



The Florida Senate

Local Funding Initiative Request

Fiscal Year 2025-2026

LFIR # 1735

1. Project Title

2. Senate Sponsor

3. Date of Request

4. Project/Program Description

Despite efforts to locate and engage Florida-based Veterans, the Florida Department of Veterans Affairs (FDVA) continues to see a decrease in the utilization of statewide programming and services available to the population. In order to ensure Veterans have access to the critical support services they deserve, the state must identify Veterans, increase their awareness regarding available benefits, and support them as they access these services. Qualtrics proposes the development and implementation of a full-scale Veteran Experience program to maximize the utilization of Veteran services in FL. Qualtrics will increase identification and awareness of veterans and veteran services, quantify and qualify veterans for benefits, and create a system of action to listen, understand, and act on Veteran needs.

5. State Agency to receive requested funds

State Agency contacted? Yes

6. Amount of the Nonrecurring Request for Fiscal Year 2025-2026

Type of Funding	Amount
Operating	925,000
Fixed Capital Outlay	0
Total State Funds Requested	925,000

7. Total Project Cost for Fiscal Year 2025-2026 (including matching funds available for this project)

Type of Funding	Amount	Percentage
Total State Funds Requested (from question #6)	925,000	82%
Matching Funds		
Federal	0	0%
State (excluding the amount of this request)	0	0%
Local	0	0%
Other	200,000	18%
Total Project Costs for Fiscal Year 2025-2026	1,125,000	100%

8. Has this project previously received state funding? No

If yes, provide the most recent instance:

Fiscal Year (YYYY-YY)	Amount		Specific Appropriation #	Vetoed
	Recurring	Nonrecurring		

9. Is future-year funding likely to be requested? Yes

a. If yes, indicate nonrecurring amount per year.

b. Describe the source of funding that can be used in lieu of state funding.

None.



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Complete questions 10 and 11 for Fixed Capital Outlay Projects

10. Status of Construction

a. What is the current phase of the project?

- Planning
 Design
 Construction
 N/A

b. Is the project "shovel ready" (i.e permitted)?

c. What is the estimated start date of construction?

d. What is the estimated completion date of construction?

e. What funding stream will be used for ongoing operations and maintenance of the project?

11. List the owners of the facility to receive, directly or indirectly, any fixed capital outlay funding. Include the relationship between the owners of the facility and the entity.

12. Details on how the requested state funds will be expended

Spending Category	Description	Amount
Administrative Costs:		
Executive Director/Project Head Salary and Benefits		0
Other Salary and Benefits		0
Expense/Equipment/Travel/Supplies/Other	The Qualtrics Vet Connect Solution includes licenses needed to run the full Veteran and Employee Experience, including Customer XM, Employee XM, and Design XM. The Customer XM and Design XM licenses includes 50 Qualtrics users and 1,500,000 responses. The Employee XM license is based on 1500 employees at FDVA.	725,000
Consultants/Contracted Services/Study	Qualtrics Advanced Success package will provide technical guidance and prescriptive coaching to drive Vet Connect success. Isobar will provide technology implementation for the Vet Connect solution and the Employee XM programs, as well as additional advisory support. TransUnion will partner with Qualtrics to provide the data mining to collect veteran data for Florida residents.	200,000
Operational Costs		
Salary and Benefits		0
Expense/Equipment/Travel/Supplies/Other		0
Consultants/Contracted Services/Study		0
Fixed Capital Construction/Major Renovation:		
Construction/Renovation/Land/Planning Engineering		0
Total State Funds Requested (must equal total from question #6)		925,000

13. Program Performance

a. What specific purpose or goal will be achieved by the funds requested?



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The funds will help support Florida veterans and the employees that serve them in several ways. First, by providing information and advocacy to all Florida veterans, their families, and survivors; and assisting them in obtaining all Federal and State benefits due to them. The funds will also improve the long-term health care services eligible to Florida veterans. Finally, the funds will help provide effective and responsive management to support divisions and programs serving veterans.

b. What activities and services will be provided to meet the intended purpose of these funds?

The Vet Connect solution will increase identification of veterans and awareness to engage them in needed services. It will quantify and qualify veterans for available services as well as engage them to understand their specific needs. The feedback obtained from Florida veterans and FDVA employees will improve the processes and programs as well as enhance staffing and resources

c. What direct services will be provided to citizens by the appropriation project?

Applying learnings from other states, FDVA can identify, contact, and serve an additional 880,000 to 1,100,000 more Florida veterans. The advanced systems and employee engagement programs can increase federal benefits owed to Florida veterans which can result in an uptick in many state programs to support veterans, such economic and health outcomes for veterans.

d. Who is the target population served by this project? How many individuals are expected to be served?

All Veterans in the State of Florida; both those that the state is aware of and those that are unaccounted. This is as many as the 1,500,000 current veterans in the state plus as many as 1,100,000 more.

e. What is the expected benefit or outcome of this project? What is the methodology by which this outcome will be measured?

Veterans who have access to VA services tend to have better health outcomes, lower unemployment, and lower homelessness compared to those without access. By identifying all veterans in the state, understanding their needs and connecting them to services, the Vet Connect program can improve veteran and employee experiences with automations and workflows.

f. What are the suggested penalties that the contracting agency may consider in addition to its standard penalties for failing to meet deliverables or performance measures provided for in the contract?

Repayment of funds will be made to the state if the Qualtrics fails to meet the deliverables or performance measure criteria within the contract.

14. Is this project related to mitigation, response, or recovery from a natural disaster? No

a. If Yes, what phase best describes the project?

- Mitigation (reducing or eliminating potential loss of life or property)
- Response (addressing the immediate and short-term effects of a natural disaster)
- Recovery (assisting communities return to normal operations, including rebuilding damaged infrastructure)

b. Name of the natural disaster (or Executive Order # for events not under a federal declaration):

15. Has the entity applied for or received federal assistance for this project?

- Yes, Applied
- Yes, Received
- No



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No, but intends to apply

a. If yes, provide the FEMA project worksheet ID#:

b. Provide the total project cost listed on the FEMA project worksheet:

16. Has the entity applied for or received state assistance for this project (other than this request)?

Yes, Applied

Yes, Received

No

No, but intends to apply

a. If yes, specify the program and state agency (ex. Local Government Emergency Bridge Loan, Department of Commerce):

17. Requester Contact Information

a. First Name **Last Name**

b. Organization

c. E-mail Address

d. Phone Number **Ext.**

18. Recipient Contact Information

a. Organization

b. Municipality and County

c. Organization Type

- For Profit Entity
- Non Profit 501(c)(3)
- Non Profit 501(c)(4)
- Local Entity
- University or College
- Other (please specify)

d. First Name **Last Name**



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e. E-mail Address

f. Phone Number Ext.

19. Lobbyist Contact Information

a. Name

b. Firm Name

c. E-mail Address

d. Phone Number

The information provided will be posted to the Florida Senate website for public viewing if sponsored by a Senator.