



Mike Prendergast
Executive Director

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

November 30, 2012

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 December 11, 2012

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), December 11, 2012 in Tallahassee, Florida.

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

If you have any questions, please call my Cabinet Affairs Officer, Jim Brodie, at (850) 487-1533 x7705.

cc: Jerry McDaniel, Director
Governor's Office of Policy and Budget

Michael Sevi, Director of Cabinet Affairs
Executive Office of the Governor

John Konkus, Chief of Staff
Lt. Governor's Office

Attachments

AGENDA
FLORIDA DEPARTMENT OF VETERANS' AFFAIRS
Meeting materials for the following items are available on the web at:
http://floridavets.org/?page_id=974

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

December 11, 2012
9:00 A.M. (EST)
LL-03, The Capitol
Tallahassee, Florida

Contact: Jim Brodie, Director, Legislative & Cabinet Affairs
(850) 487-1533 x7705

ITEM	SUBJECT	RECOMMENDATION
1.	Respectfully request approval of the minutes of the September 18, 2012 meeting. (ATTACHMENT 1)	RECOMMEND APPROVAL
2.	Respectfully submit Agency Annual Report for Fiscal Year 2011-2012 and Agency First Quarter Report Fiscal Year 2012-2013. (ATTACHMENT 2)	RECOMMEND APPROVAL
3.	Agency Legislative Policy Proposals for 2013 Session. (ATTACHMENT 3)	RECOMMEND APPROVAL
4.	Agency Legislative Budget Request for Fiscal Year 2013-2014. (ATTACHMENT 4)	RECOMMEND APPROVAL

T H E C A B I N E T
S T A T E O F F L O R I D A

Representing:

BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
ADMINISTRATION COMMISSION
DEPARTMENT OF REVENUE
FINANCIAL SERVICES COMMISSION, FINANCIAL REGULATION
DEPARTMENT OF VETERANS' AFFAIRS
DIVISION OF BOND FINANCE

The above agencies came to be heard before
THE FLORIDA CABINET, the Honorable Governor Scott
presiding, in the Cabinet Meeting Room, LL-03, The
Capitol, Tallahassee, Florida, on Tuesday, September 18,
2012, commencing at approximately 9:06 a.m.

Reported by:

MARY ALLEN NEEL
Registered Professional Reporter
Florida Professional Reporter
Notary Public

ACCURATE STENOGRAPHY REPORTERS, INC.
2894 REMINGTON GREEN LANE
TALLAHASSEE, FLORIDA 32308
850.878.2221

APPEARANCES:

Representing the Florida Cabinet:

RICK SCOTT
Governor

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

ADAM PUTNAM
Commissioner of Agriculture

* * *

I N D E X

BOARD OF TRUSTEES OF THE INTERNAL IMPROVEMENT TRUST FUND
(Presented by HERSCHEL VINYARD)

ITEM	ACTION	PAGE
1	Approved	5
2	Approved	5
3	Approved	7

ADMINISTRATION COMMISSION
(Presented by PHILLIP MILLER)

ITEM	ACTION	PAGE
1	Approved	8
2	Approved	9
3	Approved	11

INDEX CONTINUEDDEPARTMENT OF REVENUE
(Presented by MARSHALL STRANBURG)

ITEM	ACTION	PAGE
1	Approved	12
2	Approved	13
3	Approved	14

FINANCIAL SERVICES COMMISSION, FINANCIAL REGULATION
(Presented by LINDA CHARITY)

ITEM	ACTION	PAGE
1	Approved	15
2	Approved	16
3	Approved	16

DEPARTMENT OF VETERANS' AFFAIRS
(Presented by COLONEL MIKE PRENDERGAST)

ITEM	ACTION	PAGE
1	Approved	18
2	Discussed	18

DIVISION OF BOND FINANCE
(Presented by BEN WATKINS)

ITEM	ACTION	PAGE
1	Approved	35
2	Discussed	35
3	Approved	37
4	Approved	38

CERTIFICATE OF REPORTER		39
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1 GOVERNOR SCOTT: Now I would like to recognize
2 Colonel Mike Prendergast of the Department of
3 Veterans' Affairs. Good morning.

4 COLONEL PRENDERGAST: We're waiting for Steve
5 to put a couple of props in place here for us.

6 GOVERNOR SCOTT: Do you think my eyesight is
7 that good, Mike?

8 COLONEL PRENDERGAST: Say again?

9 GOVERNOR SCOTT: Do you think my eyesight is
10 that good?

11 COLONEL PRENDERGAST: This is available on the
12 Web, and it's also available on our new smartphone
13 app.

14 Good morning, Governor Scott, General Bondi,
15 CFO Atwater, and Commissioner Putnam. Thank you
16 for this opportunity to update you on the
17 Department of Veterans' Affairs and all the great
18 things we have going on in our agency.

19 Before we begin, I would like to mention two
20 important events this week. Today is September 18.
21 It is the 65th anniversary of the United States Air
22 Force. And it's because of America's Patriots of
23 the Sky that America remains the freest land on the
24 face of God's earth, and we owe them a special debt
25 of gratitude for their faithful service to America.

1 And I would like to applaud Steve Murray, our
2 colleague, who is a retired Air Force combat
3 veteran.

4 (Applause.)

5 COLONEL PRENDERGAST: This Friday is National
6 POW/MIA Recognition Day. As we all know, it is not
7 a federal holiday, but it is a day of national
8 observance.

9 There are 83,417 American personnel listed by
10 the Department of Defense as unaccounted for from
11 past conflicts. Efforts to repatriate our
12 unaccounted-for personnel continue to today to
13 ensure that we as a nation never leave a fallen
14 comrade on the field of battle.

15 The Department of Veterans' Affairs has two
16 agenda items for you today. Item 1 is the
17 April 24, 2012 Cabinet meeting minutes. We
18 recommend approval.

19 GOVERNOR SCOTT: Is there a motion to approve?

20 CFO ATWATER: So moved.

21 GOVERNOR SCOTT: Is there a second?

22 COMMISSIONER PUTNAM: Second.

23 GOVERNOR SCOTT: Moved and seconded. The item
24 is approved without objection.

25 COLONEL PRENDERGAST: Item 2 is an agency

1 update for the Cabinet covering the five topics
2 that we have listed on Slide 3.

3 And Item 2A on Slide 4 is a summary of our
4 agency rebranding and outreach campaign. As we
5 highlighted for you at the bottom of Slide 4, we
6 really wanted to focus on those hard-to-reach
7 veteran populations that are out there: Our
8 Vietnam-era veterans, who comprise one out of every
9 four veterans you meet on the streets of Florida;
10 our female veterans, who number greater than
11 140,000; and our returning OEF and OIF veterans,
12 who number well above 200,000. And on top of the
13 200,000 that have already returned, we have an
14 additional 200,000 OEF and OIF veterans who serve
15 today on active duty in our armed forces.

16 I would like to refer you to the easel here
17 that might be an eye chart for you, but it is
18 available on the Web at *floridavets.org*, and it's
19 also available on our smartphone. What we did is,
20 we put together a new image, a new logo and a motto
21 for the agency. And what we wanted to do was
22 appeal to a wider audience, but also just update
23 the look of the agency, which hasn't been done
24 since the agency was created back in 1989.

25 We even went ahead and deployed some of the

1 new smartphone technology for the iPhone and also
2 the Android market so that our veterans, their
3 family members, their friends and neighbors, or
4 their children, who leverage technology today at a
5 far greater pace than most of us do, can actually
6 access some of that information and share it with
7 their veteran family members.

8 Just to highlight a couple of things on the
9 smartphone app alone, right in the center of the
10 smartphone app you'll see an icon for jobs. And
11 I'm really happy to report that thanks to a lot of
12 great work by Hunt Deutsch and his team over at
13 DEO, that there are 1,312 veterans who entered the
14 Florida workforce just last week alone out of a
15 total of 19,908 in total across the state who
16 entered our workforce. And it's by partnering with
17 Hunt Deutsch and our other partners across the
18 state that we're doing everything that we can to
19 ensure that our veterans understand that we're
20 going to do everything we can to continue to make
21 Florida the most veteran-friendly state in the
22 nation.

23 GOVERNOR SCOTT: Mike, what's the unemployment
24 rate for veterans? Do you know?

25 COLONEL PRENDERGAST: Governor, as a matter of

1 fact, Hunt and I just had a conversation about that
2 yesterday, and we don't have a precise number that
3 comes from the Department of Labor because of the
4 way they commingle their statistical data. But
5 Hunt's team is on a conference call this afternoon
6 with the folks at DOL, with their regional
7 counterparts, and we'll get you a good answer on
8 that.

9 Anecdotally, we hear from the U.S. Department
10 of Veterans Affairs and the Department of Labor
11 that the rate is higher than the general population
12 at large, and that for our returning OEF and OIF
13 veterans that it is more than double what the
14 national average is for unemployment. But we'll
15 get back to you with a precise answer, but thanks
16 for that question, Governor.

17 In addition to the updated website, social
18 media, and the free app for our mobile devices,
19 we've also put together our first public service
20 announcement. And we did a public unveiling of
21 that right here in the Cabinet Room 13 days ago, on
22 the 6th of September, I believe it was. And in the
23 subsequent 13 days, we have gotten more media
24 attention for this agency in a very positive way,
25 to include a couple of op-eds that were written,

1 than we've been able to accomplish in the past 12
2 months. So that alone has been hugely helpful to
3 us to reach into some of the markets that we have
4 been unable to penetrate thus far.

5 GOVERNOR SCOTT: So are you -- is this going
6 to help the veterans when they're coming back from
7 Afghanistan? Do you all -- you already -- DEO
8 already meets with them; right?

9 COLONEL PRENDERGAST: They absolutely do.
10 They have through the Regional Workforce Boards the
11 LVERs and DVOPs. The LVERs are the local veterans
12 employment representatives at our 24 Regional
13 Workforce Boards.

14 And also, General Bondi, thanks for mentioning
15 that about our disabled veterans. Through the
16 Disabled Veterans Outreach Program, also located at
17 our 24 Regional Workforce Boards, we're able to
18 penetrate that market and ensure that our veterans
19 are getting the services that they so richly
20 deserve for their service.

21 Steve, do you want to put that last one up
22 there? Again, to remind everybody that's out there
23 listening and perhaps doesn't see this on TV, it's
24 *floridavets.org*, and we have our phone number for
25 our Benefits and Assistance Division at

1 727.319.7440. And that's to encourage folks to go
2 to our website and avail themselves of the services
3 that they've already earned and ensure that they
4 have an opportunity to employ all those things that
5 we have on the website so they can return to the
6 marketplace and help us with our recovery here
7 across our great state.

8 Item 2B on Slide 5 is a first in the nursing
9 home industry in the State of Florida. The LEED
10 Gold Certification program promotes design and
11 construction practices that increase profitability
12 while producing negative environmental impacts of
13 buildings and improving occupant health and
14 well-being. All future state veterans' nursing
15 home modifications will be done to comply with LEED
16 Gold Certification standards in order to comply
17 with the federal mandate for the matching funds
18 that we draw down from Washington to support our
19 state veterans' nursing homes.

20 Our state veterans' nursing home in
21 St. Augustine, Governor, which you and the First
22 Lady visited last September when we celebrated our
23 first anniversary of being open, just reached full
24 operational capability a little over a month ago.
25 An assessment of the value of this mission would be

1 premature at this point, but at a later Cabinet
2 meeting we'll update you on how much that has meant
3 to our veterans home and our operational
4 capability.

5 And let me go down to this slide right here.
6 And this is a photo of our Lassen State Veterans'
7 Nursing Home, of our Lassen Nursing Home in
8 St. Augustine. This Thursday will mark the second
9 anniversary of the Lassen Home's grand opening, and
10 at a later date in the month of October, we would
11 like to invite all of you to a second anniversary
12 celebration and to visit our veterans. And we'll
13 coordinate with your external affairs offices to
14 see if we can put those on your busy calendars and
15 see if you could stop by.

16 GOVERNOR SCOTT: Nice people.

17 COLONEL PRENDERGAST: Next I would like to
18 introduce to you Mr. Dan Davis, our state director
19 of the Florida Department of Veterans' Affairs
20 Nursing Home Division. Dan is an United States
21 Navy veteran, Governor.

22 GOVERNOR SCOTT: All right.

23 COLONEL PRENDERGAST: And Dan served four
24 years as an active duty hospital corpsman with the
25 Fleet Marine Force, and he also deployed on two

1 Western Pacific cruises out of Pearl Harbor during
2 his active duty service to our country.

3 Dan brings more than 20 years of private
4 sector nursing home experience to the team, and his
5 superb initiatives and his leadership have resulted
6 in our remarkably high 99 percent occupancy rate at
7 our six state veterans' nursing homes since he took
8 over the agency's division. And he has also
9 accomplished several other positive outcomes that
10 he'll report to you about.

11 Dan, I'll turn the microphone over to you.

12 GOVERNOR SCOTT: That's based on Navy
13 training.

14 MR. DAVIS: Good morning, Governor Scott,
15 Attorney General Bondi, CFO Atwater, and
16 Commissioner Putnam.

17 The first slide I'm going to be reporting on
18 is the Florida Department of Veterans' Affairs
19 incentive plan implementation which was approved
20 for the use of existing resources from contract
21 services to address salary parity issues.

22 The target issues that these funds will
23 address is to align the salaries of the state
24 veterans' nursing homes' direct caregiver staff to
25 within 10 percent of all Florida nursing homes.

1 This is to ensure the highest quality of care is
2 provided to our veterans. This appropriation
3 impacts approximately 560 direct care nurses and
4 certified nursing assistants in our homes. The
5 salary alignment will reduce turnover, increase
6 retention, and improve quality of care for our
7 residents.

8 We have three phases of implementation. Phase
9 1, which was salary parity, was implemented July
10 2012. Phase 2 is longevity pay for years of
11 service to the Florida Department of Veterans'
12 Affairs, and this will be implemented in the fourth
13 quarter of fiscal year 2012-13. Phase 3 is a
14 career ladder and professional development phase,
15 which will be implemented in the fourth quarter of
16 fiscal year 2013-14.

17 The effectiveness of this program will be
18 measured through employee retention and performance
19 improvement via AHCA and VA surveys which measure
20 the quality of care being provided to our veterans.

21 The next slide I would like to report on today
22 is safety. And when I first came on board, Colonel
23 Prendergast appointed me the Florida Department
24 safety coordinator. And the majority of the safety
25 issues fall within the homes portfolio, and the

1 bulk of the risk management is clearly within our
2 division.

3 After several meetings to discuss workplace
4 safety, our team has enhanced our policies and
5 procedures. We focused our efforts on staff safety
6 and training and have implemented light duty as a
7 management tool. By refocusing our efforts in
8 these areas, the Florida Department of Veterans'
9 Affairs has decreased its workers' compensation
10 claims by approximately 25 percent from January 1,
11 2012, through June 30, 2012, compared to July 1,
12 2011, through December 31, 2011. A safe workplace
13 for our employees equals quality outcomes for the
14 veterans we serve.

15 That's all I've got.

16 GOVERNOR SCOTT: Thank you very much. You did
17 a great job.

18 MR. DAVIS: You're very welcome. I'll turn it
19 back over to Colonel Prendergast at this point.

20 GOVERNOR SCOTT: Thank you. And that nursing
21 home that I went to last year is a beautiful place
22 with really nice people. I mean, the
23 accommodations are spectacular.

24 MR. DAVIS: Yes, they are.

25 COLONEL PRENDERGAST: All of our homes are

1 absolutely outstanding, Governor. And it's really
2 a pleasure to report to you that we filled up all
3 120 of our resident spaces at the Lassen Home at
4 least one quarter almost prior to our original
5 schedule to do that. And to run at a 99 percent
6 occupancy rate, it's a real tribute to Dan and his
7 team and the high quality of service and support
8 that we provide to our veterans and their family
9 members.

10 GOVERNOR SCOTT: Plus you have a lot of local
11 involvement.

12 COLONEL PRENDERGAST: We absolutely do.

13 GOVERNOR SCOTT: That was one thing that was
14 impressive, your local involvement in this. The
15 nursing home is really nice.

16 COLONEL PRENDERGAST: Every one of our homes
17 has great local involvement, and our statewide
18 veterans service organizations from A to Z are also
19 hugely responsible for that success.

20 While there are a number of U.S. Department of
21 Veterans Affairs projects under way in Florida, we
22 would like to bring you up to date on a couple of
23 key initiatives taking place in Florida designed to
24 deliver a seamless continuum of superior support to
25 our state's veterans.

1 Slide 10 is a photo of the first initiative,
2 the new Orlando VA Medical Center designed to
3 replace the facility at Lake Baldwin that the VA
4 inherited through a base realignment and closure
5 process that occurred many years ago.

6 The total campus encompasses 65 acres. It's
7 colocated on the facility where the new University
8 of Central Florida Medical School is. It has
9 1.2 million square feet, including 134 inpatient
10 beds in the medical center, outpatient clinics
11 ranging from A to Z, a 120-bed community living
12 center, a chapel, and a 60-bed domiciliary. This
13 is a \$665 million U.S. Department of Veterans
14 Affairs project. Construction began in October of
15 2010, and they expect to complete it in late 2013.

16 Once we get the details on the ribbon-cutting
17 once the VA accepts the facility from the general
18 contractor, we'll update you all so that you can be
19 there for the ribbon-cutting ceremony when they
20 open the doors to receive veterans and their
21 families.

22 Slide 11 does not have a photo yet, but it is
23 significant for you to know that right here in
24 Tallahassee, the VA is building a new VA outpatient
25 clinic to serve our growing population of veterans

1 here in Tallahassee and also in the South Georgia
2 area, where they come in from South Georgia to
3 receive services from the federal VA.

4 The actual title of this project is the
5 "Tallahassee Replacement Outpatient Clinic," and
6 the design is so new that they don't have anything
7 to report to us yet. However, the VA did receive
8 preliminary site approval from the City of
9 Tallahassee in July of this year, and the location
10 of the clinic will be at the southeast corner of
11 Orange and Blair Stone just south of the Capitol
12 here and to our east. And it will replace the
13 existing clinic we all know that's on Mahan Drive
14 out by the Florida Department of Law Enforcement.

15 This facility will be 195,000 square feet.
16 The solicitation of offers was issued on July 9th,
17 and the initial offers for this facility are due
18 later this month. Commencement of construction is
19 anticipated in late 2013, and they expect to
20 complete this facility by 2015 to serve our
21 veterans here.

22 Slide 12 is a photo of the new Jacksonville
23 replacement outpatient clinic. I had the privilege
24 of attending the groundbreaking ceremony with the
25 Secretary of the Department of Veterans Affairs,

1 Rich Shinseki, last summer. And this site will be
2 near the Shands Jacksonville campus, and it is
3 located just south of the old VA outpatient clinic
4 in Jacksonville that was constructed in the 1970s.

5 It is 133,500 square feet, with a total
6 construction cost of \$35 million. As I mentioned,
7 construction began last year, and they anticipate
8 completing it in October of this year, with a
9 ribbon-cutting ceremony to follow approximately
10 three to four months later.

11 Slide 13 is a photo of the new Cape Coral VA
12 Healthcare Center. It is a 220,000-square-foot
13 ambulatory surgery and outpatient support center
14 located in Cape Coral. It's a \$53.1 million
15 project. Construction began in January of 2010.
16 They anticipate completion by December of this
17 year. And actually, they may actually do a
18 ribbon-cutting shortly after the Christmas
19 holidays.

20 Turning now to Slide 14, Florida presently has
21 seven national cemeteries across the state. Texas,
22 unfortunately, Governor Scott, is tied with us for
23 the number of VA cemeteries. However, what I'm
24 reporting to you today is that with the new
25 demographic requirements released by the federal

1 Department of Veterans Affairs, the State of
2 Florida will gain two new VA national cemeteries in
3 the not-too-distant future.

4 Site 1 is located just north of Titusville and
5 Cape Coral -- Cape Canaveral, excuse me, near the
6 Scottsmoor community. And orienting you to the map
7 that you see on the slide, Site 1 is located by the
8 upward pointing arrow on the right side of the
9 slide. An enhanced aerial view of the property is
10 in the upper right of the map.

11 VA has already hired a designer for this
12 national cemetery over there to support our
13 veterans in the east coast area, and VA closed on
14 the property on July 31st of this year. This site
15 consists of 318 acres and will serve a community in
16 excess of 80,000 veterans in that area of the
17 Sunshine State.

18 Site 2 is located just east of Tallahassee.
19 And orienting you to the map, Site 2 is indicated
20 by the left pointing the arrow on the left side of
21 the slide. An enhanced aerial view of the property
22 is below the arrow. VA closed on this property on
23 August 14th of this year. And this site consists
24 of 250 acres. VA is in the process of actually
25 hiring a designer to begin their initial design

1 work on this facility.

2 And we'll have updated information for you at
3 a future Cabinet meeting on the progress of the
4 construction of both of these national cemeteries.
5 When we add those two to our complement, it will
6 put us up there with California and Pennsylvania,
7 with nine in our enterprise for Veterans Affairs
8 cemeteries to support the veterans population in
9 the state.

10 And finally, in closing, as all these projects
11 and many others throughout the state reach their
12 conclusion and prepare to support our state's
13 veterans, we will keep you informed on their status
14 and ensure that you're informed of their formal
15 opening ceremonies so that you can attend if your
16 calendar permits.

17 Subject to your questions, this concludes our
18 briefing today, and we look forward to your
19 questions. Thank you.

20 GOVERNOR SCOTT: Mike, thank you very much for
21 your hard work on behalf of the veterans, and thank
22 goodness for veterans, the people who are willing
23 to serve. But thank you very much for what you're
24 doing.

25 COLONEL PRENDERGAST: Thank you, Governor.

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Thank you.

GOVERNOR SCOTT: And tell Naomi hi.

COLONEL PRENDERGAST: I will. Thank you,
Governor.

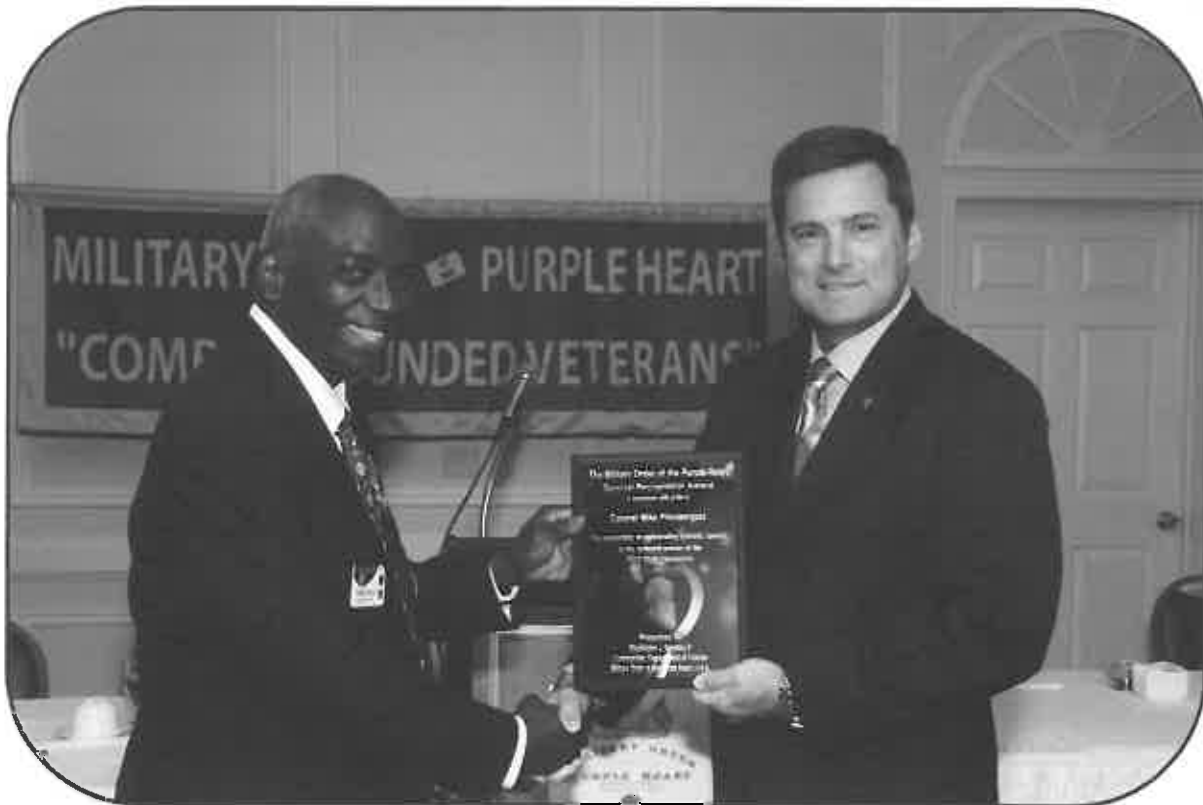


FDVA

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.

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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

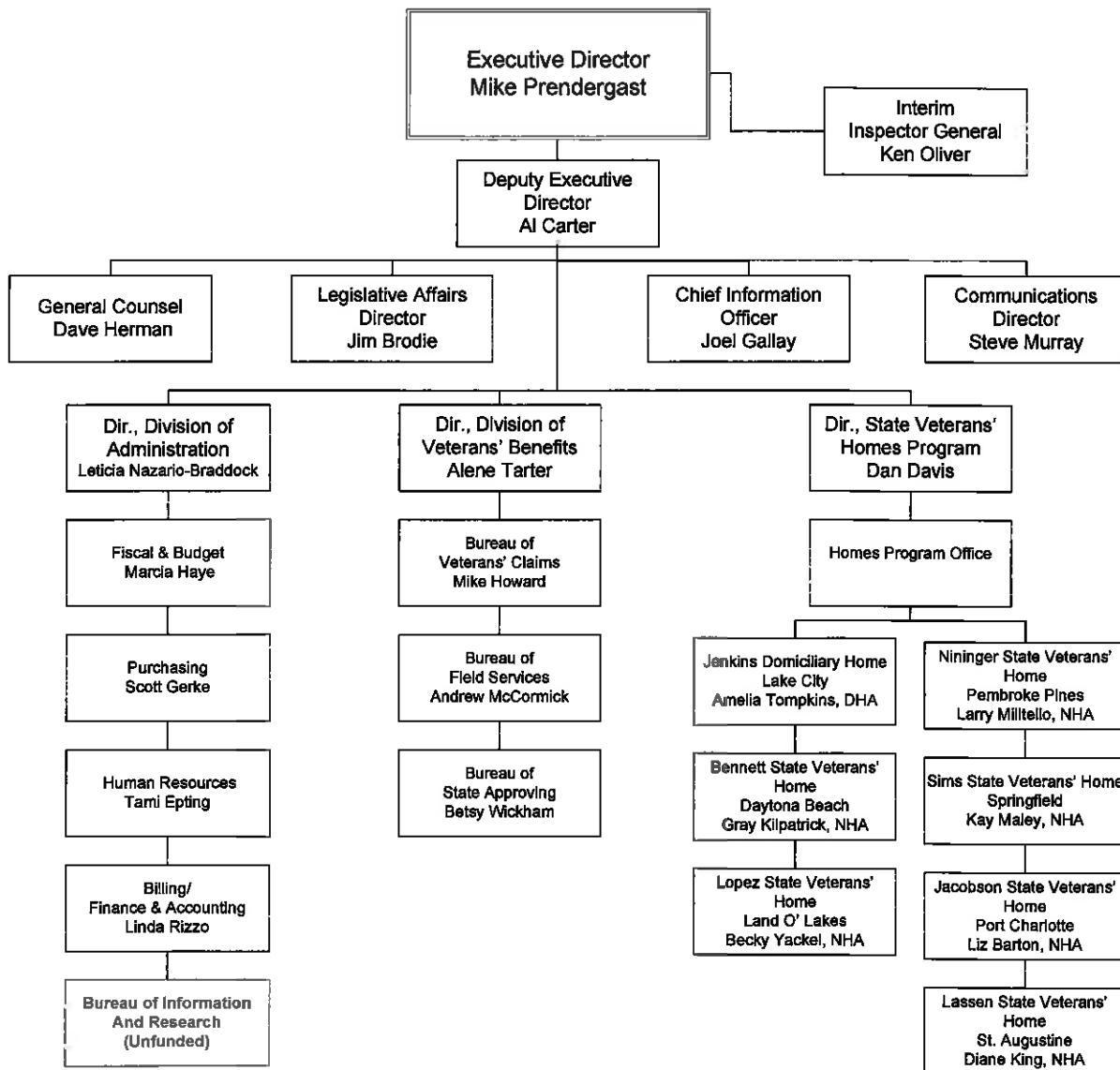
Long-Term Goals

- 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.

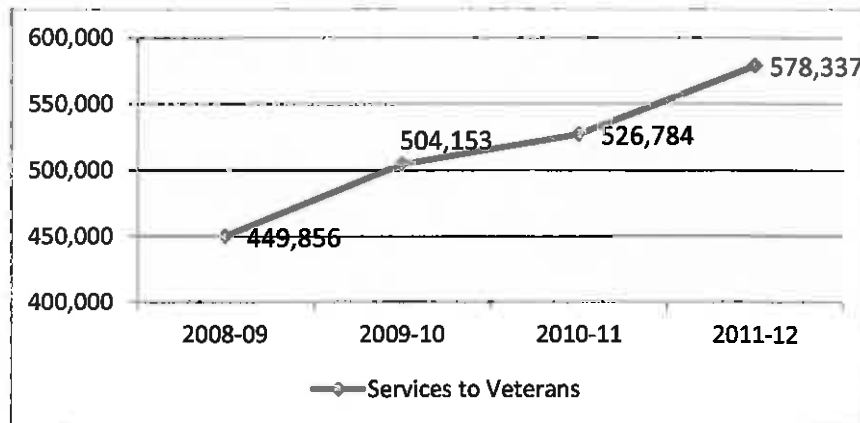


The Division is comprised of a Division Director, support staff, and three Bureaus: Bureau of Veterans' Claims and Assistance (FS 292.05(1)); Bureau of Field Services (FS 292.05(1)); and Bureau of State Approving Agency (FS 292.05(04)). Also included within the Bureau of Veterans' Claims and Assistance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

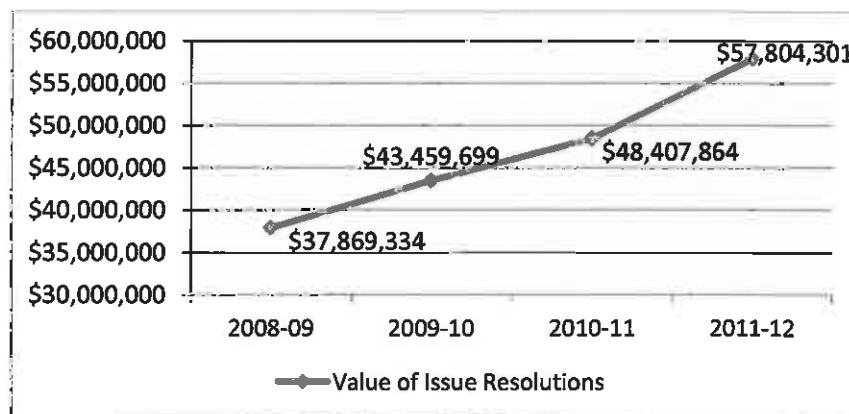


Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 25 of the USDVA's medical facilities in Florida and State Veterans' Homes, as well as outreach activities for FDVA throughout the state. Field Services also assists in staffing the state's Disaster Recovery 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.

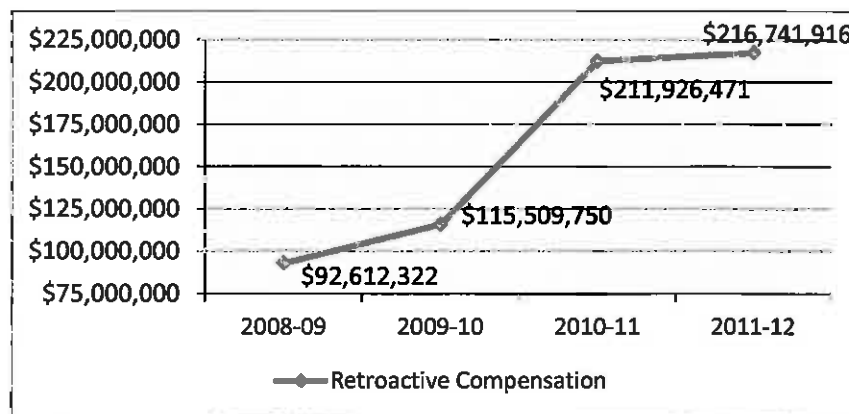


The Bureau's primary responsibility is to work directly with the decision resources in the USDVA Regional Office to expedite claims and to influence, through proactive advocacy, the most positive outcome. To this end, Veterans' Claims Services provides a quality control function by reviewing completed 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 Nininger 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 § 292.05(4), (5), & (7),

FLORIDA STATUTES

§ 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.

§ 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/?page_id=743. 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.

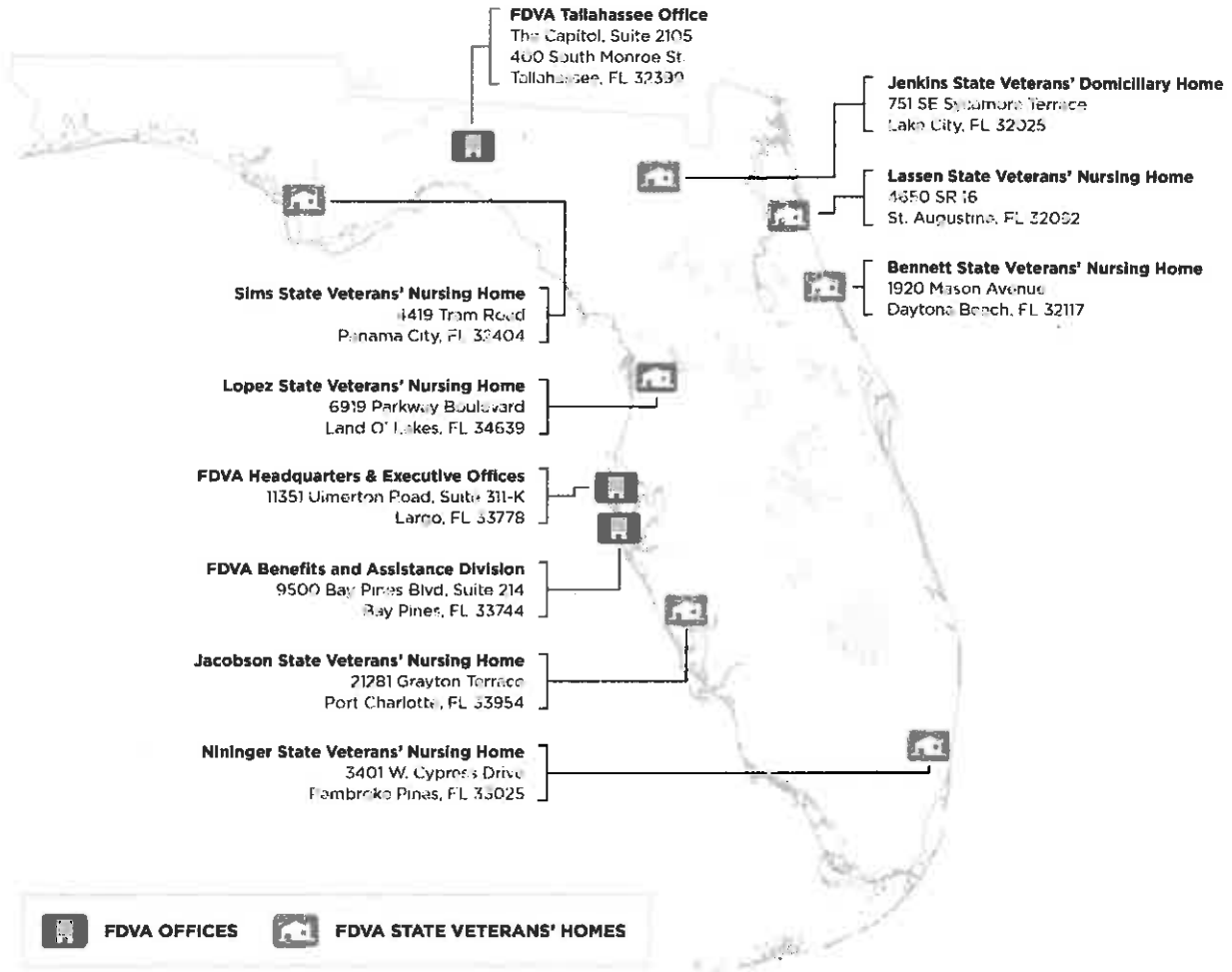


Executive Director Mike Prendergast congratulates Joan Jacobson, widow of Douglas T. Jacobson, on her award as the Florida Health Care Association Adult Volunteer of the Year.



Executive Director Mike Prendergast with Representative Rachel Burgin.

FDVA LOCATIONS





Mike Prendergast
Executive Director

State of Florida
DEPARTMENT OF VETERANS' AFFAIRS
Office of the Executive Director
11351 Ulmerton Road, Suite 311-K
Largo, Florida 33778-1630
(727) 518-3202
www.FloridaVets.org

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

October 26, 2012

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 – 1st Quarter 2012-2013

The Florida Department of Veterans' Affairs submits this Quarterly Report for the First Quarter of the 2012-2013 Fiscal Year, covering the period July 1 – September 30, 2012.

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, you or your staff may reach me or my Deputy Executive Director, Al Carter, at (727) 518-3202.

cc: Senator Joe Negron, Chairman, Senate Health and Human Services Appropriations Committee
Senator Thad Altman, Chairman, Senate Military Affairs, Space and Domestic Security Committee
Representative Robert Schenck, Chairman, Health and Human Services Committee
Representative Matt Hudson, Chairman, Health Care Appropriations Sub-Committee
John Konkus, Chief of Staff, Office of the Lieutenant Governor
Jerry McDaniel, 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, 2012

This report covers the activities of the Florida Department of Veterans' Affairs (FDVA) for the First Quarter of the 2012-2013 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. Col. Prendergast was present as Gov. Rick Scott signed two bills into law providing higher education benefits for Post 9/11 GI Bill recipients in Florida. He later encouraged the use of Post-9/11 GI Bill benefits for law enforcement training during remarks at the annual Florida Police Chiefs Association and Florida Sheriff's Association summer conferences. He led discussions with representatives of the Brain Injury Association of Florida to examine potential projects to assist Florida veterans returning from Iraq and Afghanistan with traumatic brain injury. He accompanied state Sen. Dennis Jones on a tour of the Center for Neuromuscular Research at the University of South Florida, which helps veteran amputees and other victims of neuromuscular trauma overcome their injuries through retraining remaining muscles. He explored possibilities of internship placements in State Veterans' Homes to grow talent for possible future employment. He met with senior staff from several state agencies and private sector employers to advocate the hiring of veterans. He delivered remarks at the annual Military Order of the Purple Heart convention and later was guest speaker at the first Florida Purple Heart Day ceremony. He also offered remarks at the 68th Annual AmVets National Convention in Daytona Beach. He later attended the Fallen Soldiers Remembrance Ceremony hosted by Gold Star Families in Oldsmar. He and several senior staff members attended the ribbon cutting of the new USO center in Tampa International Airport. At a Tallahassee press conference with the Capitol Press Corps, he launched a statewide multimedia campaign to connect veterans with federal and state benefits and services they have earned. Along with guest speakers representing Florida's veteran community, he unveiled a new logo, website, smart phone app, public service announcements, and outreach strategies.
- **Division of Benefits and Assistance:**
 - **VA Regional Office Updates:** A new plan for transformation is now taking place in the VA Regional Office Service Center and nationwide. This will provide for more efficient and faster processing times. Special teams have been formed to tackle select types of claims and it is anticipated that more than one million claims will be worked this year with greater accuracy.
 - **Bureau of Veterans' Claims:** Business continues at a hectic pace working with veterans, congressional staff offices, Governor's inquiries, Facebook inquiries, etc. A new

Veteran's Claims Examiner was hired, bringing to sixteen the total number of VCEs situated in the VA Regional Office.

- Bureau of Field Services: The Bureau of Field Services secured office space for FDVA use at the Panama City One Stop Center. Five new VCE's were hired for Field Services and were placed in Broward County, Gainesville VA Medical Center, Pensacola VA Outpatient clinic, The Villages, and Bay Pines VA Medical Center. The Bureau continues to attend outreach events that provide VA and state benefit information to veterans. These events included Yellow Ribbon, Veteran Homeless Stand Downs, Congressional and community events. There were 135 events and 7,173 veterans served during at outreach events.
- The Bureau of State Approving for Veterans' Education and Training (or State Approving Agency/SAA): Fully staffed for only half of the year, the SAA is proud to announce attainment of the goals set forth in the Veterans Affairs/SAA contract year, which ended September 30, 2012. Exceeding the 90% compliance survey visit requirement by 3%, the SAA audited 157 of 168 assigned schools and on-the-job training and apprenticeship facilities. Astonishingly, this team surpassed the previous year's fully staffed performance records of service to 624 Florida maintained schools, 33 new schools and 5 new On the Job Training organizations (OJTs), by serving 664 maintained schools and adding 60 new schools and 9 new OJT organizations.

b. **Audits**

- The FDVA Office of Inspector General is currently conducting an audit of Employee Compensation (Report IA-1301). The objectives of the audit are to (1) determine if decisions related to employee compensation are in compliance with applicable state and federal laws, regulations and current FDVA policies and procedures; and (2) evaluate actions taken by FDVA to address findings disclosed in audit report IA-1002 "Personnel Management" dated June 11, 2010.
- FDVA's Finance and Accounting group continues to conduct audits of current and former resident accounts to ensure compliance with Medicare/Medicaid rule changes.

c. **Consultants**

- No new agreements were signed with outside consultants this quarter.

d. **Contracts**

- DMS approved FDVA use of USDVA/US FOOD contract as an Alternate Contract Source on 7/20/12.
- FDVA Media Contract renewal was executed on 8/31/12 (active through 6/30/13).
- USDVA/FDVA Memorandum of Inter-Agency Agreement (IAA) was fully executed on 8/31/12.
- FDVA Health Information Technology System ITN approved and posted to State Vendor Bid System on 9/7/12.
- USDVA/FDVA VISN8 pharmacy contract renewal executed on 8/10/12 (effective 9/1/12).
- USDVA/FDVA VISN16 pharmacy contract renewal executed on 9/28/12 (effective 10/1/12).

e. Leases

- There were no lease changes this quarter.

f. Lawsuits/Claims in Litigation or Settled

- Administrative Proceedings: 0
- State Court Proceedings: 12
- Federal Court Proceedings: 0
- Settlements: 3

g. Donations

Cash Donations by State Veterans' Home

FISCAL YEAR 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	Total, Year to Date
Jenkins SVDH, Lake City	\$665				\$665
Bennett SVNH, Daytona Beach	\$2,243.75				\$2,243.75
Lopez SVNH, Land O' Lakes	\$0				\$0
Nininger SVNH, Pembroke Pines	\$250				\$250
Sims SVNH, Springfield	\$575				\$575
Jacobson SVNH, Port Charlotte	\$0				\$0
Lassen SVNH, St. Augustine	\$150				\$150

Non Cash Donations

- Lopez State Veterans' Nursing Home: one 70" and one 65" television.
- Lassen State Veterans Nursing Home: Upright Kimball piano.

h. Memberships in Professional Organizations Paid this Quarter

- \$6,300 (\$900 per home, seven homes) was paid for membership to the National Association of State Veterans' Homes.

2. Division of Benefits and Assistance: Statistics

- Summary of veterans' benefits derived vs. cost of the benefits staff: 203:1 (ROI).

a. Bureau of Claims

EVENT 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY to this Qtr
Retroactive compensation	\$46,800,632				\$46,800,632	\$66,574,984
Largest single retro. benefit	\$652,924				\$652,924	\$736,746
Debt relief	\$208,245				\$208,245	\$258,634
Notices of Disagreement	380				380	418
Statements of Argument in Appeals Cases*	293				293	143
Act as Representative at Hearings*	34				34	42
Veterans' Appeals Hearings*	41				41	116
Ratings Reviewed	10,149				10,149	9,419

* 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

EVENT 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY to this Qtr
SAA Programs Approved	1,904				1,904	2,977
Other Approval	341				341	537
Supervisory Visits	43				43	62
Compliance Visits	7				7	N/A
Inspection Visits	236				236	12
Outreach Activities*	282				282	181
Liaison Activities**	768				768	43
Technical Assistance***	1,904				1,904	418

* 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 Field Services

EVENT 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY to this Qtr
Issue Resolution	3243					4,590
Total Amount	\$9,134,750					\$16,944,544
Outreach Visits	135					124
Veterans Served at Outreach	7173					8,896
Bedside Interviews	7064					6,300
Walk-ins/ Counseling	27,305					29,838
Claims	6982					7,331
Voter Regis/ Pref forms	2013					67
Homeless Walk In	930					991
Ratings Reviewed Orlando/W Palm	882					1,400

d. Outreach*

EVENT 2012-2013	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	7				7	12
Assistance to Guard Units	0				0	3
Homeless Veteran Stand Down Events	15				15	11
Medical Center Welcome Home events	1				1	3
Congressional Open House events	5				5	3
National Conferences	0				0	1
New Patient Orientation	43				43	37
Transition Assistance Briefings	16				16	22
Other	48				48	2

* Supervisors and VCEs throughout the Division of 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 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE	PREVIOUS FY, same 1/4
Jenkins SVDH, Lake City	84%					89%
Bennett SVNH, Daytona Beach	100%					87%
Lopez SVNH, Land O' Lakes	99%					100%
Nininger SVNH, Pembroke Pines	99%					97%
Sims SVNH, Springfield	100%					99%
Jacobson SVNH, Port Charlotte	100%					100%
Lassen SVNH, St. Augustine ¹	99%					65% ¹

¹ St. Augustine Home not held to 90% occupancy standard until open for two years, second quarter of 2012/13.

- a. Quality of Care: Douglas T. Jacobson State Veterans' Nursing Home (Port Charlotte) and the Clyde E. Lassen State Veterans' Nursing Home (St. Augustine) have won MyInnerView 2011 Excellence in Action Award. This award is given for superior satisfaction scores on FDVA's annual resident/family surveys.
- b. Occupancy Trends: The first quarter data confirms that census levels are greater than 99% for the six FDVA skilled nursing homes. Currently, the average occupancy for skilled nursing facilities in Florida is 86%. In July, the Homes Program reached a milestone of all six skilled nursing facilities achieving 100% occupancy. Florida has the third highest population of veterans in the United States. The U.S. Census Bureau data indicates that Florida has the highest number of elderly residents. The need for FDVA skilled nursing homes beds will continue to increase commensurate with Florida's veteran population growth.
- c. State Veterans' Homes Program Renovations:
 - **Daytona HVAC Renovation #12-018**: The project consists of chiller with controls, cooling tower, air handlers, and pump replacements. September 24, 2012, the US Department of Veterans Affairs approved the Daytona HVAC grant totaling \$1,300,000.
 - **Land O' Lakes Renovation #12-016**: The scope of the project is to make the building safer and more secure during hurricanes. The project will replace windows, doors, and siding with hurricane-rated products. September 24, 2012, the US Department of Veterans Affairs approved the Land O' Lakes renovation grant totaling \$1,839,500.
- 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.

FISCAL YEAR 2012-2013	FIRST QUARTER	SECOND QUARTER	THIRD QUARTER	FOURTH QUARTER	YEAR TO DATE
Jenkins SVDH, Lake City, Hours Contributed	288.75				288.75
# of Volunteers	50				
Bennett SVNH, Daytona Beach, Hours Contributed	1038				1038
# of Volunteers	100				
Lopez SVNH, Land O' Lakes, Hours Contributed	205				205
# of Volunteers	28				
Nininger SVNH, Pembroke Pines, Hours Contributed	1014.5				1014.5
# of Volunteers	10				
Sims SVNH, Springfield, Hours Contributed	180.5				180.5
# of Volunteers	16				
Jacobson SVNH, Port Charlotte, Hours Contributed	222				222
# of Volunteers	5				
Lassen SVNH, St. Augustine, Hours Contributed	100				100
# of Volunteers	221				

FDVA Draft Legislative Policy Proposals 2013 Session – Fiscal Year (2013-2014)

POLICY PROPOSALS:

DRAFT PROPOSALS WHICH WOULD REQUIRE LEGISLATIVE ACTION

Amend Section 215.22, Florida Statutes

This proposal would exempt trust funds administered by the FDVA under s. 215.22(1), Florida Statutes from the 8% General Revenue service charge under s.215.20.

This proposal relates to exempting the Veterans' Homes Trust Funds from the management fee assessed by the Florida Department of Financial Services.

In the fiscal year ending June 30, 2012 the FDVA was assessed \$235,844.66 in DFS management fees. And we have been assessed over \$1M in the last five years. That money could be better spent on the long term care of our veteran residents.

We met with the CFO regarding this matter and our proposed legislation.

Currently there are 17 state agency Trust Funds which are exempt from the appropriation required by Sec 215.20(1) such as the Dept. of the Lottery, Dept. of Education and Dept. of Transportation

Our proposal would amend Section 215.22(1) of the Florida Statutes by adding paren W Trust Funds administered by the Florida Department of Veterans Affairs

AMEND Section 215.32(4)(b) Florida Statutes

This proposal would exempt certain trust funds administered by the FDVA from budget sweeps by adding the following language:

The Grants and Donations Trust Fund and the State Homes For Veterans Trust Fund administered by the Florida Department of Veterans' Affairs

During the 2012 legislative session Committee Bill SPB 7050 Section 98 (page 390) proposed to transfer \$600,000 to the General Revenue Fund from the State Homes for Veterans Trust Fund and the Grants and Donations Trust Fund.



The collective efforts of the Governor, Lt Governor, OPB and our department saved it from the sweep at the 11th hour.

Veterans Homes Trust Funds are generated primarily by the Long Term Care services we have provided to veterans.

They are also generated by people making donations by buying Military and Veterans related license plates... but also by bake sales and other efforts by veteran service organizations and other groups.

Those organizations and donors would not expect the money donated to the care of frail, elderly veterans in nursing homes to be diverted to General Revenue.

Furthermore, the Florida Department of Veterans' Affairs must be in a position to conduct long term planning for renovation and construction activities with our federal VA partners.

As you know Florida's Veteran Nursing Homes are built, renovated and maintained by 35% state and 65% federal matching contracts.

Trust Funds that may be swept are not a stable source of state matching dollars.

Other Trust funds currently exempt from such sweeps include Dept. of Agriculture Division of Licensing Trust Funds, the state Transportation Trust Funds and Trust funds under the Management of the State Board of Education.

Florida Department of Veterans' Affairs (FDVA)
Summary of FY 2013-14 LBR Issues – By Budget Entity, By Priority (Excludes QA & Correction)
November 7, 2012

I. State Veterans Homes Program Budget Entity

1. Issue – Replacement of Motor Vehicles (Code 2401500) – Priority #1

Funding Source – Operations & Maintenance Trust Fund

Long Range Program Plan Measure – Percent of Veterans' Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in budget authority in the amount of **\$409,050** – Non-recurring

Summary:

- Replacement of four (4) handicapped-accessible-wheelchair vehicles used to transport residents to medical appointments and recreational / community activities.
- Replacement of one (1) vehicle used to transport staff from Headquarters.
- Vehicles that have exceeded their useful life.
- Replacing these high-mileage, aged vehicles with newer, **more reliable and safer vehicles** will greatly enhance the service and support provided to our veterans.

2. Issue – Maintenance of Health Information Technology System (Code 36010C0) – Priority #3

Funding Source – Operations & Maintenance Trust Fund

Long Range Program Plan Measure – Percent of Veterans' Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in budget authority in the amount of **\$133,000** – Recurring

Summary:

- Funds are needed to pay for the maintenance services of the new Health Information Technology System used to manage long term care provided to our residents.
- Completes the LBR Issue approved for FY 2012-13 for the replacement of UltraCare for Windows system (36370C0).
 - New application will provide integrated processing and reporting of both clinical and financial information.

3. Issue – Additional Equipment (Code 2402000) – Priority #4

Funding Source – Operations & Maintenance Trust Fund (\$617,620) and Grants & Donations Trust Fund (\$73,900)

Long Range Program Plan Measure – Percent of Veterans' Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in funds in the amount of **\$691,520** – Non-Recurring

Summary:

- Replacement of furniture and equipment that have reached or exceeded its useful life.
 - Old medical and non-medical equipment necessary for daily operation.
- Purchase of recreational equipment and Home furnishings that improve the quality of life for the resident veterans.

4. Issue – Maintenance and Repair (Code 990M000) – Priority #5

Funding Source – Operations & Maintenance Trust Fund (\$550,000) and State Homes for Veterans Trust Fund (\$2,052,000)

Long Range Program Plan Measure – Percent of Veterans’ Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in funds in the amount of **\$2,602,000** – Non-Recurring

Summary:

This issue requests funds for maintenance, repair, and replacement of fixed capital assets at each State Veterans’ Home operated by the department. Examples of Capital Improvement Projects are:

- Repair/replace rain gutters
- Build wardrobes for resident rooms
- Replace chillers, water heaters, and boiler pumps
- Repave driveways and parking areas

5. Issue – Increase to Expense Operations and Maintenance Trust Fund (Code 4200020) – Priority #7

Funding Source – Operations & Maintenance Trust Fund

Long Range Program Plan Measure – Percent of Veterans’ Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in funds in the amount of **\$523,100** – Recurring

Summary:

- Increasing costs in utilities, prescription drugs and medical supplies resulting from inflation and overall increases in resident occupancy from 93% in fiscal year 2009-10 to 98.2% in fiscal year 2011-12 (excluding the new home), have resulted in a need for increased authority so FDVA can meet its obligations on a timely manner.
- Current overall Nursing Home occupancy is higher than 99%.

6. Issue – Florida Department of Veterans’ Affairs Operating and Maintenance Recurring Base Budget Increase (Code 4200030) – Priority #8

Funding Source – Operations & Maintenance Trust Fund

Long Range Program Plan Measure – Percent of Veterans’ Homes in Substantial Compliance with State and Federal Health Care Regulations.

Request – Increase in funds in the amount of **\$71,000** – Recurring

Summary:

- Increase to pay for increased utilization in Therapy Services.
- Increasing costs in these three categories compounded by an overall increases in resident occupancy from 93% in fiscal year 2009-10 to 98.2% in fiscal year 2011-12 (excluding the new home), have resulted in a need for increased authority so the Department can meet its obligations on a timely manner.
- Current overall Nursing Home occupancy is higher than 99%.

7. Issue – State Veterans’ Homes Staffing Increase (3000700) – Priority #9

Funding Source – Operations & Maintenance Trust Fund

Request – Increase in funds in the amount of **\$90,599** – Recurring \$85,553; Non-recurring \$5,046

Summary:

- Position will be located in the Homes Program Headquarters.
- Will maintain various accounting systems, modify and improve various applications, and write reliable computer programs.
- Will enable FDVA to process statutory requirements timely and to meet the business needs of users and management.

II. Benefits & Assistance Budget Entity

8. Issue – Benefits and Assistance Increase Staffing (Code 3000450) – Priority #2

Funding Source – General Revenue

Long Range Program Plan Measure – Value of Cost Avoidance due to Retroactive Compensation; Value of Cost Avoidance due to Issue Resolution; Number of Veterans Served; Number of Claims Processed; Number of Services to Veterans.

Request – Increase in funds in the amount of **\$898,332** – Recurring \$860,899; Non-recurring \$37,433

Summary:

- Nine (9) Veterans' Claims Examiners (VCEs), of which one will serve as the State Women Veterans' Coordinator
- Two (2) Supervisory Veterans' Claims Examiners
- Two (2) Staff Assistants
- \$20,000 for veterans' outreach
- Request furthers the Governor's initiative of "Economic Development and Job Creation" and "Improving Education", by increasing the number of Florida veterans receiving the benefits which they have earned, including education benefits. As the number of Florida veterans receiving benefits increase, including affordable education, it can be expected that a positive impact to Florida's economy be attained.
- VCEs provide direct advocacy in support of claims processing and appellate review of appeals of USDVA disability rating decisions and perform outreach over the entire state.
- Large numbers of returning soldiers from conflict areas in Operation Iraqi Freedom, Operation Enduring Freedom and Operation New Dawn return to Florida in ever increasing numbers with needed immediate assistance.
- The need of additional mission essential VCEs is imminent and crucial for the fulfillment of the State of Florida commitment to our veterans.
 - One (1) VCE for the new VA Outpatient Clinic (VAOPC) in Tallahassee which will be completed in late 2014 and will accommodate one VCE, which the Department does not currently have. Fully training a VCE takes a full year, so we are requesting the approval of a VCE for this location.
 - One (1) VCE for the James A. Haley VA Medical Center (VAMC) in Tampa needs another VCE, due to the new VA Outpatient Clinic in South Hillsborough County, which has already secured Department office space.
 - One (1) VCE for Gainesville VAMC.
 - One (1) VCE for Bay Pines VAMC.
 - One (1) VCE for Miami VAMC.
 - One (1) VCE for Viera VAOPC.
 - Two (2) VCE for the Department office in the VA Regional Office.
 - One (1) VCE for the new hospital in Orlando due to the considerable amount of outreach done in that area, as well as the general area realizing the highest veteran growth in the state.
 - One (1) mission essential VCE position requested for the Bureau of Veterans' Claims will represent women veterans as the FDVA-State Women Veterans' Coordinator.
- FY 2011-12 VCEs' accomplishments:
 - More than \$400 million in federal compensation and pension benefits
 - \$216 million in retroactive benefits into the hands of Florida's veterans and their families for direct infusion into the state's economy
 - Additional \$57 million of in-kind value was received by Florida veterans through the Field Services Bureau for Issue Resolutions, e.g. wheelchairs, eye glasses, fee basis hearing representation, debt waivers, dental care, medical eligibility, and hearing aids.

- The Return on Investment for the past four (4) years averaged \$142:1, with \$180:1 for the past fiscal year.
- More than 578,000 services were provided to 100,712 unique veterans during the past fiscal year.

9. Issue – Bureau of State Approving Agency for Veterans’ Training Increase Staffing (Code 3000460) – Priority #6

Budget Entity – Benefits & Assistance

Long Range Program Plan Measure – Number of Veterans Served; Number of Claims Processed; Number of Services to Veterans

Funding Source – 100% federally funded – Operations & Maintenance Trust Fund

Request – Increase in funds in the amount of **\$42,266** – Recurring

Summary:

- Full reimbursement contract with the U.S. Department of Veterans Affairs (USDVA).
- Amount of the contract increased by \$42,266; therefore this request aligns recurring budget authority with the stated reimbursement rate in the contract.
- Furthers the Governor’s initiative of “Improving Education” by ensuring Florida veterans have the benefits to which they are entitled, including education benefits by which they will earn a better job and monetary benefits which they can elect to use in Florida’s economy, thereby indirectly influencing Florida’s overall economy.
 - Dollars needed for a staff assistant to support the operations and extensive travel of Program Specialists and Bureau Chief in SAA as they perform compliance surveys and inspections of schools in which veterans receive education benefits from the VA.
 - The additional funds are necessary for SAA to perform the entire scope of their functionality.
- The responsibility for schools to comply with USDVA requirements for continued approval falls directly upon the SAA.
- Requirements of the Program have changed the scope of the responsibilities within the contract.
 - USDVA security clearance to access system generated documents
 - Inspection and oversight of all approved schools/facilities for payments made directly by the USDVA to approved institutions.
 - A school visit now requires that the veteran’s VA education payment be compared to the school’s records.
 - The SAA visits will ensure the accuracy and appropriateness of payments made. Inappropriate payments could result in veteran indebtedness to the USDVA.

III. Executive Direction & Support Services Budget Entity

10. Issue – Executive Direction and Support Services Increase Staffing (Code 3000800) – Priority #10

Budget Entity – Executive Direction & Support Services

Long Range Program Plan Measure – Agency administrative and support costs as a percentage of total agency costs.

Funding Source – General Revenue

Request – Increase in funds in the amount of **\$283,127** – Recurring \$267,989; Non-recurring \$15,138

Summary:

- Three (3) additional mission essential Full Time Equivalent (FTE) positions in the Department’s Executive Direction and Support Services (EDSS) as follows:

- one (1) Legislative Specialist
- one (1) Communication Specialist
- one (1) Senior Management Analyst II.
- Request furthers the Governor’s initiative of “Economic Development and Job Creation” by improving the efficiency and effectiveness of the Department’s operations. New needs of the veterans in Florida arise daily, yet they are set aside for a later date as we scramble to fulfill current functions with extremely limited staff. The needs of veterans and the requirements to administer those needs have and continue to increase annually.
- Unfavorable consideration for the funding of this additional mission critical position would significantly degrade the Department’s ability to comply with statutory requirements.
- Daily, this agency risks falling short of adequately serving the veterans in Florida, deferring/setting aside these initiatives for a later date as we scramble to fulfill current functions with extremely limited staff.
- Currently Department administrative staffing manning is at 2.3% of its total agency employee structure; a figure that is woefully insufficient to conduct operations.

11. Issue – Executive Direction and Support Services Funding of the Bureau of Information and Research (Code 3000810) – Priority #11

Budget Entity – Executive Direction & Support Services

Long Range Program Plan Measure – Number of veterans served, number of claims processed, number of services to veterans, value of cost avoidance due to retroactive compensation and issue resolution.

Funding Source – General Revenue

Request – Increase in funds in the amount of **\$437,289** – Recurring \$413,559; Non-recurring \$23,730

Summary:

- Five (5) Full Time Equivalent (FTE) mission essential positions:
 - one (1) Bureau Chief
 - one (1) Research Associate
 - two (2) Senior Management Analyst II
 - one (1) Administrative Assistant.
- To fulfill statutory requirements pursuant to section 20.37(2) (a) (1), Florida Statutes.
- Request furthers the Governor’s initiative of “Economic Development and Job Creation” by strengthening the Department’s leadership in expanding and emerging talent and innovation clusters and helping transition established clusters to serve a higher number of Florida Veterans and to increase the number of benefits received by them and their families.
- \$15,000 are requested to support travel expenses associated with the outreach
- Responsible for strategic planning, research, project management, compilation and analysis of a wide array of data related to Florida veterans to produce and disseminate useful information for agency staff, the governor's office, legislature, other state agencies, the media and the public.
 - Conducting trend analyses and surveys to better understand veterans’ needs and ultimately improve the services provided to those who served our nation.
 - Review issues impacting veterans’ population and will develop statistical publications and surveys to target solutions impacting veterans, their families and communities.
 - Ongoing research and surveys will be performed as well as periodic specific studies of current issues.

12. Issue – Executive Direction and Support Services – Increase to Contracted Services (Code 4200050) – Priority #12

Budget Entity – Executive Direction & Support Services

Long Range Program Plan Measure – Agency administrative and support costs as a percentage of total agency costs.

Funding Source – Operations & Maintenance Trust Fund (\$100,000) and General Revenue (\$150,000)

Request – Increase in funds in the amount of **\$250,000** – Non-Recurring

Summary:

- Assessment Study to identify the needs for the development of additional Veterans Nursing Homes during the next five (5) fiscal years.
- In accordance with Florida Statutes, the Department is responsible for conducting studies of the problems and needs of Florida Veterans.
- Request furthers the Governor’s initiative of “Economic Development and Job Creation” by strengthening the Department’s leadership in expanding and emerging talent and innovation clusters and help transition established clusters to serve a higher number of Florida Veterans and to increase the number of benefits received by them and their families.
- The study will provide, but will not be limited, to the information listed below:
 - Identification of advantages and shortfalls of communities and sites through the State of Florida that may be available to meet emerging veterans’ needs.
 - Analysis of appropriate size and composition of new nursing home facilities.
 - Marketing and statistical report.
 - Discussion of long term care services to be provided to the veterans population.
 - Identification of relatively new facet of long term care field and emerging opportunities to expand long term care services to veterans
 - Feasibility of the inclusion of new services such as the accommodation in nursing homes for Adult Day Care Centers.
 - Economic impact resulting from the implementation of new initiatives.
 - Best practices and business model for implementation of new services.
 - Technical aspects on how to comply with applicable laws, guidance on management issues, and will address pertinent industry topics.
 - Legislation needed, if any, for the approval of initiatives.

13. Issue – Executive Direction and Support Services – Outreach (4200090) – Priority #13

Budget Entity – Executive Direction & Support Services

Long Range Program Plan Measure – Agency administrative and support costs as a percentage of total agency costs.

Funding Source – General Revenue

Request – Increase in funds in the amount of **\$100,000** – Recurring

Summary:

- To raise awareness of benefits available to veterans and their families.
- Request furthers the Governor’s initiative of economic development and job creation by expanding access to education and training programs for talent in distressed markets.
- The Department is rebranding and aggressively reaching out to Florida veterans to make them aware of the services we provide and how can we serve them to secure their benefits.
- The Department seeks to create and air public service announcements and to develop high quality brochures, pamphlets, flyers and others. These materials will be distributed to promote benefits information in print media, military resource centers, military installations, and Work Force/Employment centers.

14. Issue – Additional Resources Required to Support Consolidation of Technology Services (Code 550C01C0) – Priority #14

Budget Entity – Executive Direction & Support Services

Long Range Program Plan Measure – Agency administrative and support costs as a percentage of total agency costs.

Funding Source – General Revenue

Request – Increase in funds in the amount of \$36,674 – Recurring

Summary:

- Cover the costs of a state-mandated data center consolidation.
- Request furthers the Governor’s initiative to improve the efficiency and effectiveness of government agencies at all levels.

Summary:

Total Operations & Maintenance Trust Fund - \$2,536,635

Total State Homes for Veterans Trust Fund - \$2,052,000

Total Grants & Donations Trust Fund - \$73,900

Total Trust Funds - \$4,662,535 (71.0%)

Total General Revenue - \$1,905,122 (29.0%)

Total All Requested- \$6,567,657