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Jeff Atwater
Chief Financial Officer
Adam Putnam
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DATE: January 25, 2016

TO: The Honorable Rick Scott
The Honorable Pam Bondi
The Honorable Jeff Atwater
The Honorable Adam Putnam

FROM: Mike Prendergast
Executive Director

Mike Prendergast
1/25/16

SUBJECT: Quarterly Report – Second Quarter 2015-2016

The Florida Department of Veterans' Affairs submits the Quarterly Report for the Second Quarter of the 2015-2016 Fiscal Year, covering the period October 1 – December 31, 2015.

The Quarterly Report is submitted pursuant to the procedures authorized by Rules 55-1.003 Florida Administrative Code (06/10/2008). 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, please contact Deputy Executive Director Al Carter at (727) 518-3202 or Legislative and Cabinet Affairs Director Colleen Krepstekies at (850) 487-1533.

CC: Sen. Rene Garcia, Chairman, Health and Human Services Appropriations Committee
Sen. Thad Altman, Chairman, Military Affairs, Space and Domestic Security Committee
Rep. Kenneth L. Roberson, Chairman, Health Innovation Sub-Committee
Rep. Matt Hudson, Chairman, Health Care Appropriations Sub-Committee
Rep. Jimmie T. Smith, Chairman, Veterans and Military Affairs Sub-Committee
Cynthia Kelly, Director, Governor's Office of Policy and Budget

Attachment 1: FDVA Quarterly Report

ATTACHMENT 1

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS SECOND QUARTER REPORT October 1 – December 31, 2015

This report covers the activities of the Florida Department of Veterans' Affairs (FDVA) for the Second Quarter of the 2015-2016 Fiscal Year.

1) Administrative Highlights:

a) Current Issues/Concerns

i) Executive Direction:

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. He presented department overviews and updates on current federal and state legislative initiatives to veterans' groups, civic groups and legislative committees. During this quarter he also met with local businesses and organizations to discuss outreach programs and projects to assist veterans.

During the Second Quarter Executive Director Mike Prendergast presented and attended the following events:

- (1) County Veterans Service Officer Association Training Conference in Cocoa Beach, Florida
- (2) Tampa VA Research and Education Foundation event in Odessa, Florida
- (3) Governor's Veteran Service Award Ceremony at the National Guard Armory in Jacksonville, Florida
- (4) "Wreaths Across America" event at the National Cemetery in Bushnell, Florida
- (5) Dedication Ceremony of the Cape Canaveral National Cemetery in Mims, Florida
- (6) 2015 Florida Veterans' Hall of Fame Class of 2015 Induction Ceremony at the State Capitol, Tallahassee, Florida
- (7) Honored American Veterans Afield (HAVA) 82nd Airborne Association Warrior Shoot in Brooksville, Florida
- (8) Annual reunion of the "Veterans of the Battle of the Bulge" in Palm Beach, Florida

ii) Division of Benefits and Assistance:

Summary of veterans' benefits derived vs. cost of the benefits staff: \$63:1 (ROI)*

The Division of Benefits and Assistance purchased a new database system to monitor and record all veterans' benefits and assistance activities. The usual ROI is temporarily decreased until all the necessary information is entered into the new database.

(1) Bureau of Veterans' Claims:

We are adapting our business practices to align with a new veteran claims management software (VetraSpec). Training is a top concern with the new software and the constant turnover of Veterans' Claim Examiners. During the second quarter, the Bureau was working diligently to garner benefits for our veterans. Highlights include:

- (a) Advocated for 71,971 veterans and their families

- (b) Processed 3,613 disability claims
- (c) Represented 130 veterans before the Board of Veterans Appeals
- (d) Processed 212 requests for personal hearing exams
- (e) Completed conversion of all paper claims to digital
- (f) Provided training to the Post Service Officers in Orlando, Florida
- (g) Initiated process for County Veterans' Service Officers to convert paper claims to digital for faster processing

(2) Bureau of Field Services:

Field Service's staff members David Austin, Ernie Kuykendall, Harry Rudy and Brenda Thurman provided instruction during two Veteran Service Officer training courses this quarter (261 people), with one in Orlando for American Legion Post Officers, November 13-14. The second course was for County Veterans' Service Officers and FDVA employees and was conducted December 7-11 in Bay Pines, Florida. The courses detailed various earned VA benefits, including: Disability Compensation, Pension, Healthcare, Life Insurance, Education, Burial, Waivers, Discharge Review/Military Records, VA Home Loan Guaranty Program, State Veterans' Nursing Homes and State Veteran Benefits. Together with the training courses and normal workload, our staff was able to present, attend and/or otherwise support 208 outreach events providing earned benefit information to 9,162 veterans and their families.

(3) The Bureau of State Approving for Veterans' Education and Training or State Approving Agency (SAA):

The Bureau received the highest score of Satisfactory from the U.S. Department of Veterans Affairs (USDVA) for meeting contract requirements for Fiscal Year (FY) 2015. The USDVA amended the contract for FY 2016 to increase the requirements for compliance survey visits from 120 to 140. In addition, the compliance survey performance completion dates moved to August 15, rather than September 30, the end of the federal fiscal year. The increase also came with additional federal funding for one new FTE. We are awaiting authority from the State to add the additional FTE to assist with this new workload. The database currently in use by SAA is not compatible Microsoft Windows 10; (FDVA is migrating to new system in the next few months). This has resulted in the adoption of a new database. The staff is working to complete the migration into the new database as well as training with a target of full transition to new database by January 2016. SAA was very excited to fill two vacancies this quarter. Training started immediately to integrate them into the work cycle as soon as possible.

iii) Division of State Veterans' Homes

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 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.

Veterans' Nursing Home care delivery has experienced a significant change in the philosophy and complexity of care, levels of service, length of stay, architecture, demographics of populations served, and new generational cohorts of residents requiring care that can only be provided in nursing homes. This has resulted in an initiative to

transform the culture of nursing home care in the USDVA's Veterans Health Administration from a medical model where the care is driven by the medical diagnosis to a person-centered model. In the new model, the care is driven by the needs of the individual, as impacted by medical conditions, whereby the treatment plan reflects the specific needs of the resident and decisions are driven by the wishes, preferences and lifelong habits of the resident.

In personalizing the delivery of care, the transformation of the culture of nursing home care challenges care providers to deinstitutionalize care and workplace practices, the environment of care itself, and to transform conventional Nursing Homes to Community Living Centers (CLC). The Ardie R. Copas State Veterans' Nursing Home in Port St. Lucie (St. Lucie County) is in the initial planning stages and will be the first FDVA home to be reflective of these new changes. The approximately 120-bed facility will offer skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease.

FDVA is preparing for the future by continually improving existing structures, facilities and technologies for our veterans. We are redefining each of our nursing home environments to match the CLC planning and design guide. We have requested a grant to transform our Land O' Lakes home to a CLC home where a veteran will start their day in a home setting within a secure neighborhood.



Lassen SVNH residents volunteering for the Salvation Army during the holidays, continuing to serve.



Executive Director Mike Prendergast volunteered to represent *Dreams for Veterans* and delivered a package to a veteran dream recipient, Vietnam War Veteran Michael Lueck

2) Required Items per FAC 50-1.003(s):

a) Contracts (FAC 50-1.003(e))

- i) FDVA new contract, with Florida is for Veterans, Inc. (dba *Veterans Florida*), executed 10/28/15. Contract expires 06/30/18.
- ii) FDVA new "Media Outreach and Branding Services" solicitation (ITN) issued 10/22/15. Addendum No. 1 issued 11/5/15. Responses opening meeting held 11/19/15. Responses evaluation meeting held 12/3/15. Oral Presentations held 12/10/15. Negotiations held 1/6/16. Intent to Award meeting to be held 1/7/16.
- iii) FDVA "New Ardie R. Copas State Veterans' Nursing Home" legislative appropriation provided 7/1/14, with DMS as Project Agent. DMS "architect/engineering services" contract, with Rogers, Lovelock, & Fritz Inc., executed 10/20/14. DMS "construction services" contract, with OHL-Arellano Construction Co., executed 1/30/15. FDVA receipt and execution of USDVA funding letter and Memorandum of Agreement pending as of 12/31/15.
- iv) FDVA "Bed Systems" contract, with NOA Medical Industries, expired 12/13/15. Contract closed out 1/4/16.
- v) FDVA "Resident Safety Lift and Transfer System" solicitation (ITN) published to State Vendor Bid System (VBS) 7/20/15. Pre-response onsite meetings held 8/3/15 and 8/5/15. Addendum No. 1 published 8/19/15. Response opening meeting held 8/28/15. Response evaluation meeting held 9/14/15. Oral presentations held 9/23/15 and 9/24/15. Oral presentations evaluation meeting held 9/25/15. Negotiations held 10/20/15, 10/22/15 and 10/23/15. Vendors "Best and Final Offers" received by 11/13/15. Intent to award meeting held 11/16/15, contract awarded to Tollos, Inc. FDVA received Prism Medical notice of intent to protest on 11/19/15. FDVA received Prism Medical formal written protest and requisite bond on 11/30/15. OPB contract approval received 12/1/15. FDVA issued formal agency notice of emergency purchase on 12/10/15. FDVA received Prism Medical notice of their withdrawal of protest on 12/14/15. On 12/15/15, the contract was fully executed and commenced. Amendment No.1, modifying performance and payment bond contract language, executed 12/29/15. Performance and payment bond pending.
- vi) FDVA certification of Florida Veterans Foundation's (FVF) 2014-15 performance letter, under "Direct Support Organization - DSO" contract, issued 11/11/15.
- vii) Jenkins SVDH "Chiller Removal and Replacement" contract, with Grau Mechanical Enterprises, Inc., executed 4/22/15. Contract completed 10/19/15; contract closed out 11/6/15.
- viii) Lassen SVNH "Side Walks and Dumpster Relocation" solicitation (ITB) issued 9/9/15. Onsite pre-bid meeting held 9/29/15. Bid opening meeting held 10/15/15. Contract awarded, to Gary S. Bailey, Inc. 10/20/15; executed 11/12/15. Contract to be completed by 3/25/16.
- ix) Lopez SVNH "Chiller Removal and Replacement" contract, with DMS as Project Agent, executed 6/20/14. DMS activated "architect/engineering services," with TLC Engineering Inc., 8/1/14. DMS activated "construction services", with Tappouni Mechanical Services, Inc., 3/26/15. Contract completion pending as of 12/31/15.
- x) Lopez SVNH "Pavilion" contract, with DMS as Project Agent, executed 3/5/15. DMS activated "architect/engineering services," with Long & Associates Architects/Engineers, Inc., 6/15/15. DMS activation of "construction services" firm and contract completion pending as of 12/31/15.
- xi) Sims SVNH "Chiller Removal and Replacement" contract, with DMS as Project Agent, executed 8/13/14. DMS activated "architect/engineering services," with McGinnis & Fleming Inc., 9/26/14. DMS activated "construction services", with Shine & Co., 4/17/15. Contract substantial completion 9/29/15; contract closed out 12/28/15.

xii) Sims SVNH "Nurse Station Counter Tops" contract, with Albert Hugo and Associates, executed 8/7/15. Contract completed 10/14/15; contract closed out 11/16/15.

b) Consultants (FAC 50-1.003(h))

i) No new consultants were contracted, nor were any existing agreements changed this quarter.

c) Leases (FAC 50-1.003(i))

i) FDVA made no additions, alterations or modifications to leased space this quarter.

d) Lawsuits/Claims in Litigation or Settled this Quarter (FAC 50-1.003(k) and (l))

i) **2 General Liability Claims** (0 new this quarter): 0 won, 0 settled, 0 lost, 2 pending

ii) **3 Employment Liability Claims** (3 new this quarter Gerson, Sauder, Kornibe – included as 1 settled; 2 pending): 0 won, 1 settled, 0 lost, 5 pending* (1 of pending was closed by EEOC and OIG but FHCR is still open)

e) Notifications to State Attorneys, Sheriffs or other Law Enforcement (FAC 50-1.003(m))

i) FDVA did not make any notifications this quarter.

f) Donations (FAC 50-1.003(n))

i) Cash Donations by State Veterans' Home

<i>Fiscal Year 2015-2016</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	\$ 1,000	\$ 225			\$ 1,225
Bennett SVNH, Daytona Beach	\$ 8,114	\$ 2,080			\$ 10,194
Lopez SVNH, Land O' Lakes	\$ 20	\$ 1,038			\$ 1,058
Nininger SVNH, Pembroke Pines	\$ 12,705	\$ 125			\$ 12,830
Sims SVNH, Panama City	\$ 100	\$ 50			\$ 150
Jacobson SVNH, Port Charlotte	\$ 116	\$ 359			\$ 475
Lassen SVNH, St. Augustine	\$ 475				\$ 475
All State Veterans' Homes	\$ 22,530	\$ 3,877			\$ 26,407

ii) Non-Cash Donations

Second Quarter 2015-2016		
	Items	Value
Jenkins SVDH, Lake City	None	\$0.00
Bennett SVNH, Daytona Beach	Electronic Keyboard	\$600.00
Lopez SVNH, Land O' Lakes	None	\$0.00
Nininger SVNH, Pembroke Pines	Home Depot Store #6852, 11001 Pines Blvd, Pembroke Pines, FL 33026, (954) 437-2902, donated all of the following: (2) Pressure washers (\$1,198), (2) dining sets w/umbrellas (\$1,335.96), Bosch 10" table saw (\$320), Ridgid 18V combo kit (\$499), Dewalt air compressor (\$249), Landscaping (4,860.86), Maintenance supplies (\$1,335.61), Misc tools (\$1,412.75), Christmas decorations (6,253.07), Yard supplies (861.58), (2) ceiling fans (\$298), (5) coffee tables (\$595), (5) LED bistro tables (\$645)	\$19,863.83
Sims SVNH, Panama City	Insignia monitor (\$25), (2) 32" Emerson flat screen TV's (\$336)	\$361.00
Jacobson SVNH, Port Charlotte	(2) Maxicomfort lift chairs (\$2,298) 50" Element 1080P LED TV and DVD Player (\$499)	\$2,797.00
Lassen SVNH, St. Augustine	12' Pre-lit Christmas Tree	\$499.00
Total Value		\$24,120.83

g) Memberships in Professional Organizations Paid this Quarter (FAC 50-1.003(p))

Benefits & Assistance/SAA	National Association of State Approving Agencies	\$	200
Total		\$	200