

**Enrolled**  
**House Bill 3104**

Sponsored by Representative NATHANSON; Representatives BARKER, BOONE, CLEM, C EDWARDS, HOLVEY, MATTHEWS, RILEY, Senators SCHRADER, WALKER

CHAPTER .....

AN ACT

Relating to information for claiming veterans' benefits; and declaring an emergency.

**Be It Enacted by the People of the State of Oregon:**

**SECTION 1.** (1) The Department of Veterans' Affairs shall establish a website that allows members of the public to request information about veterans' benefits and services and enter contact information.

(2) The department shall coordinate outreach to individuals who request information through the website established under subsection (1) of this section or in any other manner.

(3) On or before October 1 of each even-numbered year, the department shall report to the appropriate interim committees of the Legislative Assembly on the department's outreach to veterans.

**SECTION 2.** An agency, as defined in ORS 183.310, shall include on the agency's website a link to the website established by the Department of Veterans' Affairs under section 1 of this 2009 Act.

**SECTION 3.** (1) As used in this section, "agency" has the meaning given that term in ORS 183.310.

(2) In order to assist veterans in claiming federal benefits and to assist agencies and county governments in claiming federal reimbursement for providing assistance and services to veterans, the Department of Veterans' Affairs shall provide agencies and county governments with printed materials to inform individuals how to contact the department to request information about veterans' benefits and services.

(3) An agency or county government shall:

(a) Make available in offices that are accessible to the public the information provided under subsection (2) of this section; and

(b) When appropriate, feasible and consistent with the agency's or county government's mission, make reasonable efforts to provide the information provided under subsection (2) of this section to customers or clients during face-to-face contacts.

(4) An agency or county government may cooperate with elected officials, local governments, school districts and community colleges to implement other measures to direct customers or clients to the department to obtain information about veterans' benefits and services.

(5) On or before October 1 of each even-numbered year, agency directors shall report to the appropriate interim committees of the Legislative Assembly on the effectiveness of measures undertaken to implement the provisions of this section.

(6) This section does not require an agency or county government to respond to inquiries from customers or clients about veterans' benefits or services.

**SECTION 4.** (1) Section 2 of this 2009 Act becomes operative on October 1, 2009.

(2) A state agency or county government may take any action before the operative date of section 2 of this 2009 Act that is necessary to enable the agency or government to exercise, on and after the operative date of section 2 of this 2009 Act, all the duties, functions and powers conferred on the agency or government by section 2 of this 2009 Act.

**SECTION 5.** (1) Section 3 of this 2009 Act becomes operative on January 2, 2010.

(2) The Department of Veterans' Affairs, a state agency or a county government may take any action before the operative date of section 3 of this 2009 Act that is necessary to enable the department, agency or government to exercise, on and after the operative date of section 3 of this 2009 Act, all the duties, functions and powers conferred on the department, agency or government by section 3 of this 2009 Act.

**SECTION 6.** Sections 2 and 3 of this 2009 Act are repealed on January 2, 2014.

**SECTION 7.** This 2009 Act being necessary for the immediate preservation of the public peace, health and safety, an emergency is declared to exist, and this 2009 Act takes effect July 1, 2009.

Passed by House June 16, 2009

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Chief Clerk of House

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Speaker of House

Passed by Senate June 23, 2009

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President of Senate

Received by Governor:

.....M.,....., 2009

Approved:

.....M.,....., 2009

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Governor

Filed in Office of Secretary of State:

.....M.,....., 2009

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Secretary of State