

Will Carr: Do you understand why after everything that's happened at this facility, veterans would have concerns about what happened in St. Louis?

Rima Nelson: I understand, because if they read the headlines, the headlines would paint a different story, and that's why I think it's very important, because we're all in this together serving veterans, is that the stories are balanced and the facts speak for itself. And so I do understand their concerns and I thank them—our external stakeholders, the veteran service organizations, employees—for asking, “What happened in St. Louis?” and allowing me to share with them that what happened in St. Louis is consistent with what I want to have happen here, and that is folks come forward when there's an issue so we can address them.