Governor Scott has provided invaluable leadership to transform the State’s traditional Medicaid program by negotiating the federal waivers necessary to allow Florida greater flexibility to address cost, quality and access in health care through the new Statewide Medicaid Managed Care program. Using $80 million from Governor Scott’s recommended budget, the Agency has also been able to successfully launch the Statewide Residency Program, which invests in health care, education and jobs, and increases transparency. In addition, the Agency was able to streamline and reduce regulation that saves health care providers over $1 million annually.

ACCOMPLISHMENTS

Invested in Education, Youth and Older Adults
- Launched the new Statewide Residency Program, which provides $80 million to 43 hospitals statewide for graduate medical education and increases GME funding transparency.
- Awarded 17 nursing homes the Gold Seal Award for the first time since January 2010 and approved 25 Gold Seal Award renewals, which help keep Florida a senior-friendly state with excellent long term care.
- Incorporated additional quality standards and requirements for home-like environment and community integration in the renewed Nursing Home Diversion program waiver, which was incorporated into the Long-term Care program.

Transforming the Medicaid Program
- Completed program design and negotiated federal waiver approval for Statewide Medicaid Managed Care, which includes the Long-term Care and Managed Medical Assistance programs that:
  - emphasize patient-centered care, personal responsibility and active patient participation;
  - provide for fully integrated care through alternative delivery models with access to a broader range of providers and services through a uniform statewide program; and
  - allow for innovation in reimbursement methodologies that can increase predictability and generate cost savings.
- Successful and timely implementation of the Long-term Care (LTC) program that specifically emphasizes home and community-based supports, increases access to quality providers and services, and enhances plan and provider accountability.
  - As of January 1, 2014, six of 11 regions accounting for 50,000 of 89,000 recipients had transitioned into the LTC program.
  - Required procuring and defending 11 regional procurements worth $19 billion over the 5-year contracts.
- Preparing Agency systems, conducting plan readiness, and beginning recipient and provider education for the implementation of the Managed Medical Assistance (MMA) program, which
through standard and specialty managed care plans will coordinate covered services and 20
expanded benefits not otherwise covered by Medicaid.
  o Slated for rollout between May and October of 2014, MMA will result in more than 83%
of Florida’s 3.5 million Medicaid recipients being enrolled in a managed care plan for
acute care.
  o The Agency is nearing the end of the procurement process (selection of awardees and
defending administrative and legal challenges) for this program—arguably the largest in
state history, worth approximately $70 billion over the 5-year contracts.

- Simplified the hospital inpatient payment process through transitioning to a Diagnosis Related
  Group system that incentivizes hospitals to increase efficiency while continuing to provide
  quality care and more predictability.

Streamlined Processes and Saved Resources
- By facilitating legislative changes to streamline and update regulations and reporting
  requirements, the Agency estimates annual savings of over $1 million to health care providers.

- Created the Care Provider Background Screening Clearinghouse website in which the Agency,
  managed care health plans and the Department of Health are currently enrolled. The
  Clearinghouse is estimated to have saved over $800,000 in part to reduced duplicative screenings
  since March 2013 and prevented 700 people who should not have access to vulnerable
  populations from doing so.

- Implemented a post card and email notification system for license renewals of all provider types,
in lieu of a certified letter, which yields approximately $44,500 annually in savings.

CHALLENGES/MOVING FORWARD
- As the Medicaid program undergoes extensive transformation, the Agency will change to support
  the new program. We are realigning our processes, structure and personnel based on function,
  which will result in a different footprint statewide.

- In addition to making improvements to the administration of the program with a shifting focus
toward pay for performance and accountability for achieving performance metrics, the Agency
will continue to advocate for Florida to receive an additional $4.5 billion in federal support for
the Low Income Pool.

- The Agency will complete the transformation of the Medicaid program—finishing the
  implementation of SMMC and sun-setting previous programs and systems. The Agency is paying
  particular attention to outreach and public information; continuity of care; ensuring accurate,
  extensive provider networks; ensuring providers receive prompt and proper payments during and
  after implementation; tracking encounter data submission and financial analysis.
AGENCY FOR PERSONS WITH DISABILITIES

Under the Scott Administration, APD has made significant improvements in its programs serving Floridians with developmental disabilities. APD is enrolling 1,600 individuals from the waiting list into the Medicaid waiver, which is more than double the original number, due to $36 million recommended by Governor Scott and approved by the Legislature. APD ended last fiscal year without a waiver deficit for the first time in about a decade. APD fully implemented its iBudget Florida waiver which provides greater flexibility and self-direction to customers.

ACCOMPLISHMENTS

Serving Floridians with Developmental Disabilities

- The Agency for Persons with Disabilities received $36 million in the 2013 Florida Families First budget recommended by Governor Scott and approved by the Legislature to enroll new individuals from the waiting list onto the Medicaid waiver. APD is currently enrolling about 1,600 from the waiting list into the waiver so that they may receive state-funded community services. This is the first time in eight years the agency has been able to enroll new people from the waiting list into the waiver.
  - In July, APD sent letters to 754 individuals and set aside money for 190 foster children who will enroll in the waiver when their adoption is eminent
  - In November, APD sent letters to another 700 people offering them waiver enrollment
  - APD originally projected to serve 750 with the new funding, however, now 1,600 will be served
    - 1,600 people is more than half of those with critical needs on the waiting list
- APD completed the roll out of the iBudget Florida Medicaid waiver on July 1, 2013. iBudget provides greater flexibility and self-direction for customers allowing them to move funding between various services and to carry forward unused money for future expenses.
- APD and the Family Care Councils hosted 16 Town Hall meetings in every region of the state over a three month period to hear from customers, families, stakeholders, providers, waiver support coordinators, and others.
- Governor Scott signed Executive Order 2013-284 “Employment First” encouraging people with disabilities to try employment before other community day programs.

IMPROVEMENTS

- For the first time in almost a decade, APD ended the fiscal year without a Medicaid waiver deficit. The agency, customers, waiver support coordinators, providers, stakeholders, employees, the Legislature, and Governor Scott all helped to bring waiver spending under control.
- There are still about 18,000 people on the waiting list who do not have critical needs, but have needs that are currently not being met. The agency’s new Community Supports unit is working to identify free or low cost services in local communities.
• Every regional office has employees dedicated to this function.
• The agency has expanded an online resource directory to include 7,000 entries.
• A calendar is on the agency’s website so families are aware of community events that may benefit them.

• The agency is improving its process time to review requests for waiver funding increases.

**CHALLENGES/MOVING FORWARD**

• The agency is working to secure a vendor to build a new computer system so all the agency’s information is located in one place. Currently, the agency tracks data using 150 spreadsheets.

• As a result of recommendations from the Town Hall public input meetings, APD will host a public workshop in Tallahassee on January 28. The topics to be discussed include various housing and service needs for those with:
  o Dual diagnosis/Intensive Behavior
  o Alzheimer’s disease
  o Forensic
  o Medically fragile

• APD customers will be matched with employers for on-the-job training in 2014 using $500,000 recommended by Governor Scott and approved by the 2013 Legislature. The goal is to develop job skills and work opportunities.
Governor Rick Scott’s business-friendly policies reestablished the Department of Business and Professional Regulation (DBPR) as a regulatory authority that is supportive of its licensees and businesses throughout Florida. As part of the administration’s effort to eliminate unnecessary red tape, DBPR has repealed nearly 150 burdensome and duplicative administrative rules since 2011. Under the Scott Administration, the process for Floridians to obtain a professional license has continued to drop from an average of 41 days to as quickly as two days.

ACCOMPLISHMENTS

Creating Business-Friendly Regulations

- Reengineered the business processes and significantly decreased the average license processing time from the 2008 average of 41 days to as low as 1.74 days. This significant 96% improvement in efficiency resulted in providing almost 40 days faster entry into a business profession/occupation while increasing revenue in the private sector by an estimate of $3,281,650,785.90.

- The Division of Hotels and Restaurants has reduced all administrative fines by 20%, focusing on compliance and education among licensees rather than undue punitive measures.

- The centralized Customer Contact Center receives an average of one million calls per year. Last year, the call center had an average call wait time of only 67 seconds, which allows for busy Florida professionals to obtain information quickly and get back to work. To assist a wide array of “customers,” DBPR has 20 bilingual call center agents that answered more than 33,500 calls from Floridians in Spanish in 2013.

- The Department of Business and Professional Regulation hosted “Florida Business Outreach Week” in which various state agencies called more than 6,000 businesses throughout the state to find out what state agencies could be doing better to support their businesses.

- Developed and implemented ApplyNow!, an internal process of reviewing and revising all applications, to eliminate unnecessary, duplicative and burdensome questions that often led to errors, setbacks and deficient applications. ApplyNow! successfully reduced the number of deficient applications, which are returned to individuals for errors and increased the number of overall applications received.
  - The project resulted in:
    - Deficiency rates for construction applications decreased from 65.7% to 33%.
    - Deficiency rates for cosmetology salon applications decreased from 42% to 26%.

- In 2012, as a result of HB 517, DBPR eliminated the initial licensing fee, initial application fee and initial unlicensed activity fee for military veterans applying for a professional license within 24 months of honorable discharge. Within one year, DBPR has saved military veterans seeking a professional license more than $10,000.
The Insurance Institute for Business and Home Safety (IBHS) evaluated and compared the quality of regulations and processes governing residential building construction in the 18 states most vulnerable to catastrophic hurricanes along the Atlantic Coast and Gulf of Mexico, assigning each state a score on a 100-point scale. Florida and Virginia tied with a score of 95. The next closest state was South Carolina with a score of 84.

**IMPROVEMENTS**

- DBPR improved its renewal reminder program in March 2012. Since that time, the Department had 35,203 delinquent renewals collecting a total of $1,970,985 in late fees. Prior to the start of this program, the same group had 41,490 delinquent renewals, paying a total of $2,302,636. This is a savings of $331,651 for our licensees because they were reminded to renew on time and were not assessed delinquency fees.

- The Division of Alcoholic Beverage and Tobacco (ABT) is reclassifying 30% of the division’s sworn law enforcement positions to non-sworn civilian inspector positions. This has allowed the sworn component to focus on actual crimes occurring on ABT licensed premises, while increasing the non-sworn force to conduct routine duties and inspections, thereby eliminating the formation of punitive practices and focusing on compliance among licensees. Nearly $200,000 in savings has been realized in operational expenses.

**CHALLENGES/MOVING FORWARD**

- DBPR’s Division of Technology has developed a mobile inspection solution on the Apple iPad for the Division of Drugs, Devices and Cosmetics, the Division of Hotels and Restaurants and the Division of Regulation. The Division of Alcoholic Beverages and Tobacco is scheduled to begin using these devices this year as well. The iPad inspection application is designed to allow easy emailing of inspection reports to the licensee. In addition, the department currently posts all food and lodging inspection results online. Statutory review and modification could be made to eliminate the need for the department to print a hard-copy of the inspection report in lieu of the electronic copies available. The department may also review the feasibility of posting additional inspection results to the Internet. These actions would eliminate the cost of mobile printers and paper, and save inspectors time, while preserving the ability of the public to view inspection reports through electronic means.

- The Division of Certified Public Accounting is working on a rulemaking project with the Chairs of the Schools of Accounting from the University of Florida and Florida State University, to reduce the burden on applicants who obtain their accountancy degrees or completed courses from an unaccredited institution. Currently, the majority of students who obtain their education overseas are required to complete additional graduate level courses from an accredited institution, after admission into graduate school. More and more U.S. students are studying abroad as a result of partnerships with U.S. institutions and those overseas. U.S. students who study overseas are subject to the accreditation rule. The project will focus on accreditation of the school’s accounting/business program, rather than the institution’s accreditation to determine acceptability of courses.
Under Governor Rick Scott’s leadership, Florida is leading the nation with its commonsense approach to foster care. New laws passed with the support of Governor Scott during the 2013 Legislative Session will help foster children live more normal lives and give young adults who age out of foster care more opportunities to thrive and succeed. The state is implementing a standardized, evidenced-based practice model for child welfare to keep children safe and improve outcomes for at-risk families.

ACCOMPLISHMENTS

Protecting children and families.
- Increased the child protection responsiveness.
- Governor Scott championed salary increases and a career path for all child protective investigators.
- For the first time, Florida is implementing a standardized practice model for the child welfare system. The new Safety Methodology will improve the type and amount of information child welfare workers gather to make better decisions on behalf of at-risk children and families.
- DCF supported the passage of commonsense foster care reforms that let kids be kids and extend foster care to the age of 21 in an effort to better equip youth in care for the challenges of adult life.
- By measuring performance through the new Community-Based Care Scorecard, DCF has promoted accountability and better outcomes for children in foster care and increased the key medical and quality of life indicators for foster children:
  - Medical service within the past 12 months from 66% to 96.3%.
  - Dental service within the last 7 months from 76% to 90.6%.
  - Up-to-date immunizations from 49% to 97.6%.
  - Former foster youth ages 19-22 with diploma or GED from 32% to 64.7%.

Best state in the nation for accuracy and fraud prevention in economic self-sufficiency programs.
- This is the sixth year in a row that DCF’s improvements and accuracy in correctly processing food assistance applications have received accolades and bonus money from the federal government, totaling more than $47 million.
- DCF leads the country in groundbreaking public benefits fraud prevention. In FY 12-13, the department:
  - Conducted 38,924 public benefits fraud investigations.
  - Saved $44.1 million from fraudulently going “out the door.”
  - Recovered $19.1 million in benefit overpayments.
- Florida is the first and only state in the country to implement a front-end customer authentication process for clients applying for assistance online. The identity theft prevention ensures public assistance clients’ identities are verified, preventing fraudulent applications and ensuring benefits go to the individuals who need them most.
Increasing community involvement in substance abuse and mental health services.

- This year, DCF completed the statewide implementation of managing entities – seven community-based organizations that administer and manage the regional safety net behavioral health services. This represents the culmination of more than a decade of work, decentralizing the control to the community.

CHALLENGES/MOVING FORWARD

- We will continue to train our workforce and partners on the new Safety Methodology and put practices in place that focus investigations on children and families who are most at risk.
  
  - Criticism of the model may come if child deaths occur after the new methodology is fully implemented.
  
  - Shifting the conversation regarding child welfare to an issue of public health with many factors at play.

- Working collaboratively with Community-Based Care lead agencies will be paramount to the effectiveness of several DCF initiatives to improve child safety and foster care.
  
  - CBCs will have to follow the Safety Methodology in order for the new practice to be fully implemented and improve outcomes for at-risk children and families.
  
  - The success of the extension of foster care to 21 is tied to the CBC’s success in educating foster youth, promoting the option to teens, recruiting foster parents for teens and budgeting to support this new population.

- Changing federal requirements in public assistance programs often creates backlash against DCF.
  
  - DCF will continue to educate clients about changes to public assistance programs to help them understand that the agency can only administer these federal programs in accordance with federal laws.
  
  - DCF received a waiver from the USDA to integrate the first-ever customer authentication model into the public benefits application. The federal government can rescind the waiver at any time.
Since taking office in 2011, the Scott Administration has taken steps to streamline and improve Florida’s emergency response capabilities. Under Governor Scott’s leadership, the Division of Emergency Management has successfully responded to more than a half dozen disasters, including tropical storms Debby, Isaac and Sandy. The Administration has committed $600,825.00 in additional funding for Florida counties to receive accreditation through Emergency Management Accreditation Program, and has set a goal of gaining accreditation for all 67 Florida counties within the next 5 years.

ACCOMPLISHMENTS

Responded to Disasters

- Tropical Storm Debby
  - 22 counties federally declared to receive Individual Assistance and 30 (IA) counties for Public Assistance (PA)
  - 37 Community Response teams deployed to counties declared for IA
  - 16 Disaster Recovery Centers (DRC) and three mobile DRCs opened and staffed in counties declared for IA
  - 922 project worksheets obligated totaling $38,182,005

- Hurricane Isaac
  - Successfully appealed to have 11 counties federally declared for FEMA public assistance
  - Opened Area Field Offices in Panama City and Boca Raton to support recovery operations

- Hurricane Sandy
  - Deployed teams to support response and recovery missions through Emergency Management Assistance Compact (EMAC)
    - Maryland – 2 persons for 7 days
    - New Jersey – 30 persons for 43 days
    - New York – 17 persons for 4 days

Protected Taxpayer Dollars

- Recouped total of $85 million in overpayments to individual subgrantees
  - $50 million in additional recoupment projected over next 2 years

- Improved building environment to reduce community impact following disaster
  - Invested $3.3 million to strengthen 454 homes statewide against hurricane wind damage
  - Reduced project approval timeframes by 83% from a maximum of 180 days to less than 30 days

- Set July 1, 2014 goal to reduce Tier II Reporting Hazmat Fees by 15%.
  - Cost savings to Florida companies will be in excess of $300,000 annually.

Streamlined Services

- Upgraded State Logistics Response Center
  - Warehouse drive-in racking system now accommodates up to 695 semi-trailer loads
  - Added 3,800 pallet positions for a total of more than 13,900 pallet positions
  - Work accomplished under a $1,000,000.00 HHS Grant with no cost to the State
Maintained Operational Efficiency
- Trained 10,600 local first responders across Florida communities
- Developed and implemented the State Watch Office Incident Tracker system
  - Enhanced Division’s ability to maintain 24/7 situational awareness
  - Provides warning and notification of natural, technological, and human-caused events throughout state
- Reorganized management and oversight of credentialed State Assistance Teams to provide localized incident management support during an emergency or disaster
- Hosted more than 700 persons from local, state and federal agencies during statewide interoperational communication exercise at Camp Blanding

Leveraged Private Business Partnerships
- Developing a Virtual Business Emergency Operations to provide online tracking of available private sector resources prior to, during, and after a disaster

Invested In Public Education
- Grew Kids Get a Plan (KGAP) educational campaign targeting elementary students, and conducted 12th annual Severe Weather Awareness Week public education campaign

CHALLENGES/MOVING FORWARD
- Expand public education campaign to include year-round, all-hazards messaging
  - Identify outreach events and design materials to message target demographics
  - Build upon momentum and brand awareness generated from successful initiatives
  - Incorporate additional spokespersons for public education campaign
- Enhance State Watch Office Incident Tracker program
  - Situational awareness processes
  - Tighter integration with the Florida Fusion Center
- Recruit, train, and exercise new State Assistance teams to maintain a robust, consistent, and fully staffed incident management assistance surge capacity
- Cultivate and expand private sector partnerships
  - Strengthen bonds with Google, Walmart and Walgreens
  - Train private sector partners and local emergency management agencies on Virtual Business EOC website.
  - Develop preparedness materials to educate private sector partners on available resources
- Maximize federal funding for recovery, while working in an arena where:
  - FEMA is intent on recapturing funds already paid out
  - Disaster declarations are more difficult to get
  - FEMA regulations are constantly changing and evolving
  - Increased deobligation of funds from the 2004/2005 storms will result in a focus on providing information to FEMA in support of the appeals.
Under the Scott Administration, Florida’s statewide unemployment rate has dropped 4.7 percentage points, from a rate of 11.1 percent in December 2010 to the November 2013 rate of 6.4 percent. The current rate of 6.4 percent represents the lowest statewide unemployment rate since July 2008. At 6.4 percent, Florida is well below the nation’s 7 percent unemployment rate. The Scott Administration has created an opportunity economy that supports more than 446,000 new private sector jobs since December 2010. Also under the Scott Administration, Florida made its final Unemployment Compensation Trust Fund payment to the federal government on May 23, 2013 – fully repaying $3.5 billion the state incurred during the recession.

# ACCOMPLISHMENTS

## Unemployment is declining
- The statewide unemployment rate has remained below the national average of 7.0 percent since March 2013.
- Since December 2010, Florida’s statewide unemployment rate has dropped 4.7 percentage points, from a rate of 11.1 percent to November’s rate of 6.4 percent.
- The current rate of 6.4 percent represents the lowest statewide unemployment rate since July 2008.
- It is also a decrease of 1.6 percentage points from November 2012, when the rate was 8.0 percent.
- Florida’s unemployment rate has now declined year-over-year for 37 consecutive months.
- The state of Florida made its final Unemployment Compensation Trust Fund payment to the federal government on May 23, 2013 – fully repaying $3.5 billion the state incurred during the recession.

## Jobs are being created
- Florida has created a total of 446,300 private sector jobs since December 2010.
  - Florida’s annual job growth rate of 2.5 percent in November 2013 was the fastest since June 2006.
  - The state’s annual job growth rate has exceeded or been equal to the nation’s rate since March 2012.
  - Florida is expected to create more than 1 million new jobs by 2018, according to the Florida Economic Estimating Conference.
  - Florida job demand is now exceeding pre-recession demand. Florida job creators are growing again and they are seeking the talented workforce in Florida.
Florida job postings compiled by the Help Wanted OnLine data series from The Conference Board showed 279,789 openings in November 2013.

This was an all-time high in the data series that began in May 2005.

- The Manpower Employment Outlook Survey for the first quarter in 2014 indicated that Florida is expected to be among the strongest job markets in the nation.

Other Important Indictors

- Tourism: Florida’s tourism market has recovered.

- 2013 is shaping up to beat the state’s all-time tourism record in 2012, as every quarter has been an all-time record in 2013.
  - On any given day in Florida, there are a greater number of people visiting the state (1.7 million) and spending money than live in 12 states.

- Consumer confidence is up to 77 points, according to the December release of the Florida Consumer Sentiment Index by the University of Florida Bureau of Economic and Business Research.

- Florida’s median home price was up 13.3 percent over the year in November 2013.

Across industries, there is a buzz about Florida as a great location to relocate to and grow.

- CEO Magazine ranked Florida the second best state in the nation for business.

- National Chamber Foundation ranked Florida as having the number one talent pipeline in the nation.

- Area Development magazine awarded Florida, the Silver Shovel award for significant job creation and economic impact and recognized Florida as the number one state for renewed consideration post-recession.

- Fast Company named Florida the No. 1 state for innovation in its May 2013 magazine.

- In August, Business Facilities Magazine ranked Florida's business climate is the second-best in the country, finishing just behind Texas. The Magazine stated, “Florida surged into the Number 2 slot on the strength of Gov. Rick Scott's pledge to drastically cut back on business regulations and red tape …"

- And in August, credit rating agency Fitch affirmed Florida GO bonds at ‘AAA,’ and revised its outlook from negative to stable.

- Forbes ranked Florida in the top 5 for the best states for future job growth.

Florida’s recovery is leading the nation

- Government policy and administration affects the economy, but government does not create private-sector jobs.
• Florida has created a risk and opportunity environment that encourages economic growth and prosperity.

• Florida has pursued a variety of cuts to taxes and fees for our citizens and job creators.
  
  o 2011: Increased the state’s corporate-income tax exemption from $5,000 to $25,000 and reduced property taxes for homeowners and businesses by $210.5 million.
  
  o 2012: Doubled tax exemption for business income.
  
  o 2013: Sales Tax Exemption for Manufacturing Equipment.

• Florida has made sound budgeting a priority. For the first two sessions, when revenues were down, the state cut debt, cut the budget, and cut government. This past fall, Governor Scott announced that $3.5 billion in state-debt has been paid down.

• Florida has cut regulations and increased accountability and efficiency in state government.

• Florida has focused on education reform and strengthening the workforce pipeline.

• Florida has focused on creating infrastructure to support international trade and businesses development.

• Services and policies that affect Florida’s economy and businesses are now coordinated by one agency: DEO.
DEPARTMENT OF ENVIRONMENTAL PROTECTION

Governor Scott’s commitment to protecting the health of Florida’s natural resources has resulted in landmark success. Since 2011, $18.7 million has been specifically directed to springs protection, more than twice as much as any other three year period in the last decade. Florida State Parks and Trails generated $1.2 billion in economic impact and hosted a record 25.5 million visitors. By following the science and the law coupled with the push for common sense change, the Department makes educated, accurate decisions to protect and preserve our natural treasures. Protecting Florida’s Everglades: Governor Scott’s landmark $880 million Everglades Restoration plan will improve water quality throughout the Everglades.

ACCOMPLISHMENTS

Getting the Water Right

- Safeguarding Florida’s Water: Developed, according to the U.S. Environmental Protection Agency data, the most comprehensive coverage of nutrient standards than any other state in the nation which will result in cleaner, safer water for all Floridians.
  - 100 percent of lakes, rivers, streams, springs and estuaries are covered.
- Investing in Springs Restoration: Adopted the very first springs restoration plan and this administration has targeted more funding to springs protection than any other three year period in Florida’s history.
  - Funding includes $37 million leveraged by a $10 million appropriation for water quality projects for springs statewide.
- Governor Scott also made a $90 million state commitment for the bridging of a 2.6 mile segment of Tamiami Trail providing needed water to the Everglades National Park. He also made a $40 million commitment to accelerate the state’s portion of the C-44 water storage and treatment project to grant more rapid relief to the St. Lucie River and the Southern Indian River Lagoon.
- Securing Lands for Conservation: Closed on the second largest conservation easement in the state’s history.
  - 21,000 acres to buffer Eglin Air Force Base
- Protecting the future of Apalachicola Bay: Filed a lawsuit in the U.S. Supreme Court to stop Georgia’s growing consumption of water, which is threatening the economic future of Apalachicola.
  - Historically low water levels brought about by Georgia’s excessive consumption have caused oysters to die because of higher salinity in Apalachicola Bay and increased disease and predator intrusion.

Efficient and Effective Regulatory Process

- Implemented a plan to improve the petroleum restoration program. The plan will provide a better value for Florida taxpayers through a more effective and efficient program.
The plan established competitive procurement procedures for cleanup contracts and efforts to focus funding on the highest-risk sites.

- In 2012, air emissions from Florida’s regulated industries hit their lowest levels.
  - Due to DEP’s oversight and the regulated facilities’ use of new technology to curb pollutants.

- Created a uniform set of state rules with clear language in the Statewide Environmental Resource Permitting.
  - Standardized procedures and definitions across DEP and the five water management districts.

Increase Access to Our Award-Winning State Parks

- Florida Park Service won an unprecedented third National Gold Medal Award for Excellence in the management of the state park system by the National Recreation and Park Association.
  - Florida’s State Parks produced a $1.2 billion economic impact last fiscal year hosting a record 25.5 million visitors contributing more than $77 million to general revenues.

IMPROVEMENTS

- DEP enhanced its efforts and methods to educate businesses about how to comply with Florida’s environmental laws. By working to increase compliance through assistance efforts, DEP is not only helping to prevent violations that can damage our environment before they occur.
  - Compliance rates across DEP’s regulatory programs are at 96 percent – the highest level ever achieved. We conduct thousands of on-site inspections and review hundreds of thousands of air and water quality data results every year.

- DEP has reduced the time it takes to issue or deny a permit by 58% without lowering any environmental standards.
  - By implementing common sense changes, such as using email and phone calls rather than sending letters and waiting for replies, DEP eliminated repetition and wait times.

CHALLENGES/MOVING FORWARD

- Water quality criteria, restoration goals and restoration plans will remain the focus of getting the water right.

- Florida continues to invest in the Everglades through a combination of nutrient source controls and construction projects. These projects are a result of Governor Scott’s direction to develop a plan to address water quality concerns.
  - Projects include - A-1 FEB, L-8 FEB, Kissimmee River Restoration, C-43 & C-44.

- DEP and the water management districts are committed to finding new ways of meeting the demand for freshwater.
o DEP is scheduled to set 49 minimum flows and levels by the end of 2014 which is more than 5 times the number set during 2007 – 2010.

o Districts are working collaboratively with other agencies and stakeholders to implement effective and consistent water resource planning through the Central Florida Water initiative and the North Florida Regional Water Supply Partnership.

- The environment doesn’t follow state boundary lines, so the commitment to share science and best practices will continue between DEP and the water management districts.
JUVENILE JUSTICE

Since taking office in January 2011, the Scott Administration has transformed the state’s approach to juvenile justice. To manage Florida’s at-risk and delinquent population, emphasis has been placed on providing the right services in the right place at the right time to best meet the needs of youth, families and communities. The number of juvenile arrests dropped by 24,913, which is a 23% decrease, and the number of youth arrested for delinquency dropped by 15,616, which is a 24% decrease, enabling the department to operate with the smallest budget in 17 years.

ACCOMPLISHMENTS

Improved Key Juvenile Justice Indicators Significantly

- Decreased the number of school-based arrests by 27%.
- Decreased the number of serious and violent juvenile delinquency.
  - Delinquency arrests for murder/manslaughter by 52%;
  - Delinquency arrests where a felony was most serious offense by 17%;
  - Delinquency arrests for aggravated assault and battery by 20%;
  - Delinquency arrests for burglary by 19%; and
  - Delinquency arrests for armed robbery by 13%.
- Decreased the number of youth placed in residential commitment facilities by 33%.
- Decreased the number of Florida youth transferred to adult court by 36%.
- Decreased the number of felony drug arrests by 28%.
- Decreased the number of residential beds by 40%, due to underutilization, for a savings of $61.5 million.

Invested in Prevention and Diversion Efforts

- Dedicated more than $226 million to prevention efforts.
  - Enabled Children in Need of Services/Families in Need of Services Program (CINS/FINS) to strengthen more families;
  - Expanded PACE Center for Girls to provide educational services targeted to girls;
  - Increased support to Boys and Girls Clubs;
  - Provided for Internet-based GED testing; and
• Enhanced the health and mental health services available to youth with the addition of psychiatric consultation and contract clinical specialists.
• As a result of reduced need for residential beds, funding was reallocated to the “front-end” of the juvenile justice continuum (prevention) to identify and assist at-risk youth and help them avoid the criminal justice system altogether.

**Introduced Innovative Approaches to for Better Youth Outcomes**

• Applied the Civil Citation Initiative, which provides first-time non-violent misdemeanants intervention services in lieu of arrest. With having a preliminary recidivism rate of only 4% for youth who successfully completed the process, it has been very effective.

• Implemented trauma-informed practices to empower staff to act in a manner that promotes healing and avoids further trauma.

• Expanded Redirections Services statewide, providing a greater array of services within current appropriation.

• Developed libraries, gardens, and greenhouses; welcomed two therapy dogs; and transitioned to “non-institutional” personal items such as pajamas, slippers, blankets and hygiene products in detention centers to provide environments that encourage youth to strive for success and avoid further involvement in criminal justice system.

• Contracted with the Florida Network to provide temporary shelter care for youth charged with domestic violence while all family members learn to better cope with day-to-day stresses.

• Increased opportunities for youth to receive industry-recognized certification in residential programs to help youth join the workforce as quickly after release as possible.

• Installed autodialers to remind youth and their families about upcoming court appearances.

• Established 21 reform specialists to serve as community liaisons, connecting the local juvenile justice offices and staff with community providers and services.

• Created community re-entry teams throughout the state to provide support to youth and families as youth return to their communities.

**CHALLENGES/MOVING FORWARD**

• Despite significant improvements in delinquency, there are still youth in the juvenile justice system and they often struggle when returning to the community after being released; this especially true when returning to school. To streamline students’ reentry process and give them the greatest chance at success, the Florida Department of Juvenile Justice (DJJ) and the Florida Department of Education collaborated to develop the Electronic Educational Exit Plan, which is currently being piloted statewide.

• Males and females have distinctly different needs. Although DJJ currently provides gender-specific programming, it will build on current success by developing a protocol that can be used
in girls programs to assess how gender-specific issues are being addressed; those findings will be used to tailor services as necessary.

- As of January 2014, 51 of Florida’s 67 counties have implemented countywide civil citation. DJJ has instituted a civil citation coordinator who works with each county to increase understanding of the benefits of civil citation; assist in the development and implementation of their own countywide civil citation plan; and help counties with existing civil citation programs apply it more consistent.
Under the leadership of Governor Rick Scott, Florida’s state agencies are aggressively seeking savings that can be passed on to the Florida taxpayer. The Governor tasked the Department of Management Services with leading the charge to seek out and generate savings in Florida state government so the Sunshine State can reallocate funding to what matters most for our families: creating jobs for our residents and a world-class education for our students. Since October 2012, 18 state agencies and more than 47 private sector businesses have contributed to more than $190 million in taxpayer savings, cost avoidances and added services.

ACCOMPLISHMENTS

Saving Taxpayer Dollars--Reducing Costs

In addition to leading the Governor’s Savings Award program that generated $190 million in savings across state government since October 2012, the Department of Management Services played a major role in saving taxpayer dollars itself by:

- Answering Governor Scott’s call to reduce leasing costs across state government by more than $49 million since 2011. By working with agency leasing liaisons, the DMS Division of Real Estate Management has reduced state government’s total leased space by more than 940,000 square feet, which equates to the size of more than 18 football fields.

- Generating $15.7 million in cost savings over the next four years with the re-solicitation of its contract for the MyFloridaMarketPlace (MFMP) system. MyFloridaMarketPlace is the State of Florida’s award-winning eProcurement system for state agency buyers and private sector vendors to conduct public purchasing on a daily basis.

Increasing Government Efficiencies—Delivering on Foundational Obligations

In a continued effort to increase government efficiencies and get the best value for taxpayer dollars, the Department of Management Services has implemented reforms for the State of Florida’s procurement process. These reforms include:

- Increasing MyFloridaMarketPlace (MFMP) utilization to 80 percent for purchase orders and contracts, invoices, catalogs, and receiving goods, among agencies statewide. This allows agencies to leverage their buying power and negotiate stronger contracts for goods and services, decrease expenses, increase the visibility of their spending, foster greater competition among vendors and improve accountability related to expenditures.
• Providing support, resources and recommendations to 15 sister agencies that had the largest gap to reach full utilization of MFMP. This includes multiple operational training and communication activities.

• Publishing The Guidebook to Public Procurement—this collaborative effort among DMS and sister agencies provides a consolidated resource that promotes and facilitates standard best practices in procurement for Florida state government.

Driving a Culture of Accountability—Effective Customer Service

The Department of Management Services is proud to lead the Performance Matters Initiative, which uses a standardized online tool and proven evaluation methodology to drive a culture of goal-oriented performance and accountability within state government. This initiative:

• Empowers all state employees to know where they stand at all times as it relates to their job performance.

• Establishes expectations that align with each agency’s mission and the Governor’s priorities. The expectations stem from a curriculum that focuses on crafting performance objectives that are specific, measurable, achievable, relevant, and time-bound (SMART).

• Provides supervisors and employees a system tool that improves their ability to prepare, review and acknowledge completion of annual employee performance plans and evaluations.

IMPROVEMENTS

• Governor Rick Scott signed House Bill 1145, which will help DMS fill vacant state-owned space before going to the private market to lease space, make several business-friendly changes to the state’s leasing process, and ensure that the state pays to maintain only properties that it needs.

• The DMS Division of Telecommunications Public Safety Bureau completed a major reprogramming of law enforcement radio equipment by updating it with needed frequency changes. A savings of $2,300,000 was achieved by avoiding a second round of field upgrades to 20,495 law enforcement radios in patrol cars, boats, motorcycles, and aircraft throughout the state. These measures have contributed to a 42-year low in Florida’s crime rates statewide.

CHALLENGES/MOVING FORWARD

• If approved, the proposed Real Estate Optimization (REO) project will standardize real estate services across agencies with the greatest facility operating budgets to alleviate the
state’s current real estate delivery costs of $54 million in redundant spending per year. The Department of Management Services must secure funding for the project and manage the logistics of carrying out the strategic vision of the plan among agencies.

- As DMS continues to promote the use of the award winning state-of-the-art MFMP system, the agency will need to encourage sister agencies to take part in training sessions offered throughout the year and utilize individual training to promote best practices.
DEPARTMENT OF CORRECTIONS

Under Governor Scott’s administration, the Department of Corrections has shut down underutilized prisons and established private partnerships, saving Florida taxpayers $131.5 million in recurring funding. Additional private partnership measures save taxpayer money annually, including $14 million annually for the privatization of healthcare services and $3.7 million annually following a renegotiation of contracts with private partners. These transformations have also made Florida families safer. Today, Florida is at a 42 year crime low, and much of that success is thanks to reforms to corrections services, which helped dropped recidivism from 33 percent to an historical low of 27.6 percent over a three year period.

ACCOMPLISHMENTS

Reduced Recidivism to Keep Florida families safe
- The three-year recidivism rate for released inmates has dropped more than five percentage points to 27.6 percent.
- Opened Gadsden Re-Entry Center, a facility which leads to increased community safety, a reduction of victimization and a cost-avoidance to Florida taxpayers and the Department of Corrections.
- Partnered with the Department of Highway Safety and Motor Vehicles (DHSMV) and Florida Bureau of Vital Statistics to increase the number of inmates who, upon release from prison, will have state identification, or will be prepared to obtain it. Since 2011, DHSMV has issued over 3,116 identification cards to inmates.
- Promoted public safety by providing a Faith and Character Based (FCB) Residential Programs environment where inmates can develop spiritual and moral resources that build character, as well as acquire skills that support their successful re-entry to society. There are FCB Residential Programs at 16 different institutions with the capacity for 6,500 inmates.
- Provided opportunities for inmates to learn important skills and character traits like patience, empathy and personal responsibility through programs such as dog training, racehorse rehabilitation and beekeeping. Since January 2011, over 330 shelter dogs have found “forever homes” through the dog training program for inmates.

Implemented critical planning and direction of the Department
- Developed performance measures and have conducted numerous performance-based assessments for all areas of operations.

Conducted cost avoidance initiatives and efficiencies that result in significant savings to Florida families
- Identified and implemented efficiencies from cost avoidance measures from employees and additional savings from renegotiated leases, contracts and consolidation of community correction offices, generating a cost avoidance of $1,354,969.
- Increased funds for critical hires at 12 high risk facilities by $13,743,400.
- Re-purposed the majority of our central office vehicle fleet for use by community corrections officers supervising offenders in the field, a reduced cost of $531,445, or 21 percent.
• Leveraged federal resources by partnering with the Department of Health and Florida county health departments to expand the federal 340B drug program – generating a cost avoidance of $32,324,016 on inmate drug costs in the past two fiscal years.

• Evaluated Probation & Parole (P&P) office leases and consolidated space where possible.

• Over the past two fiscal years, the DOC Farm Program, where inmates grow crops for use in the institutions, successfully delivered more than 20 million pounds of fresh produce to institutions across the state, totaling nearly $11 million in cost avoidance.

• Collected more than $168 million in the past two fiscal years from offenders on community supervision to go towards victim restitution, supervision fees costs, subsistence and other court-ordered payments, fines, and other fees.

• Implemented creative measures at institutions statewide that avoid costs, such as making laundry detergents, replacing dishwashers with compartmental sinks built in-house through inmate labor, inmates making their own clothing, and many more ideas.

Partnered with Florida Communities
• Supported our law enforcement partners around the state by using Department K-9s for felon apprehension, searching for missing persons, and locating and providing aid to persons in distress. From January 1, 2011 – December 31, 2013, the Department’s K-9 tracking teams were deployed 1,273 times for criminal incidents, with 309 of those involving armed individuals. Missing person searches accounted for 446 deployments. Florida’s Department of Corrections has the best K9 Tracking program in the nation and its Narcotic Detection K9 teams are consistently rated the best in the nation.

• In the past two fiscal years, Community Work Squads performed 11.5 million hours of work, which was valued at more than $156 million – with net costs savings/value added of $95 million provided to Florida citizens.

• Ensured offenders on community supervision completed approximately 3 million hours of community service in the past two fiscal years.

• Worked with Florida’s Court system to strengthen measures that prevent fraudulent inmate releases by outlining additional verification requirements.

CHALLENGES/MOVING FORWARD

• The Department has included funding for additional security staff, as well as for physical plant repairs and replacement of aging transport vehicles in its FY 14-15 Legislative Budget Request.

• The Department is focused on managing its resources and reducing its debt by creating efficiencies, ensuring security and correcting deficiencies.
DEPARTMENT OF CORRECTIONS

Under Governor Scott’s administration, the Department of Corrections has shut down underutilized prisons and established private partnerships, saving Florida taxpayers $131.5 million in recurring funding. Additional private partnership measures save taxpayer money on an annualized basis, including $14 million annually for the privatization of healthcare services and $3.7 million annually following a renegotiation of contracts with private partners. These transformations have also made Florida families safer. Today, Florida is at a 42-year crime low, and much of that success is due to reforms to corrections services, which helped dropped recidivism from 33 percent to an historical low of 26.3 percent over a three year period. The latest drop included inmates released from prison through 2009.

ACCOMPLISHMENTS

Reduced recidivism to keep Florida families safe
- The three-year recidivism rate for released inmates has dropped more than five percentage points to 26.3 percent as of January 1, 2014.

- Opened Gadsden Re-Entry Center, a facility which leads to increased community safety, a reduction of victimization and a cost-avoidance to Florida taxpayers and the Department of Corrections.

- Partnered with the Department of Highway Safety and Motor Vehicles (DHSMV) and Florida Bureau of Vital Statistics to increase the number of inmates who, upon release from prison, will have state identification, or will be prepared to obtain it. Since 2011, DHSMV has issued over 3,116 identification cards to inmates. Proper identification helps released inmates obtain employment, secure housing, and cash paychecks. Inmates that are employed are less likely to recidivate.

- Promoted public safety by providing a Faith and Character Based (FCB) Residential Programs environment where inmates can develop spiritual and moral resources that build character, as well as acquire skills that support their successful re-entry to society. There are FCB Residential Programs at 16 different institutions with the capacity for 6,500 inmates.

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- Leveraged federal resources by partnering with the Department of Health and Florida county health departments to expand the federal 340B drug program, which enables certain organizations to purchase pharmaceuticals from manufacturers at significantly reduced prices. This program has generated a cost avoidance of $32,324,016 on inmate drug costs in the past two fiscal years.

- Evaluated Probation & Parole (P&P) office leases and consolidated space where possible

- Over the past two fiscal years, the DOC Farm Program, where inmates grow crops for use in the institutions, successfully delivered more than 20 million pounds of fresh produce to institutions across the state, totaling nearly $11 million in cost avoidance.

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• Worked with Florida’s Court system to strengthen measures that prevent fraudulent inmate releases by outlining additional verification requirements.

CHALLENGES/MOVING FORWARD
• The Department has included funding for additional security staff, as well as for physical plant repairs and replacement of aging transport vehicles in its FY 14-15 Legislative Budget Request.
Since taking office in January 2011, Governor Rick Scott has made creating a world class education system in Florida one of his top priorities. Governor Scott’s 2013-14 Families First Budget invested $20.3 billion in total funding for K-12 education - an increase of more than $1 billion over the previous year. Under the Governor’s leadership, $480 million was specifically appropriated for teacher salary increases. Governor Scott also secured $45.3 million for the Teacher Classroom Supply Program to provide every Florida teacher with approximately $250 for classroom supplies. Additionally, Florida’s 23 state colleges that offer baccalaureate degrees accepted Governor Scott’s challenge to create $10,000 baccalaureate degree programs in support of the Governor’s effort to make higher education more affordable. Governor Scott’s commitment to Florida students, families and educators helped propel our education system from 11th to 6th in the nation in 2013.

ACCOMPLISHMENTS

Florida K-12
• At the request of Governor Scott, $480 million was appropriated at the request of Governor Scott specifically for teacher salary increases.

• Governor Scott secured $45.3 million for the Teacher Classroom Supply Program to provide every Florida teacher with approximately $250 for classroom supplies.

• In 2013, more Florida high schools earned an “A” grade than any time in state history (240 schools or 48 percent).

• Nearly 53 percent of Florida’s 2012 public high school graduates took an AP exam, which helps them be successful in college, and leads the nation for the fourth year in a row.

• Florida ranks 4th in the nation in the percentage of 2012 public high school graduates (27.3 percent) scoring a 3 or higher on an AP exam - up from sixth place last year - rising from 17.4 percent in 2007 and 14.4 percent in 2002.

• Florida's African American graduates have progressed in both participation and success on AP exams over the last ten years. In 2012, almost 15 percent of the high school graduates who had taken an AP exam were African American, up from a little more than nine percent in 2002. In 2012, 7.4 percent of African American graduates scored 3 or higher on AP exams, rising from 5.6 percent in 2002.

• Florida fourth and eighth grade students outperformed their peers in reading and mathematics according to a National Assessment of Educational Progress (NAEP) report that analyzed student performance over two decades in the five most heavily populated states in the country. Florida has made some of the greatest learning gains in both math and reading, especially when compared to other large states.

• For the second year in a row, Florida ranked 1st in the country on the graduation index for Hispanic students according to the 2013 Diplomas Count study. Florida's graduation index for Hispanic students was 77.1 percent, besting the national rate of 68.1 percent.
Florida’s federal graduation rate rose again in 2013 to a new mark of 75.6 percent. This continues the upward trend of Florida students graduating from high school within four years. Florida’s federal graduation rate has jumped more than five percentage point since 2010-2011.

Florida College System

In 2012-2013, all of Florida’s 23 state colleges that offer a baccalaureate degrees accepted Governor Rick Scott’s challenge to create $10,000 baccalaureate degree programs in support of the Governor’s effort to make higher education more affordable.

Despite rising tuition costs across the country, 19 Florida College System institutions landed at the top of the U.S. Department of Education’s list of public, four-year colleges with the lowest tuition rates.

The Manufacturing Institute recognized 13 Florida College System institutions for excellence in manufacturing education, making Florida the national leader with the most schools on their “M-list.” The Manufacturing Institute created the "M-list" to recognize high schools, community colleges, technical centers and universities that organize coursework around industry standards.

In August 2013, 28 colleges in the Florida College System signed on to a national initiative to promote veteran-friendly policies at colleges and universities. The eight strategies in "Keys to Facilitating Veterans' Success on Campus" encourages colleges to implement policies that help veterans, active-duty service members and their families achieve educational and training goals. As of April 2012, the Florida College System enrolled 20,745 veterans, up from 14,171 in fall 2009.

Helping All Floridians Earn Jobs

The number of students earning Industry Certifications has increased from 33,523 in 2010-11 to 61,728 on November 15, 2013. The pass rate on Industry Certification exams has also increased from 67 percent to 79 percent in the same years.

The Vocational Rehabilitation Office has three straight years of increased outcomes for placing persons with significant disabilities into competitive, integrated employment, with 6,523 successful closures in state FY 2012-13.

Employees in Vocational Rehabilitation assisted more than 700 Floridians who are blind and/or visually impaired with, obtaining or maintaining employment.

Farmworker Jobs and Education Program (FJEP) is on target to serve 1,500 migrant and seasonal farmworkers by the end of the program year. Florida has made significant strides in moving the FJEP program performance measures above the U.S. Department of Labor benchmark. Currently, FJEPEntered Employment Rate is 92 percent and Employment Retention Rate is 87 percent, which places Florida’s programs on track to far exceed national benchmarks.

CHALLENGES/MOVING FORWARD

Increasing Florida standards

The Department received more than 19,000 comments during a month-long public comment period in October. Florida’s standards must be rigorous, focused and deep, incorporating critical thinking and application skills. This spring, the State Board of Education will consider changes based on Floridians’ public input that will make the standards stronger than the current K-12 standards. These
standards must be as strong as possible to prepare our students for college and careers and to compete globally.

**Transitioning to a more rigorous assessment**

- The state will ensure that the assessment aligned with these standards accurately meets the needs of Florida’s students, families and teachers. We expect to make our assessment decision in March that will take affect for the 2014-2015 school year.
DEPARTMENT OF ELDER AFFAIRS

Florida ranks first in the nation for the percentage of residents who are seniors. The Department of Elder Affairs’ programs serve elders in the least restrictive and most cost-efficient manner. Since coming to office in 2011, the Scott administration has increased funding for programs serving Florida’s frailest seniors at risk for nursing home placement. In Federal Fiscal Year 2012-2013, DOEA provided direct services and assistance to more than one million elders, invested an additional $28 million in home and community-based programs to serve those most in need, and became the first state of our size to have comprehensive public guardianship coverage in every county.

ACCOMPLISHMENTS

Invested in Programs to Serve Florida’s Frailest Elders
- Governor Scott’s Florida Families First budget increased the funding for Nursing Home Diversion and the Aged and Disabled Adult Waiver Programs by more than $25 million to address growing waitlists of frail seniors needing assistance.

- This significant increase is serving individuals who are at-risk for nursing home placement and on the waitlist for home and community-based services.

- The Community Care for the Elderly Program also received an increase of $3,750,000 to assist with its waitlist. This program provides community-based services organized in a continuum of care to help elders to live in the least-restrictive and safest environment suitable to their individual needs.

Accomplished Complete Statewide Public Guardianship Coverage
- In January of 2013, the Department’s Statewide Public Guardianship Office (SPGO) only had contracts for public guardianship coverage in 27 of Florida’s 67 counties.

- In less than one year, the Department accomplished full coverage in all 67 counties.

- With the exception of Delaware, Florida is the only state to have public guardianship coverage in every county.

- Florida is unique due to our size and demographics. With more than 4.7 million elders, we have the highest population percentage of seniors in the nation.

- The Statewide Public Guardianship Office is responsible for designating Florida’s public guardians who serve indigent elders who lack the capacity to make their own decisions or have no willing or able family to act as their guardian. The office is also responsible for the education and registration of all professional guardians.

Introduced a State Plan to Combat Alzheimer’s Disease in Florida
- Governor Scott has shown his commitment to address Alzheimer’s disease in Florida. In the Families First Budget, he increased funding by $1,242,987 for Alzheimer’s Disease Initiative Respite Care Services, and $445,602 was awarded to two Memory Disorder Clinics that had not yet received state funding.
Additionally, the Department housed the Purple Ribbon Task Force and drafted a comprehensive state plan to address the needs of individuals with Alzheimer’s disease and related dementias and their caregivers.

Smoothly Transitioned Elders into New Statewide Medicaid Managed Care Long-Term Care Program

- More than 87,000 long-term care clients will be transitioned into the Long-Term Care Program. DOEA worked very closely with AHCA to develop and execute a transition plan and program implementation plan. To date, clients in six of the Department’s Planning and Service Areas (PSAs) have been transitioned into the new program (approximately 50,000 individuals) including Miami-Dade County with the largest number of clients. The five remaining PSAs will fully transition approximately 38,000 outstanding individuals by March 1, 2014.

- DOEA is continuing to monitor the long-term care plan compliance with the contract as well as client satisfaction. Together with AHCA, Department staff has made thousands of phone calls to clients who were transitioning to ensure that they received no disruption to services.

CHALLENGES/MOVING FORWARD

General

- Florida has the highest elder population percentage in the nation, and it is critical that we continue to meet their needs. Despite drastic federal sequestration cuts that affected many of our programs, through increased efficiencies, budgetary increases from the Governor, and strategic partnerships across the aging network, we continue to mitigate these losses and use our existing dollars to provide direct services to seniors in Florida.

- Most critical among the federal sequestration cuts were the home-delivered and congregate meal program cuts. This resulted not just in a freezing of enrollment into those programs but also in actual cuts to meals provided. Additionally, those previously on waitlists for meals could not be served.

- Frail, homebound seniors rely on the home-delivered meals for survival. Even reducing meals by one could be catastrophic in the long term. Governor Scott provided additional funding in his Florida Families First Budget to try and mitigate some of these federal cuts.

Housing

- It is becoming increasingly difficult for many seniors to find affordable housing. In addition to those suffering from financial issues that lead them to face foreclosure, many other seniors still cannot find affordable rental housing.

- It is our goal to continue to work with state, federal, and private agencies to ensure that Florida elders can live in a home that is affordable and does not require them to cut expenses elsewhere (such as in health care or prescription drug costs).
Governor Rick Scott’s Administration is improving health for the people of Florida through increased efficiencies, expanded collaboration and strategic use of resources. The state’s infant mortality rate is at an historic low of 6.0 per 1,000 live births, annual cases of active tuberculosis have declined each year since 2010, youth smoking rates in Florida are among the lowest in the county at 8.6%, more than $104 million has been invested in biomedical cancer research since 2011 and $80 million was invested in medical residencies. Health is moving forward in Florida.

ACCOMPLISHMENTS

Invested in Florida’s Future Health Care Workforce

- With population growth and demographic shifts, the demand for additional health care professionals is increasing in Florida. The state has a number of areas where health care professionals are needed.
- The governor’s budget in 2013 invested $80 million in primary care and preventive medicine residencies that will train a high-quality physician workforce. Physicians most commonly practice close to where they trained in residency.
- The Department is also exploring health care delivery system redesign through patient-centered primary care teams.

Improved Health Status in Key Areas

- Florida has improved from #19 to #12 in the Healthiest Weight status among 50 states and the District of Columbia.
- Florida’s infant mortality rate hit an historic low, 6.0 per 1,000 live births for all infants with an 11% reduction in the black infant mortality rate.
- Annual cases of active tuberculosis declined again by 10%.
- High School student smoking rates in Florida are among the lowest in the country at 8.6%
- Florida’s adult smoking rate is 17.7% which is below the national average of 19.6%.
- Deaths due to oxycodone overdose decreased by 17 percent in 2011 and 41 percent in 2012.
- The AIDS Drug Assistance Program (ADAP) list was reduced to zero in February 2013, after reaching a high of 4,400 applicants in 2011 and the list remains at zero.

Increased Efficiency through Focus on Core Public Health Services

- Since 2010, the non-categorical general revenue to local county health departments has been reduced by over 37.5%, yet the core public health services continue to be provided.
- Since 2010, general revenue for executive direction has been reduced by over 36%.
- Since 2010, $64 million in cash from trust funds has been transferred to the General Revenue Fund.
• Departmental travel costs have been reduced by more than 18% since 2009-2010.

• The Department has undertaken a major reorganization, consolidating and modernizing by reducing the number of divisions from 11 to 8 and the number of bureaus from 42 to 34.

• The Department championed the development of a community health improvement plan (CHIP) by each of Florida’s 67 counties and became the first state in the nation to have these plans in place in every county. CHIPS facilitate strategic private-public partnerships and prioritize how local resources are maximized.

• In 2013, the Department of Health’s Division of Administration implemented a new process for paying pharmaceutical invoices which will lead to approximately $1.3 million in additional pharmaceuticals that can purchase annually. This process is a first in the nation and is being used as a model for other states.

• The Division of Medical Quality Assurance reduced the time to renew a license from 4.9 days to less than 1 day for a qualified applicant.

Enhanced Service through Collaboration and Innovation

• In 2012, the Division of Community Health Promotion reduced administrative fees making more screening and diagnostic services available for pregnant women as well as more services for Floridians who want to quit using tobacco.

• In 2012, the Division of Children’s Medical Services generated $1.1 million in savings that was used to improve case management and provide additional medications for children.

• The Department of Health launched the Women, Infants and Children (WIC) electronic benefit transfer (EBT) system. Florida was the first state to simultaneously implement a new WIC participant data system and bring EBT services online, accomplishing both projects in less than a year.

CHALLENGES/MOVING FORWARD

• The top public health threat that challenges Florida is weight. Currently, only 35% of Floridians are at healthy weight. One quarter are obese and the rest are overweight. On the current trend, by 2030, almost 60% will be obese. The Department has launched a major statewide initiative, Healthiest Weight Florida, making strategic partnerships with other state agencies, not-for-profit organizations, local governments, faith-based organizations, businesses, schools and entire communities to help Florida’s children and adults make more informed choices about healthy eating and active living.

• Although the state has seen great strides in reducing smoking among youth and adults, the new public health threat of electronic cigarettes has emerged. In Florida, 4.3 percent of middle school students and 12.1 percent of high school students had ever tried e-cigarettes in 2013. The number of Florida high school students who had tried e-cigarettes doubled – from 6 percent in 2011 to 12.1 percent in 2013. Aside from their potentially harmful health effects, e-cigarettes are becoming a tool used to get youth and young adults hooked on nicotine, which is a highly addictive, dangerous chemical.
LOTTERY

Governor Scott has supported the Florida Lottery’s efforts to maximize education funding since taking office in 2011. This support has resulted in the Lottery securing additional tools needed to grow sales and increase transfers to education. FY 2012-13 was the Lottery’s best year in history, generating more than $5 billion in sales and transferring more than $1.41 billion to support Florida’s students and schools. The Florida Lottery this fiscal year surpassed $26 billion in total funding for education since operations began in 1988.

ACCOMPLISHMENTS

Successful Rebrand
• The Florida Lottery implemented a new rebranding campaign which led to a record-setting year and resulted in the highest Lottery sales year ever; the biggest winner ever; and the most money transferred to education ever in the Lottery’s 25-year history.

Florida Lottery Sales Successes since 2011
• The Florida Lottery generated more than $5 billion in sales during fiscal year 2012-13, the highest gross sales in the department’s history and $1 billion dollars more than in fiscal year 2010-11. Since 2011, the Lottery has generated more than $13.4 billion in sales, resulting in more than $3.7 billion transferred to the Educational Enhancement Trust Fund.

• In fiscal year 2012-13, the Florida Lottery increased retail sales by more than $560 million or 12.65 percent over the previous year to become second in the nation in gross sales for the first time ever, surpassing Massachusetts and coming in second only to New York.

• Lottery commissions paid to its retailers last year exceeded $276 million, an average of $21,000 per retailer.

• The Lottery recruited Wal-Mart Neighborhood Markets to sell Lottery products in all Florida Neighborhood Market stores; first on a test basis and then as a regular supplier. Florida is the only Lottery in the nation doing business at any level with Wal-Mart. In addition, the Lottery reached an agreement with CVS Drug Stores to test Lottery products in three of their Florida stores. The chain drug trade style does not typically carry lottery products.

Record Lottery Sales Result in Record Transfers to Education during Governor Scott’s Term
• In fiscal year 2012-13, the Lottery transferred more than $1.41 billion to education – a new record.

• The Lottery has made annual transfers to education of more than $1 billion for each of the past three years.

• The Lottery installed 500 Full Service Vending Machines in existing high-volume Lottery retailer locations, allowing consumers the convenience of purchasing both Scratch-Off and Terminal games from the machine without waiting in long checkout lines.

• The Lottery exceeded $1.17 billion in ticket sales from 2,000 self service vending machines placed at retailer locations throughout the state.
FUTURE AGENCY GOALS/STRATEGIES

- Continually increase transfers to the Educational Enhancement Trust Fund with an objective of transferring at least $1 billion annually.

- Refresh the corporate brand, open new markets and take advantage of evolving methods of marketing.

- Allow Florida’s players additional opportunities by providing new locations and more convenient purchasing technology while maintaining the integrity and security of the product and process.

- Procurement of a new terminal gaming system which will allow for improved terminal technology and better point of sale (POS) tools.

- Implementation of a Document Management Solution, that will achieve cost savings for the Lottery pertaining to paying winners and approving new retailers.

CHALLENGES/MOVING FORWARD

- Maximizing sales through existing high-volume trade styles will require a conversion of store ticket sales to full-service vending machines and exploring the use of multiple machines per store which will require significantly more vending machines.

- Increase sales using existing distribution channels. Implementing new game types such as KENO could also create thousands of new Lottery retailers in the form of bars and restaurants.

- Increasing Florida’s rank in total per capita sales among U.S. Lotteries.

- Increasing Florida’s rank in retailer-to-population ratio among domestic lotteries by emphasizing retailer recruitment.

- Increasing opportunities to reward top-selling retailers through Retailer-Incentive funding.
DEPARTMENT OF STATE

Under Governor Scott’s leadership in 2012, a written report was developed and presented to the Legislature after Secretary of State Ken Detzner conducted fact-finding site visits in six counties to improve elections statewide. In 2013, Governor Scott signed legislation that made effective changes to elections laws giving voters more access in 2014. In 2011, Governor Scott directed the Department of State to head up the Viva Florida 500 initiative, and in a 12-month period, approximately $2.55 billion in direct spending was attributed to cultural and heritage tourism activities in Florida. The Department of State also continues to support cultural and heritage programs, as well as improving filing for entities looking to conduct business in Florida.

ACCOMPLISHMENTS

Improvement of Elections Administration

- The Division of Elections developed Public Service Announcements prior to the 2012 election to increase voter awareness.

- Secretary Detzner hosted a press conference for Voter Registration Day in 2012, and in partnership with the League of Women Voters and the Florida State Association of Supervisors of Elections promoted voter education including voter access and voter registration for the 2012 election.

- The Department of State’s Division of Elections oversaw a fair and successful election in 2012.

- In December 2012, Secretary Detzner and the Division of Elections conducted a five-day series of fact-finding site visits in six counties. During these visits, input was gathered from election officials and the public in a post-2012 election review and analysis.

- Under Governor Scott’s leadership, a written report was developed and presented to the Legislature.
  - This report contained recommendations, including proposed legislation for the 2013 legislative session, to increase accessibility and efficiency in Florida Elections.
  - In 2013, Governor Scott signed legislation that made effective changes to elections laws giving voters more access in 2014.

- “Project Integrity” focuses on continuing to collaborate with local Supervisors of Elections, who are ultimately responsible for voter roll list maintenance, to protect the integrity of Florida’s voter rolls.
  - Secretary Detzner and Division of Elections Director Maria Matthews delivered and prepared oral presentations of the proposed processes for the identification of potential ineligible registered voters who are not U.S. citizens for members of the House and Senate Committees on Ethics and Elections, Supervisors of Elections, the public and the press in October 2013.

- In November 2013, the Division of Elections submitted a comprehensive proposal to the Legislature for consideration which contained a 3-year roadmap for developing and establishing a
state-of-the-art electronic filing system that would facilitate campaign finance reporting for candidates and political entities from the state level down to the municipal level because increased reporting requirements have tripled since a new law became effective in November 2013. This will promote transparency to the public, and reduce costs in the long-term.

Successful Implementation of Viva Florida 500
- More than 2,000 partners were involved in the over 900 events and activities that were observed in all 67 counties across the state.

- From August 2012 to August 2013, approximately $2.55 billion in direct spending was attributed to cultural and heritage tourism. VISIT FLORIDA attributes the Viva Florida 500 initiative for helping drive record visitation to Florida.

- Using Viva Florida as its platform, the department applied for and was awarded two BP Promotional Tourism Grants for a total of $500,000.
  - The Panhandle Shipwreck Trail was awarded $225,000 to market the trail that consists of twelve shipwrecks stretching from Destin to Port St. Joe, Florida.
  - The Viva Florida project was awarded $275,000 to promote historical, cultural and archaeological sites, museums and events in Northwest Florida.

Support of Cultural and Heritage Programs
- The Museum of Florida History created and opened the first phase of an important new permanent exhibition on Florida’s colonial history, Forever Changed: La Florida, 1513–1821. The second phase of the exhibit is scheduled to open in March of 2015.

- With completion scheduled for early fall 2014, The Grove, which has the potential to become a tourist destination in the way of Thomas Jefferson’s Monticello, will be a source of economic vitality and offer a deeper understanding of our state’s individual and national identity.

Upgrade of Sunbiz.org
- To better serve businesses and corporations who file annual reports with the department, the Division of Corporations began the process of modernizing the SunBiz.org website. As this website application is being re-written, many new features have been implemented which benefit the public. Previously, if a business or corporation had in excess of six officers, attachments would have to be sent separately because these attachments could not be electronically processed. Sunbiz.org now provides for the ability to index or reference up to 150 officers or directors instead of six. Additionally, this process helps to provide to the public and the business community information that is easily accessible.

CHALLENGES/MOVING FORWARD

Elections
- The Secretary of State, as the chief election officer, in collaboration with Florida’s 67 county Supervisors of Elections and the Division of Elections, will continue to coordinate and facilitate the integrity of the electoral process through the uniform interpretation, implementation, and compliance with election-related laws, rules and procedures. Additionally, the division will promote public awareness and full participation by voters, candidates, political entities and
advocates in the electoral process, as the basis for assuring that the elections are conducted fairly, impartially, accurately, and efficiently for the 2014 General Election cycle.

**Business Identity Theft and Modernized Business Statutes**
- In order to better serve the business community and safeguard vital corporate records, one of the Division of Corporations’ primary goals is to strengthen efforts to reduce Business Identity Theft through the implementation of an electronic address change and Federal Employer Identification Number (FEI) update notification. Additionally, the division will continue to work with the Governor’s Office and the legislature to further reduce corporate filing fees and begin the modernization of Chapter 607, the Florida Business Corporation Act.

**Viva Florida 2.0**
- The challenge in the years ahead is to extend the Viva Florida brand and build on the strong partnerships formed to increase cultural heritage tourism and expand educational opportunities to Florida residents and visitors. In addition to thousands of significant historical and cultural sites, and statewide activities and events, there are other significant Florida anniversaries over the next couple of years including Civil Rights and French History, culminating into the 2015 anniversary of St. Augustine as the oldest city in America.

**Rebranding Libraries**
- No longer the “shhhhh” place, local libraries are innovation and technology centers with “Maker-Spaces” including 3-D printers; they teach computer skills and offer K-12 digital learning resources, they help workers prepare resumes and have access to re-employment programs, they provide speaker series of Florida scholars and exhibits and host special events. Libraries are vibrant community centers that warrant a significant re-branding effort.
ACCOMPLISHMENTS

Cost Savings – Making the Department more Effective and Efficient

- Asphalt Mix Cost Savings - It is estimated that these changes have resulted in approximately $11 million worth of savings passed along to the State of Florida in Fiscal Year 12/13.
- New Bridge Beams Cost Savings - The savings in construction costs of bridges, starting in FY 2011/12, is now being realized at a level of $2.215 million per year.
- Public-Private Partnerships (PPP) Cost Savings - FDOT stretches resources and saves taxpayers money by engaging in PPPs that have high returns on investment and provide transportation improvements to the public at a quicker pace.
- Work Program Cost Savings – FDOT continues to deliver one of the biggest Work Programs with the lowest employee count (full-time equivalent – FTE).
- Cost Savings recognized - FDOT Won First “Governor’s Savings Award” – FDOT and Transfield Services renegotiated a contract that resulted in the removal of a 15 percent escalation cost for the seven-year renewal period resulting in a $13,192,500 savings over the life of the contract.
- FDOT received its second “Governor’s Savings Award” - Careful planning and contract evaluation allowed FDOT to eliminate more than two years’ worth of obsolete and overlapping vendor services for cost savings totaling more than $5 million.
- FDOT received its third “Governor’s Savings Award” – The department modified its coating policy for steel bridges. Switching to uncoated weathering steel for all new projects should produce an estimated cost savings of approximately $6.8 million per year.

Invested in Port Improvements - Making Florida the Trade Gateway to the Americas

- Port of Miami Dredging - The “Deep Dredge” project is expected to create an estimated 30,000 new jobs for Florida families and enable PortMiami to be the only U.S. Atlantic
port south of Virginia that will be able to accommodate the super-sized container vessels that will begin passing through the expanded Panama Canal in 2015.

- **Intermodal Cargo Transfer Facilities (ICTF)** - The new ICTF at Port Everglades will attract new international business to the state through its seaports and support the creation of an estimated 135,000 jobs for Florida families. The ICTF is the only combined on-port international and domestic cargo rail facility in the nation.

- **Eller Drive Project** - FDOT is constructing a $40 million overpass to elevate I-595/Eller Drive to allow the trains to access Port Everglades at ground level for the ICTF. The project will elevate traffic over the rail tracks, allowing for a better traffic flow and increased port activity.

- **Intermodal Logistics Centers (ILC)** – FDOT’s Intermodal Logistics Center (ILC) Infrastructure Support Program is an important part of the department’s commitment to support freight growth in Florida. FDOT selected four projects to fund: Keystone ILC Terminal (Jacksonville), South Florida Logistics Center (Miami), Port Manatee Commerce Center (Palmetto) and Port of Panama City Intermodal Distribution Center (Panama City). All four selected projects support and create a total of 1,213 direct and indirect jobs.

- **Investments recognized** - Florida Transportation Commission (FTC) gave FDOT an A+ “report card” - For the first time ever, the department met all 20 primary performance measures established by the FTC.

**Invested in Roads and Bridges – Ensuring Florida has World-Class Transportation Infrastructure**

- **Northwest Florida** – US 331: Widens segments of the US 331 corridor in Walton County from the Choctawhatchee Bridge to I-10. State Road 79: New Vernon Bridge on State Road 79 in Washington County replaced an antiquated two-lane structure with two two-lane bridges crossing Holmes Creek. Pensacola Bay Bridge: The replacement of the Pensacola Bay Bridge scheduled to begin in 2017.

- **Northeast Florida** – First Coast Expressway: Constructs 45-mile long expressway around Jacksonville to link I-10 and I-95. I-95/JTB Boulevard: Improves the safety and mobility on Interstate 95 and J. Turner Butler Boulevard in Jacksonville.

- **Central Florida** – Wekiva Parkway: 25-mile parkway makes travel easier and more convenient through Lake, Orange and Seminole counties, and helps relieve congestion on US Highway 441 and State Road 46. I-4 Ultimate: I-4 Ultimate project enhances safety and relieves congestion through metro Orlando by reconstructing the entire 21-mile segment and adding four Managed Lanes to I-4.

- **Southeast Florida** – Managed Lanes: Network of Express Lanes provides travel choices to motorists. I-75: Construction of new four-lane, tolled, managed lanes facility in the
media of I-75 from I-595 in Broward County to State Road 826 (Palmetto Expressway) in Miami-Dade County. I-95: Extension of highly successful 95 Express Lanes in Miami-Dade County into Broward County continues to improve congested interstate system.

- Southwest Florida – I-75: Improvements to the I-75 corridor enhance the movement of freight, improve trade and create good jobs in the region.

- Tampa Bay - I-75: Widens the interstate four to six or eight lanes through the northeast Tampa region.

- Florida’s Turnpike - Veterans Expressway: Widens 11 miles of the Veterans Expressway in Hillsborough County, providing much needed congestion relief. Doubles capacity of highway from four to eight lanes. Converts Veterans Expressway to all-electronic tolling (AET), providing non-stop travel to the nearly 150,000 customers who travel the highway daily. Also introduces Express Lanes to the region.

- Homestead Extension of Florida’s Turnpike (HEFT): Widens HEFT from four lanes to six, eight and 10 lanes from Southwest 216th Street to Southwest 184th Street, First of several projects to widen the Turnpike from Campbell Drive in Homestead to State Road 836 in Miami. Express Lanes, similar to those operating on I-95 and will connect to future Express Lanes on S.R. 836 and S.R. 874. Will help manage congestion and provide motorists with reliable travel times in heavily populated Miami-Dade County.

- Safety belt enforcement - 87% of Floridians are buckling up.

- Reducing highway fatalities and serious injuries on all public roads by implementing the Strategic Highway Safety Plan (SHSP).

- Educating the public on the dangers of distracted drivers - Governor Scott signed into law a new measure banning texting while driving in 2013.

- Improved the department’s commitment to bicycle and pedestrian safety - FDOT Bicycle/Pedestrian Focused Initiative elevates bicycle and pedestrian safety to a priority focus area. The plan’s goal is to achieve a five percent annual reduction in the actual number of fatalities per year.

- Improvements recognized - the initiative was honored with a national safety award by the Governors Highway Safety Association (GHSA) which recognizes notable achievements in the field of highway safety.

- Improvements recognized - National studies and review of country’s bridges by the Associated Press result in positive headlines: “Florida Among Best in Nation for Bridge Care” and “Florida Bridges Rank High for Safety.”
The State of Florida is poised to become the third largest state in the country sometime in the near future and will continue to experience steady growth. Our existing transportation infrastructure will be insufficient to meet the increased demand.

Here are some of the ways the department is preparing for increased growth:

- **ROI** – FDOT is investing in projects that provide a significant return on investment for the taxpayers of Florida as well as spur economic development and create jobs.

- **Gas Tax** – With the decline in gas tax revenue as citizens drive more fuel efficient vehicles, FDOT is relying on user financed roads such as toll roads and or express lanes to execute critical transportation projects while continuing to provide state-of-the-art infrastructure without raising any taxes or fees.

- **Innovative Financing** – The department continues to use innovative financing tools such as Public-Private Partnerships (PPP) to deliver projects which reduce the cost to Florida’s taxpayers and accelerate delivery time.
VETERANS’ AFFAIRS

Governor Rick Scott tasks the Florida Department of Veterans’ Affairs (FDVA) to advocate for Florida’s more than 1.5 million veterans and link them to superior services, benefits and support. More than $39 billion in federal funds entered into the Sunshine State’s economy in direct support of Florida veterans and their families during the first three years of the Scott Administration.

ACCOMPLISHMENTS

Improving Agency Performance
- State Veterans’ Homes Program 100% Trust Fund supported; no general revenue used by Scott Administration for operation and maintenance of Florida’s seven veterans’ homes.

- Occupancy rate for State Veterans’ Nursing Homes rose to 97% during Scott Administration.

- FDVA provided more than 619,000 services to Florida veterans and their families during FY 2012-2013; 15% jump since beginning of Scott Administration.

- Administrative costs as percent of total agency costs decreased from 5.1% in FY 2010-2011 to 3.8% in FY 2012-2013.

Strengthening Services to Veterans and Families
- Honorably discharged veterans with service-related disabilities provided free lifetime entrance pass to Florida’s 161 state parks; 25% discount for active military and veterans.

- Families of fallen members of the U.S. Armed Forces, National Guard or reserve components also provided free lifetime entrance pass into Florida’s 161 state parks.

- More than 130,000 veterans added “V” for Veteran designation to their Florida driver license or identification card; helps provide discounts at participating retail establishments.

- Ad valorem tax discount expanded to qualified disabled veterans 65 and older who were not Florida residents at time of entering military service.

- Additional homestead exemption on property taxes provided for deployed service members who were on active duty outside the United States in previous year.

- State vendor preference for service-disabled owned businesses expanded to businesses owned by wartime veterans through Florida Veteran Business Enterprise Opportunity Act.

- Military Veterans and Servicemembers Court Programs established (16 as of 12/31/13) for those convicted of criminal offenses and who suffer from mental illnesses, traumatic brain injuries, substance abuse disorders, or psychological problems from military service.

- Honorably discharged veterans using Post 9/11 GI Bill offered priority course registration at Florida State Colleges and Universities; benefit extended to eligible family members.
• Current and former members of U.S. Armed Forces earn academic credit from Florida State Colleges and Universities for college-level training and education acquired in military.

• Purple Heart Day now commemorated in Florida each August 7 honoring Florida’s combat wounded and fallen heroes.

• New license plates established to honor Florida’s Korean and Vietnam War veterans.

• Department of Health now waives licensing fees associated with obtaining initial license for profession within its jurisdiction within 24 months of veteran’s honorable discharge.

• Military spouses who are licensed health care professionals in other states now begin working sooner after they relocate to Florida through temporary licensure.

• Temporary certification issued to former military doctors practicing in underserved areas.

• Eligible veterans and active military exempted from possessing hunting or fishing licenses for activities that assist with rehabilitation.

• Injured war veterans provided access to specialized hunting areas adapted to their needs.

• Indigent veterans without next of kin provided transfer and final interment to one of Florida’s seven National Cemeteries.

Protecting Veterans from Fraud
• Active military, veterans and families enjoy heightened protection from predatory practices.

• Organizations falsely advertising or representing themselves as veterans’ organization now in violation of Florida Deceptive and Unfair Trade Practices Act under Scott Administration.

• Civil fines established for political candidates who falsely claim they served in military.

Improving Outreach to Veterans and Families
• Return on Investment (ROI) for outreach services provided by FDVA during first three years of Scott Administration averaged $147 to $1.

• Agency’s first outreach and branding campaign began in 2012 to connect veterans and their families with earned benefits, services and support.

• Florida hires first full-time Statewide Women Veterans’ Coordinator to provide additional focus on state’s more than 160,000 women veterans.

• More than 20,700 returning service members briefed on federal and state benefits available to them upon termination of service.

Honoring State Veterans’ Nursing Homes
• Florida’s state veterans’ nursing homes achieved 100-percent occupancy simultaneously for first time in program’s history -- Prudential-Davis Productivity Award winner.
• Clyde E. Lassen State Veterans’ Nursing Home in St. Augustine is first nursing home in Florida - and one of first nationally -- to earn LEED certification, which was rated Gold.

• Alexander Nininger State Veterans’ Nursing Home in Pembroke Pines and Clifford C. Sims State Veterans’ Nursing Home in Panama City honored in 2013 with Five-Star Rating from the Centers for Medicare and Medicaid Services – nation’s highest award for nursing homes.

• Baldomero Lopez State Veterans’ Nursing Home in Land O’ Lakes awarded Excellence in Action Award for superb care from national nursing home advocate My InnerView.

• State veterans’ homes in Lake City, Daytona Beach and Land O’ Lakes renovated during Scott Administration, providing better living and working conditions for residents and staff and creating construction and support jobs for local vendors.

**Notable Recognition**

• Three Florida metro areas (Tampa, Orlando, Fort Lauderdale) rank in the top 10 regions in the nation for returning veterans to find civilian employment, according to October 2013 study commissioned by USAA and U.S. Chamber of Commerce Foundation’s *Hiring Our Heroes* program. The 2013 “Best Places for Veterans: Jobs” list identifies U.S. metro areas that offer returning veterans additional opportunities to find military skill-related jobs.

**CHALLENGES MOVING FORWARD**

• Connecting hard-to-reach veterans and their families with earned federal, state and local services, benefits and support.
Since taking office in January 2011, Governor Scott has helped keep Florida’s residents and visitors safe by recruiting 442 new Florida Highway Patrol Troopers on the roads. Over 750,000 more vehicles, mobile homes and vessels were registered in Florida this year than in 2010, a 3.7% increase. In addition, Governor Scott supported honoring our nation’s veterans with a veteran designation on their driver licenses/identification cards and over 145,000 of Florida’s veterans have chosen to add this designation.

ACCOMPLISHMENTS

Keeping Florida’s Residents and Visitors Safe on the Road
• Supported Florida Highway Patrol increased recruitment efforts that has resulted in the hiring of 442 trooper since January 2011 (includes 98 recruits that will graduate 1/30/14).

• Supported the restructuring of the Florida Highway Patrol that redirected 140 existing positions to road patrol duties.

Vehicle Registration Increase Show Economy Improving
• Increased the number of vehicles registered in the state by 3.7% over the same period in 09/10. This increase represents an additional 763,594 registered vehicles.

Helping to Keep New Drivers Safe on the Roadways
• Doubled the number of counties in which the Department’s safe teen driving program is taught, reaching more than 42,000 Florida high school students in this time period.

• Increased the number of participating schools by 30%.

Providing Peace of Mind in Cases of Emergency
• Increased the number of Emergency Contact Information registrations by 51%. Passed a Cabinet resolution declaring October 1-7, 2012 as Emergency Contact Information Week which increased registrations in that week by 17%.

Supporting Our Country’s Veterans
• Signed legislation that facilitated the ability for military veterans to add a veteran designation to the driver license or ID card (with documentation regarding their military service). Since July 2011, over 145,000 veterans have added the designation to their DL/ID.

CHALLENGES/MOVING FORWARD

• With more vehicles on the road, the Florida Highway Patrol will continue to look for innovative ways to reduce response time through greater availability and coverage by Troopers in critical areas. This will facilitate the movement of commerce and tourism across Florida’s roadways more effectively with a greater resource available to clear accidents and roadblocks.

• Identity theft entities are constantly evolving the ways in which they get information. The Department will continue to remain vigilant and proactive in all areas that ensure Floridian’s data is secure.
VISIT FLORIDA

Since taking office in January 2011, Governor Scott has shown visionary leadership by providing extraordinary support for VISIT FLORIDA and the state’s tourism industry. Thanks to significant increases in VISIT FLORIDA funding, the Sunshine State’s No. 1 industry has experienced two consecutive years of record visitation, visitor spending and job creation. In 2012 alone, Florida tourism was responsible for welcoming a record 91.5 million visitors who spent $71.8 billion, generating 23 percent of the state’s sales tax revenue and employing nearly 1.1 million Floridians. Since 2011, Florida tourism has shown a 6.7 percent increase in visitation, 6.8 percent increase in visitor spending and 4.1 percent increase in travel-related employment.

ACCOMPLISHMENTS

Breaking Records

• Two consecutive years of record visitation
  o 91.5 million visitors in 2012
  o 87.3 million visitors in 2011

• Record high visitation for Q1, Q2 & Q3 2013
  o 26.3 million visitors in Q1
  o 23.4 million visitors in Q2
  o 22.9 million visitors in Q3
  o On par for record Q4 and third consecutive record year

• Two consecutive years of record visitor spending
  o $71.8 billion in 2012
  o $67.2 billion in 2011

• Florida is No. 1 in capturing vacationers from nine key demographic categories:
  o Domestic vacation travel
  o Family vacation travel
  o Beach travel
  o Millennial travel
  o Young-and-free travel
  o Maturing-and-free travel
  o Young family travel
  o Affluent family travel
  o African American travel

• Florida is No. 1 for visit nights among Canadian travelers and captures the largest share of Canadian visitor spending in the United States

• Overseas, Florida is the No.1 destination among South American travelers visiting the U.S., as well as travelers from Argentina, Brazil and the U.K.

• Every 85 visitors to the Sunshine State supports one Florida job
  o Tourism-related employment has seen 44 consecutive months of job growth
  o Nearly 1.1 million Floridians are employed in the hospitality and tourism industry
VISIT FLORIDA serves as careful stewards of the public and private funds with which we are entrusted by eliciting a strong return on investment.

- Results of the annual *Return on Investment Influencer Study* show that thirty-nine percent of Florida visitors from domestic markets were “significantly influenced” by VISIT FLORIDA marketing efforts

- In 2012-2013, VISIT FLORIDA received $54 million in public funding which we were able to match with $108.6 million in private contributions

- In 2013-2014, VISIT FLORIDA received $63.5 million in public funding which we have budgeted to match with $111.9 million in private contributions

- With the additional public funding in the last two years, VISIT FLORIDA has:
  - Increased media buys, both domestically and internationally
  - Increased marketing efforts to include four major seasonal campaigns and expanded geographic coverage
  - Created a new VISITFLORIDA.com consumer website that is now ranked among the top 20 in the country
  - Increased funding for airlift grants designed to help add flights to Florida
  - Created a small business destination marketing grant program
  - Increased marketing plan research efforts

**CHALLENGES/MOVING FORWARD**

- As we move toward our goal of 100 million visitors, we must maintain visitor yield in terms of length of stay and visitor spend as the demographics continue to shift

- We must continue to create marketing programs that will allow Florida’s tourism industry to outpace an increasingly competitive global marketplace

- We must continue to advocate for easier access into Florida by international visitors, including visa waivers, expanded airlift and expedited customs technology

- We must lend our expertise to infrastructure planning and development that will exceed the expectations of our future visitors
The focus on enhancing Florida’s business climate and cultivating new job creation and business retention led Workforce Florida Inc. and the entire state workforce system to intensify efforts and develop new strategies to connect Floridians to jobs. From January 2011 to November 2013, the workforce system, which provides services through 100 career centers and the Employ Florida Marketplace job-matching portal at employflorida.com, assisted 815,500 Floridians, including 61,000 military veterans, who got jobs.

ACCOMPLISHMENTS

Enhanced Focus on Connecting Unemployed Floridians to Jobs
• More than 815,500 Floridians, who were assisted by the Florida workforce system, got jobs, including 61,000 military veterans, from January 2011 to November 2013.
  o This total includes nearly 167,500 Reemployment Assistance claimants between July 2012 and November 2013*.

• Florida job postings compiled by the Help Wanted OnLine data series from The Conference Board totaled 279,789 openings (seasonally adjusted) in November 2013. This is an all-time high in the data series which began in May 2005.

Sustained National Leadership Status for the Florida Workforce System
• Initiated the customer-focused development of a single statewide brand identity for the workforce system to replace more than 25 distinct brand names that exist today.
  o When the new CareerSource Florida brand formally launches in February 2014, Florida will become the first state to unify its state workforce board, local workforce boards and career centers through a single brand.
  o Each of Florida’s 24 local workforce boards and the nearly 100 career centers they direct will assume a new name using “CareerSource” followed by a geographic identifier. Workforce Florida and the entire system will be known as CareerSource Florida. The brand change, to reduce confusion and enhance awareness and use of workforce services available statewide, is strongly supported and applauded by Florida business leaders.

• Top 3 – Florida’s workforce system ranked 3rd nationally by the U.S. Department of Labor in performance categories for both newly employed workers assisted by the system who retained their jobs and the six-month average earnings for people assisted by the system who found jobs.

• Top 10 – Florida ranked 9th nationally by the U.S. Department of Labor for connecting laid-off workers with employment.

Increased Investment in Training for Floridians Hired by Businesses Creating New Jobs
• Significantly increased funding for Quick Response Training (QRT) grants, which support customized skills training for Floridians hired by businesses creating new jobs.
  o Record funding for skills upgrade training for Fiscal Year 2013-2014 — $12 million — for the program cited by Florida economic developers as having the greatest impact on their ability to compete with other states and win job creation projects for their communities.

*Data unavailable prior to July 2012 due to a change in methodologies and databases.
During the first two years of the Scott Administration, QRT funding nearly doubled from $3.3 million in 2010 to $6 million in 2011 and 2012.

- Nearly 30-percent average wage increase after one year for Floridians who complete QRT-supported skills training through their employers.

**Introduced New Initiatives to Address Skills Gap in Global Trade and Logistics**
- Workforce Florida developed a first-of-its-kind in Florida $2 million Global Trade Initiative that helped more than 100 companies in 2011 and 2012 train more than 1,800 seaport and air cargo workers.
- Joined by the Florida Department of Transportation, Enterprise Florida and the Florida Chamber of Commerce, Workforce Florida announced a new $2 million challenge grant in 2013, working with five universities and state colleges, to provide Quick Response Training grants to businesses that are creating trade and logistics jobs.
- Supported development of new Freight Moves Florida web portal (www.freightmovesflorida.com) to ensure more Florida trade and logistics companies have access to training resources to improve the skills of their workforce.

**Increased Investment in and Development of Youth IT Skills and Florida’s Talent Pipeline**
- Florida middle school students and their teachers in 25 school districts have earned 1,400 IT certifications in programs such as Microsoft and Adobe through a Workforce Florida-developed IT initiative, in partnership with the Florida Department of Education and Florida IT companies, to support development of new Career and Professional Education (CAPE) Academies statewide, further strengthening the pathway for developing future talent for IT-related fields.

**CHALLENGES/MOVING FORWARD**
- As noted above, Florida continues to show strong growth in job postings tracked by the national Help Wanted OnLine data series from The Conference Board. Along with positively trending job growth and a declining unemployment rate, this underscores both the need and opportunity for the workforce system to increase the number of employers actively using the system for recruiting, training and hiring. A challenge to the workforce system issued by Governor Rick Scott to double the number of employers accessing workforce services has led Workforce Florida and local workforce boards to initiate new regional and statewide strategies for increasing business use of system resources.
- Seeking to generate greater efficiencies and provide additional flexibility for job seekers enrolling in training through workforce system scholarships aimed at preparing them for in-demand jobs, Workforce Florida’s Board of Directors recently adopted an updated process for identifying occupations eligible for training support that meet regional and statewide labor market and economic growth needs and allow for greater industry input. The new process is just getting underway.
- There is a need to provide mechanisms to have more Floridians trained in targeted sectors that diversify the state’s economy, such as advanced manufacturing and STEM related fields.