

# Annual Report

Fiscal Year 2018-2019

Captain Daniel W. "Danny" Burgess Jr., U.S. Army Reserve, Executive Director



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

*Honoring those who served U.S.*

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# Executive Director's Message

December 26, 2019

To: The Governor of the State of Florida, Members of the Cabinet, the President of the Senate, and the Speaker of the House of Representatives.

I am very honored to submit the 2019 annual report for the Florida Department of Veterans' Affairs.

The annual report highlights the outstanding accomplishments of our superb team of dedicated professionals and the unmatched support we receive from our partners at the federal level. Helping to connect the Sunshine State's approximately 1.5 million veterans and their families with earned services, benefits and support are the more than 1,200 men and women of the Florida Department of Veterans' Affairs. They play a major role in the direct infusion of more than \$19.1 billion annually for veterans into Florida's economy through federal compensation, education and pension benefits, U.S. Department of Veterans Affairs' medical services and military retired pay.



A vibrant economy with low unemployment, coupled with the lack of a state income tax and mild winters, brings many veterans and their families to Florida. To keep them here, we offer unique benefits such as in-state tuition rates for veterans and their families using the Post-9/11 GI Bill, several layers of property tax exemptions, expanded veterans' preference, and extensive benefits, licensure and fee waivers for many activities and occupations. We also offer high quality care at our network of seven state veterans' homes, with two additional homes soon to open in 2020 in Port St. Lucie and Orlando.

We are also excited about our new *Forward March* veterans' outreach effort. The initiative was announced by Gov. Ron DeSantis in March 2019 and aims to unite the combined energy and resources of Florida's state agencies, veteran service organizations, private partners and local communities. The initiative kicked off in Tampa on March 29, 2019, with regional meetings during the summer in Pensacola, Jacksonville, West Palm Beach, Ocala, Miami, Port Canaveral and Sarasota. With the feedback gathered from the regional meetings, we will be issuing a report of our findings and recommendations to identify where Florida needs to reinforce best practices, reduce redundancies and implement solutions to fill gaps.

As an Army Reserve Captain and former state legislator, I am honored to have the opportunity to serve those who served us. Together, we will work to ensure Florida continues to lead the charge as the most veteran-friendly state in the nation.

A handwritten signature in blue ink that reads "Daniel W. Burgess Jr." The signature is stylized and cursive.

Daniel W. "Danny" Burgess Jr.  
Captain, U.S. Army Reserve  
Executive Director

# Salute to Excellence



Mary Hagan  
Veterans' Claims Examiner

Mary Hagan works as a Veterans' Claims Examiner at the VA Outpatient Clinic in Viera. During the first quarter, Mary filled 525 issue resolutions for veterans with a federal dollar value of \$817,000 and filed 245 disability claims. Mary attended eight outreach events, advised 604 veterans on their state and federal benefits and provided methodology guidance to obtain these benefits. Mary is recognized for her leadership skills and rapport built within the Viera VA Outpatient facility.

Eve Selman works as a Financial Specialist Supervisor at the Largo office of the Florida Department of Veterans' Affairs. Eve worked many hours with State Emergency Management, Risk Management, Insurance Adjusters and the Federal Emergency Management Agency to report facility damages sustained due to Hurricane Michael. Due to Eve's efforts, the Florida Department of Veterans' Affairs is set to recoup \$1.09M in damages. Eve exhibits constant diligence, meticulous attention to detail, and a true compassion for veterans.



Eve Selman  
Financial Specialist Supervisor



Danielle Gross  
Staffing Coordinator

Danielle Gross works as a Staffing Coordinator at the Douglas T. Jacobson State Veterans' Nursing Home in Port Charlotte. She was the winner of the 2019 Prudential Productivity Award for implementation of the staffing program SLING, which led to a 91% decrease of scheduling conflicts and a 61% increase in communication to staff without email access. She also assisted the Personnel Tech II in the hiring of new nursing staff.

Brenda Thurmond works as a Veterans' Claims Examiner at the Port Richey Outpatient Clinic in Port Richey. During fiscal year 2018-19, Brenda interviewed 2,505 veterans, filed 1,007 claims, and captured 1,544 issue resolutions with a value of \$4,715,105. Brenda also attended 55 outreach events. She is recognized for her exceptional service and commitment to the veteran population she serves.

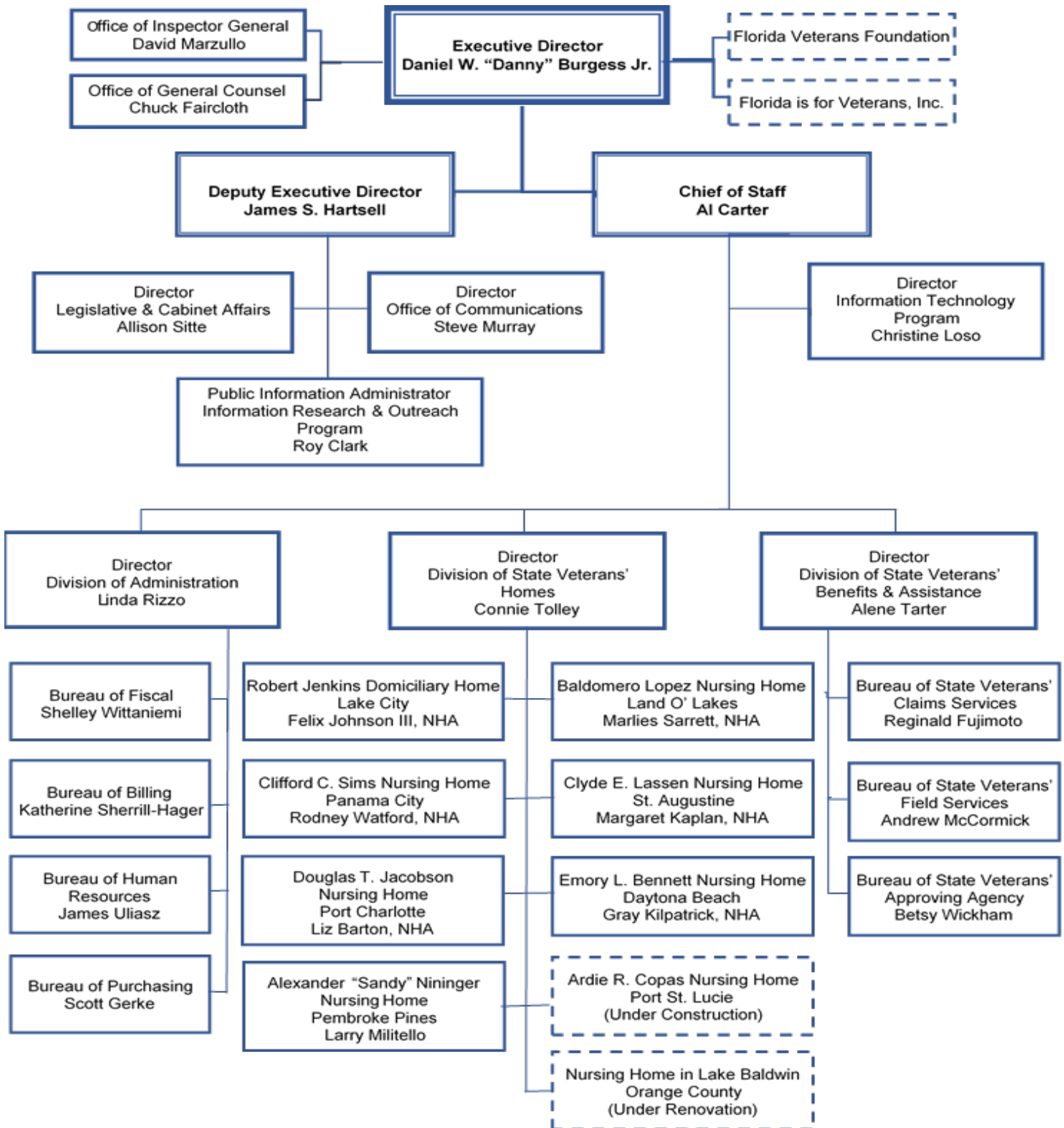


Brenda Thurmond  
Veterans' Claims Examiner



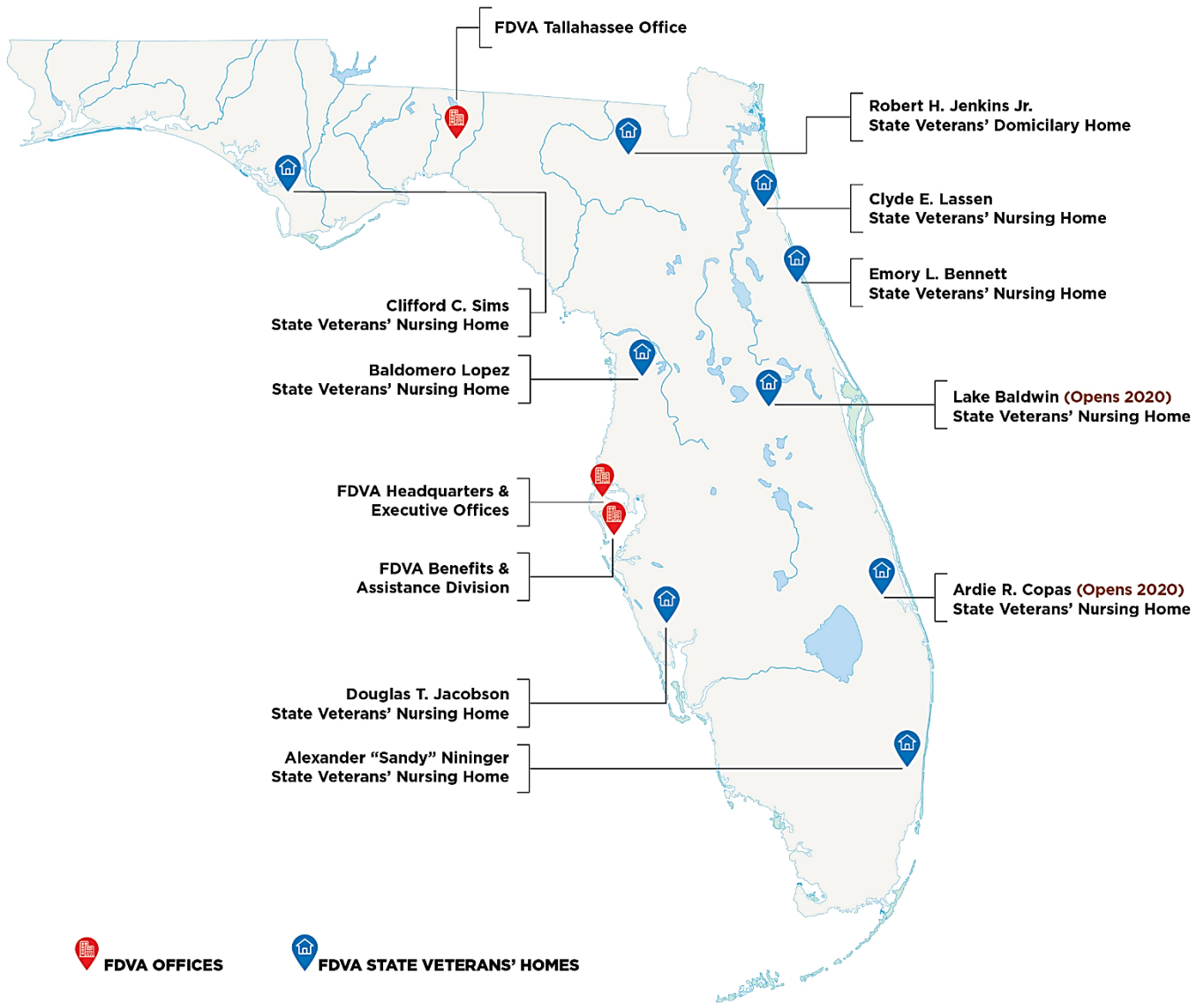
# Who We Are

## Florida Department of Veterans' Affairs



**Our Mission:** To advocate with purpose and passion for Florida veterans and link them to superior services, benefits and support.

# Florida Department of Veterans' Affairs Primary Locations



The Florida Department of Veterans' Affairs (FDVA) is a Cabinet agency responsible for assisting Florida veterans, their families and survivors in improving their health and economic well-being through quality benefit information, advocacy, education and long-term health care.

FDVA's main administrative office is in Largo with a Capitol office in Tallahassee. Its two primary program areas are located throughout the state:

- **The Division of Veterans' Benefits and Assistance** provides professional assistance to Florida veterans and their dependents in obtaining financial benefits and health care treatments from the U.S. Department of Veterans Affairs.
- **The Division of State Veterans' Homes** provides comprehensive, high-quality health care to eligible veterans in need of long-term skilled or assisted living care.

# Who We Serve

Florida has the third largest veteran population in the nation. Fiscal Year 2018 (Federal Year: 10/1/2017-9/30/2018) demographic information from the U.S. Department of Veterans Affairs, Veteran Population Projection Model 2016 (VetPop2016).

## World War II

There are 49,400 (4%) World War II veterans in Florida.

## Korean War

There are 124,950 (9%) Korean War-era veterans in Florida, who served during 1950 to 1955. Korean War veterans are more prone to suffer from disabilities related to cold injuries as a result of exposure to severe cold climates. Korean War-era veterans may qualify for health care and compensation benefits who were exposed to ionizing radiation or have participated in certain radiation-risk activities such as nuclear weapons testing during military service.

## Vietnam War

There are 506,393 (36%) Vietnam-era veterans in Florida, who served from 1961 to 1975. FDVA has seen an increase in disability claims filed on behalf of Vietnam veterans due to triggered responses to the current wars and the manifestation of acute diseases brought on by exposure to Agent Orange.

## Peacetime

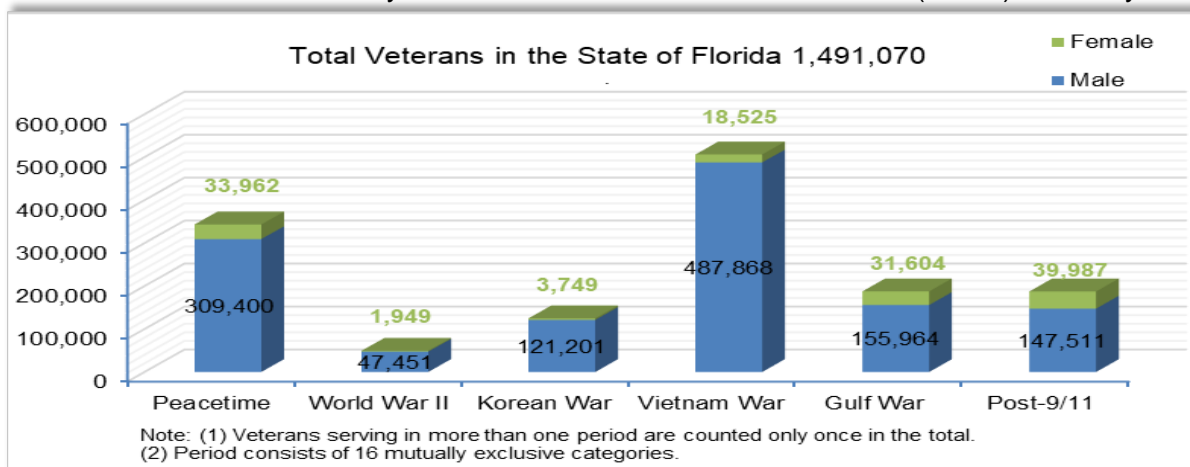
There are 343,362 (25%) Peacetime veterans in Florida. Almost a quarter of Florida's veteran population served honorably during a unique and relatively conflict-free time in our history. Many of these veterans do not seek benefits, mistakenly believing that if they did not serve in combat, then they must not qualify for veteran benefits and programs.

## Gulf War to 9/11

There are 187,568 (13%) Gulf War-era veterans in Florida, from Gulf War 1990 to pre-9/11. Therefore, for VA benefits purposes, the Gulf War period is still in effect. Gulf War veterans may be eligible for a wide-variety of benefits available to all U.S. military veterans. The VA recognizes certain illnesses and diseases are presumed to be related to military service in designated areas of Southwest Asia that may entitle to VA disability compensation benefits.

## Post-9/11 Veterans

There are 187,498 (13%) post-9/11 veterans in Florida. Our returning veterans, much like the Greatest Generation of World War II, are seeking employment, housing and education opportunities for themselves, their spouses and families. Research suggests that 10% to 18% of these service members are likely to have Post Traumatic Stress Disorder (PTSD) after they return.



# Performance Measures

## Division of Veterans' Benefits and Assistance

Provide information and advocacy to Florida veterans, their families and survivors, and assist them in obtaining all federal and state benefits due to them.

| Measure   | Actual FY 2017-18 | Actual FY 2018-19 | Standard FY 2018-19 |
|---|-------------------|-------------------|---------------------|
| 1. Value of cost avoidance because of retroactive compensation. | \$126,958,225     | \$133,741,292     | \$91,998,996        |
| 2. Value of cost avoidance because of issue resolution.         | \$81,737,100      | \$96,000,011      | \$22,106,824        |
| 3. Number of veterans served.                                   | 107,381           | 130,749           | 99,106              |
| 4. Number of claims processed.                                  | 38,910            | 42,580            | 22,687              |
| 5. Number of services to veterans.                              | 684,451           | 627,467           | 493,581             |

## Division of State Veterans' Homes

Provide quality long-term health care services to eligible Florida veterans.

| Measure   | Actual FY 2017-18 | Actual FY 2018-19 | Standard FY 2018-19 |
|---|-------------------|-------------------|---------------------|
| 1. Occupancy rate for homes in operation 2 years or longer.                                     | 97.9%             | 97.6%             | 90%                 |
| 2. Percent of state veterans' homes in compliance with quality of care health care regulations. | 100%              | 100%              | 100%                |
| 3. Number of state veterans' homes beds available.  | 870               | 870               | 870                 |

## Division of Executive Direction and Support Services

Provide effective and responsive management to support the divisions and programs serving veterans.

| Measure   | Actual FY 2017-18 | Actual FY 2018-19 | Standard FY 2018-19 |
|---|-------------------|-------------------|---------------------|
| 1. Administration costs as a percent of total agency costs.         | 3.8%              | 3.5%              | 6.8%                |
| 2. Administrative positions as a percent of total agency positions. | 2.6%              | 2.3%              | 4.4%                |



# Division of Veterans' Benefits and Assistance



The Division of Veterans' 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 U.S. Department of Veterans Affairs (VA). Success is measured by the number of veterans the department assists and the number of issues resolved for those veterans. "Assistance" is seen in a variety of components, including medical treatment, prescriptions, prosthetic devices, benefit checks, school program approval, veterans' preference investigations and determinations, voter registration

and disseminating veteran data to general public.

The Division is comprised of a Division Director, support staff and three Bureaus:

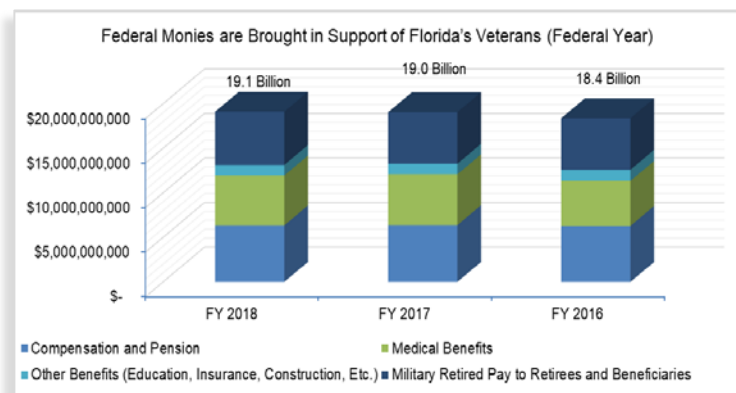
- Bureau of Veterans' Claims and Assistance (§ 292.05 (1) F.S.)
- Bureau of Field Services (§ 292.05 (1) F.S.)
- Bureau of State Approving Agency (§ 292.05 (4) F.S.)

Veterans' Claims Examiners (VCEs) are trained to resolve the myriad of issues facing veterans who served in World War II through today's conflicts, with each era having unique issues and challenges. Each day finds VCEs offering assistance and guidance at Transition Assistance Program briefings for separating service members, congressional veterans' appreciation days, Homeless Veteran Stand-Downs, and Veteran Service

Organization gatherings. However, FDVA employees remain proactive in providing services to Florida's veterans, of the approximately 1.5 million veterans in Florida; fewer than 388,921 currently receive VA service-connected compensation and pension benefits (not to be confused with military retirement benefits). Efforts to reach these veterans, counsel them regarding benefits they may have earned, and assist them in garnering those benefits are expanding. For every state dollar expended for this division, more than \$130 in federal monies are brought into Florida.

**The Bureau of Veterans' Claims Services** provides counseling and assistance to veterans, their dependents and survivors, with the preparation, submission and prosecution of claims and appeals for state and federal benefits as well as applications to correct military records. The bureau also supports the VA's initiatives of Homeless Outreach, Women Veterans' Integration, and 'Fully Developed Claims' program.

The Bureau's primary responsibility is to work directly with the decision resources in the VA Regional Office to expedite claims and to influence, through proactive advocacy, the most positive outcome. To this end, Veterans' Claims Services provides a quality control function by reviewing completed VA benefits rating decisions and paralegal due process assistance in the



prosecution of veterans' disagreements with and appeals of VA rating decisions and debt identification and relief.

The Bureau is also mandated by statute to train and certify County Veteran Service Officers. To maintain proficiency with the rapid changes in veterans' programs, the bureau provides training twice a year during the counties' semi-annual conferences.

**The Bureau of Veterans' Field Services** provides benefits counseling services to inpatients and outpatients in 44 of the VA's medical facilities in Florida and State Veterans' Homes, as well as outreach activities for FDVA throughout the state. Field Services also assists in staffing the state's Disaster Recovery Centers when established by the Division 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 benefits. The focus of Field Services is face-to-face contact with the client and the resolution of any number of issues related to the submission of claims for compensation, pension, or medical care.

The VCEs of the Bureau of Veterans' Field Services work closely with patient advocates in VA Medical Centers. They also perform extensive outreach and help veterans navigate the confusing and cumbersome process to obtain benefits from the VA. The services can result in monetary benefits, but often result in determining, verifying and obtaining eligibility for medical treatments, medications, wheelchairs, hearing aids, ambulance bill reimbursements, lost check replacements, prosthetics and other non-monetary yet valuable benefits within the VA system. This service provides Florida veterans with significant economic value.

**The Bureau of State Approving Agency (SAA) for Veterans' Education and Training** is charged under the provisions of Title 38, United States Code and the federal contract entered into between FDVA and the VA and governed by Florida Statute 295.124. The Bureau is 100% federally funded. The Bureau reviews, evaluates and approves programs of veterans' education at Florida's institutions of higher learning and non-college degree schools for participation in VA Education Benefit programs. GI Bill® - eligible veteran flight training and employer On-the-Job and apprenticeship training also fall under the SAA's purview.



Education is an essential tool to ensure a successful transition from active duty to veteran status. As emphasized during FDVA outreach activities, the SAA works diligently to safeguard quality education program offerings in the state, they encourage the use of all federal GI Bill® education benefit programs and they also promote the use of state of Florida education benefit offerings. Attracting and retaining a young, educated veteran population is beneficial for all Floridians.

| <b>Federal Monies are Brought in Support of Florida's Veterans (Federal Year)</b> |                         |                         |                         |
|---|-------------------------|-------------------------|-------------------------|
|   | <b>FY 2018</b>          | <b>FY 2017</b>          | <b>FY 2016</b>          |
| Compensation and Pension  | \$6,342,479,000         | \$6,371,816,000         | \$6,288,593,000         |
| Medical Benefits  | \$5,606,218,000         | \$5,709,770,000         | \$5,053,073,000         |
| Other Benefits (Education, Insurance, Construction, Etc.)                         | \$1,177,524,000         | \$1,179,045,000         | \$1,252,245,000         |
| Military Retired Pay to Retirees and Beneficiaries                                | \$5,972,880,000         | \$5,788,176,000         | \$5,779,404,000         |
| <b>Annual Federal Dollar into Florida's Economy</b>                               | <b>\$19,099,101,000</b> | <b>\$19,048,807,000</b> | <b>\$18,373,315,000</b> |

# Division of State Veterans' Homes

The Division of State Veterans' Homes program provides comprehensive, high-quality health care on a cost-effective basis to eligible veterans in need of either long-term skilled nursing care or assisted living services. Care is provided to veterans with qualifying war or peacetime service, who are residents of Florida preceding admission, and who require skilled care as certified by a VA physician. Admission criteria are based on the need to maintain a safe environment for all residents. The skilled nursing and assisted living homes only admit those persons whose needs can be met within the accommodations and services it provides with consideration for all residents.

Assisted Living level care is provided at the Robert H. Jenkins State Veterans' Domiciliary Home in Lake City, and 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 in the Domiciliary Home is preparing veterans to function at their highest level of independence. A multidisciplinary approach is followed with the veterans participating in an established care plan.



Skilled nursing home care provides full-service, long-term residential nursing care to eligible veterans in six State Veterans' Nursing Homes. The homes are supervised 24-hours daily by registered and licensed nurses.

Five of the six skilled nursing facilities operated by FDVA have dementia-specific neighborhoods:

- Alexander "Sandy" Niningger State Veterans' Nursing Home, Pembroke Pines
- Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes
- Clifford C. Sims State Veterans' Nursing Home, Panama City
- Clyde E. Lassen State Veterans' Nursing Home, St. Augustine
- Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte



Comprehensive services and a deep concern for all veterans go hand in hand at our FDVA nursing homes. A full-time staff of Registered Nurses (RN), Licensed Practical Nurses (LPN) and Certified Nursing Assistants (CNA) provides around-the-clock medical and nursing care to our veteran residents. Rehabilitative services, such as occupational and physical therapies, speech therapy and recreational activities are provided under the direct supervision of licensed therapists.

A variety of on- and off-site recreational and social activities are provided to encourage active minds, bodies and spirits, and slow the process of physical and mental decline. A wide range of other medical services is also offered. These include dental, podiatric and dermatological care. In spacious dining rooms, residents are provided with wholesome meals prepared under the supervision of licensed dietitians.

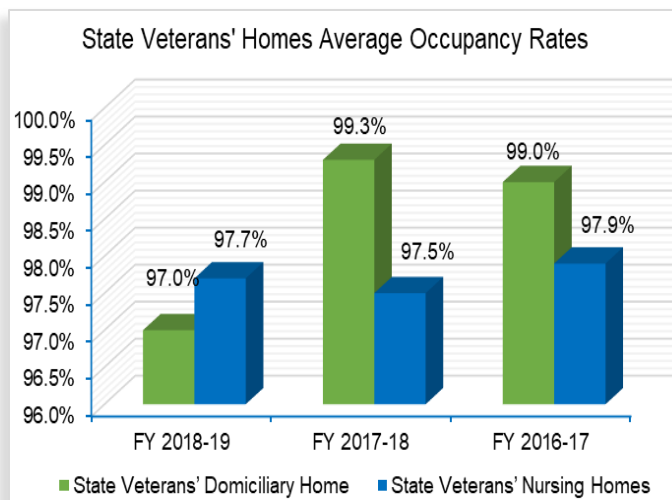


The State Veterans' Homes Program has a proud tradition of commitment to veterans. We remain at the forefront in ensuring that the level of care and services provided to our veterans meets or exceeds the highest standards in an environment that enhances the quality of life of each veteran.

### State Veterans' Homes Program Occupancy Rates

During Fiscal Year 2018-19, the average occupancy rate for State Veterans' Homes in operation two years or longer was 97.6% and the average for all skilled nursing facilities was over 97.7%.

Assisted living facilities traditionally operate at a lower occupancy than skilled nursing facilities, and the department is proud to announce the Robert H. Jenkins Jr. State Veterans' Domiciliary Home in Lake City had an occupancy rate far above the 90% performance measure goal for the year and achieved a 97.0% occupancy rate.



### Quality of Care

Delayed onset Post Traumatic Stress Disorder (PTSD) has typically been observed among the elderly, who may develop PTSD stemming the development of symptoms after exposure to single or multiple traumatic events.

Music therapy is offered in addition to standard treatment to address symptoms for PTSD. For example, it will be used as a way to build rapport and allow the residents to express themselves nonverbally since some of our residents with PTSD have a difficult time talking about the trauma. Music can help prompt memories when a resident is unable to reprocess a memory due to not remembering it. It can also be used as a tool to ground the residents because music can prompt feelings of calmness. Music gives our resident something to focus on in the here-and-now so the veteran can remember that they are in a safe place. The State Veterans' Homes using music therapy with residents to help them to express themselves and their emotions in words. Music in a group setting can reduce isolation and feelings of detachment, and increase pleasurable emotions.



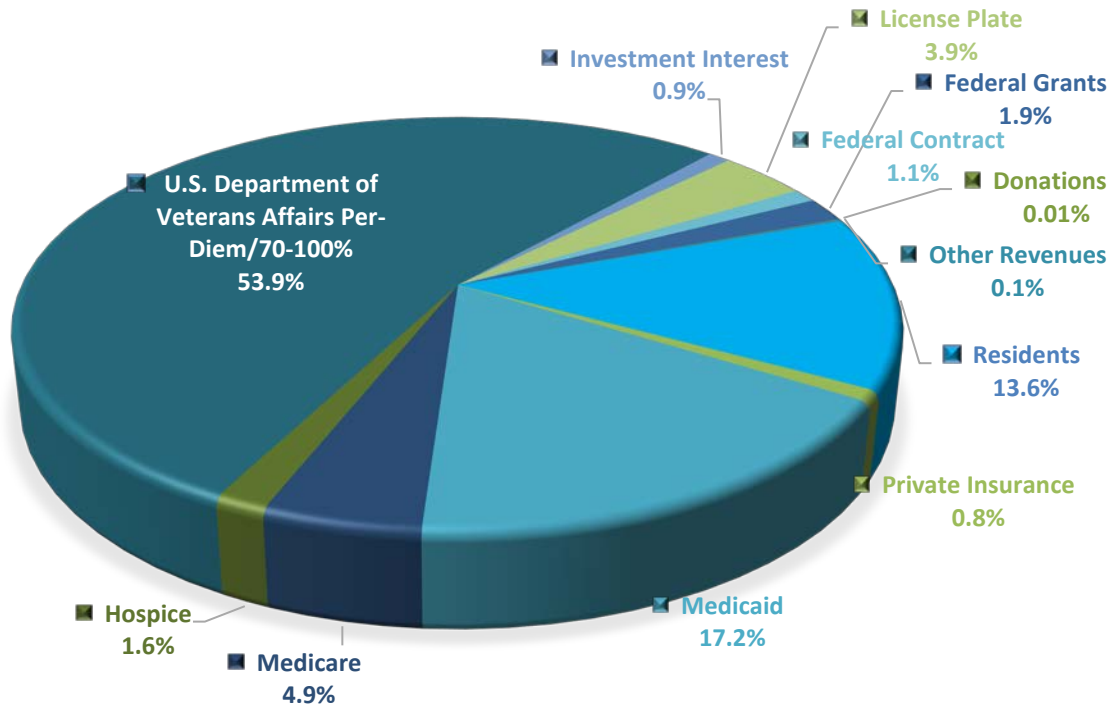
Music therapy is a useful therapeutic tool to reduce symptoms and improve functioning among residents with trauma exposure and PTSD. In addition, music therapy may help foster resilience and engage individuals who struggle with stigma associated with seeking professional help.

State Veterans' Nursing Homes continue to be the long-term care leaders in providing the most extraordinary programs that produce the highest quality of health care for our Florida veterans.



# Fiscal Impact

| FLORIDA DEPARTMENT OF VETERANS' AFFAIRS              |                               |
|--|-------------------------------|
| Revenue Report                                       |                               |
| July 1, 2018 - June 30, 2019                         |                               |
| Revenues   | State Veterans' Homes Program |
| Residents  | \$ 13,065,306                 |
| Private Insurance                                    | \$ 936,650                    |
| Medicaid   | \$ 16,501,137                 |
| Medicare   | \$ 4,747,279                  |
| Hospice  | \$ 1,174,312                  |
| U.S. Department of Veterans Affairs Per-Diem/70-100% | \$ 60,174,004                 |
| Investment Interest                                  | \$ 1,329,984                  |
| License Plates                                       | \$ 4,170,559                  |
| Federal Contract                                     | \$ 1,037,438                  |
| Federal Grants                                       | \$ 9,513,425                  |
| Donations  | \$ 43,187                     |
| Other Revenues                                       | \$ 1,371,606                  |
| <b>Total Revenues</b>                                | <b>\$114,064,886</b>          |



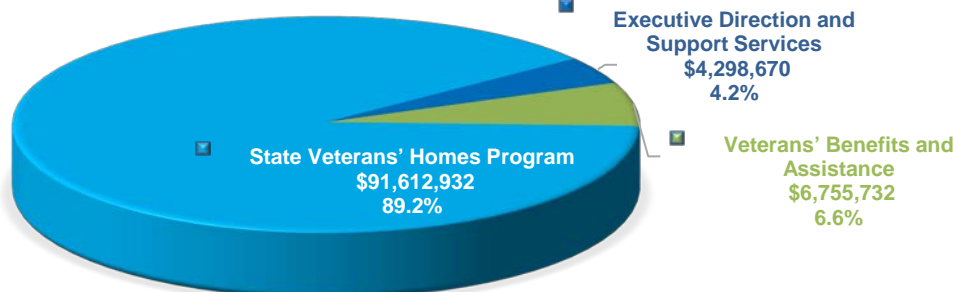
**FLORIDA DEPARTMENT OF VETERANS' AFFAIRS**

**Expenditure Report**

**July 1, 2018 - June 30, 2019**

|   | State Veterans'<br>Homes<br>Program | Executive<br>Direction and<br>Support<br>Services | Veterans'<br>Benefits and<br>Assistance |
|---|-------------------------------------|---|---|
| <b>Operating Expenditures</b>               |                                     |   |   |
| Salaries and Benefits                       | \$ 51,891,639                       | \$ 2,561,976                                      | \$ 5,968,140                            |
| OPS   | \$ 3,209,411                        | \$ 44,004   | \$ 16,410                               |
| Expenses                                    | \$ 15,951,435                       | \$ 1,072,467                                      | \$ 335,047                              |
| Other Capital Outlay                        | \$ 1,445,339                        | \$ 112,051  | \$ 13,850                               |
| Food Products                               | \$ 3,504,487                        | \$ -  | \$ -                                    |
| Vehicle                                     | \$ 485,464                          | \$ -  | \$ -                                    |
| Contracted Services                         | \$ 12,159,898                       | \$ 365,854  | \$ 353,388                              |
| Recreational Equip. Supplies                | \$ 53,699                           | \$ -  | \$ -                                    |
| Risk Management Insurance                   | \$ 1,949,261                        | \$ 77,915   | \$ 30,616                               |
| Public Assistance                           | \$ 576,705                          | \$ -  | \$ -                                    |
| Human Resources Assessment                  | \$ 385,593                          | \$ 9,472  | \$ 38,281                               |
| Data Processing Svc SRC                     | \$ -                                | \$ 54,930   | \$ -                                    |
| <b>Total Operating Expenditures</b>         | <b>\$ 91,612,932</b>                | <b>\$ 4,298,670</b>                               | <b>\$ 6,755,732</b>                     |
| <b>Non-Operating Expenditures</b>           |                                     |   |   |
| Service Charge to General Revenue           | \$ 419,489                          | \$ -  | \$ 2,114                                |
| Refunds-State Revenues                      | \$ 822,134                          | \$ -  | \$ -                                    |
| Investment Cost                             | \$ 60,452                           | \$ -  | \$ -                                    |
| Payment Sales Tax                           | \$ 4,628                            | \$ -  | \$ -                                    |
| Trust Fund Sweep                            | \$ -                                | \$ -  | \$ -                                    |
| <b>Total Non-Operating Expenditures</b>     | <b>\$ 1,306,702</b>                 | <b>\$ -</b>                                       | <b>\$ 2,114</b>                         |
| <b>Fixed Capital Outlay</b>                 |                                     |   |   |
| New Home Construction                       | \$ 10,518,830                       | \$ -  | \$ -                                    |
| Add & Improvements to State Veterans' Homes | \$ 2,846,747                        | \$ -  | \$ -                                    |
| Maintenance/Repair Fees                     | \$ 1,541,869                        | \$ -  | \$ -                                    |
|   | \$ 3,170,245                        | \$ -  | \$ -                                    |
| <b>Total Fixed Capital Outlay</b>           | <b>\$ 18,077,691</b>                | <b>\$ -</b>                                       | <b>\$ -</b>                             |
| <b>Total</b>                                | <b>\$ 110,997,326</b>               | <b>\$ 4,298,670</b>                               | <b>\$ 6,757,847</b>                     |

**OPERATING EXPENDITURES**



# Department Recognitions

## Prestigious Awards for the Noteworthy Support to Florida's Veterans and Their Families

FDVA received an award of Appreciation and Recognition from the Pinellas Association for Retarded Children (PARC). Through significant financial support from many organizations, PARC provide opportunities for children and adults with intellectual and developmental disabilities.

Executive Director Burgess received an award from the Ybor Chamber of Commerce in honor of his military service and efforts in supporting our nation's heroes.



Executive Director Burgess received an award of recognition from Saint Leo University's President Jeffrey Sense for his public service as a former state representative and his military support to Florida's servicemembers and veterans.

Governor Ron DeSantis, First Lady Casey DeSantis and Retired Brig. Gen. Chip Diehl visited the Florida Department of Veterans' Affairs Headquarters in Largo. Governor DeSantis addressed his support for veterans and his vision to ensure

Florida remains the most veteran-friendly state in the country. During the Governor's visit, 55 veterans were awarded with Veterans Service Medals.

## Governor's Gold Seal Award



The Baldomero Lopez State Veterans' Nursing Home in Land O' Lakes received the Gold Seal award. The Gold Seal program awards were developed and implemented by the Governor's Panel, recognizing nursing home facilities that demonstrate excellence in long-term care. Twenty-eight Skilled Nursing facilities received 2019 Governor's Gold Seal award in Florida for providing consistence and exceptional high level of care to their residents.

Facilities that wish to be considered for the Gold Seal Award must be in operation for a minimum of 30 months and meet rigorous standards for quality of care, financial soundness, family and community involvement, training and workforce stability. Facilities must also have an excellent regulator history in the 30 months preceding their application.

## Nursing Homes Five-Star Quality Ratings

The Centers for Medicare & Medicaid Services (CMS) created the Five-Star Quality Rating System for Nursing Homes to help residents and their family members compare the quality of care and services provided at skilled nursing facilities. There is one overall 5-Star rating for each nursing home, and a separate rating for each of the following three sources of information:

- Health inspection results



**Five-Star Quality Rated**  
by Centers for Medicare and Medicaid Services



- Staffing data
- Quality Measures

Homes that receive an overall rating of 5-Stars are in the top 10 percent of all homes measured. FDVA is proud to share that five State Veterans' Nursing Homes are recognized as CMS Five Star quality rated nursing homes.

- Alexander "Sandy" Ninger State Veterans' Nursing Home, Pembroke Pines
- Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes
- Clifford C. Sims State Veterans' Nursing Home, Panama City
- Clyde E. Lassen State Veterans' Nursing Home, St. Augustine
- Emory L. Bennett State Veterans' Nursing Home, Daytona Beach

### 2019 AHCA/NCAL National Quality Awards

The American Health Care Association and National Center recognized the Florida State Veterans' Homes with the Silver – Achievement in Quality Award and Bronze Commitment to Quality Award. The National Quality Award Program provides a pathway for providers of long-term and post-acute care services to demonstrate their commitment toward performance excellent for the quality of care to seniors and persons with disabilities.



Four State Veterans' Homes were awarded Silver – Achievement in Quality Awards:

- Alexander "Sandy" Ninger State Veterans' Nursing Home, Pembroke Pines
- Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes
- Emory L. Bennett State Veterans' Nursing Home, Daytona Beach
- Robert H. Jenkins State Veterans' Domiciliary Home, Lake City

Two State Veterans' Homes were awarded with the Bronze Commitment to Quality Awards:

- Clifford C. Sims State Veterans' Nursing Home, Panama City
- Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte



### 2019 PRUDENTIAL PRODUCTIVITY AWARDS

The Prudential Productivity Awards are made possible through the generosity of Prudential, and the vision of the late J. E. Davis and A. D. Davis, co-founders of Florida TaxWatch. Since 1989, Florida TaxWatch has publically recognized and rewarded state employees and work units whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses.

The FDVA received recognition plaques during FY 2018-19. Awardees include:

#### Plaque Winners

##### Category: Quality of Life

- Facility-based C.N.A. Training Program Team at the Douglas T. Jacobson State Veterans' Nursing Home



# Department Recognitions

- ✓ Cynthia Holland, Infection Control Preventionists
- ✓ Tammy Hoyt, HR Tech Staff Assistant
- ✓ Elizabeth 'Liz' Barton, Nursing Home Administrator
- **Team TENA at the Douglas T. Jacobson State Veterans' Nursing Home**
  - ✓ Cynthia Holland, Infection Control Preventionists
  - ✓ Stephanie Taylor, Director of Nursing
  - ✓ Elizabeth 'Liz' Barton, Nursing Home Administrator

**Category: Service**

- ✓ Barbara Klein, LPN at the Douglas T. Jacobson State Veterans' Nursing Home
- ✓ Lindsay Mallard, Business Manager at the Douglas T. Jacobson State Veterans' Nursing Home
- ✓ Don Anderson, RN at the Douglas T. Jacobson State Veterans' Nursing Home
- ✓ Kelly Cline, Accountant II at the Douglas T. Jacobson State Veterans' Nursing Home
- ✓ Elizabeth 'Liz' Barton, Nursing Home Administrator at the Douglas T. Jacobson State Veterans' Nursing Home

## 2019 Florida Health Care Association Rising Star Award

FDVA salutes Barbara Klein, a health care professional at the Douglas T. Jacobson State Veterans' Nursing Home in Port Charlotte. Klein was named the Florida Health Care Association's 2019 Long Term Care Rising Star in Nursing Award winner.



# Appendix I

## Actions Taken Relevant to Florida Statutes

### Chapter 292, FLORIDA STATUTES

§§ 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 Agency (SAA) for Veterans' Education and Training

FDVA maintains a contract with the U.S. Department of Veterans Affairs (VA) which funds the State Approving Agency for Veterans' Education and Training. Costs are reimbursed 100% by VA and include coverage of clerical and administrative expenses of the Bureau, which is within the Division of Veterans' Benefits and Assistance.

#### Division of State Veterans' Homes

The Division of State Veterans' Homes applies for and receives federal funds from the VA including per diem as well as construction and renovation grants. Our homes accept funds from Medicare, Medicaid, hospice, private insurance reimbursements and from individual residents in the form of co-payments for services rendered. Our network of veterans' homes also accepts cash donations as well as gifted items and services for the benefit of the residents.

§§ 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 veteran-related governmental committees, regular meetings with veterans' organizations and their leadership, and as possible analyses of official VA data and reports. The Bureau of Public Information and Research shell reach-out to veteran communities and perform ongoing analysis of veterans' needs. FDVA attends Florida Veterans Council meetings with veteran service organization representatives throughout the state as a best-effort to not only gather information on veterans and their needs, but to disseminate information on available benefits to as many veterans as we can reach.

§§ 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. Such programs shall be subject to chapters 215 and 216.*

#### State Approving Agency (SAA) for Veterans' Education and Training

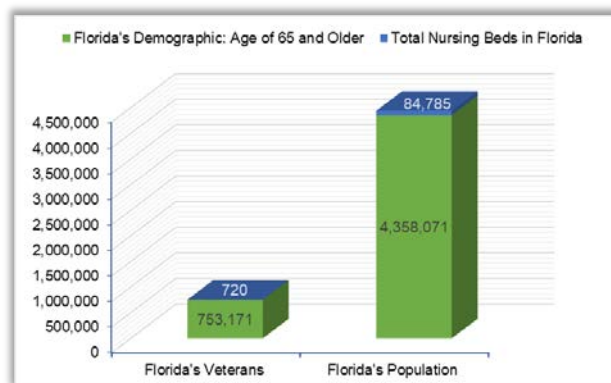
Under the provisions of Title 38 United States Code and the contract maintained between the FDVA and the VA, the SAA is charged with inspecting, approving and supervising programs and courses offered by accredited and non-accredited educational institutions (public and private) as well as training organizations, which are approved to participate in GI Bill® education benefit programs. Approval and compliance documents are furnished to VA, by the SAA, so that eligible veterans or other eligible persons enrolled in such courses may receive veteran education benefits.

### Division of State Veterans' Homes

The Homes' Program may apply to receive federal funds that provide for the needed facility renovations and monthly per diem for eligible residents for the cost of care.

The total number of beds currently available in the Division of State Veterans' Homes is 870. Of those, 720 are nursing home beds. The veteran population over 65 years old in Florida is estimated to be 753,171.

According to Florida's Agency for Health Care Administration, Florida has a total of 84,785 nursing home beds and an over-65 population is estimated to be about 4,358,071, more than half a million with Alzheimer's or related dementias.



The construction of new state veterans' nursing homes is subject to approval by the Governor and Cabinet, with 35% of the funding provided by the Florida Legislature and 65% of construction costs matched by the VA.

## Chapter 295, FLORIDA STATUTES

### Office of Inspector General: Veterans' Preference

Veterans' Preference Act of 1944, provisions of title 5, United States Code "The state and all political subdivisions of the state shall give preference in employment, promotions after being deployed and retention." The Veterans' Preference for Florida's veterans §§ 295.05 (7) F.S. and §§ 295.11 F.S. is coordinated by the FDVA Office of Inspector General.

§§ 295.05 (7) F.S. *Veterans' Preference in Hiring and Retention. Florida Statute (§ 295.07) provides that the State and political subdivisions shall give preferences in appointment, retention in positions of employment and promotion to eligible veterans.*

§§ 295.11 F.S. *Investigation; administrative hearing for not employing preferred applicant. Florida Statutes (§ 295.11), tasks FDVA, upon written request of any person specified in § 295.07 to investigate any complaint filed with the department by such person when the person has applied to any state agency or any agency of a political subdivision in the state for a position of employment which was awarded to a nonveteran and the person feels aggrieved under this chapter.*



# Appendix II

## County Population and Federal Benefit Distributions by County

| FY18 Summary of Expenditures by State |                     |                   |                        |   |                         |              |
|---------------------------------------|---------------------|-------------------|------------------------|---|-------------------------|--------------|
| Expenditures in \$000s                |                     |                   |                        |   |                         |              |
|                                       | Veteran Population* | Total Expenditure | Compensation & Pension | Education & Vocational Rehabilitation/ Employment | Insurance & Indemnities | Medical Care |
| ALACHUA                               | 16,110              | \$ 242,454        | \$ 70,907              | \$ 12,561   | \$ 1,153                | \$ 153,387   |
| BAKER                                 | 2,112               | \$ 16,883         | \$ 7,685               | \$ 824  | \$ 33                   | \$ 8,342     |
| BAY                                   | 24,663              | \$ 177,854        | \$ 120,230             | \$ 14,177   | \$ 1,422                | \$ 42,024    |
| BRADFORD                              | 2,319               | \$ 24,522         | \$ 8,259               | \$ 483  | \$ 94                   | \$ 15,685    |
| BREVARD                               | 66,930              | \$ 614,163        | \$ 343,026             | \$ 44,412   | \$ 6,204                | \$ 216,719   |
| BROWARD                               | 78,128              | \$ 651,597        | \$ 297,977             | \$ 77,584   | \$ 7,492                | \$ 268,544   |
| CALHOUN                               | 1,321               | \$ 8,229          | \$ 4,204               | \$ 147  | \$ 3                    | \$ 3,876     |
| CHARLOTTE                             | 21,237              | \$ 139,864        | \$ 76,761              | \$ 3,376  | \$ 1,555                | \$ 58,172    |
| CITRUS                                | 20,859              | \$ 165,145        | \$ 77,831              | \$ 3,951  | \$ 1,327                | \$ 82,036    |
| CLAY                                  | 28,497              | \$ 224,467        | \$ 134,667             | \$ 27,942   | \$ 1,058                | \$ 60,800    |
| COLLIER                               | 27,164              | \$ 109,772        | \$ 62,028              | \$ 4,562  | \$ 3,394                | \$ 39,788    |
| COLUMBIA                              | 6,695               | \$ 122,440        | \$ 34,754              | \$ 2,168  | \$ 588                  | \$ 84,929    |
| DE SOTO                               | 2,019               | \$ 14,856         | \$ 8,044               | \$ 217  | \$ 39                   | \$ 6,557     |
| DIXIE                                 | 1,603               | \$ 19,097         | \$ 6,386               | \$ 19   | \$ 24                   | \$ 12,667    |
| DUVAL                                 | 90,687              | \$ 644,883        | \$ 334,842             | \$ 90,358   | \$ 4,769                | \$ 212,977   |
| ESCAMBIA                              | 40,363              | \$ 320,591        | \$ 192,709             | \$ 27,425   | \$ 1,984                | \$ 88,518    |
| FLAGLER                               | 11,670              | \$ 84,220         | \$ 49,011              | \$ 4,503  | \$ 882                  | \$ 29,824    |
| FRANKLIN                              | 986                 | \$ 7,121          | \$ 3,821               | \$ 88   | \$ 8                    | \$ 3,204     |
| GADSDEN                               | 3,466               | \$ 27,692         | \$ 13,256              | \$ 967  | \$ 94                   | \$ 13,375    |
| GILCHRIST                             | 1,649               | \$ 20,131         | \$ 6,520               | \$ 337  | \$ 101                  | \$ 13,173    |
| GLADES                                | 937                 | \$ 6,900          | \$ 1,760               | \$ 19   | \$ 23                   | \$ 5,098     |
| GULF                                  | 1,572               | \$ 11,781         | \$ 7,131               | \$ 536  | \$ 245                  | \$ 3,869     |
| HAMILTON                              | 941                 | \$ 13,912         | \$ 5,232               | \$ 442  | \$ 17                   | \$ 8,221     |
| HARDEE                                | 1,318               | \$ 7,908          | \$ 3,994               | \$ 293  | \$ 171                  | \$ 3,449     |
| HENDRY                                | 1,490               | \$ 14,004         | \$ 6,838               | \$ 558  | \$ 24                   | \$ 6,585     |
| HERNANDO                              | 19,684              | \$ 198,847        | \$ 99,987              | \$ 8,175  | \$ 1,172                | \$ 89,512    |
| HIGHLANDS                             | 10,346              | \$ 77,280         | \$ 38,560              | \$ 1,403  | \$ 618                  | \$ 36,699    |
| HILLSBOROUGH                          | 94,842              | \$ 1,215,061      | \$ 519,242             | \$ 117,769  | \$ 6,371                | \$ 549,344   |
| HOLMES                                | 1,714               | \$ 15,656         | \$ 11,166              | \$ 295  | \$ 103                  | \$ 4,093     |
| INDIAN RIVER                          | 14,191              | \$ 103,046        | \$ 56,633              | \$ 4,498  | \$ 1,400                | \$ 40,516    |
| JACKSON                               | 4,318               | \$ 36,585         | \$ 21,318              | \$ 837  | \$ 151                  | \$ 14,279    |
| JEFFERSON                             | 1,298               | \$ 8,127          | \$ 4,353               | \$ 53   | \$ 63                   | \$ 3,659     |
| LAFAYETTE                             | 556                 | \$ 4,307          | \$ 1,246               | \$ 38   | \$ 11                   | \$ 3,013     |
| LAKE                                  | 33,790              | \$ 262,656        | \$ 144,141             | \$ 11,446   | \$ 2,576                | \$ 104,493   |
| LEE                                   | 59,238              | \$ 360,342        | \$ 179,059             | \$ 19,025   | \$ 4,322                | \$ 157,936   |
| LEON                                  | 17,585              | \$ 122,557        | \$ 55,643              | \$ 12,797   | \$ 1,293                | \$ 49,405    |
| LEVY                                  | 4,607               | \$ 50,995         | \$ 15,717              | \$ 467  | \$ 122                  | \$ 34,689    |
| LIBERTY                               | 514                 | \$ 3,191          | \$ 1,582               | \$ 31   | \$ 1                    | \$ 1,578     |
| MADISON                               | 1,312               | \$ 14,215         | \$ 5,710               | \$ 303  | \$ 36                   | \$ 8,166     |
| MANATEE                               | 30,368              | \$ 210,527        | \$ 111,111             | \$ 11,687   | \$ 2,422                | \$ 85,307    |



| County/<br>Congressional<br>District | Veteran<br>Population* | Total<br>Expenditure | Compensation<br>& Pension | Education &<br>Vocational<br>Rehabilitation/<br>Employment | Insurance &<br>Indemnities | Medical Care        |
|--------------------------------------|------------------------|----------------------|---------------------------|--|----------------------------|---------------------|
| MARION                               | 37,586                 | \$ 314,679           | \$ 137,706                | \$ 9,512   | \$ 2,468                   | \$ 164,993          |
| MARTIN                               | 13,168                 | \$ 89,886            | \$ 42,405                 | \$ 3,239   | \$ 1,736                   | \$ 42,506           |
| MIAMI-DADE                           | 57,237                 | \$ 654,444           | \$ 252,915                | \$ 73,013  | \$ 3,273                   | \$ 322,642          |
| MONROE                               | 6,900                  | \$ 56,670            | \$ 26,553                 | \$ 5,535   | \$ 325                     | \$ 24,258           |
| NASSAU                               | 8,814                  | \$ 55,871            | \$ 31,487                 | \$ 5,143   | \$ 539                     | \$ 18,702           |
| OKALOOSA                             | 35,500                 | \$ 283,812           | \$ 204,756                | \$ 34,122  | \$ 1,342                   | \$ 43,592           |
| OKEECHOBEE                           | 2,737                  | \$ 33,774            | \$ 14,524                 | \$ 570   | \$ 158                     | \$ 18,522           |
| ORANGE                               | 66,867                 | \$ 726,411           | \$ 334,109                | \$ 82,844  | \$ 4,990                   | \$ 292,484          |
| OSCEOLA                              | 17,305                 | \$ 242,943           | \$ 119,188                | \$ 16,729  | \$ 857                     | \$ 106,169          |
| PALM BEACH                           | 75,356                 | \$ 667,642           | \$ 256,266                | \$ 44,390  | \$ 14,103                  | \$ 343,816          |
| PASCO                                | 49,544                 | \$ 497,186           | \$ 222,281                | \$ 29,866  | \$ 3,109                   | \$ 241,930          |
| PINELLAS                             | 84,097                 | \$ 1,001,536         | \$ 362,178                | \$ 41,592  | \$ 6,674                   | \$ 471,146          |
| POLK                                 | 48,781                 | \$ 431,827           | \$ 209,441                | \$ 25,192  | \$ 3,558                   | \$ 193,636          |
| PUTNAM                               | 6,870                  | \$ 73,561            | \$ 26,620                 | \$ 2,043   | \$ 226                     | \$ 44,672           |
| SAINT JOHNS                          | 20,209                 | \$ 132,304           | \$ 75,136                 | \$ 13,063  | \$ 1,737                   | \$ 42,232           |
| SAINT LUCIE                          | 24,181                 | \$ 216,448           | \$ 105,963                | \$ 12,198  | \$ 1,345                   | \$ 96,941           |
| SANTA ROSA                           | 25,004                 | \$ 220,315           | \$ 150,293                | \$ 23,605  | \$ 1,994                   | \$ 44,423           |
| SARASOTA                             | 40,053                 | \$ 224,640           | \$ 123,423                | \$ 9,599   | \$ 3,575                   | \$ 88,043           |
| SEMINOLE                             | 29,054                 | \$ 235,118           | \$ 116,957                | \$ 20,341  | \$ 2,006                   | \$ 95,815           |
| SUMTER                               | 21,215                 | \$ 119,909           | \$ 63,956                 | \$ 1,365   | \$ 1,573                   | \$ 45,828           |
| SUWANNEE                             | 4,130                  | \$ 49,112            | \$ 15,834                 | \$ 862   | \$ 174                     | \$ 32,242           |
| TAYLOR                               | 1,862                  | \$ 17,463            | \$ 6,712                  | \$ 280   | \$ 31                      | \$ 10,440           |
| UNION                                | 1,068                  | \$ 11,092            | \$ 3,937                  | \$ 217   | \$ 56                      | \$ 6,882            |
| VOLUSIA                              | 52,319                 | \$ 457,530           | \$ 247,537                | \$ 42,559  | \$ 4,035                   | \$ 163,400          |
| WAKULLA                              | 2,760                  | \$ 19,180            | \$ 9,872                  | \$ 488   | \$ 141                     | \$ 8,678            |
| WALTON                               | 6,973                  | \$ 43,028            | \$ 27,947                 | \$ 2,294   | \$ 480                     | \$ 12,307           |
| WASHINGTON                           | 2,383                  | \$ 17,200            | \$ 11,140                 | \$ 451   | \$ 193                     | \$ 5,415            |
| <b>FLORIDA (Totals)</b>              | <b>1,491,070</b>       | <b>\$ 13,267,458</b> | <b>\$ 6,342,479</b>       | <b>\$ 1,007,883</b>  | <b>\$ 114,061</b>          | <b>\$ 5,606,218</b> |

**Notes:**

\* Veteran population estimates, as of September 30, 2018, are produced by the VA Office of the Actuary (VetPop 2016).

# Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) program. Currently, all "Loan Guaranty" expenditures are attributed to Travis County, TX, where all Loan Guaranty payments are processed. VA will continue to improve data collection for future GDX reports to better distribute loan expenditures at the state, county and congressional district levels.

\*\* Unique patients are patients who received treatment at a VA health care facility. Data provided by the Allocation Resource Center (ARC).

Expenditure data sources: USASpending.gov for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.

1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$-" = 0 or no expenditures.

2. The Compensation & Pension expenditures include dollars for the following programs: veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; veterans' pension for nonservice-connected disabilities; and burial and other benefits to veterans and their survivors.

3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.

4. Medical Care expenditures are allocated to the patient's home location, not the site of care.

## Appendix III



# FLORIDA VETERANS — F O U N D A T I O N —

In 2008, the Florida Legislature established the Florida Veterans Foundation (FVF) as a Direct Support Organization of the Florida Department of Veterans' Affairs (FDVA). The Foundation operates for the direct and indirect benefit of the veterans of Florida, the FDVA, state Veterans Service Organizations (VSO) and County Veteran Service Officers (CVSO). The FVF is also a nonprofit organization operating for charitable and educational purposes under Section 501(c) (3). While many of Florida's veterans successfully transitioned to a post-military career, many encountered challenges that impede their progress. Veterans report priority services needed during this transition were employment assistance, transportation, housing, mental health and utility assistance in emergencies.

The Florida Veterans Foundation team is composed of a volunteer Chairman and Board of Directors. The majority of the Foundation Directors are retired, military disabled veterans who donate more than 40 hours per week of their time to support the Foundation's mission to align support with the FDVA mission of Advocacy, to ensure greater impact for veterans throughout the state of Florida. FVF has taken charge of representing Florida veterans and their families through congressionally chartered Florida-based Veterans Service Organizations.

The Florida Veterans Foundation collaborates with entities and state agencies with an interest in solving issues that ultimately affect Florida and the economy. Our staunch effort is realizing successes throughout the veteran community and gaining incredible interest at all levels of the government within Florida and through recognized accomplishments.

We welcome the inspirational leadership of Chairman Bob Asztalos, who was appointed to his position this summer. He is very optimistic about the future through his creative ideas on securing recurring funding. The following initiatives will affect veterans in a positive productive manner.

### **Forward March**

The Florida Veterans Foundation led the way through district networking to support FDVA with the Governor announced initiative *Forward March*. To date, the FVF has been in lock step with FDVA in making this program viable. FVF continues to stand ready to assist FDVA in execution of taking "ideas to action!"

### **Veterans' Financial Literacy**

FVF has completed the Attorney General's Veterans Literacy Grant in the amount of \$200,000. The benefit of Aid and Attendance, Pension and Disability claims helps connect veterans with Federal VA funding, thereby freeing up state Medicaid money. Another bi-product is of this outreach that for every 800 veterans registered with the VA, the state earns an additional of five federally funded medical professionals.

### **Suicide Prevention, Opioids/Mental Health Services**

FVF collaborated with the Tampa Bay area's 2-1-1 Crisis Center to provide support for a targeted statewide campaign that will connect the veteran population to service providers at all levels regarding issues such as Suicide Prevention, Opioid Abuse, PTSD, and Mental Health Treatment.

## **Aging Veteran Outreach**

The program provides statewide support to veterans' outreach on the benefit of Aid and Attendance, Pension, and Disability Claims. The program makes it possible for veterans to remain for longer periods of time in their own homes for their health and welfare. The grant was awarded for \$300,000 in partnership with the National Association of Veterans and Families (NAVF).

## **Veteran Treatment Court Statewide Leadership and Legal Assistance:**

The Veterans Treatment Court (VTC) is a hybrid court, blending aspects of the traditional Drug, Criminal, Mental Health and Diversionary Court processes. The VTC statewide committee, Rehabilitation vs. Incarceration supports veterans suffering from PTSD and Traumatic Brain Injury (TBI) from roadside bombs and suicide bombers improvised explosive devices. Its primary focus is on the effective identification, treatment and successful reintegration of every enrolled veteran back into his or her local community. There are currently over 30 VTCs in Florida, serving more than 225 veteran defendants. The FVF has been connecting VTC's throughout the state to one common thread for effective, shared best practices.

## **Homeless Veterans Stand Down Best Practices**

FVF is currently in development of best practices of Homeless and At-Risk Veteran Stand Downs through the *Forward March* Initiative. FVF is working to build county models to serve homeless and at-risk veterans to develop a program of a day of service for effective, meaningful support, which will allow greater resources for year-round service.

## **Chartered Functions of the Foundation:**

FVF primary functions are to provide direct and indirect services to veterans and their families through collaborating with the appropriate federal, state and local government agencies, veteran service organizations, and education entities.

- FVF provides direct and indirect services to veterans and their families through collaborating with the appropriate federal, state and local government agencies, veteran service organizations and education entities.
- FVF develops and facilitates best practices for programs to benefit the overall health, welfare, education, employment and housing for Florida veterans. These best practices will be in collaboration with other agency initiatives to ensure the greatest impact on veteran assistance.
- FVF provides financial and administrative support to the Florida Veterans' Hall of Fame Council and Florida Veterans' Hall of Fame.
- FVF provides support to the FDVA to distribute the Florida Veterans' Benefits Guide.
- Under Chapter 322.08 Florida Statutes, FVF serves veterans' through the Department of Highway Safety and Motor Vehicles (DHSMV) for education and benefits.

FVF's direct support of FDVA is "proactive" to ensure success of military personnel prior to discharge. We are producing needs assessments to create roadmaps for new veterans to educate them on their journey from cradle to grave. FVF is becoming the "Systems Management" of the statewide processes to support the Florida veterans. Listed below are some other notable support functions accomplished in fiscal year 2018-19.



# Appendix III

| The Foundation's Program Participants Successes   |  |                |           |
|---|--|----------------|-----------|
| Organization  | Program                                | Veteran Served |           |
|   |  | "#"            | "\$"      |
| American Legion   | Emergency Financial Assistance         | 370            | \$70,981  |
| Five Star Veterans Center   | Mental Health / Wellness Grant         | 845,569        | N/A       |
| Disabled American Veterans  | Transportation Disadvantaged           | 16,429         | \$65,000  |
| FVF   | Through Personal Contact and Media     | 921,515        | N/A       |
| Bay Area Legal Services   | Veterans Legal Helpline                | 158            | \$20,000  |
| FVF   | Services to Homeless Veterans          | 520            | N/A       |
| Department of Highway Safety and Motor Vehicles (DHSMV)                                     | Education and Benefits                 | 77,338         | N/A       |
| Northeast Florida Women Veterans  | Women Veterans Wellness Program        | 125            | N/A       |
| Florida Dental Association and Mission of Mercy   | Veterans First Event                   | 166            | \$182,000 |
| American Patriot Services Corporation and the National Association of Veterans and Families | Educational Outreach to Aging Veterans | 58             | N/A       |
| Bay County Veterans Council   | Educate Hurricane-affected Veterans    | N/A            | \$5,000   |

FVF annual weighted performance score: 5



## Appendix IV



Veterans Florida (Florida is for Veterans, Inc.) is a non-profit corporation created by the State of Florida in 2014 to help veterans fully transition to civilian life in the Sunshine State. We connect veterans to employers, grant funds to employers to hire and train veterans, and educate veterans on how to open their own businesses in the Florida.

Veterans Florida is backed by the State of Florida. Our board is appointed by the Governor, Speaker of the Florida House of Representatives, and the President of the Florida Senate. Additionally, our staff is composed of veterans with experience in state veterans' programs, economic development, and workforce development. Our unique programs assist Florida businesses recruit, train, and hire veterans to meet workforce needs.

### Veterans Florida Career Services Program

To better serve the needs of veteran job seekers and employers, Veterans Florida maintains the Career Services Program. This program houses our largest grant program, the Veterans Florida Workforce Training Grant, which reimburses eligible companies for 50 percent of the training cost for every new veteran hired and trained, up to \$8,000 per employee.

The Career Services Program allows Veterans Florida to actively recruit qualified veterans to fill Workforce Training Grant funded positions at companies across the state. Veterans can upload their resume for consideration for any position or apply directly for open positions through the career portal on [veteransflorida.org](http://veteransflorida.org).

Veterans Florida has received more than 2,500 resumes from veterans seeking employment in Florida and is actively matching them with job openings at our training grant employers. More than 40 employers have used Veterans Florida Career Services.

|   | FY 2015-16 | FY 2016-17 | FY 2017-18 | FY 2018-19 | Total       |
|---|------------|------------|------------|------------|-------------|
| Veterans Trained  | 1          | 117        | 187        | 303        | 608         |
| Workforce Grant Reimbursements                                      | \$2,520    | \$476,070  | \$687,483  | \$712,765  | \$1,878,837 |
| Total Grant Reimbursements and Obligated (as of September 30, 2019) |            |            |            |            | \$2,078,089 |

## Veterans Florida Entrepreneurship Program

Nearly one in four active duty service members and veterans want to open and operate their own business. Opportunity, freedom, and challenge attract them to business ownership. The Veterans Florida Entrepreneurship Program offers veterans online and on-site instruction, facilitation, and mentorship designed to match up with their level of knowledge and their busy schedule.



The Veterans Florida Entrepreneurship Program has conducted its fourth year of operation in Fiscal Year 2018-19. Since the inception of the program in early 2016, the program has received more than 2,400 applications from veterans across the state, and served 1,543 veterans.

The program features three pathways to meet the needs of veteran entrepreneurs at different stages of their entrepreneurial journey.

The first pathway, Discover, comprises online lessons which familiarize veterans with basic terminology and concepts and acts as a gateway to the second and third pathways. Veterans Florida licensed an existing web-based system to give our participants a low-risk, low-commitment option to start learning the foundations of entrepreneurship.

The second pathway, Explore, offers topical workshops held on location at our six network partners. This pathway comprises a minimum of six, 2-3 hour workshops and is designed for veterans with early-stage ideas or early-stage companies.

The third pathway, Master, is an advanced program that delves more deeply into all aspects of entrepreneurship and comprises 60 hours of on-location facilitation held at one of our six network partners. This pathway is reserved for a maximum of 20 veterans with well-defined business ideas or early-stage companies at each network partner. Acceptance into this portion of the program is managed by the partners.



### Veterans Florida Entrepreneurship Program Network Partners for 2018-19





# Appendix V

| Entrepreneurship Program Participants |                       |                     |                   |
|---------------------------------------|-----------------------|---------------------|-------------------|
| Fiscal Year                           | Applications Received | Participants Served | Program Graduates |
| FY 2015-16                            | 612                   | 424                 | 167               |
| FY 2016-17                            | 458                   | 300                 | 147               |
| FY 2017-18                            | 787                   | 393                 | 82                |
| FY2018-19                             | 910                   | 426                 | 96                |

| Entrepreneur Program Participants Reported Data |                  |            |       |
|---|------------------|------------|-------|
| Revenue Generated                               | Capital Invested | Businesses | Hires |
| \$25,595,907                                    | \$3,244,497      | 152        | 209   |

## Veterans Agriculture Selection Program

Agriculture is one of Florida’s largest economic sectors generating nearly \$120 billion in economic impact and supporting nearly two million jobs. The Veteran Florida Agriculture Selection Program (VASP) is a nine-month internship pilot program to help veterans transition into sustainable careers in Florida’s vibrant agriculture industry. The internship provides veterans a comprehensive learning experience that gives them the knowledge, skills, and abilities to be competitive for today’s leading agriculture careers.



Veterans Florida was awarded a subcontract to a U.S. Department of Agriculture’s grant in FY 2017-18 and administered the Agriculture program in FY 2018-19. Veterans Florida recruits veteran interns to fill University of Florida Institute of Food and Agriculture Sciences

positions located at Research and Education Centers throughout the state. Selected interns receive a monthly stipend for the duration of the internship in addition to an hourly wage. After completion of the internship, Veterans Florida assists participants with job placement and/or obtaining entrepreneurship resources in the agribusiness industry.

| Fiscal Year | Applications Received | Participants Served | Program Graduates |
|-------------|-----------------------|---------------------|-------------------|
| FY2018-19   | 85                    | 8                   | 3                 |

## Marketing Campaign

The Veterans Florida marketing and communications campaign supports the organization’s primary goals: Career Training, Entrepreneurship Training, and promoting Florida’s status as the nation’s most veteran-friendly state. The target audience is service members and veterans in the 12 months leading up to and following separation from the military.

The majority of advertising spend and effort is invested in digital marketing, including email, social media, and paid search campaigns driving traffic to veteransflorida.org.

Other channels include public relations and traditional print advertising. The marketing team also planned and executed the Veterans Florida Expo.

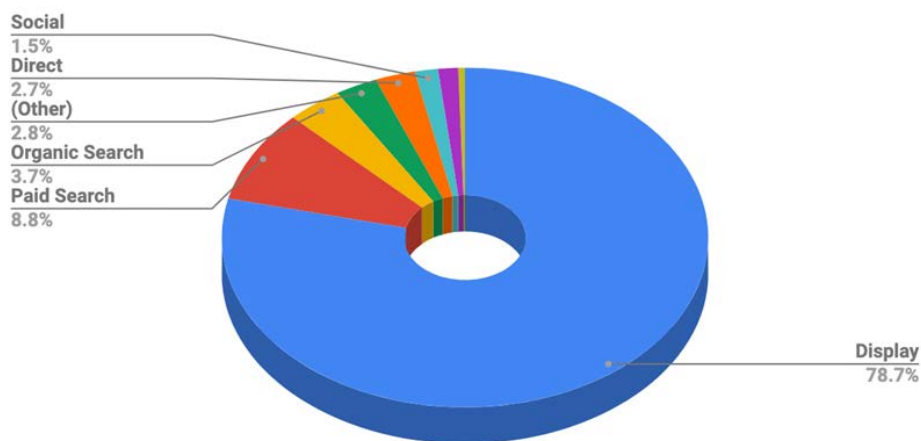
The marketing team has full web development, video production, and creative capabilities, allowing Veterans Florida to operate with the flexibility to quickly capitalize on opportunities and maximize our reach and impact. The team operates website, develops internal systems such as Salesforce, and creates all of the content distributed on social media and the web.

Prioritizing video content to keep up with current trends, the marketing team has built a large video catalog from venues around the state and produces regular video content for distribution on the web.



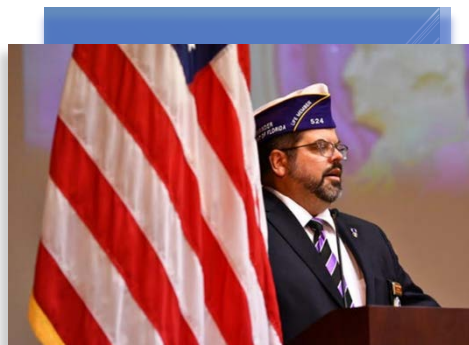
| Metric                        | FY 2017-18 | FY2018-19 | Growth  |
|-------------------------------|------------|-----------|---------|
| Total Unique Website Visitors | 107,961    | 436,458   | 304.27% |
| Total Facebook Page Likes     | 83,318     | 83,576    | 0.31%   |
| Email Newsletter Subscribers  | 17,325     | 42,794    | 147.01% |
| LinkedIn Followers            | 1,275      | 2,131     | 67.14%  |
| Twitter Followers             | 368        | 599       | 62.77%  |

Web Traffic By Source



# Appendix V

## Associated Veteran Service Organizations



As the accredited representative of 10 veterans' organizations, FDVA has the opportunity to prosecute claims before the U.S. Department of Veterans Affairs 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 to veterans for FDVA services.

Listed are the veterans' service organizations that this department represents in claims processing with the VA.



American Ex-Prisoners of War



American Red Cross



Blinded Veterans Association



Fleet Reserve Association



Jewish War Veterans



Marine Corps League



Non-Commissioned Officers Association



The American Legion



The Retired Enlisted Association



Veterans of World War I (Family Members)



# Appendix VI

## Certified County 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, their location, phone number and e-mail address is available at <http://floridavets.org/locations/>. 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 <http://floridavets.org/> provides many references and programs that can assist veterans and their families at the federal, state, county and city level. All agencies work together in assisting Florida's veterans, their families and survivors to improve their health and economic well-being.





## Robert H. Jenkins Jr. State Veterans' Domiciliary Home

Lake City (Columbia County), Staffing: 69  
2018-19 Occupancy Rate: 97.0% (61 Admissions, 70 Discharges)



The facility is the very first Veterans' Home in Florida and the only Assisted Living Facility, having opened to residents in May 1990. With ongoing maintenance and energy-saving and quality of life renovations, the home is in excellent condition. The 71,648 square foot (appraised square footage) 150-bed Assisted Living Facility provides a special combination of housing, personalized support services and incidental medical care to its veteran residents.

**Home Life:** Set on a quiet property with deer and wild turkey observed nearly every evening, Jenkins' residents enjoy diverse outings and multiple activities on the grounds and in the local community. The Domiciliary Home prides itself in providing excellent customer service in a home-like environment. We don't just look after residents' essential needs: We integrate opportunities to participate in lectures, book and special interest clubs, celebrations, socials and other programs that promote healthy, vibrant lifestyles.







## Emory L. Bennett State Veterans' Nursing Home

Daytona Beach (Volusia County), Staffing: 138  
2018-19 Occupancy Rate: 98.5% (67 Admissions, 75 Discharges)

The facility opened to residents in December 1993 and is in excellent condition. Situated on 30 acres, the 69,222 square foot (appraised square footage) 120-bed facility provides skilled nursing care. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

**Home Life:** At Emory L. Bennett, we are a tight-knit family of residents and staff. We enjoy great support from our volunteer organizations. Every day we focus on serving our residents with compassion, sharing their lives and providing peace of mind for their families.



Agency for Health Care Administration  
Nursing Home Overall Inspection Rating



# Appendix VII



## Baldomero Lopez State Veterans' Nursing Home

Land O' Lakes (Pasco County), Staffing: 145  
2018-19 Occupancy Rate: 99.0% (55 Admissions, 55 Discharges)



The facility opened to residents in 1999. The 73,000 square foot (appraised square footage) 120-bed home provides skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The dedicated staff provides stellar care 24 hours a day to our American heroes residing at this residence. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

**Home Life:** Set on a quiet property, veteran residents enjoy diverse outings and activities. The Home prides itself on incorporating family and community members into our events, and fostering deep friendships among the residents. We encourage resident-driven choices, including the adoption of two cats and adding an aviary to the Baldomero Lopez family.

Baldomero Lopez State Veterans' Nursing Home is a recipient of the Governor's Gold Seal Award.

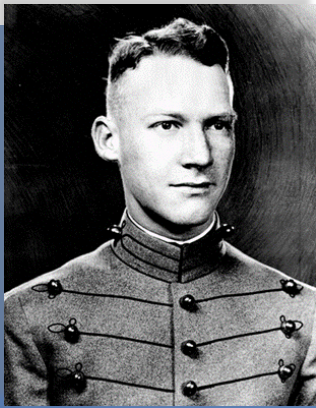


Five-Star Quality Rated  
by Centers for Medicare & Medicaid Services



Agency for Health - Care Administration  
Nursing Home Overall Inspection Rating





## Alexander “Sandy” Nining State Veterans’ Nursing Home

Pembroke Pines (Broward County), Staffing: 142  
2018-19 Occupancy Rate: 97.7% (34 Admissions, 32 Discharges)

The facility opened to residents in 2001. The 83,896 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer’s disease. The home provides veterans with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

**Home Life:** Life in the Nining Home is anything but sedentary. Frequent outings provide the residents with an open forum to the surrounding community. The home enjoys superb community and volunteer support.







## Clifford C. Sims State Veterans' Nursing Home

Panama City (Bay County), Staffing: 140  
2018-19 Occupancy Rate: 95.1% (52 Admissions, 57 Discharges)

The facility opened to residents in 2003. The 75,394 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The home remains in excellent condition and is located strategically in the state to care for our veterans in their time of need. The dedicated staff provides stellar care 24 hours a day to our American heroes. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

**Home Life:** *The skilled nursing facility is located in a beautiful, wooded setting, surrounded by wildlife and nature. The residents enjoy regular outdoor activities and frequent offsite events such as ballgames, movies, restaurants and shopping.*



Agency for Health-Care Administration  
Nursing Home Overall Inspection Rating





## Douglas T. Jacobson State Veterans' Nursing Home

Port Charlotte (Charlotte County), Staffing: 139  
2018-19 Occupancy Rate: 98.3% (55 Admissions, 50 Discharges)

The facility opened to residents in 2004. The 68,700 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. We provide our veterans with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine.

**Home Life:** A modern skilled nursing facility surrounded by an involved community of supportive public and civic organizations, Douglas T. Jacobson actively celebrates and honors veterans with interactive community events both on the secluded grounds and within the historical neighboring cities.



Agency for Health Care Administration  
Nursing Home Overall Inspection Rating





## Clyde E. Lassen State Veterans' Nursing Home

St. Augustine (St. Johns County), Staffing: 155  
2018-19 Occupancy Rate: 97.6% (36 Admissions, 37 Discharges)

The facility opened in September 2010. The 89,150 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The Home is a LEED-certified Gold facility that respects the environment while providing a warm, caring atmosphere for its residents. This state of the art facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The home provides residents with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine.

**Home Life:** *The Clyde E. Lassen State Veterans' Nursing Home, situated in a lodge-like setting, prides itself in customer care and services. Residents enjoy a wide variety of special events and diverse activities designed to appeal to individual interests.*







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## Ardie R. Copas State Veterans' Nursing Home

Port St. Lucie (St. Lucie County), Staffing: N/A  
2018-19 Occupancy Rate: N/A - Facility under Construction.

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The newest State Veterans' Nursing Home is named in honor of a Medal of Honor recipient from the Vietnam War -- Fort Pierce and St. Lucie County native Sergeant Ardie R. Copas, an Army specialist who died in 1970 while serving in the Vietnam War.

This state of the art facility at the 28.5-acre site will offer private and semi-private rooms with 24-hour nursing care and can accommodate residents with dementia/Alzheimer's disease.





# Appendix VII



## Lake Baldwin State Veterans' Nursing Home

Orlando at Lake Baldwin (Orange County), Staffing: N/A  
2018-19 Occupancy Rate: N/A - Facility under Renovation.





*“Honoring Those Who Served U.S.”*



Our website at [www.FloridaVets.org](http://www.FloridaVets.org) acts as a portal to help veterans find the information they need to access benefits and services more efficiently and effectively. In addition, our free mobile application, offered in the Apple and Android markets, integrates with the website and offers veterans reminders and updates about services. It also points veterans to Employ Florida Vets, the state's veteran employment website, to help them find available jobs. For those of you online, you can also join us on Twitter, Facebook and LinkedIn. Thank you for your service. We're honored to represent you.

