

REPORT TO THE ADVISORY COMMITTEE

MARCH 2, 2016



An Air Force F-16 Fighting Falcon aircraft prepares to take off shortly after sunrise from Eielson Air Force Base, Alaska, Jan. 24, 2016, to fly to Kadena Air Base, Japan, to participate in training exercises. The Falcon is assigned to the 18th Aggressor Squadron. Air Force photo by Staff Sgt. Shawn Nickel



OREGON DEPARTMENT
of **VETERANS' AFFAIRS**



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of VETERANS' AFFAIRS

**ADVISORY COMMITTEE
TO THE
OREGON DEPARTMENT OF VETERANS' AFFAIRS
March 2, 2016**

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

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

Quarterly Meeting
Wednesday, December 2, 2015
9:30 AM – 12:00 PM
Hillsboro Civic Center
150 E. Main St., Hillsboro, OR 97123

MEETING MINUTES

Dennis Guthrie, Advisory Committee Chair, called the meeting to order at 9:40 AM.

Mike Jones led the group in the pledge of allegiance.

Ryan Howell gave an invocation.

Announcements

Chair Guthrie reminded all attendees that this is a meeting of the Advisory Committee. The audience is welcome to listen, but are asked to hold questions regarding any agenda items until the end of the meeting, during public comments. After the meeting there will be an open forum for any larger veteran issues and items for discussion.

Introductions

Chair Guthrie introduced himself and asked all Advisory Committee members to introduce themselves.

Chair Guthrie is from Redmond Oregon and was a combat medic in the 1st Cav Div, Vietnam, 1969-1970.

Jerry Lorang, Portland Oregon.

Ryan Howell, Member of the Army National Guard from Albany, Oregon.

Tony Garcia, Member of the Oregon National Guard since 2008 and still currently serve as a JAG. Mr.

He is a veteran of Iraq and from Portland, Oregon.

Cameron Smith. Director, ODVA, and a Marine.

Michael Jones, from Ontario Oregon, US Army Veteran, served in Vietnam.

Kim Douthit, US Coast Guard, Veteran Resource Specialist at Portland Community College, Sylvania Campus and from Portland Oregon.

Betty Herrera, Ladies Auxiliary, MOPH.

Mary Mayer, Air Force Veteran, MOAA and AFA Member and recent Advisory Committee member.

Al Herrera, Retired US Army.

Dick Lebar, Marine Corps 1965-1971, Vietnam Vet, Member of In-Country Vietnam, Clackamas, OR.

Laurie Skillman, Senior Policy Advisory, ODVA.

Mitch Sparks, ODVA, Director Veteran Services.

Sue Farkash, ODVA, Statewide Veteran Services.

Ed Van Dyke, Operations Director, ODVA, Retired Army.

Bruce Shriver, Finance Director, ODVA.

Betty Pomeroy, US Army retired, 30 years, Hillsboro.

Vickie Horn, VSO Washington County Supervisor, Marine.

Jay Lillie, Retired Marine, 1st Marine Division Association.

Steven Easterday, Retired Marine, 1st Marine Division Association.

Art Dummer, Korean Veteran, Hillsboro.

Wayne Harvey, Retired Army, UVGO, Retired Enlisted Association.

Robert Haltiner, MOPH Department Adjutant, US Army Vietnam 1967-1968.

Bill Tidd, Retired AF, Vietnam Veteran.

Patti Jay, Oregon Air National Guard 1979-1986, NW Women's Veteran Connection.
Casey Curry, Oregon Army National Guard 1981-1987, Returning Veterans Project.
Kelly Breshears, Aging Veterans Services Assistant Director, ODVA.
Mary Jaeger, Director, Aging Veteran Services, ODVA.
Dallas Swafford, Program Manager, Oregon Veterans Home, The Dalles.
John Conception, Local Veterans Employment Rep, Retired Air Force, Vietnam Veteran 1972-1973.
Martin Ornelas, Manager, Portland Claims Office ODVA, Coast Guard retired veteran, 20 years .
Bill Seaton, Vietnam Veteran, 25th Division, My Healthy Vet Evangelist.
Kelly Roesch, VA Portland health care system, assistant public affairs officer, Navy Vet 1988- present.
Lois Price, Marine Corp League Springfield, Woman Marine Association, VVA.
Steve Price, Commandant, Department of Oregon Marine Corps League, VFW, American Legion.
Cody Cox, ODVA, Home Loan Program Manager.
Jon Mangis, Retired Former ODVA Director.

New Member Oath of Office - Chair Guthrie asked Mr. Mangis and Mrs. Douthit to approach the front of the room to swear them in to their committee membership positions. Chair Guthrie explained that committee terms are 4-year appointments with possible re-appointment. Chair Guthrie asked Mr. Mangis and Mrs. Douthit to raise their right hand and repeat the Governor's Oath of Office.

Review and Approval of September 2, 2015 Meeting Minutes – Chair Guthrie asked the committee members if they had reviewed the September advisory committee meeting minutes and if there were any corrections.

Jerry Lorang made a motion to accept the minutes as published.

Ryan Howell seconded.

The motion was unanimously approved.

Director's Report – Cameron Smith, Director, ODVA

Director Smith greeted the committee and guests and thanked them all for attending. Director Smith apologized for missing the September meeting in Hermiston due to his schedule taking him to the National Association of State Directors of Veterans Affairs conference in Washington, DC.

Director Smith shared that he and former advisory committee chairman, Al Herrera, recently presented the committee's annual report to the Governor. The annual report not only talks about the accomplishments of ODVA, but also shares many Oregon veterans' stories and includes photographs of Oregon Veterans. He thanked the ODVA communications team for their hard work and effort in preparing the report.

Director Smith welcomed Jon Mangis and Kim Douthit to the committee and shared that Mr. Mangis was the ODVA director from 1985-2005. ODVA is building on the foundation that was laid by those who came before us over the past 70 years.

In Veteran Services, there was a million extra dollars passed through to counties from ODVA's last budget. ODVA has doubled its training capacity for our Veteran Service Officers, helping to build a system that assists 330,000 veterans across the state. One challenge is to better serve the underserved population of veterans. ODVA is in the process of recruiting a Women Veterans Coordinator to help meet that challenge.

Director Smith reported The Oregon Veterans Home in Lebanon now has over 120 veterans and spouses residing, with the capacity of 154. There will be a presentation today to talk about the Conservatorship and Representative Payee programs at ODVA. More and more clients are being served and the Conservatorship program is in its 50th year of serving veterans.

To date, Home Loans has reached the 60 million dollar mark and is still growing. Today we will update you on legislation that affects ODVA and what we are doing to implement the changes. It is not only the help of staff at ODVA but veterans across the state help that make a difference for veterans.

Director Smith called up Mary J. Mayer and Al Herrera, both past chairs on the committee, for a presentation. Chair Guthrie assisted with the presentation. A framed challenge coin was presented to Ms. Mayer and Mr. Herrera for their service on the committee. Director Smith commented that the Oregon Department of Veterans Affairs, since its inception 70 years ago, has always had an advisory committee. These members give counsel not only to the Governor but to the Director of the Agency and community partners as well.

Ms. Mayer shared with the audience that it has been a labor of love to serve on the committee and she will continue to work for and honor veterans by serving as a founding board member on the Oregon Community Veterans Foundation.

Mr. Herrera stated he has always enjoyed and will continue to serve veterans as long as he is able.

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: Mr. Mitch Sparks thanked Washington County for hosting this meeting at their facility. He reported Salem claims is very active with outreach to prisons and services in Marion and Polk counties and that Polk County has had some interest in starting up their own veteran service office. The Portland office this last quarter has been very busy averaging 24-34 claims per month and just over a week ago started submitting claims electronically through the D2D (digits to digits) program. Only two other states are operating with this program. It is a direct portal to the Federal VA. Currently, there are only three forms in this program to submit. Vetraspec is the program the county and state veteran service officers use to work and track veteran claims. Vetraspec can now electronically submit forms to the Fed VA. Eventually all claims will be transmitted to the federal VA electronically.

Dennis: For claims that are rejected, does the system tell you why?

Mitch: Yes, we have a management system in our office to check on and verify claim information.

Mr. Sparks reported the training and certification division is very busy working with counties. VSOs are getting administrative staff trained to help veterans in their offices.

A recent Tribal Veteran Representative (TVR) training had attendees from 7 states. It was a very successful training that was held at ODVA in December.

Jerry Lorang: Are the TVRs accredited?

Mr. Sparks: No. ODVA has met with Tribal reps to talk about how they can get accredited. A Power of Attorney organization has to reach a broader group of veterans.

Chair Guthrie: Are you working with DAV for the rural transportation grant?

Mr. Sparks: Yes, they all work together. Each county works differently.

Mr. Sparks stated ODVA received 23 applications for the Women's Veteran Coordinator position and interviews will be held soon. The LGBT coordinator position will be posted after the first of the year.

Chair Guthrie: How is ODVA/VSOs expanding into colleges? How are veterans coming home from deployment learning about and using the GI bill? Are there service officers on campus?

Mr. Sparks: We are working with the Higher Education Coordinating Commission (HECC); training on veteran benefits so they can share with student veterans. Western Oregon University is recruiting for a veteran representative.

Kim Douthit stated at Portland Community College, across all 4 campuses, has the largest group of veterans. PCC is hiring an additional Veteran Resource Specialist at the Cascade Campus in North Portland to expand access of services to student veterans.

Home Loans Program: Mr. Cody Cox reported 3rd quarter production numbers are the largest producing quarter since 1997. At the end of October, ODVA has funded more than the full year of 2014. For 2015, we are on pace to reach 70 million dollars in loans and close to 300 units. In May, ODVA started a 97 percent home loan lending program. We struggle and cannot compete with Fed VA because we cannot offer 100 percent financing. Recently though, ODVA has started a program to offer a down payment assistance program; it is offered through Oregon Housing and Community Services and allows veterans up to a \$15,000 grant.

Financial Services Division: Ryan Howell introduced Bruce Shriver, Chief Financial Officer. Mr. Shriver reported on the Veteran Home and Veterans Loan programs. Since the time of the Financial Services Report, outside financial audits have been completed and are available on the ODVA website.

Legislation, Administrative Rules and Agency Policy: Laurie Skillman shared that in odd years 2015, 2017 the legislature meets for the long session and goes over agencies budgets. In even numbered years, during the months of February and March, the legislative short sessions typically deal with urgent needs. The Governor has only 5 bills to submit during the short session and agencies do not submit bills.

Ms. Skillman announced there is an Oregon Rule Making Hearing for Parks and Recreation which is seeking public comment on proposed rule changes for the Special Access Pass program for disabled veterans. You can get a pass if you are a service connected disabled veteran for 10 days each month for overnight camping at Oregon parks. The new program will include online reservations and showers to the list of fee waivers.

Oregon Department of Veterans' Affairs, Conservatorship Program

Mary Jaeger introduced and welcomed Kelly Breshears, Aging Veteran Services Deputy Director who gave a presentation on the Conservatorship and Rep Payee programs. The conservatorship program is celebrating 50 years of serving our most vulnerable veterans. Presentation slides for this briefing are included in these minutes.

Old Business

Chair Guthrie updated the committee for those who were unable to attend the recent Lines for Life call center tour. He shared that all calls that go into VA 800 723-TALK suicide line are routed to the Portland Lines for Life office. Their CEO, Dwight Holton, gave committee members a tour of the facility and brief history of its creation.

Director Smith talked about how to better incorporate veteran voices on legislative issues during the upcoming legislative session in February. He announced the next service organization commanders call will be held close to the February session date.

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

Veteran Engagement:

Chair Guthrie challenged committee members and attendees to go back to their communities to share how ODVA helps veterans. Mr. García asked how we can education National Guard members of their veteran benefits and suggested visiting with Guard units around the state.

Chair Guthrie adjourned the meeting at 12:03.

Oregon Department of Veterans' Affairs, Conservatorship Program

ODVA CONSERVATORSHIP & REPRESENTATIVE PAYEE PROGRAMS

Who can we help, what this means, and how our services benefit Oregon Veterans

THE PROGRAMS

The ODVA Conservatorship Program was started by legislation that was passed during the 1964 legislative session and we accepted our first client on September 21, 1965. Since that time we have served 1,650 veterans under this program with our current oldest client being with us for 47 years.

We were granted authority through statutory changes for the Representative Payee program during the 2013 legislative session and accepted our first veteran on August 15, 2013 and in the past two years have served 105 veterans under this program.

WHO CAN WE HELP?

ODVA has statutory authority to act as conservator or representative payee for a veteran, or any of the following who are related to a veteran: spouse, widow/er, minor child, helpless adult child, dependent parent, or any other person entitled to benefits under the rules of the US Department of Veterans Affairs.

Note: This can include some members of the National Guard or other reserve components.

WHAT THIS MEANS?

Fiduciary services are needed when a veteran is no longer capable of handling his/her financial affairs due a physical or mental disability.

When this decision is made the veteran is considered “financially incompetent”.



WHAT DOES FIDUCIARY MEAN?

Legal definition: A person to whom property or power is entrusted for the benefit of another.

A fiduciary may be an conservator, representative payee, executor, guardian, trustee, attorney, partner, agent, or any other person acting in the interest for another.

ODVA currently only serves as either conservator or representative payee.



WHO MAKES THIS DECISION?

The decision to deem a veteran financially incompetent can be made by either the County Circuit Court, or Probate Court, of jurisdiction or by the payer of benefits (usually US Department of Veterans Affairs or Social Security Administration).



WHAT IS A CONSERVATOR?

Legal Definition: A person appointed to, in good faith, make payments and manage the financial assets of the estate of an individual who has been deemed incompetent by the probate court having jurisdiction.

As conservator ODVA manages the assets of each veteran we serve including but not limited to all income, investment accounts, personal property, and real property.



WHAT IS A REPRESENTATIVE PAYEE?

A representative payee is chosen by the payer of benefits to manage the monthly income of a veteran who has been deemed incompetent.

This person could be a spouse, a friend of the veteran, an institution, a private company, or any other party deemed by the payer as having an interest in the well being of the veteran and who is found fit to act in this role.



HOW DO YOU KNOW WHICH ONE IS NEEDED?

In general a conservatorship is sought if a veteran is in need of fiduciary services and has assets (either cash, investments, or real property) with a value in excess of \$10,000.



HOW OUR SERVICES BENEFIT OREGON VETERANS

All representative payees and conservators in the private sector are required to have a surety bond for each client. The annual cost of this bond is paid by the veteran and is based on the total dollar amount controlled by the appointed fiduciary. As a state agency we are not required by statute to be bonded, which eliminates this cost to the veteran.



CONT.

ODVA staff are available by phone or in person from 8am to 5pm Monday thru Friday for conservatorship clients.

For representative payee clients ODVA staff are available by phone 8am to 5pm Monday thru Friday and in person for "walk-ins" from 8:30-11:30 Monday thru Friday or by appointment anytime.

ODVA staff also conduct home visits when necessary for any client.



CONT.

ODVA Conservatorship team consists of 8 full time team members comprised of three Trust Officers, three Trust Officer Assistants, a Representative Payee, and the Conservatorship Manager.

This unit is also supported by members of the I.T. and Accounting Units.



CONT.

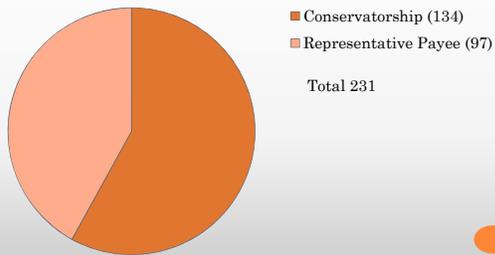
The 8 member Conservatorship team has over 100 years of combined fiduciary, probate, trust accounting, legal, banking, and professional caregiving experience.

Each member of the team is statutorily required to be Nationally Certified through the Center for Guardianship Certification and must have extensive knowledge of state, federal, and court laws and regulations.

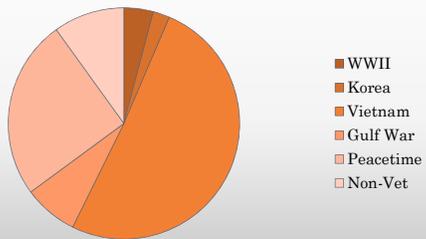
They must also have in depth knowledge of VA, SS, Medicare, and Medicaid benefits as well as private health insurance, private pensions, real estate practices, and at least a basic understanding of investment principles.



WHO ARE OUR CLIENTS?



CLIENT MILITARY SERVICE DEMOGRAPHICS



Questions?

ODVA CONSERVATORSHIP CONTACT

Kelly Breshears

Phone: (503) 373-2099

Email: kelly.breshears@state.or.us

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DIRECTOR'S REPORT
Cameron Smith

It's been a very busy start to the year!

First, I am simply glad to start 2016 back on dry land. Kevin Owens had finally had enough comments about the Coast Guard being the shallow water Navy and sent me out on a 44 foot life boat tour from Coos Bay-North Bend. Of course it was during December winter storms, wind, rain and flooding – and I have a renewed respect for the mission of the men and women of the Coast Guard!

As we strive to serve all veterans, we have a new partner with the Oregon Veterans Community Foundation. This is a separate and distinct non-profit organization with an aligned mission to ODVA. The founding three board members are President Jim Willis, Treasurer Mary J. Mayer, and Secretary Eric Ensley. They have officially received 501c3 status and are charting a course forward to better support our strategic efforts for Oregon veterans.

In January, ODVA also had our newest team member, Elizabeth Estabrooks, join as the Women Veterans Coordinator. This position will help shape our policies and programs to better serve Oregon women veterans – our fastest rising demographic in the veteran population. We also eagerly anticipate the Women Veterans Conference on March 18th and 19th at Camp Withycombe in Clackamas.

In the beginning of February, we hosted a number of Oregon veteran community leaders at a Commander's Call at ODVA. This was a welcome opportunity to give an update on our core programs as well as hear about veteran issues across the state. We also had continued robust discussions on how to better mobilize the veterans community voices at the local and state level. In that spirit, we have been broadly sharing updates on HJR 202 which is under consideration during this short February legislative session. HJR 202 would constitutionally dedicate 2% of lottery revenue to funding veterans' efforts and is estimated to be over \$20 million. If it gains the support of the legislature, it will ultimately be referred to the Oregon voters for their consideration.

We continue to be energized by our work and efforts for Oregon veterans. Please take the time to read through the program updates that follow and we look forward to seeing you all in March!

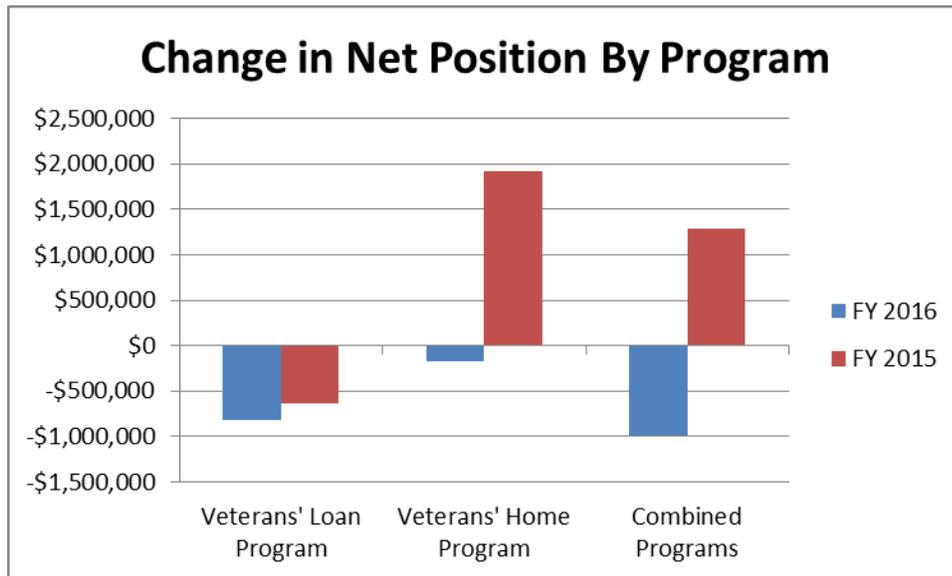
FINANCIAL SERVICES DIVISION
Bruce Shriver, Chief Financial Officer

Unaudited Quarterly Financial Statements:

The September 30, 2015 unaudited quarterly annual financial statements show an overall decrease in net position in the Veterans' Loan Program of approximately (\$0.8) million for the first three months of fiscal year 2016. The same period for the prior fiscal year showed an overall decrease in net position of approximately (\$0.6) million. These reductions are attributable to increased debt related expenses, operational costs, as well as the on-going subsidization of veteran services activities.

The Veterans' Home Program unaudited quarterly financial statements show an overall decrease in net position of approximately (\$0.2) million for the first three months of fiscal year 2016, compared to an increase in net position of approximately \$1.9 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 \$1.4 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 and procurement efforts, helped submit federal grant requests, processed federal grant reimbursements, worked on fiscal year 2016 financial reports, prepared arbitrage rebate calculations and conducted other post-issuance bond compliance activities, exercised early bond redemptions, completed a \$25.1 million interest rate swap transaction (to hedge against higher interest rates) and performed other related financial activities as needed.

AGING VETERANS SERVICES
Mary Jaeger, Director
Kelly Breshears, Assistant Director

Conservatorship Manager, Kelly Breshears

In Memory

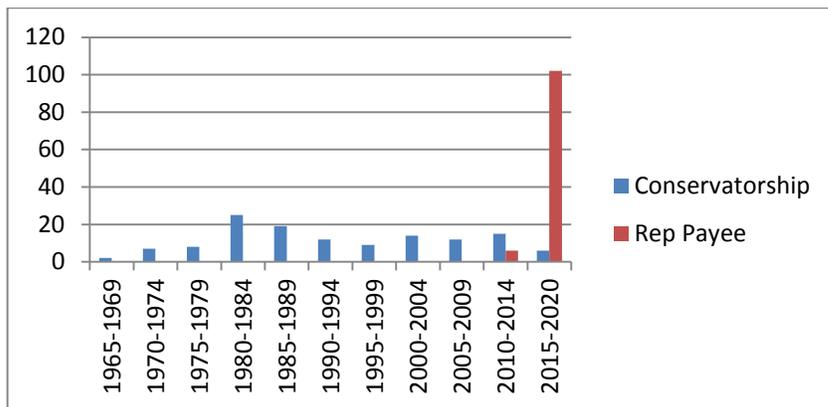
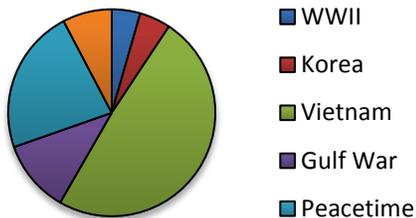
ODVA was appointed Conservator for Mr. Robert Wayne Lundy on June 22, 2009. Mr. Lundy was born in Iowa. Robert was a World War II era veteran and served in the Army from September 19, 1944 – August 12, 1946. He was honorably discharged as a Staff Sergeant. He went back to Iowa to attend law school before moving to Oregon. Robert worked for Legislative Counsel until his retirement from state service. Mr. Lundy passed away on October 7, 2015 at the age of 89. He will be greatly missed and was a very special man. He loved collecting stamps, watching Perry Mason, and the Law, of course.

Mr. Clifford Reeves came under conservatorship at the ODVA in February of 2014. Cliff was a World War II Veteran. Cliff joined the Navy at 19 years old and quickly worked his way up from Apprentice Seaman, advancing to Seaman Second Class, and finally to Seaman First Class. Cliff served for 2 years and 3 months, and was honorably discharged April 19, 1946. During this time, Cliff was awarded the Asiatic – Pacific Area Campaign Medal - 2 stars, the Philippine Liberation Medal - 2 stars, and the World War II Victory Medal. Cliff served on the USS Meade DD-602 which was a Benson class destroyer (featured in the picture below). Mr. Reeves passed away late in the evening hours on Saturday January 30, 2016, at the age of 89.



Active Number of Veterans by Appointment Date

Veterans by Period of Service



**Oregon Veterans Home, Lebanon (OVHL)
Program Director, Jeremy Woodall**

Overview: In a recent conversation with Mr. Kelly Odegaard (OVHL Administrator) ramp up efforts have crested and strategic systems and measures for sustainability are being considered. This move, coupled with a more aggressive aim at admitting “skilled” (short term rehab) residents, has changed the dynamics from standing up the facility to looking to provide care long-term for our most honored veteran residents.

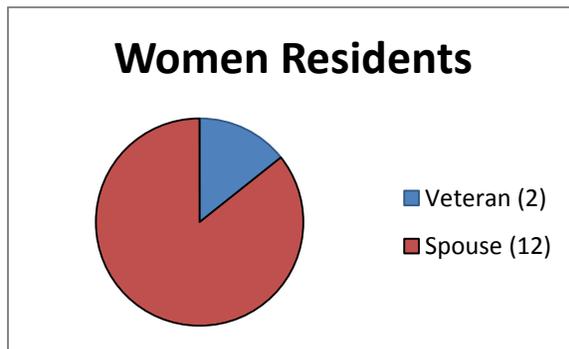
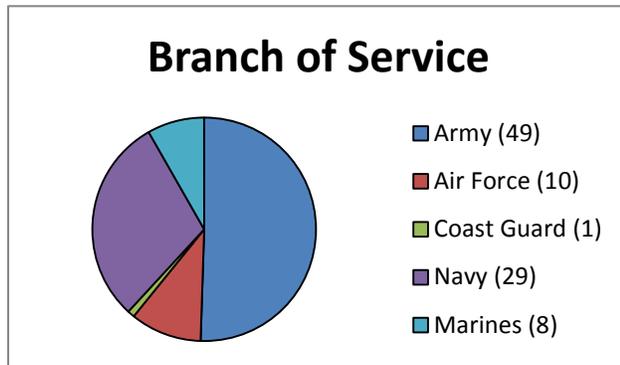
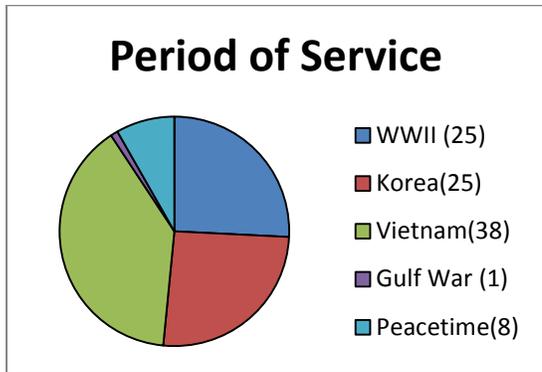
Stories of Honor

I have begun tracking stories of honor toward our veteran residents. I wanted to find a way to chronicle these stories to share with families, stakeholders, the public, etc. Two quick examples to share... We have two middle school aged girls, Cloey and Emilee, who volunteer each Tuesday afternoon to help our veteran residents write their life stories. Incredible! Also, Army Vietnam veteran, C. Barnts, whose wife passed away in Oct 2015, shared with me that he came to the OVHL (admit date Dec 2015) with a really sore attitude. But, being around all the positive attitudes has changed his. “I have a new outlook on life!” Barnts shared with me. If you would like to see other stories of honor, please Like the OVHL Facebook page (Oregon Veteran’s Home – Lebanon).

You Are Invited!

On Friday, March 25, the OVHL will host its second annual Spring Fling event with a cruise in. We are expecting over 100 classic cars here to entertain our veteran residents. We will also have a dunk tank, face painting, Happy Hours photo booth, and the Rock ‘n Roll Cowboys band here to perform. For more details, visit our Facebook page. Please join us!

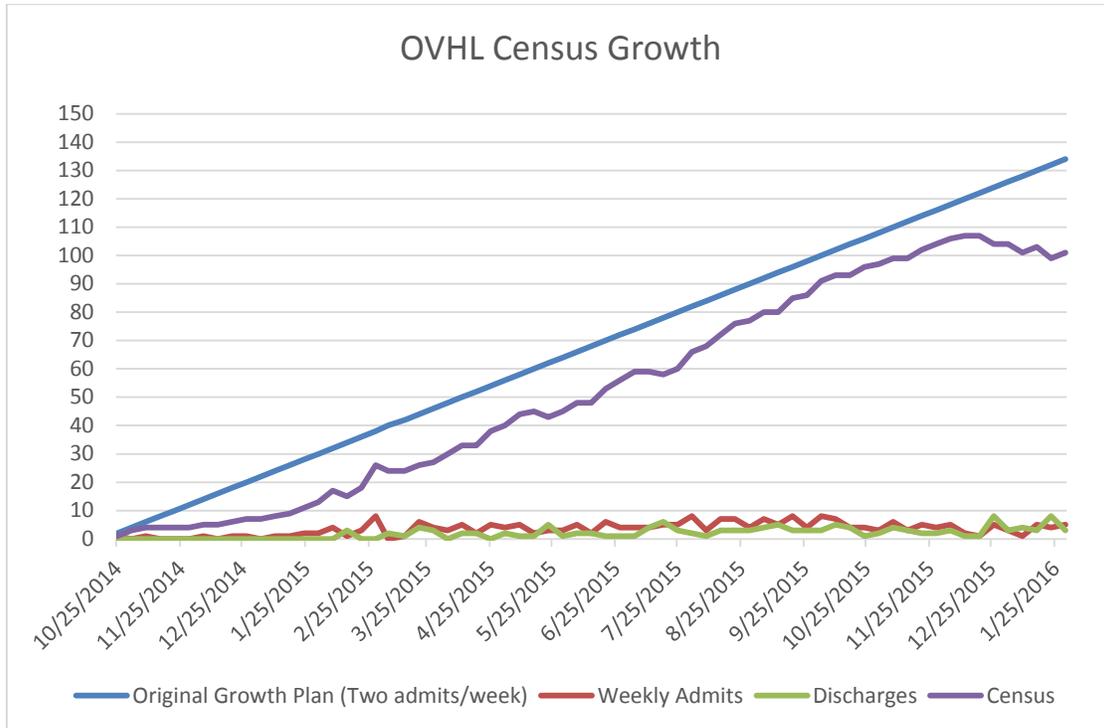
Breakdown of Veteran Residents



Census Updates

Both Alpha and Charlie Neighborhoods are 100% full. Bravo Neighborhood is to be opened as soon as staffing is in place. Delta Neighborhood (Memory Care) has nine rooms available with 44 on an inquiry list. The process prior to admission in Delta includes a tour and a luncheon for veteran, family, and staff to process to see how the fit is for the veteran. Forecast for Delta to be filled, end of March 2016.

Census Growth*



In the last quarter the OVHL experienced several discharges (both planned and celestial) as you can see with the chart above. This seems to be common at this time of the year in Skilled Nursing Facilities (SNF). *Chart as of 25 Jan 2016. Census as of 11 Feb 2016 is 113.

More Construction

Two storage buildings will be constructed on the back of the campus this spring. There are also plans to build a covered walkway between Charlie and Delta Neighborhoods to provide cover for our veteran residents, their families, and staff. Also, finalists for the Percent for Art project have toured the OHVL, they will be submitting their proposals in the next few weeks, and then the Art Committee will decide on an artist to build in the circular garden between Charlie and Delta Neighborhoods. Construction on this Art Project to start this summer, completion by Dec 2016.

Networking

I am continuing to build relationships with the Portland FedVA Regional Office in effort to streamline admissions processes here at the OVHL. Locally we are able to look into VetraSpec and Kovis to search for discharge documents, which are required to establish eligibility. When the veteran, family member, or these other two options do not produce a discharge document, we have been able to connect with Portland VA Regional Office for a HINQ (Health Inquiry). This document serves as a "pre-approval" for our admission process.

**Oregon Veterans Home, The Dalles (OVHTD)
Program Director, Dallas Swafford**

Resident Spotlight

Coral Carroll is the widowed spouse of Lt. Commander Charles Henderson, a U.S. Navy fighter pilot and Bronze Star recipient who served from 1953 to 1968. Coral relocated to the Oregon Veterans Home, The Dalles in June of 2015 from her residence in Bellingham, Washington. Coral was born in Yucaipa, California in 1936 and lived in several different cities and states, many of which were different duty stations her husband was assigned. Coral is a very talented artist who enjoys painting and creating sculptures as way to express herself and fill her days with creative activities. Some of Coral's paintings and sculptures can be seen on display of the walls OVHTD, adding life to the home while allowing her keen artistic abilities to be shared with other residents, staff and visiting guests.



I had the privilege of sitting down with Mrs. Carroll and learning how she came to be an artist and what inspires her creatively. Growing up on a farm Coral always had a deep love and appreciation for art but was never afforded the opportunity to create her own art because there was always work to done on the farm and the family discouraged any activities that did not contribute to working on the farm. When Coral married and had a family of her own she would walk with her children to the library and pass a hardware store along the way that had various displays of artwork in the window.

Seeing the artwork would oftentimes bring tears to her eyes and she knew she would eventually pursue her passion in art. Much to her surprise, Coral's mother bought her a drawing board, sketch pad and colored pencils as a gift. Receiving the gift elated Coral and she immediately began creating and expressing herself through her own art like she'd always dreamed.

Years later, living in Los Angeles, Coral decided she was going to drive to the Los Angeles Art Academy and show them her artwork and apply for enrollment. Upon seeing her work and viewing her application, the school accepted and enrolled her into their program. In 1996, Coral suffered from stroke that severely restricted her ability to use her left hand and Coral was naturally a left handed person. Rather than letting the limited mobility of her left hand stop her from continuing to pursue her passion for creating art, she chose to learn how to paint and sculpt with her right hand as a platform throughout her post stroke rehab process. The OVHTD is a brighter place not only because Coral's artwork is on display on the walls of the home for all to see, but also because of Mrs. Carol's spirit and radiant presence.



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

Implementation of 2015 Legislation

The Department continues implementing the legislation that was passed during the 2015 Legislative Session, including participating and staffing a task force on incarcerated veterans (HB 2838); hiring a new women veterans coordinator (HB 3479); and starting the process for hiring an LGBT coordinator (SB 946).

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).

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.

The Department sends a weekly update to subscribers on the progress of veteran bills. There are a number of bills that honor veterans, including HCR 201 (honoring Army Private First Class Anthony T. Justesen); HCR 202 (honoring Sergeant Travis A. Moothart); HCR 203 (honoring Chief Warrant Officer Erik C. Kesterson); HCR 205 (honoring Specialist Cody James Patterson); HCR 207 (honoring Sergeant Donald R. Walters); SCR 205 (honors Aleksander Reed Skarlatos); and SCR 206 (honors brothers Private George Nathan Wright and Specialist Four James Alfred Wright).

HJR 202A is a proposed amendment to the Oregon Constitution that would require two percent of lottery funds to be spent for the benefit of veterans. If this bill passes, the proposal would go on the November 2016 ballot for voters to decide.

SB 1524A exempts certain service-disabled veterans who have a medical marijuana card from the current requirement to submit updated documentation by a physician of debilitating medical condition as part of application for renewal.

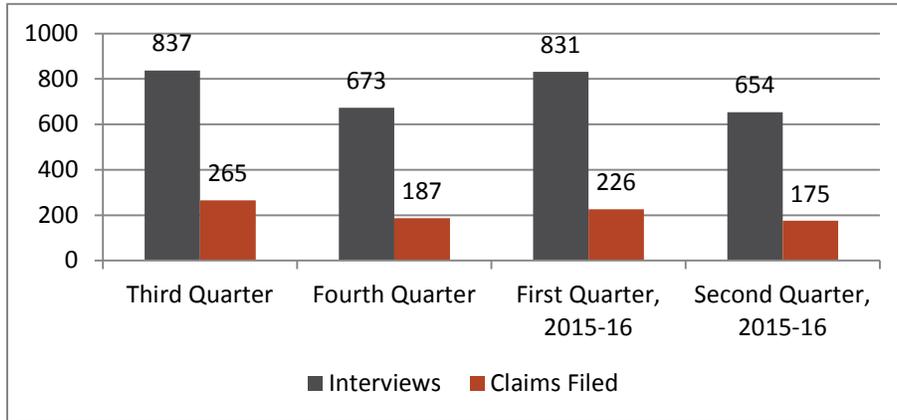
ODVA has an email subscription service for Legislation and Rulemaking. Interested parties may subscribe by going to the ODVA website www.oregon.gov/odva and selecting “eSubscribe” on the right-hand side of the home page.

STATEWIDE VETERAN SERVICES
Mitch Sparks, Director

PROGRAMS

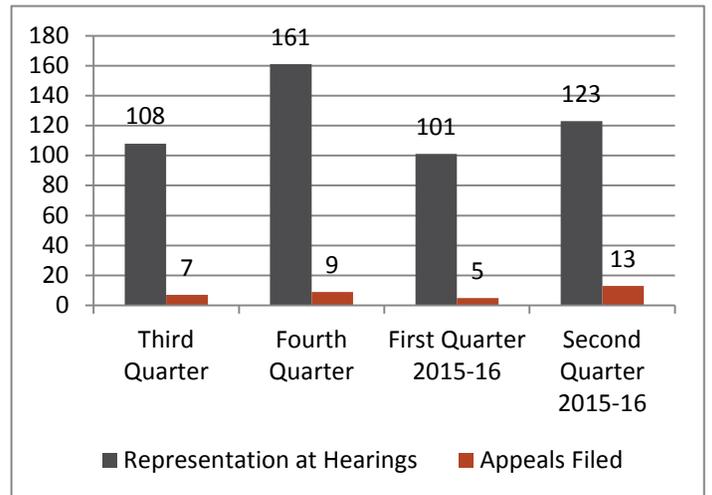
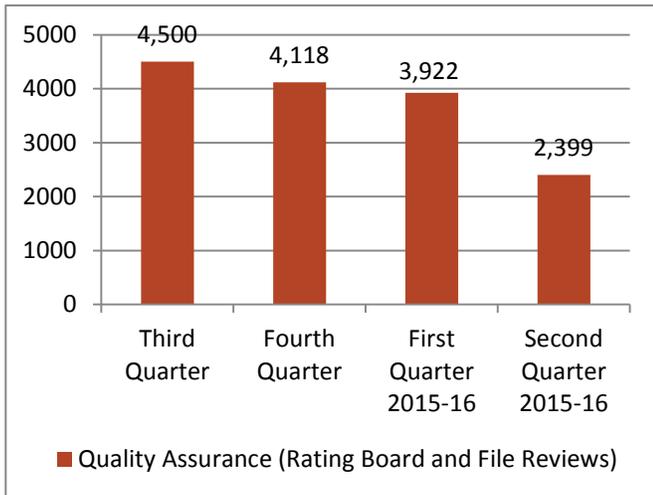
Statewide Veterans' Services, Salem Office—Joe Glover, Manager

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

Gus spoke at the annual Veteran Certifying Officials Conference at Willamette University. The department hosted the annual Veterans' Service Officer Conference in Eugene. Guest speakers included National Veterans Legal Services Program, Portland VA Regional Office Leadership, ProACT, and Dr. Cliff Singer. Topics included recent Court of Appeals of Veterans Claims

decisions; claims and appeals strategies; VA statistics, projects, and local updates; veterans with dementia; and dealing with tense situations in the workplace. Gus conducted one five-day introductory training for two new VSOs from Multnomah County, two support staff (one from Washington County and one from Curry County), and a new Tribal Veteran Representative for the Confederated Tribes of the Umatilla Reservation. In December, Dave Cooley joined the Training and Development Team. Dave has conducted onsite visits at Grant and Hood River Counties and both Oregon Veterans' Homes--The Dalles and Lebanon.

Grants Management—Dave Cooley, Program Analyst

Emergency Financial Assistance

Second Quarter 2015-16 (October – December): 50 applications for grants were received, with 15 of those approved for a total of \$13,859. The average grant was \$924. 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, with the possibility it may be extended to two more qualifying counties (Lake and Harney). 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 legislative approval.

Reported for October through December:

2,137.75	Hours of time expended on medical trips
1,136	Trips completed (one way: home to appointment)
63,940	Total miles driven
241	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. 296 calls (a 29% decrease from the previous quarter) from seventeen identified counties were logged for the period October 1 – December 31, 2015. The calls had an average wait time of 29 seconds. Referrals were given to 37% of the callers for mental health appointments, drug and alcohol treatment, and assistance with the VA.

VETERANS HOME LOAN PROGRAM

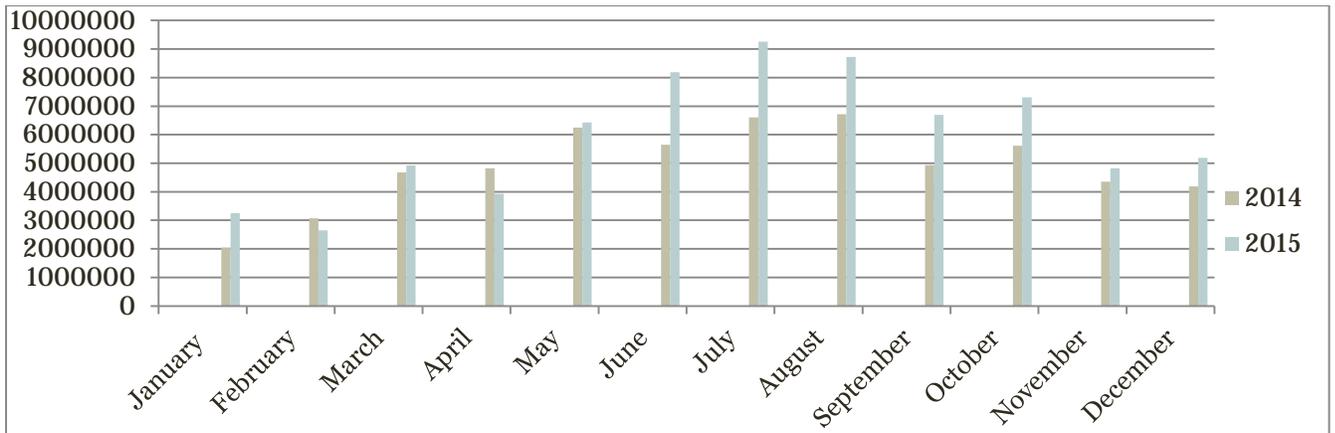
Cody Cox, Manager

Production Review

- For the 4th Quarter, 2015, the Home Loan Program closed 73 loans for a gross dollar volume of \$16,668,162. For the same period in 2014, the Home Loan Program funded 60 loans for \$13,727,916. This represents an increase of 21.67% in the number of units, with a 21.42% increase in dollar production.

For the year ending 12/31/2015, production was at 302 units for \$71,362,022. For the same period in 2014, the Home Loan Program funded 269 units for \$58,916,747. The units funded increased 12.27%, while the dollar volume funded increased 21.12%.

- The chart below shows a 2014 and 2015 monthly production comparison of dollar volume funded for the OrVet Home Loan program.



- At the end of the Fourth Quarter 2015, the ODVA has a total of 1,905 loans in portfolio, with a total dollar amount under servicing of \$259,884,110. Of these, 1,363 units and \$242,655,423 are new loans. Old loans were at 542 units totaling \$17,228,686. At the end of the Fourth Quarter 2014, the ODVA had a total of 1,913 for \$229,710,693 under servicing, with 1,233 units at \$209,029,871 as new loans and 680 units at \$20,680,822 as old loans. **For the year ending 12/31/ 2015, the total dollar amount of loans in portfolio grew \$30,173,417, or 13.14%**

Loan Delinquency Review

- For the reporting period of 12/31/2015, there were 2 State Owned Properties/Real Estate Owned (SOP/REO) in inventory, up 1 from the prior quarter. We added this additional REO/SOP in December after a yearlong process with this borrower. The other REO/SOP is a pending sale on a lease with option to purchase providing an income stream to the Agency.
- There were 6 loans in a Foreclosure status, no change from the last report date.

- The number of loans in Bankruptcy is at 9, down one from the previous quarter.
- The total of all loans reporting in the 90-day or greater delinquency position was unchanged at 9, expressed as 0.5% unit delinquency on a portfolio of 1,905 loans and at 0.3% dollar delinquency on the outstanding dollar portfolio balance of \$260m.
- ODVA continues to experience reduced delinquency rates as compared to other 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 Fourth Quarter 2015 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 2.86%, FHA home loans in Oregon were at 5.61% and Conventional Prime home loans Oregon were at 1.89%. Comparatively, for this reporting period, the total delinquency for the ODVA home loan program was 2.00% at 39 units, slightly up the previous report. In dollars, the total amount past due is \$3,302,365, which is 1.3% of total servicing dollars, a slight increase from the previous report.

Quarterly Staffing News

- No new hires during the reporting period.

FACILITIES AND CONSTRUCTION

John Osborn, Manager

THE DALLES VETERANS' HOME

In recent months the home has seen a number of improvements to the facilities interior and exterior infrastructure. Currently, staff is performing routine maintenance work on various mechanical systems. We are also adding nurse call stations at two public restrooms, additional door access controls, replacement of the house paging system and general facility maintenance.

The 2016 USDVA project priority list has been released and the Dalles renovation grant is number 37 on the priority list. We are hopeful funding for this grant request will be available in 2017. Again, 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 location for the new covered walkway has been repositioned to traverse between C wing and the community center across the front walkway to D wings north spine entrance. Relocating and reorientation of the covered walkways allows for better protection from inclement weather with a more direct route to D wing. Because of this change, we will need to reprice the proposed work. Again this will require DOJ approval before execution of the GMP (Guaranteed Maximum Price) contract amendment. We are anticipating work to start in mid-March with a completion date in late June or early July.

At this writing 9 houses are now open with full occupancy trending for early summer of 2016. There are currently 161 staff working at the home and we anticipate 230 staff when full occupancy is achieved. In addition, after many delays, the Art Commission is now providing staff to help us complete the State requirement to devote 1% of the project cost (\$275,000.) for art on this project. Our current plan is for a portrait of Edward C. Allworth in the Great Room adjacent to the main entrance. We are also pursuing the concept of a memorial fountain that will incorporate a water feature in the summer months that can transition to an eternal flame in the winter months. This will be located in the plaza between C and D wings at the circular garden area

COMMUNICATIONS AND INFORMATION SERVICES

Nicole Hoeft, Manager

As the agency's strategic planning begins to take shape into more actionable tasks, communications and information efforts have followed suit. Status of some of the more high level projects that are currently in process include:

- State website overhaul project: Hold
 - Due to short term understaffing and a recent server malware attack on the departments' blog sites, development of the new state site has been temporarily delayed. Staff is currently working on a long term security fix for the blog sites.

- DoD Data Sharing: Progressing
 - DoD initiated a data sharing initiative with all 50 DVA offices across the nation to replace the current manual process of sharing hard copy DD214's with that states upon a service members discharge from active duty. The project was first implemented between the federal VA and DoD to share electronic data in place of hard copy original documents. ODVA will begin receiving all veteran data in this manner beginning this year.

- Conservatorship System Replacement: Progressing
 - The Department is working with the Department of Administrative Services and the state CIO's office to development requirements of a replacement conservatorship system. The current system was developed in-house by ODVA in 2003 on the IBM iSeries platform and although the system is stable, the agency has been unsuccessful in hiring personnel who can maintain the system. The operation of the program is currently being maintained by a retired developer who has agreed to work for us on contract for a limited duration.

- Data Sharing with Oregon Health Authority: Complete
 - In January, HB 2230 took effect, authorizing ODVA to partner with Oregon Health Authority to share veteran information. Modeled after the DMV data sharing legislation, this initiative requires OHA to ask customers if they served in the military and if so, if they would like to receive contact from Oregon Department of Veterans' Affairs.

