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Executive Director

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

January 5, 2018

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 January 18, 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), January 18, 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

January 18, 2018
9:00 A.M. (EDT)
The Capitol
Tallahassee, Florida

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

| ITEM | SUBJECT | RECOMMENDATION |
|-------------|--|---------------------------|
| 1. | Respectfully request approval of the minutes of the October 17, 2017 meeting. (ATTACHMENT 1) | RECOMMEND APPROVAL |
| 2. | Respectfully request approval of the minutes of the November 7, 2017 meeting. (ATTACHMENT 2) | RECOMMEND APPROVAL |
| 3. | Respectfully request approval of the Agency's 1 st Quarter Performance Measures for FY 2017-18. (ATTACHMENT 3) | RECOMMEND APPROVAL |

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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 JIMMY
PATRONIS
COMMISSIONER OF AGRICULTURE
ADAM PUTNAM

DATE: TUESDAY, OCTOBER 17, 2017

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

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3 GOVERNOR SCOTT: Next I'd like to recognize
4 Glenn Sutphin with the Department of Veteran
5 Affairs.

6 EXECUTIVE DIRECT SUTPHIN: Good morning,
7 Governor, General Bondi, CFO Patronis, and
8 Commissioner Putnam.

9 We have two items on the agenda: Item 1 is
10 the minutes from the August 16, 2017 Cabinet
11 meeting. Respectfully request approval.

12 GOVERNOR SCOTT: Is there a motion on the
13 item?

14 ATTORNEY GENERAL BONDI: So move.

15 GOVERNOR SCOTT: Second?

16 CFO PATRONIS: Second.

17 GOVERNOR SCOTT: Comments or objections?

18 (NO RESPONSE).

19 GOVERNOR SCOTT: Hearing none, the motion
20 carries.

21 EXECUTIVE DIRECT SUTPHIN: Agenda Number 2,
22 sir, is the recommendation for the Florida Veterans
23 Hall of Fame Class of 2017. There were 20 names.
24 We've submitted those packets to you and your
25 staffs, sir, and answered any questions that were

1 asked of us.

2 Respectfully request acceptance, sir.

3 GOVERNOR SCOTT: Are there any questions?

4 ATTORNEY GENERAL BONDI: No.

5 GOVERNOR SCOTT: Everybody okay?

6 (NO RESPONSE) .

7 GOVERNOR SCOTT: Is there a motion on the
8 item?

9 ATTORNEY GENERAL BONDI: So move.

10 GOVERNOR SCOTT: Is there a second?

11 CFO PATRONIS: Second.

12 GOVERNOR SCOTT: Comments or objections?

13 (NO RESPONSE) .

14 GOVERNOR SCOTT: Hearing none, the motion
15 carries.

16 EXECUTIVE DIRECT SUTPHIN: Thank you, sir.

17 GOVERNOR SCOTT: Thank you, Glenn.

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STATE OF FLORIDA
OFFICE OF THE GOVERNOR AND CABINET

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IN RE: CABINET MEETING

CABINET: GOVERNOR RICK SCOTT
ATTORNEY GENERAL PAM BONDI
COMMISSIONER ADAM PUTNAM
CFO JIMMY PATRONIS

DATE: NOVEMBER 7, 2017

TIME: 9:00 a.m. - 11:40 a.m.

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

REPORTED BY: YVONNE LAFLAMME, FPR
COURT REPORTER and
NOTARY PUBLIC

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DEPARTMENT OF VETERANS AFFAIRS

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GOVERNOR SCOTT: Now, I would like to recognize Glenn Sutphin with Department of Veterans Affairs. It's like Veterans Affairs Day. We used to have Polk County Day, where everybody was from Polk County. Today was Veterans Affairs Day.

DIRECTOR SUTPHIN: This is really great, too. I'm telling you, this is really great. If we'd do this all the time, I would love it.

Governor, Attorney General Pam Bondi, CFO Patronis and Commissioner Putnam, we have one agenda item today, but before I do that, I would like to bring some more good news to you.

In the first time in the history of the Agency, under the new; the very stringent guidelines for the Center of Medicare/Medicaid services, all six of the Florida Department of Veterans Affairs nursing homes are five star, because you have been -- when we told you we needed help, you have helped us, and we're now able to compete. We have people pulling off miracles every day. I'm just extremely grateful. In the military, the highest honor we give is (inaudible) -- because they get us there and they

1 get us back.

2 But I want to let you know, I thank you all
3 for the support and leadership, and there's not
4 very many states that can say this and I'm very
5 proud of them.

6 Thank you.

7 The one agenda item we have, sir, is the
8 agency's performance measures for FY 2016
9 through 2017.

10 Y'all have all of the data. Your staff has
11 been able to review it. Subject to your questions
12 or comments, we respectfully request approval.

13 GOVERNOR SCOTT: Is there a motion to accept?

14 CFO PATRONIS: So moved.

15 GOVERNOR SCOTT: Is there a second?

16 ATTORNEY GENERAL BONDI: Second.

17 GOVERNOR SCOTT: Comments or objections?

18 Hearing none, the motion carries.

19 DIRECTOR SUTPHIN: Thank you all so much.

20 GOVERNOR SCOTT: On behalf of all of us, thank
21 you for your commitment to the Veterans. You have
22 such passion for this and we are very, very
23 appreciative of what you do every day.

24 DIRECTOR SUTPHIN: You are very kind, sir.

25 Thank you.

1st Quarter FY 2017/18 FDVA Performance Measures

| Number | Division | Objective | Weight | Range | Result | Score | Weighted Score | Objective Description |
|--------|----------|--|--------|---|--------|-------|----------------|---|
| 1 | B&A | Outreach events throughout the state (quarterly average). Goal is 180-190 outreach events throughout the state each quarter. | 15% | 5 = 225 and above 4 = 200 - 224 3 = 175 - 199 2 = 150 - 174 1 = 149 and below | 175 | 3 | 0.45 | Number of outreach events throughout the state to advise veterans about earned benefits and services. Supporting sub-measures to include communications team's outreach. |
| 2 | B&A | Veterans served quarterly throughout state in Bureaus of Field Services and Claims Services | 15% | 5 = 19K and above 4 = 17.5K - 18.9K 3 = 15K - 17.4K 2 = 13K - 14.9K 1 = 12.9K and below | 19,130 | 5 | 0.75 | 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. |
| 3 | B&A | Veterans' Claims Examiners (VCE) and VCE Supervisor Turnover Rate | 15% | 5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above | 2.6% | 5 | 0.75 | 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 13% as recently in FY 2016/17. Industry average turnover rate for government employees is 9% as of March 2017. (See Bureau of Labor Statistics for Florida) |
| 4 | Homes | Staff personnel turn-over percentage for senior certified nursing assistants. | 15% | 5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above | 9.6% | 4 | 0.60 | Indicates ability to meet the required nursing staff to resident ratio. Percentage indicated reflects State Veterans Nursing Home clinical staff turnover rate and is comprehensive across all State Veterans' Nursing Homes for FY 2015-2016. Previous quarters percentage was 12.1%. |

| Number | Division | Objective | Weight | Range | Result | Score | Weighted Score | Objective Description |
|--------------|---------------------------------|---|------------|--|--------|-----------|----------------|--|
| 5 | Homes | Compliance with Quality of Care Regulations | 15% | 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 | 0 | 5 | 0.75 | FDVA facilities are inspected at four levels: Federal, State, local and internal. Measures are based off AHCA's severity & scope deficiency ratings. This measure assesses the quality of the State Veterans' Nursing facilities that provide care to our veterans. Facilities are rated on every operational aspect to include maintenance, staffing, cleanliness, food service, medical services, etc. <u>Facilities are inspected at least annually</u> and deficiencies are assessed for failure to meet standards. Deficiencies are assessed by class ratings. Class I or II ratings if not addressed within 30 days could lead to fines or closure of the nursing facility. FDVA has received no class II deficiencies in the last 12 months to date. |
| 6 | DSO/Florida Veterans Foundation | Emergency Outreach and (Hardship) Support to Veterans (number of veterans served quarterly) | 5% | 5 = 451 and above 4 = 351 - 450 3 = 251 - 350 2 = 151 - 250 1 = 1 - 150 | 487 | 5 | 0.25 | Attorney General grant of \$1.25 Mil for Veterans in need. Indicator of the effectiveness of the Direct Support Organization (DSO) to meet its statutory mission "to provide assistance, funding and support for the FDVA in carrying out its mission of veterans advocacy." In Fiscal Year 2016 the Florida Veterans Foundation (FVF) served 1,489 veterans, distilling down to 372 served quarterly. 372 serves as the baseline quarterly number. Includes stand downs, call-in emergency support for housing/utilities, court support and other additional support. |
| Total | | | 80% | | | 27 | 3.55 | |