



**OREGON DEPARTMENT**  
*of* **VETERANS' AFFAIRS**

# AGENCY UPDATE

Senate Veterans and Emergency Preparedness (SVEP) Committee | 10 February 2022



PRESENTED BY

**Kelly Fitzpatrick, Director**



# THE MISSION CONTINUES

SERVING AND HONORING VETERANS IN OREGON SINCE 1945



## OUR VISION

Veterans and their families thrive in Oregon



## OUR MISSION

ODVA serves and honors veterans through our leadership, advocacy and strong partnerships



## OUR VALUES

Respect, Integrity, Stewardship and Excellence



**1 OUT OF 14**

OREGONIANS IS A VETERAN

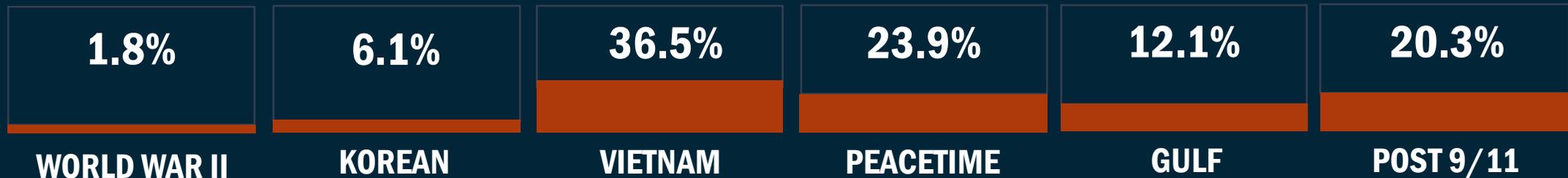


**295,279**

OREGON VETERAN POPULATION

**RICH IN DIVERSITY ACROSS SIX MAJOR SERVICE ERAS**

**76% OF VETERANS SERVED DURING A WARTIME**





## 12% VETERANS OF COLOR IN OREGON

2% Asian, Pacific Islander | 4.3% Hispanic Or Latino | 1.6% Black | 1.1% Native American | 3% One Or More Races



NEARLY 10% OF  
OREGON VETERANS  
ARE WOMEN

MORE THAN HALF  
OF OREGON VETERANS ARE  
AGED 65 OR OLDER

# \$3.48 BILLION

## TOTAL FY 20 VA EXPENDITURES IN OREGON



**\$1.64 Billion**

Health Care  
Expenditures

- 
- » More than 34% of veterans in Oregon are enrolled in health care from the federal VA.



**\$1.60 Billion**

Disability Compensation  
and Pension Payments

- 
- » 28% of Oregon veterans are service-connected for injuries incurred in service.



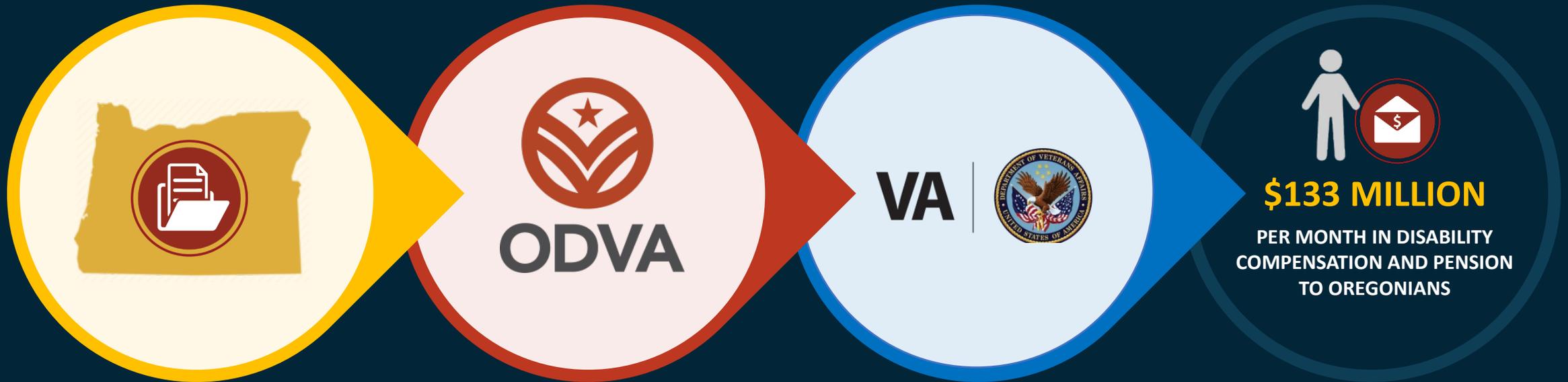
**\$150 Million**

Education  
Payments

- 
- » In 2020, the average tuition and housing payments made to 8,773 veterans in Oregon was \$17,211.

# VETERAN JOURNEY

PARTNERS DELIVERING VETERAN SERVICES IN OREGON



## LOCAL VETERAN SERVICE OFFICE

Veterans work with ODVA veteran service officers, 36 County Veteran Service Offices, 2 Tribal Veteran Service Offices or 5 National Service Offices in Oregon to file claims and connect to other local, state and federal veteran benefits and resources.

## STATE DEPARTMENT OF VETERANS' AFFAIRS

Claims filed in Oregon by state, county and tribal veteran service offices are reviewed and quality assured for completeness and then submitted to the federal VA by ODVA. Veterans are represented under ODVA's Power of Attorney and the state represents veterans in the appeals adjudication process.

## FEDERAL VETERANS AFFAIRS

Rating decision for veterans claims are made by the Veterans Benefit Administration of the U.S. Department of Veterans Affairs based on Code of Federal Regulations, Title 38.

## SERVICE-CONNECTED VETERAN

More than 84,000 veterans in Oregon are rated for a service-connected disability or receiving a pension, leading to \$1.6 billion in Disability Compensation and Pension payments in Oregon per year.



# AGENCY PROGRAMS

## SUMMARY OF SERVICES

### HOME LOAN PROGRAM

### STATEWIDE VETERAN SERVICES

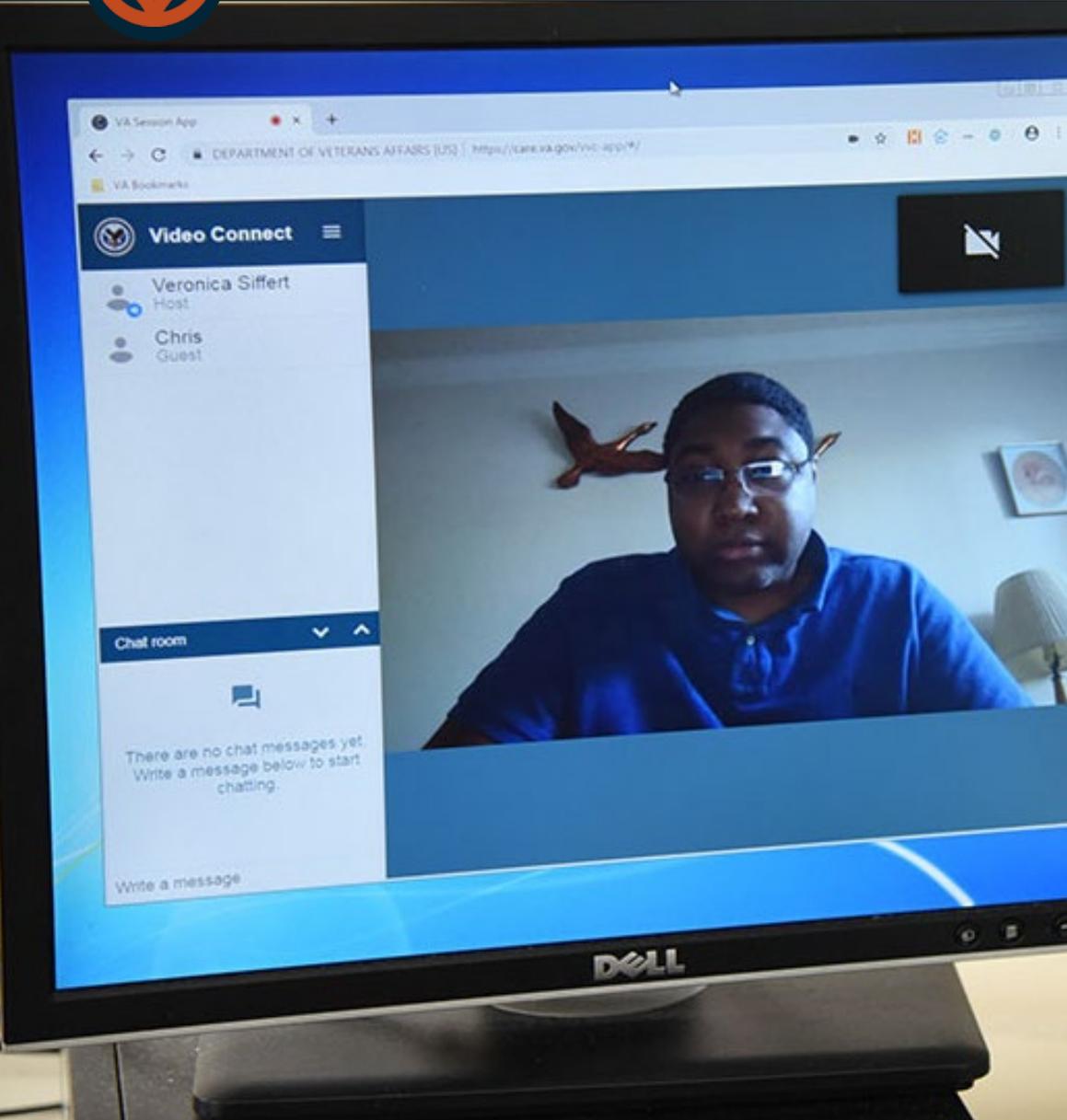
### AGING VETERAN SERVICES

### OREGON VETERANS' HOMES

- » **HOME LOAN PROGRAM**  
Provides home loans to qualified veterans
- » **STATEWIDE VETERAN SERVICES**  
Provides claims and appeals assistance, monitoring of post-secondary institutions through the State Approving Agency function, partnerships with counties and national veterans' service organizations to assist veterans, and grant programs that direct funding to veterans and governmental and non-profit organizations
- » **AGING VETERAN SERVICES**  
Provides expertise and outreach in aging veterans' benefits and services, veteran volunteer program, and conservatorship and representative payee services
- » **OREGON VETERANS' HOMES**  
Provides oversight of the two Oregon Veterans' Homes (skilled-nursing and memory care facilities) in The Dalles and Lebanon



## TARGET VETERAN SERVICES



- **Claims:** Processed 11,398 claims and received 5,865 claims decisions on behalf of county, tribal and ODVA Veteran Service Officers, for Oregon veterans and their eligible dependents.
- **Retroactive Payments:** The work resulted in more than \$53 million in retroactive payments and new monthly claims awards to Oregon veterans and their families.
- **Virtual Appeals Representation:** Conducted 591 U.S. Board of Veterans Appeals remote hearings, and was highlighted by the VA as a model for conducting appeals hearings.
- **Training and Certification** held 30 virtual trainings for Oregon's network of more than 100 county and tribal Veteran Service Officers.



## TARGET VETERAN SERVICES



- Both **Oregon Veterans' Homes** received Pinnacle Awards for Customer Excellence and Satisfaction.
- **Conservatorship** - \$28 million under management, representing 214 veterans through Conservator and/or Representative Payee services.
- **Home Loan Program** – Home Loan program helped 152 Oregon veterans realize the American dream of home ownership, funding \$56.1 million in new loans in calendar year 2021.



## TARGET VETERAN SERVICES & MOBILIZE PARTERSHIPS



### Special Advocacy

- Hired new LGBTQ+ Veteran Coordinator
- ODVA's 2021 Annual Tribal Veteran Representative Conference was conducted in partnership with the Federal VA Office of Tribal Government Relations, and federally recognized tribal nations.
- Incarcerated Veterans Program conducted 815 meetings representing approximately 600 new veterans and 215 current veteran clients, and assisted one veteran complete a Board of Veterans Appeals Hearing
- ODVA hired the first Oregon Houseless Veteran Coordinator and as an Accredited VSO, will work with partners to address complex needs and reduce houselessness among Oregon veterans

### Veterans Education

- Began hosting virtual training sessions for School Certifying Officials
- Hosted ODVA's first (virtual) Campus Veteran Coordinator Summit for training and networking.
- Veteran Educational Bridge Grant awarded 8 grants to student veterans.



## TARGET VETERAN SERVICES & MOBILIZE PARTNERSHIPS



- **Campus Veteran Resource Center** awarded \$600k to 15 public universities and community college campuses
- **Veteran Services Grant** awarded \$938k to 21 community partners delivering direct services to veterans.
- **Highly Rural Transportation Grant** – provided 3,630 trips that transported 176 veterans over 220,000 miles to VA or VA-authorized health care facilities.
- **Emergency Financial Assistance Grants** - ODVA awarded \$49,992 to 34 applicants.
- **Suicide Awareness & Prevention Funding**: awarded over \$68,000 counties and tribes to heighten community awareness, and to publicize and de-stigmatize mental health options available to veterans and their families.



## DRIVE VETERAN ENGAGEMENT



**BBC NEWS**

## You Are Not Alone.

### Afghanistan Withdrawal *August 2021*

LOCAL NEWS

### 'Reach out to your battle buddies': Veterans respond to violence in Afghanistan

Experts warn violence resulting from the U.S. pulling out of Afghanistan, may be triggering to veterans who served there over the past 20 years.





## DRIVE VETERAN ENGAGEMENT

- **'Reach' Campaign** raised awareness of Behavioral Health resources available to Afghanistan veterans their families who may be experiencing depression, anxiety or other behavioral health challenges due to the recent withdrawal from Afghanistan.
- ODVA Campus Veteran Coordinator and Afghanistan veteran Joe Mah is a U.S. Army veteran who served a nine-month tour in Afghanistan in 2013.



**REACH** FOR HELP.  
OUT TO SUPPORT.

**Help for Afghanistan veterans and families.**

Information about behavioral health and other important resources can be accessed at [oregon.gov/odva](https://oregon.gov/odva).



OREGON DEPARTMENT  
of VETERANS' AFFAIRS

**800-692-9666**



If you are in crisis or need immediate resource help, please call the [Veterans Crisis Line at 1-800-273-8255 – Veterans Press 1.](https://www.veteranscrisisline.com)



# DRIVE VETERAN ENGAGEMENT



## Virtual Town Halls

ODVA held virtual Town Halls to focused engagement with the LGBTQ+, Women, and Vietnam era veterans.



## Honor and Remember

2021 Veterans Day in-person event, with special recognition of Oregon's Vietnam era veterans, 2021 Virtual Memorial Day, Oregon's Virtual Welcome Home Vietnam Veterans Day Observation



## 2021 Women Veteran Conference

Held virtually on a web conference platform, ODVA held its first virtual conference where more than 449 women veterans from across the state registered to attend workshops, listening sessions and heard from women veteran leaders across the nation.



## DRIVE VETERAN ENGAGEMENT

WE ARE MORE THAN 28,000 OREGON STRONG.  
WE ARE MOTHERS, SISTERS, FRIENDS, PARTNERS, AND WIVES.  
WE ARE ADVOCATES, BOSSES, STUDENTS, AND SURVIVORS.  
WE ARE ALL ERAS AND BRANCHES OF SERVICE.  
WE ARE WOMEN. WE ARE VETERANS.

WE ARE NOT INVISIBLE





# INVIGORATE CORE OPERATIONS

## HUMAN RESOURCES

- Lead for informing agency's COVID-19/remote work procedures
- Constant recruitment efforts to address staffing challenges

## FINANCE

- DAS Gold Star Award for Excellence in financial reporting for 28<sup>th</sup> consecutive year
- Instrumental keeping OVH fiscally viable during COVID by engaging on federal CARES Act funding

## INFORMATION TECHNOLOGY

- Lead for helping the agency acquire the 21<sup>st</sup> century technology needed to drive our business processes

## COMMUNICATIONS

- Key to consistent, timely external and internal information efforts throughout the pandemic



# OREGON VETERANS' HOMES – COVID-19 UPDATE

Resident	Lebanon	The Dalles
Active cases	1	0
Recovered	37	15
COVID-19 related deaths	12	4
Total Cases	50	19

	Population	Percent vaccinated	Percent Boosted
Lebanon	Residents	93%	92%
	Staff	83%	35%
The Dalles	Residents	99%	91%
	Staff	92%	49%

## LOST REVENUE

- Lost revenue - \$4,354,987

## INCREASED COSTS

- Additional Expenses - \$2,454,320
  - Staffing
  - Personal Protective Equipment (PPE)
  - Infection Control

## PROVIDER RELIEF FUNDS

- Provider Relief Funds (CARES Act) received - \$2,506,451
- VA Per Diem Program (CARES Act) received - \$1,059,481
- VA Per Diem Program (American Rescue Plan Act) received (July 2021) - \$2,837,047

\*Data as of 1/31/22; \*\*Reflects cases since March 2020



## LOOKING AHEAD: 2023-2025 BUDGET PREPARATION

- Continue to **build ODVA's internal capacity** to enhance our services to veterans
- **Expand community engagement** to hear more veterans' voices, especially veterans who identify as Black, Latina/o/x, Asian, Pacific Islander, LGBTQ+, houseless, incarcerated and tribal veterans to understand as an agency what barriers exist that prevent accessing veteran benefits, resources and programs
- Review and reassess our **IT modernization resource** needs

# QUESTIONS