

Annual Report: Fiscal Year 2012-2013



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

**The premier point of entry for Florida veterans to access earned services,
benefits and support.**

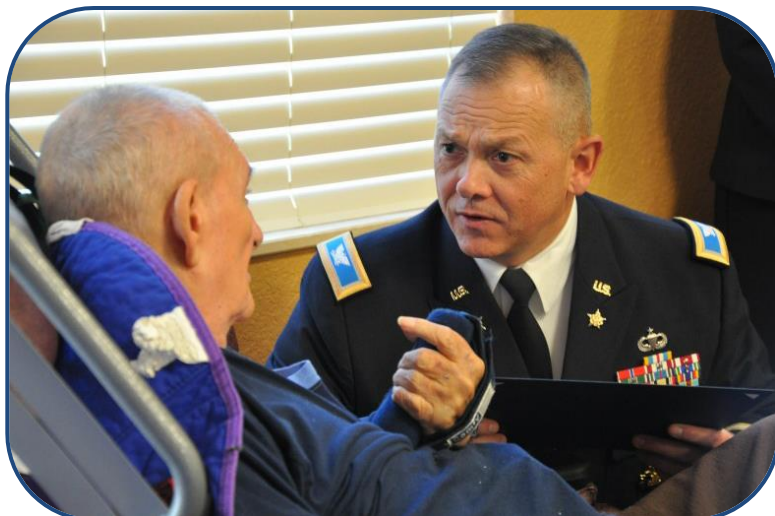
Mike Prendergast, Colonel, U.S. Army, Retired, Executive Director



Resident of Sims State Veterans' Nursing Home, Panama City, takes part in the semiannual Miracle League baseball game. (Event also on front cover.)



Bureau of Veterans' Field Services representatives at an outreach event, ensuring Florida veterans are aware of benefits available to them.



Recognition of a Korean War veteran resident of the Lassen State Veterans' Nursing Home, St. Augustine.



Executive Director Mike Prendergast participates in Ride 2 Recovery, a program to benefit mental and physical rehabilitation programs for wounded veterans and healing heroes.

Greetings From the Executive Director

December 4, 2013

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 pleased to submit the 2013 edition of the annual report for the Florida Department of Veterans' Affairs. This report highlights the outstanding accomplishments of our superb team of dedicated professionals and the unmatched support we received from our partners at the federal level for Fiscal Year 2012 – 2013. On a daily basis, our team labors tirelessly to ensure that the State of Florida maintains its reputation as “the most veteran-friendly state in the nation.”



The primary mission of the Florida Department of Veterans' Affairs is to advocate with purpose and passion for Florida veterans and link them to superior services, benefits and support. Our team is at the forefront of the most demanding challenges confronting our state's veterans, whether they are veterans from the World War II generation or veterans who most recently served in support of Operation Enduring Freedom, Operation Iraqi Freedom, or Operation New Dawn.

Although there are many noteworthy accomplishments in this annual report, I would like to draw your attention to the Return on Investment for Veterans' Benefits and Assistance this past year, which averaged \$141 to \$1. The investment made by the State of Florida into this department directly results in federal dollars in veterans' pockets, dollars that then re-enter Florida's economy.

Through federal compensation, education and pension benefits, U.S. Department of Veterans Affairs medical services, and military retired pay, the Florida Department of Veterans' Affairs plays a significant role in the direct infusion of more than \$13.7 billion annually into Florida's economy. Although those numbers are impressive, there are many eligible veterans in Florida who are not taking advantage of the many federal, state and local benefits and services available to them as a result of their military service. We continually strive to close this gap.

As is the case with all of our state agencies, our people truly make a difference. For the team at the Florida Department of Veterans' Affairs, it truly is a privilege and an honor to serve our veterans and their family members.

A handwritten signature in black ink that reads "Mike Prendergast".

Mike Prendergast
Colonel, United States Army, Retired
Executive Director

<u>Subject</u>	<u>Page</u>
Greetings from the Executive Director	2
Facts and Figures	4
Department Organization and Key Staff	5
Department Recognitions/Prudential-Davis Productivity Awards	6
Performance Measures	7
Division of Veterans' Benefits and Assistance	8
State Veterans' Homes Program	11
Fiscal Impact	13
Appendices	
Appendix I Actions Taken by FDVA Relevant to FS 292.05(4), (5), and (7)	16
Appendix II Associated Veterans' Service Organizations	18
Appendix III Florida Veterans Foundation	19
Appendix IV Certified Veteran Service Officers	20
Appendix V County Veteran Population and Distribution of VA Expenditures	21
Appendix VI Annual Summary, Jenkins State Veterans' Domiciliary Home, Lake City	23
Appendix VII Annual Summary, Bennett State Veterans' Nursing Home, Daytona Beach	24
Appendix VIII Annual Summary, Lopez State Veterans' Nursing Home, Land O' Lakes	25
Appendix IX Annual Summary, Nininger State Veterans' Nursing Home, Pembroke Pines	26
Appendix X Annual Summary, Sims State Veterans' Nursing Home, Panama City	27
Appendix XI Annual Summary, Jacobson State Veterans' Nursing Home, Port Charlotte	28
Appendix XII Annual Summary, Lassen State Veterans' Nursing Home, St. Augustine	29
Where We Are: A Map of FDVA Locations	30
What We Believe	31

Florida is Home to:

- **1,543,496** Military Veterans
- **3rd Largest Veteran Population** (behind California and Texas)
- **164,936** Women Veterans
- **188,507** Military Retirees
- **259,248** Disabled Veterans
- More than **231,000** OEF/OIF/OND Service Members and Veterans
- **113,754** World War II Veterans
- **498,167** Vietnam-era Veterans



FDVA Key Functions:

FDVA has two primary program areas:

- **Division of Veterans' Benefits and Assistance**, providing professional assistance to Florida veterans and their dependents in obtaining financial benefits and health care treatment from the VA; and
- **The State Veterans' Homes Program**, providing comprehensive, high-quality health care to eligible veterans in need of long-term skilled or assisted living care.



Federal Dollars in Support of Florida Veterans:

- **\$4,067,030,000** in Compensation and Pension
- **\$782,267,000** in Education Benefits
- **\$3,521,811,000** in Medical Benefits
- **\$518,321,000** in Other VA-Sponsored Benefits
- **\$4,811,364,000** in Military Retired Pay to Retirees & Beneficiaries

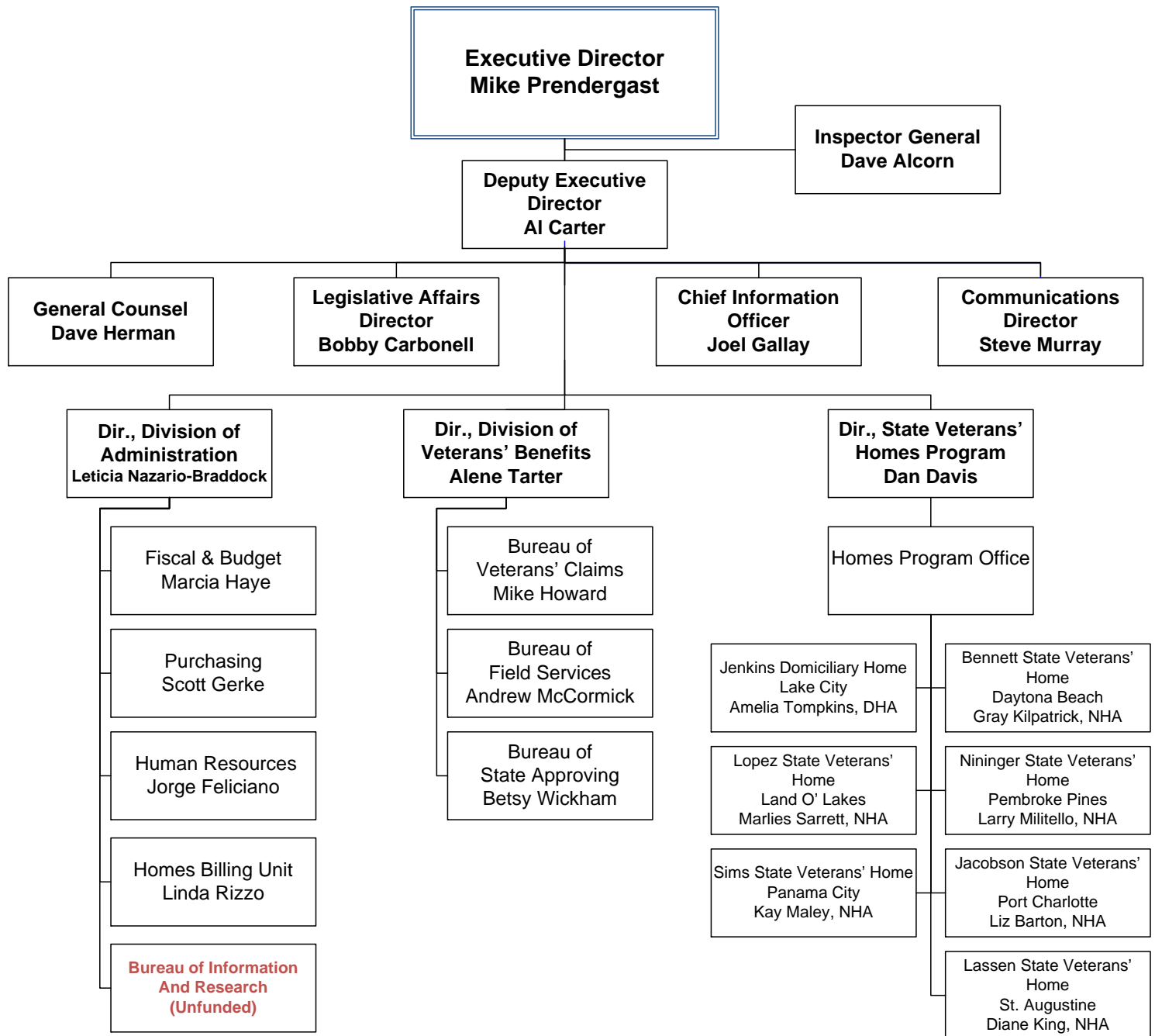


FDVA's Long-Term Goals:

- Expand its outreach to help veterans access earned services, benefits and support, and bring additional federal dollars into the state to offset reliance on state general revenue.
- Monitor and adjust to changes in federal programs, as the USDVA expands home health care programs nationwide and attempts to reduce the backlog of veteran claims.
- Monitor the requirements and feasibility of future long-term care needs for Florida's veterans.
- Work with the Florida Congressional Delegation to attract additional VA health care facilities and national cemeteries to the state.
- Conduct assessments to determine problems and needs of Florida veterans and raise awareness of available benefits to veterans, their families and survivors.



Department Organization And Key Staff





The Prudential-Davis 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 the Davis Productivity Awards program 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.

In Fiscal Year 2012-13, FDVA was honored to be recognized by the Prudential-Davis awards committee, with two outstanding program recipients.

The State Veterans' Homes Program was honored with a plaque recognizing the achievement of the goal of all six skilled nursing facilities reaching 100% occupancy at the same time. Two years ago the department had an average occupancy of 95% and the private sector averaged 87%. By developing new admission processes the program was able to raise the census level in all the skilled nursing facilities to a much higher average, and finally, all homes achieved 100% occupancy at the same time. Raising the census level from 95% to 100% not only provides 36 additional veterans per year with a caring and home-like environment of skilled medical care, it also increases the revenue stream in the Operations and Maintenance Trust Fund, which enables the Homes Program to operate in a revenue positive manner, ensuring quality care for all veterans who reside with us.

The State Approving Agency for Veterans' Training (SAA) was recognized with a certificate by the Prudential-Davis team. SAA is fully federally funded by the USDVA. In Fiscal Year 2011-12, SAA's contract with the USDVA changed significantly, to now include surveys and inspections previously only performed by the federal government. SAA changed from visiting three or four schools in a day to now spending multiple days at one school, inspecting financial documentation of the GI Bill tuition payments. With a new Bureau Chief, and nearly all new program specialists, SAA took on the additional challenge and excelled. Compliance visits increased while new schools and new "On the Job" Training/Apprenticeship programs were approved for veterans' benefits. School compliance, certifications, and approvals result in reliable programs with proven graduation rates being offered to Florida veterans, which are additional reasons for young veterans to remain in Florida.



Performance Measures and Standards

MEASURE	2011-12 Actual	2012-13 Actual	2012-13 Standard
Division of Veterans' Benefits and Assistance: <i>Provide information and advocacy to Florida veterans, their families and survivors, and assist them in obtaining all federal and state benefits due to them.</i>			
1. Value of cost avoidance because of retroactive compensation.	\$216,741,916	\$171,354,815	\$81,692,477
2. Value of cost avoidance because of issue resolution.	\$57,804,381	\$42,075,260	\$19,630,227
3. Number of veterans served.	100,712	105,824	88,004
4. Number of claims processed.	28,360	26,977	20,145
5. Number of services to veterans.	578,337	619,509	438,286

MEASURE	2011-12 Actual	2012-13 Actual	2012-13 Standard
State Veterans' Homes Program: <i>Provide quality skilled nursing and assisted living care services to eligible Florida veterans.</i>			
1. Occupancy rate for homes in operation 2 years or longer.	96%	97%	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.	869	869	870 ¹

¹ Performance Standard has been changed, beginning FY 2013-14, to 869, to reflect 149 licensed beds in the Domiciliary Home.

MEASURE	2011-12 Actual	2012-13 Actual	2012-13 Standard
Executive Direction and Support Services: <i>Provide effective and responsive management to support the divisions and programs serving veterans.</i>			
1. Administration costs as a percent of total agency costs.	4.0%	3.8%	6.8%
2. Administrative positions as a percent of total agency positions.	2.5%	2.4%	4.4%

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 USDVA. 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 the public.

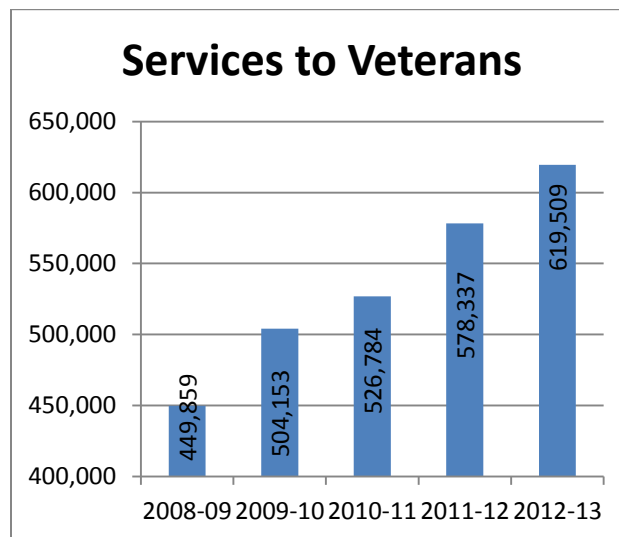


The Division is comprised of a Division Director, support staff, and three Bureaus: Bureau of Veterans' Claims and Assistance (FS 292.05(1)); Bureau of Field Services (FS 292.05(1)); and Bureau of State Approving Agency (FS 292.05(04)). Also included within the Bureau of Veterans' Claims and Assistance is Veterans' Preference, Section 295.11, F.S.

The Division's Veterans' Claims Examiners (VCEs) are trained in 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, community boards, and veteran service organization gatherings. We are proactive in our services to Florida's veterans, yet of the 1.5 million veterans in Florida, fewer than 300,000 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 \$141 of federal monies are brought into Florida.

Services to Veterans are one of the many ways FDVA tracks and measures the assistance offered to Florida veterans. Examples of these services are attending hearings, assisting with appeals, intake of claims, ratings reviews, and assistance with obtaining items such as wheelchairs and handicapped parking placards. Services provided to veterans by FDVA Benefits and Assistance staff have increased over 37% in the past five years.





The Bureau of Veterans' Field Services

provides benefits counseling services to inpatients and outpatients in 31 of the USDVA'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 USDVA. 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 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 USDVA 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 USDVA benefits rating decisions and paralegal due process assistance in the prosecution of veterans' disagreements with and appeals of USDVA rating decisions and debt identification and relief.

The Bureau is also charged 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.



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 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.

Two years ago, the federal contract changed from supervisory visits to much more comprehensive compliance surveys. The new surveys are significantly more stringent, and a visit to a school which previously took two hours can now take as long as three days. A significant change to SAA operations in May of this year was the transfer of Florida and South Carolina veteran education files from Atlanta to the Muskogee Regional Processing Office (RPO). The Muskogee RPO appears to process submitted requests swiftly and accurately. Opportunities to expand lines of communication between the RPO, the SAA, school officials, and training organizations will be pursued during the next fiscal year.

The outstanding leadership of the Bureau Chief and meticulous work by the Program Specialists resulted in the State Approving Agency being recognized by USDVA leadership and the Prudential Davis Productivity Awards committee for their accomplishments under the new contract directives.

Education is one of the keys to the successful transition from active-duty to veteran status. Certifying quality programs in the state, and encouraging the use of Post 9/11 GI Bill benefits for those programs, is emphasized in all FDVA outreach activities. Attracting and keeping a young, educated veteran population is good for all of Florida.



State Veterans' Homes Program

The 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 for one year immediately preceding admission, and who require skilled care as certified by a USDVA 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 the established care plan.

Skilled nursing home care provides full-service, long-term residential nursing care to eligible veterans in the 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 wings. FDVA operates nursing homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Panama City, Port Charlotte, and St. Augustine.

Comprehensive services and a deep concern for all veterans go hand in hand at our FDVA nursing homes. Around-the-clock medical and nursing care is provided by a full-time staff of registered nurses, licensed practical nurses and certified nursing assistants. 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' Home Program has a proud tradition of concern and commitment to the 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.

Detailed individual facility reports are included as Appendices.

State Veterans' Homes Occupancy Rates

During Fiscal Year 2012-13 the average occupancy rate for State Veterans' Homes in operation two years or longer was 97%, and the average for skilled nursing facilities was over 99%. The Robert H. Jenkins State Veterans' Domiciliary Home in Lake City operated at an average of 86%, which, individually, is below the Performance Measure set at 90%, but assisted living facilities traditionally operate at a lower occupancy than skilled nursing facilities. The Homes Program as a whole operates well above the 90% goal.

Facility Occupancy Rates by Fiscal Year

Facility	FY 2011-12	FY 2012-13
Robert J. Jenkins Lake City	85%	86.0%
Emory L. Bennett Daytona Beach	94%	99.4%
Baldomero Lopez Land O' Lakes	100%	99.4%
Alexander Nininger Pembroke Pines	98%	98.8%
Clifford C. Sims Panama City	100%	99.9%
Douglas T. Jacobson Port Charlotte	99%	99.6%
Clyde E. Lassen St. Augustine	83%	99.1%
State Veterans' Homes Program Average	96%	97.1%

Quality of Care

The State Veterans' Homes have made significant progress in standardizing the clinical standards and procedures that lead to great clinical care outcomes for the veterans we serve. Through the standardization process, the residents receive thorough and consistent care. Continuity of care is of the utmost importance when caring for elderly. At each of the State Veterans' Homes there is an emphasis on providing the same care givers (RNs, LPNs and CNAs) on a daily basis. Providing consistent givers affords the resident and the caregiver the opportunity to establish a strong bond which results in outstanding outcomes. These relationships between caregiver and resident become very special over a period of time.

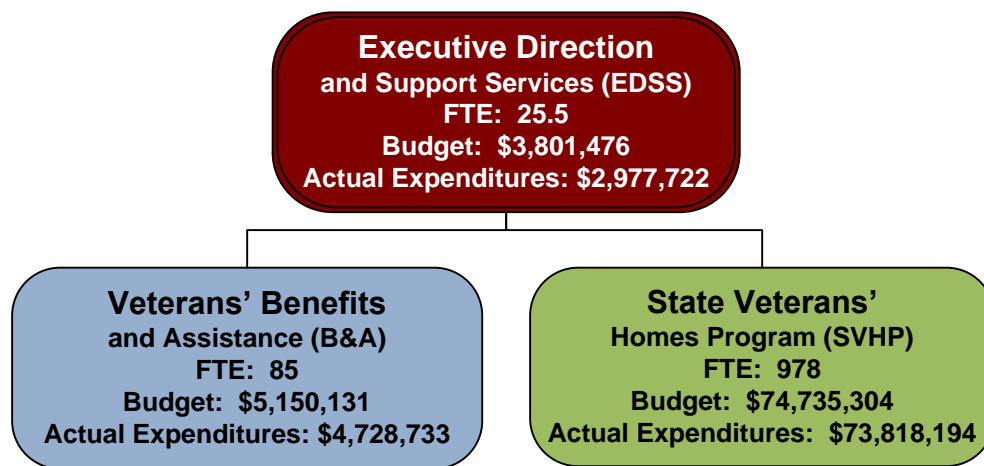
The Clifford Chester Sims State Veterans' Nursing Home in Panama City and the Alexander "Sandy" Nininger Jr. State Veterans' Nursing Home in Pembroke Pines both received a Five Star rating from the Centers for Medicare and Medicaid Services (CMS) in 2013. This is quite an accomplishment. In December 2008, CMS enhanced its Nursing Home Compare public reporting site to include a set of quality ratings for each nursing home that participates in Medicare or Medicaid. The ratings take the form of several individual ratings and one overall comprehensive rating for each home, five stars being the highest and one star being the lowest. Overall ratings of five stars place a facility at the top ten percent of all rated facilities in their state. The primary goal of the rating system is to provide residents and their families with an easy way to understand the assessment of nursing home quality, making meaningful distinctions between high and low performing nursing homes. In addition to the Five Star rating from CMS, the Sims Home also received a deficiency free annual AHCA survey in 2013.

Our Fiscal Impact

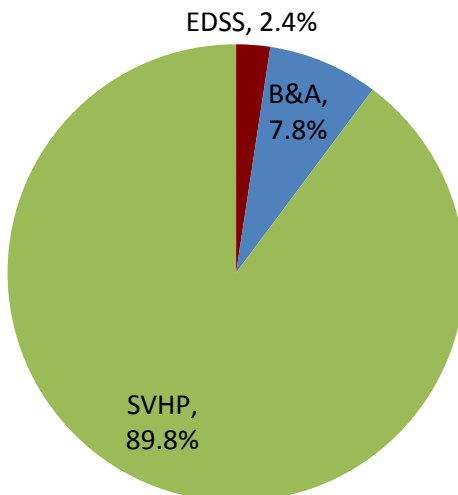
Fiscal Year 2012-13	Trust Funds	General Revenue	Total
TOTAL OPERATING BUDGET:	\$76,428,988	\$7,257,923	\$83,686,911

Budget and Personnel by Division

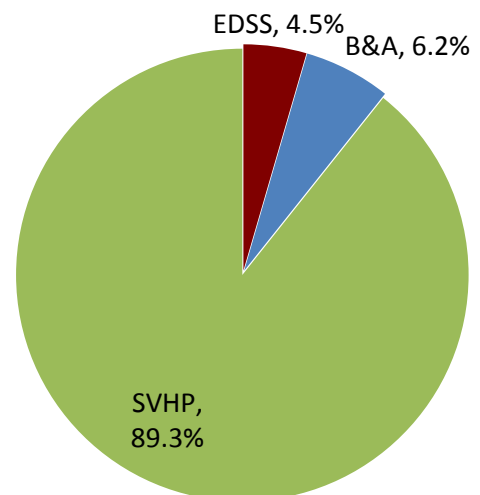
(Full Time Equivalent Position: FTE)



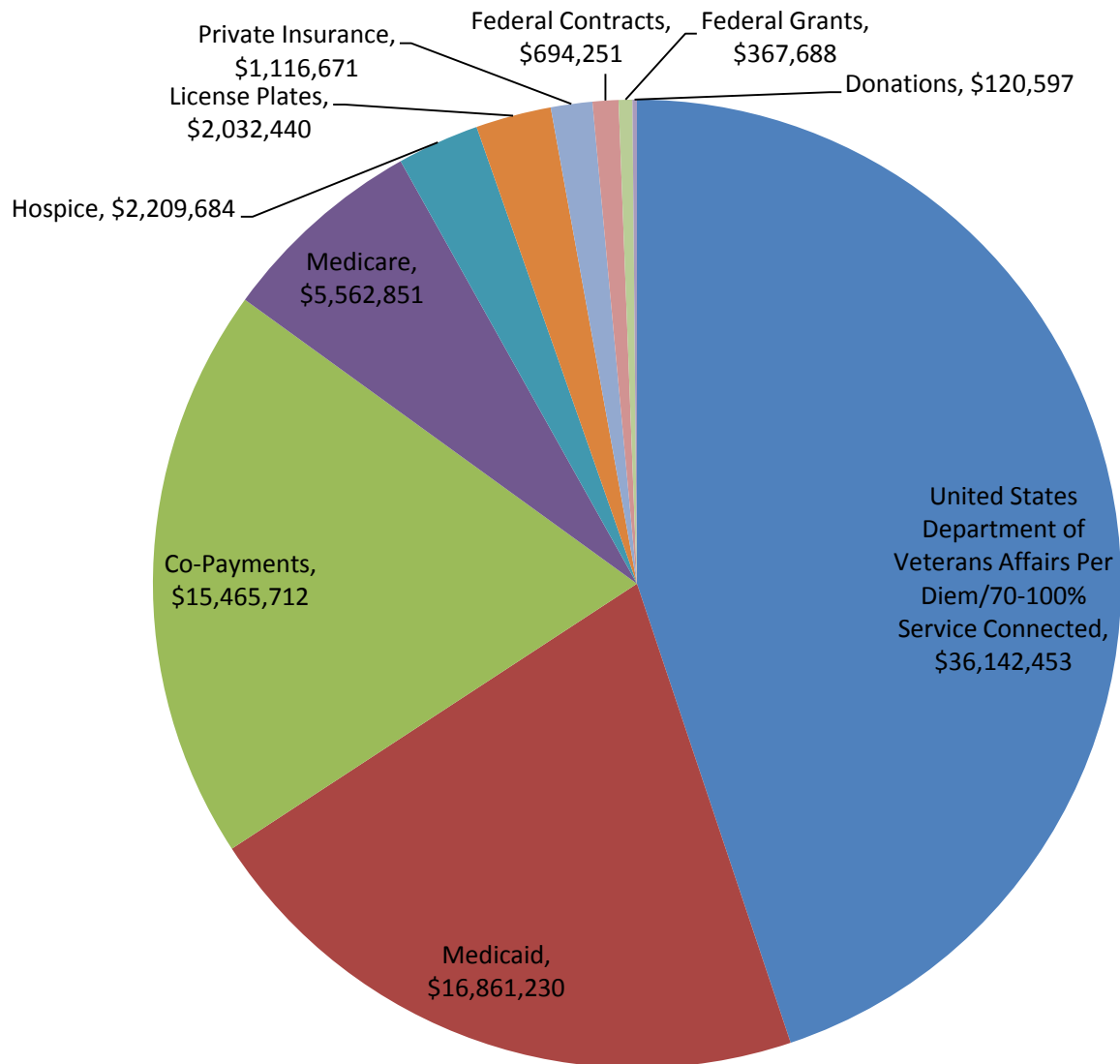
FTE by Division



Budget by Division



Revenue Sources *



*Excluding General Revenue

Department Expenditure Report

JULY 1, 2012 — JUNE 30, 2013			
	State Veterans' Homes Program	Veterans' Benefits and Assistance	Executive Direction and Support Services
Operating Expenditures			
Salaries and Benefits	40,863,884	4,397,590	1,944,502
OPS	2,158,423	9,382	11,681
Expenses	15,845,041	272,657	729,825
Other Capital Outlay	415,826	3,971	141,509
Food Products	3,034,936	--	--
Contracted Services	8,760,352	3,786	114,673
Recreational Equip. Supplies	65,289	--	--
Risk Management Insurance	2,304,607	10,636	13,534
Human Resources			
Assessment	369,836	30,711	9,480
Data Processing Svc SRC	--	--	12,518
Total Operating Expenditures	\$73,818,194	\$4,728,733	\$2,977,722
Non-Operating Expenditures			
Service Charge to General			
Revenue	240,845		
Refunds-State Revenues	782,540		
Non-State Revenue	67,425		
Payment Sales Tax	2,880		
Statewide Cost Allocation			
Plan	11,093		
Total Non-Operating Expenditures	1,104,783		
Fixed Capital Outlay			
Add & Improvements to			
State Veterans' Homes	1,083,346		
Maintenance/Repair	1,036,405		
Total Fixed Capital Outlay	2,119,751		
TOTAL	77,042,728	\$4,728,733	\$2,977,722

FLORIDA STATUTES, § 292.05(4), (5), & (7)

§ 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.

State Veterans' Homes

The State Veterans' Domiciliary and 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. The Homes also accept funds from Medicare/Medicaid, Hospice, private insurance, and individual residents in the form of co-payments for services rendered. The Homes also accept 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 USDVA data and reports. The Bureau of Information and Research, intended by the legislature to perform this task full time, has never been funded. FDVA conducts regularly scheduled Florida veteran leadership conferences and regularly 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.*

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 State Veterans' Domiciliary Home in Lake City, and State Veterans' Nursing Homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Panama City, Port Charlotte, and St. Augustine. 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 State Veterans' Homes Program is 869. Of those, 720 are nursing home beds. The veteran population over 65 years old in Florida is estimated to be 697,000. According to Florida's Agency for Health Care Administration, Florida has a total of 83,229 nursing home beds and an over-65 population total of 3.4 million--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 USDVA.

Veterans' Preference in Hiring and Retention

Florida Statutes (§ 295.07) provide that the state and political subdivisions accord preferences in appointment, retention, and promotion to eligible veterans. Section 295.11, Florida Statutes, tasks FDVA, upon written request of any eligible person, to investigate complaints alleging violation of veterans' preference rights.

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.



Florida native Clifford Chester Sims, recipient of the Medal of Honor for extraordinary heroism in the Republic of Vietnam. A State Veterans' Nursing Home in Panama City is named for S/Sgt. Sims.

Appendix II

Associated Veterans' Service Organizations

As the accredited representative of 11 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 to 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



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 (Family Members)

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. Information is available at www.FloridaVeteransFoundation.org.

Foundation highlights this fiscal year:

- The Foundation received 339 requests for financial assistance, with 129 being approved.
 - \$81,000 was distributed in direct financial assistance to veterans in need, including housing and utility expenses, car repairs, and insurance.
 - \$20,000 in indirect assistance was spent printing the Florida Veterans' Benefits Guide, used extensively by FDVA, County Veteran Service Offices, and others throughout the state to clearly explain what is available to veterans in Florida and how to contact someone to assist with obtaining those benefits.
 - \$13,000 was spent on publicity items such as water bottles, pens, tote bags, etc., to advertise the Department at various events throughout the state. An example of one of these events was the annual conference for the Florida Association of Counties, at which FVF was selected to receive all the proceeds derived from the conference's charity auction.
- The Foundation was approved for participation in the 2013 Florida State Employees Charitable Campaign, wherein Florida employees may donate to the Foundation through payroll deduction. The selection criteria for this campaign are rigorous.
- In April 2013, the Foundation sponsored the North Florida Homeless Veterans Stand Down in Tallahassee, with approximately 282 veterans attending and obtaining information from various presenters. Companion dogs were given veterinary care, a stand down court was in session and 44 cases were resolved, two veterans were able to obtain employment on the spot, and 31 disability and 91 medical claims were filed. Approximately eight hundred fifty volunteers with over 100 federal, state, county, and city agencies participated and provided services.

John Haynes
Chairman

(850) 488 – 4181
Suite 2105, The Capitol
400 S. Monroe Street
Tallahassee, FL 32399



Appendix IV

Certified 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 are available at <http://floridavets.org/resources/county-veterans-service-offices/>. 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, their families and survivors to improve their health and economic well-being.



Tampa native Marine Lieutenant Baldomero Lopez leading his men over the seawall at Inchon, Republic of Korea, minutes before his death on September 15, 1950. For his exceptional courage that day, Lt. Lopez was posthumously awarded the Medal of Honor. FDVA has named a skilled nursing home in Land O' Lakes in honor of Lt. Lopez.

Appendix V

County Population and Monetary Benefits

Geographic Distribution of VA Expenditures for Fiscal Year 2012						
Expenditures in \$000s						
County	Veteran Population ¹	Total Expenditure	Compensation & Pension	Education & Voc Rehab	Insurance & Indemnities	Medical Care
ALACHUA	17,499	\$ 186,016	\$ 50,436	\$ 11,349	\$ 1,716	\$ 107,168
BAKER	2,596	\$ 10,475	\$ 4,462	\$ 499	\$ 181	\$ 5,333
BAY	22,162	\$ 119,086	\$ 81,697	\$ 10,200	\$ 1,919	\$ 25,269
BRADFORD	4,028	\$ 20,020	\$ 6,702	\$ 602	\$ 112	\$ 12,603
BREVARD	66,291	\$ 365,637	\$ 214,066	\$ 27,854	\$ 6,711	\$ 117,006
BROWARD	88,171	\$ 449,902	\$ 198,469	\$ 56,199	\$ 9,141	\$ 186,094
CALHOUN	1,198	\$ 6,368	\$ 3,426	\$ 121	\$ 31	\$ 2,789
CHARLOTTE	19,712	\$ 94,667	\$ 54,557	\$ 2,952	\$ 2,040	\$ 35,117
CITRUS	25,730	\$ 102,916	\$ 51,013	\$ 2,639	\$ 1,452	\$ 47,813
CLAY	27,955	\$ 139,300	\$ 77,208	\$ 24,698	\$ 2,277	\$ 35,118
COLLIER	27,870	\$ 75,810	\$ 42,581	\$ 4,748	\$ 3,386	\$ 25,095
COLUMBIA	7,672	\$ 81,559	\$ 26,123	\$ 1,759	\$ 296	\$ 53,381
DE SOTO	2,499	\$ 10,740	\$ 5,698	\$ 277	\$ 283	\$ 4,482
DIXIE	1,610	\$ 16,306	\$ 6,549	\$ 196	\$ 21	\$ 9,539
DUVAL	97,038	\$ 426,435	\$ 213,819	\$ 90,117	\$ 7,018	\$ 115,482
ESCAMBIA	40,899	\$ 218,510	\$ 135,197	\$ 21,509	\$ 3,967	\$ 55,621
FLAGLER	11,394	\$ 47,142	\$ 26,676	\$ 3,972	\$ 952	\$ 15,542
FRANKLIN	1,496	\$ 5,431	\$ 2,837	\$ 69	\$ 3	\$ 2,522
GADSDEN	3,806	\$ 18,780	\$ 10,224	\$ 1,188	\$ 93	\$ 7,275
GILCHRIST	1,566	\$ 14,150	\$ 5,116	\$ 325	\$ 155	\$ 8,555
GLADES	991	\$ 4,156	\$ 1,298	\$ 64	\$ 159	\$ 2,635
GULF	1,772	\$ 7,267	\$ 5,032	\$ 337	\$ 30	\$ 1,868
HAMILTON	1,221	\$ 10,001	\$ 4,097	\$ 166	\$ 121	\$ 5,617
HARDEE	1,493	\$ 6,551	\$ 3,044	\$ 217	\$ 21	\$ 3,269
HENDRY	1,890	\$ 11,542	\$ 5,550	\$ 583	\$ 194	\$ 5,215
HERNANDO	21,700	\$ 124,968	\$ 68,746	\$ 5,503	\$ 1,597	\$ 49,121
HIGHLANDS	10,182	\$ 53,860	\$ 28,359	\$ 1,302	\$ 1,136	\$ 23,064
HILLSBOROUGH	94,208	\$ 811,040	\$ 286,649	\$ 85,809	\$ 8,078	\$ 351,783
HOLMES	2,011	\$ 14,116	\$ 10,395	\$ 343	\$ 72	\$ 3,306
INDIAN RIVER	14,449	\$ 59,735	\$ 34,218	\$ 2,050	\$ 1,799	\$ 21,669
JACKSON	5,000	\$ 26,430	\$ 16,091	\$ 962	\$ 229	\$ 9,148
JEFFERSON	1,431	\$ 6,132	\$ 3,435	\$ 250	\$ 127	\$ 2,321
LAFAYETTE	713	\$ 4,110	\$ 970	\$ 79	\$ 4	\$ 3,057
LAKE	32,674	\$ 156,397	\$ 81,651	\$ 7,309	\$ 3,173	\$ 64,264
LEE	55,153	\$ 230,689	\$ 118,342	\$ 15,430	\$ 5,406	\$ 91,511
LEON	18,603	\$ 76,233	\$ 36,541	\$ 10,504	\$ 1,660	\$ 27,529
LEVY	4,577	\$ 39,280	\$ 12,997	\$ 745	\$ 147	\$ 25,390
LIBERTY	641	\$ 2,449	\$ 1,356	\$ 72	\$ 22	\$ 999

Appendix V

County Population and Monetary Benefits

Geographic Distribution of VA Expenditures for Fiscal Year 2012

Expenditures in \$000s

County	Veteran Population ¹	Total Expenditure	Compensation & Pension	Education & Voc Rehab	Insurance & Indemnities	Medical Care
MADISON	1,852	\$ 10,962	\$ 4,719	\$ 267	\$ 101	\$ 5,875
MANATEE	30,728	\$ 134,414	\$ 71,718	\$ 7,703	\$ 2,350	\$ 52,642
MARION	45,806	\$ 214,215	\$ 94,859	\$ 7,503	\$ 2,562	\$ 109,291
MARTIN	14,406	\$ 65,147	\$ 31,876	\$ 1,969	\$ 1,139	\$ 30,163
MIAMI-DADE	63,517	\$ 488,576	\$ 163,769	\$ 62,575	\$ 4,149	\$ 234,206
MONROE	8,061	\$ 41,098	\$ 18,089	\$ 4,382	\$ 331	\$ 18,296
NASSAU	8,770	\$ 32,650	\$ 17,728	\$ 3,297	\$ 331	\$ 11,294
OKALOOSA	31,890	\$ 180,380	\$ 129,465	\$ 23,861	\$ 2,170	\$ 24,884
OKEECHOBEE	3,213	\$ 21,860	\$ 10,445	\$ 315	\$ 121	\$ 10,979
ORANGE	68,945	\$ 432,858	\$ 200,091	\$ 68,854	\$ 5,380	\$ 158,529
OSCEOLA	17,289	\$ 112,192	\$ 57,567	\$ 11,600	\$ 677	\$ 42,348
PALM BEACH	80,943	\$ 485,832	\$ 184,222	\$ 30,532	\$ 14,118	\$ 241,431
PASCO	51,126	\$ 306,870	\$ 140,564	\$ 19,321	\$ 2,642	\$ 144,344
PINELLAS	89,679	\$ 893,388	\$ 271,571	\$ 41,898	\$ 8,085	\$ 330,621
POLK	54,295	\$ 261,227	\$ 127,069	\$ 15,420	\$ 2,935	\$ 115,803
PUTNAM	7,945	\$ 51,066	\$ 19,946	\$ 1,464	\$ 397	\$ 29,260
SAINT JOHNS	20,193	\$ 70,302	\$ 38,942	\$ 7,193	\$ 1,359	\$ 22,687
SAINT LUCIE	23,133	\$ 132,707	\$ 63,346	\$ 6,801	\$ 1,960	\$ 60,599
SANTA ROSA	22,440	\$ 122,444	\$ 83,184	\$ 15,060	\$ 2,007	\$ 22,194
SARASOTA	39,237	\$ 154,488	\$ 84,784	\$ 7,525	\$ 5,341	\$ 56,839
SEMINOLE	31,031	\$ 156,418	\$ 76,783	\$ 17,787	\$ 2,687	\$ 59,161
SUMTER	14,071	\$ 74,898	\$ 35,210	\$ 659	\$ 1,241	\$ 28,879
SUWANNEE	4,653	\$ 32,595	\$ 12,601	\$ 652	\$ 255	\$ 19,087
TAYLOR	2,125	\$ 12,428	\$ 5,771	\$ 302	\$ 36	\$ 6,319
UNION	1,687	\$ 7,903	\$ 3,329	\$ 240	\$ 74	\$ 4,261
VOLUSIA	54,470	\$ 285,151	\$ 149,354	\$ 29,622	\$ 3,893	\$ 102,283
WAKULLA	3,296	\$ 13,512	\$ 7,819	\$ 864	\$ 42	\$ 4,786
WALTON	6,275	\$ 25,563	\$ 16,691	\$ 1,174	\$ 228	\$ 7,469
WASHINGTON	2,521	\$ 14,079	\$ 9,890	\$ 429	\$ 45	\$ 3,716
FLORIDA (Totals)	1,543,496	\$ 8,889,429	\$ 4,067,030	\$ 782,267	\$ 132,383	\$ 3,521,811

¹ Veteran Population Estimates as of September 30, 2012, produced by the VA Office of the Actuary.

Expenditure data sources: Federal Assistance Awards Data System (FAADS) 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 certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.

Appendix VI

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



Lake City (Columbia County) 386-758-0600

Opened September 1990

Administrator Amelia Tompkins

Dir. of Nursing Gail Beard

Business Manager Sonja Giebeig

Regulatory Compliance

The AHCA survey was completed in November 2012 and the VA survey in May 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

The facility is the oldest Veterans' Home in Florida, and with the completion of major renovations in 2010, accompanied by ongoing minor upkeep, continues to operate in excellent condition. Some major projects planned for the next fiscal year will include repainting, repair of the roof and gutter system, some flooring replacement, and air handlers and chiller replacement.

Major Events

Veterans in the home enjoy community supported entertainment, a myriad of activities planned and coordinated by staff, as well as frequent excursions around north Florida. Multiple area veteran support organizations provide meaningful interactions with the residents. In commemoration of the 60th anniversary of the end of the Korean War, all Korean War veterans were recognized and honored at a ceremony that included representatives from the Department of Defense.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	74	96	95	116
Discharges	60	89	100	109



Domiciliary Home residents enjoy an outing at a Jacksonville Suns game.

Korean War veteran residents, American Legion Color Guard, and Department of Defense Representative Major Canedo, at Korean War Recognition Ceremony.



Daytona Beach (Volusia County) 386-274-3460
Opened December 1993

Administrator	Gray Kilpatrick
Dir. of Nursing	Pamela Lindsey
Business Manager	Donna Burch

Regulatory Compliance

The VA survey was completed in July 2012 and the AHCA survey in December 2012. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

After a \$5 million major renovation in 2010 and a \$2 million HVAC renovation project this year, the facility is in excellent condition. Scheduled projects for this fiscal year include upgrading the fire alarm system, repaving the parking lots, and resealing the flat roofs.

Major Events

A new Director of Nursing renewed the staff focus on care and a strong sense of team with excellent survey results. Residents enjoy cookouts on a new, donated grill, and beautifully landscaped courtyards courtesy of a grant and volunteers from The Home Depot. Annual Veterans Day and Memorial Day observations draw support from local government dignitaries, and local veterans' support organizations meet there monthly and offer support and lead activities as well.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	70	141	132	76
Discharges	89	115	107	76



Appendix VIII

Baldomero Lopez State Veterans' Nursing Home

Land O' Lakes (Pasco County) 813-558-5000

Opened April 1999

Administrator Marlies Sarrett
Dir. of Nursing Sue Guthrie
Business Manager Barbara Boudreau



Regulatory Compliance

The AHCA survey was completed in June 2013, and the VA survey in September 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

An exterior refortification project has begun, with completion expected in October 2013. The facility is in excellent condition, with a new outer shell that is not only aesthetically pleasing but provides the facility's exterior with superior strength during tornado or hurricane events. The project included removal of siding and stucco finish, replacement of roof, windows, and exterior doors. The facility also recently completed installation of new fire panel and fire monitoring system.

Major Events

The residents stay busy and enjoy support from their community and local veterans groups. A ribbon cutting ceremony marked the dedication of a beautiful new gazebo donated by the Pasco County Sheriff's Office. A tree was presented by to the facility on Arbor Day by "The Greenery" and the Florida Forestry Service. Residents enjoy cookouts on a new grill under another beautiful new gazebo from Operation Patriot. The facility hosts a popular annual Dog Show, where family, visitors, and staff participate and show off their four-legged, furry family members.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	73	96	140	63
Discharges	77	60	51	63



Lopez residents enjoy the fun during the annual Halloween Party.





Pembroke Pines (Broward County) 954-985-4824
Opened June 2001

Administrator Larry Militello
Dir. of Nursing Donna Dickerson
Business Manager Chanda Hendrix

Regulatory Compliance

The AHCA survey was completed in September 2012 and the VA survey in January 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

The home is 13 years old and in excellent condition.

Major Events

Reflecting a major staff accomplishment of teamwork, the facility achieved its first 5-star rating from the Centers for Medicare & Medicaid Services in March of this year. That rating places the home in the top 10% of all skilled nursing facilities in the state of Florida. The home enjoys a good relationship with the community, resulting in a variety of unique activities, including a visit by Horses for Heroes.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	76	152	185	63
Discharges	70	86	111	63



Just another day of adventure for the residents of the Nininger State Veterans' Nursing Home: a visit by Horses for Heroes, allowing for interaction with the sweet-natured animals.

Panama City (Bay County) 850-747-5401
Opened October 2003

Administrator	Kay Maley
Dir. of Nursing	Deborah Thompson
Business Manager	Cynthia Shepherd

Regulatory Compliance

The AHCA and VA surveys were performed in May 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

The home is ten years old and in great condition. It underwent a renovation project this year, with new wood laminate flooring in common areas and resident rooms, and designer carpet in the lobby, offices, library, and resident lounge. A resident spa was installed with a hot tub, mood lighting, aroma therapy, and relaxing music.

Major Events

A major source of excitement at the home is the semi-annual Miracle League Veterans Baseball Game. This is a combined effort with local veteran volunteers, rotary club members, facility staff, residents, and families enjoying the event, and the stadium is filled with cheering fans. Another anticipated occasion is the annual dinner cruise aboard the Florida Star, a custom yacht charter with dinner and dancing. The general staff at Tyndall Air Force Base hosts a lovely dinner for residents on the bay. Many local organizations and veteran support groups provide entertainment and lead activities and outings for home residents.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	80	75	79	74
Discharges	61	68	88	74



Appendix XI

Douglas T. Jacobson State Veterans' Nursing Home

Port Charlotte (Charlotte County) 941-613-0919

Opened March 2004

Administrator Liz Barton
Dir. of Nursing Rick Gilfert
Business Manager Vicki Heflin

Regulatory Compliance

The VA survey was completed in March 2013 and the AHCA survey in September 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

The home is ten years old and in good condition. Cosmetic work this year included paint and new flooring, giving the home a warmer and more home-like feeling.

Major Events

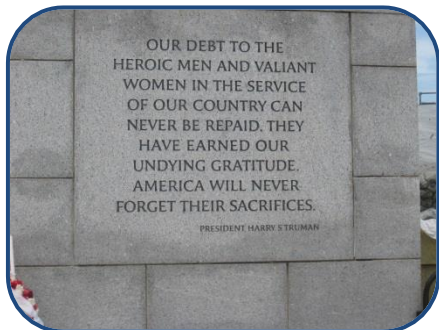
Four residents a year enjoy a trip to Washington, D.C. courtesy of Honor Flight. Thirty-six local veterans' support organizations assist with activities, holidays, ceremonies, and assorted events. Residents enjoy annual trips to the local Air Show, along with other outings. The facility was recognized by *My InnerView* as one of the top 7% of skilled nursing facilities out of 8,500 homes surveyed.

Scenes from Jacobson residents enjoying a trip to Washington, D.C., to visit 'their memorial' during an Honor Flight.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	126	141	121	61
Discharges	94	96	111	63



Appendix XII

Clyde E. Lassen State Veterans' Nursing Home



St. Augustine (St. Johns County) 904-940-2193

Opened September 2010

Administrator Diane King
Dir. of Nursing Ed Williams
Business Manager Rhonda Seleen

Regulatory Compliance

The VA survey was completed in December 2012 and the AHCA survey in April 2013. Both inspections reflect that the facility meets all standard of care requirements and is operating in compliance with federal, state, and local regulations.

Condition of the Home

The newest home in FDVA's family, this state-of-the-art, LEED Gold-certified facility recently celebrated its third anniversary. The home enjoys a 99% occupancy level.

Major Events

The facility was recognized with a four-star rating by the Centers for Medicare & Medicaid Services. The home was also selected as a 2012-13 National Research Corporation Excellence in Action Award, determined by having overall customer satisfaction levels that fall within the top 10% of qualifying organizations. Residents stay busy with a variety of activities, including the highly anticipated annual Black and White Ball.

Number of Residents Admitted and Discharged

(Overall census figures on Page 12)

	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>	<u>FY 2012-13</u>
Admissions	N/A	84	186	53
Discharges	N/A	27	169	50

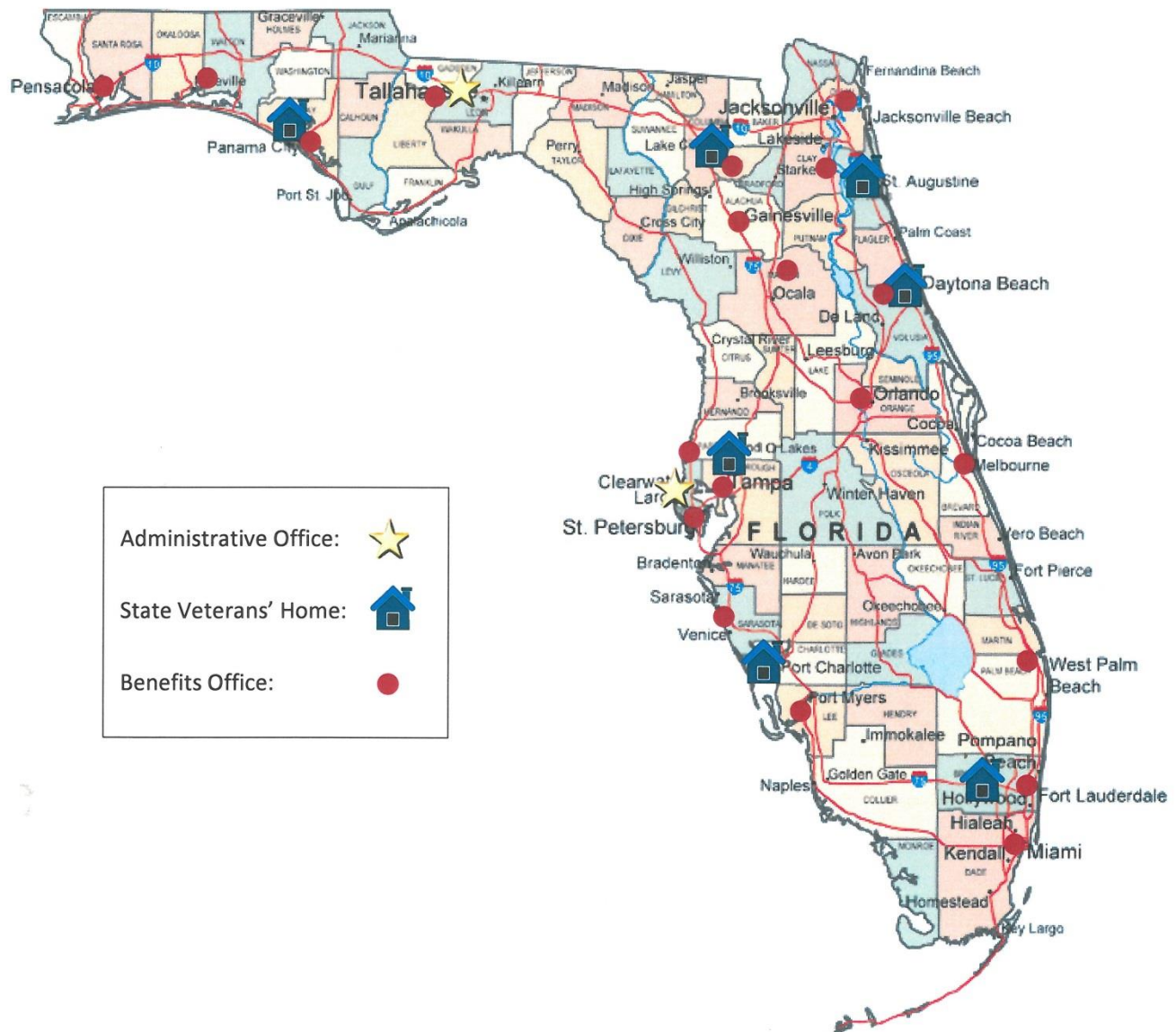


Lassen resident being presented with photo of the plane in which he served—and was shot down.



Lassen resident participating in Independence Day watermelon eating contest.

Where We Are



Administrative Offices

FDVA Headquarters and Executive Offices
11351 Ulmerton Road, Suite 311-K
Largo, FL 33778

Capitol Office
400 South Monroe St., Suite 2105
Tallahassee, FL 32399

Benefits Office

9500 Bay Pines Blvd, Room 214
St. Petersburg, FL 33708

Please see website for complete list of other benefits offices.

State Veterans' Homes

Robert H. Jenkins SVDH
751 SE Sycamore Terrace
Lake City, FL 32025

Baldomero Lopez SVNH
6919 Parkway Blvd.
Land O' Lakes, FL 34639

Clifford C. Sims SVNH
4419 Tram Road
Panama City, FL 32404

Clyde E. Lassen SVNH
4650 SR 16
St. Augustine, FL 32029

Emory L. Bennett SVNH
1920 Mason Ave.
Daytona Beach, FL 32117

Alexander Niningger, Jr SVNH
8401 W. Cypress Dr.
Pembroke Pines, FL 33025

Douglas T. Jacobson SVNH
21281 Grayton Terrace
Port Charlotte, FL 33954

Our Mission

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

Our Vision

FDVA is the premier point of entry for Florida veterans to access earned services, benefits and support.



Who We Are

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.

Who We Serve

Florida has the third largest population of veterans in the nation after California and Texas, with more than 1.5 million veterans—7.9 percent of the Sunshine State's population.



A Sims veteran resident enjoys a holiday visit and gift from Tyndall personnel.



Residents of the Sims State Veterans' Nursing Home in Panama City enjoy a dinner outing at Tyndall Air Force Base.



A drenched Lassen veteran resident enjoys a duel during a first day of summer water fun blowout, featuring squirt guns, hundreds of water balloons, and Hawaiian Ice.



Orlando Field Services personnel at an outreach event.



Ribbon cutting ceremony for a new community built gazebo at the Lopez State Veterans' Nursing Home in Land O' Lakes.



Executive Director Prendergast, Administrator Amelia Tompkins, and SVDH resident Donald Smith with his holiday gift package.