

***STATE OF FLORIDA***



**DEPARTMENT OF  
VETERANS' AFFAIRS**

**AGENCY ANNUAL REPORT**

**JULY 1, 2004 – JUNE 30, 2005**

***“Veterans’ Advocacy”***

***December 31, 2005***

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

December 31, 2005

The Florida Department of Veterans' Affairs (FDVA) is responsible for the coordination of assistance to veterans and their families. 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 high quality operations of both the Domiciliary and five Nursing Homes providing long term care services for eligible veterans; and it relates other successes that FDVA has achieved during this year.

As a result of two very active hurricane seasons FDVA, has developed a mature operational response capability that includes extensive preparation for and recovery from such storms. Veterans Claims Examiners (VCEs) from across the state enter affected areas after each storm providing assistance and counseling to veterans affected by the storms. VCEs not only provided veteran services and ensured that veteran benefits were obtained, but also acted as Federal Emergency Management Agency (FEMA) volunteers and helped disseminate information regarding the filing of FEMA claims.

FDVA continues to temporarily house the United States Department of Veterans Affairs' Port Charlotte Out-Patient Clinic at the Douglas Jacobson State Veterans' Nursing Home. The clinic's original site was badly damaged by Hurricane Charlie in 2004. FDVA generously offered to share their facility so that medical services to the area's veterans were not interrupted, and veterans and their families already impacted by the storms were not further aggravated by a long drive to another facility.

A long overdue tribute to honor Florida's WWII veterans was completed this year. On June 6, 2005, Governor Bush dedicated Florida's World War II Monument, honoring the service of Floridians who fought in that conflict. Florida's multifaceted WWII Memorial honors those who fought so valiantly in theaters of operation throughout the world, and those who sacrificed so willingly at home in their support.

Florida's military service members continue to serve and return to Florida along with veterans from other states. Almost 9,000 veterans from Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) are currently receiving care in United States Department of Veterans' Affairs medical facilities. As more veterans complete their military service and return to Florida, the number of veterans from the Global War On Terror will grow. They represent a younger generation with new problems and challenges seeking medical care, jobs, homes and services for their families.

FDVA 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**

FLORIDA  
DEPARTMENT OF  
VETERANS' AFFAIRS

Agency Annual Report

July 1, 2004 – June 30, 2005

"VETERANS' ADVOCACY"

DECEMBER 31, 2005

TABLE OF CONTENTS

Executive Director’s Message	1
Table of Contents	4
I. Mission and Vision	6
II. Core Values	7
III. Overview	8
IV. Significant Events, July 01, 2004 through June 30, 2005	12
V. Divisions of the Department of Veterans’ Affairs	17
Division of Benefits and Assistance	
State Veterans’ Homes Program	
Division of Administration and Public Information	
Information Technology	
VI. Department Expenditure Report	24
Appendices	
Appendix I    Actions Taken by the Department Relevant to ss 292.05(4), (5), and (7) Florida Statutes	27
Appendix II    Florida Department of Veterans’ Affairs Staff	29
Appendix III    Associated Veterans’ Service Organizations	32
Appendix IV    Florida Commission on Veterans’ Affairs	33
Appendix V    Certified County/City Veteran Service Officers	34
Appendix VI    County Veterans Population & Monetary Benefits	40
Appendix VII    Annual Report, Veterans’ Domiciliary Home, Lake City	44
Appendix VIII    Annual Report, Veterans’ Nursing Home, Daytona Beach	45
Appendix IX    Annual Report, Veterans’ Nursing Home, Land O’ Lakes	46
Appendix X    Annual Report, Veterans’ Nursing Home, Pembroke Pines	47
Appendix XI    Annual Report, Veterans’ Nursing Home, Springfield	48
Appendix XII    Annual Report, Veterans’ Nursing Home, Port Charlotte	49

**This Page left Blank**

## 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

**Quality of Services**

**Cost Effective Operation**

**Accessing Resources**

**Customer Satisfaction and Perception of Service**

**Collaboration and Information Sharing**

**Employee Satisfaction**

**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 FDVA 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

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 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.

The 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 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 **1,768,359** veterans and their families.

The Global War On Terror and the ongoing goal of the establishment of democracy in Iraq is impacting both the Nation's and Florida's veterans. The national 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. Currently almost 9,000 veterans from service in Operation Iraq Freedom (OIF) and Operation Enduring Freedom (OEF) are enrolled in USDVA health care facilities in Florida. Florida has over 21,000 veterans from the OIF and OEF era.

FDVA takes pride in helping all veterans regardless of how young or how old, and their families. FDVA continues to represent two veterans from World War I as well as directly handling claims of over 100 OIF and OEF combat 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 \$70 billion dollars annually. This includes an increase of over 55% in spending in Veterans Health Administration budget since fiscal year 2001. Almost 1.8 million veterans now call Florida home. Honoring these citizens is reflected in FDVA plans, programs, and budgets, and is intended to visibly convey the message that all of Florida values veterans for their national service.

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

A key FDVA goal 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 \$8.2 Billion into Florida's economy for veterans from the federal government.

- \$3.67 Billion in military retirement pay.
- \$2.1 Billion in direct payment for USDVA Compensation and Pension.
- \$2.0 Billion in medical care and vocational rehabilitation.
- \$201 Million in education benefits.
- \$19 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.

*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. Likewise, 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.*

Veterans' Affairs has evolved into a major federal program 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 only the third highest dollar amount in total compensation and pension at \$2,186,155,000.

FDVA has developed programs to recognize this rapid increase in both the general and aging veteran population. Innovative programs and increasing services to meet veteran needs has been enhanced by the growth of contracts and outsourcing in the public sector to provide additional level of services.

In 2004, the USDVA directed priority access to health care for veterans with severe service-connected disabilities and those seeking care for their service-connected disabilities. USDVA's growth is more apparent in Florida than any other state. Last year over 476,791 of Florida's almost 1.8 million veterans were treated in USDVA's health care facilities, up from 290,000 in 2000. In 2004, 2 billion federal dollars were committed to the healthcare of Florida's veterans.

Federal medical 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 in fiscal year 2004, and implementation commenced with the budgeting of funding in the federal fiscal year budget of 2005. CARES plans for Florida include:

- A new VA Hospital in Orlando; site selection under way.
- New bed tower design under way at medical centers in Gainesville and Tampa.
- Four new VA outpatient clinics with one opening in Citrus County in November 2005, and one in Charlotte County in March 2006.
- Enhanced DoD/USDVA medical services delivery in Jacksonville, Pensacola, and Eglin Air Force Base.

Long-term health care is a vital concern for an aging veteran population. There are over 793,169 veterans in Florida over the age of 65, and 96,979 veterans over the age of 85 with a projected increase of age 85+ veterans to 129,152 by September 2010. For over fifteen 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 accommodating programmed growth by the addition of two new State Veterans' Nursing Homes (SVNH). The department has also undertaken efforts to update and renovate older homes to meet new standards and rules. In June 2005, a \$713,000 grant was awarded by the USDVA that will pay 65% of the cost for renovations at the State Veteran's Domiciliary in Lake City. Repairs from hurricanes and other upgrades are underway and will be completed in the near future.

The USDVA continues processing large volumes of veterans' benefit claims and appeals, including the processing of appeals from other states. The quality representation before the Veterans Benefits Administration will continue as Florida's veteran population increases from states and the service our own National Guard and Military Reserve from the ongoing War on Terror. The Bureau of Veterans' Claims Services will work directly with the decision makers in the USDVA Regional Office to expedite client's claims and to influence, through proactive advocacy, the most positive outcome.

FDVA is also working on a Seamless Transition program with the USDVA and Department of Defense. Working with federal agencies we are presenting information on benefits, medical services, dependents, and reemployment with the Agency for Workforce Initiative (AWI) for separating active duty service members. Special emphasis is on returning members from OEF and OIF.

FDVA also honors those who served in past wars. As stated in the cover letter, Governor Bush dedicated Florida's World War II Monument honoring the service of Floridians who fought in World War II. The ceremony was held on the 61<sup>st</sup> anniversary of the Allied Invasion of Normandy. The monument is the final element in the multi-faceted Florida WWII Memorial which is comprised of a permanent museum exhibit in the Florida Museum of History titled: *Florida Remembers World War II*; a World War II Heritage Trail booklet; a web site reference for

World War II information; the World War II Educational Curriculum Supplement; and the centerpiece, the Florida World War II Monument. The central pillar is an exact replica of the Florida Pillar at the National World War II Memorial on the Mall in Washington, D.C. Today, over 300,000 World War II veterans' call Florida home.

### **Future Direction**

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

### **Florida's 2005 Veteran Related Accomplishments**

- Architectural and Engineering Funding for 6th State Veterans' Nursing Home to be located in NorthEast Florida.
- Cabinet approved updated State Veteran Nursing Home Site Selection criteria.
- Homestead exemption benefits extended to surviving spouses of 10-90% disabled veterans under certain circumstances.
- Extended post secondary educational benefits to dependent children of certain deceased or disabled veterans.
- Created the Military Gold Sportsman's Hunting/Fishing License for active/retired members of the Armed Forces, National Guard and Reserves Forces.
- Expanded the number of medical staff able to renew disabled parking permits.
- Authorized veteran and military memorials at Interstate highway rest stops.
- Dedicated Florida's World War II Monument thus completing the multi-phased memorial authorized by the 1999 legislature.
- Created the Florida Military Family Readiness Act, establishing a 5 million dollar relief trust fund.
- Created the Citizen Soldier Matching Grant Program for private employers of activated Florida Reserves and National Guard Military Service Members.
- Stabilized automobile insurance rates for activated personnel and their covered dependants.

## **IV. SIGNIFICANT EVENTS FOR JULY 1, 2004 - JUNE 30, 2005**

### **a. Executive Director Activities:**

- Interaction with Federal, County and Local Government on behalf of Florida Veterans:

- August 23, 2004 – Representative Brown-Waite’s Veterans’ Advisory Board, Lecanto.
  - September 26, 2004 – Survey damage at West Palm Beach VA Medical Center and Pensacola with USDVA Secretary Principi.
  - October 4, 2004 – Visit Tampa VA Medical Center.
  - October 7, 2004 – Visit VA Out Patient Clinic, co-located with the Douglas Jacobson State Veterans’ Nursing Home since Hurricane Charlie, Port Charlotte.
  - October 14, 2004 – VISN 8 Management Assistance Council Meeting, Bay Pines.
  - December 14-15, 2004 – USDVA selection panel for Bay Pines VA Medical Center Hospital Administrator, Tampa.
  - January 4, 2005 – Called on Commissioner Tony Grippa, Leon County.
  - January 5, 2005 – Called on Mayor Marks, Tallahassee.
  - January 27, 2005 – Called on Representative Proctor, Tallahassee.
  - February 9, 2005 – Called on Representative Baxley, Tallahassee.
  - February 15, 2005 – Governor’s Base Commanders Conference, Tallahassee.
  - February 24, 2005 – Called on Representative Jennifer Carroll, Tallahassee.
  - March 8, 2005 – Called on Buzz Gray, Director, VISN 8, Bay Pines.
  - April 5, 2005 – Called on Representative Murzin.
  - April 13, 2005 – Called on Representative Glorioso.
  - April 16, 2005 – Pinellas County Homeless Coalition event.
  - June 3, 2005 – Congressman Bilirakis dinner with the US Naval Academy Alumni Association.
- Agency and Florida Government Activities:
    - August 19, 2004 – Survey damage at Jacobson SVNH, Port Charlotte.
    - September 8, 2004 – Survey damage at Lopez SVNH, Land o’ Lakes.
    - November 24, 2004 – Called on Governor Bush, concerning the Florida WWII Memorial, Tallahassee.
    - December 7, 2004 – Fundraising Called on Hughes Supply, Orlando.
    - December 13, 2004 – Helmets to Hardhats Program information meeting, Largo.
    - February 11, 2005 – Governor’s Domestic Emergency Exercise, Tallahassee.
    - March 28, 2005 – Agency for Workforce Innovation Military Appreciation Day, Tallahassee.
    - March 29, 2005 – Met with Florida Health Care Administration staff, Tallahassee.
    - April 19, 2005 – Interagency Women’s Health Group.
    - April 26, 2005 – Legislative Military Day Opening Ceremony.
      - Veterans’ Planning Group
      - Veterans’ Commission Meeting
    - April 27, 2005 – Department of Elderly Affairs Aging Day at the Capitol.
    - April 28, 2005 – Advance Directives meeting with Department of Elderly Affairs and the State Technology Office.
    - June 10, 2005 – Visit to the State Veterans’ Nursing Home (SVNH) in Port Charlotte.
    - June 17, 2005 – Visit to the State Veterans’ Domiciliary Home, Lake City.
    - June 23, 2005 – Visit to the State Veterans’ Nursing Home, Daytona Beach.
  - Ceremonial Events:
    - August 7, 2004 – Military Order of the Purple Heart dedication event, Tallahassee.

- October 16, 2004 – Speaker at Tyndall Air Force Base Retiree Day, Tyndall AFB.
  - October 25, 2004 – Guest Speaker at the Northeast Florida Veterans’ Council, Jacksonville.
  - November 4, 2004 – Welcome Home event in honor of SFC Jamvis Armour, Pensacola.
  - November 6, 2004 – Speaker at a Veterans Day event, Crystal River.
  - November 11, 2004 – Veterans’ Day Parade, Massing of Colors, Tallahassee.
  - November 13, 2004 – Speaker at Veterans’ Park dedication, Ocala.
  - December 2, 2004 – Speaker, Veteran luncheon, Melbourne.
  - January 28, 2005 – Gold Seal Award ceremony for Baldomero Lopez State Veterans’ Nursing Home, Land o’ Lakes.
  - February 19, 2005 – Speaker at Department of Defense World War II Anniversary Event, Tampa Convention Center.
  - February 28, 2005 – Silver Star Award Ceremony, Tallahassee.
  - March 5, 2005 – Speaker at the Army Retiree Council meeting, Orlando.
  - April 13, 2005 – Florida Healthcare Association, opening remarks
  - May 17, 2005 – Cabinet meeting, resolution commemorating May 30<sup>th</sup> as Memorial Day, update on WWII Memorial, with photos and public service announcement.
  - May 9, 2005 – USDVA Super Clinic Dedication, Pensacola.
  - May 24, 2005 – Military and Veteran Bills signing ceremony.
  - May 30, 2005 – Memorial Day events at Bay Pines Veterans Administration Medical Center (VAMC).
  - June 3, 2005 – Disabled American Veterans State Convention, opening remarks, Altamonte Springs.
  - June 6, 2005 – Dedication of the Florida World War II Memorial, Tallahassee.
- Veterans’ Planning Activities:
    - July 9, 2004 – American Legion State Convention, Orlando.
    - July 15, 2004 – Veterans’ Planning Group meeting, Orlando.
    - July 22, 2004 – Sarasota Veterans Council, Sarasota.
    - August 26, 2004 – Veterans’ Planning Group, Ocala.
    - September 23, 2004 – Veterans’ Planning Group, Orlando.
    - October 6, 2004 – County Veteran Service Officer Conference, Clearwater.
    - October 21, 2004 – State Veterans Planning Group Meeting, Land o’ Lakes.
    - October 29, 2004 – Military Officers Association of America Executive Board Meeting, Palm Coast.
    - November 16, 2004 – State Veterans Planning Group, Tallahassee.
    - January 14, 2005 – Disabled American Veterans mid-winter conference, Altamonte Springs.
    - January 26, 2005 – Veterans’ Planning Group meeting, Tallahassee.
    - February 2, 2005 – Meeting with American Legion National staff, Tallahassee.
    - February 14, 2005 – Meeting with American Legion National Commander and staff, Tallahassee.
    - February 17, 2005 – Veterans’ Planning Group meeting, Tallahassee.
    - March 12, 2005 – American Legion mid-winter conference, Cocoa Beach.
    - March 17, 2005 – Veterans’ Planning Group meeting, Tallahassee.
    - March 20-24, 2005 – National Association of State Directors of Veterans’ Affairs Conference, Washington, DC.

- May 6, 2005 – Meeting with the National Gulf War Resource Center, a veterans' group, Orlando.
- May 8, 2005 – County Veteran Service Officers (CVSO) Conference, Jacksonville.
- May 11, 2005 – CVSO Conference, Jacksonville.
- May 23, 2005 – Vietnam Veterans and Philippine Veteran events.
- June 16, 2005 – Veterans of Foreign Wars State Convention, Jacksonville.
- June 22, 2005 – St. Johns County Annual Veterans' Meeting, St. Augustine.
- Other:
  - July 26, 2004 – Called on Mrs. Shelby Dew, regarding Honor Heroes Memorial, Orange Park.
  - October 22, 2004 – Guest on Hank Whittier Radio Show, Ocala.
  - April 15, 2005 – East Lake High School's Vietnam War Class, Palm harbor.
  - April 25, 2005 – Dinner with Representative Jordan, Major General Burnett, Sgt. Paul Smith's family.

b. World War II Memorial Update:

- January through March were intensive fund raising months for the Department resulting in sufficient pledges and collections to fully fund the construction cost of the Florida World War II Monument.
- The Florida Department of Veterans' Affairs entered into an agreement with the Department of Management Services to implement the World War II Monument Construction Project at a cost of \$363,362 on February 14, 2005. Childers Construction Company was activated under their Continuing Area Contract the following day with a construction completion scheduled for May 26, 2005. During this period the Florida Department of Veterans' Affairs confirmed its perpetual, non-exclusive license for public display of the pillar from the American Battle Monuments Commission. On the 9<sup>th</sup> of March, intellectual property rights were obtained for the Oat and Wheat Wreaths to mount on the pillar from the artist, Raymond Kaskey, thus completing the license requirements for intellectual property rights.
- The Florida World War II Memorial was dedicated on June 6<sup>th</sup>, 2005. Nearly a thousand people attended the event, many of them veterans of the Second World War. Governor Bush provided the keynote address. Despite the inevitable summer heat, the dedication was a resounding success and the monument has been well received, particularly by the World War II veterans who attended.

c. National Cemeteries Update:

- South Florida National Cemetery, Palm Beach area: Delays occurred due to mitigation required for wetlands on the site. Army Corps of Engineers in charge of approving permits. USDVA working toward a spring 2006 groundbreaking and initial interments by summer 2006.

- Sarasota National Cemetery: FDVA provided representation on all site selection committee visits. Three of the seventeen sites have been approved by USDVA for environmental evaluation. "Best Site" recommendation expected to be forwarded to the USDVA Secretary Nicholson in early 2006.
- Jacksonville National Cemetery: FDVA provided representation in the site selection process. Two sites have been approved for environmental evaluation. "Best Site" recommendation to be forwarded to the USDVA Secretary Nicholson in early 2006.

d. External Affairs

- Director Charley Price aided in the presentation of an American flag to a WWII military widow. The widow had never received the flag from her husband's casket. The Florida National Guard aided in obtaining a flag and having it flown over the Capitol. Senator Burt Saunders presented it to the widow, with excellent, positive press coverage.

e. Highway, Bridge, and State Road Dedications:

- July 12, 2004 – Lake Panasoffkee Bridge was renamed the Florida Veterans Memorial Bridge. It was dedicated on this date, and FDVA Executive Director and External Affairs Director attended.
- October 30, 2004 – Road dedication event, Orlando

f. Hurricane Outreach

- Due to the nearly unprecedented number of hurricane hits sustained by the state during the months of August and September, the Department reached out to Florida veteran residents in a variety of ways.
- State Veterans' Nursing Homes served as special needs shelters for people in areas where nursing homes were evacuated, along with staff, families, and their pets.
- Veterans Claims Examiners from across the state went into affected areas after each storm and assisted 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. From August 23 to September 1, more than 288 veterans were seen. Benefits and Assistance had representatives deployed in the affected areas until September 30.
- The Douglas Jacobson State Veterans' Nursing Home is now 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 Jacobson Home has generously offered to share facilities so that medical services to the area's veterans are not interrupted, and that veterans and their families already hard hit by the storms are not further aggravated by a long drive to another facility.



g. Florida Conference on Aging

- The Florida Conference on Aging was held in Miami on August 30-31. Representatives from the State Veterans' Homes Program attended conference sessions. Representatives from Benefits and Assistance and an admissions coordinator from a State Veterans' Nursing Home staffed a booth that provided information and outreach to numerous agencies, both private and governmental, regarding veterans benefits and eligibility requirements.

## 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 financial benefits and medical treatment from the USDVA. The Division is comprised of a Division Director, 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 claim resolutions.

### 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>PREVIOUS FY TO THIS QTR</i>
<b>Retroactive compensation</b>	\$20,597,602	\$14,494,807	\$16,046,515	\$21,343,639	\$72,482,563	\$68,795,425
<b>Largest single retroactive benefit</b>	\$226,867	\$257,188	\$199,725	\$406,034	\$406,034	\$321,054
<b>Debt relief</b>	\$171,049	\$110,678	\$ 66,601	\$173,641	\$521,969	\$370,300

### 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 veterans' 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 in Florida.

### Bureau of Veterans' Field Services Statistics

<i>EVENT</i>	<i>FIRST</i>	<i>SECOND</i>	<i>THIRD</i>	<i>FOURTH</i>	<i>YEAR TO</i>	<i>PREVIOUS</i>
--------------	--------------	---------------	--------------	---------------	----------------	-----------------

<b>2004-2005</b>	<b>QUARTER</b>	<b>QUARTER</b>	<b>QUARTER</b>	<b>QUARTER</b>	<b>DATE</b>	<b>FY to this Qtr</b>
<b>Issue Resolution</b>	1,789	1,942	2,215	2,462	8,408	11,995
<b>Total Amount</b>	\$4,818,924	\$5,128,597	\$7,932,989	\$6,880,830	\$24,761,340	\$17,417,140
<b>Outreach Visits</b>	107	65	58	53	283	333
<b>Veterans Served</b>	2,807	2,120	1,959	1,568	8,454	9,066
<b>Bedside Interviews</b>	7,615	7,490	8,553	7,466	31,124	32,624
<b>Walk-ins/ Counseling</b>	13,606	16,864	21,572	21,193	73,235	61,126
<b>Claims</b>	4,003	4,381	4,768	4,653	17,805	24,290
<b>Voter Registration Pref forms</b>	1,191	801	936	1,059	3,987	6,104

**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 Florida Statute 295.124. The Bureau reviews, evaluates and approves programs of veterans' 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>EVENT 2004-2005</b>	<b>FIRST QUARTER</b>	<b>SECOND QUARTER</b>	<b>THIRD QUARTER</b>	<b>FOURTH QUARTER</b>	<b>YEAR TO DATE</b>	<b>PREVIOUS FY to this Qtr</b>
<b>SAA Programs Approved</b>	5,291	4,106	961	1,898	12,256	10,171
<b>Other Approvals</b>	1,710	1,859	967	939	5,475	4,805
<b>Supervisor Visits</b>	71	119	127	148	465	320
<b>Inspection Visits</b>	12	17	17	9	55	63

<b>Outreach Activities*</b>	77	137	144	103	461	276
<b>Liaison Activities**</b>	33	25	64	14	136	201
<b>Technical Assistance***</b>	526	522	447	288	1,783	1,696

\* 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 state veterans' homes.

In 2004, the Florida Department of Veterans' Affairs conducted an independent study with Health Strategies, Inc. to identify the areas that have the greatest need of a state veterans' nursing home (SVNH). The criteria used in this study was, veteran population over the age of 75 in the year 2010; community nursing home beds and their occupancy rates; per capita income; availability of healthcare workforce, the average driving distance to the nearest SVNH; and acute care and emergency services in the area. Health Strategies, Inc. compiled and evaluated this data to provide FDVA with a priority list of sites.

In February 2005, the Governor and Cabinet were briefed on the Health Strategies, Inc. study and approved the recommendations. Based on this meeting the governor announced that the Cabinet's selection of the NorthEast Florida area as the regional site of the next SVNH within the state of Florida. A request for site selection proposals and a letter of intent were sent to Baker, Duval, Nassau, and St. Johns counties in July 2005 with a due date of November 2005 to respond.

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 information contained in this section includes additional data on revenue and expenses and the fiscal status of the SVNH 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 FY 04-05 occupancy decreased slightly to 81% overall in the homes when the two new homes are included in the occupancy averages. This is due mainly to the Lake City facility where a renovation project to meet Americans with Disabilities Act (ADA) requirements are underway and results in 38 beds being unavailable for occupancy. Lake City started operating in May 1990. Many laws have changed in the last 15 years requiring renovations and updates.

The Port Charlotte SVNH has provided 20 bed spaces to the USDVA for a temporary Veterans' Outpatient Clinic. The USDVA clinic was destroyed in Hurricane Charlie. 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 two years but the occupancy rate is included as a base line of operations.

### Fiscal Year Comparison

Facility	FY 01-02	FY 02-03	FY 03-04	FY 04-05	Percent Difference
Daytona Beach	85%	90%	93%	89%	-4%
Land O' Lakes	88%	88%	91%	91%	0%
Pembroke Pines	32%	70%	88%	88%	0%
Lake City	79%	83%	83%	70% **	0%
Springfield	N/A	N/A	48%	83%	New Facility
Port Charlotte	N/A	N/A	15%	65%**	New Facility
Facility Average	71%	83%	88%	81% **	-7%
Adjusted Average				91%	+3%

\* 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.

\*\* Lake City has 38 beds unavailable for occupancy based on renovations for Americans with Disabilities Act and Port Charlotte SVNH has 20 beds unavailable based on a contract with the USDVA for use as a Veterans outpatient clinic as the outpatient clinic was destroyed by Hurricane Charlie. The overall adjusted occupancy rate is 91%.

### Revenues/Expenses:

Annual revenues were \$960,108 less than expenses. Expenses were adversely affected by accrued vendor services (\$982,469) and accrued VA pharmacy services (\$412,803).

Revenues were impacted by a backlog in USDVA payments. The SVNH O & M TF had a balance of \$49,892 as of June 30, 2005. Due to a backlog in payment of USDVA per diem payments in the amount of \$3,654,639, funds were borrowed from the State Homes for Veterans/License Plate Trust Fund to make critical payments such as the payroll. Payment of the VA per diem backlog to FDVA has now been made. The funds borrowed from the State Homes for Veterans/License Plate Trust Fund have been repaid.

An additional factor that affects expenses is Temporary Agency Nurse Staffing costs. The Department is working diligently to decrease the costs expended for Temporary

Agency Staff and is in the process of developing a supplemental staffing contract to reduce costs.

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>	\$7,430,284	\$11,548,657	\$8,335,405	\$10,810,793	\$38,125,139	\$32,044,885
<b>Total Expenses</b>	\$6,347,025	\$10,851,064	\$8,567,165	\$13,319,993	\$39,085,247	\$31,027,440
<b>Loan from license Plate Trust Fund</b>				\$1,010,000	\$1,010,000	
<b>Balance</b>	\$1,083,259	\$697,593	(\$231,760)	(\$1,499,200)	\$49,892	\$1,017,445
<b>Average # of Residents *</b>	327	321	322	321	323	326
<b>Occupancy Rate*</b>	91%	89%	89%	89%	90%	91%

\* The average # of residents and occupancy rate regarding the Homes Program as a whole does NOT include the two new facilities in Springfield and Port Charlotte. These facilities are allowed two years to meet state approved performance measures, and will be included in the group statistics when that start-up phase is completed. Also, statistics do NOT include the occupancy data for Lake City, as the facility is undergoing ADA renovations.

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 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 2004-2005 include the following:

<b>TRAINING</b>	<b>Training Man Hours</b>
-----------------	---------------------------

State Certification Course for County Veteran Service Officers	
Annual Update, Veteran Service Personnel	
Re-certification Training Program for Veteran Service Personnel	7,003
American Legion Post Service Officers Training	
Employee On-Going Training	3,596
New Employee Training	4,756,
Health Direct Care Training	16,178
Supervisory/Management/Professional Development Training	130

**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**

<i>EVENT</i>	<i>FY 99-00</i>	<i>FY 00-01</i>	<i>FY 01-02</i>	<i>FY 02-03</i>	<i>FY 03-04</i>	<i>FY 04-05</i>
<b>Invalid Claims</b>	88	51	80	66	77	71
<b>Valid Claims</b>	5	5	10	41	17	18
<b>Settled Claims</b>	14	5	3	1	0	6
<b>TOTAL CLAIMS</b>	107	61	93	108	94	95

## INFORMATION TECHNOLOGY

The Information Technology group provides technical support to the Department's divisions and assists 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 Resources 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.

## VI. DEPARTMENT OF VETERANS' AFFAIRS

### EXPENDITURE REPORT

July 1, 2004 through June 30, 2005

<u>TITLE</u>	<u>GENERAL REVENUE</u>	<u>TRUST FUND</u>	<u>TOTAL</u>
Salary and Benefits	8,374,033	16,005,839	24,379,872
Other Personnel Services	91,501	600,515	692,016
Purchased Medical Services	1,478,721	5,442,794	6,921,515
Purchased Nursing (Agencies)	17,883	3,124,556	3,142,439
Operations	143,194	345,997	489,191



Custodial/ Janitorial	450,178	1,070,241	1,520,419
Communications	67,395	209,949	277,344
Postage & Freight	9,367	53,101	62,468
Printing and Reproduction	6,028	15,368	21,396
Repair and Maintenance	4,735	691,789	696,524
Travel & Training	134,534	208,425	342,959
Utilities	121,766	1,703,348	1,825,114
Supplies - medical	59,463	969,517	1,028,980
Supplies - other	272,463	787,868	1,060,287
Subscription & Books	2,346	30,761	33,107
Rent	119,797	256,068	375,865
Miscellaneous (Expenses)	128,141	366,374	494,515
Furniture & Equipment	2,603	68,933	71,536
Food Products	388,814	2,737,214	3,126,028
Operating Capital Outlay	1,793	194,946	196,739
Acquisition Motor Vehicles	0	105,772	105,772
Risk Management Insurance	155,176	529,246	684,422
Recreation Equipment	13,667	0	13,667
Exec Aircraft Pool	213	0	213
TR/DMS/HR SVCS/STW CONTRACT	48,896	204,918	253,814
Non-Operating Expenses	0	64,838	64,838
Fixed Capital Outlay			
Nursing Homes #4&#5	0	108,341	108,341
Repairs/Improvements	0	274,651	274,651
<b>TOTAL</b>			
	<b>12,092,663</b>	<b>36,171,369</b>	<b>\$48,264,032</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. In 2004 the FDVA commissioned a nursing home site selection study by Health Strategies, Inc., Tallahassee. The results of the study were presented to the Governor, the Cabinet and State Legislature outlining future priority site considerations. FDVA will site the next SVNH in NE Florida.

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 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' education benefits to which they are entitled.

**State Veterans' Homes Program.**

The Department operates the Veterans' Domiciliary Home of Florida in Lake City, and the Veterans' Nursing Homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Springfield and Port Charlotte.

The Homes' Program receives 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, X, XI and XII.

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 will 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 solely on Medicaid funding to pay for their care. USDVA per diem payments are received as a subsidy on a per resident basis. 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 brought 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, Florida offers less than 1 bed per 1,000 veterans and the State will still be in "great need" of additional veterans' long term care 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.

Each new State Veterans' Nursing Home is subject to approval by the Governor and Cabinet, and funding by 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>	David Herman
<b>Communications Director</b>	Earl Daniell
<b>Public Information</b>	Cat Mills
<b>Chief Information Officer</b>	James Lieupo

**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>Management Analyst/Planning</b>	Don Post
<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	Frank Strom
Ron Basedow	Heidi Peters
Clyde Butts	Fred Laurente
Juan Acevedo	John Newman
Ernie Kuykendall	Anthony McGary
Larri Gerson	John Ulm

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

<b>Bureau Chief</b>	Steve Turbee
<b>Office Operations Manager</b>	Cora Stagner
<b>Program Specialists</b>	
Patrick Burch	Richard Gouin
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  
Joe Coats - VCE

**VAMC West Palm Beach**

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

**VAMC Miami**

Tonia Francis - Supervisor  
Morris Atkins - VCE  
Cheryl Olden - VCE  
Pilar Reyna - 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**

Morris Atkins - 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**

Linda McGrath - VCE  
Jim McFarland - VCE

**D.T. Jacobson SVNH**

Grant Rosensteel

**C.C. Sims SVNH**

Sally Ferland - VCE

## STATE VETERANS' HOMES PROGRAM

<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 representative of 12 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. There are no fees charged veterans for FDVA services.

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**

**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

2004 - 2005

**Honorable Al Linden, Chairman**

P.O. Box 999  
17601 Veterans Way  
Micanopy, FL 32667  
352-466-4084 (W)  
352-377-4025 (H)  
352-466-3406 (Fax)  
Email: [allinden@aol.com](mailto:allinden@aol.com)  
ALACHUA COUNTY

**Honorable Curt Ebitz, Vice Chair**

89 Douglas St.  
Homosassa, FL  
352-382-3847 (H & Fax)  
Email: [curt247@tampabay.rr.com](mailto:curt247@tampabay.rr.com)  
CITRUS COUNTY

**Honorable Tony Armbrister, Secretary**

17774 SW 12<sup>th</sup> St  
Pembroke Pines, FL 33029  
954-538-0498 (H)  
954-431-2391 (Fax)  
954-559-0214 (C)  
Email: [tonita\\_arm@msn.com](mailto:tonita_arm@msn.com)  
BROWARD COUNTY

**Honorable Joseph Martory**

3521 SW 88<sup>th</sup> Court  
Miami, FL 33165-4323 (H)  
Email: [jmartory007@aol.com](mailto:jmartory007@aol.com)  
MIAMI-DADE COUNTY

**Honorable Eileen Watson**

3482 Royal Tern Circle  
Boynton Beach, FL 33436  
561-731-3289 (H)  
Email: [EKW194@aol.com](mailto:EKW194@aol.com)  
PALM BEACH COUNTY

**Honorable Edward (Ted) Tyson**

262 Robinwood Circle  
Sanibel, FL 33957  
239-472-8394 (H)  
Email: [tysonted@aol.com](mailto:tysonted@aol.com)  
LEE COUNTY

**Honorable William Coleman**

2924 Pineloch Blvd.  
Orlando, FL 32806  
407-246-8499 (H)  
Email: [scruffyjak@aol.com](mailto:scruffyjak@aol.com)  
ORANGE COUNTY

**Honorable Richard (Rick) Jensen**

68 Star Lake Dr.  
Pensacola, FL 32057  
850-457-2958  
Email: [rick\\_jensen@cox.net](mailto:rick_jensen@cox.net)  
ESCAMBIA COUNTY

**Honorable Fred Raymond**

5609 Cannonade Drive.  
Wesley Chapel, FL 33544  
813-994-1454 (H)  
Email: [fraymond@earthlink.net](mailto:fraymond@earthlink.net)  
PASCO 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                      E mail: <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                      E mail: <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                      MacClenney, FL 32063                      Phone: (904) 259-2516 Fax: (904) 295-7610                      E mail: <a href="mailto:vet@bakercountyfl.org">vet@bakercountyfl.org</a></p>	<p><b><u>CALHOUN (7)</u></b>                      Tammy Rushing                      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                      E mail: <a href="mailto:CalhourVSO@gtcom.vet">CalhourVSO@gtcom.vet</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                      E mail: <a href="mailto:rcarroll@co.bay.fl.us">rcarroll@co.bay.fl.us</a></p>	<p><b><u>CHARLOTTE (8)</u></b>                      James A. Barrett, Director                      2280 Aaron St., Cultural Center                      Port Charlotte, FL 33952                      Phone: (941) 625-4422 Fax: (941) 625-0561                      E mail: <a href="mailto:James.Barrett@charlottefl.com">James.Barrett@charlottefl.com</a></p>
<p><b><u>BRADFORD (4)</u></b>                      Nathan Hines                      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                      Email <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                      E mail: <a href="mailto:john.kenney@bocc.citrus.fl.us">john.kenney@bocc.citrus.fl.us</a></p>
<p><b><u>BREVARD (5)</u></b>                      Glenn A. McGuffie                      2725 Judge Fran Jamieson Way, Viera, FL 32940                      Phone: (321) 633-2012 SUN: 322-1706                      Fax: (321) 637-5432                      E mail: <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                      Fax: (904) 284-6346                      E mail: <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  PO Box 367, Trenton, FL 32693  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  117 West Duval St # 175, Jacksonville, FL  32202  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>  Jim Herrington, CVSO  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>  James C. Kennedy  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:vsgulfcogtcom.net">vsgulfcogtcom.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:fletcher@hillsboroughcounty.org">fletcher@hillsboroughcounty.org</a></p>
<p><b><u>HAMILTON (24)</u></b>  Herbert Lumpkin, VSO  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>  Joey Marsh  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:larry.pelton@hardeecounty.net">larry.pelton@hardeecounty.net</a></p>	<p><b><u>INDIAN RIVER (31)</u></b>  Ronald L. Tesnow, Director  Office: 1900 27th Street, Room 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>  John H.F. Turner, Jr. CVSO  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:turner_jcvso@earthlink.net">turner_jcvso@earthlink.net</a></p>
<p><b><u>HERNANDO (27)</u></b>  Larry Davis, 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:ldavis@co.hernando.fl.us">ldavis@co.hernando.fl.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:carolellerbe@earthlink.net">carolellerbe@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:jdionne@bcc.co.highlands.fl.us">jdionne@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><u>LAKE (35)</u></b></p>	<p><b><u>MANATEE (41)</u></b></p>

<p>Tom Osebold  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>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>  DeLean Johnson, 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:johnsondl@leoncountyfl.gov">johnsondl@leoncountyfl.gov</a></p>	<p><b>MARTIN (43)</b>  John L. Haddox, CSO  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>E mail:</b> <a href="mailto:jmartin@nassauclerk.com">jmartin@nassauclerk.com</a></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>OKALOOSA (46)</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>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  2100 E. Michigan St., Orlando, FL 32806  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>  Thomas d. McDermott, 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: thomas.moltimore@putnam-fl.com">thomas.moltimore@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: jcr2@osceola.org">jcr2@osceola.org</a></p>	<p><b><u>ST. JOHNS (55)</u></b>  Joseph D. McDermott, 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: jmcdermott@co.st-johns.fl.us">jmcdermott@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>PINELLAS (52)</u></b>  N. Royce Carter, Director  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>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>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>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>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:dan.baker@sumtercountfl.gov">dan.baker@sumtercountfl.gov</a></p>	<p><b><u>WAKULLA (65)</u></b>  Don 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>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@alltel.net">wfletch@alltel.net</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>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>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>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 2004

Veteran population estimates as of September 30, 2004. Data from VetPop 2001 Model adjusted for Census 2000

*Expenditures in \$000*

COUNTY	Veteran Population *	Total Expenditures	Compensation & Pension	Education & Voc Rehab	Insurance & Indemnities	CNSTR	GOE	VA MEDICAL CARE - FY 2003	
								Total Unique Patients	Medical Expenditures
ALACHUA	18,640	103,483	28,470	5,918	1,801	275		7,178	67,020
BAKER	2,324	12,581	8,509	1,043	223			514	2,807
BAY	21,560	68,872	48,976	4,558	2,083			4,516	13,254
BRADFORD	3,308	13,468	5,704	457	325			776	6,982
BREVARD	75,588	181,248	117,451	8,358	7,277			16,865	48,161
BROWARD	133,775	271,538	135,059	11,127	13,108			27,721	112,244
CALHOUN	1,173	3,767	2,321	64	131			305	1,252
CHARLOTTE	27,074	51,537	30,910	1,056	2,507			5,693	17,065
CITRUS	22,758	35,856	4,311	207	2,185			6,363	29,153
CLAY	23,124	51,620	28,033	3,912	2,049			3,483	17,626
COLLIER	36,514	19,743	4,211	26	3,257			6,014	12,249
COLUMBIA	7,540	33,251	8,963	363	741			3,248	23,184
DE SOTO	3,356	3,464	834	2	344			721	2,285
DIXIE	2,050	11,545	3,949	143	198			923	7,255
DUVAL	92,572	213,577	124,633	28,161	9,113			13,463	51,671
ESCAMBIA	43,260	140,362	91,585	14,610	4,373	156	940	8,227	28,697
FLAGLER	9,442	8,504	543	16	851			2,355	7,095
FRANKLIN	1,436	3,732	1,959	70	157			388	1,547
GADSDEN	3,744	10,854	6,351	420	377			1,095	3,707
GILCHRIST	1,651	7,702	3,122	97	156			558	4,327
GLADES	1,274	2,858	1,339	34	132			358	1,353
GULF	1,889	5,081	3,597	204	169			421	1,111
HAMILTON	1,267	6,314	2,623	96	118			545	3,477
HARDEE	2,070	8,122	5,325	361	209			368	2,227
HENDRY	2,398	5,125	2,479	98	224			582	2,324
HERNANDO	23,752	69,622	38,851	1,239	2,253			7,544	27,278
HIGHLANDS	13,626	31,110	16,318	355	1,379			3,653	13,059
HILLSBOROUGH	102,772	362,585	154,921	16,572	9,815	1,670		27,079	179,607

HOLMES	2,206	8,317	6,062	221	220			466	1,814
INDIAN RIVER	17,996	34,813	19,209	633	1,717			4,484	13,255
JACKSON	4,979	15,080	9,749	469	513			1,223	4,349
JEFFERSON	1,515	5,145	2,379	342	142			515	2,281
LAFAYETTE	697	3,003	1,679	101	71			157	1,152
LAKE	35,715	67,553	30,583	2,164	3,267			9,070	31,540
LEE	66,516	110,151	62,582	3,117	6,267			15,196	38,185
LEON	19,950	44,251	22,297	7,263	1,895			3,991	12,796
LEVY	4,896	24,551	7,270	257	467			1,954	16,556
LIBERTY	648	2,014	1,231	34	67			170	683
MADISON	1,869	5,720	3,080	130	183			439	2,327
MANATEE	38,344	75,804	42,712	2,232	3,588			8,740	27,272
MARION	41,542	84,394	7,998	215	3,981			12,906	72,200
MARTIN	20,065	42,847	19,781	499	1,886			6,127	20,680
MIAMI-DADE	82,983	315,214	100,628	11,951	8,417	11,552		19,802	182,665
MONROE	11,519	28,618	13,932	743	1,152			2,833	12,791
NASSAU	8,156	14,082	7,780	522	740			1,041	5,039
OKALOOSA	31,552	102,795	80,395	9,122	2,958			4,414	10,321
OKEECHOBEE	3,951	13,660	5,685	220	391			1,446	7,364
ORANGE	82,062	208,389	112,049	16,276	7,809			18,330	72,255
OSCEOLA	17,144	20,410	1,785	104	1,584			4,578	16,938
PALM BEACH	132,012	307,937	122,800	5,719	12,364	2,451		41,458	164,603
PASCO	52,499	152,869	68,393	3,231	5,121			17,098	76,125
PINELLAS	118,893	443,692	134,786	7,334	12,215	2,173	48,461	33,769	238,723
POLK	56,430	140,928	69,608	3,503	5,718			12,776	62,099
PUTNAM	8,982	26,096	3,549	223	926			2,759	21,397
ST. JOHNS	17,575	27,065	13,305	1,135	1,557		20	3,354	11,048
ST. LUCIE	25,787	70,217	32,835	1,602	2,483			8,646	33,297
SANTA ROSA	19,176	52,967	36,368	3,919	1,662			3,412	11,019
SARASOTA	52,111	87,678	52,189	1,830	4,956			11,550	28,704
SEMINOLE	39,204	158,267	115,583	10,721	3,633			7,794	28,330
SUMTER	9,096	39,999	20,907	992	891	1,436	3,503	3,481	12,271
SUWANNEE	4,436	25,124	7,768	256	430			2,549	16,669
TAYLOR	2,363	6,810	3,174	89	233			646	3,314
UNION	1,611	4,559	1,541	112	166			326	2,740
VOLUSIA	62,276	103,673	40,661	2,386	6,127			15,188	54,499
WAKULLA	2,805	6,882	3,373	973	251			636	2,285

WALTON	6,396	18,353	12,547	419	585			1,179	4,802
WASHINGTON	2,601	10,433	6,553	774	255			590	2,851
TOTALS	1,788,496	4,647,883	2,186,155	201,397	172,441	19,713	52,924	436,049	2,015,252

## APPENDIX VII

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

#### LAKE CITY, FLORIDA

#### ANNUAL REPORT

July 1, 2004 through June 30, 2005

**Administrator**  
**Health Services**  
**Business Services**

Paulette (Polly) Tyler, RN, B.S.N.  
Marjorie Rigdon, RN  
Debbie Dawsey

#### 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>	\$667,715	\$611,325	\$653,963	\$722,236	\$2,655,239	\$2,513,327
<b>Total Expenses</b>	\$483,056	\$1,016,821	\$600,374	\$844,335	\$2,944,586	\$2,780,824
<b>Balance</b>	\$184,659	(\$405,496)	\$53,589	(\$122,099)	(\$289,347)	(\$267,497)
<b>Average # of Residents *</b>	102	104	107	107	105	125
<b>Occupancy Rate</b>	91%	93%	96%	96%	94%	83%

\* - ADA construction projects temporarily limit this facility to 112 beds.

#### Regulatory Compliance.

This facility was surveyed by the by the AHCA in June, 2005. 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. This facility has undergone a Phase I renovation of resident wing "C" which updated the flooring, walls, ceilings and bathrooms. This wing will receive new furniture as well. A Phase II renovation will start in 2007.

#### Number of Residents Received and Discharged.

120 Admissions

104 Discharges

#### Community Outreach

In April, cook-outs were sponsored at the facility by the American Legion and the Elks Club. Also in April, the facility hosted a Volunteer Appreciation Luncheon with approximately 50 volunteers being honored. In January, the American Legion and AMVETS performed Bingo for the residents. In May, the Administrator visited the County Veteran Service Officers in Hamilton, Suwannee, and Madison Counties to promote awareness of the facility.

## APPENDIX VIII

**EMORY L. BENNETT MEMORIAL  
STATE VETERANS' NURSING HOME**

**DAYTONA BEACH, FLORIDA**

**ANNUAL REPORT**

**July 1, 2004 through June 30, 2005**

<b>Administrator</b>	Sheri Schultz, MBA, NHA
<b>Nursing Services</b>	M. Lou McMaster, RN
<b>Business Services</b>	William Heath

**Facility Highlights.**

<b><i>EVENT 2004-2005</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 date</i></b>
<b>Total Revenues</b>	\$1,649,270	\$2,151,916	\$2,101,940	\$2,211,723	\$8,114,849	\$8,128,168
<b>Total Expenditures</b>	\$1,303,716	\$2,636,942	\$1,740,528	\$2,318,601	\$7,999,787	\$7,698,738
<b>Balance</b>	\$345,554	(\$485,026)	\$361,412	(\$106,878)	\$115,062	\$429,430
<b>Average # of Residents</b>	109	105	106	109	107	112
<b>Occupancy Rate</b>	91%	88%	89%	91%	89%	93%

**Regulatory Compliance.**

The annual AHCA survey was conducted July, 2004. The USDVA surveyed the facility in July 2005. In both inspections, the facility continues to operate in compliance with applicable state and federal regulations.

**Condition of the Home.**

The second oldest facility is scheduled for a Phase I renovation in early 2006. The renovation will include patient areas, and some mechanical systems. This home received wind damage from last year's hurricane season, and all repair work has been completed.

**Number of Residents Received and Discharged.**

65 Admissions  
72 Discharged

**Community Outreach**

In July, the Ormond Beach Elks came to the facility and conducted Bingo for the residents. In September, the residents went on an outing to visit the POW/MIA park exhibit. In October, the Korean War Veterans utilized the facility to hold their monthly meeting. In February, the Ormond Beach Elks visited and performed a show for the residents. In April, the Marine Corps League and DAV took some residents on a fishing trip. In May, the Jewish War Veterans held a BBQ for the residents.

**APPENDIX IX**

**BALDOMERO LOPEZ MEMORIAL  
STATE VETERANS' NURSING HOME**

**LAND O' LAKES, FLORIDA**

**ANNUAL REPORT**

**July 1, 2004 through June 30, 2005**

**Administrator**  
**Nursing Services**  
**Business Services**

Rebecca Yackel, RN, BSN, MS, NHA  
Sue Guthrie  
Diane Jackson

**Facility Highlights.**

<i>EVENT 2004-2005</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>	\$1,762,430	\$1,918,948	\$1,954,160	\$2,058,439	\$7,693,977	\$7,398,443
<b>Total Expenditures</b>	\$1,290,429	\$2,380,445	\$1,682,115	\$2,404,951	\$7,757,940	\$7,233,039
<b>Balance</b>	\$472,001	(\$461,497)	\$272,045	(\$346,512)	(\$63,963)	\$165,404
<b>Average # of Residents*</b>	112	112	110	104	110	109
<b>Occupancy Rate</b>	93%	93%	92%	87%	91%	91%

**Regulatory Compliance.**

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

**Condition of the Home.**

Completed in early 1999 this facility has had some remodeling done to better resident care. We are scheduled to replace the flooring in the common areas. Overall the facility is in excellent condition.

**Number of Residents Received and Discharged.**

43 Admissions  
54 Discharged

**Community Outreach**

In August the facility hosted Social Workers from the James Haley VA Medical Center to promote awareness of the facility. In October, Ed Towey from the Florida Health Care Association visited the facility to interview four residents for the Veteran History Project. In January, a Gold Seal Presentation was given by Rocky McPherson, Executive Director, with veterans groups, community groups, residents and staff present. This was to honor the facility's achievement of Gold Seal Status. In April, the facility participated with Florida Medical Quality Assurance outreach program for nursing home quality improvement. The facility has an ongoing partnership with Pasco-Hernando Community College, Land o' Lakes High School, and the University of South Florida to provide a student exchange.

**APPENDIX X**

**ALEXANDER "SANDY" NININGER, JR.**

# STATE VETERANS' NURSING HOME

## PEMBROKE PINES, FLORIDA

### ANNUAL REPORT

July 1, 2004 through June 30, 2005

**Administrator**  
**Nursing Services**  
**Business Services**

K. G. Simmons, CNHA, SMQT  
Alex Johnstone  
Georgiana Dorado

#### Facility Highlights

<i>EVENT 2004-2005</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>	\$1,269,822	\$3,077,551	\$1,969,921	\$2,110,973	\$8,428,267	\$7,905,534
<b>Total Expenses</b>	\$1,230,444	\$2,003,563	\$1,994,498	\$2,792,364	\$8,020,869	\$8,081,520
<b>Balance</b>	\$39,378	\$1,073,988	(\$24,577)	(\$681,391)	\$407,398	(\$175,986)
<b>Average # of Residents</b>	106	104	106	108	105	105
<b>Occupancy Rate</b>	88%	87%	88%	90%	88%	88%

#### 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 AHCA survey in February 2004. The facility is operating in substantial compliance with state and federal regulations.

#### Condition of the Home.

This facility has received some wind damage from the past two hurricane seasons. This repair work is scheduled to be completed in early 2006. No renovation work is scheduled for this facility. Construction was completed in 2001.

#### Number of Residents Received and Discharged.

81 Admissions  
25 Discharged

#### Community Outreach

In August, the Admissions Coordinator attended the Florida Council on Aging Seminar in Miami. In October, the AMVETS gave a BBQ for the residents. In February, the Admissions Coordinator gave a presentation to the Case Managers for Memorial Regional Hospital. In April, residents attended a parade celebrating the founding of the city and sat with the mayor during the event. In June, the Administrator attended the local Disabled American Veterans Meeting to promote the services of the facility.

## APPENDIX XI

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



# SPRINGFIELD, FLORIDA

## ANNUAL REPORT

July 1, 2004 through June 30, 2005

**Administrator**  
**Nursing Services**  
**Business Services**

Wally Warren, NHA  
Judy Howell, RN  
Debbie Gilmore

### Facility Highlights.

<i>EVENT 2004-2005</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>	\$1,425,743	\$2,316,265	\$1,022,069	\$1,299,732	\$6,063,809	\$3,907,356
<b>Total Expenses</b>	\$1,295,817	\$1,297,104	\$1,461,500	\$2,779,200	\$6,833,621	\$3,115,447
<b>Loan from License Plate Fund</b>				\$769,812	\$769,812	
<b>Balance</b>	\$129,926	\$1,019,161	(\$439,431)	(\$709,656)	\$0	\$791,915
<b>Average # of Residents</b>	78	91	102	99	93	34
<b>Occupancy Rate</b>	65%	76%	85%	83%	77%	28%

### Regulatory Compliance.

The USDVA inspection was in May 2004, and the AHCA 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. Facility opened October 2004.

112 Admissions  
54 Discharged

### Community Outreach

In July, the Admissions Coordinator gave a presentation to the Case Managers at Bay Medical Center to promote awareness of the facility. In October, the local CVSO Meeting was held in the facility. In January, the local chapter of the Daughters of the American Revolution toured the facility. In May, residents attended the "Swashbuckler's Ball" given by the Rotary Club.

## APPENDIX XII

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

## ANNUAL REPORT

**July 1, 2004 through June 30, 2005**

**Administrator**  
**Nursing Services**  
**Business Services**

Elizabeth Barton, NHA, MSM, RMA  
 Dot Cothron, RN  
 Chaun Jones

**Facility Highlights.**

<i>EVENT 2004-2005</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>	\$655,304	\$1,472,652	\$633,352	\$2,407,690	\$5,168,998	\$2,192,051
<b>Total Expenses</b>	\$743,563	\$1,516,189	\$1,088,150	\$2,180,542	\$5,528,444	\$2,117,872
<b>Loan from License Plate Fund</b>				\$240,188	\$240,188	
<b>Balance</b>	(\$88,259)	(\$43,537)	(\$454,798)	\$467,296	(\$119,258)	\$74,179
<b>Average # of Residents</b>	52	60	67	80	65	18
<b>Occupancy Rate</b>	52%	60%	67%	80%	65%	15%

\* VA Clinic project temporarily limits this facility to 100 beds.

**Regulatory Compliance.**

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

**Condition of the Home.**

This home took a direct hit from Hurricane Charley, and repair work has been completed in this facility. Construction was completed in 2004 and the home remains in excellent condition.

**Number of Residents Received and Discharged.** Facility opened April 2004.

97 Admissions  
 60 Discharged

**Community Outreach**

In July, the DAV and Sarasota County Veteran's Commission co-sponsored an Independence Day Party at the facility. In November, a Veteran's Day Celebration was held at the facility which included an antique car show, a marching band with color guard, and food. In January, the American Legion performed Bingo for the residents. In June, the AMVETS utilized the facility to hold their monthly meeting.

In partnership with the Federal VA, the facility is temporarily housing the VA Outpatient Clinic until a permanent location is available, estimated to be March 2006. The VA Outpatient Clinic was severely damaged due to Hurricane Charley.