MESSAGE FROM THE DIRECTOR

We have successfully wrapped up another Fiscal Year at our VA and Community Based Outpatient Clinics, and I could not be more thankful for the hard work and commitment of our VA staff. Our employees have endured several leadership changes this year, and continued to persevere through many successes to support our mission.

We have completed a host of performance improvement projects, had a number of successful surveys and visits to ensure we are following processes and procedures supporting safety, quality of care, and other operations, and have engaged in over 110 community activities to continue our quest of enhancing business and health-related partnerships to improve Veteran care and services.

We are engaging VA employees in new care initiatives to include Relationship-Based Care, providing training on VA 101 to enhance staff knowledge about all facets of the VA, and embracing the strategic direction of MyVA to improve the Veteran and employee experience.

We are proud and honored to serve those who have served and look forward to a more productive and successful new year in our Fiscal Year 2017.

Ginny L. Creasman, PharmD, FACHE
Medical Center Director
Quality and Accreditation

In Fiscal Year 2016 (October 1, 2015 through September 30, 2016), we achieved a Five-Star rating on the SAIL (Strategic Analytics for Improvement and Learning) Report. This is a significant achievement, as it demonstrates we received the highest possible rating for quality and efficiency of the care and services we provide.

We are accredited by many oversight bodies:

- The Joint Commission
- College of American Pathologists (CAP)
- Long-Term Care Institute
- Commission on Accreditation of Rehabilitation Facilities (CARF) for our Programs in Blind Rehabilitation, Homeless Veterans, and Compensated Work Therapy.

National VA Perspective—Veterans Health Administration enhances the trust in VA care through sharing our results on the quality and timeliness of how we care for Veterans. VA developed the Strategic Analytics for Improvement and Learning (SAIL) Value Model to measure, evaluate, and benchmark quality and efficiency at medical centers. The latest SAIL data released indicated 120 medical centers (82%) showed improvement in overall quality from the fourth quarter of FY 2015 to the third quarter of FY 2016.
Excellent Access in Primary Care, Mental Health, and Specialty

Our Average Wait Times for outpatient care:

- 2.17 days for primary care
- 1.83 days for mental health
- 4.78 days for specialty care

Some major improvements to access this year included:
- Standard Operating Procedures for same-day services and general treatment protocols were established for Mental Health. The improvements in Mental Health have been identified as a best practice nationally, and they are being shared with other VA Medical Centers and clinics.
- By implementing direct scheduling for Audiology and Optometry, our VA is anticipating an increase in Primary Care Access, as Veterans will no longer need appointments in Primary Care to be referred to those specialty clinics.

We welcomed 6,422 new Veterans who enrolled for VA health care between October 2015 and September 2016. We realized a net growth from FY 2015 of 708 Veterans receiving care at our VA.

Market penetration varies amongst the 10 facilities of care due to their geographic locations and Veteran population. However, average Market Penetration across our VA Medical Center and clinics is 41.75%.

We were awarded Leader status for LGBT (Lesbian, Gay, Bisexual, and Transgender) Healthcare Equality Status, for providing dignified and respectful care to all Veterans.

The Veterans Health Administration is undergoing one of the largest transformations in its history, and is focused on providing Veterans with timely access to care, especially Veterans with needs for care right away.

Known as same day services, the Aleda E. Lutz VA is able to address Veterans’ primary care and mental health needs on the same day. When a Veteran contacts us we will either address the need that day, or schedule appropriate follow-up care depending on the urgency. We will meet the need the same day, or if after hours, by the next day.

National VA Perspective—Veterans Health Administration reports nationally that in September 2016, 96.49% of appointments were within 30 days of the clinically indicated or Veterans’ preferred date; 85.18% were within 7 days; 22.25% were same-day appointments. In September 2016, average wait times for completed appointments were 4.44 for primary care, 6.52 for specialty care, and 2.67 for mental health care.
Staff Presenting Their Journey in Relationship Based Care

Improving Quality of Care through Relationship-Based Care

Our VA and Community Based Outpatient Clinics are participating in an initiative to promote Relationship Based Care (RBC) to enhance personalized, proactive, and patient-driven health care through enhancing the relationships of staff, the Veteran, and their families. Currently, 28.1% of our total workforce has received RBC training, with 74% of all nursing staff being trained. Additionally, our leadership team is receiving training and completely supports this program.

Pictured at right is Dr. Ginny Creasman, Director, and Kayla Houghteling, Pharmacist. Our VA recognizes staff for preventing patient harm by awarding them the Patient Safety Great Catch Award.

Improving Quality of Care through Patient Safety

We strive to improve Patient Safety on a daily basis. We encourage staff to report risks and have implemented the “Great Catch” Patient Safety Award Program to recognize the efforts of our employees who are reporting “close calls.” This year, our facility was awarded the Bronze Award from the National Center for Patient Safety Cornerstone Recognition for completing all patient safety reporting and outcomes for FY 2016. Our facility will continue its journey with “Just Culture” training for staff as we strive to achieve the status of a High Reliability Health Care Organization.

The Aleda E. Lutz VA’s Veterans Experience Board consists of 18 members from multiple disciplines. These VA staff are dedicated to improving customer service, food quality, the environment, healing and comfort, and much more.

In February 2016, a Healing Environment Engagement Review was held for the Healing Environment Committee by the National Office of Patient Centered Care and Cultural Transformation, and was intended to inspire and engage staff to develop and implement healing environmental principles, equipping them with the knowledge and resources needed to begin immediately with improvements.

Our VA embraces a Whole Health approach to care with personalized health planning for Veterans to engage with the health care team to establish personal health goals, as well as learn to manage pain and other medical conditions more effectively.

Continuing education for patient-centered care initiatives which includes Planetree, Relationship Based Care, Whole Health Coaching, and more, has realized an 86% overall participation rate by staff.
The Aleda E. Lutz VA received a grant to establish a Therapeutic Greenhouse for Veterans, and will utilize donations for supplies to sustain the program. This space will allow for a variety of plants to be cared for on our campus. Staff look forward to working with Veterans as they improve their health and healing through gardening.

Improving Quality of Care through Integrative Therapies

Our VA is continuously looking for ways to improve the comfort and healing of Veterans while in our care. One such way is through music. Staff are being trained to provide Veterans with tools to help them with pain, depression relief, and create healing. Staff also incorporate aroma therapy, healing touch, tai chi, and yoga to increase comfort and healing, to name a few.

Thomas Campana, M.D., Chief, Surgical Service —

Every day I’m proud to serve and provide the best quality health care to our Veterans who have selflessly-served and protected our country. After serving as a Captain in the Army Reserves during Desert Storm as a physician/surgeon, there was a new-found appreciation for the sacrifices our men and women made for our country. Though I’m from a family of Veterans, which included four uncles who served during WWII and three of my siblings who served more recently, it was not until I served side by side with our soldiers in the field that this true appreciation was learned. All employees of the VA strive to provide the best health care in the world and we do it! (Captain Army Reserves, attended the Academy of Health Sciences AMEDD Officer Basic Course Fort Sam Houston Texas Feb 1992, attached to 348th Hospital Folsom PA then reassigned to Company D, 157th Support Battalion Edgemont PA, which was in the early 90’s)

Inpatient Satisfaction at the Saginaw VA: With the efforts of an inpatient satisfaction workgroup, which monitors patient satisfaction and implements action plans as needed, we are above national averages in all areas. This includes Cleanliness of Hospital, Communication about Medications, and Willingness to Recommend Hospital. The areas with the highest patient satisfaction above the national average are: Responsiveness of Hospital Staff, which is 11% higher than the national average; Communication with Nurses, which is 10% higher than the national average; and Overall Rating of Hospital, which is 9.4% higher than the national average for Overall Rating of Hospital.

Veterans First—Measuring Trust in VA Care: When we surveyed our Veterans to see if they “received the service needed” and “was it easy to get the service needed” we averaged 80.4%, which is 2% higher than the national average. There are 80.6% of our Veterans who “felt like a valued customer,” which is 4% higher than the national average, and 75% of our Veterans “trust VA to fulfill our country’s commitment to Veterans,” which is 1% higher than the national average.

Patient Satisfaction for Specialty Care is also important to us. We surveyed our Veterans about their care and have seen significant improvement from the start of the year. Getting Timely Appointments improved 26%, How Well Providers Communicate with Patients improved by 5%, and Patients Rating of their Specialty Provider is 3% higher than at the start of the year. Office staff being helpful, courteous, and respectful improved 12%.

National VA Perspective—VA performed better than the private sector in 96 percent (45 of 47) outpatient measures.
Every year our VA holds special flu clinics for Veterans and continues to market the importance of them getting immunized to protect themselves and those around them. Immunization rates have steadily improved over the past four years. It is also vital to immunize our employees. In FY 2016, 64% (777 total staff) of our employees received the influenza vaccine.

Our VA continues to expand and enhance treatment processes for Veterans with Hepatitis C.

In Fiscal Year 2016, our VA received $6.2 million dollars from VA Central Office for the treatment of Veterans with Hepatitis C. These funds were used to increase staffing, procure pharmaceuticals and equipment.

Our VA was able to complete 2,952 screening tests for Veterans, resulting in 52 positive test results. We have been able to perform ultrasounds of the liver in a much more timely manner as a result of improving our wait times in ultrasound. This has lead to a decrease in the time from initial evaluation to the start of treatments for Hepatitis C. There were 101 Veterans who began treatment in FY 2016.

We also began assessment and treatment of Veterans with Hepatitis C by using Clinical Video Technology and had 57 virtual visits, lessening the amount of travel for the Veteran. Veterans are also engaging in Shared Medical Appointments, which are group appointments for Veterans with like medical diagnoses, to receive education on how to manage their conditions. Eleven such group appointments were completed, impacting a total of 40 Veterans.

Veterans’ Vaccine Rates

<table>
<thead>
<tr>
<th>Year</th>
<th>FY 2016</th>
<th>FY 2013</th>
<th>FY 2014</th>
<th>FY 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>14,534</td>
<td>10,287</td>
<td>10,878</td>
<td>14,407</td>
</tr>
</tbody>
</table>

Veterans Integrated Service Network (VISN) 10, which encompasses Michigan, Indiana, and Ohio, ranked fourth in the nation for overall Telehealth Services, with 14.17% of individual Veterans receiving VA telecare. Saginaw was ranked second in the VISN for use of overall Telehealth services at 19.02% of the total Veterans receiving telehealth services. VISN 10 was ranked 1st in the nation for Home Telehealth Visits with 15,905 visits in FY 2016. Saginaw exceeded with 64.5% of rural Veterans receiving telehealth and ranked first in the VISN, with over 1,400 Veterans receiving care in this manner. A goal of 3,660 in Clinical Video Telehealth (CVT) was exceeded by serving 4,242 Veterans and achieved the highest percentage in the VISN. There were 1,611 Veterans who utilized Store and Forward Telehealth (SFT) for their care and ranked Saginaw third in the VISN.

National VA Perspective—Veterans Health Administration shares best practices. One such practice in FY 2016 was that 12% of all Veterans enrolled for VA care received telehealth-based care. This included 2.17 million telehealth visits, touching 702,000 Veterans.
Continued

Rebuilding Trust through The Voice of the Veteran

One way we are trying to build the trust of the Veterans we serve is by including them in our daily work decisions. We have established a Veteran and Family Advisory Council which provides them the opportunity to talk with staff and give input on initiatives and topics which could greatly impact them and their care at the VA. The Council also allows for VA employees to bring issues to the members’ attention for a robust discussion with feedback being provided to the staff for further decision-making.

We are also meeting Veterans throughout Michigan at Veteran Community Town Halls and have held four such sessions in Fiscal Year 2016, with one of them being held over the phone. We visited Bad Axe, Oscoda, and Cadillac, and talked with Veterans on a Telephone Town Hall, whereby thousands of Veterans were called at their homes in February 2016. They were encouraged to stay on the line for a forum to talk with our leadership team about opportunities to improve VA care and services. Over 2,700 Veterans participated in that call.

Some significant improvements coming out of these sessions included enhancements to a Mental Health Centralized Call Line, evaluation of clinic appointment reminders, and opportunities to evaluate the necessity for Veterans to be seen face-to-face, rather than their issues answered over the phone. These are only a few of the opportunities for improvement brought to our attention by Veterans. We look forward to continuing our quarterly Veteran Community Town Halls throughout Michigan in Fiscal Year 2017.

Veterans also serve on many of our VA committees to include the Quality Executive Board, the Executive Leadership Council, and the Clinical Executive Board. Additional Veterans may be selected to participate in boards or committees as the program matures.

We are also able to obtain the Voice of the Veteran through feedback from our Patient Advocate, questions on check-in kiosks, secure messaging, patient satisfaction scores, and Veteran/Family Advisory Council.

Lisa Gregory, MSN, RN, FNP-BC, Nurse Manager. Primary Care – Although I wasn’t in the military service, I like working at the VA because it gives me an opportunity to do something for the men and women who did serve. It is a way for me to honor my step-dad, my uncles, cousins and my best friend’s father who sacrificed a lot for us. I also received a 40 & 8 Scholarship for nursing school from the American Legion and remember how I got started in my career and who assisted, which seems like a natural fit.

Improving the Veteran Experience-- Rebuilding Trust, Increasing Same-Day Services, and Improving Quality of Care

Improving Quality of Care through Many Mental Health Programs:

Our VA has many mental health programs for community reintegration. These include the Homeless Veteran Program which encompasses Health Care for Homeless Veterans (HCHV), Grant and Per Diem (GPD), and the Housing and Urban Development (HUD) Veterans Affairs Supported Housing Programs (HUD VASH).

72.53% of total number of homeless Veterans in shelters were moved to permanent housing through the HCHV program.

In our 35-county primary service area, there are 189 housing vouchers in use by Veterans. In Fiscal Year 2016, our VA joined the community to hold Homeless Veteran Stand Downs to provide assistance and resources to Veterans in Flint, Cadillac, Traverse City, Atlanta, Shiawassee, and Bad Axe, Michigan. Veterans are also assisted with employment through the Transitional Supported Employment Services (TSES). Veterans are provided case management services to assist them through a variety of program steps to help them achieve employment. Several Veterans are realizing success with employment placement and the program has established community partnerships with Volunteers of America, as well as the Disabled Veterans Outreach Program (DVOP) at Michigan Works to enhance Veterans’ permanent employment outcomes.

The VA has Intensive Community Mental Health Recovery Services (ICMHR) and Veterans are case managed to provide a variety of treatment and assistance modalities to help them reintegrate. Many of these programs benefit from the VA working with community partners. The VA initiated contact with Community Mental Health (CMH) providers within the service area to establish community partnerships. Endeavors are under way to establish Tele-Psychiatry with VA equipment and VA providers for Veterans at CMH locations. Current potential sites are Au Sable Valley and Centra Wellness, Shiawassee, and Lapeer Counties.

National VA Perspective—Veterans Health Administration has added 148 psychiatrists and 621 psychologists over the past two fiscal years.
Improving the Employee Experience---
Enriching Employees, Inspiring Leaders, and Embracing a Principles-Based Culture

1,060 VA Employees Strong

Our VA and leadership team is strongly committed to Equal Employment Opportunity (EEO) practices. Equal Employment Opportunity is included in our Agency’s Strategic Mission, and management is held accountable for complying with EEO guidelines, participating in annual training, and discussing EEO principles with staff. Staff were also invited to a variety of EEO-related training sessions.

Several VA staff are helping us vaccinate Veterans and staff against the flu. Thank you to all who are helping out!!!

We also have a variety of career development initiatives at our VA for staff. They include a Medical Center Career Development Program (LEAD), which is a multi-month program whereby staff learn about the many facets of our VA organization, and are assigned an experienced and certified mentor. VA nationally also provides a host of virtual, web-based training opportunities on VA topics to help staff build knowledge and skill to better serve Veterans.

Staff at the Cheboygan Community Based Outpatient Clinic Engage in 22 Push Up Challenge for Veteran Suicide Awareness

National VA Perspective—Veterans Health Administration employees have the opportunity to engage with Dr. David J. Shulkin, Under Secretary for Health, on VA Pulse. VA Pulse is a collaborative platform for staff to share best practices, connect with colleagues to solve problems, and discover ideas to help improve the Veteran experience.

National VA Perspective—Our new VA 101 training has brought over 150,000 employees up-to-date on all the benefits and services that VA offers. Specific to the employees at the Aleda E. Lutz VA Medical Center, over 50% of the approximate 1,060 employees have been trained in VA 101.

Another recognition program for employees is the Committed to Excellence Recognition Program. In FY 2016, 1,379 employees and 108 teams were recognized by Veterans, visitors, and their peers.

Many VA staff receive special recognition for ICARE (Integrity, Commitment, Advocacy, Respect, and Excellence) throughout the year.

Amanda Pearson, RN, Community Living Center, is our most recent recipient of the Secretary of Veterans Affairs Hands and Heart Award.

Employee of the Year 2016
Len Weigandt, Human Resources

Continued
ACHIEVING SUPPORT SERVICES EXCELLENCE

Our VA was recognized as a “Most Wired” hospital for the fifth consecutive year, a designation awarded to hospitals nationwide for their use and continued enhancement of technology to advance medical care and treatment.

Our VA relies heavily on Information Technology. Several improvements were made in Fiscal Year 2016, with a few being highlighted here to include the development of a Surgery Case Tracker Board which assists Ambulatory Surgical Department staff in tracking Veterans through outpatient surgery and improves work flow. We have also developed a Patient Waiting Room Surgery Case Board which displays the status of the Veteran in outpatient surgery for individuals waiting for the Veteran. The development of a Room Scheduler Application assists staff in locating exam rooms quickly for Veteran care on the third and fourth floors. This decreases lost time and creates opportunities for better work flow and patient satisfaction. We have also increased telephone technology to support additional call volume being received at the VA Health Care Annex, thereby decreasing the number of Veterans waiting for their calls to be answered. Lastly, we have improved information technology equipment through tablets and laptops in Audiology, Home Based Primary Care, and Primary Care to assist staff with more timely documentation during care and treatment of Veterans.

Logistics and supply activities in Fiscal Year 2016 resulted in the following improvements:

- Logistics was instrumental in assisting with the opening of two outpatient clinics for primary care and pain management by purchasing needed supplies. Their assistance helped to improve access to Veterans, thus decreasing wait times.
- They procured equipment to enhance the service and care delivery in our Ambulatory Surgery Department, allowing VA clinical staff to provide higher-level specialized care to Veterans.
- The Logistics Department is involved in multiple VISN and national initiatives, including an equipment inventory program which enhances our accountability for items. This is referred to as RTLS (Real Time Location System).

ESTABLISHING A CULTURE OF CONTINUOUS PERFORMANCE IMPROVEMENT

Systems Redesign continues to drive continuous improvements supporting MyVA and reinforcing ICARE. Education and training continue with roughly 400 staff members receiving an introduction class on LEAN Six Sigma in the past 5 years. In 2016, there were 10 broad projects which encompassed project charters, and a team of VA staff. Development of our Audiology Shared Medical Appointment (SMA) to Improve Access for our Veterans is an example of one such project. Access for Veterans in the Audiology Clinic improved when clinics were adjusted to allow for a group of Veterans to share an appointment. Veterans who are able to have their needs met through the shared medical appointment free-up clinic appointment slots which may be needed by Veterans with more urgent needs. SMAs have demonstrated enhanced access and productivity in clinic settings. They represent potential innovation to improve access, cost, disease management outcomes, and patient centered care. As a result of their efforts, they have reduced the amount of time audiologists spend fitting Veterans for hearing aides by 37% and increased the number of Veterans receiving care in audiology by 30%.

Another project is focusing on reducing processing time for Veterans to be admitted to the Community Living Center from the Home Based Primary Care Program. The Team identified delays in the admission timeframe when a Veteran needs to receive care at the VA after he/she had been receiving care in their home. They were able to improve referral processing, decrease the number of deferrals and denials, and improve the maximum wait in days from 20 days to 2 days, an 18-day decrease in processing time. The Team was able to decrease re-work and eliminate unnecessary steps in the process. This allows the Veteran to be admitted for care in the Community Living Center much faster.

One Veteran stated, “It worked well. I was able to get into my appointment much sooner than to wait for an individual audiology appointment.”

OUR STRATEGIC DIRECTION:

Our strategic direction for the Aleda E. Lutz VA Medical Center, Health Care Annex, and our nine Community Based Outpatient Clinics includes enhancing our community partnerships in a variety of program support arenas, improving the continuity of care with those providing non-VA care to Veterans, increasing access to care closer to the Veterans’ homes, becoming a High Reliability Health Care Organization, an organization emphasizing safety and zero harm to our Veteran patients, and continuing to expand health care services wherever we can.
IMPROVED FACILITIES AND INFRASTRUCTURE

It has been a very busy construction year at the VA. We want to thank Veterans and visitors for their patience and understanding as we make needed enhancements to our infrastructure and grounds. One such project wrapped up at the beginning of the fiscal year, in November 2015, with the second floor laboratory moving into newly-renovated space. We also realized improvements to two of our Community Based Outpatient Clinics (CBOC) with Oscoda VA CBOC moving into a new, larger clinic at the same address, and opening a second VA clinic in Traverse City, the Grand Traverse Clinic, on Munson Avenue, which provides Mental Health and Physical Therapy.

Current construction projects include a parking lot renovation which is being completed in phases. Currently this project has added 100 more parking spots to assist with a severe parking deficiency, and increase the number of handicap accessible parking spots to meet Americans with Disabilities Act (ADA) guidelines. Sterile Processing Service is also undergoing a complete renovation at this time.

The medical center also completed a window replacement project to provide new energy efficient windows which included blast film to promote higher levels of security. The Community Living Center (Building 22) is undergoing bathroom renovations to increase privacy for group bathrooms, improving the accessibility to meet ADA guidelines, improving the design and aesthetics, and installing mixing valves for better water temperature control.

We are looking forward to additional projects which will include our Respiratory Therapy department undergoing a complete renovation and adding additional space to improve work flow, hallway renovations for medical center floors one through five to improve aesthetics and signage, a complete urgent care renovation, development of a welcome center for Veterans, and renovations to the third floor to create 12 additional specialty care exam rooms. The medical center will also see the completion of a new pavilion for Veterans and staff activities, as well as a covered walkway from the north parking lot to the Community Living Center and additional work to the entrance of the Community Living Center.

ENHANCING STRATEGIC PARTNERSHIPS

The Veteran, Access, Choice and Accountability Act (VACAA) was enacted on August 7, 2014. This allows the VA to purchase community care through the use of contracts or agreements. Our VA has implemented the use of agreements known as Provider Agreements. This outreach began in February 2016.

Once the Non-VA Hospital or medical services provider signs a provider agreement, VA then coordinates Veterans services and pays for Non-VA hospital and or medical services which were authorized by VA. In Community Care (Care Integration) we have developed 194 Provider Agreements this Fiscal Year, while there are 739 Provider Agreements signed statewide. We have completed 11,494 consults in the community. They are as follows:

- **6,203 Non VA Care Appointments Completed.** This is care completed in the community and does not get processed through Choice, but rather coordinated, scheduled, and services paid by VA.
- **4,045 Choice First Appointments Completed.** This is care completed in the community through Choice for services we do not offer at the VA. or we do not have timely access for at other VA facilities in Michigan.
- **648 CHOICE UEXB Appointments Completed.** Veterans are eligible for choice due to Unusual or Excessive Burden such as those living outside of 40 miles to the nearest VA facility.
- **562 CHOICE Provider Agreements in Place.** Care is provided under existing Provider Agreements. VA arranges for the care and pays for the care, which is funded by the Choice act.

VA Staff engaged in over 110 community events during Fiscal Year 2016. This has included staff being requested to speak at public meetings, Veteran Service Organizations, and other venues, on a variety of VA topics spanning from services offered and enrollment, to specific programs such as Homeless Veteran Care, Telehealth, and more.

Our Medical Center is also actively participating in a Michigan Veterans Affairs Agency collaborative, Veterans Community Action Teams (VCATs) in four regions of Michigan, which includes northwest Michigan, northeast Michigan, Central Michigan, and the Thumb region.

Kathryn D. Ball, RN, MSN, Associate Chief of Nursing—I like working for the VA because we can offer our Veterans the latest and greatest in health care. We offer many extraordinary services to promote, preserve, and restore health that out-paces the private sector. We are aware of the many sacrifices our Veterans have made to keep our county free, and we are trained to be uniquely-qualified to help them with all their health care needs.
In August 2016, the Legendary Rock Band KISS visited Veterans at the Aleda E. Lutz VA Medical Center’s Community Living Center. This was their first trip to a VA Medical Center and the band was extremely humble and continually thanked each Veteran for their service and ensuring our freedoms.

We would like to thank the following corporate donors and all community organizations and individuals who provide cash and in-kind donations to Veterans:

- Chemical Bank
- Consumers Energy
- Concentrix
- FedEx Express
- Isabella Bank
- Lake Michigan Credit Union
- Ray Rios Memorial Ride
- Sporty’s Bar & Grill

Veterans participated in several special events during Fiscal Year 2016 which included a visit by Colonel Roger Donlon, Medal of Honor Recipient, Challenger the Bald Eagle, local Ontario Hockey League Saginaw Spirit Team Captains, Saginaw Symphony Youth Orchestra, the National Salute to Veterans Sweetheart Dinner and Dance, the POW*MIA Banquet, and much more.