

April 1, 2025

Representative Poppy Arford  
Senator Mattie Daughtry  
Members of the Committee on Health and Human Services  
132nd Maine Legislature

Dear Representative Arford, Senator Daughtry, and Members of the Committee,

My name is Pam Kendrick and I live in Brunswick. I serve as the Director of Marketing & Communications for Maine Veterans' Homes (MVH), supporting our six locations in Augusta, Bangor, Caribou, Machias, Scarborough, and South Paris. I am writing to express my strong support for **LD 182: An Act to Require the Department of Health and Human Services to Establish MaineCare Reimbursement Rates for the Maine Veterans' Homes on a Per Resident Basis.**

In addition to my professional connection with MVH, I also have personal experience with the care provided in our Homes. My uncle, Paul Coville, served in the United States Air Force for 24 years. He spent the final year of his life at our South Paris location, where he received excellent care. The experience of my own family member being supported with such dignity and compassion later encouraged me to pursue my current role.

Through my work, I've had the privilege of getting to know many of the remarkable Veterans in our care. These are just a few examples of the powerful stories I hear regularly:

- **A Hero of the Battle of the Bulge**  
One MVH resident fought in the pivotal Battle of the Bulge during World War II. His bravery is a testament to the strength and resilience of an entire generation.
- **A POW Presumed Dead**  
Another resident was taken as a prisoner of war and listed as presumed dead—until he returned home, defying all odds. His story embodies endurance, hope, and the will to survive.
- **A Trailblazer for Women in Uniform**  
One woman served in the U.S. Navy during World War II following the loss of her younger brother in combat. Though her father was strongly against her decision to enlist, she was determined to serve her country. Her courage and conviction at a time when few women served make her an inspiration to future generations.

This context brings heart and humanity to LD 182 and is why fully funding Maine Veterans' Homes is not just a policy decision—it's a commitment to honoring remarkable lives of service.

Caring for these Veterans requires MVH to meet standards that exceed those of other long-term care facilities in Maine. This includes supporting more medically complex residents, meeting higher staff ratio requirements, and providing specialized services tailored to the needs of those who have served. The current MaineCare reimbursement rates fall short of covering these costs. LD 182 will close the gap and ensure MVH can continue operating.

It is a profound honor to work with these Veterans and help share their stories. The care we provide is not just clinical—it's deeply personal. But to continue delivering this level of service, we need adequate and predictable funding.

I respectfully urge your support for LD 182 to sustain the Homes that serve those who have served us all.

Thank you for your time, your commitment to Maine's Veterans, and your consideration of this important legislation.

Sincerely,  
Pam Kendrick