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Minnesota Department of Veterans Affairs

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<https://mn.gov/mdva/>

AT A GLANCE

- The Minnesota Department of Veterans Affairs serves more than 277,000 Veterans and their families representing about 5% of Minnesota's population.
- The Department operates eight State Veterans Homes and four State Veterans Cemeteries
- To meet the needs of Minnesota's Veterans, MDVA operates seven major program areas in three divisions. Each program area encompasses additional Veteran programming:
 - Skilled Nursing and Domiciliary care
 - Adult Day Center and Caregiver Resources
 - Veteran Suicide Prevention and Awareness and Community Health Navigators
 - Veterans Education and Occupational Resources
 - Federal Veterans Affairs (VA) Claims and Outreach Services
 - Homeless Veteran Prevention and Assistance
 - State Soldiers Assistance Program

MDVA employs approximately **1,880 staff statewide**.

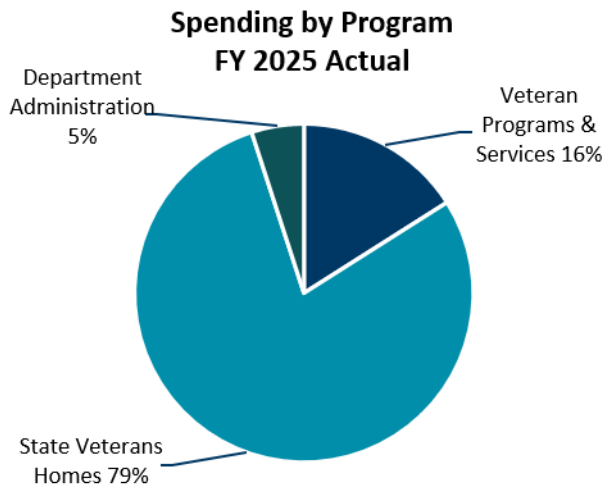
PURPOSE

The Minnesota Department of Veterans Affairs (MDVA) exists to serve Minnesota veterans, their dependents, and survivors by connecting them with the federal and state care and benefits they have earned. Created in 1943 as a post-war agency, MDVA consolidated veterans' programs and services to better support service members and their families. In 1994 MDVA took responsibility for the first state veterans cemetery in Little Falls, and since 2007 it has operated the Minnesota State Veterans Homes.

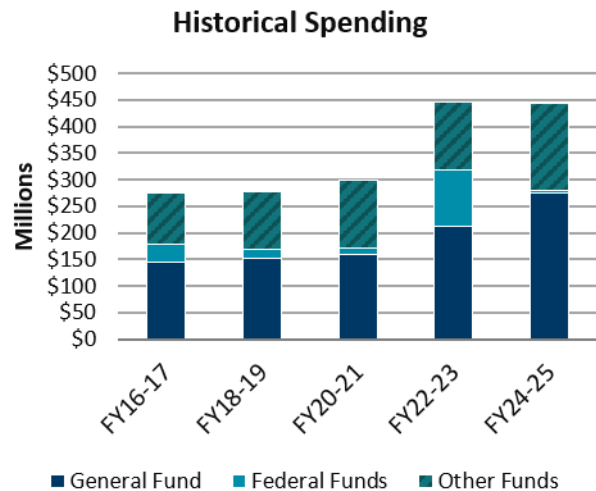
Minnesota's veteran population includes roughly 57,000 service members who served after 9/11, and veterans from every era face both shared and era-specific challenges: employment and education barriers, reintegration into civilian life, and physical and mental health needs. More than 53% of Minnesota veterans are over age 65, creating sustained demand for long-term care. Veterans from recent conflicts may also contend with multiple deployments, exposure to burn pits, and other service-related health risks, which can lead to short- and long-term medical and mental-health issues, as well as difficulties navigating federal VA systems. MDVA's work also extends to military and veteran families, many of whom cope with the mental fatigue and physical injuries that accompany repeated deployments.

MDVA leadership continually seeks innovative programs to meet these needs. The department's goal is to ensure veterans and their families receive programs, services, and healthcare that maximize quality of life and support their ability to thrive as productive Minnesotans. MDVA remains committed, in perpetuity, to serving and honoring veterans at one of the four State Veterans Cemeteries.

BUDGET



Source: Budget Planning & Analysis System (BPAS)



Source: Consolidated Fund Statement

MDVA operational program activities were funded by approximately 62% from the General Fund, 1% from Federal funds, and 37% from Special Revenue Funds in the FY2024-25 biennium.

Most of the Programs and Services Division budget is funded by the General Fund. Minnesota's four State Veterans Cemeteries receive burial reimbursements from Federal funding. These funds cover maintenance and development costs. MDVA also receives Federal reimbursement to the State Approving Agency activities which includes approving programs in Minnesota's Higher Education institutions so Veterans and their families can access the Federal GI Bill.

The Veterans Healthcare Division is funded through a State General Fund appropriation, Resident maintenance fees, VA per diem, Medicare and third-party insurance, and other reimbursements. The historical spending graph above reflects the following breakdown:

- A General Fund appropriation of \$189 million in the FY2024-25 biennium was received and transferred to the MDVA Special Revenue Healthcare Fund as permitted in state statute.
- \$4.7 million in FY24 and \$6.6 million in FY25 of the general fund transfer was dedicated to Department Administration.
- The Historical Spending graph above reflects the expenditure of these funds out of the General Fund to show its source of funding.
- An additional \$150 million of receipts were received from the Federal VA for Veterans full and partial per diem, Medicare reimbursements for Medicare Part A, B, & D, receipts from resident maintenance fees, and other miscellaneous reimbursements.
- The Historical Spending graph above reflects the expenditure of all these funds in the Other Funds category rather than the Federal Funds category for Federal per diems and Medicare receipts.

MDVA Strategic Overview

The Minnesota Department of Veterans Affairs (MDVA) delivers targeted, innovative programs designed to improve the lives of Minnesota Veterans and their families. Through strategic planning, MDVA leaders design and implement services that address current needs and anticipate future ones. MDVA carries out this work through three divisions: **Programs & Services** which includes Minnesota's four State Veterans Cemeteries, **Veterans Healthcare** which operates eight Minnesota State Veterans Homes and related support programs, and **Administrative Services** which includes the critical department functions: *General Counsel; Chief Financial Officer; Government Affairs; Diversity, Equity, Inclusion, and Accessibility; Facilities Management; Human Resources; Communications; Internal Controls; Grant Management; and MNIT liaison.*

Many Veterans are unaware of benefits earned through military service. The **Programs & Services Division** works with community partners to help Veterans access those benefits, including financial, educational, and medical assistance. On any given night, an estimated 170 Veterans in Minnesota experience housing instability. MDVA and its partners use the Homeless Veteran Registry and stakeholder collaboration to identify Veterans who are homeless or at risk and to develop housing plans. Minnesota has effectively ended Veteran homelessness in nine of the state's ten continuums of care.

MDVA operates four State Veterans Cemeteries in *Duluth, Little Falls, Preston, and Redwood Falls*.

The Programs & Services Division and its partners also support Veterans returning to Minnesota by helping with transitions, higher-education enrollment, career resources, family and financial counseling, and filing federal claims.

For full Programs & Services details, see the [MDVA Resources page](#).

MDVA Veterans Healthcare Division manages eight Minnesota Veterans Homes in *Bemidji, Fergus Falls, Hastings, Luverne, Minneapolis, Montevideo, Preston, Silver Bay, Bemidji, Montevideo, and Preston*.

MDVA strives to ensure Veterans and their families have choices for long-term care while receiving high-quality services. Care options include 24-hour skilled nursing, domiciliary care, adult day services, and pharmacy support. Specialty services include Alzheimer's and dementia care units, oral health initiatives, physical rehabilitation, work therapy, transportation, chemical-dependency support, and psychological, spiritual, and recreational programs to enhance residents' health and quality of life.

The Healthcare Division also leads statewide efforts to reduce Veteran suicide and is developing a Veteran health navigator program to better connect Veterans with state and federal benefits when they seek community-based healthcare.

Full Department Healthcare information can be found on the [MDVA Veteran Homes page](#).

The MDVA Administrative Services Division oversees grant programs that provide needed funding to our partners who assist us in our mission to serve Veterans and their families.

- **Veterans Service Organizations (VSO) Grants** are provided to Congressionally Chartered Veterans Service Organizations in Minnesota to assist Veterans and their families receive all the federal, state, and local benefits they are entitled to.
- **County Veterans Service Officers (CVSO) Grants** are provided to all 87 counties to provide outreach for the reintegration of combat veterans into society; to collaborate with social service agencies, educational institutions, and other community organizations to enhance services offered to Veterans; to reduce homelessness; and to enhance the operations of the County Veterans Service Office.
- **Minnesota Assistance Council for Veterans (MACV)**, aids Veterans and their families throughout Minnesota who are experiencing homelessness or in danger of becoming homeless.
- **Support Our Troops (SOT) Grants** are competitive grants provided to eligible foundations and other organizations approved by the Commissioner, whose purpose is supporting and improving the lives of Veterans and their families. These grants are funded through the Support Our Troops License Plate Account.

For more information, see the [2025 Annual Report](#) for the Minnesota Department of Veterans Affairs

Minnesota Department of Veterans Affairs legal authority comes from:

Minn. Stat. 196 (<https://www.revisor.mn.gov/statutes/cite/196>)

Minn. Stat. 197 (<https://www.revisor.mn.gov/statutes/cite/197>)

Minn. Stat. 198 (<https://www.revisor.mn.gov/statutes/cite/198>)

Program: Program and Services<https://mn.gov/mdva/>**PROGRAMS & SERVICES DIVISION – MISSION AND SCOPE**

The Minnesota Department of Veterans Affairs (MDVA) serves Veterans of all ages and service eras by delivering comprehensive, statewide programs that honor their service and support their well being. Core responsibilities include:

- **Advocacy for Federal Benefits** Acting as the authorized agent for Minnesota residents pursuing federal benefits related to military service.
- **Administration of State Support Programs** Managing the State Soldiers Assistance Fund and other state specific programs that supplement federal benefits.
- **Education, Employment, and Transition Support** Ensuring Veterans experience a seamless transition from military service through approved education and training programs that lead to permanent, full time employment.
- **Outreach and Statewide Benefits Navigation** Providing outreach, benefits counseling, and advocacy across Minnesota, including services delivered on tribal reservations.
- **Memorial Services** Operate the State Veterans Cemeteries in Little Falls, Preston, Duluth, and Redwood County to provide dignified interment and perpetual care for Veterans and eligible dependents.
- **Preventing and Ending Veteran Homelessness** Leading statewide initiatives to prevent and eliminate homelessness among Minnesota Veterans.

MDVA accomplishes this work in close partnership with community organizations, state agencies, federal partners, and county Veterans service networks.

The division employs approximately **135 staff statewide**.

PURPOSE AND CONTEXT

The mission of the Programs & Services (P&S) Division is to meet the needs of Minnesota Veterans and their families by delivering proven and innovative programs that enhance quality of life and provide honorable final resting places. Demand for services continues to grow due to aging Veteran population, twenty five years of continuous conflict and ongoing global military operations and increasing numbers of Post 9/11 Veterans returning with both visible and invisible injuries. For example, in FY 2025 the Minnesota Department of Veterans Affairs (MDVA) processed 517 federal benefits claims. Burials at our State Veterans Cemeteries increased from 991 in 2024 to 1,095 in 2025. The State Soldiers Assistance Program assisted 3,467 Veterans and family members in 2025. The Minnesota GI Bill provided education funding to 1,951 Veterans and family members in 2025. It should be noted that the VA estimated Veteran population in the state of Minnesota dropped in 2025. With an end to major military operations related to the Global War on Terrorism and the estimated 57,000 Minnesota Veterans who served during that period, it is expected that demand for services will continue to increase.

MDVA stands ready to meet Veterans' needs when they return to Minnesota. Many Veterans return with visible combat injuries such as amputated limbs, while many more carry invisible wounds such as traumatic brain injury and post-traumatic stress disorder. MDVA helps them meet their needs by aiding and supporting them in accessing higher education, medical, and financial assistance benefits. The division also works to identify gaps in programming and services which may exist in the Veterans services community and addresses those shortcomings by providing innovative, Veteran-focused services to Minnesota Veterans, their dependents, and survivors.

FY27 priorities include the following initiatives:

- Receive a declaration of effectively ending Veteran homelessness for Ramsey County. This will be the last of the 10 Continuums of Care across the state to achieve this milestone.
- Maintain commitment to prevent fraud, waste and abuse in MDVA operations.
- Stabilize state cemeteries that have critical safety needs by using available Asset Preservation (AP) funding to address immediate safety and code deficiencies to protect staff, guests and families.
- Increase awareness and public engagement around MDVA programs and services to preserve access to key programs and stabilize revenue streams.

SERVICES PROVIDED

- **Claims and Field Operations** staff represent Veterans and their family members by acting as their advocate in matters pertaining to the U.S. Department of Veterans Affairs (VA) benefits and entitlements. This division consists of the St. Paul and Fargo Claims offices, the Gold Star Families and Women's Program, Tribal Veterans Service Officers, and Veterans Outreach. <https://mn.gov/mdva/resources/healthdisability/>
- **Veterans Employment and Education Division** helps Veterans and eligible family members navigate the complicated higher educational benefits system and promotes employment and self-sufficiency for those individuals. This division includes the Higher Education Veterans Program (Veterans Campus Representatives) and the State Approving Agency, and it also administers the Minnesota GI Bill and Veterans Employment Preference. <http://mn.gov/mdva/resources/education/>
- **State Veterans Cemeteries and Memorial Affairs** assures that Veterans and their families are honored with final resting places that have national significance and lasting tributes that commemorate their service and sacrifice to our nation. The division operates three Veterans cemeteries: one in Little Falls, one in Preston, and one in Duluth. It also manages the Military Funeral Honors Stipend Program and the Bronze Star Marker Program. <http://mn.gov/mdva/memorials/>
- **State Veterans Benefits Division** provides programs and services unique to Minnesota's Veterans, leads the implementation of the goal in the state plan to End Veteran Homelessness, and supplements certain federal programs. The division manages the State Soldiers Assistance Program, Veterans homelessness initiatives, Minnesota Veteran S.O.A.R., and the Minnesota Operation for Veterans Empowerment (M.O.V.E.). <https://mn.gov/mdva/resources/>

Partners – MDVA partners with the U.S. Department of Veterans Affairs (VA), Veterans Services Organizations (VSOs), County Veterans Service Officers (CVSOs), the Minnesota Assistance Council for Veterans (MACV) and other organizations to provide benefits and services to Veterans. Additionally, MDVA partners with several state agencies to accomplish its work.

RESULTS

Part A: Performance Data

Measure	Measure type	Historical trend	Most recent data
Federal VA dollars on benefits and services provided to Minnesota Veterans, their dependents, and survivors.	Quantity	FY 24: \$168.856 Million	FY 25: \$171.390 Million
Number of Veterans and their survivors who have MDVA staff acting as their accredited representative to the federal VA.	Quantity	FY 24: 51,897	FY 25: 54,230
Number of Minnesota GI Bill participants approved for Higher Education programs or OJT/Apprenticeship programs.	Quantity	FY 24: 1,843	FY 25: 1,951
Number of interments and internments at the Minnesota State Veterans Cemeteries.	Quantity	FY 24: 991	FY 25: 1095
Number of Homeless Veterans identified in MN during HUD's annual Point in Time (PIT) Count.	Results	Jan 2010: 644	Jan 2025: 233

Part B: Evidence of Effectiveness

No evidence-based practices were identified.

Minnesota Department of Veterans Affairs Programs & Services legal authority comes from:

- Minn. Stat. 190.07 (<https://www.revisor.mn.gov/statutes/cite/196.07>)
- Minn. Stat. 190.19 (<https://www.revisor.mn.gov/statutes/2021/cite/190.19>)
- Minn. Stat. 196.08 (<https://www.revisor.mn.gov/statutes/cite/196.08>)
- Minn. Stat. 196.081 (<https://www.revisor.mn.gov/statutes/cite/196.081>)
- Minn. Stat. 197 (<https://www.revisor.mn.gov/statutes/cite/197>)

Program: Administrative Services<https://mn.gov/mdva>**ADMINISTRATIVE SERVICES DIVISION – MISSION AND SCOPE**

The Minnesota Department of Veterans Affairs (MDVA) serves more than 277,000 Veterans of all ages and service eras by delivering comprehensive, statewide programs that honor their service and support their wellbeing.

The Administrative Services Division comprises of the critical operating functions to ensure the eight state Veteran Homes, four State Veteran Cemeteries, and various veteran programs function to meet the needs of Minnesota's Veterans.

The MDVA Administrative Services Division employs approximately **100** staff statewide

PURPOSE AND CONTEXT

MDVA leadership continually seeks innovative programs to meet the needs of Minnesota's Veterans. The department's goal is to ensure veterans and their families receive programs, services, and healthcare that maximize quality of life and support their ability to thrive as productive Minnesotans. MDVA remains committed, in perpetuity, to serving and honoring veterans at one of the four State Veterans Cemeteries.

The Administrative Division is critical in meeting the Department's mission and vision. The following divisions ensure a continuity of operations, program development, communications, and legal compliance.

- **Chief Financial Officer (CFO)** is responsible for department budget leadership, planning, financial reporting, and accounting. The CFO leads the department's financial stewardship by overseeing budgeting, accounting, cash management, and financial reporting. Additionally, the CFO advises elected officials to ensure public resources are used legally, efficiently, and transparently.
- **Human Resources** is responsible for all human resources functions for a 24/7 Department with over 1,880 staff. This role develops and oversees hiring, classification, employee relations, performance management, workforce planning, while ensuring compliance with state and federal employment laws.
- **Facility Management** supports the MDVA's operations across 77 buildings covering 1.7 million square feet. This role manages the agency's physical assets by overseeing building operations, maintenance, capital projects, safety and security, space planning, vendor contracts, sustainability, continuity of operations (COOP), and compliance. Its mission is to protect residents, staff, and visitors in all MDVA spaces.
- **General Counsel Office** provides centralized legal advice and representation to the Department. Its mission is to ensure legal compliance in state actions; draft and review contracts, JPA's, inter-agency agreements, and grants; oversee and manage litigation and risk; and lead the policy development for the Department.
- **Communications** ensures the complexity of MDVA operations is understandable, trustworthy, and responsive to the people it serves. Its mission is to bridge Department operations with the public's right to know. This is accomplished by shaping communications and coordinating how information flows both within and outside the Department.
- **Diversity, Equity, Inclusion, and Accessibility (DEIA)** ensures the Department is equitable, inclusive, and accessible to all residents and staff. Its mission is to strengthen organizational culture, improve service delivery, and oversee policy development that reflects the diverse communities MDVA serve. Core programming includes removing barriers, expanding opportunities, and embedding fairness throughout Department operations.

- **Government Affairs** ensures that the Department's mission, vision, priorities, and operational realities are accurately represented to elected officials and aligned with the broader enterprise and Governor's policy environment. This division serves as MDVA's strategic interface with the Legislature, Governor, and intergovernmental bodies that shape the Department's authority, funding, and expectations from the public and its stakeholders.
- **Internal Controls** team's mission is to protect public resources, ensure reliable financial information, improve operational effectiveness, prevent and detect fraud and abuse, ensure policy compliance, strengthen accountability and public trust, and support risk-based decision making.
- **Grant Management** oversees legislative and Support Our Troops license plate (SOT) grant programs that provide funding to our partners who assist us in our mission to serve Veterans and their families.
- **MNIT Liaison** ensures the Department's technology needs, priorities, and risks are understood, coordinated, and executed in partnership with Minnesota IT services (MNIT). It is the strategic bridge between department leaders and MNIT's technology team.

The MDVA Administrative Services Division oversees grant programs that provide needed funding to our partners who assist us in our mission to serve Veterans and their families.

- **Veterans Service Organizations (VSO)** Grants are provided to Congressionally Chartered Veterans Service Organizations in Minnesota to assist Veterans and their families receive all the federal, state, and local benefits they are entitled to.
- **County Veterans Service Officers (CVSO)** Grants are provided to all 87 counties to provide outreach for the reintegration of combat veterans into society; to collaborate with social service agencies, educational institutions, and other community organizations to enhance services offered to Veterans; to reduce homelessness; and to enhance the operations of the County Veterans Service Office.
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For more information, see the [2025 Annual Report](#) for the Minnesota Department of Veterans Affairs

RESULTS

Part A: Performance Data

Measure	Measure type	Historical trend	Most recent data
County Veteran Service Officer (CVSO) Grant awards and closeout	Quantity	FY 25: 84	FY 26: 83
Solicitations and Executed Contracts	Quantity	FY 25: 513	FY 26: 505
16 A/C Violations	Quantity	FY 25: 24	FY 26: 14
Asset Preservation projects completed	Quantity	FY 25: 50 Projects, \$21.7 Million	FY 26: 25 Projects, 12.3 Million
Separations and Hires	Quantity	FY 25: 469 Hires, 313 Sep's	FY 26: 377 Hires, 300 Sep's

Part B: Evidence of Effectiveness

This program covers administrative services that cannot be studied using a randomized control trial or quasi-experimental design study.

Minnesota Department of Veterans Affairs legal authority comes from:

Minn. Stat. 196 (<https://www.revisor.mn.gov/statutes/cite/196>)

Minn. Stat. 197 (<https://www.revisor.mn.gov/statutes/cite/197>)

Minn. Stat. 198 (<https://www.revisor.mn.gov/statutes/cite/198>)

Program: Veterans Healthcare<https://mn.gov/mdva/>**AT A GLANCE**

- Eight Minnesota Veterans Homes provide comprehensive healthcare services across the state, including five legacy campuses located in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay, and three new campuses located in Bemidji, Montevideo, and Preston. The Minneapolis Veterans Home is the oldest and largest long-term care facility in Minnesota, with a capacity of 300 beds.
- The five legacy Veterans Homes continue to demonstrate strong operational performance, maintaining budget stability and occupancy levels exceeding 90 percent over the past year.
- The three newly opened Veterans Homes are also operating within budget and continue to expand access to care, achieving an occupancy rate of approximately 70 percent while rapidly progressing toward the goal of 90 percent occupancy consistent with established campuses.
- Approximately 1,650 employees provide skilled nursing, domiciliary care, rehabilitation, behavioral health services, suicide prevention support, non-Federal VA healthcare system navigation, and other supportive services to Minnesota Veterans and more than 900 Residents in a 24-hour care environment.
- Minnesota Veterans Homes provide a full continuum of care, including 24-hour skilled nursing, memory care, domiciliary care, and Adult Day Healthcare services, all designed to promote independence, dignity, and quality of life for Veterans.
- Minnesota continues to be a national leader in Veteran suicide prevention, behavioral health initiatives, and coordinated Veteran services through collaboration with the U.S. Department of Veterans Affairs, Minnesota Department of Health, County Veterans Service Officers, Veterans Service Organizations, Tribal Nations, healthcare providers, and community partners.

PURPOSE AND CONTEXT

The first Minnesota Veterans Home was established in 1887 in Minneapolis as the Minnesota Soldiers Home to “reward the brave and deserving.” This Soldiers Home in Minneapolis was not primarily designed as a skilled nursing facility, but as the needs of Veterans changed, so too have the Veterans Homes. In the 1960s, Minnesota started shifting its primary focus to meet the healthcare needs of Veteran Residents in the State Veterans Home. Today, MDVA operates eight Minnesota State Veterans Homes (SVH) that provide comprehensive healthcare services across the state, including five legacy campuses located in Fergus Falls, Hastings, Luverne, Minneapolis, and Silver Bay, and three new campuses located in Bemidji, Montevideo, and Preston.

To support high levels of quality and satisfaction, the Healthcare division has captured the philosophy to operate collectively like a health system to gain efficiently, set work standards, and share best practices across the system. The division’s initiatives are reviewed annually to ensure that both quality care and operational excellence are achieved in all MN SVH. The following healthcare initiatives were developed with staff and stakeholder input, including agency-level policy and procedures to always improve Resident care outcomes. The MDVA healthcare program’s goal is to ensure that all facilities are working as one agency providing the highest level of care.

Calendar year 2026 includes the following initiatives:

State Veteran Home Census

Under the guidance of MDVA Healthcare senior leaders, each facility developed and continues to refine a strategy which includes recruitment of staff, retaining staff, and training for new staff. The successful execution of this strategy has allowed Administrators to achieve budget and occupancy census goals and the elimination of non-MDVA temporary staff. The five legacy Veterans Homes continue to exceed 90 percent over the past year, and the three newly opened Veterans Homes are also operating within budget and continue to expand access to care, achieving an occupancy rate of approximately 70 percent while progressing toward the long-term goal of 90 percent occupancy consistent with established campuses.

Hospice/Palliative Care

Enhance all areas of palliative care, advance care planning, and hospice in all Veterans Homes to provide Resident's dignity at end of life.

Technology/Data Decision Making

MDVA appreciates the importance of leveraging technology and making decisions based on data. The division continues to partner with MNIT to evaluate/implement technology that enhances the quality of care and has organically built a data warehouse that holds data displayed on leader dashboards that facilitate decision making. A list of future potential enhancements to this data intelligence work has been ideated for prioritization.

Business Office Operations

Maximize revenues available through all possible means available to include federal VA per diem, Medicare, insurance, and Medicare Part D. Reviews of all resident reimbursement options are continuously reviewed.

Veteran Suicide Reduction

MDVA continues working to reduce Veteran suicide rates in Minnesota. Current data shows that around 100 Veterans die by suicide annually in Minnesota. Minnesota Department of Veterans Affairs continues to lead by developing a multi-agency, multi-organizational Veterans Suicide Collaborative to support awareness of typically isolated actions with a greater level of alignment of plans/execution across the state. MDVA has also stepped-up engagement with VFWs and American Legion posts to get their support for the work. MDVA is actively partnering with Minnesota Department of Health, the Federal VA, County Veteran Service Officers, Veterans Service Organizations, and other entities on this effort.

Health Navigator Program

National data shows that Veterans who are connected to resources and receive a portion of their healthcare at the Federal VA Healthsystem (51 percent in MN) have a reduction in the risk of suicide. MDVAs pilot Navigator program partners with non-VA health systems in the state to help them identify Veterans in their system, connect them to resources and at MDVA, CVSOs, and the Federal VA. MDVA has also partnered with the largest non-VA electronic health record to develop the technological infrastructure that helps health systems to ask the question if their patients have served in the military to have their unique Veterans Culture medical and social needs optimally met.

SERVICES PROVIDED

The Minnesota Department of Veterans Affairs (MDVA) provides comprehensive, Veteran-centered healthcare designed around the individual needs, preferences, goals, and life experiences of each Resident. Through a Resident-centered and family-centered care approach, MDVA Veterans Homes focuses on restoring, maintaining, and optimizing each Veteran's highest level of independence, function, autonomy, and dignity while honoring their military service and personal journey.

Across all eight Minnesota State Veterans Homes, MDVA provides a continuum of healthcare services that supports Veterans with diverse medical, rehabilitative, behavioral, and supportive care needs. Services are

delivered by interdisciplinary teams focused on improving quality of life, promoting wellness, and ensuring Veterans receive compassionate care in a safe and respectful environment.

The following programs and services are available throughout the Minnesota Veterans Homes system:

- Skilled nursing care and long-term care services provided in a 24-hour healthcare environment to support Veterans with complex medical needs and ongoing care requirements.
- Specialized memory care programs for Veterans living with dementia and other cognitive impairments, including individualized approaches to support safety, dignity, and quality of life.
- Rehabilitation services, including physical, occupational, and speech therapy, restorative nursing, and wellness programs designed to improve or maintain functional abilities.
- Primary care and specialty healthcare services, including coordination with Federal VA providers, community healthcare partners, and specialty providers.
- Behavioral health services, including mental health support, substance use recovery resources, and programs that promote emotional wellness.
- Social services, care coordination, and family support services that assist Veterans and families in navigating healthcare decisions, benefits, transitions, and community resources.
- Recreational therapy and life enrichment activities, including social events, entertainment, educational opportunities, outdoor activities, and programs that support physical, emotional, social, and spiritual well-being.
- Domiciliary care services that provide Veterans with structured residential support, rehabilitation opportunities, and pathways designed to help Veterans overcome challenges and achieve personal goals.
- On-site and coordinated specialty services, including dental, ophthalmology, audiology, podiatry, and other healthcare services based on Resident needs.
- Vocational rehabilitation and supportive services designed to promote independence, skill development, and successful transitions when appropriate.
- Adult Day Healthcare services provide medical-model day programming that supports Veterans while allowing them to remain engaged in their communities.

Systemwide Healthcare Improvements

In recent years, MDVA has strengthened operations and enhanced the Veteran experience through a coordinated, systemwide approach to healthcare delivery. Guided by a stable senior leadership team and a commitment to continuous improvement, MDVA has implemented initiatives that improve consistency, quality, and access across all Veterans Homes.

Key improvements include:

- Implementation of Resident-centered and family-centered care models across all Veterans Homes to ensure care plans reflect each Veteran's individual needs, preferences, goals, and family involvement.
- Expansion and refinement of domiciliary care pathways provide multiple options to meet Veterans where they are in life, identify barriers, and collaboratively develop strategies to achieve personal goals.
- Advancement of clinical care practices, including innovative programming for Veterans with dementia and other complex medical conditions, ensuring care approaches evolve with changing Veteran needs.
- Implementation of standardized scheduling and timekeeping technology with leadership directional dashboards across the Veterans Homes system to improve workforce management, support employees, and provide data necessary for future operational planning and resource decisions.
- Continued investment in facility preservation, maintenance, repair, and improvement projects to extend the useful life of Veterans Home campuses, maintain safe and modern environments, and support long-term sustainability.
- Modernization of Veterans Home facilities, including campus remodeling and improvements focused on Resident privacy, comfort, accessibility, and quality of care.

- Commitment to regulatory excellence and CMS compliance to ensure Veterans Homes meet or exceed federal and state healthcare standards while maintaining access to available reimbursement resources that support continued delivery of high-quality care.

Through these services and systemwide improvements, MDVA continues to provide Veterans with a healthcare environment that promotes dignity, independence, connection, and the highest possible quality of life.

RESULTS

Part A: Performance Data:

The MN Veterans Homes provide long-term care services through various residential healthcare environments for Veterans and families that promote respect, dignity, and mental, physical, and spiritual well-being. Our skilled nursing facilities are licensed to provide care that meets the state and federal regulatory requirements specific for nursing facilities and State Veterans Homes. Our Domiciliary Program provides enhanced mental health and chemical dependency services to residents through the Boarding Care Home license and Domiciliary Program certification from the federal Veterans Administration. The key measures to ensure quality of services are provided include customer satisfaction, staff turnover, and the prevalence of citations or recommendations from the Minnesota Department of Health, the Federal Department of Veteran Affairs, and CMS.

Measure	Measure type	Measure data source	Historical trend	Most recent data
Resident Satisfaction – Overall Satisfaction <i>Rating for skilled Veterans homes – annual average – 0-5 pt rating scale.</i>	Quality.	Activated Insights (previously known as: Pinnacle Quality Insight) monthly resident satisfaction survey	2017: 4.69 2018: 4.73 2019: 4.78 2020: 4.80 2021: 4.80 2022: 4.73 2023: 4.74 2024: 4.79 2025: 4.85	2026: 4.86
CMS Star Rating – Overall The average score was calculated for each year for homes that had reportable CMS star rating data. <i>*New MN Veterans Homes are currently pending CMS certification and data is not available</i>	Quality	CMS 5 Star Report Data Source: https://data.cms.gov/provider-data/archived-data/nursing-homes	2019: 4.63 (4 or 5 star) 2020: 4.50 (4 or 5 star) 2021: 4.25 (4 or 5 star) 2022: 4.38 (4 or 5 star) 2023: 4.50 (4 or 5 star) 2024: 4.50 (4 or 5 star) 2025: 4.88 (4 or 5 star)	2026: 3.88 (3, 4, 5 star)
CMS Star Rating – Quality The average score was calculated for each year for homes that had reportable CMS star rating data. <i>*New MN Veterans Homes are currently pending CMS certification and data is not available</i>	Quality	CMS 5 Star Report Data Source: https://data.cms.gov/provider-data/archived-data/nursing-homes	2019: 4.29 (4 or 5 star) 2020: 4.56 (4 or 5 star) 2021: 4.25 (4 or 5 star) 2022: 4.00 (4 star) 2023: 4.38 (4 or 5 star) 2024: 3.75 (3, 4, 5 star) 2025: 3.56 (3, 4, 5 star)	2026: 3.88 (3, 4, 5 star)

In addition to Resident and staff surveys, over the past several years Minnesota Veterans Homes have had several positive federal VA surveys, surveys with very few recommendations by the Minnesota Department of Health, and good certification surveys by the Centers for Medicare and Medicaid Services (CMS).

Part B: Evidence of Effectiveness

MDVA has extensive regulatory oversight regarding the quality of care delivered in all MN Veterans Homes. State and Federal regulations require that evidence base quality evaluation occur in all homes, and we are evaluated on this practice during our regular survey reviews in each home. MDVA has not yet inventoried evidence-based practices unique to state of MN enterprise funded through this budget program. MDVA will work with Results Management in the coming biennium to inventory and identify any additional evidence-based practices.

Minnesota Department of Veterans Affairs legal authority comes from M.S. 198.01
(<https://www.revisor.mn.gov/statutes/cite/198.01>)