MEMORANDUM

TO: Honorable Rick Scott
    Honorable Pam Bondi
    Honorable Jimmy Patronis
    Honorable Adam Putnam

FROM: Florida Department of Veterans’ Affairs
      Glenn W. Sutphin Jr., Executive Director

SUBJECT: Agenda – Cabinet Meeting of March 7, 2018

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. (EDT), March 7, 2018 in Tallahassee, Florida.

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

If you have any questions, please call my Legislative and Cabinet Affairs Director, Roy Clark, at (850) 487-1533 x7723.

cc: Kristin Olson, 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 Jimmy Patronis
Commissioner Adam Putnam

March 7, 2018
9:00 A.M. (EDT)
The Capitol
Tallahassee, Florida

Contact: Roy Clark, Director of Legislative & Cabinet Affairs
(850) 487-1533

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<td>1.</td>
<td>Respectfully request approval of the minutes of the January 18, 2018 meeting.</td>
<td>(ATTACHMENT 1) RECOMMEND APPROVAL</td>
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<td>2.</td>
<td>Respectfully request approval of the Agency’s 2nd Quarter Performance Measures for FY 2017-18.</td>
<td>(ATTACHMENT 3) RECOMMEND APPROVAL</td>
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STATE OF FLORIDA

IN RE: MEETING OF THE GOVERNOR AND CABINET

CABINET MEMBERS: GOVERNOR RICK SCOTT
ATTORNEY GENERAL PAM BONDI
CHIEF FINANCIAL OFFICER JEFF ATWATER
COMMISSIONER OF AGRICULTURE ADAM PUTNAM

DATE: THURSDAY, JANUARY 18, 2018

LOCATION: CABINET MEETING ROOM
LOWER LEVEL, THE CAPITOL
TALLAHASSEE, FLORIDA

REPORTED BY: NANCY S. METZKE, RPR, FPR
COURT REPORTER
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DEPARTMENT OF VETERANS AFFAIRS

GOVERNOR SCOTT: Now I'd like to recognize Glenn Sutphin with the Department of Veterans Affairs.

EXECUTIVE DIRECTOR SUTPHIN: Good morning, Governor, General Bondi, CFO Patronis, Commissioner --

GOVERNOR SCOTT: That's a good tie.

EXECUTIVE DIRECTOR SUTPHIN: Yes, sir, I represent all the nation, sir, all schools, all people.

We have three agenda items today, sir, and one little piece I'd like to tell you something that we're doing.

The first item is the minutes from the October 17, 2017 Cabinet meeting. We respectfully request approval.

GOVERNOR SCOTT: Is there a motion?

ATTORNEY GENERAL BONDI: So move.

GOVERNOR SCOTT: Is there a second?

CFO PATRONIS: Second.

GOVERNOR SCOTT: Comments or objections?

(NO RESPONSE).

GOVERNOR SCOTT: Hearing none, the motion
EXECUTIVE DIRECTOR SUTPHIN: The Item --
Agenda Item 2 is the minutes from November the 7th, 2017 Cabinet meeting.
Respectfully request approval.
GOVERNOR SCOTT: Is there a motion?
COMMISSIONER PUTNAM: So moved.
CFO PATRONIS: Second.
GOVERNOR SCOTT: Comments or objections?
(NO RESPONSE).
GOVERNOR SCOTT: Hearing none, the motion carries.
EXECUTIVE DIRECTOR SUTPHIN: Agenda Item 3 is the Agency's first quarter performance measures for 2017 and '18.
I want to tell you some of the things that -- because y'all have had -- supported us and veterans, every one of y'all have done something: General Bondi was able to give us a grant so we could take care of homeless veterans; the Governor has put in his recommendations, monies that will -- one of the items that we'll talk about that has made a difference, a big difference to veterans; CFO Patronis, your hiring of veterans and making them so they can get into the fire school,
the firefighters school and all those different things; Commissioner Putnam, taking our wounded warriors and making your jobs available to that.

I just came back from Oklahoma and met with their VA person there, and they asked: How do we do these things? And I said, because our leadership not only talks the talk, they walk the walk. And that's the important thing, is they get out there on a limb with us and make these things happen.

And they want to copy programs but, you know, I tell them: Come move to Florida. We've got jobs, and bring your veterans and we'll be -- we'll help you out.

One of the things I think is important in the performance measures, the Governor -- you allowed us to have an offset for our CNAs. And while that didn't seem like it was going to be a whole lot in there, we have gone from a turnover of 46.2 percent. This quarter we are now at 9.6 percent turnover.

We were able to -- working with AHCA and the Florida Healthcare Association, we now can teach our own classes for our CNAs, and we are using Department of Military Affairs programs for jobs,
their Forward March programs.

And we were able to do our first class in St. Augustine. We had nine individuals. Because of using DMA's money and our -- being able to use some of our money, they were able to be paid while they went through it. I asked them, I said -- the young people said, this is the best thing they've ever run into because before they'd have to find a way to get money to go to school to get trained, they'd have to find some type of job to take care of their families while they're doing it; and yet we put it all together and they come to us.

And we do it like we do in the military: You belong to this unit. This is your unit, esprit de corps, you are our family. And we will be tracking them like that.

We'll be conducting a second class in Port Charlotte, and then we'll go to Land of Lakes and then down to the southern part of Florida.

That's a great thing, sir, that turnover and everything like that and getting those people to stay with us.

Now you've mentioned about education of nurses. What we do is because they now have benefits, they can get education. And we have MOUs
with all of the surrounding schools, vo-techs, state colleges -- we used to call them junior colleges -- and regular universities, that they get into the medical schools; they come do their clinicals there, and we'll get you to be a nurse. Now all I ask, if you get to be a nurse, please give us two years before you go off and make big money, you know, try to stay with us.

And what I really want to see is what happened in the military. Tommy Franks, a four star general started off a PFC and retired a four star general; he led the battle into Iraq. I'd love to see one of these CNAs become a home director, to get their license and do that. I think that would be one of the greatest things, to grow our own people like that.

Subject to your questions on that, I respectfully request approval.

GOVERNOR SCOTT: Is there a motion to accept the report.

ATTORNEY GENERAL BONDI: So moved.

GOVERNOR SCOTT: Is there a second?

CFO PATRONIS: Second.

GOVERNOR SCOTT: Comments or objections?

(NO RESPONSE).
GOVERNOR SCOTT: Hearing none, the motion carries.

EXECUTIVE DIRECTOR SUTPHIN: The last thing, sir, I want to run over real quickly is some things. In Florida there are great things happening for veterans all across the state, and we've been able to utilize funding to leverage different things. For instance, you have the five star center in Jacksonville.

They took an old nursing home, we had to get a roof put on it. They've got 52 veterans they're running through there for addiction and PTSD. It is so good, sir, that people from the east coast are trying to get into Florida to get into this program. They did it on their own with just a little bit of seed money from us. You have the women's veterans center in Jacksonville.

In Ocala they took an old bowling alley and they took local funding they could find, and they turned it into a veterans' center. And I'm telling you, it's a great place. A person comes in there, they've got their health department there, they can get some mental health issues, jobs, counseling, all that's there. The American Legion, VFW, all of those organizations are right through there.
And one of them that you had faith in, sir, and allowed us to have some money, you put it in your request and the Legislature gave us was for what's called the 211 Crisis Center in Tampa. It operated in Tampa in a very small area like that. So we were able to take the money -- and I have Claire Reynolds right here -- please, Claire, would you stand up -- runs it for us; and it is a -- sir, you can't believe this program.

In the first 60 days, by leveraging that money, she had over 10,000 calls. Now it isn't just a call and say, here, I think you go so; they follow up with them. I think about six thousand or seven thousand were mental health issues. Suicides, you call in -- and it isn't that the -- a veteran gets on the line and starts talking to you, and veterans are going to that home to make sure you don't do anything wrong; and then we follow up to get you the help that you need.

Well, by utilizing that seed money, we were able to work with a telehealth outfit that had a $10 million grant from the Feds. They were trying to find someplace to put their program in. So now we have 14 sites that are networked through, that are utilizing this.
So now we have mental health and other health issues -- you can come in there, and the veteran can get it online, on the phone, in their phone, everything like that, not just a computer, but on apps on their phone.

Then Mission United is going to give us legal counseling, so now civil counseling for those that have got in trouble and have, you know, too many tickets so they've lost their drivers' license, they can't keep their job, all those different things like that. It is just absolutely -- there's a center here in town. If you have any chance, or you're in Tampa and you want to go see the center down there, please come see them. You will see people doing amazing things with nothing, and that's just because -- and the big thing there, sir, is the volunteers.

We couldn't do the things that we're doing and networking if it wasn't for the volunteers. And as you see over here, sir, we have veteran volunteers, veterans helping veterans. I'd like to introduce a couple of them. You have Chairman Mike Bouceht, Vietnam Veterans of America.

(APPLAUSE).

EXECUTIVE DIRECTOR SUTPHIN: You have the
Department Adjutant, Mike McDaniels, American Legion.

(APPLAUSE).

EXECUTIVE DIRECTOR SUTPHIN: Of course Major John Haynes, sir, Medal of Merit recipient and Disabled American Veterans.

(APPLAUSE).

EXECUTIVE DIRECTOR SUTPHIN: You have Colonel Kirk Shoe, VFW.

(APPLAUSE).

EXECUTIVE DIRECTOR SUTPHIN: And other volunteers there, sir, that are in the trenches everyday making things happen for Florida. And I'm telling you, between that 211 number and their stuff, Florida is absolutely going to be the state that everyone is going to come to. Just like they want to learn how to do disaster preparedness and response, they're going to come here to find out how we take care of veterans and the suicide issue that we've got.

GOVERNOR SCOTT: Everybody is moving here anyway.

EXECUTIVE DIRECTOR SUTPHIN: Hey, sir, bring them on, I like it. Bring them on in here.

But remember, please, every time you see a
veteran, ask them if they've registered for their benefits. We need to get them registered in there.

So thank you all so much for what you do, and that concludes it, sir.

GOVERNOR SCOTT: Thanks for your passion.

Thanks, Glenn.

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<th>Number</th>
<th>Division</th>
<th>Objective Description</th>
<th>Weight</th>
<th>Range</th>
<th>Result</th>
<th>Score</th>
<th>Weighted Score</th>
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<tr>
<td>1</td>
<td>B&amp;A</td>
<td>Outreach events throughout the state (quarterly average). Goal is 180-190 outreach events throughout the state each quarter.</td>
<td>15%</td>
<td>5 = 225 and above 4 = 200 - 224 3 = 175 - 199 2 = 150 - 174 1 = 149 and below</td>
<td>227</td>
<td>5</td>
<td>0.75</td>
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<td>2</td>
<td>B&amp;A</td>
<td>Number of veterans served quarterly in all aspects of advocacy. Listed actions include filing of disability claims, issue resolutions, review of disability rating decisions, representation at all personal hearings, veterans reached during outreach events. Telephone calls, email messages fielded from veterans, claimants, EOG and legislators around Florida to include 2-1-1, Florida Veterans Foundation and Veterans /Florida.</td>
<td>15%</td>
<td>5 = 19K and above 4 = 17.5K - 18.9K 3 = 15K - 17.4K 2 = 13K - 14.9K 1 = 12.9K and below</td>
<td>23,902</td>
<td>5</td>
<td>0.75</td>
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<td>B&amp;A</td>
<td>Indicates ability to efficiently and effectively serve veterans. A high turnover impacts agency's ability to meet statutory outcomes. Turnover has been as high as 28% as recently as FY 2014-15. Industry average turnover rate for government employees is 9% as of March 2016. (See Bureau of Labor Statistics for Florida)</td>
<td>15%</td>
<td>5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above</td>
<td>7.95%</td>
<td>5</td>
<td>0.75</td>
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<tr>
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<td>Homes</td>
<td>Number of veterans served quarterly in all aspects of advocacy. Listed actions include filing of disability claims, issue resolutions, review of disability rating decisions, representation at all personal hearings, veterans reached during outreach events. Telephone calls, email messages fielded from veterans, claimants, EOG and legislators around Florida to include 2-1-1, Florida Veterans Foundation and Veterans /Florida.</td>
<td>15%</td>
<td>5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above</td>
<td>7.04%</td>
<td>5</td>
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<tr>
<td>5</td>
<td>Homes</td>
<td>Compliance with Quality of Care Regulations</td>
<td>15%</td>
<td>5 = No Class I or II deficiencies 4 = No more than 2 Class I or II deficiencies during inspection yr/home 3 = No more than 3 2 = No more than 4 1 = 5 or more deficiencies</td>
<td>0</td>
<td>5</td>
<td>0.75</td>
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<td>DSO/Florida Veterans Foundation</td>
<td>Emergency Outreach and (Hardship) Support to Veterans (number of veterans served quarterly)</td>
<td>5%</td>
<td>5 = 451 and above 4 = 351 - 450 3 = 251 - 350 2 = 151 - 250 1 = 1 - 150</td>
<td>471</td>
<td>5</td>
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<tr>
<td>Total</td>
<td></td>
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<td>80%</td>
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