



EXECUTIVE ORDER NO. 09-03

CONNECTING OREGON'S VETERANS WITH SERVICES AND BENEFITS

On March 27, 2008, I executed Executive Order 08-08, creating the Governor's Task Force on Veterans Services. I charged the Task Force to review all Oregon veterans' policy and services and determine what works, what does not and how Oregon could enhance its services and benefits to veterans. On December 10, 2008, the Task Force presented me with its final report.

The Task Force's report gives us a road map on how to reach out to veterans across Oregon and connect them with the services they need. A key finding of the report is that in Oregon substantial amounts of federal aid are left unrealized. In fact, in Oregon, while 351,000 veterans are identified through the federal census, only 80,000 veterans are in the system and receiving some level of benefits. The first step in providing increased service to our veterans is identifying who they are and what they need.

To better identify our veterans and ensure that they receive the highest levels of service and benefits available, this Order directs all state agencies to query clients, customers, and program participants regarding their interest in learning more about veterans' benefits and services. By collecting this basic information, we can work to connect veterans and their families with available veterans' services and benefits, and improve our veterans' quality of life.

NOW THEREFORE, IT IS HEREBY DIRECTED AND ORDERED:

1. On or before January 1, 2010, all state agencies shall develop and implement a process to solicit information from clients, customers and program participants about their interest in learning more about veterans' benefits and services.
2. At a minimum, each state agency shall ensure that all applications for benefits, interest forms, and other electronic or written documents of initial exchange with Oregon's public are updated so that individuals are queried about their interest receiving information about veterans' benefits and services.
3. To ensure an efficient use of state resources, whenever possible, applications, forms and other electronic or written documents shall be updated with veterans' services and benefits questions in conjunction with other regularly scheduled updates, maintenance or revisions. Forms and documents containing



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veterans' services and benefits questions should be phased in to agency use to minimize cost.

4. All documents including veterans' services and benefits questions shall include a statement informing the responding individual that an affirmative answer will cause the agency to forward their contact information to the Oregon Department of Veterans' Affairs.

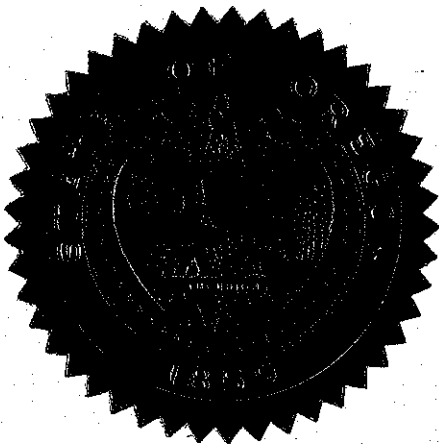
5. Agencies shall only request information regarding interest in veterans' services and benefits on a voluntary basis. Responses regarding interest in veterans service and benefit information shall not be required or used in any way by agencies in making decisions regarding hiring or the provision of services or benefits.

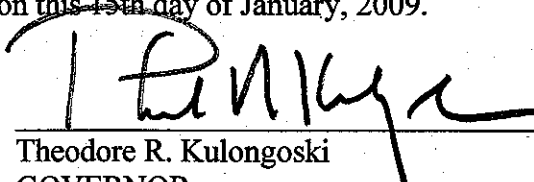
6. When an individual indicates an interest in receiving additional information about veterans' benefits or services, the individual's personal contact information, including name, address, telephone number and email address, if available, shall be captured and forwarded in a timely manner to the Oregon Department of Veterans' Affairs.


7. The Oregon Department of Veterans' Affairs shall contact individuals who have indicated an interest in receiving information about veterans' benefits and services and provide any information requested.

8. On or before January 1, 2011, the Department of Administrative Services shall conduct an audit of state agencies to measure the level of compliance with this Order and recommend ways to improve data collection.

Done at Salem, Oregon this 15th day of January, 2009.




Theodore R. Kulongoski
GOVERNOR

ATTEST:

Kate Brown
SECRETARY OF STATE