



Mike Prendergast
Executive Director

State of Florida
DEPARTMENT OF VETERANS' AFFAIRS

Office of the Executive Director

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

March 7, 2013

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 March 19, 2013

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), March 19, 2013 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, ext. 7705.

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

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

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

Attachments

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

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

March 19, 2013
9:00 A.M. (EST)
LL-03, The Capitol
Tallahassee, Florida

Contact: Jim Brodie, Director
Legislative and Cabinet Affairs
(850) 487-1533 x 7705

ITEM	SUBJECT	RECOMMENDATION
1.	Respectfully request approval of the minutes of December 11, 2012	
	(ATTACHEMENT 1)	RECOMMEND APPROVAL
2.	Respectfully submit the Quarterly Report for the time period of October 1 – December 31, 2012	
	(ATTACHEMENT 2)	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:

DEPARTMENT OF VETERANS AFFAIRS
GULF REGIONAL AIRSPACE STRATEGIC INITIATIVE
BOARD OF TRUSTEES
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DEPARTMENT OF REVENUE
FLORIDA DEPARTMENT OF LAW ENFORCEMENT
OFFICE OF INSURANCE REGULATION
DIVISION OF BOND FINANCE

The above agencies came to be heard before
THE FLORIDA CABINET, Honorable Governor Scott
presiding, in the Cabinet Meeting Room, LL-03,
The Capitol, Tallahassee, Florida, on Tuesday,
December 11, 2012, commencing at 9:00 a.m.

Reported by:
CAROLYN L. RANKINE
Register Professional Reporter
Notary Public

ACCURATE STENOGRAPHY REPORTERS, INC.
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TALLAHASSEE, FLORIDA 32308
850.878.2221

APPEARANCES:

Representing the Florida Cabinet:

RICK SCOTT
Governor

ADAM H. PUTNAM
Commissioner of Agriculture

PAM BONDI
Attorney General

JEFF ATWATER
Chief Financial Officer

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P R O C E E D I N G S

(Agenda items commenced at 10:20 a.m.)

GOVERNOR SCOTT: Now, I would like to recognize Executive Director Mike Prendergast with the Department of Veterans' Affairs.

EXECUTIVE DIRECTOR PRENDERGAST: Good morning, Governor Scott, General Bondi, CFO Atwater, and Commissioner Putnam. Before we begin our presentation a special thanks to all four of you from all of your state's veterans for taking time out of your busy schedules today to pay honor and respect to Staff Sergeant Robert Miller the most recent recipient of the Medal of Honor to be installed on the Medal of Honor Wall here in the Capitol Complex. That was just a fantastic opportunity for the Miller family to be here for that presentation today, and we are deeply honored by your presence and attendance.

For over 236 years the freedoms and liberties we hold most sacred in this country have been earned by our fellow citizens from the Minutemen at Bunker Hill to our warriors in Iraq and Afghanistan, men and women just like Staff Sergeant Robert Miller, our history is

1 filled with stories of individuals sacrificing
2 their own lives to secure the profound gift of
3 peace and liberty for others.

4 For Staff Sergeant Millers' family and
5 friends we know that no words can ease the ache
6 in their hearts, but we also know, and we know
7 this now as of today, that Robert Miller's life
8 and legacy endures in the Capitol of the great
9 State of Florida in the hearts and minds of all
10 of its citizens.

11 Members of the Cabinet, I'm pleased today
12 to introduce the seven members of Florida
13 Veterans Hall of Fame Council. The Council was
14 established by the 2012 Legislature for the
15 propose of identifying nominees for selection
16 by the Governor and Cabinet to the Florida
17 Veterans Hall of Fame.

18 Appointments were made by the Governor,
19 each Member of the Cabinet, the President of
20 the Senate, the Speaker of the House of
21 Representatives, and the Executive Director of
22 the Department of Veterans Affairs. They are
23 here in the Capitol today for their
24 organizational meeting and with your
25 permission, Governor Scott, I would like to

1 introduce them to you and the Members of the
2 Cabinet as well as to the rest of the state.

3 State Representative Larry Metz is
4 Governor Scott's appointee. Representative
5 Metz served in the United States Marine Corps.

6 Attorney General Bondi appointed
7 Chris Hart. Lieutenant Colonel Hart is a
8 veteran of the United States Army.

9 Chief Financial Atwater appointed
10 James Harrell. Dr. Harrell served in the
11 United States Army during the Vietnam War.

12 Commissioner Putnam appointed
13 Adrian Jackson. Admiral Jackson served in the
14 United States Navy and his last assignment in
15 the service was at the United States Central
16 Command.

17 President Haridopolos appointed
18 Raymond Quinn. Sergeant Major Quinn served in
19 the United States Army.

20 Speaker Cannon appointed Bruce Host a
21 fixture here in Tallahassee, and Colonel Host
22 served in the United States Air Force.

23 I appointed Marlana Carter. Lieutenant
24 Colonel Carter served in the United States Army
25 and is a veteran of Operation Iraqi Freedom.

1 With your concurrence the Florida Veterans Hall
2 of Fame Council will now depart so they can now
3 get to work, Governor Scott

4 (Applause.)

5 EXECUTIVE DIRECTOR PRENDERGAST: The
6 Florida Department of Veterans Affairs has four
7 agenda items for your consideration this
8 morning. Item 1 consists of the minutes from
9 the September 18th Cabinet meeting and we
10 respectfully request approval of these minutes.

11 GOVERNOR SCOTT: Is there a motion to
12 approve?

13 ATTORNEY GENERAL BONDI: So moved.

14 GOVERNOR SCOTT: Is there a second?

15 CFO ATWATER: Second.

16 GOVERNOR SCOTT: Any comments or
17 objections.

18 (No response.)

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

21 EXECUTIVE DIRECTOR PRENDERGAST: Thank
22 you, gentlemen. Item 2 contains the
23 Department's Annual Report for Fiscal Year 2011
24 and 2012 and our Quarterly Report for the
25 period ending September 30th, 2012. Each of

1 your offices has a copy of our Annual Report as
2 far as the Cabinet material. Subject to your
3 approval today, bound copies will be delivered
4 to your offices and as well as the Members of
5 the Legislature later this week.

6 Some of the major trends noted in our
7 Annual Report include services provided to
8 veterans by our Division of Benefits and
9 Assistance at the VA Regional Office in Bay
10 Pines experienced a 28-percent increase over
11 the past three years. What this amounted to
12 was more than 578,000 of the Sunshine State's
13 veterans came to your Department of Veterans
14 Affairs for support and assistance over the
15 past one year.

16 The value of issue resolution has
17 increased by 52 percent over the past three
18 fiscal years. Last year's results exceeded
19 57.8 million for our veterans. These included
20 assisting our veterans in obtaining
21 medications, durable medical equipment, eye
22 glasses, hearing aid, some of their documents
23 that may have been lost times, and other things
24 that the veterans have requested our support
25 and assistance in obtaining.

1 The Annual Report also documents that the
2 return investment for our veterans' claims
3 examiners has averaged a hundred-and-forty
4 dollars to the dollar over the past several
5 years, we spiked last year to a hundred-and-
6 eighty dollars to the dollar. This large
7 increase was due to the federal VA's
8 initiatives to expedite processing of the
9 class-action lawsuit claims pertaining to *Nemer*
10 that are the result of veterans exposure during
11 the Vietnam War, to Agent Orange, and other
12 herbicides. I'll talk a little bit more about
13 that in a moment.

14 As we highlight in our report, it's
15 important to note the significance of these
16 efforts and the result and direct infusion of
17 more than \$13.7 billion annually in Florida's
18 economy.

19 Briefly I'd like to highlight our
20 legislative accomplishments last session which
21 included bills that provide for early course
22 registration of our veterans to obtain access
23 to their Post-9/11 GI Bill benefits so that
24 they're on an equal footing with our scholar
25 athletes at our colleges and universities.

1 We also had legislation that passed and
2 the Governor signed into law that provides
3 college credit for education and training that
4 our veterans received on active duty. We as a
5 nation spend a lot of money training and
6 ensuring that our veterans who are then on
7 active duty on our Guard and Reserve have
8 world-class opportunities to be educated,
9 perform their duties to the standards of
10 excellence for their military occupational
11 specialty.

12 We as a nation and certainly as a state
13 owe it to ourselves to harvest this training
14 and education for the good of our veterans but
15 also for the good of our taxpayers when these
16 veterans enter the workforce upon completion of
17 their education and training. Both of these
18 bills will ultimately enhance degree of
19 completion, reduce attrition, and put our
20 veterans back into the workforce more
21 expeditiously.

22 Briefly I'd also like to highlight the T.
23 Patt Maney Veterans' Treatment Intervention Act
24 that was passed through the last session. And
25 this is a pretrial intervention in veterans --

1 pretrial veterans and service members'
2 treatment intervention program for veterans or
3 service members still serving on active duty
4 suffering from posttraumatic stress disorder,
5 traumatic brain injury, or alcohol or drug
6 dependency. Elements of this act are now being
7 implemented in courts across the state.

8 Finally working with our colleagues at the
9 Department of Business and Professional
10 Regulation legislation was passed waiving the
11 application of licensing fees for returning
12 veterans in many trades and professional
13 careers. And earlier back in the summertime
14 Governor Scott signed a bill and also signed
15 the first license that was issued to one of our
16 state's veterans to go to work down in
17 Highlands County. A detailed 2012 legislation
18 session wrap-up was sent to each of your
19 offices earlier this spring.

20 According to our Quarterly Report, for the
21 period ending on September 30th -- this has
22 also previously been delivered to your
23 office -- and I would just to like to highlight
24 performance measures continue to be met or
25 exceeded by Department of Veterans Affairs.

1 I would like to draw your attention to one
2 aspect of the Quarterly Report, however. On
3 page 5 of the report under the heading of
4 Bureau of Claims Services, you will note a
5 slight drop in the retroactive compensation
6 from 66 million to 46 million for last year.
7 That drop was due to the velocity of the *Nemer*
8 claims being settled, and most of those now
9 have been adjudicated by the Department of
10 Veterans Affairs, but we continue to see new
11 claims coming in. Nevertheless, for the first
12 quarter we had a return on investment of \$203
13 to the dollar for the bureau of -- our veterans
14 claims out of Benefits and Assistance Division.

15 The first quarter data report outstanding
16 levels of census in our six state veterans
17 nursing homes. We've averaged 99 percent since
18 we reported out to you earlier this summer when
19 we eclipsed our goal much earlier than
20 anticipated with a hundred-percent occupancy in
21 all six of our state's veterans nursing homes.
22 Ninety-nine percent is unprecedented. The
23 industry average across the state is only 86
24 percent.

25 Subject to your questions we respectfully

1 request approval of our annual and quarterly
2 reports.

3 GOVERNOR SCOTT: Is there -- is there a
4 motion to approve?

5 ATTORNEY GENERAL BONDI: So moved.

6 GOVERNOR SCOTT: Is there a second?

7 CFO ATWATER: Second.

8 GOVERNOR SCOTT: Any comments or
9 objections?

10 (No response.)

11 GOVERNOR SCOTT: Hearing none, the motion
12 carries.

13 EXECUTIVE DIRECTOR PRENDERGAST: Thank
14 you, Governor. Item 3 consists of two
15 legislative policy proposals for your review
16 and consideration. And from my distinguished
17 colleague Mr. Dave Wilkins and other
18 colleagues, I got a couple of things here I
19 want to incorporate in my comments.

20 We strive daily to execute our mission
21 with a standard bearing model of best practices
22 and a relentless pursuit of excellence in
23 delivering world-class services and support for
24 our veterans. We captured our lessons learned,
25 and those lessons learned permit us to deploy

1 innovative solutions to challenges in an
2 environment that is in a persistent state of
3 transformation.

4 The one constant in our model that we have
5 to adapt to is change, and we're doing that
6 while we're seamlessly delivering this world-
7 class support for the nation's third largest
8 population of veterans. This is in that
9 operational environment where we have veterans
10 who range in age from prior to World War II
11 residing in state's veterans nursing homes to
12 veterans all the way up to the contemporary war
13 in Afghanistan.

14 Ninety plus years, we will have a hundred-
15 year-old veteran in one of our homes, and I
16 hope to be there for his birthday later this
17 month. And it's just an awesome thing to see
18 those veterans when they celebrate those
19 centennials like that. And we got some younger
20 veterans from the Desert Storm Era as well in
21 some of our homes.

22 Therefore, we can ill-afford to allow
23 ourselves to become complacent or rely on our
24 present successes in predicting future
25 outcomes. We must transform and we must

1 continually look forward to working with
2 colleagues here in Tallahassee to innovate and
3 reinvent the processes so that we can stay
4 abreast of the model that's made us successful
5 but also use some of those best practices that
6 are out there in the industry.

7 Having laid this great background
8 information before you, I'd like to brief our
9 concern on two policy initiatives. We've
10 requested two proposals. The first one relates
11 to exempting the Veterans' Homes Trust Funds
12 from the state management fee. In the Fiscal
13 Year ending on June 30th, 2012, the agency was
14 assessed \$235,000 in management fees. Over the
15 past five years these fees amounted to in
16 excess of a million dollars. Currently there
17 are 17 state agency trust funds that are exempt
18 from state management fees.

19 Proposal 2 relates to the exempting of the
20 Veterans' Homes Trust Funds from budget
21 sweeps. Veterans' Homes Trust Funds are
22 generated primarily by long-term care services
23 we provide for our veterans. They are also
24 generated by voluntary contributions of our
25 citizens in the state who purchase the

1 veterans-related license plates which help us
2 with in excess of \$2 million of operational
3 funds.

4 We have those on our own vehicles and I
5 know a lot of our citizens across the state do
6 as well. And I would still like to point out,
7 gentlemen, that the Marine Corps leads the way
8 with the most license plates purchased during
9 the fiscal year that ended on June --

10 GOVERNOR SCOTT: That's part of the Navy,
11 right?

12 EXECUTIVE DIRECTOR PRENDERGAST: Yes, sir,
13 it is. As you all know, our state veterans
14 homes are renovated, built of course, and
15 maintained with a 35-percent state fund and
16 65-percent federal matching fund. We
17 respectfully request approval of the agency
18 legislative policy proposals for the 2013
19 Session of the Legislature.

20 GOVERNOR SCOTT: Is there a motion to
21 approve?

22 CFO ATWATER: So moved.

23 GOVERNOR SCOTT: Is there a second?

24 COMMISSIONER PUTNAM: Second.

25 GOVERNOR SCOTT: The Florida Constitution

1 requires me to independently act on all
2 legislation passed by the Florida Legislature,
3 therefore, I'm abstaining from voting on this
4 item and the record should reflect my
5 abstention. Are there any other comments or
6 objections?

7 (No response.)

8 GOVERNOR SCOTT: Hearing none the motion
9 is approved with one abstention.

10 EXECUTIVE DIRECTOR PRENDERGAST: Thank
11 you, Governor. Item 4 contains the
12 Department's Legislative Budget Request for
13 fiscal year of 2013 through 2014. Our original
14 legislative budget request contained 16 items
15 on a prioritized list. Two of those items have
16 subsequently been rolled into the base budget
17 leaving 14 items for your review and
18 consideration.

19 Overwhelmingly these items fall within the
20 Operations and Maintenance Trust Fund or state
21 Veterans Homes Trust Funds for sourcing. As
22 you know, and we're very proud to announce
23 again, the Department of Veterans Affairs
24 provides world-class, unmatched across the
25 United States long-term health care for its

1 state's veterans and we do it at zero general
2 revenue appropriations to the taxpayers of
3 State of Florida.

4 The purpose of our general revenue
5 requests are better reach approximately 60
6 percent of Florida's veterans who are not yet
7 enrolled with the US Department of Veterans
8 Affairs and yet who may be not -- may not be
9 aware of the benefits or services they have
10 earned by their military service. The result
11 of this knowledge have -- that the state of
12 Florida is leaving unknown millions of earned
13 federal VA benefit dollars unused by our
14 state's veterans while equally unknown number
15 of eligible veterans are receiving state social
16 services for perhaps Medicaid dollars, and we'd
17 like to close that gap for the good of the
18 constituents of the state, Governor.

19 We've had the opportunity to brief each of
20 your offices on our original Department's
21 Legislative Budget Request for the upcoming
22 fiscal year and will be pleased to have further
23 discussions and we desire to develop a budget
24 for the Governor. We respectfully recommend
25 approval of our budget request.

1 GOVERNOR SCOTT: Is there a motion to
2 approve?

3 ATTORNEY GENERAL BONDI: So moved.

4 GOVERNOR SCOTT: Is there a second?

5 CFO ATWATER: Second.

6 GOVERNOR SCOTT: Florida law requires me
7 to independently submit budgets proposals.
8 Accordingly I'm abstaining from a voting on
9 this item and the record should reflect my
10 abstention. Are there other comments or
11 objections?

12 (No response.)

13 GOVERNOR SCOTT: Hearing none the motion
14 is approved with one abstention. Thank you and
15 thanks for all the things you're doing for
16 veterans, Mike. Do you need to add something
17 else?

18 EXECUTIVE DIRECTOR PRENDERGAST: Governor
19 Scott and Members of the Cabinet: on behalf of
20 all the state's veterans, we'd like to wish you
21 all a very merry Christmas, a great New Year,
22 great success. We really do appreciate all
23 that you do on behalf of our state's veterans
24 and we are a world-class leaders when it comes
25 to taking care of veterans. Thank you and

1 happy holidays.

2 ATTORNEY GENERAL BONDI: Thank you,
3 colonel.

4 GOVERNOR SCOTT: Thank you, bye, bye.
5 Tell Naomi hi.

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Mike Prendergast
Executive Director

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

January 31, 2013

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 – 2nd Quarter 2012-2013

The Florida Department of Veterans' Affairs submits this Quarterly Report for the Second Quarter of the 2012-2013 Fiscal Year, covering the period October 1 – December 31, 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 Denise Grimsley, Chairman, Senate Health and Human Services Appropriations Committee
Senator Thad Altman, Chairman, Senate Military Affairs, Space and Domestic Security Committee
Representative John Wood, Chairman, Health Innovation Sub-Committee
Representative Matt Hudson, Chairman, Health Care Appropriations Sub-Committee
Representative Ronald Renuart, Chairman, Veterans and Military Affairs 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 October 1 – December 31, 2012

This report covers the activities of the Florida Department of Veterans' Affairs (FDVA) for the Second 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 discussed veteran employment issues as he met with several employers across the state. He emphasized training opportunities available with use of the Post 9/11 GI Bill benefits when he met with schools, educational and training centers, and veteran students. He discussed the groundbreaking research into traumatic brain injury and polytrauma issues ongoing at the James A. Haley Veterans' Medical Center in Tampa, and connected key researchers at the hospital with counterparts in the Florida Department of Health to open possibilities for collaboration. He also initiated discussions between VA Medical Centers and Florida Medical Schools for clinical training and residency opportunities. Colonel Prendergast presented department overviews and updates on current federal and state legislative initiatives to veterans' groups, civic groups, and legislative committees preparing for the upcoming session.
- **Division of Benefits and Assistance:**
 - **VA Regional Office Updates:** The VA Regional Office has instituted *Transformation* and provided the VA Regional Office and Veterans' Service Offices a briefing by the VA's Southern Area Director. Each VA Regional Office strives to meet The Veterans Benefits Administration (VBA) Transformation Strategy that will enable VBA to meet the Department of Veterans Affairs Agency Priority Goals and Integrated Objectives, including:

Eliminate the Veterans disability claims backlog and improve rating accuracy to 98% in 2015. The strategy to Transform VBA's claims process is a people-centric, results-oriented, forward looking integration of solutions that will ensure total lifelong engagement with veterans, service members, their families and survivors. Consisting of more than 40 "People, Process and Technology" initiatives that are in various stages of implementation and evaluation, the VA's strategy will improve claims production by 40 to 60 percent and enhance quality by 14 percent. VBA built the plan on a data-driven approach that focuses on performance management, using key metrics to enable business decisions that improve claims processing and assure Transformation.
 - **Bureau of Veterans' Claims:** During this second quarter the Claims Bureau received 25,192 phone calls requesting the assistance of claims representatives. During this same period, Claims representatives placed or returned 30,026 phone calls to veterans,

their families or survivors. Additionally, we received 8,618 letters or email requests for information. Total services to veterans for this quarter was 82,849 actions, which includes the submission of claims, hearings, Disabled ID Cards and school applications reviewed on behalf of our veterans.

- **Bureau of Field Services:** Field Services Supervisors Dennis Latta and Reggie Fujimoto and Executive Assistant Ed Ortiz organized and facilitated the American Legion Post Service Officer training in November, with over one hundred fifty in attendance. The course covered various VA benefits, including: Disability Compensation, Pension, Healthcare, Life Insurance, and Education. Field Services attended 169 outreach events providing benefit information to 12,859 veterans and their families. Field Services hired new VCE's for Tampa, Miami, West Palm Beach, The Villages and Broward, and opened an office in the Panama Vet Center on December 3, 2012. The office in Fort Myers VAOPC was closed and reopened in the new Lee County VAOPC.
- **The Bureau of State Approving for Veterans' Education and Training (or State Approving Agency/SAA):** Full responsibility for document retrieval, data input and monitoring the progression of open compliance reports, within the VA computer system have been assigned to SAA this fiscal year. With two SAA employees still without VA computer access, and one employee who only recently was given access, it has created an additional burden for the four SAA members who were given access in the prior fiscal year.

b. **Audits**

- The FDVA Office of Inspector General completed an audit of Employee Compensation (Report IA-1301). The objectives of the audit were 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. The report has been forwarded to the Deputy Executive Director for review and management comments.
- The FDVA Office of Inspector General completed an employee survey with 742 of 1,254 employees (59%) providing responses. Results from the survey indicate FDVA employee perceptions of the agency have improved over the last survey, with 42 of 59 questions showing improvement greater than 1%. Specifically noteworthy is that 97% of FDVA employees feel the work they do is important and 93% like the kind of work they do. The final report was released by the Executive Director to all FDVA employees for their review and suggestions for continued improvement.
- 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**

- Jacobson State Veterans' Nursing Home in Port Charlotte's kitchen and dietary area walls rehabilitation contract was closed out December 24, 2012.
- DMS (Project Agent)/Lopez State Veterans' Nursing Home in Land O' Lakes building rehabilitation contract was executed. Project is underway, expected to be completed in May 2013.
- DMS (Project Agent)/Bennett State Veterans' Nursing Home HVAC contract was executed. Project is underway, and is expected to be completed in April 2013.
- DMS (Project Agent)/Jacobson State Veterans' Nursing Home in Port Charlotte HVAC contract was closed out on November 28, 2012.
- Jacobson State Veterans' Nursing Home in Port Charlotte interior repainting contract was executed on November 7, 2012, and is underway. The project is expected to be completed by February 2013.
- Florida Veterans' Foundation (FVF) annual performance certification for FY 2011-12 was issued by FDVA on December 4, 2012.
- NOA Medical bed systems contract renewed for final 3 year term, effective December 14, 2012. In addition to previously secured 3-7% price reductions, a further 7% price reduction was secured to renew the contract.

e. **Leases**

- The lease for the Mary Grizzle Office Building in Largo was modified this quarter, reflecting a small increase in square footage. The update was enacted November 1, 2012.

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

- Administrative Proceedings: 6
- State Court Proceedings: 6
- Federal Court Proceedings: 0
- Settlements: 2

g. **Donations**

Cash Donations by State Veterans' Home

<i>FISCAL YEAR 2012-2013</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>Total, Year to Date</i>
Jenkins SVDH, Lake City	\$665	\$500			\$1,165
Bennett SVNH, Daytona Beach	\$2,243.75	\$680.90			\$2,924.65
Lopez SVNH, Land O' Lakes	\$0	\$75			\$75
Nininger SVNH, Pembroke Pines	\$250	\$475			\$725
Sims SVNH, Springfield	\$575	\$1,020			\$1,595
Jacobson SVNH, Port Charlotte	\$0	\$523			\$523
Lassen SVNH, St. Augustine	\$150	\$50			\$200

Non Cash Donations

- Bennett State Veterans' Nursing Home: one outdoor grill and one HP Printer library
- Sims State Veterans Nursing Home: one enhanced vision reader.

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

- Annual dues for membership in the National Association of State Directors of Veterans Affairs were paid, total amount: \$800

2. Division of Benefits and Assistance: Statistics

- Summary of veterans' benefits derived vs. cost of the benefits staff: 156:1 (ROI).

a. Bureau of Claims

<i>EVENT 2012-2013</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
Retroactive compensation	\$46,800,632	\$37,679,025			\$84,479,657	\$98,234,777
Largest single retro. benefit	\$652,924	\$669,784			\$669,784	\$736,746
Debt relief	\$208,245	\$104,166			\$312,411	\$566,244
Notices of Disagreement	380	327			707	769
Statements of Argument in Appeals Cases*	293	280			573	331
Act as Representative at Hearings*	34	36			70	92
Veterans' Appeals Hearings*	41	91			132	188
Ratings Reviewed	10,149	7,450			17,599	18,617

* 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

<i>EVENT 2012-2013</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to this Qtr</i>
SAA Programs Approved	1,904	1,242			3,146	4,513
Other Approval	341	319			660	840
Supervisory Visits	43	19			62	62
Compliance Visits	7	11			18	34
Inspection Visits	236	177			413	23
Outreach Activities*	282	305			587	268
Liaison Activities**	768	840			1,608	114
Technical Assistance***	1,904	1,242			3,146	786

* 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	2,956			6,199	8,193
Total Amount	\$9,134,750	\$8,785,917			\$17,920,667	\$29,446,805
Outreach Visits	135	169			304	287
Veterans Served at Outreach	7173	12,859			20,032	23,918
Bedside Interviews	7064	4,829			11,893	12,237
Walk-ins/ Counseling	27,305	25,788			53,093	57,016
Claims	6982	6,349			13,331	13,607
Voter Regis/ Pref forms	2013	1,189			3,202	73
Homeless Walk In	930	543			1,473	1,512
Ratings Reviewed Orlando/W Palm	882	795			1,677	2,406

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	5			12	21
Assistance to Guard Units	0	0			0	9
Homeless Veteran Stand Down Events	15	13			28	30
Medical Center Welcome Home events	1	1			2	9
Congressional Open House events	5	3			8	9
National Conferences	0	0			0	1
New Patient Orientation	43	70			113	64
Transition Assistance Briefings	16	12			28	36
Other	48	65			113	5

* 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	84.2%	87.6%			85.9%	87%
Bennett SVNH, Daytona Beach	99.7%	99.1%			99.4%	90%
Lopez SVNH, Land O' Lakes	99.4%	99.4%			99.4%	100%
Nininger SVNH, Pembroke Pines	98.9%	98.7%			98.8%	98%
Sims SVNH, Springfield	99.9%	99.9%			99.9%	100%
Jacobson SVNH, Port Charlotte	99.9%	99.7%			99.8%	99%
Lassen SVNH, St. Augustine	99.0%	98.8%			98.9%	73% 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:** The FDVA has a “veterans first” philosophy that combines care, compassion, and clinical excellence with a focus on service to all our residents. The monitoring of quality of care is provided by the Agency for Health Care Administration (AHCA) and the United States Department of Veterans Affairs (VA). When AHCA conducted surveys, FDVA nursing homes received an average number of 4.6 deficiencies, which is half the State of Florida average of 9.3. During VA surveys, FDVA’s nursing homes had an average of .5 deficiencies per survey compared to 2.8 deficiencies for Veterans Administration homes throughout the nation.
- b. **Occupancy Trends:** The second quarter data confirms that census levels are greater than 99% for FDVA skilled nursing homes with the average occupancy for the State of Florida at 87%. Florida has the third highest population of veterans’ in the United States. The U.S. Census Bureau data indicates that based on population figures, Florida has the highest number of elderly residents. This segment of the population will continue to increase because people born during the baby boom generation are beginning to retire. This trend of occupancy for FDVA nursing homes will likely continue as the State of Florida has a rapidly growing veteran population and the third largest population of disabled veterans in the nation.
- c. **State Veterans' Homes Program Renovations:**
 - **Daytona HVAC Renovation #12-018:** Total Grant: \$2,000,000 -- Federal Funding (65%): \$1,300,000 - State O/M Trust Fund Match (35%): \$700,000. Chiller Replacement. Building Permit approved just prior to holidays, select demolition underway, monthly site progress meetings scheduled.
 - **Land O' Lakes Renovation #12-016:** Total Grant: \$2,830,000--Federal Funding (65%): \$1,839,500 - State O/M Trust Fund Match (35%): \$990,500. Pasco County will not issue building permit until plans submitted to resolve a site buffer landscaping issue. The contractor, Fleischman Garcia, with FDVA and DMS approval, contracted with Florida Design Consultants to design the landscape plan. Fleischman Garcia reported a pre-approval meeting with Pasco County and will submit the landscape drawings. Once plans submitted it will take an additional

30 plus days to issue building permit. DMS will then issue a Notice to Proceed with Construction.

- 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	150			438.75
# of Volunteers	50	36			
Bennett SVNH, Daytona Beach, Hours Contributed	1038	1107			2145
# of Volunteers	100	184			
Lopez SVNH, Land O' Lakes, Hours Contributed	205	269			474
# of Volunteers	28	41			
Nininger SVNH, Pembroke Pines, Hours Contributed	1014.5	349			1,363.5
# of Volunteers	10	6			
Sims SVNH, Springfield, Hours Contributed	180.5	192			372.5
# of Volunteers	16	22			
Jacobson SVNH, Port Charlotte, Hours Contributed	222	344.5			566.5
# of Volunteers	5	20			
Lassen SVNH, St. Augustine, Hours Contributed	100	270.75			370.75
# of Volunteers	221	40			



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

COLONEL MIKE PRENDERGAST, USA, RETIRED
EXECUTIVE DIRECTOR

Agenda

Item 1 - Cabinet Meeting Minutes, Dec 11, 2012

Item 2 - FDVA Second Quarter Report FY 2012/13

Agenda Item 1

Cabinet Meeting Minutes December 11, 2012

Agenda Item 2:

FDVA Second Quarter Fiscal Year 2012/13

- **State-wide outreach campaign expanded with new website, public service announcement, Facebook, Mobile App, etc...**
- **Maintained 99% State Veterans' Nursing Home Occupancy Rate**
(Domiciliary not included)
 - ❖ Home Depot awards \$7K grant to Emory Bennett State Veterans' Nursing Home (Daytona Beach) for resident projects
 - ❖ Robert Jenkins Domiciliary (Lake City) undergoes Agency for Health Care Administration Annual Survey - receives only one minor deficiency
 - ❖ Clyde Lassen State Veterans' Nursing Home (St. Augustine) undergoes VA Biennial Survey – deficiency free
- **State Approving Agency commended by VA for having highest completion rate for college assessments**



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