



FLORIDA
DEPARTMENT
OF
VETERANS' AFFAIRS

July 1, 2008—June 30, 2009

December 31, 2009

Veterans' Advocacy

www.FloridaVets.org



Members of the Florida National Guard are welcomed home after a 2009 overseas deployment.



Governor Charlie Crist signs veterans' legislation into law in Jacksonville, June 1, 2009. *Photo courtesy of Wounded Warrior Project.*



U.S. Navy sailors from the USS Sterett visit residents at the Sandy Ninger State Veterans' Nursing Home in Pembroke Pines.

Florida Department of Veterans' Affairs Annual Report



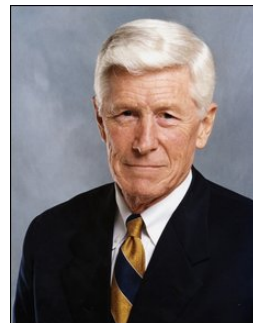
2008-2009

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EXECUTIVE DIRECTOR'S MESSAGE

December 31, 2009

The Sunshine State continues to be a leader in providing services and opportunities to those who have honorably served our country in the U.S. Armed Forces. Watching over and advocating for our state's veterans are the men and women of the Florida Department of Veterans' Affairs (FDVA), which celebrated its 20th anniversary as a state agency in 2009.



FDVA is responsible for assisting--at no 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. Nearing completion is a sixth veterans' nursing home near St. Augustine.

Governor Crist signed two bills into law following the 2009 Legislative Session which benefit Florida's veterans. The first was Senate Bill 316, sponsored by Senator Lee Constantine, which authorizes the Commissioner of Education to award a Florida high school diploma to honorably discharged Vietnam veterans. It is similar to existing legislation which awards diplomas to veterans of World War II and the Korean War.

In addition, House Bill 509, sponsored by Representative Juan Zapata and Senator Mike Fasano, waives building and permitting fees for safety and accessibility on residential renovations for Florida's 20,000 veterans permanently and totally disabled as a result of their military service. In addition, it removes the cap on certain military and veteran license tag fees to help fund Florida's Veterans' Home Trust Funds. It also incorporates Title 33 of the U.S. Code into Florida Law providing tuition and fee deferments for eligible veterans attending Florida institutions of higher learning, thus allowing smoother implementation of the Post 9/11 GI Bill, which took effect on August 1, 2009.

This annual report highlights the assistance to help veterans gain access to earned federal and state benefits. It also summarizes the high quality of Florida's State Veterans' Homes Program and relates other FDVA achievements during Fiscal Year 2008-2009. A consolidated list of benefits available to veterans and their families is on FDVA's Web site, www.FloridaVets.org.

A handwritten signature in black ink that reads "LeRoy Collins, Jr." in a cursive script.

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 (USDVA). 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 that 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 Korean War Veterans' Memorial, Tallahassee

The FDVA Annual Report continues the vision of Governor Charlie 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.

Ongoing military conflicts, primarily in Iraq and Afghanistan, are 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 21,900 Florida National Guard and Reserve members have served in Operation Iraqi Freedom/Operation Enduring Freedom (OIF/OEF). Currently 44,359 veterans from OIF and OEF are enrolled in USDVA health care facilities in Florida. There are more than 22,400 active duty veterans from the OIF and OEF era currently serving.

FDVA takes pride in helping all veterans 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 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

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. FDVA has a significant role in the direct infusion of more than \$10 billion for veterans from the federal government into Florida's economy.

- \$4.4 billion in military retired pay.
- \$3 billion in direct payment for USDVA Compensation and Pension.
- \$2.68 billion in federal funds for medical care.
- \$255 million in education and vocational rehabilitation benefits.
- \$253 million in insurance and general operating expenses.

Payments and expenditures represent:

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

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, and 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 \$3 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.

USDVA's growth is more apparent in Florida than any other state, with the exception of Texas. Last year, 442,251 of Florida's 1.7 million veterans were treated in USDVA health care facilities, up from 290,000 in 2000. Female veterans represent 8.1% 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 \$2.94 billion to the health care and vocation rehabilitation of Florida's veterans in 2008.

USDVA operates six medical centers in Florida. They are located at Bay Pines (St. Petersburg), Miami, Tampa, West Palm Beach, Gainesville, and Lake City. A new VA medical center is under construction in Orlando, and is due to open in 2012. 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. For almost 20 years, Florida has participated in the State Veterans' Homes Program offered by the USDVA. This allows for the collection of federal 'per diem' payments to assist with the care of the residents. This year, that payment exceeded \$16,000,000. In addition to providing greatly needed quality long-term care, the State Veterans' Homes Program is a benefit to the state as it enables cost avoidance for the Medicaid program. There is an additional 'Aid and Attendance' allowance for many qualifying veterans, which is a source of income not available to non-veterans, resulting in an estimated \$4,000,000 annually to the State of Florida from the federal government.

The 120-bed Clyde E. Lassen State Veterans' Nursing Home in St. Augustine is scheduled to open in late 2010. The Florida Legislature funded the state's 35% share of the \$26 million construction cost to secure the corresponding 65% federal USDVA share. The Home aims to become one of the first LEED certified nursing homes in the nation, representing Florida's commitment to "green" construction and operation. 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. Quality representation before the Veterans Benefits Administration will be a challenge as Florida's veteran population increases from other states in addition to our own National Guard and military reserve from the ongoing conflicts overseas. 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 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 service members. 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 service members returning to Florida and families of those military service members 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 to pursue innovative methods to expand services to Florida's veterans and their families.

2008 Veteran Related Accomplishments

- 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.
- Groundbreaking September 12, in Jacksonville for a new U.S. Department of Veterans Affairs (VA) National Cemetery.
- Groundbreaking Oct. 24 for the new Orlando VA Medical Center at Lake Nona, a \$650-million hospital that will improve veterans' care and bring 900 new jobs to central Florida.

2009 Veteran Related Accomplishments

- HB 0509 waives license and permitting fees involving renovations for safety and accessibility to a dwelling for all Florida Veterans who have a 100 percent service-connected permanent and total disability rating. The new bill expands the eligibility list to those eligible veterans not confined to a wheelchair. In addition, the bill removes the cap on fees that flow into the State Homes for Veterans' Trust Fund generated by the sale of certain military and veteran license plates. The funds support capital improvements and the operation and maintenance of FDVA's five skilled nursing facilities and one assisted living facility. The bill also incorporates Chapter 33 of the U.S. Code into Florida Statute, allowing for the successful implementation in Florida of the new Post 9/11 GI Bill beginning Aug. 1, 2009.
- SB 0316 recognizes that some Vietnam War veterans interrupted their high school experience to enlist in the armed forces of the United States and serve their country in time of war. The legislation follows similar bills relating to Florida's World War Two and Korean War veterans by authorizing the Commissioner of Education to award a Florida High School Diploma to honorably discharged Vietnam War veterans.
- HB 833/SB 1550 Joint Resolution Homestead Ad Valorem Tax Credit for Deployed Military Personnel. This provides additional property tax exemption for members of U.S. military or its reserves, U.S. Coast Guard or its reserves, or Florida National Guard who receive homestead exemption and were deployed in previous year on active duty outside continental US, Alaska, or Hawaii in support of military operations designated by Legislature. The exempt amount is based on the number of days in previous calendar year that person was deployed. It is scheduled to take effect January 1, 2011.
- HB 7123 establishes the Florida Council on Military Base and Mission Support. It provides for the mission of the council; membership; terms of appointment and reappointment of members; election of council chair and vice chair; reimbursement of members for expenses; requires the Office of Tourism, Trade, and Economic Development to provide administrative support; and requires annual report to Legislature and Governor.

FDVA 2009 Legislative Report

There were two legislative sessions in 2009. The Special Session from January 5 to 16 was called to address the budget short-fall in the current fiscal year 2008-2009, and the Regular Session from March 3 through May 8. Budget constraints and fiscal austerity were the common theme.

During the Special Session in January, FDVA lost two unfilled positions (FTE) and \$500,000 from the state fiscal 2008-2009 appropriations. In order not to negatively impact on the quality of resident care, the department sought authorization and transferred 11 Certified Nursing Assistant positions in the Veterans' Homes program from General Revenue to the Operations and Maintenance Trust Fund. Furthermore, two additional executive direction and support positions remain unfilled.

During the Regular Session the department focused their resources on both the budget request for the 2009-2010 fiscal year beginning on July 1 and also on policy issues which were modest compared with previous years in recognition of the time and energy the legislature was to devote to fiscal matters.

The Policy Issues

The FDVA's three policy items were combined into House Bill 509 sponsored by Representative Juan Zapata and Senate Bill 644 sponsored by Senator Mike Fasano. These fine bills, outlined above, were signed into law by Governor Crist on June 1, 2009 in Jacksonville, at the Wounded Warrior Project Headquarters.

The Budget Issues

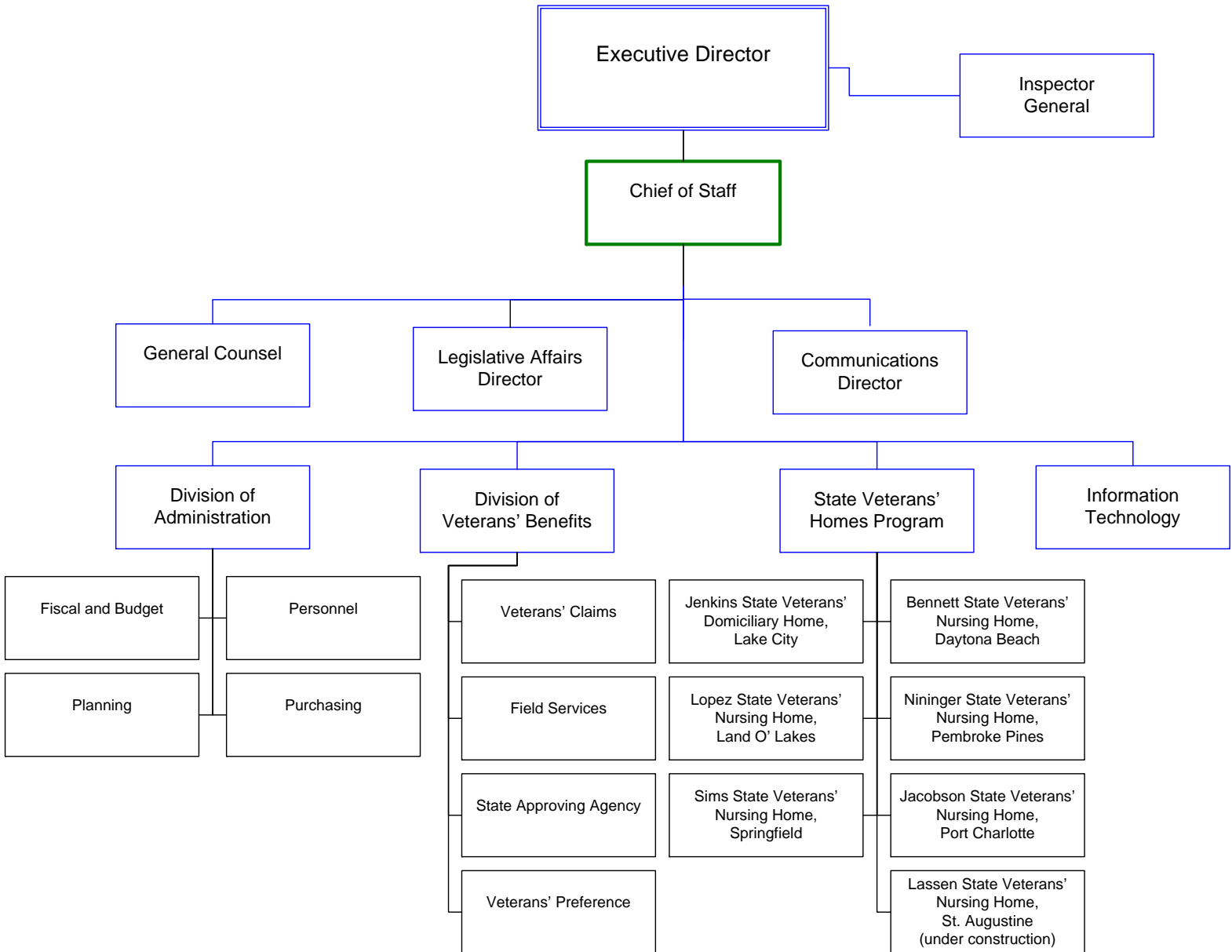
On the budget side of the ledger, FDVA's main priority for state fiscal 2009-2010 was successfully funded. During the regular session, we were pleased to have House, Senate and the Governor's support for General Revenue start-up staffing of nine positions for the Clyde E. Lassen State Veterans' Nursing Home in St. Augustine. The 120-bed skilled nursing facility is under construction and scheduled to open to residents in 2010.

We were frustrated in our request for additional staffing and base budget increases for Information Technology and the Division of Benefits and Assistance. Further, we were required to fund transfer approximately \$460,000 to Trust Funds for items historically paid by General Revenue, including nursing positions,(\$383,000), a van equipped to transport wheelchair nursing home residents (\$60,000), and a service van for Information Technology staff to travel throughout the state (\$17,000).

The superb care we provide for the veterans in our homes program remains unchanged, and we are grateful for the governor, cabinet and legislature's continued support in trying economic times

III. DEPARTMENT ORGANIZATION

Florida Department of Veterans' Affairs



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, national organizations, 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, represents the Department in all legal proceedings, and is responsible for ensuring the Department's overall compliance with state and federal laws. Additionally, the General Counsel provides a full range of legal services to the Department including advocacy, consultation, contract review, negotiation, research, drafting, legislative interpretation, rulemaking, education, training, collections, and resolution of personnel disputes. The General Counsel also serves as the Department's Ethics Officer and HIPAA Privacy Officer.
- 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.
- The Legislative and Cabinet Affairs Director is responsible for all aspects of the department's legislative initiatives with the state legislature; 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 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, for publication of a monthly state veterans' e-newsletter sent to 30,000+ subscribers, and publication of the 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. The director 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.); healthcare informatics initiatives; automated systems analysis, design and development; FDVA's Web presence (Internet and Intranet and Florida Vets First Web Portal); technical compliance with the Health Insurance Portability and Accountability Act's (HIPAA) Privacy and Security Rules; and manages computer systems training.



Florida's World War II Memorial, Tallahassee

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 coordinates department PeopleFirst! operations, including payroll, position classification, leave and attendance, recruitment and selection, collective bargaining, state awards program, employee assistance program, equal employment/affirmative action, workers' compensation, and risk management (insurance).
- Fiscal is responsible for daily accounting transactions, preparation of reports for compilation of statewide financial statements, annual inventory, and budgetary activities including development and consolidation of the Legislative Budget Request (LBR).
- Purchasing plans, implements, coordinates and controls department purchasing to include contractual agreements, leases, My Florida Market Place (MFMP) and MFMP training.
- Planning develops the *Agency Long Range Program Plan*, Performance Measure Input to the Legislative Budget Request, Capital Improvement Program Plan, Annual Report, and coordinates the Physical Security Program and Continuity of Operations Plan.
- Training and Staff Development coordinates training and professional development programs to ensure compliance with Florida Statutes and federal mandates. This office also coordinates fulfilling training requests and requirements identified in the annual training needs survey.
- Veterans' Preference ensures municipalities, public utilities, state universities and school districts, and special taxing districts accord preferences in appointment, retention, and promotion to eligible veterans. Section 295.11, Florida Statutes, tasks FDVA, upon written request of any eligible person, to investigate complaints 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 the number of issues resolved for those veterans. Assistance is comprised of a variety of positive outcomes, including medical treatment, prescriptions, prosthetic devices, benefit checks, school program approval, and veterans' preference investigations and determinations. 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 require long term-care as certified by a USDVA physician. The program was established in coordination with the USDVA in two distinct ways. Initially the USDVA provided up to 65% of the construction costs of building the state veterans' homes. On a long-term basis, the USDVA contributes per diem to each Home for every eligible resident.

IV. PROGRAM AREAS: DIVISION OF 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 25 of the USDVA's medical facilities in Florida and the State Veterans' Homes, as well as outreach activities for FDVA throughout the state, including Transitional Assistance Programs 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 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 for compensation pension or medical care 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 issues. This is completed on a daily basis at all USDVA medical facilities in Florida.



Veterans' Claims Examiner Dennis Latta with storm victims.

Bureau of Veterans' Field Services Statistics

<i>EVENT 2008-2009</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)	3,504	3,284	3,694	3,359	13,841	14,167
Total Amount of IR Dollars	\$9,216,227	\$7,557,968	\$11,547,980	\$9,570,354	\$37,892,529	\$37,075,178
Outreach Visits	111	102	80	78	371	381
Veterans Served	4,081	3,605	4,358	3,977	16,021	15,874
Bedside Interviews	6,917	7,109	5,726	6,988	26,740	27,247
Walk-ins/ Counseling	24,271	23,003	24,381	26,300	97,955	90,550
Claims	5,811	5,929	6,461	6,959	25,160	23,357
Voter Registration/ Preference forms	85	301	447	163	996	976

Bureau of Veterans' Claims Services



Veterans' Claims Examiner Supervisor Jim Ansbury at a Veterans' Benefits Fair.

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.

Bureau of Veterans' Claims Services Statistics

<i>EVENT 2008-2009</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	\$20,993,880	\$18,941,526	\$21,568,080	\$31,108,836	\$92,612,322	\$84,661,562
Largest single retroactive benefit	\$216,163	\$277,943	\$296,299	\$309,735	\$309,735	\$229,580
Debt relief	\$108,354	\$67,192	\$112,758	\$131,381	\$419,685	\$498,349
Notices of Disagreement	461	483	545	468	1,957	2,025
Statements of Argument in Appeals Cases*	432	455	427	402	1,716	1,253
Act as Representative at Hearings*	67	74	64	62	267	147
Veterans' Appeals Hearings*	133	147	160	109	549	612
Ratings Reviewed	9,444	7,582	7,766	8,946	33,738	32,885

* 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. This Bureau is 100% federally funded.

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 2008-2009</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	6,510	3,553	2,796	1,370	14,229	13,743
Other Approval	859	515	621	459	2,454	2,095
Supervisory Visits	35	151	154	84	424	473
Inspection Visits	23	20	17	12	72	72
Outreach Activities*	88	137	104	183	512	552
Liaison Activities**	82	46	34	64	226	226
Technical Assistance***	373	308	324	438	1,443	1,286

- * 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.



Recipients of the Post 9/11 GI Bill who attend secondary school in Florida, along with members of Veterans Service Organizations.

V. PROGRAM AREAS: STATE VETERANS' HOMES PROGRAM

The Veterans' Homes Program provides comprehensive, high quality health care services on a cost-effective basis to eligible Florida veterans who are in need of assisted living or long-term care in a skilled nursing home. Domiciliary Home care, in our Lake City facility, includes rehabilitative assistance and other therapeutic measures to eligible ambulatory veterans who are not in need of hospitalization or skilled nursing services. The focus of care is preparing veterans to function at their highest level of independence. A multidisciplinary approach is followed with the veterans participating in the established treatment plan. Skilled nursing home care provides full-service long-term residential nursing care to eligible Florida veterans. The homes are supervised 24-hours daily by registered and licensed nurses. The FDVA operates nursing homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Springfield, and Port Charlotte. A sixth nursing home, in St. Augustine, is under construction, and is expected to be completed in June 2010.

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 State Veterans' Nursing Homes (SVNH) have dementia-specific wings, and the new home will have one as well.

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 08-09 the average occupancy rate for the FDVA homes was 89%. Ongoing renovations in the FDVA facilities are required due to the age of the buildings and the need to ensure quality home-like living space and upgrades to comply with new safety codes. A Lake City Phase II renovation, to upgrade resident rooms, common areas, and the kitchen was scheduled to begin in early FY 08/09, and required a decrease in census. Phase II actual construction did not start until March 2009.

FDVA's 89% overall occupancy rate exceeds the state average of 88% for all nursing homes in Florida, even with the decrease in census resulting from needed renovations. However, that average falls just short of the 90% occupancy performance measurement.

Occupancy Rates Fiscal Year Comparison

Facility	FY 04-05	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Daytona Beach	89%	90%	75%*	73%*	81%
Land O' Lakes	91%	94%	95%	93%	95%
Pembroke Pines	88%	95%	95%	90%	96%
Lake City	70%**	68%**	81%**	87%	73%***
Springfield	83%	91%	93%	95%	96%
Port Charlotte	65%	75%	93%	97%	97%
Facility Average	81%	87%	88%	89%	89%

* 20 beds at Daytona were not available due to Phase I renovation project

** 38 beds at Lake City were not available due to Phase I renovation project.

*** 37 beds at Lake City were not available due to Phase II renovation project



Revenues/Expenses



The State Veterans' Homes Program conserves state resources by lowering Medicaid obligations and guarantees a significant flow of additional federal dollars into Florida's economy. Many residents in the homes qualify for a veterans' non service-connected pension. The average benefit for a single individual with aid and attendance is \$1,644 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 \$3,816 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 payers.

Annual revenues at the Lake City Domiciliary Home were reduced due to the decreased census during renovations. The State Veterans' Homes Program experienced significant cost increases during the fiscal year, specifically utility and food costs, requiring the approval of budget amendments requesting substantial increases in budget authority in order to meet higher operating costs. In addition, the AHCA quality assessment fee was implemented in the fourth quarter resulting in additional expenditures of \$502,000.

Overall State Homes' Fiscal Data

<i>Fiscal Year 2008-2009 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	\$2,850,412	\$8,253,277	\$10,276,240	\$9,227,569	\$8,582,322	\$10,074,046
Total Expenses	\$3,283,460	\$8,668,321	\$8,707,352	\$9,361,618	\$9,375,597	\$9,598,316
Balance	(\$433,048)	(\$415,044)	\$1,568,888	(\$134,049)	(\$793,275)	\$475,730
Average # of Residents	109	97	114	115	116	117

* Census is reduced at the Lake City Domiciliary Home due to renovations. Only 113 beds are available.

Quality of Care

Culture change is underway in the FDVA facilities. Two of the facilities have implemented a fine dining experience for the residents. This service provides more resident choices at meals and a more home-like atmosphere. The result has been a greatly improved dining experience for the residents.

A specialized program for the dementia residents, "Heroes At Rest" was piloted at one facility and implemented at others. The program provides a quiet time with lowered lights, soft music, and restricted activities. Visits are encouraged before or after the designated time. The outcomes are a reduction in falls, less agitated behavior, increase in family satisfaction and a reduction in the need for medication.

The State Veterans' Homes Program has utilized "My InnerView" 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 show that 94 % of the respondents as compared to 92% in FY 07/08 would recommend the facility to others and that 92% rated their overall satisfaction as excellent or good as compared to 87% in FY 07/08. We will continue to use this tool in our quality improvement efforts.



VI. DEPARTMENT EXPENDITURE REPORT

JULY 1, 2008 — JUNE 30, 2009			
	General Revenue	Trust Funds	Total
Salaries and Benefits	10,095,056	23,692,636	33,787,692
OPS	14,946	1,485,918	1,500,864
Expenses			
Custodial/Janitorial	115	479,727	479,842
Communications	294,379	63,034	357,413
Postage and Freight	25,969	39,243	65,212
Printing and Reproduction	11,724	16,163	27,887
Repair and Maintenance	7,990	416,282	424,272
Travel and Training	71,474	145,906	217,380
Utilities	-	2,527,669	2,527,669
Supplies-Medical	-	2,342,496	2,342,496
Supplies-Other	121,025	116,023	237,048
Subscription & Books	17,048	62,062	79,110
Rent	103,188	371,568	474,756
Misc	251,857	1,365,918	1,617,775
Total Expenses	904,768	7,946,092	8,850,860
Operating Costs			
Food Products	-	2,285,659	2,285,659
Operating Capital Outlay	195,322	210,612	405,934
Risk Management Insurance	149,552	550,248	699,800
Recreation Equipment	-	86,359	86,359
Contracted Services	120,869	12,109,872	12,230,741
HR Services	94,010	281,066	375,076
Total Operating Costs	11,574,523	48,648,462	60,222,985
Non Operating Expenses	-	332,139	332,139
Fixed Capital Outlay			
Renovation Projects	236,833	254,871	491,704
Capital Improvements	-	1,612,898	1,612,898
Construction Costs	4,030,476	139,524	4,170,000
Total Fixed Capital Outlay	4,267,309	2,007,293	6,274,602
TOTAL	15,841,832	50,987,894	66,829,726

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 reimbursed 100% 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.*

FDVA continually surveys its constituency through feedback garnered while counseling thousands of veterans, receipt of 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.

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 for the needed renovations to the facilities and monthly per diem for the operations of the facilities.

The total number of beds in the Florida State Homes Program is 750, which will increase to 870 beds with the addition of the new St. Augustine facility in 2010. Of the 750 beds currently 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.

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
General Counsel	David Herman
Attorney	Ollie Evans
Assistant to General Counsel	Ron Lynn
Inspector General	Ken Oliver
Internal Auditor	Susan Popp
Investigator	Joanne Kraynak
Legislative Affairs Director	James Brodie
Communications Director	Steve Murray
Chief Information Officer	James Lieupo

DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION

Director	Christina Porter
Administrative Assistant	Sue Farkash
Fiscal Officer	Marcia Haye
Personnel Officer	Tami Epting
Purchasing Officer	Ken Dirmitt
Management Analyst/Planning	Don Post
Staff Development	Cat Mills
Veterans' Preference	John Burns

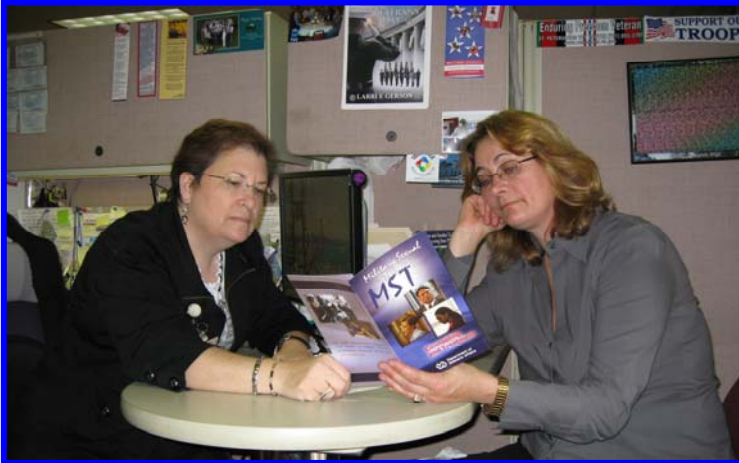
DIVISION OF BENEFITS AND ASSISTANCE

Director

Alene Tarter

Executive Assistant

Edwin Ortiz



Bureau of Veterans' Claims Services

Bureau Chief

Mike Howard

Supervisor

Jim Ansbury

Veterans' Claims Examiners:

Juan Acevedo

Ron Basedow

Mark Blair

Clyde Butts

Larri Gerson

Andrew Huffman

Ernie Kuykendall

Fred Laurente

Tony McGary

Jim Nelson

Heidi Peters

John Ulm

Bureau of State Approving for Veterans' Training

Bureau Chief

Steve Turbee

Office Operations Manager

Cora Stagner

Program Specialists:

Patrick Burch

Jenny George

Richard Gouin

Marcus Hurston



Bureau of Veterans' Field Services

Bureau Chief

David Ramga

VAMC Bay Pines

Neal Yarosz—Supervisor
VCEs: Chava Grier, Daniel Oberg,
Mel Lyons, Harry Rudy
Staff Assistant: Leeanne Grayston

VAMC Miami

Tonia Francis—Supervisor
VCEs: Morris Atkins, Ricardo Gonzalez,
JP Huller, Melinda Jackson
Staff Assistant: Treecy Wright

VAMC Tampa

David Austin—Supervisor
VCEs: Tom Dixon, Matt Guzik
Staff Assistant: Aster Garrett

VAMC Gainesville

David Hill—Supervisor
VCEs: Allen Harrison, Joe Coats
Staff Assistant: Mike Fontenot

VAMC West Palm Beach

Angela Choice—Supervisor
VCEs: Pa'Licia Banasak, Greg Dover
Staff Assistant: Ellen Mazzeo

VAMC Lake City

David Hill—Supervisor
VCEs: Ed Hodge, Rosa Steward
Staff Assistant: Becky Sullivan

VAOPC Daytona Beach

VCE: Stephen Walsh

VAOPC Fort Myers

VCE: Rodney Van Ness

VAOPC Orlando

Andrew McCormack--Supervisor
VCE: Dennis Latta

VAOPC Jacksonville

VCEs: AJ Johnson, Jones Peterson,
John Szalanski

VAOPC Port Richey

VCE: Brenda Thurmond

VAOPC Pensacola

VCEs: Mark Brooks, Bob Frank, Alesia Hall

VAOPC Tallahassee

VCE: Robert St. John

VAOPC Viera

VCE: Rick Morrell

VAOPC Oakland Park

VCE: Carlos Gabino

VAOPC Eglin Air Force Base

VCE: VACANT

Douglas T. Jacobson State Veterans' Nursing Home

VCE: Brad Fountain

Clifford C. Sims State Veterans' Nursing Home

VCE: Sally Ferland



STATE VETERANS' HOMES PROGRAM

Program Director Renee Day
Program Administrator Darcielle Gray
Executive Assistant Nancy Zinn
Registered Nurse Consultant Richardean Bruce
Finance & Accounting Director Linda Rizzo

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

Administrator James Earle, Jr.



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

Administrator Belkis Pineyro-Wiggins



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

Administrator Rebecca Yackel

Alexander Nininger State Veterans' Nursing Home, Pembroke Pines

Administrator Lawrence Militello

Clifford Chester Sims State Veterans' Nursing Home, Springfield

Administrator Florence Wegst

Douglas T. Jacobson State Veterans, Nursing Home, Port Charlotte

Administrator 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

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 formation of the organization in statute during the 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)

Bob Milligan
Lieutenant General, U.S. Marine Corps (Ret.)
Chairman
(850) 487 – 1533
MilliganR@fdva.state.fl.us
4040 Esplanade Way, Suite 180
Tallahassee, Florida 32399-0950



FVF Chairman LtGen Bob Milligan and
FDVA Executive Director RADM LeRoy Collins, Jr.,
with the FVF-Supported Volunteers of America
Mobile Care Medical/Dental Van

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. 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 online 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.

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.



Training aircraft fly over Miami during World War II.

APPENDIX VI: COUNTY POPULATION AND MONETARY BENEFITS

GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 08									
Expenditures in \$000s									
County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses	
ALACHUA	17,376	\$ 148,770	\$ 38,109	\$ 4,978	\$ 1,407	\$ 8,666	\$ 82,392	\$ 13,220	
BAKER	2,687	\$ 9,768	\$ 3,931	\$ 185	\$ 40	\$ -	\$ 5,612	\$ -	
BAY	22,929	\$ 85,700	\$ 62,945	\$ 4,961	\$ 1,263	\$ -	\$ 16,531	\$ -	
BRADFORD	3,429	\$ 16,015	\$ 5,808	\$ 166	\$ 91	\$ -	\$ 9,951	\$ -	
BREVARD	74,023	\$ 249,202	\$ 157,728	\$ 8,353	\$ 5,656	\$ -	\$ 77,465	\$ -	
BROWARD	114,423	\$ 316,046	\$ 151,712	\$ 10,667	\$ 9,386	\$ -	\$ 144,281	\$ -	
CALHOUN	1,154	\$ 4,865	\$ 2,985	\$ 96	\$ 8	\$ -	\$ 1,776	\$ -	
CHARLOTTE	25,651	\$ 68,004	\$ 39,496	\$ 865	\$ 1,733	\$ -	\$ 25,909	\$ -	
CITRUS	22,443	\$ 84,853	\$ 39,665	\$ 868	\$ 1,455	\$ -	\$ 42,866	\$ -	
CLAY	27,168	\$ 88,516	\$ 55,868	\$ 5,025	\$ 1,105	\$ -	\$ 26,518	\$ -	
COLLIER	34,749	\$ 55,338	\$ 30,220	\$ 915	\$ 3,477	\$ -	\$ 20,726	\$ -	
COLUMBIA	7,935	\$ 71,458	\$ 22,313	\$ 684	\$ 395	\$ -	\$ 48,065	\$ -	
DE SOTO	3,083	\$ 8,740	\$ 4,220	\$ 63	\$ 208	\$ -	\$ 4,248	\$ -	
DIXIE	1,990	\$ 14,875	\$ 5,464	\$ 97	\$ 53	\$ -	\$ 9,262	\$ -	
DUVAL	93,480	\$ 281,664	\$ 162,671	\$ 26,228	\$ 4,858	\$ -	\$ 87,907	\$ -	
ESCAMBIA	46,405	\$ 173,008	\$ 112,168	\$ 12,273	\$ 2,454	\$ 4,793	\$ 40,506	\$ 815	
FLAGLER	11,043	\$ 31,345	\$ 18,541	\$ 1,673	\$ 932	\$ -	\$ 10,199	\$ -	
FRANKLIN	1,419	\$ 4,100	\$ 2,083	\$ 48	\$ 20	\$ -	\$ 1,949	\$ -	
GADSDEN	3,854	\$ 14,581	\$ 7,803	\$ 284	\$ 157	\$ -	\$ 6,336	\$ -	
GILCHRIST	1,653	\$ 11,862	\$ 4,335	\$ 129	\$ 68	\$ -	\$ 7,329	\$ -	
GLADES	1,208	\$ 3,252	\$ 1,661	\$ 22	\$ 19	\$ -	\$ 1,550	\$ -	
GULF	1,720	\$ 5,051	\$ 3,527	\$ 117	\$ 40	\$ -	\$ 1,367	\$ -	
HAMILTON	1,256	\$ 7,787	\$ 2,917	\$ 107	\$ 65	\$ -	\$ 4,698	\$ -	
HARDEE	1,846	\$ 5,818	\$ 2,126	\$ 99	\$ 48	\$ -	\$ 3,544	\$ -	
HENDRY	2,456	\$ 6,232	\$ 3,023	\$ 67	\$ 22	\$ -	\$ 3,121	\$ -	
HERNANDO	23,679	\$ 105,027	\$ 58,764	\$ 1,753	\$ 1,570	\$ -	\$ 42,939	\$ -	
HIGHLANDS	12,988	\$ 43,595	\$ 22,335	\$ 651	\$ 829	\$ -	\$ 19,780	\$ -	
HILLSBOROUGH	98,716	\$ 573,886	\$ 212,833	\$ 16,109	\$ 6,008	\$ 72,400	\$ 258,153	\$ 8,383	
HOLMES	2,308	\$ 11,052	\$ 7,735	\$ 184	\$ 154	\$ -	\$ 2,980	\$ -	
INDIAN RIVER	17,211	\$ 40,756	\$ 23,053	\$ 769	\$ 1,888	\$ -	\$ 15,046	\$ -	
JACKSON	5,329	\$ 20,028	\$ 13,119	\$ 544	\$ 315	\$ -	\$ 6,050	\$ -	

County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
JEFFERSON	1,572	\$ 5,861	\$ 3,006	\$ 355	\$ 109	\$ -	\$ 2,391	\$ -
LAFAYETTE	698	\$ 3,139	\$ 1,091	\$ 14	\$ 60	\$ -	\$ 1,974	\$ -
LAKE	38,535	\$ 104,642	\$ 58,438	\$ 2,537	\$ 2,254	\$ -	\$ 41,413	\$ -
LEE	64,738	\$ 149,308	\$ 80,779	\$ 3,641	\$ 4,536	\$ -	\$ 60,352	\$ -
LEON	18,718	\$ 57,944	\$ 29,732	\$ 5,732	\$ 1,566	\$ -	\$ 20,916	\$ -
LEVY	4,657	\$ 34,648	\$ 12,181	\$ 351	\$ 214	\$ -	\$ 21,902	\$ -
LIBERTY	621	\$ 2,221	\$ 1,321	\$ 7	\$ 5	\$ -	\$ 888	\$ -
MADISON	1,979	\$ 8,583	\$ 3,456	\$ 106	\$ 36	\$ -	\$ 4,986	\$ -
MANATEE	36,801	\$ 93,166	\$ 49,987	\$ 1,962	\$ 2,515	\$ -	\$ 38,702	\$ -
MARION	42,435	\$ 172,997	\$ 76,690	\$ 2,573	\$ 2,958	\$ -	\$ 90,777	\$ -
MARTIN	18,152	\$ 48,331	\$ 22,148	\$ 609	\$ 1,669	\$ -	\$ 23,906	\$ -
MIAMI-DADE	66,701	\$ 353,432	\$ 120,509	\$ 13,223	\$ 4,217	\$ 1,277	\$ 205,909	\$ 8,298
MONROE	10,160	\$ 30,725	\$ 13,594	\$ 640	\$ 505	\$ -	\$ 15,986	\$ -
NASSAU	8,712	\$ 20,911	\$ 11,994	\$ 839	\$ 730	\$ -	\$ 7,348	\$ -
OKALOOSA	34,675	\$ 114,570	\$ 91,503	\$ 7,016	\$ 2,016	\$ -	\$ 14,035	\$ -
OKEECHOBEE	3,638	\$ 14,892	\$ 6,229	\$ 111	\$ 105	\$ -	\$ 8,448	\$ -
ORANGE	77,947	\$ 268,871	\$ 150,601	\$ 15,307	\$ 5,185	\$ -	\$ 97,778	\$ -
OSCEOLA	17,839	\$ 67,333	\$ 40,634	\$ 2,722	\$ 714	\$ -	\$ 23,263	\$ -
PALM BEACH	120,183	\$ 364,533	\$ 140,667	\$ 6,198	\$ 15,909	\$ 4,411	\$ 190,948	\$ 6,399
PASCO	51,973	\$ 232,903	\$ 111,377	\$ 4,336	\$ 3,119	\$ -	\$ 114,071	\$ -
PINELLAS	105,307	\$ 628,822	\$ 212,194	\$ 26,485	\$ 8,138	\$ 6,666	\$ 286,957	\$ 88,381
POLK	54,376	\$ 184,257	\$ 94,903	\$ 4,241	\$ 2,616	\$ -	\$ 82,497	\$ -
PUTNAM	8,220	\$ 44,893	\$ 17,478	\$ 548	\$ 311	\$ -	\$ 26,555	\$ -
SAINT JOHNS	18,450	\$ 46,602	\$ 27,264	\$ 1,732	\$ 1,738	\$ -	\$ 15,865	\$ 3
SAINT LUCIE	25,691	\$ 90,128	\$ 45,158	\$ 1,941	\$ 1,657	\$ -	\$ 41,371	\$ -
SANTA ROSA	22,598	\$ 77,957	\$ 57,169	\$ 4,496	\$ 990	\$ -	\$ 15,302	\$ -
SARASOTA	47,862	\$ 113,855	\$ 63,970	\$ 1,582	\$ 5,450	\$ -	\$ 42,853	\$ -
SEMINOLE	38,802	\$ 108,520	\$ 63,529	\$ 5,085	\$ 2,577	\$ -	\$ 37,329	\$ -
SUMTER	8,802	\$ 55,652	\$ 21,174	\$ 229	\$ 795	\$ 9,730	\$ 19,648	\$ 4,076
SUWANNEE	4,735	\$ 32,258	\$ 11,104	\$ 330	\$ 201	\$ -	\$ 20,623	\$ -
TAYLOR	2,445	\$ 9,576	\$ 4,382	\$ 183	\$ 49	\$ -	\$ 4,961	\$ -
UNION	1,644	\$ 6,121	\$ 2,346	\$ 144	\$ 6	\$ -	\$ 3,624	\$ -
VOLUSIA	57,839	\$ 184,465	\$ 109,971	\$ 7,302	\$ 4,222	\$ -	\$ 62,970	\$ -
WAKULLA	2,984	\$ 11,102	\$ 5,495	\$ 1,498	\$ 61	\$ -	\$ 4,048	\$ -
WALTON	6,521	\$ 24,570	\$ 18,177	\$ 715	\$ 448	\$ -	\$ 5,229	\$ -
WASHINGTON	2,492	\$ 13,462	\$ 8,715	\$ 1,433	\$ 94	\$ -	\$ 3,220	\$ -
FLORIDA (Totals)	1,715,114	\$ 6,342,441	\$ 3,068,124	\$ 225,205	\$ 123,495	\$ 107,943	\$ 2,688,100	\$ 129,574

APPENDIX VII



ROBERT H. JENKINS JR.
STATE VETERANS' DOMICILIARY HOME
LAKE CITY (386) 758-0600

Administrator	James Earle, Jr.
Director of Nursing	Amelia Tomkins
Business Manager	Debbie Dawsey

Regulatory Compliance

The facility underwent its annual survey by the USDVA in June 2009 with no deficiencies or citations found. 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 Veterans' 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 \$3 Million Phase II renovation is underway for the remainder of the building and furnishings and should be completed in early 2010.

Major Events

The facility renovation has been a major factor affecting the facilities over-all revenue situation. The renovations to resident rooms on the first wing and the lobby area are complete. It has been necessary to keep census at a level low enough to allow the Phase II renovation on the other three wings. The kitchen required a major overhaul with all new appliances and equipment replacement, as well as upgrading the dining room and serving area. The residents and staff are all anxiously looking forward to the final completion and await the "new" Domiciliary. They have been very patient and accepting of the temporary inconveniences the renovation process has required. The facility continues to enjoy the active participation of many veterans groups and community volunteers in providing for the residents. As always, the staff and residents have numerous projects and initiatives to enhance the residents' "quality of life" in the works.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	57	104	78	48
Discharges	50	81	108	46

APPENDIX VIII



EMORY L. BENNETT MEMORIAL
STATE VETERANS' NURSING HOME
DAYTONA BEACH (386) 274-3460

Administrator	Belkis Pineyro-Wiggins
Director of Nursing	Marvis "Troy" Scriven
Business Manager	Donna Burch

Regulatory Compliance

The annual AHCA survey was conducted in September 2008 preceded by the USDVA survey in August 2008. Both survey inspections reflect that the facility meets all standard quality of care requirements. The Ombudsman's annual survey was conducted in August 2008. The surveyor was extremely satisfied with the cleanliness of the facility, the attentiveness and respect towards the residents from the staff. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

Condition of the Home

The Daytona Beach SVNH is preparing for a renovation of the facility thanks to a \$5 million stimulus grant. The renovation includes patient areas and some mechanical systems, and is slated to begin January 2010.

Major Events

The facility welcomes its enthusiastic new Activities Director. The facility has hosted three events (Veterans Day 2008; Memorial Day 2009; Nursing Home Week 2009) which have been open to the public. Nursing Home Week was set off with a Hawaiian Theme with dancers. Through the Home's community outreach to area volunteer organizations, the Home has received a substantial donation from the Veteran Support Organization to host a Resident and Family Holiday Celebration which drew over 200 people. The Home continues to be used as a meeting place for area veteran support organizations (Korean War Veterans, VFW, American Legion, Military Order of the Purple Heart, Volusia County Veterans Council) monthly meetings. The Veteran Service Flag Pin was presented to each resident during a pinning ceremony. With the arrival of the new Food Service Director the fine dining program has been elevated to a higher level, which has the residents raving with satisfaction.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	59	77	63	187
Discharges	96	93	58	177

APPENDIX IX



BALDOMERO LOPEZ
STATE VETERANS' NURSING HOME
LAND O' LAKES (813) 558-5000

Administrator	Rebecca Yackel
Director of Nursing	Sue Guthrie
Business Manager	Barbara Boudreau

Regulatory Compliance

The AHCA annual inspection took place in January 2009. 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 (PHCC) and Florida Medical Quality Assurance. The facility provides clinical sites for USF, South University and PHCC. AHCA uses the home as a training site for new surveyors. This is a Gold Seal Award facility.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	60	62	57	99
Discharges	55	52	58	76

APPENDIX X



ALEXANDER "SANDY" NININGER JR.
STATE VETERANS' NURSING HOME
PEMBROKE PINES (954) 985-4824

Administrator	Lawrence Militello
Director of Nursing	Donna Dickerson
Business Manager	Laritza Gonzalez

Regulatory Compliance

The AHCA annual inspection took place in May 2009. The USDVA inspection took place in January 2009. 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 saltwater fish aquarium for the residents to enjoy.

Major Events

The facility maintains a high community profile with a very active recreation department. Different veterans' groups regularly visit the residents, hosting numerous functions and BBQ's. Service members maintain a high presence, often inviting the residents to outside adventures including visits to warships and organizational meetings. Sailors also visit the home during the annual Ft. Lauderdale "Fleet Week" celebrations.

The "Delta Day" programming provides daily structured activities designed for the specific needs of dementia residents and includes the "Heroes at Rest" program which aides in the reduction of Sundown Syndrome. Social Services regularly hosts an off-site family support group, helping family members adjust to the facility as well as strengthening caregiver coping mechanisms. Services continue to benefit the community at large. The facility assists in the education of future professionals by supervising student interns in their field placements from nearby Nova Southeastern University, and a number of local trade schools.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	66	70	131	118
Discharges	93	93	118	114

APPENDIX XI



CLIFFORD CHESTER SIMS
STATE VETERANS' NURSING HOME
SPRINGFIELD (850) 747-5401

Administrator	Florence Wegst
Director of Nursing	Charlotte Adkinson
Business Manager	John Stanley

Regulatory Compliance

The AHCA annual inspection took place in June 2009. The USDVA inspection took place in May 2009. 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. On the 68th anniversary of Pearl Harbor, the home hosted a ceremony honoring Pearl Harbor Survivors and the widows of the Pearl Harbor Victims. The Naval Activity Support Center paid tribute to all of the Pearl Harbor Survivors, including a resident of the Home.

The Admissions Director integrates the facility into the community by providing CPR and Smoke Cessation classes, while the Nursing and Social Services Department provide mentoring to local area college students.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	93	101	82	96
Discharges	80	75	86	87

APPENDIX XII



DOUGLAS T. JACOBSON
STATE VETERANS' NURSING HOME
PORT CHARLOTTE (941) 613-0919

Administrator	Elizabeth Barton
Director of Nursing	Ann Marie Nelson
Business Manager	Vicky Bernardo

Regulatory Compliance

The AHCA annual inspection took place in October 2009. This was the facility's first QIS AHCA Survey with the facility being well in compliance. The USDVA inspection was completed in November 2008 with no deficiencies. The facility passed an Operation Spot Check citation free, and had no AHCA or Ombudsman complaints substantiated. All licenses are in place and the facility is operating in compliance with state, federal and local regulations.

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. We continue to enhance the home's appearance with residents' memorabilia donations.

Major Events

In April 2009 Senator Dave Aronberg visited the facility. Also in April, a past resident of the facility who had written a book about the Home's exemplary care, held a book signing at the Home that was featured in the news. In May, Lieutenant Governor Jeff Kottkamp visited the facility for National Nursing Home week. The average census for the year was 97%.

Number of Residents Received and Discharged

	FY 05-06	FY 06-07	FY 07-08	FY 08-09
Admissions	82	143	90	112
Discharges	75	117	92	79



CFO Sink visits with residents at the Lopez Home,
Land O' Lakes



Clyde E. Lassen State Veterans' Nursing Home,
Under construction in St. Augustine



Veterans lead the Pledge of Allegiance in
the Florida House of Representatives

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

