

OKLAHOMA VETERANS COMMISSION
MEETING MINUTES
September 27th, 2019
Vezey Veterans Complex
2132 NE 36th Street
Oklahoma City, OK 73111

NOTICE OF REGULAR MEETING:

The Oklahoma Veterans Commission held a regular meeting on **Friday, September 27th, 2019, at 10:00 AM** at the Vezey Veterans Complex, 2132 NE 36th Street, Oklahoma City, OK. A Notice of this meeting was filed with the Secretary of State's Office on December 7, 2018 and amended to note the location change from Talihina to Oklahoma City on September 11th, 2019.

AGENDA:

Friday, September 27th, 2019 10:00 AM

I. CALL TO ORDER

The Chairman called the meeting to order at 10:00 AM

II. DETERMINATION OF QUORUM

a. ROLL CALL AND INTRODUCTION OF COMMISSIONERS

The clerk called the roll and the roll is as follows:

Ball: Present

Costellow: Present

Jackson: Present

Lasser: Present

LeDay-Mauney: Late (11:05am)

Richey: Late (10:04am)

Secor: Present

Smithson: Present

Van Schuyver: Present

b. DECLARATION OF QUORUM

The Chairman declared a Quorum

III. ANNOUNCEMENT REGARDING SIGN-IN FOR OPEN PUBLIC COMMENTS (Refer to Agenda Item X)

The Chairman announced that a sign in sheet was available to anyone who would like to speak in open public comment.

IV. INVOCATION

Commissioner Ball led the Invocation

V. PLEDGE OF ALLEGIANCE

Commissioner Smithson led the Pledge of Allegiance

VI. OKLAHOMA VETERANS COMMISSION

a. DISCUSSION OF AND POSSIBLE ACTION REGARDING APPROVAL OF MEETING MINUTES OF THE AUGUST 30th, 2019 OKLAHOMA VETERANS COMMISSION MEETING.

i. Action

Commissioner Ball made a motion to approve the August 30th meeting minutes. Commissioner Secor provided the second.

The clerk called the vote and the vote is as follows:

Ball: Aye

Costillow: Aye

Jackson: Abstain

Lasser: Abstain

LeDay-Mauney: Not present for the vote

Richey: Not present for the vote

Secor: Aye

Smithson: Aye

Van Schuyver: Aye

The clerk let the Chairman know that the motion carries

b. DISCUSSION OF AND POSSIBLE ACTION REGARDING APPROVAL OF MEETING MINUTES OF THE SEPTEMBER 6th, 2019 OKLAHOMA VETERANS COMMISSION SPECIAL MEETING.

i. Action

Commissioner Secor made a motion to approve the September 6th meeting minutes. Commissioner Lasser provided the second.

The clerk called the vote and the vote is as follows:

Ball: Aye

Costillow: Aye

Jackson: Aye

Lasser: Aye

LeDay-Mauney: Not present for the vote

Richey: Abstain

Secor: Aye

Smithson: Abstain

Van Schuyver: Aye

The clerk let the Chairman know that the motion carries

c. DISCUSSION AND POSSIBLE ACTION REGARDING TOWN HALL MEETINGS AND TRAVEL OF COMMISSIONERS SINCE PRIOR REGULAR MEETING ON AUGUST 30th, 2019.

i. Written Travel Reports Filed by Commissioners

- ii. Presentation of Summary Travel Reports by Commissioners in Lieu of Written Reports

The following Commissioners reported the below defined travel:

Ball: Visited the Norman Facility for their Town Hall Meeting

Costillow: Had nothing to report

Jackson: Attended the Sulphur Town Hall Meeting

Lasser: Had nothing to report

LeDay-Mauney: Not present for the report

Richey: Attended the Talihina Town Hall Meeting and the Norman Town Hall Meeting

Secor: Attended the Sulphur Town Hall Meeting, and Visited the Lawton Facility for their Resident Counsel Meeting

Smithson: Had nothing to report

Van Schuyver: Attended the Talihina Town Hall, and visited the Sallisaw Site

VII. INTRODUCTION AND WELCOME TO VISITORS AND GUESTS

The Chairman welcomed the visitors and guests and gave everyone the opportunity to introduce themselves to the Commission.

VIII. OKLAHOMA SECRETARY OF VETERANS AFFAIRS AND MILITARY

- a. **BEN ROBINSON, CABINET SECRETARY TO GOVERNOR STITT, REPORT WITH POSSIBLE DISCUSSION ON THE FOLLOWING:**

- i. Report from Monthly Cabinet Meeting

The Cabinet Secretary was not available to present his section. Executive Director Joel Kintsel stated that he would present what he could on behalf of the Secretary, but that he could not speak to the Monthly Cabinet Meeting.

- ii. USDVA Designation of 2019 Regional Sites by Veterans Day National Committee

The Director stated that he believed the three towns were Norman, Langston, and Perry Oklahoma. The agency has reached out to the locations to offer VSR attendance to assist with any needs that may arise.

- iii. Resident and Family Town Hall Meetings

The Director stated that six of the seven town hall meetings had been held, and the final meeting was scheduled to take place before the next Commission meeting, and that will be the Claremore facility.

IX. OKLAHOMA DEPARTMENT OF VETERANS AFFAIRS

- a. **JOEL KINTSEL, INTERIM EXECUTIVE DIRECTOR'S REPORT WITH POSSIBLE DISCUSSION ON THE FOLLOWING:**

- i. Agency Program Updates

A. Employee Town Hall Meetings & Administrator's Meeting

The Director stated that the Deputy Director and he had been traveling to all of the facilities, each shift of employees, to get their views and opinions on the current state of the agency, and their thoughts as to how to move forward and improve. He stated that it has been very well received, and the staff seem to like the communication very much.

The Director stated that there was an Administrator meeting held at central office this past Friday. He stated that the communication was well received, and will continue to be a regular event. The Director also stated that the topic of Employee Recognition was discussed with the Administrators, as well as at the Employee Town Hall Meetings, and will be a focus point moving forward.

B. Appointment of General Counsel

The Director stated that Erin Kennedy had been appointed as the General Counsel for the agency and gave a brief description of her background in law. The Director stated that she would begin her employment on October 7th.

C. Agency Compliance Coordinator

The Director stated that the application process for the new Compliance Coordinator had begun, and that an Interim Compliance Coordinator had been placed. He stated that Cami McKinney, RN, the agency Medicare Program Administrator currently working out of the Claremore Facility would be filling the role as the agency sought the right fit for the position. The Director stated that the agency had received roughly eighteen applications, and expected the process to take a maximum of 45 days before a final decision would be made.

D. Reserve Law Enforcement Partnership

The Director stated that concerns with security during the day had been discussed at length. He stated that the agency is trying to work with the Sheriff's Association to ask reserve officers to come into the facilities on a regular basis. The idea was well received in town halls, and he stated that they are moving forward with identifying the next steps in the process.

E. Purchasing Update

The Director stated that when the decision was made by the previous Administration to centralize the purchasing of the seven facilities to Central Office, it created a backlog with purchasing. The Director stated that he and the Deputy have discovered that there is currently a backlog of over 500 DPRs. The Director stated that part of the reason for the backlog was some of the process that were necessary at the facility level for purchasing are not necessarily

required for a centralized purchasing operation. He stated that the agency has added additional staff to help with the backlog, as well as been looking into practices that would make more sense for a centralized purchasing operation.

F. Cemetery Grant Status

The Director stated that he was not permitted to announce the news on the grant status at this time, but that the information would be shared this coming Tuesday (October 1).

b. SARAH LANE, DEPUTY EXECUTIVE DIRECTOR'S AND GENERAL COUNSEL'S REPORT WITH POSSIBLE DISCUSSION ON THE FOLLOWING:

i. Agency Program Updates

A. ODVA Governor's Listening Session

The Deputy stated that she had participated in two listening sessions with the Governor's office in the previous week. She broke down the summary of the two for the Commission and guests. The Claims and Benefits group described the staff as helpful, compassionate, and knowledgeable. The group as a whole felt that as an agency we were under known, and that more outreach and marketing was needed. The Deputy stated that the group felt that we are understaffed and that our current staff is overworked. The group believed that appointments as well as walk-ins when visiting with VSRs would be a good idea, and a strong public awareness campaign was necessary.

The Deputy stated that the homes group described our facility staff as caring, wonderful, and gave them very high praise. She stated that the families felt that there was good communication at the center level, but identified a challenge with lack of communication with central office. She stated that the families felt that the facility staff, and the homes in general treat families as well as their Veterans very well. The Deputy noted that one of the areas for improvement that were discussed was staffing of the front desk on the weekends. Concerns also arose over the outsourcing of services. She stated that the families also felt multiple areas within the facilities were understaffed.

The Deputy stated that though they were under no direction from the Governor's office to act on these concerns, she and the Director would be actively addressing the topics that were discussed.

B. HRTG Grant Renewal Status

The Deputy stated that the renewal application had been submitted at a little more than double than what it was last year. The Deputy

provided a breakdown of the funds which will be attached as a digital attachment to these recorded minutes.

C. Economic Impact Study for Proposed State Income Tax Exemption

The Deputy stated that the agency was currently attempting to strengthen its position on this matter. She stated that the burden is on the agency to demonstrate that it will not be an economic deterrent to state operations. The Deputy stated that the agency has reached out to the University of Central Oklahoma for an independent economic impact analyses.

D. State Homes Director Update

The Deputy stated that the Director of Homes, Shawn Kirkland would be moving into the position full time. She announced that Mr. Kirkland would be stepping away from his position as the Ardmore Administrator, and the current Assistant Administrator, Marsha Huddleston will be stepping in as the new Administrator. Mr. Kirkland will office out of Sulphur temporarily as he works on the relocation of himself and his family to Oklahoma City.

E. Website and Marketing

The Deputy stated that the redesign of the current website is currently underway and new content is being added daily. She stated that a meeting is scheduled for next week to review some of the updates.

The Deputy stated that a new marketing strategy was also underway. She stated that the agency will be making a concentrated effort to change the perception that the agency is under known. The Deputy stated that the thought process is to develop new print materials which will highlight and showcase the various amenities that our Veterans facilities have to offer Oklahoma Veterans, and in preparation of this, professional photographs of all seven facilities will be scheduled. The Deputy stated that the idea is to develop marketing materials that highlight each facility in a two page spread. She provided a sample of the images captured at the Sulphur facility on September 24th.

F. Progress Report and Review of Renderings for the Design of the Oklahoma Veterans Center in Sallisaw, Oklahoma

The Deputy presented an updated digital rendering of the new Sallisaw facility. A digital copy of this presentation is available as an attachment to these recorded minutes.

At 11:40am, the Chairman called a recess
At 11:55am, the Chairman called the meeting back to order

c. **SARAH BRESHEARS, TALIHINA ADMINISTRATOR, REPORT WITH POSSIBLE DISCUSSION ON THE FOLLOWING:**

- i. Administrator Acknowledgements
- ii. Overtime
- iii. Vacancies
- iv. GALT
- v. Workers Compensation Update
- vi. Census
- vii. Average Occupancy
- viii. Total Days of Care

A digital copy of the documentation presented is available as an attachment to these recorded minutes.

X. OPEN PUBLIC COMMENTS

The Oklahoma Veterans Commission shall hear public comments limited to only matters that are listed on the current meeting Agenda. Topics that are outside the scope of the present agenda will not be recognized. Individuals requesting to speak are required to sign-in onsite at the meeting prior to the commencement of the meeting. Speakers must provide the speaker's name, address, email or phone number, and the subject on which they wish to speak. Open public comments are limited to not more than five minutes per person. The Board Chairman may interrupt and/or terminate any presentation during public comment which is disruptive to the meeting or does not conform to the procedures outlined under this section. The Board Chairman reserves and retains the right to interrupt, terminate, or postpone public comments as necessary to effectuate the management of the public meeting.

Earlene Neuschaefer requested to speak to the Commission regarding the comments made by the Executive and Deputy Directors.

XI. NEW BUSINESS

Pursuant to 25 O.S. § 311, "New Business" shall mean any matter not known about or which could not have been reasonably foreseen prior to the time of posting (twenty-four hours prior to the meeting).

XII. CARRYOVER TOPICS DEFERRED TO FUTURE AGENDA

- a. Employee Recognition Program

XIII. SUBMISSION AND DISCUSSION OF POSSIBLE AGENDA ITEMS BY THE OKLAHOMA VETERANS COMMISSION FOR THE NEXT SCHEDULED MEETING.

- a. Purchasing Update
- b. Meal Tickets for guests on weekends and after hours
- c. Discussion of Providers
- d. OMES Overpayment
- e. CMS cost to the State of Oklahoma
- f. Floors at the Lawton Facility
- g. Floors at the Norman Facility
- h. Force 50 Pilot Program
- i. Invitation to all Administrators to quarterly Commission meetings

XIV. DISCUSSION AND POSSIBLE ACTION REGARDING THE NEXT REGULARLY SCHEDULED MEETING TO INCLUDE POSSIBLE CANCELLATION OR MODIFICATION OF THE DATE, TIME, OR LOCATION.

Friday, October 25th, 2019, 10:00AM
Vezey Veterans Complex
2132 NE 36th Street
Oklahoma City, OK 73111

XV. ADJOURNMENT

- a. CHAIRMAN
 - i. Motion

Commissioner Ball made a motion to adjourn. Commissioner Costillow provided the second.

The meeting adjourned at 12:46pm