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Executive Director

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

February 22, 2018

## MEMORANDUM

**TO:** Honorable Rick Scott  
Honorable Pam Bondi  
Honorable Jimmy Patronis  
Honorable Adam Putnam

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

**SUBJECT:** Agenda – Cabinet Meeting of March 7, 2018

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), March 7, 2018 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 Jimmy Patronis  
Commissioner Adam Putnam

**March 7, 2018**  
**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 January 18, 2018 meeting.  (ATTACHMENT 1)	<b>RECOMMEND APPROVAL</b>
2.	Respectfully request approval of the Agency's 2 <sup>nd</sup> Quarter Performance Measures for FY 2017-18.  (ATTACHMENT 3)	<b>RECOMMEND APPROVAL</b>

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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: THURSDAY, JANUARY 18, 2018

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

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

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\* \* \* \*

1                                   **DEPARTMENT OF VETERANS AFFAIRS**

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

6                   EXECUTIVE DIRECTOR SUTPHIN: Good morning,  
7 Governor, General Bondi, CFO Patronis,  
8 Commissioner --

9                   GOVERNOR SCOTT: That's a good tie.

10                  EXECUTIVE DIRECTOR SUTPHIN: Yes, sir, I  
11 represent all the nation, sir, all schools, all  
12 people.

13                  We have three agenda items today, sir, and one  
14 little piece I'd like to tell you something that  
15 we're doing.

16                  The first item is the minutes from the  
17 October 17, 2017 Cabinet meeting. We respectfully  
18 request approval.

19                  GOVERNOR SCOTT: Is there a motion?

20                  ATTORNEY GENERAL BONDI: So move.

21                  GOVERNOR SCOTT: Is there a second?

22                  CFO PATRONIS: Second.

23                  GOVERNOR SCOTT: Comments or objections?

24                  (NO RESPONSE).

25                  GOVERNOR SCOTT: Hearing none, the motion

1 carries.

2 EXECUTIVE DIRECTOR SUTPHIN: The Item --  
3 Agenda Item 2 is the minutes from November the 7th,  
4 2017 Cabinet meeting.

5 Respectfully request approval.

6 GOVERNOR SCOTT: Is there a motion?

7 COMMISSIONER PUTNAM: So moved.

8 CFO PATRONIS: Second.

9 GOVERNOR SCOTT: Comments or objections?

10 (NO RESPONSE).

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

13 EXECUTIVE DIRECTOR SUTPHIN: Agenda Item 3 is  
14 the Agency's first quarter performance measures for  
15 2017 and '18.

16 I want to tell you some of the things that --  
17 because y'all have had -- supported us and  
18 veterans, every one of y'all have done something:  
19 General Bondi was able to give us a grant so we  
20 could take care of homeless veterans; the  
21 Governor has put in his recommendations, monies  
22 that will -- one of the items that we'll talk about  
23 that has made a difference, a big difference to  
24 veterans; CFO Patronis, your hiring of veterans and  
25 making them so they can get into the fire school,

1 the firefighters school and all those different  
2 things; Commissioner Putnam, taking our wounded  
3 warriors and making your jobs available to that.

4 I just came back from Oklahoma and met with  
5 their VA person there, and they asked: How do we  
6 do these things? And I said, because our  
7 leadership not only talks the talk, they walk the  
8 walk. And that's the important thing, is they get  
9 out there on a limb with us and make these things  
10 happen.

11 And they want to copy programs but, you know,  
12 I tell them: Come move to Florida. We've got  
13 jobs, and bring your veterans and we'll be -- we'll  
14 help you out.

15 One of the things I think is important in the  
16 performance measures, the Governor -- you allowed  
17 us to have an offset for our CNAs. And while that  
18 didn't seem like it was going to be a whole lot in  
19 there, we have gone from a turnover of 46.2  
20 percent. This quarter we are now at 9.6 percent  
21 turnover.

22 We were able to -- working with AHCA and the  
23 Florida Healthcare Association, we now can teach  
24 our own classes for our CNAs, and we are using  
25 Department of Military Affairs programs for jobs,

1 their Forward March programs.

2 And we were able to do our first class in  
3 St. Augustine. We had nine individuals. Because  
4 of using DMA's money and our -- being able to use  
5 some of our money, they were able to be paid while  
6 they went through it. I asked them, I said -- the  
7 young people said, this is the best thing they've  
8 ever run into because before they'd have to find a  
9 way to get money to go to school to get trained,  
10 they'd have to find some type of job to take care  
11 of their families while they're doing it; and yet  
12 we put it all together and they come to us.

13 And we do it like we do in the military: You  
14 belong to this unit. This is your unit, esprit de  
15 corps, you are our family. And we will be tracking  
16 them like that.

17 We'll be conducting a second class in  
18 Port Charlotte, and then we'll go to Land of Lakes  
19 and then down to the southern part of Florida.

20 That's a great thing, sir, that turnover and  
21 everything like that and getting those people to  
22 stay with us.

23 Now you've mentioned about education of  
24 nurses. What we do is because they now have  
25 benefits, they can get education. And we have MOUs

1 with all of the surrounding schools, vo-techs,  
2 state colleges -- we used to call them junior  
3 colleges -- and regular universities, that they get  
4 into the medical schools; they come do their  
5 clinicals there, and we'll get you to be a nurse.  
6 Now all I ask, if you get to be a nurse, please  
7 give us two years before you go off and make big  
8 money, you know, try to stay with us.

9 And what I really want to see is what happened  
10 in the military. Tommy Franks, a four star general  
11 started off a PFC and retired a four star general;  
12 he led the battle into Iraq. I'd love to see one  
13 of these CNAs become a home director, to get their  
14 license and do that. I think that would be one of  
15 the greatest things, to grow our own people like  
16 that.

17 Subject to your questions on that, I  
18 respectfully request approval.

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

21 ATTORNEY GENERAL BONDI: So moved.

22 GOVERNOR SCOTT: Is there a second?

23 CFO PATRONIS: Second.

24 GOVERNOR SCOTT: Comments or objections?

25 (NO RESPONSE).

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

3           EXECUTIVE DIRECTOR SUTPHIN: The last thing,  
4 sir, I want to run over real quickly is some  
5 things. In Florida there are great things  
6 happening for veterans all across the state, and  
7 we've been able to utilize funding to leverage  
8 different things. For instance, you have the five  
9 star center in Jacksonville.

10           They took an old nursing home, we had to get a  
11 roof put on it. They've got 52 veterans they're  
12 running through there for addiction and PTSD. It  
13 is so good, sir, that people from the east coast  
14 are trying to get into Florida to get into this  
15 program. They did it on their own with just a  
16 little bit of seed money from us. You have the  
17 women's veterans center in Jacksonville.

18           In Ocala they took an old bowling alley and  
19 they took local funding they could find, and they  
20 turned it into a veterans' center. And I'm telling  
21 you, it's a great place. A person comes in there,  
22 they've got their health department there, they can  
23 get some mental health issues, jobs, counseling,  
24 all that's there. The American Legion, VFW, all of  
25 those organizations are right through there.

1           And one of them that you had faith in, sir,  
2           and allowed us to have some money, you put it in  
3           your request and the Legislature gave us was for  
4           what's called the 211 Crisis Center in Tampa. It  
5           operated in Tampa in a very small area like that.  
6           So we were able to take the money -- and I have  
7           Claire Reynolds right here -- please, Claire, would  
8           you stand up -- runs it for us; and it is a -- sir,  
9           you can't believe this program.

10           In the first 60 days, by leveraging that  
11           money, she had over 10,000 calls. Now it isn't  
12           just a call and say, here, I think you go so; they  
13           follow up with them. I think about six thousand or  
14           seven thousand were mental health issues.  
15           Suicides, you call in -- and it isn't that the --  
16           a veteran gets on the line and starts talking to  
17           you, and veterans are going to that home to make  
18           sure you don't do anything wrong; and then we  
19           follow up to get you the help that you need.

20           Well, by utilizing that seed money, we were  
21           able to work with a telehealth outfit that had a  
22           \$10 million grant from the Feds. They were trying  
23           to find someplace to put their program in. So now  
24           we have 14 sites that are networked through, that  
25           are utilizing this.

1           So now we have mental health and other health  
2 issues -- you can come in there, and the veteran  
3 can get it online, on the phone, in their phone,  
4 everything like that, not just a computer, but on  
5 apps on their phone.

6           Then Mission United is going to give us legal  
7 counseling, so now civil counseling for those that  
8 have got in trouble and have, you know, too many  
9 tickets so they've lost their drivers' license,  
10 they can't keep their job, all those different  
11 things like that. It is just absolutely -- there's  
12 a center here in town. If you have any chance, or  
13 you're in Tampa and you want to go see the center  
14 down there, please come see them. You will see  
15 people doing amazing things with nothing, and  
16 that's just because -- and the big thing there,  
17 sir, is the volunteers.

18           We couldn't do the things that we're doing and  
19 networking if it wasn't for the volunteers. And as  
20 you see over here, sir, we have veteran volunteers,  
21 veterans helping veterans. I'd like to introduce a  
22 couple of them. You have Chairman Mike Bouceht,  
23 Vietnam Veterans of America.

24           (APPLAUSE).

25           EXECUTIVE DIRECTOR SUTPHIN: You have the

1 Department Adjutant, Mike McDaniels, American  
2 Legion.

3 (APPLAUSE).

4 EXECUTIVE DIRECTOR SUTPHIN: Of course Major  
5 John Haynes, sir, Medal of Merit recipient and  
6 Disabled American Veterans.

7 (APPLAUSE).

8 EXECUTIVE DIRECTOR SUTPHIN: You have Colonel  
9 Kirk Shoe, VFW.

10 (APPLAUSE).

11 EXECUTIVE DIRECTOR SUTPHIN: And other  
12 volunteers there, sir, that are in the trenches  
13 everyday making things happen for Florida. And I'm  
14 telling you, between that 211 number and their  
15 stuff, Florida is absolutely going to be the state  
16 that everyone is going to come to. Just like they  
17 want to learn how to do disaster preparedness and  
18 response, they're going to come here to find out  
19 how we take care of veterans and the suicide issue  
20 that we've got.

21 GOVERNOR SCOTT: Everybody is moving here  
22 anyway.

23 EXECUTIVE DIRECTOR SUTPHIN: Hey, sir, bring  
24 them on, I like it. Bring them on in here.

25 But remember, please, every time you see a

1           veteran, ask them if they've registered for their  
2           benefits. We need to get them registered in there.

3           So thank you all so much for what you do, and  
4           that concludes it, sir.

5           GOVERNOR SCOTT: Thanks for your passion.  
6           Thanks, Glenn.

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## 2nd Quarter FY 2017/18 FDVA Performance Measures

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	227	5	0.75	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	23,902	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	7.95%	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	7.04%	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. <a href="#">Previous quarters percentage was 13.0%.</a>

Number	Division	Objective	Weight	Range	Result	Score	Weighted Score	Objective Description
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 <b>no</b> class II deficiencies in the last 12 months to date.
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	471	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.
		<b>Total</b>	<b>80%</b>				<b>4.00</b>	