

ANNUAL REPORT



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

July 1, 2010—June 30, 2011

Submitted November 30, 2011

Veterans' Advocacy

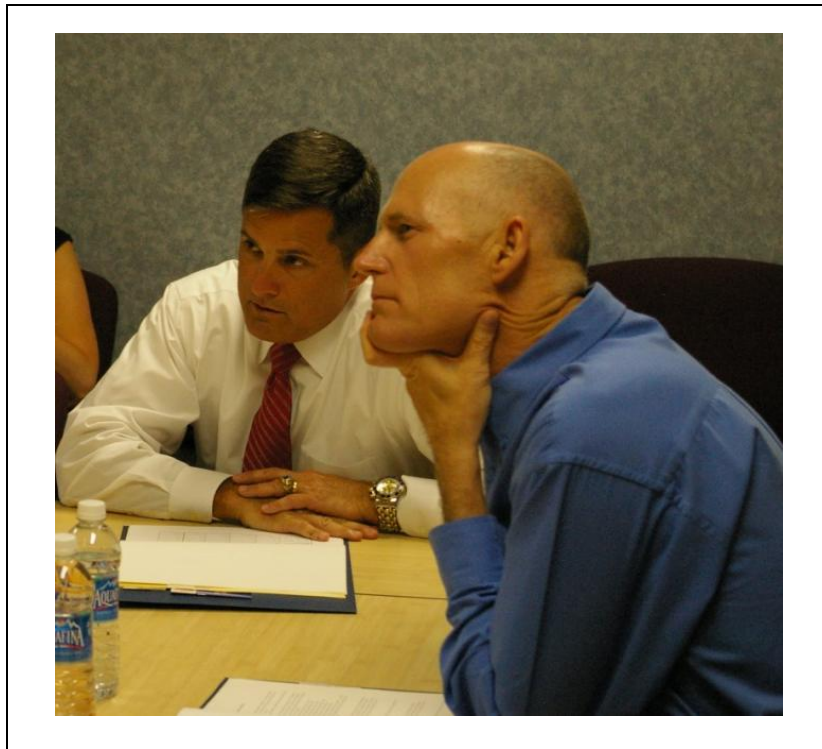
www.FloridaVets.org



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



U. S. Navy Sailors visit with residents in the Nininger State Veterans' Nursing Home.



Governor Rick Scott and Executive Director Mike Prendergast visit with staff of the Division of Veterans' Benefits and Assistance, St. Petersburg.

Florida Department of Veterans' Affairs Annual Report



2010-2011

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Mike Prendergast
Executive Director

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Commissioner of Agriculture

November 30, 2011

To: The Governor of the State of Florida, Members of the Cabinet, the President of the Senate, and the Speaker of the House of Representatives,

I am pleased to submit the 2011 edition of the annual report for the Florida Department of Veterans' Affairs. This report highlights the outstanding accomplishments of our superb team of dedicated professionals and the unmatched support we receive from our partners at the federal level for fiscal year 2010 – 2011. On a daily basis, our team labors tirelessly to ensure that the State of Florida maintains its reputation as "the most Veteran-Friendly state in the nation."

The primary mission of the Florida Department of Veterans' Affairs is Veterans' Advocacy. Our team is at the forefront of the most demanding challenges confronting our state's veterans, whether they are veterans from the World War II generation, the Korean War, Vietnam, the Cold War, Operation Desert Shield/Storm or veterans who most recently served in support of Operation Iraqi Freedom or Operation Enduring Freedom.

Through federal compensation, education and pension benefits, U.S. Department of Veterans Affairs medical services and military retired pay, the Florida Department of Veterans' Affairs plays a significant role in the direct infusion of more than \$12 billion annually into Florida's economy. Although those numbers are impressive, there are many eligible veterans in Florida who are not taking advantage of the federal, state and local benefits and services available to them as a result of their military service. We will endeavor to close this gap in the upcoming fiscal year.

Although there are many noteworthy accomplishments in this annual report, I would like to draw your attention to three significant data points:

- Services to Veterans have experienced a 17% increase over the past two years.
- Unique Veterans Served has experienced a 14% increase over the past two years.
- Return on Investment for the past two years has averaged \$139 to \$1.

As is the case with all of our state agencies, our people truly make a difference. For the team at the Florida Department of Veterans Affairs, it truly is a privilege and an honor to serve our Veterans and their family members.

A handwritten signature in cursive script that reads "Mike Prendergast".

Mike Prendergast
Colonel, US Army (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

Honesty, Integrity and Service

OBJECTIVES

Quality Services

Cost-Effective Operation

Accessing Resources

Customer Satisfaction

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, Florida has recognized the need for a state 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 and to assist with the needed interactions with the U.S. Department of Veterans Affairs (USDVA). Quality advocacy increases federal benefits for Florida's veterans, improves the quality of life for veterans with service-connected disabilities, and provides access to federally-funded medical care for eligible veterans.

FDVA takes pride in helping all veterans and their families. We continue to support and assist war time and peace time veterans as well as reaching out to educate, reintegrate and facilitate the claims for those who have recently served in Operation Enduring Freedom (OEF-Afghanistan), Operation Iraqi Freedom and Operation New Dawn (OIF and OND--Iraq). These conflicts have significant impact on all veterans in Florida and the nation. Floridians represents 9.6% of the currently deployed military. The state's commitment of military personnel only increases the need for FDVA to serve more returning veterans and their families.

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

Did You Know?

- Florida has the third largest population of veterans in the nation with more than 1.65 million, following California and Texas. More than 140,000 of these veterans are women.
- Through compensation and pension benefits, USDVA medical services and military retired pay, FDVA plays a significant role in the direct infusion of more than \$12 billion annually into Florida's economy from the federal government.
- There are more than 191,000 military retirees and 28,000 surviving spouses and dependent children living in Florida.
- Florida has the third largest population of disabled veterans in the nation, with more than 259,000.
- More than 206,000 OEF, OIF, and OND service members and veterans claim Florida as their home of record.
- Florida has the largest number of World War II veterans in the nation, with more than 164,000.
- There are more than 729,000 veterans in Florida over the age of 65.

Increased Quality of Life through Veteran Advocacy

FDVA ensures that veterans residing in Florida are given the opportunity to utilize all benefits for which they are eligible and minimize the need for assistance from the state. Every additional dollar paid to veterans, their families, or survivors, as disability, education, or other benefits, is a dollar which may be spent in Florida's economy. FDVA has a significant role in the direct infusion of more than \$12 billion for veterans from the federal government into the state's economy.

- \$4.9 billion in military retired pay



Florida Korean War Veterans' Memorial, Tallahassee

- \$3.7 billion in direct payment for USDVA Compensation and Pension
- \$3.3 billion in federal funds for medical care
- \$600 million in education and vocational rehabilitation benefits
- \$291 million in insurance and general operating expenses

USDVA has evolved into a major federal program in the United States, and its growth is more apparent in Florida than any other state with the exception of Texas. Last year, 669,205 of Florida's more than 1.65 million veterans were treated in USDVA health care facilities, an 18% increase from the previous year. To support priority access to health care, the federal government committed over \$3 billion to the health care and vocation rehabilitation of Florida's veterans in 2010.

The USDVA continues processing large volumes of veterans' benefit claims and appeals. Quality representation before the Veterans Benefits Administration continues to be a challenge as Florida's veteran population grows, due to influx from other states as well as our own National Guard and military reserve deploying to 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 veteran clients' claims and to influence, through quality advocacy, the most positive outcome.

FDVA continues to work closely with the USDVA and Department of Defense as part of our initiative of veteran support. Working with federal agencies, we present information on benefits, medical services, dependents, and reemployment with the Florida Department of Economic Opportunity for separating active duty service members. Special emphasis is on returning members from OEF, OIF and OND. We have implemented a special case management 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.

For 20 years, Florida has participated in the State Veterans' Homes Program offered by the USDVA. The program has made available 870 nursing home and assisted living beds to provide long term care services to Florida veterans. For those eligible veterans, the VA provides federal "per diem" payments to assist with the cost of care and an "Aid and Attendance" allowance for many qualifying veterans, which is a source of income not available to non-veterans. The State Veterans' Homes Program is an asset Florida "America's most veteran- friendly state." Veterans' Claims Examiners with offices at the facilities along with the facility staff work with the veterans and their families to explore all possible resources to ensure maximum benefits for the veteran.

The USDVA offers a construction grant program for states, wherein 65% of construction and renovation costs for veterans' homes are paid by the federal government and the remaining 35% by the state. FDVA has taken advantage of the program by building, and later renovating, seven long- term care facilities. The newest, the 120-bed Clyde E. Lassen State Veterans' Nursing Home in St. Augustine, opened in September 2010 and is the first LEED (Leadership in Energy and Environmental Design) certified nursing home in Florida, representing Florida's commitment to "green" construction and operation.

Future Direction

FDVA Long Range Program Plan strategic goals define the department's future direction.

- To provide information and advocacy to Florida veterans, their families and survivors.
- To provide quality long-term healthcare services to eligible Florida veterans, and
- To provide effective and responsive management to support divisions and programs serving veterans.

The anticipated outcome is to improve the economic status of Florida veterans, their families and survivors and to ensure that the state of Florida has an agent to provide quality services to those individuals who have served our country. FDVA is committed to performing these tasks with a level of honor befitting Florida's veterans. We continue to pursue innovative methods to expand services to Florida's veterans and their families.

2011 Veteran-Related Accomplishments

Legislative Accomplishments

- **Gold Star Parents/State Parks**

The bill expands the eligibility for certain persons to receive a lifetime family annual entrance pass to Florida state parks at no charge. Current law allows for the surviving spouse of a deceased member of the United States Armed Forces, National Guard, or any of their reserve components who has fallen in combat to obtain a lifetime family annual entrance pass to Florida state parks at no charge. The bill extends this benefit to include:

- Parents of a deceased member of the United States Armed Forces, National Guard, or any of their reserve components who has fallen in combat; and
- Surviving spouse and parents of a law enforcement officer or a firefighter who has died in the line of duty.

- **Expanded Combat Wounded Warrior Property Tax Discount**

The joint resolution proposes an amendment to s. 6, Art. VII, of the State Constitution to expand the eligibility of the combat-related disabled veterans' homestead property tax discount to include those veterans who were not Florida residents when they entered the military. If the joint resolution is adopted, a disabled veteran age 65 or older applying for the discount will no longer be required to provide proof that he or she was a Florida resident at the time of entering the United States military, but would still need to prove that the disability was combat-related and that he or she was honorably discharged. A disabled veteran who qualifies for this homestead property tax discount receives a discount equal to the veteran's percentage of disability, as determined by the U.S. Department of Veterans Affairs.

If this provision is approved by 60 percent of the persons voting in the November 2012 General Election, it shall take effect January 1, 2013.

- **Florida Veterans Hall of Fame**

The bill establishes the Florida Veterans Hall of Fame in an effort to recognize and honor military veterans who, through their works and lives during or after military service, have made a significant contribution to the State of Florida. The bill requires the Department of Management Services to set aside an area on the Plaza Level of the Capitol Building for the placement of the Hall of Fame. In addition, the bill directs the Florida Department of Veterans' Affairs to annually accept nominations of persons to be considered for induction in the Hall of Fame and transmit its recommendations to the Governor and Cabinet who will select the nominees to be inducted.

- **Wounded Warrior Recreational Areas in State Forests**

The bill directs the Division of Forestry within the Department of Agriculture and Consumer Services to designate one or more areas on state forest lands as a "Wounded Warrior Special Hunt Area" to provide special outdoor recreational opportunities exclusively for disabled veterans and service members. The bill limits admittance to these designated areas to: an active duty member of any branch of the United States Armed Forces who has a combat-related injury; a veteran who served during a period of wartime or peacetime service and has a service-connected disability; and an individual accompanying an eligible veteran or service member to assist him or her in using such designated areas.

- **Veteran Indicator on Florida Driver Licenses**

The bill requires the Department of Highway Safety and Motor Vehicles (DHSMV) to provide a veteran of the United States Armed Forces the option to receive a capital “V” to be displayed on his or her driver’s license or identification card to signify veteran status. In order to receive a capital “V” on either of these documents, a veteran must present his or her DD Form 214 (a “Certificate of Release or Discharge from Active Duty,” or other official discharge document promulgated by the Department of Defense) to the DHSMV, along with an additional \$1 fee.

- **Deployed Service-Member Property Tax Credit**

The bill implements an amendment to s. 3, Art. VII of the State Constitution, which was approved by voters in the November 2010 General Election. The constitutional amendment provides an additional homestead property tax exemption for a member or former member of the United States military or military reserves, the U.S. Coast Guard or its reserves, or the Florida National Guard who receives a homestead exemption and was deployed in the previous year on active duty outside the continental United States, Alaska, or Hawaii in support of a designated military operation. The exempt amount is based upon the taxable value of the homestead of the service member on January 1 of the year in which the exemption is sought multiplied by the number of days that the service member was on a qualifying deployment in the preceding calendar year and divided by the number of days in that year.

The bill designates that service members who were deployed during the preceding calendar year on active duty outside the continental United States, Alaska, or Hawaii in support of Operation Enduring Freedom, Operation Iraqi Freedom and Operation New Dawn are eligible for the exemption.

The bill also provides procedures to claim the exemption, in which a service member, or a qualified designee, must file an application for exemption with the property appraiser on or before March 1 of the year following the year of the qualifying deployment. The bill requires the Department of Revenue (DOR) to prescribe a form for the application of the exemption and also permits DOR to adopt emergency rules to administer the provisions in the bill.

- **Falsification of Veteran Status by Candidate for Public Office**

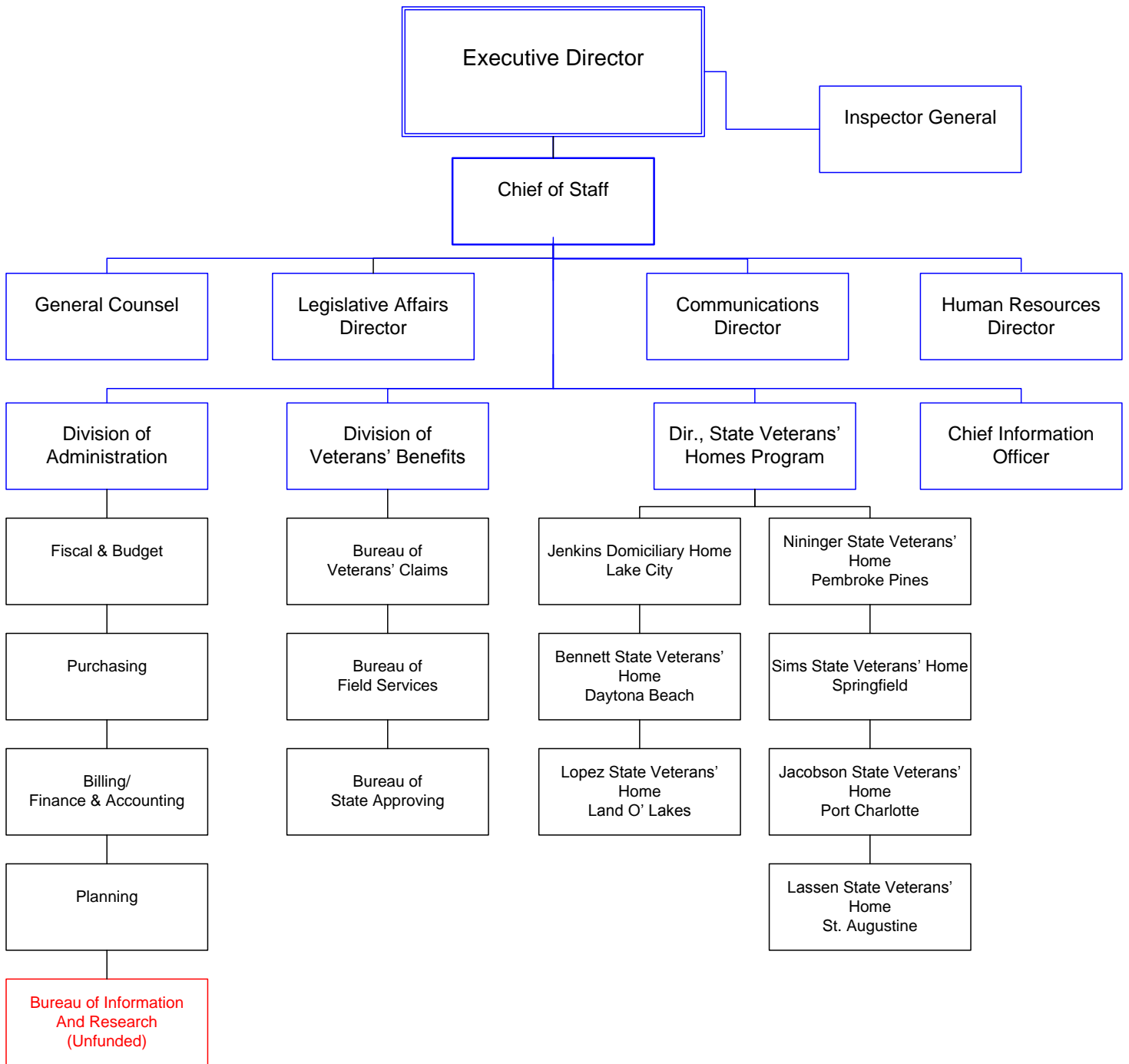
The bill subjects candidates to a civil fine of up to \$5,000 for falsely representing in an election that they have served, or are serving, in the nation’s military.

Veterans’ Homes Program Accomplishments

- **LEED Gold Certified “Green” Facility** – The Clyde E. Lassen State Veterans’ Nursing Home is the first nursing home in Florida to be recognized as LEED (Leadership in Energy and Environmental Design) Gold certified “green” facility. Developed by the U.S. Green Building Council, LEED provides building owners and operators a concise framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.
- **Excellence in Action Award** –The Baldomero Lopez State Veterans’ Nursing Home in Land O’ Lakes (Pasco County) received the 2010-2011 “Excellence in Action” awards. This honor recognizes nursing homes that achieve the highest levels of satisfaction excellence, as demonstrated by overall customer satisfaction scores that fall within the top 10 percent of *My InnerView*. This is an independent research firm database, the largest skilled nursing facility database of its kind in the U.S. The organization recognized the Baldomero Lopez a 120-bed skilled nursing facility for the *third* consecutive year for achieving high levels of customer satisfaction.

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 overall compliance with state and federal laws. Additionally, the General Counsel provides a full range of legal services, 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 public affairs program of community outreach, media relations and employee communications impacting Florida's veterans and their family members. The communications director is responsible for content on the agency's Internet site and Facebook page, and for publication of a monthly 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.
- The Chief Information Officer provides technical support to the department and assists by seeking enabling technologies to support vital business processes. These activities support the operations of the department's wide area network and telephone systems, access to the state's legacy computer applications (i.e., FLAIR, My Florida Market Place, People First, LAS/PBS, etc.) via the state's metropolitan area network, information security policy, procedures and certification, annual Enterprise Resources IT planning, reporting and review of computer systems training.



Florida's World War II Memorial, Tallahassee

- Human Resources 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).

DIVISION OF ADMINISTRATION

This division provides administrative support for the department, including coordinating fiscal, budgeting, planning, purchasing, and managing all accounting for the State Veterans' Homes. The division prepares all required annual reports, and coordinates records management, public records requests, and the oversight of all policies and procedures. The division is divided into the following functional areas:

- **Fiscal** is responsible for daily accounting transactions, preparation of reports for compilation of statewide financial statements, annual inventory, and budgetary activities including development of amendments and preparation of the Legislative Budget Request (LBR).
- **Purchasing** plans, implements, coordinates and controls department purchasing to include contractual agreements, P-Cards, 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 Plan, Annual Report, and coordinates the Physical Security Program and Continuity of Operations Plan.
- **Finance and Accounting** is responsible for the processing and collection of third party billing (Medicare, Medicaid, and private insurance,) the audit of all discharged or expired resident accounts, the compilation of information for the Medicare/Medicaid Cost Reports, and the maintenance of the Business Office Procedural Manual. They are also responsible for monitoring the daily operations of the Homes' business offices, and the training, monitoring of compliance, and coverage as needed of those offices.

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 assists 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, veterans' preference investigations and determinations, and disseminating veteran data to the public. 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)). Also included within the Bureau of Veterans' Claims and Assistance is Veterans' Preference, Section 295.11, F.S

STATE VETERANS' HOMES PROGRAM

The State Veterans' Homes Program provides both long-term skilled nursing care and assisted living services to veterans with qualifying war or peacetime service, who are residents of Florida for one year immediately preceding admission and who require skilled care as certified by a USDVA physician. Admission criteria are based on the need to maintain a safe environment for all residents. The skilled nursing and assisted living homes only admit those persons whose needs can be met within the accommodations and services it provides with consideration for all residents.

Comprehensive services and a deep concern for all veterans go hand in hand at our FDVA nursing homes. Around-the-clock medical and nursing care is provided by a full-time staff of registered nurses, licensed practical nurses and certified nursing assistants. Rehabilitative services, such as occupational and physical therapies, speech therapy, and recreational activities are provided under the direct supervision of licensed therapists. A wide range of other medical services are also offered. These include dental, podiatric, and dermatological care. In spacious dining rooms, residents are provided with wholesome meals prepared under the supervision of licensed dietitians. The State Veterans' Home Program has a proud

tradition of concern and commitment to the veterans. We remain in the forefront in insuring that the level of care and services provided to our veterans' meets or exceeds the highest standards in an environment that enhances the quality of life of each veteran.

IV. PERFORMANCE MEASURES

MEASURE	2009-2010 Actual	2010-2011 Actual	2010-2011 Standard
<i>Veterans Benefits and Assistance: Provide information and advocacy to Florida veterans, their families and survivors, and assist them in obtaining all federal and state benefits due to them.</i>			
1. Value of veteran issue resolution*	\$43,459,699	\$48,407,864	\$18,867,961
2. Value of obtaining veteran's retroactive compensation	\$115,509,750	\$211,926,471	\$78,520,239
3. Number of veterans served	97,088	103,668	84,586
4. Number of services to veterans	504,153	526,784	421,267
5. Numbers of claims processed	27,721	29,114	19,362

*Includes assistance with processing claims for USDVA benefits and in determining, verifying and obtaining eligibility for treatment, medications and medical equipment.

MEASURE	2009-2010 Actual	2010-2011 Actual	2010-2011 Standard
<i>Veterans' State Homes Program: Maintain long-term care facilities in substantial compliance with all licensing regulations and keep them, over 90% occupied.</i>			
1. Occupancy rate for homes in operation for 2 years or longer	92%	93%**	90%
2. Percent of veterans' homes in compliance with quality of care health care regulations	100%	100%	100%
3. Average number of veterans' homes beds available	691	729**	870

** Includes those facilities in operation two years or longer

***Decreased beds available due to facility renovations

MEASURE	2009-2010 Actual	2010-2011 Actual	2010-2011 Standard
<i>Executive Direction and Support Services: Ensure the agency administrative and support services positions are not higher than 4.4% of the agency total and the administrative costs are not higher than 6.8% of agency total.</i>			
1. Agency administrative and support positions as a percent of total agency positions	2.9%	2.5%	4.4%
2. Agency administrative and support positions as a percent of total agency costs	5.4%	5.1%	6.8%

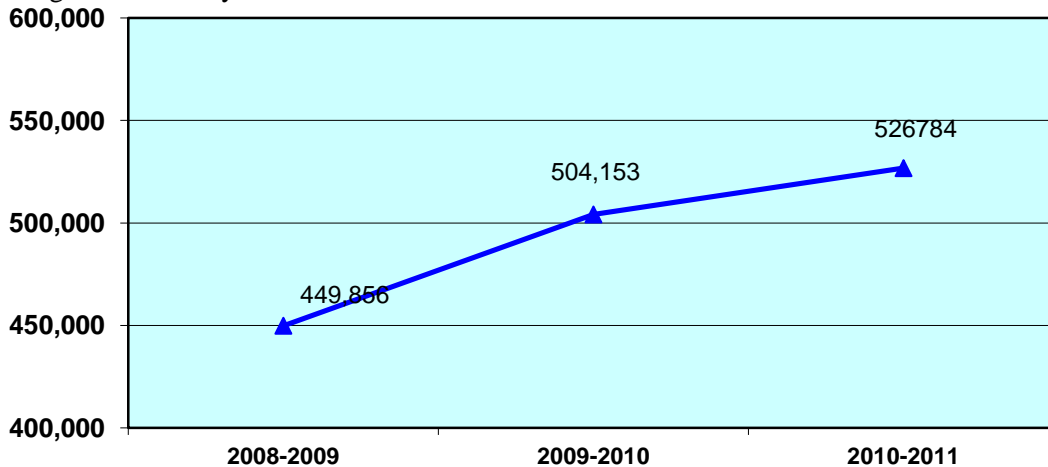
V. PROGRAM AREAS: DIVISION OF BENEFITS AND ASSISTANCE

The Division of Veterans' Benefits and Assistance provides professional assistance to Florida's veterans, their dependents, and survivors in 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.

The Division's Veterans Claims Examiners are trained in the myriad of issues facing veterans who served in World War II through today's conflicts, with each era having their own unique challenges. Efforts to reach these veterans are expanding. Each day finds Veterans Claims Examiners offering assistance and guidance at Transition Assistance Program briefings for separating service members, individual legislator's veteran days, community boards, and veteran service organization gatherings. We are proactive in our services to Florida's veterans.

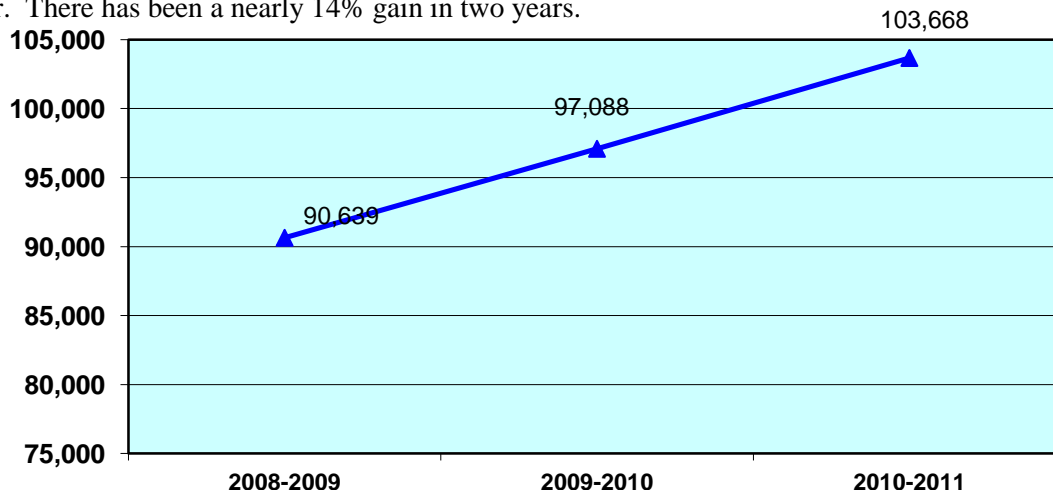
Services To Veterans

The number of services provided to veterans is tracked to measure the number of ways FDVA assists veteran clients. Examples of services are hearings attended, interviews conducted, and identification cards processed. There has been more than 17% growth in two years.



Unique Veterans Served

Unique veterans served is the count of individuals assisted by the Division of Benefits and Assistance for the first time in a given year. There has been a nearly 14% gain in two years.



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, hearing aids and eye glasses, parking placards, and prosthetic devices. 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

	2008-2009	2009-2010	2010-2011	2010-11 Performance Measure	Over/Under
Issue Resolution*	13,841	15,710	14,431	--	
Total Amount	\$37,892,529	\$43,459,699	\$48,407,864	\$18,867,961	Over 156.6%
Outreach Visits	371	770	655	--	
Veterans Served at Outreach	16,021	36,181	41,523	--	
Bedside Interviews	26,740	29,382	31,248	--	
Walk-ins/ Counseling	97,955	106,347	112,039	--	
Claims	25,160	27,721	28,462	19,362	Over 50%
Voter Registration forms	996	1,186	1,725	--	

* Includes assistance with processing claims for USDVA benefits and in determining, verifying and obtaining eligibility for treatment, medications and medical equipment.

Bureau of Veterans' Claims Services



Veterans' Claims Examiner Supervisor Ernie Kuykendall counsels veteran clients.

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, 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

	2008-2009	2009-2010	2010-2011	2010-11 Performance Measure	Over/Under
Retroactive compensation	\$92,612,322	\$115,509,750	\$211,926,471	\$78,520,259	Over 137%
Largest single retro. benefit	\$309,735	\$338,742	\$653,482	--	
Debt relief	\$419,685	\$468,866	\$666,769	--	
Notices of Disagreement	1,957	2,249	1,776	--	
Statements of Argument in Appeals Cases*	1,716	1,823	1,116	--	
Act as Representative at Hearings*	267	236	225	--	
Veterans' Appeals Hearings*	549	658	578	--	
Ratings Reviewed	33,738	38,864	37,888	--	

* 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 (State Approving Agency/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>2008-2009</i>	<i>2009-2010</i>	<i>2010-1011</i>	<i>2010-2011 Performance Measure</i>	<i>Over/Under</i>
SAA Programs Approved	14,229	15,235	16,311	--	
Other Approval	2,454	2,487	2,602	--	
Supervisory Visits	424	490	516	478	Over 8%
Inspection Visits	72	43	53	--	
Outreach Activities*	512	843	727	--	
Liaison Activities**	226	272	248	--	
Technical Assistance***	1,443	1,687	2,102	--	

* 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.

VI. 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 the 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. Five of the six State Veterans' Nursing Homes (SVNH) have dementia-specific wings. The FDVA operates nursing homes in Daytona Beach (Volusia County), Land O' Lakes (Pasco County), Pembroke Pines (Broward County), Springfield (Bay County), Port Charlotte (Charlotte County) and St. Augustine (St. Johns County.)

Over the past 10 years, the average nursing home occupancy in Florida has remained below 90 percent and has been declining steadily, according to an October 2010 Florida Senate Committee on Health Regulation report. FDVA Homes have seen a continuous growth in occupancy; 2010-2011 average of 93% to a first quarter 2011-2012 year of 95%. FDVA Homes also exceeds the 90% occupancy performance measurement goal *even* with the decrease resulting from the renovations.

Detailed individual facility reports are included as Appendices.

State Veterans' Homes Occupancy Rates

During FY 10-11 the average occupancy rate for the FDVA homes in operation for two years or longer was 93%. Ongoing renovations in 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 required a decrease in census as did a renovation in the Daytona Beach home. Efforts to increase census in both homes continue.

FDVA's 93% overall occupancy rate exceeds the state average of 88% for all nursing homes in Florida. It also exceeds the 90% occupancy performance measurement goal even with the decrease resulting from the renovations.

Occupancy Rates Fiscal Year Comparison

Facility	FY 06-07	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Lake City	81% **	87%	73% ***	77%	85%
Daytona Beach	75% *	73% *	81%	88%	77%
Land O' Lakes	95%	93%	95%	99%	99%
Pembroke Pines	95%	90%	96%	95%	98%
Springfield	93%	95%	96%	99%	99%
Port Charlotte	93%	97%	97%	97%	98%
Facility Average	88%	89%	89%	93%	93%

* 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

Quality of Care

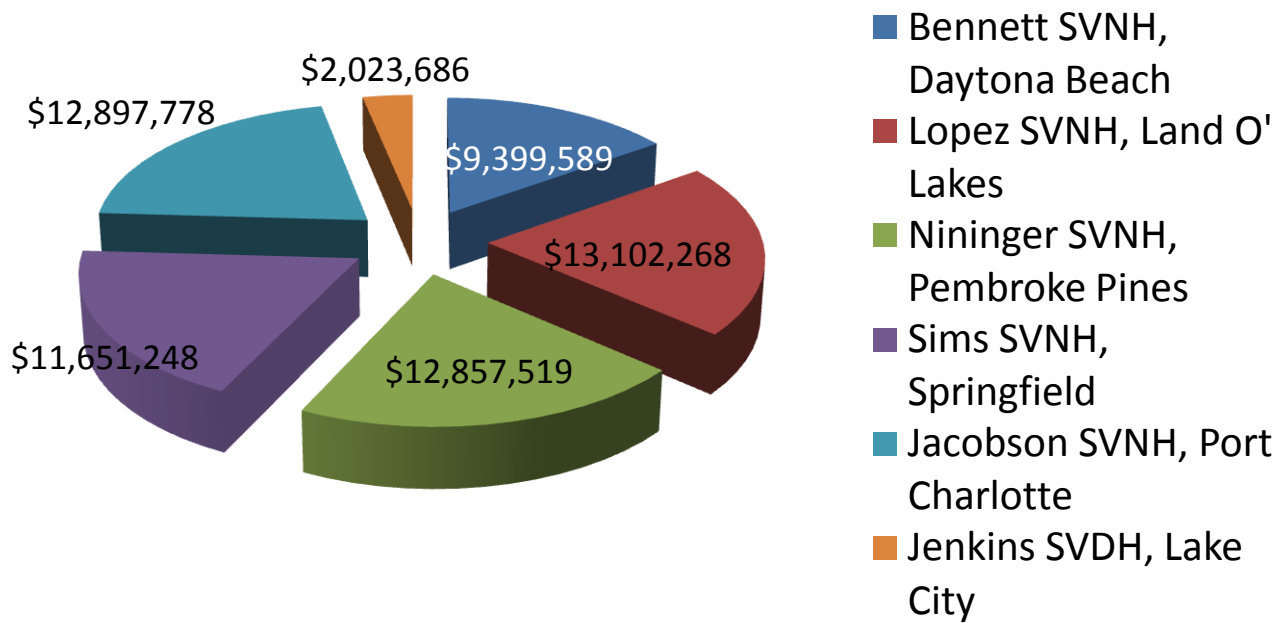
- All of the FDVA Skilled Nursing Homes have joined a campaign “*Advancing Excellence in America’s Nursing Homes*”, a coalition-based campaign which seek to improve the quality of life for resident and staff in American’s nursing homes. These initiatives will strength the public trust in nursing homes care by focusing on quality improvement and self-regulation. The campaign acknowledges the critical role of nursing home staff and consumers in improving quality of care and quality of life for nursing home residents. Nursing homes that have participated in this initiative have made faster progress in improving in key areas such as reducing rates of pressure ulcers, improving management of pain, and significantly reducing use of physical restraints. All FDVA Nursing Homes are participating in the nationwide campaign to make FDVA nursing homes better places to live, work and visit.
- Resident and family satisfaction surveys are a requirement for licensure by the Agency for Health Care Administration. The State Veterans’ Homes Program utilizes the “*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 that allows FDVA Homes to monitor data against a national database of peer organizations. Having data is important but acting upon that data is critical. FDVA takes the data and turns it into the knowledge necessary to drive good business decisions, apply knowledge to new business strategies and improve upon quality care to our veterans. We will continue to use this tool in our quality improvement efforts.



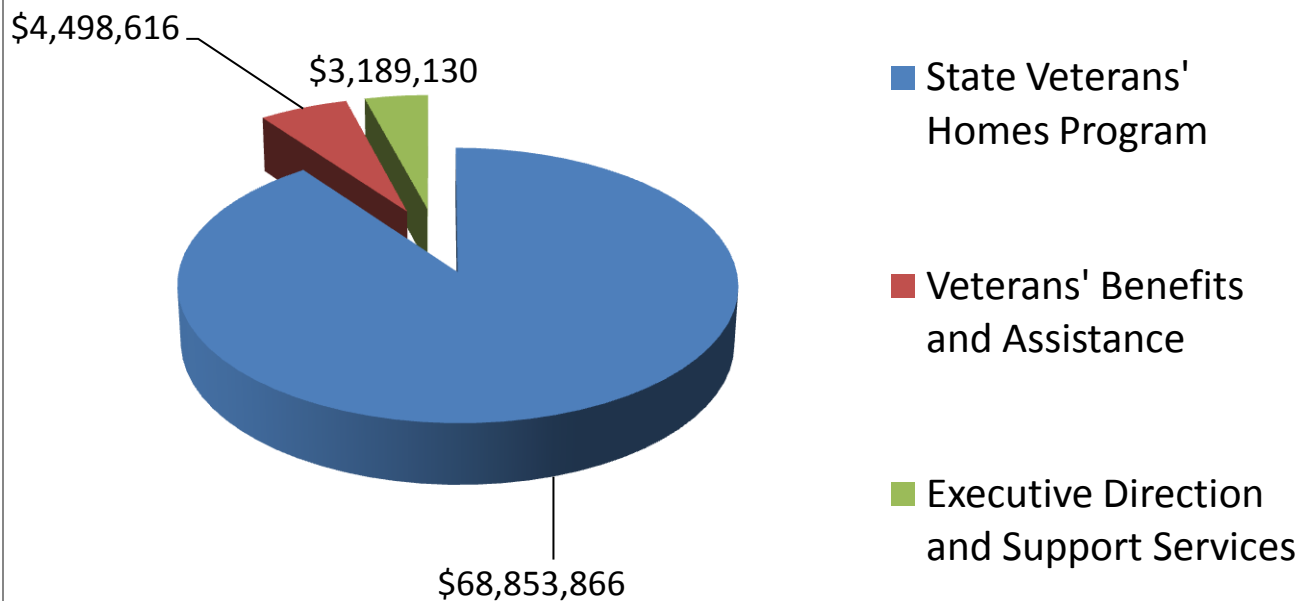
Veteran’s enjoying one of our many entertaining programs at our Baldomero Lopez State Veterans Nursing Homes.

VI. DEPARTMENT EXPENDITURE REPORT

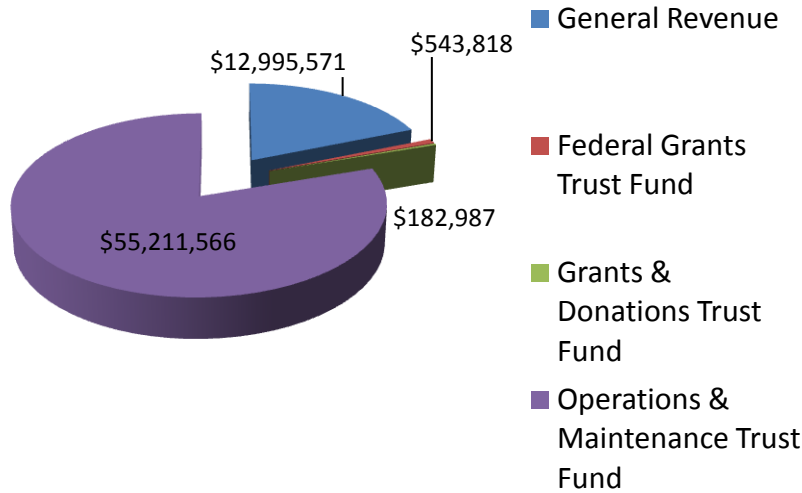
Total Revenue by State Veterans' Home



Total Expenditure by Budget Entity



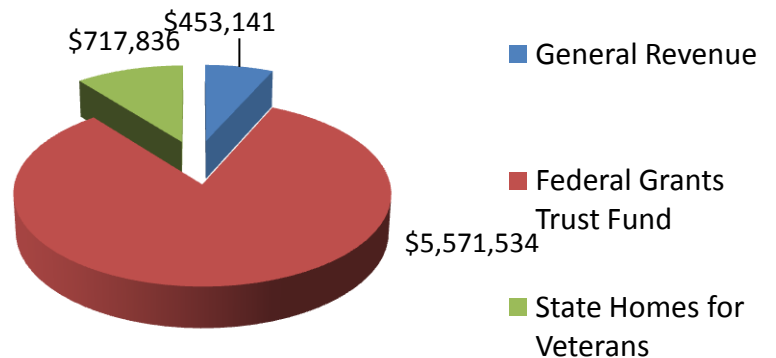
Operating Expenditures by Fund



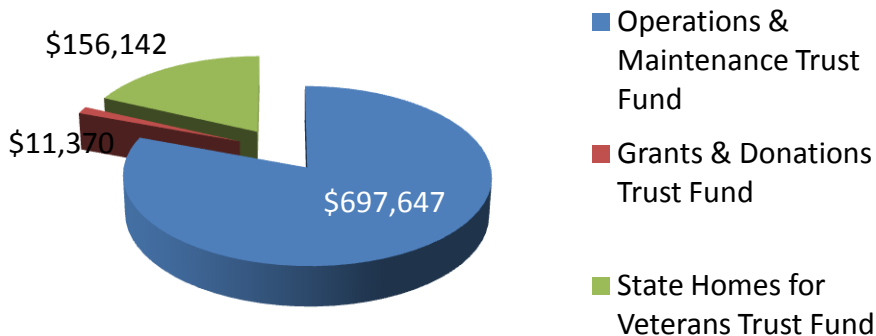
87% of operating expenditures are for the operations and maintenance of FDVA's seven State Veterans' Homes.

89% of Fixed Capital Outlay expenditures were used for the construction of the new Clyde E. Lassen State Veterans' Nursing Home and a major renovation at the Bennett State Veterans' Nursing Home (Daytona Beach.) These projects were funded through USDVA grants, which provided 65% of the total project cost, with the state providing the remainder.

Fixed Capital Outlay Expenditures by Fund



Non Operating Expenditures by Fund



The majority of non operating expenditures consist of service charges to General Revenue and refunds paid to residents.

JULY 1, 2010 — JUNE 30, 2011

	State Veterans' Homes Program	Benefits and Assistance	Executive Direction and Support Services
Operating Expenditures			
Salaries and Benefits	\$34,071,914	\$4,217,573	\$2,282,983
OPS	2,465,259	9,932	15,487
Expenses	11,575,049	219,573	679,786
Other Capital Outlay	464,196	3,638	102,578
Food Products	2,308,128	--	--
Vehicle Purchase	18,718	--	--
Contracted Services	8,824,180	6,184	90,669
Risk Management Insurance	1,048,358	13,188	6,845
Human Resources Assessment	367,558	28,528	9,286
Southwood Shared Resource	--	--	1,496
Recreational Equip. Supplies	69,601	--	--
Total Operating Expenditures	\$61,212,961	\$4,498,616	\$3,189,130
Non Operating Expenditures			
Service Charge to General			
Revenue	\$214,899		
Transfer Out	32,219		
Refunds-State Revenues	650,260		
Payment Sales Tax	2,175		
Total Non Operating Expenditures	\$899,553		
Fixed Capital Outlay			
Daytona Renovation #2	\$2,909,167		
Lake City Renovation #2	82,750		
State Vet. Nursing Home #6	3,032,759		
Maint/Repair Resident Facilities	716,676		
Total Fixed Capital Outlay	\$6,741,352		
TOTAL	\$68,853,866	\$4,498,616	\$3,189,130

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 Home and State Veterans' Nursing Homes operated by this department apply for and receive federal funds from the USDVA for per diem as well as construction and renovation grants.

Florida Veterans Foundation receives donations as a 501C (3) corporation.

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. The Bureau of Information and Research is currently unfunded. FDVA conducts regularly scheduled Florida veterans leadership conferences and regularly attend Florida Veterans Council meetings with veteran service organizations.

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, Port Charlotte and St. Augustine. The Homes' Program may apply to receive federal funds that provide for the needed facility renovations and monthly per diem for eligible residents for the cost of care.

The total number of beds currently available in the Florida State Homes Program is 870. Of those, 720 are nursing home beds. According to Florida's Agency for Health Care Administration, Florida has a total of 82,227 nursing home beds with a total of 4.4 million seniors and over half a million with Alzheimer's or related dementias. The veteran population over 65 years old in Florida is estimated to be 729,000. The construction of new State Veterans' Nursing Homes 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.



Women Veterans today.

Women Pilots, circa 1944.



APPENDIX II

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS STAFF

OFFICE OF THE EXECUTIVE DIRECTOR

Executive Director (Interim)	Robert Milligan/ Mike Prendergast appointed June 22, 2011.
Personal Secretary	Ashleigh France
Chief of Staff	Earl Daniell
General Counsel	David Herman
Inspector General	Ken Oliver
Internal Auditor	VACANT
Investigator	Joanne Kraynak
Legislative Affairs Director	James Brodie
Communications Director	Steve Murray
Human Resources Director	Cindy Mazarra
Chief Information Officer	Joel Gallay

DIVISION OF ADMINISTRATION AND PUBLIC INFORMATION

Director	Christina R. Porter
Administrative Assistant	Sue Farkash
Fiscal Officer	Marcia Haye
Purchasing Officer	Scott Gerke
Finance and Accounting Director	Linda Rizzo
Management Analyst/Planner	Nancy Zinn

DIVISION OF BENEFITS AND ASSISTANCE

Director

Alene Tarter

Executive Assistant

Edwin Ortiz



Bureau of Veterans' Claims Services

Bureau Chief

Mike Howard

Veterans' Preference

Jacqueline Consentino

Supervisor

Jim Ansboury

Veterans' Claims Examiners:

Juan Acevedo

Mark Blair

Rick Blair

John Rudy

Bernie Cheeseman

Guy Critelli

Larri Gerson

Ernie Kuykendall

Fred Laurente

Tony McGary

Jim Nelson

Chava Grier

John Ulm

Doug Walton

Bob Matheson

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

Katherine Snyder



Bureau of Veterans' Field Services

Bureau Chief

David Ramga

VAMC Bay Pines

Neal Yarosz—Supervisor
VCEs: Michael Rollins, Michael Myers,
Daniel Oberg
Staff Assistant: Kristi Kuhn

VAMC Miami

Morris Atkins—Supervisor
VCEs: Carroll Michaud, Laverne Smith, Carlos
Gabino, Vacant
Staff Assistant: Maria Lesser

VAMC Tampa

David Austin—Supervisor
VCEs: Tom Dixon, Matt Guzik
Segundo Ferro, Ed Gonzalez
Staff Assistant: Aster Garrett

VAMC Gainesville

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

VAMC West Palm Beach

Angela Choice—Supervisor
VCEs: Thomas Meatley, Greg Dover
Staff Assistant: Ellen Mazzeo

VAMC Lake City

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

VAOPC Daytona Beach

VCE: Stephen Walsh

VAOPC Fort Myers

VCE: Rodney Van Ness

VAOPC Orlando

Andrew McCormick—Supervisor
VCE: Dennis Latta, Martin Drake, Bridgit Pena

VAOPC Jacksonville

VCEs: Jones Peterson, John Szalanski

VAOPC Port Richey

VCE: Brenda Thurmond

VAJACC Pensacola

Mark Brooks—Supervisor
VCEs: Alesia Hall, Cynthia Brown

VAOPC Tallahassee

VCE: Robert St. John

VAOPC Viera

VCE: Paul Hiott

VAOPC Broward County

VCE: Melinda Boyance

VAOPC Eglin Air Force Base

VCE: Clara Miller

VAOPC The Villages

VCE: Al Harrison

Clifford C. Sims State Veterans' Nursing Home

VCE: Sally Ferland

Clyde E. Lassen State Veterans' Nursing Home

VCE: AJ Johnson

Douglas T. Jacobson State Veterans' Nursing Home

VCE: Brad Fountain

STATE VETERANS' HOMES PROGRAM

Program Director Renee Day
Executive Secretary Cindy Carmichael
Program Administrator Darcielle Gray
Executive Assistant Connie Tolley
Registered Nursing Consultant Cynthia Adams
David Sobamiwa



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

Administrator Gerald Milton Smith

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

Administrator Gray Kilpatrick

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 Douglas Cruce

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

Administrator Elizabeth Barton

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

Administrator Kay Maley



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)**



APPENDIX IV

FLORIDA VETERANS FOUNDATION, INC.



The Florida Veterans Foundation (FVF) was created by the 2008 Legislature as a Direct Support Organization of the Florida Department of Veterans' Affairs. As a tax-exempt organization under section 501(c)(3) of the Internal Revenue Code, all donations to the Foundation go to support Florida veterans and their families. None are used for operating expenses. Information is available at www.FloridaVeteransFoundation.org.

Since its inception, examples of the good work supported by the Foundation are:

- Built a handicap ramp for a World War II veteran and stroke victim, enabling him to continue living in his own home.
- Provided financial assistance for a medical/dental van that offers free care for homeless veterans throughout the state.
- Provided financial assistance to establish a transitional housing complex that provides temporary housing (up to two years) for homeless veterans.
- Provided financial assistance for a veteran's spouse to stay close to the treatment clinic while undergoing weekly chemotherapy.

Contacts for the Florida Veterans Foundation (FVF)

John Haynes
Chairman
(850) 488 – 4181
PhippsP@fdva.state.fl.us
Suite 2105 The Capitol
Tallahassee, FL 32399

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 website 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.



Downtown Miami on VE Day, May 8, 1945.

APPENDIX VI: COUNTY POPULATION AND MONETARY BENEFITS

*Vet. Pop Est, as of Sept 30, 2010, VA Office of Actuary

GEOGRAPHIC DISTRIBUTION OF VA EXPENDITURES FOR FY 10								
Expenditures in \$000s								
County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
ALACHUA	16,682	\$ 226,240	\$ 42,890	\$ 11,329	\$ 1,535	\$ 60,688	\$ 97,390	\$ 12,407
BAKER	2,684	\$ 11,106	\$ 4,543	\$ 444	\$ 76	\$ -	\$ 6,044	\$ -
BAY	22,554	\$ 110,878	\$ 75,232	\$ 11,559	\$ 1,859	\$ -	\$ 22,228	\$ -
BRADFORD	3,343	\$ 18,335	\$ 6,597	\$ 507	\$ 81	\$ -	\$ 11,150	\$ -
BREVARD	71,034	\$ 317,787	\$ 196,143	\$ 21,492	\$ 5,940	\$ -	\$ 94,211	\$ -
BROWARD	108,384	\$ 394,497	\$ 174,536	\$ 38,535	\$ 9,644	\$ -	\$ 171,781	\$ -
CALHOUN	1,107	\$ 5,837	\$ 3,275	\$ 120	\$ 76	\$ -	\$ 2,366	\$ -
CHARLOTTE	25,335	\$ 86,389	\$ 48,979	\$ 1,945	\$ 2,045	\$ -	\$ 33,419	\$ -
CITRUS	21,656	\$ 98,791	\$ 47,620	\$ 2,071	\$ 1,519	\$ -	\$ 47,581	\$ -
CLAY	27,728	\$ 124,802	\$ 72,843	\$ 17,486	\$ 1,509	\$ -	\$ 32,964	\$ -
COLLIER	33,618	\$ 67,282	\$ 37,545	\$ 3,890	\$ 3,234	\$ -	\$ 22,613	\$ -
COLUMBIA	7,689	\$ 77,681	\$ 24,983	\$ 1,235	\$ 340	\$ -	\$ 51,123	\$ -
DE SOTO	2,966	\$ 10,747	\$ 5,197	\$ 126	\$ 97	\$ -	\$ 5,327	\$ -
DIXIE	1,913	\$ 16,443	\$ 6,098	\$ 169	\$ 102	\$ -	\$ 10,073	\$ -
DUVAL	90,505	\$ 381,888	\$ 200,949	\$ 70,382	\$ 7,335	\$ -	\$ 103,222	\$ -
ESCAMBIA	45,828	\$ 210,815	\$ 133,096	\$ 22,846	\$ 3,626	\$ 1,430	\$ 48,775	\$ 1,042
FLAGLER	10,692	\$ 41,893	\$ 24,537	\$ 2,995	\$ 945	\$ -	\$ 13,416	\$ -
FRANKLIN	1,355	\$ 4,092	\$ 2,079	\$ 64	\$ 114	\$ -	\$ 1,835	\$ -
GADSDEN	3,702	\$ 18,503	\$ 9,126	\$ 835	\$ 343	\$ -	\$ 8,199	\$ -
GILCHRIST	1,605	\$ 13,994	\$ 5,148	\$ 336	\$ 52	\$ -	\$ 8,458	\$ -
GLADES	1,163	\$ 4,131	\$ 2,029	\$ 126	\$ 73	\$ -	\$ 1,904	\$ -
GULF	1,688	\$ 6,185	\$ 3,820	\$ 176	\$ 108	\$ -	\$ 2,080	\$ -
HAMILTON	1,222	\$ 9,236	\$ 3,246	\$ 83	\$ 3	\$ -	\$ 5,904	\$ -
HARDEE	1,744	\$ 6,201	\$ 2,655	\$ 227	\$ 37	\$ -	\$ 3,282	\$ -
HENDRY	2,407	\$ 8,508	\$ 3,559	\$ 301	\$ 38	\$ -	\$ 4,611	\$ -
HERNANDO	22,985	\$ 123,640	\$ 71,316	\$ 5,226	\$ 1,758	\$ -	\$ 45,339	\$ -
HIGHLANDS	12,386	\$ 50,527	\$ 25,684	\$ 1,384	\$ 482	\$ -	\$ 22,978	\$ -
HILLSBOROUGH	94,958	\$ 751,857	\$ 257,124	\$ 57,370	\$ 6,928	\$ 96,009	\$ 323,632	\$ 10,794
HOLMES	2,261	\$ 12,618	\$ 8,859	\$ 331	\$ 56	\$ -	\$ 3,371	\$ -
INDIAN RIVER	16,461	\$ 55,477	\$ 29,210	\$ 1,755	\$ 2,530	\$ -	\$ 21,981	\$ -
JACKSON	5,228	\$ 25,003	\$ 14,416	\$ 834	\$ 223	\$ -	\$ 9,529	\$ -

County/ Congressional District	Veteran Population*	Total Expenditures	Compensation & Pension	Education & Vocational Rehabilitation	Insurance & Indemnities	Construction	Medical Care	General Operating Expenses
JEFFERSON	1,518	\$ 6,764	\$ 3,356	\$ 377	\$ 95	\$ -	\$ 2,935	\$
LAFAYETTE	681	\$ 3,553	\$ 1,127	\$ 47	\$ 3	\$ -	\$ 2,376	\$
LAKE	36,639	\$ 132,684	\$ 71,218	\$ 6,047	\$ 2,809	\$ -	\$ 52,610	\$
LEE	61,969	\$ 194,219	\$ 98,793	\$ 12,141	\$ 5,206	\$ -	\$ 78,079	\$
LEON	18,255	\$ 73,588	\$ 34,512	\$ 11,689	\$ 1,434	\$ -	\$ 25,953	\$
LEVY	4,515	\$ 38,882	\$ 13,839	\$ 774	\$ 127	\$ -	\$ 24,142	\$
LIBERTY	591	\$ 2,540	\$ 1,468	\$ 57	\$ 38	\$ -	\$ 976	\$
MADISON	1,948	\$ 10,189	\$ 4,074	\$ 190	\$ 62	\$ -	\$ 5,863	\$
MANATEE	35,157	\$ 114,784	\$ 59,227	\$ 5,595	\$ 3,553	\$ -	\$ 46,408	\$
MARION	40,907	\$ 203,777	\$ 91,298	\$ 5,946	\$ 3,600	\$ -	\$ 102,933	\$
MARTIN	17,653	\$ 58,270	\$ 27,044	\$ 1,477	\$ 1,753	\$ -	\$ 27,997	\$
MIAMI-DADE	63,109	\$ 421,654	\$ 142,123	\$ 49,220	\$ 4,941	\$ 1,426	\$ 217,300	\$ 6,644
MONROE	9,861	\$ 40,511	\$ 16,553	\$ 4,230	\$ 552	\$ -	\$ 19,175	\$
NASSAU	8,719	\$ 27,052	\$ 15,042	\$ 2,165	\$ 408	\$ -	\$ 9,437	\$
OKALOOSA	34,634	\$ 155,583	\$ 114,348	\$ 17,335	\$ 3,263	\$ -	\$ 20,637	\$
OKEECHOBEE	3,385	\$ 19,674	\$ 7,739	\$ 338	\$ 118	\$ -	\$ 11,479	\$
ORANGE	76,095	\$ 364,726	\$ 176,135	\$ 46,106	\$ 5,614	\$ -	\$ 136,856	\$ 16
OSCEOLA	17,234	\$ 96,644	\$ 50,408	\$ 7,767	\$ 1,131	\$ -	\$ 37,338	\$
PALM BEACH	115,494	\$ 449,727	\$ 164,097	\$ 21,794	\$ 16,182	\$ 12,969	\$ 227,796	\$ 6,889
PASCO	49,061	\$ 291,596	\$ 132,913	\$ 14,058	\$ 3,098	\$ -	\$ 141,527	\$
PINELLAS	98,720	\$ 778,783	\$ 240,994	\$ 34,769	\$ 8,457	\$ 44,407	\$ 341,641	\$ 108,515
POLK	51,200	\$ 231,981	\$ 111,157	\$ 11,454	\$ 3,920	\$ -	\$ 105,451	\$
PUTNAM	7,743	\$ 52,859	\$ 19,999	\$ 1,070	\$ 533	\$ -	\$ 31,256	\$
SAINT JOHNS	18,031	\$ 61,892	\$ 34,105	\$ 4,931	\$ 2,023	\$ 54	\$ 20,768	\$ 10
SAINT LUCIE	24,344	\$ 118,656	\$ 56,674	\$ 5,401	\$ 1,862	\$ -	\$ 54,720	\$
SANTA ROSA	23,200	\$ 107,574	\$ 72,994	\$ 11,628	\$ 2,006	\$ -	\$ 20,946	\$
SARASOTA	45,211	\$ 138,152	\$ 76,356	\$ 5,425	\$ 5,051	\$ -	\$ 51,320	\$
SEMINOLE	38,598	\$ 144,055	\$ 73,807	\$ 15,958	\$ 2,928	\$ -	\$ 51,362	\$
SUMTER	8,479	\$ 54,651	\$ 27,231	\$ 718	\$ 1,224	\$ 557	\$ 20,650	\$ 4,272
SUWANNEE	4,570	\$ 38,522	\$ 12,529	\$ 709	\$ 244	\$ -	\$ 25,040	\$
TAYLOR	2,375	\$ 11,693	\$ 5,169	\$ 269	\$ 123	\$ -	\$ 6,131	\$
UNION	1,601	\$ 7,445	\$ 2,685	\$ 208	\$ 51	\$ -	\$ 4,500	\$
VOLUSIA	54,700	\$ 237,019	\$ 128,267	\$ 18,886	\$ 4,521	\$ -	\$ 85,346	\$
WAKULLA	2,911	\$ 12,388	\$ 6,298	\$ 1,845	\$ 150	\$ -	\$ 4,095	\$
WALTON	6,494	\$ 31,335	\$ 21,462	\$ 1,672	\$ 471	\$ -	\$ 7,730	\$
WASHINGTON	2,396	\$ 16,406	\$ 10,084	\$ 1,956	\$ 203	\$ -	\$ 4,163	\$
FLORIDA (Totals)	1,650,876	\$ 8,041,209	\$ 3,668,460	\$ 600,434	\$ 140,465	\$ 217,540	\$3,263,721	\$150,590

APPENDIX VII



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

Administrator	Gerald Milton Smith
Director of Nursing	Amelia Tomkins
Business Manager	Sonja Geibeig

Regulatory Compliance

The facility underwent its annual survey by the USDVA in July 2010 and their AHCA survey in October 2010. 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. A \$3 million Phase II renovation was completed in April 2010, completing the renovations begun in Phase I last year, and adding a barbershop, beauty salon, and very popular pub/game room with a full-size bar serving root beer and other non alcoholic soft drinks to the residents.

This renovation further enables the participation of a number of veterans groups and local community service organizations in the lives of the veteran community, enabling the residents to remain as independent and individualistic as possible in an effort to facilitate the 'aging in place' concept so crucial to quality of life.

Major Events

The facility was honored by the family of Robert H. Jenkins, the facility namesake, with the presentation of his Medal of Honor, Citation and Purple Heart in July 2010 in a private, moving ceremony attended by residents and staff. In November 2010, the facility was presented with a bust of Robert H. Jenkins during a rededication ceremony attended by the Jenkins family, facility residents and community leaders. Residents of the Jenkins Domiciliary enjoy an active life with emphasis placed on that which is therapeutic in nature and which slows the progression of aging. Activities include ceremonies, participation in various community cultural events, parades, concerts, dramatic presentations and art exhibits, community holiday mixers, numerous and varied local and professional sports trips, billiards tournaments, a bowling league, a new culinary club, and outdoor sportsman activities.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	78	48	74	96
Discharges	108	46	60	89

APPENDIX VIII



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

Administrator	Gray Kilpatrick
Director of Nursing	Marilyn Hicks
Business Manager	Donna Burch

Regulatory Compliance

Both the annual AHCA survey and the USDVA annual inspection were conducted in July 2010. The facility continues to operate in compliance with state and federal licensure standards and guidelines.

Condition of the Home

The Emory Bennett State Veterans' Nursing Home has completed a \$5 million renovation provided through the USDVA with ARRA Funding. The renovation included patient areas and some mechanical systems. In May 2011, Emory L. Bennett State Veterans' Nursing Home opened all 120 beds as Phase II construction was complete.

Major Events

The facility continues to be the meeting place for area veteran support organizations (Korean War Veterans, VFW, American Legion, Jewish War Veterans, Catholic War Veterans, Military Order of the Purple Heart, Volusia County Veterans Council) which meet monthly. With the opening of the newly remodeled dining room, the fine dining program has been revitalized and elevated to a higher level—much to the satisfaction of the residents. The employees of Emory Bennett participate in Breast Awareness Day with over 100 ribbons posted on the bulletin board in honor of a family member or friend battling breast cancer.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	63	187	70	141
Discharges	58	177	89	115

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 March 2011. The USDVA annual inspection took place in September 2010 and was citation free. The facility continues to operate in compliance with state and federal licensure standards and guidelines. Baldomero Lopez State Veterans' Nursing Home has successfully transitioned to a "Tobacco Free Campus."

Condition of the Home

Completed in early 1999, this facility is in excellent condition and has had small remodeling projects to enhance care. The facility is slated for select exterior renovations through a grant project from the USDVA in 2012.

Major Events

The facility has been recognized for three years with an Excellence in Action award for stellar customer service from *My InnerView*. The administrator, Dr. Rebecca Yackel, is actively involved with several advisory boards in the community, including Pasco Hernando Community College Advisory Board and the Florida Medical Quality Assurance Board of Directors.

Baldomero Lopez has implemented several alternative therapy activities to include Snoezelen therapy, which is a relaxation therapy resulting in a tension free environment with a positive therapeutic effect. The Snoezelen therapy is used throughout the home daily with residents to facilitate relaxation and enjoyment. The home has a lovely decorated spa area for the residents to enjoy a long soak in a tub with soothing music, lighting and aroma therapy.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	57	99	73	96
Discharges	58	76	77	60

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	Chanda Hope

Regulatory Compliance

The AHCA annual inspection took place in July 2010. The USDVA inspection took place January 2011. 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 dementia unit "Heroes at Rest" program continues to aide in the reduction of sundown syndrome and accidents. Social Services has expanded their counseling services to include both inside resident support groups, and off-site family counseling groups. These valuable services are crucial in helping both residents and families make the adjustments to nursing home life.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	131	118	76	152
Discharges	118	114	70	86

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 March 2011 and no deficiencies or citations found. The USDVA inspection took place in May 2011. 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 facility is actively involved with numerous community groups. The Panama City AmVets, Freedom Riders, and VFW, all provide volunteer services, as well as donations to Sims' veterans. In addition, the AmVets and Freedom Riders have sponsored special events including the annual Veterans Day celebration and quarterly memorial services.

The social services staff works closely with the Panama City Interdisciplinary Committee, a community organization which provides a variety of resources to Sims' residents.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	82	96	80	75
Discharges	86	87	61	68

APPENDIX XII



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

Administrator	Elizabeth Barton
Director of Nursing	Annmarie Nelson
Business Manager	Vicki Bernardo

Regulatory Compliance

The AHCA annual inspection took place in December 2010. The USDVA inspection was completed in November 2010 with no deficiencies. This was the *eighth* citation-free annual VA survey, and this home is proud of the exemplary care and service they provide. 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.

Major Events

A very popular outing is the World War II Veterans Honor Flight to Washington D.C. Twice a year seats are reserved (free of charge) so two residents may fly to Washington and see the World War II memorial, the Korean War Veterans Memorial, Arlington National Cemetery (where they often participate in the wreath laying ceremony), and the Vietnam Veterans Memorial. Our veterans are greeted at both airports in true heroic style with a fire truck water salute, singing airport staff, Patriot Guard Riders with flags, and typically a congressman at the World War II Memorial. This trip never fails to inspire all involved.

Number of Residents Received and Discharged

	FY 07-08	FY 08-09	FY 09-10	FY 10-11
Admissions	90	112	126	141
Discharges	92	79	94	96

APPENDIX XIII



CLYDE E. LASSEN
STATE VETERANS' NURSING HOME
ST. AUGUSTINE (904) 940-2193

Administrator	Kay Maley
Director of Nursing	Michelle Coe
Business Manager	Lori Register

Regulatory Compliance

The Clyde E. Lassen home was opened September 2010. The USDVA inspection was completed in December 2010 with no deficiencies and this home is proud of the exemplary care and service they provide. The AHCA survey was completed in January 2011. The facility is operating in compliance with state, federal and local regulations. The facility is a "Tobacco Free Campus."

Condition of the Home

Clyde E. Lassen State Veterans' Nursing Home is the first nursing home in Florida to be recognized as LEED (Leadership in Energy and Environmental Design) Gold certified "green" facility. Developed by the U.S. Green Building Council (USGBC), LEED provides building owners and operators a concise framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

Major Events

The U.S. Department of Veterans Affairs officially recognized Clyde E. Lassen State Veterans Nursing Home for the purpose of receiving per diem grant payments for nursing care of eligible Veterans. The facility received Medicare certification in March 2011. This first year the facility has enjoyed sustained growth in the number of residents, staff members and quality programming. The facility enjoys tremendous support from the St. Johns' community and many veterans groups.

Number of Residents Received and Discharged

	FY 09-10	FY 10-11
Admissions	N/A	84
Discharges	N/A	27



Completed renovations in the Emory L. Bennett State Veterans' Nursing Home, Daytona Beach.



Lieutenant Governor Jennifer Carroll visits with staff at the VA Regional Office in St. Petersburg. Pictured here with Division of Veteran's Benefits and Assistance Division Director Alene Tarter. *Photo by Steve Murray.*

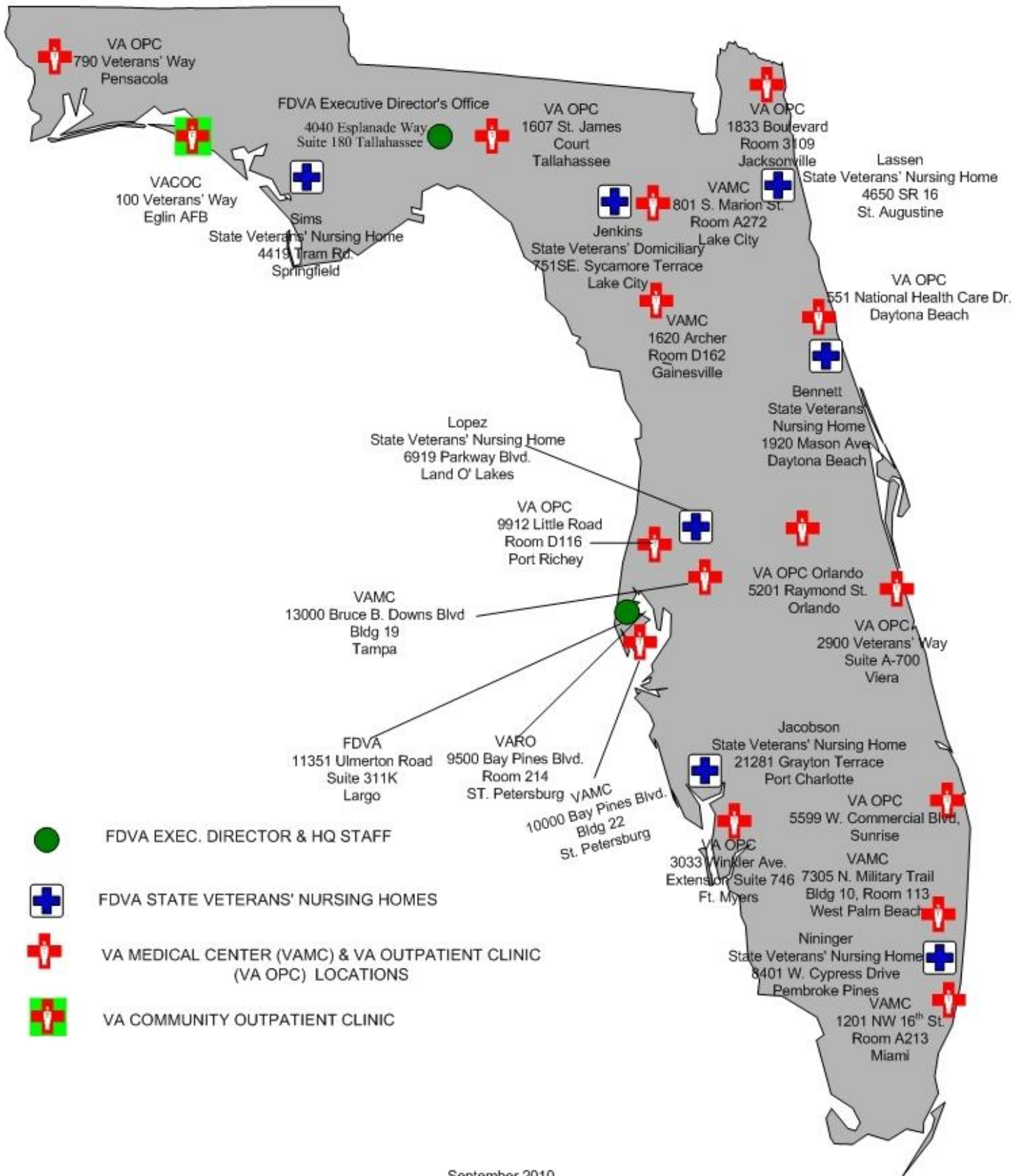


A resident of the Douglas Jacobson State Veterans' Nursing Home in Port Charlotte enjoys a visit from members of the Florida National Guard.



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

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



September 2010