

DIRECTOR'S REPORT

Cameron Smith

As we head into September's Advisory Committee meeting, I want to thank our Immediate Past Chair, Mary J. Mayer, for her dedication and efforts over the past year. Mary has helped us reinvigorate our work as an Advisory Committee, better connect us to the veterans' community, and ensure the department receives the best in advice and counsel from the entire committee.

We also can be proud of what we have accomplished this quarter with the team at ODVA, the Advisory Committee, and all of our partners. Please dig into the full section reports, but here are some highlights from this past quarter below:

- Home Loans continues to increase the total loan portfolio and just recently began to turn the tide on runoff with an increase in the total number of loans in the portfolio.
- The Veterans' Home in Lebanon is almost complete and our cross team (ODVA, VCCO and WestCare) continues to coordinate myriad details for the dedication (Saturday, September 20th) and opening later this fall.
- The Veterans' Home in The Dalles recently received the Gold – Excellence in Quality Award from the American Health Care Association and National Center for Assisted Living in recognition of their outstanding care for our veterans and their families.
- With key leadership from the Oregon WWII Memorial Foundation, we dedicated the memorial in Salem on June 6th – the 70th anniversary of D-Day with thousands in attendance.
- Veteran Services was successful in their application for a \$300,000 grant from the Federal VA to support transportation efforts for veterans in Oregon's highly rural counties.
- We also were successful in an Emergency Board budget request to hire an additional training specialist to improve veteran service officer training.
- The core programs above also would not have these successes without the continued dedication and support from the teams in Finance, Public Information, Information Services, Records, Human Resources and Facility Services.

We should be proud of our accomplishments together, but we also know how broad our mission is in serving our diverse veterans' community across issues like health care, education, employment and housing. This summer, we have also seen our veteran services system challenged in keeping up with demand from four generations of veterans with impacts from five major wars.

We must continue to focus on developing and implementing our strategic framework to better serve our veterans and their families. With your input and perspective, we will continue to expand and flesh out the high-level strategies embedded within the goals to target veteran services, mobilize partnerships, drive veteran engagement, and invigorate core operations.

Together we have an excellent opportunity to further help veterans and their families thrive in Oregon. Beyond the individual and family benefits, a thoughtful approach will draw down more federal funds, coordinate and leverage partners, invest in up-front preventative strategies, and reduce expensive back-end safety net services at the state and local level.

Thank you for your continued dedication and commitment serving on our Advisory Committee and we look forward to a great year under the leadership of our incoming Chair Al Herrera.

Financial Services Division
Bruce Shriver, Chief Financial Officer

2015-17 Department Budget Development

The Department recently completed its Agency Request Budget (ARB) for the 2015-17 biennium and submitted it to the Department of Administrative Services, Chief Financial Office on August 1, 2014. The 2015-17 ARB consists of funding requests covering core program areas of the Department as well as a number of policy option packages for the Governor's consideration to augment existing program efforts, outreach and potential new initiatives. The Department's ARB will now be reviewed/analyzed and ultimately prioritized among all of the State agencies budgetary requests. It is our hope that most or all of the Department's budgetary requests will be incorporated into the Governor's Recommended 2015-17 Budget that will be released on or about December 1, 2014.

Unaudited Department Quarterly Financial Statements

The March 31, 2014 unaudited financial statements show a fiscal year to date reduction in net position in the Veterans' Loan Program of approximately \$(1.4) million. This figure does not include year-end adjustments such as updated arbitrage rebate calculations, but included in this amount is an increase in the fair value of investments of approximately \$0.06 million. The same period for the prior fiscal year also showed a decrease in net position of approximately \$(2.1) million, with a fair value decrease of investments of approximately \$(0.02) million.

The Veterans' Home Program shows an increase in net position of approximately \$16.2 million for the fiscal year to date, compared to an increase in net position of approximately \$0.8 million for the same period of the prior fiscal year. Included in these figures were operating transfers and capital contributions into the Veterans' Home Program from the Veterans' Home Trust Fund and federal grant monies which totaled approximately \$13.9 million for the first nine months of fiscal year 2014, compared to approximately \$0.1 million in the first nine months of fiscal year 2013.

Net assets held in trust for protected individuals in the Conservatorship Program's Private-Purpose Trust Fund was approximately \$25.3 million as of March 31, 2014. Net assets held in trust for protected individuals was approximately \$23.7 million as of March 31, 2013.

Assets held in trust for the Veterans' Home Trust Fund were approximately \$1.2 million as of March 31, 2014. Assets held in trust as of March 31, 2013 were approximately \$1.0 million.

FY 2014 Financial Statement Preparation and Upcoming Audits

The Financial Services Division (FSD) has been busy preparing the Department's annual financial statements for the fiscal year ending June 30, 2014. During this time period, FSD staff are performing a significant number of year-end related procedures and computations so that an accurate financial statement can be produced for use by Oregon's citizens, Department management, bond investors and other interested parties. Once these financial statements are produced, the Secretary of State's Audit Division will perform its audit procedures and issue their audit opinion on the Department's Veteran Loan Program, whereas the outside CPA firm of Merina & Company, LLP will perform its audit procedures and issue their audit opinion on the Department's Veteran Home Program. Both of these financial statement audits are anticipated to be completed on or around October 31, 2014.

Annual Cash Flow Projections of the Department's Veterans Loan Program

FSD staff along with Caine Mitter (the Department's outside Financial Advisor), are presently working on the 2014 Cash Flow Analysis of the Department's Veterans Loan Program (VLP). This analysis entails projecting multiple year cash flows of the VLP under a variety of assumptions and scenarios which could impact the Program's future financial performance. Key assumptions relating to loan originations, interest rates, prepayment speeds, levels of loan losses and operational costs are incorporated into different scenarios to assess the magnitude of the cash flow impact of these assumptions on the projected future performance of the VLP. These cash flow projections and analyzes are expected to be completed by December 2014.

Lebanon Veterans' Home (LVH) Update

Construction of the LVH is nearing completion and is still within its budget. A public dedication will be held for the LVH on September 20, 2014. The Department still anticipates admitting the first residents to the LVH during the 4th quarter of calendar year 2014. The contract operator of the LVH (Veterans Care Centers of Oregon or "VCCO") with the assistance of Westcare Management, Inc. have begun hiring VCCO's Lebanon management team and selected staff to work on the numerous tasks of starting up LVH operations and obtaining the necessary licenses pertaining to this new facility.

Award of Federal Grant Relating to Highly Rural Veterans Transportation Improvements

ODVA was recently notified by the United States Department of Veterans' Affairs (USDVA) that the grant application it submitted on behalf of six highly rural Oregon counties has been approved. This grant, totaling \$300,000 (up to \$50,000 per county), has been awarded to help Baker, Gilliam, Grant, Morrow, Sherman and Wheeler counties leverage innovative approaches to transport veterans to the VA Medical Centers utilizing local partnerships and resources where feasible. ODVA expects to hear in September 2014 whether the \$100,000 grant application for Malheur and Wallowa counties will also be approved by the USDVA.

Cashiers

The Cashiers Unit processed and made the following Sinking Account deposits:

Apr 2014	\$3,813,776	Daily Business Day Average	\$173,353
May 2014	\$4,309,000	Daily Business Day Average	\$205,190
Jun 2014	\$3,660,550	Daily Business Day Average	\$174,312

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VETERANS SERVICES DIVISION

Eric Belt, Administrator

The Veterans' Services Division is comprised of five programs: Conservatorship; Statewide Veterans' Services (Salem and Portland); Educational Aid; Training Certification & Outreach; and Emergency Financial Assistance. All programs directly relate to the agency mission and affect Oregon veterans (approximately 322,000).

Projects:

Highly Rural Veterans Transportation Grant

The Oregon Department of Veterans' Affairs (ODVA) applied for and was awarded a \$300,000 federal VA grant to help fund access to VA healthcare for veterans in highly rural areas.

The highly rural counties in Oregon to receive grant monies are: Baker, Gilliam, Grant, Sherman, Morrow, and Wheeler. Mitch Sparks was instrumental in partnering with local transportation service providers in these counties to prepare a successful application.

The goal of the program is for states to leverage innovative approaches to transport veterans in highly rural areas to Veterans Administration Medical Centers, using existing local partnerships and resources where feasible. At present, the only organized transportation to a VA Medical Center in many of Oregon's rural counties is the Disabled American Veterans van system or veteran volunteers who transport veterans to appointments. The grant is for a period of one year.

In May ODVA coordinated with Malheur and Wallowa Counties to file for an additional \$100,000 in grant dollars in support of highly rural veterans transportation and expect a notice of award September 2014.

Conservatorship

Kelly Breshears, Manager

The central role of the conservatorship program is to manage the financial affairs of disabled veterans, their dependents, and survivors who are unable to manage their finances.

We have 142 protected persons under conservatorship at this reporting. We have received 2 new conservatorship cases. We also have an additional 3 Representative Payee cases, for a total of 7. We have closed 4 conservatorship cases.

The Conservatorship Team attended a Mental Health Summit presented by the VA Medical Center at Camp Withycombe. This seminar focused on helping veterans'

families, providing services to women veterans and helping veterans access care. The team also attended a Guardianship Conservatorship Association meeting with a guest speaker focusing on assessing financial capacity in the elderly.

Office Interviews 0
Field Interviews 35
(June and July only)

Statewide Veteran Services (Portland)

Martin Ornelas, Manager

Mission - Support of the County Veterans Service officers through training, guidance, quality assurance and appellate representation; advocacy for our veterans, dependents and or survivors in pursuit of benefits; and interoperability with the U.S. Department of Veterans Portland Regional Office.

Hearings

- June - 93 hearings, 68 BVA hearings.
- July - 41 hearings, 1 BVA video hearings
- August - 26 hearings, 3 BVA video hearings

Service

- June - 70 veteran were assisted
- July - 50 veterans were assisted
- August - 35 veterans have been assisted as of this date.

Retro

- June - \$5,114,740.29
- July - \$3,318,317.28
- August

Claims	PDX	Counties
• June –	15	815
• July–	11	789
• August –		

Appeals	Filed	Denied	Granted
• June –	5	0	2
• July –	7	0	4
• August–			

New POA

- June – 745
- July – 720
- Aug– 519 as of this date.

Programs:

Projects: Package this Claim

- All CVSOs are now submitting claims electronically using VetraSpec’s Package this Claim function.
- According to the last Digits2Digits electronic transformation meeting the VA is scheduled to start receiving certain types of claims electronically September 2014.

Statewide Veteran Services (Salem)

Dave Cooley, Manager

The office is primarily responsible for providing general reception services for the Department and direct services to veterans, dependents and survivors of Marion and Polk County. The office supports CVSOs daily operations and assists the VSD Administrator and Training Policy Analyst in their training. The office also responds to official inquiries from elected officials on behalf of the Director.

Interviews 448

Claims

New Claims Filed 193

Granted 161

Denied 104

New POAs 140

Appeals

Granted 4

Denied 1

DRO and BVA filed 17 Form 9
 16 NOD

Renee French

National Women's Veteran Conference - June 2nd - 5th WWII Memorial Dedication -
June 6th BVA hearing - June 23rd Marion County Fair - July 11th Military Orders -
August 11th - December

Patty Bolstad

WWII Memorial Dedication - June 6th
Home Visit - June 27th
Atomic War Veteran Meeting - July 16th
Marion County Fair - July 10th & 12th
Mental Health Summit - August 8th
Oregon State Fair - August 28th

Joe Reynoso

WWII Memorial Dedication - June 6th
Employment Department Outreach - June 10th BVA Hearing - June 23rd & 24th
Employment Department Outreach - July 8th Oregon State Penitentiary Visit - August
7th Employment Department Outreach - August 12th

Leah Rickert

WWII Memorial Dedication - June 6th
BVA Hearing - June 23rd & 24th

Joe Glover

Veteran Treatment Court - Every Friday
WWII Memorial Dedication - June 6th
VAMC Director Meeting - June 16th
Marion County Jail - June 25th
Veteran Task Force Meeting - June 30th
Oregon State Penitentiary - July 1st
Willamette Valley Hospice - July 2nd
Veteran Task Force Meeting - July 7th
Grand Ronde Summit - July 10th & 11th
Oregon State Penitentiary - August 7th
Mental Health Summit - August 8th
Oregon State Fair - August 28th

Training, Education Aid and Emergency Assistance

Mitch Sparks, Program Analyst

Educational Aid Program:

The Educational Aid Program is suspended until the next fiscal biennium due to budget cuts.

Emergency Financial Grant Program:

For the April grant cycle there was 61 applications for grants. 23 grants were approved for a total of 41,300 dollars. The average grant was \$1,520.00 dollars. Most grants that were approved were for rent and utility payments

Training:

This quarter we have had 4 CVSO's come to Salem for either new training or refresher training on VA Law, appeal writing and strategy.

VSO Certification and Accreditation:

We congratulate Whitney Walker, Lane County CVSO in completing her accreditation as a VA County VSO.

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VETERANS' HOME LOAN DIVISION

Cody Cox, Manager

Production Review

For the 2nd Quarter, 2014, the Home Loan Program closed 77 loans for a gross dollar volume of \$16,714,647. For the same period in 2013, the Home Loan Program funded 36 loans for \$7,552,069. 2014 2nd Quarter volume represents an increase of 114% on a unit measurement, and 121% increase on a dollar volume measurement. Year to date production totals through June 214 are at 127 Units at \$26,531,369. By annualizing the production through the first half of the year, total 2104 production should fall at or above 254 units for \$53,064,732. Year-end numbers for 2013 were at 199 units for \$40,884,266.

Loan portfolio runoff continues to be a focal point but has slowed significantly, and even reversing when looking at the new loan servicing portfolio. The total units being serviced at the end of 2nd Quarter 2014 now stands at 1934 loans. However, the total dollar amount is now \$214.8 mil, up from \$207 million at the end of Q1.

Loan Cancellation and Mortgage Insurance Review

Current information on LCLI was not available at the time of this report.

As of 06/30/2014, Private Mortgage Insurance (PMI) insures 189 loans at \$40.4M, expressed as 9.77% of units and 18.82% of the gross portfolio dollar balance outstanding.

Loan Delinquency Review

For the reporting period of 06/30/2014 there were 5 State Owned Properties/Real Estate Owned (SOP/REO) in inventory, down 2 from the prior quarter. Of these 5 properties, 2 are under contract for sale, 1 is pending sale on a lease with option to purchase, and the remaining 2 are undergoing repairs in preparation for market.

There were 5 loans in a Foreclosure status, down by 2 loans from the last report date. The number of loans in Bankruptcy is at 13. The total of all loans reporting in the 90-day or greater delinquency position was 23, up by 5 loans from the last report date and is expressed as 2.30% unit delinquency on a portfolio of 1,934 loans and at 1.5% dollar delinquency on the outstanding dollar portfolio balance of \$214.8M. ODVA continues to experience reduced delinquency rates as compared to both Conventional and Government Residential Loan Programs.

The Mortgage Bankers Association publishes a quarterly National Delinquency Survey and the following represents Oregon specific comparative data from the most recently available Second Quarter 2014 report. The delinquency rate expressed as a percentage of total loans (units) past due for the Federal Veterans Affairs home loan program in Oregon was 3.60%, FHA home loans in Oregon were at 6.43% and Conventional Prime home loans Oregon were at 2.49%. Comparatively, for this reporting period, the total delinquency for loans 30 days and greater for the ODVA home loan program was 2.3% at 44 units, down slightly from the previous report. In dollars, the total amount past due is \$3,158,236, which is 1.5% of total servicing dollars, again down from the previous report.

Quarterly Staffing News

There were no changes in staffing levels or personnel during the 2nd^t Quarter, 2014.

LEGISLATIVE AFFAIRS DIVISION

Laurie Skillman, Senior Policy Advisor

Legislative Overview

The last time the Legislature met was May 28-30 during “Legislative Days.” The June 2014 report covered that activity.

Legislative Days September 15-17, 2014

- Legislative Committees will meet during Legislative Days, scheduled for September 15-17.
- Cameron Smith, ODVA Director will present an overview of the department’s strategic plan and provide an update on the veteran homes.
- The Emergency Board (Ways and means) Subcommittees will meet on September 15 and 16. The Full Board will meet September 17. The department is requesting approval to spend grant funds for the Federal VA Highly Rural Transportation Grants that ODVA applied for on behalf the rural counties.
- There is no specific information available on issues the committees want to address.
- The next Legislative Days are set for December 8-10, 2014.

House Interim Committee on Veterans Services & Emergency Preparedness:

- The committee members include:
Chair Representative Greg Matthews
Vice-Chair Representative Shemia Fagan
Vice-Chair Representative Julie Parrish
Member Representative Deborah Boone
Member Representative Sal Esquivel
Member Representative John Huffman
Member Representative Brad Witt

Senate Committee on Veterans and Emergency Preparedness

- The committee members include:
Chair Senator Brian Boquist
Vice-Chair Senator Laurie Monnes-Anderson
Member Senator Peter Courtney
Member Senator Alan Olsen

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STATE VETERANS HOMES

John Osborn, Facility and Construction Project Manager

The Dalles Veterans' Home

The Memorandum of Agreement (MOA) with USDVA has been signed and we have received approval for the requested funds. Again, this grant will provide funding for an electronic medical records system, a new nurse call system, and installation of additional security cameras and access control for various doors across the campus and landscape improvements to the patio area at C and D wings.

Currently we are preparing a Request for Proposal (RFP) for the low voltage work for release at the end of August and an ITB for the landscape work which will be released in the fall. The winter weather conditions in the gorge preclude us from performing any exterior landscape work, so work on patio areas will begin in early spring.

Lebanon Veterans' Home

The Lebanon home is now nearly complete. Substantial completion is targeted for August 29th and final completion on October 13th. Dedication of the new facility is set for Saturday September 20th, with first resident admissions starting on October 20th. In the construction industry a punch list is a comprehensive list of items to be completed or corrected by the contractor. Examples of punch list items include damaged building components (e.g. repair broken window, replace stained wallboard, repair cracked paving, etc.), or problems with the final installation of building materials or equipment (e.g. reinstall peeling carpet; replace missing roof shingles, etc.).

The contractor is bound by the contract to complete a punch list of uncompleted contract items in order to receive final payment from the owner. Punch list has been completed in both Alpha and Delta wings, and we have started in Bravo and Charlie neighborhoods. The Community Center punch list will follow in short order. These lists are delivered to the contractor as they are completed and they have continued to make the necessary corrections.

Work on the walkways and the solarium is nearly complete, so punch list for these areas will start as work is completed. Landscaping is now complete and a number of the lawn areas are now being mowed weekly. Staff training on the HVAC, electrical, plumbing, irrigation, nurse call, fire alarm and security systems is scheduled to start at the end of August and will continue through September.

Our commissioning engineers, who are checking the various mechanical systems, have reported that all the utility and operating systems are working correctly requiring only minor adjustments. The first of the furniture and operator equipment are scheduled to arrive the first week of September. Given the size of the campus, placing all the furniture will take about two weeks.

The campus phone, CATV and internet provider will be completed soon. Also, installation of the audio visual system in the community center has started and will be operational by mid- September.

We are still under budget for the project which has provided us with the opportunity to add back certain elements previously removed. The construction team is continuing to review the "Add Back List" to determine which elements might provide the best value to the project. The item of greatest importance was the enclosed walkways which were added back and are now near completion.

The operator VCCO/ Westcare has hired a number of administrative staff who are now beginning the process of interviewing and hiring those staff member who will provide daily care to the residents. They are also in the process of negotiating with local companies who will provide various services to the veterans' home.

OREGON VETERANS' HOME

Dallas Swafford, Admission and Liaison Officer

Quality of Care

Gold Award! – After what seems like an eternity in waiting, it is now official that Oregon Veterans' Home (OVH), The Dalles, is first ever veterans' home in the United States to be awarded the Gold Award by the American Health Care Association! To receive such an honor is a direct reflection of the quality of care veterans and the spouses of veterans receive at the Oregon Veterans' Home.

A special congratulation goes out to Cheryl Maitland and extends to the entire staff at OVH. A special thank you also goes out to the board members of Veterans' Care Center of Oregon (VCCO) and the staff at Westcare Management for providing the resources and support to the staff here at OVH required for providing the quality of care associated with receiving such an honor. More than anything, the award is a direct reflection of just how much dedication staff at OVH, VCCO, Westcare and ODVA put into ensuring the veterans and family members residing at, or affiliated in any way with OVH, are treated with the highest levels of respect and our appreciation for their service to our nation is carried out through our actions.

Items of Interest

Multi-Sensory Room We here at OVH are excited to announce we've made an innovative addition to our facility in adding a multi-sensory room, sometimes referred to as a Snoezelen Room. It is an experience that combines audio, visual, touch and smell in a very relaxing manner to help stimulate the human senses.

Research has shown that dementia patients who have spent time in the room have increased cognitive ability and seem to have an easier time recollecting certain memories than when not in the room. It is speculated that while in the multi-sensory room, the neurons in the brain become more active which allows the brain to tap into memories that might not otherwise be tapped into. The room also is said to have a calming effect and can help with residents who may be aggressive in nature.

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COMMUNICATIONS AND INFORMATION SERVICES

Nicole Hoeft, Manager

Public Information



New ODVA Logo

Coinciding with the development of the ODVA's new strategic framework, the department will soon launch a new logo.

The new mark signals a new cadence in ODVA's overall vision, look and messaging to Oregon veterans, while remaining proud of and honoring the work of the agency's nearly 70-year history.

The graphic: A chevron forms a "V" for veterans and is centrally placed inside a circle creating an "O" for Oregon. Chevron insignia have historically been used in the military to indicate rank, merit and service; and the circle is a universal symbol representing unity and never ending connection. The 5-pointed star is most often associated as a patriotic mark and represents the five branches of the Armed Forces.

The new logo will be launched this fall and mark the beginning of branding efforts to increase outreach to veterans. The mark will be extended to other program areas to include the Home Loan and Oregon Veterans' Homes.

Current Projects

As construction of the second Veterans' Home in Lebanon is being completed, the Public Information team has begun to focus on marketing efforts:

Oregon Veterans' Home in Lebanon

- A new logo that incorporates the agency's new logo mark has been developed.
- A new website has been built (www.lebanon.oregonveteranshomes.com) as a sub-site of a new Oregon Veteran Homes main website (www.oregonveteranshomes.com).
- Informational brochures and one-sheets are currently in development.
- Collateral and forms are being created.
- The Dedication ceremony (9/20/14) is currently being planned and invites have been designed and mailed.

Suicide Awareness and Prevention Campaign

With donated funds generated through SB 762, the PI section is currently developing a campaign geared to raise awareness and prevent suicides by veterans in Oregon. The anticipated launch is November with another campaign in the spring.

County Websites (Phase 2)

This summer the PI team completed the second phase of building county websites. There are now 28 of the 36 counties that have elected to partner with ODVA to increase online outreach.

One of the benefits to this partnership model is that ODVA can assist in deploying important information to the local level, ensuring timely dissemination and increased awareness.

State Fair

On Celebrate Freedom Day at the Oregon State Fair, ODVA is partnering outreach and awareness efforts with County Veteran Service Officers who will be available to talk to veterans and provide benefit information.

Veteran Owned Business State Opportunity Showcase

ODVA is partnering with the federal VA, other state agencies and non-government entities to host an event for veteran owned businesses in Oregon. At the event, business owners will learn about state and federal contracting, how to become a federally certified vet owned business and other valuable information and guidance to navigating the business process in Oregon.

Past Projects

In June, ODVA helped plan and promote the public dedication of the Oregon World War II Memorial. The event was one of the largest that the team had participated in with approximately 2,500 people in attendance.

In May, the agency partnered with the Oregon National Guard to host the second annual Veteran Service Provider Summit. More than 280 veteran service providers, representing 10 regions in Oregon, attended the summit in Salem. During the half-day event, providers across more than eight service areas worked together to identify actionable, whole community strategies to best respond to the opportunities and concerns of veterans and military families within their regional service area.

2013 TYD and Current 2014 Q1-Q3 Online and Print Impact

Method	2013 TYD	2014 TYD
Website	463,087 Total Page Views 245,880 Total Unique Visitors	210,498 YTD Page Views 94,580 YTD Unique Visitors
Blog	394,470 Total Page Views 29,426 Total Unique Visitors	386,995 YTD Page Views 21,453 YTD Unique Visitors
Facebook	1,449 Total Likes	1,785 Total Likes
eSubscribe	12,108 Total Subscribers 24,981 Total Subscriptions	12,306 Total Subscribers 31,246 Q2 (Total) Subscriptions
Twitter	N/A	62 Followers
YouTube	N/A	1,072 Views
Veteran Benefit Magazine (Print)	125,000	75,000
ePublish	N/A	2,767 Reads 7,516 Impressions
Vets News (Print)	80,500 Issues	64,000 Issues
Vets News (eNewsletter)	1,024 Subscribers	1,333 Subscribers
CVSO websites	38,819 Total Visits 15,120 Unique Visitors	79,894 Total Visits 20,781 Total Unique Visitors
Home Loan site	50,381 Total Page Views 6,296 Unique Visitors	141,817 Total Page Views 23,958 Unique Visitors

Information Services (IS)
Peter Trnavaskis, Manager

ODVA IS has been working diligently to modernize the ODVA Information Technology (IT) infrastructure to empower our departments to better support our Agency mission. That being said we have a long list of projects stretching out over a 6 year timeframe but we are chipping away at it and continue to make excellent progress. Below are some key projects and their specifics:

ODVA Conservatorship Program

Currently our conservators work on an outdated IBM mainframe system that was developed in house. Unfortunately all the developers of the system are retired—though we have managed to retain two staff on contract to help us with the transition.

We have received three bids to provide a new off the shelf solution that will improve productivity and provide long term sustainability for the conservatorship team. Of those three bids we are currently interviewing the best proposer and hope to have a project plan in place within a month. The goal will be to complete the transition to the new system by January 1, 2015.

ODVA Building Wiring

We are roughly a month away from completing a massive rewiring project for the Salem office. All of our equipment was connected by legacy wiring that prohibited us from taking advantage of the network bandwidth available to us.

The completion of this project will allow ODVA to have greater access to cloud based services (including the new conservatorship platform) and allow us to reduce costs over the long run by increasing the efficiency of our IT team when updating systems.

OVH-Lebanon

ODVA IS continues to be heavily involved in the turn up of the IT infrastructure at the new Lebanon Facility. As of this writing we are on time and within budget for the project and are rapidly gearing up for the opening of the facility.

Citrix ShareFile

ODVA is in the process of pushing out the Citrix Sharefile solution to all departments. This application will support the secure transmission of confidential veteran information and large files across the Internet. This will ensure that all best practices for the secure transmission of the Health Insurance Portability and Accountability Act (HIPPA) and other highly confidential material are met and will allow the agency to offer more web based forms that can be submitted in a secure manner.