

# ANNUAL REPORT



## FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

July 1, 2006—June 30, 2007

December 31, 2007

*Veterans' Advocacy*



# *Florida Department of Veterans' Affairs Annual Report*



## *2006-2007*

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## **EXECUTIVE DIRECTOR'S MESSAGE**

December 15, 2007

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 provided to veterans by the department. It highlights the assistance made available to help veterans gain access to earned federal benefits; it summarizes the high quality operations of the State Veterans' Domiciliary Home and five State Veterans' Nursing Homes in providing long-term care services for eligible veterans; and, it relates other successes FDVA has achieved during Fiscal Year 2006-2007.

FDVA continues to expand high quality assisted living and skilled nursing home care to veterans in its state veterans' homes. A 15.3 acre site in St. Johns County for a new 120-bed State Veterans' Nursing Home (SVNH) is pending final design approval by the U.S. Department of Veterans Affairs (USDVA). In FY 2006-2007 the legislature funded the state's 35% share of the \$29 million dollar construction cost. The corresponding 65% federal grant from the USDVA has been requested and is dependent upon Congressional appropriation.

The demographics of Florida's veteran population are changing because of the passing of our older World War II-era population and the addition of younger service-members, including 21,000 current veterans of Operations Enduring Freedom (OEF) and Iraqi Freedom (OIF) who claim Florida as their home state. This change in veteran mix is also reflected in an increased demand for new services. The USDVA continues to be challenged in processing large volumes of veterans' benefits claims and appeals. FDVA maintains quality representation before the Veterans Benefits Administration even with the increasing veteran population in Florida. Enrollment continues to increase in the VA health care system in Florida with many veterans requiring a higher level of specialized and unique medical care than in the past. In addition to traditional health, long-term care, and burial services, the younger veterans and their families seek employment and educational opportunities. FDVA is expanding partnerships with other state agencies to support new initiatives in response to the changing demand.

The Florida Seamless Transition Program (FSTP) provides case management for severely injured service members. It ensures they are identified when they move from military hospitals to VA medical facilities in Florida, and it ensures they are offered a variety of health care, education, work force, and financial benefits to supplement existing federal programs. Florida's pilot program, begun in September 2006, was expanded to all states and territories by VA Secretary R. James Nicholson in February 2007. The families of service-members killed in action are assisted through our Services to Families of Deceased initiative. Finally, our FDVA staff briefs thousands of returning troops regarding their federal and state benefits.

FDVA envisions continued growth of support services to assist veterans in the pursuit of all available federal resources to maximize delivery of federal benefits due Florida's veterans which might otherwise require funding by state government. We will enhance outreach efforts to ensure the contributions veterans have made to the nation are recognized, and veterans know about and can access the benefits they have earned by virtue of their military service to our nation.



LeRoy Collins, Jr.  
Rear Admiral, U. S. Navy Reserve (Ret.)  
Executive Director

## ***I. Mission, Vision, and Core Values***

### **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.

### **CORE VALUES**

Shaping the Florida Department of Veterans' Affairs for the 21st 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 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 to our nation for inspiration and direction.
- Encourage all employees in FDVA to be imaginative, innovative and flexible.

#### **We will:**

- Communicate to Florida leaders and citizens why FDVA exists and the positive outcomes of our services for Florida.
- Be a multi-dimensional, comprehensive resource for veterans' issues and needs.
- Enhance cooperation and interaction with other state agencies.
- Forge new relationships with veterans and stakeholders and strengthen existing ties to improve programs and access to new resources.

#### **We are committed to:**

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

## II. 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 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 reason is such advocacy correspondingly increases federal benefits for Florida's veterans, raises the quality of life for veterans with service-connected disabilities, and provides access to federally-funded medical care for eligible veterans.



Florida's Korean War Veterans' Memorial  
Tallahassee

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 care services. We continue the vision of Governor Crist 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 **almost 1.8 million** 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 in its attempt to serve new veterans and their families. Over 17,000 Florida National Guard and Reserve members served in OIF/OEF. Currently, more than 13,000 veterans from OIF and OEF are enrolled in USDVA health care facilities in Florida. Florida currently has more than 21,000 active duty veterans from the OIF and OEF era.

FDVA takes pride in helping all veterans, regardless of age or gender, and their families. FDVA continues to support and assist veterans from all prior conflicts as well as directly handling the claims of new OIF and OEF veterans.

### Honoring Veterans

Dating back to colonial times, America maintains 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 \$86.7 billion annually. This funding includes an increase in spending of over 83% in the Veterans Health Administration budget since fiscal year 2001 to \$36.6 billion.

Honoring Florida's veterans is reflected in FDVA plans, programs and budgets, and is intended to visibly convey the message that all citizens of Florida value 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 veterans, their family and survivors.

The FDVA has a significant role in the direct infusion of over \$9.2 billion for veterans from the federal government into Florida's economy.

- \$3.97 billion in military retirement pay
- \$2.6 billion in direct payment for USDVA Compensation and Pension
- \$2.2 billion in medical care and vocational rehabilitation
- \$218 million in education benefits
- \$206 million in general operating expense

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 families and are willing to work to achieve it

*Currently the state has the second largest veteran population but is projected to have the largest veteran population before 2020.*

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 and the third highest dollar amount in total compensation and pension at \$2.6 billion.

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

In 2006, 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, 488,327 of Florida's almost 1.8 million veterans were treated in USDVA's health care facilities, up from 290,000 in 2000. In addition, 54% of the veterans treated were 65 or older. Female veterans represent 8 % of the total number of veteran patients in Florida and that number is expected to dramatically increase. To support priority access health care the federal government committed \$2.25 billion to the health care of Florida's veterans in 2006.

USDVA operates six medical centers. They are located at Bay Pines, Miami, Tampa, West Palm Beach, Gainesville and Lake City. VA has also announced site locations for the newest VA medical center to be built on Lake Nona Boulevard in Orlando. Medical outreach is provided through eleven multi-specialty VA outpatient clinics and 32 Primary Care Community-based Outpatient Clinics located throughout the state.

Long-term care is a vital concern for an aging veteran population. There are 771,298 veterans in Florida over the age of 65, and 113,703 veterans over the age of 85, with a projected increase of age 85+ veterans to 126,010 by September 2013.

For more than 15 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. Federal per diem payments are received, and many veterans also qualify for an additional 'Aid and Attendance' allowance. This results in an estimated \$4,570,000 annually to the state of Florida from the federal government.

A 15.3 acre site for a new 120-bed State Veterans' Nursing Home (SVNH) in St. Johns County was approved by the Governor and Cabinet. The Legislature funded the state's 35% share of the \$29 million construction cost to secure the corresponding 65% federal USDVA share. The department has also undertaken efforts to update and renovate older homes to meet new standards and rules.

The USDVA continues processing large volumes of veterans' benefit claims and appeals, including the processing of appeals from other states. Quality representation before the Veterans Benefits Administration will be a challenge as Florida's veteran population increases from other states and the service of our own National Guard and military reserve from the ongoing Global War on Terrorism. The FDVA Bureau of Veterans' Claims Services works directly with the decision makers in the USDVA Regional Office to expedite clients' claims and to influence, through proactive advocacy, the most positive outcome.

FDVA's continued expansion of a seamless transition program with the USDVA and Department of Defense is part of our initiative of veteran support. Working with federal agencies we are presenting information on benefits, medical services, dependents, and reemployment with the Florida Agency for Workforce Innovation (AWI) for separating active duty servicemembers. Special emphasis is on returning members from OEF and OIF. We have implemented a special case management program called the Florida Seamless Transition Program for severely injured military servicemembers returning to Florida and families of those military service members who have been killed in action. All service-members and family members in this program are visited by field supervisors and tracked for follow-up assistance and coordination with other state and federal agencies based upon individual case requirements.

### **Future Direction**

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

- Provide information, advocacy and quality long-term health care services to Florida veterans
- 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 continue to strive

***There are more than 771,296 veterans in Florida over the age of 65, and 113,703 veterans over the age of 85. This is projected to increase to 126,010 veterans age 85+ by the year 2013.***



### **Florida's 2006 Veteran-Related Accomplishments**

- A 15.3 acre site for a sixth 120-bed State Veterans' Nursing Home in St. Johns County was approved by the Governor and Cabinet.
- Legislature funded the state's 35% share of the \$29 million construction project in the 2006-07 state budget which will enable the 65% matching federal share.
- Effective January 1, 2007, the CNA staffing minimum increased to a weekly average of 2.9 hours per patient per day, from the current 2.6 hours per patient per day.
- New law to respect the passing of veterans. The willful interruption or disruption of assembly gathered to acknowledge the death of a military veteran garnered increased penalties in Florida.
- Permanent, free license plates for active members of the Florida National Guard was enacted.
- Free undergraduate tuition at state colleges and universities to Florida recipients of the Purple Heart and combat-related decorations or ranked superior in precedence to the PH was enacted.
- Ballot initiative requiring counties to reduce property taxes for disabled veterans 65 years of age or older, in proportion to the percentage of their combat disability was on the November general election ballot.

### **Florida's 2007 Veteran-Related Accomplishments**

- USDVA awarded contract to expand Barrancas National Cemetery in Pensacola by 8,300 plots at a cost of \$9.8 million, extending burials by ten years.
- Legislature funded the state's 35% of the increased cost of construction for the St. Johns County Nursing Home to meet new architectural guideline established by USDVA.
- New language approved for the *Support Our Troops* license plate in coordination with State Veterans Service Organizations garnering additional revenue for the State Veterans' Homes Operations and Maintenance Trust Fund.
- Amendment language with Representative Reagan/Senator Baker to increase revenue to the Operations and Maintenance Trust Fund from the Marine Corps license plate.
- First in nation initiative to allow USDVA personnel direct access to scanned service medical records maintained by the Florida Guard for recently returning OEF/OIF soldiers. 60% of pending OIF/OEF disability claims need SMRs.
- Burials began April 16 at the new South Florida VA National Cemetery in Palm Beach County. Cemetery will serve veterans in the South Florida area and is the fifth national cemetery in Florida.
- Ad Valorem Tax/Disabled Veterans –Automatic renewal of a homestead tax discount passed by Florida voters in November 2006. Provides additional property tax relief to veterans with combat-related disabilities. Veterans are eligible for property tax exemptions equal to the percentage of their disabilities if over the age of 65 and Florida resident at the time they joined the military.
- Preference in Public Employment for Veterans - hiring preference for veterans applying for positions within state government is now portable.
- Service Members Dependent Assistance – Provides need-based emergency financial assistance to members of the military and their families for up to 120 days after service-members leave active duty.
- Robert A. Wise Military Protection Act – Increases the penalties that can be imposed on people who profit by using the names and images of service-members without their consent.

### **III. AGENCY ORGANIZATION**

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

The Executive Director, on behalf of the Governor and Cabinet, is responsible for all department operations, actions and final determinations, as well as direct supervision and strategic direction of FDVA's management team. FDVA's Executive Director is the primary spokesman and advocate for the Agency and its constituency -- a role which extends beyond State Government to various federal agencies and Florida's Congressional Delegation. The Executive Director's office identifies significant avenues through which Florida can facilitate receipt of veteran-related resources for veterans and acts on the state's behalf.

- The Chief of Staff - serves as the Deputy Executive Director and provides operational and administrative oversight of FDVA functional entities and activities.
- The General Counsel - serves as legal advisor to the Executive Director and is involved in many aspects of the department's operations, including overall compliance with state and federal laws, regulations and programs. Additionally, the General Counsel provides legal guidance to the department's veterans' claims examiners and Nursing Home Administrators when relevant issues emerge. The General Counsel also advises on legal aspects of legislation, contracting and personnel activities.
- The Legislative and Cabinet Affairs Director - is responsible for all aspects of the department's legislative initiatives with the state legislature and U.S. Congress; helps determine policy, positions, and strategies; communicates with stakeholders; and builds supportive coalitions. Additionally, the director handles state Cabinet, interagency and federal issues of concern to the department and its stakeholders. The position also serves as the Executive Director, Florida Commission on Veterans' Affairs.
- The Communications Officer - provides oversight and direction of the department's program of public information and public relations. Public Information is responsible for the dissemination of information to the public regarding the existence and purposes of the department, programs available, as well as contacts and updates on veterans' benefits. This includes, but is not limited to, the publication of pamphlets, production and distribution of audio public service announcements, press releases, and promotions for sales of the "*Florida Salutes Veterans*" and military services license plates.
- The Information Technology Group - provides technical support to the department by seeking enabling technologies to support vital business processes. These activities support the operations of the department's information technology infrastructure for data and voice network access to the State's legacy computer applications (i.e., People First, FLAIR & LAS/PBS, My Florida Market Place, etc.), health care informatics initiatives, automated systems analysis, design and development, FDVA's Web presence (Internet and Intranet), technical compliance with the Health Insurance Portability and Accountability Act's (HIPAA) privacy and security rules, and review of computer systems training
- The Office of Inspector General (OIG) provides a central point for coordination of and responsibility for activities that promote accountability, integrity and efficiency in the department. The OIG conducts Independent and objective audits, investigations and management reviews relating to department programs and operations. Fair and impartial reports are issued to provide direction and recommendations for corrective action concerning fraud, abuses and deficiencies. The OIG provides coordination and cooperation between the Auditor General, federal auditors and other governmental bodies and ensures that an appropriate balance is maintained between the audit or investigation and other accountability activities (F.S. 292.05).

## DIVISION OF ADMINISTRATION

This Division provides administrative support for the department; handles personnel issues, coordinates fiscal and purchasing duties, disseminates veteran data to the public, and conducts research on the problems and needs of Florida veterans and their dependents. This Division is divided into the following functional areas:

- **Personnel.** Personnel coordinates department People First operations, to include payroll, classification, leave and attendance, recruitment and selection, collective bargaining, state awards program, employee assistance program, equal employment/affirmative action, and risk management.
- **Fiscal.** Fiscal coordinates the development and consolidation of the Legislative Budget Request (LBR), department inputs to FLAIR and LAS/PBS and accounts receivable and payable. Other duties include inventory and budgetary reports.
- **Purchasing.** Purchasing plans, implements, coordinates and controls department purchasing to include contractual agreements, leases, My Florida Market Place (MFMP) and MFMP training.
- **Planning.** Planning develops the *Agency Long Range Program Plan* and/or assists in the development of the Capital Improvement Plan, Legislative Budget Request, Agency Performance Report, Agency Annual Report, Agency Business Plan, Physical Security Program, and Continuity of Operations Plan.
- **Training and Staff Development.** This function coordinates training and professional development programs to ensure compliance with training mandated under Florida Statutes and Federal Law, and for training needs identified during our annual training needs survey (FS 295.07).
- **Veterans' Preference.** Public utilities, state universities, school districts and special taxing districts are to accord preferences in appointment, retention and promotion. Section 295.11 Florida Statutes, tasks FDVA, upon the written request of any eligible person, to investigate complaints filed alleging violation of veterans' preference rights.

## DIVISION OF BENEFITS AND ASSISTANCE

The Division of Benefits and Assistance provides professional assistance to Florida's veterans and their dependents in an effort to obtain financial benefits and health care treatment from the USDVA. Success is measured by the number of veterans the department is able to assist. Assistance is comprised of a variety of positive outcomes, including medical treatment, prescriptions, prosthetic devices, benefit checks, and school program approval. This Division is divided into three Bureaus: **Bureau of Veterans' Claims and Assistance** (FS 292.05(1)); **Bureau of Field Services** (FS 292.05(1)); and, **Bureau of State Approving Agency** (FS 292.05(04)).

## STATE VETERANS' HOMES PROGRAM

The State Veterans' Home Program provides both long-term skilled nursing care services and assisted living services to veterans with qualifying war or peacetime service who are residents of Florida for one year immediately preceding admission and must require long term care as certified by a USDVA physician. The program has been established in coordination with the USDVA in two distinct ways. Initially the VA provides up to 65% of the initial construction cost of building state veterans' homes, and on a long-term basis, the VA contributes per diem for each resident in state veterans' homes who is otherwise unable to pay for the full cost of care, up to a total of 33% of the total cost of care.

## FLORIDA COMMISSION ON VETERANS' AFFAIRS (FCVA)

FCFA is an independent commission assigned to FDVA as an advisory body. The commissioners are veterans of a war in which the United States was or is a participant. The commission meets four times annually (FS 292.04).  
Memorial



Florida's World War II  
Tallahassee

## ***IV. DEPARTMENT PROGRAM AREAS***

### **DIVISION OF VETERANS' 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 Veterans' Claims Services, Bureau of Veterans' Field Services, and the Bureau of State Approving for Veterans' Training.

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

Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 15 of the USDVA's medical facilities in Florida and the State Veterans' Homes, as well as outreach activities for FDVA throughout the state, to include supporting the Transitional Assistance Program at military installations. Field Services also assists in manning the state's Disaster Recovery Centers when established by the Department of Emergency Management. The Bureau's primary responsibility is to help veterans initiate, develop, submit, and prosecute claims and appeals for state and federal veteran 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 focus of Veterans' 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 Veterans' Field Services also provides invaluable advocacy assistance to all veterans who utilize the USDVA medical facilities by interacting with medical staff to resolve eligibility, access, billing issues, and prosthetic problems. This is done on a daily basis at all USDVA medical facilities in Florida.

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

<b><i>EVENT 2006-2007</i></b>	<b><i>FIRST QUARTER</i></b>	<b><i>SECOND QUARTER</i></b>	<b><i>THIRD QUARTER</i></b>	<b><i>FOURTH QUARTER</i></b>	<b><i>YEAR TO DATE</i></b>	<b><i>PREVIOUS FY to this Qtr</i></b>
<b>Issue Resolution</b>	2,960	2,805	2,569	2,120	10,454	11,232
<b>Total Amount</b>	\$8,123,306	\$7,743,028	\$9,650,005	\$6,864,147	\$32,363,870	\$31,335,469
<b>Outreach Visits</b>	39	59	41	51	190	261
<b>Veterans Served</b>	2,036	3,541	2,390	2,011	9,978	8,819
<b>Bedside Interviews</b>	6,671	7,195	7,463	6,676	28,005	28,707
<b>Walk-ins/ Counseling</b>	20,430	19,274	20,249	18,969	84,772	81,310
<b>Claims</b>	4,850	4,568	4,915	5,019	19,352	18,604
<b>Voter Registration/ Pref forms</b>	425	290	266	105	1,086	3,520

## **Bureau of Veterans' Claims Services**

The Bureau of Veterans' 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 clients' 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 Bureau's is also charged by statute to train and certify county veterans' service officers. To maintain proficiency with the rapid changes in veteran's program the bureau provides training twice a year during the counties semi-annual conferences.



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**

<b><i>EVENT 2006-2007</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</i></b>
<b>Retroactive compensation</b>	\$25,283,633	\$22,091,299	\$23,583,329	\$21,843,985	\$91,373,818	\$85,820,216
<b>Largest single retroactive benefit</b>	\$256,326	\$280,612	\$609,594	\$389,611	\$609,594	\$341,654
<b>Debt relief</b>	\$39,448	\$189,916	\$103,533	\$18,192	\$351,089	\$295,173
<b>Notices of Disagreement</b>	372	375	475	480	1702	1006
<b>Statements of Argument in Appeals Cases*</b>	349	257	285	360	1251	1382
<b>Representative at Hearings*</b>	38	33	30	40	141	198
<b>Veterans' Appeals Hearings*</b>	94	48	102	220	464	283
<b>Ratings Reviewed</b>	7,781	7,194	7,493	7,643	30,611	26,443

\* The appeals representation process includes formal filing of the appeal application, and paralegal representation with the veteran at the Regional Office and in teleconferences with the Board of Veterans' Appeals (BVA).

**Bureau of State Approving for Veterans' Training (SAA)**

SAA is charged under the provisions of Title 38, United States Code (USC), and the federal contract entered into between the FDVA 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 Veterans' Training Statistics**

<i><b>EVENT 2006-2007</b></i>	<i><b>FIRST QUARTER</b></i>	<i><b>SECOND QUARTER</b></i>	<i><b>THIRD QUARTER</b></i>	<i><b>FOURTH QUARTER</b></i>	<i><b>YEAR TO DATE</b></i>	<i><b>PREVIOUS FY to this Qtr</b></i>
<b>SAA Programs Approved</b>	6,364	2,713	1,312	2,413	12,802	12,745
<b>Other Approvals</b>	241	372	359	432	1,404	2,816
<b>Supervisor Visits</b>	5	187	126	73	391	432
<b>Inspection Visits</b>	16	16	14	31	77	41
<b>Outreach Activities*</b>	150	104	111	208	573	310
<b>Liaison Activities**</b>	31	34	28	21	114	82
<b>Technical Assistance***</b>	308	223	322	224	1,077	962

\* 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 State Veterans' Homes Program Director is responsible for the overall operation of the State Veterans' Domiciliary Home and the five State Veterans' Nursing Homes. In addition, the program director is responsible for the grant application, design and construction processes for new and future state veterans' homes.

FDVA continues to expand veterans' facilities and services in Florida. FDVA has undertaken growth in the State Veterans' Homes Program by providing high quality assisted living and skilled nursing home care to veterans in six state veterans' homes and new outreach programs to contact more of the veteran population in Florida. A 15.3-acre site for a sixth 120-bed State Veterans' Nursing Home in St. Johns County was approved by the Governor and Cabinet. The FY 05-06 Legislature funded the state's 35% share of the \$29 million construction cost in FY 2006-07 General Appropriations Act. The FY 06-07 Legislature funded the state's 35% share of the increased cost of construction for St. Johns County Nursing Home to meet new architectural guidelines established by USDVA. Funding is required in the state budget to obtain the 65% federal share provided by the USDVA budget. The State previously funded design completion, permitting and pre-construction activities. All of these activities are currently underway.

***FDVA has undertaken growth in the State Veterans' Homes Program providing high quality assisted living and skilled nursing home care to veterans in six state veterans' homes.***

The Governor's Alzheimer's Disease Council identified a critical need for nursing home care for veterans with dementia disorders such as Alzheimer's Disease. Four of the five existing SVNHs have dementia specific wings. New homes will include specialized design features for the care of dementia residents.

The information contained in the homes section includes additional data on revenue and expenses and the fiscal status of the SVNH Operations and Maintenance Trust Fund. Summary remarks address occupancy, fiscal status and quality of care.

Detailed individual facility Annual Reports are included as Appendices.

### **State Veterans' Homes Occupancy Rates**

During FY 06-07 occupancy increased slightly over FY 05-06 to 88% overall. The Lake City and Daytona Beach renovation projects were completed reopening 58 beds for occupancy. Renovations were necessary due the facilities age. Lake City started operating in May 1990 and Daytona Beach in December 1994. The heavy use of the facilities common areas and traffic required normal repair and replacement and upgrades to comply with new codes.

FDVA's 88% overall occupancy rate meets the state average of 88% for all nursing homes in Florida. When the number of beds available is adjusted for the 58 beds out of service during most of the fiscal year, the occupancy rate climbs to 92%. This exceeds the 90% performance measurement standard established by the legislature.

**Occupancy Rates Fiscal Year Comparison**

Facility	FY 01-02	FY 02-03	FY 03-04	FY 04-05	FY 05-06	FY 06-07	Difference from 90%
Daytona Beach	85%	90%	93%	89%	90%	75%*	-15
Land O' Lakes	88%	88%	91%	91%	94%	95%	+5
Pembroke Pines	32%	70%	88%	88%	95%	95%	+5
Lake City	79%	83%	83%	70% **	68%**	81%**	-9
Springfield	n/a	n/a	48%	83%	91%	93%	+3
Port Charlotte	n/a	n/a	15%	65%**	75%	93%	+3
Facility Average	71%	83%	88%	81% **	87%	88%	-2
Adjusted Average	n/a	n/a	n/a	91%	93%	92%	+2

Adjusted averages utilized when beds are not available due to facility renovations.

\*20 beds at Daytona were not available for Phase I renovations to meet new nursing home medical care mandates directed by federal and state law changes.

\*\* 38 beds at Lake City were not available for Phase I renovation to meet new federal and state medical care mandates. **Adjusted occupancy rate is 92%.**



**Revenues/Expenses:**

Annual revenues were \$2,881,979 larger than last year. Expenditures are \$1,154,512 larger than last year expenses. This results in a balance of \$2,324,359 which is \$1,727,466 larger than the end of year balance for FY 05-06.

An additional factor that affects operations is temporary agency nurse staffing costs. The department is working diligently to decrease the costs expended for temporary agency staff .

In addition a cost benefit analysis of the outsourced Certified Nursing Assistant and Food Services activities was conducted for Legislative Budget Request for FY 2008-2009. As a result of the analysis, the budget presentation recommends converting these outsourced activities to state full-time employees



**Overall State Homes' Fiscal Data**

<i>Fiscal Year 2006-2007 Totals to Date</i>	<i>Lake City Domiciliary</i>	<i>Daytona Beach SVNH</i>	<i>Land O' Lakes SVNH</i>	<i>Pembroke Pines SVNH</i>	<i>Springfield SVNH</i>	<i>Port Charlotte SVNH</i>
<b>Total Revenues</b>	\$2,697,190	\$8,053,274	\$9,228,952	\$9,699,966	\$7,864,141	\$8,987,954
<b>Total Expenses</b>	\$3,476,274	\$7,876,149	\$7,765,549	\$8,937,093	\$7,736,519	\$8,415,534
<b>Balance</b>	(\$779,084)	\$177,125	\$1,463,403	\$762,873	\$127,622	\$572,420
<b>Average # of Residents *</b>	121	91	114	114	111	111
<b>Occupancy Rate</b>	81%	75%	95%	95%	93%	93%

**Quality of Care**

Several task forces have been formed to address standardization in admissions, clinical protocols, staff development, and medical supply procurement. Members represent homes and program staff. The admissions task force and medical supply procurement have been disbanded as their goals have been completed.

The task forces for clinical protocols and staff development will remain as standing committees, thereby reducing the number of potential deficiencies and maintaining the overall high quality of care in all facilities.



## **DIVISION OF ADMINISTRATION**

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

### **Staff Development**

Major training accomplishments in fiscal year 2006-2007 include the following:

<b>TRAINING</b>	<b>Training Man Hours</b>
<b>State Certification Course for County Veteran Service Officers Annual Update, Veteran Service Personnel Re-certification Training Program for Veteran Service Personnel American Legion Post Service Officers Training</b>	6,092
<b>Employee On-Going Training</b>	1,841
<b>New Employee Training</b>	4,288
<b>Health Direct Care Training</b>	14,788
<b>Supervisory/Management/Professional Development Training</b>	4,523

### **Veterans' Preference**

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 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 Employment Relations Commission as to the merit of each case. Preference in Public Employment for Veterans applying for positions within state government is now portable. Prior to this new law on July 1, 2007 veterans could only use the preference once.

### **Veterans' Preference Statistics**

<b>EVENT</b>	<b>FY 00-01</b>	<b>FY 01-02</b>	<b>FY 02-03</b>	<b>FY 03-04</b>	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>
<b>Invalid Claims</b>	51	80	66	77	71	48	30
<b>Valid Claims</b>	5	10	41	17	18	20	3
<b>Settled Claims</b>	5	3	1	0	6	3	3
<b>TOTAL CLAIMS</b>	61	93	108	94	95	71	36

## V. DEPARTMENT OF VETERANS' AFFAIRS

### EXPENDITURE REPORT

JULY 1, 2006 – JUNE 30, 2007

	General Revenue	Trust Funds	Total
Salaries and Benefits	7,972,555	18,124,202	26,096,757
OPS	15,818	774,389	790,207
Expenses			-
Custodial/Janitorial	1,634	221,589	223,223
Communications	217,484	176,554	394,038
Postage and Freight	25,644	92,065	117,709
Printing and Reproduction	150,916	150,551	301,467
Repair and Maintenance	81,890	318,333	400,223
Travel and Training	171,344	226,695	398,039
Utilities	1,013	2,156,654	2,157,667
Supplies-Medical	695,310	1,923,816	2,619,126
Supplies-Other	250,003	937,150	1,187,153
Subscription & Books	71,433	58,530	129,963
Rent	244,458	-	244,458
Misc	118,964	218,462	337,426
Furniture and Equipment	85,365	342,265	427,630
Total Expenses	2,115,458	6,822,664	8,938,122
Food Products	135,947	3,641,556	3,777,503
Operating Capital Outlay	43,402	128,601	172,003
Acquisition Motor Vehicles	13,528	15,350	28,878
Risk Management Insurance	138,873	507,210	646,083
Recreation Equipment		43,904	43,904
Contracted Services			
Medical	1,597,608	11,193,443	12,791,051
Other	150,714	909,024	1,059,738
TR/DMS/HR Svcs/STW Contract	62,626	204,730	267,356
Total Operating Costs	4,258,156	23,466,482	27,724,638
Non Operating Expenses			
Fixed Capital Outlay			
Daytona Renovation	69,287	898,145	967,432
Lake City Renovation	-	-	-
State Veterans' Nursing Home #6	719,225	-	719,225
Repairs and Improvements	-	1,374,790	1,374,790
Total Fixed Capital Outlay	788,512	2,272,935	3,061,447
Total	13,035,041	44,638,008	57,673,049

## APPENDIX I

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

**s 292.05(4) F.S.** *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 for Veterans' Training**

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

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

The Veterans' Domiciliary and Nursing Homes operated by this department apply for and receive federal funds from the USDVA. These funds cover more than 28 percent of the cost of operating the homes.

**s 292.05(5) F.S.** *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 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.*
- *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.*
- *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 needs survey that was conducted by Florida State University. The results of the survey are posted on the FDVA web site and have been 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. Based on the results of this study FDVA will construct the next SVNH in St. Johns County to serve Northeast Florida counties.

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 is available for reference.

s 292.05(7) F.S. *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 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.

### **State Veterans' Homes Program**

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

The Homes' Program receives federal funds that provide approximately 28 percent of the cost of operations. The Veterans' Homes of Florida Annual Reports are included in this report as Appendices VII—XII.

Florida's veteran population continues to age. There are over 760,737 veterans in Florida over the age of 65, and 109,922 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 15 years, Florida has participated in the State Veterans' Nursing Home program offered by the USDVA and 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 federal income to Florida of \$4,570,000 annually.

FDVA increased the total number of beds in the Florida State Homes Program to 750, with the addition of its 6th home in 2004. Of the 750 beds available 600 are 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 fewer than 1 bed per 1,000 veterans and the State remains in "great need" of additional veterans' long-term care beds.

*According to USDVA estimates, Florida offers fewer than one bed per 1,000 veterans.*

FDVA continues to evaluate the trends and conditions that are evolving in our state. Adjustments to FDVA's long-range plans are 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 was 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, 35% funding by the Florida legislature, and matching funds of 65% of construction costs by the USDVA.

## APPENDIX II

### FLORIDA DEPARTMENT OF VETERANS' AFFAIRS STAFF

#### OFFICE OF THE EXECUTIVE DIRECTOR

<b>Executive Director</b>	LeRoy Collins Jr.
<b>Personal Secretary</b>	Nancy Schiellerd
<b>Chief of Staff</b>	Earl Daniell
<b>Legislative Affairs Director</b>	James Brodie
<b>Legislative Affairs Administrator</b>	Joseph Marino
<b>General Counsel</b>	David Herman
<b>Assistant to General Counsel</b>	Ron Lynn
<b>Communications Director</b>	Steve Murray
<b>Public Relations Manager</b>	Courtney Heidelberg
<b>Inspector General</b>	Phil Lemons
<b>Chief Information Officer</b>	James M. Lieupo

#### DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION

<b>Director</b>	Mel Lyons
<b>Administrative Assistant</b>	Sue Farkash
<b>Personnel</b>	Tami Klee
<b>Fiscal/Budget</b>	Christina Porter
<b>Purchasing</b>	Ken Dirmitt
<b>Staff Development</b>	Cat Mills
<b>Management Analyst/Planning</b>	Don Post
<b>TQM/Veterans' Preference</b>	John Burns

**DIVISION OF VETERANS' BENEFITS AND ASSISTANCE**

**Director**

Sandy Bowron

**Executive Assistant**

Edwin Ortiz

**Bureau of Veterans' Claims Services**

**Bureau Chief**

Alene Tarter

**Supervisor**

Jim Ansboury

**Veterans' Claims Examiners**

Ron Basedow

Heidi Peters

John Ulm

Fred Laurente

Clyde Butts

Tony McGary

Juan Acevedo

Reg Fujimoto

Ernie Kuykendall

Michael Howard

Larri Gerson

Jim Nelson

Candice Crosby

Dave Stanton

David Davis



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

**Bureau Chief**

Steve Turbee

**Office Operations Manager**

Cora Stagner

**Program Specialists**

Jenny George

Marcus Hurston

Patrick Burch

Richard Gouin

**Bureau of Veterans' Field Services**

**Bureau Chief**

Robert Bauer

<p><b>VAMC Bay Pines</b> George Calder—Supervisor Neal Yarosz—VCE, Jim Obrien-VCE Daniel Oberg—VCE Chava Litwin—VCE Reginald Fugimoto—VCE</p>	<p><b>VAMC Gainesville</b> Bernie Fowler—Supervisor David Hill—VCE Joe Coats—VCE</p>
<p><b>VAMC West Palm Beach</b> Angela Choice—Supervisor Greg Dover—VCE</p>	<p><b>VAMC Miami</b> Tonia Francis—Supervisor Ketina Olowu—VCE Carlos Gabino Cruz—VCE Jason Serrano—VCE Ricardo Gonzales—VCE</p>
<p><b>VAMC Tampa</b> David Ramga—Supervisor Tom Dixon—VCE Matt Guzik—VCE David Austin—VCE Carol King—VCE</p>	<p><b>VAMC Lake City</b> William C. Peeler—Supervisor Ed Hodge—VCE Rosa Stewart—VCE</p>
<p><b>VAOPC Daytona Beach</b> Vacant—Stephen Walsh</p>	<p><b>VAOPC Ft. Myers</b> Rodney Van Ness—VCE</p>
<p><b>VAOPC Orlando</b> Dennis Latta—VCE Andrew McCormick—VCE Fred Harrop-VCE Mini Svc Center</p>	<p><b>VAOPC Oakland Park</b> Morris Atkins—VCE</p>
<p><b>VAOPC Port Richey</b> Brenda Thurmond—VCE</p>	<p><b>VAOPC Pensacola</b> Bob Frank—VCE, Mark Brooks-VCE Alesia Hall—VCE</p>
<p><b>VAOPC Tallahassee</b> Robert St. John—VCE</p>	<p><b>Douglas T. Jacobson SVNH</b> Brad Fountain-VCE</p>
<p><b>VAOPC Jacksonville</b> Jones Peterson—VCE John Szalanski—VCE John Michel-VCE</p>	<p><b>Clifford Sims SVNH</b> Sally Ferland—VCE</p>
<p><b>VAOPC Viera</b> Rick Morrell-VCE</p>	



**STATE VETERANS' HOMES PROGRAM**

**Program Director** Renee Day  
**Program Administrator** Vacant  
**Health Care Program Analyst** Nancy Zinn  
**Registered Nurse Consultant** Wanda Wolfe  
**Executive Assistant** Joanne Cox

**Administrator** Paulette Tyler  
**Robert H. Jenkins, Jr. Veterans'**  
**Domiciliary Home, Lake City**



**Administrator** Belkis Pineyro-Wiggins  
**Emory L. Bennett**  
**State Veterans' Nursing Home, Daytona Beach**



**Administrator** Rebecca Yackel  
**Baldomero Lopez**  
**State Veterans' Nursing Home, Land O' Lakes**

**Administrator** Vince Cacciatore  
**Alexander "Sandy" Nininger, Jr.**  
**State Veterans' Nursing Home, Pembroke Pines**

**Administrator** Steve Mason  
**Clifford Chester Sims**  
**State Veterans' Nursing Home, Springfield**



**Administrator** Elizabeth Barton  
**Douglas T. Jacobson**  
**State Veterans' Nursing Home, Port Charlotte**

## 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

### 2006 – 2007 FLORIDA COMMISSION ON VETERANS' AFFAIRS

Honorable Fred Raymond, Chairman

5609 Cannonade Drive.

Wesley Chapel, FL 33544

813-994-1454 (H)

Email: [fraymond@earthlink.net](mailto:fraymond@earthlink.net)

PASCO 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, Vice Chairman

17774 SW 12th 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 Robert Creger, Secretary

16682 Bob Cat Drive

Ft. Myers, FL 33908

239-489-1946 (H)

Email: [creger01@aol.com](mailto:creger01@aol.com)

LEE 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 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 William Coleman

2942 Pineloch Blvd.

Orlando, FL 32806

407-246-8499 (H)

Email: [scruffyjak@aol.com](mailto:scruffyjak@aol.com)

ORANGE COUNTY

Honorable Al Linden

2015 SW 75th Street

Gainesville, FL 32607

352-466-4084 (W)

352-377-4025 (H)

352-466-3406 (Fax)

Email: [allinden@aol.com](mailto:allinden@aol.com)

ALACHUA COUNTY

Honorable Joseph Martory

3521 SW 88th Court

Miami, FL 33165-4323

305-551-8110

Email: [jmartory007@aol.com](mailto:jmartory007@aol.com)

MIAMI-DADE 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 all county and city Veteran Service Officers.

<b>County Veteran Service Officers</b>	
<p><b><u>ALACHUA (1)</u></b>            James W. Lynch, Director            218 SE 24<sup>th</sup> St.            Gainesville, FL 32641            Phone: (352) 264-6740, SUNCOM: 625-6740            Fax: (352) 264-6703  <b>E mail:</b> <a href="mailto:jlynch@co.alachua.fl.us">jlynch@co.alachua.fl.us</a></p>	<p><b><u>BROWARD (6)</u></b>            Floyd D. White, CVSO            2995 N. Dixie Highway            Ft. Lauderdale, FL 33334            Phone: (954) 537-2836, Fax: (954) 537-2914  <b>E mail:</b> <a href="mailto:fwhite@broward.org">fwhite@broward.org</a></p>
<p><b><u>BAKER (2)</u></b>            Herbert O. Hicks, Director            55 N. 3rd Street A-6 Center Office            MacClenney, FL 32063            Phone: (904) 259-2516, Fax: (904) 295-7610  <b>E mail:</b> <a href="mailto:veter@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  <b>E mail:</b> <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  <b>E mail:</b> <a href="mailto:rcarroll@co.bay.fl.us">rcarroll@co.bay.fl.us</a></p>	<p><b><u>CHARLOTTE (8)</u></b>            James A. Barrett, Director            2280 Aaron St., Cultural Center            Port Charlotte, FL 33952            Phone: (941) 625-4422, Fax: (941) 625-0561  <b>E mail:</b> <a href="mailto:James.Barrett@charlottefl.com">James.Barrett@charlottefl.com</a></p>
<p><b><u>BRADFORD (4)</u></b>            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  <b>E mail</b> <a href="mailto:Nathan_hines@bradford-co-fla.org">Nathan_hines@bradford-co-fla.org</a></p>	<p><b><u>CITRUS (9)</u></b>            John J. Kenney - CVSO            Citrus County Government Center            2804 W. Marc Knighton Ct.-Suite B140            Lecanto, FL 34461-8334            Phone: (352) 527-5914, Fax: (352) 527-5916  <b>E mail:</b> <a href="mailto:john.kenney@bocc.citrus.fl.us">john.kenney@bocc.citrus.fl.us</a></p>
<p><b><u>BREVARD (5)</u></b>            Glenn A. McGuffie            2725 Judge Fran Jamieson Way            Viera, FL 32940            Phone: (321) 633-2012, SUNCOM: 322-1706            Fax: (321) 637-5432  <b>E mail:</b> <a href="mailto:glenn.mcguffie@brevardcounty.us">glenn.mcguffie@brevardcounty.us</a></p>	<p><b><u>CLAY (10)</u></b>            Madelyn Proctor            P0 Box 1366            Green Cove Springs, FL 32043            Phone: (904) 269-6326, SUNCOM: 827-1326            Fax: (904) 278-4717  <b>E mail:</b> <a href="mailto:Madelyn.Proctor@co.clay.fl.us">Madelyn.Proctor@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  312 Kenmore Rd.  Pensacola, FL 32503  Phone: (850) 471-7754  <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 CVSO  Office: 1769 E. Moody Blvd.,  Bldg 2, Suite 108  Bunnell, Fl 32110  Ph: (386) 313-4014, Fax: (386) 313-4114  <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:p.erikson@co.desoto.fl.us">p.erikson@co.desoto.fl.us</a></p>	<p><b><u>GADSDEN (20)</u></b>  Jerome Jordan  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:jjordan@gadsgov.net">jjordan@gadsgov.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  105 NE 1st St., 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, CVSO  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) 946-1281, Fax: (863) 946-2860  <b>E-mail:</b> <a href="mailto:gcvso@skyeone.com">gcvso@skyeone.com</a></p>

<p><b><u>GULF (23)</u></b>  James C. Kennedy  1000 Cecil G. Costin Sr. Blvd.  Port St. Joe, FL 32456-1647  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  1153 US Hwy 41. NE Suite 4, Jasper, FL  32052  Ph: (386) 792-1272, SUNCOM: 892-1272  Fax: (386) 792-6896  <b>E mail:</b> <a href="mailto:veteranserviceoffice@alltel.net">veteranserviceoffice@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@earthlink.net">vetsrmyjob@earthlink.net</a></p>
<p><b><u>HARDEE (25)</u></b>  Larry Pelton, VSO  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>  Vacant, Director  Office: 1900 27th Street, Room 147  Vero Beach, FL 32960  Ph: (772) 567-8000, Ext. 1499  SUNCOM: 268-5035  <b>E mail:</b> <a href="mailto:bmitchell@ircgov.com">bmitchell@ircgov.com</a></p>
<p><b><u>HENDRY (26)</u></b>  Richard Marquith CVSO  Courthouse Square 165 S. Lee St.  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  Ph: (850) 718-0003/4 SUN 789-0003  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>  Matt Peters, CVSO  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:mpeters@co.hernando.fl.us">mpeters@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  <b>E Mail:</b> <a href="mailto:lafvso@windstream.net">lafvso@windstream.net</a></p>

<p><b><u>LAKE (35)</u></b>  Tom Osebold  PO Box 7800  Tavares, FL 32778-7800  Phone: (352) 742-6585, Fax: (352) 742-6588  E mail: <a href="mailto:tosebold@lakecountyfl.gov">tosebold@lakecountyfl.gov</a></p>	<p><b><u>MANATEE (41)</u></b>  Harold Willis, Jr., CVSO  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  E mail: <a href="mailto:hal.willis@co.manatee.fl">hal.willis@co.manatee.fl</a></p>
<p><b><u>LEE (36)</u></b>  John Ebling, Director  2072 Victoria Ave., Ft. Myers FL 33902  PO Box 398, Ft Myers, FL 33902  Ph: (239) 938-1100, Fax: (239) 938-1101  E mail: <a href="mailto:leo911@aol.com">leo911@aol.com</a></p>	<p><b><u>MARION (42)</u></b>  Jeffrey Askew, Director  111 SE 25th Ave, Ocala, FL 34471-9179  Ph: (352) 671-8422/23;  Fax: (352) 671-8424  E mail: <a href="mailto:Alvin.wiley@marioncountyfl.org">Alvin.wiley@marioncountyfl.org</a></p>
<p><b><u>LEON (37)</u></b>  A. Dale Keen, Director  Office: 918 Railroad Avenue,  Tallahassee, FL 32310  Ph: (850) 606-1940,  Fax: (850) 606-1941  E mail: <a href="mailto:keend@leoncountyfl.gov">keend@leoncountyfl.gov</a></p>	<p><b><u>MARTIN (43)</u></b>  John L. Haddox, CVSO  2401 SE Monterey Road  Stuart, FL 34996  Ph: (772) 288-5448/9  SUNCOM: 239-5449; Fax: (772) 221-2312  E mail: <a href="mailto:jhaddox@martin.fl.us">jhaddox@martin.fl.us</a></p>
<p><b><u>LEVY (38)</u></b>  Michael Engel, CVSO  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  E mail: <a href="mailto:levyvet@inetw.net">levyvet@inetw.net</a></p>	<p><b><u>MONROE (44)</u></b>  Charles L. Ingraham, Director / CVSO  Harvey Government Center  1200 Truman Blvd. # 204, Key West, FL 33040  Ph: (305) 295-5150, SUNCOM: 472-4540  Fax: (305) 295-5175  E mail: <a href="mailto:Ingraham-Charles@monroecounty-Fl.gov">Ingraham-Charles@monroecounty-Fl.gov</a></p>
<p><b><u>LIBERTY (39)</u></b>  John B. Eubanks  PO Box 454, Bristol, FL 32321  Ph: (850) 643-5960, Fax: (850) 643-3334  E mail: <a href="mailto:jbe@gtcom.net">jbe@gtcom.net</a></p>	<p><b><u>NASSAU (45)</u></b>  John Martin  76347 Veteran's Way  Yulee, FL 32097  Ph: (904) 548-4670  Home:(904) 261-5801  Fax: (904) 548-4539*  E mail: <a href="mailto:jmartin@nassauclerk.com">jmartin@nassauclerk.com</a></p>
<p><b><u>MADISON (40)</u></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  E mail: <a href="mailto:madcovets@hotmail.com">madcovets@hotmail.com</a></p>	<p><b><u>OKALOOSA (46)</u></b>  Beatrice Love-Moore, Director  601-A N. Pearl St., Suite 100  Crestview, FL 32536  Phone: (850) 689-5923  Fax: (850) 689-5566  E mail: <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:mike.dixon@ocfl.net">mike.dixon@ocfl.net</a></p>	<p><b><u>PUTNAM (54)</u></b>  Thomas D. McDermott, Service Officer  Office: 515 Reid Street #1D  PO 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) 742-8400 Fax: (407) 742-8434  <b>E mail:</b> <a href="mailto:jcru2@osceola.org">jcru2@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) 209-6160, Fax (904) 209-6161  <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  2300 Virginia Ave.  Ft. Pierce, FL 34982  Phone: (772) 337-5670,  Fax: (772) 337-5678  <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>  Karen L. Haworth  6491 Caroline Street, Suite #1  Milton, FL 32570  Phone: (850) 626-8724, Fax: (850) 983-8970  <b>E mail:</b> <a href="mailto:karenh@santarosa.fl.gov">karenh@santarosa.fl.gov</a></p>
<p><b><u>PINELLAS (52)</u></b>  Don Stout, Director  2180 Cleveland St., #1201  Clearwater, FL 33765  Ph: (727) 464-8460, SUNCOM: 570-8460  Fax: (727) 464-8463  <b>E mail:</b> <a href="mailto:dstout@co.pinellas.fl.us">dstout@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, VSO  534 West Lake Mary Blvd.  Sanford, FL 32773  Phone: (407) 665-2370; Fax: (407) 665-2379  <b>E mail:</b> <a href="mailto:gtingle@seminolecountyfl.gov">gtingle@seminolecountyfl.gov</a></p>	<p><b><u>VOLUSIA (64)</u></b>  Michael White, VSO  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:mwhite@co.volusia.fl.us">mwhite@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>  Alfred Nelson  3093 Crawford Hwy  PO Box 1263  Crawfordville, FL 32326  Phone: (850) 926-1072, Fax: (850) 926-0919  <b>E mail:</b> <a href="mailto:anelson@mywakulla.com">anelson@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>  Joe Collins, CVSO  Taylor County Sports Complex  1685 N. Highway US 19  Perry, FL 32348  Phone: (850) 838-3519, Fax: (850) 838-6593  <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>  Barbara Fischer, CVSO  15 NE First Street  Lake Butler, FL 32054  Phone: (386) 496-4248, Fax: (386) 496-4810  <b>E mail: none</b></p>	

**APPENDIX VI  
COUNTY POPULATION AND MONETARY BENEFITS**

***GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 2006***

Veteran population estimates as of September 30, 2006

\* Data from Vet Pop 2004 Model adjusted for Census 2000

*Expenditures in \$000*

COUNTY	Veteran Population*	Compensation & Pension	Education & Voc Rehab	Medical Expenditures	Total Expenditures
ALACHUA	18,240	35,258	5,018	57,105	97,381
BAKER	2,540	3,402	144	4,605	8,151
BAY	22,161	55,472	4,916	14,827	75,214
BRADFORD	3,421	5,504	251	9,026	14,781
BREVARD	73,928	131,858	7,380	61,322	200,560
BROWARD	123,496	140,525	10,599	136,540	287,664
CALHOUN	1,135	2,553	43	1,666	4,262
CHARLOTTE	27,140	33,580	648	23,202	57,429
CITRUS	22,789	32,428	631	31,434	64,493
CLAY	24,833	45,255	4,829	21,262	71,346
COLLIER	36,237	26,348	883	18,997	46,227
COLUMBIA	7,746	19,616	654	38,783	59,053
DE SOTO	3,260	3,468	63	3,450	6,981
DIXIE	2,100	6,213	52	8,188	14,453
DUVAL	94,598	135,912	28,292	66,805	231,010
ESCAMBIA	45,584	100,006	13,686	33,181	146,873
FLAGLER	9,458	14,639	1,451	9,289	25,379
FRANKLIN	1,437	1,985	43	1,609	3,636
GADSDEN	3,922	6,559	305	6,418	13,281
GILCHRIST	1,630	4,419	117	4,920	9,456
GLADES	1,192	1,295	25	2,014	3,335
GULF	1,899	2,964	124	1,294	4,382
HAMILTON	1,303	2,619	84	3,822	6,525
HARDEE	1,878	2,041	48	1,795	3,884
HENDRY	2,515	2,945	92	3,023	6,060
HERNANDO	24,008	52,979	1,424	33,201	87,604
HIGHLANDS	13,414	20,372	429	17,207	38,008
HILLSBOROUGH	100,099	186,049	15,999	207,928	409,977
HOLMES	2,324	6,339	143	1,964	8,446
INDIAN RIVER	17,582	19,264	567	17,649	37,480
JACKSON	5,112	10,906	352	5,511	16,769
JEFFERSON	1,518	2,673	424	2,176	5,273
LAFAYETTE	673	2,153	15	1,670	3,838
LAKE	35,580	49,478	1,813	37,973	89,264
LEE	64,647	72,718	2,927	57,066	132,711
LEON	19,522	25,539	6,680	16,994	49,213
LEVY	4,924	11,004	304	18,069	29,377

**APPENDIX VI  
COUNTY POPULATION AND MONETARY BENEFITS**

***GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 2006***

COUNTY	<i>Expenditures in \$000</i>				Total Expenditures
	Veteran Population*	Compensation & Pension	Education & Voc Rehab	Medical Expenditures	
LIBERTY	599	1,166	26	979	2,171
MADISON	1,982	3,249	161	3,678	7,087
MANATEE	38,431	43,510	1,755	37,659	82,924
MARION	41,756	64,758	2,175	73,596	140,528
MARTIN	19,765	21,738	534	23,238	45,510
MIAMI-DADE	71,947	106,395	12,463	177,971	296,829
MONROE	11,245	11,790	561	12,943	25,294
NASSAU	8,629	9,658	596	5,573	15,828
OKALOOSA	33,362	78,576	6,438	12,874	97,888
OKEECHOBEE	3,807	5,948	92	8,115	14,156
ORANGE	78,532	134,374	15,131	85,008	234,513
OSCEOLA	16,791	32,927	2,466	18,833	54,226
PALM BEACH	126,456	128,734	5,103	190,404	324,241
PASCO	51,451	99,711	4,191	98,425	202,327
PINELLAS	112,547	190,563	8,117	268,741	467,421
POLK	55,159	82,533	3,430	72,319	158,282
PUTNAM	8,697	15,609	465	24,963	41,037
SAINT JOHNS	17,554	21,969	1,421	13,895	37,285
SAINT LUCIE	24,897	36,402	1,454	38,713	76,569
SANTA ROSA	20,654	46,789	3,874	13,896	64,560
SARASOTA	50,353	56,556	1,543	39,417	97,516
SEMINOLE	39,000	56,215	5,299	31,090	92,603
SUMTER	8,905	14,932	171	15,786	30,888
SUWANNEE	4,675	9,444	347	16,279	26,071
TAYLOR	2,514	3,519	108	3,939	7,565
UNION	1,604	1,683	50	3,194	4,927
VOLUSIA	60,090	98,123	7,565	64,136	169,824
WAKULLA	2,845	4,238	1,514	3,279	9,031
WALTON	6,401	16,030	521	5,229	21,780
WASHINGTON	2,587	7,530	1,579	2,634	11,742
<b>FLORIDA (Totals)</b>	<b>1,747,076</b>	<b>2,681,007</b>	<b>200,605</b>	<b>2,348,789</b>	<b>5,230,401</b>



**APPENDIX VII**  
**ROBERT H. JENKINS, JR.**  
**VETERANS' DOMICILIARY HOME OF FLORIDA**  
**LAKE CITY, FLORIDA**

<b>Administrator</b>	Paulette (Polly) Tyler, RN, B.S.N.
<b>Health Services</b>	Marjorie Rigdon, RN
<b>Business Services</b>	Debbie Dawsey

**Regulatory Compliance**

This facility was surveyed by the USDVA in May 2007. 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 and is the oldest of all the State Homes. 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. Also during Phase I, the flooring was replaced in the hallways and the dining room had flooring, furniture and wall furnishings replaced. A Phase II renovation is scheduled for FY 2007-2008.

**Major Events**

The closing and renovation of a wing over the past year has been a major factor affecting the facilities overall revenue situation. The renovations to resident rooms and the lobby area are complete. Census is steadily increasing. There has been 98 admission applications requested and sent out. We have also seen an average of six calls a day for information received. We responded to 29 requests for information submitted to the FDVA Lake City Web Site.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>	
Admissions	120	57	104	
Discharges	104	50	81	



**APPENDIX VIII**  
**EMORY L. BENNETT MEMORIAL**  
**STATE VETERANS' NURSING HOME**  
**DAYTONA BEACH, FLORIDA**

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

Belkis Pineyro-Wiggins, MBA, NHA  
 Debra Manis, RN  
 William Heath

**Regulatory Compliance**

The annual AHCA survey was conducted in June 2007. The USDVA surveyed the facility in July 2007. Survey results in both inspections reflect that the facility continues to operate in compliance with applicable state and federal regulations.

**Condition of the Home**

The second oldest facility completed a Phase I renovation in 2006. The renovation included patient areas and some mechanical systems.

**Major Events**

Congressman John Mica chaired a committee on homeless veterans at the facility. Local agencies serving the homeless were represented. Casualty insurance in the amount of \$285,894 was paid, and census was decreased through attrition in order to vacate a 20-bed wing that is currently being renovated. In May the 20 beds closed for renovations were re-opened. In spite of lower occupancy due to that construction, this facility ended the fiscal year with a positive balance.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>	
Admissions	65	59	77	
Discharges	72	96	93	



**APPENDIX IX**  
**BALDOMERO LOPEZ**  
**STATE VETERANS' NURSING HOME**  
**LAND O' LAKES, FLORIDA**

<b>Administrator</b>	Rebecca Yackel, RN, BSN, MS, NHA
<b>Nursing Services</b>	Sue Guthrie, RN
<b>Business Services</b>	Diane Jackson

**Regulatory Compliance**

The AHCA annual inspection took place in October 2006. The USDVA Annual Inspection took place in September 2007. 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 had some remodeling done in 2005 to improve resident care. Overall the facility is in excellent condition.

**Major Events**

The Nature Coast Volunteers provided a St. Patrick's Day party for the residents. This home greatly benefits from the volunteer efforts of many organizations. The Administrator integrates the facility into the community by participating in the Gulf High School Advisory Board and the Advisory Board for Pasco Hernando Community College. This is a Gold Seal Award facility. The tub room has been renovated and upgraded as a spa room. The enhancements include water jets in the tub, murals and lighting to create a tropical atmosphere.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>	
Admissions	43	60	62	
Discharges	54	55	52	



**APPENDIX X**  
**ALEXANDER "SANDY" NININGER, JR.**  
**STATE VETERANS' NURSING HOME**  
**PEMBROKE PINES, FLORIDA**

<b>Administrator</b>	Vince Cacciatore,
<b>Nursing Services</b>	Joan Stover, RN
<b>Business Services</b>	Georgiana Dorado

**Regulatory Compliance**

The AHCA annual inspection took place in March 2007. The USDVA Inspection took place in April 2007. The facility is operating in compliance with state and federal regulations.

**Condition of the Home**

This facility received some wind damage from the 2004 and 2005 hurricane seasons. The repair work was completed in 2006. Initial construction was completed in 2001.

**Major Events**

This facility sustained some minor damage during the winds of Hurricane Wilma. As a result it was learned that the soffit construction could be improved and it was preemptively strengthened to face future storms. Repairs to building are complete. During 4<sup>th</sup> quarter the American Legion Post 321 from Cooper City sponsored several events for the residents from this facility including a luncheon at the Legion hall, a picnic, and a musical presentation.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>	
Admissions	81	66	70	
Discharges	54	93	93	



**APPENDIX XI**  
**CLIFFORD CHESTER SIMS**  
**STATE VETERANS' NURSING HOME**  
**SPRINGFIELD, FLORIDA**

**Administrator** Stephen Mason, NHA  
**Nursing Services** Tom Martini, RN  
**Business Services** Vacant

**Regulatory Compliance**

The AHCA annual inspection took place in May 2007. The USDVA inspection took place in June 2007. The facility is operating in compliance with state and federal regulations.

**Condition of the Home**

Built in 2003, this home remains in excellent condition.

**Major Events**

Revenues are nearly \$1 million more than last year at this time. Revenues have resulted in a positive end of year balance of \$127,622. A formal ceremony for the display of the replica of Sergeant Clifford C. Sims' Medal of Honor was held on April 18. Veterans' groups in the Springfield area have been striving for the past year to secure this honor to display this official replica of the Medal of Honor for the home. Local elected officials and veterans service organizations were in attendance.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06--07</b>	
Admissions	112	93	101	
Discharges	54	80	75	





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

<b>Administrator</b>	Elizabeth Barton, NHA, MSM, RMA
<b>Nursing Services</b>	Ann Marie Nelson, RN
<b>Business Services</b>	Chaun Jones

**Regulatory Compliance**

The AHCA annual inspection took place in March 2006. The USDVA inspection took place in December 2006. The facility is operating in substantial compliance with state and federal regulations.

**Condition of the Home**

Initial construction was completed in 2004. This home remains in excellent condition.

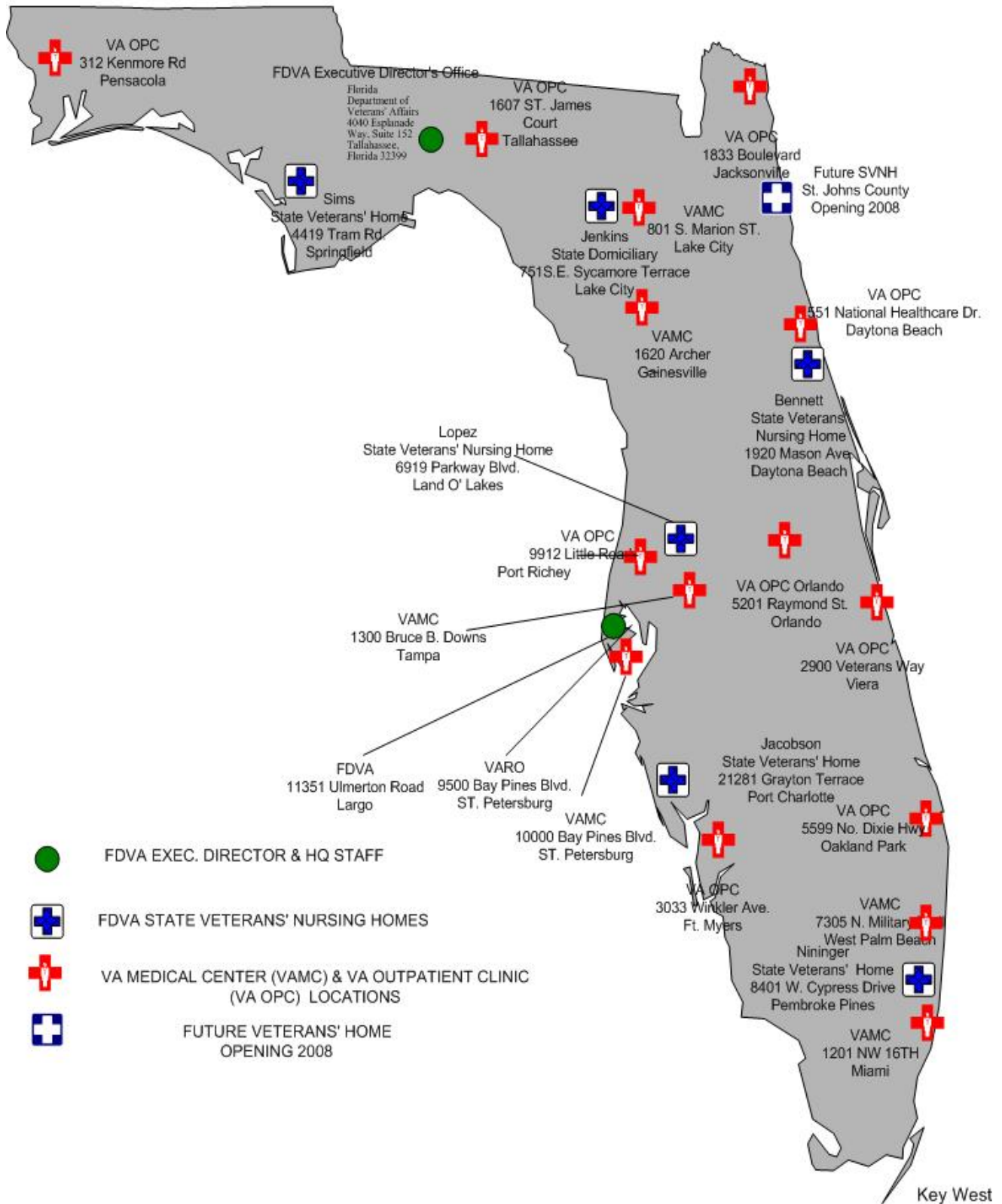
**Major Events**

On April 11, Congressman Tim Mahoney toured the home. This was Congressman Mahoney's first visit since being elected to represent the 16<sup>th</sup> Congressional district in November 2006. Census has maintained at 90% and is continuing marketing efforts to maintain the 90% occupancy goal. The end of year fiscal balance has substantially increased with a positive balance of \$572,420.

<b>Number of Residents Received and Discharged</b>				
	<b>FY 04-05</b>	<b>FY 05-06</b>	<b>FY 06-07</b>	
Admissions	97	82	143	
Discharges	60	75	117	



# Florida Department of Veterans' Affairs (FDVA) Veterans' Assistance Locations





# Salute

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