

Statewide Veterans' Council Meeting

Record of Meeting

March 28, 2023

Executive Director of the Homes and Housing and Chairman of the Statewide Veterans' Council Chair Robert Engell called the meeting to order on March 28, 2023, at 1:00pm. This meeting is a hybrid meeting on zoom and in person at Massachusetts Division of Fisheries & Wildlife 1 Rabbit Hill Road, Westborough, MA 01581.

Emily Moriarty (HLY), Caitlin Menard (HLY) Patti Spirito, Mark Yankopoulos (EOVS), Deb Foley (HLY). Kathie Denner (HLY), Michael Lynch (HLY), Brian Chase (Vet) Billy Bolster (EHS), Lynn Gidarakos (HLY), John Couillard (CHE), Nick Bornstein (EOVS), Linda Lariviere (HLY), Matt Deacon (EOVS), Secretary Jon Santiago (EOVS) Diane Dietzen (HLY) J Lenahan (HLY), Matt Bruening, Kelly Jones, Owen Kelly

- I. **Call to order and member roll call**, Chairman Robert Engell, Executive Director, Homes and Housing

Remote Participation Council Attendees:

Ira Novoselsky

Andrea Gayle- Bennett

Carmen Ostrander

Mark Bigda

Tony Francis

Gary Keefe

Kevin Jourdain

Drake Ziven

Council Attendees:

Mark Bigda, Present
Louis Chow, Present
Sean Collins, Present
Ziven Drake, Present
Michael Dunford, Present
Robert Engell, Present
Tony Francis, Present
Andrea Gale-Bennett, Present
Janet Hale, Present
Michael Jefferson, Present
Kevin Jourdain, Present
Gary Keefe, Present
Jill Landis, Present
Tom Lyons, Present
Isaac Mass, Not Present
Novoselsky, Present
Carmen Ostrander, Present
Kurt Power, Present
Sawn Slaven, Present

Chairman Engell: Welcomed all to the inaugural meeting of the Veterans' Home Council and mentioned that this is a hybrid meeting with members both present physically and joining remotely via Zoom. Mr. Engell introduced Secretary Santiago and invited him to make some remarks.

Secretary Santiago: Thanked everyone for participating in the meeting. The Secretary mentioned that he had an opportunity to call many of the council members and is looking forward in getting to know them. Secretary Santiago mentioned that Chapter 144 was passed a year ago and explained that that elevated the department to a Secretariat. He explained that

with this elevation comes a whole new level of expectations and a higher level of professionalism. The Secretary mentioned that the Secretariat's budget increased 12% and that this is somewhat of a startup, but also a turnaround, obviously Chapter 144 is a result of a lot of advocacies and some of the background of what happened in Holyoke and Chelsea. The Secretary mentioned that we look forward to rectifying that. The Secretary stated that there are 19 members of the council, and he views the council as an extension of his efforts. The Secretary stated that he wants to work closely and collaboratively with them. The Secretary stated that he is a physician by training and works at Boston Medical Center. He was also a former legislature and in the House of Representatives for a couple of terms and he has also been in the army reserves for 10 years and most recently got back from Syria last month.

II. Member Introductions

Chair Engell mentioned that he was going to have all the council members introduce themselves. But first wanted to display the EOVS Website that was under construction. At this time, it includes a link to Chapter 144 and the names and a short bio of the members of this Council who were appointed by either the Governor or the Secretary of the Executive Office of Health and Human Services. The names of the rest of our members are included on their respective Board of Trustee web sites.

As they build out the web site, Chairman Engell mentioned that they anticipate that they will be adding the names and bios of all council members along with other important content such as:

- Approved Council minutes
- Meeting schedules, and
- Other content as may be developed over time.

Chairman Engell: Chairman Engell stated he is a proud veteran and has spent most 22 years in the military as a member of the Massachusetts Air National Guard. Chairman Engell has a master's degree in health administration. He has worked in academic medical centers and community hospitals, started up a hospice and is a nursing home administrator. Chairman Engell has worked in health care management since the mid 1980's and has been with Veteran Services for a little over 2 years. Chairman Engell is passionate about elder care services and improving the quality of life for our resident veterans.

Dawn Slaven: Ms. Slaven introduced herself as airport combat veteran. Ms. Slaven works for the Department of Homeland Security. She has a big heart for all veteran issues, is the women veterans advocate for the Massachusetts VFW and a member of the Women Veteran Network under EOVS.

Matt Deacon: Mr. Deacon introduced himself as General Counsel of the Executive Office of Veteran Services. Prior to his tenure at EOVS, Mr. Deacon served as the General Counsel for the Chelsea Soldiers' Home for four years. Mr. Deacon has about ten years of Air force experience

between active duty and the National Guard where he worked as a JAG attorney and is very passionate about veterans' issues.

Natalie Monroe: Ms. Monroe stated that she is attending as a guest and works as the First Assistant Inspector General for the Commonwealth of Massachusetts.

Tom Lyons: Marine Corp Veteran Vietnam currently serving as Chelsea Soldiers Home Board of Trustees Chairman. Two weeks ago, the secretary of the VA asked Tom Lyons to be a member to this advisory Council. Mr. Lyons has been active in the Veterans' Community for 40 years. Retired from State at Mass Housing.

Mike Jefferson: Mr. Jefferson is a Governor's appointee for Labor and Employment, he is also a Marine Corps Veteran.

Mike Dunford: Mr. Dunford is a retired Marine and has an HR background.

Jill Landis: Ms. Landis is a Registered Nurse since 1988. She stated she is not a veteran but has a background in post-acute care as a VP of Nursing for the largest post-acute care nonprofit in Massachusetts and brings a passion for the highest quality of care and services.

Janet Hale: Ms. Hale is a retired Army Veteran. Ms. Hale loved her military service. She also works as a professor at University Massachusetts Medical School where she teaches nurse practitioner students and medical students.

Sean Collins: Mr. Collins is a Massachusetts National Guardsmen currently working in DC for 7 years working for the Surgeon General of the Air Force, setting up a Space Force medical operation. Currently Mr. Collins is a member of the Holyoke Board.

Mark Bigda: Dr. Bigda is a Lieutenant Colonel in the Massachusetts Air National Guard and works as a flight surgeon. Dr. Bigda is an internal medicine physician with a private practice for 32 years in the South Hampton area. Mr. Collis is a member of the Holyoke Board of Trustees.

Ziven Drake: Ms. Drake is a Veteran from the Vermont National Guard. Ms. Drake currently works as the assistant executive director to the North Atlantic States Carpenter's training fund. The fund trains union carpenters, skilled tradesmen, and crafts people. She is a union member and a commercial diver and pile driver by trade. She is also on the local union's executive board delegate to a regional council of carpenters.

Tony Francis: Mr. Francis was appointed by Governor. He has held a license in nursing home administration for over twenty years. His father and grandfather served in the Army.

Chairman Engell announced that the meeting was being recorded for purposes of complying with hybrid rules.

Andrea Gayle-Bennett: Dr Gayle Bennett is a physician assistant by training. She has worked in health care for over 35 years at Atrias Health, the old Harvard Community Health Plan. Former

State Surgeon for Massachusetts Army National Guard for over 35 years. She deployed in support of operation Iraqi freedom. Dr. Bennett is retired with the rank of Colonel in 2018 and was promoted to Brigadier General in 2020. Currently she is the second Junior Vice commander of the DAV for Massachusetts.

Kevin Jourdain: Mr. Jourdain stated he is not a veteran but is a health care attorney and health care finance executive. He is a member of the Holyoke City Council and a member of the Holyoke Veterans Home Board of Trustees.

Major Gary Keefe: Mr. Keefe is the 43rd Adjutant General of Massachusetts. He will begin his eighth year in the position next month. He previously served as the Chairman of the Holyoke Veterans Home Board of Trustees. General Keefe is a career Air force Officer. In May He will start his 37th year as an officer.

Ira Novoselsky: Mr. Novoselsky is a member of Revere City Council and a member of the Chelsea Veterans Home Board of Trustees. Mr. Novoselsky also worked for the Commonwealth of Massachusetts for 33 years as a facility manager for the Department Employment and Training. He has been volunteering at Chelsea Veterans Home since 1978. Mr. Novoselsky has a 27-year military career serving in the Army Guard and Reserve.

Carmen Ostrander: Ms. Ostrander is a 19-year Air Force Veteran out of Westover. Ms. Ostrander is also a member of the Holyoke Veterans Home Board of Trustees. Ms. Ostrander works as a pharmacy liaison working in endocrinology and diabetes.

Kurt Power: Mr. Power stated he is an Iraq War Veteran and a police officer.

Isaac Mass: Mr. Mass stated he is from Greenfield where he serves as a criminal defense attorney. He spent eight years in the national guard, the fourth infantry. Mr. Mass deployed to Bosnia after September 11th. Mr. Mass Served six years on the Greenfield City Council. He is also a member of the Greenfield Community College Board of Trustees as well as the State Ballot Commission.

Lewis Chow: Mr. Chow is a civilian and psychologist. Currently, Mr. Chow works at Home Base providing clinical and educational services for PTSD.

Mike Lazo: Mr. Lazo is the 11th Superintendent of the Veterans Home in Holyoke since 2022. He entered the Home as part of the response by the National Guard during pandemic. Mr. Lazo has an MBA and is licensed as a Nursing Home Administrator. Mr. Lazo is still a member of the Massachusetts Army National Guard and has been an officer for 30 years.

III. Council Vision

Chairman Engell: Chairman Engell stated that he has been appointed as Chair of the council and that we are a work in progress as we implement chapter 144. Chairman Engell stated that this will be an advisory body. The educational program today will provide helpful information about this topic. Chairman Engell mentioned he is looking forward to our Council serving as a strategic

partner and liaison between the public and Veterans' Services for Secretary Santiago. The experience, expertise and judgement of Council members will serve our veteran community and the Executive Office well as we provide advice and counsel to the Executive Office.

The Council will:

- Support the goals and objectives of our two Homes
- Help to drive and shape our quality efforts
- Share your expertise and judgement in review of policy initiatives
- Support, build grow linkages and serve as liaisons between the public, the Executive Office and our two Homes
- Help to inform and advise the Executive Office about our community needs, issues, and concerns; and
- Offers recommendations based on need for programs or services as we shape our future to be the best provider of care and services for our veterans.
- The Council will do this work in its role to provide the Secretary with Advice and to fulfill its two very high-level role to:

First, to ensure the health, well-being, and safety of residents in our Homes and

Second, (to ensure veteran) access to equitable, high quality and competent care across all regions of the commonwealth.

- Our routine agenda will include reports from the two Homes as we will have today. They will focus on the Homes quality, human resources, operations, and other matters of significance. We will see a level of transparency and openness in these reports to help us develop trust, confidence and understanding of our Homes. This will support our ability, as a council to provide them with guidance and input to help shape their future.
- As part of the Homes reporting, we may be using 'insider' jargon from time to time – please ask the question. As part of the quality programming and oversight, the Homes are visited annually by surveyors from the Veterans Administration and will soon also be visited by the Department of Public Health and the Centers for Medicare and Medicaid services twice a year. This annual survey activity is based on standards and regulations and is an independent audit of the quality and operational activities of the Homes. In addition, both Homes participate in the voluntary Joint Commission accreditation program.

The Council will need to develop a mechanism to better understand, evaluate and assess the second statutory area of our charge – namely access to equitable, high quality and competent care across all regions of the Commonwealth. The Council will be particularly helpful in this regard both through your own individual expertise and connections to our community of veterans.

We will also be asking for your ideas, questions, and concerns that you would like to have addressed during these meetings. On an annual basis we will be providing both the Homes Board of Trustees and Members of the Council with training opportunities to support your role as members. The training will provide you with an understanding of applicable laws and regulations and will provide you with a growing understanding of the work that we do in support of our veteran community.

As it relates to our own work as a Council, I'm distributing copies of Robert's Rules of Order – Simplified. While they are not on the agenda for today's discussion, I ask for you to review and consideration of them. We will include a discussion of these and governance issues for the Council at our next meeting.

IV. Review of Chapter 144, Matt Deacon, General Counsel, EOVS

Matt Deacon talked about Chapter 144 as a combined legislative effort that occurred after COVID 19 as a response to the tragedies that occurred at the Veterans Homes during the pandemic. Chapter 144 is a robust piece of legislation with 84 sections. A lot of it has to do with elevating DVS to EOVS, however there are several significant sections worth flagging to the Council:

- Restructures the governance of the homes.
- Gathers expertise from the statewide Council.
- Creates statutory positions.
- Elevates minimum requirements for the Superintendent at both Veterans Homes.

Mr. Deacon then discussed sections applicable to the Statewide Council:

- Council mission statement.
- The Council shall advise the Secretary (EOVS) to ensure the help and well-being and safety of residents of the Veterans Homes. (Mission statement quoted).
- Council will serve for four years and entitled for reasonable reimbursement for expenses in discharging of duties. The majority of the Council should constitute a quorum.
- All members of the Council need to complete an annual training. The Council will recommend policy and propose rules and regulations pertaining the Veteran homes. The Council can put make recommendations to the Secretary and Secretary will have final approval. The Council will refer candidates for the positions of Superintendent to EOVS. The Council and local board will play a part in making a recommendation to the Secretary. On September 30th you will file a report on your activities and EOVS will assist in writing the report. The council shall consider needs of the changing veteran's population in the Commonwealth.

Chairman Engell asked if anyone had any questions.

Mr. Lyon: asked as it relates to the hiring of Chelsea Superintendent if the Council would be aware of applicants who submitted resumes and would the Council be able to make recommendation.

Chairman Engell: Mentioned two different phases of the recruitment process. The local board nominates a candidate, then the Council makes a recommendation to the Secretary.

Mr. Collins: How does EOVS envision the structure of the local Veterans Homes boards and how should they synchronize and give advice the Secretary.

Chairman Engell replied said we are working through this. Both boards are independent organizations. We anticipate that each of the local boards have quarterly meetings.

Mr. Deacon: Members of the local boards are ex-officio members to the Council. The Board members are representatives of the Veterans Homes on the Council.

V. Educational Program: Office of Inspector General, Natalie Monroe, First Assistant Inspector General, MA Office of Inspector General

Ms. Monroe: Introduced herself as the First Assistant to the Inspector General. She is an attorney by training. The role of the Inspector General is an oversight agency that works to prevent misuse of public property and funds. The OIG looks to partner with state agencies and help them to achieve missions and help operate effectively and help them solve problems that they face. The Veterans Homes have been a high priority since the pandemic, and they worked on Chapter 144 with the legislature.

Mr. Jourdain: Mr. Jourdain asked Ms. Monroe about a memo that caused a buzz around Soldier Homes regarding the supervision of the Trustee Funds. Mr. Jourdain mentioned each hold millions of dollars for the betterment of the residents and provide vital services to them. He mentioned that a lot of power of the Board was taken away, but he thought the legislation to manage and administer the trustee funds was clear. Mr. Jourdain asked that everyone get on the same page to work this out and asked that this becomes an agenda of the Veteran Council, or a representative of their office come out to the two respective Veterans Homes to get this worked out and he spoke to Senator Veils about this as well.

Ms. Monroe: Ms. Monroe stated that that this was a priority for the IG office. She offered to set up a meeting about this.

Ms. Monroe then provided the Council members with a training on their responsibilities as Special State employees and provided Council members with *Guide for Members of Public Boards and Commissions: How to be an Effective Member of a Public Board or Commission*. Office of the Inspector General, January 2023 Edition, Vol. 3.

VI. Reporting from Holyoke and Chelsea Veterans' Homes, Michael Lazo, Superintendent, Veterans' Home in Holyoke and Robert Engell, Acting Superintendent, Veterans' Home in Chelsea

Superintendent Lazo, Veterans' Home in Holyoke: mentioned that his report covers four areas:

QUALITY

KPIs – February numbers:

- veteran falls – 2.0 for February, down from 6.3 in January, benchmark is less than 4
- infection rate – 6.0 for February, up from 4.2 in January, benchmark is 4 infections – increase driven by 12 covid cases in February

PINNACLE

For the month of February 2023 -- our recommend to others score was very high so Pinnacle compared us to a 95% recommend rate

- Dignity/Respect – 98.8%, benchmark = 97.8%
- Nursing Care – 97.5%, benchmark = 94.4%
- Communication – 92.7%, benchmark = 91.4%
- Response to Problems – 97.4%, benchmark = 93.1%
- Recommendation Rate – 100%, benchmark = 95%
- Long Term Satisfaction Rate – 100%, national average = 84.3%

SURVEY

- The VA surveyed the Home on site from 24 through 27 January. The official report was received on February 24th. It showed 6 findings, only 1 of which was of a clinical nature. Out of 472 standards, the Home met 466, or 98.7%. The corrective action plan (CAP) was completed, reviewed by EOVS, and submitted to the VA on March 15th. We fully expect to be accredited by the VA

STAFFING

- Hours per Patient Day (HPPD) for February was 7.21, greater than the CMS 5-star gold standard of 4.408

- In February, we used about 78% organic staff, 22% agency staff – due to Covid out of the office
 - 297/311 (95.3%) of organic employees are actively reporting to work
- We continue to recruit for a veteran care coordinator and night nursing supervisor. These positions have been reposted
- The Home also continues to recruit nursing staff for all positions, particularly for second shift as well as select facilities management positions.
- An on-site hiring event was held on March 6th with 3 good candidates coming from that event. We are also recruiting at the homes being closed by the Northeast Group (4 nursing homes in the area closing between now and June)

CMS/DPH STATUS

- The Home continues to work with a CMS consultant to prepare for CMS certification. A mock survey was completed in September and the Home now works with the consultant on a weekly basis for azimuth checks to ensure proper progress towards improvements in areas of opportunity
- DPH visits the Home weekly to conduct infection prevention checks on PPE use and availability as well as hand hygiene.
- DPH also does weekly rounds to assist with survey readiness – to address issues found during these rounds, the Home will re-initiate the environment of care rounds process. Results from these rounds will be shared with this committee

CAPITAL IMPROVEMENTS

- Biggest news in regard to the new Veterans' Home in Holyoke is the signing of the BABA waiver – thank you for the work of Secretary Santiago, the Board of Trustees and our state and federal congressional delegations for the diligence and support of this waiver
 - The MOA for the conditional grant has been signed and uploaded, meeting the conditional grant timeline
 - New chiller equipment has been installed on the roof and in the basement of the existing building, allowing for the closure and tear down of the current chiller building to make room for the new building
 - The Home has completed an RFR process and has selected a vendor to conduct a staffing study of the new building to ensure proper staffing levels are identified in all departments. This will take approximately 3 months, so their final report should be ready in late June.
- In the current building, construction on 2 South (our isolation unit) continues. A delay on an electric panel is moving the completion of this project to the end of April
- Additional projects regarding emergency power generation and façade improvements are in the planning phase.

CENSUS/ADMISSIONS

- 109 veteran residents are onsite
- 2 beds available – 2 veterans approved for admission
- 104 on the waitlist

Councilor Francis: asked if they have latest survey from DPH.

Superintendent Lazo: confirmed that they are not DPH licensed.

Isaac Mass: Staffing is a chronic issue and asked if there is a way of Implementing data tracking quality of employment of our employees. To measure their improvement, job satisfaction, training and retaining other people. So, we have found data to improve on staffing.

Lazo: They have had satisfaction survey at 60- 90 day to learn more and help with retention of new people. They have metrics that show that they have people leave after 5-to-10-year mark that go other places. He mentioned that satisfaction surveys are a great idea.

Dawn Slaven asked if they do exit interviews.

Lazo replied sometimes not always.

Acting Superintendent Engell, Veterans' Home at Chelsea:

In the area of Quality, we are pleased to report that:

They have not had a fall with major injury since January. While we cannot fully control for accidents, this is a direct reflection of the staffing levels and quality of our staff on each of our unit. This notwithstanding, we have recently made changes to improve the reporting and review of all falls. In addition, in a related area we are implementing a program to reduce the number of resident alarms.

They are monitoring closely the number of residents with pressure ulcers. Our rate is 7.7% which is above state and below national rates (national 8.1% / MA 6.6%). The wound physician evaluates each weekly and improved tracking and monitoring systems for nursing are being implemented and developing a process for doing root cause analysis. A number of these were not nosocomial; occurring either prior to admission or during a hospitalization. They will be able to provide better information in the future.

Chairman Engell also reported that they do not have any residents with a restraint at the present time. They are looking hard at the issue of the alarm because too many alarms are an area of concern.

They also use Pinnacle Quality Insights to independently survey and report on customer satisfaction. In February, Chelsea achieved a 96% favorability rating in the area of 'recommend to others' with an overall average score of 4.67 / 5.00. Both Dignity and Respect are at or slightly below national standards; while we need to focus more in the key areas of response to problems where we are only at 78.8% vs. 93.1% nationally and Communications where we are at 82.7% vs. national of 91.4%. These areas will be referred and looked at to see how we can improve them.

The Chelsea VA survey was conducted in January, from Jan 23 – 26 in long term care and from Jan 26 – 27 in the Domiciliary. The Long-Term Care survey resulted in 7 findings and the Domiciliary with 5 findings. None included actual harm; with 8 being administrative. The corrective action plan was submitted, and we are awaiting their response. While we are not satisfied with these results, for context, the average number of findings in Massachusetts of private sector nursing homes is currently at 11.6 (national 8.6).

The Staffing in Chelsea for February was 10.2 HPPD in Long Term Care, with 220 staff providing care for approximately 200 residents on campus (83 LTC, 115 COM). We are encouraged this quarter to have hired 36 staff: principally CNAs. Most in fact were converted from agency contract to permanent staff, which has been a real net positive. Unfortunately, the Boston labor market is incredibly competitive, and we continue to have a reliance on agency contract staff with 15 nurse and 28 aides. We recently held a very Community Job Fair resulting in 71 applications received. To date we have made 14 job offers, including 6 nurses.

Two of the more significant initiatives we have facing the Home are the move into the Community Living Center and achieving CMS certification for the whole facility and DPH nursing home licensure.

They have submitted our CMS application and are working closely with DPH as they review our plans submission. Next steps will include meeting with DPH to review any possible concerns with the plans – which were built to satisfy the VA's Small Home Standard and the ongoing work on continuing to improve our systems, processes, policies and procedures in readiness for the external surveyors.

They are also focused on the preparation work for the move into the new Community Living Center this June. The Community Living Center or CLC will be a state-of-the-art long term care facility with thoughtful design to provide an uplifting and pleasant homelike environment for our residents. It will capture the days sunlight and provide amazing panoramic views from atop Powder Horn Hill in Chelsea. The CLC was designed using the VA's small home concept and is organized into two homes on each floor with each home having 14 residents. With 11 homes we will have 154 private rooms for our veterans. The design includes great space in each home including a very large dining and recreation area, a kitchen, den, laundry, and other amenities of home.

In addition, on the Domiciliary side of the campus we are embarking with DCAMM and their partner Pennrose on a Campus Redevelopment project to create 200+ units of independent, 100% Veterans' preference affordable housing with supportive services.

Chairman Engell: asked if there were any questions

Janet Hale: asked when they are talking about Nurses if they could specify if they are talking Register Nurse or LPN. Where are they with having adequate staff of the homes.

Chairman Engell: replied they have than 100 active resident and have more than sufficient staff to accommodate the needs and the move in terms of clinical staff. They need to increase support staff because they are operating both homes at the same time. In total as they build up to 154, they will need to build the staff.

Janet Hale: How many people who may have left because they do not want to move to the new concept. She made an example of visiting a home (CIC) in Rhode Island that had a lot of push back from staff.

Chairman Engell: replied they have not seen that yet.

Andrea Gayle Bennett: As we consider expanding throughout the commonwealth. Asked if he can comment on the metrics or the analysis that you will use with staff or residents as to whether if this is successful if they like it and how we move forward.

Chairman Engell: Replied he has not developed metric to be used only open conversation and dialogue. Their intent is to have meetings all the time to update to talk about what is happening and how things are going with the department. He does welcome the idea of implementing metrics.

Tony Francis: Where is optimism is coming from. What are you going to do to get the staff on board?

Chairman Engell: Replies that it is Reinforced with walk through of the facility. He has not heard of a lot of challenge. He has seen a lot of conversion from agency staff to permanent.

Jill Landis: Mentioned in relationship to the two reports it might be helpful to council to refer to the top three, Quality assurance, performance improvement. In relationship to staffing how many are Bedside Nursing and give ratio.

Chairman Engell: shared that they will be following up with a short survey to all the council on how this meeting went and get input about meeting. They will share comments at future meeting. How can we better meet needs? The input will inform our agenda planning and our schedule.

And this concludes the agenda of our initial meeting.

Follow up items raised during the meeting by Council members:

To follow up we will be sending out a short survey to members, asking for your input about this meeting and the Council. We will share your insights and comments and will use it to inform our agenda planning, the work of the Council our educational programming, and the schedule and location of our meetings.

There being no further business to come before the Council I ask for a motion to adjourn 2:45pm.

Tom Lyons motioned to adjourn and **Dawn Slaven** seconded the motion.

Roll call vote:

Bigda stepped out

Chow yes

Collins yes

Drake yes

Dunford yes

Engell yes

Francis yes

Gayle-Bennett Yes

Hale yes

Jefferson yes

Jourdain yes

Keefe Stepped Out

Landis yes

Lyons yes

Mass yes

Novoselsky yes

Ostrander yes

Power yes

Slave yes

Respectfully submitted,

Ernestina Sirignano
Executive Assistant to Secretary Jon Santiago
Executive Office of Veterans Services