



FLORIDA
DEPARTMENT
OF
VETERANS' AFFAIRS

July 1, 2009—June 30, 2010

Submitted December 31, 2010

Veterans' Advocacy

www.FloridaVets.org



Members of the Florida National Guard are welcomed home after an overseas deployment. In January 2010, Florida's National Guard sent troops to Afghanistan in its largest deployment since World War II.



Senior Airman Beka Downs visits with Vietnam veteran Mike Brennan, a resident of the Douglas T. Jacobson State Veterans' Nursing Home at the Punta Gorda Air Show.



President Barack Obama salutes retired Marine Sgt. "Gunny" Akuna on Aug. 19, 2010 after arriving at Tyndall Air Force Base. Akuna is a resident at the Clifford C. Sims State Veterans' Nursing Home in nearby Springfield. *Photo by Robert Cooper, The News Herald.*

Florida Department of Veterans' Affairs Annual Report



2009-2010

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EXECUTIVE DIRECTOR'S MESSAGE

December 31, 2010

I'm proud to add my name to this comprehensive annual report, which focuses on the dedicated efforts of the men and women of the Florida Department of Veterans' Affairs (FDVA) as they serve the Sunshine State's more than 1.6 million veterans.



FDVA is a state agency responsible for assisting, without charge, Florida's veterans, their families, and their survivors in improving their health and economic well-being through quality benefit information, advocacy, and education.

Although I have been in this role for a relatively short time, one objective is perfectly clear. The veterans of our armed forces deserve every conceivable effort to ensure they receive the benefits and assistance they richly deserve.

It should be noted that for this reporting period, our agency was entrusted to another executive director, the late LeRoy Collins Jr. All Floridians owe the retired Navy Reserve Rear Admiral a sincere debt of gratitude for his superb stewardship of our agency from January 2007 to his untimely death in a traffic accident in July 2010.

His tenure through the years was notable for many accomplishments. From the new 120-bed Clyde E. Lassen State Veterans' Nursing Home in St. Augustine to the creation of FDVA's non-profit Florida Veterans Foundation, Admiral Collins was a tireless advocate for our state's veterans. He championed lifetime veterans' preference in municipal, county, and state government hiring and supported legislation helping service-disabled veteran small business owners become state certified and eligible for preference in state contracting. He also successfully sought additional funding for Florida's veterans' homes program through non-taxpayer supported means and expanded veterans' benefits and assistance outreach, helping to bring more federal dollars into Florida's economy.

Admiral Collins deserves the strongest BRAVO ZULU, a salute for a job well done.

A handwritten signature in black ink that reads "Robert F. Milligan".

Robert F. Milligan
Lieutenant General, USMC (Ret)
Interim Executive Director

I. Mission, Vision, and Core Values

MISSION

Veterans' Advocacy

VISION

Help Florida veterans, their families, and survivors to improve their health and economic well-being through quality benefit information, advocacy, education, and long-term health services.

CORE VALUES

Shaping the Florida Department of Veterans' Affairs for the 21st Century

Quality of Services

Cost-Effective Operation

Accessing Resources

Customer Satisfaction and Perception of Service

Collaboration and Information Sharing

Employee Satisfaction

External Awareness of FDVA

We...

- Are a repository for state and national values with respect to military veterans, their families, and survivors. Loyalty, duty, selfless service, integrity, respect for human dignity, and a sense of justice are essential elements of our identity.
- Draw on the rich history of American veterans and their unique contributions to our nation for inspiration and direction.
- Encourage all employees in the agency to be responsible, imaginative, innovative and flexible.

We will...

- Communicate to Florida leaders and citizens why FDVA exists and the positive outcomes of our services for Florida.
- Be a multi-dimensional, comprehensive resource for veterans' issues and needs.
- Enhance cooperation and interaction with other state agencies.
- Forge new relationships with veterans and stakeholders, and strengthen existing ties to improve programs and access to new resources.

We are committed to...

- Open and effective communication that builds trust and improves performance.
- Respecting the dignity of each individual with no tolerance for bigotry, sexual harassment or unprofessional conduct.

II. OVERVIEW

Since 1944, the State of Florida has recognized the need for a state government entity to ensure that Florida's military veterans have maximum access to benefits guaranteed by federal law. In 1988, Florida citizens endorsed a constitutional amendment to create a separate agency, the Florida Department of Veterans' Affairs, with the charter to provide advocacy and representation for Florida's veterans in their dealings with the U.S. Department of Veterans Affairs (USDVA). Quality advocacy correspondingly increases federal benefits for Florida's veterans, raises the quality of life for veterans with service-connected disabilities, and provides access to federally-funded medical care for eligible veterans.

FDVA takes pride in helping all veterans and their families. We continue to support and assist veterans from all prior conflicts as well as reaching out to educate, reintegrate, and handle the claims of new Operation Enduring Freedom (OEF-Afghanistan), Operation Iraqi Freedom and Operation New Dawn (OIF and OND--Iraq) veterans. These ongoing military conflicts are heavily impacting both the nation's and Florida's veterans. The national involvement of hundreds of thousands of active duty, reserve, and National Guard military personnel adds to the urgency of the mission of FDVA to serve new veterans and their families.

Honoring Florida's veterans is reflected in FDVA plans and programs, and is intended to visibly convey the message that all citizens of Florida value veterans for their national service.

Did You Know?

- Florida has the third largest population of veterans in the nation with more than 1.6 million, behind California and Texas. More than 139,000 of these veterans are women.
- Through compensation and pension benefits, USDVA medical services and military retired pay, FDVA plays a significant role in the direct infusion of more than \$12 billion annually into Florida's economy from the federal government.
- There are more than 190,000 military retirees and 28,000 survivors living in Florida.
- Florida has the third largest population of disabled veterans in the nation, with more than 235,000.
- More than 192,000 OEF, OIF, and OND service members and veterans claim Florida as their home of record.
- Florida has the largest number of World War II veterans in the nation, with more than 189,000.
- There are more than 743,000 veterans in Florida over the age of 65.

Increased Quality for Veterans with Decreased Expenditures for Florida

Every time the federal government funds a service required by a Florida resident, the State of Florida is not required to make a similar expenditure. Likewise, every additional dollar paid to veterans, their families, or survivors, as disability, education, or other benefits, is a dollar either spent in Florida's economy or used in lieu of requesting assistance from the state. FDVA has a significant role in the direct infusion of more than \$12 billion for veterans from the federal government into Florida's economy.

- \$4.9 billion in military retired pay



Florida Korean War Veterans' Memorial, Tallahassee

- \$3.4 billion in direct payment for USDVA Compensation and Pension
- \$3 billion in federal funds for medical care
- \$308 million in education and vocational rehabilitation benefits
- \$284 million in insurance and general operating expenses

Payments and expenditures represent the following:

- Direct payments to individuals and additional spending power for Florida families
- Contracts for construction and for outsourcing to non-government organizations

USDVA has evolved into a major federal program in the United States, and its growth is more apparent in Florida than any other state with the exception of Texas. Last year, 546,613 of Florida's more than 1.6 million veterans were treated in USDVA health care facilities, a 19% increase from the previous year and nearly double the number seen in year 2000. To support priority access to health care, the federal government committed \$3 billion to the health care and vocation rehabilitation of Florida's veterans in 2009.

The USDVA continues processing large volumes of veterans' benefit claims and appeals. Quality representation before the Veterans Benefits Administration continues to be a challenge as Florida's veteran population grows, due to influx from other states as well as our own National Guard and military reserve deploying to ongoing conflicts overseas. The FDVA Bureau of Veterans' Claims Services works directly with the decision makers in the USDVA Regional Office in St. Petersburg to expedite veteran clients' claims and to influence, through quality advocacy, the most positive outcome.

FDVA continues to work closely with the USDVA and Department of Defense as part of our initiative of veteran support. Working with federal agencies, we present information on benefits, medical services, dependents, and reemployment with the Florida Agency for Workforce Innovation (AWI) for separating active duty service members. Special emphasis is on returning members from OEF, OIF and OND. We have implemented a special case management program for severely injured military service members returning to Florida and families of those military service members killed in action. All service members and family members in this program are visited by field supervisors and tracked for follow-up assistance and coordination with other state and federal agencies based upon individual case requirements.

Long-term care is a vital concern for an aging veteran population. For almost 20 years, Florida has participated in the State Veterans' Homes Program offered by the USDVA. This allows for the collection of federal 'per diem' payments to assist with the care of the residents. This year, that payment was nearly \$20 million. In addition to providing greatly needed quality long-term care, the State Veterans' Homes Program is a benefit to the state as it enables cost avoidance for the Medicaid program. There is an additional 'Aid and Attendance' allowance for many qualifying veterans, which is a source of income not available to non-veterans, resulting in more than \$4.5 million annually to FDVA from the federal government.

The USDVA offers a construction grant program for states, wherein 65% of construction and renovation costs for veterans' homes are paid by the federal government. The state provides the remaining 35%. FDVA has taken advantage of the program by building, and later renovating, seven assisted living and skilled nursing facilities. The newest, the 120-bed Clyde E. Lassen State Veterans' Nursing Home in St. Augustine, opened in September. The Home aims to become one of the first LEED-certified nursing homes in the nation, representing Florida's commitment to "green" construction and operation.

Future Direction

FDVA retains two consistent overarching strategic goals which serve to identify the needs of our constituency, and thus define the department's fundamental direction.

- Provide information, advocacy, and quality long-term health care services to Florida veterans
- Improve the economic status of Florida veterans, their families and survivors

FDVA's mission is to be an advocate and facilitator for progress on Florida's veterans' issues. Our goal is to perform these tasks with quality and a level of honor befitting Florida's veterans. We continue to pursue innovative methods to expand services to Florida's veterans and their families.

2009 Veteran-Related Accomplishments

- **FDVA Hits 20-Year Milestone** -- The Florida Department of Veterans' Affairs observed its 20th anniversary on July 1, 2009.
- **Emory L. Bennett State Veterans' Nursing Home** -- The 120-bed skilled nursing facility in Daytona Beach (Volusia County) received \$5 million for renovations, which began in early 2010. The facility opened to residents in 1993 and is the oldest veterans' nursing home in the state. FDVA received notification Oct. 5, 2009 from the U.S. Department of Veterans Affairs that a grant totaling \$3,250,000 had been awarded to the facility for a general renovation and facility upgrade. The federal grant, funded by the American Recovery and Reinvestment Act, covers 65 percent of the renovation costs. The State of Florida will use state matching funds by contributing the other 35 percent, or \$1,750,000, toward the project.

2010 Veteran-Related Accomplishments

- **Florida Vets Connect** -- This joint initiative with the Florida Department of Veterans' Affairs (FDVA) and the Florida Department of Highway and Safety Motor Vehicles (DHSMV) allows veterans to voluntarily identify their veteran status when applying for or renewing a driver license or ID card online. Their e-mail contact information is then used by FDVA to ensure Florida's veterans are provided information about the benefits to which they may be entitled. Several years ago, a national study completed by the Veterans of Foreign Wars estimated there may be billions of dollars in earned VA benefits going unclaimed annually because veterans don't know they are eligible and state and federal agencies do not know how to contact them.
- **Excellence in Action Award** -- The Baldomero Lopez State Veterans' Nursing Home in Land O' Lakes (Pasco County) received the 2009 Excellence in Action Award from *My Innerview*, a national, independent research firm. The organization recognized the 120-bed skilled nursing facility for the second consecutive year for achieving high levels of customer satisfaction.
- **House Bill 971** -- Sponsored by Representatives Gary Aubuchon and Dave Murzin and Senators Carey Baker and Charlie Dean. This bill provides a voluntary \$1 contribution box on each Florida Driver License application and renewal form payable to the State Homes for Veterans Trust Fund. The fund helps pay for the operation and maintenance of Florida's veterans' nursing homes and assisted living facility. In addition, the bill authorizes the creation of a Veterans of Foreign Wars specialty license plate. Twenty percent of the annual use fee will be donated to the Florida Veterans Foundation.
- **House Bill 1145** -- Sponsored by Representative Leonard Bembry and Senator Carey Baker. This bill creates a veteran discount at state parks. Effective July 1, 2010, honorably discharged veterans, active duty service, and reserve members will receive a 25 percent discount on the purchase of a Florida State Park annual pass. The discount provides a savings of \$15 on an individual annual pass and \$30 on a family annual pass, which allows up to eight people in a group to access most of Florida's 160 state parks. In addition, honorably discharged veterans who have service connected disabilities and surviving spouses of military veterans who have fallen in combat will receive a lifetime family annual entrance pass at no charge.
- **House Bill 5** -- Sponsored by Representatives Denise Grimsley and Kurt Kelly and Senators Carey Baker and Charlie Dean. The bill makes 47 road, bridge, and building designations throughout the state, including the Purple Heart Highway beginning in the Keys and extending up the east coast of the state.
- **House Bill 1455** -- Sponsored by Representative Maria Sachs and Senator Dan Gelber. The bill amends existing law relating to solicitation of funds by making it a felony to misrepresent military or veteran status while soliciting funds. The legislation will prevent fraudulent fundraising by those who dishonestly tap into the prestige and credibility of heroic veterans for personal gain.
- **House Bill 351** -- Sponsored by Representative Pat Patterson and Senator Thad Altman. The bill contains language extending the start-up funding for the Florida Veterans Foundation, a non-profit direct support

organization of the Florida Department of Veterans' Affairs.

- **House Bill 1003** -- Sponsored by Representatives Brad Drake and Kevin Ambler and Senators Dave Aronberg and Charlie Dean. The bill removes the 10 percent disability threshold for Service Connected Disabled Veteran-Owned Businesses to become state certified, bringing it more in line with federal certification requirements. The bill also clarifies the existing Florida Department of Veterans' Affairs policy of admitting eligible peacetime veterans as well as eligible wartime veterans into Florida's State Veterans' Nursing Homes and Domiciliary Home. Furthermore, the bill provides an exemption for certain chapters and posts of congressionally chartered veteran service organizations from filing an annual solicitation certification form with the Florida Department of Agriculture and Consumer Services.

FDVA 2010 Legislative Report

The 2010 Legislative Session was good for Florida veterans and their families. The Governor's Office, the Cabinet and the Legislature once again demonstrated that Florida is truly a veteran friendly state.

In the session that began on March 3, an Honor Detail of veterans including recently returned collegiate veterans from the Global War on Terrorism led the Florida House of Representatives in the opening Pledge of Allegiance. Seeing the faces of a new generation of veterans underscores the importance of educational assistance, employment opportunities, and other needs of young men and women.

More a dozen veteran-related bills were filed, and most of them passed and were signed into law. **House Bill 5311** contained language relating to **The Florida Physician Workforce Initiative**, providing a limited licensure opportunity to retired military physicians who are not licensed in Florida to work out of county health departments and practice in underserved areas of the state. This is quite innovative and has the potential of being replicated in other states facing primary care doctor shortages. Cooperation between the Florida Medical Association, the Florida Osteopathic Medical Association, the departments of Health, FDVA, USDVA, and the Florida Medical School Deans resulted in developing good public policy.

In a related matter, the Florida Physician Workforce Initiative addressed not only the shortage of practicing physicians but also the loss of newly graduated Medical/Osteopathy Doctors (MDs/DOs) in all disciplines from nine Florida medical schools who leave the state after receiving their degree because of the shortage of clinical internships and residencies available in our state.

Studies have shown that a significant number of graduate MDs/DOs will practice in the geographical area where they complete their residency, so it is most desirable to keep them in Florida. In cooperation with our federal partners, the VA leadership in St Petersburg has agreed to work with the Florida Medical School Deans in providing more opportunities in VA hospitals, an excellent example of a mutually beneficial relationship.

Cabinet Affairs

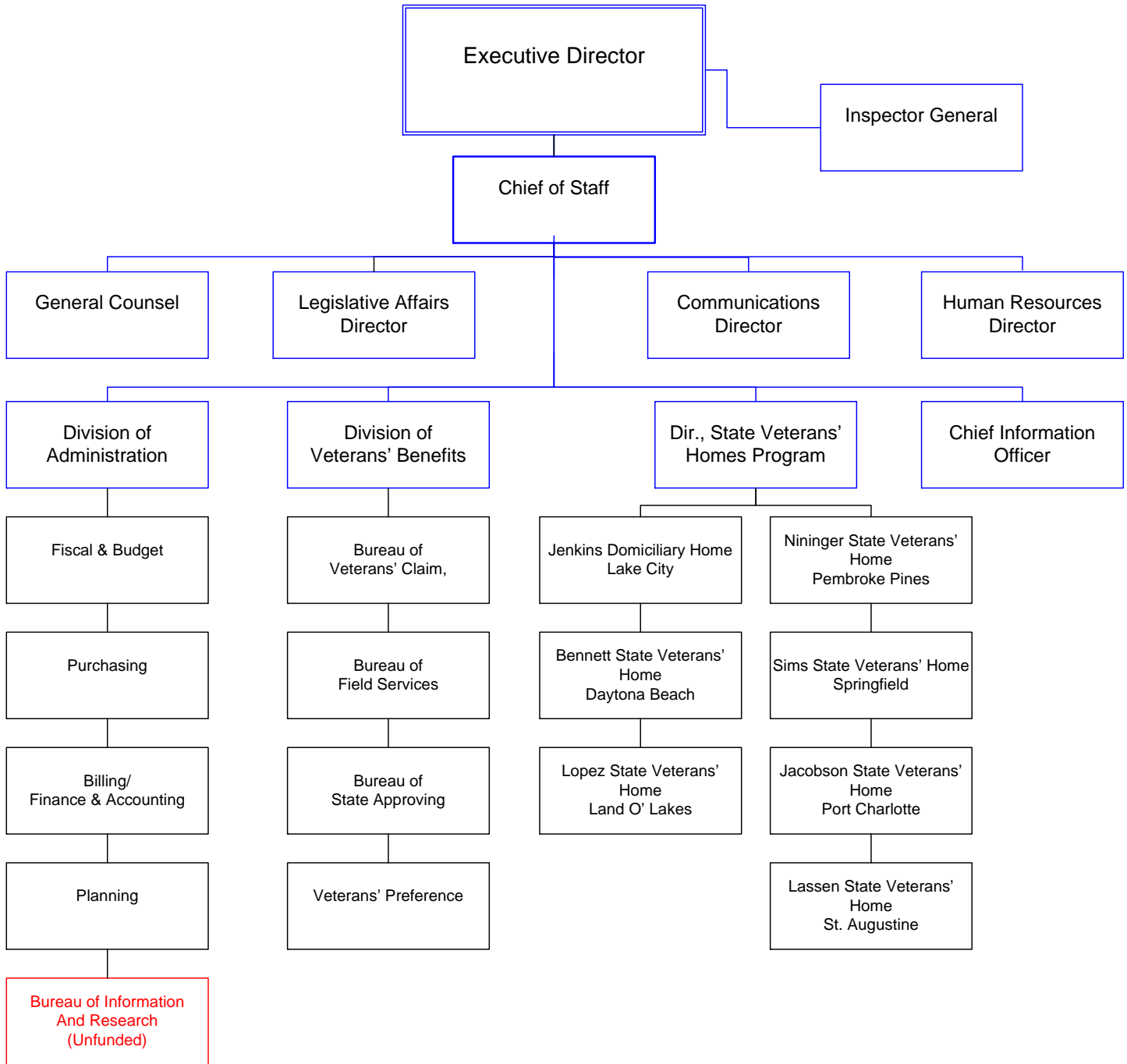
During the 2009-2010 fiscal year, FDVA sought approval through the Cabinet to proceed with legislative policy and budget proposals, presented quarterly reports, and provided regular status reports on the construction of the Clyde E Lassen State Veterans' Nursing Home in St. Augustine.

In addition to official Cabinet business, two veteran-related annual resolutions are sponsored each year for Memorial Day and Veterans Day. FDVA has instituted the concept of Honor Details to accept the resolutions from the Governor and Cabinet on behalf of Florida's veterans. This past year there were special resolutions honoring Congressionally Chartered veteran service organizations and Women Airforce Service Pilots (WASPs) of World War II.

The working relationship between the Cabinet members and staff and FDVA remains positive. FDVA is involved in virtually any veteran-related issue that comes before the Governor and Cabinet throughout the year.

III. DEPARTMENT ORGANIZATION

Florida Department of Veterans' Affairs



OFFICE OF EXECUTIVE DIRECTOR

The Executive Director, on behalf of the Governor and Cabinet, is responsible for all department operations, actions, and final determinations, as well as direct supervision and strategic direction of FDVA's management team. FDVA's Executive Director is the primary spokesman and advocate for the agency and its constituency -- a role which extends beyond state government to various federal agencies, national organizations, and Florida's Congressional Delegation. The Executive Director's office identifies significant avenues through which Florida can facilitate receipt of veteran-related resources for veterans and acts on the state's behalf.

- The Chief of Staff serves as the Deputy Executive Director and provides operational and administrative oversight of FDVA functional entities and activities.
- The General Counsel serves as legal advisor to the Executive Director, represents the department in all legal proceedings, and is responsible for ensuring overall compliance with state and federal laws. Additionally, the General Counsel provides a full range of legal services, including advocacy, consultation, contract review, negotiation, research, drafting, legislative interpretation, rulemaking, education, training, collections, and resolution of personnel disputes. The General Counsel also serves as the department's Ethics Officer and HIPAA Privacy Officer.
- The Office of Inspector General (OIG) provides a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in the department. The OIG conducts independent and objective audits, investigations, and management reviews relating to department programs and operations. Fair and impartial reports are issued to provide direction and recommendations for corrective action concerning fraud, abuses, and deficiencies. The OIG provides coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies and ensures that an appropriate balance is maintained between the audit or investigation and other accountability activities.
- The Legislative and Cabinet Affairs Director is responsible for all aspects of the department's legislative initiatives with the state legislature, helps determine policy, positions, and strategies, communicates with stakeholders, and builds supportive coalitions. Additionally, the director handles state Cabinet, interagency, and federal issues of concern to the department and its stakeholders.
- The Communications Director provides oversight and direction of the department's public relations program of community outreach, media relations and employee communications impacting Florida's veterans and their family members. The communications director is responsible for content on the agency's Internet site and for publication of a monthly state veterans' newsletter and annual state veterans' benefit guide. The director also develops and presents briefings, speeches, articles, policy statements, news releases, proclamations, and other communications to support the department.
- The Chief Information Officer provides technical support to the department and assists by seeking enabling technologies to support vital business processes. These activities support the operations of the department's wide area network and telephone systems, access to the state's legacy computer applications (i.e., FLAIR, My Florida Market Place, People First, LAS/PBS, etc.) via the state's metropolitan area network, information security policy, procedures and certification, annual Enterprise Resources IT planning, reporting and review of computer systems training.



Florida's World War II Memorial, Tallahassee

- Human Resources coordinates department *PeopleFirst!* operations, including payroll, position classification, leave and attendance, recruitment and selection, collective bargaining, state awards program, employee assistance program, equal employment/affirmative action, workers' compensation, and risk management (insurance).

DIVISION OF ADMINISTRATION

This division provides administrative support for the department, including coordinating fiscal, budgeting, planning, purchasing, and managing all accounting for the State Veterans' Homes. The division prepares all required annual reports, and coordinates records management, public records requests, and the oversight of all policies and procedures. The Bureau of Information and Research is statutorily tasked with conducting research on the problems and needs of Florida veterans and their dependents, but remains unfunded to this point. The division is divided into the following functional areas:

- **Fiscal** is responsible for daily accounting transactions, preparation of reports for compilation of statewide financial statements, annual inventory, and budgetary activities including development of amendments and preparation of the Legislative Budget Request (LBR).
- **Purchasing** plans, implements, coordinates and controls department purchasing to include contractual agreements, P-Cards, leases, My Florida Market Place (MFMP) and MFMP training.
- **Planning** develops the Agency Long Range Program Plan, Performance Measure input to the Legislative Budget Request, Capital Improvement Plan, Annual Report, and coordinates the Physical Security Program and Continuity of Operations Plan.
- **Finance and Accounting** is responsible for the processing and collection of third party billing (Medicare, Medicaid, and private insurance,) the audit of all discharged or expired resident accounts, the compilation of information for the Medicare/Medicaid Cost Reports, and the maintenance of the Business Office Procedural Manual. They are also responsible for monitoring the daily operations of the Homes' business offices, and the training, monitoring of compliance, and coverage as needed of those offices.

DIVISION OF BENEFITS AND ASSISTANCE

The Division of Benefits and Assistance provides professional assistance to Florida's veterans and their dependents in an effort to obtain financial benefits and health care treatment from the USDVA. Success is measured by the number of veterans the department assists and the number of issues resolved for those veterans. Assistance is comprised of a variety of positive outcomes, including medical treatment, prescriptions, prosthetic devices, benefit checks, school program approval, veterans' preference investigations and determinations, and disseminating veteran data to the public. This Division is divided into three Bureaus: Bureau of Veterans' Claims and Assistance (FS 292.05(1)); Bureau of Field Services (FS 292.05(1)); and Bureau of State Approving Agency (FS 292.05(04)). Also included is Veterans' Preference, which ensures state agencies, municipalities, public utilities, state universities and school districts, and special taxing districts accord preferences in appointment, retention, and promotion to eligible veterans. Section 295.11, F.S., tasks FDVA, upon written request of any eligible person, to investigate complaints alleging violation of veterans' preference rights.

STATE VETERANS' HOMES PROGRAM

The State Veterans' Home Program provides both long-term skilled nursing care and assisted living services to veterans with qualifying war or peacetime service who are residents of Florida for one year immediately preceding admission and require skilled care as certified by a USDVA physician. The program was established in coordination with the USDVA in two distinct ways. Initially the USDVA provided up to 65% of the construction costs of building the state veterans' homes. On a long-term basis, the USDVA contributes per diem to each Home for every eligible resident.

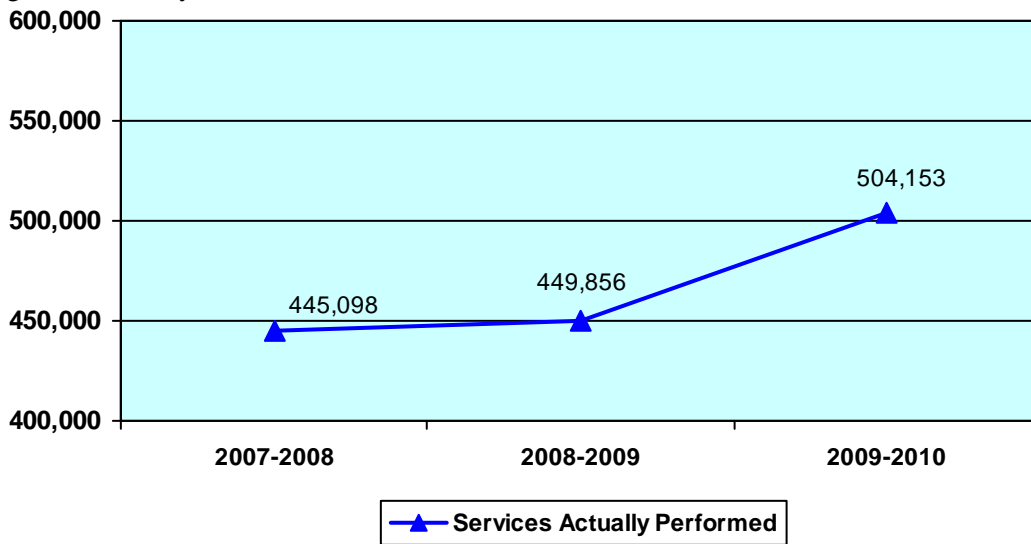
IV. PROGRAM AREAS: DIVISION OF BENEFITS AND ASSISTANCE

The Division of Veterans' Benefits and Assistance provides professional assistance to Florida's veterans, their dependents, and survivors in efforts to obtain financial benefits and medical treatment from the USDVA. The Division is comprised of a Division Director, support staff, and three bureaus: Bureau of Veterans' Claims Services, Bureau of Veterans' Field Services and the Bureau of State Approving for Veterans' Training.

The Division's Veterans Claims Examiners are trained in the myriad of subjects facing veterans who served in World War II through today's conflicts, with each era having their own unique challenges. Efforts to reach these veterans are expanding. Each day finds Veterans Claims Examiners offering assistance and guidance at Transition Assistance Program briefings for separating service members, individual legislator's veteran days, community boards, and veteran service organization gatherings. We do not just wait for Florida's veterans to walk in our doors.

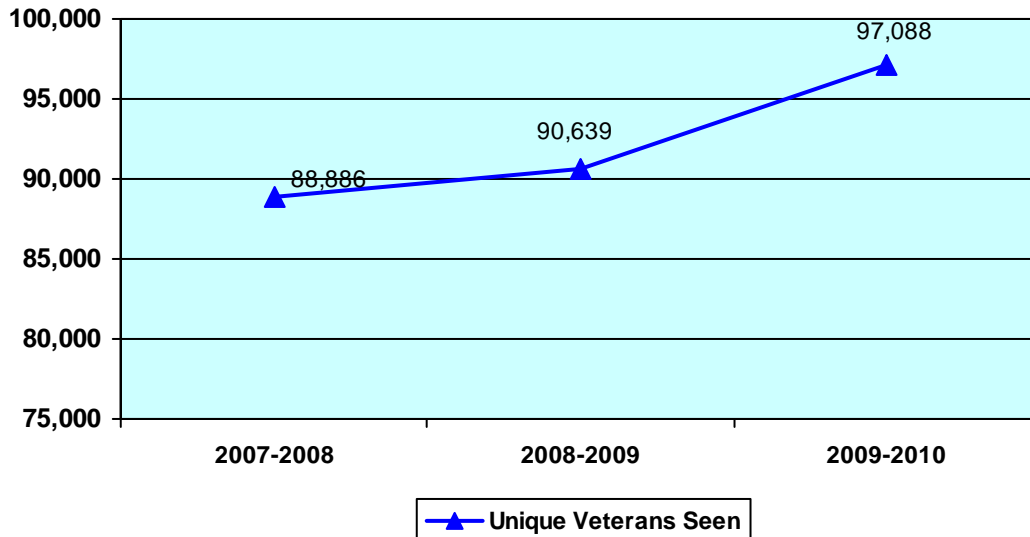
Services To Veterans

The number of services provided to veterans is tracked to measure the number of ways FDVA assists veteran clients. Examples of services are hearings attended, interviews conducted, and identification cards processed. There has been more than 13% growth in two years.



Unique Veterans Served

Unique veterans served is the count of individuals assisted by the Division of Benefits and Assistance for the first time in a given year. There has been a nearly 10% gain in two years.



Bureau of Veterans' Field Services

Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 25 of the USDVA's medical facilities in Florida and the State Veterans' Homes, as well as outreach activities for FDVA throughout the state, including Transitional Assistance Programs at military installations. Field Services also assists in staffing the state's Disaster Recovery Centers when established by the Department of Emergency Management. The Bureau's primary responsibility is to help veterans initiate, develop, submit, and prosecute claims and appeals for state and federal veteran entitlements. The focus of Veterans' Field Services is face-to-face contact with the client/customer and the resolution of any number of issues related to the submission of claims for compensation, pension, or medical care to the USDVA.

The Bureau of Veterans' Field Services also provides invaluable advocacy assistance to all veterans who use USDVA medical facilities by interacting with medical staff to resolve eligibility, access, billing issues, hearing aids and eye glasses, parking placards, and prosthetic issues. This is completed on a daily basis at all USDVA medical facilities in Florida.



Veterans' Claims Examiner Dennis Latta with storm victims.

Bureau of Veterans' Field Services Statistics

	2007-2008	2008-2009	2009-2010	2009-10 Performance Measure	Over/Under
Issue Resolution	14,167	13,841	15,710	--	
Total Amount	\$37,075,178	\$37,892,529	\$43,459,699	\$18,498,001	Over 135%
Outreach Visits	381	371	770	--	
Veterans Served at Outreach	15,874	16,021	36,181	--	
Bedside Interviews	27,247	26,740	29,382	--	
Walk-ins/ Counseling	90,550	97,955	106,347	--	
Claims	23,357	25,160	27,721	18,983	Over 46%
Voter Registration forms	976	996	1,186	--	

Bureau of Veterans' Claims Services



Veterans' Claims Examiner Supervisor Ernie Kuykendall counsels veteran clients.

The Bureau is also charged by statute to train and certify county veterans' service officers. To maintain proficiency with the rapid changes in veteran's programs, the bureau provides training twice a year during the counties' semi-annual conferences.

The prosecution of veterans' disagreements with and appeals of USDVA rating decisions results in retroactive benefits, compensation, and debt relief to veterans. The dollar amounts awarded to veterans, their dependents, and survivors are tracked as a performance measure of successful client claim resolutions.

Bureau of Veterans' Claims Services Statistics

	<i>2007-2008</i>	<i>2008-2009</i>	<i>2009-2010</i>	<i>2009-10 Performance Measure</i>	<i>Over/Under</i>
Retroactive compensation	\$84,661,562	\$92,612,322	\$115,509,750	\$76,980,646	Over 50%
Largest single retro. benefit	\$229,580	\$309,735	\$338,742	--	
Debt relief	\$498,349	\$419,685	\$468,866	--	
Notices of Disagreement	2,025	1,957	2,249	--	
Statements of Argument in Appeals Cases*	1,253	1,716	1,823	--	
Act as Representative at Hearings*	147	267	236	--	
Veterans' Appeals Hearings*	612	549	658	--	
Ratings Reviewed	32,885	33,738	38,864	--	

* The appeals representation process includes formal filing of the appeal application, and paralegal representation with the veteran at the Regional Office and in teleconferences with the Board of Veterans' Appeals (BVA).

Bureau of State Approving for Veterans' Training (State Approving Agency/SAA)

SAA is charged under the provisions of Title 38, United States Code (USC), and the federal contract entered into between the FDVA and the USDVA and governed by Florida Statute 295.124. This Bureau is 100% federally funded.

The Bureau reviews, evaluates and approves programs of veterans' education (secondary and post-secondary, public and private) and training.

SAA conducts annual on-site supervisory visits to approved educational institutions to determine continued compliance with appropriate state and federal laws and regulations so that Florida's veterans may avail themselves of federal veterans' educational programs.

Bureau of State Approving Veterans' Training Statistics

	<i>2007-2008</i>	<i>2008-2009</i>	<i>2009-2010</i>	<i>2009-10 Performance Measure</i>	<i>Over/Under</i>
SAA Programs Approved	13,743	14,229	15,235	--	
Other Approval	2,095	2,454	2,487	--	
Supervisory Visits	473	424	490	376	Over 30%
Inspection Visits	72	72	43	--	
Outreach Activities*	552	512	843	--	
Liaison Activities**	226	226	272	--	
Technical Assistance***	1,286	1,443	1,687	--	

* Activity designed to inform or encourage those with entitlement to use it.

** Liaison activities are those that foster education about the SAA with other education and training professionals which promote and encourage the exchange of information and support to raise awareness of the professional nature of the SAA approval function.

*** Technical assistance is an interaction to assist an individual or a facility with any aspect of the approval.



Recipients of the Post 9/11 GI Bill who attend secondary school in Florida, along with members of Veterans Service Organizations.

V. PROGRAM AREAS: STATE VETERANS' HOMES PROGRAM

The Veterans' Homes Program provides comprehensive, high quality health care services on a cost-effective basis to eligible Florida veterans who are in need of assisted living or long-term care in a skilled nursing home. Domiciliary home care, in our Lake City facility, includes rehabilitative assistance and other therapeutic measures to eligible ambulatory veterans who are not in need of hospitalization or skilled nursing services. The focus of care is preparing veterans to function at their highest level of independence. A multidisciplinary approach is followed with the veterans participating in the established treatment plan. Skilled nursing home care provides full-service long-term residential nursing care to eligible Florida veterans. The homes are supervised 24-hours daily by registered and licensed nurses. The FDVA operates nursing homes in Daytona Beach (Volusia County), Land O' Lakes (Pasco County), Pembroke Pines (Broward County), Springfield (Bay County), and Port Charlotte (Charlotte County). A sixth nursing home, in St. Augustine (St. Johns County), was recently completed and began accepting residents in September 2010.

The Governor's Alzheimer's Disease Council identified a critical need for nursing home care for veterans with dementia disorders such as Alzheimer's Disease. Five of the six State Veterans' Nursing Homes (SVNH) have dementia-specific wings.

Detailed individual facility reports are included as Appendices.

State Veterans' Homes Occupancy Rates

During FY 09-10 the average occupancy rate for the FDVA homes was 93%. Ongoing renovations in the FDVA facilities are required due to the age of the buildings and the need to ensure quality home-like living space and upgrades to comply with new safety codes. A Lake City Phase II renovation to upgrade resident rooms, common areas and the kitchen required a decrease in census as did a renovation in the Daytona Beach home. Census in both facilities is slowly being rebuilt.

FDVA's 93% overall occupancy rate exceeds the state average of 88% for all nursing homes in Florida. It also exceeds the 90% occupancy performance measurement goal even with the decrease resulting from the renovations.

Occupancy Rates Fiscal Year Comparison

Facility	FY 05-06	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Lake City	68%**	81%**	87%	73%***	77%
Daytona Beach	90%	75%*	73%*	81%	88%
Land O' Lakes	94%	95%	93%	95%	99%
Pembroke Pines	95%	95%	90%	96%	95%
Springfield	91%	93%	95%	96%	99%
Port Charlotte	75%	93%	97%	97%	97%
Facility Average	87%	88%	89%	89%	93%

* 20 beds at Daytona were not available due to Phase I renovation project

** 38 beds at Lake City were not available due to Phase I renovation project.

*** 37 beds at Lake City were not available due to Phase II renovation project

Quality of Care

Successful changes implemented in the past are continuing. Two of the facilities have implemented a fine dining experience for the residents. This service provides more resident choices at meals and a more home-like atmosphere. The result has been a greatly improved dining experience for the residents.

A specialized program for the dementia residents, “Heroes At Rest,” continues with great success. The program provides a quiet time with lowered lights, soft music and restricted activities. Visits are encouraged before or after the designated time. The outcomes are a reduction in falls, less agitated behavior, increase in family satisfaction and a reduction in the need for medication.

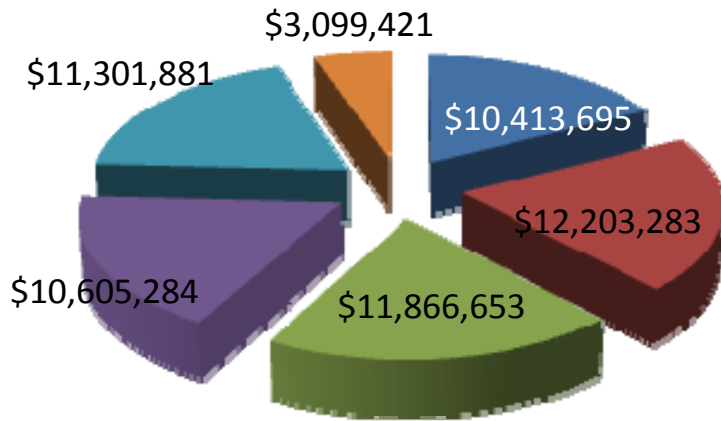
The State Veterans’ Homes Program has utilized “*My Innerview*” for family/resident satisfaction surveys. This is a research-based corporation that provides quality improvement products for the long-term care community with both internal and external benchmarking. Resident and family satisfaction surveys are a requirement for licensure by the Agency for Health Care Administration. The summarized results of this survey show that 96 % of the respondents (an increase of 2% over the previous year) would recommend the facility to others and that 94% rated their overall satisfaction as excellent or good—again, a 2% increase. We will continue to use this tool in our quality improvement efforts.



A resident receives therapy while seated in a Broda chair—a state of the art seating system designed to minimize pressure spots and ease positioning for residents and care givers.

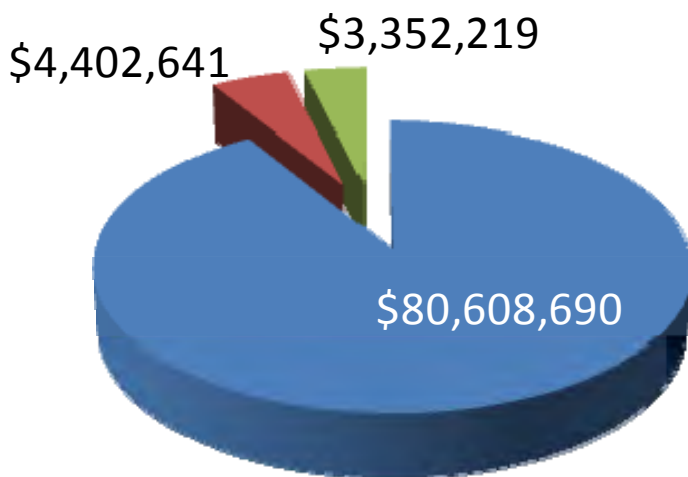
VI. DEPARTMENT EXPENDITURE REPORT

Total Revenue by State Veterans' Home



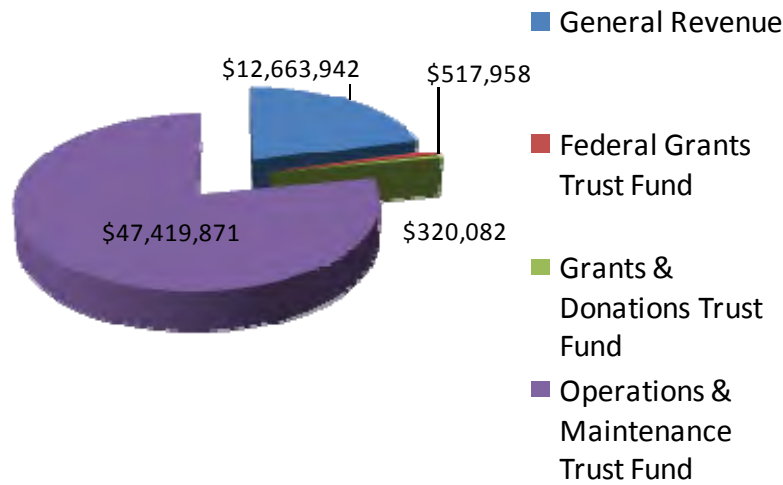
- Bennett SVNH, Daytona Beach
- Lopez SVNH, Land O' Lakes
- Nininger SVNH, Pembroke Pines
- Sims SVNH, Springfield
- Jacobson SVNH, Port Charlotte
- Jenkins SVDH, Lake City

FDVA Total Expenditures by Budget Entity



- State Veterans' Homes Program
- Benefits & Assistance
- Executive Direction & Support Services

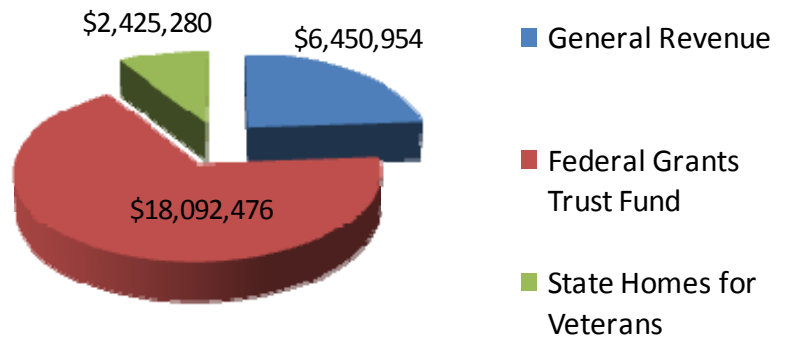
Operating Expenditures by Fund



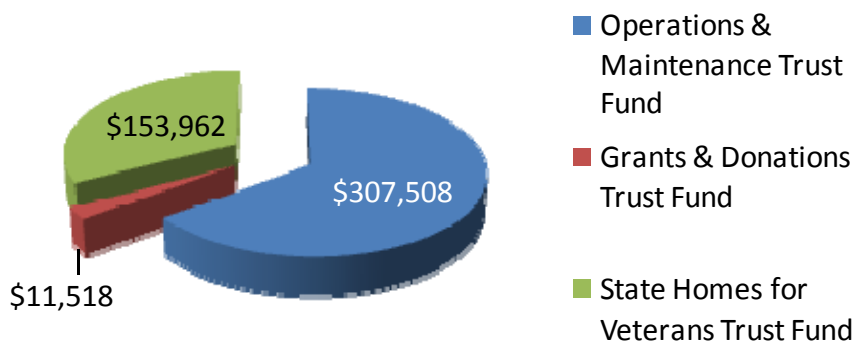
87% of operating expenditures are for the operations and maintenance of FDVA's seven State Veterans' Homes.

91% of Fixed Capital Outlay expenditures were used for the construction of the new Clyde E. Lassen State Veterans' Nursing Home, for renovation projects at the Jenkins State Veterans' Domiciliary Home (Lake City), and the Bennett State Veterans' Nursing Home (Daytona Beach.) These projects were funded through USDVA grants, which provided 65% of the total project cost, with the state providing the remainder.

Fixed Capital Outlay Expenditures by Fund



Non Operating Expenditures by Fund



The majority of non operating expenditures consist of service charges to General Revenue and refunds paid to residents.

JULY 1, 2009 — JUNE 30, 2010

	State Veterans' Homes Program	Benefits and Assistance	Executive Direction and Support Services
Operating Expenditures			
Salaries and Benefits	\$29,913,358	\$4,101,601	\$2,178,624
OPS	2,008,083	8,969	180,596
Expenses	10,219,355	238,734	694,625
Other Capital Outlay	231,149	1,190	197,696
Food Products	2,066,227	--	--
Vehicle Purchase	93,469	--	--
Contracted Services	7,363,043	8,590	86,374
Risk Management Insurance	844,601	11,192	3,146
Human Resources Assessment	338,208	32,365	11,158
Recreational Equip. Supplies	89,500	--	--
Total Operating Expenditures	\$53,166,993	\$4,402,641	\$3,352,219
Non Operating Expenditures			
Service Charge to General Revenue	\$190,271		
Transfer/Budget Stabilization Fund	84,613		
Refunds-State Revenues	196,601		
Payment Sales Tax	1,503		
Total Non Operating Expenditures	\$472,988		
Fixed Capital Outlay			
Daytona Renovation #2	\$1,681,932		
Lake City Renovation #2	1,476,034		
State Vet. Nursing Home #6	21,392,463		
Maint/Repair Resident Facilities	2,418,280		
Total Fixed Capital Outlay	\$26,968,709		
TOTAL	\$80,608,690	\$4,402,641	\$3,352,219

APPENDIX I

ACTIONS TAKEN BY THE DEPARTMENT RELEVANT TO s 292.05(4), (5), & (7), FLORIDA STATUTES

s 292.05(4) F.S. *The Department may apply for and accept funds, grants, gifts, and services from the state, the United States Government or any of its agencies, or any other public or private source and may use funds derived from these sources to defray clerical and administrative costs as may be necessary for carrying out its duties.*

State Approving for Veterans' Training

FDVA maintains a contract with the USDVA to provide for State Approving for Veterans' Training. Costs are reimbursed 100% by the USDVA and include coverage of clerical and administrative expenses of the Bureau.

Veterans' Domiciliary and Nursing Homes

The Veterans' Domiciliary Home and State Veterans' Nursing Homes operated by this department apply for and receive federal funds from the USDVA for per diem as well as construction and renovation grants.

s 292.05(5) F.S. *The Department shall conduct an ongoing study on the problems and needs of those residents of this state who are veterans of the Armed Forces of the United States and the problems and needs of their dependents. The study shall include but not be limited to:*

- *A survey of existing state and federal programs available for such persons that specifies the extent to which such programs presently are being implemented, with recommendations for the improved implementation, extension or improvement of such programs.*
- *A survey of the needs of such persons in the areas of social services, health care, education and employment, and any other areas of determined need, with recommendations regarding federal, state and community services that would meet those needs.*
- *A survey of federal, state, public and private moneys available that could be used to defray the costs of state or community services needed for such persons.*

FDVA continually surveys its constituency through feedback garnered while counseling thousands of veterans, receipt of training critiques, participation on numerous governmental committees concerned with veterans, regular meetings with veterans' organizations and their leadership, and analysis of official USDVA data and reports. The Bureau of Information and Research is currently unfunded.

s 292.05(7) F.S. *The Department shall administer this chapter and shall have the authority and responsibility to apply for and administer any federal programs and develop and coordinate such state programs as may be beneficial to the particular interests of the veterans of this state.*

State Approving for Veterans' Training

Under the provisions of Title 38 USC, and the contract maintained between the FDVA and the USDVA, State Approving for Veterans' Training is charged with inspecting, approving and supervising programs and courses offered by accredited and non-accredited educational institutions (public and private). A list of such educational institutions, and specific courses which it has approved, is furnished to the USDVA Regional Office at Bay Pines so that eligible veterans or other eligible persons enrolled in such courses may receive veterans' education benefits.

State Veterans' Homes Program

The department operates the Veterans' Domiciliary Home of Florida in Lake City, and State Veterans' Nursing Homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Springfield, and Port Charlotte. (The 120 bed Clyde E. Lassen State Veterans' Nursing Home in St. Augustine was in the final stages of completion

at the end of this fiscal year, and accepted their first resident in September.) The Homes' Program receives federal funds that provide for the needed renovations to the facilities and monthly per diem for the operations of the facilities.

The total number of beds currently available in the Florida State Homes Program is 750. Of those 750 beds, 600 are in nursing homes. According to Florida's Agency for Health Care Administration, Florida has 29.1 nursing home beds per 1,000 seniors in the general population. According to USDVA estimates, Florida offers fewer than one bed per 1,000 veterans and the state remains in great need of additional veterans' long-term beds or alternate veteran care. Each new State Veterans' Nursing Home is subject to approval by the Governor and Cabinet, with 35% funding by the Florida legislature and matching funds of 65% of construction costs by the USDVA.

FDVA continues to evaluate the trends and conditions that are evolving in our state. Adjustments to FDVA's long-range plans are made to better meet the needs of Florida's veteran population.



Women Veterans today.

Women Pilots, circa 1944.



APPENDIX II

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS STAFF

OFFICE OF THE EXECUTIVE DIRECTOR

Executive Director	LeRoy Collins, Jr.
Personal Secretary	Nancy Schiellerd
Chief of Staff	Earl Daniell
General Counsel	David Herman
Attorney	Ollie Evans
Inspector General	Ken Oliver
Internal Auditor	VACANT
Investigator	Joanne Kraynak
Legislative Affairs Director	James Brodie
Communications Director	Steve Murray
Human Resources Director	Cindy Mazarra
Chief Information Officer	James Lieupo

DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION

Director	Christina R. Porter
Administrative Assistant	Sue Farkash
Fiscal Officer	Marcia Haye
Purchasing Officer	Scott Gerke
Finance and Accounting Director	Linda Rizzo
Management Analyst/Planner	VACANT

DIVISION OF BENEFITS AND ASSISTANCE

Director

Alene Tarter

Executive Assistant

Edwin Ortiz

Veterans' Preference

Donald Post



Larri Gerson, state women veterans' coordinator with FDVA, discusses veterans' issues during a Women Veterans Network luncheon in Bradenton, Feb. 26. Florida has more than 130,000 women veterans. *Photo courtesy of the Bradenton Herald*

Bureau of Veterans' Claims Services

Bureau Chief

Mike Howard

Supervisor

Jim Ansboury

Veterans' Claims Examiners:

Juan Acevedo

Mark Blair

Rick Blair

Bernie Cheeseman

Larri Gerson

Ernie Kuykendall

Fred Laurente

Tony McGary

Jim Nelson

Heidi Peters

John Ulm

Doug Walton

2 VACANT VCEs

Bureau of State Approving for Veterans' Training

Bureau Chief

Steve Turbee

Office Operations Manager

Cora Stagner

Program Specialists:

Patrick Burch

Jenny George

Richard Gouin

Marcus Hurston

Catherine Snyder



Bureau of Veterans' Field Services

Bureau Chief

David Ramga

VAMC Bay Pines

Neal Yarosz-Supervisor
VCEs: Chava Grier, Daniel Oberg
Mel Lyons
Staff Assistant: Kristi Laribee

VAMC Miami

Tonia Francis—Supervisor
VCEs: Morris Atkins, Ricardo Gonzalez,
JP Huller, Carlos Gabino
Staff Assistant: Maria Lesser

VAMC Tampa

David Austin—Supervisor
VCEs: Tom Dixon, Matt Guzik
Segundo Ferro, Richard Whitmyer
Staff Assistant: Aster Garrett

VAMC Gainesville

David Hill—Supervisor
VCEs: Allen Harrison, Joe Coats
Staff Assistant: Mike Fontenot

VAMC West Palm Beach

Angela Choice—Supervisor
VCEs: Pa'Licia Banasak, Greg Dover
Staff Assistant: Ellen Mazzeo

VAMC Lake City

David Hill—Supervisor
VCEs: Ed Hodge, Rosa Stewart
Staff Assistant: Becky Sullivan

VAOPC Daytona Beach

VCE: Stephen Walsh

VAOPC Fort Myers

VCE: Rodney Van Ness

VAOPC Orlando

Andrew McCormick--Supervisor
VCE: Dennis Latta, Martin Drake, VACANT

VAOPC Jacksonville

VCEs: Jones Peterson, John Szalanski

VAOPC Port Richey

VCE: Brenda Thurmond

VAJACC Pensacola

VACANT—Supervisor
VCEs: Alesia Hall, Mark Brooks

VAOPC Tallahassee

VCE: Robert St. John

VAOPC Viera

VCE: Rick Morrell

VAOPC Broward County

VCE: Melinda Boyance

VAOPC Eglin Air Force Base

VCE: Clara Miller

VAOPC The Villages

VCE Al Harrison

Clifford C. Sims State Veterans' Nursing Home

VCE: Sally Ferland

Clyde E. Lassen State Veterans' Nursing Home

VCE AJ Johnson

Douglas T. Jacobson State Veterans' Nursing Home

VCE: Brad Fountain

STATE VETERANS' HOMES PROGRAM

Program Director Renee Day
Executive Secretary Cindy Carmichael
Program Administrator Darcielle Gray
Executive Assistant Nancy Zinn
Registered Nursing Consultant Richardean Bruce
Camille Cato

Robert H. Jenkins, Jr., Veterans' Domiciliary Home, Lake City

Administrator VACANT

Emory L. Bennett State Veterans' Nursing Home, Daytona Beach

Administrator Gray Kilpatrick

Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes

Administrator Rebecca Yackel

Alexander Nininger State Veterans' Nursing Home, Pembroke Pines

Administrator Lawrence Militello

Clifford Chester Sims State Veterans' Nursing Home, Springfield

Administrator Florence Wegst

Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte

Administrator Elizabeth Barton

Clyde E. Lassen State Veterans' Nursing Home, St. Augustine

Administrator Michelle Carroll



APPENDIX III

ASSOCIATED VETERANS' SERVICE ORGANIZATIONS

Over the years, FDVA has been closely associated with all veterans' organizations active in Florida. As the accredited representative of 12 veterans' organizations, FDVA has the opportunity to prosecute claims before the USDVA on behalf of veterans who have placed their trust in these organizations by completing an "Appointment of Veterans Service Organization as Claimant's Representative" designation. There are no fees charged veterans for FDVA services.



Listed below are the Veterans' Service Organizations which this department represents in claims processing with the USDVA:



American Ex-Prisoners of War, Inc.

American Legion



American Red Cross



Blinded Veterans Association

Fleet Reserve Association



Jewish War Veterans



Marine Corps League

National Association of County Veteran Service Officers

Non-Commissioned Officers Association



The Retired Enlisted Association



**Veterans of World War I of the U.S.A.
(Family Members)**



Vietnam Veterans of America



APPENDIX IV

FLORIDA VETERANS FOUNDATION, INC.



The Florida Veterans Foundation (FVF) was created by the 2008 Legislature as a Direct Support Organization of the Florida Department of Veterans' Affairs. As a tax-exempt organization under section 501(c)(3) of the Internal Revenue Code, all donations to the Foundation go to support Florida veterans and their families. None are used for operating expenses. Information is available at www.FloridaVeteransFoundation.org.

Since its inception, examples of the good work supported by the Foundation are:

- Built a handicap ramp for a World War II veteran and stroke victim, enabling him to continue living in his own home.
- Provided financial assistance for a medical/dental van that offers free care for homeless veterans throughout the state.
- Provided financial assistance to establish a transitional housing complex that provides temporary housing (up to two years) for homeless veterans.
- Provided financial assistance for a veteran's spouse to stay close to the treatment clinic while undergoing weekly chemotherapy.

Contacts for the Florida Veterans Foundation (FVF)

John Haynes
Chairman
(850) 487 – 1533
FullerA@fdva.state.fl.us
4040 Esplanade Way, Suite 180
Tallahassee, Florida 32399-0950



Then Florida Veterans Foundation Chairman/current FDVA Interim Executive Director Bob Milligan, far right, joins John Haynes in presenting an American Flag to World War II Marine Corps veteran Ernest Sneed at his home in Jefferson County following a dedication ceremony for a ramp funded by the Foundation. *Photo By Ann Fuller*

APPENDIX V

CERTIFIED COUNTY/CITY VETERAN SERVICE OFFICERS

In rendering assistance to the veterans of Florida, the Florida Department of Veterans' Affairs works closely with all county and city Veteran Service Officers. A listing of each county veteran service officer and their location, phone number and e-mail address are available at <http://www.floridavets.org/organization/cvso.pdf>. If you are reading the FDVA Annual Report online your computer will let you go directly to the site by pressing and holding down the Ctrl key on your keyboard and left clicking your mouse on the link.

The FDVA website www.FloridaVets.org provides many references and programs that can assist veterans and their families at the federal, state and county level. All agencies work together in assisting Florida's veterans, families and survivors to improve their health and economic well-being.



Downtown Miami on VE Day, May 8, 1945.

APPENDIX VI: COUNTY POPULATION AND MONETARY BENEFITS

GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 09								
Expenditures in \$000s								
County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
ALACHUA	17,038	\$183,637	\$42,798	\$7,066	\$2,074	\$33,259	\$85,673	\$12,768
BAKER	2,706	\$10,900	\$4,280	\$363	\$31	\$-	\$6,226	\$-
BAY	22,835	\$100,067	\$71,363	\$7,417	\$1,401	\$-	\$19,886	\$-
BRADFORD	3,395	\$18,549	\$6,582	\$300	\$50	\$-	\$11,617	\$-
BREVARD	72,597	\$284,207	\$180,417	\$12,600	\$6,731	\$-	\$84,459	\$-
BROWARD	111,060	\$354,288	\$169,817	\$15,704	\$9,905	\$-	\$158,862	\$-
CALHOUN	1,131	\$5,206	\$3,168	\$99	\$71	\$-	\$1,869	\$-
CHARLOTTE	25,521	\$81,660	\$45,239	\$1,231	\$1,777	\$-	\$33,412	\$-
CITRUS	22,111	\$92,210	\$44,721	\$1,423	\$1,774	\$-	\$44,292	\$-
CLAY	27,566	\$105,272	\$65,638	\$7,484	\$2,318	\$-	\$29,832	\$-
COLLIER	34,198	\$61,573	\$33,784	\$1,569	\$3,282	\$-	\$22,938	\$-
COLUMBIA	7,835	\$79,487	\$24,765	\$1,021	\$484	\$-	\$53,217	\$-
DE SOTO	3,019	\$10,333	\$4,909	\$171	\$120	\$-	\$5,133	\$-
DIXIE	1,955	\$17,025	\$5,977	\$187	\$31	\$-	\$10,829	\$-
DUVAL	92,297	\$328,948	\$189,251	\$36,877	\$6,781	\$-	\$96,040	\$-
ESCAMBIA	46,396	\$200,344	\$126,982	\$16,545	\$3,747	\$3,624	\$48,508	\$939
FLAGLER	10,874	\$37,238	\$21,600	\$2,193	\$971	\$-	\$12,473	\$-
FRANKLIN	1,387	\$4,172	\$2,217	\$36	\$93	\$-	\$1,825	\$-
GADSDEN	3,802	\$17,969	\$8,896	\$571	\$269	\$-	\$8,233	\$-
GILCHRIST	1,637	\$13,678	\$4,852	\$191	\$66	\$-	\$8,568	\$-
GLADES	1,184	\$4,113	\$1,982	\$36	\$26	\$-	\$2,069	\$-
GULF	1,711	\$5,324	\$3,655	\$128	\$90	\$-	\$1,452	\$-
HAMILTON	1,238	\$9,161	\$3,284	\$162	\$59	\$-	\$5,657	\$-
HARDEE	1,786	\$5,595	\$2,549	\$115	\$20	\$-	\$2,911	\$-
HENDRY	2,439	\$7,020	\$3,496	\$99	\$78	\$-	\$3,347	\$-
HERNANDO	23,377	\$118,785	\$67,287	\$2,407	\$1,785	\$-	\$47,306	\$-
HIGHLANDS	12,709	\$49,921	\$24,761	\$1,097	\$748	\$-	\$23,315	\$-
HILLSBOROUGH	96,878	\$675,335	\$243,996	\$23,734	\$7,900	\$75,587	\$312,826	\$11,291
HOLMES	2,294	\$11,249	\$8,361	\$273	\$155	\$-	\$2,460	\$-
INDIAN RIVER	16,839	\$48,578	\$26,922	\$1,131	\$2,214	\$-	\$18,312	\$-
JACKSON	5,292	\$23,291	\$13,874	\$704	\$133	\$-	\$8,579	\$-

County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
JEFFERSON	1,549	\$6,310	\$3,366	\$362	\$235	\$-	\$2,347	\$-
LAFAYETTE	690	\$3,938	\$1,210	\$42	\$8	\$-	\$2,679	\$-
LAKE	37,650	\$118,505	\$66,590	\$3,354	\$2,808	\$-	\$45,753	\$-
LEE	63,330	\$175,928	\$92,205	\$5,545	\$4,754	\$-	\$73,424	\$-
LEON	18,475	\$67,189	\$33,766	\$7,909	\$1,453	\$-	\$24,061	\$-
LEVY	4,598	\$38,140	\$13,745	\$586	\$193	\$-	\$23,616	\$-
LIBERTY	604	\$2,183	\$1,463	\$22	\$35	\$-	\$663	\$-
MADISON	1,976	\$9,503	\$3,967	\$131	\$104	\$-	\$5,302	\$-
MANATEE	36,018	\$105,144	\$56,340	\$2,945	\$2,799	\$-	\$43,060	\$-
MARION	41,770	\$194,016	\$87,452	\$3,968	\$3,144	\$-	\$99,452	\$-
MARTIN	17,914	\$56,234	\$25,187	\$873	\$1,515	\$-	\$28,660	\$-
MIAMI-DADE	64,711	\$379,384	\$133,754	\$19,703	\$5,907	\$1,373	\$211,285	\$7,362
MONROE	10,014	\$34,986	\$15,467	\$1,303	\$448	\$-	\$17,769	\$-
NASSAU	8,743	\$23,574	\$13,875	\$1,091	\$397	\$-	\$8,211	\$-
OKALOOSA	34,817	\$138,532	\$107,433	\$10,101	\$2,848	\$-	\$18,150	\$-
OKEECHOBEE	3,509	\$17,111	\$7,140	\$137	\$160	\$-	\$9,673	\$-
ORANGE	76,896	\$304,654	\$167,228	\$22,789	\$5,747	\$-	\$108,891	\$-
OSCEOLA	17,525	\$77,943	\$45,240	\$4,204	\$1,075	\$-	\$27,424	\$-
PALM BEACH	117,660	\$425,513	\$158,320	\$8,993	\$15,806	\$14,177	\$221,845	\$6,372
PASCO	50,521	\$271,250	\$125,183	\$6,127	\$3,173	\$-	\$136,766	\$-
PINELLAS	101,974	\$690,619	\$235,073	\$18,800	\$9,210	\$13,280	\$313,600	\$100,657
POLK	52,833	\$217,791	\$107,623	\$6,089	\$3,372	\$-	\$100,707	\$-
PUTNAM	7,994	\$49,490	\$19,564	\$761	\$529	\$-	\$28,636	\$-
SAINT JOHNS	18,225	\$52,917	\$31,504	\$2,576	\$1,887	\$-	\$16,948	\$3
SAINT LUCIE	25,010	\$107,715	\$52,552	\$3,226	\$1,805	\$-	\$50,132	\$-
SANTA ROSA	22,983	\$94,970	\$66,247	\$6,377	\$1,783	\$-	\$20,562	\$-
SARASOTA	46,498	\$130,795	\$72,000	\$2,641	\$5,925	\$-	\$50,229	\$-
SEMINOLE	38,717	\$121,879	\$71,260	\$7,683	\$2,544	\$-	\$40,392	\$-
SUMTER	8,666	\$57,374	\$24,905	\$279	\$1,004	\$5,092	\$21,946	\$4,147
SUWANNEE	4,674	\$34,061	\$12,229	\$461	\$282	\$-	\$21,088	\$-
TAYLOR	2,427	\$10,562	\$5,038	\$205	\$60	\$-	\$5,260	\$-
UNION	1,625	\$6,482	\$2,519	\$211	\$23	\$-	\$3,730	\$-
VOLUSIA	56,276	\$208,590	\$123,339	\$10,773	\$4,179	\$-	\$70,300	\$-
WAKULLA	2,958	\$12,977	\$6,118	\$1,975	\$232	\$-	\$4,652	\$-
WALTON	6,515	\$27,650	\$20,468	\$922	\$368	\$-	\$5,892	\$-
WASHINGTON	2,447	\$15,203	\$9,564	\$2,021	\$192	\$-	\$3,427	\$-
FLORIDA (Totals)	1,683,899	\$7,254,247	\$3,476,355	\$308,119	\$141,184	\$146,391	\$3,038,659	\$143,538

APPENDIX VII



ROBERT H. JENKINS, JR.
STATE VETERANS' DOMICILIARY HOME
LAKE CITY (386) 758-0600

Administrator	VACANT
Director of Nursing	Amelia Tomkins
Business Manager	Sonja Geibeig

Regulatory Compliance

The facility underwent its annual survey by the USDVA in October 2010 with no deficiencies or citations found. The facility operates in compliance with both state and federal regulations for Assisted Living and Domiciliary Homes.

Condition of the Home

The facility opened in 1990 and is the oldest of all the State Veterans' Homes. A \$3 million Phase II renovation was completed in April 2010, completing the renovations begun in Phase I last year, and adding a barbershop, beauty salon, and very popular pub/game room with a full size bar serving root beer and other non alcoholic soft drinks to the residents.

This renovation further enables the participation of a number of veterans groups and local community service organizations in the lives of the veteran community, enabling the residents to remain as independent and individualistic as possible in an effort to facilitate the 'aging in place' concept so crucial to quality of life.

Major Events

With the renovations complete, a normal routine can begin again at the home. Activities have taken on a new direction with the addition of Activities Director Amber Baughman. These include the addition of a fall carnival, participation in various community cultural events, parades, concerts, dramatic presentations and art exhibits, community holiday mixers, numerous and varied local and professional sports trips, billiards tournaments, a bowling league, a new culinary club, and outdoor sportsman activities. An emphasis is placed on that which is therapeutic in nature and which slows the process of physical and mental decompensation.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	104	78	48	74
Discharges	81	108	46	60

APPENDIX VIII



EMORY L. BENNETT
STATE VETERANS' NURSING HOME
DAYTONA BEACH (386) 274-3460

Administrator	Gray Kilpatrick
Director of Nursing	Marilyn Hicks
Business Manager	Donna Burch

Regulatory Compliance

The annual AHCA survey was conducted in July 2010 preceded by the USDVA survey in June 2010. Both survey inspections reflect that the facility meets all standard quality of care requirements.

Condition of the Home

The Daytona Beach SVNH has completed two thirds of a \$5 million renovation provided through a stimulus grant. The renovations include patient areas and some mechanical systems, and are slated to be completed in March 2011.

Major Events

A new administrative team joined the facility. Gray Kilpatrick was hired as the Administrator in May 2010 and Marilyn Hicks joined the Home as Director of Nursing in June 2010. Memorial Day 2010 was celebrated with record crowds with celebrations throughout the week and weekend. The facility continues to be the meeting place for area veteran support organizations (Korean War Veterans, VFW, American Legion, Jewish War Veterans, Catholic War Veterans, Military Order of the Purple Heart, Volusia County Veterans Council) which meet monthly. The Veterans Service Flag Pin was presented to each resident during a pinning ceremony. With the opening of the newly remodeled dining room, the fine dining program has been revitalized and elevated to a higher level—much to the satisfaction of the residents.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	77	63	187	70
Discharges	93	58	177	89

APPENDIX IX



BALDOMERO LOPEZ
STATE VETERANS' NURSING HOME
LAND O' LAKES (813) 558-5000

Administrator	Rebecca Yackel
Director of Nursing	Sue Guthrie
Business Manager	Barbara Boudreau

Regulatory Compliance

The AHCA annual inspection took place in February 2010. The USDVA annual inspection took place in September 2010. The facility continues to operate in compliance with state and federal licensure standards and guidelines.

Condition of the Home

Completed in early 1999, this facility is in excellent condition and has had small remodeling projects to enhance care. The facility is slated for select exterior renovations through a grant project of the USDVA in 2012.

Major Events

Baldomero Lopez State Veterans' Nursing Home interfaces with many community groups and veterans support organizations that provide ongoing activities, parties and barbecues for our veterans which enhance the residents' quality of life. The facility also interfaces with many of the schools in the community as a clinical site for students. This allows the residents to enjoy the interaction with the youth of the community and has also allowed for recruitment for students as employees as well as volunteers. The facility has been recognized for two years with an Excellence in Action award for stellar customer service from *My Innerview*. The administrator, Dr. Rebecca Yackel, is actively involved with several advisory boards in the community, including Pasco Hernando Community College Advisory Board and the Florida Medical Quality Assurance Board of Directors.

Baldomero Lopez has implemented several alternative therapy activities to include Snoezelen therapy, which is a relaxation therapy resulting in a tension free environment with a positive therapeutic effect. The Snoezelen therapy is used throughout the home daily with our residents to facilitate relaxation and enjoyment. The home has a lovely decorated spa area for the residents to enjoy a long soak in a tub with soothing music, lighting and aroma therapy.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	62	57	99	73
Discharges	52	58	76	77

APPENDIX X



ALEXANDER "SANDY" NININGER JR.
STATE VETERANS' NURSING HOME
PEMBROKE PINES (954) 985-4824

Administrator	Lawrence Militello
Director of Nursing	Donna Dickerson
Business Manager	Chanda Hope

Regulatory Compliance

The AHCA annual inspection took place in July 2010. The USDVA inspection took place in January 2010. The facility is operating in compliance with state and federal regulations.

Condition of the Home

The facility is in excellent condition with an indoor Finch Aviary and a 100-gallon saltwater fish aquarium for the residents to enjoy.

Major Events

The facility enjoys a very high community profile. Active veteran's groups routinely visit for various events and functions. The facility celebrated its first annual "Mocktail Hour." This formal event brought together the residents and their guests for a formal dining and entertainment evening presented by the facility departments.

Service members continue to keep active within the facility as the annual Ft. Lauderdale Fleet Week in May brings groups of sailors and marines to visit the residents. Veterans Day Celebrations this past year included a visit and tour by Gov. Charlie Crist.

The dementia unit "Heroes at Rest" program continues to aide in the reduction of sundown syndrome and accidents. Social Services has expanded their counseling services to include both inside resident support groups, and off-site family counseling groups. These valuable services are crucial in helping both residents and families make the adjustments to nursing home life.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	70	131	118	76
Discharges	93	118	114	70

APPENDIX XI



CLIFFORD CHESTER SIMS
STATE VETERANS' NURSING HOME
SPRINGFIELD (850) 747-5401

Administrator	Florence Wegst
Director of Nursing	Charlotte Adkinson
Business Manager	John Stanley

Regulatory Compliance

The AHCA annual inspection took place in July 2010. The USDVA inspection took place in June 2010. The facility is operating in compliance with state and federal regulations.

Condition of the Home

Built in 2003, this home remains in excellent condition.

Major Events

The facility is actively involved with numerous community groups. The Panama City AmVets, Freedom Riders, and VFW, all provide volunteer services, as well as donations to Sims' veterans. In addition, the AmVets and Freedom Riders have sponsored special events including the annual Veterans Day celebration and quarterly memorial services.

The social services staff works closely with the Panama City Interdisciplinary Committee, a community organization which provides a variety of resources to Sims' residents.

During the year, the Krewe of St. Andrews hosted a Mardi Gras Celebration for the residents of the Sims Veterans' Home. The Krewe arrived in traditional Mardi Gras Style, dressed in royal gowns and robes complete with feathers and baubles. The King and Queen along with their royal court presented each resident with an array of colorful beads and masks. Traditional Mardi Gras music filled the air while the residents enjoyed moon pies and a picnic lunch. At the conclusion of the celebration the Krewe of St Andrews selected two Sims Home residents to be crowned King and Queen of the facility and presented the facility with a generous monetary donation for future parties and festivities.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	101	82	96	80
Discharges	75	86	87	61

APPENDIX XII



DOUGLAS T. JACOBSON
STATE VETERANS' NURSING HOME
PORT CHARLOTTE (941) 613-0919

Administrator	Elizabeth Barton
Director of Nursing	Annmarie Nelson
Business Manager	Vicki Bernardo

Regulatory Compliance

The AHCA annual inspection took place in November 2009. The USDVA inspection was completed in December 2009 with no deficiencies. This was the seventh citation-free annual VA survey, and this home is proud of the exemplary care and service they provide. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

Condition of the Home

Initial construction was completed in 2004. The home remains in excellent condition.

Major Events

A very popular outing is the World War II Veterans Honor Flight to Washington D.C. Twice a year seats are reserved (free of charge) so two residents may fly to Washington and see the World War II memorial, the Korean War Veterans Memorial, Arlington National Cemetery (where they often participate in the wreath laying ceremony), and the Vietnam Veterans Memorial. Our veterans are greeted at both airports in true heroic style with a two fire truck water salute, singing airport staff, Patriot Guard Riders with flags, and typically a congressman at the World War II Memorial. This trip never fails to inspire all involved.

Other special events residents participate in are the annual Punta Gorda Air Show each March, local fishing trips, lunch visits to various local restaurants and holiday light viewing joy rides. In addition to the excursions, residents love the visits they receive in the home too. The annual "Recreation Tour" consisting of more than 20 young, talented entertainers who perform show tunes and dress according to the era, song or holiday while entertaining to a captive audience of smiles. Residents also enjoy the visiting pets, therapy pets, pie eating contests, and the library with internet.

Number of Residents Received and Discharged

	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Admissions	143	90	112	126
Discharges	117	92	79	94

APPENDIX XIII



CLYDE E. LASSEN
STATE VETERANS' NURSING HOME
ST. AUGUSTINE (904) 940-2193

Administrator	Michelle Carroll
Director of Nursing	Michelle Coe
Business Manager	Lori Register

Regulatory Compliance

The Clyde E. Lassen home was under construction for most of Fiscal Year 09-10. The certificate of occupancy was given to FDVA near the end of the year and the process of staffing and start up began. AHCA did an initial survey of the building at the end of the fiscal year and all deficiencies were corrected and the process moved to the next phase.

Condition of the Home

The home is a wonderful example of an environmentally friendly design, built according to the latest USDVA requirements of a 'village' concept. The rooms are all clustered in small groups called houses, so dining and therapy can occur with a small group of twenty. We believe it will feel more like a home than a hospital or institution. FDVA hopes to attain a final LEED certification for the home during the next fiscal year, which will make it one of the first nursing homes in the country to achieve such recognition.

Major Events

The only true major event for fiscal year 2009-2010 was getting the certificate of occupancy and moving in and gearing up for residents. This home will begin major operations next fiscal year, and we expect it to be a warm and caring environment for veteran residents.

Number of Residents Received and Discharged

	FY 09-10
Admissions	N/A
Discharges	N/A



Residents of Baldomero Lopez State Veterans' Nursing Home in Land O' Lakes, enjoy a game of bowling at the home.



The State of Florida flag is raised for the first time over the Clyde E. Lassen State Veterans' Nursing Home in St. Augustine. Helping with the flag are, from left, Joe McDermott, Ray Quinn, Doug Mitchell, and Ray Mansolillo. *Photo by Steve Murray.*

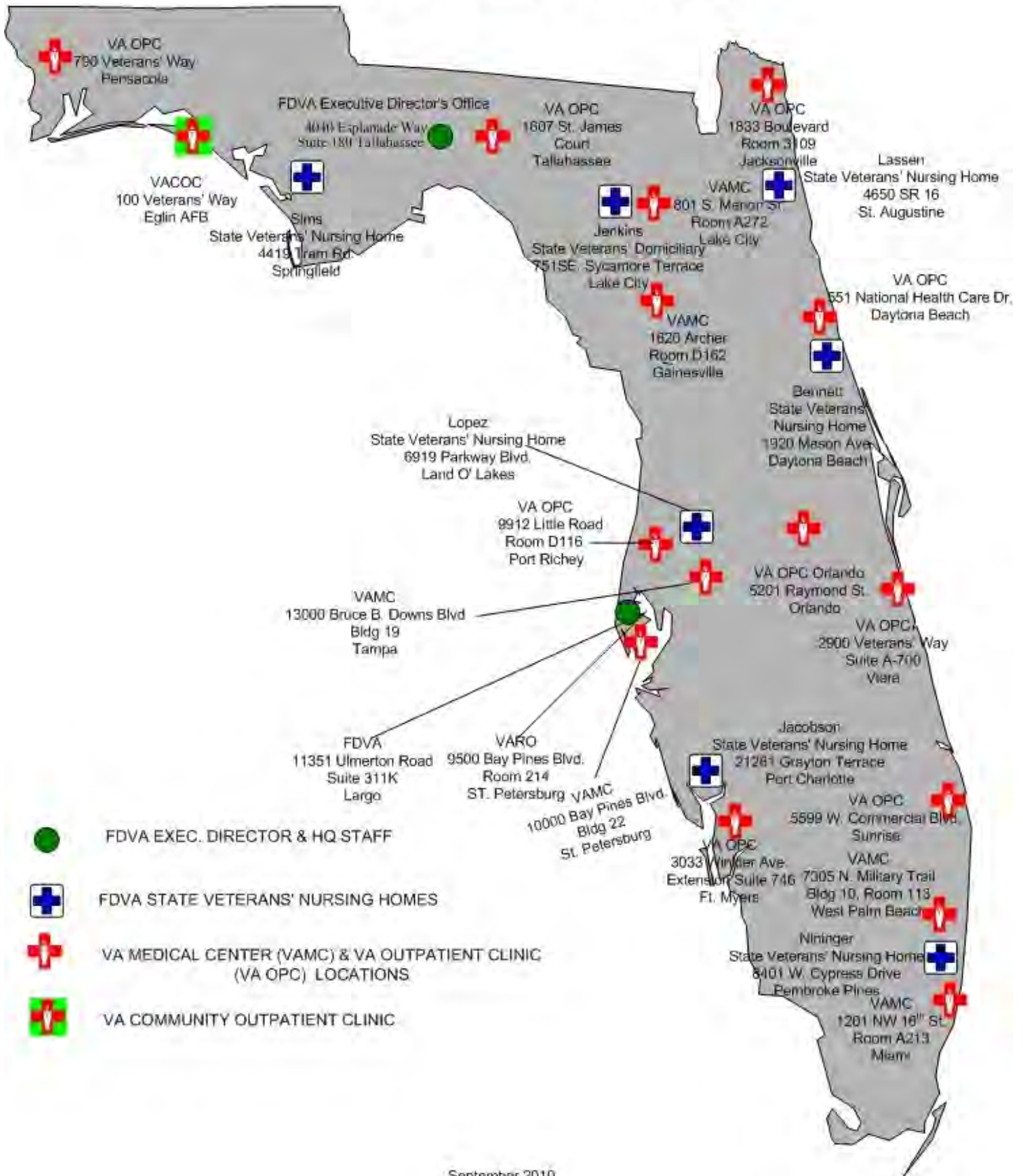


A resident of the Douglas Jacobson State Veterans' Nursing Home in Port Charlotte enjoys a visit from members of the Florida National Guard.



Veterans lead the Pledge of Allegiance in the Florida House of Representatives.

Florida Department of Veterans' Affairs (FDVA) Veterans' Assistance Locations



September 2010