



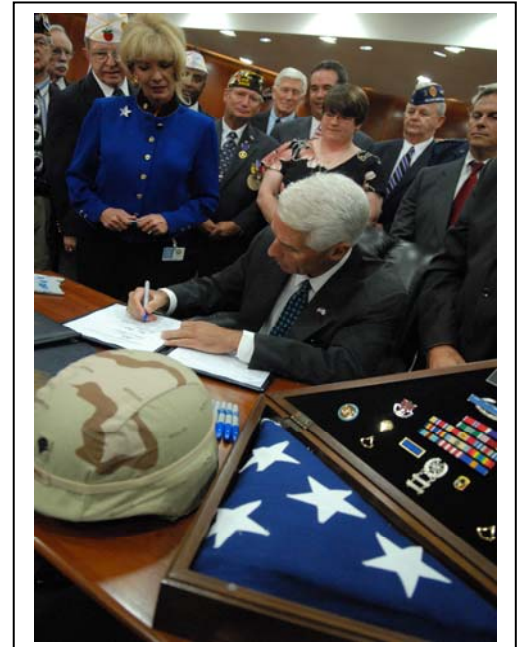
FLORIDA
DEPARTMENT
OF
VETERANS' AFFAIRS

July 1, 2007—June 30, 2008

December 31, 2008

Veterans' Advocacy

RADM Collins and Dr. Peake



Governor Crist at Veteran Bill Signing



U.S. Navy Sailors Visit SVNH

Florida Department of Veterans' Affairs Annual Report



2007-2008

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EXECUTIVE DIRECTOR'S MESSAGE

December 31, 2008

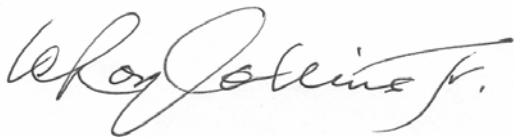
Florida has earned a reputation as one of the most veteran-friendly states in the nation. Watching over and advocating for Florida's veterans are the men and women of the Florida Department of Veterans' Affairs.

FDVA is a state agency responsible for assisting, without charge, Florida's veterans, their families and survivors in improving their health and economic well-being through quality benefit information, advocacy and education. FDVA also provides long-term health care services through five veterans' nursing homes (Daytona Beach, Land O' Lakes, Pembroke Pines, Springfield and Port Charlotte) and one assisted living facility in Lake City. Construction is underway in St. Johns County for a sixth nursing home.

The end of the 2008 Legislative Session in Florida holds good news for the state's more than 1.7 million veterans. The Sgt. 1st Class Paul R. Smith Memorial Act created the Florida Veterans Foundation, a non-profit direct-support organization to uphold and expand FDVA's mission of veterans' advocacy. The Service-Disabled Veteran Business Enterprise Opportunity Act created a state contract preference for eligible service-disabled veteran-owned small businesses. The Nursing Home Trust Fund Enhancement initiative provided an additional \$100,000 annually to the State Homes for Veterans' Trust Fund. It allows current and future military or veteran stamped tags to contribute to the trust fund, and provides for a voluntary contribution to the nursing homes by all Florida motorists when they renew their vehicle registration.

The demographics of Florida's veteran population are changing due to the passing of our older World War II-era population and the addition of younger veterans of Operations Enduring Freedom and Iraqi Freedom who claim Florida as their home state. In addition to traditional health, long term care and burial services, younger veterans and their families are seeking employment and educational opportunities, such as the new Post 9/11 G.I. Bill, which takes effect Aug. 1, 2009. FDVA continues to partner with various agencies to expand our outreach to all of Florida's veterans and their families.

This annual report highlights the assistance made available to help veterans gain access to earned federal and state benefits. It also summarizes the high quality operations of Florida's Veterans' Homes Program and relates other successes FDVA has achieved during Fiscal Year 2007-2008. A consolidated list of benefits available to veterans and their families can be found on the department's Web site at www.FloridaVets.org.



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 elements 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 the agency to be responsible, 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, Florida citizens endorsed a constitutional amendment to create a separate agency, the Florida Department of Veterans' Affairs, with the charter to provide advocacy and representation for Florida's veterans in their dealings with the U.S. Department of Veterans Affairs. There are two fundamental reasons why Florida has an agency to advocate for veterans. 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 *1.7 million* veterans and their families.

The Global War On Terror 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 mission to serve new veterans and their families. More than 17,000 Florida National Guard and Reserve members served in Operation Iraqi Freedom/Operation Enduring Freedom (OIF/OEF). Currently 43,163 veterans from OIF and OEF are enrolled in USDVA health care facilities in Florida. There are more than 21,000 active duty veterans from the OIF and OEF era currently serving.

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 \$90 billion annually. This funding includes an increase in spending of over 83% in the Veterans Health Administration budget since fiscal year 2001 to \$39.6 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 \$10 billion for veterans from the federal government into Florida's economy.

- \$4.45 billion in military retired pay
- \$2.7 billion in direct payment for USDVA Compensation and Pension
- \$2.38 billion in federal funds for medical care and vocational rehabilitation
- \$268 million in education benefits
- \$234 million in insurance and general operating expenses

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

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.

USDVA 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, and third largest female veteran population, but is projected to have the largest veteran population before 2020. Florida has the second highest percentage of totally disabled veterans and the third highest dollar amount in total compensation and pension at \$2.7 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 alternate methods of service delivery in the public sector.

In 2007, 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, 488,527 of Florida's 1.7 million veterans were treated in USDVA's health care facilities, up from 290,000 in 2000. 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 \$2.38 billion to the health care vocation rehabilitation of Florida's veterans in 2007.

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

USDVA operates six medical centers. They are located at Bay Pines, Miami, Tampa, West Palm Beach, Gainesville/Lake City and 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 40 Primary Care Community-based Outpatient Clinics located throughout the state.

Long-term care is a vital concern for an aging veteran population. There are 758,975 veterans in Florida over the age of 65, and 124,685 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. The 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 \$30 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 Terror. The FDVA Bureau of Veterans' Claims Services works directly with the decision makers in the USDVA Regional Office in St. Petersburg 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 are 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 servicemembers 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 to pursue innovative methods to expand services to Florida's veterans and their families.

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.

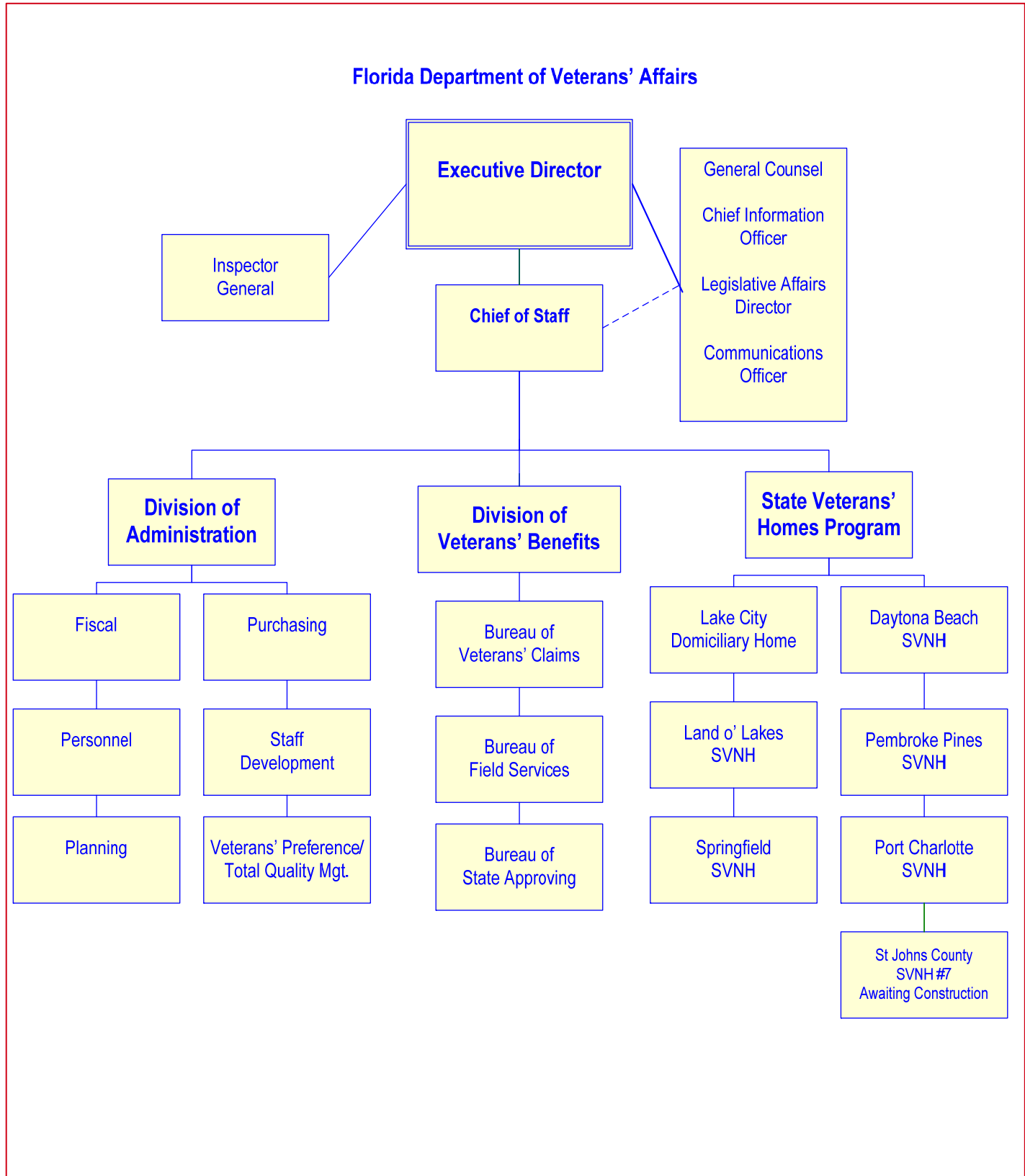
Florida's 2007 Veteran-Related Accomplishments

- New language approved allowing for the creation of a “Support Our Troops” License Plate generating additional revenue for the State Homes for Veterans Trust Fund.
- Amendment language in cooperation with the Marine Corps Scholarship Foundation to increase revenue to the State homes for Veterans Trust Fund from the Marine Corps License Plate.
- Ad Valorem Tax/Disabled Veterans – Provides additional property tax relief to veterans with combat-related disabilities. Certain veterans are eligible for a property tax discount equal to the percentage of their disabilities if they: are ages 65 or over; entered the service from Florida and a portion of their disability can reasonably be identified as “combat related”.
- Preference in Public Employment for Veterans –Hiring preference for veterans applying for positions within state, county or municipal government is now portable and may be used repeatedly.
- Service Members Dependent Assistance – Provides need-based emergency financial assistance to members of the military including National Guard and Reserve and their families. Applications may be filed for up to 120 days after service members leave active duty. The financial assistance can be used for housing and other living expenses, vehicles, and household appliance repair, or renovations necessary to meet disability needs and for health care.
- Robert A. Wise Military Protection Act – Increases the penalties on people who profit by using the names and images of servicemembers without their consent.
- Expanded Florida Seamless Transition Program to include not only seamless transition for wounded veterans returning to Florida, but for assistance to families of soldiers killed in action.
- New statute expanding benefits for dependent children of certain Florida residents classified as prisoners of war (POW) or missing in action (MIA) while serving in the United States Armed Forces.

Florida's 2008 Veteran-Related Accomplishments

- The Sergeant First Class Paul R. Smith Memorial Act creates the Florida Veterans Foundation, a nonprofit direct-support organization to uphold and expand FDVA's mission of veterans' advocacy.
- The Service-Disabled Veteran Business Opportunity Act creates a state contract preference for eligible service-disabled veteran-owned small businesses.
- The Nursing Home Trust Fund Enhancement initiative to provide an additional \$100,000 annually to the State Homes for Veterans Trust Fund from existing “stamped” license plates.
- Reserve Officers' Training Corps Programs – Prohibits school districts from banning Junior ROTC units, prohibits community colleges and state universities from banning ROTC programs and requires school districts, community colleges and state universities to grant military recruiters certain access to students, school facilities and grounds and student information.
- Grants and Donations Trust Fund Flexibility – Provides FDVA additional flexibility in expending funds from the Grants and Donations Trust Fund. Trust fund dollars may now be used by the department to provide basic quality of life goods and services to residents in Florida's State Veterans' Homes.
- Ground breaking was held June 1, 2008 in Sarasota, FL, in a ceremony dedicating a new U.S. Department of Veterans Affairs (VA) National Cemetery.
- Groundbreaking June 28 for the 120-bed Clyde E. Lassen State Veterans' Nursing Home in St. Johns County.
- Governor Crist joined state, local and federal officials for the October 24, 2008 groundbreaking of the new Orlando VA medical Center at Lake Nona, a \$650-million hospital that will improve veterans' health care and bring 900 new jobs to central Florida.
- Florida Vets First Program initiated to better meet the needs of veterans returning to Florida after deployment and upon leaving military service. The campaign provides information and links to services ranging from employment to health care, housing and benefits for veterans.
- Florida hosts the 2008 National Association of State Veterans Homes (NASVH) Annual Meeting in Clearwater Beach, August 8-14.

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 Communications Director provides oversight and direction of the department's comprehensive public relations program of community outreach, media relations and employee communications impacting Florida's more than 1.7 million veterans and their family members. The communications director, as senior spokesperson for veteran-related issues in the state, is responsible for content on the agency's official Internet site and for publication of a weekly state veterans' newsletter and annual state veterans' benefit guide. The director also develops and presents briefings, speeches, articles, policy statements, news releases, proclamations, and other communications to support the department's executive director and senior staff. Serves as liaison with U.S. Department of Veterans Affairs public affairs staff.
- The Information Technology Program - 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 (insurance).
- 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*, Performance Measure Input to the Legislative Budget Request, Agency Annual Report, coordinates the Physical Security Program, and Continuity of Operations Plan.
- Training and Staff Development. Coordinates training and professional development programs to ensure compliance with training mandated under Florida Statutes and Federal Law and for training needs identified in the annual training needs survey (FS 295.07).
- Veterans' Preference. Public utilities, state universities, school districts and special taxing districts are to accord veteran 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 and issues resolved. 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 USDVA provides up to 65% of the initial construction cost of building state veterans' homes. On a long-term basis, the VA contributes per diem to each home for each eligible Resident.

FLORIDA VETERANS' FOUNDATION, INC.

Established by Florida Statute on July 1, 2008, and incorporated as a tax-exempt public organization under section 501(c)(3) of the Internal Revenue Code, the Foundation is dedicated to supporting the Florida Department of Veterans' Affairs and to providing assistance and services to Florida veterans and their families. The Florida Legislature authorized the foundation as a Direct Support Organization of the Florida Department of Veterans' Affairs. Information is available at www.FloridaVeteransFoundation.org.



*Florida's World War II Memorial
Tallahassee*

IV. DEPARTMENT PROGRAM AREAS

DIVISION OF VETERANS' BENEFITS AND ASSISTANCE

The Division of Veterans' 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 17 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 staffing 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 use USDVA medical facilities by interacting with medical staff to resolve eligibility, access, billing issues and prosthetic problems. This is completed on a daily basis at all USDVA medical facilities in Florida.

Bureau of Veterans' Field Services Statistics

<i>EVENT 2007-2008</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</i>
Issue Resolutions (IR)	2,231	3,266	4,301	4,237	14,035	10,454
Total Amount of IR Dollars	\$5,950,902	\$8,913,286	\$12,429,925	\$9,781,065	\$37,075,178	\$32,380,486
Outreach Visits	75	101	109	96	381	190
Veterans Served	2,910	4,776	4,428	3,760	15,874	9,978
Bedside Interviews	5,975	6,489	7,546	7,205	27,215	28,005
Walk-ins/ Counseling	20,455	20,840	25,074	24,181	90,550	78,922
Claims	5,372	5,458	6,335	6,192	23,357	19,352
Voter Registration/ Preference forms	128	237	309	302	976	1,086

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 and relief.

The Bureau is also charged by statute to train and certify county veterans' service officers. To maintain proficiency with the rapid changes in veteran's programs 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.



VCE Dennis Latta with TS Fay Victims

Bureau of Veterans' Claims Services Statistics

<i>EVENT 2007-2008</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>
Retroactive compensation	\$20,812,684	\$19,950,197	\$22,661,278	\$21,237,403	\$84,661,562	\$91,373,818
Largest single retroactive benefit	\$167,688	\$174,932	\$229,580	\$145,928	\$229,580	\$609,594
Debt relief	\$195,216	\$85,925	\$124,168	\$93,040	\$498,349	\$351,089
Notices of Disagreement	497	475	540	513	2,025	1702
Statements of Argument in Appeals Cases*	319	336	322	276	1,253	1251
Act as Representative at Hearings*	48	41	21	37	147	141
Veterans' Appeals Hearings*	184	134	126	168	612	464
Ratings Reviewed	8,252	7,598	8,147	8,888	32,885	30,611

* 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>EVENT 2007-2008</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</i>
SAA Programs Approved	7,064	2,986	1,672	2,021	13,743	12,802
Other Approval	656	577	420	442	2,095	1,404
Supervisory Visits	29	109	203	132	473	391
Inspection Visits	23	16	20	13	72	77
Outreach Activities*	192	148	119	93	552	573
Liaison Activities**	62	36	72	56	226	114
Technical Assistance***	358	318	304	306	1,286	1,077

* 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.

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 has expanded veterans' facilities and services in Florida. FDVA has undertaken new 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. FDVA participated in the groundbreaking ceremony for a sixth 120-bed facility in St. Johns County. 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 under way.

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. The department is evaluating converting 20 nursing home beds at the Daytona Beach facility to 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 07-08 occupancy increased over FY 06-07 to 89% 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, replacement and upgrades to comply with new safety codes.

FDVA's 89% 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 part 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 03-04	FY 04-05	FY 05-06	FY 06-07	FY 07-08	Difference from 90%
Daytona Beach	93%	89%	90%	75%*	73%	-17
Land O' Lakes	91%	91%	94%	95%	93%	+3
Pembroke Pines	88%	88%	95%	95%	90%	0
Lake City	83%	70% **	68%**	81%**	87%**	-3
Springfield	48%	83%	91%	93%	95%	+5
Port Charlotte	15%	65%**	75%	93%	97%	+7
Facility Average	88%	81% **	87%	88%	89%	-1
Adjusted Average	n/a	91%	93%	92%	92%	+2

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

*20 beds at Daytona were not available for Phase II 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

FDVA is in the process of centralizing the expenditure billing and revenue receipt program. The centralized billing program will help provide more efficient tracking of federal billing and revenue receipts.

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

Working in partnership with Governor Charlie Crist, the Cabinet, the Legislature and Florida's veteran service organizations, FDVA is converting from the out-sourcing of CNAs and food service staff to in-house employees. The transfer of funding of \$8.3 million from contracted services to state salaries and benefits will enable FDVA to in-source certified nursing assistants and food service workers and establish a single staffing model for the State Veterans' Homes Program. FDVA previously contracted these positions at three of its homes. Research indicates that the department can better control costs and provide a higher quality of care and food to residents by having in-house staff perform the services.



Overall State Homes' Fiscal Data

<i>Fiscal Year 2007-2008 Totals to Date</i>	<i>Lake City Domiciliary Home</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>
Total Revenues	\$3,351,954	\$8,692,556	\$10,691,501	\$8,693,102	\$7,997,724	\$10,701,321
Total Expenses	\$3,273,087	\$7,771,263	\$8,521,161	\$9,804,128	\$9,066,175	\$9,027,865
Balance	\$78,867	\$921,293	\$2,170,340	(\$1,111,026)	(\$1,068,451)	\$1,673,456
Average # of Residents	130	87	112	108	114	117

Quality of Care

Several task forces were 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.

The Homes Program has utilized "My Inner View" for family/resident satisfaction surveys. This is a research based corporation that provides quality improvement products for the long-term care community with both internal and external benchmarking. Resident and family satisfaction surveys are a requirement for licensure by the Agency for Health Care Administration. The summarized results of this survey showed that 92% of the respondents would recommend the facility(s) to others and that 87% rated their overall satisfaction as excellent or good. We will continue to use this tool in our quality improvement efforts.



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 2007-2008 include the following:

TRAINING	Training Man Hours
State Certification Course for County Veteran Service Officers Annual Update, Veteran Service Personnel Re-certification Training Program for Veteran Service Personnel American Legion Post Service Officers Training	3,274
Employee On-Going Training	2,729
New Employee Training	4,909
Health Direct Care Training	5,505
Supervisory/Management/Professional Development Training	2,110

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

<i>EVENT</i>	<i>FY 03-04</i>	<i>FY 04-05</i>	<i>FY 05-06</i>	<i>FY 06-07</i>	<i>FY 07-08</i>
Invalid Claims	77	71	48	30	57
Valid Claims	17	18	20	3	13
Settled Claims	0	6	3	3	32
TOTAL CLAIMS	94	95	71	36	104

V. DEPARTMENT OF VETERANS' AFFAIRS

EXPENDITURE REPORT

JULY 1, 2007 — JUNE 30, 2008

	General Revenue	Trust Funds	Total
Salaries and Benefits	9,368,862	18,601,254	27,970,116
OPS	10,593	706,273	716,866
Expenses			
Custodial/Janitorial	7,565	318,162	325,727
Communications	288,219	59,038	347,257
Postage and Freight	31,263	36,833	68,095
Printing and Reproduction	26,573	9,155	35,728
Repair and Maintenance	3,876	233,781	237,657
Travel and Training	161,436	167,217	328,653
Utilities	-	1,683,223	1,683,223
Supplies-Medical	4,523	1,025,011	1,029,534
Supplies-Other	309,307	570,913	880,220
Subscription & Books	24,298	69,031	93,329
Rent	-	-	-
Misc	291,000	1,490,143	1,781,143
Furniture and Equipment	-	-	-
Total Expenses	1,148,059	5,662,507	6,810,566
Food Products	279,284	173,965	453,249
Operating Capital Outlay	2,007	-	2,007
Acquisition Motor Vehicles	-	-	-
Risk Management Insurance	154,618	564,717	719,335
Recreation Equipment	-	60,746	60,746
Contracted Services	-	-	-
Medical	2,339,221	14,611,650	16,950,871
Other	74,968	1,549,069	1,624,037
TR/DMS/HR Svcs/STW Contract	68,652	205,794	274,446
Total Operating Costs	13,582,211	45,623,710	59,205,921
Non Operating Expenses	-	134,514	134,514
Fixed Capital Outlay	-	-	-
Renovation Projects	929,088	419,515	1,348,604
Capital Improvements	-	484,663	484,663
State Veterans' Nursing Home #6		904,179	
Total Fixed Capital Outlay	929,088	904,179	1,833,267
Total	14,511,299	46,662,402	61,173,701

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.

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 and successful application by St. Johns County, FDVA is constructing 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 758,975 veterans in Florida over the age of 65, and 124,685 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.

State Veterans' Nursing Home program conserves state resources by lowering Medicaid obligations and guarantees a significant flow of additional federal dollars into Florida's economy. Many residents in these homes qualify for a veterans' non service-connected disability pension; the average benefit for a single individual with aid and attendance is a \$1,842 per month. USDVA per diem payments to the State Veterans' Nursing Home resident average about \$2,172 per resident each month. Neither of these two revenue sources, totaling over \$4,014 monthly (more than 70 percent of average monthly nursing home costs) is available to other Medicaid-eligible facilities. State Veterans' Nursing Homes generate most operational and maintenance funds from payments received from the USDVA, residents and third party payors.

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 one bed per 1,000 veterans and the State remains in "great need" of additional veterans' long-term beds or alternate veteran care. Each new State Veterans' Nursing Home is subject to approval by the Governor and Cabinet, with 35% funding by the Florida legislature and matching funds of 65% of construction costs by the USDVA.

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. With full appreciation of the Governor's priorities, as well as limited state and federal resources, FDVA seeks to expand the number of veterans served by expanding the method of service delivery. New delivery methods may result in USDVA and other federally reimbursed services such as in-home health care and adult day care across the state in addition to the seven veteran home locations which are limited by the number of beds available.

FDVA seeks to expand the number of veterans served by expanding the method of service delivery.

APPENDIX II
FLORIDA DEPARTMENT OF VETERANS' AFFAIRS STAFF

OFFICE OF THE EXECUTIVE DIRECTOR

Executive Director	LeRoy Collins Jr.
Personal Secretary	Nancy Schiellerd
Chief of Staff	Earl Daniell
Legislative Affairs Director	James Brodie
Legislative Affairs Administrator	Joseph Marino
General Counsel	David Herman
Attorney	Ollie Evans
Assistant to General Counsel	Ron Lynn
Communications Director	Steve Murray
Public Relations Manager	Vacant
Inspector General	Vacant
Chief Information Officer	James M. Lieupo

DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION

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

DIVISION OF VETERANS' BENEFITS AND ASSISTANCE

Director

R.F. "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

Mike Howard

Ernie Kuykendall

Mark Blair

Larri Gerson

Jim Nelson

Candice Crosby

Andrew Huffman

Mike Howard



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

VAMC Bay Pines

George Calder - Supervisor
Neal Yarosz - VCE, Jim Obrien - VCE
Daniel Oberg - VCE, Chava Litwin - VCE
Vacant - VCE
Staff assistant - Leanne Grayston

VAMC Gainesville

David Hill - Supervisor
Carl McDaniel - VCE
Joe Coats - VCE
Staff assistant - Mike Fontenot

VAMC Tampa

David Ramga - Supervisor
Tom Dixon - VCE
Matt Guzik - VCE, David Austin - VCE
Carol King - VCE, Richard Whitmyer - VCE
Staff assistant - Aster Garrett

VAMC Miami

Tonia Francis - Supervisor
Ricardo Gonzales - VCE
Reginald Owes - VCE Morris Atkins-VCE,
Melinda Jackson - VCE
Staff assistant - Dasma Tejada

VAMC West Palm Beach

Angela Choice - Supervisor
Greg Dover - VCE
Vacant - VCE
Staff assistant - Ellen Mazzeo

VAMC Lake City

William C. Peeler - Supervisor
Ed Hodge - VCE
Rosa Stewart - VCE
Staff assistant - Beck Sullivan

VAOPC Daytona Beach

Stephen Walsh - VCE

VAOPC Ft. Myers

Rodney Van Ness - VCE

VAOPC Orlando

Dennis Latta - VCE
Andrew McCormick - VCE
Vacant - VCE Mini Svc Center

VAOPC Jacksonville

Jones Peterson - VCE
John Szalanski - VCE
AJ Johnson - VCE

VAOPC Port Richey

Brenda Thurmond - VCE

VAOPC Pensacola

Bob Frank - VCE, Mark Brooks - VCE
Alesia Hall - VCE

VAOPC Tallahassee

Robert St. John - VCE

Douglas T. Jacobson SVNH

Brad Fountain - VCE

VAOPC Viera

Rick Morrell - VCE

Clifford Sims SVNH

Sally Ferland - VCE

VAOPC Oakland Park

Carlos Gabino - VCE

VAOPC Leesburg

Vacant - VCE

VAOPC Eglin Air Force Base

Mark Brooks - VCE

STATE VETERANS' HOMES PROGRAM

Program Director

**Program Administrator
Health Care Program Analyst
Registered Nurse Consultant
Registered Nurse Consultant
Operations & Management Cons.
Executive Assistant**

Renee Day
Darcielle Gray
Nancy Zinn
Wanda Wolfe
Richardean Bruce
Jay Seyss
Joanne Cox

Administrator

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

Jim Earle, Jr.



Administrator

**Emory L. Bennett
State Veterans' Nursing Home, Daytona Beach**

Belkis Pineyro-Wiggins



Administrator

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

Rebecca Yackel

Administrator

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

Vince Cacciatore

Administrator

**Clifford Chester Sims
State Veterans' Nursing Home, Springfield**

Florence Wegst



Administrator

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

Elizabeth Barton

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.
(Family members)**

Vietnam Veterans of America



APPENDIX IV



Established by Florida Statute on July 1, 2008, and incorporated as a tax-exempt public organization under section 501(c)(3) of the Internal Revenue Code, the foundation is dedicated to supporting the Florida Department of Veterans' Affairs and to providing assistance and services to Florida veterans and their families. The Florida Legislature authorized the foundation in statute during its 2008 legislative session as the Direct Support Organization of the Florida Department of Veterans' Affairs. Information is available at www.FloridaVeteransFoundation.org.

Contacts for the Florida Veterans Foundation (FVF)

Nat Turnbull

President

(850) 487 – 1533

turnbulln@fdva.state.fl.us

4040 Esplanade Way, Suite 152
Tallahassee, Florida 32399-0950



Florida Veterans Foundation Inc. 2008 Executive Board Members

APPENDIX V

CERTIFIED COUNTY/CITY VETERAN SERVICE OFFICERS

In rendering assistance to the veterans of Florida, the Florida Department of Veterans' Affairs works closely with all county and city Veteran Service Officers. The FDVA Web site www.FloridaVets.org provides many references and programs that can assist veterans and their families at the federal, state and county level. All agencies work together in assisting Florida's veterans, families and survivors to improve their health and economic well being. A listing of each county veteran service officer and their location, phone number and e-mail address are available at <http://www.floridavets.org/organization/cvso.pdf>. If you are reading the FDVA Annual Report on-line your computer will let you go directly to the site by pressing and holding down the Ctrl key on your keyboard and left clicking your mouse on the link

**APPENDIX VI
COUNTY POPULATION AND MONETARY BENEFITS**

GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 07								
FLORIDA								
Expenditures in \$000s								
County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
ALACHUA	17,725	\$ 118,485	\$ 36,438	\$ 6,042	\$ 2,134	\$ 2,860	\$ 65,893	\$ 5,118
BAKER	2,664	\$ 8,904	\$ 3,561	\$ 208	\$ 29	\$ -	\$ 5,105	\$ -
BAY	22,996	\$ 78,660	\$ 56,559	\$ 5,789	\$ 1,508	\$ -	\$ 14,804	\$ -
BRADFORD	3,459	\$ 15,461	\$ 5,309	\$ 222	\$ 107	\$ -	\$ 9,824	\$ -
BREVARD	75,451	\$ 222,281	\$ 137,721	\$ 9,552	\$ 7,077	\$ -	\$ 67,931	\$ -
BROWARD	117,923	\$ 311,196	\$ 139,369	\$ 13,947	\$ 11,471	\$ -	\$ 146,409	\$ -
CALHOUN	1,178	\$ 4,889	\$ 2,846	\$ 107	\$ 93	\$ -	\$ 1,843	\$ -
CHARLOTTE	25,768	\$ 60,772	\$ 35,052	\$ 1,091	\$ 1,942	\$ -	\$ 22,688	\$ -
CITRUS	22,706	\$ 73,259	\$ 34,621	\$ 1,200	\$ 1,761	\$ -	\$ 35,677	\$ -
CLAY	26,692	\$ 79,192	\$ 48,794	\$ 5,824	\$ 1,388	\$ -	\$ 23,186	\$ -
COLLIER	35,281	\$ 49,624	\$ 27,107	\$ 1,588	\$ 4,019	\$ -	\$ 16,910	\$ -
COLUMBIA	8,021	\$ 61,704	\$ 20,243	\$ 763	\$ 409	\$ -	\$ 40,288	\$ -
DE SOTO	3,153	\$ 11,523	\$ 3,639	\$ 140	\$ 71	\$ -	\$ 7,673	\$ -
DIXIE	2,021	\$ 82,497	\$ 5,974	\$ 83	\$ 4,843	\$ -	\$ 71,597	\$ -
DUVAL	94,679	\$ 209,347	\$ 141,543	\$ 31,887	\$ 2,970	\$ -	\$ 32,948	\$ -
ESCAMBIA	46,393	\$ 129,790	\$ 101,938	\$ 14,611	\$ 1,047	\$ 849	\$ 10,357	\$ 988
FLAGLER	11,208	\$ 19,491	\$ 15,809	\$ 1,934	\$ 68	\$ -	\$ 1,680	\$ -
FRANKLIN	1,452	\$ 9,025	\$ 1,953	\$ 58	\$ 236	\$ -	\$ 6,778	\$ -
GADSDEN	3,894	\$ 13,456	\$ 7,063	\$ 414	\$ 104	\$ -	\$ 5,874	\$ -
GILCHRIST	1,661	\$ 6,036	\$ 4,150	\$ 109	\$ 38	\$ -	\$ 1,738	\$ -
GLADES	1,233	\$ 2,584	\$ 1,305	\$ 37	\$ 45	\$ -	\$ 1,197	\$ -
GULF	1,721	\$ 7,602	\$ 3,003	\$ 135	\$ 13	\$ -	\$ 4,451	\$ -
HAMILTON	1,270	\$ 5,262	\$ 2,683	\$ 123	\$ 83	\$ -	\$ 2,374	\$ -
HARDEE	1,899	\$ 5,149	\$ 1,991	\$ 113	\$ 103	\$ -	\$ 2,943	\$ -
HENDRY	2,470	\$ 38,917	\$ 2,786	\$ 114	\$ 1,875	\$ -	\$ 34,142	\$ -
HERNANDO	24,055	\$ 75,286	\$ 54,169	\$ 1,943	\$ 900	\$ -	\$ 18,275	\$ -
HIGHLANDS	13,271	\$ 230,273	\$ 20,572	\$ 695	\$ 6,063	\$ -	\$ 202,942	\$ -
HILLSBOROUGH	100,573	\$ 263,513	\$ 191,336	\$ 19,161	\$ 124	\$ 42,475	\$ 4,601	\$ 5,817
HOLMES	2,317	\$ 24,421	\$ 6,595	\$ 195	\$ 2,070	\$ -	\$ 15,561	\$ -
INDIAN RIVER	17,570	\$ 26,842	\$ 19,966	\$ 860	\$ 203	\$ -	\$ 5,814	\$ -
JACKSON	5,393	\$ 14,181	\$ 11,361	\$ 601	\$ 86	\$ -	\$ 2,134	\$ -

County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
JEFFERSON	1,589	\$ 4,810	\$ 2,830	\$ 371	\$ 5	\$ -	\$ 1,604	\$ -
LAFAYETTE	704	\$ 42,773	\$ 1,853	\$ 21	\$ 2,998	\$ -	\$ 37,901	\$ -
LAKE	39,358	\$ 116,434	\$ 52,814	\$ 2,760	\$ 5,115	\$ -	\$ 55,744	\$ -
LEE	66,088	\$ 97,281	\$ 73,608	\$ 4,388	\$ 1,774	\$ -	\$ 17,511	\$ -
LEON	18,954	\$ 54,373	\$ 26,733	\$ 7,508	\$ 267	\$ -	\$ 19,865	\$ -
LEVY	4,715	\$ 12,689	\$ 11,409	\$ 418	\$ 21	\$ -	\$ 841	\$ -
LIBERTY	639	\$ 5,213	\$ 1,181	\$ 11	\$ 194	\$ -	\$ 3,827	\$ -
MADISON	1,980	\$ 42,349	\$ 3,351	\$ 162	\$ 3,379	\$ -	\$ 35,457	\$ -
MANATEE	37,594	\$ 131,201	\$ 45,626	\$ 2,682	\$ 2,946	\$ -	\$ 79,947	\$ -
MARION	43,051	\$ 95,442	\$ 66,870	\$ 3,508	\$ 1,978	\$ -	\$ 23,086	\$ -
MARTIN	18,355	\$ 214,487	\$ 21,994	\$ 863	\$ 5,208	\$ -	\$ 186,423	\$ -
MIAMI-DADE	68,717	\$ 153,511	\$ 108,626	\$ 15,614	\$ 439	\$ 3,219	\$ 21,903	\$ 3,710
MONROE	10,305	\$ 19,178	\$ 12,017	\$ 787	\$ 545	\$ -	\$ 5,828	\$ -
NASSAU	8,661	\$ 24,648	\$ 9,926	\$ 1,005	\$ 2,169	\$ -	\$ 11,548	\$ -
OKALOOSA	34,470	\$ 95,815	\$ 80,451	\$ 7,659	\$ 135	\$ -	\$ 7,570	\$ -
OKEECHOBEE	3,759	\$ 89,806	\$ 5,738	\$ 209	\$ 6,172	\$ -	\$ 77,685	\$ -
ORANGE	79,021	\$ 174,729	\$ 136,824	\$ 18,128	\$ 862	\$ -	\$ 18,915	\$ -
OSCEOLA	18,154	\$ 241,024	\$ 34,735	\$ 3,138	\$ 18,438	\$ -	\$ 184,712	\$ -
PALM BEACH	122,770	\$ 258,362	\$ 129,748	\$ 7,787	\$ 3,602	\$ 15,918	\$ 96,358	\$ 4,949
PASCO	53,495	\$ 376,420	\$ 100,805	\$ 5,762	\$ 9,334	\$ -	\$ 260,518	\$ -
PINELLAS	108,814	\$ 369,314	\$ 193,605	\$ 28,278	\$ 3,288	\$ 7,210	\$ 69,807	\$ 67,127
POLK	55,944	\$ 117,835	\$ 85,438	\$ 5,342	\$ 629	\$ -	\$ 26,426	\$ -
PUTNAM	8,459	\$ 32,517	\$ 16,038	\$ 706	\$ 1,827	\$ -	\$ 13,946	\$ -
SAINT JOHNS	18,692	\$ 65,769	\$ 23,566	\$ 1,774	\$ 2,184	\$ -	\$ 38,243	\$ 4
SAINT LUCIE	26,417	\$ 53,811	\$ 38,129	\$ 2,254	\$ 960	\$ -	\$ 12,468	\$ -
SANTA ROSA	22,158	\$ 98,633	\$ 49,562	\$ 4,849	\$ 6,306	\$ -	\$ 37,915	\$ -
SARASOTA	49,283	\$ 93,802	\$ 57,515	\$ 2,495	\$ 3,008	\$ -	\$ 30,784	\$ -
SEMINOLE	38,890	\$ 81,081	\$ 57,037	\$ 6,197	\$ 862	\$ -	\$ 16,984	\$ -
SUMTER	8,912	\$ 44,067	\$ 17,472	\$ 304	\$ 292	\$ 2,757	\$ 19,320	\$ 3,922
SUWANNEE	4,792	\$ 15,008	\$ 9,873	\$ 427	\$ 98	\$ -	\$ 4,611	\$ -
TAYLOR	2,454	\$ 7,054	\$ 3,605	\$ 155	\$ 40	\$ -	\$ 3,254	\$ -
UNION	1,663	\$ 70,530	\$ 2,121	\$ 162	\$ 4,581	\$ -	\$ 63,667	\$ -
VOLUSIA	59,509	\$ 113,149	\$ 100,088	\$ 9,022	\$ 134	\$ -	\$ 3,904	\$ -
WAKULLA	3,003	\$ 11,644	\$ 4,636	\$ 1,704	\$ 533	\$ -	\$ 4,770	\$ -
WALTON	6,534	\$ 19,837	\$ 16,392	\$ 767	\$ 140	\$ -	\$ 2,538	\$ -
WASHINGTON	2,537	\$ 12,390	\$ 7,751	\$ 1,726	\$ -	\$ -	\$ 2,913	\$ -
FLORIDA (Totals)	1,746,539	\$ 5,716,609	\$ 2,755,423	\$ 268,488	\$ 143,345	\$ 75,288	\$2,382,430	\$ 91,635



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

Administrator
Health Services
Business Services

Jim Earle, Jr.
 Amelia Tompkins, RN
 Debbie Dawsey

Regulatory Compliance

The facility was surveyed by the USDVA in June 2008. The facility operates in compliance with both state and federal regulations for Assisted Living and Domiciliary Homes.

Condition of the Home

The 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 on that wing and also replaced the flooring in all the other hallways and in the dining room. A Phase II renovation is scheduled for FY 2008-2009.

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 on that wing and the lobby area are complete. Census has been kept at a level low enough to begin the Phase II renovation as anticipated in early FY 08-09. There have been 98 admission applications requested. We have also seen an average of six telephone calls a day requesting admission information. We responded to an additional 29 requests for information submitted to the FDVA Lake City web site. The facility enjoys the active participation of many veterans groups and community volunteers in providing for the residents. This year has seen a change in several key management positions, including the Administrator, Nursing Director and Social Worker, and numerous projects and initiatives to enhance the residents' "quality of life" are in the works.

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Admissions	120	57	104	78
Discharges	104	50	81	108



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

Administrator
Nursing Services
Business Services

Belkis Pineyro-Wiggins, MS, NHA
 Susan Eminof, BSN
 Donna Burch

Regulatory Compliance

The annual AHCA survey was conducted in September 2008. The USDVA surveyed the facility in December 2008. Both survey 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. A 20-bed wing closed for renovations has re-opened and is now 65% occupied.

Major Events

The facility has hosted three events (Veterans Day 2007 and 2008; Memorial Day 2008) which have been open to the public. Through the Home's community outreach to area volunteer organizations, the Home has received more than \$50,000 in donated funds to enhance the lives of our Veterans and countless items for daily use. The Home continues to be used as a meeting place for area veteran organizations' (VFW, American Legion, Order of the Purple Heart, Volusia County Veterans Council) monthly meetings. The First Class Association from the USS McInerney FFG-08 volunteered two days of their time to serve those who had served before them. Command ball caps were presented to each Navy Veteran. The Nursing Home has implemented a *Fine Dining* Program where Veterans are served their meals restaurant style. Physical space in the Rehabilitation Department was enlarged to accommodate more Veterans in need of rehabilitation programs.

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Admissions	65	59	77	63
Discharges	72	96	93	58



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

Administrator
Nursing Services
Business Services

Rebecca Yackel, RN, BSN, MS, NHA
 Sue Guthrie, RN
 Barbara Boudreau

Regulatory Compliance

The AHCA annual inspection took place in December 2007. The USDVA annual inspection took place in September 2008. The 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 Operation Patriot Volunteers provides many amenities for the residents. The 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, Advisory Board for Pasco Hernando Community College and Florida Medical Quality Assurance. The facility provides clinical sites for USF, South University and PHCC. The AHCA uses the home as a training site for new surveyors. 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.

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Admissions	43	60	62	57
Discharges	54	55	52	58



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

Administrator
Nursing Services
Business Services

Vince Cacciatore, NHA
 Donna Dickerson, RN
 Georgiana Dorado

Regulatory Compliance

The AHCA annual inspection took place in April 2008. The USDVA inspection took place in January 2008. The facility is operating in compliance with state and federal regulations.

Condition of the Home

The facility is in excellent condition with an indoor Finch Aviary and a 100-gallon salt water fish aquarium for the residents to enjoy.

Major Events

Each month, our Recreational Therapist invites different veteran groups to visit our residents, host home style BBQ's, or have servicemembers in uniform hear war stories of our residents. Many of our residents are invited to outside functions, including visits to warships and veteran organization dinners. Sailors also visit the home during the annual "Fleet Week."

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Admissions	81	66	70	131
Discharges	54	93	93	118



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

Administrator	Florence Wegst, NHA
Nursing Services	Tom Martini, RN
Business Services	Teresa Goodwin

Regulatory Compliance

The AHCA annual inspection took place in April 2008. The USDVA inspection took place in May 2008. 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

The home enjoys tremendous support from the community as Springfield and neighboring Panama City are the homes of Naval Support Activity and Tyndall Air Force Base. Various volunteer organizations provide support, such as the Patriot Guard Riders, who are frequent visitors and provide the residents with cookouts as does the Marine Corp League, American Legion 356 Auxiliary, Tyndall Maintenance Squadron, and Hot Wheels Car Club. Pictured is one of our residents who enjoyed a motorcycle ride during a cook out provided by the Thunder Angels Club.



Admissions Director Robin Latham integrates the facility into the community by providing CPR and Smoke Cessation classes, while Director of Nursing Tom Martini serves on the Advisory Board for Haney Technical Center's LPN division and on the Board of Gulf Coast Community College's Nursing Department.

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06--07	FY 07-08
Admissions	112	93	101	82
Discharges	54	80	75	86



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

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

Regulatory Compliance

The AHCA annual inspection took place in October 2008. This was the facilities first QIS AHCA survey and they passed with flying colors. The USDVA inspection took place in November 2008 and there were no unmet citations. The facility is operating in substantial compliance with state and federal regulations, and hopes to apply for the coveted Gold Seal status in 2009.

Condition of the Home

Initial construction was completed in 2004. The home remains in excellent condition in spite of several hurricanes and housing the VA outpatient clinic from 2004 to 2006. Joan Jacobson, widow of Douglas T. Jacobson, and the local Heritage Museum in Punta Gorda donated war memorabilia and Douglas T. Jacobson's personal effects to decorate the home. They now have a "Hall of Heroes" between the two wings.

Major Events

On September 13, Congressman Tim Mahoney toured the home. This was Congressman Mahoney's second visit since being elected to represent the 16th Congressional district in November 2006. Census has maintained at 96% and is continuing marketing efforts to maintain the 96% occupancy goal. The end of year fiscal balance has substantially increased with a positive balance of \$986,463, an increase of 414,043.

Number of Residents Received and Discharged				
	FY 04-05	FY 05-06	FY 06-07	FY 07-08
Admissions	97	82	143	90
Discharges	60	75	117	92



Walgreens Awards \$32,000 to Emory L. Bennett SVNH

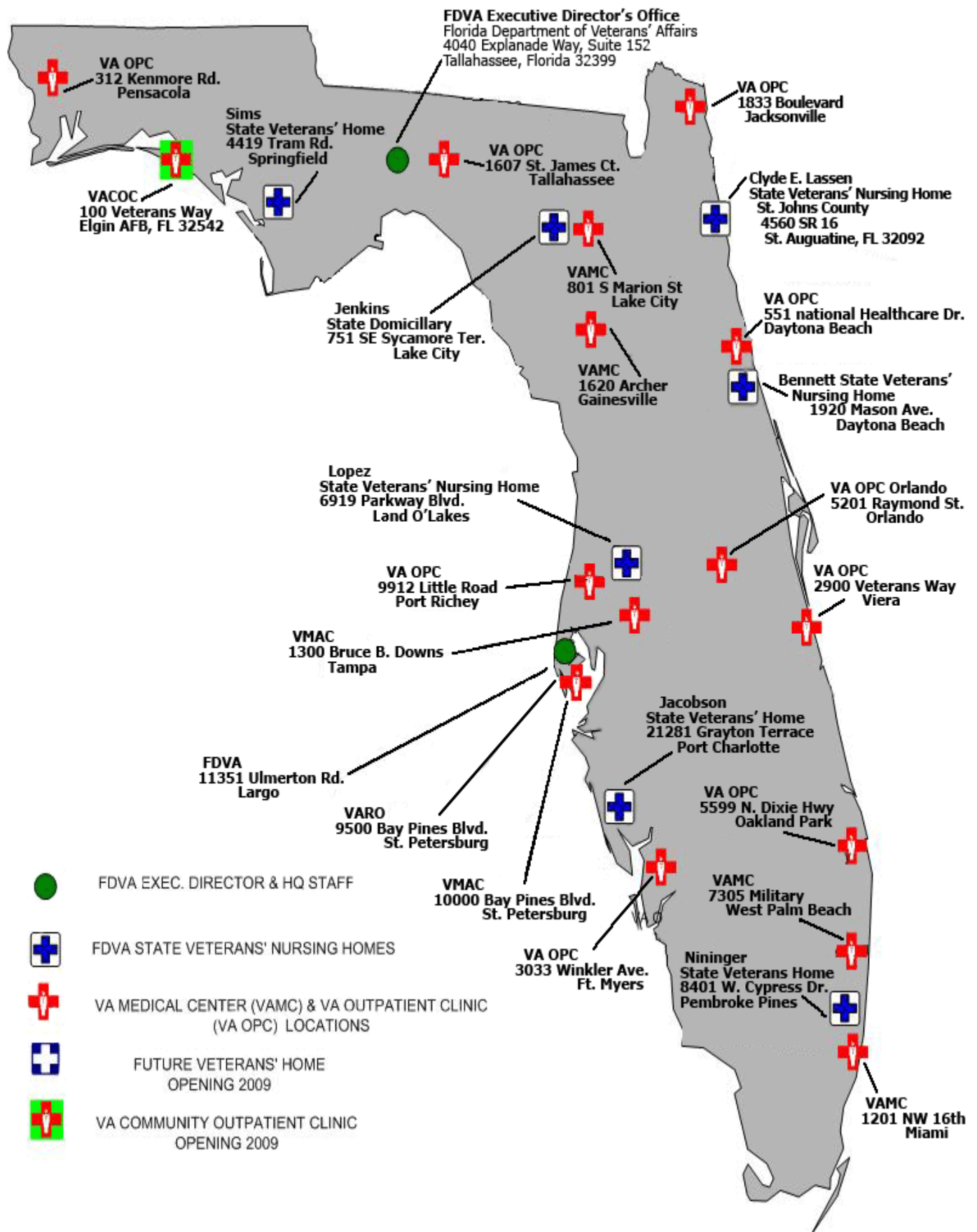


**Check Presentation by VA Secy Peake to Governor Crist
VA 65% share of construction of St. Johns SVNH**



Veteran of Foreign Wars Donation to Clifford Chester Sims SVNH

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





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