



Transforming Volusia County into
Florida's premier veteran-friendly community.

Executive Summary

The Volusia Values Veterans Program (V3P) is a comprehensive, county-wide initiative that embodies the county's unwavering commitment to the 50,000+ veterans who call Volusia County home. V3P represents an innovative public-private partnership specifically designed to address the unique needs of veterans in Volusia County. This initiative, structured around four strategic pillars, creates a systematic approach to supporting veterans by establishing:

- I. Public Initiatives:** Creating public programs that recognize veterans' service through county-wide discounts, designated parking spaces, and the creation of a Veterans Support Endowment with the Community Foundation.
- II. Recognizing Veteran Employees:** Honoring employees who have served their country and continue to serve their local community through County employment, providing tailored support and recognition.
- III. Addressing Critical Issues:** Implementing comprehensive support systems and partnerships to address challenges such as homelessness, food insecurity, and mental health struggles among veterans.
- IV. Expanding Employment Opportunities:** Making Volusia County the preferred employer for veterans transitioning from active duty through targeted hiring initiatives, skills translation services, and professional development opportunities.

These strategic pillars are focused areas of intervention with quantifiable goals that can be tracked, specific actions to achieve these goals, and defined outcomes that will help communicate collective success of the program.

What makes V3P particularly effective is its collaborative approach. Rather than relying solely on government resources, the program actively engages with community organizations such as veteran service organizations and nonprofits, local businesses who can provide job opportunities, and government agencies (at local, state, and federal levels). This multi-sector collaboration ensures comprehensive support and maximizes available resources.

By aligning with community organizations, businesses, and government agencies, V3P will position Volusia County as Florida's premier veteran-friendly community and employer of choice for those who have served our nation — a place where those who served our nation can truly thrive.

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Program Background

Volusia County, home to more than 50,000 veterans, is deeply committed to honoring and supporting those who have served our nation. In the past year alone, the Veterans Services Division assisted over 16,000 veterans across its offices in DeLand, Deltona, Daytona Beach, and New Smyrna Beach.

In January 2025, the Volusia County Council directed staff "to develop programs and fee reductions to be a part of the Volusia Values Veterans Program" (V3P), demonstrating the county's unwavering commitment to fostering a community where veterans are recognized, supported, and connected to vital resources. In response, county leadership assembled a cross-departmental team that has created a comprehensive framework addressing the multifaceted needs of our veteran community.

The resulting initiative creates a connected ecosystem of support that touches all aspects of veteran life in Volusia County—from recreational opportunities and cultural engagement to employment pathways, affordable housing solutions, and accessible mental health resources. What distinguishes V3P from other veteran-focused efforts is its holistic approach and sustainability through strategic partnerships.

The depth and breadth of this program is made possible through collaborative agreements with over a dozen local organizations, businesses, government agencies, and community foundations. These formal partnerships, documented through Memoranda of Understanding, transform V3P from a county initiative into a true public-private endeavor with shared commitment to measurable outcomes and long-term impact. Each partner brings specialized expertise and resources, allowing V3P to deliver both immediate benefits and sustainable solutions for Volusia's 50,000+ veterans and their families.

The program seeks to position Volusia County Government as the Transforming Volusia County into Florida's premier veteran-friendly community and employer of choice for veterans across Florida.

Improving the Veteran Service Model

To be relevant and responsive to the needs of the veteran community, county staff will enhance the veteran experience through technological innovation while preserving personalized service in early 2026. For the first time ever, veterans will be able to schedule appointments online through an integrated calendar system, check-in using a self-service kiosk upon arrival to the office, and monitor their estimated wait times through a modern lobby management system. This digital transformation includes a unified case management

platform that will allow Veterans Services Officers to track each veteran's journey through the county system, maintain comprehensive records of services provided, and ensure consistent follow-up care and communication.

By combining traditional in-person support with these new digital capabilities, Volusia County is creating a seamless, veteran-centered experience that honors their service while respecting their time and needs. This comprehensive approach integrates public recognition initiatives, employee veteran support, critical needs assistance, and expanded employment opportunities—all unified through a modern service delivery platform that makes accessing benefits and services more convenient than ever before.

I. Public Initiatives

Objectives

- Provide financial relief to veterans accessing county recreational facilities;
- Honor veterans and gold star families in public spaces throughout Volusia County;
- Support entrepreneurship in the veteran community;
- Enhance veterans' access to recreational and civic resources;
- Recognize veterans making significant contributions to the community;
- Establish sustainable, long-term funding for Veterans Stand Down.

Activities

1. **County-Wide Discounts:**
 - Implement 10% discounts at county parks for pavilions, camping, and building/community center rentals.
 - In alignment with Veteran's Day, offer veteran's free primitive camping in November at county preserve camping sites.
 - Free admission to the Marine Science Center
 - 10% discount on a building permit fee for the veteran property owner.
2. **Expand [Operation Outdoor Freedom](#)** which provides recreational and rehabilitative opportunities to wounded veterans
 - a. Increase current program from two (2) annual hunts to four (4) annual hunts on county-owned conservation lands.
3. **Designated "Reserved Parking for Veterans and Gold Star Families" Parking Spaces:**
 - Install designated parking at 14 count-owned public access facilities including:

Historic Courthouse, Henderson Judicial Center, Foxman Justice Center, Beach Safety HQ, and four Regional Libraries.

- See *Appendix A* for full list of facilities and sample signage.

4. Veteran's "Patriot Pass" Library Card:

- Specially designed library cards for veteran cardholders.
- 10 pages of complimentary copies or computer print outs per visit.
- See *Appendix B* for card.

5. Veterans Recognized by County Council:

- Establish twice yearly recognition via proclamation for an individual veteran who continues to serve veterans or the broader community.
- See *Appendix C* for sample proclamation.

6. Veterans Stand Down

- Created a new [Stand Down website](#) with sponsorships and donation options.
- Sponsorship program administered by [Pay it Forward Packs](#).
- Partnership and sponsored transportation by the [Florida Veterans' Foundation](#).
- Implemented a volunteer program to assist at the event

7. Volusia Veterans Support Endowment:

- Propose the creation of an endowment fund through partnership with United Way (\$50,000 to initiate and 4%+ spendable for Stand Down in perpetuity).
- \$10,000 raised at the Stand Down in 2025.
- See proposed MOU in *Appendix D*.

8. Support Veteran Entrepreneurs:

- Trained Veteran Service Officers on the services provided by Economic Development Division.
- Referred to two entrepreneurs in FY25 and continue to refer to the Acceleration Program and Startup Incubation Program.
- Create networking opportunities specifically for veteran entrepreneurs.

9. VetTix Program:

- Partner with VetTix Organization and recruit live entertainment venues to contribute discount tickets for local vets.
- If possible, donate tickets to veterans for Ocean Center events and venues across the county.

Expected Outcomes

- Increased veteran participation in county recreational activities
 - Target: 15% increase annually

- Greater visibility and recognition of veterans in public spaces
- Growth in number of veteran-owned businesses
 - Target: 5 new businesses over 3 years
- Enhanced quality of life for veterans through cultural and recreational access
- Establish a sustainable funding mechanism to support the Annual Stand Down

Partnerships

- The Community Foundation Dba United Way of Volusia-Flagler Counties (Endowment Fund)
- Pay it Forward Packs (Fund administration)
- VetTix Organization (Event tickets)
- Volusia County Library System (Patriot Pass program)
- Multiple County Departments (Discounts)

II. Recognizing Veteran Employees

Objectives

- Honor veteran employees for their dual service to country and community
- Create a supportive workplace culture for veteran employees
- Enhance communication channels for veteran-specific information
- Foster camaraderie among veteran employees

Activities

- 1. Veteran's Appreciation Luncheon:**
 - Host annual Veterans Appreciation Luncheon for county veteran employees
 - Present service pins to veteran employees as tokens of appreciation
 - Feature guest speakers relevant to veteran interest
- 2. Spotlight Veterans:**
 - Highlight veteran employees through county social media platforms
 - Feature veteran employees in county newsletters and internal communications
 - See *Appendix E* for sample MOU
- 3. County Email Chain:**
 - Establish dedicated county email distribution list for veteran employees
 - Share information about veteran-focused events, initiatives, and benefits

Expected Outcomes

- Increased veteran employee satisfaction (measured through annual surveys)
 - Enhanced awareness of veteran contributions to county government
 - Improved retention rate among veteran employees
 - Stronger sense of community among veteran employees
 - More effective dissemination of veteran-specific information and opportunities
-

III. Addressing Critical Issues Affecting Veterans

Objectives

- Reduce veteran homelessness in Volusia County
- Address food insecurity among veterans
- Reduce the number of veteran suicide and improve mental health outcomes
- Develop coordinated support systems for at-risk veterans
- Increase access to affordable housing for veterans

Activities

- 1. Partnering with Support Organizations:**
 - Formalize partnerships with local shelters and nonprofits.
 - Coordinate with government agencies to combat veteran homelessness.
 - Integrate services to create a continuum of care.
- 2. Partner with West Volusia Habitat for Humanity:**
 - Implement the Waltz Avenue Veteran's Build project to construct four affordable homes.
 - Establish selection criteria for eligible veteran families.
 - Coordinate volunteer labor and professional contractors.
 - See appendix E for agreement with WVHHH.
- 3. Expand the Stand Down and Community Projects:**
 - Increase scope and frequency of “mini” Stand Down events.
 - Enhance resource offerings including housing assistance, food distribution, and healthcare.
 - Develop year-round support mechanisms that extend beyond event days.
- 4. Veterans Safe Place Program:**
 - Implement Firewatch training on veteran suicide prevention
 - Train all Veteran Service Officers (VSOs)

5. Referral System:

- Create streamlined referral process to Vet Centers and mental health services.
- Develop tracking system to ensure follow-through and continuity of care.
- Establish warm handoff protocols between agencies.

Expected Outcomes

- Reduction in veteran homelessness (target: 10% decrease annually)
- Increased number of veterans in stable, affordable housing (target: construction of 4 homes in 2025-2026)
- Improved access to mental health services (target: 25% reduction in wait times)
- Decreased food insecurity among veteran population (target: serve 500 additional veterans annually)
- Enhanced coordination among service providers (measured through partner surveys)
- Reduction in veteran suicide rates (long-term goal)

Partnerships & MOUs

- West Volusia Habitat for Humanity (Waltz Avenue Veteran's Build)
 - Cardinal Modular Homes (Housing construction)
 - Firewatch (Suicide prevention training)
 - Local food banks and distribution networks (Second Harvest Food Bank and the Volusia Basket Brigade)
 - Mental health service providers and Vet Centers
-

IV. Expanding Employment Opportunities

Objectives

- Position Volusia County as the employer of choice for veterans.
- Increase the number of veterans employed by Volusia County.
- Provide professional development opportunities for veteran employees delivered by VSOs
- Create a veteran-friendly workplace culture.
- Support veterans transitioning from military to civilian employment.

Activities

1. Employ Florida Veterans:

- Leverage the Employ Florida Veterans job platform.
- Post all county positions on veteran-specific job boards.
- Enhance veteran recruitment strategies.

2. Gold and Platinum Medallion Program:

- Pursue Gold and Platinum Medallion status certification.
- Implement required policies and practices.
- Document veteran hiring and retention initiatives.

3. Implement FL Statute 110.119:

- Adopt administrative leave policy for veterans with service-connected disabilities.
- Allow up to six (6) calendar days annually for VA medical appointments.
- Develop streamlined request and documentation process.

4. Watch Standard Training:

- Offer suicide prevention training to county employees.
- Create veteran-specific mental health resources.
- Establish peer support network.

5. Recruitment Trips to Active Duty Bases:

- Conduct targeted recruitment at Jacksonville and other military installations.
- Develop tailored materials for transitioning service members.
- Create pipeline program for veterans approaching discharge.

Expected Outcomes

- Increased percentage of veterans in county workforce (target: 15% of new hires).
- Achievement of Gold or Platinum Medallion status within 18 months.
- Implementation of administrative leave policy by Q3 2025.
- 100% of supervisors and 50% of staff trained in veteran suicide prevention within one year.
- Establishment of formal recruitment relationships with three military bases by EOY 2025.
- Enhanced reputation as veteran-friendly employer (measured through applicant surveys).

State Benefits for Veterans Overview

Florida offers numerous benefits to veterans that complement and enhance Volusia County's initiatives. This section outlines key state benefits available to veterans residing in Volusia County.

1. Florida Department of Veterans' Affairs Programs

- **Veterans' Benefits Guide:** Comprehensive resource outlining state and federal benefits
- **Florida Veterans Application for Licensure Online Response (VALOR):** Fee waivers for professional licensing
- **Veterans Preference in Employment:** Priority consideration for state employment

2. Education Benefits

- **Military Heroes Tuition Waiver Program:** Covers in-state tuition costs at state colleges and universities
- **Out-of-State Fee Waiver:** Waives out-of-state fees for honorably discharged veterans
- **Bright Futures Scholarship:** Special provisions for veterans

3. Financial Benefits

- **Homestead Property Tax Exemption:** Special exemptions for disabled veterans
- **Ad Valorem Tax Discount:** Property tax discount for combat-disabled veterans
- **Veterans Business Loan Program:** Low-interest loans for veteran entrepreneurs

4. Health and Long-Term Care

- **Florida Veterans' Nursing Homes:** Seven state veterans' nursing homes
- **Veterans Treatment Courts:** Alternative to standard judicial proceedings
- **C.W. Bill Young Veteran Domiciliary Home:** Assisted living facility

5. Other State Benefits

- **Florida State Parks Fee Discount:** Free or reduced entrance fees
- **Military Gold Sportsman License:** Reduced fees for hunting and fishing licenses
- **Motor Vehicle Benefits:** Special license plates and registration fee exemptions

The Volusia Values Veterans Program will coordinate with state agencies to ensure veterans are informed about and can easily access these benefits. County staff will receive

training on available state benefits to provide comprehensive guidance to veterans seeking assistance.

Program Partnerships & Memoranda of Understanding

The Volusia Values Veterans Program relies on strategic partnerships to maximize impact and ensure comprehensive support for veterans. The following formal partnerships have been established through Memoranda of Understanding (MOUs):

West Volusia Habitat for Humanity

Partnership Focus: Waltz Avenue Veteran's Build

MOU Key Elements:

- Construction of four (4) affordable homes for qualifying veterans
- Project timeline: March 1 - November 1, 2025
- Habitat responsibilities: construction management, materials, volunteer coordination
- Veterans Services responsibilities: applicant identification, verification, documentation assistance
- Sponsorship structure with tiered levels (Platinum, Gold, Silver, Bronze)
- Selection criteria for veteran homeowners
- See *Appendix E*.

United Way of Volusia-Flagler Counties

Partnership Focus: Volusia Veterans Support Endowment

Agreement Key Elements:

- Establishment of Donor Advised Fund for veteran support
- Fund purpose: homelessness prevention, Stand Down support, food security, professional development
- Distribution governance structure
- Investment policy for endowment sustainability
- Reporting requirements and transparency measures

Firewatch

Partnership Focus: Veterans Safe Place Program

Partnership Elements:

- Suicide prevention training for all Veteran Service Officers (VSOs)
- Resource coordination and referral protocols
- Public awareness campaign elements

VetTix Organization

Partnership Focus: Entertainment Access for Veterans

Partnership Elements:

- Donation of tickets to Ocean Center events
- Distribution mechanism for tickets to local veterans
- Recognition opportunities for program sponsors
- Marketing and outreach coordination

These partnerships represent formal commitments approved by the County Council as integral components of the Volusia Values Veterans Program. Each MOU includes specific responsibilities, timelines, financial arrangements, and evaluation criteria to ensure accountability and program success.

Implementation Timeline

Phase 1: Approval and Planning (Completed)

- Proposal brought before County Council for approval (January 2025)
- Meeting with county department Directors to finalize services, tasks, and responsibilities (January-February 2025)
- Cost share analysis for all discounts and services (February 2025)

Phase 2: Program Development (March-April 2025)

- Review directors' input/services associated with program (March 2025)
- Develop final list of services based on director feedback (March 2025)
- Review of final costs (April 2025)
- Finalize all partnership agreements and MOUs (April 2025)

Phase 3: Internal Implementation (May-June 2025)

- Begin internal implementation phase of services (division wide) (May 2025)

- Update county website and division websites (May 2025)
- Staff training on new programs and services (June 2025)

Phase 4: Public Launch (July 2025)

- Press release introducing new services for veterans (July 1, 2025)
- Community outreach events (July 2025)
- Installation of veteran parking spaces (July 2025)

Phase 5: Partner Program Implementation (August-November 2025)

- Veterans Habitat Build project (March-November 2025)
- Endowment fund establishment (August 2025)
- VetTix program launch (September 2025)

Phase 6: Internal Recognition (November 2025)

- Host first veteran employee recognition luncheon (November 2025)
- Launch of veteran employee spotlight program (November 2025)

Phase 7: Monitoring and Evaluation (Ongoing)

- Internal tracking of services provided (Ongoing)
- Quarterly program review and adjustments (Beginning October 2025)

Annual comprehensive evaluation (January 2026)

Program Evaluation Framework

To ensure the effectiveness and continuous improvement of the Volusia Values Veterans Program, a comprehensive evaluation framework has been developed:

Key Performance Indicators (KPIs)

- **Public Initiatives:**
 - Number of veterans utilizing discounts
 - Participation in Operation Outdoor Freedom hunts
 - Usage of veteran parking spaces
 - Number of Patriot Pass library cards issued
 - Amount raised for Veterans Support Endowment
- **Veteran Employee Recognition:**

- Veteran employee satisfaction ratings
- Retention rate of veteran employees
- Number of veterans highlighted in spotlight program
- Participation in veteran employee email communications
- **Critical Issues:**
 - Number of homeless veterans housed
 - Veterans served at Stand Down events
 - Food distribution metrics
 - Number of employees trained in suicide prevention
 - Mental health referrals processed
- **Employment Opportunities:**
 - Percentage of county workforce who are veterans
 - Number of veterans hired annually
 - Advancement rate of veteran employees
 - Recruitment event attendance and conversion rates

Data Collection Methods

- Quarterly statistical reports from each department
- Annual veteran employee satisfaction survey
- Partner organization outcome reporting
- Program participation tracking systems
- Pre/post program assessments

Reporting Schedule

- Monthly internal progress reports
- Quarterly updates to County Council
- Annual comprehensive program evaluation
- Biannual community stakeholder briefings

Continuous Improvement Process

- Quarterly review of program data by the steering committee.
- Annual strategic planning session to adjust initiatives based on outcomes.
- Feedback loops with veteran community and partner organizations.
- Benchmarking against other county and municipal veteran programs.

Appendices

Appendix A: Designated Veteran Parking Space Locations

The Volusia Values Veterans program will install designated veteran parking spaces at the following 14 county facilities:

1. **Historic Courthouse**
 - Location: 125 W New York Ave, DeLand, FL 32720
 - Number of spaces: 2
 - Installation timeline: July 2025
2. **DeLand Employee Parking Lot**
 - Location: 136 N Florida Ave, DeLand, FL 32720
 - Number of spaces: 1
 - Installation timeline: July 2025
3. **DeLand Courthouse** (second floor of parking garage)
 - Location: 101 N Alabama Ave, DeLand, FL 32724
 - Number of Spaces: 1
 - Installation timeline: August 2025
4. **Volusia County Veterans Services (Daytona)**
 - Location: 1845 Holsonback Drive, Daytona Beach, FL 32117
 - Number of Spaces: 3
 - Two spaces reserved for veterans and the other reserved for Gold Star families.
 - Installation timeline: August 2025
5. **Foxman Justice Center**
 - Location: 251 N Ridgewood Ave, Daytona Beach, FL 32114
 - Number of spaces: 2
 - Installation timeline: August 2025
6. **Volusia County Veterans Services (NSB)**
 - Location: 717 W Canal St, New Smyrna Beach, FL 32168
 - Number of Spaces: 2
 - One space reserved for veterans and the other reserved for Gold Star families.
 - Installation timeline: August 2025
7. **Ocean Center**
 - Location: 101 N Atlantic Ave, Daytona Beach, FL 32118
 - Number of spaces: 2
 - Installation timeline: September 2025
8. **New Smyrna Beach Annex**
 - Location: 124 N Riverside Dr, New Smyrna Beach, FL 32168
 - Number of spaces: 2
 - Installation timeline: September 2025
9. **New Smyrna Beach Library**

- Location: 1001 S Dixie Freeway, New Smyrna Beach, FL 32168
- Number of spaces: 2
- Installation timeline: September 2025
- 10. Edgewater Library**
 - Location: 103 W Indian River Blvd, Edgewater, FL 32132
 - Number of spaces: 2
 - Installation timeline: October 2025
- 11. Deltona Library / Volusia County Veterans Services (Deltona)**
 - Location: 2150 Eustace Ave, Deltona, FL 32725
 - Number of spaces: 2
 - One space reserved for veterans and the other reserved for Gold Star families.
 - Installation timeline: October 2025
- 12. Daytona Beach Regional Library**
 - Location: 105 E Magnolia Ave, Daytona Beach, FL 32114
 - Number of spaces: 2
 - Installation timeline: October 2025
- 13. DeLand Regional Library**
 - Location: 130 E Howry Ave, DeLand, FL 32724
 - Number of spaces: 2
 - Installation timeline: October 2025
- 14. Thomas C. Kelly Administration Center / Volusia County Veterans Services (DeLand)**
 - Location: 123 W Indiana Ave, DeLand, FL 32720
 - Number of spaces: 3
 - Two spaces reserved for veterans and the other reserved for Gold Star families.
 - Installation timeline: November 2025

Total number of designated veteran parking spaces: 28

Parking Space Design and Signage

Each designated parking space will feature:

- Standard parking space dimensions (9' x 18')
- Parking surface painted with the Volusia Veterans logo
- Upright signage (18" x 24") reading "Reserved for Veterans"
- Sign pole height of 7' from ground to bottom of sign
- Compliance with all ADA accessibility requirements
- Appropriate lighting for nighttime visibility

Implementation Process

1. Site surveys and measurements (June 2025)
2. Location and design approval by Facilities Management (June 2025)
3. Procurement of signs and materials (July 2025)
4. Installation according to schedule (July-November 2025)
5. Post-installation inspection and documentation (Within one week of installation)
6. Formal dedication ceremony (Veterans Day 2025)

Appendix B: Veteran's Library Patriot Pass Design

The Veteran's Library Patriot Pass is a specially designed library card for Volusia County veterans that provides additional benefits and services through the county library system.

Card Design Elements



Implementation Timeline

- Card design finalization: June 2025
- Printing and production: July 2025
- Staff training on veteran benefits: July 2025
- Program launch: August 1, 2025
- Marketing campaign: August-September 2025
- Quarterly program evaluation and adjustment

Eligibility and Application Process

- 1. Eligibility Requirements:**
 - Honorable discharge from U.S. Armed Forces
 - Current residence in Volusia County
 - Valid government-issued photo ID
 - DD-214 or equivalent military service documentation
- 2. Application Process:**
 - In-person application at any Volusia County Library
 - Online pre-registration available
 - Documentation verification by library staff
 - Same-day card issuance when possible
 - Annual renewal with simplified verification
- 3. Outreach Strategy:**

- Coordination with County Veterans Services
- Direct mail to known veterans in county database
- Information sessions at veteran organizations
- Social media campaign
- Press releases to local media

Appendix C: Sample Veteran Recognition Proclamation

VOLUSIA COUNTY COUNCIL PROCLAMATION

RECOGNIZING [VETERAN'S NAME] FOR OUTSTANDING SERVICE TO THE VETERAN COMMUNITY

WHEREAS, Volusia County is home to more than 50,000 veterans who have honorably served our nation in the United States Armed Forces; and

WHEREAS, these brave men and women have made tremendous sacrifices to protect our freedoms and way of life; and

WHEREAS, many veterans continue their legacy of service by supporting fellow veterans and strengthening our community; and

WHEREAS, [Veteran's Name] served honorably in the [Branch of Service] from [year] to [year], including [notable deployments/service]; and

WHEREAS, since [his/her] military service, [Veteran's Name] has demonstrated exceptional dedication to supporting the veteran community of Volusia County through [specific contributions]; and

WHEREAS, [Veteran's Name]'s efforts have directly improved the lives of [number/description] veterans by [specific impact]; and

WHEREAS, through [organization/program name], [Veteran's Name] has volunteered more than [number] hours annually to ensure veterans receive the support, recognition, and opportunities they deserve; and

WHEREAS, [Veteran's Name]'s commitment exemplifies the values of the Volusia Values Veterans program by [specific alignment with program goals]; and

WHEREAS, the Volusia County Council wishes to recognize outstanding individuals who continue to serve our community after their military service;

NOW, THEREFORE, BE IT PROCLAIMED that the Volusia County Council hereby recognizes and honors:

[VETERAN'S NAME]

For outstanding service to the veteran community of Volusia County and continuing the honorable legacy of service beyond military duty.

Presented this [Day] of [Month], 2025

[County Council Chair Signature] Chair, Volusia County Council

Appendix D: Donor Advised Fund Agreement with United Way

DONOR ADVISED FUND AGREEMENT

This Donor Advised Fund Agreement (Fund) is made on the date specified below between the Community Foundation of Volusia & Flagler, a division of the United Way of Volusia-Flagler Counties, Inc., a Florida not-for-profit corporation (hereafter "Foundation") and Volusia County Government (hereafter "Donor").

The "Foundation" will be referenced throughout; the parties acknowledge the United Way of Volusia-Flagler Counties, Inc. is the ultimate governing body of the Foundation. The Fund will be the property of the Foundation and will not be deemed a separate trust fund held by the Foundation in a trustee capacity.

1. The Fund shall be known as: Volusia Veterans Support Endowment

2. Purpose

This is a fund created to support a specific charitable purpose as described in Schedule B. Donor does not intend to create a donor advised fund and this agreement does not create the expectation that donor or persons appointed by donor shall provide advice or recommendations with respect to investment or distribution of the Fund.

The purpose of the Fund shall be to:

1. Provide funding to prevent and address homelessness among veterans while supporting their essential needs.
2. Provide funding support for the annual Veteran's Stand Down which provides comprehensive services for veterans in need.
3. Provide funding for food security programs addressing veteran hunger.
4. Professional development for county Veteran Service Officers who wish to develop expertise in assisting homeless issue and other issues affecting veterans.

Geographic Region: Volusia County

3. Publicity and Anonymity

The Donor has the ability to designate:

- Recognition or anonymity of your fund name.
- Recognition or anonymity of gifts (contributions) to the foundation fund.
- Recognition or anonymity of grants (distributions) from the foundation fund to the grantees.

Fund Name Recognition: The Foundation is authorized to use the fund name and description of the fund for similar purposes as described above.

Gifts Recognition: The Foundation is authorized to use the donor name for purposes of recognizing gifts to the fund.

Grants Recognition: The Foundation is authorized to describe the name of the fund/advisor(s) on checks and correspondence issued to the non-profit agencies.

4. Contribution

The Foundation acknowledges the expected initial contribution of \$100,000.00 from Volusia County Government. Assets gifted to the Foundation are the legal assets of the United Way of Volusia-Flagler Counties, Inc. The Donor understands contributions to the Fund are irrevocable gifts, which will be used to establish and maintain a charitable fund of the Foundation, subject to the Foundation's governing documents. Any other person or entity may also make additional contributions to the Fund. The Foundation may, in its sole discretion, accept or refuse any gift in accordance to its Gift Acceptance Policy & Procedures, as may be amended from time to time.

5. Distributions from the Fund

The Foundation may make distributions for such purpose as describe in Section 2 above to any organization that has been recognized as tax-exempt under the provisions of the Section 501(c)(3) and 509(a)(1) provisions of the Internal Revenue Service Code of 1986 as now or hereafter amended, or to any other recipient to the extent the same is permissible under applicable federal tax laws.

The Foundation reserves the right to create a committee to advise the Foundation regarding Fund distributions, and may appoint any donors to the fund (or related parties), to be members of the committee at the Foundation's discretion provided no single donor (including related parties) controls such committee.

6. Investments

The Fund will be an endowment. Amounts available to grant will be based on the fund assets invested in accordance to the foundations endowed investment policy and amounts determined by the foundation's spending policy, which may change from time to time.

7. Variance Power

This Fund is a component fund of the Foundation and its assets are assets of the Foundation. The Fund is subject to the Foundation's governing instruments including the Foundation's power to modify any restriction or condition on the distribution of funds if in the sole judgment of the governing body (without the necessity of the approval of any participating trustee, custodian, or agent), such restriction or condition becomes, in effect, unnecessary, incapable of fulfillment, or inconsistent with the charitable needs of the community or area served.

8. Succession

The Foundation will distribute the spendable amount each year to qualified charities well suited to deliver positive and sustainable impact in the donor's field of interest.

9. Fund Administration and Investment Fees

The Foundation will assess administrative and investment management fees against the Fund in accordance with the Foundation's published fee schedule, as amended from time to time. The Foundation may also assess the Fund to cover any unusual expenses incurred in connection with contributed assets, including the cost of administration, maintenance and liquidation.

10. Choice of Law-Venue

This Agreement will be governed by, and construed in accordance with the laws of the State of Florida. The parties agree that any legal proceeding will be brought only in courts having jurisdiction over Volusia County or Flagler County, Florida, and agree to submit to jurisdiction and venue in such courts.

11. Agreement

Our agreement with the Foundation to establish a Field of Interest Fund, consist of this Agreement, all schedules, exhibits, and the Program Description. Except as specifically provided otherwise in this Agreement, this Agreement may be altered, modified or amended only by written agreement of the Foundation and the Donor.

I hereby certify that, to the best of my knowledge, all information presented in connection with this Agreement is accurate and I will notify the Foundation promptly in writing of any changes, e.g. contact information, disability to perform Advisor(s) duties, death of Advisor(s), etc.

Donor acknowledges receipt of the Program Guidebook and that the Fund will be administered in accordance to such guidelines, which, from time to time, may be amended by the Foundation.

Signed:

For Volusia County Government Date: _____

For Community Foundation of Volusia & Flagler Date: _____

Appendix E: Waltz Avenue Veteran's Build Project Outline

West Volusia Habitat for Humanity Veteran's Build Project

MEMORANDUM OF UNDERSTANDING BETWEEN COUNTY OF VOLUSIA AND THE WEST VOLUSIA HABITAT FOR HUMANITY TO CONSTRUCT AFFORDABLE HOMES FOR VETERANS

This Memorandum of Understanding (MOU) is made and entered into by and between the County of Volusia, a political subdivision of the State of Florida, 123 West Indiana Avenue, DeLand, Florida 32720-4613 (hereinafter "County"), and the West Volusia Habitat for Humanity, a not for profit organization under the laws of the State of Florida, 604 S. Spring Garden Avenue, DeLand, Florida 32720 (hereinafter "Habitat"), collectively referred to herein as "Parties."

WHEREAS, the County and Habitat desire to establish a collaborative partnership to construct affordable homes for qualifying veterans in Volusia County (Project).

NOW, THEREFORE, in consideration of the mutual covenants, promises, warranties and undertakings of the Parties contained herein and other good and valuable consideration given by each Party to the other, the receipt and sufficiency of which is hereby acknowledged, the Parties hereto stipulate and agree as follows:

NOW THEREFORE, in consideration of the foregoing premises which are made a part of this agreement, the Parties agree to the following:

I. Purpose and Responsibilities

The foregoing representations and recitals are true and correct and are hereby adopted as a material part of this MOU.

a. The Parties desire and agree to work together to: identify and select eligible veteran families for homeownership opportunities; support Habitat's construction of four (4) single-family homes in West Volusia County; and provide support services through the application and construction process.

Habitat Responsibilities

b. Habitat shall:

1. Provide construction management and oversight for all four homes;
2. Be responsible for all construction costs and materials and supply all building materials, tools, and equipment necessary for construction;
3. Coordinate volunteer labor and professional contractors;
4. Process homeownership applications and conduct financial assessments;
5. Provide homeownership education and support services;
6. Ensure compliance with all local building codes and regulations;
7. Maintain construction insurance and necessary permits; and
8. Aid with mortgage agencies to qualifying veteran families.

Habitat shall be responsible for any solicitations and donations including serving as the recipient of any donations received whether cash or in-kind contributions.

County Responsibilities

c. County shall:

1. Identify and refer potential veteran applicants;
2. Verify veteran status and eligibility of applicants;
3. Assist veterans with required documentation and application process;
4. Provide guidance on available veteran benefits and resources;
5. Coordinate additional support services as needed; and
6. Assist in community outreach and project promotion.

County agrees to pursue grants that can be used in support of the Project and assist with the application process for Homebuyer Assistance with Volusia County Community Assistance, pending funding availability.

II. Veteran Selection Criteria

The Parties agree that eligible veterans must:

1. Meet Habitat's income requirements (Under the 80% of area median income);
2. Demonstrate the ability to pay the monthly mortgage;
3. Have received an honorable discharge from military service; and
4. Be a resident of Volusia County.

III. Term. This MOU shall remain in effect for one year from the date of last execution by either Party and may be extended for three (3) one-year (1) year renewal periods if mutually agreed upon by the Parties.

IV. Miscellaneous.

- a. **Assignment and Performance.** This Agreement shall not be assigned, transferred, or encumbered except as expressly permitted herein or as authorized in writing by the parties hereto.
- b. **Waiver of Breach and Materiality.** Failure by either party to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach of a provision of this Agreement shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of the terms of this Agreement.
- c. **Compliance with Laws.** Each party shall comply with all federal, state, and local laws, codes, ordinances, rules, and regulations in performing its duties, responsibilities, and obligations related to this Agreement.
- d. **Severance.** In the event this Agreement or a portion of this Agreement is found by a court of competent jurisdiction to be void or otherwise invalid, the remaining provisions shall continue to remain in effect to the extent practicable.
- e. **Headings.** All headings herein are inserted only for convenience and ease of reference and are not to be considered in the construction or interpretation of any provision of this
- f. **Attorneys' Fees.** Each party agrees to bear its own costs and attorney's fees relating to any dispute arising under this Agreement unless otherwise stated herein.
- g. **Amendments.** No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by the parties.
- h. **Entire Agreement.** This document represents the final and complete understanding of the parties and incorporates or supersedes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained herein. The parties agree that there is no commitment, agreement, or understanding concerning the subject matter of this Agreement that is not contained in this written document. Accordingly, the parties agree that no deviation from the terms hereof shall be predicated upon any prior representation or agreement, whether oral or written.
- i. **Sovereign Immunity.** The County expressly retains all rights, benefits, and immunities of sovereign immunity in accordance with Section 768.28, Florida Statutes. Notwithstanding anything set forth in this Agreement to the contrary,

nothing herein shall be deemed as a waiver of immunity or the limitations of liability of the County beyond any statutory limited waiver of immunity or limits of liability which may have been or may be adopted by the Florida Legislature, and the cap on the amount and liability of the County for damages, regardless of the number or nature of claims in tort, equity, or contract, shall not exceed the dollar amount set by the Florida Legislature for tort. Nothing in this Agreement shall inure to the benefit of any third party for the purpose of allowing any claim against the County, which claim would otherwise be barred under the doctrine of sovereign immunity or by operation of law.

- j. **Survival.** All provisions of this Agreement which imposes or contemplates continuing obligations on a party shall survive the expiration or termination of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this MOU as of the date of last execution by either Party.

ATTEST:

COUNTY OF VOLUSIA, FLORIDA

GEORGE RECKTENWALD
COUNTY MANAGER

BY: _____
JEFFREY S. BROWER
COUNTY CHAIR

DATE: _____

ATTEST:

WEST VOLUSIA HABITAT FOR HUMANITY

BY: _____

DATE: _____

Project Timeline

Phase 1: Project Kickoff (March 1 - March 31, 2025)

- Project launch and partnership announcement
- Site evaluation for all four locations
- Initial permitting process
- Cardinal Modular Homes design finalization
- Construction timeline coordination
- Formation of project steering committee
- Development of project communication plan

Phase 2: Veteran Selection (April 1 - May 15, 2025)

- Veteran application period opens
- Information sessions for potential homeowners
- Application processing and review
- Family selection committee meetings
- Background checks and verification
- Veteran status confirmation
- Selection of all four veteran families
- Notification of selected families

Phase 3: Fundraising (April 1 – November 1, 2025)

- Launch of fundraising campaign
- Grant application submissions
- Community partnership development
- Sponsorship solicitation
- Fundraising events coordination
- Veteran benefit coordination
- Documentation of funding sources
- Budget finalization

Phase 4: Construction and Closing (August 1 - November 1, 2025)

- Simultaneous site preparation for all four homes
- Cardinal Modular Homes manufacturing period
- Concurrent foundation work at all sites
- Synchronized delivery and installation
- Final inspections
- Certificate of occupancy obtainment

- Closing documentation preparation
- Homeowner orientation
- Keys presentation ceremony
- Project completion celebration

Key Milestone Dates:

- Project Kickoff: March 1, 2025
- Veteran Selection Completion: May 15, 2025
- Fundraising Goal Achievement: November 1, 2025
- Construction Completion: October 15, 2025
- Final Closings: November 1, 2025

Appendix F: Veterans Support Services Contact Information

Volusia County Veterans Support Services Directory

County Veterans Services Offices

DeLand Veterans Services Office (Main Office)

- Address: 110 W. Rich Ave, Deland FL, 32720
- Phone: (386) 740-5102
- Hours: Monday-Friday, 8:00 AM - 5:00 PM
- Services: Full-service veterans benefits assistance

Daytona Beach Veterans Services Office

- Address: 1845 Holsonback Dr, Daytona Beach, FL 32117
- Phone: (386) 254-4646
- Hours: Monday-Friday, 8:00 AM - 5:00 PM
- Services: Full-service veterans benefits assistance

Deltona Veterans Services Office

- Address: 2150 Eustance Ave., Deltona, FL 32725
- Phone: (386) 775-5205
- Hours: Monday-Friday, 8:00 AM - 5:00 PM
- Services: Full-service veterans benefits assistance

New Smyrna Beach Veterans Services Office

- Address: 717 W. Canal St, New Smyrna Beach, FL 32168
- Phone: (386) 423-3324
- Hours: Monday-Friday, 8:00 AM - 5:00 PM
- Services: Full-service veterans benefits assistance

Program Contacts

Volusia Values Veterans Program Coordinator

- Name: Scott Olson, Veterans Services Director
- Phone: (386) 740-5102
- Email: Solson@Volusia.org
- Office: DeLand Veterans Services Office

Appendix G: Gold & Platinum Medallion Award Program Information

Gold & Platinum Medallion Award Program

To earn the Medallion Award for Hiring Veterans in Florida, employers must demonstrate a strong commitment to hiring, retaining, and supporting veterans in the workplace. Here's how to qualify:

Eligibility Criteria

- **Veteran Employment:** A significant percentage of your workforce must be veterans.
- **Veteran Recruitment:** You must actively recruit veterans through job fairs, partnerships, or outreach efforts.
- **Supportive Workplace Policies:** Offer policies such as flexible scheduling, career advancement, and accommodations for veterans with disabilities.
- **Retention and Advancement:** Demonstrate efforts to retain and help veterans advance in your company.

Award Levels

Platinum Level Requirements:

- At least 20% of all new hires must be veterans
- Retention rate of veteran employees must exceed 85%
- Documented veteran-specific training and onboarding program
- Veteran mentorship program in place
- At least three active partnerships with veteran service organizations
- Minimum of two veteran hiring events annually
- Veterans affinity group or resource network established
- Paid time off for VA medical appointments
- Military/veteran leadership program

Gold Level Requirements:

- At least 10% of all new hires must be veterans
- Retention rate of veteran employees must exceed 75%
- Veteran-specific recruitment strategy
- At least one active partnership with a veteran service organization
- Participation in at least one veteran hiring event annually
- Recognition program for veteran employees
- Accommodation policies for veteran needs

Application Process

Step 1: Initial Assessment

- Complete the self-assessment questionnaire
- Gather supporting documentation
- Review qualification criteria

Step 2: Documentation Submission

- Submit an application to the Florida Department of Veterans' Affairs (FDVA)
- Include detailed information on veteran employment practices, policies, and recruitment efforts
- Provide statistical data on veteran hiring and retention
- Submit examples of veteran-focused initiatives

Step 3: Verification

- FDVA will review the application
- Verification may include a site visit to confirm veteran-focused policies and practices
- Interviews with veteran employees may be conducted
- Documentation will be validated

Step 4: Award Determination

- Applications are evaluated by a committee of FDVA representatives
- Assessment based on quantitative metrics and qualitative factors
- Determination of qualification for Gold or Platinum level
- Notification of award status

Award Recognition

Recipients of the Medallion Award receive:

- Official Medallion Award certificate signed by the Governor
- Permission to use the Medallion Award logo in recruiting and marketing materials
- Recognition on the FDVA website and publications
- Invitation to the annual Medallion Award ceremony
- Press release template for company use
- Profile feature in FDVA newsletter
- Priority notification of veteran hiring events

Maintaining Certification

To maintain Medallion status:

- Submit annual data on veteran hiring and retention
- Maintain required percentages of veteran new hires
- Continue implementation of veteran-supportive policies
- Participate in at least one FDVA event annually
- Re-certification required every two years

Application Timeline

- Applications accepted year-round
- Initial review completed within 60 days
- Site visits scheduled within 90 days of application
- Award determination within 120 days of application
- Annual awards ceremony held in November

Resources and Support

FDVA provides the following resources to assist employers:

- Medallion Program toolkit
- Best practices guides
- Consultation services
- Training webinars
- Networking opportunities with other Medallion recipients
- Connection to veteran talent pipelines

For more information, visit: hirevets.gov

Appendix H: Administrative Leave Policy for Veterans (FL Statute 110.119 Implementation)

Volusia County Merit Rules

Administrative Leave for Veterans with Service-Connected Disabilities

1. Policy Statement

In accordance with Florida Statute 110.119 (Administrative leave for military-service-connected disability), Volusia County Government is committed to supporting employees who have served in the United States Armed Forces and have service-connected disabilities that require ongoing medical care. This policy establishes guidelines for providing administrative leave for veterans requiring reexamination or treatment for service-connected disabilities.

2. Legal Basis

This policy implements Florida Statute 110.119, which states:

(1) An employee who has been rated by the United States Department of Veterans Affairs or its predecessor to have incurred a military-service-connected disability and has been scheduled by the United States Department of Veterans Affairs to be reexamined or treated for the disability shall be granted administrative leave for such reexamination or treatment without loss of pay or benefits. However, such paid leave may not exceed 48 hours per calendar year.

(2) The department may adopt any rule necessary to carry out the purpose of this section.

History. ---s. 4, ch. 84-114; s. 2, ch. 93-268; s. 3, ch. 2012-215.

3. Eligibility

To be eligible for administrative leave under this policy, an employee must:

- a. Be a regular, full-time or part-time employee of Volusia County Government
- b. Have been rated by the U.S. Department of Veterans Affairs to have incurred a service-connected disability
- c. Be scheduled by the U.S. Department of Veterans Affairs for reexamination or treatment related to the service-connected disability.

4. Leave Allowance

a. Eligible employees shall be granted administrative leave for reexamination or treatment of a service-connected disability without loss of pay or benefits. b. Such paid administrative leave shall not exceed six (6) calendar days (48 hours) per calendar year. c. Leave is granted only for appointments scheduled by the U.S. Department of Veterans Affairs. d. Leave is provided in addition to other types of leave (vacation, sick, personal) to which the employee is entitled. e. Leave under this policy is not cumulative and cannot be carried over to subsequent years.

5. Request Procedure

a. The employee must submit a *Military Service-Connected Disability Visit Certification Form* to their Department Director as far in advance as possible, preferably at least two weeks before the scheduled appointment. b. The request must include:

- Date and time of the VA appointment
- Location of the appointment
- Estimated duration of the appointment including travel time
- Documentation from the VA showing the scheduled appointment

c. Emergency or urgent VA appointments with less than two weeks' notice will be considered on a case-by-case basis.

6. Documentation Requirements

The employee must provide the following documentation: a. VA Summary of Benefits Letter or other documentation establishing the service-connected disability b. VA Health appointment notification showing the date, time, and purpose of the appointment.

7. Time Reporting

a. Administrative leave granted under this policy shall be coded as "hours worked" with the added comment "VA Admin Leave" in the county's timekeeping system. b. Leave may be taken in increments as small as one hour. c. Travel time to and from the VA facility may be included in the leave time. d. If the appointment requires more time than the six-day annual allowance, the employee may use other available leave for the additional time needed.

8. Supervisor Responsibilities

Department Directors and supervisors are responsible for: a. Reviewing leave requests in a timely manner b. Ensuring proper documentation is submitted c. Approving eligible leave requests d. Maintaining confidentiality of medical information e. Tracking usage to ensure compliance with the six-day annual limit f. Ensuring proper coding in the timekeeping system. g. Returning completed forms to the Human Resources Department via interoffice mail, fax or secure upload. Do not email completed form.

9. Employee Responsibilities

Employees are responsible for: a. Scheduling VA appointments with as much advance notice as possible b. Submitting leave requests and required documentation in a timely manner c. Providing verification of appointment attendance d. Tracking their own usage of administrative leave under this policy e. Notifying their supervisor of any changes to scheduled appointments.

10. Non-Discrimination Provision

Volusia County Government prohibits discrimination or retaliation against any employee for utilizing administrative leave provided under this policy. Any employee who believes they have been discriminated against for using this benefit should report their concerns to Human Resources immediately.

11. Policy Administration

The Human Resources Department is responsible for administering this policy, providing guidance to departments and employees, and maintaining necessary records. All information provided is confidential and will be retained in the employee's medical file (separate from his/her personnel file).

12. Effective Date

This policy shall be effective immediately upon approval by the Volusia County Council.



MILITARY-SERVICE-CONNECTED DISABILITY VISIT CERTIFICATION FORM

An employee who has been rated by the United States Department of Veterans Affairs (VA) to have incurred a military-service-connected disability and **has been scheduled by the VA** to be reexamined or treated for the disability shall be granted administrative leave for such reexamination or treatment without loss of pay or benefits. However, such paid leave may not exceed 48 hours per calendar year pursuant to section 110.119, Florida Statutes.

To be granted administrative leave, documentation must be submitted stating the visit was for a military-service-connected disability. Documentation may be a doctor's note, or this form.

This form is to certify that the medical appointment was for a military-service-connected disability, thus providing proper documentation for the employee's personnel record at the *County of Volusia*.

Employee's Information

Employee Name: _____

Date of medical visit: _____

VA/ Community Care Facility Address: _____

Signature of Employee: _____

Date: _____

To be completed by supervisor

Supervisor Name: _____

Signature of Supervisor: _____

Date: _____

Is this visit for a military-service-connected disability? ☐ Yes | ☐ No

Supervisor Approval: ☐ Yes | ☐ No

All information provided is confidential and will be retained in the employee's medical file (separate from his/her personnel file).

Return the completed form to Human Resources via interoffice mail, fax (386-740-5149) or secure upload to: <https://vcservices.vcgov.org/secureupload/division/hr>. **Do not email completed form.**