



Annual Report

Fiscal Year 2015-16

Lt. Col. Glenn W. Sutphin Jr., U.S. Army (Ret), Executive Director



FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

Salute to Excellence

Division of Veterans' Benefits and Assistance



Katherine Snyder
Program Consultant, SAA
FDVA Employee of the Year



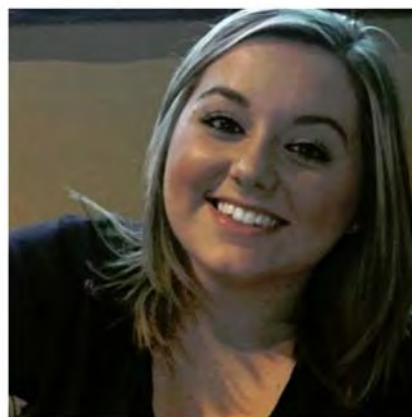
Carlos Gabino
Veterans' Claims Examiner Supervisor



Eric DeMello
Veterans' Claims Examiner



Mary Hagan
Veterans' Claims Examiner



Kaitlyn Caldwell
Staff Assistant

Salute to Excellence

State Veterans' Homes Program



Gwendolyn Gregory
Personnel Technician, Emory L. Bennett



Michelle Byrd
Therapy Aide, Robert H. Jenkins



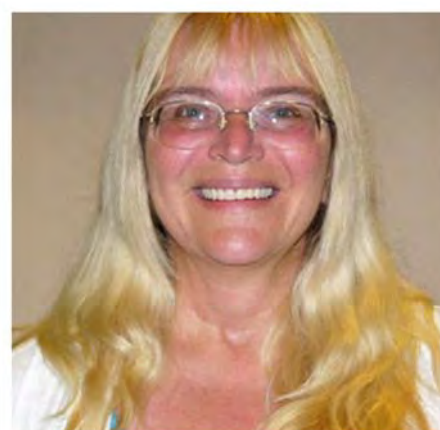
Barbara Vear
Risk Manager, Clyde E. Lassen



Tammie Shelton
Therapy Aide II, Clifford Chester Sims



Rosemary Major
Senior Registered Nurse, Sandy Nininger



Ginni Fay
Admission Coordinator, Douglas Jacobson

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November 21, 2016

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

I am very honored to submit the 2016 Annual Report for the Florida Department of Veterans' Affairs. Watching over and advocating for our state's veterans and their families are the more than 1,100 men and women of FDVA. Their story of patriotism, dedication and commitment is showcased in this report.

At the end of World War II, the State of Florida recognized the need to provide services to returning service members and created a division within state government to connect veterans with their earned federal and state benefits. To better serve veterans and their families, Florida voters in 1988 overwhelmingly approved a Constitutional Amendment to create a Cabinet Agency to "Honor Those Who Served U.S."

Today, the Florida Department of Veterans' Affairs is the premier point of entry for Florida veterans to access earned services, benefits and support. We serve the nation's third largest veterans' population with more than 1.5 million veterans residing in the Sunshine State.

FDVA plays a major role in the direct infusion of more than \$16.7 billion annually for veterans into Florida's economy through federal compensation, education and pension benefits, U.S. Department of Veterans Affairs' medical services and military retired pay.

But as impressive as that sounds, there are many thousands of our veterans and their families who, for whatever reason, are not taking advantage of benefits earned through their military service. Florida offers unique benefits such as in-state tuition rates for veterans and their families using the Post-9/11 GI Bill, several layers of property tax exemptions, expanded veterans' preference, and extensive benefits, licensure and fee waivers for many activities and occupations.

Help us reach out to our veterans. Let them know of the many federal, state and local benefits available to them as a result of their noble service. Be as determined to assist a veteran as he or she was to defend your freedoms.

We honor the service of our veterans. Let us never forget them and their families, through whose selfless service and sacrifice we today enjoy freedom and liberty.

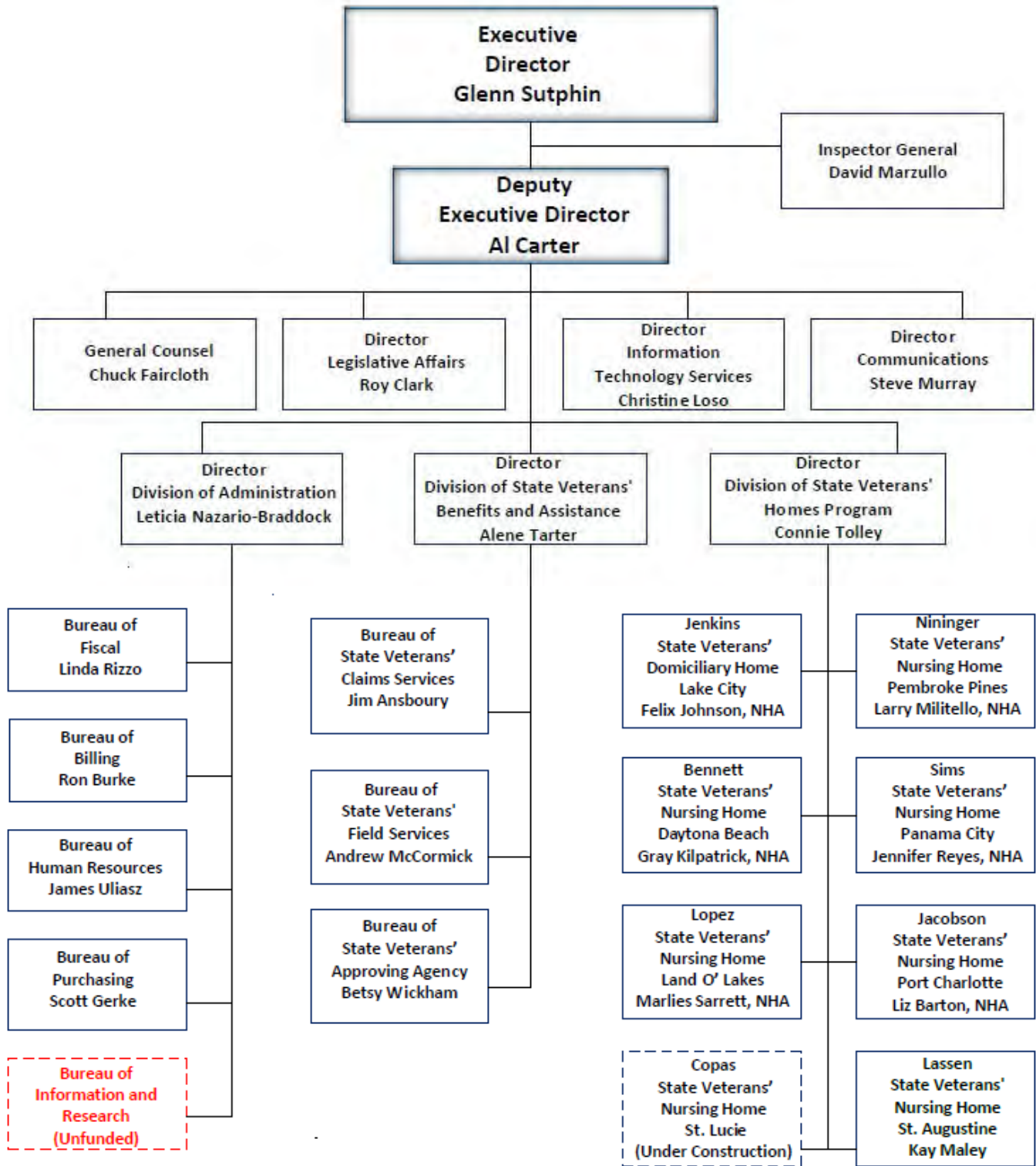


Glenn W. Sutphin Jr.
Lieutenant Colonel, U.S. Army (Ret)
Executive Director



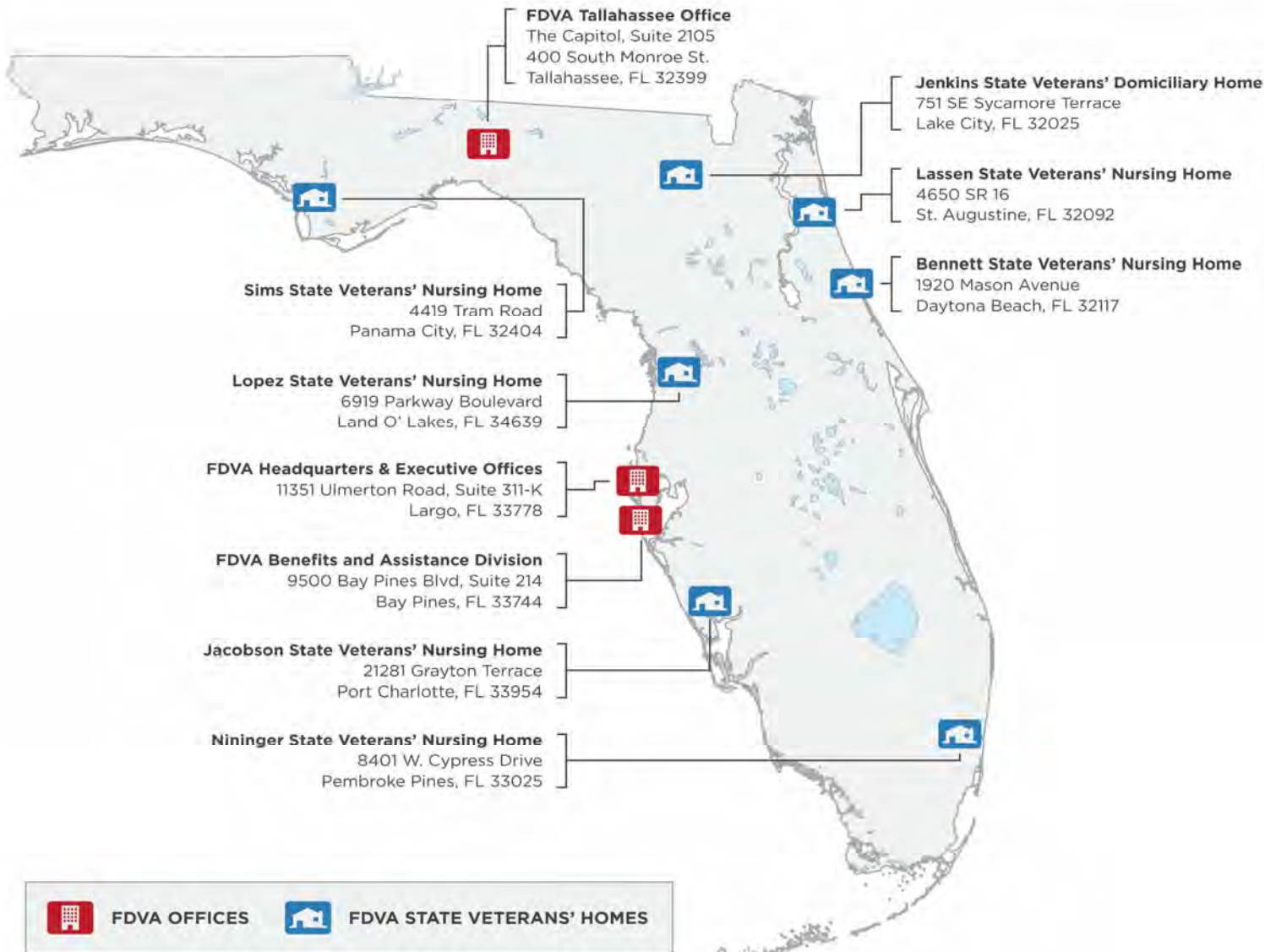
Who We Are

Florida Department of Veterans' Affairs



Our Mission: To advocate with purpose and passion for Florida veterans and link them to superior services, benefits and support.

Florida Department of Veterans' Affairs Primary Locations



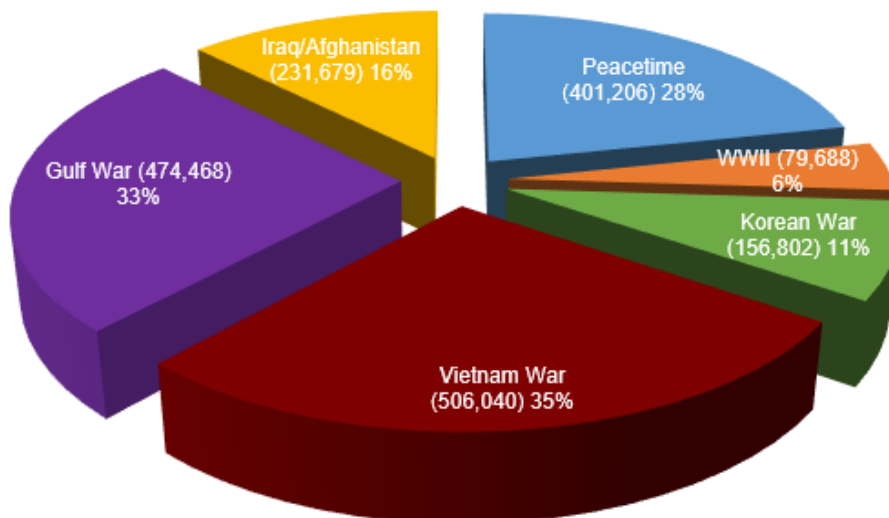
The Florida Department of Veterans' Affairs (FDVA) is a Cabinet agency responsible for assisting Florida veterans, their families and survivors in improving their health and economic well-being through quality benefit information, advocacy, education and long-term health care.

FDVA's main administrative office is in Largo, with a satellite in Tallahassee, and its two primary program areas are located throughout the state:

- **The Division of Veterans' Benefits and Assistance** provides professional assistance to Florida veterans and their dependents in obtaining financial benefits and health care treatments from the VA;
- **The State Veterans' Homes Program** provides comprehensive, high-quality health care to eligible veterans in need of long-term skilled or assisted living care.

Who We Serve

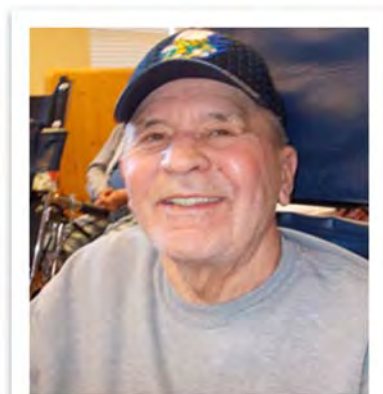
Florida Veterans by Service Era



Note: Includes veterans who served in more than one conflict.

Gulf War 474,468 (33%)

Urban warfare has changed not only the face of war, but also what our veterans face after the war. With advances in technology and medicine, more service members are surviving injuries incurred in war that would have killed them in previous eras.



David Critchell

Korean War 156,802 (11%)

As these veterans have aged, benefits and services that address a variety of issues unique to their demographic, including changing health risks and long-neglected mental health needs, financial challenges and long-term care needs are being implemented.



Maxine Mann

World War II 79,688 (6%)

In the 1940's, World War II veterans were among the nation's first to participate in modern warfare. Their service also coincided with major advances in modern medicine, resulting in a then extraordinary survival rate.

Iraq/Afghanistan 231,679 (16%)

Our returning veterans, much like the Greatest Generation, are seeking employment, housing and education opportunities for them and their spouses. Research on veterans suggests that 10% to 18% of these service members are likely to have Post-Traumatic Stress after they return.

Peacetime 401,206 (28%)

Almost a quarter of the Florida's veteran population served honorably during a very unique and relatively conflict-free time in our history. Many of these veterans do not seek benefits, mistakenly believing that if they did not serve in combat, then they must not qualify for veteran benefits and programs.



Edward Bryant

Vietnam War 506,040 (35%)

Forty years after the end of the Vietnam War, the agency has seen a heavy increase in disability claims filed on behalf of Vietnam veterans due to triggered responses to the current wars and the manifestation of acute diseases brought on by exposure to Agent Orange. Vietnam veterans make up the largest demographic of Florida's veterans.

Performance Measures

Division of 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.

Measure	Actual FY 2014-15	Actual FY 2015-16	Standard FY 2015-16
1. Value of cost avoidance because of retroactive compensation.	\$134,633,014	\$127,084,442	\$86,692,709
2. Value of cost avoidance because of issue resolution.	\$62,226,091	\$64,096,958	\$20,831,754
3. Number of veterans served.	105,839	95,191	93,390
4. Number of claims processed.	32,816	33,240	21,378
5. Number of services to veterans.	696,679	675,133	465,113

Division of State Veterans' Homes

Provide quality long-term health care services to eligible Florida veterans.

Measure	Actual FY 2014-15	Actual FY 2015-16	Standard FY 2015-16
1. Occupancy rate for homes in operation 2 years or longer.	98.9%	98.3%	90%
2. Percent of state veterans' homes in compliance with quality of care health care regulations.	100%	100%	100%
3. Number of state veterans' homes beds available.	870	870	870

Division of Executive Direction and Support Services

Provide effective and responsive management to support the divisions and programs serving veterans.

Measure	Actual FY 2014-15	Actual FY 2015-16	Standard FY 2015-16
1. Administration costs as a percent of total agency costs.	3.37%	4.0%	6.8%
2. Administrative positions as a percent of total agency positions.	2.5%	2.5%	4.4%

Division of Veterans' Benefits and Assistance



Veterans' Claims Examiners are active in the local community, helping to connect veterans with their earned benefits, services and support.

The Division of Veterans' 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 U.S. Department of Veterans Affairs (VA). Success is measured by the number of veterans the department assists and the number of issues resolved for those veterans. "Assistance" is seen in a variety of components, including medical treatment, prescriptions, prosthetic devices, benefit checks, school program approval, veterans' preference investigations and determinations, voter registration and disseminating veteran data to the public.

The Division is comprised of a Division Director, support staff, and 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 is Veterans' Preference, Section 295.11, F.S.

The Division's Veterans' Claims Examiners (VCEs) are trained to resolve the myriad of issues facing veterans who served in World War II through today's conflicts, with each era having unique issues and challenges. Each day finds VCEs offering assistance and guidance at Transition Assistance Program briefings for separating service members, congressional veterans' appreciation days, Homeless Veteran Stand-Downs, and veteran service organization gatherings. Though FDVA employees remain proactive in providing services to Florida's veterans, of the 1.5 million veterans in Florida, fewer than 340,000 currently receive VA service-connected compensation and pension benefits (not to be confused with military retirement benefits). Efforts to reach these veterans, counsel them regarding benefits they may have earned, and assist them in garnering those benefits are expanding. For every state dollar expended for this division, more than \$94 of federal monies are brought into Florida.

The Bureau of Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 42 of the VA's medical facilities in Florida and State Veterans' Homes, as well as outreach activities for FDVA throughout the state. Field Services also assists in staffing the state's Disaster Recovery Centers when established by the Division 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 benefits. The focus of Field Services is face-to-face contact with the client and the resolution of any number of issues related to the submission of claims for compensation, pension, or medical care.

The VCEs of the Bureau of Veterans' Field Services work closely with patient advocates in VA Medical Centers. They also perform extensive outreach and help veterans navigate the confusing and cumbersome process to obtain benefits from the VA. The services can result in monetary benefits, but often result in determining, verifying and obtaining eligibility for medical treatments, medications, wheelchairs, hearing aids, ambulance bill reimbursements, lost check replacements prosthetics and other, non-monetary yet valuable benefits within the VA system. This service provides Florida veterans with significant economic value.

State Archives of Florida, *Florida Memory*, <https://floridamemory.com/items/show/161614>

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 benefits as well as applications to correct military records. The bureau also supports the VA's initiatives of Homeless Outreach, Women Veterans' Integration, and 'Fully Developed Claims' program.

The Bureau's primary responsibility is to work directly with the decision resources in the VA Regional Office to expedite 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 VA benefits rating decisions and paralegal due process assistance in the prosecution of veterans' disagreements with and appeals of VA rating decisions and debt identification and relief.



Pensacola-based Veterans' Claims Examiners help connect Panhandle veterans with their earned benefits, service and support. The Florida Veterans' Benefits Guide is the No. 1 takeaway from these encounters.

The Bureau is also charged by statute to train and certify County Veteran Service Officers. To maintain proficiency with the rapid changes in veterans' programs, the bureau provides training twice a year during the counties' semi-annual conferences.

The Bureau of State Approving Agency (SAA) for Veterans' Education and Training is charged under the provisions of Title 38, United States Code (USC) and the federal contract entered into between FDVA and the VA and governed by Florida Statute 295.124. The Bureau is 100% federally funded. The Bureau reviews, evaluates and approves programs of veterans' education at Florida's institutions of higher learning and non-college degree schools for participation in VA Education Benefit programs. GI Bill® -eligible veteran flight training and employer On-the-Job and apprenticeship training also fall under the SAA's purview.

Education is one of the keys to the successful transition from active-duty to veteran status. Certifying quality programs in the state, and encouraging the use of Post 9/11 GI Bill® benefits for those programs, is emphasized in all FDVA outreach activities. Attracting and keeping a young, educated veteran population is beneficial for all of Florida.

State Archives of Florida, *Florida Memory*, <https://floridamemory.com/items/show/161621>

Division of State Veterans' Homes

The State Veterans' Homes Program provides comprehensive, high-quality health care on a cost-effective basis to eligible veterans in need of either long-term skilled nursing care or assisted living services. Care is provided to veterans with qualifying war or peacetime service, who are residents of Florida preceding admission, and who require skilled care as certified by a VA 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.

Assisted Living level care is provided at the Robert H. Jenkins State Veterans' Domiciliary Home in Lake City, and 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 in the Domiciliary Home is preparing veterans to function at their highest level of independence. A multidisciplinary approach is followed with the veterans participating in an established care plan.



Staff at the Baldomero Lopez State Veterans' Nursing Home in Land O' Lakes are leading an agency wide initiative to increase health care recruiting and retention.

Skilled nursing home care provides full-service, long-term residential nursing care to eligible veterans in the six State Veterans' Nursing Homes. The homes are supervised 24-hours daily by registered and licensed nurses. Five of the six skilled nursing facilities operated by FDVA have dementia-specific neighborhoods. FDVA operates nursing homes in Daytona Beach, Land O' Lakes, Pembroke Pines, Panama City, Port Charlotte and St. Augustine.

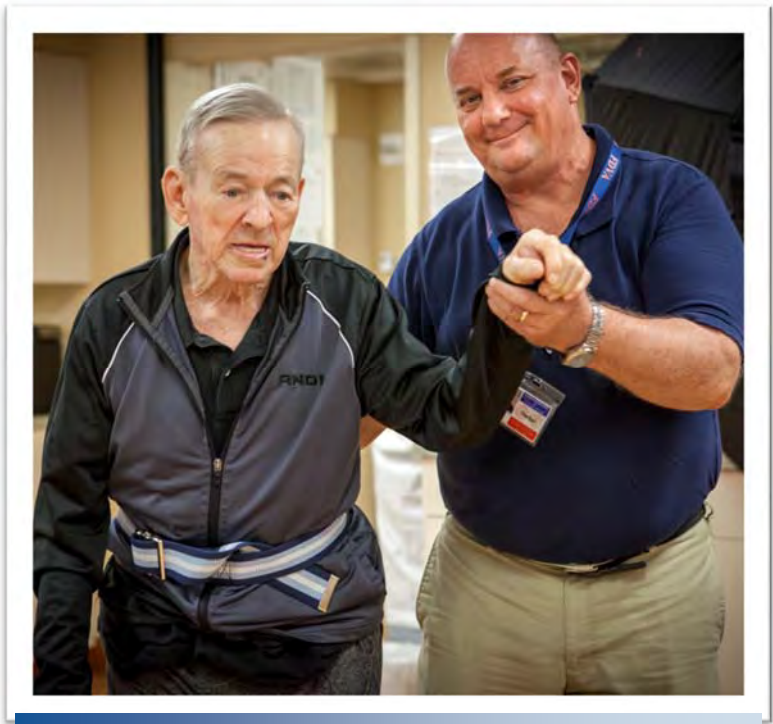
Comprehensive services and a deep concern for all veterans go hand in hand at our FDVA nursing homes. Around-the-clock medical and nursing care is provided by a full-time staff of registered nurses, licensed practical nurses and certified nursing assistants. Rehabilitative services, such as occupational and physical therapies, speech therapy and recreational activities are provided under the direct supervision of licensed therapists. A variety of on- and off-site recreational and social activities are provided to encourage active minds, bodies and spirits, and slow the process of physical and mental decline. A wide range of other medical services is 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 veterans. We remain at the forefront in ensuring 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.

State Veterans' Homes Program Occupancy Rates

During Fiscal Year 2015-16, the average occupancy rate for State Veterans' Homes in operation two years or longer was 98.3%, and the average for all skilled nursing facilities was over 98.2%. Assisted living facilities traditionally operate at a lower occupancy than skilled nursing facilities, and the department is proud to announce the Robert H. Jenkins State Veterans' Domiciliary Home in Lake City brought their occupancy rate far above the 90% performance measure goal for the year and achieved a 98% occupancy rate.

A Community Living Center (VA Nursing Home) is a U.S. Department of Veterans Affairs design model that was directed in 2012 for the construction of any new nursing facility. The Community Living Center model strives to create an environment that resembles "home" as much as possible. While a good concept in principle, the Community Living Center's (CLC) cost to build, man and operate is twice that of a conventional nursing home.

FDVA acknowledges veterans' nursing home care delivery has experienced a change in philosophy of care, complexity of care, levels of service, length of stay, architecture, demographics of populations served, and new generational cohorts of residents requiring care that can only be provided in nursing homes. To meet VA-mandated CLC requirements and personalize the delivery of care, FDVA is working to build its first CLC, the Ardie R. Copas State Veterans' Nursing Home in Port St. Lucie (St. Lucie County). The 112-bed facility will offer skilled-nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. This facility is currently at the 75% design level.



Providing loving and compassionate care for our resident heroes is the primary focus of our health care professionals.



Local veterans' organizations frequently honor our residents.

Quality of Care

CMS enhanced its Nursing Home Compare public reporting site to include a set of quality ratings for each nursing home that participates in Medicare or Medicaid. The ratings take the form of several individual ratings and one overall comprehensive rating for each home, five stars being the highest and one star being the lowest. Overall ratings of five stars place a facility at the top ten percent of all rated facilities in their state.

The primary goal of the rating system is to provide residents and their families with an easy way to understand the assessment of nursing home quality, making meaningful distinctions between high and low performing nursing homes.

FDVA is again excited to announce that four of our six skilled nursing facilities have been recognized with this five star rating distinction (Pembroke Pines, Panama City, Land O’ Lakes and St. Augustine.) The remaining two homes have been rated at four stars (Daytona Beach and Port Charlotte.) We are proud of the quality of care provided to our residents in a warm, caring home-like atmosphere.

The State Veterans’ Homes have made significant progress in standardizing clinical standards and procedures, resulting in residents receiving thorough and consistent care. Continuity of care is of the utmost importance when caring for the elderly. At each of the Homes there is an emphasis on providing the same caregivers on a daily basis.

Providing consistent caregivers affords the resident and caregiver the opportunity to establish a strong bond, resulting in outstanding outcomes. The relationships between caregivers and residents become very special over a period of time.



Alexander “Sandy” Nininger State Veterans’ Nursing Home Safety Committee members celebrate the achievement of going 773 days without a lost day due to injury.

Department Recognitions



FDVA Executive Director Glenn Sutphin joins Gov. Rick Scott at a Governor's Veterans Service Award presentation.

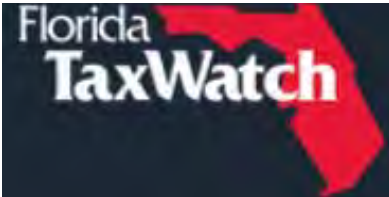
The 2015 edition of the *Florida Veterans' Benefits Guide* was a two-time winner at the Florida Public Relations Association 2016 Golden Image Award Ceremony. FDVA won statewide honors for the 28-page informative guide in two categories.

- The *Judges Award* for an outstanding entry that achieves maximum results while using a minimum amount of money.
- The *Award of Distinction* for excellence.



The Governor's Gold Seal Award program was established in 2002, and developed and implemented by the Governor's Panel on Excellence in Long-Term Care, composed of persons appointed by the Governor's Office, Agency for Health Care Administration, Department of Health, Department of Elder Affairs, Florida Association of Homes for the Aging, Florida Health Care Association, Florida Life Care Residents Association, and the State Long Term Care Ombudsman. Gold Seal recipients must demonstrate a long standing quality of excellence, with more than 30 months of data and surveys scrutinized. They must meet a quality of care scoring and ranking placing them in the top 10 percent of their region or top 15 percent in the state as well as be a 5-star facility in the CMS Nursing Home Guide. It represents the highest standard you can achieve.

The Clifford Chester Sims State Veterans' Nursing Home in Panama City holds this designation for another two years. Out of 682 licensed nursing homes statewide, less than 3 percent currently carry the seal. FDVA is proud of the care we offer our veteran residents.



PRUDENTIAL PRODUCTIVITY AWARDS FOR FISCAL YEAR 2015-16

The Prudential Productivity Awards are made possible through the generosity of Prudential, and the vision of the late J. E. Davis and A. D. Davis, co-founders of Florida TaxWatch. Since 1989, Florida TaxWatch has publically recognized and rewarded state employees and work units whose work significantly and measurably increases productivity and promotes innovation to improve the delivery of state services and save money for Florida taxpayers and businesses.

The Florida Department of Veterans Affairs submitted seven entries during Fiscal Year 2015-16 and the feedback was extremely positive. As a result of our efforts, FDVA had three entries receive recognition plaques, two entries receive certificates of recognition, and one individual entry received a cash award. The following represents the areas of awards and the function under which the award was submitted:

- Financial accountability and stewardship: Douglas T. Jacobson State Veterans' Nursing Home
- State and Federal Regulatory Compliance: Douglas T. Jacobson State Veterans' Nursing Home
- Antipsychotic Drug Use Reduction: Clyde E. Lassen State Veterans' Nursing Home
- Low Personnel Turnover Savings Initiative: Alexander "Sandy" Nininger State Veterans' Nursing Home
- Operation Safe Move: Headquarters FDVA
- Risk Management/Safety Program Initiative: Dr. Rebecca Yackel, Veterans' Homes Program

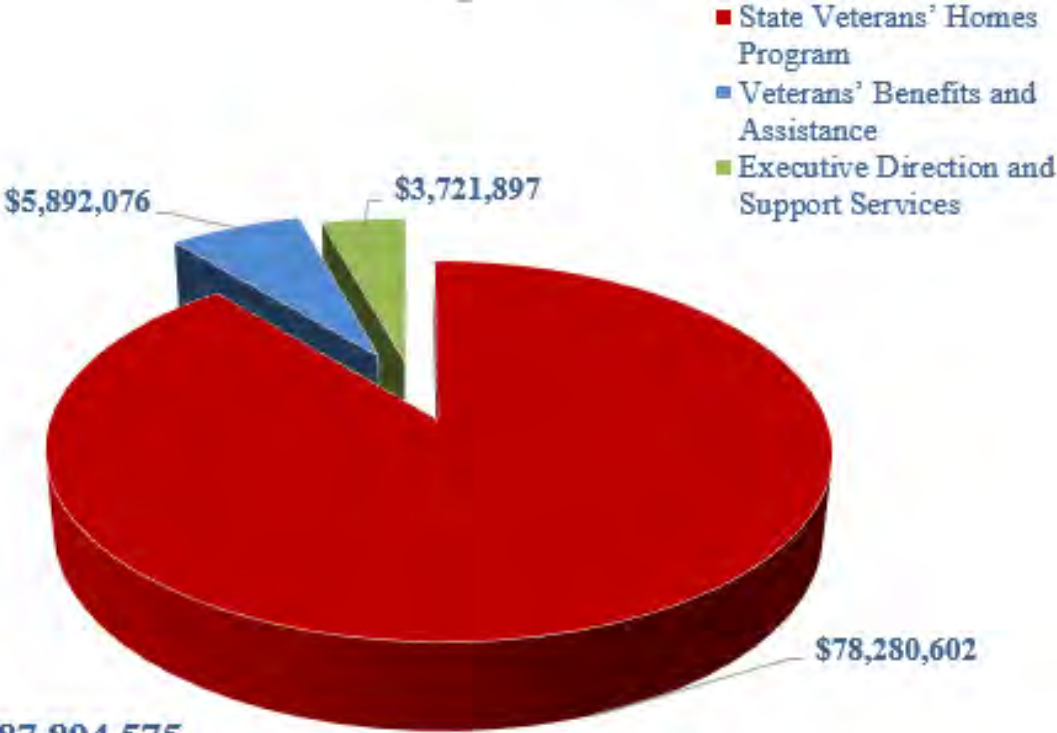
Congratulations to all the members who participated in this worthwhile productivity recognition program.



FDVA Deputy Executive Director Al Carter joins Gov. Rick Scott at a recent Governor's Veterans Service Award presentation in Bradenton.

Fiscal Impact

FDVA Operating Expenditures



Total: \$87,894,575

See Appendix VII for detailed fiscal information.



Certified Nursing Assistants help provide a warm and caring environment in FDVA's network of award-winning state veterans' homes.

Appendix I

Actions Taken Relevant to Florida Statutes

Chapter 292, FLORIDA STATUTES

§§ 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 Agency (SAA) for Veterans' Education and Training

FDVA maintains a contract with the U.S. Department of Veterans Affairs (VA) to provide for State Approving for Veterans' Education and Training. Costs are reimbursed 100% by the VA and include coverage of clerical and administrative expenses of the Bureau, SAA within the Division of Benefits and Assistance.

State Veterans' Homes Division

The State Veterans' Homes Division applies for and receives federal funds from the VA including per diem as well as construction and renovation grants. Our homes accept funds from Medicare/Medicaid, hospice, private insurance reimbursements and from individual residents in the form of co-payments for services rendered. Our network of veterans' homes also accepts cash donations as well as gifted items and services for the benefit of the residents.

§§ 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 veteran-related governmental committees, regular meetings with veterans' organizations and their leadership, and as possible analyses of official VA data and reports. The Bureau of Information and Research, intended by the legislature to perform this task full time, has never been funded. FDVA attends Florida Veterans Council meetings with veteran service organization representatives throughout the state as a best-effort to not only gather information on veterans and their needs, but to disseminate information on available benefits to as many veterans as we can reach.

§§ 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 Agency (SAA) for Veterans’ Education and Training

Under the provisions of Title 38 United State Code (USC), and the contract maintained between the FDVA and the VA, the SAA is charged with inspecting, approving and supervising programs and courses offered by accredited and non-accredited educational institutions (public and private) as well as training organizations. Lists of such educational institutions and specific courses, which it has approved, are furnished to the VA 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 Division

The Department operates the State Veterans’ Domiciliary Home in Lake City, and State Veterans’ Nursing Homes in Daytona Beach, Land O’ Lakes, Pembroke Pines, Panama City, 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 State Veterans’ Homes Program is 870. Of those, 720 are nursing home beds. The veteran population over 65 years old in Florida is estimated to be 773,284. According to Florida’s Agency for Health Care Administration, Florida has a total of 83,210 nursing home beds and an over-65 population total of 3.4 million--more than half a million with Alzheimer’s or related dementias. The construction of new state veterans’ nursing homes is subject to approval by the Governor and Cabinet, with 35% of the funding provided by the Florida Legislature and 65% of construction costs matched by the VA.

Chapter 295, FLORIDA STATUTES

§§ 295.05(7) F.S. *Veterans’ Preference in Hiring and Retention.* –

Florida Statutes (§ 295.07) provides that the State and political subdivisions 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.

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

County Population and Federal Benefit Distributions

FY15 Summary of Expenditures by State						
Expenditures in \$000s						
County / Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Education & Vocational Rehabilitation/ Employment	Insurance & Indemnities	Medical Care
ALACHUA	18,515	\$ 248,350	\$ 65,757	\$ 12,879	\$ 1,359	\$ 157,064
BAKER	2,786	\$ 15,094	\$ 6,448	\$ 568	\$ 34	\$ 8,044
BAY	23,522	\$ 153,718	\$ 106,397	\$ 12,982	\$ 1,292	\$ 33,046
BRADFORD	4,134	\$ 24,647	\$ 8,223	\$ 797	\$ 64	\$ 15,564
BREVARD	65,915	\$ 550,525	\$ 300,315	\$ 40,579	\$ 6,620	\$ 193,430
BROWARD	83,301	\$ 629,104	\$ 288,205	\$ 75,216	\$ 8,172	\$ 257,512
CALHOUN	1,268	\$ 8,387	\$ 4,189	\$ 319	\$ 219	\$ 3,661
CHARLOTTE	20,182	\$ 126,446	\$ 70,948	\$ 3,720	\$ 1,991	\$ 49,788
CITRUS	28,095	\$ 143,978	\$ 67,082	\$ 3,575	\$ 1,394	\$ 71,927
CLAY	30,788	\$ 197,417	\$ 110,141	\$ 30,401	\$ 1,796	\$ 55,079
COLLIER	28,221	\$ 99,704	\$ 56,264	\$ 5,649	\$ 3,292	\$ 34,498
COLUMBIA	8,196	\$ 113,816	\$ 33,767	\$ 1,968	\$ 244	\$ 77,837
DE SOTO	2,411	\$ 15,305	\$ 7,824	\$ 218	\$ 39	\$ 7,224
DIXIE	1,647	\$ 20,767	\$ 6,184	\$ 200	\$ 84	\$ 14,299
DUVAL	98,830	\$ 603,676	\$ 293,592	\$ 105,025	\$ 5,544	\$ 197,558
ESCAMBIA	41,641	\$ 283,768	\$ 173,564	\$ 27,144	\$ 2,585	\$ 77,669
FLAGLER	12,610	\$ 71,119	\$ 38,387	\$ 5,123	\$ 955	\$ 26,654
FRANKLIN	1,499	\$ 6,860	\$ 3,490	\$ 76	\$ 31	\$ 3,264
GADSDEN	3,874	\$ 26,360	\$ 11,543	\$ 1,264	\$ 87	\$ 13,466
GILCHRIST	1,647	\$ 16,323	\$ 6,104	\$ 402	\$ 43	\$ 9,775
GLADES	1,043	\$ 7,183	\$ 1,907	\$ 86	\$ 15	\$ 5,176
GULF	1,790	\$ 9,550	\$ 6,034	\$ 322	\$ 116	\$ 3,079
HAMILTON	1,288	\$ 12,060	\$ 5,072	\$ 266	\$ 64	\$ 6,659
HARDEE	1,548	\$ 8,945	\$ 4,089	\$ 255	\$ 68	\$ 4,534
HENDRY	1,865	\$ 14,240	\$ 7,009	\$ 507	\$ 110	\$ 6,614
HERNANDO	22,515	\$ 178,957	\$ 90,323	\$ 7,644	\$ 1,854	\$ 79,136
HIGHLANDS	10,313	\$ 75,311	\$ 37,987	\$ 1,943	\$ 790	\$ 34,592
HILLSBOROUGH	93,172	\$ 1,070,288	\$ 425,837	\$ 115,601	\$ 8,473	\$ 503,238
HOLMES	2,068	\$ 16,699	\$ 12,301	\$ 447	\$ 94	\$ 3,856
INDIAN RIVER	14,810	\$ 87,121	\$ 50,537	\$ 3,164	\$ 1,841	\$ 31,578
JACKSON	5,022	\$ 34,171	\$ 18,700	\$ 1,404	\$ 169	\$ 13,898
JEFFERSON	1,470	\$ 8,613	\$ 4,879	\$ 295	\$ 49	\$ 3,391
LAFAYETTE	747	\$ 4,906	\$ 1,388	\$ 58	\$ 20	\$ 3,440
LAKE	34,264	\$ 231,158	\$ 120,814	\$ 10,436	\$ 2,502	\$ 97,406
LEE	56,259	\$ 327,496	\$ 164,805	\$ 18,887	\$ 5,254	\$ 138,550
LEON	19,195	\$ 119,730	\$ 49,360	\$ 13,873	\$ 1,420	\$ 42,645
LEVY	4,604	\$ 51,856	\$ 15,568	\$ 1,001	\$ 129	\$ 35,158
LIBERTY	658	\$ 2,969	\$ 1,690	\$ 174	\$ 46	\$ 1,058

County/ Congressional District	Veteran Population*	Total Expenditure	Compensation & Pension	Education & Vocational Rehabilitation/ Employment	Insurance & Indemnities	Medical Care
MADISON	1,910	\$ 12,508	\$ 5,572	\$ 331	\$ 54	\$ 6,551
MANATEE	30,881	\$ 193,917	\$ 102,695	\$ 10,682	\$ 3,103	\$ 77,436
MARION	45,959	\$ 292,166	\$ 121,927	\$ 8,317	\$ 2,872	\$ 159,050
MARTIN	14,612	\$ 90,030	\$ 42,867	\$ 3,333	\$ 2,091	\$ 41,738
MIAMI-DADE	61,444	\$ 622,732	\$ 231,750	\$ 76,687	\$ 4,733	\$ 306,344
MONROE	7,852	\$ 58,062	\$ 25,988	\$ 4,777	\$ 689	\$ 26,608
NASSAU	9,060	\$ 48,173	\$ 24,403	\$ 3,918	\$ 1,151	\$ 18,702
OKALOOSA	32,879	\$ 246,128	\$ 175,802	\$ 32,039	\$ 2,051	\$ 36,235
OKEECHOBEE	3,151	\$ 30,788	\$ 13,512	\$ 636	\$ 160	\$ 16,480
ORANGE	67,688	\$ 697,967	\$ 283,887	\$ 89,488	\$ 6,185	\$ 270,230
OSCEOLA	17,858	\$ 187,804	\$ 88,586	\$ 15,754	\$ 2,009	\$ 81,455
PALM BEACH	77,473	\$ 664,871	\$ 259,540	\$ 42,387	\$ 15,446	\$ 341,829
PASCO	52,269	\$ 436,014	\$ 191,147	\$ 26,676	\$ 3,957	\$ 214,234
PINELLAS	86,727	\$ 1,057,406	\$ 350,505	\$ 51,469	\$ 9,506	\$ 487,794
POLK	56,619	\$ 367,839	\$ 173,218	\$ 20,935	\$ 3,104	\$ 170,581
PUTNAM	7,688	\$ 71,343	\$ 24,591	\$ 2,181	\$ 585	\$ 43,986
SAINT JOHNS	21,802	\$ 110,611	\$ 59,927	\$ 11,533	\$ 2,064	\$ 37,058
SAINT LUCIE	23,686	\$ 201,650	\$ 95,095	\$ 11,183	\$ 1,648	\$ 93,724
SANTA ROSA	23,780	\$ 172,875	\$ 120,262	\$ 21,623	\$ 996	\$ 29,994
SARASOTA	39,284	\$ 210,357	\$ 117,425	\$ 10,380	\$ 4,592	\$ 77,961
SEMINOLE	30,685	\$ 222,291	\$ 106,513	\$ 22,943	\$ 2,321	\$ 90,514
SUMTER	17,602	\$ 108,064	\$ 54,600	\$ 1,182	\$ 1,396	\$ 43,349
SUWANNEE	4,747	\$ 47,851	\$ 15,666	\$ 842	\$ 313	\$ 31,030
TAYLOR	2,132	\$ 13,991	\$ 6,597	\$ 264	\$ 27	\$ 7,103
UNION	1,803	\$ 9,859	\$ 3,813	\$ 270	\$ 61	\$ 5,714
VOLUSIA	54,415	\$ 416,805	\$ 211,843	\$ 43,551	\$ 5,121	\$ 156,289
WAKULLA	3,542	\$ 17,398	\$ 8,981	\$ 983	\$ 187	\$ 7,247
WALTON	6,496	\$ 34,022	\$ 22,441	\$ 1,956	\$ 302	\$ 9,323
WASHINGTON	2,683	\$ 16,010	\$ 11,121	\$ 542	\$ 43	\$ 4,305
FLORIDA (Totals)	1,558,441	\$ 12,276,149	\$ 5,626,995	\$ 1,021,331	\$ 135,627	\$ 5,214,229

Notes:

* Veteran population estimates, as of September 30, 2015, are produced by the VA Office of the Actuary (VetPop 2014).

Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) programs. Currently, all "Loan Guaranty" expenditures are attributed to Travis County, TX, where all Loan Guaranty payments are processed. VA will continue to improve data collection for future GDX reports to better distribute loan expenditures at the state, county and congressional district levels.

** Unique patients are patients who received treatment at a VA health care facility. Data are provided by the Allocation Resource Center (ARC).

Expenditure data sources: USASpending.gov for Compensation & Pension (C&P) and Education and Vocational Rehabilitation and Employment (EVRE) Benefits; Veterans Benefits Administration Insurance Center for the Insurance costs; the VA Financial Management System (FMS) for Construction, Medical Research, General Operating Expenses, and certain C&P and Readjustment data; and the Allocation Resource Center (ARC) for Medical Care costs.

1. Expenditures are rounded to the nearest thousand dollars. For example, \$500 to \$1,000 are rounded to \$1; \$0 to \$499 are rounded to \$0; and "\$ -" = 0 or no expenditures.

2. The Compensation & Pension expenditures include dollars for the following programs: veterans' compensation for service-connected disabilities; dependency and indemnity compensation for service-connected deaths; veterans' pension for nonservice-connected disabilities; and burial and other benefits to veterans and their survivors.

3. Medical Care expenditures include dollars for medical services, medical administration, facility maintenance, educational support, research support, and other overhead items. Medical Care expenditures do not include dollars for construction or other non-medical support.

4. Medical Care expenditures are allocated to the patient's home location, not the site of care.

<http://www.va.gov/vetdata/Expenditures.asp> 9/23/2015

Appendix III



FLORIDA VETERANS — F O U N D A T I O N —

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.

Foundation highlights this fiscal year:

- The Foundation received 568 direct requests for financial assistance this fiscal year and approved 362.
- The Foundation provided direct financial assistance to veterans totaling \$468,385 (Ref. 2016 Audit), covering but not limited to items such as housing, utilities, identification documents and transportation.
- On December 18, 2015, the FVF received \$1.25 million/two-year grant awarded by the Florida Attorney General. Only 5% (\$62,500) of grant funds are used for administrative expenses.
- The FVF began execution of the AG's grant named the Florida Veterans HELP (Health, Education, Employment, Entrepreneurship Leadership, Partnership) Grant to reach "needs-based" veterans through informational Veterans' Summits (Homeless/At-Risk Veterans Stand Downs), media such as our website, brochures, flyers and marketing.
- The North Florida Stand Down (NFSD) 2016 was held on April 22-23, 2016 and served 256 homeless/at-risk veterans in Tallahassee. The Foundation also provided a total of \$6,000 in funding for Stand Downs in Merritt Island, Polk County, and Tampa.
- The Florida Veterans Foundation has sponsored Caregiver, Vietnam Veteran, Military Officers Association of America, Military Order of the Purple Heart, Veterans of Foreign Wars, and many other conferences/meetings to connect with, and educate veterans and their families on benefits and assistance.
- Hyperbaric oxygen therapy treatment/SPECT scans – The Foundation spearheaded VA's approval of HBOT treatments and monitored and sponsored four veterans for HBOT treatments. The Foundation paid more than \$31,000 for the treatments resulting in remarkable outcomes.
- The Florida Veterans Foundation sponsored a Jacksonville spouses event in May that included more than 1,600 military spouses. The FVF provided information to each spouse to include Death Indemnity Certification, HBOT, HELP Grant, Florida Veterans' Benefits Guides and other contact information for families.
- The Foundation provides funding (\$20,000) for the printing of the Florida Veterans' Benefits Guides, distributed at all FDVA locations, military bases as well as other public and private entities throughout the state. More than \$8,500 was provided to support the Florida Veterans' Hall of Fame.

Col. Washington J. Sanchez, Jr.,
U.S. Army, Retired
Chairman
(850) 488-4181
The Capitol, Suite 2107
400 S. Monroe St.
Tallahassee, FL 32399

Appendix IV



Veterans Florida (Florida is for Veterans, Inc.) is a non-profit corporation created by the State of Florida in 2014 to help veterans fully transition to civilian life in the Sunshine State. We connect veterans to employers, grant funds to employers to hire and train veterans, and educate veterans on how to open their own businesses in the Florida.

Veterans Florida is backed by the State of Florida. Our board is appointed by the Governor, Speaker of the Florida House of Representatives, and the President of the Florida Senate. Additionally, our staff is composed of veterans with experience in state veterans' programs, economic development, and workforce development. Our unique programs assist Florida businesses recruit, train, and hire veterans to meet workforce needs.

Every business has a need for a talented workforce and today's veterans are a great fit for any company looking for hard-working, intelligent men and women with a unique mission-focused attitude. Veterans Florida is here to help Florida businesses recruit, hire and train America's best talent resource, our veterans.

The Veterans Florida Career Portal was recently launched as a way to connect veterans who live or would like to move to Florida with employers in the state. Businesses can register for a free account on our website, which gives them the ability to post their job announcements and search our resume database. For employers without their own applicant tracking system, this system has some great tools to help them track their job announcements performance, screen and manage candidates, as well as track their hiring activity from first contact through to the final employment offer. Larger employers with their own applicant tracking systems can link the job postings on the Veterans Florida Career Portal to their own site. We can also setup an automated feed of jobs from company's website to ours.

Veterans Florida works with Visit Florida to administer a comprehensive, nationwide advertising campaign that draws hundreds of thousands of veterans and their families to our website to learn more about the benefits and opportunities available for them in the Sunshine State. By working with Veterans Florida, businesses can tap into this audience and recruit from America's best talent resource: our veterans.

Veterans Florida also manages two statutory grant programs, The Veterans Florida Business Training Grant Program and the Veterans Florida Entrepreneurship Program.



Veterans Florida Business Training Grant Program

The Veterans Florida Business Training Grant program provides grant funding for customized, skills-based curriculum development and training, through partial reimbursement, to businesses in Florida’s targeted, high-growth and high-wage industries (qualified targeted industries). These are high-skill industries producing goods or services and wages generally 125 percent above state or local wages.

The program is a state-funded grant program that provides funding to qualifying businesses to train their new, full-time employees. Funding is provided in the form of a performance-based reimbursable grant, for a 12-month maximum term per new employee. A business pays for pre-approved, direct training-related costs and is reimbursed by Veterans Florida upon submission of required documentation. Also, a business may apply for and receive funds concurrently with the Quick Response Training Program or Florida Flex Grants administered by CareerSource Florida.

Veterans Florida Entrepreneurship Program

Our Veterans Florida Entrepreneurship Program helped more than 160 veterans start their own businesses in 2016 and we’re gearing up to start the next program in January. The program is administered by Veterans Florida and instruction is delivered by a network of seven state Universities and Colleges. Our curriculum is based on the nationally recognized lean startup method and was collaboratively designed by our network partners. This year’s program features two phases, beginning with 15 weeks of instruction where students attend full-day workshops every other Saturday while completing online coursework in between. After graduating from the education phase, students are paired with mentors from their local business community or consultants from the Small Business Development Centers at each institution so they always have someone to help them while they are launching their businesses.



Program Statistics



Marketing Campaign (January 1, 2016 – October 10, 2016)

Unique Website Visitors to veteransflorida.org: 173,480
Website Page Views: 395,807
Facebook “Likes”: 70,976
Twitter Followers: 184
LinkedIn Followers: 121
Newsletter Subscribers: 9,683

Veterans Florida Business Training Grant Program - (January 1, 2016 – October 10, 2016)

Number of Businesses Requesting an Application: 49
Number of Businesses Under Contract: 16
Number of Projected Veteran Hires: 584
Number of Veteran Hires to Date: 60
Reimbursements Paid to Businesses: \$141,926.80

Veterans Florida Entrepreneurship Program - (January 1, 2016 – October 10, 2016)

FY 2015-16 Program (Three Phase Program)

Participating Universities and Colleges: University of West Florida, University of North Florida, Florida Atlantic University, Florida Gulf Coast University and Hillsborough Community College.

Applications Received: 612
Number of Veterans Enrolled in Phase 1: 424
Number of Veterans Completing Phase 2: 167
Number of Instruction Hours delivered in Phase 2: 823
Number of Florida Businesses participating as speakers or mentors: 95
Number of Mentoring/Consulting Hours Delivered in Phase 2: 951

FY 2016-17 Program (Two Phase Program)

Participating Universities and Colleges: University of West Florida, University of North Florida, Florida Atlantic University, Florida Gulf Coast University, Hillsborough Community College, Florida Agricultural and Mechanical University and University of Central Florida.












Application Window opens October 17, 2016
Program Instruction begins in January 2017
Designed for 280 students to complete the program.

Appendix V

Associated Veteran Service Organizations

As the accredited representative of 11 veterans' organizations, FDVA has the opportunity to prosecute claims before the U.S. Department of Veterans Affairs 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 to veterans for FDVA services.

Listed below are the veterans' service organizations which this department represents in claims processing with the VA:

	American Ex Prisoners of War
	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 (Family Members)

Appendix VI

Certified 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, their location, phone number and e-mail address is available at <http://floridavets.org/locations/>. 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 <http://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, their families and survivors to improve their health and economic well-being.



The Alexander “Sandy” Nininger State Veterans Nursing Home in Pembroke Pines hosts veterans groups to help connect the local veterans’ community with its resident veterans. A Purple Heart is awarded to a member of the Broward County Vietnam Veterans of America during a recent meeting.

Appendix VII

Robert H. Jenkins Jr., State Veterans' Domiciliary Home Lake City (Columbia County)

2015-16 Occupancy Rate: 98.2% (77 Admissions, 77 Discharges)

The facility is the very first Veterans' Home in Florida and the only Assisted Living Facility, having opened to residents in May 1990. With ongoing maintenance and energy-saving and quality of life renovations, the home is in excellent condition. This 150-bed Assisted Living Facility provides a special combination of housing, personalized support services, and incidental medical care to its veteran residents. Our goal is to advocate with purpose and passion as we provide superior services for our Florida veterans and their families.

Home Life: *Set on a quiet property with deer and wild turkey observed nearly every evening, Jenkins residents enjoy diverse outings and multiple activities on the grounds, in the local community, and across north-central and northeast Florida. The Domiciliary Home prides itself in providing excellent customer service in a home-like environment. We don't just look after residents' essential needs: We integrate opportunities to participate in lectures, book and special interest clubs, celebrations, socials and other programs that promote healthy, vibrant lifestyles.*



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

**Emory L. Bennett State Veterans' Nursing Home
Daytona Beach (Volusia County)
2015-16 Occupancy Rate: 97.5% (91 Admissions, 86 Discharges)**

The facility opened to residents in December 1993 and is in excellent condition. Situated on 30 acres, this 120-bed facility provides skilled nursing care.

Home Life: *At Emory L. Bennett, we are a tight-knit family of residents and staff. We enjoy great support from our volunteer organizations. Every day we focus on serving our residents with compassion, sharing their lives and providing peace of mind for their families.*



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

**Baldomero Lopez State Veterans' Nursing Home
Land O' Lakes (Pasco County)
2015-16 Occupancy Rate: 99.6% (49 Admissions, 49 Discharges)**



The facility opened to residents in 1999. The 120-bed home provides skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The dedicated staff assigned to this home provides stellar care 24 hours a day to our American heroes residing at this residence. Our goal is to advocate with purpose and passion as we provide superior services for our Florida veterans and their families. This Five-Star Quality Rated home is in the top 10% of skilled nursing homes.

Home Life: *Set on a quiet property, veteran residents enjoy diverse outings and activities. The Home prides itself on incorporating family and community members into our events, and fostering deep friendships among the residents. We encourage resident-driven choices, including the adoption of two cats and adding an aviary to the Baldomero Lopez family.*



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

**Alexander “Sandy” Ninger State Veterans’ Nursing Home
Pembroke Pines (Broward County)
2015-16 Occupancy Rate: 97.3% (55 Admissions, 64 Discharges)**



The facility opened to residents in 2001. The 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer’s disease. The home provides veterans with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine. The skilled nursing facility is unique in honoring our veterans and creating a home atmosphere providing hospitality, quality of care and life with dignity. This Five-Star Quality Rated home is in the top 10% of skilled nursing homes.

Home Life: *Residents gather around the salt water fish tank for coffee in the morning...the daily domino game usually begins after the morning workout...social gatherings on new patio furniture in fountained courtyards...life in the Ninger Home is anything but sedentary. Frequent outings provide the residents with an open forum to the surrounding community, and volunteers provide a highly popular Friday afternoon “Happy Hour.”*



Alexander “Sandy” Ninger State Veterans’ Nursing Home, Pembroke Pines

**Clifford C. Sims State Veterans' Nursing Home
Panama City (Bay County)
2015-16 Occupancy Rate: 99.3% (67 Admissions, 69 Discharges)**



The facility opened to residents in 2003. The 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The home remains in excellent condition and is located strategically in the state to care for our veterans and families in their time of need. The dedicated staff assigned to this home provides stellar care 24 hours a day to our American heroes. This Five-Star Quality Rated home is in the top 10% of skilled nursing homes.

Home Life: *The Clifford C. Sims State Veterans' Nursing Home is located in a beautiful, wooded setting, surrounded by wildlife and nature. The veteran residents enjoy regular outdoor activities and frequent offsite events such as ballgames, movies, restaurants and shopping. There is always something fun and interesting happening for our residents at Sims.*



Governor's Gold Seal Award

Clifford C. Sims State Veterans' Nursing Home is a recipient of the Governor's Gold Seal Award. The program recognizes nursing home facilities that demonstrate excellence in long-term care over a sustained period, promotes the stability of the industry and facilitates the physical, social, and emotional well-being of nursing home residents. The application process is rigorous. Out of 682 licensed nursing homes statewide, less than 3 percent currently carry the seal.

Douglas T. Jacobson State Veterans' Nursing Home Port Charlotte (Charlotte County) 2015-16 Occupancy Rate: 96.2% (59 Admissions, 66 Discharges)

The facility opened to residents in 2004. The 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. Our goal is to advocate with purpose and passion as we provide superior services for our Florida veterans and their families. We provide our veterans with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine.

Home Life: *A modern skilled nursing facility surrounded by an involved community of supportive public and civic organizations, Douglas T. Jacobson actively celebrates and honors veterans with interactive community events both on the secluded grounds and within the historical neighboring cities.*



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

**Clyde E. Lassen State Veterans' Nursing Home
St. Augustine (St. Johns County)
2015-16 Occupancy Rate: 99.8% (35 Admissions, 36
Discharges)**



Five-Star Quality Rated
by Centers for Medicare and Medicaid Services

The facility opened in September 2010 and remains in excellent condition. This is FDVA's newest State Veterans' Nursing Home, a LEED-certified gold facility that respects the environment while providing a warm, caring atmosphere for its residents. This state of the art facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. Our goal is to advocate with purpose and passion as we provide superior services for our Florida veterans and their families. The home provides residents with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine. This Five-Star Quality Rated home is in the top 10% of skilled nursing homes.

Home Life: *The Clyde E. Lassen State Veterans' Nursing Home, situated in a lodge-like setting, prides itself in customer care and services. Residents enjoy a wide variety of special events and diverse activities designed to appeal to individual interests.*



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

**Ardie R. Copas State Veterans' Nursing Home
Port St. Lucie (St. Lucie County)
2015-16 Occupancy Rate: N/A Facility Under Development.**



Artist's Draft of Ardie R. Copas State Veterans' Nursing Home, Port St. Lucie

Ardie R. Copas State Veterans' Nursing Home

Ardie R. Copas State Veteran's Nursing Home Port St. Lucie Florida



VIEW FROM KITCHEN TO DINING



VIEW FROM HOME ENTRY FOYER TO FRONT PORCH



VIEW FROM COMMUNITY CENTER ENTRY



VIEW FROM LIVING ROOM TO DINING

Appendix VIII

Fiscal Details

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS ANNUAL REPORT INFORMATION July 1, 2015 - June 30, 2016				
	State Veterans' Homes Program	Veterans' Benefits and Assistance	Executive Direction and Support Services	
Operating Expenditures				
Salaries and Benefits	\$ 44,901,645	\$ 5,340,977	\$ 2,247,885	
OPS	\$ 2,488,858	\$ 9,602	\$ 19,674	
Expenses	\$ 14,324,489	\$ 319,845	\$ 963,556	
Other Capital Outlay	\$ 435,375	\$ 10,645	\$ 177,255	
Food Products	\$ 3,189,140	\$ -	\$ -	
Vehicle	\$ 23,081	\$ -	\$ -	
Contracted Services	\$ 9,844,411	\$ 146,524	\$ 291,800	
Recreational Equip. Supplies	\$ 63,319	\$ -	\$ -	
Risk Management Insurance	\$ 2,654,824	\$ 29,151	\$ 2,984	
Human Resources Assessment	\$ 355,460	\$ 35,332	\$ 9,834	
Data Processing Svc SRC	\$ -	\$ -	\$ 8,908	
Total Operating Expenditures	\$ 78,280,602	\$ 5,892,076	\$ 3,721,897	
Non-Operating Expenditures				
Service Charge to General Revenue	\$ 298,699	\$ -	\$ -	
Refunds-State Revenues	\$ 846,893	\$ -	\$ -	
Investment Cost	\$ 54,750	\$ -	\$ -	
Payment Sales Tax	\$ 3,611	\$ -	\$ -	
Statewide Cost Allocation Plan	\$ -	\$ -	\$ -	
Total Non-Operating Expenditures	\$ 1,203,953			
Fixed Capital Outlay				
New Home Construction	\$ 1,056,166	\$ -	\$ -	
Add & Improvements to State Veterans' Homes	\$ 12,000	\$ -	\$ -	
Maintenance/Repair	\$ 2,084,811	\$ -	\$ -	
Total Fixed Capital Outlay	\$ 3,152,976			
Total	\$ 82,637,531	\$ 5,892,076	\$ 3,721,897	



Our website at www.FloridaVets.org acts as a portal to help veterans find the information they need to access benefits and services more efficiently and effectively. In addition, our free mobile application, offered in the Apple and Android markets, integrates with the website and offers veterans reminders and updates about services. It also points veterans to Employ Florida Vets, the state's veteran employment website, to help them find available jobs. For those of you online, you can also join us on Facebook and LinkedIn. Thank you for your service. We're honored to represent you.

Honoring Those Who Served U.S.