

MICHIGAN VETERAN HOMES

FY 2023

EXECUTIVE SUMMARY



PROVIDING QUALITY CARE AND QUALITY OF LIFE TO MICHIGAN VETERANS FOR MORE THAN 135 YEARS

AT MVH, WE'RE DELIVERING
CARE AND QUALITY OF LIFE
WORTHY OF THOSE WHO'VE
WORN THE UNIFORM.

EVERY. SINGLE. DAY.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR



Friends of Michigan Veteran Homes,

2023 has been a remarkable year. As we've emerged from the pandemic, our staff, volunteers, donors and partners have shown incredible strength and resolve in their efforts to support the compassionate care and quality of life of our veterans.

We continue to put those we serve – our members – at the forefront of what we do: serving those who've served us. While we've accomplished much together, we're always growing in our journey of excellence to benefit those we serve by providing the care and quality of life our veterans have earned and deserve.

With 2024 upon us, I hope you'll consider joining us, or growing further in your service to the special mission of Michigan Veteran Homes. It takes all of us and the best is yet to come.

Anne Zerbe, Executive Director

Michigan Veteran Homes

2023 IN REVIEW



Operations

MVH is setting the benchmark for what long-term care looks like for veterans. We've got incredible people, serving incredible people.



Future Planning

MVH is meeting the needs of today and strategically planning for the future. We're growing in excellence daily for those we serve.



Giving

MVH has dedicated partners and is growing in attracting new partners to support our mission with their time, talents and treasures. We're an organization with a mission worth supporting.



Advocacy

MVH is championing advocacy efforts for veteran long-term care. We're ensuring elected leaders know our work, its impact and importance.

MVH OPERATIONS

CARE



We strive to deliver care and quality of life worthy of those who've worn the uniform. Anything less than the best possible care and quality of life for our veterans is unacceptable.

PEOPLE



We strive to be a workplace of choice for caring and compassionate people who believe in our mission. We recognize that our people are our most valuable asset.

LEADERS



We are responsible, accountable and transparent to our many stakeholders. We serve veterans. And we're accountable to the citizens of the State of Michigan and society at large in the work of caring for veterans.



MVH AT GRAND RAPIDS

Since 1886, MVH has been caring for veterans in Grand Rapids. FY23 saw the unveiling of the restored historic Hebe Fountain along with plentiful opportunities for care and quality of life for members of the home. MVH is proud to serve West Michigan.

FY23 Days of Care

43,759

FY23 Members Served

150

CMS Quality Rating



Guess What?

MVHGR RANKS IN THE TOP 2% OF NURSING HOMES IN MICHIGAN



MVH D.J. JACOBETTI

Since 1981, U.P. veterans have been served by the Jacobetti. The current building will soon be replaced and MVH is eager to bring a brand-new home north of the bridge: a home that will serve veterans for decades to come.

FY23 Days of Care

38,138

FY23 Members Served

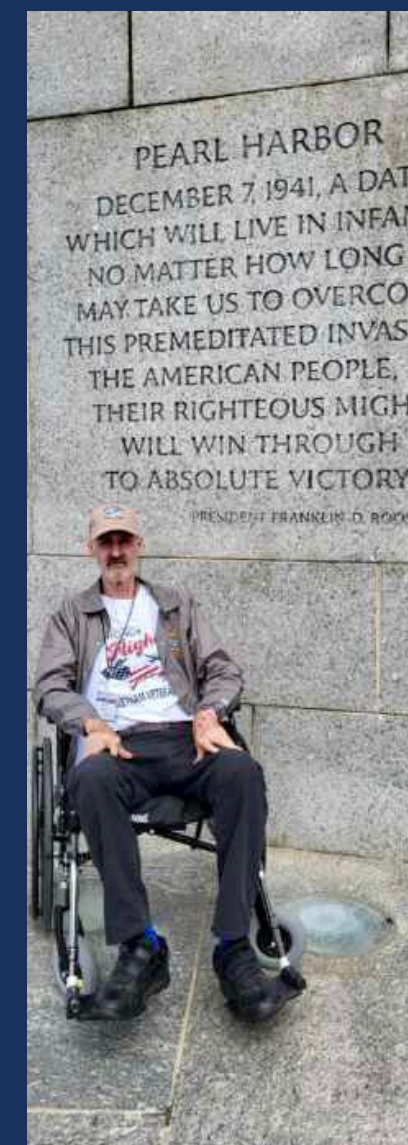
150

CMS Quality Rating



Guess What?

\$96M HAS BEEN INVESTED TO REPLACE MVHDJJ'S CURRENT BUILDING



MVH AT CHESTERFIELD TWP

Opened in 2021, MVH at Chesterfield Township is MVH's first presence in southeast Michigan. We're building a reputation in the region for excellent care and quality of life for MI veterans, and are growing partnerships in the broader region.

FY23 Days of Care

34,950

FY23 Members Served

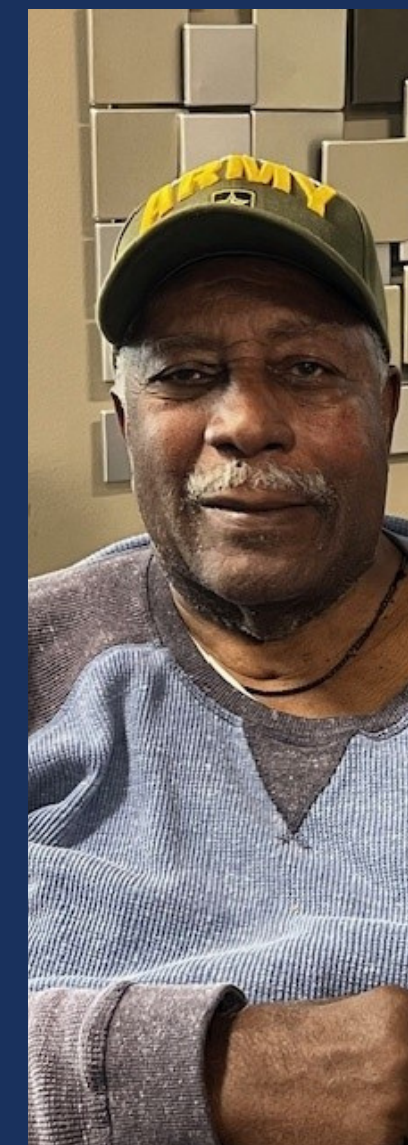
155

CMS Quality Rating



Guess What?

MVHCT RANKS IN THE TOP 5% OF NURSING HOMES IN MICHIGAN



GIVING AT MICHIGAN VETERAN HOMES

TRADITION



MVH and its members benefit from longstanding, selfless individuals and organizations who've supported our mission for decades – support that continues through today.

GROWTH



MVH fulfills a worthwhile mission and inspiring purpose. Through sharing our work and inviting people in, we strive to increase our footprint as a giving destination of choice for philanthropy.

IMPACT



MVH strives to leverage and multiply the generosity of our supporters' time, talents and treasures to make the lives of our members *better*, and to broaden our impact for MI veterans.



GENEROSITY

All monetary donations to MVH are deposited in its Charitable Support Fund – separate from operational funds – and support life enrichment experiences, equipment and activities for members of the Homes. Donated funds change lives at MVH by making the lives of our veterans *better*.

2023 Donations Received

\$706,945

Increase from 2022

↑ +44%

2023 Volunteer Hours

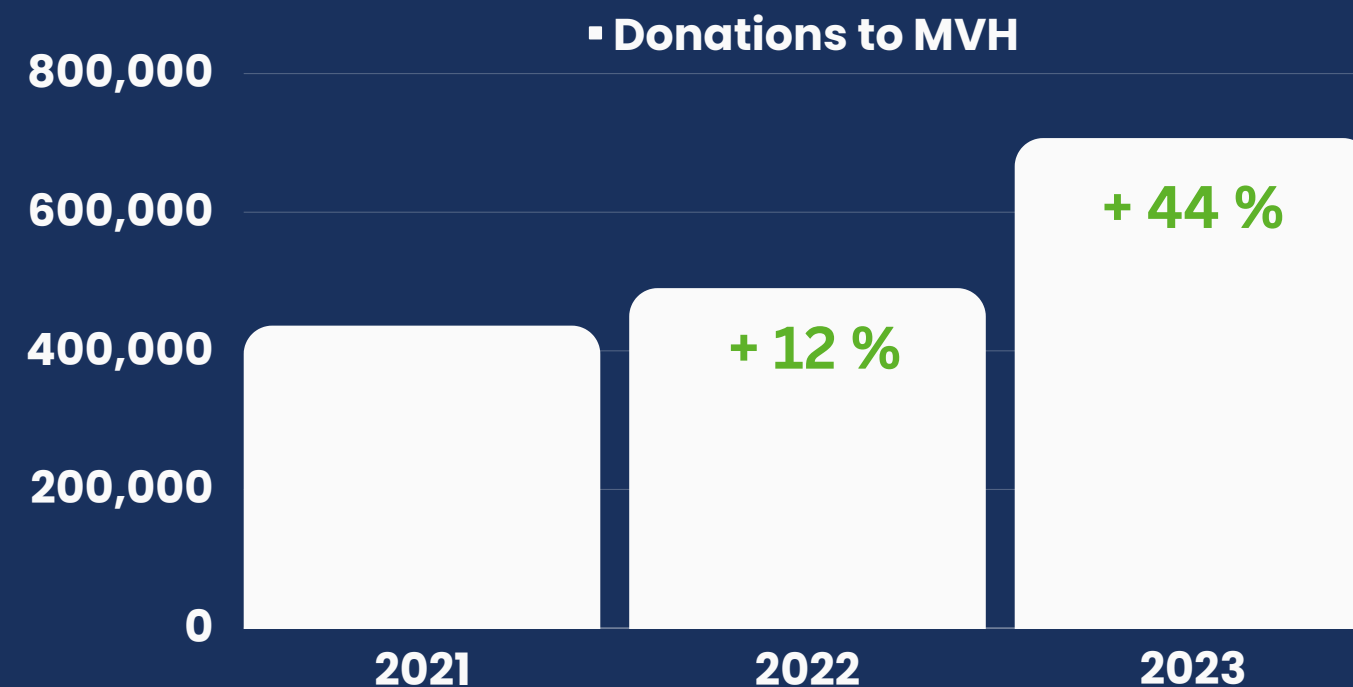
9,747

2023 Largest Single Gift

\$53,084*



GROWING GIVING AND IMPACT AT MVH



BECOMING A GIVING DESTINATION OF CHOICE

For more than 135 years, veterans at our Homes have been the beneficiaries of community generosity. By sharing our story and our impact on the lives of veterans and their families, MVH will grow as a giving destination of choice for individuals and organizations – to ultimately broaden our impact on veterans and their loved ones. We’re changing lives for the better. Join us in that work.



MVH ADVOCACY

EDUCATE



MVH strives to ensure our elected leaders in Lansing and Washington know and understand our work, its importance and our strengths and opportunities in veteran long-term care.

COLLABORATE



MVH strives to bring our elected leaders into our work through MVH visits, their involvement in MVH events and open dialogue, seizing every opportunity to collaborate.

INSPIRE



Through providing excellent care and quality of life to our members, MVH strives to inspire our elected leaders to continue to invest in State Veterans Homes and their important mission.



FY2023 ADVOCACY



Capitol Hill

MVH leadership engages with the offices of each of MI's 13 U.S. Representatives and both of MI's U.S. Senators in Washington.



Lunch & Learns

MVH hosts periodic "Legislative Lunch & Learns" to bring state representatives and senators to our Homes, learn about our work and see it firsthand.



Involvement in our Work

Elected leaders at both the state and national level are regularly involved in MVH ceremonies, special events, volunteer banquets and more.



Action

MVH advocacy in Lansing and Washington supports a broader effort that affects positive policy change, brings more federal dollars to Michigan and yields better care for our veterans.

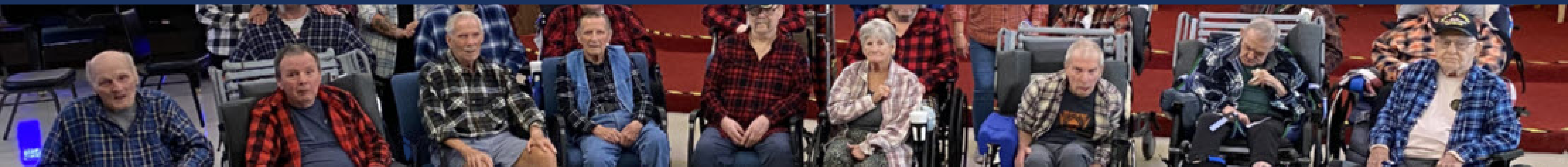
LOOKING BACK AT FY2023 – BY THE NUMBERS:

- Days of Care Delivered 116,847
- Unique Members Served 455
- New Admissions 171
- News Articles, Stories, & Videos 124
- Elected Leader Visits/Engagements 43
- State or Federal Surveys 24



An MVH Census Snapshot as of 11/23:

- | | |
|--------------------------------------|---|
| • World War II Era Veterans 10 | • Army Veterans156 |
| • Korean War Era Veterans 35 | • Navy Veterans67 |
| • Vietnam Era Veterans 222 | • Air Force Veterans 63 |
| • Gulf War Era Veterans13 | • Marine Corps Veterans39 |
| • Other Era Veterans 49 | • Coast Guard Veterans 4 |
| • Dependents17 | • 70-100% Service-Connected Vets151 |



LOOKING FORWARD AT OUR STRATEGIC GOALS

I. Deliver High-Quality Member-Centric Care

MVH delivers services that enhance members' wellbeing and independence.

II. Advance Financial Sustainability

MVH builds and relies upon an operational model that effectively balances financial sustainability with the delivery of high-quality care.

III. Effective Business Process Framework

MVH has developed a business process framework that facilitates a culture of continuous improvement, ensuring that operations are continuously monitored and improved to achieve better outcomes for the organization and its stakeholders.

IV. Cultivate a Workplace of Choice

MVH cultivates and maintains a work environment in which those who serve our members feel proud to contribute their talents and feel supported by MVH as they do so.

V. Viable Infrastructure

MVH constructs and maintains facilities and supporting infrastructure that allow it to provide high-quality veteran-focused long-term care to those we're proud to serve.

VI. Build Community Awareness

MVH ensures that the people of Michigan know about the work of MVH and are enthusiastic with the results we are producing.



This executive summary shares brief highlights of FY2023. For more information on Michigan Veteran Homes, visit www.michigan.gov/MVH to read up on MVH's Strategic Plan, and more.

We're proud of how far we've come, and we're excited about what lies ahead for veterans and their loved ones at Michigan Veteran Homes.

MICHIGAN VETERAN HOMES IS SETTING THE
STANDARD IN VETERAN LONG-TERM CARE.



WE'RE CHANGING LIVES FOR THE BETTER.
JOIN US IN THAT JOURNEY.

THANK YOU FOR SUPPORTING MICHIGAN VETERAN HOMES



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