

Understanding and Obtaining Veteran-Related Services



Missouri Leadership Academy
Capstone Project
Class 15

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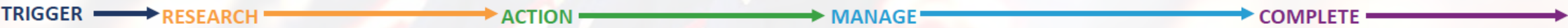


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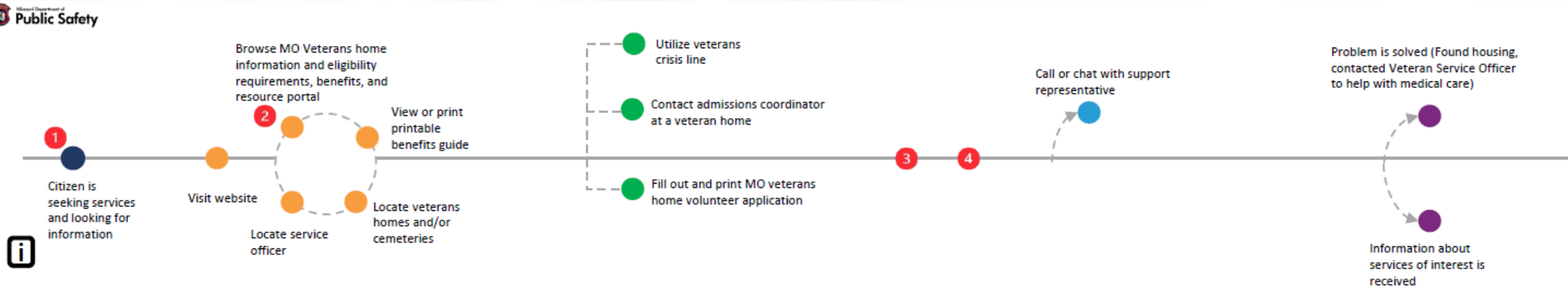
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UNDERSTANDING OR OBTAINING VETERAN RELATED SERVICES



VETERANS PORTAL



Pain Points

- 1 Not knowing the best resource for situation
- 2 No clear expectations on services
- 3 Gathering the necessary documents when needed
- 4 No updates on services
- 5 Website is outdated



How can the State of Missouri improve the customer experience for Veterans and their caregivers?

Get the Veteran and/or their caregivers in contact with a Veterans Service Officer, equipped with the information they need to obtain their benefits and make the process as seamless as possible.

Veterans Service Officers (VSOs):

- Provide Counseling and Assistance
- Assist with Filing and Submitting Benefit Applications
- Have Direct Access to Veterans Affairs systems





Missouri Department of Public Safety

Veterans Commission

MISSION

MVC is “Always on Mission” to service Veterans as the first choice in skilled nursing care; best choice in securing benefits; and proven choice in a dignified resting place.

1. Streamline navigation to essential services
2. Help Determine the Benefits Available
3. Get in contact with VSO
4. Increased Outreach Opportunities

Missouri Veterans Commission

Home Page of Current Website

The screenshot shows the desktop version of the Missouri Veterans Commission website. At the top is a dark blue header with the Missouri Department of Public Safety logo and the text "Veterans Commission". Navigation links include "Home", "Veterans Service", "Veterans Homes", "Veterans Cemeteries", "Veterans Suicide Prevention", "About the Commission", and "Jobs". A large banner in the center promotes the "MISSOURI BENEFITS & RESOURCE PORTAL FOR VETERANS & MILITARY" and "MENTAL HEALTH RESOURCES ARE AVAILABLE 24/7", with the URL "VETERANBENEFITS.MO.GOV/MENTAL-HEALTH-RESOURCES". Below the banner are four buttons: "MISSOURI BENEFITS & RESOURCE PORTAL", "BURIAL PRE-CERTIFICATION APPLICATION", "SERVICE OFFICER LOCATOR", and "VETERAN GRAVESITE LOCATOR". The footer contains three sections: "Homes & Cemeteries" with a map, "News" with recent announcements, and "Popular Links" with various resources.

Missouri Department of Public Safety
Veterans Commission

Home Veterans Service Veterans Homes Veterans Cemeteries Veterans Suicide Prevention About the Commission Jobs

MISSOURI BENEFITS & RESOURCE PORTAL
FOR VETERANS & MILITARY
MENTAL HEALTH RESOURCES
ARE AVAILABLE 24/7
VETERANBENEFITS.MO.GOV/MENTAL-HEALTH-RESOURCES

MISSOURI BENEFITS & RESOURCE PORTAL
BURIAL PRE-CERTIFICATION APPLICATION
SERVICE OFFICER LOCATOR
VETERAN GRAVESITE LOCATOR

Homes & Cemeteries
News
Popular Links

mvc.dps.mo.gov

Mobile Home Screen

The screenshot shows the mobile app interface. At the top is a status bar with the time "3:30" and signal icons. Below is a search bar and social media links for RSS, a home icon, and Facebook. A banner at the top right promotes the "BURIAL PRE-CERTIFICATION APPLICATION NOW AVAILABLE ONLINE" with a "LEARN MORE HERE" link. The main content area features four large buttons: "MISSOURI BENEFITS & RESOURCE PORTAL", "BURIAL PRE-CERTIFICATION APPLICATION", "SERVICE OFFICER LOCATOR", and "VETERAN GRAVESITE LOCATOR". At the bottom is a "Homes & Cemeteries" section and a browser bar showing the URL "mvc.dps.mo.gov".

3:30

Search

BURIAL PRE-CERTIFICATION APPLICATION NOW AVAILABLE ONLINE
LEARN MORE HERE

MISSOURI BENEFITS & RESOURCE PORTAL
BURIAL PRE-CERTIFICATION APPLICATION
SERVICE OFFICER LOCATOR
VETERAN GRAVESITE LOCATOR

Homes & Cemeteries

mvc.dps.mo.gov

Missouri Benefits and Resource Portal For Veterans and Military

- Mental Health
- Business
- Legal Services
- Caregiver Support
- Clothing
- Education
- Employment
- Events
- Financial
- Food
- Healthcare
- Homelessness
- Home Loans
- Justice Involved Veterans
- Legal
- Minority Veterans
- Miscellaneous

The screenshot displays the Missouri Veterans Commission website. At the top, the logo for the Missouri Veterans Commission is visible, along with social media icons and a search bar. The main header reads "Missouri Benefits and Resource Portal FOR VETERANS & MILITARY". To the right, the "VETERAN CRISIS LINE" is listed with the phone number "Call or Text: 988". Below the header, a paragraph states: "Missouri Veterans Commission works with Missouri military Veterans and their dependents to secure benefits. This portal serves as a guide to assist Veterans discover free available resources. Use the [Veterans Service Officer Locator](#) to get help with filing for benefits. A printable version of the Missouri Benefits Guide can be found here [HERE](#). This guide is not all inclusive. If you are looking for PACT ACT information click [HERE](#)."

The main content area features a large banner for the "New Veteran Service Officer Locator" with a "LIVE NOW!" button. Below the banner is a grid of 18 service categories, each with an icon and a label:

- MENTAL HEALTH
- BUSINESS
- CAREGIVER SUPPORT
- CLOTHING
- EDUCATION
- EMPLOYMENT
- EVENTS
- FINANCIAL
- FOOD
- HEALTHCARE
- HOMELESSNESS
- HOME LOANS
- JUSTICE INVOLVED VETERANS
- LEGAL
- MINORITY VETERANS
- MISCELLANEOUS
- RECREATION
- SERVICE & SUPPORT ANIMALS
- STATE BENEFITS
- TRANSPORT
- VETERAN ORGANIZATIONS
- WOMEN VETERANS



Missouri Department of Public Safety

Veterans Commission

Proposed Website Layout

About MVC

Getting
Started

Veterans
Services

Veterans Cemeteries

Veterans
Homes

Veterans Suicide
Prevention

**MISSOURI BENEFITS
& RESOURCE PORTAL
FOR VETERANS & MILITARY**

**MENTAL HEALTH RESOURCES
ARE AVAILABLE 24/7**

VETERANBENEFITS.MO.GOV/MENTAL-HEALTH-RESOURCES

MISSOURI BENEFITS
& RESOURCE PORTAL



BURIAL
PRE-CERTIFICATION
APPLICATION



SERVICE OFFICER
LOCATOR



VETERAN GRAVESITE
LOCATOR





Missouri Department of Public Safety

Veterans Commission

Helping Veterans Determine Benefit Eligibility

FAQs “Proposed”

Frequently Asked Questions

Benefits

Service Records

General Information

Benefits ▼

- How do I know if I am eligible to receive veteran benefits?
- What veterans benefits does Missouri offer?
- How do I file for benefits?
- How can I get into a veterans home?
- Can I be buried in one of the States Veterans Cemetery?

Service Records ▼

- How can I get my service medals?
- How can I get my DD214 or other service records?

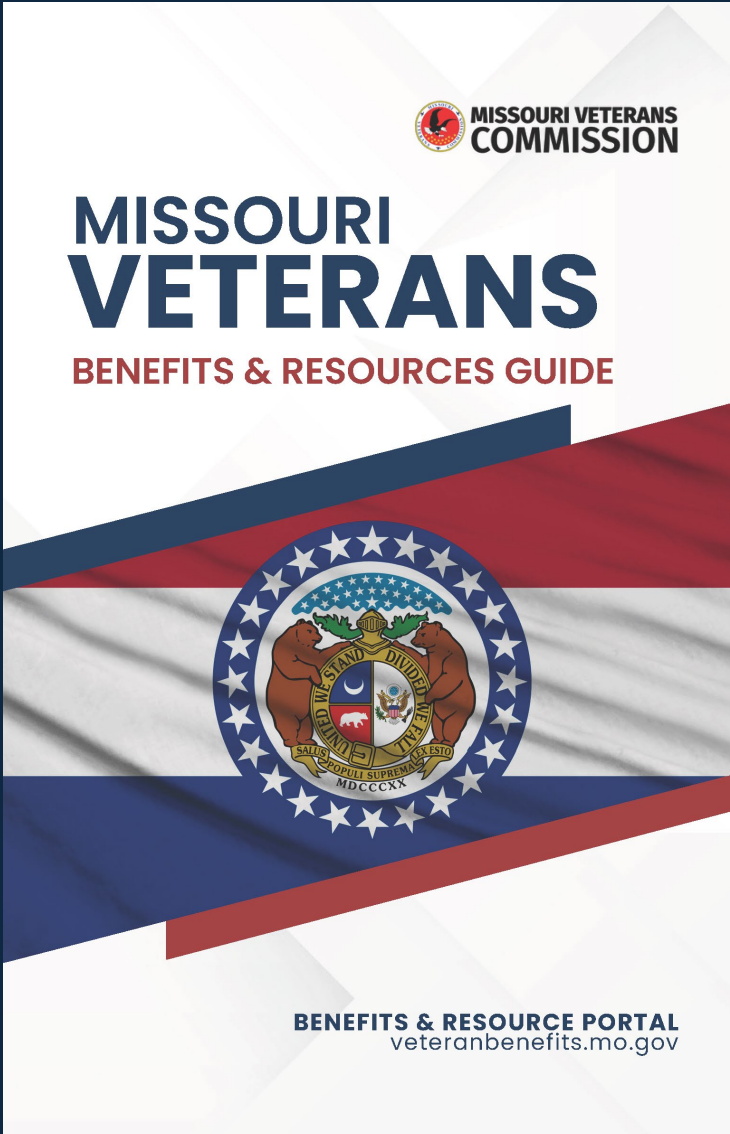
General Information ▼

- Is the MVC part of the U.S. Department of Veterans Affairs?
- How do I join the Missouri Office of Veterans team?
- What is a veteran’s identification card and how can I apply for one?



Missouri Department of Public Safety

Veterans Commission



Helping Veterans Determine Benefit Eligibility

Enhancing the Customers Experience:

- Convert the Missouri Veterans Guide into an interactive benefits navigator on the Veterans Commission's website
- Create instructional videos and step-by-step application tutorials
- Implement virtual assistant (AI-based) to handle common questions



Missouri Department of Public Safety

Veterans Commission

Veteran's Services “Proposed”

About MVC	Getting Started	Veterans Services	Veterans Cemeteries	Veterans Homes	Veterans Suicide Prevention
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First STEP: Getting started with your Veterans Service Officer

Education

Employment and Business

Healthcare

Homelessness

Legal

Mental Health

State Benefits

Missouri Veterans Recognition War Medallion Program



Missouri Department of Public Safety

Veterans Commission

Proposed “Getting Started” Form

About MVC

**Getting
Started**

Veterans
Services

Veterans Cemeteries

Veterans
Homes

Veterans Suicide
Prevention

***Requesting Party Full Name**

***Veteran’s Full Name (if not requestor)**

***Status**

- ☐ Veteran
- ☐ Family Member
- ☐ Other

***Veteran’s Address**

***Phone**

***Email**

***Veteran’s County of Residence**



Missouri Department of Public Safety

Veterans Commission

Proposed “Getting Started” Form

About MVC

**Getting
Started**

Veterans
Services

Veterans Cemeteries

Veterans
Homes

Veterans Suicide
Prevention

***Requesting information related to:**

- ☐ Veterans Homes
- ☐ Veterans Cemeteries
- ☐ Veterans Services (compensation and pension, records request, etc.)
- ☐ GI Bill / Education
- ☐ Other (Please explain in comment section below.)

***Preferred Method of Contact (Select One):**

☐ Mail ☐ Phone ☐ Email

***Comments, Request, or inquiry: (No sensitive information)**

Disability Compensation

- DD-214, WD Ago 53-55, etc
- Complete Current And Previous Marriage Info (Veteran & Spouse): Date/Place, Full Name, How Ended, Date/Place
- Marriage Certificate
- All veteran/spouse info. is reported separately
- Have spouse's SSN, birthdate, maiden name
- Medical Evidence: Private Medical Records
- Direct Deposit: Account/Routing #'S, Name Of Bank
- Old VA award letters
- Retirement Gross amount





Further Outreach Opportunities

- Veteran Organizations
 - Veteran of Foreign Wars (VFW)
 - American Legion
 - Daughters of the American Revolution
- Lieutenant Governor's Office
 - MO ABLE Program
 - Estate Planning Clinics
- Hospitals
 - Social Workers
 - Case Managers
- Nursing Homes
 - Social Services
- Mental Health Providers
 - Place literature in waiting rooms

A collage of various military personnel in different uniforms and settings, including portraits, action shots, and a large central text overlay that reads "Who Is Your Veteran?". The collage features several circular and rectangular frames containing images of soldiers, sailors, and airmen in various uniforms, some in action, some in portraits, and some in historical or modern contexts. The central text is white and bold, set against a dark blue background.