

## ***EXECUTIVE DIRECTOR'S MESSAGE***

December 31, 2004

The Florida Department of Veterans' Affairs (FDVA) is responsible for the coordination of assistance to veterans and their families. FDVA also provides high quality assisted living and long term nursing home care to veterans in six state veterans' homes. The 2004 Hurricane season impacted the mission of the Department and the lives of the veterans of Florida greater than any natural event in Florida's history. The recovery period has seen unprecedented coordination between state, local and the United States Department of Veterans' Affairs. The FDVA staff is proud to have assisted local and federal personnel during this most unique hurricane season.

- State Veterans' Nursing Homes served as storm shelters for local area residents and for area nursing homes that were evacuated.
- The Douglas Jacobson State Veterans' Nursing Home provided housing, food and rest facilities for the Florida National Guard and Federal Relief Agency personnel for the first 30 days after Hurricane Charley.
- Veterans Claims Examiners from across the state entered affected areas after each storm providing assistance and counseling to veterans affected by the storms. They not only provided veteran services and ensured that veteran benefits were sought, but also acted as Federal Emergency Management Agency (FEMA) volunteers and helped disseminate information regarding the filing of FEMA claims.
- The Douglas Jacobson State Veterans' Nursing Home is temporarily housing the United States Department of Veterans Affairs Port Charlotte Out-Patient Clinic. The clinic's original site was so badly damaged that it could not operate. The Department generously offered to share their facility so that medical services to the area's veterans are not interrupted, and that veterans and their families already impacted by the storms are not further aggravated by a long drive to another facility.

This Annual Report summarizes the major areas of service to veterans that the Department currently provides. It highlights the assistance given in helping veterans gain access to earned federal benefits; it summarizes the operations of six long-term healthcare facilities providing both Domiciliary and Nursing Home services for eligible veterans; and it relates other successes that the Department has achieved during this year.

The Department will continue the pursuit of all available federal resources in order to maximize the Federal benefits due Florida's veterans that might otherwise be funded by the state government. We will continue to enhance outreach efforts to ensure that the contributions veterans have made to the nation are recognized, and veterans know about the entitlements they have earned by virtue of their military service to our Nation.



Warren R. McPherson  
Colonel, U.S. Marine Corps (Ret.)  
Executive Director

**This Page left Blank**

## TABLE OF CONTENTS

Executive Director's Message	1	
Table of Contents	3	
I. Mission and Vision	4	
II. Core Values	5	
III. Overview	6	
IV. Significant Events, July 01, 2003 through June 30, 2004	9	
V. Divisions of the Department of Veterans' Affairs	15	
Division of Benefits and Assistance		
State Veterans' Homes Program		
Division of Administration and Public Information		
Information Technology		
VI. Department Expenditure Report	23	
Appendices		
Appendix I	Actions Taken by the Department Relevant to ss 292.05(4), (5), and (7) Florida Statutes	26
Appendix II	Florida Department of Veterans' Affairs Staff	28
Appendix III	Associated Veterans' Service Organizations	31
Appendix IV	Florida Commission on Veterans' Affairs	32
Appendix V	Certified County/City Veteran Service Officers	33
Appendix VI	County Veterans Population & Monetary Benefits	39
Appendix VII	Annual Report, Veterans' Domiciliary Home, Lake City	43
Appendix VIII	Annual Report, Veterans' Nursing Home, Daytona Beach	44
Appendix IX	Annual Report, Veterans' Nursing Home, Land O' Lakes	45
Appendix X	Annual Report, Veterans' Nursing Home, Pembroke Pines	46
Appendix XI	Annual Report, Veterans' Nursing Home, Springfield	47
Appendix XII	Annual Report, Veterans' Nursing Home, Port Charlotte	48

## I. MISSION AND VISION

### MISSION

# *Veterans' Advocacy*

---

### VISION

*Help Florida veterans, their families and survivors to improve their health and economic well being through quality benefit information, advocacy, education and long term health services.*

## II. CORE VALUES

### SHAPING THE FLORIDA DEPARTMENT OF VETERANS' AFFAIRS FOR THE 21<sup>ST</sup> CENTURY

#### Customer Satisfaction and Perception of Service

##### Quality of Services

##### Collaboration and Information Sharing

##### Cost Effective Operation

##### Employee Satisfaction

##### Accessing Resources

##### External Awareness of FDVA

We:

- Are a repository for the state and national values with respect to military veterans, their families and survivors. Loyalty, duty, selfless service, integrity, respect for human dignity and a sense of justice are essential parts of our identity.
- Draw on the rich history of American veterans and their unique contributions for inspiration and direction.
- Encourage all employees in the Agency to be imaginative, innovative and flexible.

We will:

- Inform Florida citizens and their leaders more effectively why we exist and the positive outcomes Florida derives from our existence.
- Be a multi-dimensional, comprehensive resource for Florida veterans.
- Forge new relationships with veterans and stakeholders, and strengthen existing ties to improve programs and access to new resources.

We are committed to:

- Respecting the dignity of each individual with no tolerance for bigotry or sexual harassment.
- Open and effective communication that builds trust and improves performance.

### III. OVERVIEW

The Florida Department of Veterans' Affairs (FDVA) Annual Report reflects the Department's vision to help Florida veterans, their families and survivors to improve their health and economic well being through quality benefit information, advocacy, education and long term health services. We continue the vision of Governor Bush to make government smaller, more responsive, and more accessible to Florida's citizens. We provide assistance to the highest number of disabled veterans in America and daily support for many of Florida's **1,829,761** veterans and their families.

The war on terrorism and ongoing goal of the establishment of democracy in Iraq is impacting both the Nation's and Florida's veterans. The involvement of hundreds of thousands of active duty, reserve, and National Guard military personnel will also directly impact the mission of the FDVA serving new veterans and their families. The Florida National Guard states that overall, Florida had the third highest deployed number of service members at the start of the conflict in Iraq. Florida continues to be a leading state for mobilization providing the most combat troops deployed overseas. FDVA is committed to assist returning Floridians who have earned veterans benefits through their active military service.

Since 1944, the State of Florida has recognized the need for a state government entity to ensure that Florida's military veterans have maximum access to benefits guaranteed by federal law. In 1988, the citizenry of Florida favorably endorsed a constitutional amendment to create a separate agency, the Florida Department of Veterans' Affairs (FDVA) with the charter to provide advocacy and representation for Florida's veterans in their dealings with the U. S. Department of Veterans' Affairs (USDVA).

It is useful to reflect on *why* Florida has an agency to advocate for veterans. *There are two fundamental reasons:* The first has to do with the public policy of honoring veterans whose contributions over the years have guaranteed the freedoms we all enjoy in our nation today. The other is business based in that such advocacy correspondingly reduces the State's financial responsibility to Florida veterans.

#### **Honoring Veterans**

Dating back to colonial times, America has maintained a commitment to address and resolve the needs of citizens who have served in its Armed Forces. In order to encourage enlistments, keep morale up and reduce the number of deserters, the Continental Congress, by means of a resolution passed on August 26, 1776, promised pensions to soldiers and officers who were disabled during the course of service.

From relatively meager beginnings, this Nation's present day commitment to veterans now exceeds \$64 billion dollars annually. This represents a 30% increase in spending in the last four years. Almost 1.9 million veterans now call Florida home. Honoring these citizens is reflected in FDVA plans, programs, and budgets, and is intended to visible convey the message that all of Florida values the veterans their national service.

## Florida Department of Veterans' Affairs Value Added and Cost Avoidance

*Every time the federal government funds a service required by a Florida resident, the State of Florida is not required to make that same or similar expenditure. Similarly, every additional dollar paid to veterans, their families or survivors, as disability, education or other benefits, is a dollar either spent in Florida's economy or used in lieu of requesting assistance from the state. Such "cost avoidance strategy" is the functional core of FDVA's veterans' advocacy mission and statutory mandates. The importance of this statement as a benefit to Florida's veterans is underscored by the State of Pennsylvania Lehigh Military Affairs Council using this quote from the FDVA Long Range Program Plan in a November 2004 presentation to the Pennsylvania Senate and House Veterans Affairs committees.*

[The "business" of veterans' affairs has evolved into a major industry in the United States. Within the context of access to a proportionate share of federal resources, Florida is particularly well positioned among states to justify veteran resource needs given its large and aging veteran population. Currently the state has the second largest veteran population but is projected to have the largest veteran population before 2020. Florida has the highest percentage of totally disabled veterans but has the third highest dollar amount in total compensation and pension at \$1,737,586,500.]

The FDVA has developed programs to recognize this rapid increase in the general and aging veteran population. One of the residual effects of innovative programs and increasing services to meet veteran needs is the growth of contracts and outsourcing in the public sector to provide additional level of services. This has resulted in the FDVA's meeting many of the Governor's Priorities such as in Priority #6 - "Enhance Florida's Environment and Quality of Life".

The business of Veterans' affairs is the enhancement of quality of life for the veteran, their family and survivors.

The FDVA has a significant role in the direct infusion of over \$7.6 Billion into Florida's economy for veterans from the federal government:

- \$3.48 Billion in military retirement pay.
- \$1.7 Billion in direct payment for USDVA Compensation and Pension.
- \$1.7 Billion in medical care and vocational rehabilitation.
- \$157 Million in education benefits.
- \$16 Million in construction funding.

Payments and expenditures represent:

- Direct payments to individuals.
- Additional spending power for Florida families.
- Contracts for construction and for outsourcing to non-government organizations.

Veterans do not present a distinct appearance:

- They blend into the general population and it is difficult to isolate their spending habits and traits.
- They cross lines of race, gender and age.
- They represent a distinct group in their ethic of work and sacrifice.
- They expect economic opportunity for their family and are willing to work to achieve it.

Last year the USDVA directed priority access to health care for veterans with severe service-connected disabilities and those seeking care for their service-connected disabilities. In no state is USDVA's growth more apparent than in Florida. Last year over 451,000 of Florida's almost 1.9 million veterans were treated in USDVA's health care facilities, up from 290,000 in 2000. In 2003 4.2 billions dollars were committed to the care of Florida's veterans, an increase from 3.1 billion three years ago. This represents federal dollars brought into Florida for Floridian health care.

Federal medical delivery services will need to continue to grow in Florida. FDVA has worked closely with USDVA Washington planners, VISN 8, and local governments and elected officials in advocating the need for the increased services for Florida. The USDVA Capital Asset Realignment for Enhanced Services (CARES) Commission identified and recommended current and future medical delivery services nation wide. The CARES report was approved by Secretary Principi in February 2004. It will bring Florida

- A new VA Hospital in Orlando.
- New bed towers at existing medical centers in Gainesville and Tampa.
- Four new VA outpatient clinics.
- Enhanced DoD/USDVA medical services delivery in Jacksonville, Pensacola, and Eglin Air Force Base.
- Other expanded clinics and services throughout Florida.

Long-term health care is a vital concern for an aging veteran population. There are over 817,619 veterans in Florida over the age of 65, and 69,110 veterans over the age of 85 with a projected increase of age 85+ veterans to 129,152 by September 2010. For over ten years, Florida has participated in the State Veterans Homes Program offered by the USDVA. This program is a benefit to the State as it enables cost avoidance for the Medicaid program. The majority of our nursing home residents do not rely on Medicaid funding to pay for their care. Instead federal per diem payments are received, and many veterans also qualify for an additional 'Aid and Attendance' allowance. This results in estimated cost avoidance to the state Medicaid program of \$4,570,000 annually.

The FDVA five-year plan remains oriented toward achieving overall workforce reduction goals, while at the same time accommodating programmed growth by the addition of new State Veterans' Nursing Homes (SVNH).

The USDVA continues processing of large volumes of veterans' benefit claims and appeals, and that is increasingly acute due to our continually increasing veteran population in Florida.

FDVA retains two consistent overarching strategic goals which serve to identify the needs of the constituency and thus define the Department's fundamental direction:

- 1) Provide information, advocacy and quality healthcare services to Florida veterans.
- 2) Improve the economic status of Florida veterans, their families and survivors.

FDVA's mission is to be an advocate and facilitator for progress on Florida's veterans' issues. Our goal is to perform these tasks with quality and a level of honor befitting Florida's veterans. We will continue to strive to improve the department's delivery of advocacy for and services to Florida's veterans



#### IV. SIGNIFICANT EVENTS FOR JULY 1, 2003 – JUNE 30, 2004

a. Executive Director Activities:

- Interaction with Federal and County and Local Government on behalf of Florida Veterans:
  - July 3, 2003 – Call on Mayor Kirkland, Lake City.
  - July 10, 2003 – CARES Commission site visit, Lake City.
  - August 7, 2003 – USDVA Secretary Principi’s press conference, Orlando.
  - August 26, 2003 – CARES Commission hearing, VISN 16, Biloxi, MS.
  - September 10, 2003 – CARES Commission hearing, VISN 8, Orlando.
  - September 26, 2003 – VISN 8 Orlando VA Hospital meeting, Orlando.
  - October 17, 2003 – Visited the VA Medical Center in Tampa.
  - November 14, 2003 – Called on Dr. Elwood Headley, VISN 8 director, Bay Pines.
  - December 18, 2003 – National Cemetery Advisory Committee meeting in Sarasota.
  - January 21, 2004 - Installation of new director of VA Regional Office, Bay Pines.
  - January, 22, 2004 – Meetings with the Congressional and city officials regarding the selection of a site for the National Cemetery in Jacksonville.
  - January 23, 2004 – Tour potential sites for cemetery in Jacksonville.
  - January 29, 2004 – Farewell dinner for Mr. Silver, hospital administrator for James Haley VA Medical Center, Tampa.
  - January 30, 2004 – Meeting of the Sarasota area Cemetery Advisory Committee, regarding site selection for new National Cemetery, in Sarasota.
  - February 2, 2004 – Semi-annual base Commanders meeting in Mayport.
  - April 8, 2004 – Called on Dr. Elwood Headley, Network Director, VISN 8.
  - April 9, 2004 – National cemetery planning meeting in Sarasota.
  - April 23, 2004 – Veterans Round Table Discussion with Congresswoman Katherine Harris in Sarasota.
  
- Agency and Florida Government Activities:
  - August 22, 2003 – Veterans’ Commission meeting, Tallahassee.
  - October 21, 2003 – Called on Senator Burt Saunders regarding Joint Legislative Committee on Intergovernmental Relations.
  - October 28, 2003 – Cabinet for a Day in St. Augustine.
  - November 10, 2003 – Florida Commission on Veterans’ Affairs meeting in Tallahassee.
  - November 12, 2003 – Cabinet Meeting for a Veterans’ Day proclamation.
  - November 17, 2003 – Joint Legislative Committee on Intergovernmental Relations Committee meeting.
  - December 1, 2003 – Met with Congressman Mark Foley at the State Veterans’ Nursing Home in Port Charlotte.
  - December 3, 2003 – Met with Congresswoman Brown-Waite and Hernando County officials in Lecanto to discuss potential uses for the Brown School property.
  - December 8, 2003 – Joint Legislative Committee Intergovernmental Relations Committee meeting.

- December 9, 2003 – Called on Senator Lynn regarding outsourcing of services in State Veterans’ Nursing Homes.
  - January 5, 2004 – Senate Veterans’ Committee hearing, Tallahassee.
  - February 2, 2004 – Call on Jacksonville’s Veterans’ Services Director, Dr. Givens.
  - February 5, 2004 – Crisis Management Exercise in Tallahassee.
  - February 6, 2004 – Budget presentation to House Health and Human Services Committee, Tallahassee.
  - February 9, 2004 – Florida Commission on Veterans’ Affairs meeting, Tallahassee.
  - February 10, 2004 – Budget presentation to Senate Health and Human Services committee, Tallahassee.
  - February 12, 2004 – Senate Issues presentation, Tallahassee.
  - February 18, 2004 – Veterans Information briefing, Springfield.
  - March 4, 2004 – Legislative Breakfast with veterans’ groups and Lt. Gov. Jennings, Tallahassee.
  - March 9, 2004 – Presentation of new military service license plates to the Cabinet, Tallahassee.
  - March 30, 2004 – Capitol for a Day, Cabinet presentation on the Florida World War II Memorial, Leesburg.
  - April 13, 2004 – Called on Senator Peaden regarding State Veterans’ Nursing Home funding.
  - April 27, 2004 – Military Day at the Capitol, and the Opening Ceremonies of the House of Representatives.
  - May 13, 2004 – Bill signing ceremonies for HB 9, Honorary Road Naming, Tallahassee.
  - May 24, 2004 – Florida Veterans’ Commission meeting in Tallahassee.
  - May 25, 2004 – Cabinet Meeting, highlighting World War II proclamation, and signing of military families bill.
  - June 4, 2004 – Annual Auditor General Department Audit out brief.
  - June 19, 2004 – Joint Congressional Medal of Honor/FDVA fund raising dinner in honor of the Florida World War II Monument, Coral Gables.
  - June 23, 2004 - Davis Productivity Awards - FDVA received recognition for two projects: the Veterans’ Pain Management Initiative, from the Baldomero Lopez State Veterans’ Nursing Home; and FDVA’s HIPAA Compliance Team.
  - June 24, 2004 – Cabinet meeting, Purple Heart Proclamation and D-Day resolution.
- Ceremonial Events:
    - July 1, 2003 – Korean War Commemorative Event, Tampa.
    - August 21, 2003 – Dedication ceremony of new State Veterans’ Nursing Home, Springfield.
    - November 11, 2003 – Tallahassee Veterans’ Day Parade and Groundbreaking for World War II Memorial.
    - December 11, 2003 – 10<sup>th</sup> Anniversary of the State Veterans’ Nursing Home in Daytona Beach.
    - January 9, 2004 – Dedication of Douglas Jacobson State Veterans’ Nursing Home, in Port Charlotte.
    - February 28, 2004 – Army Retiree Appreciation Day and Retiree Council, Ocala.

- May 31, 2004 – Memorial Day ceremony at Florida National Cemetery, Bushnell, with Governor Bush.
- May 31, 2004 – Naming ceremony for the St. John’s River Veterans’ Memorial Bridge, hosted by Congressman Mica. Col. Price represented FDVA.
- June 11, 2004 – Highway, Bridge, and State Road Dedications Unveiling ceremony for the Robert M. McTureous, Jr., USMC Medal of Honor Memorial Highway, hosted by Senator Anna Cowin. Col. Price represented FDVA.
- June 17, 2004 – Veterans of Foreign Wars memorial service and annual convention opening, Orlando.
- June 25, 2004 – VAV, Devil Ray Major League Baseball game, St. Petersburg.
  
- Veterans’ Planning Activities:
  - July 11, 2003 – American Legion Convention, Orlando.
  - July 17, 2003 – Veterans’ Planning Group meeting, Largo.
  - September 4, 2003 – Veterans’ Planning Group meeting, Largo.
  - September 14 – 17, 2003 – National Association of State Directors of Veterans’ Affairs bi-annual meeting, New Orleans.
  - October 6, 2003 – Speaker at the County Veteran Service Officer Conference in Clearwater.
  - October 16, 2003 – Veterans Planning Group meeting in Largo.
  - October 20, 2003 – Veteran Planning Group Leaders meeting in Tallahassee.
  - December 15, 2003 – Met with former Director of Kansas Department of Veterans’ Affairs, Stoney Wages, regarding outsourcing initiatives.
  - December 18, 2003 – Veterans’ Planning Group meeting at Bay Pines.
  - January 15, 2004 – Veterans’ Planning Group meeting in Largo.
  - February 27, 2004 – Meeting with the Director of Volunteers of America, regarding homeless veterans and veteran programs, Largo.
  - March 20, 2004 – Town Hall meeting, American Legion Post #5, Tampa.
  - March 21, 2004 – VFW dinner honoring National Commander-in-Chief, Edward S. Banas, Sr., Tallahassee.
  - March 24-25, 2004 – National Association of State Directors of Veterans’ Affairs Conference, Washington, DC.
  - April 16, 2004 – Military funeral honors meeting for veteran support groups, funeral home directors, and active military in Largo.
  - April 26, 2004 – Speaker at the Northeast Florida Veterans Council, Jacksonville.
  - May 3, 2004 – Speaker at the County Veterans Service Officer conference, Palm Coast.
  - May 20, 2004 – Attended Veterans’ Planning Group meeting, Ocala.
  - June 11, 2004 – Disabled American Veterans convention, Orlando.
  - June 17, 2004 – AWI veterans roundtable speaker, Tallahassee.
  
- Other:
  - August 14, 2003 – Air Force Association dinner, Tallahassee.
  - November 13, 2003 – Taped Ron Regan’s Veterans’ television program in Orlando.
  - March 23, 2004 – Veterans’ Leadership Group meeting with Governor Bush regarding Instant Bingo legislation, Tallahassee.
  - March 31, 2004 – Speaker at Aging Ambassadors Program, Department of Elder Affairs, Tallahassee.

- April 6, 2004 – Guest on television show “Vets for Vets” in Jacksonville.
- April 15, 2004 – Veterans’ Planning Group meeting, Tallahassee.
- April 16, 2004 – Military Officers Association of America luncheon, Vice Admiral Nolan Ryan, National MOAA President guest speaker, St. Petersburg.
- April 19, 2004 – Guest on Pinellas County Veterans Service Office television program, in St. Petersburg.
- May 27, 2004 – Speaker at State General Counsel Luncheon.

b. World War II Memorial Update:

- In 1999 Governor Jeb Bush signed legislation providing for the creation of Florida’s World War II Veterans’ Memorial. The Florida Department of Veterans’ Affairs has been conducting fundraising, concept development, and design work for this long overdue tribute.
- This Memorial will be a unique, multifaceted living Memorial. The components are a permanent World War II exhibit in the Museum of Florida History; a permanent WWII monument in the state capital; a WWII educational curriculum supplement available to high school American History teachers and a new Heritage Trails Series booklet tracing the development of Florida’s military infrastructure, biographies of key personnel, and the contributions our state made to the war effort.
- The initial phase of the Memorial project was conducted by the Department of State, and resulted in the development of a permanent WWII display at the Museum of Florida History. This display was dedicated and opened by Governor Bush on December 7, 2001. Traveling exhibits from this museum were on display at several locations throughout Florida and were returned to be incorporated into the new enlarged permanent exhibit in Tallahassee this fall.
- The final goal of this project is the completion of the Florida WWII Monument, culminating with the dedication of a permanent stone monument in Tallahassee. Groundbreaking for the placement of the monument was conducted on Veterans’ Day, 2003, and dedication is planned for June 6, 2005, the 61<sup>st</sup> anniversary of the landing in Europe on D-Day.
- Executive Director McPherson presided over the ceremonial groundbreaking for Permanent Monument portion of the Memorial on November 11, 2003. Participating was Lt. Governor Toni Jennings, Secretary of State Glenda Hood, Tallahassee Mayor John Marks, as well as other dignitaries and representatives of various state and local veteran service organizations.
- April 20, 2004 – Harvard Jolly Clees Toppe Architects, Inc. delivers to FDVA 75% construction documents of the Monument design.
- May 24, 2004 – Florida Commission on Veterans’ Affairs is provided a presentation on the just-completed World War II Curriculum Supplement, developed by the Mary Brogan Museum under a grant from the Florida Department of Education.

- May 25, 2004 – At a Cabinet meeting, Governor Jeb Bush praised the completion of two additional elements of the Florida World War II Memorial. Secretary of State Glenda Hood has released the Florida World War II Heritage Trail booklet, a 72 page document that chronicles the contribution of Florida’s citizens made at home and abroad during the war. The second element, funded through a grant by the Florida Department of Education and produced by the Mary Brogan Museum of Arts and Sciences in Tallahassee, is the World War II educational curriculum supplement on compact disc.
- June 19, 2004 – Fund raising dinner held in Miami to jointly benefit the Florida World War II Veterans’ Memorial and the Congressional Medal of Honor Society. Governor Bush attended, and was recognized for his unwavering support of veterans in Florida. The event was also attended by the Lt. Governor, Cabinet members and the Secretary of State, as well as local officials, and corporate donors.
- June 30, 2004 – Fifty-five of Florida’s sixty-seven counties have submitted suggested text for their marker which will be a featured part of the Memorial. Review and approval of submissions underway.
- December 2004 – Final fund raising for the monument is ongoing. FDVA anticipates completion of fund raising in January, 2005 and signature of the construction contract as well. Construction should commence during February 2005, with completion planned for mid May 2005. Dedication is scheduled for June 6, 2005.

c. Intra-Department Activities:

- August 2003 - Virtual Tour of State Veterans’ Nursing Home –a 360 degree “virtual tour” of one of FDVA’s State Veterans’ Nursing Homes was developed and available for viewing on the FDVA website ([www.FloridaVets.org](http://www.FloridaVets.org)). This marketing feature allows veterans, family members, and veterans’ benefits counselors to see the many features of our long-term care facilities on line.
- April 6, 2004 – Tour potential sites for veterans’ national cemetery in 5 counties in Sarasota vicinity.

**This Page left Blank**

## V. DIVISIONS OF THE DEPARTMENT OF VETERANS' AFFAIRS

### DIVISION OF BENEFITS AND ASSISTANCE

The Division of Benefits and Assistance provides professional assistance to Florida's veterans and their dependents in their efforts to obtain benefits and treatment from the USDVA. The Division is comprised of a Division Director and support staff and three bureaus: Bureau of Claims Services, Bureau of Field Services, and the Bureau of State Approving for Veterans' Training.

**Bureau of Veterans' Claims Services:** The Bureau of Claims Services provides counseling and assistance to veterans, their dependents, and survivors with the preparation, submission and prosecution of claims and appeals for state and federal entitlements as well as applications to correct military records.

The Bureau's primary responsibility is to work directly with the decision resources in the USDVA Regional Office to expedite client's claims and to influence through proactive advocacy, the most positive outcome. To this end, Veterans' Claims Services provides a quality control function by reviewing completed USDVA benefits rating decisions and paralegal due process assistance in the prosecution of veterans' disagreements with and appeals of USDVA rating decisions and debt identification/relief.

The prosecution of veterans' disagreements with and appeals of USDVA rating decisions results in retroactive benefits and compensation and debt relief to veterans. The dollar amounts awarded to veterans, their dependents and survivors are tracked as a performance measure of successful client's claim resolution.

#### Bureau of Veterans' Claims Services Statistics

<i>EVENT</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>ADJUSTED *</i>
<b>Retroactive compensation</b>	\$17,192,107	\$11,254,720	\$15,338,864	\$20,509,274	\$68,795,425	\$64,500,225
<b>Largest single retroactive benefit</b>	\$241,252	\$213,741	\$321,054	\$247,560	\$321,054	\$229,302
<b>Debt relief</b>	\$93,830	\$41,497	\$161,660	\$73,313	\$370,300	\$242,184

\* Adjusted retroactive compensation is based on the delay of the reporting of awarded claims for service connected disabilities and pensions by the USDVA. Pensions for Florida veterans are now processed in Philadelphia, PA and are not physically reviewed by the FDVA when initially approved or disapproved. Large dollar amounts of retroactive compensation (over \$50,000) requires multiple levels of agency review and audit within the USDVA. Credit for the work completed is captured in the FDVA V-Bolts data base only when the USDVA grants final approval of the rating decision and makes payment to the veteran.

### **Bureau of Veterans' Field Services:**

Field Services provides benefits counseling services to all inpatients and outpatients in the 15 USDVA medical facilities in Florida and the State Veterans' Homes, and as well as outreach activities for FDVA throughout the state to include supporting the Transitional Assistance Program at military installations. The Bureau's primary responsibility is to help veterans initiate, develop, submit, and prosecute claims and appeals for state and federal entitlements.

The focus of Field Services is face-to-face contact with the client/customer and the resolution of any number of issues related to the submission of claims to the USDVA.

The Bureau of Field Services also provides invaluable advocacy assistance to all veterans who utilize the U. S. Department of Veterans Affairs Medical Facilities by interacting with medical staff to resolve eligibility, access, billing issues, prosthetic problems, etc. This is done on a daily basis at all USDVA medical facilities.

### **Bureau of Veterans' Field Services Statistics**

<b><i>EVENT 2003-2004</i></b>	<b><i>FIRST QUARTER</i></b>	<b><i>SECOND QUARTER</i></b>	<b><i>THIRD QUARTER</i></b>	<b><i>FOURTH QUARTER</i></b>	<b><i>YEAR TO DATE</i></b>	<b><i>PREVIOUS FY to this Qtr</i></b>
<b>Issue Resolution</b>	1,832	1,581	1,934	1,025	6,372	6,793
<b>Total Amount</b>	\$3,429,292	\$4,001,351	\$6,222,721	\$3,763,776	\$17,417,140	\$16,838,186
<b>Outreach Visits</b>	108	73	91	63	333	337
<b>Veterans Served</b>	1,616	4,003	2,124	1,474	9,066	7,366
<b>Bedside Interviews</b>	8,945	7,798	8,512	7,369	32,624	35,665
<b>Walk-ins/ Counseling</b>	16,540	13,556	17,611	13,419	61,126	62,216
<b>Claims</b>	6,887	5,417	5,883	5,197	23,384	29,917
<b>Voter Registration Pref forms</b>	1,811	1,323	1,632	1,338	6,104	7,942
<b>Voter Registrations</b>	259	247	389	475	1,370	744

**Bureau of State Approving for Veterans' Training (SAA):** SAA is charged under the provisions of Title 38, United States Code and the federal contract entered into between the Florida Department of Veterans' Affairs and the USDVA, and governed by the Florida Statute 295.124. The Bureau reviews, evaluates and approves programs of education (secondary and post secondary, public and private), and training. SAA conducts annual on-site supervisory visits to approved educational institutions to determine continued compliance with appropriate state and federal laws and regulations so that Florida's veterans may avail themselves of federal veterans' educational programs.



**Bureau of State Approving for Veterans' Training Statistics**

<b><i>EVENT 2003-2004</i></b>	<b><i>FIRST QUARTER</i></b>	<b><i>SECOND QUARTER</i></b>	<b><i>THIRD QUARTER</i></b>	<b><i>FOURTH QUARTER</i></b>	<b><i>YEAR TO DATE</i></b>	<b><i>PREVIOUS FY to this Qtr</i></b>
<b>SAA Programs Approved</b>	4,409	2,792	1,317	1,653	10,171	6,107
<b>Other Approvals</b>	1,621	1,226	970	988	4,805	2,093
<b>Supervisor Visits</b>	41	84	70	125	320	347
<b>Inspection Visits</b>	17	12	19	15	63	22
<b>Outreach Activities*</b>	92	16	76	92	276	123
<b>Liaison Activities**</b>	47	42	38	74	201	160
<b>Technical Assistance***</b>	420	150	585	541	1,696	961

\* Any activity designed to inform or encourage those with entitlement to use it.

\*\* Liaison activities are those that foster education about the SAA with other education and training professionals, which promote and encourage the exchange of information and support to raise awareness of the professional nature of the SAA approval function.

\*\*\* Technical assistance is an interaction to assist an individual or a facility with any aspect of the approval function.

**STATE VETERANS' HOMES PROGRAM**

The Program Director for State Veterans' Homes is responsible for the overall efficient operation of the State Veterans' Domiciliary Home, and the five State Veterans' Nursing Homes. In addition, the Program Director directs the grant application, design and construction processes for new and planned future homes. Two new State Veteran's Nursing Homes were opened during this Fiscal Year.

The Florida Department of Veterans' Affairs conducted an independent study with Health Strategies, Inc. to find the areas that have the greatest need of a veteran's nursing home. The criteria used in this study was, veteran population over the age of 75 in the year 2010; community nursing home beds and the occupancy rates; per capita income; availability of workforce, the average driving distance to the nearest state VA nursing home; and acute care and emergency services in the area. Health Strategies, Inc. compiled and evaluated this data to provide the FDVA with a priority list of sites to choose from. That list includes Duval County, Lake/Marion/Sumter area, Brevard County, Escambia/Santa Rosa/Okaloosa area, and Indian River/Martin/St Lucie area.

A critical need exists, as identified by the Governor's Alzheimer's disease Council, for Nursing Home care for veterans with mental disorders such as Alzheimer's disease. Utilizing the unique funding sources of the USDVA, as well as federal moneys traditionally provided via the Medicaid program, Florida can lower its out-of-pocket obligated costs to provide nursing home care for these veterans by more than 50%. This scenario had been reviewed and approved by Medicaid officials, who agree with its accuracy.

The department has included in its annual Legislative Budget Request and Long Range Program Plan requests for funds for the design phase of a sixth SVNH. The department will update past construction designs and incorporated the changes into the next home. This will include redesign to accommodate lessons learned from this last hurricane season in addition to the latest State and Federal mandated requirements.

The information contained in this section includes additional data on revenue and expenses and the fiscal status of the Operational and Maintenance Trust Fund. Summary remarks regarding occupancy, fiscal status, and quality of care follow.

Detailed individual facility Annual Reports are included as appendices.

**State Veterans' Homes Occupancy Rates:**

During the fourth quarter occupancy decreased slightly to 87% overall in the homes. This is due mainly to Lake City facility where a renovation project was scheduled to begin in the fall of 2004 but has been rescheduled to the spring of 2005 based on the active hurricane schedule. USDVA has issued a conditional approval for the project. It will complete Americans with Disabilities Act (ADA) renovations. Overall occupancy has increased 5% over last year to 88% due to steady growth in occupancy in Pembroke Pines and completion of a renovation project at Land O' Lakes.

All State Veterans' Nursing Homes will continue to strive to achieve a 90% or higher occupancy rate.

The Springfield and Port Charlotte facilities were not in operation for the full fiscal year 2003-2004.

**Fiscal Year Comparison**

<b>Facility</b>	<b>FY 01-02</b>	<b>FY 02-03</b>	<b>FY 03-04</b>	<b>Percent Increase</b>
Daytona Beach	85%	90%	93%	3%
Land O' Lakes	88%	88%	91%	3%
Pembroke Pines	32%	70%	88%	18%
Lake City	79%	83%	83%	0%
Springfield	N/A	N/A	58/120	N/A
Port Charlotte	N/A	N/A	18/120	N/A
Facility Average	71%	83%	88%	5%

\* Pembroke Pines operations started in June 2001. Springfield operations started in October 2003. Port Charlotte operations started in February 2004. New State Veterans Nursing Homes are measured after two years of full operations.

**Revenues/Expenses:**

Annual revenues were \$1,017,445 more than expenses. This was due to increased revenues from new facilities and continually improving occupancy rates. Revenues were up over the same time period last year by \$9 million.

The O & M TF is currently operating with a balance of \$1,017,445, as of June 30, 2004. Internal management actions to improve the long-term outlook continue to be implemented. This trust fund is projected to continue to operate with a positive cash flow this year.

One of the larger factors affecting expenses is Temporary Agency Nurse Staffing costs. It is difficult to recruit and retain nurses at current state pay rates. The department is working diligently to decrease the costs expended for Temporary Agency Staff.

**Overall State Homes' Fiscal Data**  
(For individual statistics, please see the Appendices)

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$5,524,755	\$7,522,477	\$8,549,988	\$10,447,665	\$32,044,885	\$22,554,930
<b>Total Expenses</b>	\$4,990,938	\$7,701,814	\$8,001,600	\$10,333,088	\$31,027,440	\$22,357,843
<b>Balance</b>	\$533,817	(\$179,337)	\$548,388	\$114,544	\$1,017,445	\$197,087
<b>Average # of Residents</b>	449	452	452	446	450	424
<b>Occupancy Rate</b>	88%	89%	89%	87%	88%	83%

Quality of Care: The State Veterans' Homes Program has initiated a comprehensive pre-survey mock inspection program for all State Veterans' Homes. Visits are made to each home in advance of anticipated surveys by licensing agencies. Opportunities for improvement will be identified and appropriate improvements made, thereby reducing the number of potential deficiencies and maintaining the overall high quality of care in these facilities.

Several task forces have been formed to address standardization in admissions, clinical protocols, staff development, and medical supply procurement. Members represent homes staff and headquarters consultants.

**DIVISION OF ADMINISTRATION & PUBLIC INFORMATION**

The Division is responsible for performing all management and training functions for the Department. These functions consist of personnel, fiscal and budgeting, purchasing, information systems management, public information, planning, training and staff development, veterans' preference, and research and statistical analysis.

**STAFF DEVELOPMENT.** Major training accomplishments in fiscal year 2003-2004 includes the following:

TRAINING	Training Man Hours
State Certification Course for County Veteran Service Officers Annual Update, Veteran Service Personnel Re-certification Training Program for Veteran Service Personnel American Legion Post Service Officers Training	3,506
Employee On-Going Training:	1,989
New Employee Training	1,929
Health Direct Care Training	7,884
Supervisory/Management/Professional Development Training	787

**VETERANS' PREFERENCE.** Chapter 295, Florida Statutes, sets forth certain requirements for public sector employers to accord preferences in appointment, retention and promotion, to certain veterans and spouses of veterans. The relevant portions of the law apply to "the state and its political subdivisions", Section 295.07 and Section 295.09, Florida Statutes. Public utilities, state universities, school districts and special taxing districts are subject to the requirements of Chapter 295. Section 295.11 Florida Statutes, tasks the FDVA, upon the written request of any eligible person, to investigate complaints filed alleging violation of veterans' preference rights. FDVA reviews each case and issues an opinion to the Public Employees Relations Commission as to the merit of each case. Veterans' Preference statistics are provided in the table below.

**Veterans' Preference Statistics**

EVENT	FY 98-99	FY 99-00	FY 00-01	FY 01-02	FY 02-03	FY 03-04
Invalid Claims	78	88	51	80	66	77
Valid Claims	11	5	5	10	41	17
Settled Claims	4	14	5	3	1	0
<b>TOTAL CLAIMS</b>	<b>93</b>	<b>107</b>	<b>61</b>	<b>93</b>	<b>108</b>	<b>94</b>

## INFORMATION TECHNOLOGY

The Information Technology group provides technical support to the department's divisions and assist by seeking enabling technologies to support vital business processes.

These activities support the operations of the department's wide area network and telephone systems, access to the State's legacy computer applications (i.e., FLAIR, My Florida Market Place, People First, LAS/PBS, etc.) via the State's metropolitan area network, information security policy, procedures and certification, annual Enterprise Resource, IT Planning, Reporting, and review of computer systems training.

The IT responsibilities require close coordination with the State Technology Office, the State's Technology Review Workgroup, the State's CIO Council and all FDVA divisions, programs and bureaus.

**This Page Left Blank**

**VI. DEPARTMENT OF VETERANS' AFFAIRS**

**EXPENDITURE REPORT**

**July 1, 2003 through June 30, 2004**

<u>TITLE</u>	<u>GENERAL REVENUE</u>	<u>TRUST FUND</u>	<u>TOTAL</u>
Salary and Benefits	8,758,406	11,978,793	20,737,199
Other Personnel Services	8,818	582,957	591,775
Purchased Medical Services	784,243	4,206,226	4,990,469
Purchased Nursing (Agencies)	342,961	2,960,910	3,303,871
Operations	225,976	435,481	661,457
Communications & Freight	211,362	226,472	437,834
Postage	37,280	17,637	54,917
Printing and Reproduction	31,465	130,099	161,564
Repair and Maintenance	355,894	583,719	939,613
Travel	161,743	177,820	339,563
Utilities	420,976	1,007,801	1,428,777
Supplies	397,779	525,824	923,603
Subscription & Books	27,892	20,158	48,050
Rent	64,502	301,125	365,627
Miscellaneous (Expenses)	288,699	188,013	476,712
Furniture & Equipment	389,645	152,591	542,236
Food Products	516,509	1,422,716	1,939,225
Operating Capital Outlay	5,146	224,608	229,754
Risk Management Insurance	155,176	310,847	466,023
Recreation Equipment	0	30,971	30,971
Non-Operating Expenses	0	119,261	119,261
Fixed Capital Outlay			
Nursing Homes #4&#5	0	4,170,772	4,170,772
Repairs/Improvements	0	280,997	280,997
Memorials			
WWII	23,692	12,738	36,430
 <b>TOTAL</b>			
	<b>13,208,164</b>	<b>30,068,534</b>	<b>\$43,276,698</b>

**This page left blank**



## APPENDICES

## APPENDIX I

### ACTIONS TAKEN BY THE DEPARTMENT RELEVANT TO ss 292.05(4), (5), & (7), FLORIDA STATUTES

*ss 292.05(4). The Department may apply for and accept funds, grants, gifts, and services from the state, the United States Government or any of its agencies, or any other public or private source and may use funds derived from these sources to defray clerical and administrative costs as may be necessary for carrying out its duties*

#### **State Approving Agency for Veterans' Training.**

FDVA maintains a contract with the USDVA to provide for State Approving Agency for Veterans' Training. Costs are 100% reimbursed by the USDVA and include coverage of clerical and administrative expenses of the bureau of the Department.

#### **Veterans' Nursing and Domiciliary Homes.**

The Veterans' Domiciliary and Nursing Homes of Florida operated by this Department apply for and receive federal funds from the USDVA. These funds cover more than 19 percent of the cost of operating the homes.

*ss 292.05(5). The Department shall conduct an ongoing study on the problems and needs of those residents of this state who are veterans of the Armed Forces of the United States and the problems and needs of their dependents. The study shall include but not be limited to:*

- (a) A survey of existing state and federal programs available for such persons that specifies the extent to which such programs presently are being implemented, with recommendations for the improved implementation, extension, or improvement of such programs.*
- (b) A survey of the needs of such persons in the areas of social services, health care, education, and employment, and any other areas of determined need, with recommendations regarding federal, state, and community services that would meet those needs.*
- (c) A survey of federal, state, public, and private moneys available that could be used to defray the costs of state or community services needed for such persons.*

Continuous efforts include feedback through counseling thousands of veterans, training critiques, participation on numerous governmental committees concerned with veterans, regular meetings with veterans' organizations and their leadership, and analysis of official USDVA data and reports. In 1999, FDVA commissioned a survey that was conducted by Florida State University. The results of the survey have been posted on the FDVA web site and are being incorporated into the long range planning process

A survey of existing State and Federal programs available to veterans and their dependents and a survey of Federal, State, Public, and Private monies available has been completed previously. A comprehensive list by Federal, State, County, Public and Private agency resources are available for reference.

*ss 292.05(7). The Department shall administer this chapter and shall have the authority and responsibility to apply for and administer any federal programs and develop and coordinate*

*such state programs as may be beneficial to the particular interests of the veterans of this state.*

**State Approving for Veterans' Training.** Under the provisions of Title 38 United States Code (USC), and the contract maintained between the FDVA and the USDVA, State Approving for Veterans' Training is charged with inspecting, approving, and supervising programs and courses offered by accredited and non-accredited educational institutions (public and private). A list of such educational institutions, and specific courses which it has approved, is furnished to the USDVA Regional Office at Bay Pines so that eligible veterans or other eligible persons enrolled in such courses may receive veterans' benefits to which they are entitled.

**State Veterans' Home Program.**

The Department operates the Veterans' Domiciliary Home of Florida in Lake City, and the Veterans' Nursing Homes in Daytona Beach, and Land O' Lakes, Pembroke Pines, Springfield and Port Charlotte. The Springfield facility was completed this year and started receiving residents in October 2003.

Construction has been completed on the newest facility in Port Charlotte. With the approved funding for final staffing and start-up the facility opened for residents in January 2004.

The homes' receive federal funds that provide approximately 19 percent of the cost of operations. The Veterans' Homes of Florida Annual Reports are included in this report as Appendix VII, VIII, IX and X.

Florida's veteran population continues to age. Based on the 2000 Census there are over 805,033 veterans in Florida over the age of 65 and 69,110 veterans over the age of 85 with a projected increase of 85+ veterans to 129,152 by September 2010. Long-term health care is a vital concern for our aging veteran population, as well as the general population. For over ten years, Florida has participated in the State Veterans' Nursing Home program offered by the USDVA and we continue to do so. This program is a benefit to the State as it enables cost avoidance for the Medicaid program. The majority of our nursing home residents do not rely on Medicaid funding to pay for their care. Instead federal per diem payments are received. This results in estimated cost avoidance to the state Medicaid program of \$4,570,000 annually.

With the start up of Springfield and Port Charlotte facilities FDVA will bring the total number of beds in the Florida State Homes Program to 750, of which 600 will be in nursing homes. According to Florida's Agency for Health Care Administration, Florida has 29.1 nursing home beds per 1,000 seniors in the general population. According to USDVA estimates, even after the build-out of nursing homes in Bay and Charlotte counties, Florida stills offer less than 1 bed per 1,000 veterans and the State will still be in "great need" of additional beds.

FDVA continues to evaluate the trends and conditions that are evolving in our state. Adjustments to FDVA's long-range plans will be made to better meet the needs of Florida's veteran population. Preliminary plans are to begin an additional phase of the State Homes program in 2005-2010. The Federal Grant pre-application for additional homes has been submitted and Florida's additional requirements are now listed in USDVA planning for this program.

The new phase of additional State Veterans' Nursing Homes are subject to approval and funding by the Governor and Cabinet, and the Florida legislature.

## **APPENDIX II      FLORIDA DEPARTMENT OF VETERANS' AFFAIRS STAFF**

### **OFFICE OF THE EXECUTIVE DIRECTOR**

<b>Executive Director</b>	Rocky McPherson
<b>Personal Secretary</b>	Nancy Schiellerd
<b>Legislative Affairs Director</b>	James Brodie
<b>External Affairs Director</b>	Charley Price
<b>General Counsel</b>	James W. Sloan
<b>Communications Director</b>	Earl Daniell

### **DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION**

<b>Director</b>	Mel Lyons
<b>Administrative Assistant</b>	Sue Farkash
<b>Inspector General</b>	Phil Lemons
<b>Personnel</b>	Tami Klee
<b>Fiscal/Budget</b>	Ray Kikel
<b>Purchasing</b>	Ken Dirmitt
<b>Staff Development</b>	Mary O'Reilly
<b>Chief Information Officer</b>	James Lieupo
<b>Management Analyst/Planning</b>	Don Post
<b>Public Information</b>	Cat Mills
<b>TQM/Veterans' Preference</b>	John Burns

### **DIVISION OF VETERANS' BENEFITS AND ASSISTANCE**

<b>Director</b>	Barbara Harker
<b>Executive Assistant</b>	Edwin Ortiz
 <b><u>Bureau of Veterans' Claims Services</u></b>	
<b>Bureau Chief</b>	Renee Day
<b>Supervisor</b>	Alene Tarter
<b>Veterans' Claims Examiners</b>	
Jim Ansboury	Richard Gouin
Ron Basedow	Ernie Kuykendall
Clyde Butts	Fred Laurente
Ed Daughtry	John Newman
Ernie Kuykendall	Edwin Ortiz
Larri Gerson	John Ulm
 <b><u>Bureau of State Approving Agency for Veterans' Training</u></b>	
<b>Bureau Chief</b>	Steve Turbee
<b>Office Operations Manager</b>	Cora Stagner
 <b>Program Specialists</b>	
Patrick Burch	Patty Gettel
Jenny George	Marcus Hurston

## **Bureau of Field Services**

### **Bureau Chief**

Robert Bauer

### **VAMC Bay Pines**

George Calder - Supervisor  
David Austin - VCE  
Richard Whitmyer - VCE  
Neal Yarosz - VCE

### **VAMC Gainesville**

Bernie Fowler - Supervisor  
David Hill - VCE  
Ken Niblett - VCE

### **VAMC West Palm Beach**

Lloyd Estes - Supervisor  
John Letsch - VCE  
Robert St. John - VCE  
Robert Sullivan - VCE

### **VAMC Miami**

Tonia Francis - Supervisor  
Enrique Carrion - VCE  
Cheryl Olden - VCE  
Ray Reed - VCE

### **VAMC Tampa**

David Ramga - Supervisor  
Tom Dixon - VCE  
Matt Guzik - VCE

### **VAMC Lake City**

William C. Peeler - Supervisor  
Ed Hodge - VCE  
Rosa Stewart - VCE

### **VAOPC Daytona Beach**

Bridgit A. Pena - VCE

### **VAOPC Ft. Myers**

Rodney Van Ness - VCE

### **VAOPC Orlando**

Dennis Latta - VCE  
Andrew McCormick - VCE

### **VAOPC Oakland Park**

Ricardo Merced - VCE

### **VAOPC Port Richey**

Brenda Thurmond - VCE

### **VAOPC Pensacola**

Bob Frank - VCE  
John Michel - VCE

### **VAOPC Tallahassee**

Darryl Parker - VCE

### **VAOPC Viera**

Rick Morrell - VCE

### **VAOPC Jacksonville**

Richard Ferari - VCE  
Jim McFarland - VCE

### **D.T. Jacobson SVNH**

Grant Rosensteel

## STATE VETERANS' HOMES

<b>Program Director</b>	Greg Puckett
<b>Medical Healthcare</b>	
<b>Program Administrator</b>	Dan Newland
<b>Accounting Services Administrator</b>	Walter Gilchrist
<b>Registered Nurse Consultant</b>	Wanda Wolfe
<b>Health Services &amp; Facilities Consultant</b>	Joanne Cox
<b>Administrator</b>	Paulette Tyler
<b>Robert H. Jenkins, Jr. Veterans'</b>	
<b>Domiciliary Home, Lake City</b>	
<b>Administrator</b>	Sheri Schultz
<b>Emory L. Bennett Veterans'</b>	
<b>State Veterans' Nursing Home, Daytona Beach</b>	
<b>Administrator</b>	Rebecca Yackel
<b>Baldomero Lopez Veterans'</b>	
<b>State Veterans' Nursing Home, Land O' Lakes</b>	
<b>Administrator</b>	K. G. Simmons
<b>Alexander "Sandy" Nininger, Jr.</b>	
<b>State Veterans' Nursing Home, Pembroke Pines</b>	
<b>Administrator</b>	Wallace Warren
<b>Clifford Chester Sims</b>	
<b>State Veterans' Nursing Home, Springfield</b>	
<b>Administrator</b>	Elizabeth Barton
<b>Douglas T. Jacobson</b>	
<b>State Veterans' Nursing Home, Port Charlotte</b>	

## APPENDIX III

### ASSOCIATED VETERANS' SERVICE ORGANIZATIONS

Over the years, FDVA has been closely associated with all veterans' organizations active in Florida. As the accredited representatives of 13 veterans' organizations, FDVA has the opportunity to prosecute claims before the USDVA on behalf of veterans who have placed their trust in these organizations by completing an "Appointment of Veterans Service Organization as Claimant's Representative" designation.

Listed below are the Veterans' Service Organizations which this Department represents in claims processing with the USDVA:

**American Ex-Prisoners of War, Inc.**

**American Legion**

**American Red Cross**

**Blinded Veterans Association**

**Fleet Reserve Association**

**Florida Department of Veterans Affairs**

**Jewish War Veterans**

**Marine Corps League**

**National Association of County Veteran Service Officers**

**Non-Commissioned Officers Association**

**The Retired Enlisted Association**

**Veterans of World War I of the U.S.A.**

**Vietnam Veterans of America**

## APPENDIX IV

### FLORIDA COMMISSION ON VETERANS' AFFAIRS

2003 - 2004

**Honorable Vince Whibbs, Chairman**

3401 Navy Boulevard  
Pensacola, Florida 32505  
Tel. Work (850) 433-7671  
Fax Work : (850) 434-1895  
Tel. Home : (850) 432-9724  
Escambia County  
FAX (352) 466-3406

**Honorable Joseph Martory**

3521 S. W. 88<sup>th</sup> Court  
Miami, Florida 33165-4323  
Tel. Work (305) 551-7007  
Tel. Home (305) 551-8110  
FAX (305) 551-8222  
Miami-Dade County

**Honorable Curt Ebitz**

89 Douglas Street  
Homosassa, Florida 34446  
Tel. Home (352) 382-3847  
FAX As Above  
E-mail: [curt247@tampabay.rr.com](mailto:curt247@tampabay.rr.com)  
Citrus County

**Honorable Guy Bono**

1368 Noell Boulevard  
Palm Harbor, Florida 34683  
Tel. Work (727) 799-1229  
Tel. Home (727) 784-2510  
FAX (727) 796-5263  
Pinellas County

**Honorable Eileen K Watson**

3482 Royal Tern Circle  
Boynton Beach, FL 33436  
Tel. Home 561-731-3289  
E-mail: [EKW194@aol.com](mailto:EKW194@aol.com)

**Honorable Tony Armbrister**

17774 SW 12<sup>th</sup> St.  
Pembroke Pines, Florida 33029  
Tel. Home (954) 559-0214  
FAX : (954) 431-2391  
[Tonita\\_arm@msn.com](mailto:Tonita_arm@msn.com)  
Palm Beach County

**Honorable James L. Dozier**

2150 Channel Way N.  
Ft. Myers, Florida 33903  
Tel. Home (941) 543-3933  
FAX (941) 543-6675  
Email: [dozier@iline.com](mailto:dozier@iline.com)  
Lee County

**Honorable Al Linden, Vice Chairman**

POB 999, 17601 Veterans' Way  
Micanopy, Florida 32667  
Tel. Work (352) 466-4084  
Tel. Home (352) 377-4025  
FAX (352) 466-3406  
E-mail: [allinden@aol.com](mailto:allinden@aol.com)  
Alachua County



## APPENDIX V

### CERTIFIED COUNTY/CITY VETERAN SERVICE OFFICERS

In rendering assistance to the veterans of Florida, the Department of Veterans' Affairs works closely with 67 county and city Veteran Service Officers.

<b>County Veteran Service Officers</b>	
<p><b><u>ALACHUA (1)</u></b>            James W. Lynch, Director            218 SE 24<sup>th</sup> St., Gainesville, FL 32641            Phone: (352) 264-6740 SUNCOM: 625-6740            Fax: (352) 264-6703  <b>E mail:</b> <a href="mailto:jlynch@co.alachua.fl.us">jlynch@co.alachua.fl.us</a></p>	<p><b><u>BROWARD (6)</u></b>            Floyd D. White, CVSO            2995 N. Dixie Highway            Ft. Lauderdale, FL 33334            Phone: (954) 537-2836, Fax: (954) 537-2914  <b>E mail:</b> <a href="mailto:fwhite@broward.org">fwhite@broward.org</a></p>
<p><b><u>BAKER (2)</u></b>            Herbert O. Hicks, Director            55 N. 3rd Street A-6 Center Office  <b>MacClenney, FL 32063</b>  <b>Phone: (904) 259-2516 Fax: (904) 295-7610</b>  <b>E mail:</b> <a href="mailto:vet@bakercountyfl.org">vet@bakercountyfl.org</a></p>	<p><b><u>CALHOUN (7)</u></b>            Silas R. Greene, Jr.            Calhoun County Courthouse            20859 SE Central Ave. E.Room 4            Blountstown, FL 32424            Office: (850) 674-8305 Home: (850) 674-4243            Fax: (850) 674-2449  <b>E mail:</b> <a href="mailto:vet1968@gtcom.net">vet1968@gtcom.net</a></p>
<p><b><u>BAY (3)</u></b>            Ray Carroll, CVSO Director            647 Jenks Ave. Panama City, FL 32401            Phone: (850) 784-4044/4078            SUNCOM: 777-4044 Fax: (850) 784-6181  <b>E mail:</b> <a href="mailto:rcarroll@co.bay.fl.us">rcarroll@co.bay.fl.us</a></p>	<p><b><u>CHARLOTTE (8)</u></b>            Richard Owens, Director            2280 Aaron St., Cultural Center            Port Charlotte, FL 33952            Phone: (941) 625-4422 Fax: (941) 625-0561  <b>E mail:</b> <a href="mailto:James.Barrett@charlottefl.com">James.Barrett@charlottefl.com</a></p>
<p><b><u>BRADFORD (4)</u></b>  <b>Nathan Hines</b>            Bradford County Courthouse            PO Drawer B, Starke, FL 32091            Ph: (904) 966-6385 SUNCOM: 838-0111            Toll: 1-800-280-9262 Fax: (904) 966-6386  <b>Email</b> <a href="mailto:Nathan_hines@bradford-co-fla.org">Nathan_hines@bradford-co-fla.org</a></p>	<p><b><u>CITRUS (9)</u></b>            John J. Kenney - CSO            Citrus County Government Center            3600 W. Sovereign Path-Suite 180            Lecanto, FL 34461-7718            Phone: (352) 527-5411 Fax: (352) 527-5437  <b>E mail:</b> <a href="mailto:john.kenney@bocc.citrus.fl.us">john.kenney@bocc.citrus.fl.us</a></p>
<p><b><u>BREVARD (5)</u></b>  <b>Glenn A. McGuffie</b>            2725 Judge Fran Jamieson Way, Viera, FL            32940            Phone: (321) 633-2012 SUN: 322-1706            Fax: (321) 637-5432  <b>E mail:</b> <a href="mailto:glenn.mcguffie@brevardcounty.us">glenn.mcguffie@brevardcounty.us</a></p>	<p><b><u>CLAY (10)</u></b>            Fred Vanleeuwen            P0 Box 1366            Green Cove Springs, Fl 32043            Phone: (904) 269-6326 SUNCOM: 827-1326  <b>Fax: (904) 284-6346</b>  <b>E mail:</b> <a href="mailto:fred.vanleeuwen@co.clay.fl.us">fred.vanleeuwen@co.clay.fl.us</a></p>

<p><b><u>COLLIER (11)</u></b>  Peter P. Kralej, Director  Collier County Government Center,  3301 Tamiami Trail E. Bldg. H , Suite 212  Naples, FL 34112  Phone: (239) 774-8448 SUNCOM: 751-8448  Fax: (239) 774-1667  <b>E mail:</b> <a href="mailto:veteranservices@colliergov.net">veteranservices@colliergov.net</a></p>	<p><b><u>ESCAMBIA (17)</u></b>  *DAV Contracted Operation  Jerry White  150 W Maxwell St. Room 2  Pensacola, FL 32501  Phone: (850) 595-3288 <b>(No E mail)</b></p>
<p><b><u>COLUMBIA (12)</u></b>  Robert (Bob) Little, CVSO  264 NE Hernando Ave. Suite 101  Lake City, FL 32055  Phone: (386) 758-1013/1012/1106  Fax: (386) 758-2184  <b>E mail:</b> <a href="mailto:robert_little@columbiacountyfla.com">robert_little@columbiacountyfla.com</a></p>	<p><b><u>FLAGLER (18)</u></b>  Salvatore Rutigliano VSO  Office: 206 E. Moody Blvd.  Mail: 1200 E. Moody Blvd #8  Bunnell, FL 32110  Ph: (386) 586-2120 Fax: (386) 586-2135  <b>E mail:</b> <a href="mailto:srutigliano@fcbcc.org">srutigliano@fcbcc.org</a></p>
<p><b><u>DADE (13)</u></b>  Edward C. Van Loan, Jr.  150 NW 79th St., Room 503  Miami, FL 33150  Phone:(305) 795-1511 Fax:(305) 795-1542  <b>E mail:</b> <a href="mailto:dadevet@aol.com">dadevet@aol.com</a></p>	<p><b><u>FRANKLIN (19)</u></b>  William E. Scott  Franklin County Courthouse  Apalachicola, FL 32320  Office: (850) 653-8096 Fax: (850) 653-4139  Home: (850) 653-8665  <b>E mail:</b> <a href="mailto:franklinvets@gtcom.net">franklinvets@gtcom.net</a></p>
<p><b><u>DESOTO (14)</u></b>  Paul M. Erickson  201 E. Oak Street, Suite #202  Arcadia, FL 34266  Phone: (863) 993-4858, SUNCOM: 740-4858  Fax: (863) 993-4857  <b>E mail:</b> <a href="mailto:paul@co.desoto.fl.us">paul@co.desoto.fl.us</a></p>	<p><b><u>GADSDEN (20)</u></b>  Wess Hinson  Office: 5-B East Jefferson Street  Mail: PO Box 1799, Quincy, FL 32351-5799  Ph: (850) 875-8661, Fax: (850) 875-8792  <b>Email:</b> <a href="mailto:hinson@gadسدengov.net">hinson@gadسدengov.net</a></p>
<p><b><u>DIXIE (15)</u></b>  Jerry Prater  405 SE 22<sup>nd</sup> Ave.  mail: PO Box 1119, Cross City, FL 32628  Phone: (352) 498-1246, Fax: (352) 498-1286  <b>E mail:</b> <a href="mailto:dixievet@inetw2.net">dixievet@inetw2.net</a></p>	<p><b><u>GILCHRIST (21)</u></b>  Major L. Stroupe, CVSO  <b>PO Box 367, Trenton, FL 32693</b>  Phone: (352) 463-3188, (800) 236-1739  SUNCOM: 640-3188, Fax: (352) 463-3189  <b>E mail:</b> <a href="mailto:cvso@gilchrist.fl.us">cvso@gilchrist.fl.us</a></p>
<p><b><u>DUVAL (16)</u></b>  Dan McCarthy; Chief, VSD  <b>117 West Duval St # 175, Jacksonville, FL 32202</b>  Phone: (904) 630-3680 SUNCOM: 986-3680  Fax: (904) 630-3422  <b>E mail:</b> <a href="mailto:hallen@coj.net">hallen@coj.net</a></p>	<p><b><u>GLADES (22)</u></b>  Richard Marquith  PO Box 1018, Moore Haven, FL 33471-1018  Ph: (863) 227-5020, fax: (863) 946-2860  No e-mail</p>

<p><b><u>GULF (23)</u></b>  Wm. R. (Bo) Williams  1000 Cecil G. Costin Sr. Blvd.  Port St. Joe, FL 32456-1648  Monday Phone: (850) 639-3019  Tuesday-Friday Phone: (850) 229-6125  Fax: (850) 229-7180  <b>E mail:</b> <a href="mailto:vsulfco@gtcom.net">vsulfco@gtcom.net</a></p>	<p><b><u>HILLSBOROUGH (29)</u></b>  Tom Fletcher, Manager  1101 E. 139th Ave., Tampa, FL 33613  Ph:(813) 975-2181, Suncom: 541-2181  Fax: (813) 975-2187  <b>E-mail:</b> <a href="mailto:fletchert@hillsboroughcounty.org">fletchert@hillsboroughcounty.org</a></p>
<p><b><u>HAMILTON (24)</u></b>  <b>Herbert Lumpkin, VSO</b>  313 Hatley St. NE Suite 2, Jasper, FL 32052  Ph: (386) 792-1272, SUNCOM: 892-1272  Fax: (386) 792-6446  <b>E mail:</b> <a href="mailto:hamcvso@alltel.net">hamcvso@alltel.net</a></p>	<p><b><u>HOLMES (30)</u></b>  Danny W. Woods  812-B S. Waukesha Street  Bonifay, FL 32425  Ph: (850) 547-2897, Fax: (850) 547-9252  <b>E mail:</b> <a href="mailto:vetsrmyjob@wfeca.net">vetsrmyjob@wfeca.net</a></p>
<p><b><u>HARDEE (25)</u></b>  Larry Pelton  320 N. 7<sup>th</sup> Avenue  Wauchula, FL 33873-2606  Ph: (863) 773-9853 Fax: (863) 773-3561  <b>E-mail:</b> <a href="mailto:veterans@strato.net">veterans@strato.net</a></p>	<p><b><u>INDIAN RIVER (31)</u></b>  Ronald L. Tesnow, Director  Office: 1900 27th Street, Rm 147  Vero Beach, Fl 32960  Ph: (772) 567-8000, Ext. 1499  SUNCOM: 268-5035; x: (772) 770-5038  <b>E mail:</b> <a href="mailto:rtesnow@ircgov.com">rtesnow@ircgov.com</a></p>
<p><b><u>HENDRY (26)</u></b>  Richard Marquith CVSO (Courthouse  Complex,  Labelle, FL 33975  Ph: (863) 675-5250  Fax: (863) 675-5317  <b>E- mail:</b> <a href="mailto:rmarquith@hendryfla.net">rmarquith@hendryfla.net</a></p>	<p><b><u>JACKSON (32)</u></b>  VACANT  Julie Warren, Assistant  2851 Jefferson Street, Marianna, FL 32448  <b>Ph: (850) 718-0003/4 SUN 789-0003</b>  Fax: (850) 482-9987  <b>E mail:</b> <a href="mailto:juliew_jcvso@earthlink.net">juliew_jcvso@earthlink.net</a></p>
<p><b><u>HERNANDO (27)</u></b>  Kenneth D. Wrinkle, Director  Airport Industrial Park  16110 Aviation Loop Drive  Brooksville, Fl 34604-6803  Ph: (352) 754-4033, SUNCOM: 669-4033  Fax: (352) 754-4094  <b>E-mail:</b> <a href="mailto:kwrinkle@hernandocounty.us">kwrinkle@hernandocounty.us</a></p>	<p><b><u>JEFFERSON (33)</u></b>  Carol Ellerbe  PO Box 45, Monticello, FL 32345  Ph: (850) 342-0211  Fax: (850) 342-0214  <b>E mail:</b> <a href="mailto:carol@jceoc.com">carol@jceoc.com</a> or <a href="mailto:em2va@earthlink.net">em2va@earthlink.net</a></p>
<p><b><u>HIGHLANDS (28)</u></b>  Joseph Dionne, CSO  Office: 7205 S. George Blvd  PO Box 1926 , Sebring, FL 33871-1926  Phone: (863) 402-6623 Fax: (863) 402-6796  <b>E-mail:</b> <a href="mailto:DWilliam@bcc.co.highlands.fl.us">DWilliam@bcc.co.highlands.fl.us</a></p>	<p><b><u>LAFAYETTE (34)</u></b>  Carlton Black, Manager  LaFayette County Courthouse  PO Box 294, Mayo, FL 32066  Phone: (386) 294-5010; Fax: (386) 294-4231  No E mail</p>

<p><b>LAKE (35)</b>  <b>Tom Osebold</b>  PO Box 7800  Tavares, FL 32778-7800  Phone:(352) 343-9753/ Fax: (352) 343-9896  <b>E mail:</b> <a href="mailto:tosebold@co.lake.fl.us">tosebold@co.lake.fl.us</a></p>	<p><b>MANATEE (41)</b>  A.Dale Keen, CSO  Office: Manatee County Government Center  1112 Manatee Ave. W., #300; PO Box 1000,  Bradenton, FL 34206-1000  Ph: (941) 749-3030, Suncom: 527-3030  Fax: (941) 745-3796  <b>E mail:</b> <a href="mailto:dale.keen@co.manatee.fl">dale.keen@co.manatee.fl</a></p>
<p><b>LEE (36)</b>  John Ebling, Director  3691 Evans Ave. #208 Ft. Myers FL 33901  PO Box 398, Ft Myers, FL 33902  Ph: (239) 938-1100, Fax: (239) 938-1101  <b>E mail:</b> <a href="mailto:leo911@aol.com">leo911@aol.com</a></p>	<p><b>MARION (42)</b>  Jeffrey Askew, Director  <b>111 SE 25th Ave, Ocala, FL 34471-9179</b>  Ph: (352) 620-3422/3; SUNCOM: 667-3422/3  Fax: (352) 620-3424  <b>E mail:</b> <a href="mailto:Alvin.wiley@marioncountyfl.org">Alvin.wiley@marioncountyfl.org</a></p>
<p><b>LEON (37)</b>  Larry Davis, Director  Office: 918 Railroad Avenue, Tallahassee,  32310  Ph: (850) 488-8462, SUNCOM: 278-8462  Fax: (850) 922-3080  <b>E mail:</b> <a href="mailto:DavisLar@leoncountyfl.gov">DavisLar@leoncountyfl.gov</a></p>	<p><b>MARTIN (43)</b>  <b>John L. Haddox, CSO</b>  2401 SE Monterey Road  Stuart, FL 34996  Ph: (772) 288-5448/9  SUNCOM: 239-5449; Fax: (772) 221-2312  <b>E mail:</b> <a href="mailto:jhaddox@martin.fl.us">jhaddox@martin.fl.us</a></p>
<p><b>LEVY (38)</b>  George Hermansen, Veteran Service Officer  Office: 353 South Court St.  Mail: PO Box 310, Bronson, FL 32621  Phone: (352) 486-5210, (800) 733-5389  SUNCOM: 645-5210, Fax: (352) 486-3329  <b>E mail:</b> <a href="mailto:levyvet@inetw.net">levyvet@inetw.net</a></p>	<p><b>MONROE (44)</b>  Charles L. Ingraham, Director / CSO  Harvey Government Center  1200 Truman Blvd. # 204, Key West, FL 33040  Ph: (305) 295-5150, SUNCOM: 472-4540  Fax: (305) 295-5175  <b>E mail:</b> <a href="mailto:Ingraham-Charles@monroecounty-Fl.gov">Ingraham-Charles@monroecounty-Fl.gov</a></p>
<p><b>LIBERTY (39)</b>  John B. Eubanks  PO Box 454, Bristol, FL 32321  Ph: (850) 643-5960, Fax: (850) 643-3334  <b>E mail:</b> <a href="mailto:jbe@gtcom.net">jbe@gtcom.net</a></p>	<p><b>NASSAU (45)</b>  Carl T. Likes  2837 S. 14th Street  Fernandina Beach, FL 32034  Ph: (904) 225-9021  Home:(904) 261-5801  Fax: (904) 321-5723  <b>No E mail</b></p>
<p><b>MADISON (40)</b>  Oliver J. Bradley  Office: County Courthouse Annex-Room  215  Mail: PO Box 237, Madison, FL 32341  Ph: (850) 973-3208; Fax: (850) 973-2923  <b>E mail:</b> <a href="mailto:veteranserviceoffice@digitalexp.com">veteranserviceoffice@digitalexp.com</a></p>	

<p><b><u>OKALOOSA (46)</u></b>  Beatrice Love-Moore Director  601-A N. Pearl St., Suite 100  Crestview, FL 32536  Phone:(850) 689-5923  Fax:(850) 689-5566  <b>E mail:</b> <a href="mailto:blovemoore@co.okaloosa.fl.us">blovemoore@co.okaloosa.fl.us</a></p>	<p><b><u>PINELLAS (52)</u></b>  <b>N. Royce Carter, Director</b>  1100 Cleveland St., #1400, Clearwater, FL 33755  Ph: (727) 464-8460; SUNCOM: 570-8460  Fax: (727) 464-8463  <b>E mail:</b> <a href="mailto:ncarter@co.pinellas.fl.us">ncarter@co.pinellas.fl.us</a></p>
<p><b><u>OKEECHOBEE (47)</u></b>  Elizabeth D. Grinslade  462 Highway 98 North  Okeechobee, FL 34972-2586  Ph: (863) 763-8124, Fax: (863) 763-9203  <b>E mail:</b> <a href="mailto:bgrinslade@co.okeechobee.fl.us">bgrinslade@co.okeechobee.fl.us</a></p>	<p><b><u>POLK (53)</u></b>  John Hopkins, CVSO  Office: 1290 Golfview Avenue, Suite 116  PO Box 9005, Bartow, FL 33830  Phone: (863) 534-5220/ fax: (863) 534-7378  <b>E mail:</b> <a href="mailto:JohnHopkins@polk-county.net">JohnHopkins@polk-county.net</a></p>
<p><b><u>ORANGE (48)</u></b>  Mike Dixon, Program Manager  <b>2100 E. Michigan St., Orlando, FL 32806</b>  Ph: (407) 836-8990, FAX: (407) 836-8999  <b>E mail:</b> <a href="mailto:Rachel.Newborg@co.orange.fl.us">Rachel.Newborg@co.orange.fl.us</a></p>	<p><b><u>PUTNAM (54)</u></b>  Joe Coats, Service Officer  Office: 515 Reid Street #1D  Mail: P. O. Box 771, Palatka, FL 32178  Ph: (386) 329-0327/8/9/ Fax: (386) 329-0329  <b>E mail:</b> <a href="mailto:jcoats@putnam-fl.com">jcoats@putnam-fl.com</a></p>
<p><b><u>OSCEOLA (49)</u></b>  Julio C. Cruz, Director  108 Park Place Blvd., Bldg C  Kissimmee, FL 34741  Ph: (407) 870-2019; Fax: (407) 870-2950  <b>E mail:</b> <a href="mailto:jcru2@osceola.org">jcru2@osceola.org</a></p>	<p><b><u>ST. JOHNS (55)</u></b>  Richard Tallman CVSO  Office: 1995 US 1 South #550  PO Box 657, St. Augustine, FL 32085-0657  Ph: (904) 823-2463, Fax (904) 823-2702  <b>E mail:</b> <a href="mailto:rtallman@co.st-johns.fl.us">rtallman@co.st-johns.fl.us</a></p>
<p><b><u>PALM BEACH (50)</u></b>  Craig Carr  Office: 810 Datura St., Mail: PO Box 1989  West Palm Beach, FL 33401-5211  Phone: (561) 355-4761, Fax: (561) 355-4801  SUNCOM: 245-2040  <b>E mail:</b> <a href="mailto:ccarr@co.palm-beach.fl.us">ccarr@co.palm-beach.fl.us</a></p>	<p><b><u>ST. LUCIE (56)</u></b>  Paul J. Hiott, Director  250 NW Country Club Drive #217  Port St. Lucie, FL 34986  Phone: (772) 871-5416; Suncom 259-5416  Fax: (772) 871-5492  <b>E mail:</b> <a href="mailto:phiott@co.st-lucie.fl.us">phiott@co.st-lucie.fl.us</a></p>
<p><b><u>PASCO (51)</u></b>  Bill Klinger, Supervisor  8620 Galen Wilson Blvd., Port Richey, FL  34668  Ph:(727) 834-3282; Fax: (727) 834-3339  <b>E mail:</b> <a href="mailto:wklinger@pascocounty.fl.net">wklinger@pascocounty.fl.net</a></p>	<p><b><u>SANTA ROSA (57)</u></b>  Frank D. Godwin  6491 Caroline Street, Suite #2  Milton, FL 32570  <b>Phone: (850) 626-8724, Fax: (850) 623-1208</b>  <b>E mail:</b> <a href="mailto:veterans-office@co.santa-rosa.fl.us">veterans-office@co.santa-rosa.fl.us</a></p>

<p><b><u>SARASOTA (58)</u></b>  Jerry Derrick, CVSO  2200 Ringling Blvd, #125, Sarasota, FL 34237  Ph: (941) 861-2899 / fax: (941) 861-2571  <b>E mail:</b> <a href="mailto:jderrick@scgov.net">jderrick@scgov.net</a></p>	<p><b><u>VOLUSIA (64)</u></b>  Donald W. Priem, Jr.  123 West Indiana Ave, #100, Deland, FL 32720  Phone: (386) 740-5102  SUNCOM: 377-5102, Fax: (386) 740-5101  <b>E mail:</b> <a href="mailto:dpriem@co.volusia.fl.us">dpriem@co.volusia.fl.us</a></p>
<p><b><u>SEMINOLE (59)</u></b>  George Tingle, Acting VSO  400 West Airport Blvd., Sanford, FL 32773  Phone: (407) 665-3374; SUNCOM: 355-3374,  Fax: (407) 665-3249  <b>E mail:</b> <a href="mailto:gtingle@seminolecountyfl.gov">gtingle@seminolecountyfl.gov</a></p>	<p><b><u>WAKULLA (65)</u></b>  David Morgan  196 Ochlockonee St.  PO Box 849  Crawfordville, FL 32326  Phone: (850) 926-5289/ Fax: (850) 926-6255  <b>E mail:</b> <a href="mailto:dmorgan@mywakulla.com">dmorgan@mywakulla.com</a></p>
<p><b><u>SUMTER (60)</u></b>  Dan Baker  416 Lawrence St., Bushnell, FL 33513  Phone: (352) 793-0235, Fax: (352) 793-6880  SUNCOM: 665-0235  <b>E mail:</b> <a href="mailto:dbaker@bocc.co.sumter.fl.us">dbaker@bocc.co.sumter.fl.us</a></p>	<p><b><u>WALTON (66)</u></b>  Phil McMillian  312 College Ave. Unit A  Defuniak Springs, FL 32435  Phone: (850) 892-8140/8141, Fax: (850) 892-8148  <b>E mail:</b> <a href="mailto:mcmphil@co.walton.fl.us">mcmphil@co.walton.fl.us</a></p>
<p><b><u>SUWANNEE (61)</u></b>  William A. Fletcher  224 Pine Ave., Live Oak, FL 32060  Phone: (386) 364-3403  SUNCOM: 889-3403  Fax: (386) 364-4038  <b>Email:</b> <a href="mailto:wfletch@atlantic.net">wfletch@atlantic.net</a></p>	<p><b><u>WASHINGTON (67)</u></b>  Amy Simmons, CVSO  1331 South Blvd., Chipley, FL 32428  Phone: (850) 638-6140  SUNCOM: 769-6140  FAX: (850) 638-6145  <b>E mail:</b> <a href="mailto:vetsrus@washingtonfl.com">vetsrus@washingtonfl.com</a></p>
<p><b><u>TAYLOR (62)</u></b>  William S. Nobles, CVSO  Perry-Foley Airport  401 Industrial Park Dr.  Perry, FL 32348  Phone: (850) 838-3519, Fax: (850) 838-3407  <b>E mail:</b> <a href="mailto:veterans@gtcom.net">veterans@gtcom.net</a></p>	
<p><b><u>UNION (63)</u></b>  Seneca "Buddy" Austin  Tuesdays from 5:30 – 8:30 PM  Last Sat of month: 8 am to noon  15 NE First Street  Lake Butler, FL 32054  Phone: (386) 496-4248 ;Fax: (386) 496-4810  <b>E mail:</b> <a href="mailto:ucsobuddy@msn.com">ucsobuddy@msn.com</a></p>	

**APPENDIX VI**  
**COUNTY VETERAN POPULATION AND MONETARY BENEFITS**

## GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 2003

Veteran population estimates as of September 30, 2003. Data from VetPop 2001 Model adjusted for Census 2000

*Expenditures in \$000*

COUNTY	Veteran Population *	Total Expenditures	Compensation & Pension	Education & Voc Rehab	Insurance			VA MEDICAL CARE - FY 2003	
					& Indemnities	CNSTR	GOE	Total Unique Patients	Medical Expenditures
ALACHUA	19,834	82,862	27,020	4,511	1,803	1,039	--	6,638	48,489
BAKER	2,443	12,230	7,936	812	223	--	--	508	3,258
BAY	22,792	63,651	45,675	3,863	2,086	--	--	4,192	12,026
BRADFORD	3,438	11,138	5,278	315	325	--	--	733	5,220
BREVARD	76,634	170,923	110,498	6,309	7,288	--	--	15,796	46,828
BROWARD	137,721	250,619	128,459	7,845	13,129	--	--	27,321	101,185
CALHOUN	1,363	3,326	2,177	69	131	--	--	311	949
CHARLOTTE	28,077	47,194	29,141	707	2,511	--	--	5,632	14,835
CITRUS	23,106	27,019	4,398	143	2,189	--	--	5,871	20,289
CLAY	22,956	43,851	26,340	2,918	2,052	--	--	3,161	12,542
COLLIER	36,099	17,970	4,327	29	3,262	--	--	5,308	10,353
COLUMBIA	7,956	36,973	8,501	254	743	136	--	3,753	27,339
DE SOTO	3,685	3,405	821	1	344	--	--	687	2,239
DIXIE	2,043	10,342	3,752	104	198	--	--	888	6,288
DUVAL	96,856	198,313	117,631	23,335	9,127	--	--	12,600	48,219
ESCAMBIA	45,413	134,235	86,005	15,030	4,380	1,224	881	7,696	26,716
FLAGLER	9,144	6,742	551	8	852	--	--	2,161	5,331
FRANKLIN	1,689	3,444	1,935	56	157	--	--	382	1,295
GADSDEN	3,883	10,429	6,104	306	377	--	--	1,037	3,642
GILCHRIST	1,618	6,583	2,947	70	156	--	--	536	3,410
GLADES	1,399	2,966	1,307	18	132	--	--	358	1,510
GULF	1,766	5,185	3,413	213	169	--	--	396	1,390
HAMILTON	1,241	6,111	2,436	62	118	--	--	463	3,494
HARDEE	2,136	7,283	4,646	257	209	--	--	376	2,171
HENDRY	2,407	4,638	2,336	83	225	--	--	587	1,993
HERNANDO	23,956	62,516	36,033	913	2,257	--	--	7,267	23,313
HIGHLANDS	14,211	29,030	15,707	295	1,381	--	--	3,538	11,648
HILLSBOROUGH	103,713	315,893	146,328	12,197	9,831	6,240	--	25,694	141,297



HOLMES	2,313	7,567	5,714	164	220	--	--	393	1,470
INDIAN RIVER	18,331	30,553	18,209	523	1,720	--	--	4,322	10,101
JACKSON	5,401	13,450	9,207	333	514	--	--	1,164	3,396
JEFFERSON	1,473	5,451	2,224	388	143	--	--	507	2,697
LAFAYETTE	782	2,858	1,562	90	72	--	--	162	1,135
LAKE	34,295	57,169	28,894	1,536	3,272	--	--	8,646	23,467
LEE	67,327	105,517	59,273	2,326	6,277	--	--	14,217	37,640
LEON	21,431	42,527	21,136	6,058	1,898	--	--	3,880	13,435
LEVY	4,875	19,624	6,819	168	468	--	--	1,871	12,169
LIBERTY	740	1,980	1,162	41	67	--	--	157	710
MADISON	1,904	5,725	2,829	120	184	--	--	422	2,593
MANATEE	38,022	69,901	40,286	1,672	3,594	--	--	8,266	24,349
MARION	42,245	63,720	7,969	142	3,987	--	--	12,072	51,622
MARTIN	20,163	39,128	18,467	406	1,889	--	--	6,188	18,367
MIAMI-DADE	86,619	276,022	96,272	8,543	8,431	3,811	--	19,431	158,965
MONROE	12,058	25,586	13,407	550	1,154	--	--	2,596	10,475
NASSAU	8,250	12,236	7,362	356	741	--	--	964	3,776
OKALOOSA	32,179	96,456	76,086	6,959	2,962	--	--	4,010	10,448
OKEECHOBEE	4,234	12,877	5,431	154	391	--	--	1,414	6,902
ORANGE	85,107	193,669	106,002	11,674	7,822	--	--	17,678	68,171
OSCEOLA	17,540	18,033	1,761	63	1,586	--	--	4,254	14,623
PALM BEACH	131,532	272,956	116,595	4,156	12,383	2,063	--	41,125	137,759
PASCO	53,702	136,836	64,703	2,302	5,129	--	--	16,672	64,702
PINELLAS	123,190	398,172	129,814	5,611	12,235	607	53,766	31,978	196,140
POLK	59,337	121,935	65,456	2,659	5,727	--	--	12,050	48,094
PUTNAM	9,567	21,310	3,396	151	928	--	--	2,633	16,835
ST. JOHNS	17,597	25,181	12,431	830	1,560	--	16	3,075	10,344
ST. LUCIE	26,194	60,617	30,736	1,106	2,487	--	--	8,361	26,289
SANTA ROSA	19,029	47,746	33,615	3,059	1,664	--	--	3,061	9,407
SARASOTA	52,018	82,082	48,858	1,315	4,964	--	--	10,727	26,945
SEMINOLE	40,377	144,857	107,921	7,924	3,639	--	--	7,478	25,373
SUMTER	9,883	35,313	19,684	711	892	947	3,140	3,353	9,938
SUWANNEE	4,498	21,003	7,368	179	431	--	--	1,938	13,026
TAYLOR	2,453	6,252	2,857	83	234	--	--	628	3,078
UNION	1,763	3,726	1,445	92	166	--	--	313	2,022
VOLUSIA	63,765	91,658	38,309	1,721	6,137	--	--	14,222	45,491
WAKULLA	2,798	6,818	3,192	1,163	251	--	--	595	2,212

WALTON	6,535	17,580	11,994	310	586	--	--	1,179	4,690
WASHINGTON	2,659	9,576	6,198	850	255	--	--	542	2,273
<b>TOTALS</b>	<b>1,829,761</b>	<b>4,178,540</b>	<b>2,066,343</b>	<b>157,211</b>	<b>172,717</b>	<b>16,067</b>	<b>57,803</b>	<b>416,434</b>	<b>1,708,399</b>

## APPENDIX VII

### ROBERT H. JENKINS, JR. VETERANS' DOMICILIARY HOME OF FLORIDA

#### LAKE CITY, FLORIDA

#### ANNUAL REPORT

July 1, 2003 through June 30, 2004

**Administrator** Paulette (Polly) Tyler, RN, B.S.N.  
**Business Services** Sandra Johnston  
**Health Services** Marjorie Rigdon, RN

#### Facility Highlights

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$446,606	\$834,348	\$658,721	\$573,652	\$2,513,327	\$2,131,857
<b>Total Expenses</b>	\$527,808	\$799,252	\$624,924	\$828,840	\$2,780,824	\$2,629,170
<b>Balance</b>	(\$81,202)	\$38,096	\$33,797	(\$255,188)	(\$267,497)	(\$497,313)
<b>Average # of Residents *</b>	126	128	127	118	125	124
<b>Occupancy Rate</b>	84%	85%	85%	79%	83%	83%

\* - ADA construction projects temporarily limit this facility to 135 beds.

#### Regulatory Compliance.

This facility was surveyed by the by the U.S. Department of Veterans' Affairs (USDVA) in May, 2004. The facility operates in compliance with both state and federal regulations for Assisted Living and Domiciliary Homes.

#### Condition of the Home.

This facility, opened in 1990, is the oldest of all the State Homes buildings. As such, there are renovations that need to be planned. A grant has been submitted the USDVA for Capitol Improvement dollars to assess and implement a comprehensive renovation to this facility.

#### Number of Residents Received and Discharged.

62 Admissions

74 Discharges

#### Community Outreach

The Administrator visited the County Veteran Service Officers in all the surrounding counties including: Butler, Alachua, Baker, Suwanee, Dixie, Columbia, and Gilchrist. These visits promoted awareness and generated referrals to the Domiciliary.

APPENDIX VIII

EMORY L. BENNETT MEMORIAL  
STATE VETERANS' NURSING HOME

DAYTONA BEACH, FLORIDA

ANNUAL REPORT

July 1, 2003 through June 30, 2004

Administrator  
Nursing Services  
Business Services

Sheri Schultz, MBA, NHA  
M. Lou McMaster, RN  
William Heath

**Facility Highlights.**

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$1,616,980	\$2,185,837	\$2,169,989	\$2,155,362	\$8,128,168	\$7,162,421
<b>Total Expenditures</b>	\$1,445,570	\$2,146,638	\$2,062,139	\$2,044,391	\$7,698,738	\$7,166,026
<b>Balance</b>	\$171,410	\$39,199	\$107,850	\$110,971	\$429,430	(\$3,605)
<b>Average # of Residents</b>	111	112	111	112	112	109
<b>Occupancy Rate</b>	93%	93%	93%	93%	93%	91%

**Regulatory Compliance.**

The annual ACHA survey was conducted February, 2004. The USDVA surveyed the facility in July 2004. In both inspections, the facility continues to operate in compliance with applicable state and federal regulations.

**Condition of the Home.**

The second oldest facility, this building is also scheduled for future renovations. A request for Federal dollars will be submitted for FY 04/05. Renovations will include building infra-structure and HVAC systems.

**Number of Residents Received and Discharged.**

93 admissions  
63 discharged

**Community Outreach**

The home was visited by various veteran service organizations such as the American Legion, the Italian American Veterans Organization, and the Jewish Federation who performed various functions for the residents such as barbeques, bingo, and music activities. The residents of the home were able to visit the MIA/POW park exhibit, and attend other community activities.

## APPENDIX IX

### BALDOMERO LOPEZ MEMORIAL STATE VETERANS' NURSING HOME

LAND O' LAKES, FLORIDA

#### ANNUAL REPORT

July 1, 2003 through June 30, 2004

**Administrator** Rebecca Yackel, RN, BSN, MS, NHA  
**Nursing Services** Sue Guthrie  
**Business Services** Linda Van Pelt

#### Facility Highlights.

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$1,525,010	\$1,976,951	\$1,845,789	\$2,050,693	\$7,398,443	\$7,125,403
<b>Total Expenditures</b>	\$1,249,302	\$2,042,367	\$1,838,319	\$2,103,051	\$7,233,039	\$6,137,809
<b>Balance</b>	\$275,708	(\$65,416)	\$7,470	(\$52,358)	\$165,404	\$987,594
<b>Average # of Residents*</b>	109	106	107	113	109	107
<b>Occupancy Rate</b>	92%	88%	89%	94%	91%	89%

#### Regulatory Compliance.

The USDVA inspection was conducted in August, 2004 and the ACHA survey was in May, 2004. This facility continues to operate in compliance with state and federal licensure standards and guidelines.

#### Condition of the Home.

Construction has been completed on expanding the resident common area around the nurse station in the dementia wing. This has resulted in a safer environment and has moved two beds to the skilled wing. Licensed capacity has not changed.

#### Number of Residents Received and Discharged.

62 admissions  
74 discharged

#### Community Outreach

The Administrator actively participated in the Nursing Home Initiative with Florida Medical Quality Assurance. The Administrator also was active in local functions with Florida Progress and the Chamber of Commerce. The facility hosted clinical observations and other learning opportunities for students from Pasco Hernando Community College, Prep Tech School, Land O' Lakes High School, and the University of South Florida.

APPENDIX X

ALEXANDER "SANDY" NININGER, JR.  
STATE VETERANS' NURSING HOME

PEMBROKE PINES, FLORIDA

ANNUAL REPORT

July 1, 2003 through June 30, 2004

Administrator K. G. Simmons, CNHA, SMQT  
Nursing Services Donna Buchanan  
Business Services Angela Simpson

Facility Highlights.

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$1,719,033	\$1,701,185	\$2,312,645	\$2,172,671	\$7,905,534	\$6,135,249
<b>Total Expenses</b>	\$1,551,132	\$1,880,345	\$2,035,165	\$2,614,878	\$8,081,520	\$6,424,838
<b>Balance</b>	\$167,901	(\$179,160)	\$277,480	(\$442,207)	(\$175,986)	(\$289,589)
<b>Average # of Residents</b>	103	106	107	104	105	84
<b>Occupancy Rate</b>	86%	88%	88%	87%	88%	70%

Regulatory Compliance.

The facility was surveyed in February, 2004 by city and county officials. There were no compliance issues. The USDVA inspection was in January, 2004 and the ACHA survey in February 2004. The facility is operating in substantial compliance with state and federal regulations.

Condition of the Home.

Built in 2001, this home remains in excellent condition.

Number of Residents Received and Discharged.

117 admissions

91 discharged

Community Outreach

The Admissions Director was active in local functions such as the Florida Council on Aging, and the Civic Club. The Admissions Director marketed to the Social Workers at the Miami VA Medical Center to promote awareness and generate referrals to the facility. The facility was visited by a local high school ROTC that performed activities with the residents.

**APPENDIX XI**

**CLIFFORD CHESTER SIMS**  
**STATE VETERANS' NURSING HOME**

**SPRINGFIELD, FLORIDA**

**ANNUAL REPORT**

**July 1, 2003 through June 30, 2004**

<b>Administrator</b>	Wally Warren, NHA
<b>Nursing Services</b>	Judy Howell, RN
<b>Business Services</b>	Debbie Gilmore

**Facility Highlights.**

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$188,441	\$625,165	\$963,320	\$2,130,436	\$3,907,356	N/A
<b>Total Expenses</b>	\$188,441	\$625,165	\$850,527	\$1,451,314	\$3,115,447	N/A
<b>Balance</b>	0	0	\$112,793	\$679,122	\$791,915	0
<b>Average # of Residents</b>	0	10	32	58	34	N/A
<b>Occupancy Rate</b>	0	8%	26%	48%	28%	N/A

**Regulatory Compliance.**

The USDVA inspection was in May 2004 and the ACHA survey in October 2004. The facility is operating in substantial compliance with state and federal regulations.

**Condition of the Home.**

Built in 2003 this home remains in excellent condition.

**Number of Residents Received and Discharged.**

94 admissions  
 23 discharged

\*facility opened October 04

**Community Outreach**

The residents of the facility were visited by various veteran service organizations such as the American Legion and AMVETS. Airmen from Tyndall Air Force Base also visited the residents. The Admissions Director marketed the Social Workers at local hospitals to promote awareness and generate referrals to the facility. The facility hosted a local CVSO meeting on site.

**APPENDIX XII**  
**DOUGLAS T. JACOBSON**  
**STATE VETERANS' NURSING HOME**  
**PORT CHARLOTTE, FLORIDA**

**ANNUAL REPORT**

**July 1, 2003 through June 30, 2004**

**Administrator** Elizabeth Barton, NHA, MSM, RMA  
**Nursing Services** Dot Cothron, RN  
**Business Services** Chaun Jones

**Facility Highlights.**

<i>EVENT 2003-2004</i>	<i>FIRST QUARTER</i>	<i>SECOND QUARTER</i>	<i>THIRD QUARTER</i>	<i>FOURTH QUARTER</i>	<i>YEAR TO DATE</i>	<i>PREVIOUS FY to date</i>
<b>Total Revenues</b>	\$28,685	\$206,991	\$588,524	\$1,367,851	\$2,192,051	N/A
<b>Total Expenses</b>	\$28,685	\$206,991	\$591,582	\$1,290,614	\$2,117,872	N/A
<b>Balance</b>	0	0	(\$3,058)	\$77,237	\$74,179	0
<b>Average # of Residents</b>	0	0	0	18	0	N/A
<b>Occupancy Rate</b>	0	0	0	15%	0	N/A

**Regulatory Compliance.**

The USDVA inspection was in April, 2004. The AHCA annual survey was conducted April 2004. Six deficiencies were cited and were corrected. The facility is operating in substantial compliance with state and federal regulations.

**Condition of the Home.**

Built in 2004 this home remains in excellent condition. The facility suffered minor damage from Hurricane Charley which has since been repaired.

**Number of Residents Received and Discharged.**

45 admissions  
 1 discharged

\*facility opened April 04

**Community Outreach**

The Administrator participated in community events and groups such as being a guest speaker for the Daughter's of the American Revolution, volunteering at a local elementary school, and was a guest on a local radio station to promote the facility. Local community groups such as the DAV and Sarasota County Veterans' Commission sponsored events and activities for the residents in the facility.

In partnership with the Federal VA, the facility is temporarily housing the VA Outpatient Clinic until a permanent location can be found. The VA Outpatient Clinic was severely damaged due to Hurricane Charley.