



Mike Prendergast
Executive Director

State of Florida
DEPARTMENT OF VETERANS' AFFAIRS
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Rick Scott
Governor
Pam Bondi
Attorney General
Jeff Atwater
Chief Financial Officer
Adam Putnam
Commissioner of Agriculture

January 27, 2015

MEMORANDUM

TO: Honorable Rick Scott
Honorable Pam Bondi
Honorable Jeff Atwater
Honorable Adam Putnam

FROM: Florida Department of Veterans' Affairs
Mike Prendergast, Executive Director

SUBJECT: Agenda – Cabinet Meeting of February 5, 2015

The next public meeting of the Governor and Cabinet to transact the business of the Department of Veterans' Affairs will be at 9:00 a.m. (EST), February 5, 2015 at the Florida State Fair – Bob Thomas Equestrian Center, 4800 U.S. Highway 301 North, Tampa, Florida 33610.

The Agenda and all required back-up materials are attached for your review.

If you have any questions, please call my Cabinet Affairs Officer Colleen Krepstekies, at (850) 487-1533 x7723.

cc: Monica Russell, Director of Cabinet Affairs
Executive Office of the Governor

Cynthia Kelly, Director
Governor's Office of Policy and Budget

Attachments

AGENDA
FLORIDA DEPARTMENT OF VETERANS' AFFAIRS
Meeting materials for the following items are available on the web at:
<http://floridavets.org/about-us/public-notice/>

MEMBERS

Governor Rick Scott
Attorney General Pam Bondi
Chief Financial Officer Jeff Atwater
Commissioner Adam Putnam

February 5th, 2015
9:00 A.M. (EST)
Florida State Fair
Tampa, Florida

Contact: Colleen Krepstekies, Director, Legislative & Cabinet Affairs
(850) 487-1533

ITEM	SUBJECT	RECOMMENDATION
1.	Respectfully submit Agency 1 st Quarter Report for Fiscal Year 2014-2015. (ATTACHMENT 1)	RECOMMEND APPROVAL
2.	Respectfully submit Agency 2 nd Quarter Report for Fiscal Year 2014-2015. (ATTACHMENT 2)	RECOMMEND APPROVAL
3.	Respectfully submit recommendations for the 2014 Florida Veterans' Hall of Fame. (ATTACHMENT 3)	RECOMMEND APPROVAL



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Rick Scott
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Pam Bondi
Attorney General
Jeff Atwater
Chief Financial Officer
Adam Putnam
Commissioner of Agriculture

October 24, 2014

TO: The Honorable Rick Scott
The Honorable Pam Bondi
The Honorable Jeff Atwater
The Honorable Adam Putnam

FROM: Mike Prendergast
Executive Director

A handwritten signature in cursive script that reads "Mike Prendergast".

SUBJECT: Quarterly Report – First Quarter 2014-2015

The Florida Department of Veterans' Affairs submits this Quarterly Report for the First Quarter of the 2014-2015 Fiscal Year, covering the period July 1 – September 30, 2014.

This Quarterly Report is submitted pursuant to the procedures authorized by Rules 55-1.003 and 55-2.010, Florida Administrative Code. The report will be placed on the agenda at a future meeting of the Governor and Cabinet.

If you have any questions regarding any matter covered by this report, please contact me, Deputy Executive Director Al Carter, at (727) 518-3202, or our department Legislative Affairs Director Bobby Carbonell, at (850) 487-1533.

cc: Senator Denise Grimsley, Chairman, Senate Health and Human Services Appropriations Committee
Senator Thad Altman, Chairman, Senate Military Affairs, Space and Domestic Security Committee
Representative Jason Brodeur, Chairman, Health Innovation Sub-Committee
Representative Matt Hudson, Chairman, Health Care Appropriations Sub-Committee
Representative Ronald Renuart, Chairman, Veterans and Military Affairs Sub-Committee
Cynthia Kelly, Director, Governor's Office of Policy and Budget

Attachment 1: FDVA Quarterly Report

ATTACHMENT 1

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS FIRST QUARTER REPORT July 1 – September 30, 2014

This report covers the activities of the Florida Department of Veterans' Affairs (FDVA) for the First Quarter of the 2014-2015 Fiscal Year.

1. **Administrative Highlights:**

a. **Current Issues/Concerns**

- **Executive Direction:** This quarter, Executive Director Mike Prendergast continued his campaign of advocating with purpose and passion for Florida veterans and linking them to superior services, benefits, and support. Colonel Prendergast presented department overviews and updates on current federal and state legislative initiatives to veterans' groups, civic groups, and legislative committees. He met with local business and organizations within the state to discuss outreach programs and projects to assist veterans. He attended the Florida Defense Support Task Force Meeting in Jacksonville and presented a presentation on Veterans' Homes. ED Prendergast conducted outreach at the Florida Sheriff's Association Summer Conference in Ponte Vedra Beach. He attended the groundbreaking ceremony at the Panama City VA and Navy Branch Clinic and also attended the Veterans Health Administration SimLearn National Simulation Center in Orlando. Executive Director Prendergast attended the National Association of State Directors of Veterans Affairs in San Diego, California. This semi-annual training allows for the exchange of ideas and best practices, joint strategizing, and development of plans of action to address veteran issues at all levels of government.
- **New State Veterans' Nursing Home:** This quarter the site selection committee met to discuss their evaluations of the proposed sites, and scored them. The scores were forwarded to the Executive Director, with a recommendation he consider the highest scoring site, and further consider the second highest as an alternate in the event something unforeseen prevents the first choice from being accepted by the Department of Environmental Protection Bureau of State Lands. Executive Director Prendergast studied the evaluations, and upon consideration forwarded that proposal to the Governor and Cabinet. On September 23, Governor Scott and the members of the Florida Cabinet unanimously selected the site offered by St. Lucie County as the location of the newest State Veterans' Nursing Home, with the site offered by Marion County as the alternate selection.
- **Division of Benefits and Assistance:**
 - **Bureau of Veterans' Claims:** Claims Services employees continue to positively adapt and respond to the changing policies and procedures of the Department of Veteran Affairs (VA). As the electronic medium replaces traditional paper claim files, we have modified our procedures on how we submit and review claims, appeals and prepare for hearings. Through hard work, the claims service has kept in step with the VA, making the transition appear seamless to the veterans we serve. This month, Claims Services advocated for over 9,665 veterans and their families, to ensure they are receiving the

maximum benefits they are entitled to and provide a current status of their pending claim or appeal.

Additionally, the Claims Service Office had fifty hearings scheduled for veterans to present their case to the VA detailing why they should be able to retain their benefits. Our Claims Examiners worked with the VA to resolve 66% of the claims in favor of the veteran without the veteran traveling to the VA Regional Office. Overall, 90% of the veterans represented retained their benefits at the current level and the remaining 10% are yet to be decided by the VA.

- **Bureau of Field Services:** Field Services provided 48 Veterans' Claim Examiners and 430 man-hours to support the Governor's Veterans Service Award Ceremonies. The Gainesville zone acquired additional office space at Ocala Vet Center, enabling increased outreach and service to Florida veterans and their families. Field Services David Austin, Harry Rudy and Ernie Kuykendall provided training at the FDVA certification course September 8-11. This quarter, Field Services attended 198 outreach events providing benefit information to 15,365 veterans and their families.
- **The Bureau of State Approving for Veterans' Education and Training (or State Approving Agency/SAA):** During this end of federal fiscal year quarter, the SAA received word of the renewal of our contract with the US Department of Veterans' Affairs (USDVA). It was also the quarter for self-assessment and the readying for the submission of end-of-year reporting to USDVA. With school and organization compliance survey visits being a USDVA focal point, SAA performed extremely well; 108 visits required and 117 compliance survey visits were completed. Since the assignment of compliance survey visits to the nation's SAAs, teamwork between VA and the SAAs is at a high. With changes in the reporting structure of Education Services within USDVA, the nation's regional Chief Education Liaison Officers (CELO) and the state Education Liaison Representatives (ELR) were able to join members of the National Association of State Approving Agency members during our annual Summer Business Meeting and training sessions for the first time in many years. Of note, a Florida VA/SAA team led the nation's education representatives delivering training materials related to the use of GI Bill Benefits for Flight Training. Florida SAA Program Specialist, Katherine Snyder, and Florida's ELR, Ron Scoggins, delivered the flight approval and compliance information to this national group of GI Bill Education Benefits Program administrators.

b. **Audits**

- No internal or external audits were finalized this quarter.

c. **Consultants**

- No new consultants were contracted, nor were any existing agreements changed this quarter.

d. **Contracts**

- Lopez SVNH Building Rehabilitation contract with DMS (Project Agent) completed; final payment/close out pending as of 9/30/14.
- Bennett SVNH HVAC Commissioning contract with DMS (Project Agent) completed; final payment/close out pending as of 9/30/14.
- Lopez SVNH Chiller Removal and Replacement contract with DMS (Project Agent) executed on 6/20/14; DMS activated engineering services on 8/1/14; project commencement pending DMS activation of construction services as of 9/30/14.
- Sims SVNH Chiller Removal and Replacement contract with DMS (Project Agent) executed on 8/13/14; DMS activated engineering services on 9/26/14; project commencement pending DMS activation of construction services as of 9/30/14.
- FDVA Health Information Technology System (MDIA Matrix-Care) contract went “live” agency-wide by 8/1/14.
- FDVA Treasury Services (for resident trust) contract with Bank of America executed on 7/23/14. Services for Bennett, Lopez, Lassen, Jenkins, Nininger, Sims, and Jacobson SVH's.
- FDVA Treasury Services (for resident trust) contract with Hancock Bank was received (fully executed) on 9/9/14. Services only for Sims SVNH.
- FDVA Veterans Treatment/Care Referral Services contract with the Crisis Center of Tampa Bay” executed on 7/23/14.
- Jenkins SVDH Air Handlers Removal and Replacements contract completed on time (7/6/14) and was \$15,800 below the approved budget of \$70,000. Final payment (\$54,200) and contract closeout was issued on 7/17/14.
- FDVA USDVA/VISN-8 pharmacy annual contract renewal Amendment No. 4 was executed on 7/14/14; for period of 9/1/14 to 8/31/15.
- FDVA USDVA/VISN-16 pharmacy annual contract renewal Amendment No. 3 was executed on 8/20/14; for period of 10/1/14 to 9/30/15.

e. **Leases**

- FDVA increased leased space in the capitol by a sum total of 590 square feet. No other changes this quarter.

f. **Lawsuits/Claims in Litigation or Settled this Quarter**

3 General Liability Claims (0 new this quarter): 0 won, 1 settled, 0 lost, 2 pending

6 Employment Liability Claims (1 new this quarter): 2 won, 2 settled, 0 lost, 2 pending

g. **Donations**

Cash Donations by State Veterans' Home

<i>FISCAL YEAR 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>Total, Year to Date</i>
Jenkins SVDH, Lake City	\$1,014.27				\$1,014.27
Bennett SVNH, Daytona Beach	\$9,227.06				\$9,227.06
Lopez SVNH, Land O' Lakes	\$1,000				\$1,000
Nininger SVNH, Pembroke Pines	\$1,000				\$1,000
Sims SVNH, Springfield	\$1,000				\$1,000
Jacobson SVNH, Port Charlotte	\$1,000				\$1,000
Lassen SVNH, St. Augustine	\$1,000				\$1,000

Non-Cash Donations

- Bennett State Veterans' Nursing Home: electric scooter
- Lassen State Veterans' Nursing Home: flat screen television, Karaoke machine, 4 outdoor umbrellas for the courtyard
- Jacobson State Veterans' Nursing Home: electric wheelchair, 2 power lift chairs

h. **Memberships in Professional Organizations Paid this Quarter**

- \$345 for membership in National Institute of Government Purchasing
- \$800 for annual membership in the National Association of State Directors of Veterans Affairs
- \$500 for annual membership in the National Association of State Approving Agencies

2. Division of Benefits and Assistance: Statistics

- Summary of veterans' benefits derived vs. cost of the benefits staff: \$128:1 (ROI).

a. Bureau of Veterans' Claims

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Retroactive compensation	\$36,770,963				\$36,770,963	\$51,243,193
Largest single retro. benefit	\$292,897				\$292,897	\$376,635
Debt relief	\$77,113				\$77,113	\$121,779
Notices of Disagreement	526				526	306
Statements of Argument in Appeals Cases*	179				179	326
Act as Representative at Hearings*	82				82	31
Veterans' Appeals Hearings*	55				55	48
Ratings Reviewed	10,039				10,039	10,059

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

b. Bureau of State Approving for Veterans' Training (SAA)

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
SAA Programs Approved	3,671				3,671	1,907
Other Approval	778				778	453
Compliance Visits	40				40	36
Inspection Visits	12				12	8
Outreach Activities*	185				185	166
Liaison Activities**	183				183	269
Technical Assistance***	1,050				1,050	889

* Outreach Activities are any activity designed to inform or encourage those with entitlement to use it.

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

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

c. Bureau of Veteran Field Services

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Issue Resolution	5,304				5,304	4,749
Total Amount	\$14,627,699				\$14,627,699	\$13,798,280
Outreach Visits	198				198	125
Veterans Served at Outreach	15,365				15,365	11,739
Bedside Interviews	3,138				3,138	5,306
Walk-ins/ Counseling	33,060				33,060	34,349
Claims	8,310				8,310	6,527
Voter Regis/ Pref forms	3,060				3,060	2,761
Homeless Walk In	933				933	1,010
Ratings Reviewed Orlando/W Palm	260				260	665

d. Outreach*

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Reintegration and Pre-Deployment Events for Guard and Reserve units	4				4	6
Homeless Veteran Stand Down Events	7				7	8
Medical Center Welcome Home events	0				0	0
Congressional Open House events	9				9	5
National Conferences	0				0	1
New Patient Orientation	67				67	42
Transition Assistance Briefings	10				10	3
Other	102				102	60

* Supervisors and VCEs throughout the Division of Veterans' Benefits and Assistance provide presentation, orientations, and briefings on state, federal, and local veterans' laws and benefits.

3. State Veterans' Homes Program

State Veterans' Homes Census

FISCAL YEAR 2014-2015	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY, same 1/4
Jenkins SVDH, Lake City	97.23%				97.23%	86.9%
Bennett SVNH, Daytona Beach	99.65%				99.65%	99.7%
Lopez SVNH, Land O' Lakes	99.75%				99.75%	99.6%
Nininger SVNH, Pembroke Pines	98.32%				98.32%	99.0%
Sims SVNH, Panama City	99.75%				99.75%	100%
Jacobson SVNH, Port Charlotte	99.54%				99.54%	99.6%
Lassen SVNH, St. Augustine	99.72%				99.72%	99.6%

- a. Quality of Care: The Centers for Medicare and Medicaid Services (CMS) announced plans to expand and bolster Medicare's Five-Star Quality Rating System (Five-Star System) for nursing homes, provided to the public on the Nursing Home Compare website. The rating system is a CMS online tool that offers information about the quality of care in the nearly 16,000 nursing homes that participate in Medicare or Medicaid. Beginning January 2015, CMS plans to initiate the following steps to improve reliability of the data used in the Five-Star System:
- Nationwide Focused Survey Inspections Following a pilot in fiscal year (FY) 2014, CMS and individual states will implement survey inspections focused on verifying performance on resident assessments and the data set that is used in QMs for a sample of nursing homes nationwide. The inspections are intended to enhance verification of both the staffing and QM information that is part of the Five-Star Quality Rating System.
 - Payroll-based Staffing Reporting CMS will implement a system of quarterly electronic reporting that is auditable back to payrolls to verify staffing information. The system is intended to increase accuracy, improve data timeliness and allow for the calculation of QMs for staff turnover, retention, types of staffing and levels of different types of staffing. CMS expects that pilot testing will occur in FY 2015, with nationwide reporting by all nursing homes by the end of FY 2016. The funding for this program is provided by the Improving Medicare Post-Acute Care Transformation (IMPACT) Act of 2014, signed by President Obama on October 6, 2014. (The IMPACT Act, which was passed without change from the House Bill, was addressed in an [On the Subject](#) published September 24, 2014.)
 - Revised Scoring Methodology CMS will revise the scoring methodology used to calculate each facility's Five-Star rating. The revised scoring methods will place more emphasis on data that is verified by independent sources, rather than data that is self-reported by nursing homes.
 - Additional Quality Measures CMS will increase both the number and type of QMs used at Nursing Home Compare. The first addition (effective January 2015) will measure the extent to which antipsychotic medications are in use.

- b. Occupancy Trends: The first quarter data confirms that census levels are greater than 99% for FDVA skilled nursing homes with the average occupancy for the State of Florida at 87%. Florida has the third highest population of veterans' in the United States. The U.S. Census Bureau data indicates that based on population figures, Florida has the highest number of elderly residents. This segment of the population will continue to increase because people born during the baby boom generation are beginning to retire. This trend of occupancy for FDVA nursing homes will likely continue as the State of Florida has the third largest population of disabled veterans in the nation.
- c. State Veterans' Homes Program Renovations:

Daytona HVAC Renovation #12-018: Post Grant Requirements form 10-0388-13 was sent to DVA along with the final reimbursement request. Total amount of project:

<u>% of Cost</u>	<u>Funding Source</u>	<u>Funds</u>
65%	USDVA	\$1,241,154.60
35%	FDVA	\$668,314.01
	Total Project:	<u>\$1,909,468.61</u>

Land O' Lakes Renovation #12-016: Land O' Lakes Renovation #12-016: Post Grant Requirements form 10-0388-13 was sent to DVA along with the final reimbursement request. Total amount of project:

<u>% of Cost</u>	<u>Funding Source</u>	<u>Funds</u>
65%	USDVA	\$1,365,596.15
35%	FDVA	\$735,321.00
	Total Project:	<u>\$2,100,917.15</u>

- d. Volunteer Hours: There are a number of registered volunteers in the State Veterans' Homes that provide invaluable services for our veteran residents. The multitude of hours that are contributed add to the quality of life for the residents as well as allow the skilled employees to attend to more complicated, professional level tasks associated with resident care.



A Jenkins State Veterans' Domiciliary Home resident and volunteer cut quite a rug at the July Sock Hop!




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Rick Scott
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Adam Putnam
Commissioner of Agriculture

DATE: January 26, 2015

TO: The Honorable Rick Scott
The Honorable Pam Bondi
The Honorable Jeff Atwater
The Honorable Adam Putnam

FROM: Mike Prendergast
Executive Director 

SUBJECT: Quarterly Report – Second Quarter 2014-2015

The Florida Department of Veterans' Affairs submits this Quarterly Report for the Second Quarter of the 2014-2015 Fiscal Year, covering the period October 1 – December 31, 2014.

This Quarterly Report is submitted pursuant to the procedures authorized by Rules 55-1.003 and 55-2.010, Florida Administrative Code. The report will be placed on the agenda at a future meeting of the Governor and Cabinet.

If you have any questions regarding any matter covered by this report, please contact Deputy Executive Director Al Carter at (727) 518-3202, or acting Legislative and Cabinet Affairs Director Colleen Krepstekies at (850) 487-1533.

CC: Senator Rene Garcia, Chairman, Health and Human Services Appropriations Committee
Senator Thad Altman, Chairman, Military Affairs, Space and Domestic Security Committee
Representative Kenneth L. Roberson, Chairman, Health Innovation Sub-Committee
Representative Matt Hudson, Chairman, Health Care Appropriations Sub-Committee
Representative Jimmie T. Smith, Chairman, Veterans and Military Affairs Sub-Committee
Cynthia Kelly, Director, Governor's Office of Policy and Budget

Attachment 1: FDVA Quarterly Report

ATTACHMENT 1

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS SECOND QUARTER REPORT October 1 – December 31, 2014

This report covers the activities of the Florida Department of Veterans' Affairs (FDVA) for the Second Quarter of the 2014-2015 Fiscal Year.

1. **Administrative Highlights:**

a. **Current Issues/Concerns**

Executive Direction: Executive Director Mike Prendergast continued his campaign of advocating with purpose and passion for Florida veterans and linking them to superior services, benefits and support. Colonel Prendergast presented department overviews and updates on current federal and state legislative initiatives to veterans' groups, civic groups, and legislative committees. He met with local business and organizations within the state to discuss outreach programs and projects to assist veterans. Colonel Prendergast served as the keynote speaker at the National Association of Veteran Program Administrators 39th Annual Conference in Orlando. He also served as the keynote speaker at the University of North Florida's 4th annual Veterans Day Tribute in Jacksonville. Colonel Prendergast represented Governor Scott at the Veterans of the Battle of the Bulge Florida Southeast Chapter 70th Anniversary Gala in West Palm Beach, and presented the Governor's proclamation honoring the survivors of the Battle of the Bulge.

New State Veterans' Nursing Home: Planning for the state's seventh state veterans' nursing home, to be located in the Port St. Lucie community of Tradition, continued during the quarter. The \$36 million nursing home is slated to open in late 2017.

St. Lucie County was awarded the site for the seventh state veterans' nursing home following a unanimous vote at the Sept. 23, 2014 Cabinet Meeting. The home will serve the catchment area of the following counties; St. Lucie, Indian River, Brevard, Lake, Marion, Seminole, Martin, Okeechobee, Glades, Osceola, Hendry, Highlands, Polk and Palm Beach. St. Lucie County will deed the 28.5 acres to the state in the near future, as the home will be operated by the State of Florida.

By May 2015, the vendor, RLF Architectural Designs, will send the architectural plans to the U.S. Department of Veterans Affairs, which will fund \$23.5 million of the total cost of the project. The state will fund the remaining \$12.7 million.

The 100,000-square-foot, 128-bed facility is expected to break ground in the late fall. Applications and hiring of its 190 estimated employees will begin about nine months before opening.

• **Division of Benefits and Assistance:**

Bureau of Veterans' Claims: Claims Services team members continue to positively adapt and respond to the changing policies and procedures of the U.S. Department of Veterans Affairs (VA). As electronic media replaces traditional paper claim files, procedures were modified for the submission and review of claims, appeals and preparation for hearings. Through diligence and reorganization, the claims service has

kept in step with the VA, making the transition appear seamless to veterans we serve. This quarter, the bureau advocated for over 27,000 veterans and their families. Claims Services helped to ensure veterans receive maximum benefits they have earned and provided a current status of their pending claim or appeal. The Claims Service Office represented 110 veterans before judges at the Board of Veteran Appeals, advocating for benefits sought. For two of these cases, the Veterans' Claims Examiners (VCEs) were able to obtain a complete grant of benefits on the same day.

Additionally, the Claims Service Office had 113 hearings scheduled to represent and assist veterans to present their cases to the VA Regional Office regarding increased benefits or retention of their benefits. VCEs worked with the VA to resolve 64% of claims in favor of the veteran without the necessity of the veteran traveling to the VA Regional Office. Overall, 90% of veterans retained their benefits at the current level and the remaining 10% are yet to be decided by the VA. The Bureau also reviewed over 8,400 disability claims for veterans' benefits, ensuring that the VA's decision was within the laws and regulations set by Congress.

Bureau of Field Services: The Orlando zone acquired additional office space at American Legion Headquarters, Orlando and Career Source Central Florida. Osceola County and Miami acquired space at the Pompano Vet Center, enabling increased outreach and service to Florida veterans and their families. Field Services' David Austin, Harry Rudy and Ernie Kuykendall provided training at the Florida Department of Veterans' Affairs Certification Course, December 1-4. This quarter, Field Services attended 180 outreach events providing benefit information to 13,153 veterans and their families.

The Bureau of State Approving for Veterans' Education and Training (or State Approving Agency/SAA): During the quarter, the State Approving Agency received their annual performance review results from the Joint Peer Review Group, which is comprised of VA Central Office and National Association of State Approving Agency appointees. The Florida SAA received a Satisfactory score, the highest score attainable from this group. In addition, Bureau Chief Betsy Wickham and Program Specialist Kathy Snyder were presented with Distinguished Service Awards by the National Association of Veteran Program Administrators (NAVPA) for their significant contributions to the betterment of military members, their families and for their support and contributions to NAVPA.

b. **Audits**

- No internal or external audits were finalized this quarter.

c. **Consultants**

- No new consultants were contracted, nor were any existing agreements changed this quarter.

d. **Contracts**

- Lopez SVNH “Building Rehabilitation” contract with DMS (Project Agent) completed; final payment on 9/18/14, closed out on 10/7/14.
- Bennett SVNH “HVAC Commissioning” contract with DMS (Project Agent) completed; final payment on 9/18/14, closed out on 10/7/14.
- Lopez SVNH “Chiller Removal and Replacement” contract with DMS (Project Agent) executed on 6/20/14; DMS activated engineering services on 8/1/14; project commencement pending DMS activation of construction services as of 12/31/14.
- Sims SVNH “Chiller Removal and Replacement” contract with DMS (Project Agent) executed on 8/13/14; DMS activated engineering services on 9/26/14; project commencement pending DMS activation of construction services as of 12/31/14.
- Jenkins SVDH “Chiller Removal and Replacement” solicitation; under development as of 12/31/14.
- FDVA “Health Information Technology System” (MDIA/Matrix-Care) contract Amendment No. 3 executed on 10/14/14; provided additional onsite physician order training sessions at Lassen, Nininger, Jenkins, and Lopez SVNH’s.
- Bennett SVNH “Nurse Call System” contract Change Order No. 3, with JSC Systems, executed on 10/14/14; extended contract completion date to 1/2/15 (due to required State/AHCA approvals).
- Bennett SVNH “Nurse Call System” contract Change Order No. 4, with JSC Systems, executed on 12/11/14; extended contract completion date to 3/16/15 (due to required State/AHCA approvals).
- FDVA “Time Clock System” (IT Computing Services) contract Amendment No. 1 executed on 10/7/14; provided updated language regarding financial consequences per CFO audit finding.
- FDVA contract with “Florida is for Veterans” (programs for state residency and career/hiring); execution pending as of 12/31/14.
- FDVA “New State Veterans’ Home” legislative appropriation provided on 7/1/14. DMS (Project Agent) executed architect/engineer agreement 10/20/14. DMS (Project Agent) execution of construction agreement pending as of 12/31/14. FDVA receipt of USDVA funding letter and USDVA/FDVA Memorandum of Agreement pending as of 12/31/14.
- FDVA “Veterans’ Benefits Information System” solicitation (replacing V-BOLTS) issued 12/1/14. FDVA Addendum No. 1 issued on 12/19/14. Deadline for vendors to submit proposals is 1/13/15 (proposal opening meeting).
- FDVA “Medicare/Medicaid Cost Reporting” solicitation (replacing prior contract w/Moore Stephens Lovelace P.A.); under development as of 12/31/14.
- FDVA certification of Florida Veterans Foundation (FVF) annual performance for fiscal year 2013-14; pending as of 12/31/14.
- Update on US Food and Sysco merger pending approval of federal regulators; as of 12/31/14.

e. **Leases**

- FDVA made no additions, alterations, or modifications to leased space this quarter.

f. **Lawsuits/Claims in Litigation or Settled this Quarter**

- **2 General Liability Claims** (0 new this quarter): 0 won, 0 settled, 0 lost, 2 pending
- **3 Employment Liability Claims** (1 new this quarter): 2 won, 2 settled, 0 lost, 1 pending

g. **Donations**

Cash Donations by State Veterans' Home

<i>FISCAL YEAR 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>Total, Year to Date</i>
Jenkins SVDH, Lake City	\$1,014.27	\$521.01			\$1,535.28
Bennett SVNH, Daytona Beach	\$9,227.06	\$15,657.00			\$24,884.06
Lopez SVNH, Land O' Lakes	\$1,000.00	\$20.00			\$1,020.00
Nininger SVNH, Pembroke Pines	\$1,000.00	\$299.00			\$1,299.00
Sims SVNH, Panama City	\$1,000.00	\$200.62			\$1,200.62
Jacobson SVNH, Port Charlotte	\$1,000.00	\$225.00			\$1,225.00
Lassen SVNH, St. Augustine	\$1,000.00	\$275.00			\$1,275.00

Non-Cash Donations

- Jenkins State Veterans' Domiciliary – Lake City
No Donations this quarter
- Bennett State Veterans' Nursing Home – Daytona Beach:
No Donations this quarter
- Lopez State Veterans' Nursing Home – Land O Lakes
Xbox Kinect 360 w/wireless controller \$199.00
Misc. books
- Nininger State Veterans' Nursing Home – Pembroke Pines
Karaoke Machine SMG-901 \$99.00
Peter Vitalie/Lord Nelson Pool Table \$,5990.00
- Sims State Veterans' Nursing Home – Springfield
TV Flat screen 24" \$139.00
- Jacobson State Veterans' Nursing Home – Port Charlotte
TV LED 50" Emerson \$400.00
Sony DVD player \$99.00
Misc. DVD's

- Lassen State Veterans' Nursing Home – St Augustine
Wheelchair Hoveround Lg. \$1,600.00
Walker

h. Memberships in Professional Organizations Paid this Quarter

- Jenkins SVDH, Lake City 50-40-10 NASVH \$900.00
- Bennett SVNH, Daytona Bch. 50-50-10 NASVH \$900.00
- Lopez SVNH, Land O' Lakes 50-60-10 NASVH \$900.00
- Nininger SVNH, Pembroke Pines 50-70-10 NASVH \$900.00
- Sims SVNH, Panama City 50-80-10 NASVH \$900.00
- Jacobson SVNH, Pt. Charlotte 50-90-10 NASVH \$900.00
- Lassen SVNH, St. Augustine 50-95-10 NASVH \$900.00

2. Division of Benefits and Assistance: Statistics

- Summary of veterans' benefits derived vs. cost of the benefits staff: \$109:1 (ROI).

a. Bureau of Veterans' Claims

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Retroactive compensation	\$36,770,963	\$29,067,865			\$65,838,828	\$102,874,882
Largest single retro. benefit	\$292,897	\$502,803			\$795,700	\$732,417
Debt relief	\$77,113	\$133,494			\$210,607	\$140,071
Notices of Disagreement	526	575			1,101	672
Statements of Argument in Appeals Cases*	179	241			420	595
Act as Representative at Hearings*	82	102			184	51
Veterans' Appeals Hearings*	55	111			166	114
Ratings Reviewed	10,039	8,500			18,539	20,051

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

b. Bureau of State Approving for Veterans' Training (SAA)

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
SAA Programs Approved	3,671	2,551			6,222	4,428
Other Approval	778	649			1,427	879
Compliance Visits	40	28			68	64
Inspection Visits	12	13			25	17
Outreach Activities*	185	204			389	332
Liaison Activities**	183	142			325	505
Technical Assistance***	1,050	857			1,097	1,608

* Outreach Activities are any activity designed to inform or encourage those with entitlement to use it.

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

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

c. Bureau of Veteran Field Services

<i>EVENT 2014-2015</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Issue Resolution	5,304	4,790			10,094	9,853
Total Amount	\$14,627,699	\$14,284,148			\$28,911,847	\$26,975,135
Outreach Visits	198	180			378	271
Veterans Served at Outreach	15,365	13,153			28,518	24,847
Bedside Interviews	3,138	3,049			6,187	9,201
Walk-ins/ Counseling	33,060	31,164			64,224	65,543
Claims	8,310	7,685			15,995	13,029
Voter Regis/ Pref forms	3,060	2,893			5,953	5,036
Homeless Walk In	933	543			1,476	1,532
Ratings Reviewed Orlando/W Palm	260	146			406	1,525

d. Outreach*

EVENT 2014-2015	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY to this Qtr
Reintegration and Pre-Deployment Events for Guard and Reserve units	4	3			7	13
Homeless Veteran Stand Down Events	7	7			14	14
Medical Center Welcome Home events	0	0			0	3
Congressional Open House events	9	8			17	9
National Conferences	0	0			0	1
New Patient Orientation	67	35			102	68
Transition Assistance Briefings	10	8			18	8
Other	102	180			282	145

* Supervisors and VCEs throughout the Division of Veterans' Benefits and Assistance provide presentation, orientations, and briefings on state, federal, and local veterans' laws and benefits.

3. State Veterans' Homes Program

State Veterans' Homes Census

FISCAL YEAR 2014-2015	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY, same 1/4
Jenkins SVDH, Lake City	97.23%	97.72%			97.48%	86.95%
Bennett SVNH, Daytona Beach	99.65%	98.70%			99.18%	99.75%
Lopez SVNH, Land O' Lakes	99.75%	99.63%			99.69%	99.60%
Nininger SVNH, Pembroke Pines	98.32%	97.45%			97.89%	99.00%
Sims SVNH, Panama City	99.75%	99.88%			99.82%	99.95%
Jacobson SVNH, Port Charlotte	99.54%	98.70%			99.12%	99.50%
Lassen SVNH, St. Augustine	99.72%	99.90%			99.81%	99.60%

a. Quality of Care:

The Department of Veterans Affairs (VA) advised FDVA that grant funds are available for the resident ceiling lift project for the FDVA skilled nursing homes– FAI# 12-024. Ceiling Lifts provide an easy-to-operate system that eliminates the need for manual lifting, thereby reducing the risk of injuries to the veteran and caregiver.

These ceiling mounted lift's use less space and is readily available for the caregiver, making efficient use of time and space. A single caregiver can carry out transfers quickly and efficiently, controlling all of the processes via a handheld control unit. This type of system also saves staff time, as it is always accessible, ready for use and within easy reach for the caregiver. When the lift system is not in use, it is conveniently and discreetly stored away on the overhead track, out of sight and automatically recharging, thereby freeing up precious floor space.

These ceiling lift systems provide a new sense of confidence to even the toughest patient transfers. This new handling equipment will help to reduce the anxiety, uncertainty, and discomfort that the caregivers faces when repositioning or lifting even the most challenging patient.

At FDVA the ceiling lift's is one way we continue with our focus of improving the Quality of Life in the home, helping to preserve a secure, safe and comfortable environment for all our of veterans.

b. Occupancy Trends:

- By 2026, the population of Americans ages 65 and older will double to 71.5 million.
- Between 2007 and 2015, the number of Americans ages 85 and older is expected to increase by 40 percent.
- Among people turning 65 today, 69 percent will need some form of long-term care, whether in the community or in a residential care facility.
- By 2020, 12 million older Americans will need long term health care. (HIAA, "A Guide to Long-Term Care Insurance", 2002)

c. State Veterans' Homes Program Renovations:

Daytona HVAC Renovation #12-018: Total Grant: \$2,000,000 -- Federal Funding (65%): \$1,300,000 - State O and M Trust Fund Match (35%): \$700,000. (Completed)

Total Grant Funding -	\$2,000,000.00
Total Grant -	\$1,910,699.49

Land O' Lakes Renovation #12-016: Total Grant: \$2,830,000 -- Federal Funding (65%): \$1,839,500 - State O and M Trust Fund Match (35%): \$990,500. (Completed)

Total Grant Funding -	\$2,830,000.00
Total Grant -	\$2,100,917.15

- d. Volunteer Services: There are a number of registered volunteers in the State Veterans' Homes that provide invaluable services for our veteran residents. The multitude of hours that are contributed add to the quality of life for the residents as well as allow the skilled employees to attend to more complicated, professional level tasks associated with resident care.



Veteran Robert Shivley shows off his pirate costume during the Delta Unit Halloween party at Sims Veteran Nursing Home.



Staff and residents of Baldomero Lopez Veterans' Nursing Home (Land O' Lakes) enjoying themselves during the Thanksgiving festivities.
Mrs. Purdot & Marlies S. with Mr. Averill



Mike Prendergast
Executive Director

State of Florida
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www.FloridaVets.org

Rick Scott
Governor
Pam Bondi
Attorney General
Jeff Atwater
Chief Financial Officer
Adam Putnam
Commissioner of Agriculture

January 27, 2015

MEMORANDUM

TO: Honorable Rick Scott
Honorable Pam Bondi
Honorable Jeff Atwater
Honorable Adam Putnam

FROM: Florida Department of Veterans' Affairs
Mike Prendergast, Executive Director

SUBJECT: Florida Veterans' Hall of Fame – Class of 2014

The agency is pleased to recommend the following five veterans for induction into the 2014 Florida Veterans' Hall of Fame:

- Rear Admiral LeRoy Collins, Jr.
- Major General James Dozier
- Colonel Frank Farmer
- Chief Master Sergeant Eugene Johnson
- Lieutenant General Lawrence Snowden

If you have any questions, please call my Cabinet Affairs Officer Colleen Krepstekies, at (850) 487-1533 x7723.

cc: Monica Russell, Director of Cabinet Affairs
Executive Office of the Governor

Cynthia Kelly, Director
Governor's Office of Policy and Budget