

REPORT TO THE ADVISORY COMMITTEE

DECEMBER 2, 2015

U.S. service members participate in a run to honor prisoners of war and those missing in action on Bagram Airfield, Afghanistan, Sept. 4, 2015. For 24 straight hours, service members kept the POW/MIA flag in constant motion to focus on American prisoners of war and those missing. U.S. Air Force photo by Tech. Sgt. Joseph Swafford



OREGON DEPARTMENT
of **VETERANS' AFFAIRS**



OREGON DEPARTMENT
of VETERANS' AFFAIRS

**ADVISORY COMMITTEE
TO THE
OREGON DEPARTMENT OF VETERANS' AFFAIRS
December 2, 2015**

ADVISORY COMMITTEE

Dennis Guthrie, Chair Redmond
Trisa Kelly, Vice Chair Portland
Tony García, Secretary Portland
Kim Douthit Portland
J. Ryan Howell Albany
Mike Jones Ontario
Jerry Lorang Portland
Jon Mangis Salem
Kevin Owens North Bend

ADMINISTRATIVE STAFF

Cameron Smith Director
Tracy Ann Gill Special Assistant to the Director
Edward Van Dyke Deputy Director
Cody Cox Veteran's Home Loan Program Manager
Nicole Hoeft Communications and Information Services Manager
Mary Jaeger Aging Veteran Services Director
John Osborn Facilities and Construction Manager
Julie Owens Human Resources Manager
Mitch Sparks Statewide Veteran Services Director
Bruce Shriver Chief Financial Officer
Laurie Skillman Senior Policy Advisor
Vacant Information Services Manager



OREGON DEPARTMENT
of VETERANS' AFFAIRS

ADVISORY COMMITTEE TO THE OREGON DEPARTMENT OF VETERANS' AFFAIRS

Quarterly Meeting

Wednesday, December 2, 2015 | 9:30 AM – 12:00 PM

Hillsboro Civic Center | 150 E. Main Street, Hillsboro, OR 97123

A G E N D A

I. WELCOME AND ADMINISTRATION

- Call to Order – Chair Dennis Guthrie
- Pledge of Allegiance – Mike Jones
- Invocation – Kevin Owens
- New Member Oath of Office – Chair Guthrie
- Committee Member Introductions – Chair Guthrie
- Audience Introductions
- Review and Approval of September 2, 2015 Minutes

II. ODVA DIRECTOR'S REPORT – Cameron Smith, Director

III. SUBCOMMITTEES UPDATES – ODVA Staff

- Statewide Veteran Services – Chair: Jerry Lorang; Trisa Kelly, Kim Douthit
- Veteran Home Loans – Chair: Kevin Owens; Ryan Howell, Mike Jones
- Aging Veteran Services – Chair: Jon Mangis; Dennis Guthrie
- Finance – Chair: Ryan Howell; Jerry Lorang; Trisa Kelly
- Legislative Affairs and Policy – Chair: Dennis Guthrie; Kevin Owens, Tony García

IV. OREGON DEPARTMENT OF VETERANS' AFFAIRS, CONSERVATORSHIP PROGRAM

- Mary Jaeger, Aging Veteran Services Director
- Kelly Breshears, Conservatorship Manager

V. OLD BUSINESS ITEMS

- Lines for Life Tour – Chair Guthrie
- Upcoming Legislative Session – Director Smith

VI. NEW BUSINESS

- Next Advisory Committee Quarterly Meeting
Date: Wednesday, March 2, 2016 | Time: 9:30 AM – 12:00 PM
Location: Shilo Inn Ocean Front Hotel
536 SW Elizabeth St
Newport, OR 97365

VII. PUBLIC COMMENT (Speakers Limited to 3 Minutes)

Public comment time is set aside for persons wishing to address the Advisory Committee on agenda matters. Action will not be taken at this meeting on citizen comments. However, the Advisory Committee, after hearing from interested citizens, may place items on a future agenda so proper notice may be given to all interested parties. At the conclusion of the meeting, there will be a Town Hall forum for individuals to bring up broader veteran community issues. Members of the community may also submit written public comments to the Committee at the following email address: vaac@odva.state.or.us

VIII. BUSINESS MEETING ADJOURNED

BREAK

VETERANS TOWN HALL

CONNECT WITH ODVA

FIND ODVA

WEBSITE	www.oregon.gov/odva
BLOG	www.oregondva.com
FACEBOOK	www.facebook.com/odvavet
TWITTER	@oregondva or www.twitter.com/OregonDVA

TALK TO US

ADVISORY COMMITTEE	vaac@odva.state.or.us
PUBLIC INFORMATION	ODVAinformation@odva.state.or.us
SUBMIT AN EVENT	www.oregon.gov/odva/INFO/Pages/index.aspx
SUBMIT A STORY	VetsNews@odva.state.or.us

SIGN UP

EMAIL SUBSCRIBE	www.oregon.gov/odva (Under "Connect with ODVA")
VETS NEWS	www.oregon.gov/odva/INFO/Pages/vetsnews.aspx 503-373-2389
LEGISLATIVE BILL DIGEST	www.oregon.gov/ODVA/Pages/VetsLeg.aspx

**ADVISORY COMMITTEE TO THE
OREGON DEPARTMENT OF VETERANS' AFFAIRS (ODVA)**

Quarterly Meeting
Wednesday, September 2, 2015
9:30 AM – 12:00 PM
Hermiston Conference Center
415 S Hwy 395, Hermiston, OR 97838

MEETING MINUTES

Dennis Guthrie, Advisory Committee Chair, called the meeting to order at 9:30 AM.
Mary J. Mayer led the group in the Pledge of Allegiance.
Tony García gave an invocation.

Installation of New Officers – Immediate Past Chair Al Herrera introduced the new executive committee members of the Advisory Committee and asked them to raise their right hand and take an oath of office for their new positions. New executive committee members are:

Dennis Guthrie, Chair
Trisa Kelly, Vice Chair
Tony García, Secretary

Announcements – Chair Guthrie reminded the audience this is a business meeting of the Advisory Committee. The audience is welcome to ask questions about the agenda and business meeting discussions during the Public Comment section of the program. Immediately following the business meeting there will be a Town Hall forum for attendees with the Advisory Committee.

Introductions – Chair Guthrie introduced himself and asked the Committee and others at the table to introduce themselves, state where they live, and service affiliation:

Dennis Guthrie, Redmond
Trisa Kelly, Portland, Oregon Air National Guard
Ed Van Dyke, ODVA Deputy Director
Tony García, Secretary of the Advisory Committee
Al Herrera, Beaverton, Immediate Past Chair of the Advisory Committee
Ryan Howell, Albany, Oregon Army National Guard
Mary Mayer, Portland, Retired Air Force Colonel
Tracy Ann Gill, ODVA Director's Office

Audience Introductions:

Bill Marshall, Air Force, Hermiston
Rich Halverson, Navy, VFW Sr. Vice Commander, Washington
Bill Stevens, Farm Near Pendleton, Navy
William Hill, US Army, Hermiston
Bruce Shriver, ODVA Financial Services Director
Laurie Skillman, ODVA Sr. Policy Advisory
Andy Smith, Association of Counties, Navy
Al Prosser, Army, Hermiston
John Good, Pendleton, US Air Force

Clifford Smith, Athena, VFW District 8 Commander
Ron Morgan, Salem, Army
Joe LaVerdure, Native Oregonian, Army, VFW
Brian Westfield, Director of VA Medical Center, Walla Walla
Dave? Hermiston, US Navy, Navy Reserves
Mary Jaeger, ODVA Aging Veteran Services Director
Jerry Walker, Air Force
Van Moore, Westcare Management
Cody Cox, ODVA Home Loans Program Manager
Jay Lillie, Marine, 1st Marine Division
Kenneth Elliott, Hermiston, Army
CJ McMeyer, Hermiston, American Legion
Bob Daniel, Hermiston, Second Vice Commander, District 6 American Legion
Bill Runion, VFW, AL, DAV
Al Frost, VFW 922, Argon, US Air Force, Korean Conflict
Len Scott, Pendleton, Marine, 17 Years ORNG
Stan Getz, Army, CVSO, Pendleton
Betty Herrera, Ladies Aux Military Order of the Purple Heart
Bill Tidd, US Air Force, Silver Lake WA
Toni Cordell, Confederated Tribes of the Umatilla Indian Reservation
Mitch Sparks, ODVA Statewide Veteran Services Director, navy
Brian Hunt, CVSO, Wheeler County
Tom Sanders, Salem, US Navy
Alfred Hansen, Airforce
Sandra McAlvey, Navy
John Cook, Air Force
Erick Olson, Hermiston KOHU/KQFM Radio
Gary Allen, Navy
Robert Daniel, American Legion Post #37
Glenn Scott, Umatilla County VSO
David and Jewell Mull, Retired Veteran
Linda Skendzel, Morrow County CVSO
Roger Ford, Veteran
Ken Hess, Retired

Review and Approval of June 3, 2015 Meeting Minutes – Chair Guthrie asked the committee members if they had reviewed the June advisory committee meeting minutes and if there were any corrections. Mary J. Mayer made a motion to accept the minutes as published. Al Herrera seconded. The motion was unanimously approved.

Directors Report - Ed Van Dyke

Ed Van Dyke thanked the board for coming and guests for attending. He reported Director Smith is at the National Association of State Directors of Veterans' Affairs (NASDVA) meeting in FL and sends his gratitude to you all for attending.

Mr. Van Dyke reported the 2015 Annual Report is complete and copies will be available to advisory committee members within the next week. A copy was passed around for review, but because of a printer error, a new report is being printed and will be made available to the advisory committee within the next week. Mr. Van Dyke thanked Nicole Hoeft and the communications team at ODVA for all their work preparing the report, ODVA staff for their input and advisory committee members for all they do. This year's report is more than statistics and budget analysis; it is a story about Oregon Veterans.

Mr. Van Dyke shared a few things on behalf of the Director:

The 78th legislative session has adjourned in July and will reconvene in February. ODVA is thankful for all the legislature did for our veterans this session. There were a number of significant policy bills and bills passed that honor Oregon veterans.

The Veterans Benefit Expo held in June was very successful. It was an impressive event serving veterans from all eras. ODVA is looking at holding next year's event in a larger venue, closer to Portland. Director Smith went on a listening tour and met with veterans and community partners around the state to better chart and organize veteran issues as we move forward to the next legislative session. Mr. Van Dyke announced that Eric Belt has retired and Mitch Sparks has accepted the challenge to be the Statewide Veteran Services Director. Mary Jaeger is the Aging Veteran Services Director and oversees both Veterans' Homes and the Conservatorship Program.

Subcommittee Updates:

Included with the briefing packet handed out to committee members and available on the website are quarterly updates from ODVA staff on Financial Services; Veterans Home Loan Program; Legislative Affairs; Statewide Veteran Services; Communications; Conservatorship Program; Oregon Veterans' Homes in Lebanon and The Dalles; Facilities and Construction for the past quarter. During subcommittee updates, ODVA staff presented their reports to the committee.

Statewide Veteran Services – Al Herrera introduced Mitch Sparks, Statewide Veteran Services Director, and congratulated him on his new assignment. Mr. Sparks stated that prior to his new role he served as Manager of the Salem Claims office and the Training and Outreach coordinator for ODVA. He is excited for this new leadership role. Mr. Sparks then reviewed the report submitted by Statewide Veteran Services. He reported on the Veterans outreach grant that ended in June this year. Overall, the vet extended outreach grant is a huge success. POA was increased by 28% with this grant. Umatilla County had an increase of over 328% in powers of attorney this past year due to the grant. Mr. Sparks let the audience know about the upcoming CVSO training in Eugene, 12-16 October.

Chair Guthrie asked the committee if there were any questions for Mr. Sparks. Mary J. Mayer asked Mr. Sparks to share more about his background.

Mitch: I'm from Texas. During my 1982-2007 career in Navy, I have moved 13 times and when I retired I moved to Salem. I took 6 months off and then accepted a job as a VSO in Salem, then took manager job in Salem Claims. I then moved to the Training position and taught new County and State VSOs duties to better serve Veterans.

Home Loans Program – Al Herrera introduced Cody Cox, Home Loan Program Manager. Cody Cox presented the quarterly Home Loans Program report to the committee. He covered the federal regulation change effective October 3rd that requires all mortgage brokers follow a new closing process

called TRID regarding truth in lending and settlement disclosures. The Loan Program had to upgrade software to meet the needs of this new legislation. Mr. Cox reported effective June 2015 ODVA Home Loans offers a 97% loan program. However, if the vet is a highly qualified veteran, there are programs where the 3 percent can be gifted. Soon, a down payment assistance program will be available.

Aging Veteran Services – Mary J. Mayer introduced Mary Jaeger, Aging Veteran Services Director. In addition to presenting the Aging Veterans quarterly report, Mrs. Jaeger reported about 150 veteran clients are in the conservatorship program. In addition, there are approximately 80 veterans at the Oregon Veterans Home in Lebanon and 124 in The Dalles. She stated there are less skilled nursing homes in Oregon; there are more assisted living and short stay facilities.

Tony García asked: Is there interest in the community to have veteran assisted living or adult foster care – not only skilled nursing? Mrs. Jaeger stated ODVA has approached adult foster care providers and asked the same question and there will be more discussions going forward.

Mary J. Mayer asked: What about spouses taking care of veterans in their homes? Where do these folks go to get help? Mrs. Jaeger confirmed there are many agencies that can help families, for example, The Aging Disability Resource Center, partnering with the Alzheimer Association and Oregon Care Partners.

Financial Report –Trisa Kelly introduced Bruce Shriver, Chief Financial Officer, to present the Financial Services report.

Mary J. Mayer asked: Will the Women Veteran and LGBT coordinator positions be funded for one year only? Mr. Shriver confirmed they are not funded for the full 24 months of the biennium because they know it takes time during that period to advertise, interview and fill the position. They were both budgeted for 21 months and will be permanent and included in future budgets.

Legislation, Administrative Rules and Agency Policy – Tony García introduced Laurie Skillman, Senior Policy Advisor. Ms. Skillman provided an overview of the bills and legislation recently passed through the 78th Oregon Legislation Session. Ms. Skillman talked about next steps for filling the women’s veteran coordinator and LGBT coordinator positions, legislative days in November and the upcoming February legislative session. ODVA’s legislatively adopted budget included \$500K for counties. The Association of Counties and ODVA will work to get these additional funds distributed by formula involving the number of veterans to each county.

The legislature agreed to fund \$350K for the suicide prevention hotline for the next biennium, totally \$350K. Legislative days will be held in September, November and January; the next full session will be held in February 2016. During legislative days there are committee and task force meetings, in preparation for the February session.

Chair Guthrie: When will the hotline be up and running? Ms. Skillman explained the existing contract funding runs through February. The new contract will be up and running prior to that date. There will not be any down time.

Tony García: Do we have an agenda for what we are pushing forward for legislative days? Ms. Skillman explained there is an IT need to fix an issue with the current conservatorship program. ODVA is currently working the issue.

Legislative concepts for 2017-2019 biennium are due in the April/May 2016 timeframe.

Chair Guthrie shared that Director Smith and he have been looking at ways to get veterans and service organizations more involved in legislative affairs and educate them on how they can help.

Jonathan M. Wainwright Memorial VA Medical Center (Walla Walla):

Trisa Kelly introduced Brian Westfield, Director, Walla Walla Medical Center and read his bio to the committee. Mr. Westfield gave a presentation (slides attached) which included an update of the Walla Walla Medical Center leadership structure, performance measures, and construction projects at the Clinics. Mr. Westfield also gave an update of other facilities on campus which include the Residential Rehabilitation Unit, Specialty Care Clinic and Call Center.

Chair Guthrie announced the next Advisory Committee meeting will be held December 2, 2015 at the Hillsboro Civic Center.

Chair Guthrie adjourned the meeting at 12:30 p.m.

9/2/2015

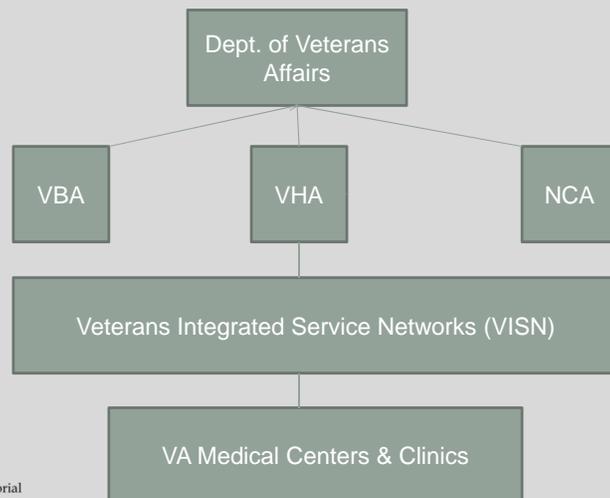
Welcome to the —



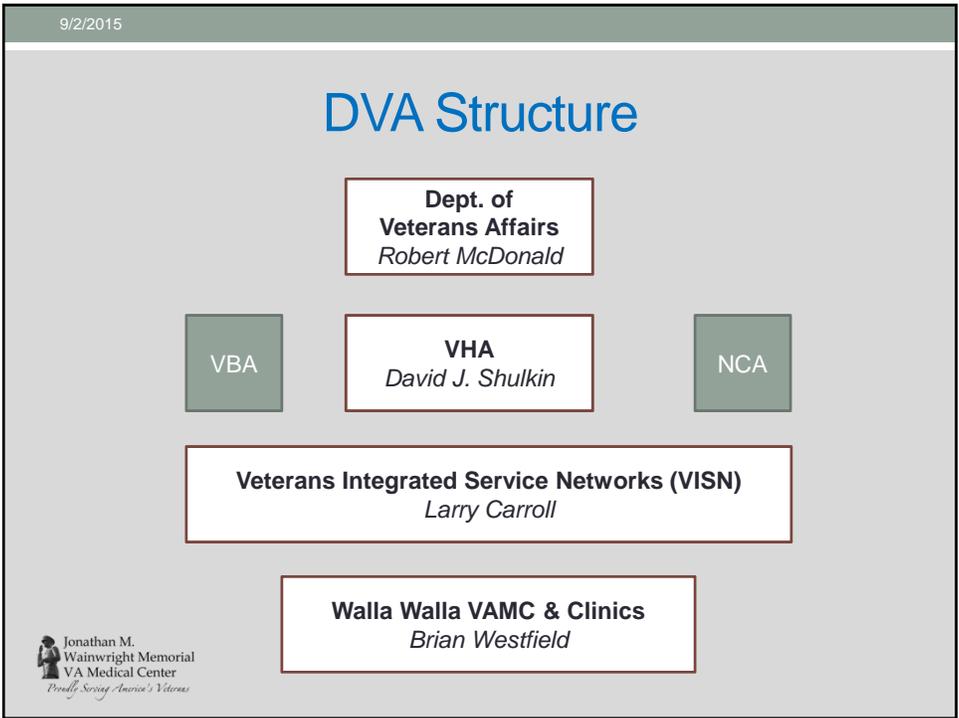
Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Dept. of Veterans Affairs Structure



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans



9/2/2015

Blueprint For Excellence

~ Four Themes ~

- Improve Performance
- Promote a Positive Culture of Service
- Advance Health Care Innovation for the Veterans and Country
- Increase Operational Effectiveness and Accountability

The image shows a 3D bar chart with five blue bars of increasing height from left to right. A green line with an upward-pointing arrow is overlaid on the bars, indicating a positive growth trend.

Jonathan M. Wainwright Memorial VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Improve Performance

- Performance Metrics
 - Clinical & Operational
 - Quality of Clinical Care
- Access
 - Scope – clinic expansion suspended
 - VACAA Legislation (VA Choice) – August 2014
 - 40/30 - \$10B
 - VACAA positions - \$5B
 - 40 mile rule change
 - Construction Authorization & Choice Improvement Act – May 2015
 - Surface Transportation & Veterans Health Care Choice Improvement Act – July 31, 2015
- Outcomes vs. Process
- Population Health



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Promote a Positive Culture of Service

- Veteran satisfaction
- Not just healthcare, but also service
- Customer owner
- Feedback vs. Complaints



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Advance Health Care Innovation

- VHA positioned to lead
 - Financial structure ❖ EMR ❖ TeleHealth
- Patient Centered Care (Medical Home)
 - PACT team ❖ Life Goals ❖ Coordination of Care
- Research
 - Prosthetics ❖ Polytrauma
- CAM



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Increase Operational Effectiveness and Accountability

- ECF Contract
- Lean Six Sigma
- Integrity



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Walla Walla VAMC & Clinics

- History
 - CARES 2004
 - Construction appropriations
 - EOC Standards – implications
 - Mission change – ambulatory care mission; access
 - Develop access clinics
 - La Grande CBOC
 - Enterprise PCTOC
 - Boardman PCTOC



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

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 - **Construction Projects –**
 - **Major**



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015



- Opened in August 2013
- 66,000 sf
- Connected to the original hospital (Bldg. 86)
- Phase II renovation of Bldg. 86



9/2/2015

Walla Walla VAMC & Clinics

- History
 - CARES 2004
 - Construction appropriations
 - TJC Accreditation failures – implications
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 - Develop access clinics
 - La Grande CBOC
 - Enterprise PCTOC
 - Boardman PCTOS
- Construction Projects
 - Major
 - **Minors**



9/2/2015

Residential Rehabilitation Unit

- 36 bed residential unit
- Location
- Program focus ~ substance abuse treatment
- Program features



Jonathan M.
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9/2/2015

Specialty Care Clinic

Optometry
Audiology
Dental



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9/2/2015

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- Construction Projects
 - Major
 - Minors
- New Veterans Services
 - **BURR Project**



Jonathan M.
Wainwright Memorial
VA Medical Center
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9/2/2015

Walla Walla VAMC & Clinics

- History
 - CARES 2004
 - Construction appropriations
 - TJC Accreditation failures – implications
 - Mission change – ambulatory care mission; access
 - Develop access clinics
 - La Grande CBOC
 - Enterprise PCTOC
 - Boardman PCTOS
 - Construction Projects
 - Major
 - Minors
 - New Veterans Services
 - BURR Project
 - **State DVA Nursing Home**



Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

9/2/2015

Walla Walla VAMC & Clinics

- History
 - CARES 2004
 - Construction appropriations
 - TJC Accreditation failures - implications
- Construction Projects
 - Major
 - Minors
- New Veteran Services
 - BURR Project
 - State DVA Nursing Home
 - **Contact Center**



 Jonathan M.
Wainwright Memorial
VA Medical Center
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9/2/2015

Call Center Pictures



9/2/2015

Walla Walla VAMC & Clinics

- Partnerships
 - Spokane VAMC
 - Other VISN 20 VAMCs
 - Community Partnerships
 - Red Badge Project
 - VITAL
 - Inpatient Care
- Community Engagement
 - Ft. Walla Walla Campus (Federal VA, State VA, community)
 - Joint responsibility for Veterans Care
 - Coordination of Care
 - Improved Quality



 Jonathan M.
Wainwright Memorial
VA Medical Center
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9/2/2015

Questions?



 Jonathan M.
Wainwright Memorial
VA Medical Center
Proudly Serving America's Veterans

DIRECTOR'S REPORT
Cameron Smith

I am not sure where the fall went and how we are already into December, but we are going strong.

This September, we were proud to release the Advisory Committee's Annual Report. Chair Al Herrera joined me in a meeting with Governor Brown and she was very impressed with all that we have accomplished as a team over the last year.

The Home Loan team continues record production as well as servicing a growing portfolio. We continue to also have great results with care in The Dalles and are filling the Lebanon Veterans Home which also recently received its Memory Care Certification. Statewide Veteran Services continues its essential work on direct claims, claims review and appeals – with a key new link to filing electronically with the Federal VA. The SVS team also led an incredible tribal veteran representative training as well as the County Veteran Service Officer training this fall.

The annual report is impressive not just for what we have accomplished together over the last year, but also because it is grounded in the stories and images of our veterans. Nicole and the Communications team did an amazing job capturing the heart and soul of our veterans' community and partners. The design itself conveys our passion and essential mission as advocates for veterans.

We have also been presenting to the Legislature this past quarter. We continue to update on implementation of legislation coming out of the 2015 session as well as chart out a path for an Oregon veterans' policy agenda going forward.

In this 70th anniversary year for ODVA, we have an incredible opportunity to honor our past and continue to build on our strong foundation. With the Advisory Committee's help, we'll keep the ideas flowing on how to continue to improve and implement efforts that will be transformative over the next 70 years for our veterans and families.

I want to give a very special thanks to Al Herrera and Mary Mayer for their tenure of service on the Advisory Committee. They have been incredible leaders in our work and have always provided me and our team with invaluable counsel. We are fortunate to have such leaders having served in uniform and continuing to serve veterans and our state.

I also give a hearty welcome to Kim Douthit and Jon Mangis in joining the Advisory Committee.

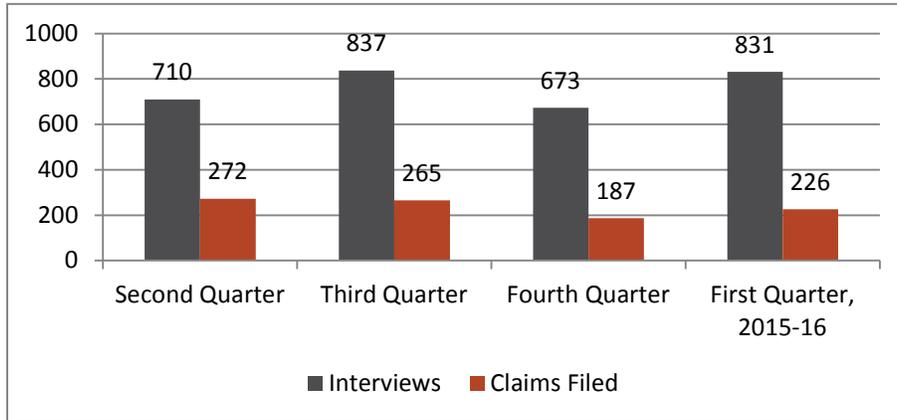
Thank you all so much for your continued dedication and commitment to Oregon's veterans!

STATEWIDE VETERAN SERVICES
Mitch Sparks, Director

PROGRAMS

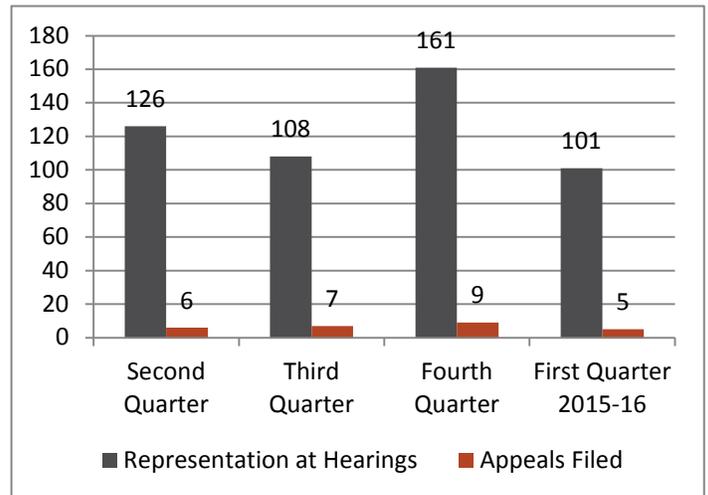
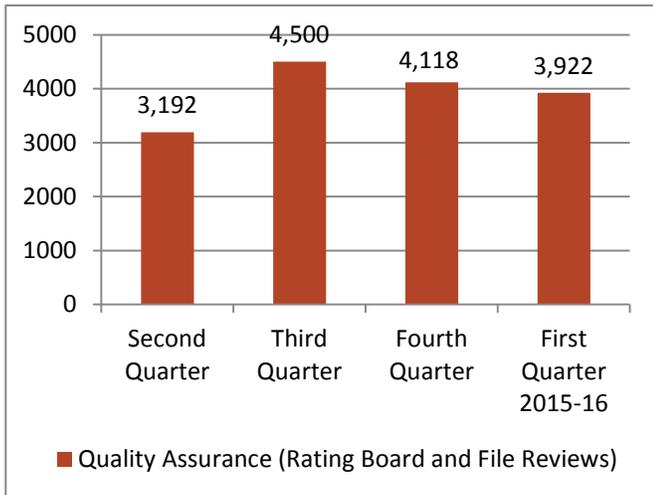
Statewide Veterans' Services, Salem Office—Joe Glover, Manager

Providing direct service to veterans, dependents, and survivors for Marion and Polk Counties.



Statewide Veterans' Services, Portland Office—Martin Ornelas, Manager

Supporting County Veterans Service Officers through quality assurance and appellate representation, as well as interoperability with the U.S. Department of Veterans Affairs Portland Regional Office.



Training Certification and Outreach—Gus Bedwell, Program Analyst

Five onsite VSO Training and Assistance visits were held in Baker, Grant, Wallowa counties, as well as both Veterans' Homes. Gus collaborated with the Union County VSO to host the first of five one-day regional trainings; the four remaining regional trainings are scheduled around the state in late 2015 and early 2016. Two Five Day Introductory Training Courses were held in

Salem for six new County VSOs. Gus Bedwell hosted a meeting for Military and Veteran Resource Coordinators from Portland Community College, Portland State University, Oregon State University, Corban University, and Concordia University, with the intent of creating a network for these newly emerging on-campus positions. The next meeting will be hosted by Corban University on November 19, 2015. In September, Mitch Sparks and Gus Bedwell co-facilitated a workshop at the Oregon Healthcare Association State Conference in Portland and a three day Tribal Veteran Representative Conference in Salem.

Grants Management—Dave Cooley, Program Analyst

Emergency Financial Assistance

First Quarter 2015-16 (July – September): 69 applications for grants were received, with 12 of those approved for a total of \$12,049. The average grant was \$1,005. Most approved grants continue to be for mortgage/rent and utility payments.

Highly Rural Transportation Grant

The grant is active. Eight rural counties with a population density of less than 8 residents per square mile are transporting veterans to VA and non-VA medical appointments. The original grant ended at the end of September, but it has been renewed for all eight counties for the next year. ODVA is seeking legislative spending authority for those funds, anticipating it will be granted during the February 2016 session. No funds may be disbursed without approval.

Reported for July through September:

3,774.05	Hours of time expended on medical trips
1,455	Trips completed (one way: home to appointment)
82,790	Total miles driven
305	Veterans served

Lines For Life

The grant is active. Lines For Life provides 24 hour phone and text services to at-risk veterans and their families. 414 calls from nineteen identified counties were logged for the period July 1 – September 30, 2015, an increase of 10 calls over last quarter. The calls had an average wait time of 21 seconds. Referrals were given to 44% of the callers for mental health appointments, drug and alcohol treatment, and assistance with the VA.

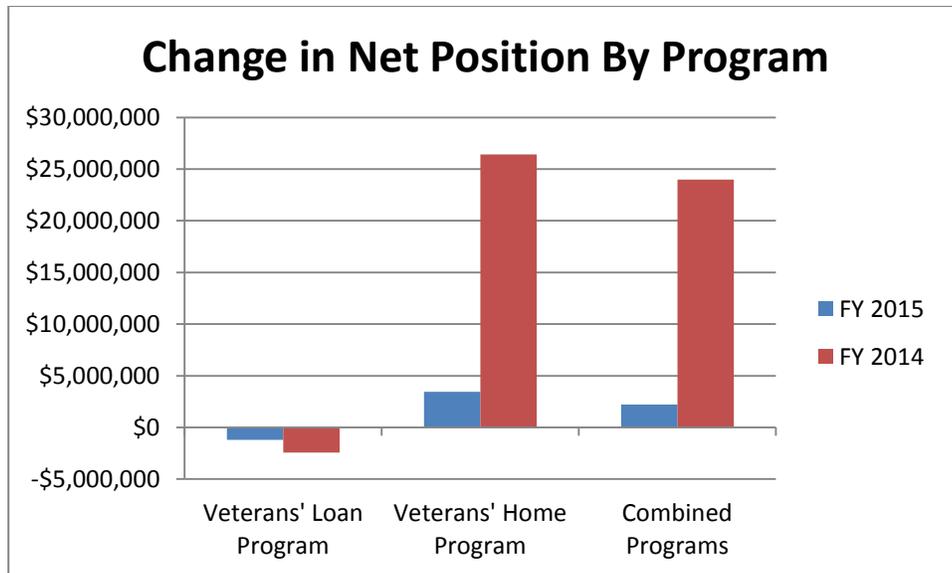
**FINANCIAL SERVICES DIVISION Bruce
Shriver, Chief Financial Officer**

Unaudited Annual Financial Statements

The June 30, 2015 unaudited annual financial statements show an overall reduction in net position in the Veterans' Loan Program of approximately \$1.2 million compared to the prior year. This reduction in net position reflects the cumulative effect of a change in accounting principle of approximately \$0.9 million attributable to the adoption of GASB 68 on pension accounting. The same period for the prior fiscal year showed an overall decrease in net position of approximately \$2.4 million, and included the effect of a change in accounting principle of approximately (\$1.2) million relating to the adoption of GASB 65 on the accounting treatment of items previously reported as assets and liabilities.

The Veterans' Home Program unaudited annual financial statements show an overall increase in net position of approximately \$3.4 million, compared to an increase in net position of approximately \$26.4 million for the same period of the prior fiscal year. Included in these figures were transfers and capital contributions into the Veterans' Home Program from the Veterans' Home Trust Fund and federal grant monies which totaled approximately \$5.7 million for fiscal year 2015 compared to approximately \$24.3 million in fiscal year 2014.

The Changes in Net Position for both the Veterans' Loan Program and Veterans' Home Program are shown in comparative form on the graph below.



Other Financial Services Division Activities:

Over the past several months, the Financial Services team also worked on contracting & procurement efforts, helped submit federal grant requests, processed federal grant reimbursements, worked on fiscal year 2015 financial statements, worked with and provided information to our external auditors, participated in risk assessments, prepared arbitrage rebate calculations and conducted other post-issuance bond compliance activities, completed a \$59.4 million bond sale to raise funds for new veteran home loans, and performed other related financial activities as needed.

FACILITIES AND CONSTRUCTION

John Osborn, Manager

The Dalles Veterans' Home

Construction on the new C wing garden is now complete. The D wing garden is also finished; two elements that were not part of the original budget will be completed by volunteers donating labor and materials. This will include a small green house and an activity shed with the purpose of engaging the resident's cognitive skills and manual dexterity. Again, this new design will ensure we will provide a safe and accessible outdoor experience for all our residents in our memory care wing.

We are currently waiting for the release of the 2016 USDVA project priority list. This list will indicate what position Oregon is in future funding for our latest grant application. The new grant will provide an upgrade to the interior of the entire home to include; new flooring, painting public areas and resident rooms, new wall protection and handrails, remodel of nurse station and nutrition stations, replace furniture, remodel therapy/ rehab area, upgrade all interior lighting, remodel main kitchen, construction of a new storage building and activity room for the memory care unit.

Lebanon Veterans' Home

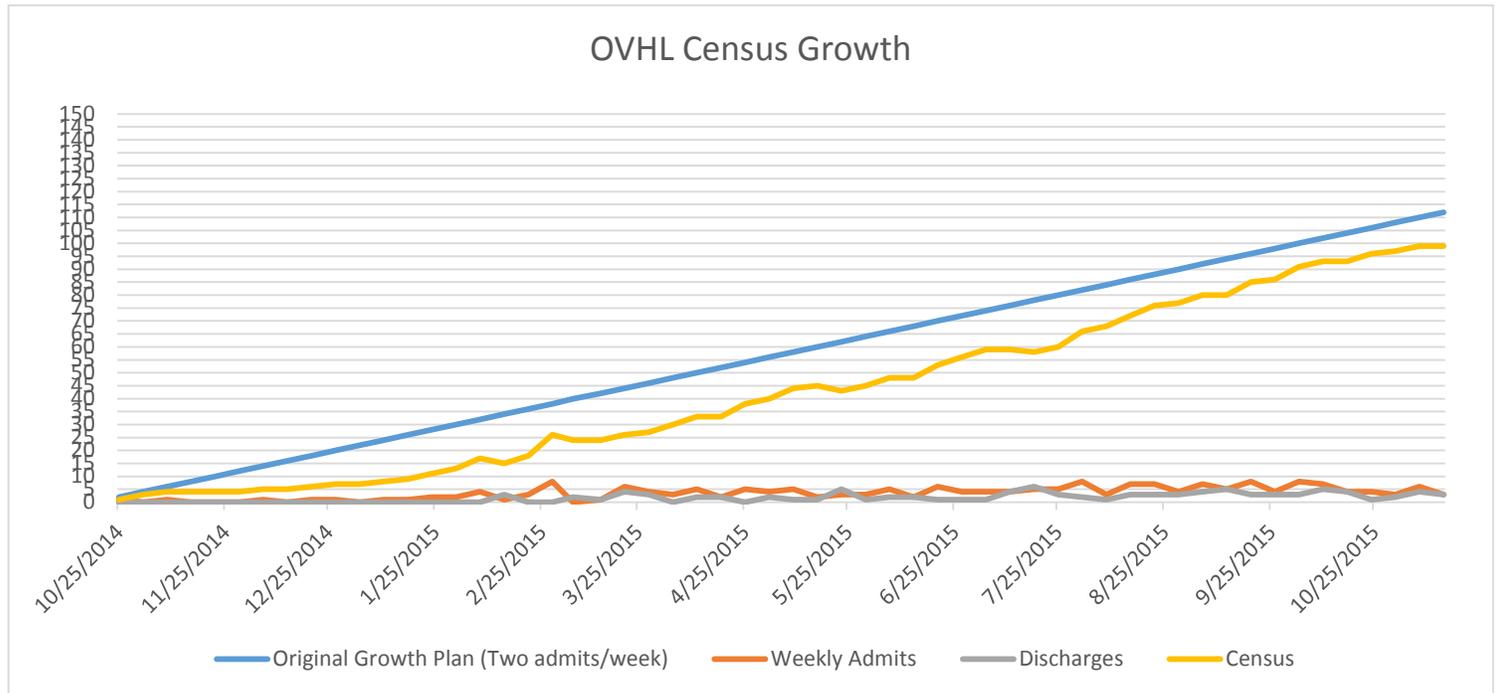
The Lebanon home at this writing has 98 residents. They are at least one month ahead of budget schedule and, at this pace, expect to reach 95% capacity by April 2016 (1.5 years after opening and twice as soon as originally planned) There are currently 8 of 11 houses open and Delta 3 opening next week. All Charlie houses and Alpha 2 and 3 are 100% occupied. Delta 1 and 2 are both nearly full. The Lebanon home currently employs 157 people and expects to hire approximately 50 – 60 more by the time we are full. This new care model requires fewer employees because our nursing staff (RN's, LPN's and C.N.A.'s) work 12 hour shifts so only two shifts per day are needed. We continue to tour groups from all over the country who want to see what we have built here in Oregon. We definitely are the tip of the spear when it comes to building design and universal worker care model!

Work on the new south sidewalk canopy and the two additional storage sheds has begun. This work will provide additional storage space for residents' personal effects and facility equipment storage. The general contractor is anticipating a work schedule showing a March 2016 completion date. The final "not to exceed cost proposal" and a comprehensive work schedule has been received and the amendment documents are under review at DOJ for legal sufficiency. We will execute a change amendment to the contract once all documents are received and approved by DOJ.

The last of the furniture, fixtures and equipment (FF&E) have been ordered and are arriving at the home. These FF&E items will provide the final components necessary for the operation of the facility.

EDWARD C. ALLWORTH OREGON VETERANS' HOME, LEBANON
Mary Jaeger, Aging Veteran Services Director
Jeremy Woodall, Program Manager

The Oregon Veterans' Home in Lebanon (OVHL) celebrates by admitting its 100th veteran resident on Monday, November 16. Growth chart below (as of Oct 31, 2015).



Most notable this quarter is the rapid growth in Delta Neighborhood, our Memory Care Unit. We have 56+ on the list to admit to Delta with 17 beds available.

There are currently 8 of 11 houses open and Delta 3 opening next week. All Charlie houses and Alpha 2 + 3 are 100% occupied. Delta 1 + 2 are both nearly full.

Going paperless has been a goal of Jeremy (Program Director) and Katie (Assistant to the Program Director). Currently all claims for benefits are 100% paperless. The admission process (for ODVA purposes) is paperless as well, utilizing VetraSpec.

More construction is planned for the next couple of months. We are beginning a construction project to add two additional storage buildings and a covered walkway between Charlie and Delta neighborhoods.

Community involvement has been a goal of the OVHL since opening. The reality is that many of our veteran residents are here long-term and do not get out of the Home very often. Engaging the community through our Canteen, and the networking we do with local veteran groups, organizations, even the elementary school next door provide opportunities for our veteran residents to stay connected with the “outside world”.

AGING VETERANS' SERVICES
Mary Jaeger, Director
Kelly Breshears, Conservatorship Manager

Mission: 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.

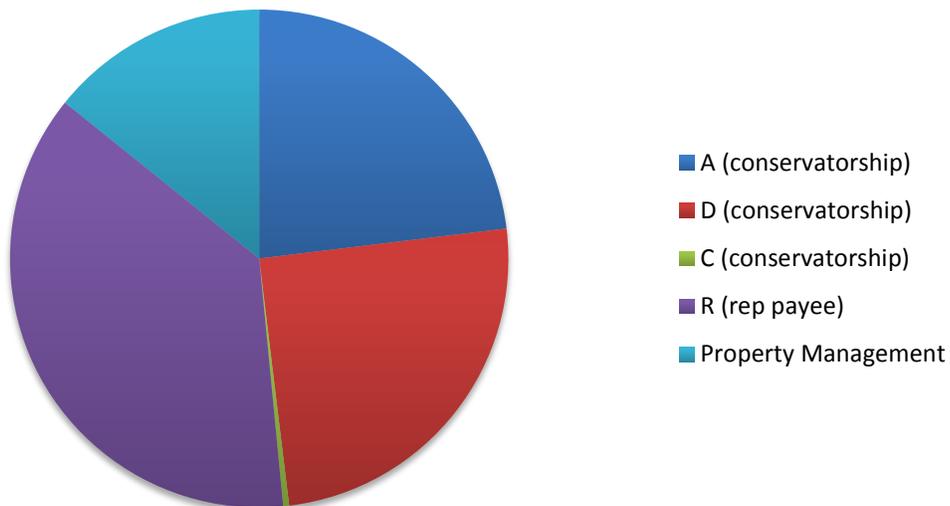
Interviews/Motions:

37	Field Interviews conducted
94	VA inquiries/responses
3	Incoming court inquiries
49	Annual/other Motions filed by ODVA
11	USDVA Claims filed

Current Status:

134	Protected persons currently under conservatorship
1	New conservator case gained this quarter
5	New conservator cases, pending court approval
97	Total Representative cases
16	Representative cases gained this quarter
2	Representative cases pending appointment

Caseload Distribution



OREGON VETERANS' HOME, THE DALLES
Mary Jaeger, Aging Veteran Services Director
Dallas Swafford, Program Manager

Census:

Resident total 132

Spouses 32

70%ers 27

Deficiency free survey – In October, The Oregon Veterans' Home in The Dalles was visited by the federal VA survey team. The team came to the facility to conduct their annual survey to ensure the home meets all the federal standards required by the VA to operate a state veterans' home. I am happy to report to you that the veterans' home in The Dalles made it through the survey with no reported deficiencies earning another deficiency free survey. Having another deficiency free is testament to the hardworking staff at the OVHTD and their dedication to provide the highest quality care to the veterans and spouses who are residing at the Oregon Veterans' Home in The Dalles.

Tragic Event – By now I am sure everyone on the committee is aware of the recent tragic event that transpired at the Oregon Veterans' Home in The Dalles. The event was quite emotional for residents, staff members and family members of residents at OVHTD. I cannot express how gracious we all are for the support given to the residents and staff at the veterans' home to help ensure everyone has all the resources and support needed to help get through the trying times. I would like give an extra big thanks and show of gratitude to the employees at OVHTD who rallied together and went above and beyond to provide support to residents and one another making sure everyone felt safe and secure. The staff at OVHTD put together a beautiful memorial honoring the life of the veteran.

LEGISLATION, ADMINISTRATIVE RULES AND AGENCY POLICY
Laurie Skillman, Senior Policy Advisor

Implementation of 2015 Legislation

The Department has been busy implementing the legislation that was passed in 2015, including participating and staffing a task force on incarcerated veterans (HB 2838), beginning the process of hiring a new women veterans coordinator for the fastest growing veteran’s demographic (women) (HB 3479) and an LGBT coordinator (SB 946). In late summer, the Department worked with the counties on the distribution of an additional \$1 million that goes to county veteran service offices.

During the first part of 2016, ODVA will begin work on contracting for a statewide study on healthcare services for women veterans (HB2539) and volunteer veteran guides (SB 89).

Legislative Days

Oregon Legislative committees meet between annual Legislative Sessions during periods known as “Legislative Days.” All committees hold hearing for three days in September 2015, November 2015 and January 2016.

The House and Senate Interim Committees on Veterans and Emergency Preparedness asked Director Cameron Smith to present general overviews of ODVA’s progress implementing the 2015 legislation and to provide the committees with priorities during legislative days. Director Smith appeared before the committees in September and November.

During January Legislative Days the committees will discuss bills that the members and the committee will be introducing for the February 2016 short Legislative Session.

February Session: February 1 – March 5

The February Legislative Session is known as the “short session” because the Legislature only meets for about five weeks. The Governor, members of the Legislature and committees are only allocated a limited number of bills. For example, the Governor may only introduce five bills during this session. ODVA will not be introducing any bills; however, we will be working with Legislators to provide information, technical assistance, and to help them shape their policies and bills.

Preparation for 2017 Legislative Session

The Department will begin working on 2017 legislative concepts in February and March because we must submit these concepts for consideration by the Governor’s office by mid-April 2016.

ODVA has an email subscription service for Legislation and Rulemaking. Interested parties may subscribe by going to the ODVA website www.oregon.gov/odva and selecting “eSubscribe” on the right-hand side of the home page.

COMMUNICATIONS AND INFORMATION SERVICES

Nicole Hoeft, Manager

ODVA's continued efforts to increase our online presence have resulted in a steady audience reach over the last year. The agency is now reaching veterans via Instagram, Twitter, FB, the blog, county blogs and direct email subscriptions in addition to print publications and traditional press releases. This Veterans Day and through November, we had record online traffic:

- Over 1,800 Tweet Impressions per day during In November (meaning our tweets were seen over a thousand times each day in November)
Over 10,000 Facebook Post Reach during the week of Veterans Day with a thousand people engaged (liked/commented/shared our posts)
- Most popular Tweet: "ODVA invites you to thank an #oregonvet this Veterans Day" - <https://twitter.com/OregonDVA/status/664214294729502720>



- Most popular FB post: "Portland's About to Get Its First Veterans-Only Homeless Shelter" - <https://business.facebook.com/odvavet/posts/10154422482104408>
- ODVA was retweeted by Gov. Brown, Rep. Greg Smith, Sen. Chuck Riley, Portland Mayor Charlie Hales, Oregon City, POW-MIA Families, Western Governors Association, Oregon DHS, Portland State University, Oregon State Parks, and were mentioned by Do Good Multnomah and Uber Portland (ride-sharing service, they have a campaign right now to donate rides to veterans).
- People also liked the Storify roundups of Veterans Day coverage throughout the state – over 2,500 views in a week <https://storify.com/OregonDVA>
- Agency site traffic spiked with 8,840 page views (7,228 unique visitors) the week of Veterans Day. Many of those visits were referred by federal VA's directory of statewide events.

With the successful implementation and adoption of ODVA's online information as well as the development of the agency's new website, ODVA will scaling down the print version of the Vets News to two issues in 2016; May and November. Timely event, benefit and news information will be centralized on the agency's website.

