

Annual Report FY 2011-2012



FDVA

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

Governor Scott signs SB922 into law, honoring Florida's veterans. The wide-ranging bill covered a variety of areas, most notably the creation of a pre-trial veterans' and service members' treatment intervention program for defendants suffering from PTSD, traumatic brain injury, substance abuse, or psychological problems stemming from service in a combat theater.



FDVA Executive Director Mike Prendergast accepts an award from Washington J. Sanchez, Jr., Commander, Department of Florida Military Order of the Purple Heart. Col. Prendergast was keynote speaker at the 67th Annual State Convention of the MOPH, addressing the fact that Florida now recognizes August 7 as Purple Heart Day.

Table of Contents

Executive Director's Message	4
I Mission and Vision	5
II Overview	6
III Department Organization and Key Staff	9
IV Performance Measures	10
V Program Area: Division of Benefits and Assistance	11
VI Program Area: State Veterans' Homes Program	15
VII Department Expenditure Report	19
Appendices	
Appendix I	Actions Taken by FDVA Relevant to FS 292.05(4), (5), and (7) 20
Appendix II	Associated Veterans' Service Organizations 22
Appendix III	Florida Veterans Foundation 23
Appendix IV	Certified Veteran Service Officers 24
Appendix V	County Veteran Population and Distribution of VA Expenditures 25
Appendix VI	Annual Summary, Jenkins State Veterans' Domiciliary Home, Lake City 27
Appendix VII	Annual Summary, Bennett State Veterans' Nursing Home, Daytona Beach 28
Appendix VIII	Annual Summary, Lopez State Veterans' Nursing Home, Land O' Lakes 29
Appendix IX	Annual Summary, Nininger State Veterans' Nursing Home, Pembroke Pines 30
Appendix X	Annual Summary, Sims State Veterans' Nursing Home, Springfield 31
Appendix XI	Annual Summary, Jacobson State Veterans' Nursing Home, Port Charlotte 32
Appendix XII	Annual Summary, Lassen State Veterans' Nursing Home, St. Augustine 33
Map of FDVA Locations	35

November 30, 2012

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 2012 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 receive from our partners at the federal level for Fiscal Year 2011 – 2012. 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, the Korean War, Vietnam, the Cold War, or veterans who most recently served in support of Operation Enduring Freedom, Operation Iraqi Freedom, or Operation New Dawn.

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 will endeavor to close this gap in the upcoming fiscal year.

Although there are many noteworthy accomplishments in this annual report, I would like to draw your attention to three significant data points:

- Services to Veterans have experienced a 28% increase over the past three years.
- Value of Issue Resolution has increased 52% over the past three years.
- Return on Investment for Veterans' Benefits and Assistance this past year averaged \$180 to \$1.

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

I. Mission and Vision

Mission

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

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.

Why We Serve

Florida has the third largest population of veterans in the nation after California and Texas with more than 1.6 million veterans—8.5 percent of the Sunshine State's population.

II. OVERVIEW

Since 1944, Florida has recognized the need for a state entity to ensure that Florida's military veterans have maximum access to benefits guaranteed by federal law. In 1988, Florida citizens endorsed a constitutional amendment to create a separate agency, the Florida Department of Veterans' Affairs, with the charter to provide advocacy and representation for Florida's veterans and to assist with the needed interactions with the U.S. Department of Veterans Affairs (USDVA). Quality advocacy increases federal benefits for Florida's veterans, improves the quality of life for veterans with service-connected disabilities, and provides access to federally-funded medical care for eligible veterans. In 1990 the department expanded into the State Veterans' Homes Program, providing quality long-term health care for veterans no longer able to live at home.

FDVA takes pride in helping all veterans and their families. We continue to support and assist wartime and peacetime veterans as well as reaching out to reintegrate, educate, and facilitate the claims for those who have recently served in Operation Enduring Freedom (OEF-Afghanistan), Operation Iraqi Freedom and Operation New Dawn (OIF and OND--Iraq). These conflicts have significant impact on all veterans in Florida and the nation. Floridians represent 9.6% of the currently deployed military. The state's commitment of military personnel only increases the need for FDVA to serve more returning veterans and their families.

Honoring Florida's veterans is reflected in FDVA plans and programs, and is intended to visibly convey the message that all citizens of Florida value veterans for their national service.



Governor's Initiatives

FDVA's programs, strategies, and activities further Governor Scott's initiatives of:

- Economic Development and Job Creation
- Maintaining and Affordable Cost of Living in Florida
- Improving Education

Did You Know?

- Florida has the third largest population of veterans in the nation with more than 1.6 million, following California and Texas. More than 140,000 of these veterans are women.
- Through compensation and pension benefits, USDVA medical services and military retired pay, FDVA plays a significant role in the direct infusion of more than \$13.7 billion annually into Florida's economy from the federal government.
- There are more than 187,000 military retirees living in Florida.
- Florida has the third largest population of disabled veterans in the nation, with more than 259,000.
- More than 231,000 OEF, OIF, and OND service members and veterans claim Florida as their home of record.
- Florida has the largest number of World War II veterans in the nation, with more than 137,000.
- There are more than 731,000 veterans in Florida over the age of 65.

2012 Legislative Highlights

With a history of leadership from the executive and legislative branches of government, Florida has enacted state laws that have positively impacted the lives of veterans and their families. Florida prides itself on its reputation as the 'most veteran friendly' state in the Union. This past legislative session saw the passage of Senate Bill 922, an omnibus bill covering a wide-range of areas. Most notably, the bill created the T. Patt Maney Veterans' Treatment Intervention Act, a pretrial veterans' and service members treatment intervention program for defendants suffering from Post Traumatic Stress Disorder, Traumatic Brain Injury, substance abuse, or psychological problems stemming from service in a combat theater.

This legislative session also saw the recognition of Purple Heart Day in Florida. The original Purple Heart medal was established as Badge of Military Merit by General George Washington on August 7, 1782. Beginning in 2012, Florida will honor those service members wounded or killed while in action annually on August 7.

Key Functions

FDVA has two primary program areas: Division of Veterans' Benefits and Assistance and the State Veterans' Homes Program. These programs and the services they provide depend on the significant leadership and support of the Division of Executive Direction and Support Services. The executive director of the department is appointed by the Governor with the approval of the Cabinet and subject to confirmation by the Senate.



Workforce

For fiscal year 2011-12, the department was authorized 1,083 full-time positions; many FDVA employees are veterans themselves.

Budget

The Fiscal Year 2011-12 budget was \$88,616,823. Funding came predominantly from Trust Funds, with limited General Revenue.

- **Trust Funds: \$81,297,420 (92% of total budget)**
 - \$80,438,014 for the State Veterans' Homes Program
 - \$648,948 for the Division of Veterans' Benefits and Assistance
 - \$210,458 for Executive Direction and Support Services
- **General Revenue Fund: \$7,319,403 (8% of total budget)**
 - \$0.00 for the State Veterans' Homes Program
 - \$4,020,885 for the Division of Veterans' Benefits and Assistance
 - \$3,298,518 for Executive Direction and Support Services

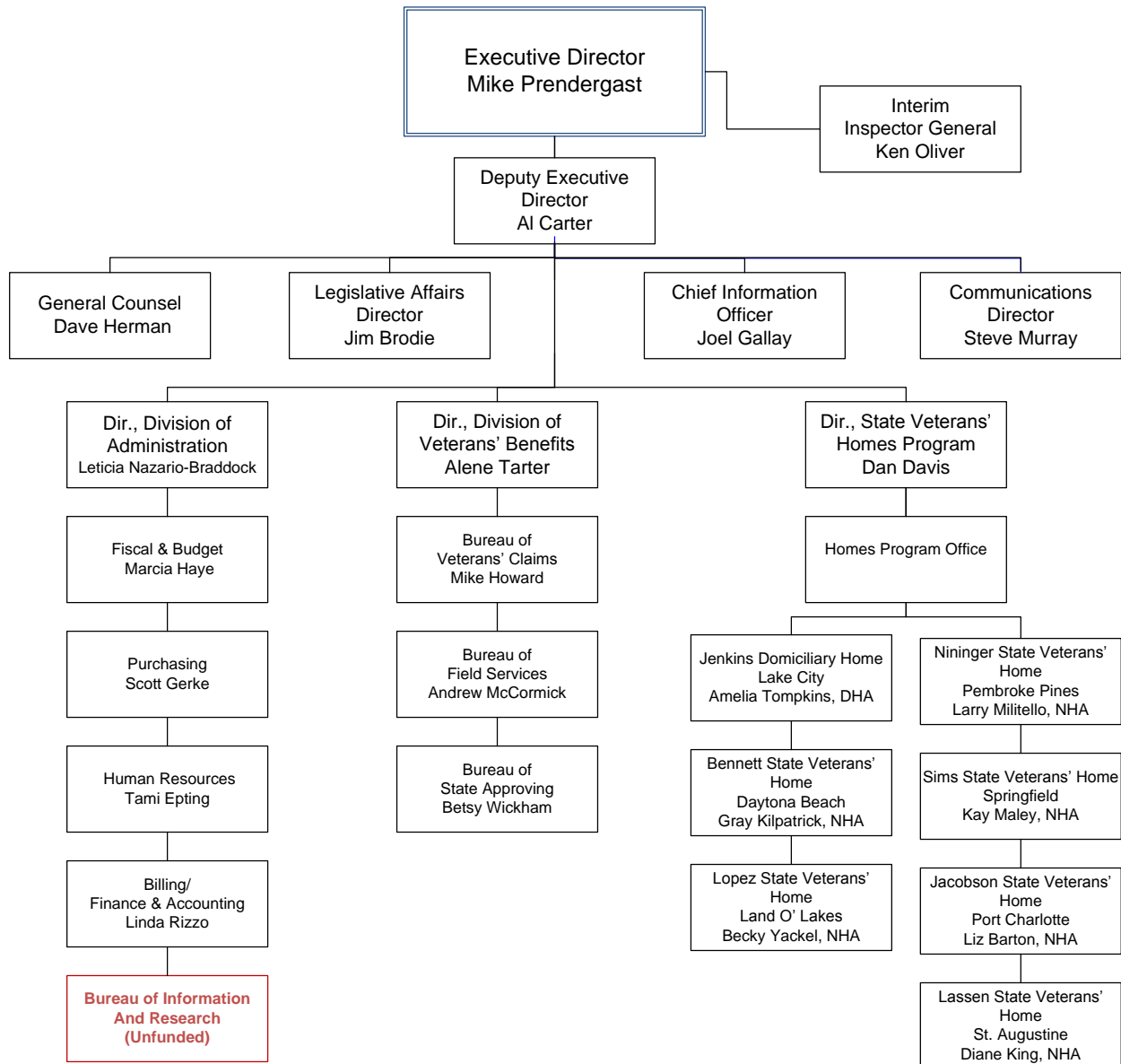
Long-Term Goals

- FDVA will expand its outreach to specific veteran populations to help them access earned services, benefits and support, and bring additional federal dollars into the state to offset reliance on state general revenue.
- FDVA will continue to work with the Florida Congressional Delegation to attract additional VA health care facilities and national cemeteries to the state.
- FDVA will continue to work closely with the U.S. Department of Veterans Affairs and monitor the requirements and feasibility of future long-term care needs for Florida's veterans. The department has placeholders for future state veterans' nursing homes in the federal budget.
- FDVA will monitor and adjust to changes in federal programs, as the U.S. Department of Veterans Affairs expands home health care programs nationwide and attempts to reduce the backlog of veteran claims.
- FDVA will enhance working relationships with other federal, state, and private sector agencies to address issues impacting Florida's veterans and their families, such as employment, mental health, substance abuse, and homelessness.
- FDVA will conduct assessments to determine the problems and needs of our veterans and raise awareness of available benefits to veterans, their families, and survivors.



III. DEPARTMENT ORGANIZATION and KEY STAFF

Florida Department of Veterans' Affairs



IV. PERFORMANCE MEASURES

MEASURE	2010-11 Actual	2011-12 Actual	2011-12 Standard
Division of Veterans' Benefits and Assistance: Provide information and advocacy to Florida veterans, their families, and survivors, and assist them in obtaining all federal and state benefits due to them.			
1. Value of cost avoidance because of retroactive compensation.	\$211,926,471	\$216,741,916	\$80,090,664
2. Value of cost avoidance because of issue resolution.	\$48,407,864	\$57,804,381	\$19,245,320
3. Number of veterans served.	103,668	100,712	86,279
4. Number of claims processed.	29,114	28,360	19,750
5. Number of services to veterans.	526,784	578,337	429,692

MEASURE	2010-11 Actual	2011-12 Actual	2011-12 Standard
State Veterans' Homes Program: Provide quality skilled nursing and assisted living care services to eligible Florida veterans.			
1. Occupancy rate for homes in operation 2 years or longer.	93%	96%	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.	729 ¹	869 ²	870

¹ Decreased beds available in 2010-11 due to facility renovations.

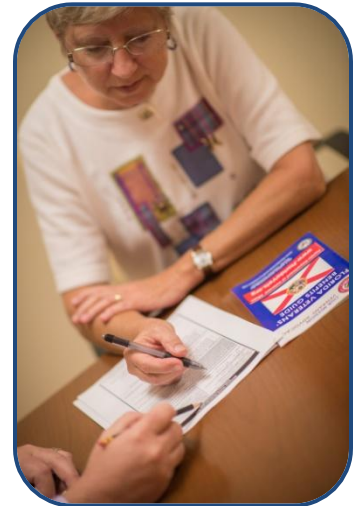
² Requesting change in standard to 869 to reflect actual number of beds currently licensed in facilities.

MEASURE	2010-11 Actual	2011-12 Actual	2011-12 Standard
Executive Direction and Support Services: Provide effective and responsive management to support the divisions and programs serving veterans.			
1. Administration costs as a percent of total agency costs.	5.1%	4.0%	6.8%
2. Administrative positions as a percent of total agency positions.	2.5%	2.5%	4.4%

V. PROGRAM AREA: DIVISION OF VETERANS' BENEFITS AND ASSISTANCE

The Division of Veterans' Benefits and Assistance provides professional assistance to Florida's veterans and their dependents in an effort to obtain financial benefits and health care treatment from the 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, and disseminating veteran data to the public.

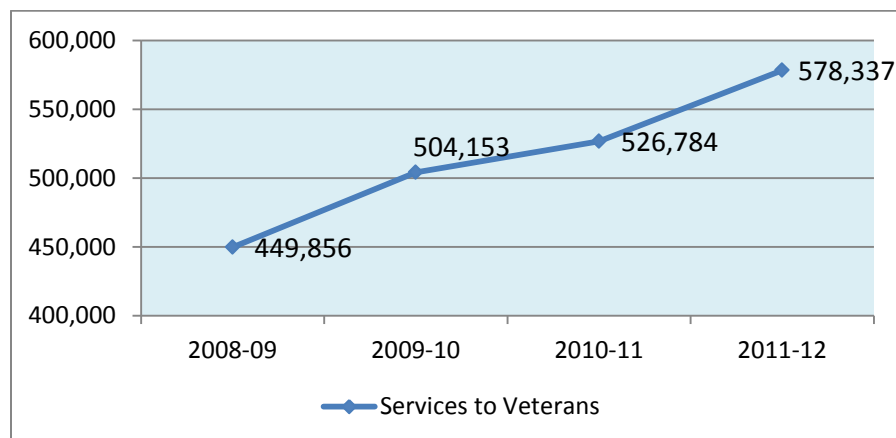
The Division is comprised of a Division Director, support staff, and three Bureaus: Bureau of Veterans' Claims and Assistance (FS 292.05(1)); Bureau of Field Services (FS 292.05(1)); and Bureau of State Approving Agency (FS 292.05(04)). Also included within the Bureau of Veterans' Claims and Assistance 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, individual legislator's veterans' days, community boards, and veteran service organization gatherings. We are proactive in our services to Florida's veterans, yet of the 1.6 million veterans in Florida, only 260,000 currently receive VA service-connected compensation and pension benefits (not to be confused with military retirement benefits.) Efforts to reach these veterans, educate them as to the benefits they may have earned, and assist them in garnering those benefits are expanding. For every state dollar expended for this division, more than \$180 of federal moneys are brought into Florida.

Services to Veterans

The number of services provided to veterans is tracked to measure the number of ways FDVA assists veteran clients. Examples of services are attending hearings, assisting with appeals, intake of claims, ratings reviews, and assistance with benefits to items such as wheelchairs. Services to veterans have increased more than 28% in the past three years.



Bureau of Veterans' Field Services

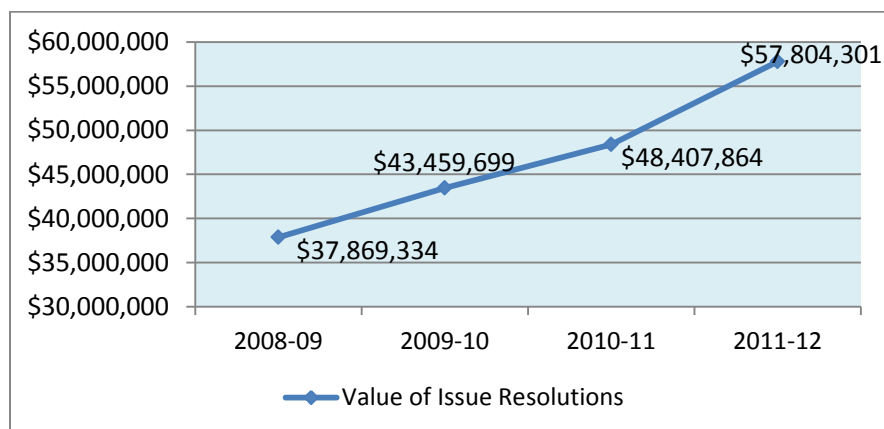


Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 25 of the USDVA's medical facilities in Florida and State Veterans' Homes, as well as outreach activities for FDVA throughout the state. Field Services also assists in staffing the state's Disaster Recovery 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 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, eye glasses, home improvement disability grants, clothing allowances, parking placards, prosthetics, and other, non-monetary--yet valuable--benefits within the VA system. This service provides Florida veterans with significant economic value. The value of the issues resolved for Florida veterans has increased more than 52% in the past three years.

Issue Resolutions



Bureau of Veterans' Claims Services

The Bureau of Veterans' Claims Services provides counseling and assistance to veterans, their dependents and survivors, with the preparation, submissions, and prosecution of claims and appeals for state and federal benefits as well as applications to correct military records.

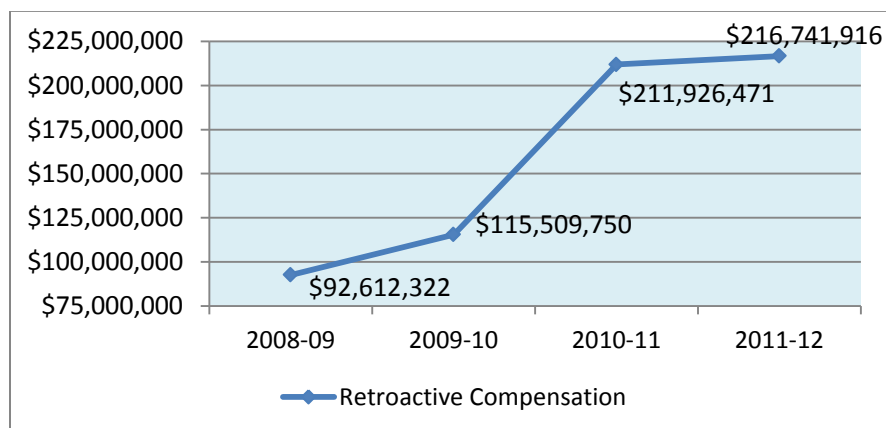
The Bureau's primary responsibility is to work directly with the decision resources in the USDVA Regional Office to expedite claims and to influence, through proactive advocacy, the most positive outcome. To this end, Veterans' Claims Services provides a quality control function by reviewing completed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

The prosecution of veterans' disagreements with, and appeals of, USDVA rating decisions may result in retroactive benefits, compensation, and debt relief to veterans. The dollar amounts awarded to veterans, their dependants, and survivors are tracked as a performance measure of successful client claim resolutions. The date of claim for a veteran's disability claim is the date the claim is submitted and accepted by the US Department of Veterans Affairs. A decision is usually made several months or even years later, and the veteran is awarded a monthly monetary benefit from the date of the claim, until the receipt of the benefit, resulting in a retroactive benefit. Retroactive benefits and monthly compensation represent dollars that may be directly infused into Florida's economy.

Retroactive Compensation



The diligent work of the VCEs in the Bureau of Veterans' Claims Services has resulted in an increase in retroactive benefit awards of 134% in the past three years. The increase is largely the result of the court ruling, *Nehmer v. Department of Veterans Affairs*, which added three new presumptive conditions to the list of Agent Orange-related health issues. The VA must review claims previously filed by Vietnam-era veterans for Parkinson's Disease, Ischemic Heart Disease, and B Cell Leukemia. The VA is required to make payments retroactive to the claim date, or to the 1985 date of the *Nehmer* ruling, whichever is later. Veterans diagnosed with these diseases who can show they stepped foot in Vietnam or sailed in 'brown' water in Vietnam are eligible for compensation. With the passage of time, that is not always straight forward, and VCEs become detectives, piecing together bits of information from claims files, contacting members of the unit, whatever is required to prove presence 'in country' to garner the award. The amount of retroactive awards will likely return to 2009-10 levels as these claims draw to a close.

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.

This fiscal year 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 five days. The outstanding leadership of the Bureau Chief and meticulous training of three new Program Specialists resulted in the State Approving Agency being recognized by USDVA leadership for their accomplishments under the new contract directives.



Recipients of the Post-9/11 GI Bill who attend post-secondary school in Florida, along with members of Veterans Service Organizations.

VI. PROGRAM AREA: 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 are 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 2011-12 the average occupancy rate for State Veterans' Homes in operation two years or longer was 96%. The Robert H. Jenkins State Veterans' Domiciliary Home in Lake City operated at an average of 85%, 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 2008-09	FY 2009-10	FY 2010-11	FY 2011-12
Robert J. Jenkins State Veterans' Domiciliary Home, Lake City	73% ⁽¹⁾	77%	85%	85%
Emory L. Bennett State Veterans' Nursing Home, Daytona Beach	81%	88%	77%	94%
Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes	95%	99%	99%	100%
Alexander Niningner State Veterans' Nursing Home, Pembroke Pines	96%	95%	98%	98%
Clifford C. Sims State Veterans' Nursing Home, Panama City	96%	99%	99%	100%
Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte	97%	97%	98%	99%
Clyde E. Lassen State Veterans' Nursing Home, St. Augustine	N/A	N/A	23%	83%
State Veterans' Homes Program Average ⁽²⁾	89%	93%	93%	96%

⁽¹⁾ 37 Beds unavailable at Lake City due to Phase II renovation project.

⁽²⁾ Average occupancy excludes Lassen, which has two years to meet the Performance Measure.

Quality of Care

All of the FDVA Skilled Nursing Homes have joined the campaign “*Advancing Excellence in America’s Nursing Homes*,” a coalition-based campaign which seeks to improve the quality of life for residents and staff in American’s nursing homes. These initiatives will strengthen the public trust in nursing homes care by focusing on quality improvement and self-regulation. The campaign acknowledges the critical role of nursing home staff and consumers in improving quality of care and quality of life for nursing home residents. Nursing homes that have participated in this initiative have made faster progress in improving in key areas such as reducing rates of pressure ulcers, improving management of pain, and significantly reducing use of physical restraints. All FDVA Nursing Homes are participating in the nationwide campaign to make FDVA nursing homes better places to live, work and visit.



Nursing Homes voluntarily commit to track progress on at least three of eight Measurable Quality Goals—three of which focus on “Clinical Outcomes” and five address “Process-Related Organizational Culture Objectives.” FDVA Homes have chosen to focus on the following goals:

- (1) Staff Turnover (all FDVA Homes)
- (2) Staff Satisfaction (all FDVA Homes)
- (3) Pressure Ulcers (St. Augustine/Panama City/Daytona)
- (4) Pain (Port Charlotte/ Pembroke Pines/ Land O’ Lakes)

Resident and family satisfaction surveys are a requirement for licensure by the Agency for Health Care Administration. The State Veterans’ Homes Program utilizes “*My InnerView*” for family/resident



satisfaction surveys. This is a research-based corporation that provides quality improvement products for the long-term care community with both internal and external benchmarking that allows FDVA Homes to monitor data against a national database of peer organizations. Having data is important but acting upon that data is critical. FDVA takes the data and turns it into the knowledge necessary to drive good business decisions, apply knowledge to new business strategies and improve upon quality care to our veterans. We will continue to use this tool in our quality improvement efforts.

State Veterans' Homes Program Revenues

	Revenues
Robert J. Jenkins State Veterans' Domiciliary Home, Lake City	\$3,426,078
Emory L. Bennett State Veterans' Nursing Home, Daytona Beach	\$11,180,620
Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes	\$12,403,995
Alexander Nininger State Veterans' Nursing Home, Pembroke Pines	\$12,119,177
Clifford C. Sims State Veterans' Nursing Home, Panama City	\$10,601,000
Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte	\$12,038,087
Clyde E. Lassen State Veterans' Nursing Home, St. Augustine	\$10,357,764
Totals:	\$72,126,721



VII. DEPARTMENT EXPENDITURE REPORT

JULY 1, 2011 — JUNE 30, 2012			
	State Veterans' Homes Program	Veterans' Benefits and Assistance	Executive Direction and Support Services
Operating Expenditures			
Salaries and Benefits	\$36,421,802	\$4,078,228	\$2,081,940
OPS	2,755,531	8,624	13,857
Expenses	12,144,514	286,601	679,326
Other Capital Outlay	364,137	--	119,845
Food Products	2,696,621	--	--
Contracted Services	10,232,515	4,568	115,457
Recreational Equip. Supplies	65,146	--	--
Risk Management Insurance	1,738,266	13,512	6,872
Human Resources			
Assessment	363,978	32,379	9,361
Data Processing Svc SRC	--	--	10,010
Total Operating Expenditures	\$66,782,510	\$4,423,912	\$3,036,669
Non Operating Expenditures			
Service Charge to General			
Revenue	\$235,845		
Refunds-State Revenues	401,726		
Non-State Revenue	250,189		
Payment Sales Tax	2,552		
Total Non Operating Expenditures	890,312	--	--
Fixed Capital Outlay			
Add & Improvements to			
State Veterans' Homes	\$384,165		
Maintenance/Repair	693,788		
Fixed Capital Outlay	79,086		
Total Fixed Capital Outlay	\$1,157,039	--	--
TOTAL	\$68,829,861	\$4,423,912	\$3,036,669

APPENDIX I

ACTIONS TAKEN BY THE DEPARTMENT RELEVANT TO s 292.05(4), (5), & (7),

FLORIDA STATUTES

s 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.

s 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 governmental committees concerned with veterans, regular meetings with veterans' organizations and their leadership, and analysis of official USDVA data and reports. The Bureau of Information and Research has never been funded. FDVA conducts regularly scheduled Florida veteran leadership conferences and regularly attends Florida Veterans Council meetings with veteran service organization representatives from throughout the state.

s 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 Florida State Homes Program is 869. Of those, 720 are nursing home beds. According to Florida's Agency for Health Care Administration, Florida has a total of 82,227 nursing home beds with a total of 4.4 million seniors and more than half a million with Alzheimer's or related dementias. The veteran population over 65 years old in Florida is estimated to be 729,000. The construction of new State Veterans' Nursing Homes is subject to approval by the Governor and Cabinet, with 35% funding by the Florida legislature and matching funds of 65% of construction costs by the USDVA.

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.



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)

APPENDIX III

FLORIDA VETERANS FOUNDATION, INC.



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 144 requests for financial assistance, including housing and utility expenses, car repairs, and insurance, with a total of \$87,000 being granted. This funding included 43 homeless Florida veterans being assisted by providing rent and utility deposits in excess of \$24,600 to gain housing in a community setting.
- The Foundation assisted with providing a medal ceremony whereby a retired Marine General presented a Presidential Gold Medal on behalf of President Obama to a disabled World War II Marine Corps veteran.
- In May 2012, the Foundation sponsored the Florida Veterans' Forum in Tallahassee, with approximately 125 veterans attending and obtaining information from various presenters.

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.



APPENDIX V: COUNTY POPULATION AND MONETARY BENEFITS

Geographic Distribution of VA Expenditures for Fiscal Year 2011						
Expenditures in \$000s						
County	Veteran Population ¹	Total Expenditure	Compensation & Pension	Education & Voc Rehab	Insurance & Indemnities	Medical Care
ALACHUA	16,295	\$ 153,065	\$ 48,789	\$ 12,387	\$ 1,673	\$ 90,217
BAKER	2,622	\$ 11,874	\$ 5,184	\$ 429	\$ 89	\$ 6,172
BAY	22,099	\$ 128,857	\$ 92,385	\$ 2,688	\$ 1,243	\$ 22,541
BRADFORD	3,270	\$ 21,607	\$ 7,923	\$ 698	\$ 168	\$ 12,818
BREVARD	69,424	\$ 377,113	\$ 236,699	\$ 26,546	\$ 6,282	\$ 107,586
BROWARD	106,255	\$ 426,050	\$ 193,191	\$ 50,058	\$ 8,482	\$ 174,319
CALHOUN	1,083	\$ 6,456	\$ 3,884	\$ 146	\$ 13	\$ 2,413
CHARLOTTE	25,181	\$ 100,658	\$ 59,635	\$ 2,697	\$ 2,159	\$ 36,167
CITRUS	21,187	\$ 108,187	\$ 56,440	\$ 2,472	\$ 1,536	\$ 47,739
CLAY	27,538	\$ 155,094	\$ 94,092	\$ 23,895	\$ 1,921	\$ 35,185
COLLIER	33,249	\$ 79,107	\$ 45,616	\$ 5,009	\$ 3,410	\$ 25,072
COLUMBIA	7,488	\$ 85,563	\$ 28,695	\$ 1,634	\$ 492	\$ 54,742
DE SOTO	2,922	\$ 11,280	\$ 5,850	\$ 222	\$ 119	\$ 5,089
DIXIE	1,851	\$ 17,613	\$ 7,027	\$ 182	\$ 46	\$ 10,358
DUVAL	87,929	\$ 455,119	\$ 248,518	\$ 91,532	\$ 6,434	\$ 108,635
ESCAMBIA	44,838	\$ 241,232	\$ 159,274	\$ 26,477	\$ 3,053	\$ 52,427
FLAGLER	10,561	\$ 50,914	\$ 30,986	\$ 3,989	\$ 779	\$ 15,160
FRANKLIN	1,316	\$ 4,605	\$ 2,594	\$ 73	\$ 112	\$ 1,826
GADSDEN	3,580	\$ 20,723	\$ 10,767	\$ 1,016	\$ 225	\$ 8,714
GILCHRIST	1,565	\$ 15,618	\$ 6,556	\$ 389	\$ 144	\$ 8,530
GLADES	1,147	\$ 5,852	\$ 2,615	\$ 132	\$ 67	\$ 3,038
GULF	1,657	\$ 6,855	\$ 4,825	\$ 325	\$ 119	\$ 1,585
HAMILTON	1,203	\$ 9,337	\$ 3,423	\$ 116	\$ 27	\$ 5,772
HARDEE	1,715	\$ 6,900	\$ 3,113	\$ 216	\$ 196	\$ 3,375
HENDRY	2,356	\$ 10,157	\$ 4,682	\$ 461	\$ 45	\$ 4,969
HERNANDO	22,541	\$ 135,976	\$ 77,843	\$ 5,916	\$ 2,228	\$ 49,989
HIGHLANDS	12,059	\$ 54,781	\$ 29,342	\$ 1,324	\$ 685	\$ 23,430
HILLSBOROUGH	92,994	\$ 720,665	\$ 306,145	\$ 81,485	\$ 6,436	\$ 326,600
HOLMES	2,216	\$ 12,761	\$ 9,295	\$ 287	\$ 80	\$ 3,100
INDIAN RIVER	16,192	\$ 59,486	\$ 35,806	\$ 1,876	\$ 2,315	\$ 19,488
JACKSON	5,109	\$ 27,691	\$ 15,941	\$ 934	\$ 776	\$ 10,041
JEFFERSON	1,483	\$ 7,234	\$ 4,070	\$ 378	\$ 198	\$ 2,588
LAFAYETTE	672	\$ 4,852	\$ 1,136	\$ 91	\$ 3	\$ 3,622
LAKE	35,636	\$ 150,706	\$ 82,921	\$ 7,160	\$ 2,680	\$ 57,946
LEE	60,795	\$ 229,795	\$ 123,231	\$ 15,299	\$ 4,785	\$ 86,480
LEON	17,985	\$ 81,553	\$ 40,173	\$ 13,527	\$ 1,599	\$ 26,254
LEVY	4,430	\$ 41,039	\$ 15,870	\$ 827	\$ 303	\$ 24,038

Geographic Distribution of VA Expenditures for Fiscal Year 2011

Expenditures in \$000s

County	Veteran Population	Total Expenditure	Compensation & Pension	Education & Voc Rehab	Insurance & Indemnities	Medical Care
LIBERTY	579	\$ 3,023	\$ 1,594	\$ 77	\$ 6	\$ 1,346
MADISON	1,897	\$ 10,950	\$ 4,706	\$ 316	\$ 80	\$ 5,848
MANATEE	34,267	\$ 131,830	\$ 70,696	\$ 7,370	\$ 2,896	\$ 50,869
MARION	39,945	\$ 226,627	\$ 107,947	\$ 7,251	\$ 3,066	\$ 108,363
MARTIN	17,443	\$ 66,238	\$ 31,809	\$ 1,848	\$ 2,154	\$ 30,426
MIAMI-DADE	61,863	\$ 462,207	\$ 176,410	\$ 61,386	\$ 4,529	\$ 219,883
MONROE	9,630	\$ 44,987	\$ 20,073	\$ 5,654	\$ 512	\$ 18,749
NASSAU	8,655	\$ 33,936	\$ 19,457	\$ 3,073	\$ 631	\$ 10,775
OKALOOSA	34,101	\$ 188,948	\$ 141,272	\$ 22,505	\$ 2,469	\$ 22,702
OKEECHOBEE	3,259	\$ 19,915	\$ 9,086	\$ 335	\$ 202	\$ 10,292
ORANGE	75,436	\$ 424,668	\$ 213,235	\$ 61,468	\$ 5,569	\$ 144,396
OSCEOLA	16,986	\$ 115,855	\$ 66,664	\$ 9,708	\$ 1,022	\$ 38,461
PALM BEACH	113,866	\$ 461,548	\$ 186,337	\$ 28,897	\$ 14,597	\$ 231,716
PASCO	47,599	\$ 324,337	\$ 153,858	\$ 19,154	\$ 3,582	\$ 147,742
PINELLAS	95,599	\$ 667,440	\$ 278,540	\$ 40,410	\$ 8,905	\$ 339,585
POLK	49,510	\$ 259,521	\$ 128,960	\$ 14,409	\$ 3,568	\$ 112,583
PUTNAM	7,486	\$ 56,258	\$ 21,738	\$ 1,326	\$ 632	\$ 32,562
SAINT JOHNS	17,845	\$ 72,173	\$ 42,379	\$ 6,723	\$ 1,501	\$ 21,570
SAINT LUCIE	23,790	\$ 136,672	\$ 73,337	\$ 6,591	\$ 1,621	\$ 55,123
SANTA ROSA	23,169	\$ 132,500	\$ 96,955	\$ 14,412	\$ 1,632	\$ 19,501
SARASOTA	44,130	\$ 155,435	\$ 87,526	\$ 6,931	\$ 5,442	\$ 55,535
SEMINOLE	38,441	\$ 166,166	\$ 87,389	\$ 21,557	\$ 3,076	\$ 54,144
SUMTER	8,294	\$ 63,677	\$ 35,920	\$ 1,012	\$ 943	\$ 25,802
SUWANNEE	4,431	\$ 37,917	\$ 14,393	\$ 745	\$ 195	\$ 22,583
TAYLOR	2,295	\$ 13,147	\$ 6,323	\$ 364	\$ 22	\$ 6,438
UNION	1,554	\$ 8,546	\$ 3,740	\$ 165	\$ 15	\$ 4,627
VOLUSIA	53,119	\$ 275,925	\$ 149,922	\$ 27,678	\$ 4,928	\$ 93,397
WAKULLA	2,847	\$ 14,533	\$ 7,969	\$ 1,808	\$ 208	\$ 4,549
WALTON	6,427	\$ 35,720	\$ 25,499	\$ 1,970	\$ 336	\$ 7,915
WASHINGTON	2,343	\$ 16,848	\$ 10,886	\$ 1,938	\$ 94	\$ 3,930
FLORIDA (Totals)	1,617,248	\$ 9,182,532	\$ 4,379,158	\$ 769,972	\$ 135,355	\$ 3,379,436

¹ Veteran Population Estimates as of September 30, 2011, 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	Cheryl Lavalle
Business Manager	Sonja Giebeig

Regulatory Compliance

The facility underwent its annual USDVA survey in May 2012, with no deficiencies or citations found. Their most recent AHCA survey was conducted in October 2010. The facility continues to operate in compliance with both state and federal regulations for Assisted Living and Domiciliary Homes.

Condition of the Home

The Domiciliary Home opened in 1990 and is the oldest of the State Veterans' Homes. A \$3 million Phase II renovation was completed in the spring of 2010, which not only enhanced the quality of the physical facility, it also enabled the participation of area and regional veteran and local community support organizations including and involving veterans in residence.

Major Events

The administrative and clinical teams continue to provide excellent care with a wide variety of activities and events for the entertainment and enjoyment of the residents. An emphasis is placed on that which is therapeutic in nature and slows the process of physical and mental decline. 100% of the Domiciliary Home team participated in the nationally recognized Mandt Training Program designed to educate caregivers in the most appropriate interventions for the support of elderly residents. The goal is to promote and maintain the most independent and individual resident lifestyle choices possible while enjoying the safest and most optimal quality of life.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	48	74	96	95
Discharges	46	60	89	100

APPENDIX VII



Emory L. Bennett
State Veterans' Nursing Home
Daytona Beach (Volusia County) 386-274-3460
Opened December 1993

Administrator	Gray Kilpatrick
Dir. of Nursing	Marilyn Hicks
Business Manager	Donna Burch

Regulatory Compliance

The annual USDVA survey was conducted in July 2012 with no deficiencies, and the AHCA survey in September 2012. Both survey inspections reflect that the facility meets all standard quality of care requirements. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

Condition of the Home

USDVA approved a grant totaling \$1.3 million for work on the HVAC system in the home. Work will begin in early 2013, once all applicable permits have been obtained.

Major Events

The facility continues to be the monthly meeting place for area veterans' organizations. In May 2012, the facility accomplished two major goals: the elimination of nursing agency usage, which raises the consistent quality of care and lowers cost of operation, and reaching and maintaining one hundred percent occupancy for the first time in the facility's history.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	187	70	141	132
Discharges	177	89	115	107

APPENDIX VIII



Baldomero Lopez
State Veterans' Nursing Home
Land O' Lakes (Pasco County) 813-558-5000
Opened April 1999

Administrator	Rebecca Yackel
Dir. of Nursing	Sue Guthrie
Business Manager	Barbara Boudreau

Regulatory Compliance

The USDVA annual inspection took place in August 2012 with no deficiencies, and the AHCA inspection took place in October 2012. The facility continues to operate in compliance with state and federal licensure standards and guidelines.

Condition of the Home

The Department of Veterans Affairs approved a renovation grant totaling \$1,839,500, for the general reinforcement of the building. Work will begin in early 2013 once all applicable permits are obtained.

Major Events

The home has a very strong relationship with their community. State and federal level elected officials are frequent guests and speakers at the many holiday events. Community sponsorship enables big events like Broadway-style shows and entertainment, usually with patriotic themes and the recognition of military heroes and honoring the sacrifices of veterans and their families.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	99	73	96	140
Discharges	76	77	60	51

APPENDIX IX



Alexander "Sandy" Nininger, Jr. State Veterans' Nursing Home

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 USDVA inspection took place in January 2012 and the AHCA annual inspection took place in February 2012. The facility is operating in compliance with state and federal regulations.

Condition of the Home

The facility is in excellent condition with an indoor Finch Aviary and a 100-gallon saltwater fish aquarium for the residents to enjoy.

Major Events

The facility has developed and expanded their "D-Day" program for dementia residents. This program utilizes specific short term physical as well as non-physical programming aimed at providing a challenging milieu for those residents suffering from memory loss. It provides a combination of specific sensory stimulating activities aimed at maintaining physical as well as mental well-being.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	118	76	152	185
Discharges	114	70	86	111

APPENDIX X



Clifford Chester Sims

State Veterans' Nursing Home

Panama City (Bay County) 850-747-5401

Opened October 2003

Administrator	Kay Maley
Dir. of Nursing	Deborah Thompson
Business Manager	Christine Moore

Regulatory Compliance

The AHCA annual inspection took place in April 2012 and the USDVA inspection took place in May 2012. The facility is operating in compliance with state and federal regulations.

Condition of the Home

Built in 2003, this home remains in excellent condition.

Major Events

The Clifford Chester Sims State Veterans' Nursing Home participated in its first annual Miracle League baseball game at Frank Brown Park. The baseball game was such a huge success with residents, staff, families and friends, that the Rotary Club and the Panama City Parks and Recreation Department of Panama City Beach hosted a "Spring Training" game in April 2012. The game has become a semiannual event and continues to grow with community support.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	96	80	75	79
Discharges	87	61	68	88

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 Heflen

Regulatory Compliance

The USDVA inspection was completed in March 2012 with no deficiencies, and the AHCA annual inspection took place in October 2012. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

Condition of the Home

Opened in 2004, this home remains in excellent condition.

Major Events

The home has such an extremely active activities calendar that they liken themselves as the cruise ship of nursing homes. From barbecues and social events sponsored by local vendors, to holiday observations (including birthday parties for the home's namesake), to off-campus trips to air shows and select residents participating in Honor Flight to the memorials in Washington, D.C., there is rarely a quiet day at this stellar home in Port Charlotte.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	112	126	141	121
Discharges	79	94	96	111

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 AHCA annual inspection took place in February 2012. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

Condition of the Home

Clyde E. Lassen State Veterans' Nursing Home is the first nursing home in Florida to be recognized as a LEED (Leadership in Energy and Environmental Design) Gold-certified "green" facility, implementing environmental design, construction, operation, and maintenance ideas. The building is in excellent condition.

Major Events

The home was honored to host Governor Scott for the tenth anniversary of 9/11, and the veterans enjoyed discussions with him. The fiscal year began with 67 veteran residents and grew to 118 by year's end, ramping up to performance measure standards well before the two-year goal. The patriotic veteran residents participate in many activities, both on campus and in the community.

Number of Residents Received and Discharged

	<u>FY 2008-09</u>	<u>FY 2009-10</u>	<u>FY 2010-11</u>	<u>FY 2011-12</u>
Admissions	N/A	N/A	84	186
Discharges	N/A	N/A	27	169



Residents of the Clifford Sims State Veterans' Nursing Home in Panama City were honored during a Community Salute to Military Veterans at Tyndall Air Force Base.



A State Veterans' Home staff member assists a resident with the popular Wii video game.

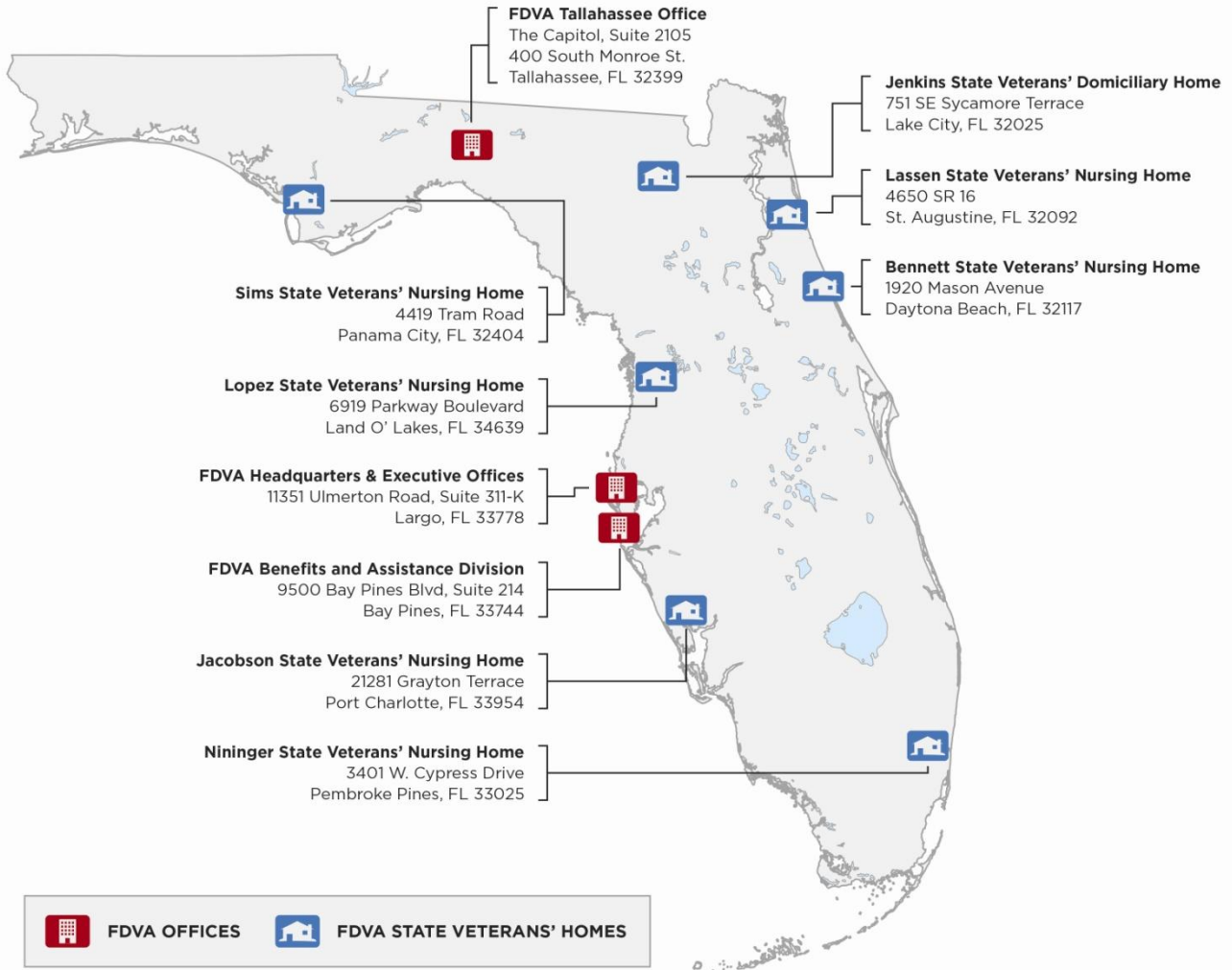


Executive Director Mike Prendergast congratulates Joan Jacobson, widow of Douglas T. Jacobson, on her award as the Florida Health Care Association Adult Volunteer of the Year.



Executive Director Mike Prendergast with Representative Rachel Burgin.

FDVA LOCATIONS





FDVA 

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.