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Executive Director

State of Florida
DEPARTMENT OF VETERANS' AFFAIRS
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Rick Scott
Governor
Pam Bondi
Attorney General
Jeff Atwater
Chief Financial Officer
Adam Putnam
Commissioner of Agriculture

January 30, 2017

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 February 7, 2017

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), February 7, 2017 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/about-us/public-notice/>

MEMBERS

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

February 7, 2017
9:00 A.M. (EDT)
The Capitol
Tallahassee, Florida

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

ITEM	SUBJECT	RECOMMENDATION
1.	Respectfully request approval of the minutes of the October 25, 2016 meeting. (ATTACHMENT 1)	RECOMMEND APPROVAL
2.	Respectfully request approval of the Agency's 2nd Quarter Performance Measures for FY 2016-17. (ATTACHMENT 2)	RECOMMEND APPROVAL

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STATE OF FLORIDA

IN RE: MEETING OF THE GOVERNOR AND
CABINET

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

DATE: TUESDAY, OCTOBER 25, 2016

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

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

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Department of Revenue
By Leon Biegalski

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Department of Veterans' Affairs
By Glenn Sutphin

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Highway Safety & Motor Vehicles
By Terry Rhodes

8

Office of Financial Regulation
By Drew Breakspear

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**Board of Trustees of the Internal
Improvement Trust Fund**
By Jon Steverson

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Division of Bond Finance
By Ben Watkins

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State Board of Administration
By Ash Williams

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Administration Commission
By Mark Kruse

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DEPARTMENT OF VETERANS' AFFAIRS

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3 GOVERNOR SCOTT: Next I'd like to recognize
4 Glenn Sutphin with the Department of Veterans'
5 Affairs.

6 EXECUTIVE DIRECTOR SUTPHIN: Again, good
7 morning, Governor, General Bondi, CFO Atwater,
8 Commissioner Putnam.

9 The Department of Veterans' Affairs has
10 five agenda items for your consideration today.

11 Item Number 1 is the minutes from August 2,
12 2016, Cabinet meeting. Respectfully request
13 approval.

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

16 ATTORNEY GENERAL BONDI: So moved.

17 GOVERNOR SCOTT: Is there a second?

18 CFO ATWATER: Second.

19 GOVERNOR SCOTT: Comments or objections?

20 (NO RESPONSE).

21 GOVERNOR SCOTT: Hearing none, the motion
22 carries.

23 EXECUTIVE DIRECTOR SUTPHIN: Item Number 2 is
24 the minutes from September the 20th, 2016, Cabinet
25 meeting. Again, we respectfully request approval.

1 GOVERNOR SCOTT: Is there a motion on the
2 item?

3 ATTORNEY GENERAL BONDI: So moved.

4 GOVERNOR SCOTT: Is there a second?

5 CFO ATWATER: Second.

6 GOVERNOR SCOTT: Any comments or objections?

7 (NO RESPONSE) .

8 GOVERNOR SCOTT: Hearing none, the motion
9 carries.

10 EXECUTIVE DIRECTOR SUTPHIN: Agenda Item
11 Number 3 is the Agency's third quarter report for
12 FY 2015/2016. We respectfully request approval.

13 GOVERNOR SCOTT: Is there a motion on the
14 item?

15 ATTORNEY GENERAL BONDI: So moved.

16 GOVERNOR SCOTT: Is there a second?

17 COMMISSIONER PUTNAM: Second.

18 GOVERNOR SCOTT: Any comments or objections or
19 questions?

20 (NO RESPONSE) .

21 GOVERNOR SCOTT: Hearing none, the motion
22 carries.

23 EXECUTIVE DIRECTOR SUTPHIN: Agenda Item
24 Number 4 is the Agency's fourth quarter report for
25 FY 2015/2016. Respectfully request approval.

1 GOVERNOR SCOTT: Is there a motion on the
2 item?

3 ATTORNEY GENERAL BONDI: So moved.

4 COMMISSIONER PUTNAM: Second.

5 GOVERNOR SCOTT: Any comments or objections?

6 (NO RESPONSE).

7 GOVERNOR SCOTT: Hearing none, the motion
8 carries.

9 EXECUTIVE DIRECTOR SUTPHIN: Item Number 5 is
10 the Agenda's (sic) performance measures, and I want
11 to thank you all for your staff's patience as we
12 drilled down trying to make sure that we came up
13 with those things that can actually show what the
14 Agency is doing, and also supports our LBR,
15 Legislative Budget Request.

16 It's taken a lot of time to put in there
17 the -- you may say that you don't have
18 Bobby Carbonell's Florida veterans in there, but
19 that is an extremely important piece to us, of
20 success to our veterans, and will be an item of
21 interest in our quarterly reports. So it will be
22 there, and we'll be looking at that.

23 Subject to your questions or comments,
24 respectfully request approval.

25 GOVERNOR SCOTT: Is there a motion on the

1 item?

2 COMMISSIONER PUTNAM: So moved.

3 GOVERNOR SCOTT: Is there a second?

4 ATTORNEY GENERAL BONDI: Second.

5 GOVERNOR SCOTT: Any comments or objections?

6 (NO RESPONSE).

7 GOVERNOR SCOTT: Hearing none, the motion
8 carries.

9 EXECUTIVE DIRECTOR BIEGALSKI: Thank you for
10 your time, sir.

11 GOVERNOR SCOTT: Thank you, Glenn.

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FDVA Performance Measures 2nd QTR FY 2016-17

Number	Division	Objective	Weight	Range	Result	Score	Weighted Score	Objective Description
1	B&A	Outreach events throughout the state (quarterly average). Goal is 180-190 outreach events throughout the state each quarter.	15%	5 = 225 and above 4 = 200 - 224 3 = 175 - 199 2 = 150 - 174 1 = 149 and below	137	1	0.15	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 quarterly throughout state in Bureaus of Field Services and Claims Services	15%	5 = 19K and above 4 = 17.5K - 18.9K 3 = 15K - 17.4K 2 = 13K - 14.9K 1 = 12.9K and below	23,526	5	0.75	Number of veterans served quarterly 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	15%	5 = 9% and below 4 = 10% - 17% 3 = 18% - 26% 2 = 27% - 35% 1 = 36% and above	5.70%	5	0.75	Indicates ability to efficiently and effectively serve veterans. A high turnover impacts agency's ability to meet statutory outcomes. Turnover has been as high as 28% as recently as FY 2014-15. 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	8.62%	5	0.75	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	0	5	0.75	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. <u>Facilities are inspected at least annually</u> 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)	5%	5 = 451 and above 4 = 351 - 450 3 = 251 - 350 2 = 151 - 250 1 = 1 - 150	2,529	5	0.25	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.
		Total	80%			26	3.40	