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# MEMORANDUM

Legislative Fiscal Office  
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**To:** Joint Ways and Means Subcommittee on Transportation and Economic Development

**From:** Michelle Deister, Legislative Fiscal Office  
(503) 986-1817

**Date:** June 1, 2015

**Subject:** Oregon Department of Veterans Affairs, SB 5539  
Work Session Recommendations

Oregon Department of Veterans' Affairs - Agency Totals				
	2011-13 Actuals	2013-15 Legislatively Approved	2015-17 Current Service Level	LFO Recommended
General Fund	6,394,644	9,699,442	10,908,167	11,697,348
Lotter Funds	-	-	2,093,963	-
Other Funds	53,357,640	50,400,107	81,630,223	82,257,619
Federal Funds	26,702,288	400,000	-	1
Non-limited OF	152,151,905	335,225,000	318,333,710	318,333,710
Non-limited FF	-	-	-	-
<b>Total Funds</b>	<b>\$ 238,606,477</b>	<b>\$ 395,724,549</b>	<b>\$ 412,966,063</b>	<b>\$ 412,288,678</b>
Positions	94	84	83	86
FTE	93.20	82.13	83.00	85.50

Attached are the recommendations from the Legislative Fiscal Office for the Oregon Department of Veterans' Affairs. Highlights of the recommendation include the following:

- Approval of policy option packages in the Loan program to reflect current demand for Veterans' home loans and update loan software utilized by the Department;
- Approval of a limited duration 0.50 FTE Training and Development Specialist position to assist in addressing the large number of county veteran service officers requiring accreditation and continuing education;
- A permanent enhancement to funding for the County Veteran Service Officer program, funded with a combination of additional General Fund and by repurposing existing special payments for educational assistance and emergency assistance;
- Funding for a veterans' suicide prevention crisis hotline;
- Federal Funds expenditure limitation in the amount of \$1 to facilitate application for

- federal grant funds and approval of associated expenditure authority;
- Reclassifications of positions in the Veterans' Services and Veterans' Home program, to allow the Department to utilize existing position authority to its best advantage;
- Expenditure limitation to support a new, permanent Director of Aging Veterans' Services position; and
- Removal of expenditure limitation related to debt service for bonds that will not be issued in 2015-17.

In addition, the Legislative Fiscal Office recommends that expenditure limitation to facilitate federal approval of a grant application for remodeling the Veterans' Home facility in The Dalles be included in the Capitol Construction bill, in the amount of \$2,805,303 Federal Funds, and \$1,510,547 Other Funds.

### **Adjustments to Current Service Level:**

See attached "Work Session Presentation Report" dated June 1, 2015

**Accept the LFO recommendation:** Move the LFO recommendations to SB 5539

**OR**

**Change the LFO recommendation:** Move the LFO recommendations to SB 5539, with modifications.

### **Performance Measures**

See attached "Legislatively Proposed 2015-17 Key Performance Measures" form.

**Accept the LFO recommendation:** Move the LFO recommendation on Key Performance Measures

**OR**

**Change the LFO recommendation:** Move the LFO recommendation on Key Performance Measures with modifications.

### **Budget Note (must be approved by Co-Chair)**

The following budget note is recommended for inclusion in the SB 5539 budget report, related to procuring the suicide prevention hotline services:

The Oregon Department of Veterans' Affairs (ODVA) shall coordinate with Oregon Health Authority (OHA) to establish a veterans' crisis suicide line that offers free, anonymous assistance, 24 hours a day, to active-duty service members, veterans and their families. To avoid duplication of services and in order to provide delivery of the most efficient services, coordination should ensure that the contract for suicide crisis intervention services is with a provider that has contractual affiliation with the National Suicide Prevention Line and the National Veteran's Crisis Line. Specific statistical information should be maintained associated with services delivered to veterans.

**Accept the LFO recommendation:** Move the recommended budget note

**OR**

**Change the LFO recommendation:** Move the budget note with modifications.

**Recommended Changes to Appropriation Bill:**

The Legislative Fiscal Office recommends a budget of \$11,697,348, General Fund, \$82,257,619 Other Funds, \$1 Federal Funds, \$318,333,710 Other Funds Nonlimited, and 86 positions (85.50 FTE) and that Senate Bill 5539 be amended accordingly.

Section 1:

- Line 10: Delete [\$5,922,366] and insert \$ 4,764,628
- Line 13: Delete [\$3,699,840] and insert \$4,199,840
- Delete subsection 4.

Section 3

- Delete [\$81,473,806] and insert \$82,257,619

**Motion: Move adoption of the -1 amendment to HB 5020.**

**Final HB 5020 Subcommittee Action:**

The measure, as amended by the –1, is recommended to be moved to the full committee on Joint Ways and Means.

**Motion: Move SB 5539, as amended, to the Full Committee with a “do pass as amended” recommendation.**

**Carriers:**

**Full Committee Carrier:**\_\_\_\_\_

**Second Chamber Carrier:**\_\_\_\_\_

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	<b>9,448,781</b>	-	<b>43,788,902</b>	-	<b>335,225,000</b>	-	<b>388,462,683</b>	<b>82</b>	<b>81.20</b>
2013-15 Ebds, SS & Admin Act	250,661	-	6,611,205	400,000	-	-	7,261,866	2	1.43
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	<b>9,699,442</b>	-	<b>50,400,107</b>	<b>400,000</b>	<b>335,225,000</b>	-	<b>395,724,549</b>	<b>84</b>	<b>82.63</b>
<b>2013-15 Leg Approved Budget (Base)</b>	<b>9,600,742</b>	-	<b>50,400,107</b>	<b>300,000</b>	<b>335,225,000</b>	-	<b>395,525,849</b>	<b>83</b>	<b>82.13</b>
Summary of Base Adjustments	2,414,903	2,093,963	(174,680)	-	(16,891,290)	-	(12,557,104)	-	0.87
<b>2015-17 Base Budget</b>	<b>12,015,645</b>	<b>2,093,963</b>	<b>50,225,427</b>	<b>300,000</b>	<b>318,333,710</b>	-	<b>382,968,745</b>	<b>83</b>	<b>83.00</b>
010: Non-PICS Pers Svc/Vacancy Factor	288	-	(5,355)	-	-	-	(5,067)	-	-
020: Phase In / Out Pgm & One-time Cost	(1,335,000)	-	30,358,516	(300,000)	-	-	28,723,516	-	-
030: Inflation & Price List Adjustments	227,234	-	1,051,635	-	-	-	1,278,869	-	-
<b>2015-17 Current Service Level</b>	<b>10,908,167</b>	<b>2,093,963</b>	<b>81,630,223</b>	-	<b>318,333,710</b>	-	<b>412,966,063</b>	<b>83</b>	<b>83.00</b>
<b>Adjusted 2015-17 Current Service Level</b>	<b>10,908,167</b>	<b>2,093,963</b>	<b>81,630,223</b>	-	<b>318,333,710</b>	-	<b>412,966,063</b>	<b>83</b>	<b>83.00</b>
<b>Total LFO Recommended Packages</b>	<b>789,181</b>	<b>(2,093,963)</b>	<b>627,396</b>	<b>1</b>	<b>-</b>	-	<b>(677,385)</b>	<b>3</b>	<b>2.50</b>
<b>2015-17 Legislative Actions</b>	<b>11,697,348</b>	-	<b>82,257,619</b>	<b>1</b>	<b>318,333,710</b>	-	<b>412,288,678</b>	<b>86</b>	<b>85.50</b>
Net change from 2013-15 Leg Approved Budget	1,997,906	-	31,857,512	(399,999)	(16,891,290)	-	16,564,129	2	2.87
Percent change from 2013-15 Leg Approved Budget	20.6%	0.0%	63.2%	(100.0%)	(5.0%)	0.0%	4.2%	2.4%	3.5%
Net change from 2015-17 Current Service Level	789,181	(2,093,963)	627,396	1	-	-	(677,385)	3	2.50
Percent change from 2015-17 Current Service Level	7.2%	(100.0%)	0.8%	100.0%	0.0%	0.0%	(0.2%)	3.6%	3.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	-	-	15,245,709	-	-	-	15,245,709	51	50.30
2013-15 Ebds, SS & Admin Act	-	-	273,913	-	-	-	273,913	(1)	(0.20)
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	-	-	15,519,622	-	-	-	15,519,622	50	50.10
<b>2013-15 Leg Approved Budget (Base)</b>	-	-	15,519,622	-	-	-	15,519,622	50	50.10
Summary of Base Adjustments	-	-	(273,664)	-	-	-	(273,664)	-	-
<b>2015-17 Base Budget</b>	-	-	15,245,958	-	-	-	15,245,958	50	50.10
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(21,017)	-	-	-	(21,017)	-	-
030: Inflation & Price List Adjustments	-	-	(146,222)	-	-	-	(146,222)	-	-
<b>2015-17 Current Service Level</b>	-	-	15,078,719	-	-	-	15,078,719	50	50.10
<b>Adjusted 2015-17 Current Service Level</b>	-	-	15,078,719	-	-	-	15,078,719	50	50.10
<b>Total LFO Recommended Packages</b>	-	-	398,346	-	-	-	398,346	1	1.00
<b>2015-17 Legislative Actions</b>	-	-	15,477,065	-	-	-	15,477,065	51	51.10
Net change from 2013-15 Leg Approved Budget	-	-	(42,557)	-	-	-	(42,557)	1	1.00
Percent change from 2013-15 Leg Approved Budget	0.0%	0.0%	(0.3%)	0.0%	0.0%	0.0%	(0.3%)	2.0%	2.0%
Net change from 2015-17 Current Service Level	-	-	398,346	-	-	-	398,346	1	1.00
Percent change from 2015-17 Current Service Level	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.6%	2.0%	2.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 105 Meet Demands for New Veteran's Home Loans**

Package Description This package accommodates additional loan program activity being experienced by the Home Loan program. The package funds a permanent Loan Specialist 1 position (1.00 FTE ) from Loan program proceeds. Loan activity is on pace to increase approximately 32% over calendar year 2013.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	148,346	-	-	-	148,346	1	1.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 106 Loan Program IT Modernization**

Package Description ODVA originates and services all loans connected with the ODVA home loan program. Current IT systems are antiquated and will shortly be unsupported. Resources to enable the department to purchase off-the-shelf software, as well as installation and training, will ensure the sufficiency of home-loan data in future biennia.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	-	250,000	-	-	-	250,000	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	<b>8,945,967</b>	-	<b>865,498</b>	-	-	-	<b>9,811,465</b>	<b>29</b>	<b>28.90</b>
2013-15 Ebds, SS & Admin Act	250,661	-	91,191	400,000	-	-	741,852	1	0.50
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	<b>9,196,628</b>	-	<b>956,689</b>	<b>400,000</b>	-	-	<b>10,553,317</b>	<b>30</b>	<b>29.40</b>
<b>2013-15 Leg Approved Budget (Base)</b>	<b>9,097,928</b>	-	<b>956,689</b>	<b>300,000</b>	-	-	<b>10,354,617</b>	<b>29</b>	<b>28.90</b>
Summary of Base Adjustments	298,777	-	(45,727)	-	-	-	253,050	-	-
<b>2015-17 Base Budget</b>	<b>9,396,705</b>	-	<b>910,962</b>	<b>300,000</b>	-	-	<b>10,607,667</b>	<b>29</b>	<b>28.90</b>
010: Non-PICS Pers Svc/Vacancy Factor	288	-	2,340	-	-	-	2,628	-	-
020: Phase In / Out Pgm & One-time Cost	(1,335,000)	-	-	(300,000)	-	-	(1,635,000)	-	-
030: Inflation & Price List Adjustments	227,234	-	(39,499)	-	-	-	187,735	-	-
<b>2015-17 Current Service Level</b>	<b>8,289,227</b>	-	<b>873,803</b>	-	-	-	<b>9,163,030</b>	<b>29</b>	<b>28.90</b>
<b>Adjusted 2015-17 Current Service Level</b>	<b>8,289,227</b>	-	<b>873,803</b>	-	-	-	<b>9,163,030</b>	<b>29</b>	<b>28.90</b>
<b>Total LFO Recommended Packages</b>	<b>789,181</b>	-	-	<b>1</b>	-	-	<b>789,182</b>	<b>1</b>	<b>0.50</b>
<b>2015-17 Legislative Actions</b>	<b>9,078,408</b>	-	<b>873,803</b>	<b>1</b>	-	-	<b>9,952,212</b>	<b>30</b>	<b>29.40</b>
Net change from 2013-15 Leg Approved Budget	(118,220)	-	(82,886)	(399,999)	-	-	(601,105)	-	-
Percent change from 2013-15 Leg Approved Budget	(1.3%)	0.0%	(8.7%)	(100.0%)	0.0%	0.0%	(5.7%)	0.0%	0.0%
Net change from 2015-17 Current Service Level	789,181	-	-	1	-	-	789,182	1	0.50
Percent change from 2015-17 Current Service Level	9.5%	0.0%	0.0%	100.0%	0.0%	0.0%	8.6%	3.5%	1.7%



	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 101 County Training; Reclasses to Align Positions**

Package Description This package provides limitation and position authority to continue a Training Development Specialist 2 position that was established as Limited Duration at the May, 2014 meeting of the Emergency Board. The position augments the agency's one existing position that provides training, support, and continuing education to County Veteran Service Officers, who must be certified in order to file claims on behalf of veterans. The position will help address the intensive training needs of a historically high number of County Veteran Services Officer positions that have turned over since 2013 and are awaiting accreditation. It takes roughly 18 months of intensive initial training for a CVSO to achieve accreditation, and extra support is also needed for the continuing education needs of all County Veteran Service Officers. The package also involves reclassification of five positions to enable ODVA to utilize available position authority in a more strategic manner.

LFO Recommendation The Legislative Fiscal Office recommends the position be funded at 0.5 FTE. In addition, \$63,623 in Personal Services is included for the position reclassifications.

<b>LFO Recommended</b>	<b>193,135</b>	-	-	-	-	-	<b>193,135</b>	<b>1</b>	<b>0.50</b>
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 102 County Funds/Technical Aid; Veterans Outreach**

Package Description This package as recommended by the Legislative Fiscal Office increases the distribution to the County Veteran Service Officer program by \$500,000. This package provides an ongoing increase to the "base" funding to counties for local veteran services provided at the local level.

LFO Recommendation The Legislative Fiscal Office recommends that support for the state's 34 county veteran service officer program be increased by \$500,000, accomplished as follows: repurposing special payments currently made for educational aid (\$88,983 current service level); utilizing \$164,971 of the current service level amount allocated emergency assistance program (leaving a balance of \$150,000 in that program); and a General Fund investment in the amount of \$246,046.

The County Veteran Service Officer program has a measurable return on investment, as the number power of attorney and claims dollars returned to veterans can be compared against total dollars invested, and the results tracked and verified.

The LFO recommendation does not anticipate that the funds will be awarded on a competitive basis, but rather that each county's proportional share of special payments will be increased.

LFO Analyst Notes During the 2013 regular legislative session, \$1 million in one-time funding was approved for the Veterans' Extended Outreach Grant program. The grant program increased base allocations to all counties of \$10,000, while providing a source of funding for proposals from 26 counties designed to increase the number of powers of attorney generated by CVSOs in those 26 counties. The competitive funding resulted in an additional 581 new powers-of-attorney from February – June, 2014.

<b>LFO Recommended</b>	<b>246,046</b>	-	-	-	-	-	<b>246,046</b>	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 801 LFO Analyst Adjustments**

Package Description This package provides \$350,000 in one-time General Fund support for a veterans' crisis and suicide prevention hotline.

In addition, the package provides \$1 in Federal Funds expenditure limitation to provide a vehicle with the which the Department can request authority to apply for and expend federal grant awards in the 2015-17 interim.

LFO Recommendation Approve.

Budget Notes The Oregon Department of Veterans' Affairs (ODVA) shall coordinate with Oregon Health Authority (OHA) to establish a veterans' crisis suicide line that offers free, anonymous assistance, 24 hours a day, to active-duty service members, veterans and their families. To avoid duplication of services and in order to provide delivery of the most efficient services, coordination should ensure that the contract for suicide crisis intervention services is with a provider that has contractual affiliation with the National Suicide Prevention Line and the National Veteran's Crisis Line. Specific statistical information should be maintained associated with services delivered to veterans.

<b>LFO Recommended</b>	<b>350,000</b>	-	-	<b>1</b>	-	-	<b>350,001</b>	-	-
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LFO102 - Work Session Presentation Report  
2015-17 Biennium

Version: L - 01 - LFO Analyst Recommended  
Cross Reference: 27400-003-00-00-00000  
Oregon Veterans Home Program

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	<b>502,814</b>	-	<b>27,677,695</b>	-	-	-	<b>28,180,509</b>	<b>2</b>	<b>2.00</b>
2013-15 Ebds, SS & Admin Act	-	-	6,246,101	-	-	-	6,246,101	2	1.13
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	<b>502,814</b>	-	<b>33,923,796</b>	-	-	-	<b>34,426,610</b>	<b>4</b>	<b>3.13</b>
<b>2013-15 Leg Approved Budget (Base)</b>	<b>502,814</b>	-	<b>33,923,796</b>	-	-	-	<b>34,426,610</b>	<b>4</b>	<b>3.13</b>
Summary of Base Adjustments	2,116,126	2,093,963	144,711	-	-	-	4,354,800	-	0.87
<b>2015-17 Base Budget</b>	<b>2,618,940</b>	<b>2,093,963</b>	<b>34,068,507</b>	-	-	-	<b>38,781,410</b>	<b>4</b>	<b>4.00</b>
010: Non-PICS Pers Svc/Vacancy Factor	-	-	13,322	-	-	-	13,322	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	30,358,516	-	-	-	30,358,516	-	-
030: Inflation & Price List Adjustments	-	-	1,237,356	-	-	-	1,237,356	-	-
<b>2015-17 Current Service Level</b>	<b>2,618,940</b>	<b>2,093,963</b>	<b>65,677,701</b>	-	-	-	<b>70,390,604</b>	<b>4</b>	<b>4.00</b>
<b>Adjusted 2015-17 Current Service Level</b>	<b>2,618,940</b>	<b>2,093,963</b>	<b>65,677,701</b>	-	-	-	<b>70,390,604</b>	<b>4</b>	<b>4.00</b>
<b>Total LFO Recommended Packages</b>	-	<b>(2,093,963)</b>	<b>229,050</b>	-	-	-	<b>(1,864,913)</b>	<b>1</b>	<b>1.00</b>
<b>2015-17 Legislative Actions</b>	<b>2,618,940</b>	-	<b>65,906,751</b>	-	-	-	<b>68,525,691</b>	<b>5</b>	<b>5.00</b>
Net change from 2013-15 Leg Approved Budget	2,116,126	-	31,982,955	-	-	-	34,099,081	1	1.87
Percent change from 2013-15 Leg Approved Budget	420.9%	0.0%	94.3%	0.0%	0.0%	0.0%	99.1%	25.0%	59.7%
Net change from 2015-17 Current Service Level	-	(2,093,963)	229,050	-	-	-	(1,864,913)	1	1.00
Percent change from 2015-17 Current Service Level	0.0%	(100.0%)	0.4%	0.0%	0.0%	0.0%	(2.7%)	25.0%	25.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 107 Increase Veterans' Home Efficacy with Reclass**

Package Description This package changes the classification of ODVA's Admissions and Liaison Officers (Program Analyst II) currently employed at each of the Department's Veterans' Homes to supervisory status. These positions serve as the ODVA representative and liaison between the facilities' onsite contractor and ODVA senior management. The change appropriately reflects their duties in supervising an ODVA admissions assistant employee at each of the facilities.

LFO Recommendation The Legislative Fiscal Office Recommends Approval.

LFO Recommended	-	-	9,050	-	-	-	9,050	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 802 Aging Veterans' Services Director**

Package Description ODVA created the position of Aging Veteran Services Director in the interim between the agency's budget development and the beginning of the 2015 legislative session. The position provides subject matter expertise and contract oversight to ODVA's two skilled nursing facilities, ensuring that residents receive the highest level of care. In addition, the position is tasked with coordinating efforts between ODVA and other state and local partners to share best practices, expertise, and preventative strategies in an effort to reduce the need for safety-net services for this population. The package provides funding for this permanent position, which is budgeted at a level PEM F.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Analyst Notes The position is funded from Other Funds generated through the Oregon Veterans' Home program generated from resident payments (including Medicare, Medicaid, disability benefits, Social Security, and private payments).

<b>LFO Recommended</b>	-	-	<b>220,000</b>	-	-	-	<b>220,000</b>	<b>1</b>	<b>1.00</b>
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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**Package 811 Updated Base Debt Service Adjustment**

Package Description This package removes revenue and expenditure limitation associated with lottery bonds and debt service that were budgeted in the event of capitol construction of a third Veterans' Home. Construction of a third home is not anticipated in the 2015-17 biennium.

LFO Recommendation The Legislative Fiscal Office recommends approval.

LFO Recommended	-	(2,093,963)	-	-	-	-	(2,093,963)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	-	-	-	-	335,225,000	-	335,225,000	-	-
2013-15 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	-	-	-	-	335,225,000	-	335,225,000	-	-
<b>2013-15 Leg Approved Budget (Base)</b>	-	-	-	-	335,225,000	-	335,225,000	-	-
Summary of Base Adjustments	-	-	-	-	(16,891,290)	-	(16,891,290)	-	-
<b>2015-17 Base Budget</b>	-	-	-	-	318,333,710	-	318,333,710	-	-
<b>2015-17 Current Service Level</b>	-	-	-	-	318,333,710	-	318,333,710	-	-
<b>Adjusted 2015-17 Current Service Level</b>	-	-	-	-	318,333,710	-	318,333,710	-	-
<b>2015-17 Legislative Actions</b>	-	-	-	-	318,333,710	-	318,333,710	-	-
Net change from 2013-15 Leg Approved Budget	-	-	-	-	(16,891,290)	-	(16,891,290)	-	-
Percent change from 2013-15 Leg Approved Budget	0.0%	0.0%	0.0%	0.0%	(5.0%)	0.0%	(5.0%)	0.0%	0.0%
Net change from 2015-17 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2015-17 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2013-15 Agy. Leg. Adopted</b>	-	-	-	-	-	-	-	-	-
2013-15 Ebds, SS & Admin Act	-	-	-	-	-	-	-	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget</b>	-	-	-	-	-	-	-	-	-
<b>2013-15 Leg Approved Budget (Base)</b>	-	-	-	-	-	-	-	-	-
Summary of Base Adjustments	-	-	-	-	-	-	-	-	-
<b>2015-17 Base Budget</b>	-	-	-	-	-	-	-	-	-
<b>2015-17 Current Service Level</b>	-	-	-	-	-	-	-	-	-
<b>Adjusted 2015-17 Current Service Level</b>	-	-	-	-	-	-	-	-	-
<b>2015-17 Legislative Actions</b>	-	-	-	-	-	-	-	-	-
Net change from 2013-15 Leg Approved Budget	-	-	-	-	-	-	-	-	-
Percent change from 2013-15 Leg Approved Budget	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Net change from 2015-17 Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2015-17 Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

## Legislatively Proposed 2015-2017 Key Performance Measures

**Agency: VETERANS' AFFAIRS, DEPARTMENT of**

Mission: The Oregon Department of Veterans' Affairs (ODVA), serves and honors veterans through our leadership, advocacy and strong partnerships.

Legislatively Proposed KPMs	Customer Service Category	Agency Request	Most Current Result	Target 2016	Target 2017
1 b - Loan Program: Loan Origination. Increase the loan origination volume to \$35 million or more in new loans per year.		Proposed New KPM		35.00	35.00
2 b - Oregon Veterans Homes: Maintain below-market veteran private pay rates.		Proposed New KPM		282.00	296.00
3 - Veteran Services: Disability Compensation and Pension Benefits. Amount of average U.S. Department of Veterans Affairs (federal VA) disability and pension compensation received per Oregon Veteran who receives these benefits.		Proposed New KPM		17,145.00	17,660.00
4 - Veteran Services: Power of Attorney (POA). Number of power of attorneys granted by veterans to veteran service officers and the Department.		Proposed New KPM		9,928.00	10,424.00
2 - DISABILITY COMPENSATION - Average U.S. Department of Veterans Affairs (federal VA) disability compensation received per Oregon veteran.		Proposed Delete KPM	14,695.00		
3 - RECOVERY OF NEW FEDERAL DOLLARS - Recovery of new U.S. Department of Veterans Affairs (federal VA) benefit dollars (in millions) for Oregon veterans, their dependents, and survivors with Oregon Department of Veterans' Affairs claims representation.		Proposed Delete KPM	74.70		
1 a - DELINQUENT ACCOUNTS - Percentage of Oregon Department of Veterans' Affairs home loan accounts that are delinquent.		Approved KPM	1.45	1.50	1.50
2 a - Oregon Veterans Homes: Occupancy. Maintain an occupancy rate for licensed bed of at least 80% for licensed beds in both veterans? homes.		Approved KPM		80.00	80.00
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Accuracy	Approved KPM	87.00	90.00	90.00

**Agency: VETERANS' AFFAIRS, DEPARTMENT of**

Mission: The Oregon Department of Veterans' Affairs (ODVA), serves and honors veterans through our leadership, advocacy and strong partnerships.

<b>Legislatively Proposed KPMs</b>	<b>Customer Service Category</b>	<b>Agency Request</b>	<b>Most Current Result</b>	<b>Target 2016</b>	<b>Target 2017</b>
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Availability of Information	Approved KPM	81.00	90.00	90.00
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Expertise	Approved KPM	86.00	90.00	90.00
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Helpfulness	Approved KPM	91.00	90.00	90.00
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Overall	Approved KPM	92.00	90.00	90.00
5 - CUSTOMER SATISFACTION - Percentage of customers rating their satisfaction with the Oregon Department of Veterans' Affairs customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.	Timeliness	Approved KPM	89.00	90.00	90.00
6 - BEST PRACTICES: Percent of total applicable best practices met by the Board.		Approved KPM	100.00		

**LFO Recommendation:**

The Legislative Fiscal Office recommends that KPM 2 (Disability Compensation) and KPM 3 (Recovery of New Federal Dollars) be deleted and replaced with a new KPM 3 (Veteran Services: Disability Compensation and Pension Benefits), as this is a more comprehensive measure of how Oregon Veterans compares with the average amount of federal benefits received by veterans nation-wide. In addition, LFO recommends new KPMs relating to the Loan Program (Proposed New KPM 1b - Loan Program Loan Origination), the Oregon Veterans Homes (2b Maintain Below-Market Private Pay Rate), and the number of new Power Attorneys granted (KPM 4), to measure performance in these service areas.

**Sub-Committee Action:**

SB 5539-1  
(LC 9539)  
5/28/15 (TR/ps)

**PROPOSED AMENDMENTS TO  
SENATE BILL 5539**

1 On page 1 of the printed bill, line 10, delete “\$5,922,366” and insert  
2 “\$4,764,628”.

3 In line 13, delete “\$3,699,840” and insert “\$4,199,840”.

4 Delete lines 17 through 19.

5 In line 24, delete “\$81,473,806” and insert “\$82,257,619”.

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