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Executive Director

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

September 24, 2015

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 September 18th, 2015

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), September 29th, 2015 in Tallahassee, Florida.

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

If you have any questions, please call my Legislative & Cabinet Affairs Director Colleen Krepstekies, at (850) 487-1533 x7723.

cc: Monica Russell, Director of Cabinet Affairs
Executive Office of the Governor

Cynthia Kelly, Director
Governor's Office of Policy and Budget

Attachments

AGENDA
FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Meeting materials for the following items are available on the web at:
<http://floridavets.org/2015-public-notice/2015-public-notice-cabinet-meeting-materials/>

MEMBERS

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

September 29th, 2015
9:00 A.M. (EST)
LL-03, The Capitol
Tallahassee, Florida

Contact: Colleen Krepstekies, Director, Legislative & Cabinet Affairs
(850) 487-1533

| <u>ITEM</u> | <u>SUBJECT</u> | <u>RECOMMENDATION</u> |
|--------------------|--|------------------------------|
| 1. | Respectfully request approval of the minutes of the August 5, 2015 meeting. (ATTACHMENT 1) | RECOMMEND APPROVAL |
| 2. | Respectfully submit nominees for the Florida Veterans' Hall of Fame Class of 2015. (ATTACHMENT 2) | RECOMMEND APPROVAL |
| 3. | Respectfully submit the Agency's Performance Measures (ATTACHMENT 3) | FOR REVIEW |

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STATE OF FLORIDA

IN RE: MEETING OF THE GOVERNOR
AND CABINET

VOLUME II

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

DATE: WEDNESDAY, AUGUST 5, 2015

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

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

C & N REPORTERS
POST OFFICE BOX 3093
TALLAHASSEE, FLORIDA 32315
(850) 697-8314

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BOARD OF TRUSTEES IMPROVEMENT FUND

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By Secretary Jon Steverson

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DEPARTMENT OF REVENUE

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By Executive Director Marshall Stranburg

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DEPARTMENT OF VETERANS' AFFAIRS

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By Executive Director Mike Prendergast

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OFFICE OF INSURANCE REGULATION

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By Commissioner Kevin McCarty

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STATE BOARD OF ADMINISTRATION

216

By Executive Director Ash Williams

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DEPARTMENT OF VETERANS' AFFAIRS

GOVERNOR SCOTT: Next, we have Mike Prendergast
with the Department of Veterans Affairs.

EXECUTIVE DIRECTOR PRENDERGAST: Good afternoon,
Governor Scott, General Bondi, CFO Atwater, and
Commissioner Putnam.

It's an honor to stand before you today and brief
you on the matters of import within the Department of
Veterans' Affairs.

The Department of Veterans' Affairs has four
agenda items for your consideration today.

Agenda Item 1 consists of the minutes from the
May 5, 2015, Cabinet meeting, and we respectfully
request approval of those minutes.

GOVERNOR SCOTT: Is there a motion on the item?

ATTORNEY GENERAL BONDI: So moved.

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GOVERNOR SCOTT: Is there a second?

COMMISSIONER PUTNAM: Second.

GOVERNOR SCOTT: Moved and seconded. Show the minutes approved without objection.

EXECUTIVE DIRECTOR PRENDERGAST: Agenda item 2 is the Agency's fourth quarter report for fiscal year 2014/2015, and I would like to briefly provide a

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couple of highlights from that report with you.

Beginning with our Homes Program Division, as presented in the last Cabinet in May, the design for the future State Veterans' Nursing Home Number 7, Ardie R. Copas State Veterans' Nursing Home, will be following the guidelines as directed by the federal VA community living centers requirement.

To-date, we continue to make significant progress on the plans for construction of the home by formally obtaining a property upon which the home will be built, securing the approval of the land use plan and completion of preliminary design. Now that we're in the new budget year, our next step is to get approval from the newest department of Veterans' Affairs for the 35 percent design of the project's plan.

This is a phased process for the VA, approving

17 approximately 50 percent, 75 percent, and then 100
18 percent of the design plans.

19 Most importantly, the 35 percent benchmark is
20 when funds are released to the state so we can
21 continue on with the process to build the Ardie R.
22 Copas home. Once completed, we anticipate that this
23 home, based on the new community living center model,
24 will employ approximately 170 FTEs, with an occupancy
25 capacity of 128 veteran residence.

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1 Turning now specifically into the homes division
2 itself, overall our homes occupancy trends continue to
3 hover around 98 percent to 99 percent and they're
4 greatly outpacing the private sector which hovers
5 around 87 percent. To continue to better serve our
6 Veterans and our staff, we are also in the process of
7 requisitioning a grant to obtain to safety lift
8 systems thought all of the nursing homes, to be able
9 to more safely and efficiently transfer residents to
10 and from their beds to their wheelchairs and to other
11 mobility devices, while reducing the risk of injury to
12 our residents but also reducing the risk of injury to
13 our staff.

14 Depending on the acquisitional process, we
15 anticipate to begin receiving the funds for the
16 systems by the end of this calendar year. And once
17 the funds are received, we'll work with the experts in
18 health care field to assess each home, to identify the
19 best methods of installation within each of our
20 facilities.

21 Turning to our Benefits and Assistance Division.
22 Our claims examiners have advocated for more than
23 40,000 veterans and their families during the last
24 quarter, and at the same time they received and have
25 reviewed -- including the processing of nearly 10,000

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1 claims for Disability benefits. Overall dollars and
2 retroactive compensation for the year total more than
3 \$134 million to our state Veterans.

4 The Division also assisted nearly 134,000 that
5 walked through the Agency's doors or other venues and
6 conducted 742 outreach visits for veterans during the
7 fiscal year that just ended. Field services and other
8 staff also supported 181 outreach events, including
9 Veteran service ceremony awards for the quarter that
10 just concluded. They disseminated information to more
11 than 10,000 Veterans and families during these events.

12 Finally, the Division also conducted statutory
13 mandatory certification courses that allow our county
14 Veterans Service Offices to continue to assist with
15 the processing of claims for Veterans and their family
16 members at or across the state.

17 We respectfully request approval of the Agency's
18 quarterly report.

19 GOVERNOR SCOTT: Is there a motion to accept the
20 report?

21 ATTORNEY GENERAL BONDI: So moved.

22 GOVERNOR SCOTT: Is there a second?

23 CHIEF FINANCIAL OFFICER ATWATER: Second.

24 GOVERNOR SCOTT: Any comments or objections?

25 Hearing none, the motion carries.

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1 EXECUTIVE DIRECTOR PRENDERGAST: Thank you.

2 Agenda Item 3 is the Agency's legislative budget
3 request for fiscal year 2016/2017. The FDBA LBR
4 request follow the goals of the Executive Office of
5 the Governor's Long Range Program Plan, and aligns
6 with the components of the Governor's Keep Working
7 budget. The LBR has 18 items on a summary spreadsheet
8 that's been provided to you, and in addition, we have

9 provided detailed back-up information to the staff of
10 each of your respective offices.

11 Overall, the LBR requests an approximate 10
12 percent increase in our budget authority over the
13 2015-2016 budget. Approximately 80 percent of that
14 comes from our state Veterans' Trust Found money, and
15 approximately 20 percent comes from general revenue
16 appropriations. Our LBR items seek to improve the
17 health, safety and welfare of Florida's Veteran
18 community as well as those who serve our Veteran
19 community across the state. It reinforces the mission
20 to make Florida a global destination for jobs and
21 families while strengthening Florida communities.

22 We have briefed staff previously and we will
23 continue to meet with staff over the coming weeks
24 including a meeting with the Office of Program and
25 Budget and the Governor's staff in about two weeks to

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1 go into greater detail.

2 In summary, the Agency is requesting
3 69-and-a-half FTEs to meet new requirements and
4 increase work load across the Agency, and our
5 approximate request. The request totals roughly \$26.2
6 million with an approximate split of 56 percent coming

7 from non-recurring dollars and 54 percent coming from
8 recurring dollars.

9 Do you have any questions at this time, Governor?

10 GOVERNOR SCOTT: I don't. I'm not going to vote
11 on it, because I have to do a budget separately, so is
12 there a motion on the item?

13 COMMISSIONER PUTNAM: I have some questions,
14 Governor.

15 GOVERNOR SCOTT: Commissioner?

16 COMMISSIONER PUTNAM: You're asking for 70 new
17 employees?

18 EXECUTIVE DIRECTOR PRENDERGAST: 69.5.

19 COMMISSIONER PUTNAM: How many employees do you
20 have now?

21 EXECUTIVE DIRECTOR PRENDERGAST: Eleven hundred
22 and twelve.

23 COMMISSIONER PUTNAM: And how many of the new
24 employees are anticipated because of the new nursing
25 home?

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1 EXECUTIVE DIRECTOR PRENDERGAST: That's a great
2 question. We expect 170 employees for Ardie R. Copas
3 Veterans Nursing Home, whenever it does come on the

4 line. But due to the increased nature of the
5 requirements to support the Veterans that are
6 residents in our home today, our work load factors
7 have increased. For example, World War II and Korean
8 War Veterans had medical issues that were much lower
9 state of requirements than the Vietnam Veteran
10 residents that we are treating and taking care of in
11 our state nursing homes today.

12 There are claims issues that I think they present
13 to the agency whenever they file. Their claims are
14 100 percent greater, on average, than what the World
15 War II and Korean War requirements were. So the
16 complexity of their medical issues has necessitated a
17 demand on services that requires more hands-on
18 expertise from our nursing staff in our respective
19 nursing homes. And that totals approximately I think
20 it's 41 -- 41 additional assets to support just the
21 homes division.

22 COMMISSIONER PUTNAM: So that on the
23 administrative side to manage the claims, or is that a
24 physical nursing assistance to the resident?

25 EXECUTIVE DIRECTOR PRENDERGAST: That is all

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1 direct care assets in the homes.

2 In addition, because of the increased work load
3 for our Benefits and Assistance Division, we're asking
4 for additional claims examiners to deploy out in to
5 the field, because we have folks who present
6 themselves every day at our facilities across the
7 state and we cannot physically get to all of them
8 because of their complex nature of their claims and
9 the issues of when they bring their medical records
10 in.

11 The average number of Veterans medical records
12 when they present is much thicker than a notebook like
13 this, even for a one or two term enlisted soldier or
14 young commission officer who separates. And those
15 Veterans have a four-fold-to-ten-fold manifest
16 requirement of additional issues over the World War II
17 and the Korean War Veterans, whenever they come
18 through the doors. So the average time to process a
19 claim for one of those Veterans is much, much greater
20 than the claims that present for World War II and
21 Korean War Veterans. The reason for that, as you well
22 know, Commissioner Putnam, is because of the chronic
23 cycle of deployment, come back for a brief period of
24 time, train, and go right back on another employment.

25 The other thing that we're facing now is we know

1 the Army is going to draw down approximately 50,000
2 active duty troops over the next two years, if
3 Congress approves that. And with that additional work
4 load that's going to come out, we will have more of
5 those Veterans that are presenting themselves at our
6 doors to help them process their claims and get them
7 into the pipe line for VA healthcare and other
8 services and benefits.

9 But right now today, we cannot meet the demand
10 that presents at our doors on a daily basis to provide
11 benefits and assistance counseling to the Veterans.
12 We don't have enough assets to cover all of the VA
13 outpatient clinics and the medical centers that are
14 out there, and the VA continues to open new facilities
15 at a rate of about two per year in the Sunshine State.
16 And so, we're trying to catch up to that demand today
17 so we can take care of those Veterans much earlier and
18 there's not a backlog for services at the state level,
19 which is a challenge that we want to try and avoid for
20 our Veteran community.

21 COMMISSIONER PUTNAM: Let me shift gears to the
22 nursing homes. Number 7 is Copas. Was this fully

23 funded for construction last year by the Legislature?

24 EXECUTIVE DIRECTOR PRENDERGAST: What we needed
25 to continue the construction process was provided for,

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1 you're correct.

2 COMMISSIONER PUTNAM: So you have got a request
3 this year to finish Copas?

4 EXECUTIVE DIRECTOR PRENDERGAST: We're not asking
5 for all of the money upfront because it's a phased
6 process. We're asking for the money to keep Copas on
7 track and construction and all of the planning phase
8 requirements to stay on track for that one.

9 We've also additionally requested authority to
10 proceed forward on Home Number 8 and Home Number 9,
11 which Governor Scott had included in his budget
12 request that was presented to the Legislature for the
13 2015 Legislature Session. The Legislature did not
14 take up either one of the nursing home requests.

15 COMMISSIONER PUTNAM: Is there authority for Home
16 Number 8 and Home Number 9?

17 EXECUTIVE DIRECTOR PRENDERGAST: No. That's part
18 of the process, Commissioner Putnam, and we're asking
19 for the authority.

20 COMMISSIONER PUTNAM: I'm not just talking about

21 budget authority. Has the Legislature approved
22 statutorily a 9th nursing home that needs to then be
23 funded?

24 EXECUTIVE DIRECTOR PRENDERGAST: The way we've
25 worked this is that we -- the Governor provides the

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1 letter to the US Department of Veterans' Affairs, as
2 the Governor of this state, soliciting their support
3 to support the construction of nursing homes. We
4 actually have on the US Department of Veterans'
5 Affairs Secretary's desk the letters for Home Number
6 8, Home Number 9 and Home Number 10, the request for
7 the matching grant funds to construct those homes.

8 We have not gone specifically back to the
9 Legislature and asked the Legislature to the approve
10 us proceeding forward on that. That's part of the
11 legislative budget request that we've assembled and
12 that Governor Scott had in his budget that he proposed
13 for with the 2015 session.

14 COMMISSIONER PUTNAM: And the site selection for
15 Number 8, the criteria for that site, will that come
16 back to that for approval before you bring us the
17 site?

18 EXECUTIVE DIRECTOR PRENDERGAST: Yes, it will,
19 Commissioner Putnam.

20 COMMISSIONER PUTNAM: So what in your mind is the
21 road map for 9, if we haven't even picked a site yet
22 for 8? Do you anticipate picking a site for 8 and 9
23 at the same time?

24 EXECUTIVE DIRECTOR PRENDERGAST: We believe that
25 would be a prudent process for us to work our way

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1 through, as was done in the past when we built the
2 nursing home in Panama City and Port Charlotte. We
3 constructed two simultaneously back then, and if I
4 remember correctly, the home in Land'0'Lakes and
5 Pembroke Pines were also constructed nearly
6 simultaneously; if my memory is correct, they were
7 pretty close to one another.

8 As you know, our assessed requirement in Florida,
9 based on the analytics provided by the Department of
10 Veterans' Affairs, is that the state should have 4,049
11 beds for residents in the Sunshine State. Right now
12 we presently have 870 beds, and the Ardie R. Copas
13 will add another 128. So, we're moving along and
14 moving forward on 8 and 9 based on the acuity
15 requirements that we know we're seeing already in our

16 Vietnam population, which numbers one out of every
17 three Veterans in the state of Florida. We're moving
18 prudently to build the capacity in the agency to
19 support those needs.

20 COMMISSIONER PUTNAM: But I'm just saying, based
21 on our experience of picking a site for Copas, it's a
22 big policy call about what that site selection
23 criteria is, and it's also a big policy decision
24 whether you pick number one and number two sites as
25 Nursing Home 8 and 9, or whether you go through that

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1 selection process again. Because some may choose to
2 bid based on who the last winner was, that would then
3 reflect where the gaps are geographically around the
4 state.

5 So I think it's -- because of the sensitive
6 nature of that policy call, I think that site
7 selection criteria should come before us before you
8 bring us those sites for both 8 and 9, and I think
9 it's a policy call whether it's simultaneous or two
10 site selection processes. Does that make sense?

11 EXECUTIVE DIRECTOR PRENDERGAST: It does.

12 COMMISSIONER PUTNAM: And that's just my opinion.

13 There's three others who have a vote here, but that's
14 -- and we live and we learn, and I think that's kind
15 of the take-aways I have on site selection number 7.

16 GOVERNOR SCOTT: Do you want to make a motion on
17 it? Or do you want to make a specific motion?
18 Because I think what you said makes sense.

19 So let me make sure I get this right. So the
20 Legislature has got to fund the state portion. They
21 didn't fund the state portion for 8 and 9 last years,
22 so we don't know if they're going to fund it this
23 year?

24 EXECUTIVE DIRECTOR PRENDERGAST: Correct.

25 GOVERNOR SCOTT: But you're putting it in your

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1 budget recs, and we'll decide whether we'll put it in
2 our budget rec. So you put it in your budget recs,
3 the state funding for 8 and 9?

4 EXECUTIVE DIRECTOR PRENDERGAST: Correct,
5 Governor.

6 GOVERNOR SCOTT: So and we'll find out what the
7 Legislature does. The Commissioner is recommending
8 that you come back with a proposal on the process to
9 even -- or the locations to come back and tell us
10 where they would like them and what the criteria is

11 going to be before we -- but there's no reason to do
12 it before the legislative process and get the money.

13 COMMISSIONER PUTNAM: Correct. I don't think I
14 can --

15 ATTORNEY GENERAL BONDI: It's not is my --

16 COMMISSIONER PUTNAM: I don't think I can make
17 that motion. But the other important factor here, I
18 think, is Legislature will have an opinion on this as
19 well and they had legislation last Session, it did not
20 pass, but I would expect it will be back. So that may
21 -- that certainly has the ability to trump this entire
22 conversation, but in the absence of that direction
23 from the Legislature, you've heard what my preference
24 would be, and we may choose to agenda at a later time
25 to take official action.

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1 EXECUTIVE DIRECTOR PRENDERGAST: Commissioner
2 Putnam, one thing we would like to do at a future
3 Cabinet meeting as well is come back to you and
4 provide the results of a public workshop that we had
5 on the site selection process that we conducted in
6 February in anticipation of legislation passing,
7 including the Governor's recommended process to move

8 forward on 8 and 9. We had that ready to go, but
9 unfortunately, the Legislature didn't pick up 8 and 9
10 at their processes this year.

11 So, we'll come back before the end of the year
12 and present the findings of that public workshop, and
13 then from there, you may have other questions that we
14 want to do and hold a separate public workshop to
15 mature the process further to prepare us for some of
16 those potential opportunities in the future.

17 GOVERNOR SCOTT: Thank you, Colonel. I think
18 it's a good deal what the Commissioner is saying that
19 you ought to come back at the appropriate time and we
20 vote on what the process should be and the criteria.
21 But I guess we can't do anything about that today.

22 Is there any questions on the legislative budget
23 request?

24 CHIEF FINANCIAL OFFICER ATWATER: I'll make a
25 motion.

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1 GOVERNOR SCOTT: Is there a second?

2 ATTORNEY GENERAL BONDI: Second.

3 GOVERNOR SCOTT: Florida requires me to
4 independently submit a budget proposal, so I'm going
5 to abstain from the vote.

6 Any comments or objections?

7 Hearing none, the motion is approved with one
8 abstention.

9 EXECUTIVE DIRECTOR PRENDERGAST: Thank you,
10 Governor. We have one additional agenda item for you,
11 and that's our legislative proposals for 2016.

12 This year, much of the focus is on our
13 legislative budget request, of course; however, we see
14 an opportunity to work on additional license plate
15 initiatives, which provide a significant revenue
16 stream to keep the costs low and our State Veterans
17 Nursing Homes to the tune of a couple million dollars
18 per year. They go into our trust fund to help us
19 operate our homes at zero general revenue
20 appropriations.

21 So we could like to include expansion of our gold
22 star plates and select motorcycle plates to folks,
23 like myself and Al Carter and his wife who ride
24 motorcycles, and many other Veterans across the state
25 as well. That did not make it into the process last

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1 year, but there is a demand among our Veteran
2 residents who would like to see more specific of

3 license plates to support their desires to reflect
4 their service pride and the medals and decoration that
5 they might have earned.

6 So we'll also look at one other issue that's come
7 up from our Veterans service organizations from the
8 Florida Veterans Council, and that's to exempt
9 Veterans who are able to drive but have
10 upper-extremity impairments from having to pay to pass
11 through the tolls. This is a huge driving safety
12 issue, and we have a number of Veterans who would like
13 to receive this exemption benefit. And it's a small
14 group; we'll be able to come back to the Legislature
15 in weeks ahead and report back to them what exactly
16 what we anticipate what the costs will be.

17 But for the moment, that's what we have for our
18 legislative proposals for our 2016 Legislative
19 Session, and we respectfully request approval of
20 those.

21 COMMISSIONER PUTNAM: So we're approving all
22 but -- (inaudible.)

23 EXECUTIVE DIRECTOR PRENDERGAST: Say that again,
24 Commissioner?

25 COMMISSIONER PUTNAM: So we would be approving

1 only the in-state tuition for dependents using the GI
2 Bill, the Veterans Employment Opportunity Act, and the
3 license plates; we would not be approving the disabled
4 Veterans home because we don't -- that's not ready
5 yet, you said.

6 EXECUTIVE DIRECTOR PRENDERGAST: We have already
7 done the in-state tuition for the family members of
8 our Veterans. That was passed this last time around.

9 COMMISSIONER PUTNAM: Okay, so the plates are the
10 only part --

11 EXECUTIVE DIRECTOR PRENDERGAST: The plates are
12 the only thing we're working on this year for a policy
13 proposal.

14 COMMISSIONER PUTNAM: Veteran toll is not ready
15 for us to approve prove yet? The Veterans disabled
16 toll charge?

17 EXECUTIVE DIRECTOR PRENDERGAST: No, it is not.

18 COMMISSIONER PUTNAM: So it will not be a
19 proposal, or it's not ready for us to approve?

20 EXECUTIVE DIRECTOR PRENDERGAST: It's not ready
21 for you to approve.

22 ATTORNEY GENERAL BONDI: I thought that was in
23 the proposal, though; it's not? Okay.

24 GOVERNOR SCOTT: All right. Is there a motion?

25 COMMISSIONER PUTNAM: So moved.

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1 GOVERNOR SCOTT: Is there a second?

2 CHIEF FINANCIAL OFFICER ATWATER: Second.

3 GOVERNOR SCOTT: Florida law requires me to
4 independently review the legislation upon passage, so
5 I'm going to abstain.

6 Any comments or objections? Hearing none, the
7 motion is approved with one abstention.

8 EXECUTIVE DIRECTOR PRENDERGAST: Thank you,
9 Governor.

10 In closing, I would like to thank you on behalf
11 of Florida's nearly 1.6 million Veterans, their family
12 members and survivors. Our families in Florida that
13 come from the Veteran community are truly blessed to
14 have your leadership and your care and concern out
15 there fighting for them and their families each and
16 every day.

17 Thank you for what you do for Florida Veterans.

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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

September 18, 2015

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: Florida Veterans' Hall of Fame – Class of 2015

The agency is pleased to recommend the following eight veterans for induction into the 2015 Florida Veterans' Hall of Fame:

- Captain Charles Edward Bennett
- Sergeant Larry Campbell
- Chief Master Sergeant Charles E. LeCroy
- First Lieutenant Lawton M. Chiles
- Colonel Curtis (Curt) V. Ebitz
- Colonel Warren (Rocky) McPherson
- Sergeant Gerald Virgil Myers
- Major General Earl G. Peck

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

cc: Monica Russell, Director of Cabinet Affairs
Executive Office of the Governor

Cynthia Kelly, Director
Governor's Office of Policy and Budget

Proposed FDVA Performance Measures (VERSION 4 - 17 Sep 2015) DRAFT

| Number | Division | Objective | Weight | Range | Result | Score | Weighted Score | Objective Description |
|--------------|----------|---|------------|--|---------------|-------|----------------|--|
| 1 | B&A | Retroactive Compensation | 10% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | \$134,633,014 | 5 | 0.50 | Baseline number/FY 2014-15 is \$84,992,852 (p. 19 of LRPP). Refers to a bulk award given to a veteran for those months when the claim was in process and dates back to the date of original claim. Year over year results can vary significantly depending on new VA legislation for disabilities (ex. Nehmer cases for Agent Orange) |
| 2 | B&A | Issue Resolutions | 7.5% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | \$62,226,091 | 5 | 0.375 | Baseline number/FY 2014-15 is \$20,423,288 based off prior year's standard (p. 19 of LRPP). Issue resolutions are based on services provided to veterans that can result in monthly monetary benefits or obtaining eligibility for medical treatment and equipment (eg. wheelchairs). There were 21,946 veterans served for issue resolutions. |
| 3 | B&A | Number of Veterans Served | 10% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | 105,839 | 5 | 0.50 | Baseline number/FY 2014-15 is 91,558 (p. 19 of LRPP). Measure is pulled from agency's database that captures veterans visiting FDVA's office for the first time during a given fiscal year. Otherwise termed "Unique Veterans" |
| 4 | B&A | Number of Claims Processed | 10% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | 32,816 | 5 | 0.50 | Baseline number/FY 2014-15 is 20,959. Veterans Claims Examiners work with veterans to file a claim which is entered into V-BOLTS (Veterans Benefits On Line Tracking System). The claim is forwarded to the USDVA which gathers supporting documentation as needed. VA sends result to VCE and claimant. |
| 5 | B&A | Number of Services to Veterans | 10% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | 696,679 | 5 | 0.50 | Baseline number/FY 2014-15 is 455,993. Total is tallied by adding the total number of all activity processes performed in support of a veteran. Includes phone calls, correspondence, etc. |
| 6 | B&A | SAA Programs Certified | 7.50% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | 120 | 5 | 0.375 | Goal: 120 programs certified annually per VA Contract. Programs can vary annually and the number is determined by the USDVA. Ramifications for non compliance include a decrease in federal funding and staffing to state SAA programs. SAAs approve schools to participate in VA education programs, ensure compliance with state and federal laws, and are integral to the process for USDVA payment of benefits to student veterans. |
| 7 | Homes | Occupancy rate for homes in operation 2 years or longer | 10% | 5 = 95 - 100% 4 = 90 - 94% 3 = 80 - 89% 2 = 70 - 79% 1 = 69% - below | 98% | 5 | 0.50 | The agency's ability to operate the SVNHs in a revenue-neutral capacity is dependent largely upon occupancy. Residents are charged daily rates. Therefore, empty beds generate no revenue. |
| 8 | Homes | Compliance with Quality of Care Regulations | 7.5% | 5 = No Class I or II deficiencies 4 = No more than 2 Class I or II deficiencies during inspection yr/home 3 = No more than 3 2 = No more than 4 1 = 5 or more deficiencies | 5 | 5 | 0.375 | FDVA facilities are inspected at four levels: Federal, State, local and internal. <i>Measures are based off AHCA's severity & scope deficiency ratings.</i> |
| 9 | EDSS | Percentage of qualifying invoices delivered to the Department of Financial Services for payment within 20 days of receipt of a valid invoice. | 7.5% | 5 = 99-100% 4 = 97.5-98.99% 3 = 96.0 - 97.49% 2 = 95.0 - 95.99% 1 = 94.99% and below | 99% | 5 | 0.375 | Agencies are required to comply with Florida Statutes Section 215.422 (1) – (3) which states that an agency has 20 days after receipt of a valid invoice to deliver qualifying invoices to the CFO for payment. Impact: Timely and consistent compliance with procurement operations support services to veterans and the agency's ability to support veterans. |
| Total | | | 80% | | | | 4.00 | |

Note: B&A performance measures are now taken from a new database. Establishing baselines may require reconciliation over the next one to two reporting periods.

| Number | Division | Objective | Weight | Range | Result | Score | Weighted Score | Objective Description |
|--------|----------|-----------|--------|-------|--------|-------|----------------|-----------------------|
|--------|----------|-----------|--------|-------|--------|-------|----------------|-----------------------|

| Subjective Leadership Assessment | | |
|---|---|-------------|
| Number | Measure | Ranking 1-5 |
| 1 | How do you define success in your agency? | |
| 2 | What services does your agency provide that are most undervalued? | |
| 3 | What outcomes do you plan to accomplish as agency head as it relates to your short | |
| | a. Do your resources align with your priorities in order to achieve these outcomes? | |
| | b. How do your priorities align with the agency's legislative proposals and legislative | |
| | c. What are the drivers and resistors that will help or hinder you from meeting these | |
| | d. How does the agency organizational structure support these priorities? | |
| | e. How are you measuring progress toward outcomes? | |
| 4 | What program areas of your agency face challenges in achieving desired outcomes? | |
| | a. What major issues are contributing to each area's weaknesses? | |
| | b. What internal or external threats exist? | |
| | c. What are the strategies you have planned to address these issues? | |
| | d. What major changes need to occur to achieve the desired outcomes? | |
| 5 | What do you view as the greatest risk in the next fiscal year or calendar year? | |
| | a. How do you plan to mitigate the risk and address this issue? | |
| 6 | What current agency responsibilities do you consider unnecessary or obsolete, or | |
| 7 | Stakeholders: | |
| | a. Identify your stakeholder groups and opportunities for stakeholders to | |
| | b. What are the top issues communicated by stakeholders, and what plans are in place | |
| | c. How do you assess whether or not your stakeholder needs are met? | |
| Total Average of Rankings (20% Weight) | | |

| Florida Department of Law Enforcement | Weight | Score | Weighted Score |
|--|--------|-------|----------------|
| Objective Performance Measures Score | 80% | | |
| Subjective Leadership Assessment Score | 20% | | |
| TOTAL | | | |

| Subjective Leadership Assessment Score Breakdown | |
|--|--|
| Governor | |
| Attorney General | |
| Chief Financial Officer | |
| Agriculture | |
| Governor & Cabinet Scores Added/4 | |
| Total Score | |

| Weighted Average Scale | |
|------------------------------------|---------------|
| Significantly Exceeds Expectations | 4.6 and above |
| Exceeds Expectations | 3.6 - 4.5 |
| Meets Expectations | 2.6 - 3.5 |
| Does Not Meet Expectations | 1.6 - 2.5 |
| Fails Expectations | 1.5 and below |