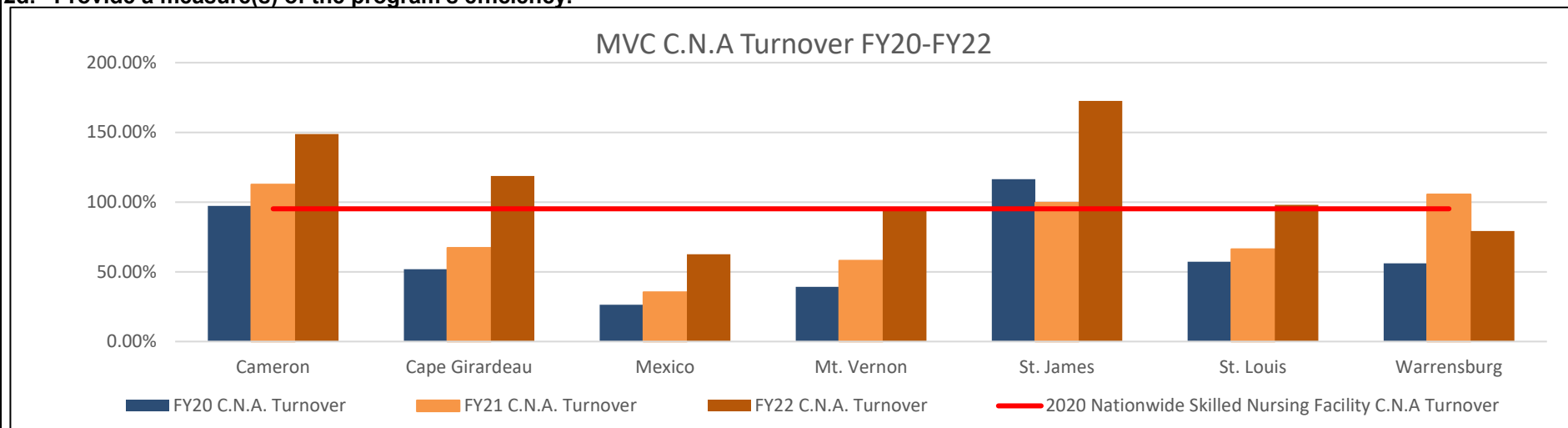
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2d. Provide a measure(s) of the program's efficiency.



- Certified Nursing Assistants and Licensed Nurses are the backbone of MVC Homes providing direct nursing care to Veterans. MO Healthcare Association reports CNA turnover in skilled nursing facilities across the U.S. at 95.2% for 2020 (most up to date information available).
- The challenge of staffing MVC Homes with a qualified, dedicated workforce has become increasingly difficult as wages across the healthcare sector and other sectors have increased, sign-on incentives are offered in the private sector, and other facilities do not require mandatory overtime. These recruiting factors coupled with the nationwide nursing shortage has caused a reduction in the number of Veterans MVC can serve in its Homes.
- To address CNA shortages in FY22 MVC trained 160 C.N.A.s, enhanced recruiting efforts and tracking of recruiting efforts, worked with state leaders to implement pay increases in all nursing classifications (in addition to the COLA). MVC believes these late FY22 initiatives will help with recruiting and retaining nursing staff but not solve the overall problem.

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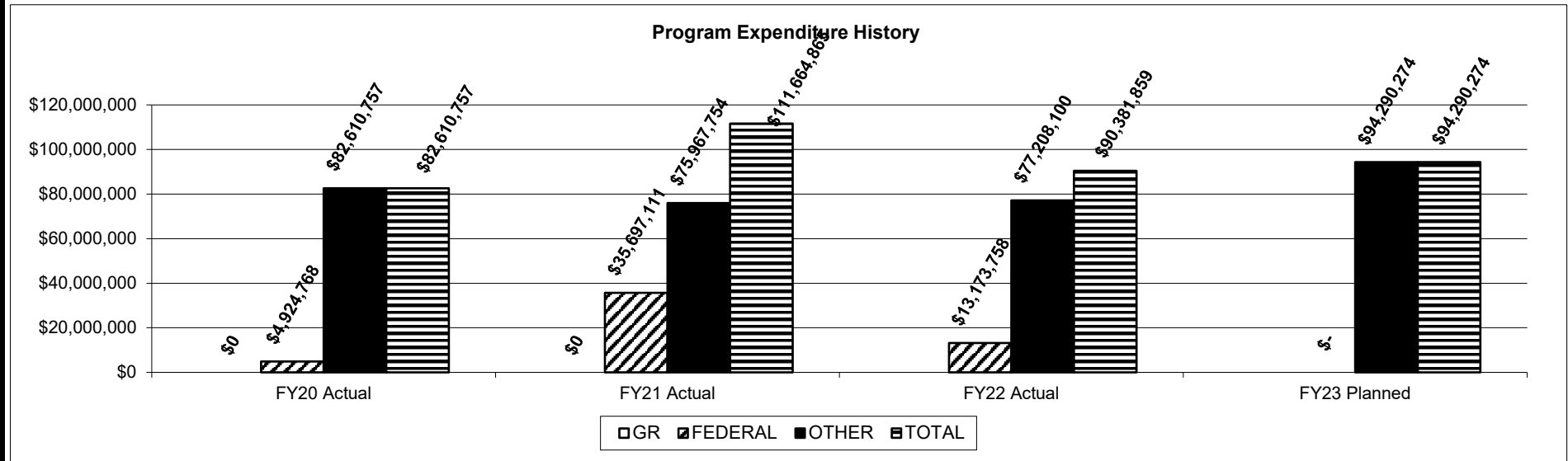
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



- Over the past several years MVC has focused on a more business centered approach by: 1) Centralizing the operational structure 2) Standardizing operational processes to maximize efficiency; 3) Developing and implementing strong internal controls to ensure responsible and transparent fiscal stewardship of taxpayer dollars. Staffing the Veterans Homes continues to be difficult. Many individuals no longer want to work in the healthcare field as easier work and higher pay is readily available, others who remain in the healthcare field left MVC for lucrative sign-on bonuses and higher wages. To offset low staffing and to ensure proper infection control measures within the Homes, MVC reduced census from an average of 92% in FY20 to an average of 56% in FY22. Staffing drives census. Census drives revenue. Without staff, MVC is unable to admit new Veterans and generate much needed revenue.
- MVC Homes Program has received \$0 in General Revenue the last 5 fiscal years. MVC requires a stable, dedicated funding source for continued operations.
- Revenue from Missouri Gaming Commission decreased from \$30,461,720 in FY13 to \$8,778,240 in FY20 (71% decrease). FY22 transfers totaled \$12,426,578 and are not forecasted to return to pre-pandemic levels.

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4. What are the sources of the "Other " funds?

- Homes Fund, Veterans Commission Capital Improvement Trust Fund, Veterans Trust Fund and monthly charges from Veterans. Currently Veterans pay \$2,345 or less per month to reside in a Veterans Home. This charge to Veterans is nominal compared to private sector nursing homes as the services included in the MVC rate include prescription and non-prescription medication, medical and personal care supplies, laundry services, physician services, Cable TV and Internet, transportation to VA appointments, barber/beauty services and personal shopping services. Veterans with a 70% service connected disability rating or greater are not charged a monthly rate, the cost of care is provided by the federal Veterans Administration (VA).
- MVC did receive \$46.6M in Coronavirus Relief Funds (CRF) (including fringe) to support operations during FY21. MVC received further CRF support during FY22 until those funds expired in December of 2021.

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Chapter 42, RSMo. Federal Veteran Health Administration (VHA) Directive 1601SH.01 under the direction of 38 USC Sections 1710, 1720(f), 1741-1745 and Title 38 CFR sections 17.46-47, 17.190--17.200, and parts 51-52

6. Are there federal matching requirements? If yes, please explain.

- The United States Department of Veterans Affairs (VA) pays per diem for nursing home care provided to an eligible Veteran. The VA provides 100% prevailing rate for the care of Veterans who have 70% or higher service connected disabilities. For the under 70% disabled Veterans, VA pays a daily per diem rate of \$121.00.
- The construction grants from the Veterans Administration are funded 65% federal dollars and require a 35% dollar match from the State of Missouri. The construction grants are used to fund projects that ensure the Homes are in compliance with VA Regulations and also provide state of the art physical plants.

7. Is this a federally mandated program? If yes, please explain.

No, MVC participates in the State Home Per Diem Program (SHPD Program). The SHPD Program is a grant program providing federal assistance to VA-recognized and certified State Veteran Home facilities.