



EXECUTIVE ORDER NO. 09 – 09

AMENDING EXECUTIVE ORDER 09-03 REGARDING CONNECTING OREGON'S VETERANS WITH SERVICES AND BENEFITS

To increase our ability to connect Oregon's veterans with services and benefits, this Order amends Executive Order 09-03 to identify additional methods by which state agencies can work to connect veterans and their families with available veterans' services and benefits.

NOW THEREFORE, IT IS HEREBY DIRECTED AND ORDERED:

Executive Order 09-03 is superseded and amended to provide:

1. On or before July 1, 2009, Oregon Department of Veterans' Affairs (ODVA) shall create a webpage at which members of the public can enter their contact information and request additional information about veterans' benefits and services.

2. On or before October 1, 2009, each state agency shall update its website to include a link to the ODVA website where members of the public can enter their contact information to request additional information about veterans' benefits and services.

3. On or before January 2, 2010, ODVA shall provide each state agency with printed materials that detail how individuals may contact ODVA to request information about veterans' services and benefits. Agencies shall place ODVA materials in agency offices or facilities that are accessible to agency customers or clients. Agencies shall make reasonable efforts to provide ODVA printed materials to customers or clients during face-to-face contacts, when it is appropriate and feasible to do so, and when the agency's director has determined it is consistent with the agency's mission.

4. On or before January 2, 2010, Department of Corrections, Department of Housing and Community Services, Department of Human Services, Department of Fish & Wildlife, Department of Revenue, Military Department, Parks & Recreation Department, Department of Transportation, the Public Employees Retirement System, and the Oregon University System shall develop and submit to the Governor's Office and ODVA an agency-specific plan to direct agency customers and clients to ODVA to obtain additional information about veterans' services and benefits. This plan may include, but need not be limited to, the following efforts, to be implemented beginning January 2010:



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- a. Amending selected applications, forms, or other documents of initial exchange to query individuals about their interest in receiving additional information about veterans' services and benefits and direct them to ODVA;
 - b. Including postcards or tear-off sheets provided by ODVA in agency forms or informational materials, that individuals may fill out and mail to the ODVA to obtain additional information about veterans' services and benefits;
 - c. Updating agency websites with additional information about veterans' services and benefits related to the agency's mission; or
 - d. Any alternative measures that are designed to capture individuals' interest in obtaining additional information about veterans' services and benefits, and connecting them with the ODVA.
5. Agencies that are not required by this Order to submit agency-specific plans are encouraged to implement additional measures to direct customers and clients to ODVA to obtain additional information about veterans' services and benefits, as consistent with their agency mission.
6. Agencies are encouraged to partner with elected officials, local governments, school districts, and community colleges to implement additional measures to direct customers and clients to ODVA to obtain additional information about veterans' services and benefits, as consistent with their agency mission.
7. To ensure an efficient use of state resources, whenever applications, forms or other documents are amended to include questions or information pursuant to this Order, those amendments shall occur in conjunction with other regularly scheduled updates, maintenance or revisions, and shall be phased in to use to minimize cost.
8. Agencies shall make clear to clients and customers that providing a response to questions regarding interest in veterans' services and benefits is strictly voluntary. Responses regarding interest in veterans' services and benefit information shall not be required by agencies or used in any way in making decisions regarding hiring or the provision of services or benefits.



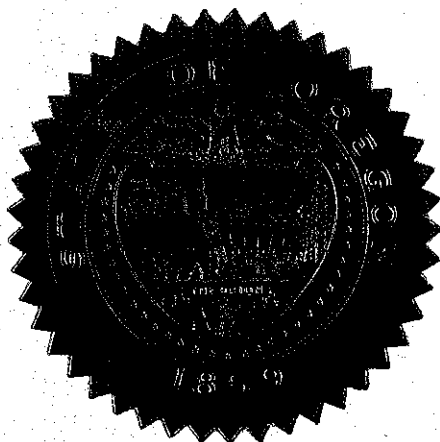
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9. ODVA shall coordinate outreach to individuals who have indicated an interest in receiving information about veterans' benefits and services and provide any information requested in a timely manner.

10. On or before January 1, 2011, the Department of Administrative Services shall survey agencies regarding their compliance with this Order and provide written recommendations to the Office of the Governor, outlining ways to improve the implementation of this Order.

11. This Order expires on June 30, 2013.

Done at Salem, Oregon this 6th day of May, 2009.



A handwritten signature in black ink, reading "Theodore R. Kulongoski".

Theodore R. Kulongoski
GOVERNOR

ATTEST:

A handwritten signature in black ink, reading "Kate Brown".

Kate Brown
SECRETARY OF STATE