



**Glenn W. Sutphin Jr.**  
Executive Director

State of Florida  
**DEPARTMENT OF VETERANS' AFFAIRS**  
**Office of the Executive Director**  
The Capitol, Suite 2105, 400 South Monroe Street  
Tallahassee, FL 32399-0001  
Phone: (850) 487-1533 Fax: (850) 488-4001  
[www.FloridaVets.org](http://www.FloridaVets.org)

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

October 17, 2016

## MEMORANDUM

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

**FROM:** Florida Department of Veterans' Affairs  
Glenn W. Sutphin Jr., Executive Director

**SUBJECT:** Agenda – Cabinet Meeting of October 25, 2016

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. (EDT), October 25, 2016 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 and Cabinet Affairs Director, Roy Clark, at (850) 487-1533 x7723.

cc: Kristin Olson, 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/news/public-notice/2016-public-notice-3/cabinet-meeting-materials/>

**MEMBERS**

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

**October 25, 2016**  
**9:00 A.M. (EDT)**  
**The Capitol**  
**Tallahassee, Florida**

**Contact: Roy Clark, Director of Legislative & Cabinet Affairs**  
**(850) 487-1533**

<b>ITEM</b>	<b>SUBJECT</b>	<b>RECOMMENDATION</b>
1.	Respectfully request approval of the minutes of the August 2, 2016 meeting.  (ATTACHMENT 1)	<b>RECOMMEND APPROVAL</b>
2.	Respectfully request approval of the minutes of the September 20, 2016 meeting.  (ATTACHMENT 2)	<b>RECOMMEND APPROVAL</b>
3.	Respectfully submit the Agency's 3 <sup>rd</sup> Quarter Report for FY 2015-2016.  (ATTACHMENT 3)	<b>RECOMMEND APPROVAL</b>
4.	Respectfully submit the Agency's 4 <sup>th</sup> Quarter Report for FY 2015-2016.  (ATTACHMENT 4)	<b>RECOMMEND APPROVAL</b>
5.	Respectfully request approval of the Agency's Performance Measures.  (ATTACHMENT 5)	<b>RECOMMEND APPROVAL</b>

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STATE OF FLORIDA

IN RE: MEETING OF THE GOVERNOR AND  
CABINET

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

DATE: TUESDAY, AUGUST 2, 2016

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

REPORTED BY: NANCY S. METZKE, RPR, FPR  
COURT REPORTER

**C & N REPORTERS**  
**POST OFFICE BOX 3093**  
**TALLAHASSEE, FLORIDA 32315-3093**  
**(850) 697-8314 / FAX (850) 697-8715**  
**nancy@metzke.com**  
**candnreporters.com**

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1                   **APPOINTMENT - EXECUTIVE DIRECTOR OF THE**  
2                   **DEPARTMENT OF VETERANS' AFFAIRS**

3  
4                   GOVERNOR SCOTT: Next we have the interview  
5 and appointment for the Executive Director of the  
6 Department of Veterans' Affairs.

7                   Lieutenant Colonel Glenn Sutphin has served as  
8 the Interim Executive Director at the Department of  
9 Veterans' Affairs since April and has done a great  
10 job. He served alongside the brave men and women  
11 of our State in the Florida National Guard and has  
12 dedicated his career to not only making sure all  
13 Floridians are safe, but also making Florida the  
14 state most veteran -- Florida the most  
15 veteran-friendly state in the nation.

16                   As a disabled veteran, I am confident that he  
17 will provide great leadership while continuing to  
18 advocate for all of Florida's veterans. I now  
19 appoint Glenn to serve as the Executive Director of  
20 the Florida Department of Veterans' Affairs and  
21 invite the Cabinet members to interview this  
22 appointee.

23                   Glenn, if you'll come on up.

24                   Glenn, I don't know if you want to say  
25 anything to start, and then we'll open it up for

1 questions.

2 LIEUTENANT COLONEL SUTPHIN: Well, yes, sir,  
3 I'm very humbled that y'all would consider me to  
4 work for the Department of Veterans' Affairs and  
5 for all of the veterans within the State of  
6 Florida.

7 I don't think there's any higher calling than  
8 to take care of the men and women that gave us our  
9 nation. They stood in the hard times; they've  
10 stood in the good times; and they've always taken  
11 care of us. And I think it's our duty, it's the  
12 nation's duty. I wish we could do more, but we're  
13 going to do everything we can for them, sir.

14 GOVERNOR SCOTT: All right.

15 ATTORNEY GENERAL BONDI: Lieutenant Colonel, I  
16 just want to say that you're on-the-job service  
17 serves as your interview for me. Thank you for  
18 everything that you've been doing, and hopefully  
19 will continue to do.

20 LIEUTENANT COLONEL SUTPHIN: Yes, ma'am.  
21 Thank you.

22 GOVERNOR SCOTT: CFO.

23 CFO ATWATER: Thank you, Governor.

24 First off, Colonel, I'd like to thank you.  
25 We've worked together for many years. I saw your

1           advocacy for our active, for our National Guard,  
2           and for our veterans over the years; and many  
3           conversations on policy and many matters of the  
4           appropriations and the budgetary process, to be  
5           sure they had the needs and the support that was  
6           necessary.

7           So you -- the appointment that is being made  
8           and the recommendation by the Governor, I've got to  
9           tell you, having known you so many years now, I am  
10          extraordinarily impressed with your commitment and  
11          dedication to those that you have been serving in  
12          these different capacities.

13          Let's go with, first, have you had the  
14          occasion -- I know in such a short time -- to visit  
15          some of our facilities around our state where we  
16          are supporting veterans; and can you give me a  
17          sense, if you have, what you're seeing and any  
18          recommendations you would have for us on how we may  
19          be supporting them in any greater capacity?

20          LIEUTENANT COLONEL SUTPHIN: Yes, sir. I have  
21          visited the -- many of our facilities. There's --  
22          Pembroke Pines, I still have to get down to  
23          Pembroke Pines.

24          But I've gone to the nursing homes, the  
25          domiciliary. I've gone to St. Petersburg at the VA

1 hospital there where we have our benefits and  
2 assistance personnel, to Largo where part of our  
3 headquarters is; and I find that we have extremely  
4 dedicated people who want to do a good job. They  
5 are there because they want to take care of the  
6 veterans.

7 The biggest thing, sir, is that we need to  
8 build more nursing homes. There are many, many  
9 veterans that are in line waiting to get in. We  
10 take 70 to a 100% disabled veterans, and we have a  
11 turnover on our medical personnel.

12 And what we've been able to do in the short  
13 time I've been over there is to cut down our  
14 vacancies from 80-some vacancies down to about  
15 50-some vacancies by using as much advertisement --  
16 going to high schools.

17 When I was recruiting for the military, we  
18 learned that a lot of young people, before they get  
19 out of high school, have 18, 19, 20 hours of  
20 college work; and what we've found is a lot of them  
21 are interested in healthcare.

22 By going in and recruiting into the  
23 high schools, saying, come to work for us, be a CNA  
24 to start off with; because you are a state  
25 employee, you get some college; we'll help you get

1 through college; we'll help you get to the next  
2 level of senior CNA. And then if you want to be an  
3 RN or an LN, we'll help you get there and give us  
4 time, so we're building cadre.

5 I find that the homes are clean, well run. I  
6 walk in without telling anybody I'm coming. I just  
7 show up, I check in, and then I go talk to the  
8 veterans. And one of the first things I ask the  
9 veterans are: If you had anything, what would you  
10 change in this home? What is it that you would  
11 like to have? What is something that you think we  
12 need?

13 And to every one of them -- there's been a few  
14 cases that they've needed some help on some things  
15 and we've been able to take care of that very  
16 quickly. But it is that they like their homes,  
17 they have been in other places and they say ours  
18 are the best. And they are, they're the cleanest.  
19 You walk in, there's not the smell of dirt or the  
20 smell of death, sir. And they're happy where they  
21 are and they want -- more of them want to be there,  
22 their families are very grateful.

23 To the people that work in Bay Pines,  
24 Eileen Tarter and her benefits and assistance  
25 personnel, I call them the ninjas. We've had some

1 problems that I've worked with the Department of  
2 Military Affairs that would come through and be two  
3 or three years old, sir, and we would give it to  
4 them and they'd go upstairs -- because they're  
5 inside the VA, they can get past all of that red  
6 tape and bureaucracy that we have to work our way  
7 through and fix things.

8 And in the reports that I hope that you have  
9 been receiving, our weekly and monthly reports,  
10 they have found hundreds of thousands of dollars of  
11 back benefits to our veterans in the State of  
12 Florida. But what does surprise me is when I go  
13 around talking to veterans' groups and to the  
14 veterans' service officers is how many veterans  
15 don't know they're entitled to benefits, sir.

16 It would be easy to say at least 35 percent of  
17 our veterans don't know they're entitled to  
18 benefits, sir. And those benefits they receive not  
19 only help the veteran, that also helps our economy,  
20 too, because they're able to participate within  
21 that.

22 I think we just need to make sure that we  
23 coordinate better with the agencies, with the  
24 Cabinet, and OPB to tell our story; to tell what  
25 we're doing; and to work within the system to show

1           what we need, how we're doing it, and the things  
2           that we're doing.

3           And I think, sir, that I've gone to tell  
4           everybody: Here is the way I do business. I've  
5           commanded, trained, and led troops and taken care  
6           of them all my life. And my thing is, you need to  
7           attack everything with a sense of urgency, do it  
8           today, get it done, report back to the person that  
9           needed the help, let them know what you can do; and  
10          if you can't do it, then make sure you go and find  
11          out who could help them, and give them the number  
12          and that person's name, and then follow back up  
13          with them.

14          Everything should be attacked with a sense of  
15          urgency, and that's what I want to make sure that  
16          we're doing, sir, and I think that they are doing  
17          that.

18          CFO ATWATER: I think we will all be  
19          thrilled with the -- your recognition of bringing  
20          the sense of urgency to every task and every  
21          assignment, and that's what everyone would expect  
22          from us.

23          You have a fine resume of having led, and  
24          often the occasion looks where all of those you  
25          were leading were not necessarily in your physical

1 presence at that time, that they were -- may have  
2 been stationed out in other remote locations.

3 So my question to you is: Can you share with  
4 me from your life experiences -- this is a role  
5 where those responsible for the delivery of the  
6 care and services will not be in your immediate  
7 proximity, they are all located -- many are located  
8 all around the state. Can you share with me from  
9 past experiences how you manage such a process to  
10 be sure that you are getting -- we are the outcome  
11 that these veterans will be deserving, how our  
12 management processes work.

13 LIEUTENANT COLONEL SUTPHIN: Yes, sir.

14 As you said, in the military, many times you  
15 have other elements that are either forward or in  
16 the rear that are supporting your operations. And  
17 what you do is you make sure that the people  
18 understand where you want to get to, how you want  
19 to do it, and the timelines you do it; and then,  
20 sir, you stay in contact with them.

21 You follow up with those supervisors that have  
22 them, make sure they're trained properly, they  
23 understand what the needs are, and what the desires  
24 of the agency is, and then follow back up with  
25 them; and then, sir, you go out and see them, and

1           you stop by at different times and see what they're  
2           doing, how they're doing it.

3           I've operated with remote units almost all my  
4           career, sir, and that's the way I've always  
5           approached it, is you understand what I want to do;  
6           you understand how I want to get there; and get  
7           their feedback from it; and say, okay, this is what  
8           you need to do, I'll be back.

9           And that's the way I do it, sir.

10          CFO ATWATER: Thank you, Governor.

11          GOVERNOR SCOTT: Commissioner, do you have any  
12          questions?

13          COMMISSIONER PUTNAM: I do, Governor.

14          Colonel, you've said it very well, that you've  
15          spent your life leading and caring for our men and  
16          women in uniform. And I believe that you have  
17          brought a culture of service and a sense of urgency  
18          in your time as Interim Director.

19          Talk to me a little bit about where we stand  
20          with regard to the dispute with the Feds over the  
21          construction code of the newest veterans' home.

22          LIEUTENANT COLONEL SUTPHIN: Oh, yes, sir, I'd  
23          be glad to.

24          As you know, sir, the design that we  
25          originally turned in was for an older-style home

1 that at that time was acceptable. They've come  
2 back with what they call the CLC, community living  
3 center, which changes drastically the footprint of  
4 the nursing home and also changes the cost. We've  
5 gone from about a 37, almost \$38 million home to a  
6 \$58 million home.

7 As of last week, sir, the 35% design has been  
8 accepted. By the end of November, sir, we will be  
9 at a 100% design, and that will lock the money up.  
10 Because we did receive some money at the  
11 \$38 million level, we will be able by January --  
12 late January or the first week of February to start  
13 construction, groundbreaking, sir, and get the home  
14 started.

15 I intend to put a couple of people down there  
16 that monitor the contractor, as y'all may know,  
17 restored -- worked on restoring 54 armories for the  
18 National Guard. And the key is to be on top of  
19 them, to make sure that they are moving forward  
20 quickly the way you want to; that they -- I  
21 understand they have to make a profit, but they  
22 don't make a profit by delaying another contractor  
23 coming in. And so we will be able to build that  
24 home, sir, in less than 18 months.

25 COMMISSIONER PUTNAM: Congratulations.

1           LIEUTENANT COLONEL SUTPHIN: So by the time  
2 the money comes through, the rest of the money,  
3 sir, in 1 July, we will be far enough in  
4 construction there won't be a gap in the  
5 construction, hopefully that I receive the extra  
6 money. And so, sir, we'll have that home open and  
7 operational; and we'll have a design, sir, because  
8 it's all done mainly by T-CAD, which is an  
9 engineering design, on the shelf now.

10           And the way I'd like to approach things is  
11 we've got a design that you just twist a  
12 little bit, okay, you can put a different facade on  
13 the front if you want to, and go back -- Florida  
14 and Texas are the two most critical need states  
15 right now. It's 65/35% split. If you're a  
16 critical need, you ought to get a better deal than  
17 that.

18           And I want to go back and see if we can get  
19 the money for those homes. The ideal thing is let  
20 them build the homes and we'll man them. They're  
21 federal veterans, they need to step up. And so  
22 that's what I intend to do, sir.

23           And of course, Lake Baldwin, I was a little  
24 concerned about that. The old expression that my  
25 dad and I'll use, is a pig in a poke, is I wanted

1 to make sure I went down there and took a look at  
2 that. Been very surprised at how well it is --  
3 condition it's in. When we started down there, the  
4 VA said, well, we can't do this, you'll have to  
5 build a parking garage, you can't have this, you  
6 can't have that.

7 Well, I was able to talk to Congressman Mica,  
8 and say, well, sir, you know, we can't do this,  
9 there's no way we can do this. He asked what we  
10 need, and I said, well, we need \$8 million, not a  
11 grant, I don't need to match that money. We need  
12 \$8 million, and we need this, this, and this fixed.

13 We took AHCA, DEP, DMS, our people, Mica's  
14 people, and we all went down there for one day and  
15 had a big meeting and we got it straightened out.

16 Sometime in the next two weeks we'll have the  
17 survey done on that home, sir, and we will be able  
18 to get ready to start on that home and have another  
19 120 beds, sir.

20 COMMISSIONER PUTNAM: Congratulations, and  
21 thank you for your sense of urgency on all of those  
22 projects.

23 LIEUTENANT COLONEL SUTPHIN: Yes, sir.

24 COMMISSIONER PUTNAM: As a follow-up, because  
25 you've seen -- because you've served from so many

1 different perspectives: National Guard;  
2 Military Affairs; and now Veterans' Affairs, and,  
3 of course, in uniform yourself, and you've  
4 developed extraordinary relationships with the  
5 other veteran service organizations and the  
6 liaisons, the county officials, the folks who are  
7 on congressional staff whose job is to focus on  
8 veterans' constituent services, do you get the  
9 sense that all of the people who are employed to  
10 help veterans and whose hearts are absolutely in  
11 the right place, that there's a consistency to the  
12 information that they are putting out there?

13 In other words, it can be confusing to a  
14 veteran -- some counties have county veterans'  
15 officers, some don't; they may run into someone at  
16 a community event where their congressional  
17 constituent service person is there; the state  
18 obviously has a presence through the Department;  
19 the Feds have a presence through the Department;  
20 the National Guard has a role.

21 Is there is a consistency to the information  
22 that we are providing as we are also trying to make  
23 sure that more veterans are aware of what they're  
24 entitled to?

25 LIEUTENANT COLONEL SUTPHIN: Sir, I -- no,

1           there's not. There is a lot of consistency, but we  
2           can do better; and the one way I'm approaching that  
3           is that our new website will interface in with  
4           other agencies much better. And we're talking  
5           about National Guard, Reserve, we're talking about  
6           veterans groups, we're talking about a number of  
7           organizations that you can go up in there and hit a  
8           button and it will take you to the place that has  
9           the right information.

10           As I said, there's 35% of our veterans -- I  
11           would say easily 35% that don't even know that  
12           they're supposed to have benefits, sir. You've got  
13           a lot of people just doing great things, sir,  
14           they're all working as hard as they can.

15           What we have to do, as I said, we need to  
16           interface and network so that everyone is getting  
17           the right information, getting to the right place;  
18           that the veteran knows to bring in this type of  
19           data, make sure -- I need your 214, I need any  
20           health records you have, I need this and that, to  
21           make sure they know that when they come in there,  
22           or to at least assist them in getting those records  
23           so we can move things along a little bit quicker,  
24           sir.

25           And that's a task that just has to constantly

1 be done. We have to circulate, we have to talk to  
2 people to make sure -- and we're training them,  
3 sir, we're doing training. I've asked -- I've got  
4 the draft budget done for y'all to look at. In  
5 there we've asked for -- because our state is  
6 growing so much, sir, we've brought jobs to  
7 Florida. We are the most military friendly state  
8 in the nation.

9 Our veterans, when they retire here, they want  
10 to stay here, and more people are coming down.  
11 You've made it so that they can go to universities,  
12 the best universities in the nation at the best  
13 cost of anywhere in the nation. So more and more  
14 are coming down here, and that load is going to  
15 build up on us.

16 And those veterans coming down, we need to get  
17 them their benefits. So we're going to ask to add  
18 ten more personnel that can do these type of things  
19 for us.

20 And then it's a matter, sir, of constantly  
21 circulating around. You have to be out there, see  
22 what's going on, what they're doing. Like for  
23 instance, we had a call, we want a place in  
24 Inverness. Why do you go to these two towns and  
25 you don't go to Inverness? Okay, because we need

1 another person, that's really what it comes down  
2 to.

3 Those are things that we need to work on and  
4 try to get that done, and it's just like moving up  
5 into an area of operations, you constantly have to  
6 interface and communicate with people of what needs  
7 to be done. I don't mean emails, I mean getting  
8 out there and looking them in the eyeball, look  
9 them in the face to see they understood what you  
10 really want to do. And that's what we're doing.

11 COMMISSIONER PUTNAM: Thank you, Colonel, very  
12 much for all of your tremendous work as the  
13 Interim, and the tens of millions of dollars that  
14 you have saved the state, and the urgency with  
15 which you have -- will have brought to bear new  
16 homes and services for our state's veterans.

17 LIEUTENANT COLONEL SUTPHIN: Thank you, sir.

18 GOVERNOR SCOTT: All right. Is there a motion  
19 to approve the appointment of Lieutenant Colonel  
20 Glenn Sutphin as Executive Director of the Florida  
21 Department of Veterans' Affairs?

22 ATTORNEY GENERAL BONDI: So moved.

23 GOVERNOR SCOTT: Is there a second?

24 CFO ATWATER: Second.

25 GOVERNOR SCOTT: Any comments or objections?

1 (NO RESPONSE) .

2 GOVERNOR SCOTT: Hearing none, the motion  
3 carries.

4 EXECUTIVE DIRECTOR SUTPHIN: Thank you, sir.  
5 Thank you so very much, I appreciate it.  
6 Thank you.

7 (BRIEF PAUSE FOR PHOTOGRAPHS) .

8

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STATE OF FLORIDA

IN RE: MEETING OF THE GOVERNOR AND  
CABINET

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

DATE: TUESDAY, SEPTEMBER 20, 2016

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

REPORTED BY: NANCY S. METZKE, RPR, FPR  
COURT REPORTER

**C & N REPORTERS**  
**POST OFFICE BOX 3093**  
**TALLAHASSEE, FLORIDA 32315-3093**  
**(850) 697-8314 / FAX (850) 697-8715**  
**nancy@metzke.com**  
**candnreporters.com**

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**DEPARTMENT OF VETERANS' AFFAIRS**

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3 GOVERNOR SCOTT: Next we have -- I'm looking  
4 at the wrong side.

5 All right. Next I'd like to recognize  
6 Glenn Sutphin with the Department of Veterans'  
7 Affairs.

8 EXECUTIVE DIRECTOR SUTPHIN: Good afternoon,  
9 Governor Scott, CFO -- or General Bondi,  
10 CFO Atwater, and Commissioner Putnam.

11 The Department of Veterans Affairs has four  
12 agenda items for your consideration today. Item  
13 Number 1 is the minutes from the March 29, 2016,  
14 Cabinet meeting. Respectfully request approval,  
15 sir.

16 GOVERNOR SCOTT: Is there a motion on the  
17 item?

18 ATTORNEY GENERAL BONDI: So move.

19 GOVERNOR SCOTT: Is there a second?

20 COMMISSIONER PUTNAM: Second.

21 GOVERNOR SCOTT: Comments or objections?

22 (NO RESPONSE).

23 GOVERNOR SCOTT: Hearing none, the motion  
24 carries.

25 EXECUTIVE DIRECTOR SUTPHIN: Item 2, sir, is

1 the Agency legislative budget request for  
2 FY 2017/2018. There are 15 issues, sir, and they  
3 support the operations and goals and objectives of  
4 the Agency, which is to support veterans. And I  
5 will be glad to go through those, sir, if you would  
6 like for me to.

7 GOVERNOR SCOTT: Has everybody had the chance  
8 to look at them?

9 ATTORNEY GENERAL BONDI: Uh-huh.

10 GOVERNOR SCOTT: All right. Is there a motion  
11 on the item?

12 ATTORNEY GENERAL BONDI: So move.

13 GOVERNOR SCOTT: Is there a second?

14 COMMISSIONER PUTNAM: Second.

15 GOVERNOR SCOTT: Florida law requires the  
16 Governor to independently submit budget  
17 recommendations; accordingly, I'm abstaining. The  
18 record should reflect that.

19 Any other comments or objections?

20 (NO RESPONSE).

21 GOVERNOR SCOTT: Hearing none, the motion is  
22 approved with one abstention.

23 EXECUTIVE DIRECTOR SUTPHIN: Agenda 3 is the  
24 Agency legislative proposals for 2017. This year  
25 we have two Agency proposals, sir, policy

1 proposals. The first one updates the Agency's  
2 organizational statute to include a Division of  
3 Homes. I don't know why it hasn't been there  
4 before.

5 The second proposal expands the authorized use  
6 of funds from the Operations Maintenance Trust Fund  
7 within the Agency to include construction,  
8 renovation, and it ties into the Department of  
9 Highway and Motor Vehicles' statute regarding the  
10 funds from the women's veterans license plates.  
11 Neither of the two proposals have any fiscal  
12 impacts, sir, they're merely administrative changes  
13 and updates.

14 Respectfully request you approve.

15 GOVERNOR SCOTT: Is there a motion on the  
16 item?

17 COMMISSIONER PUTNAM: So move.

18 GOVERNOR SCOTT: Is there a second?

19 ATTORNEY GENERAL BONDI: Second.

20 GOVERNOR SCOTT: Florida law requires the  
21 Governor to independently review legislation upon  
22 passage; accordingly, I'm going to abstain, so the  
23 record should reflect the abstention.

24 Any other comments or objections?

25 (NO RESPONSE).

1           GOVERNOR SCOTT: Hearing none, the motion is  
2 approved with one abstention.

3           EXECUTIVE DIRECTOR SUTPHIN: Thank you, sir.

4           Agenda Item Number 4 is the Agency's  
5 recommendations for the Veterans' Hall of Fame,  
6 Class of 2016. The Veterans' Hall of Fame  
7 recognizes and honors those military veterans who  
8 their works and lives during or after military  
9 service have made a significant contribution to the  
10 State of Florida through civic, business, public  
11 service, and other pursuits.

12           It's not a traditional military hall of fame  
13 as it focuses mainly on post military contributions  
14 to the State of Florida. On June 28th the Florida  
15 Veterans' Hall of Fame Council met in open session  
16 to select nominees for the class of 2016 from  
17 48 packets submitted by the general public.

18           Following public input, deliberations,  
19 11 finalists were selected by the Council to be  
20 transmitted to the Florida Department of Veterans'  
21 Affairs for submission to you today.

22           During the meeting of the Hall of Fame  
23 Council, recommended the waiver of the requirement  
24 for Colonel Washington Sanchez to have been  
25 two years removed from employment before

1 nomination. Colonel Sanchez remains as the  
2 Director of the Florida Veterans' Foundation, our  
3 DSO, and the Council wants to recognize his  
4 achievements.

5 The 2016 Florida Veterans' Hall of Fame  
6 guidelines states: The Veterans' Hall of Fame  
7 Council may recommend the waiver of the two-year  
8 requirement for nominees over the age of 70.

9 We would respectfully request, sir, that y'all  
10 consider that.

11 GOVERNOR SCOTT: Is there a motion on the  
12 item?

13 ATTORNEY GENERAL BONDI: So moved.

14 CFO ATWATER: Second.

15 GOVERNOR SCOTT: Any comments or objections?

16 (NO RESPONSE).

17 GOVERNOR SCOTT: Hearing none, the motion  
18 carries.

19 EXECUTIVE DIRECTOR SUTPHIN: Thank you, sir.

20 ATTORNEY GENERAL BONDI: We hope he's with us  
21 for another 30 years, but I'm glad we're doing  
22 that.

23 EXECUTIVE DIRECTOR SUTPHIN: Yes, ma'am, we're  
24 not going to let him get away from us; he's not  
25 going anywhere. Old soldiers are going to be with

1 us a long time.

2 Since we are talking about Colonel Sanchez,  
3 I'll go ahead and start with him even though it's  
4 not alphabetical.

5 Retired Army Colonel Washington Sanchez is a  
6 Vietnam veteran over the age of 70 and Purple Heart  
7 recipient who has advocated life for supporting  
8 veterans. A state leader of the Military Order of  
9 the Purple Heart, he currently serves as Chairman  
10 of the Florida Veterans' Foundation, whose mission  
11 is to assist veterans and their families in need.

12 They have done extremely countless numbers of  
13 miracles, I mean I count on them very heavily.  
14 When we do our performance standards and everything  
15 for you all, I intend to have them listed there  
16 because they are part of our organization and what  
17 we do. But it's just unbelievable what they have  
18 done for us.

19 The next one is the late Governor Rubin Askew,  
20 an Army Air Force veteran who served with  
21 distinction in both the Florida House of  
22 Representatives and the Senate, and was later  
23 elected to two terms as Florida Governor in the  
24 1970s.

25 The next is the late Governor LeRoy Collins

1           who also served with distinction in the Florida  
2           House of Representatives and the Senate before  
3           joining the U.S. Navy during World War II, a strong  
4           advocate for racial justice in the post-war years.  
5           He was reelected to the Florida Senate and went on  
6           to become Governor from 1954 to 1961.

7           His son, the late Admiral LeRoy Collins, was  
8           inducted into the class of 2015. This would be the  
9           first father/son pairing in the Florida Veterans'  
10          Hall of Fame.

11          Next is Jordon "J.J." Corbett, an Army  
12          Sergeant with the Triple Nickel, 55 Parachute  
13          Regiment, infantry regiment, the all-black infantry  
14          regiment, a very famous regiment. Battalion during  
15          World War II, fought against racial injustice  
16          during a lifetime of distinguished and noteworthy  
17          service teaching and coaching in Polk County.

18          The next is the late Admiral -- Rear Admiral  
19          Kevin Delaney, a very, very good man. A Naval  
20          aviator who served with distinction as a business  
21          and civic leader in the Jacksonville area, as well  
22          as a prominent veterans' advocate in the  
23          Sunshine State and in the Military Task Force also  
24          to protect our bases.

25          Next is Dennis Freytes, a retired U.S. Army

1 Lieutenant Colonel, who has served with distinction  
2 as a relentless advocate for veterans civil rights  
3 in the advancement of Hispanic Americans.

4 Next is Doctor David Goetsch, an award winning  
5 educator, enlisted -- a veteran of the  
6 U. S. Marine Corps, has served with distinction as  
7 a professor and administrator at Northwest Florida  
8 State College for more than 40 years. He has  
9 authored numerous books and articles on business  
10 and professional economic development.

11 Next is the late Governor Spessard Holland, a  
12 World War I veteran of the U.S. Army Air Corps who  
13 has served as County Judge, State Senator, Governor  
14 of Florida during the second war before serving as  
15 a U.S. Senator for more than 24 years.

16 Next is Doctor William L. Proctor, a former  
17 U.S. Army Reserve Captain, a staunch veteran  
18 supporter, served with distinction in the  
19 Florida Legislature from 2004 to 2012. In addition  
20 to advocating the Legislature supporting education  
21 and veterans' issues and health care, he served as  
22 president of Flagler College for 30 years and is  
23 currently the school's chancellor.

24 Next to the last is retired Air Force Chief  
25 Master Sergeant John Stewart. He's a Vietnam

1           veteran, a lifelong veteran advocate from Citrus  
2           County whose generous outreach and support touches  
3           veterans of all ages.

4           The final nominee for the class of 2016,  
5           Frederick Taylor, Jr., a Vietnam veteran and  
6           three-time Purple Heart recipient. Taylor is an  
7           award-winning entrepreneur, humanitarian,  
8           distinguished speaker, and veterans' advocate.

9           The class of 2016 will be honored with a  
10          ceremony reception at the Capitol on Wednesday,  
11          November the 9th. Subject to your questions, we'd  
12          respectfully request that you accept this list.

13          GOVERNOR SCOTT: All right. Is there a  
14          motion?

15          COMMISSIONER PUTNAM: So moved.

16          GOVERNOR SCOTT: Is there a second?

17          ATTORNEY GENERAL BONDI: Second.

18          GOVERNOR SCOTT: Any comments or objections?

19          (NO RESPONSE).

20          GOVERNOR SCOTT: The motion carries.

21          EXECUTIVE DIRECTOR SUTPHIN: Thank you very  
22          much, sir.

23          GOVERNOR SCOTT: Great list of people. Good  
24          job. Everybody did a good job.

25          EXECUTIVE DIRECTOR SUTPHIN: That's the first

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time. I didn't fall down.

GOVERNOR SCOTT: Thank you. Thanks, Glenn.

\* \* \* \*



**Glenn Sutphin**  
Interim Executive Director

State of Florida  
**DEPARTMENT OF VETERANS' AFFAIRS**

**Office of the Executive Director**

The Capitol, Suite 2105, 400 South Monroe Street  
Tallahassee, FL 32399-0001

Phone: (850) 487-1533 Fax: (850) 488-4001

[www.FloridaVets.org](http://www.FloridaVets.org)

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

DATE: May 25, 2016

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

FROM: Glenn Sutphin  
Interim Executive Director *Glenn W. Sutphin*

SUBJECT: Quarterly Report – Third Quarter 2015-2016

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

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 Office 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 Third QUARTER REPORT January 1 – March 31, 2016

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

#### 1) Administrative Highlights:

##### a) Current Issues/Concerns

##### i) Executive Direction:

ED Mike Prendergast and 11 members of the Florida Department of Veterans' Affairs supported "Honor Ride Florida" at Tropicana Field in Saint Petersburg, FL, by raising funds and/or participating in the 25, 42, and 60 mile ride events. Money collected from this annual event went to support the purchase of adaptive sports equipment for physically impaired Veterans.



ED 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 Third Quarter ED Mike Prendergast presented and attended the following events:

- (1) National Association of State Directors of Veterans Affairs Conference in Washington, DC
- (2) Disabled American Veterans' Mid-Winter Conference in Orlando, Florida
- (3) Student Veterans' of America National Conference in Orlando, Florida
- (4) Florida Women's Hall of Fame Induction Ceremony at the Capitol in Tallahassee, Florida

- (5) Florida Association of Community Health Centers (FACHC) Legislative Forum Dinner at the University Center Club in Tallahassee, Florida
- (6) Governor's Base Commanders Meeting at the Naval Air Station in Pensacola, Florida
- (7) Pasco County Sheriff's "Shotgun Shoot" in Land O' Lakes, Florida
- (8) Transferring ceremony of the vacant 120-bed nursing center in Lake Baldwin VA medical complex from the federal government to the State of Florida, Congressman John Mica and Orlando Medical Center Director, Tim Liezert, also participated in the event in Orlando, Florida

ii) **Division of Benefits and Assistance:**

Summary of veterans' benefits derived vs. cost of the benefits staff: \$87:1 (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:**

Claims Services advocated for 67,101 veterans and their families, while processing 8,620 claims for disability benefits during this 3<sup>rd</sup> Quarter. The Bureau represented 310 veterans before the Board of Veterans Appeals to uphold their appellate rights for veterans' benefits. We conducted 190 Personal Hearings requests with the VA Regional Office. There has been an increase of 100% BVA hearings and nearly 50% local hearings. We continued to lose Veteran Claims Examiners during the third quarter, with two departures, however, we accessed two new personnel and one supervisor. Specialized training continues for the newly assessed Veterans Claims Examiners, now numbering four and anticipating another four in the coming month. Personnel shortages will continue to plague us through the fiscal period. We continue to review and standardize our business practice with the VetraSpec computer management system. Operations customization continues as we optimize efforts to manage manpower level with mission requirements. The VA's Digit-2-Digit system is operating with our VetraSpec software with much success. We are diligently working with the Defense Manpower Data Center to program electronic DD-214 discharge documents for integration into the FDVA computer management system. We anticipate completion of this project by the end of the next quarter.

(2) **Bureau of Field Services:**

Field Service's staff members David Austin, Ernie Kuykendall, Harry Rudy and Brenda Thurman provided instruction at the Florida Department of Veterans' Affairs Certification Course March 7-10. Together with the training courses and normal workload, our staff was able to present, attend and/or otherwise support 200 outreach events providing earned benefit information to 7,790 veterans and their families and complete 8,275 disability claims. Field Services provided 84 Man Hours to support 3 Governor's Veterans Service Award Ceremonies this Quarter. Field Services' assisted Bureau of Veterans' claims by reviewing and entering 686 Pension Claims.

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

Many obstacles were placed across the path of the SAA during this quarter but SAA employees successfully navigated around them. Going up exclusively on a new production database for all work production, the database repeatedly shut down during its infancy stage, causing work production to come to a halt, numerous times. During the initial days within the system, the database froze 3 times within the first week of

operation, locking all SAA employees out of the database and preventing work from being accomplished. With great patience and diligence, the SAA employees were able to work with the IT Department to identify the causes of the crashes and by the end of this quarter the SAA has remained crash-free for several weeks. Compounding the transition to a new database, one-third of the SAA staff was new and on probation during this time period requiring numerous hours of human resources to be diverted to the training of the new employees. In addition, with the USDVA late in providing the SAA with their 140 assigned compliance survey visits, the SAA was at a 4-week production disadvantage from the start of the fiscal year. Practically unfazed by these obstacles, all assigned approval work for the state was able to be performed within contract required timelines and by the end of this quarter, marking mid-year for the SAA contract year, the SAA reached 69 of the 70 mid-year compliance survey visits goal, which was just shy of the 50% performance goal. With great resilience, the SAA rebounded quickly this quarter and is poised to successfully complete the second half of the contract year requirements.

iii) **Division of State Veterans' Homes**

- (1) 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 112-bed facility will offer skilled nursing care and can accommodate 56 residents with dementia/Alzheimer's disease. Also, the federal government has officially transferred a 118-bed nursing center at the Lake Baldwin VA medical complex to the State of Florida. The re-opening of this facility will require renovation as it had been used as offices. FDVA will expedite the process with opening this home in the near future.



Transferring ceremony of the vacant 120-bed nursing center at Lake Baldwin VA medical complex from the federal government to the State of Florida Orlando Medical Center Director, Tim Liezert, Congressman John Mica and ED Mike Prendergast.

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.

## 2) Required Items per FAC 55-1.003(s):

### a) Contracts (FAC 55-1.003(e))

- i) FDVA "Media Branding and Outreach Services" contract, with Quest Corporation of America, Inc., executed and commenced 1/15/16.
- ii) FDVA "Resident Safety Lift and Transfer System" contract, with Tollos, Inc., executed and commenced 12/15/15. Project underway.
- iii) FDVA "Bed Systems" contract, with NOA Medical Ind., expired 12/13/15 (closed out 1/4/16).
- iv) FDVA "Mattresses" contract, with Direct Supply Inc., expired 3/10/16 (closed out 3/11/16).
- v) FDVA "Disabled Veterans Insurance Careers" contract Change Order No. 1, with Disabled Veterans Insurance Careers, Inc., executed 1/20/16 (re-allocated line item funds; no change to contract amount).
- vi) FDVA "Disabled Veterans Insurance Careers" contract Change Order No. 2, with Disabled Veterans Insurance Careers, Inc., executed 2/4/16 (increased pilot program participation from 5 to 6 veterans; no change to contract amount).
- vii) FDVA "Disabled Veterans Insurance Careers" contract Change Order No. 3, with Disabled Veterans Insurance Careers, Inc., executed 3/24/16 (re-allocated line item funds; no change to contract amount).
- viii) FDVA "Veterans Benefits Information System" contract Amendment No. 1, with DataSpec, Inc. (VetraSpec system), executed 2/16/16 (removed IP filtering requirement and added provision for County/CVSO's access to VetraSpec system; no change to contract amount).
- ix) FDVA "Veterans Benefits Information System" contract Amendment No. 2, with DataSpec, Inc. (VetraSpec system), executed 3/10/16 (revises Amendment No. 1 Attachment "A" MOA for County/CVSO's access to VetraSpec system; no change to contract amount).
- x) FDVA "Time Clock System" contract Amendment No. 3, with ITCS/Web-Clock, Inc., executed 2/15/16 (revised "system support" requirement; no change to contract amount).
- xi) Bennett SVNH "Parking Lot and Roadway Enhancements" solicitation (ITB) issued 1/27/16. Original pre-bid onsite meeting on 2/17/16 was rescheduled and held on

- 3/2/16. FDVA Addendum issued 3/9/16. Bid opening meeting held 3/18/16. FDVA "Intent to Award" issued 3/22/16. Contract execution pending as of 3/31/16.
- xii) Jacobson SVNH "Parking Lot Reseal" solicitation (ITB) issued 2/1/16. Pre-bid onsite meeting held 2/11/16. Bid opening meeting held 2/26/16. FDVA "Intent to Award" issued 3/1/16. Contract executed and commenced 3/14/16. Contract to be completed 4/4/16.
  - xiii) Lassen SVNH "Side Walks and Dumpster Relocation" contract, with Gary S. Bailey, Inc., executed and commenced 11/12/15. Amendment No. 1 executed 12/11/15. Amendment No. 2 executed 3/23/16. Contract to be completed by 4/20/16.
  - xiv) 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. Amendment No. 2 executed 2/11/16. Contract completion pending as of 3/31/16.
  - xv) 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 & commencement of work pending as of 3/31/16.
  - xvi) Sims SVNH "Additional Parking Spaces" solicitation (ITB) issued 3/1/16. Pre-bid onsite meeting held 3/16/16. Bid opening meeting scheduled for 4/5/16 (with FDVA "Intent to Award" and Contract execution pending).

**b) Consultants (FAC 55-1.003(h))**

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

**c) Leases (FAC 55-1.003(i))**

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

**d) Lawsuits/Claims in Litigation or Settled this Quarter (FAC 55-1.003(k) and (l))**

- i) **3 General Liability Claims** (0 new this quarter): 0 won, 0 settled, 0 lost, 3 pending
- ii) **5 Employment Liability Claims**: 0 won, 1 settled, 0 lost, 4 pending

**e) Notifications to State Attorneys, Sheriffs or other Law Enforcement (FAC 55-1.003(m))**

- i) FDVA did not make any notifications this quarter.

**f) Donations (FAC 55-1.003(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	\$ 5,168		\$ 15,362
Lopez SVNH, Land O' Lakes	\$ 20	\$ 1,038	\$ 4,278		\$ 5,336
Nininger SVNH, Pembroke Pines	\$ 12,705	\$ 125	\$ 554		\$ 13,384
Sims SVNH, Panama City	\$ 100	\$ 50	\$ 265		\$ 415
Jacobson SVNH, Port Charlotte	\$ 116	\$ 359	\$ 743		\$ 1,218
Lassen SVNH, St. Augustine	\$ 475		\$ 320		\$ 795
All State Veterans' Homes	\$ 22,530	\$ 3,877	\$ 11,328		\$ 37,735

**ii) Non-Cash Donations**

<i>Third Quarter 2015-2016</i>		
	<i>Items</i>	<i>Value</i>
Jenkins SVDH, Lake City	None	
Bennett SVNH, Daytona Beach	Aumed Magnifying Reader	\$1,500.00
Lopez SVNH, Land O' Lakes	Canon Powershot Digital Camera	\$120.00
	Block Rocker Speaker System	\$120.00
Nininger SVNH, Pembroke Pines	(2) Samsung Galaxy View 32GB Tablets	\$1,375.84
	Patio Dining Set	\$599.00
	TV Vizio 55" LED 2160p	\$849.99
Sims SVNH, Panama City	(6) TV's 32" Emerson Flat screen	\$948.00
Jacobson SVNH, Port Charlotte	Chattanooga Hydrocollator	\$633.00
	Chattanooga Ultrasound	\$1,385.00
	2 Southern Motion recliners	\$2,160.00
Lassen SVNH, St. Augustine	Merlin Vision Enhancer	\$1,500.00
<b>Total Value</b>		<b>\$11,190.83</b>

**g) Memberships in Professional Organizations Paid this Quarter (FAC 55-1.003(p))**

Executive Direction	NASDVA	\$ 800
Lassen SVNH	Health Planning	\$ 250
<b>Total</b>		<b>\$ 1,050</b>



Veteran John Milam (seated) shakes hands with Congresswoman Gwen Graham during the meet and greet social with the Veterans



Veteran Dennis Belk gets a hug from Congresswoman Gwen Graham after the tour of the facility.



### 3) Veterans Florida 3rd Quarter Report FY15-16

During the 3rd Quarter of Fiscal Year 15-16, Veterans Florida took several important steps to implementing its statutory programs and took the initial steps to create additional programs to assist veterans in finding and connecting with services and benefits.

- a) The FL VETS Business Training Grant Application became available to businesses and fiscal agents throughout the State. The FL VETS Training Grants Program had a very successful quarter with 61 requests for applications since it opened in January. Of those 61 businesses, eight have submitted applications that have been awarded, in a total amount of \$987,663.06.
- b) The registration for the FL VETS Entrepreneurship Program opened in January and the program received 612 applications, far more than their goal of 400 applications. The program consist of three-phases: online education, in-residence lessons, and a mentoring phase. It is delivered through a network of 5 Florida colleges and universities. All of the network partner schools met in late February to finalize curriculum for Phase 2. Phase 1 began on March 15th for veteran participants.
- c) Veterans Florida, with the help of marketing firm Miles Media, launched their marketing campaign in early-January. The new website is up and Miles Media is currently working with software provider UniteUs to integrate their portal into our website. Veterans Florida has well exceeded its goal to gain 3,000 collective followers through all of its social media accounts. GI Jobs has printed one of Veterans Florida's first print ads which is currently being distributed nationwide.
- d) Veterans Florida staff has been working with UniteUs to onboard veteran service providers statewide such as FDVA, United Way, and other veteran-specific service providers. These participants will serve in the care coordination/referral network.
- e) Veterans Florida's Executive Director attended the first of a series of events sponsored by the Florida Veteran Foundation on March 4th called the Veterans Information Summit. He was a guest panelist speaking about employment to about 50 veterans in the audience. The Florida

Veterans Foundation anticipates in actively working with Veterans Florida in their care coordination network hosted by UniteUs.

- f) Veterans Florida's Executive Director attended a panel discussion on "Employing our Veterans" being hosted by the Greater Miami Chamber of Commerce on March 15th to discuss Veterans Florida's programs and how we can help businesses find, hire and train great veteran employees. In addition, he met with with Mission United Miami- Dade team and Jeff Cathey, Senior Vice President, Military Bank Overseas/Military Affairs, Bank of America.
- g) On March 17th, Veterans Florida's Executive Director and Chief Operating Officer met with the Department of Economic Opportunities Regional Veterans Coordinators to discuss our relationship with DEO and CareerSource Boards.
- h) On March 21, 2016, Veterans Florida had a meeting in their headquarters with the Florida Trucking Association on statewide joint efforts to assist veterans transition into the trucking industry. Representatives from FDVA, the Department of Economic Opportunity, Enterprise Florida, the Florida Defense Support Task Force, the Department of Transportation, the Department of Highway Safety and Motor Vehicles, Tallahassee Community College, the Florida Legislature, and the US VA's Office of Transition, Employment and Economic Impact attended.



## **Florida Veterans Foundation 3<sup>rd</sup> Quarter CY 2016**

- The Florida Veterans Foundation (FVF) is a 501-3C non-profit organization.
- The FVF is the “last chance” opportunity for veterans in need. The FVF acts as the check writers to those veterans who may have been under duress or in need of money to keep their rent and utilities on or perhaps transportation to maintain employment.
- The FVF acts to provide solution and not enable a problem to persist.
- FVF desires that every veteran’s case be vetted at the county level when application is made and then forwarded to the Foundation for approval and check then written.
- Florida is divided into eight districts with headquarters in Tallahassee. A director represents each district.
- On January 1, 2016 the FVF was the recipient of a \$1.25 million grant awarded by the Florida Attorney General.
- The FVF immediately began execution of the Florida Veterans HELP (Health, Education, Employment, Entrepreneurship Leadership, Partnership) Grant to reach “needs-based” veterans through informational Veterans’ Summits, (Homeless/At-Risk Veterans Stand Downs) media such as our website, brochures, flyers and marketing.
- Each summit showcases the “Subject Matter Experts” in each area to aid veterans in an effective, quality manner.
- Tallahassee was the site for the first Veterans’ Summit in March.

### **Important Information Offered During the Summits**

- Health
- Educational
- Employment
- Entrepreneurship
- HBOT / VA Choice Program
- Florida Veterans Memorial
- VA Claims & Appeals
- FL Veterans Homeless Program

- VA DIC/FL Changes to Death Certificate
- VA Fiduciary

**As part of the HELP Grant FVF reaches out to Florida Homeless /At-Risk Veterans.**

- Each Veteran Stand Down assist Homeless/At-Risk Veterans and their families who are living on the street or who do not have permanent housing by being qualified appropriately by the Veterans Affairs (VA).
- Veteran status must be verified by the VA by presenting a VA Card or DD-214.
- The Veterans' Stand Down held this quarter was in Merritt Island and supported 100 veterans.

**Services Offered During Stand Downs**

- Education and Employment
- Assessment for Permanent Housing
- Free Local Bus Transportation
- Healthcare Screenings and Prescriptions
- 12-Step and PTSD/TBI Counseling
- Legal Services and Veterans Court
- Vision, Hearing tests, Mental Health & Dental Exams
- Meals
- Haircuts/Hairstyling
- Veterinary Services/Pet Therapy
- VA Benefits/Claims Counseling
- Drivers Licenses
- HIV/AIDS & Glucose Testing

**Overall the HELP Grant is on task to reach 329,050 Florida Veterans.**

- FVF touts a 5% or \$62,500 in administrative support in the execution of the grant, and 95% or \$1,187,500 of grant dollars are in direct support of the veteran.
- The core mission of the FVF is to aid veterans in financial crisis. The core mission prior to the HELP grant was fully supported through donations and the Brick Program.

**Initiatives**

- Stand Downs: We donate \$2,500 per Stand Down Day. We supported the Merritt Island Stand Down on March 26, hosted by District 4 Director Robert Doyle and serving over 100 homeless and at-risk veterans. We have identified other stand downs in the State so that we can support them.
- We have completed the 1<sup>st</sup> Quarter of the HELP Grant with a contact of over 60,000 veterans and families and an expenditure of \$60,000. We should be spending approximately at a rate of \$50,000 per month. We expected to under spend as organized and structured the Grant reach

the entire state with like projects. BUT we surely reached out there to make veteran contacts with special Kudos to Mike Mason assisting in District 3 touching over 37,000 veterans.

- We've completed one Veterans Summit, March 4<sup>th</sup> in Tallahassee with great success in the program format. 150 Veterans were in attendance. Subject Matter Experts is the way to go.
- Steve Marchbanks, our Emergency Financial Aid Specialist assisted and approved 157 Veterans in Financial Need. Additionally, he secured two VA work-study Student Veterans for the Foundation, who will help him with his greatly increased workload and they will be assisting with the brick sales processing.
- As we've planned, the summit is more a "canned" event where we change the date and place and players. For example, Bobby Carbonell (Veterans Florida) has representatives at UNF who will brief his part and he has them in most major regions so that works perfect.
- We made a HELP Grant Brochure this morning that Molly has out for production. That again, is another means to educate the masses of our mission.
- Uber Driving Program: Based on a transportation proposal from District 4, Gary Clark, and supported by Mike Mason, District 3 Director, rural transportation is Polk County's greatest unmet need. Gary Clark requested \$40,000 to help fund an existing private rural transportation program in Polk County. Instead of only addressing Polk County, we are teaming up with Uber and Veterans Florida to evaluate a proposal from Uber who is doing a pilot seniors program in Gainesville. In the coming weeks, you will hear more about this effort.
- HBOT for TBI/PTSD Project: The Tallahassee Outpatient Clinic and the Gainesville Non-VA Care Office have been successful in getting 4 veterans approved for HBOT Treatments for TBI/PTSD and related illnesses through the CHOICE Program. The problem has been the slow processing of the CHOICE paperwork. The CHOICE Program was designed to shorten the waiting time fill medical appointments. Now the problem is long wait times to schedule the medical an appointment itself and to pay travel/hotel reimbursements. Routinely, CHOICE Program providers have to wait 4-8 months to receive VA payments. To address this problem for some veterans requiring HBOT Treatments, the Foundation has team up with Ray Cralle's and Dr. Eddie Zant's HBOT Clinic with gracious donors to provide selected veterans free Treatments, transportation and housing accommodations. FVF will continue to assist veterans get free HBOT treatments.



**Glenn W. Sutphin, Jr.**  
Executive Director

State of Florida  
**DEPARTMENT OF VETERANS' AFFAIRS**

**Office of the Executive Director**

The Capitol, Suite 2105, 400 South Monroe Street  
Tallahassee, FL 32399-0001

Phone: (850) 487-1533 Fax: (850) 488-4001

[www.FloridaVets.org](http://www.FloridaVets.org)

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

**DATE:** August 24, 2016

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

**FROM:** Glenn W. Sutphin, Jr.  
Executive Director

**SUBJECT:** Quarterly Report – Fourth Quarter 2015-2016

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The Florida Department of Veterans' Affairs submits the Quarterly Report for the Fourth Quarter of the 2015-2016 Fiscal Year, covering the period April 1 – June 30, 2016.

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 Roy Clark 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 FOURTH QUARTER REPORT April 1 – June 30, 2016

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

#### 1) Administrative Highlights:

##### a) Current Issues/Concerns

##### i) Executive Direction:

The Governor and Cabinet voted favorably on April 26th for Lieutenant Colonel (Ret.) Glenn Sutphin to serve as Interim Executive Director, Florida Department of Veterans' Affairs. Colonel Sutphin, succeeds Colonel (Ret.) Mike Prendergast, who announced his resignation from the position on March 29th, 2016.

As Interim Executive Director Glenn Sutphin continued the 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.

Interim Executive Director Glenn Sutphin, key agency staff, and staff from DMS, AHCA, DEP, and Congressman Mica's Office on May 24, 2016 conducted a site assessment of the Lake Baldwin Community Living Center, Orlando, FL.

During the Fourth Quarter Interim Executive Director Glenn Sutphin presented and/or attended the following events:

1. County Veteran Service Officer Association (CVSOA) Training Conference in Safety Harbor.
2. Governor's Veterans Service ceremony awarding 413 medals to veterans at the US Army National Guard Armory in Crystal River.
3. American Legion Boys State 73<sup>rd</sup> Session in Tallahassee.
4. Florida Veterans' Hall of Fame Council's inductee selection meeting at the Capitol in Tallahassee

##### ii) Division of Benefits and Assistance:

Summary of veterans' benefits derived vs. cost of the benefits staff: \$94:1 (ROI)

##### (1) Bureau of Veterans' Claims:

Claims Services continues to maintain the same fast pace as the previous quarter. During this quarter, our office advocated for 108,176 Veterans and their families, while

6,492 rating reviews for claims for disability benefits were processed. We represented 268 veterans before the Board of Veterans Appeals to uphold their appellate rights for Veterans' benefits. Additionally, another 260 Personal Hearings were scheduled with the VA Regional Office, of which our Veterans Claims Examiners were able to mitigate 90 percent of the cases prior to the scheduled hearing. Additionally, we are happy to report we are at full strength for Veterans Claims Examiners, with five under probationary training. We continue optimize our efforts to manage manpower level with mission requirements, mixed with targeted training for the new and refresher training for the seasoned Veterans Claims Examiners. Lastly, we decided to take a different approach, due to delays from both vendor and with the Defense Manpower Data Center, regarding the program of electronic DD-214 discharge for integration into the FDVA computer management system. Procedures are in place to notify new Veterans of services and a further survey for benefits information from our office. This project will start July 1, 2016.

**(2) Bureau of Field Services:**

Field Service's staff members David Austin, Ernie Kuykendall, Harry Rudy and Dennis Latta provided instruction at the Florida Department of Veterans' Affairs Certification Course June 6-9. Together, with the training courses and normal workload, our staff was able to present, attend and/or otherwise support 233 outreach events providing earned benefit information to 10,378 veterans and their families and completed 8,685 disability claims. Field Services provided 89 hours to support 4 Governor's Veterans Service Award Ceremonies this Quarter. Field Services' assisted Bureau of Veterans' claims by reviewing and entering 167 Pension Claims.

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

This quarter is always heavy with conference presentations to school groups and supporting organizations. We presented at the Florida Advisory Council on Military Education, Florida Association of Student Financial Aid Administrators, Florida Association of Veteran Education Specialists, at the FDVA County Veteran Certification Course and at an outreach event, the Third Annual Women Veterans' Conference. Combined, approximately 800 individuals attended these events. The SAA also completed their transition to Windows 10 by the end of June and numerous technical obstacles emerged as the team worked with the new computer applications. Of greatest potential impact, however, was the news of a possible U.S. Department of Education de-recognition of a national accrediting agency which accredits many of the private, for-profit schools. The accrediting agency, Accrediting Council for Independent Colleges and Schools (ACICS) accredits approximately 900 schools nationwide with approximately 70 of these schools located in Florida. The U.S. Department of Education will have 90 days to make their decision whether to de-recognize the accrediting agency and if de-recognized, and if the courts do not block the decision, the schools would then have 18 months to find a new accrediting agency. Colleges which are non-accredited are not eligible to participate in federal financial aid programs. Without federal financial aid, most of those colleges would no longer have the revenue stream needed to maintain operations and would most likely close. In addition, to losing participation in federal financial aid programs, those schools which are approved to administer VA Education Benefits could lose the approval to administer Externships, Internships and Residencies and would also be prohibited from offering online courses to veterans. Those schools which are able to remain open and which are approved to administer VA Education Benefits will also find themselves being scrutinized by the SAA for financial

soundness. SAAs around the country are awaiting the outcome of U.S. Department of Education as a reduced number of facilities which are approved to administer VA Education Benefits could also impact the funding provided to the SAA in the annual allocation of funds.

iii) **Division of State Veterans' Homes**

(1) The Florida Department of Veterans Affairs strives for innovation in its State Veterans' Homes in every possible facet. We have received a grant under the State Veterans Homes Construction Grant Program to design and install a Safe Resident Handling and Transfer System to accommodate residents in all six State Veterans Nursing Homes throughout the state.

This system will allow staff to lift and transfer residents from bed/chair/toilet via the track system, substantially increasing the comfort of residents and reducing the risk of injury to staff and residents that is associated with lifting residents manually or with floor lifts.

This project will install a Safe Resident Handling and Transfer System composed of ceiling and wall mounted lift tracks and the appropriate lifts and slings to safely handle and transfer residents at all six State Veterans Nursing Homes.

Tracks will be installed in resident rooms, tub rooms, and physical and occupational therapy rooms. The system will be complete with lifts and slings which connect to the ceiling and wall mounted tracks to lift and transfer residents.

Construction has started with our Land O Lakes homes and will involve installing ceiling and wall mounted tracks in all noted locations in our six State Veterans Nursing Homes. Support lift mechanisms and slings which connect to the ceiling and wall mounted tracks will be used to support the resident during the lift and transfer process.

The total project cost estimate is \$6,158,173.00 the federal funding's cost at 65% is \$4,002,812.45. This project will follow the Department of Veterans Affairs Office of Construction and Facilities Management recommendations in the VA Construction Design Guidelines for the ergonomic evaluation of renovations and retrofits of existing construction as outlined in the document Patient Handling (Lifting) Equipment Coverage and Space Recommendations.

The project will include all six State Veterans Nursing Homes.  
Emory Bennett State Veterans Home  
Baldomero Lopez State Veterans Home  
Chester Sims State Veterans Home  
Douglas Jacobson State Veterans Home  
Clyde Lassen Veterans Nursing Home



Sandy Ninger State Veterans Home

Ceiling lift system provides more comfort to the resident during transport, and reduces the need for pushing and pulling by the care giver. Photo Courtesy of Vancare. Ceiling lift system, where lift mechanism is attached to a track fastened to the ceiling, and operated with a handheld device.

**2) Required Items per FAC 55-1.003(s):**

**a) Contracts (FAC 55-1.003(e))**

- i) FDVA "Media Outreach and Branding Services" contract Change Order No. 1, with Quest Corporation of America, Inc., executed 6/16/16 (reallocated Year 1 – FY15/16 line items funding; total contract amount remained unchanged).
- ii) FDVA "Physical, Occupational, and Speech Therapy Services" contract Amendment No. 1, with Heritage Healthcare, Inc., executed 4/15/16 (renewed contract for period of 9/1/16 through 8/31/19).
- iii) FDVA "Physical, Occupational, and Speech Therapy Services" contract Amendment No. 2, with Heritage Healthcare, Inc., executed 5/13/16 (provision of new public records contract language).
- iv) FDVA "Housekeeping and Laundry Services" contract Amendment No. 1, with Healthcare Services Group, executed 5/5/16 (provision of new public records contract language and renewed contract for period of 3/1/17 through 2/28/20).
- v) FDVA "Health Information Technology System" contract Amendment No. 5, with MatrixCare, Inc., executed 4/4/16 (memorializes MDI Achieve, Inc. corporate name change to MatrixCare, Inc.).
- vi) FDVA "Health Information Technology System" contract Amendment No. 6, with MatrixCare, Inc., executed 6/2/16 (provision of new public records contract language and renewed contract for period of 3/19/17 to 3/18/20).
- vii) FDVA "Disabled Veterans Job Training/Placement" contract Change Order No. 4, with Disabled Veterans Insurance Careers, Inc., executed 6/16/16 (reallocated line items funding; total contract amount remained unchanged).
- viii) FDVA "Disabled Veterans Job Training/Placement" contract, with Disabled Veterans Insurance Careers, Inc., expired 6/30/16. Contract close out pending.

- ix) FDVA Issued state required language and FDVA intent to execute new USDVA VISN-8 "Pharmacy Services Contract", for Lopez, Lassen, Nininger, Jacobson, and Bennett SVNH's, on 3/18/16 (pending new contract to be effective 9/1/16).
- x) FDVA Issued state required language and FDVA intent to execute new USDVA VISN-16 "Pharmacy Services Contract", for Sims SVNH, on 3/18/16 (pending new contract to be effective 10/1/16).
- xi) Bennett SVNH "Parking Lot and Roadway Enhancements" contract, with Halifax Paving, Inc., executed 4/6/16. Contract completion pending.
- xii) Bennett SVNH "Parking Lot and Roadway Enhancements" contract Change Order No. 1, with Halifax Paving, Inc., executed 6/27/16 (revised project installation requirement; total contract amount remained unchanged).
- xiii) Jenkins SVDH "Audio/Visual Security System" solicitation (Invitation to Bid) issued Jacobson SVNH "Parking Lot Reseal" contract, with Glendale Group, Inc., completed 5/2/16. Contract closed out 5/16/16.
- xiv) 5/11/16. Pre-bid meeting held 6/2/16. Addendum issued 6/30/16. Bid opening meeting to be held 7/14/16.
- xv) Lassen SVNH "Side Walks and Dumpster Relocation" contract, with Gary S. Bailey, Inc., completed 4/29/16. Contract closed out 5/12/16.
- xvi) 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 activated "construction services", with Charles Perry Partners, Inc., 4/5/16. Contract completion pending.
- xvii) Sims SVNH "Additional Parking Spaces" contract, with Anderson & Associates Construction, Inc., executed 4/26/16. Contract completion pending.

**b) Consultants (FAC 55-1.003(h))**

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

**c) Leases (FAC 55-1.003(i))**

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

**d) Lawsuits/Claims in Litigation or Settled this Quarter (FAC 55-1.003(k) and (l))**

- i) **3 General Liability Claims** (0 new this quarter): 0 won, 0 settled, 0 lost, 3 pending
- ii) **5 Employment Liability Claims**: 0 won, 1 settled, 0 lost, 4 pending

**e) Notifications to State Attorneys, Sheriffs or other Law Enforcement (FAC 55-1.003(m))**

- i) FDVA did not make any notifications this quarter.

f) Donations (FAC 55-1.003(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>
<b>Jenkins SVDH, Lake City</b>	\$1,000	\$225	\$0	\$26	\$1,251
<b>Bennett SVNH, Daytona Beach</b>	\$8,114	\$2,080	\$5,168	\$1,214	\$16,576
<b>Lopez SVNH, Land O' Lakes</b>	\$20	\$1,038	\$4,278	\$1,420	\$6,756
<b>Nininger SVNH, Pembroke Pines</b>	\$12,705	\$125	\$554	\$226	\$13,610
<b>Sims SVNH, Panama City</b>	\$100	\$50	\$265	\$312	\$727
<b>Jacobson SVNH, Port Charlotte</b>	\$116	\$359	\$743	\$609	\$1,827
<b>Lassen SVNH, St. Augustine</b>	\$475	\$0	\$320	\$425	\$1,220
<b>All State Veterans' Homes</b>	\$22,530	\$3,877	\$11,328	\$4,232	\$41,967

ii) Non-Cash Donations

<i>Fourth Quarter 2015-2016</i>		
	<i>Items</i>	<i>Value</i>
<b>Jenkins SVDH, Lake City</b>	NHP Computer/monitor/speakers HP OfficeJet Printer 8620	\$325.00
<b>Bennett SVNH, Daytona Beach</b>	Wheelchair Electric Elite Traveler Plus	\$1,229.00
	Wheelchair Electric Jazzy Select 6	\$1,764.00
	Wheelchair Electric Merits P320blue	\$724.50
	Wheelchair Electric Golden GP600	\$1,699.50
<b>Lopez SVNH, Land O' Lakes</b>	TV 70" Vizio D70-D3	\$1,198.00
<b>Nininger SVNH, Pembroke Pines</b>	No donations this quarter	\$0.00
<b>Sims SVNH, Panama City</b>	TV 32" Vizio Resident TV	\$168.00
	TV 32" Emerson Resident TV (2)	\$316.00

	DVD resident DVD players(3)	\$179.97
<b>Jacobson SVNH, Port Charlotte</b>	Wheelchair Electric Jazzy Select GT	\$1,749.50
	(11) American Signature Recliners \$399.99ea.	\$4,399.89
	(3) TV Stands custom made	\$5,341.38
	VitalStim Therapy Adult package	\$1,356.00
	(10) CD players	\$250.00
	(6) Framed flags	\$719.94
<b>Lassen SVNH,</b>	Vision Enhancer LCD MRVE22A	\$2,895.00
<b>St. Augustine</b>	DVD Blue Ray player	\$83.00
<b>Total Value</b>		\$24,398.68

**g) Memberships in Professional Organizations Paid this Quarter (FAC 55-1.003(p))**

Homes Administration	Activity Connect	\$114.72
Jenkins Domiciliary	Activity Connect	\$114.72
Bennett SVNH	Activity Connect	\$114.72
Lopez SVNH	Activity Connect	\$114.72
Nininger SVNH	Activity Connect	\$114.72
Sims SVNH	Activity Connect	\$114.72
Jacobson SVNH	Activity Connect	\$114.72
Lassen SVNH	Activity Connect	\$114.72
	<b>Total</b>	<b>\$717.76</b>



### 3) Veterans Florida 4th Quarter Report FY15-16

During the 4th Quarter of Fiscal Year 15-16, Veterans Florida took several important steps to implementing its statutory programs and took the initial steps to create additional programs to assist veterans in finding and connecting with services and benefits. The FL VETS Business Training Grant continues to attract new companies desiring to hire veterans. The FL VETS Training Grants Program had a very successful quarter with 59 requests for applications since it opened in January. Of those 59 businesses, five have submitted applications that have been awarded a total amount of \$536,206.

The registration for the FL VETS Entrepreneurship Program opened in January and the program received 612 applications, far more than their goal of 400 applications. The program consist of three-phases: online education, in-residence lessons, and a mentoring phase. It is delivered through a network of 5 Florida colleges and universities. The program graduated 162 veterans from Phases 1 and 2. All 162 veterans are now working with their mentors on launching their business ventures.

Veterans Florida wrapped up its first year marketing campaign which resulted in 116,000 unique visitors to [www.veteransflorida.org](http://www.veteransflorida.org), 65,594 combined social followers, and 20 million media impressions.

Veterans Florida has selected Monster.com and their subsidiary Military.com to provide a complete employment portal embedded in its website. This will give Veterans Florida a "white label" job board solution backed by the biggest name in the job search industry. The job board will be backfilled with all the current job openings (1000+) in Florida from day one. Veterans Florida will also get access to one of the best military skills translator on the market (<http://www.military.com/veteran-jobs/skills-translator/>) and a very impressive tool called the Transition Center(<http://www.military.com/military-transition>). The Transition Center will allow active duty service members to register their interest in transitioning to Florida, and the system will then send them tailored emails with relevant transition tips and information based on their EAS/ETS. Military.com has one of the largest audiences of active duty military service members (10 Million Registered Users) and 50% of active duty service members visit the site three times each month. The package of marketing support for the job board/skills translator and transition center will allow Veterans Florida to tap into this vast pool of potential leads and convert them into new Florida residents.

Veterans Florida staff has been working with UniteUs to onboard veteran service providers statewide. These participants will serve in the care coordination/referral network. The current list of providers includes: Veterans Florida, Florida Veterans Foundation, FDVA, Mission United Miami, Mission United Orlando, Mission United Broward, Jacksonville Military and Veterans Coalition, Jacksonville University, Panhandle Warrior Connection and the University of North Florida.



Veterans Florida has taken the lead on organizing a series of events we are calling Troops to Truckers, where military reservist or transitioning service members will be able to take their CDL test, get a license and get hired all in one day. These events will take place at Florida National Guard locations throughout the state and we have three dates and locations confirmed:

July 16th, Camp Blanding Joint Training Center  
July 30th, Tallahassee Armory  
August 20th, Orlando

The Florida Department of Highway Safety and Motor Vehicles will provide their mobile licensing teams and vehicles for each event. Testing will run from 0800-1200.

The Florida Trucking Association will bring its member companies who are looking to hire these newly licensed drivers on the spot. The hiring fair portion of the event will be open exclusively for the newly licensed drivers from 1100 to 1400. The hiring fair will then open to all veterans and active duty/reservist from 1400-1700.

On April 4th, Veterans Florida Executive Director and COO Joe Marino, along with Board Members John Adams, Jim Bagby, Tom Rice and briefed the CEO of Gulf Power on our organization and programs. Gulf Power was very impressed with our programs and is interested working with us to help them hire more veterans.

On April 29th, Veterans Florida Executive Director met with VetCor, a veteran owned business headquartered in Tampa. VetCor hires and trains veterans in water damage restoration and mitigation and is rapidly expanding. They are now working on their application for the FL VETS Business Training Grants.

On May 9th and June 15th, Veterans Florida Executive Director and Board Member John Adams met with Navy Federal Credit Union, one of the largest employers in Pensacola to brief them on the programs and service.

June 1-2, 2016 Department of the Navy Wounded Warrior Hiring Fair in Tampa. This event was a great success, over 300 veterans registered for the event and more than that number showed up on the 2nd. The Navy was extremely pleased at the turnout, and we made some great contacts with DOD, NAVAIR and several large employers.

Veterans Florida met with its contract marketing firm, Miles Media, to set the marketing plan for next year on June 22nd. The meeting was productive and we have set the priority on jobs for year two. Miles suggested a shift to more content to video and will be producing 6-8 videos for Veterans Florida this year. A draft media plan has been created and will be fine tuning marketing recommendations to go along with proposed corporate sponsorship levels.

On June 27th, Veterans Florida Executive Director and Board Chairman Jim Bagby met with USAA in Tampa to discuss potential partnership and the company's possible application for a Business Training Grant.

On June 27-28 Veterans Florida held a two day After Action Review (AAR) with all the Entrepreneurship Program network partners to solicit their feedback on what needs to be sustained or improved for next year's program. The meeting was extremely productive and resulted in several pages of recommendations. To better create formal recommendations, we have established three working groups comprised of members from each network partner to draft formal recommendations on the structure of the program and curriculum, marketing and communications, and recommended budgets and performance metrics. These results will be presented to the Board for approval at the August 16th meeting.



## **Florida Veterans Foundation FOURTH QUARTER REPORT**

### **4) Florida Veterans Foundation Fourth Quarter report FY 15-16**

In accordance with the agreement between The State of Florida, Office of the Attorney General and the Florida Veterans Foundation, Inc. (FVF), the FVF is herewith submitting its report for the Florida Department of Veterans Affairs Quarter beginning April 1, 2016 and ending June 30, 2016. During this period, the FVF provided emergency assistance services to 231 Florida Veterans, expending funds for **\$82,948.14**.

The FVF serves Florida veterans and their families by providing direct services in partnership with a spectrum of other organizations including state and local governments, other veteran service organizations, and educational institutions to improve our veterans' physical, financial, mental, emotional, and social well-being. The FVF supports the Florida Department of Veterans Affairs mission of advocacy by educating the public and governmental entities to increase awareness on veteran-related issues.

While many of Florida's 1.6 million veterans successfully transitioned to a post-military career, some face challenges to living a happy and productive life. Major issues faced by Florida veterans include access to healthcare and benefits; housing, jobs and unemployment; traumatic brain injury (TBI), and post-traumatic stress disorder (PTSD). HELP grant funds provide Florida veterans with emergency services, including managing debt and household expenses as outlined in part B of this report.

The FVF anticipates that the widespread and aggressive marketing efforts will continually affect positively and increase the number of veterans receiving services. The expected results will be accomplished by targeting veterans living throughout the state of Florida through various mediums (electronic, face-to-face, print, etc.) social media, statewide advertising, Stand Downs and major regional conferences, which we refer to as "Veteran Summits."

## **A. VETERANS SERVED**

As stated above, there are approximately 1.6 million veterans in Florida. For administrative purposes, Florida has been divided into 8 Service Districts, as follows:

### **FLORIDA VETERANS BY DISTRICT AND TOTAL VETERANS SERVED IN 4th QUARTER BY DISTRICT**

<b>DISTRICT</b>	<b>TOTAL VETERAN POP</b>	<b>POP</b>	<b>% VET</b>	<b>TOTAL SERVED 4th Q</b>	<b>POP</b>	<b>% VET</b>
<b>1</b>	<b>182,211</b>		<b>11.69%</b>	<b>32,668</b>		<b>17.93%</b>
<b>2</b>	<b>177,400</b>		<b>11.38%</b>	<b>8,600</b>		<b>4.85%</b>
<b>3</b>	<b>131,926</b>		<b>8.47%</b>	<b>6,405</b>		<b>4.85%</b>
<b>4</b>	<b>339,396</b>		<b>21.78%</b>	<b>6,422</b>		<b>1.89%</b>
<b>5</b>	<b>249,170</b>		<b>15.99%</b>	<b>334</b>		<b>0.13%</b>
<b>6</b>	<b>163,787</b>		<b>10.51%</b>	<b>198</b>		<b>0.12%</b>
<b>7</b>	<b>133,732</b>		<b>8.58%</b>	<b>3960</b>		<b>2.96%</b>
<b>8</b>	<b>180,818</b>		<b>11.60%</b>	<b>1,600</b>		<b>0.88%</b>
<b>TOTAL</b>	<b>1,558,440</b>		<b>100.00%</b>	<b>60,187</b>		<b>3.86%</b>

As the metrics above show, District 1 has accomplished the most this second quarter by providing information about the HELP grant to 32,668 veterans, or more than 17.93% of the total veterans in District 1. Additionally, the center of the state accounts for a significant concentration of veterans: District 4 on the east coast of Florida together with District 5 on the west coast of Florida account for more than 36% of Florida's total veteran population. FVF's marketing efforts will accommodate the concentration of veterans in Florida's Service Districts.

The goal of the grant is to serve approximately 400,000 veterans during the first year of the grant, or 100,000 per quarter. For the fourth quarter ending June 30, 2016, the grant has touched the lives of 60,187 veterans. The number of veterans served will grow because of the FVF's continued marketing efforts throughout the state, districts and counties.

## **B.EXPENDITURES**

<b>AREA OF SERVICE</b>	<b>ANNUAL BUDGET</b>	<b>Q4 BUDGET</b>	<b>ACTUAL</b>	<b>BUDGET</b>
GRANT FINANCIAL ANALYST	\$10,000	\$2,500	\$0	0%
GRANT QUALITY MANAGER	\$18,000	\$4,500	\$2,425	53.88%
GRANT AUDITOR	\$3,250	\$813	\$1,000	123.00%
GRANT PROGRAM ADVERTISEMENT	\$35,000	\$8,750	\$1,154	13.18%
HEALTH, MEDICAL, DENTAL PAYMENTS	\$55,000	\$13,750	\$33,728	245.29%
HOUSING	\$120,000	\$30,000	\$69,341	231.13%
UTILITIES	\$60,000	\$15,000	\$13,607	90.71%
COMMUNICATIONS, PHONE, INTERNET	\$600	\$150	\$4,186	2790.66%
BENEFITS GUIDES POSTAGE	\$18,500	\$4,625	\$17,371	375.59%
EDUC-ENTREPRENEURIAL	\$55,000	\$13,750	\$5,459	39.70%
EDUC-HYPERBARIC OXYGEN TX (HBOT)	\$80,000	\$20,000	\$5,958	29.79%
EDUC-TRAUMATIC BRAIN INJURY (TBI)	\$23,500	\$5,875	\$1,600	27.23%
EDUC-TRAIN THE TRAINER	\$12,500	\$3,125	\$546	17.47%
EDUC-DEPENDENCY INDEM COMP (DIC)	\$85,000	\$21,250	\$45,963	216.30%
<b>TOTAL</b>	<b>\$576,350</b>	<b>\$144,088</b>	<b>\$202,338</b>	<b>140.42%</b>

Based on the expenditures for the fourth quarter, Florida veterans' needs for Housing and Utilities emergencies are approximately (231.13% and 90.71% respectively). As the results demonstrate, the greatest need is assistance in the Housing category: a total of \$69,341 was spent during the quarter to prevent eviction and homelessness. The actual expenditures document where the greatest needs currently exist and will be used as needed to reallocate funds between the areas of service originally proposed in the agreement. Fourth Quarter expenditures in the amount of \$202,338 represent approximately 140.42% of the \$144,088 budgeted for this quarter. FVF received increased requests for services during the fourth quarter and, as a result, had two Veteran Work-study Students paid by the Veterans Administration to help manage the demand for services.

### **Events/Expenditures in Support of Veterans Served:**

The North Florida Stand Down 2016 was hosted in Tallahassee, FL on April 22-23, 2016 providing a plethora of social and personal services (housing assistance, health, legal assistance/court, employment, etc.) to 256 homeless/at-risks veterans.

As a prelude to the Jacksonville Summit, Spouses Night was held and 1,500 or more women were in attendance to receive 800 dresses donated by Ann Taylor. This gesture was viewed as a small token of appreciation to the spouses of who have supported their veterans' committed to protect and defend citizens of the U.S. and the freedom of this country. Dennis Baker, FVF staff was in attendance as well as Dick Aquino, Director, District Leader 2. The next day District Two was a sponsor for the Caregiver Expo 2016, which was attended by more than 2,000 to learn about the services offered throughout Florida relating to veterans and their families.

The FVF hosted a second Veteran Summit in Jacksonville during the month of May. A Subject Matter Expert(SME) for respective topics presented and educated participants on available

opportunities in "HELP." To effect a greater market penetration, the FVF is exploring offering webinars of the Veteran Summit. There is a reasonable expectation that this will allow greater accessibility for those veterans (who due to schedule conflicts, mobility challenges, transportation barriers, employment, etc.) that may preclude their attendance at these events. Additional regional Veteran Summits are planned to be held throughout the state (both rural and major regions) of Florida. The emphasis of targeting the more rural areas to ensure we can REACH those who can't attend the regional summits. The purpose of these events is not only to provide information or services to veterans but also to receive information from them concerning their actual needs.

The Foundation has devoted a vast amount of effort and energy towards advocacy, education and service to Hyperbaric Oxygen Therapy (HBOT). It has become a very hot topic due to the number of veterans who are suffering from TBI/PSTD and who are daily committing suicide at an alarming rate of 20-22/day. Many veterans have received HBOT treatment and have benefited from the treatment. Specifically, Jamie Reese finished 40 treatments and Colonel Sanchez finished his 40th chamber visit during the month of May. Because of Veteran Jamie Reese's suicide attempt and 10-year struggle with VA to get proper services as an amputee, he submitted a Congressional inquiry with Senator Rubio's Office in the Capitol.

A meeting was held with Scot Benton, Owner, Bicycle House and three volunteer members of his staff during May. Heretofore, the FVF has had an ongoing and benevolent partnership; veterans visit the site for bikes repairs (donations/cost is based on income). The meeting was held to discuss developing a permanent partnership with Bicycle House, Tallahassee Florida. The business offers volunteer opportunities and trains the trainer for other future initiatives. Establishing a relationship with this local business for the repair of bicycles given to veterans; some incidents initiated by the veteran themselves and others as a need arises. Scot shared a vision of training vets or establishing a temporary bike site at Veterans' Village, to enable Veteran Village residents to rebuild bikes to allow for greater independence; therefore, the veteran would not be dependent on existing transportation. Another shared vision/ possibility is that of having organized leisure bike rides (weekly, monthly, etc.) for enhancing camaraderie, physical fitness, and connecting with nature; cultivating positivity and increasing synergy among residents.

In June, the Foundation in collaboration with Dan Hendrickson, a volunteer attorney began hosting a monthly Driver Licenses Clinic in Tallahassee. The efforts are aimed at assisting veterans who have had their licenses revoked due to legal issues, providing the necessary assistance to resolve and remove infractions for the reinstatement of their licenses. Financial assistance is available to those veterans that submit an Emergency Assistance Application and are approved for funding.

The Florida Veterans Foundation was invited to the gifting of five homes to severely wounded soldiers. The event was hosted by Gloria and Emilio Estefan, Geraldo Rivera, and Tony Orlando. The homes were part of the Building Homes for Heroes and sponsored by JP Morgan Chase Bank. Approximately 200 veterans were in attendance and were briefed on FVF and their opportunity to educate and assist Florida Veterans in need.

The Florida Veterans Foundation attended the Spring County Veterans Service Officers' certification conference and spoke to over 150 veterans and County Veterans Service Officers regarding the ability to provide greater emergency financial assistance to Florida Veterans through the HELP Grant. Since that meeting in May the numbers served has grown exponentially. We have streamlined the application to help veterans, while maintaining the quality and security to ensure that "VETERANS" are the folks being served legitimately. The Foundation has experienced a 42% increase in the number of claims processed between the 1<sup>st</sup> and 2<sup>nd</sup> Quarter.

The Florida Veterans Foundation is leaning more to working directly with the County Veteran Service Officers as they are the “frontline” to the veterans throughout Florida. Additionally, FVF is widening their reach to the veterans through licensure and utilization of the UNITEUS program that is being implemented by Veterans Florida. It is important to provide a “common corridor” for veterans to learn to go to for assistance and support.

The Foundation sponsored the Women Veterans’ Conference that was held on June 15-16, 2016 in St. Augustine, FL. There were two members of the FVF staff who were in attendance and provided a presentation to educate attendees on the services. Over 150 women veterans were in attendance.

The Annual FL Counties Conference was held in Orlando during June, Mike Mason, Director, District 3 was present for photos and the pick-up of 150 backpacks that were donated to the Orlando area for distribution to homeless/at-risks veterans.

Colonel Sanchez presented the FVF HBOT presentation to Roy Clark, FDVA and Florida State House of Representative Staffer Jason Thompson to discuss the introduction of legislation for funding HBOT treatment for veterans diagnosed with TBI and PTSD.

FVF sponsored the opening of the new USO in the Orlando Airport. The monies will be used to purchase recliner chairs to furnish lounge areas used by some of the 700,000 veterans who travel through the airport. This gesture provides comfort and education of what services are provided by the FDVA and FVF. More so the USO will welcome out of state veterans and active duty to showcase the superior manner in which we serve our Florida veterans.

The upcoming Quarter is full of scheduled events to be held throughout the state; a larger number of one to three-day Stand Downs that will benefit homeless/at-risks veterans and Summits. As the grant continues, FVF may reallocate and/or realign the various metrics to better serve veterans’ needs based on actual expenditures.

### **C. SELF-EVALUATION**

The FVF is excited about the increased involvement in veteran issues experienced during the fourth quarter, 2016. The impetus has been to advocate and educate the public and governmental entities awareness of veteran issues, experience in the field and evaluating where changes in the HELP grant’s administration and/or emergency assistance network can improve and expedite outcomes covered by the agreement.

Thus far, the initiatives that the FVF has pursued during the last three quarters are based on laws and recognized needs and have been prioritized and acted upon with the veterans’ interest of primary concern (physical, financial, mental, emotional, and social well-being) and under the guidelines of HELP grant. Taking into consideration that there are limitations within the continuum of services, assistance was provided to help integrate and maintain the veteran into the community and enhance the quality of their life.

### **Application**

The FVF has worked diligently to make the application process for emergency assistance more efficient and user-friendly for those veterans in need. Both the capturing of grant reporting requirements and the expeditious approval of applications are the fundamentals of significance.

FVF has created significant energy between the County Veteran Service Officers, Veterans Florida, and the Foundation.

### **Interns**

FVF is continuing to use veteran interns. This effort allows us to keep down our administrative cost and still serve a greater population of veterans

The earlier relationship with Flagler College students in upper level courses to develop a Business Plan for FVF resulted in the recommendation that the FVF, increase and enhance marketing strategies, to include creating a new logo and the redesign of a more user friendly website.

### **Mobile Services**

Transportation has been identified as the most critical unmet need facing veterans in the State of Florida, particularly in rural areas. In this vein, efforts to provide services to unserved or underserved veterans living in the most remote areas of a district/county, are being worked. The FVF has already been successful in arranging bus passes for veterans able to use public transportation. Unfortunately, not all approved services are located readily accessible by public transportation, making alternative transportation arrangements desirable.

In light of our Statewide transportation needs, FVF contacted Uber Technologies Inc. and initiated a pilot program in Lakeland, Polk County. The concept is for FVF to fund Uber discounted rides for veterans traveling to designated locations. If the concept is successful in Polk County, FVF will start providing it to other large veteran population Counties. Various organizations throughout the various counties already provide transportation services to specific segments of the population and, in many cases, to Veterans Clinics.

Mobile units would have a complement of appropriate staff/professionals based on the announced purpose of the trip: for example, one trip may be for delivery of medical/dental services, another trip for legal, social outreach to connect unserved and underserved veterans with appropriate professionals, organizations or agencies for service.

A collaborative partnership between StarMetro, Tallahassee, FL and the Foundation is being developed. StarMetro will provide two vans, fuel and insurance for this endeavor. The vans will be used to provide transportation to shuttle veterans to various facilities to receive services. This initiative requires further exploration of strategic planning for the execution and implementation.

### **VA Health Care Access and Enrollment**

A continued commitment, with emphasis and efforts to increase the access to VA Health Benefit for veterans is paramount. The first step in obtaining access to VA Health Benefits is to apply for enrollment. Enrollment may be accomplished by telephone, online, in person at the local VA health care facility, or by mail. In order to assure continued access to services after the veteran's emergency has been resolved, FVF recommends that all Veterans Service Officers and their staff assist veterans in their service area in enrolling the veteran in the VA Health System and obtaining a Veterans Health ID card. This ID card is a "passport" that connects veterans to the various medical and social services offered by veterans' clinics and/or hospitals. Clinic physicians serve as the veteran's primary care physician with the ability to refer to outside services necessary to treat the veteran's health and well-being.

During the next quarter we are hoping to see more veterans receive HBOT treatments for TBI/PTSD through an agreement with Tallahassee Capital Regional Medical Center (CRMC). In the May/June 2016 timeframe, VA referred three veterans to CRMC without a specified treatment Protocol which has now been established. The Foundation will now be able to send veterans living

in the Tallahassee area (North Florida) for treatments and help to decrease the 22 veterans per day who are committing suicide.

### **Florida Veteran Foundation as the Entrepreneur and with Entrepreneurs**

FVF is beginning to team with other non-profit veteran organizations to create opportunities that will support the veterans. Currently, FVF is working with non-profit organizations and in conjunction with the City of Jacksonville to roof the 5 Star Veterans Center that houses 62 veterans in need. This union of non-profits and the City of Jacksonville hope to save a cost of over \$65,000 through the firefighters, police and veterans service organizations in the area.

FVF is always looking for ways to save money while optimizing resources of others who have a genuine interest in providing relief to veterans. In such an instance FVF supported the University of North Florida Entrepreneurship Training. FVF provided support to the veterans in training so they would not lose valuable educational time through lunches in the classroom. The 50 entrepreneur students attended part of the Veterans Summit held on the Saturday prior to their Sunday graduation. They briefed their opportunities for future business development and had small business developers on hand with professors to enhance the learning environment.

### **Florida Veteran Foundation Funding and Fundraising**

FVF has begun working with the Legislative Affairs Officer at the Florida Department of Veterans Affairs to seek funding by the state to be in place prior to the end of the AG HELP Grant. The need for emergency financial assistance to Florida Veterans is steadily growing through education within the state that services are available. This growing need and understanding that the grant will be completed within the next 18 months makes it imperative that we have a funding source through the legislative process on a recurring basis. This grant has enabled the Florida Veterans Foundation to determine the needs of the veterans and also through summits and stand downs to educate the veterans in more rural areas of the state making them more aware of Florida Veterans services. Sponsorships and fundraising as well as state funding innovations will be covered more in the next two quarterly reports as we go forward to create a financially healthy foundation.

FVF is gaining an incredible insight into the education of “reaching” veterans and likewise is using every available resource that ties the veteran network to one common core. FVF is upgrading our website to become a greater and easier tool for veterans to navigate so that they can receive the easiest path of service. With every day that passes, more and more veterans are learning what resources are available to them and tapping these opportunities for assistance. Thus, the FVF has been successful in their efforts to increase the connection with veterans and helping them to meet their needs.

## Proposed FDVA Performance Measures

Number	Division	Objective	Weight	Range	Result	Score	Weighted Score	Objective Description
1	B&A	Outreach events throughout the state (monthly and quarterly average). Goal is 60-70 outreach events throughout the state each month.	15%	5 = 100 and above 4 = 75 - 99 3 = 50 - 74 2 = 25 - 49 1 = 1 - 24	61	3	0.45	Number of outreach events throughout the state to advise veterans about earned benefits and services. Supporting sub-measures to include communications team's outreach.
2	B&A	Veterans served monthly throughout state in Bureaus of Field Services and Claims Services	15%	5 = 7.1K and above 4 = 5.6K - 7.0K 3 = 4.1K - 5.5K 2 = 2.6K - 4.0K 1 = 1K - 2.5K	5,200	3	0.45	Number of veterans served monthly in all aspects of advocacy. Listed actions include filing of disability claims, issue resolutions, review of disability rating decisions, representation at all personal hearings, veterans reached during outreach events. Telephone calls, email messages fielded from veterans, claimants, EOG and legislators around Florida to include 2-1-1, Florida Veterans Foundation and Veterans /Florida.
3	B&A	Veterans' Claims Examiners (VCE) and VCE Supervisor Turnover Rate	10%	5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above	28.2%	2	0.20	Indicates ability to efficiently and effectively serve veterans. High turnover impacts agency's ability to meet statutory outcomes. Turnover of Filled Positions for VCEs as of FY 2014-15 was 27.78%, an increase from previous year of 9.38%. Industry average turnover rate for government employees is 9% as of March 2016. (See Bureau of Labor Statistics for Florida)
4	Homes	Staff personnel turn-over percentage for senior certified nursing assistants.	15%	5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above	46.2%	1	0.15	Indicates ability to meet the required nursing staff to resident ratio. Percentage indicated reflects State Veterans Nursing Home clinical staff turnover rate and is comprehensive across all State Veterans' Nursing Homes for FY 2015-2016.
5	Homes	Compliance with Quality of Care Regulations	15%	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	4	0.60	FDVA facilities are inspected at four levels: Federal, State, local and internal. Measures are based off AHCA's severity & scope deficiency ratings. This measure assesses the quality of the State Veterans' Nursing facilities that provide care to our veterans. Facilities are rated on every operational aspect to include maintenance, staffing, cleanliness, food service, medical services, etc. Facilities are inspected at least annually and deficiencies are assessed for failure to meet standards. Deficiencies are assessed by class ratings. Class I or II ratings if not addressed within 30 days could lead to fines or closure of the nursing facility. FDVA has received only one class II deficiency in the last year.

Number	Division	Objective	Weight	Range	Result	Score	Weighted Score	Objective Description
6	DSO/Florida Veterans Foundation	Emergency Outreach and (Hardship) Support to Veterans (number of veterans served quarterly)	10%	5 = 451 and above 4 = 351 - 450 3 = 251 - 250 2 = 151 - 250 1 = 1 - 150	372	4	0.40	Attorney General grant of \$1.25 Mil for Veterans in need. Indicator of the effectiveness of the Direct Support Organization (DSO) to meet its statutory mission "to provide assistance, funding and support for the FDVA in carrying out its mission of veterans advocacy." In Fiscal Year 2016 the Florida Veterans Foundation (FVF) served 1,489 veterans, distilling down to 372 served quarterly. 372 serves as the baseline quarterly number. Includes stand downs, call-in emergency support for housing/utilities, court support and other additional support.
		<b>Total</b>	<b>80%</b>				<b>2.25</b>	