

Annual Report

Fiscal Year 2019-2020

The premier point of entry for Florida veterans to access earned services, benefits and support.

FDVA

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Honoring those who served U.S.

James S. "Hammer" Hartsell, Major General, U.S. Marine Corps, Retired
Deputy Executive Director



Contents

✍ Executive Director's Message	3
✍ Employee Salute	4
✍ Who We Are	
❖ Department Organization	5
❖ Map	6
✍ Who We Serve	7
✍ Performance Measures	8
✍ Division of Veterans' Benefits and Assistance	9
✍ Division of State Veterans' Homes	11
✍ Fiscal Impact	
❖ Revenue Report	13
❖ Expenditure Report	14
✍ Department Recognitions	15
✍ Appendices	
❖ I. Actions Taken Relevant to Florida Statutes	17
❖ II. County Populations and Federal Benefit Distributions	20
❖ III. Florida Veterans Foundation	22
❖ IV. Florida is for Veterans, Inc. (Veterans Florida)	25
❖ V. Associated Veteran Service Organizations	30
❖ VI. Certified County Veterans Service Officers	31
❖ VII. Annual Summaries of State Veterans' Homes	
▪ Robert H. Jenkins Jr. State Veterans' Domiciliary Home	32
▪ Emory L. Bennett State Veterans' Nursing Home	33
▪ Baldomero Lopez State Veterans' Nursing Home	34
▪ Alexander "Sandy" Nininger State Veterans' Nursing Home	35
▪ Clifford C. Sims State Veterans' Nursing Home	36
▪ Douglas T. Jacobson State Veterans' Nursing Home	37
▪ Clyde E. Lassen State Veterans' Nursing Home	38
▪ Ardie R. Copas State Veterans' Nursing Home	39
▪ Lake Baldwin State Veterans' Nursing Home	40

Executive Director's Message

December 17, 2020

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.

On behalf of my agency, I am honored to submit the 2020 annual report for the Florida Department of Veterans' Affairs.

The report highlights the outstanding accomplishments of our superb team of dedicated professionals and the unmatched support we receive from our state and federal partners. Helping to connect the Sunshine State's 1.5 million veterans, their families and survivors with earned services, benefits and support are the more than 1,400 men and women of the Florida Department of Veterans' Affairs. They play a major role in the direct infusion of more than \$21.1 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.



Historically, a vibrant economy with low unemployment, coupled with the lack of a state income tax and mild winters, has brought many veterans and their families to Florida and will continue to do so in the future. However, with the advance of COVID-19 into our nation and state beginning in early 2020, we've seen many changes during the reported fiscal year in the administration of services, benefits and support. Our veterans' claims examiners, who are often the first-line contact with our state's veterans, are now teleworking from home. Our state veterans' homes, where 24/7 critical health care to our elderly veterans remains our top priority, closed their doors in March 2020 to both visitors and future resident admissions for roughly six months.

Mental health awareness has been a central part of the state's ongoing response to COVID-19. The Florida Department of Veterans' Affairs ensures Florida veterans, their families and survivors have access to free mental health resources and necessary support. Florida is a major participant in the "Governor's Challenge to Prevent Suicide Among Service Members, Veterans and their Families," a national call to action asking state, military and civilian interagency teams to collaborate, plan and implement suicide prevention best practices and policies for service members, veterans and their families statewide. In addition, The Florida Veterans Support Line, 1-844-MyFLVet (693-5838), continues to provide confidential emotional support and connection to community resources 24 hours a day, seven days a week. The line, supported by FDVA and its suicide prevention partners, is available to all veterans in Florida.

From our comprehensive efforts on mental health advocacy and veteran suicide prevention to the happy reunion of our veterans' home residents with their families in late 2020, we continue to ensure the Sunshine State remains the most veteran-friendly state in the nation.

A handwritten signature in blue ink, appearing to read "James S. Hartsell".

James S. "Hammer" Hartsell
Major General, U.S. Marine Corps, (Ret)
Deputy Executive Director

Employee Salute



Cynthia Carmichael

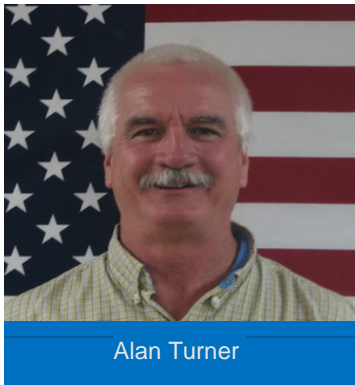
Cynthia (Cindy) Carmichael works as an Executive Assistant I at the Division of State Veterans' Homes Program Office in Largo. Cynthia is recognized for her over 33 years of dedicated service to the Florida Department of Veterans' Affairs.

her over 31 years of dedicated service to the Florida Department of Veterans' Affairs.

Cora Stagner works as an Operations and Management Consultant II at the Bureau of State Approving Agency, Division of Benefits and Assistance in St. Petersburg. Cora is recognized for



Cora Stagner



Alan Turner

Alan Turner works as a Utilities and Maintenance Supervisor II at the Robert H. Jenkins Jr. State Veterans' Domiciliary Home in Lake City. Alan is recognized for his over 31 years of dedicated service to the Florida Department of Veterans' Affairs.

Home in Daytona Beach. Marilyn is recognized for her 27 years of dedicated service to the Florida Department of Veterans' Affairs.

Marilyn March works as a Food Support Worker at the Emory L. Bennett State Veterans' Nursing



Marilyn March



Joyce Canidate

Joyce Canidate works as a Senior Certified Nursing Assistant at the Emory L. Bennett State Veterans' Nursing Home in Daytona Beach. Joyce is recognized for her 27 years of dedicated service to the Florida Department of Veterans' Affairs.

dedicated service to the Florida Department of Veterans' Affairs, and over 32 years of service to the State of Florida.

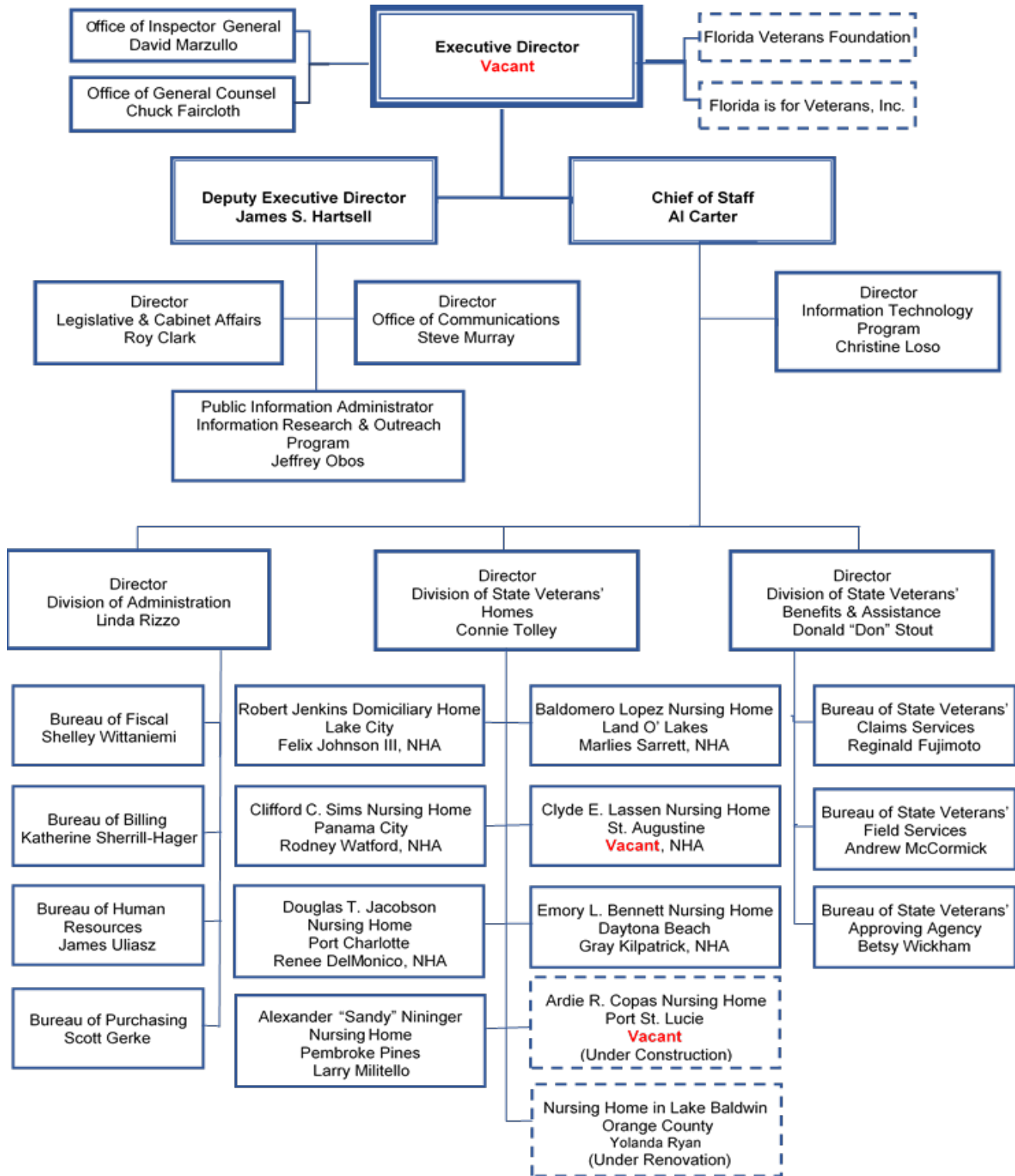
Deleta Glover works as an Accountant II at the Emory L. Bennett State Veterans' Nursing Home in Daytona Beach. Deleta is recognized for her 27 years of



Deleta Glover

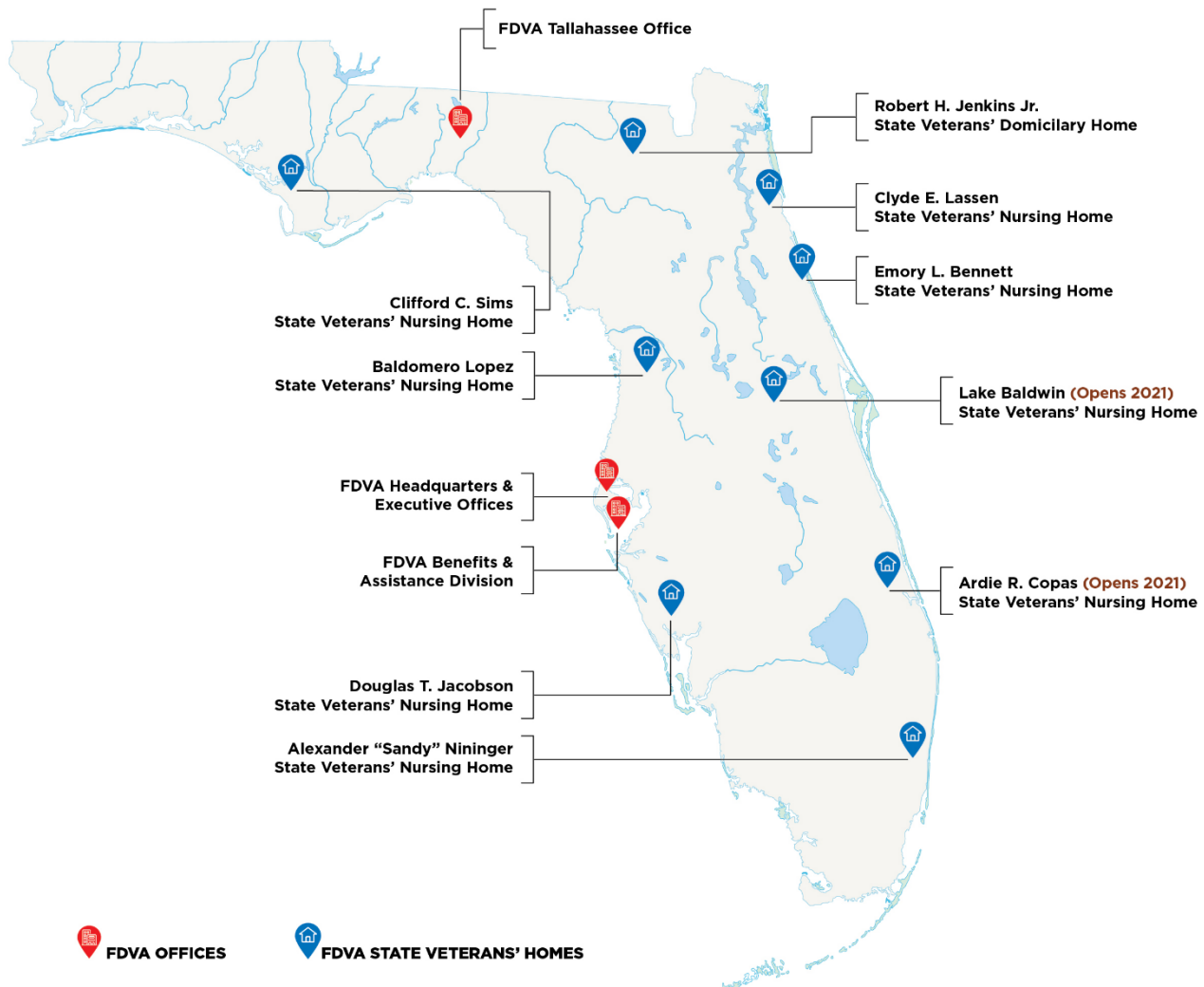
Who We Are

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 Capitol office in Tallahassee. 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 U.S. Department of Veterans Affairs.
- **The Division of State Veterans' Homes** provides comprehensive, high-quality health care to eligible veterans in need of long-term skilled or assisted living care.

Who We Serve

Florida has the third largest veteran population in the nation. Fiscal Year 2019 (Federal Year: 10/1/2018-9/30/2019) demographic information from the U.S. Department of Veterans Affairs, Veteran Population Projection Model 2018 (VetPop2018).

World War II

There are 41,950 (3%) World War II veterans in Florida.

Korean War

There are 118,875 (8%) Korean War-era veterans in Florida, who served during 1950 to 1955. Korean War veterans are more prone to suffer from disabilities related to cold injuries as a result of exposure to severe cold climates. Korean War-era veterans may qualify for health care and compensation benefits who were exposed to ionizing radiation or have participated in certain radiation-risk activities such as nuclear weapons testing during military service.

Vietnam War

There are 511,438 (36%) Vietnam-era veterans in Florida, who served from 1961 to 1975. FDVA has seen an 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.

Peacetime

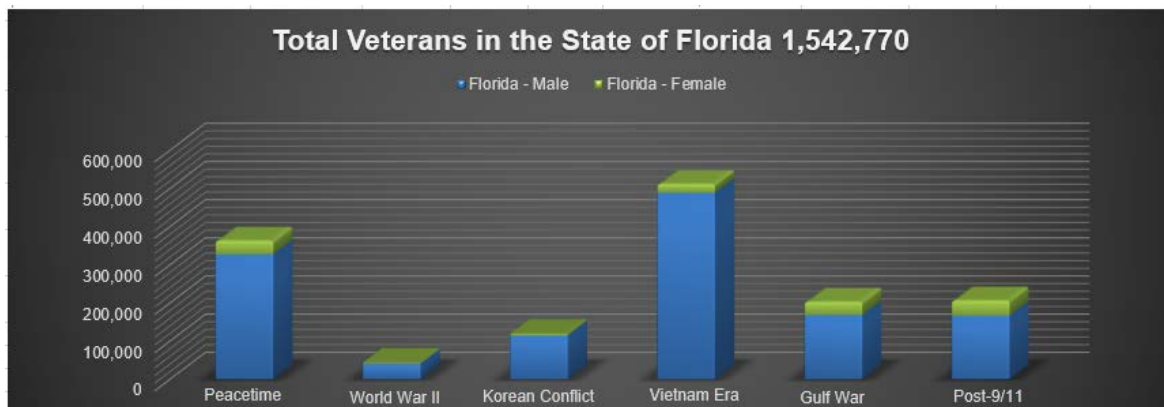
There are 362,909 (25%) Peacetime veterans in Florida. Almost a quarter of Florida's veteran population served honorably during a unique and relatively conflict-free time in our history. Many of these veterans do not seek benefits, mistakenly believing that if they did not serve in combat, then they must not qualify for veteran benefits and programs.

Gulf War to 9/11

There are 202,852 (14%) Gulf War-era veterans in Florida, from Gulf War 1990 to pre-9/11. The VA recognizes certain illnesses and diseases are presumed to be related to military service in designated areas of Southwest Asia that may entitle to VA disability compensation benefits.

Post-9/11 Veterans

There are 206,091 (14%) post-9/11 veterans in Florida. Our returning veterans, much like the Greatest Generation of World War II, are seeking employment, housing and education opportunities for themselves, their spouses and families. Research suggests that 10% to 18% of these service members are likely to have Post Traumatic Stress Disorder (PTSD) after they return.



Note: (1) Veterans serving in more than one period are counted only once in the total.
(2) Period consists of 16 mutually exclusive categories.

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 2018-19	Actual FY 2019-20	Standard FY 2019-20
1. Value of cost avoidance because of retroactive compensation.	\$133,741,292	\$156,994,948	\$93,838,976
2. Value of cost avoidance because of issue resolution.	\$96,000,011	\$69,163,531	\$22,548,960
3. Number of veterans served.	130,749	78,138	101,088
4. Number of claims processed.	42,580	37,250	23,141
5. Number of services to veterans.	627,467	540,169	503,453

Division of Executive Direction and Support Services

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

Measure	Actual FY 2018-19	Actual FY 2019-20	Standard FY 2019-20
1. Administration costs as a percent of total agency costs.	3.5%	3.3%	6.8%
2. Administrative positions as a percent of total agency positions.	2.3%	2.1%	4.4%

Division of State Veterans' Homes

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

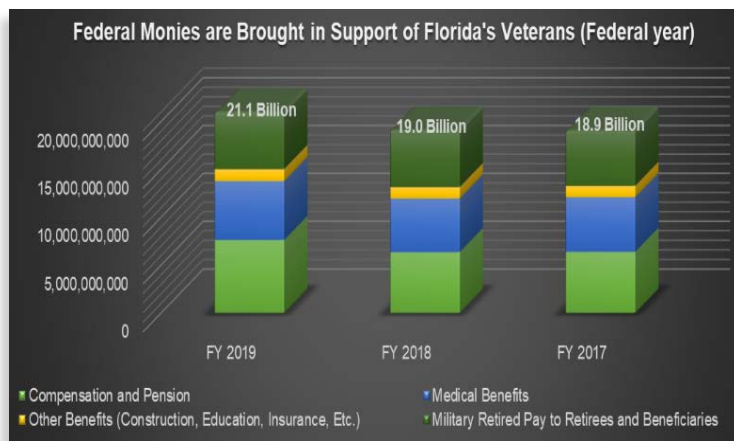
Measure	Actual FY 2018-19	Actual FY 2019-20	Standard FY 2019-20
1. Occupancy rate for homes in operation 2 years or longer.	97.6%	93.1%	90%
2. Percent of state veterans' homes in compliance with quality of care health care regulations.	100%	100%	100%
3. Number of state veterans' homes beds available.	870	870	870

Division of Veterans' Benefits and Assistance

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 general public.

The Division is comprised of a Division Director, support staff and three Bureaus:

- Bureau of Veterans' Claims and Assistance (§ 292.05 (1) F.S.)
- Bureau of Field Services (§ 292.05 (1) F.S.)
- Bureau of State Approving Agency (§ 292.05 (4) F.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, and Veteran Service Organization gatherings through primarily through virtual environment this year. However,

FDVA employees remain proactive in providing services to the 1.5 million veterans in Florida; fewer than 405,322 (Compensation of 384,919 plus Pension of 20,403) currently receive VA service-connected compensation and pension benefits (not to be confused with military retirement benefits). Our 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 \$63 in federal monies are brought into Florida.

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.

The Bureau is also mandated 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 Veterans' Field Services provides benefits counseling services to inpatients and outpatients in 44 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 Bureau had to adjust to serving veterans via virtual platforms due to COVID-19. 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.

The Bureau of State Approving Agency (SAA) for Veterans' Education and Training is charged under the provisions of Title 38, United States Code and the federal contract entered into between FDVA and the VA and governed by Florida Statute 295.124. The Bureau is 100 percent 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 falls under the SAA's purview.



Education is an essential tool to ensure a successful transition from active duty to veteran status. As emphasized during FDVA outreach activities, the SAA works diligently to safeguard quality education program offerings in the state, they encourage the use of all federal GI Bill® education benefit programs and they also promote the use of State of Florida education benefit offerings. Attracting and retaining a young, educated veteran population is beneficial for all Floridians.

Federal Monies are Brought in Support of Florida's Veterans (Federal Year)			
	FY 2019	FY 2018	FY 2017
Compensation and Pension	\$7,608,440,000	\$6,342,479,000	\$6,371,816,000
Medical Benefits	\$6,148,500,000	\$5,606,218,000	\$5,709,770,000
Other Benefits (Education, Insurance, Construction, Operating Exp., Etc.)	\$1,424,546,000	\$1,318,761,000	\$1,324,538,000
Military Retired Pay to Retirees and Beneficiaries	\$5,948,028,000	\$5,781,120,000	\$5,543,412,000
Annual Federal Dollar into Florida's Economy	\$21,129,514,000	\$19,048,578,000	\$18,949,536,000

Division of State Veterans' Homes

The Division of 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.

Skilled nursing home care provides full-service, long-term residential nursing care to eligible veterans in 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:

- Alexander "Sandy" Ninger State Veterans' Nursing Home, Pembroke Pines
- Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes
- Clifford C. Sims State Veterans' Nursing Home, Panama City
- Clyde E. Lassen State Veterans' Nursing Home, St. Augustine
- Douglas T. Jacobson State Veterans' Nursing Home, Port Charlotte

Comprehensive services and a deep concern for all veterans go hand in hand at our FDVA veterans' nursing homes. A full-time staff of Registered Nurses (RN), Licensed Practical Nurses (LPN) and Certified Nursing Assistants (CNA) provides around-the-clock medical and nursing care to our veteran residents. Rehabilitative services, such as occupational and physical therapies, speech therapy and recreational activities are provided under the direct supervision of licensed therapists.

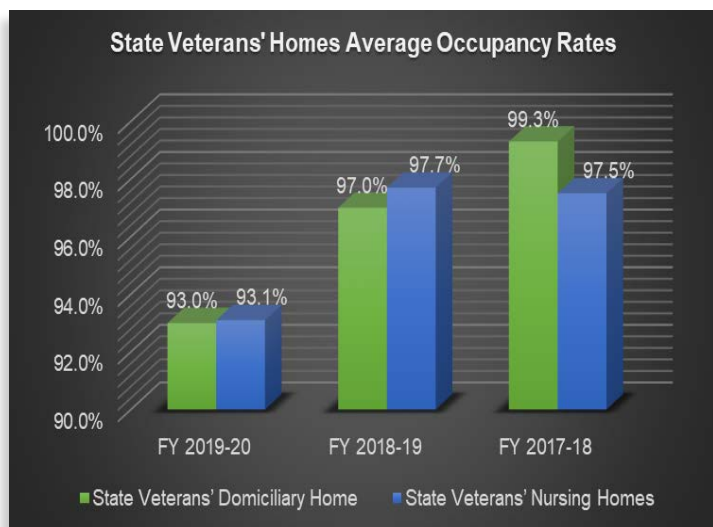
A variety of on- and off-site recreational and social activities are provided to encourage active minds, bodies and spirits, and slow the process of physical and mental decline. A wide range of other medical services is also offered. These include dental, podiatric and dermatological care. In spacious dining rooms, residents are provided with wholesome meals prepared under the supervision of licensed dietitians.

The State Veterans' Homes Program has a proud tradition of 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.

Safely reuniting our veterans' home residents with their loved ones has been a unified goal of the Florida Department of Veterans' Affairs since March 11, when the Governor, in conjunction with the Florida Division of Emergency Management and FDVA senior leadership, made the difficult decision to restrict all visitor access to our homes through Executive Order 20-52. The "no visitor" policy was undertaken to safeguard our predominantly older resident population, many of whom have multiple complex health conditions that make them particularly vulnerable to complications from infection.

FDVA has developed policies and home reopening timelines, taking into account local conditions and prevalence of COVID-19 among residents and staff at each state veterans' home.

State Veterans' Homes Program Occupancy Rates



During Fiscal Year 2019-20, the average occupancy rate for State Veterans' Homes in operation two years or longer was 93.1 percent and the average for all skilled nursing facilities was over 93.1 percent.

Assisted living facilities traditionally operate at a lower occupancy than skilled nursing facilities, and the department is proud to announce the Robert H. Jenkins Jr. State Veterans' Domiciliary Home in Lake City had an occupancy rate far above the 90 percent performance measure goal for the year and achieved a 93.0 percent occupancy rate.

Quality of Care

Delayed onset Post Traumatic Stress Disorder (PTSD) has typically been observed among the elderly, who may develop PTSD stemming the development of symptoms after exposure to single or multiple traumatic events.

Music therapy is offered in addition to standard treatment to address symptoms for PTSD. For example, it will be used as a way to build rapport and allow the residents to express themselves nonverbally since some of our residents with PTSD have a difficult time talking about the trauma. Music can help prompt memories when a resident is unable to reprocess a memory due to not remembering it. It can also be used as a tool to ground the residents because music can prompt feelings of calmness. The State Veterans' Homes using music therapy with residents to help them to express themselves and their emotions in words. Music in a group setting can reduce isolation and feelings of detachment, and increase pleasurable emotions.

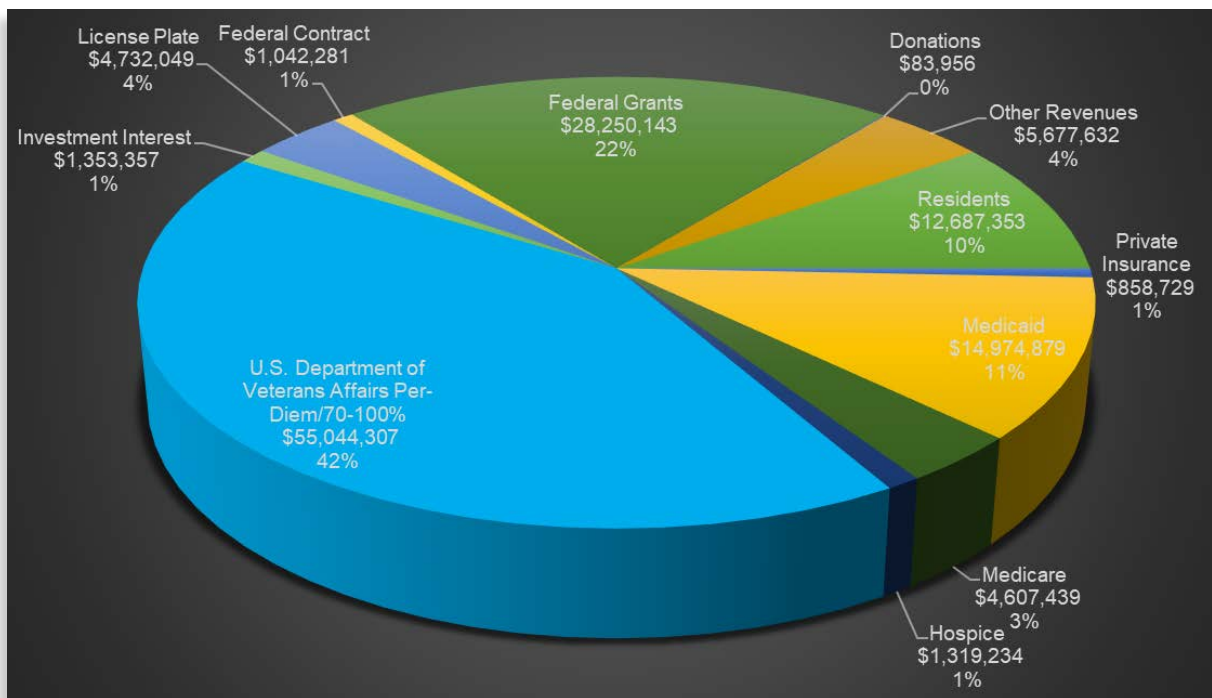
Music therapy is a useful therapeutic tool to reduce symptoms and improve functioning among residents with trauma exposure and PTSD. In addition, music therapy may help foster resilience and engage individuals who struggle with stigma associated with seeking professional help.

State Veterans' Nursing Homes continue to be the long-term care leaders in providing the most extraordinary programs that produce the highest quality of health care for our Florida veterans.

Fiscal Impact

The Division of Administration provides day-to-day management of the agency's financial resources. The COVID-19 pandemic impacted the department's revenues. Below is a snapshot of the department's revenues and expenditures:

FLORIDA DEPARTMENT OF VETERANS' AFFAIRS	
Revenue Report	
July 1, 2019 - June 30, 2020	
Revenues	State Veterans' Homes Program
Residents	\$ 12,687,353
Private Insurance	\$ 858,729
Medicaid	\$14,974,879
Medicare	\$ 4,607,439
Hospice	\$ 1,319,234
U.S. Department of Veterans Affairs Per-Diem/70-100%	\$55,044,307
Investment Interest	\$ 1,353,357
License Plates	\$ 4,732,049
Federal Contract	\$ 1,042,281
Federal Grants	\$28,250,143
Donations	\$ 83,956
Other Revenues	\$ 5,677,632
Total Revenues	\$130,631,360

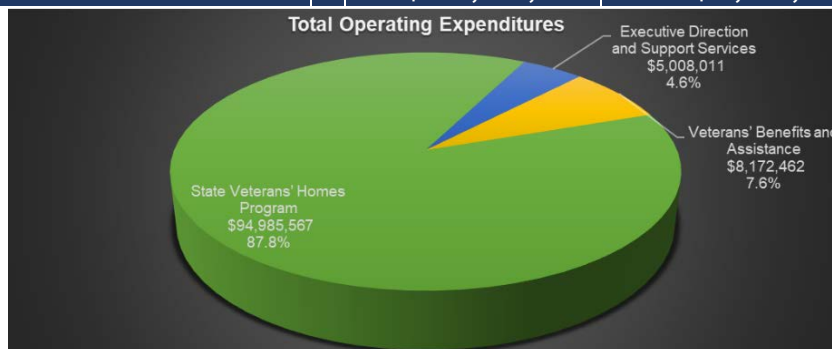


FLORIDA DEPARTMENT OF VETERANS' AFFAIRS

Expenditure Report

July 1, 2019 - June 30, 2020

	State Veterans' Homes Program	Executive Direction and Support Services	Veterans' Benefits and Assistance
Operating Expenditures			
Salaries and Benefits	\$52,014,214	\$2,564,172	\$6,012,170
OPS	\$ 2,951,330	\$ 11,890	\$ 35,162
Expenses	\$16,567,244	\$1,226,633	\$ 261,562
Other Capital Outlay	\$ 1,809,751	\$ 536,771	\$ 4,127
Food Products	\$ 3,549,535	\$ -	\$ -
Vehicle	\$ 326,640	\$ 24,405	\$ -
Contracted Services	\$15,200,589	\$ 466,824	\$1,789,057
Recreational Equip. Supplies	\$ 50,638	\$ -	\$ -
Risk Management Insurance	\$ 2,081,322	\$ 149,286	\$ 31,330
Public Assistance	\$ -	\$ -	\$ -
Human Resources Assessment	\$ 434,304	\$ 9,342	\$ 39,054
Data Processing Svc SRC	\$ -	\$ 18,687	\$ -
Total Operating Expenditures	\$94,985,567	\$5,008,011	\$8,172,462
Non-Operating Expenditures			
Service Charge to General Revenue	\$ 410,006	\$ 12	\$ 2,518
Refunds-State Revenues	\$ 824,981	\$ -	\$ -
Investment Cost	\$ 49,437	\$ -	\$ -
Payment Sales Tax	\$ 4,060	\$ -	\$ -
Trust Fund Sweep	\$ -	\$ -	\$ -
Total Non-Operating Expenditures	\$ 1,288,484	\$ 12	\$ 2,518
Fixed Capital Outlay			
New Home Construction	\$33,802,980	\$ -	\$ -
Add & Improvements to State Veterans' Homes	\$ 6,787,894	\$ -	\$ -
Maintenance/Repair	\$ 1,449,129	\$ -	\$ -
Fees	\$ 1,158,203	\$ -	\$ -
Total Fixed Capital Outlay	\$ 43,198,207	\$ -	\$ -
Total	\$139,472,257	\$ 5,008,024	\$ 8,174,980



Department Recognitions



Governor's Gold Seal Award

The Baldomero Lopez State Veterans' Nursing Home in Land O' Lakes and the Douglas T. Jacobson State Veterans' Nursing Home in Port Charlotte both received the Governor's Gold Seal Award. The Gold Seal program awards were developed and implemented by the Governor's Panel, recognizing nursing home facilities that demonstrate excellence in long-term care. Twenty-eight Skilled Nursing facilities received 2020 Governor's Gold Seal Awards in Florida for providing consistence and exceptional high level of care to their residents.

Facilities that wish to be considered for the Gold Seal Award must be in operation for a minimum of 30 months and meet rigorous standards for quality of care, financial soundness, family and community involvement, training and workforce stability. Facilities must also have an excellent regulator history in the 30 months preceding their application.

2020 AHCA/NCAL National Quality Awards

The American Health Care Association and National Center for Assisted Living (AHCA/NCAL) recognized the Florida State Veterans' Homes with the Silver – Achievement in Quality Award and Bronze Commitment to Quality Award. The National Quality Award Program provides a pathway for providers of long-term and post-acute care services to demonstrate their commitment toward performance excellent for the quality of care to seniors and persons with disabilities.



Five State Veterans' Homes were awarded Silver – Achievement in Quality Awards:

- Alexander "Sandy" Ninger State Veterans' Nursing Home, Pembroke Pines
- Baldomero Lopez State Veterans' Nursing Home, Land O' Lakes
- Clifford C. Sims State Veterans' Nursing Home, Panama City
- Emory L. Bennett State Veterans' Nursing Home, Daytona Beach
- Robert H. Jenkins State Veterans' Domiciliary Home, Lake City

2020 Prudential Productivity Awards

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. FDVA received the following recognitions

Category: Quality of Life

Cash Winner

- ✓ Lindsay Mallard, Business Manager at the Douglas T. Jacobson State Veterans' Nursing Home

Plaque Winners

- ✓ John Clark, Store Keeper at the Baldomero Lopez State Veterans' Nursing Home

- Stephanie Taylor, Director of Nursing at the Douglas T. Jacobson State Veterans' Nursing Home
- Kirenia Torres Abreu, Registered Nurse at the Douglas T. Jacobson State Veterans' Nursing Home

Category: Agency/Large Team Initiative Winners

- Elizabeth 'Liz' Barton, Nursing Home Administrator and Team at the Douglas T. Jacobson State Veterans' Nursing Home

2020 Florida Health Care Association Awards

Florida Health Care Association annually honors the best in the long term-care profession with a series of prestigious achievement awards. FDVA received the following awards:

Category: Excellence in Long-Term Care Nursing Award

- Reina Beck, Licensed Practical Nurse at the Douglas T. Jacobson State Veterans' Homes, was named LPN of the Year for 2020.



Category: Long Term-Care Achievement Award

- Elizabeth 'Liz' Barton, Nursing Home Administrator at the Douglas T. Jacobson State Veterans' Nursing Home, was named Nursing Home Administrator of the Year for 2020.

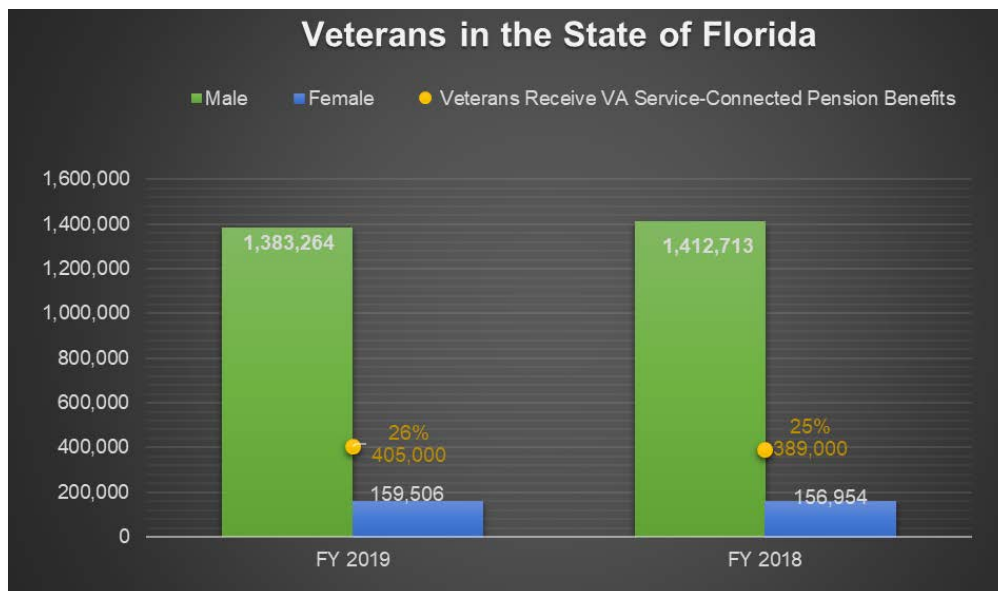


Appendix I

Actions Taken Relevant to Florida Statutes

Chapter 292, FLORIDA STATUTES

Section 292.05 (4) Florida Statutes, 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.



Division of State Veterans' Homes

The Division of State Veterans' Homes created under Chapter 296, Florida Statutes, applies for and receives federal funds from the VA including per diem reimbursements 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.

Section 292.05 (5) Florida Statutes, 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:

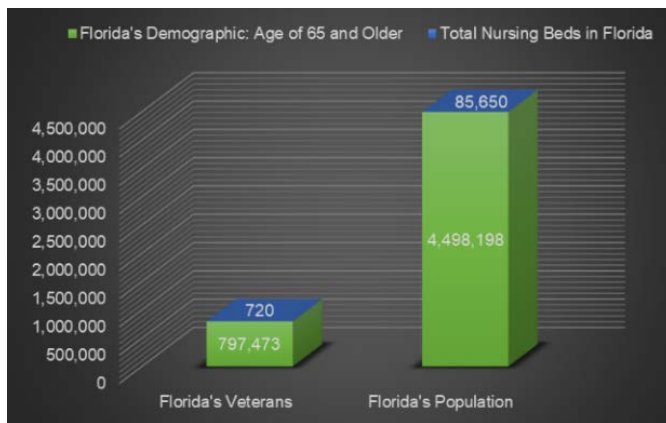
- A survey of existing state and federal programs available for such persons that specifies the extent to which such programs presently are being implemented, with recommendations for the improved implementation, extension or improvement of such programs.
- A survey of the needs of such persons in the 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

Appendix I

governmental committees, regular meetings with veterans' organizations and their leadership, and analyses of official VA data and reports. FDVA's Bureau of Research and Analysis reaches out to veteran communities and performs ongoing analyses of veterans' needs. FDVA attends Florida Veterans Council meetings with veteran service organization representatives throughout the state as a best-effort to gather information on veterans and their needs, and to disseminate information on available benefits to as many veterans as we can reach.

Section 292.05 (7) Florida Statutes, 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. Such programs shall be subject to chapters 215 and 216.



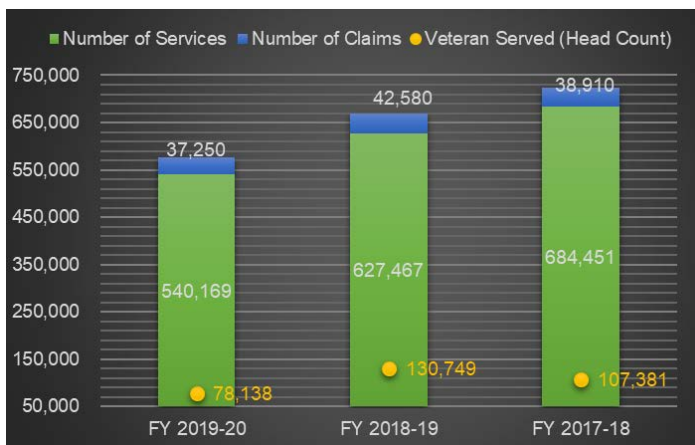
The Homes' Program may apply to receive federal funds that provide for facility renovations and monthly per diem reimbursements for the cost of care for its eligible residents.

The total number of beds currently available in the Division of State Veterans' Homes is 870. Of those, 720 are nursing home beds and 150 are for assisted living care. The veteran population over 65 years old in Florida is estimated to be 797,473. According to Florida's Agency for Health Care Administration (AHCA), Florida has

about 702 skilled nursing facilities with a total of 85,650 nursing home beds and 3,132 assisted living facilities with a total of 110,849 assisted living care beds. Florida's over-65 population is estimated to be about 4,498,198, with more than half a million diagnosed 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 percent of the funding provided by the Florida Legislature and 65 percent of construction costs that are matched by VA grant funding.

Division of Veterans' Benefits and Assistance



The Division of Veterans' Benefits and Assistance has 115 employees, 76 of whom are Veterans' Claims Examiners. Their day-to-day role is to connect without charge veterans and their families with earned services, benefits and support. In addition, VCEs provide education and ongoing support to Veterans' Service Officers who serve veterans at the local government (city or county) level.

State Approving Agency (SAA) for Veterans' Education and Training

Under the provisions of Title 38

United States Code and the contract maintained between the FDVA and the VA, the SAA is

Appendix I

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, which are approved to participate in GI Bill® education benefit programs. Approval and compliance documents are furnished to VA, by the SAA, so that eligible veterans or other eligible persons enrolled in such courses may receive veteran education benefits.

Chapter 295, FLORIDA STATUTES

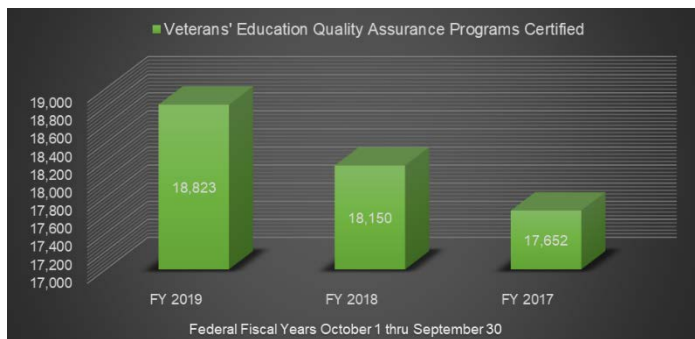
Office of Inspector General: Veterans' Preference

Under Veterans' Preference Act of 1944, provisions of Title 5, United States Code "The state and all political subdivisions of the state shall give preference in employment, promotions after being deployed, and retention." The FDVA Office of Inspector General coordinates Veterans' Preference investigations and enforcement for Florida's veterans pursuant to Section 295.065, Florida Statutes et seq.

Section 295.07 Florida Statutes, provides that the State and political subdivisions shall give preferences in appointment, retention in positions of employment and promotion to eligible veterans.

Section 295.11 Florida Statutes, describes the Investigation process, tasking FDVA, upon written request of any aggrieved person who has applied to a state agency or with a political subdivision which was awarded to a nonveteran.

State Approving Agency (SAA) for Veterans' Education and Training



Under Section 295.124 Florida Statutes FDVA maintains a contract with the U.S. Department of Veterans Affairs (VA) which funds the State Approving Agency for Veterans' Education and Training. Costs are reimbursed 100 percent by VA and include coverage of clerical and administrative expenses of the Bureau, which is within the Division of Veterans' Benefits and Assistance.



Appendix II

County Population and Federal Benefit Distributions by County

FY19 Summary of Expenditures by State

Expenditures in \$000s

County	Veteran Population*	Total Expenditure	Other Expenditure (Construction & Operating Expenses)	Compensation & Pension	Education & Vocational Rehabilitation/ Employment	Insurance & Indemnities	Medical Care
ALACHUA	18,259	\$276,601	\$6,440	\$87,209	\$14,518	\$1,199	\$167,235
BAKER	1,879	\$19,247		\$9,172	\$1,070	\$32	\$8,973
BAY	22,805	\$195,574		\$141,166	\$12,202	\$905	\$41,301
BRADFORD	2,098	\$27,980		\$10,767	\$713	\$33	\$16,466
BREVARD	67,247	\$714,360	\$2,933	\$413,161	\$44,694	\$4,883	\$248,688
BROWARD	84,757	\$710,502		\$341,889	\$73,951	\$7,014	\$287,648
CALHOUN	1,157	\$9,742		\$5,403	\$193	\$24	\$4,123
CHARLOTTE	22,613	\$164,497		\$91,630	\$3,968	\$1,541	\$67,359
CITRUS	20,830	\$188,448		\$94,934	\$4,664	\$1,368	\$87,481
CLAY	25,693	\$270,194		\$166,475	\$29,706	\$1,655	\$72,358
COLLIER	28,110	\$125,007		\$73,475	\$5,699	\$2,529	\$43,304
COLUMBIA	6,745	\$126,682		\$40,543	\$2,367	\$311	\$83,461
DE SOTO	2,131	\$16,315		\$8,594	\$222	\$161	\$7,338
DIXIE	1,665	\$20,102		\$6,966	\$331	\$216	\$12,588
DUVAL	90,056	\$733,299	\$4,725	\$400,760	\$90,808	\$4,111	\$232,894
ESCAMBIA	39,886	\$368,958	\$12,089	\$231,602	\$27,662	\$2,672	\$94,933
FLAGLER	12,118	\$97,012		\$58,453	\$4,653	\$893	\$33,013
FRANKLIN	1,115	\$8,360		\$4,320	\$159	\$36	\$3,846
GADSDEN	3,108	\$32,051		\$16,270	\$1,092	\$121	\$14,567
GILCHRIST	1,564	\$20,700		\$7,863	\$483	\$78	\$12,276
GLADES	1,022	\$7,386		\$2,079	\$60	\$13	\$5,234
GULF	1,620	\$12,429		\$8,517	\$466	\$255	\$3,191
HAMILTON	921	\$16,655		\$6,610	\$302	\$25	\$9,719
HARDEE	1,338	\$9,089		\$4,506	\$390	\$96	\$4,097
HENDRY	1,771	\$15,671		\$8,355	\$604	\$40	\$6,673
HERNANDO	18,307	\$231,921		\$118,939	\$8,744	\$1,156	\$103,082
HIGHLANDS	10,493	\$89,602		\$45,708	\$1,582	\$670	\$41,642
HILLSBOROUGH	95,615	\$1,431,963	\$58,005	\$643,063	\$124,127	\$6,038	\$600,731
HOLMES	1,830	\$18,196		\$13,983	\$395	\$59	\$3,759
INDIAN RIVER	16,786	\$118,517		\$67,559	\$4,464	\$1,360	\$45,133
JACKSON	4,080	\$42,032		\$26,048	\$1,068	\$237	\$14,679
JEFFERSON	1,109	\$9,656		\$4,861	\$291	\$94	\$4,409
LAFAYETTE	485	\$5,027		\$1,687	\$82	\$0	\$3,258
LAKE	31,303	\$303,633		\$175,655	\$12,879	\$2,821	\$112,278
LEE	62,527	\$416,763		\$216,302	\$20,037	\$4,548	\$175,876
LEON	18,425	\$138,453	\$1,271	\$67,956	\$14,070	\$1,485	\$53,671
LEVY	4,131	\$56,542		\$18,390	\$880	\$87	\$37,185
LIBERTY	464	\$4,139		\$2,362	\$101	\$11	\$1,665
MADISON	1,211	\$16,169		\$7,312	\$352	\$28	\$8,477
MANATEE	34,643	\$245,229		\$133,119	\$13,695	\$2,794	\$95,621

Appendix II

County	Veteran Population*	Total Expenditure	Other Expenditure (Construction & Operating Expenses)	Compensation & Pension	Education & Vocational Rehabilitation/ Employment	Insurance & Indemnities	Medical Care
MARION	38,421	\$358,045		\$165,867	\$10,022	\$2,270	\$179,888
MARTIN	14,203	\$100,306		\$48,837	\$3,551	\$1,653	\$46,265
MIAMI-DADE	67,182	\$711,513	\$2,448	\$295,255	\$71,188	\$3,896	\$338,726
MONROE	8,135	\$62,841		\$30,176	\$5,331	\$593	\$26,741
NASSAU	8,571	\$66,676		\$39,923	\$6,282	\$406	\$20,066
OKALOOSA	37,781	\$338,643		\$249,956	\$35,143	\$1,506	\$52,038
OKEECHOBEE	3,056	\$35,896		\$16,894	\$836	\$163	\$18,003
ORANGE	72,996	\$842,312	\$29,088	\$400,268	\$83,879	\$5,146	\$323,931
OSCEOLA	18,462	\$288,740		\$147,725	\$18,170	\$1,019	\$121,826
PALM BEACH	84,715	\$731,515	\$9,536	\$292,991	\$43,750	\$10,527	\$374,711
PASCO	50,351	\$571,390		\$267,019	\$33,179	\$3,424	\$267,769
PINELLAS	86,294	\$1,126,251	\$134,397	\$416,573	\$43,999	\$6,629	\$524,653
POLK	50,557	\$503,039		\$258,597	\$27,204	\$3,300	\$213,938
PUTNAM	7,411	\$80,290		\$31,053	\$2,155	\$401	\$46,681
SAINT JOHNS	20,950	\$163,915	\$56	\$98,549	\$15,607	\$1,240	\$48,463
SAINT LUCIE	25,188	\$253,762		\$126,199	\$12,573	\$1,471	\$113,520
SANTA ROSA	22,338	\$264,351		\$189,088	\$24,547	\$1,622	\$49,094
SARASOTA	42,958	\$252,791	\$2,766	\$141,439	\$10,715	\$4,202	\$93,669
SEMINOLE	31,795	\$263,938		\$137,925	\$21,230	\$1,941	\$102,841
SUMTER	18,617	\$148,183	\$11,774	\$79,390	\$1,726	\$951	\$54,342
SUWANNEE	4,069	\$53,642		\$19,760	\$1,107	\$189	\$32,586
TAYLOR	1,587	\$19,434		\$8,328	\$264	\$57	\$10,786
UNION	1,104	\$11,728		\$4,713	\$395	\$41	\$6,579
VOLUSIA	51,649	\$519,773		\$296,547	\$39,280	\$3,530	\$180,416
WAKULLA	2,350	\$23,272		\$12,761	\$965	\$139	\$9,408
WALTON	8,042	\$53,786		\$35,584	\$3,075	\$385	\$14,743
WASHINGTON	2,074	\$20,751		\$13,360	\$691	\$115	\$6,585
FLORIDA (Totals)	1,542,770	\$15,181,486	\$275,528	\$7,608,440	\$1,040,607	\$108,411	\$6,148,500

Notes:

* Veteran population estimates, as of September 30, 2019, are produced by the VA Office of the Actuary (VetPop 2018). Only the number of veterans (second column) on the expenditures table were transposed from the VetPop 2018. There were no changes or adjustments were made in the expenditures columns.

Prior to FY 08, "Loan Guaranty" expenditures were included in the Education & Vocational Rehabilitation and Employment (E&VRE) program. 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 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.

Appendix III



In 2008, the Florida Legislature established the Florida Veterans Foundation (FVF) as a Direct Support Organization of the Florida Department of Veterans' Affairs (FDVA). The Foundation operates for the direct and indirect benefit of the veterans of Florida, the FDVA, state Veterans Service Organizations (VSO) and County Veteran Service Officers (CVSO). The FVF is also a nonprofit organization operating for charitable and educational purposes under Section 501(c) (3). While many of Florida's veterans successfully transitioned to a post-military career, many encountered challenges that impede their progress. Veterans report priority services needed during this transition were employment assistance, transportation, housing, mental health and utility assistance in emergencies.

The FVF team is composed of a volunteer Chairman and Board of Directors. The majority of the Foundation Directors are retired, military disabled Veterans who donate more than 40 hours per week of their time to support the Foundation's mission to align support with the FDVA mission of Advocacy, to ensure greater impact for Veterans throughout the State of Florida. FVF has taken charge of representing Florida Veterans and their families through congressionally chartered Florida-based Veterans Service Organizations.

The FVF collaborates with various entities and state agencies with an interest in solving issues that ultimately affect Florida and the economy. Our staunch effort is realizing successes throughout the Veteran community and gaining incredible interest at all levels of the government within Florida and through recognized accomplishments.

We champion the continued leadership of Chairman Bob Asztalos and President Lew Wilson. We have received several grants and created new programs, which have shown positive reactions from local communities and helped thousands of veterans around the state.

Direct Support for Fiscal Year 2019-2020

Florida Veterans Foundation in support of the Florida Department of Veterans' Affairs has aggressively approached service to Florida veterans through collaboration with statewide associations and organizations and state agencies who have a vested interest in solving those issues that plague veterans and ultimately affect Florida and the economy. Our approach is measured through outreach and educational services and programs to help:

- 1) Find veterans to register for VA benefits.
- 2) Help veterans in emergency crisis situations.
- 3) Make veterans aware of the many resources available to them to enhance their quality of life.

This is accomplished through the enlistment of services and resource organizations with similar missions. Our efforts continue to realize successes within the Veteran communities and is gaining the attention of varied levels of government within the State of Florida. These accomplishments are setting the standard for the rest of the nation to follow.

Suicide Prevention, Opioids/Mental Health Services

FVF continues to collaborate with Tampa Bay area's 2-1-1 Crisis Center to provide support for statewide campaigns that will connect the Veteran population to service providers at all levels regarding issues such as Suicide Prevention, Opioid Abuse, PTSD, and Mental Health Treatment.

Appendix III

Aging Veteran Outreach

This provides for collaboration with the Foundation and its partners to provide free educational seminars and claims assistance to aging wartime veterans and their survivors for VA Pension with Aid & Attendance benefits. Because of the COVID-19 pandemic, this has been expanded to virtual seminars provided to statewide assisted living associations and facilities in local communities.



Gadsden Flag License Plate

The Florida Legislature approved the License Plate bill which was signed by the Governor and included the Gadsden Flag, Don't Tread on Me License Plate to help fund programs and services provided by the Foundation. Visit <https://helpflvets.org/specialty-license-plate/> to learn more.

Emergency Financial Aid

The FVF helped veterans in need with financial aid and also created the COVID-19 Project Vet Relief Fund to promote around the State of Florida and recruit donations to help our Veterans in need caused by the COVID-19 Pandemic. The Foundation and its partners have raised over \$82,000 and have helped over 117 veterans and their families.

Transportation Disadvantaged & Veterans Ride Program

FVF's funding for the purchase of several vans by Disabled American Veterans has proved successful to help disadvantaged and isolated veterans travel to and from medical appointments. Due to the COVID-19 pandemic, FVF also partnered with UBER rides for the Veterans Ride Program, which continued to help veterans in May and June 2020.

FVF Board of Directors and Transparency

The FVF board of directors confirmed Lew Wilson's appointment as the new President. He is a United States Marine Veteran and started with the Foundation two years ago as an outreach and educational coordinator hired by an outside firm. He was hired in November 2019 as an interim president and was appointed full time by the Board of Directors on April 9, 2020. Since then, the FVF board has created their own mission statement and re-dedicated their efforts to support the Foundation through an added variety of opportunities and commitments. The Foundation has added new programs, enhanced its website at www.HelpFLVets.org and earned the Gold Seal of Transparency from GuideStar.

Forward March Ambassadors for Veterans Council

The FVF board of directors approved this program in January 2020 to help FVF with a pathway to sustainability. Businesses, individuals and organizations are invited to join as an Ambassador for \$1,000 a year for three years. This will help the foundation with a dedicated funding source and a committed budget every three years.

Veterans Legal Services

FVF continues its mission to provide education and outreach through its collaborators and partners for the Florida Veterans Legal Helpline which is run by Bay Area Legal Services, Florida Veterans can get an appointment with an experienced attorney who can provide direct legal advice and assistance.

FDVA Benefits Guide

FVF continues its mission to support the education, outreach and funding of the Florida Veterans Benefits Guide in print and digital versions.

Appendix III

FVF Grants

The FVF has contracted with a full-time grant writer who is responsible to researching and applying for grants to help Veterans in a variety of ways.

- Veterans Census Grant - This \$10,000 grant was awarded to the Foundation to encourage Veterans and their families to participate in the Census 2020. FVF created a dedicated website page to help track this program at www.VeteranCensus.com.
- Other Grants - To date we have received grants from several Walmart's in Florida, Leon County Lean Grant, National League of Cities (Census Grant) and the Elks Lodge of Jacksonville. We have several grants pending that total over \$250,000.

Veterans Served - Foundation Successes - FVF Board/Staff & Collaborations

The Foundation's Program Participants Successes			
Organization	Program	Veteran Served	
		Number	Dollars
American Legion	Emergency Financial Assistance	203	\$178,061
Disabled American Veterans	Transportation Disadvantaged	10,948	\$ 65,000
FVF	Through Personal Contact and Media	12,871	N/A
American Patriot Services Corporation and the National Association of Veterans and Families	Educational Outreach to Aging Veterans	436,232	N/A
Department of Highway Safety and Motor Vehicles (DHSMV)	Education and Benefits	84,000	N/A
FVF	Veterans Free Ride Program	244	\$ 6,800
FVF	Services to Homeless Veterans	612	N/A
FVF	Social Services	21,524	N/A
FVF provided assistance to approved 690 VA Pension w/A&A Claims for \$34,500,000 during FY 2019-20.			





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.

Veterans Florida Workforce and Career Services Programs

To better serve the needs of veteran job seekers and employers, Veterans Florida maintains the Career Services Program. This program houses our largest grant program, the Veterans Florida Workforce Training Grant, which reimburses eligible companies for 50 percent of the training cost for every new veteran hired and trained, up to \$8,000 per employee.



The Workforce Training Grant incentivizes Florida employers to hire and retain veterans who wish to augment their existing skill set developed during military service. The Veterans Florida workforce team actively works with employers to translate military experience into comparable civilian experience requirements. The team educates employers and their human resources teams on the value veterans bring to the workforce.

The Career Services Program allows Veterans Florida to actively recruit qualified veterans to fill positions at companies across the state. Veterans can upload their resume for consideration for any position or apply directly for open positions through the career portal on veteransflorida.org.

Veterans Services Coordinators reach out to provide employment services such as resume assistance, interview preparation, career matching, and counsel veterans on additional resources available.

Veterans Florida has received more than 2,600 resumes from veterans seeking employment in Florida and is actively matching them with job openings across Florida. More than 60 employers have used Veterans Florida Workforce and Career Services.

Appendix IV

Workforce Grant Reimbursements		
Fiscal Year	Veterans Trained	Workforce Grant Reimbursements
FY 2015-16	1	\$ 2,520
FY 2016-17	117	\$ 476,070
FY 2017-18	187	\$ 687,483
FY 2018-19	303	\$ 712,765
FY 2019-20	393	\$1,112,985

Veterans Florida Entrepreneurship Program

Nearly one in four active duty service members and veterans want to open and operate their own business. Opportunity, freedom and challenge attract them to business ownership. The Veterans Florida Entrepreneurship Program offers veterans online and on-site instruction, facilitation, and mentorship designed to match up with their level of knowledge and busy schedule.



The Veterans Florida Entrepreneurship Program has conducted its fifth year of operation in Fiscal Year 2019-20. Since the inception of the program in early 2016, the program has received more than 3,200 applications from veterans across the state, and served 1,704 veterans.

The program features three pathways to meet the needs of veteran entrepreneurs at different stages of their entrepreneurial journey.

The first pathway, Discover, comprises online lessons which familiarizes veterans with basic terminology and concepts and acts as a gateway to the second and third pathways. Veterans Florida licensed an existing web-based system to give our participants a low-risk, low-commitment option to start learning the foundations of entrepreneurship.

The second pathway carries a low commitment which consists of 2-3 hour workshops and is designed for veterans' varying states of their entrepreneurial career, those seeking specialized help topics such as franchising or government contracting, or those just seeking to connect with other veteran business owners.

The third pathway, Master, consists of cohorts designed to assist veteran entrepreneurs with starting their business or growing their early stage business after startup. These cohorts delve deeply into all aspects of entrepreneurship, with on location facilitation held at one of our six entrepreneur partner's establishments. This pathway is reserved for a maximum of 15 veterans with well-defined business ideas or early-stage companies at each entrepreneur partner. Acceptance into this portion of the program is managed by the partners.



Appendix IV

Veterans Florida Entrepreneurship Program Network Partners for 2019-20



Entrepreneurship Program Participants			
Fiscal Year	Applications Received	Participants Served	Program Graduates
FY 2015-16	612	424	167
FY 2016-17	458	300	147
FY 2017-18	787	393	82
FY 2018-19	910	426	96
FY 2019-20	449	294	108
Total	3,216	1,837	600

Entrepreneur Program Participants Reported Data			
Revenue Generated	Capital Invested	Businesses	Hires
\$59,611,801	\$23,177,049	277	392

Veterans Florida Agriculture Program

In fiscal year 2018, Veterans Florida received a \$100,000 sub-award from the USDA NIFA FY2018 Enhancing Agricultural Opportunities for Military Veterans Competitive Grants Program to test the Veteran Agriculture Selection Program over an 18-month timeline, which was started in September 2018 and ended in February 2020. Veterans Florida successfully completed the stated objective with support from the University of Florida, Institute of Food and Agricultural Sciences (UF/IFAS).

The Veterans Florida Agriculture Program is a nine-month internship program that exposes selected veterans to various modern agriculture production practices. The first six months of the internship took place at UF/IFAS RECs across Florida. Internship positions at the RECs were fully supported by the experienced leadership at each location. Each research center developed a structured rotation plan to introduce veterans to different production methods and challenges such as trial planning, field/site preparations, preparing plant materials, trial maintenance, data

Appendix IV

collection, harvesting, and various cropping activities depending on season, crop, and individual research program needs. At the end of their research center internship, participants transitioned into a three-month paid internship with local agribusinesses or farms to use skills learned, develop new skills, and develop relationships within the local agriculture industry.

This year, a couple of graduates received special recognition from Governor Ron DeSantis and Commissioner of Agriculture Nikki Fried. The Veteran Agriculture Program also won a Future of the Region award from the Tampa Bay Regional Planning Council for excellence in the Economy and Energy category.

Agriculture Program			
Fiscal Year	Applications Received	Participants Served	Program Graduates
FY2019-20	87	54	8

Marketing Program

The Veterans Florida marketing and communications campaign supports the organization's primary goals: Career Training, Entrepreneurship Training, and promoting Florida's status as the nation's most veteran-friendly state. The target audience is service members and veterans in the 12 months leading up to and following separation from the military.

The majority of advertising is invested in digital marketing, including email and social media. This year the marketing team also secured enrollment in the Google AdGrants program, which provides qualified non-profits up to \$10,000 each month of in-kind paid search advertising.

Other channels include public relations and traditional print advertising and radio. The marketing team has full web development, video production, and creative capabilities, allowing Veterans Florida to operate with the flexibility to quickly capitalize on opportunities and maximize our reach and impact. The marketing team has full web development, video production, and creative capabilities, allowing Veterans Florida to operate with the flexibility to quickly capitalize on opportunities and maximize our reach and impact. The team operates a website, handles all public relations, and creates all of the content distributed on social media and the web.



The first Veterans Florida Virtual Expo was presented and sponsored by Bank of America on June 18. The virtual format allowed us to reach a broader audience across the country, including target states such as California and Texas. Over 600 live stream viewers, a peak viewership of 279, and over 2,000 replays resulted. Over 1,500 (71 percent) of the viewers were in the target 25-54 age range. The Battle of the Pitches awarded two finalists with cash prizes. Premiere Virtual took first place and awarded \$3,000, and Shipshape Urban Farms won second place and was awarded \$2,000. Overall, the team received positive feedback from sponsors, presenters, and viewers.

Watch the Veterans Florida Virtual Expo event at:

<https://www.youtube.com/watch?v=q0fiYydi75s&feature=youtu.be>.

Appendix IV



Marketing				
Metric	FY2018-19	FY 2019-20	Growth	
Total Unique Website Visitors	436,458	149,652	-65.71%	Result of Reduction in Paid Advertising
Total Facebook Page Likes	83,576	81,861	-2.05%	Standard Facebook Scrub of Inactive Accounts
Email Newsletter Subscribers	42,794	33,516	-21.68%	Scrub of Inactive Records
LinkedIn Followers	2,131	3,940	84.89%	Result of Paid Advertising
Twitter Followers	599	665	11.02%	

Development

The Veterans Florida team works diligently to raise additional public and private funds to augment State of Florida funded programs. Our successful development efforts are a direct result of our proactive approach to forging relationships with donors, keeping them engaged, and providing measurable insights into the impact of their support.

Awards			
Organization	Amount	Type	Purpose
Boeing	\$55,000	Grant	Career Services
USDA NIFA (Sub-award)	\$66,960	Grant	Agriculture Program
Regions Bank	\$ 4,500	Grant	Career Services
Bank of America	\$15,000	Sponsorship	EXPO
Learning Alliance	\$ 3,000	Sponsorship	EXPO
Facebook	\$ 995	Donations	Operations
Total FY 2019-20	\$145,455		

Appendix V

Associated Veteran Service Organizations



As the accredited representative of 10 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 are the veterans' service organizations that this department represents in claims processing with the VA.



American Ex-Prisoners of War



American Red Cross



Blinded Veterans Association



Fleet Reserve Association



Jewish War Veterans



Marine Corps League



Non-Commissioned Officers Association



The American Legion



The Retired Enlisted Association



Veterans of World War I (Family Members)

Appendix VI

Certified County Veteran Service Officers

In rendering assistance to the veterans of Florida, FDVA 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, county and city level. All agencies work together in assisting Florida's veterans, their families and survivors to improve their health and economic well-being.



Appendix VII



Robert H. Jenkins Jr. State Veterans' Domiciliary Home

Lake City (Columbia County), Staffing: 69
2019-20 Occupancy Rate: 93.0% (38 Admissions, 56 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. The 71,648 square foot (appraised square footage) 150-bed Assisted Living Facility provides a special combination of housing, personalized support services and incidental medical care to its veteran residents.

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 and in the local community. 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.



Appendix VII



Emory L. Bennett State Veterans' Nursing Home

Daytona Beach (Volusia County), Staffing: 141
2019-20 Occupancy Rate: 95.1% (43 Admissions, 58 Discharges)



The facility opened to residents in December 1993 and is in excellent condition. Situated on 30 acres, the 69,222 square foot (appraised square footage) 120-bed facility provides skilled nursing care. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

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.



Agency for Health Care Administration
Nursing Home Overall Inspection Rating



Appendix VII



Baldomero Lopez State Veterans' Nursing Home

Land O' Lakes (Pasco County), Staffing: 148
2019-20 Occupancy Rate: 97.2% (37 Admissions, 50 Discharges)

The facility opened to residents in 1999. The 73,000 square foot (appraised square footage) 120-bed home provides skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The dedicated staff provides stellar care 24 hours a day to our American heroes residing at this residence. This Five-Star Quality Rated home is in the top 10 percent 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 is a recipient of the Governor's Gold Seal Award.

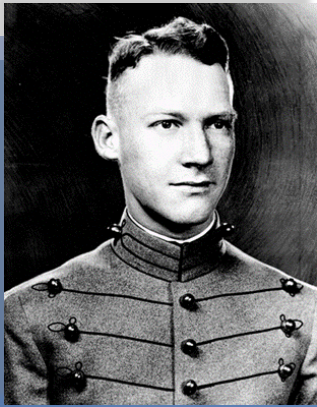


Agency for Health Care Administration
Nursing Home Overall Inspection Rating



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

Appendix VII



Alexander “Sandy” Nininger State Veterans’ Nursing Home

Pembroke Pines (Broward County), Staffing: 145
2019-20 Occupancy Rate: 91.3% (32 Admissions, 68 Discharges)

The facility opened to residents in 2001. The 83,896 square foot (appraised square footage) 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. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

Home Life: Life in the Nininger Home is anything but sedentary. Frequent outings provide the residents with an open forum to the surrounding community. The home enjoys superb community and volunteer support.



Agency for Health Care Administration
Nursing Home Overall Inspection Rating



Appendix VII



The facility opened to residents in 2003. The 75,394 square foot (appraised square footage) 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 in their time of need. The dedicated staff provides stellar care 24 hours a day to our American heroes. This Five-Star Quality Rated home is in the top 10 percent of skilled nursing homes.

Home Life: *The skilled nursing facility is located in a beautiful, wooded setting, surrounded by wildlife and nature. The residents enjoy regular outdoor activities and frequent offsite events such as ballgames, movies, restaurants and shopping.*

Clifford C. Sims State Veterans' Nursing Home

Panama City (Bay County), Staffing: 143
2019-20 Occupancy Rate: 89.4% (33 Admissions, 56 Discharges)



Agency for Health Care Administration
Nursing Home Overall Inspection Rating



Appendix VII



Douglas T. Jacobson State Veterans' Nursing Home

Port Charlotte (Charlotte County), Staffing: 143
2019-20 Occupancy Rate: 93.8% (26 Admissions, 53 Discharges)



The facility opened to residents in 2004. The 68,700 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. 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.



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



Agency for Health Care Administration
Nursing Home Overall Inspection Rating

Appendix VII



Clyde E. Lassen State Veterans' Nursing Home

St. Augustine (St. Johns County), Staffing: 159
2019-20 Occupancy Rate: 91.9% (46 Admissions, 61 Discharges)



The facility opened in September 2010. The 89,150 square foot (appraised square footage) 120-bed facility offers skilled nursing care and can accommodate 60 residents with dementia/Alzheimer's disease. The Home is 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. The home provides residents with 24-hour nursing care, daily living and recreational activities, rehabilitative therapy and nutritional cuisine.

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.*



Agency for Health Care Administration
Nursing Home Overall Inspection Rating

Appendix VII



Ardie R. Copas State Veterans' Nursing Home

Port St. Lucie (St. Lucie County), Staffing: 117
2019-20 Occupancy Rate: N/A - Facility under Construction.



The newest State Veterans' Nursing Home is named in honor of a Medal of Honor recipient from the Vietnam War - Fort Pierce and St. Lucie County native Sergeant Ardie R. Copas, an Army specialist who died in 1970 while serving in the Vietnam War.

This state of the art facility at the 28.5-acre site will offer private and semi-private rooms with 24-hour nursing care and can accommodate residents with dementia/Alzheimer's disease.



Appendix VII



Lake Baldwin State Veterans' Nursing Home

Orlando at Lake Baldwin (Orange County), Staffing: 122
2019-20 Occupancy Rate: N/A - Facility under Renovation.



“Honoring Those Who Served U.S.”



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 Twitter, Facebook and LinkedIn. Thank you for your service. We're honored to represent you.

