



OREGON DEPARTMENT
of VETERANS' AFFAIRS

2025-27 GOVERNOR'S BUDGET

Joint Committee on Ways and Means Subcommittee on Transportation and Economic Development | February 26, 2025



PRESENTED BY
Dr. Nakeia Council Daniels, Director

80 YEARS OF SERVICE

TO OREGON VETERANS AND THEIR FAMILIES



MISSION

To honor and serve all Oregon veterans and their families by aligning and delivering earned benefits and services that enhance and improve their lives in recognition of their service to our nation.



VISION

All veterans and their families thrive in Oregon.



VALUES

Stewardship
Excellence
Respect
Vision
Inclusivity
Commitment
Equity



AGENCY OVERVIEW

Veterans' Bill Becomes Law

Snell Puts Okeh On G. I. Program

STATEHOUSE, Salem, March 12 (Special)—Governor Earl Snell Monday signed a house bill, by Representative Harvey Wells and others, creating a department of veterans' affairs and the office of director. Creation of this department was requested by the governor in his message to the legislature. "Enactment of this legislation



Oregon Veteran Home Loan Established & Agency Founding

Conservatorship Program Begins Serving Veterans

State Pass-through Funding to Counties for Veteran Service Officers

First Oregon Veterans' Homes Opens in The Dalles

Veteran Service Officer Certification Program

Special Advocacy and Outreach Established by Legislature

Lottery Funding Creates New & Expanded Veteran Services

Veteran Education Program Established

1945

1964

1995

1997

2005

2015

2017

2019



Estimated **266,690 veterans in Oregon** having served across 5 major war eras

75% served during a wartime era

More than **50% of veterans** are age **65** and older

13.8% are **veterans of color**

9.8% of **veterans** are **women**

2.5% of **veterans** identify as **LGBTQ+**

0.5% of **veterans** are **houseless**

\$4.0 BILLION

TOTAL FY 23 FEDERAL VA EXPENDITURES IN OREGON



\$1.83 Billion

Health Care
Expenditures

More than **36% of veterans** in Oregon are enrolled in health care from the federal VA.



\$1.9 Billion

Disability Compensation
and Pension Payments

Nearly **31% of Oregon veterans** are service-connected for injuries incurred in service.



\$128 Million

Education
Payments

In 2023, the average tuition and housing payments made to nearly **7,000 veterans** in Oregon was \$18,486.



AGENCY PROGRAM OVERVIEW



Operations



Home Loan Program



Appeals & Special Advocacy



Strategic Partnerships



Oregon Veterans' Homes



Aging Veteran Services



BUDGET DRIVERS

2025-27 Governor's Recommended Budget

- Supporting Veteran Housing Stability
- Investing in Veteran Behavioral Health
- Continuing Support for Veteran Education
- Reaching Underserved Veterans
- Honoring and Serving Veterans at Every Life Stage
- Strengthening ODVA's Operations

2017-19

- Doubled Pass-through Funding to Counties and National Service Organizations
- Veteran Services Grant
- Campus Veteran Resource Grant
- Campus Veteran Coordinator
- Incarcerated Veteran Coordinator
- Aging Veteran Outreach
- Veteran Volunteer Program
- Military Helpline Pass-through

2019-21

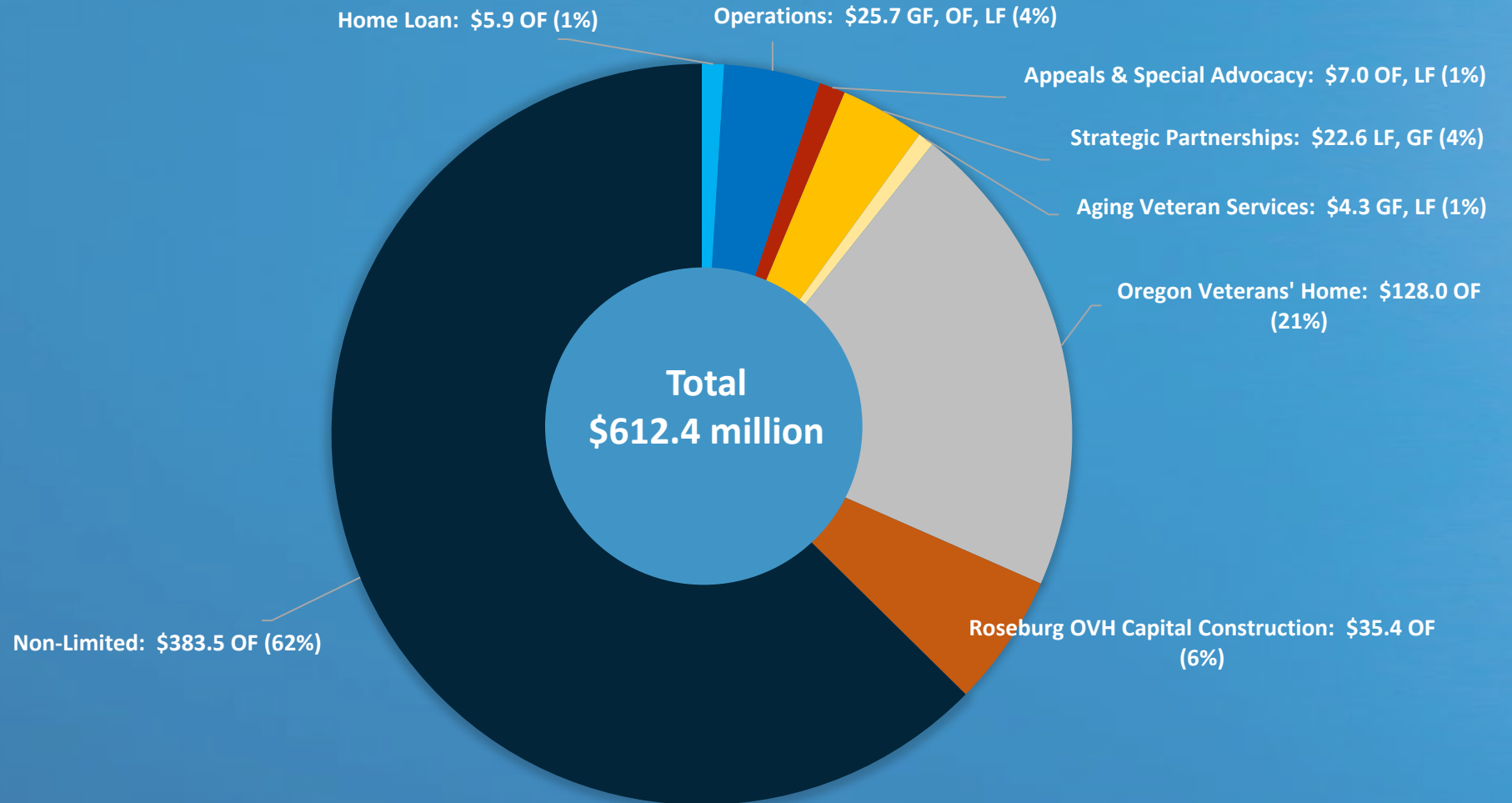
- Tribal Veteran Services Pass-through
- Rural Veteran Healthcare Transportation Grant
- Veterans Educational Bridge Grant
- State Approving Agency
- Tribal Veteran Coordinator
- Houseless Veteran Coordinator
- COVID-19 at Oregon Veterans' Homes



2025-27
GOVERNOR'S
RECOMMENDED
BUDGET

2025-27 GOVERNOR'S RECOMMENDED BUDGET

ALL PROGRAMS (in millions)





**2025-27
GOVERNOR'S
RECOMMENDED
BUDGET**

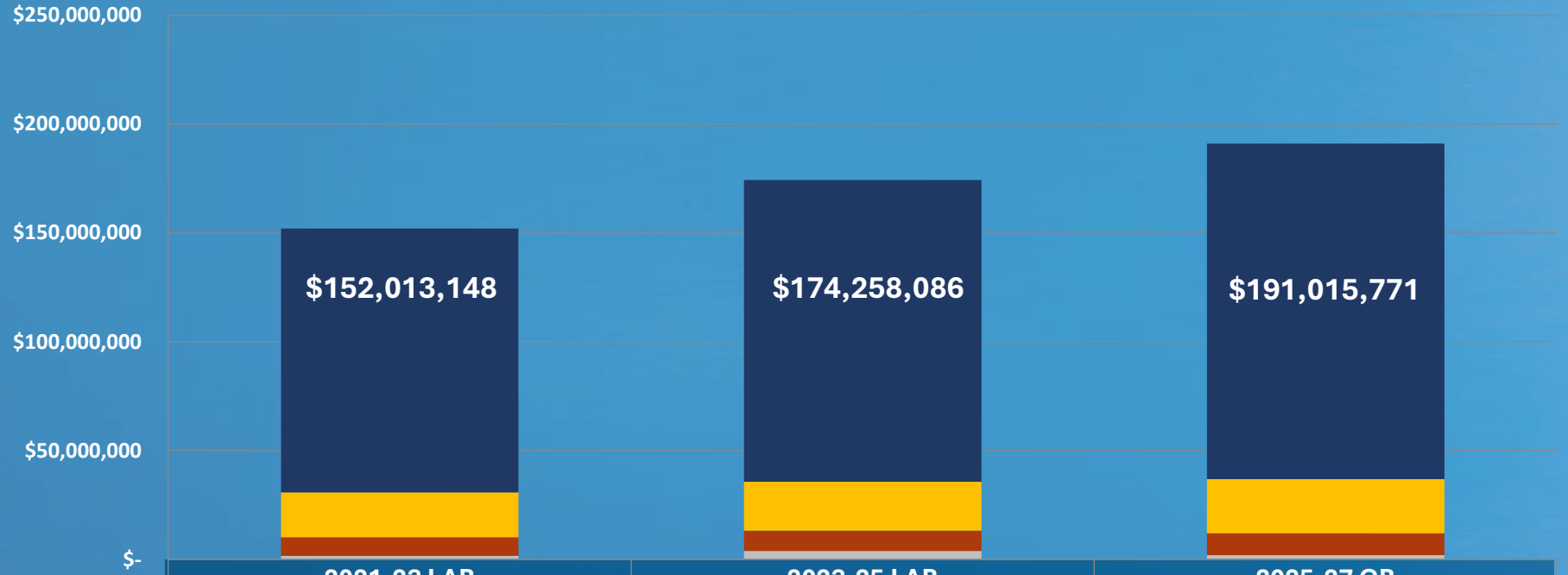
**POSITIONS:
108 (105.75 FTE)**

**TOTAL BUDGET:
\$191,015,771
GF, OF, LF, FF**

Excludes Debt Service, NonLimited
and Capital Construction (Roseburg)

AGENCY HISTORICAL OPERATING BUDGET

DISTRIBUTION BY FUND TYPE
ALL PROGRAMS



	2021-23 LAB	2023-25 LAB	2025-27 GB
Other Funds	121,247,139	138,624,314	154,142,932
Lottery Funds	20,592,667	22,423,654	24,870,414
General Funds	8,555,498	9,329,093	10,040,731
Federal Funds	1,617,844	3,881,025	1,961,694

*Excluding Operations Other Funds Debt Service Ltd \$414,260; Oregon Veterans Home Program General Fund Debt Service of \$376,828 ; Lottery Funds Debt Service Limited of \$551,000; NonLimited Other Funds \$325,625,000; Other Funds Debt Service NonLimited \$57,853,769; Capital Construction (Roseburg) \$35,000,000 & Other Funds Ltd \$350,000



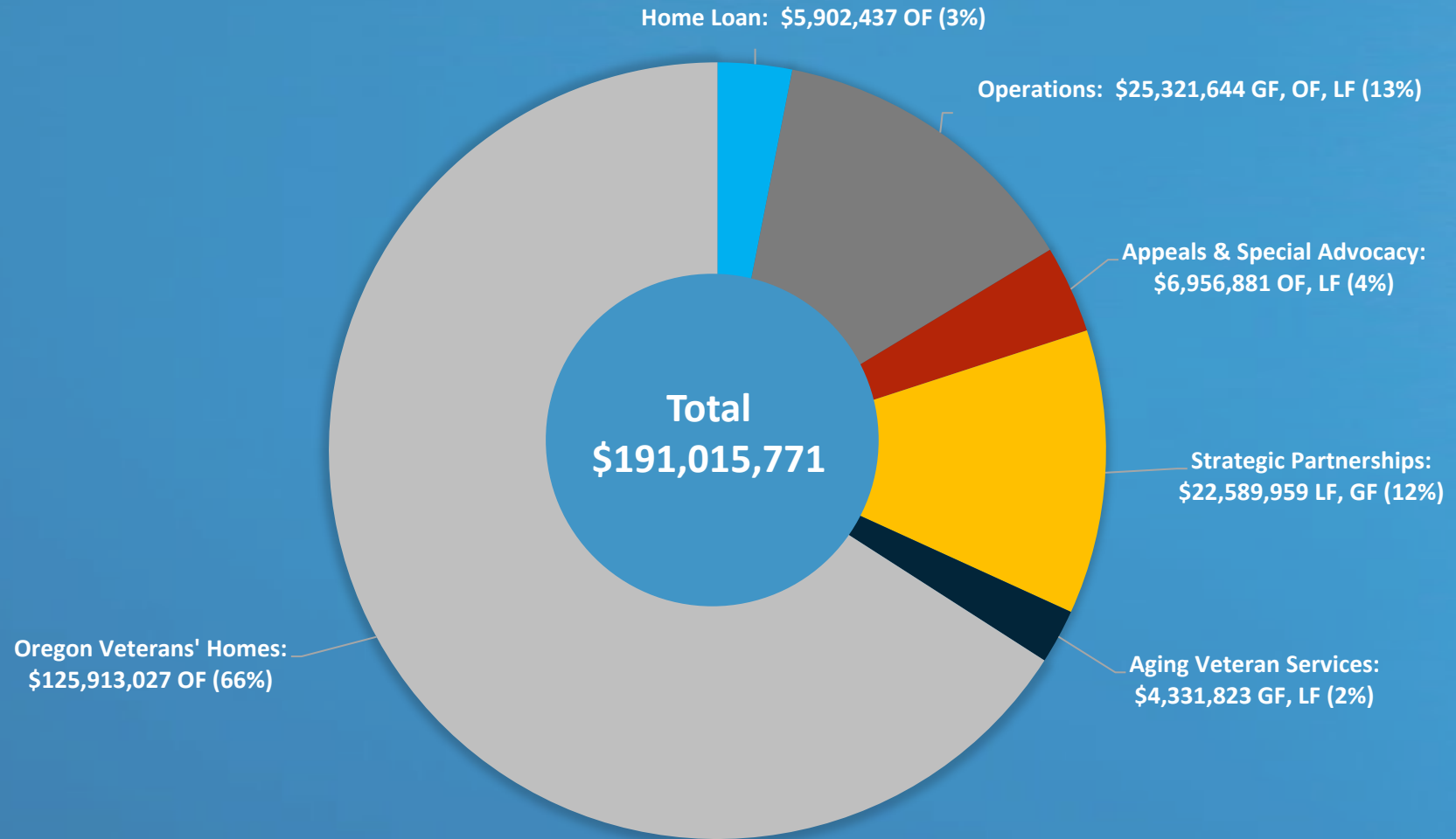
**2025-27
GOVERNOR'S
RECOMMENDED
BUDGET**

**POSITIONS:
108 [105.75 FTE]**

**TOTAL BUDGET:
\$191,015,771
GF, OF, LF, FF**

Excludes Debt Service, NonLimited
and Capital Construction (Roseburg)

OPERATING BUDGET: PROGRAMS BY FUND TYPE



*Excluding Operations Other Funds Debt Service Ltd \$414,260; Oregon Veterans Home Program General Fund Debt Service of \$376,828 ; Lottery Funds Debt Service Limited of \$551,000; NonLimited Other Funds \$325,625,000; Other Funds Debt Service NonLimited \$57,853,769; Capital Construction (Roseburg) \$35,000,000 & Other Funds Ltd \$350,000



**OPERATIONS
PROGRAM**

**POSITIONS:
50 [48.50 FTE)**

**TOTAL BUDGET:
\$25,321,644
GF, OF, LF
Excludes Debt Service**

- » **Administration (Director's Office)**
 - » **Legislative**
 - » **Internal Audits**
 - » **Communications**

- » **Business Services Division**
 - » **Human Resources**
 - » **Information Services**
 - » **Financial Services**
 - » **Facilities Services**
 - » **Records and Information Management**

- » **Veterans Advisory Committee**
 - » **9 member veteran committee created to advise the Director**

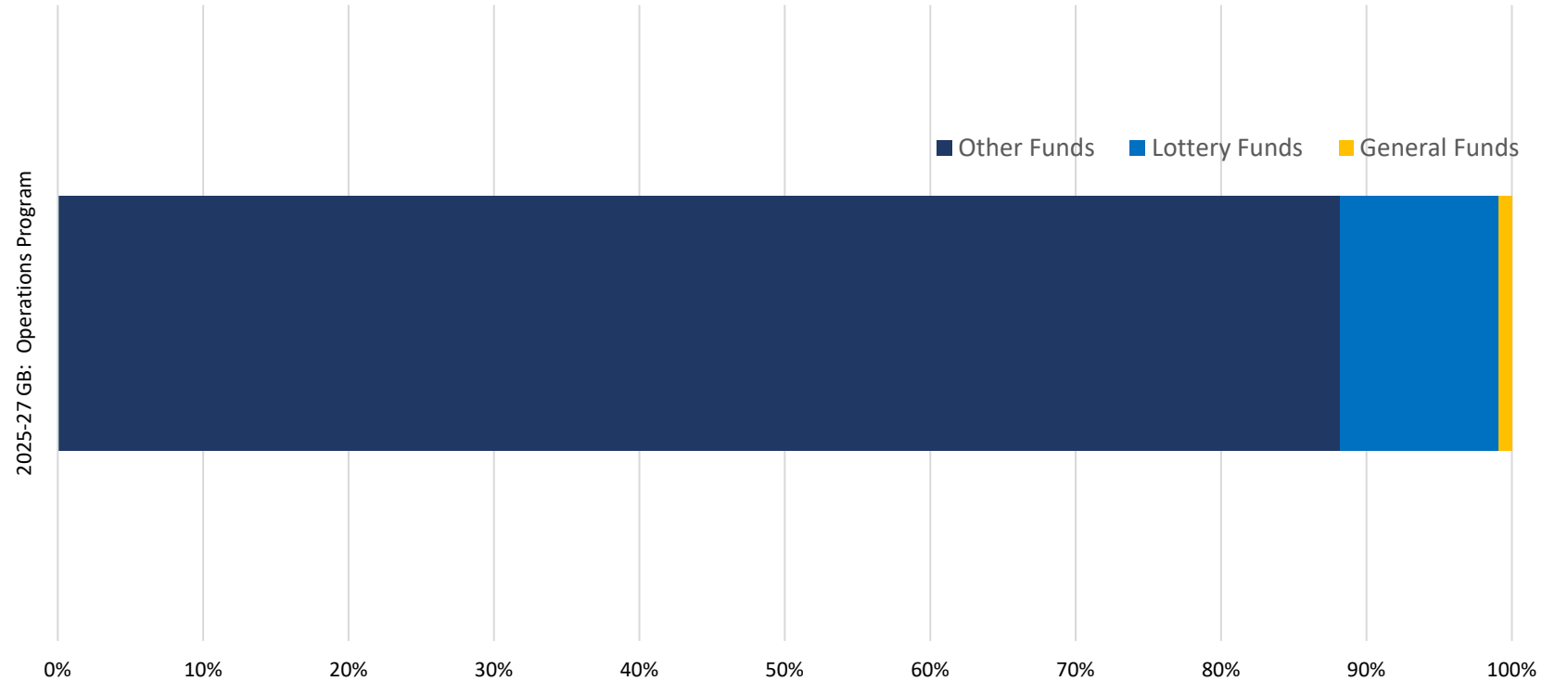


OPERATIONS PROGRAM

POSITIONS:
50 [48.50 FTE]

TOTAL BUDGET:
\$25,321,644
GF, OF, LF
Excludes Debt Service

OPERATIONS PROGRAM 2025-27 GOVERNOR’S RECOMMENDED BUDGET



2025-27 GB: Operations Program	
Other Funds	\$22,327,468
Lottery Funds	\$2,766,920
General Funds	\$227,256

*Excluding Operations Other Funds Debt Service Ltd \$414,260



HOME LOANS PROGRAM

POSITIONS:
13 [12.75 FTE)

TOTAL BUDGET:
\$5,902,437
OF

- » **Low-interest rate mortgages on single-family owner-occupied homes to eligible and qualified veterans**
- » **State benefit is separate and distinct from the federal VA Home Loan Guaranty and can be used up to four times in a lifetime**
- » **Borrow up to \$806,500 (FHFA limit as of 2025)**

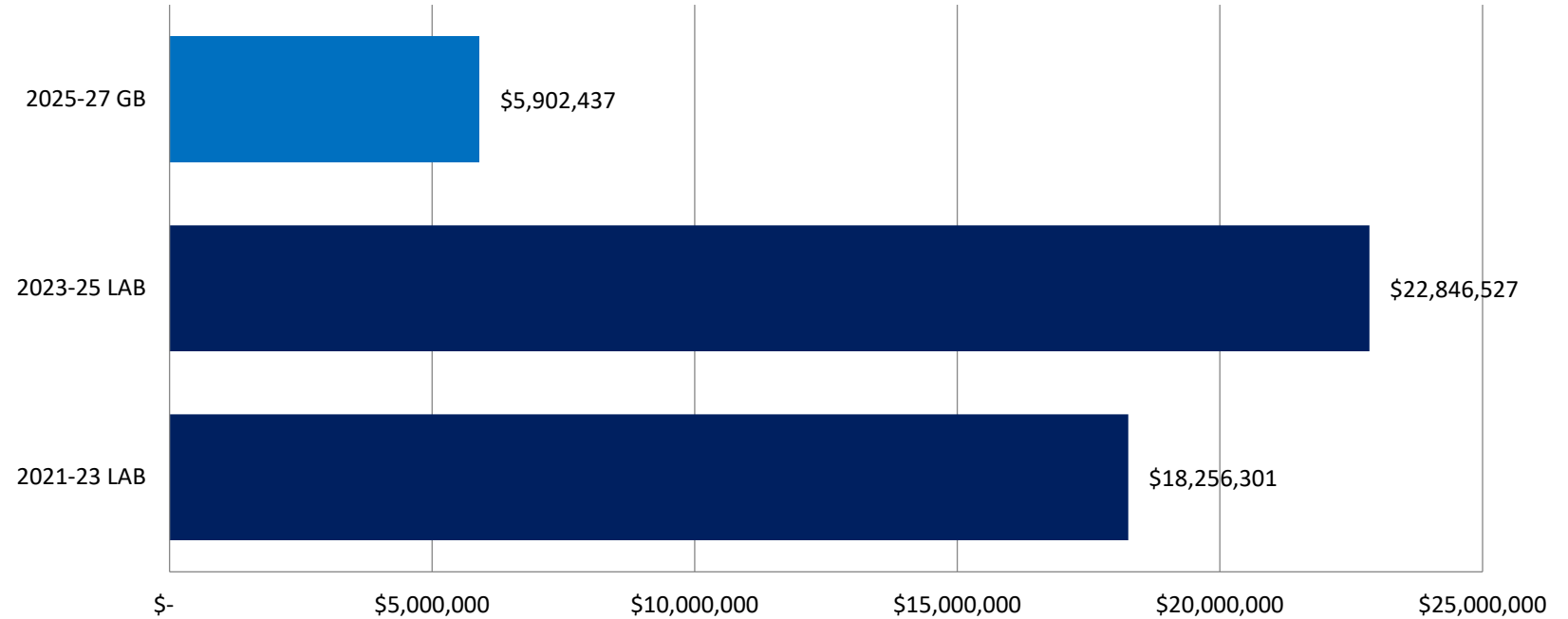


HOME LOANS PROGRAM

POSITIONS:
13 [12.75 FTE]

TOTAL BUDGET:
\$5,902,437
OF

HOME LOAN PROGRAM HISTORICAL OPERATING BUDGET COMPARISON



	2021-23 LAB	2023-25 LAB	2025-27 GB
■ HOME LOAN PROGRAM	\$18,256,301	\$22,846,527	\$5,902,437



APPEALS AND SPECIAL ADVOCACY PROGRAM

POSITIONS:
16 [16.0 FTE)

TOTAL BUDGET:
\$6,956,881
GF, LF

- » **Claims and Appeals Office**
- » **Training and Certification Office**
- » **Special Advocacy: Women, LGBTQ+, and Houseless Veterans**



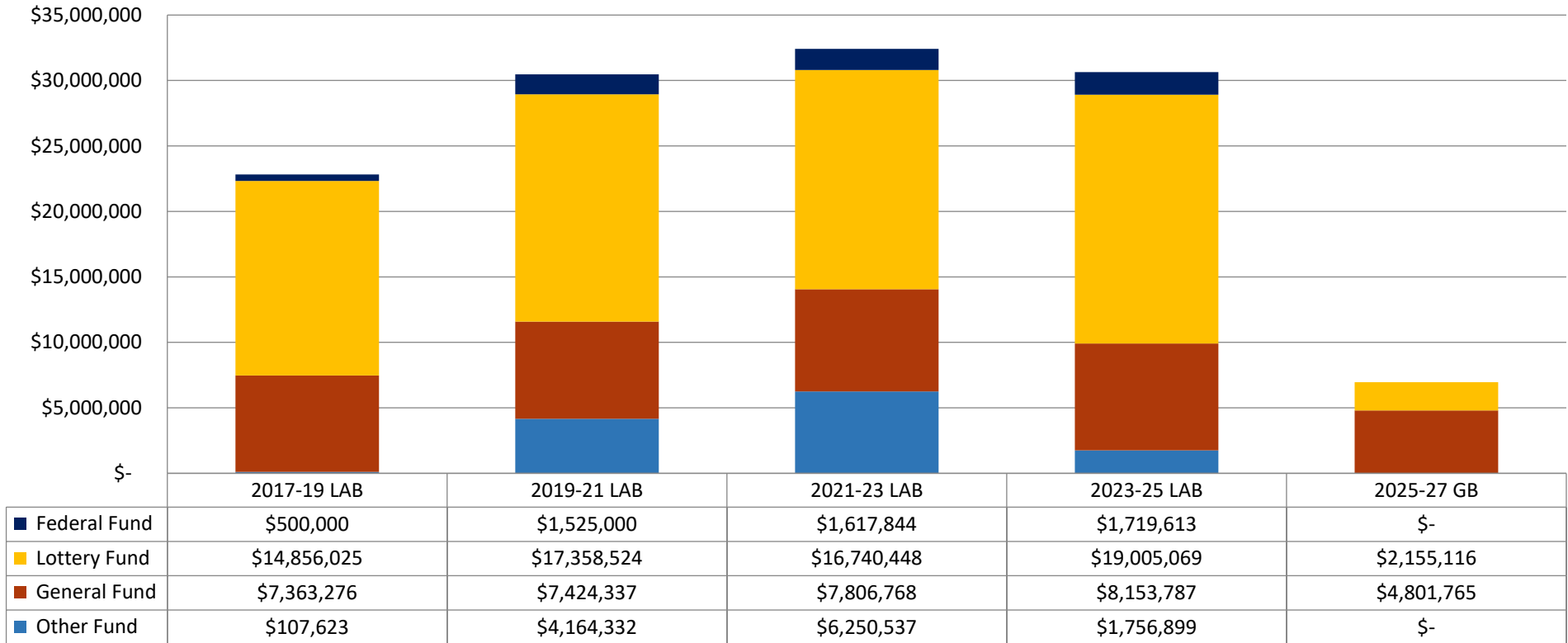


**APPEALS AND
SPECIAL
ADVOCACY
PROGRAM**

**POSITIONS:
16 [16.0 FTE]**

**TOTAL BUDGET:
\$6,956,881
GF, LF**

APPEALS & SPECIAL ADVOCACY PROGRAM HISTORICAL OPERATING BUDGET





**STRATEGIC
PARTNERSHIPS
PROGRAM**

**POSITIONS:
13 [12.50 FTE)**

**TOTAL BUDGET:
\$22,589,959
GF, LF, FF**

- » **Pass-through Funding to County, Tribal, National Service Organizations**
- » **Veteran Emergency Financial Assistance Grant**
- » **Veteran Educational Bridge Grant**
- » **Veteran Services Grant**
- » **Highly Rural Veteran Transportation Grant (Federal)**
- » **Rural Veteran Healthcare Transportation Grant (State)**
- » **Incarcerated Veteran Program**
- » **Tribal Veterans**
- » **Student Veterans**
- » **Charitable Check-off funding**
- » **State Approving Agency**

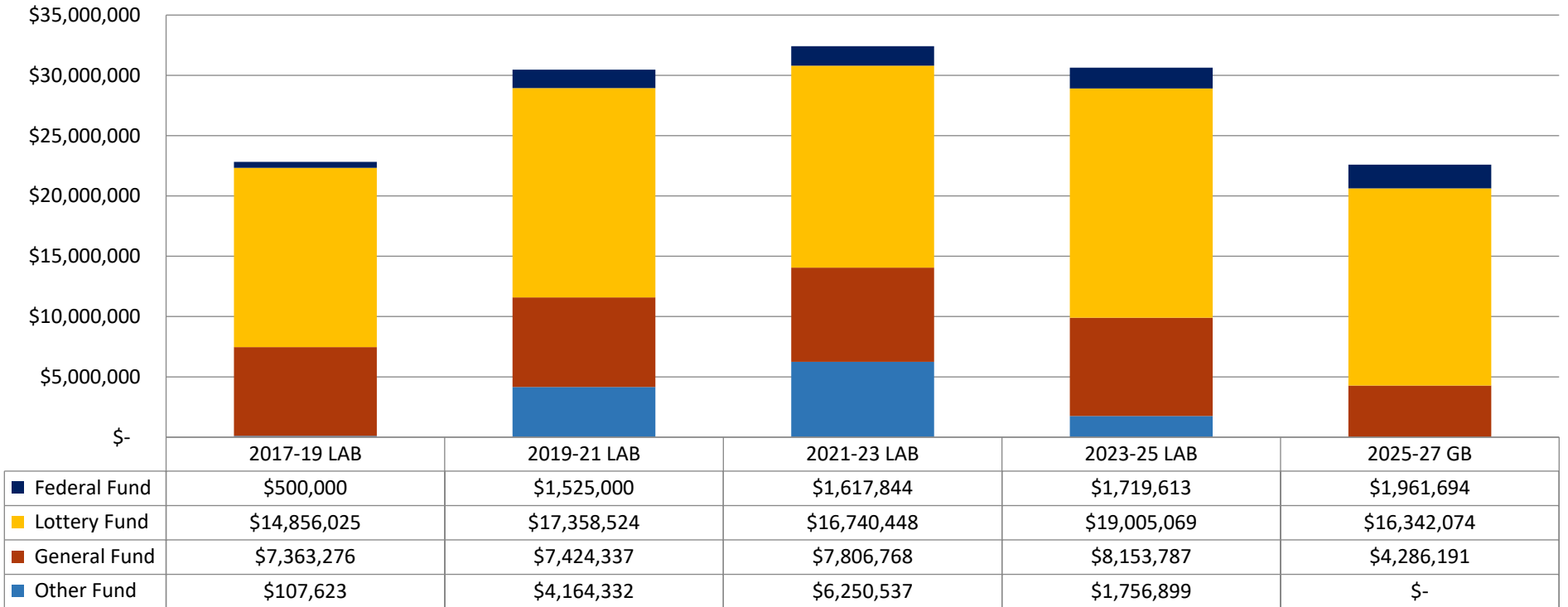


STRATEGIC PARTNERSHIPS PROGRAM

POSITIONS: 13 [12.50 FTE]

**TOTAL BUDGET: \$22,589,959
GF, LF, FF**

STRATEGIC PARTNERSHIPS PROGRAM HISTORICAL OPERATING BUDGET





**OREGON
VETERANS'
HOMES
PROGRAM**

**POSITIONS:
4 [4.0 FTE]**

**TOTAL BUDGET:
\$125,913,027
OF**
Excludes Debt Service

- » **Award-winning state Veterans' Homes located in The Dalles (1997) and Lebanon (2014)**
- » **Earned benefit providing skilled and long-term nursing care, endorsed memory care, and rehabilitative care to veterans, spouses and Gold Star Parents**
- » **Access to claims representation and benefit assistance**

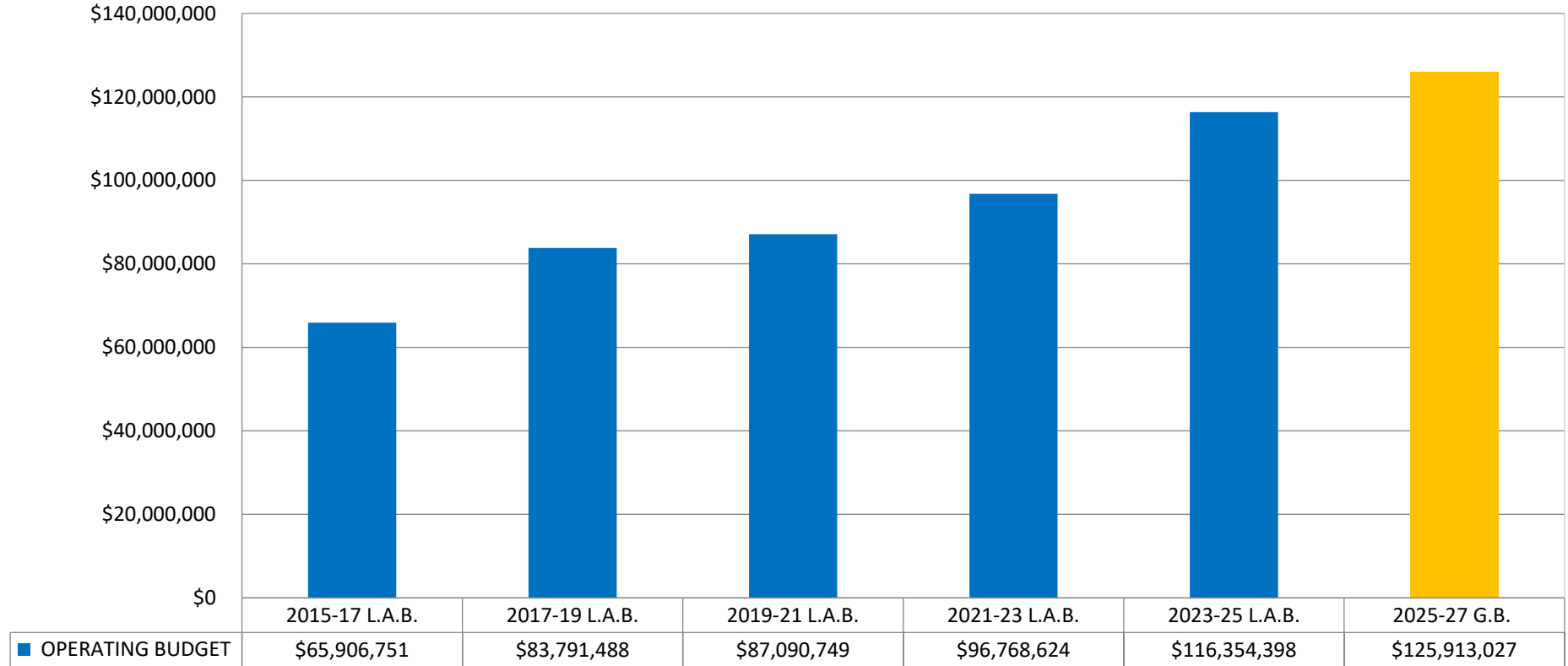


**OREGON
VETERANS'
HOMES
PROGRAM**

**POSITIONS:
4 [4.0 FTE]**

**TOTAL BUDGET:
\$125,913,027
OF**
Excludes Debt Service

OREGON VETERANS' HOME PROGRAM HISTORICAL OPERATING BUDGET



**Excluding Oregon Veterans Home Program General Fund Debt Service of \$376,828 ; Lottery Funds Debt Service Limited of \$551,000.*



**AGING VETERAN
SERVICES
PROGRAM**

**POSITIONS:
12 [12.0 FTE)**

**TOTAL BUDGET:
\$4,331,823
GF, LF**

- » **Oversight of two Oregon Veterans' Homes**
- » **Claims assistance and special advocacy for aging veterans**
- » **Conservatorship and Representative Payee services**
- » **Veteran Volunteer Program**

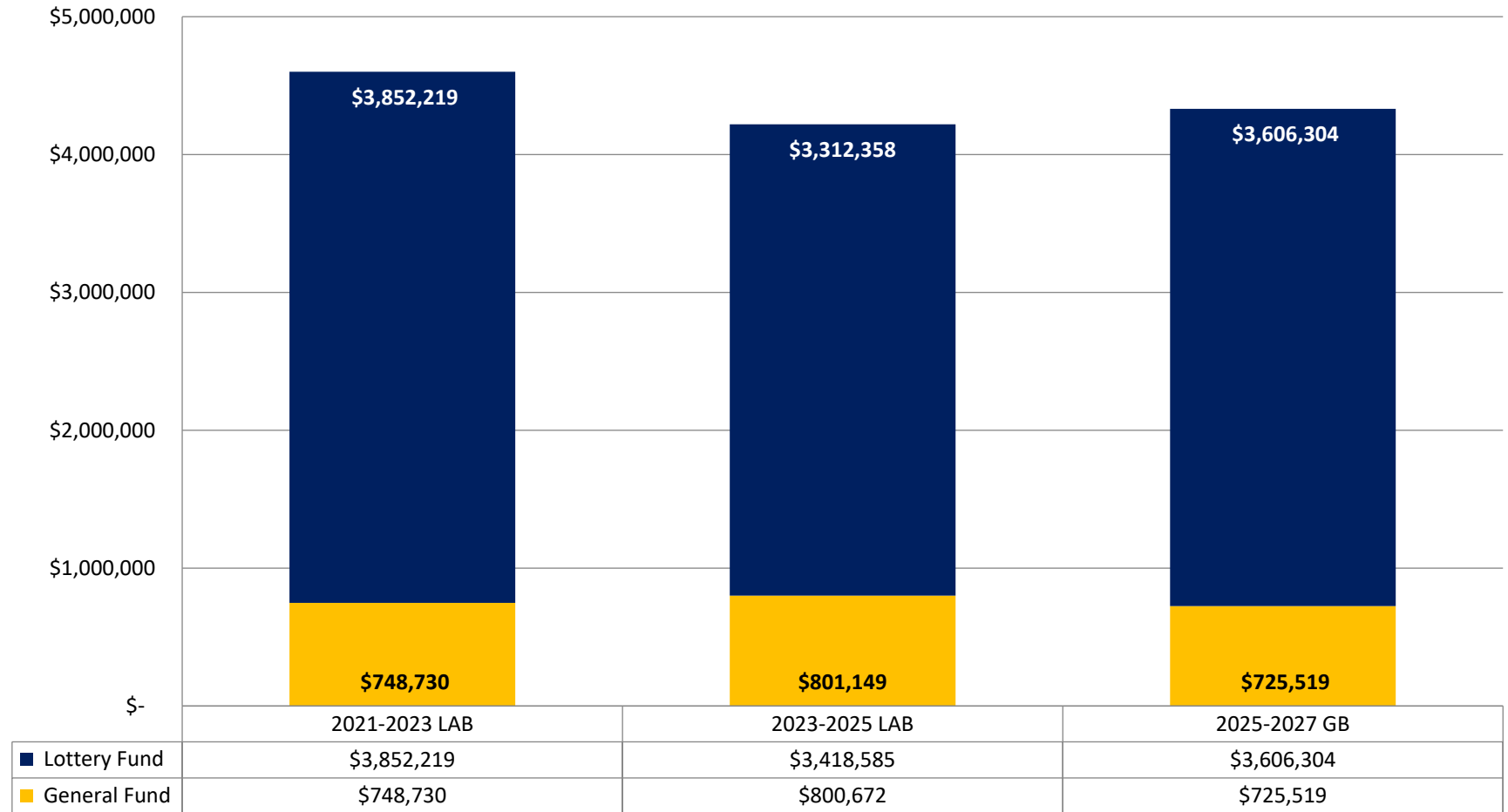


AGING VETERAN SERVICES PROGRAM

**POSITIONS:
12 [12.0 FTE)**

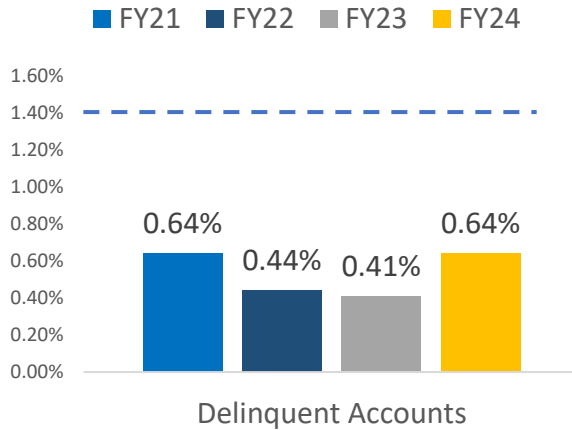
**TOTAL BUDGET:
\$4,331,823
GF, LF**

AGING VETERAN SERVICES PROGRAM HISTORICAL OPERATING BUDGET





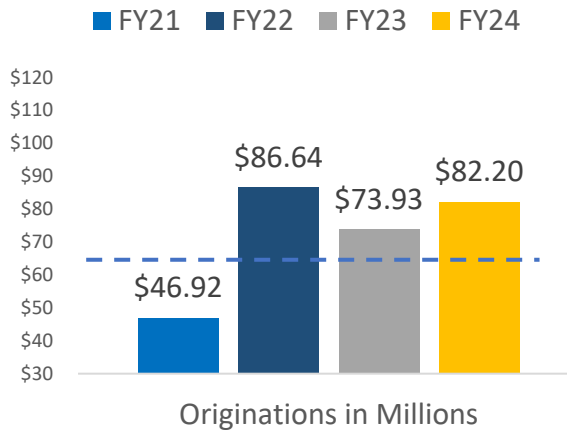
KEY PERFORMANCE MEASURES



KPM 1a: Home Loan Program Delinquent Accounts

Percentage of Oregon Department of Veterans' Affairs home loan accounts that are delinquent 90 days or greater

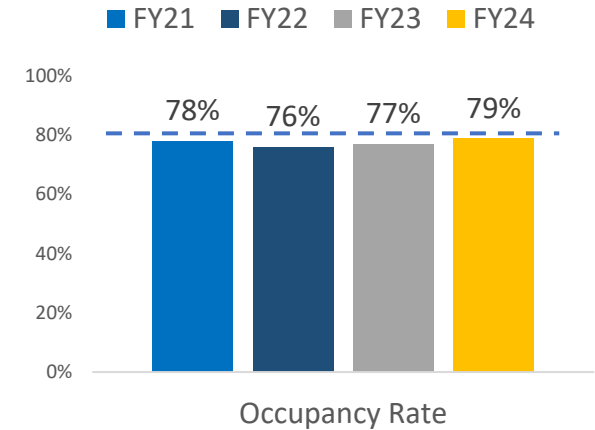
Performance Target: <1.4%
Achieved FY 24: 0.64%



KPM 1b: Home Loan Program Loan Origination

Increase the loan origination volume to \$65 million or more in new loans per year.

Performance Target: \$65 Million
Achieved FY 24: \$82.2 Million



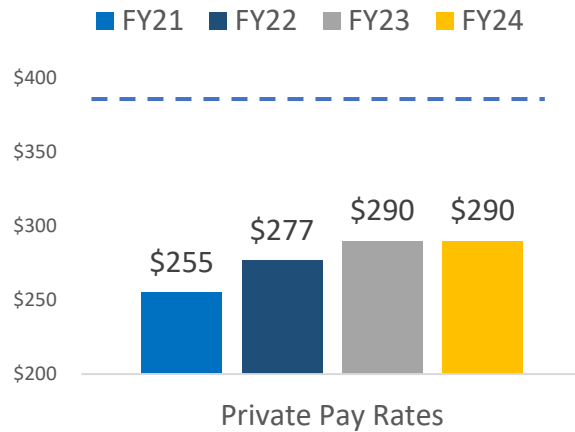
KPM 2a: Oregon Veterans' Homes Occupancy Rate

Maintain an occupancy rate of at least 80% for licensed beds in both Veteran Homes.

Performance Target: 80%
Achieved FY 24: 79%



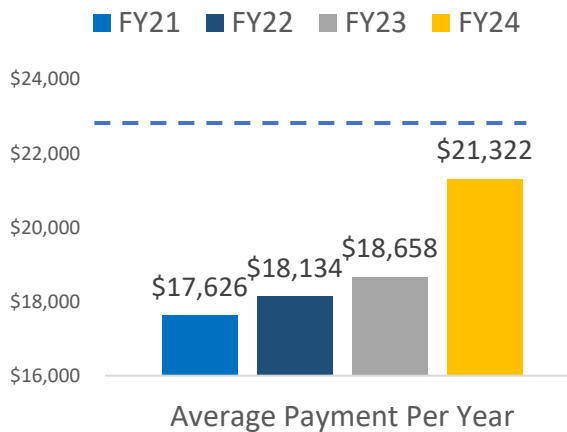
KEY PERFORMANCE MEASURES



KPM 2b: Oregon Veterans' Homes Private Pay Rates

Maintain below-market veteran private pay rates.

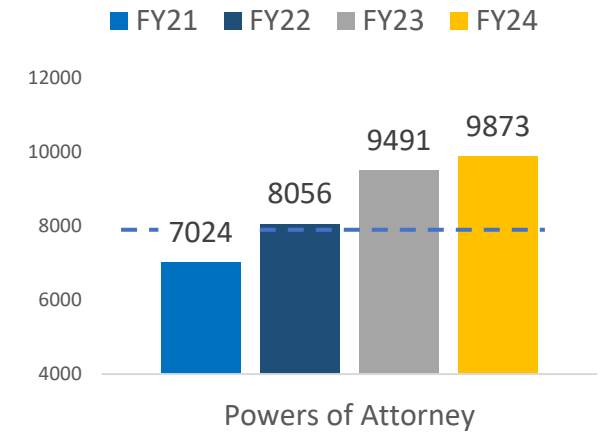
Performance Target: < \$386/day
Achieved FY 24: \$290/day



KPM 3: Disability Compensation and Pension Payments

Amount of average USDVA (Federal VA) disability compensation and pension payments received per Oregon Veteran who receives benefits.

Performance Target: \$22,830
Achieved FY 24: \$21,322



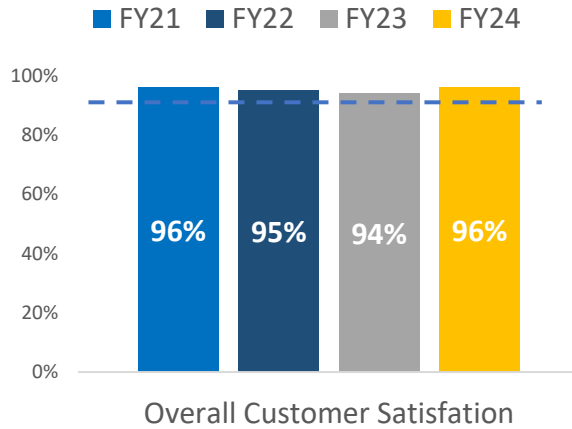
KPM 4: Powers of Attorney

Number of powers of attorney granted by veterans to veteran service officers and the Department.

Performance Target: 8,033
Achieved FY 24: 9,873



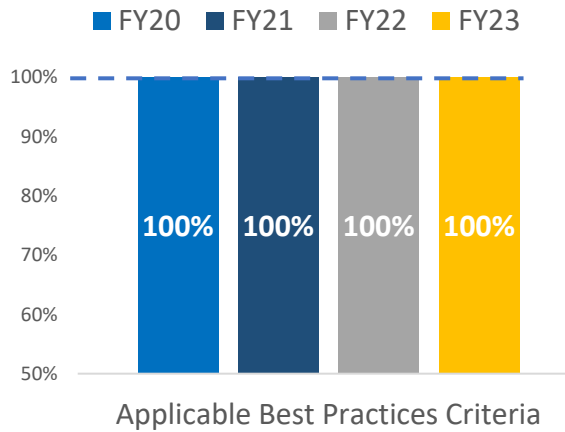
KEY PERFORMANCE MEASURES



KPM 5: Customer Service

Percentage of customers rating their satisfaction with ODVA customer service as "good" or "excellent"

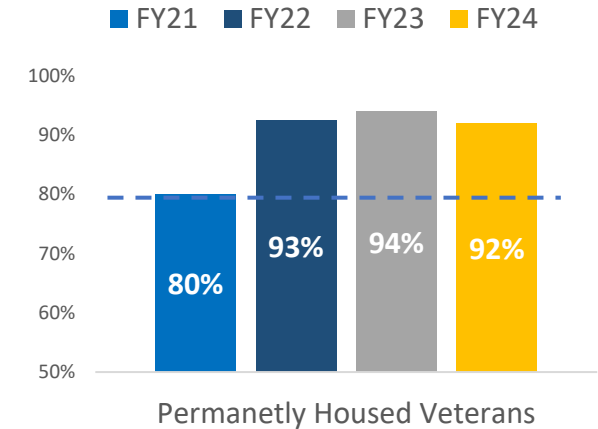
Performance Target: 90%
Achieved FY 24: 96%



KPM 6: Board Best Practices

Percent of total applicable best practices met by Board

Performance Target: 100%
Achieved FY 24: 100%



KPM 7: Reducing Veteran Homelessness

Percentage of veteran homeless households who exited into permanent housing and retained that housing for six months or longer.

Performance Target: 80%
Achieved FY 24: 92%



POLICY OPTION PACKAGES

Supporting Veteran Housing Stability

Expand programs and grants to promote housing stability and prevent homelessness

Supporting the Home Loan Servicing system, adding staff to enhance program capacity, and provide support for a refinancing program

Policy Option Package 100:

MITAS On-Going Services & Maintenance
\$1,000,000 OF | 0 POS | 0.00 FTE

Policy Option Package 105:

Strengthen Home Loan Staffing
\$206,855 OF | 1 POS | 0.75 FTE

Funding for Veteran Emergency Financial Assistance Grant to veterans at risk of homelessness

Policy Option Package 115:

Veterans Emergency Financial Assistance
\$1,000,000 LF | 0 POS | 0.00 FTE

Support for the Incarcerated Veterans Program through the Governor's Homelessness and Housing Initiative

Policy Option Package 501: HH

Expanding Incarcerated Veterans Program
\$221,352 GF | 1 Pos | 0.75 FTE

Policy Option Package 502: HH

Incarcerated Veterans Grant Program
\$400,000 GF | 0 Pos | 0.00 FTE



POLICY OPTION PACKAGES

Investing in Veteran Behavioral Health

Improving access to behavioral health services for veterans

Addition of a Veteran Behavioral Health Coordinator

Policy Option Package 112:

Veteran Behavioral Health Coordinator
\$221,352 LF | 1 POS | 0.75 FTE

Funding for the Rural Veteran Healthcare Transportation Grant

Policy Option Package 113:

Rural Veteran Healthcare Transportation Grant
\$401,157 LF | 0 POS | 0.00 FTE



POLICY OPTION PACKAGES

Continuing Support for Veteran Education

Helping veterans overcome barriers to achieve education goals

Funding for the Veterans Education Bridge Grant

Policy Option Package 116:

Veterans Educational Bridge Grant
\$400,000 LF | 0 POS | 0.00 FTE

Funding for the Campus Veteran Resource Program

Policy Option Package 117:

Campus Veteran Resource Grant
\$1,000,000 LF | 0 POS | 0.00 FTE



POLICY OPTION PACKAGES

Reaching Underserved Veterans

Ensuring historically marginalized and underserved veterans are supported

Establish a Diversity, Equity, Inclusion, and Accessibility (DEIA) program

Policy Option Package 108:

Establish DEIA Program
\$264,035 OF | 1 POS | 0.75 FTE

Funding for Tribal Veteran Services

Policy Option Package 114:

Tribal Veteran Services Funding
\$420,000 LF | 0 POS | 0.00 FTE

Funding for the Veteran Services Grant

Policy Option Package 118:

Veteran Services Grant
\$500,000 LF | 0 POS | 0.00 FTE



POLICY OPTION PACKAGES

Honoring and Serving Veterans at Every Life Stage

Investing in programs and services that honor veterans' service

Maintaining the WWII Memorial on the Capitol grounds

Policy Option Package 122:

World War II Memorial Update and Expansion
\$115,000 OF | 0 POS | 0.00 FTE

Allocating \$35 million plus issuance costs for the construction of the Roseburg Veterans Home

Policy Option Package 125:

Capital Construction of Oregon Veterans Home (Roseburg)
\$35,350,000 OF of XI-Q Bond Sale



POLICY OPTION PACKAGES

Strengthening ODVA's Operations and Technology

Building a fully equipped agency to meet current and future needs

Funding operational positions in the Director's Office, HR, facilities, and finance

Policy Option Package 101:

Strengthen ODVA Human Resources
\$445,937 OF | 2 POS | 1.50 FTE

Policy Option Package 104:

Strengthen ODVA Facilities Program
\$194,056 OF | 1 POS | 0.75 FTE

Policy Option Package 106:

Strengthen ODVA Finance Unit
\$397,380 OF | 1 POS | 0.75 FTE

Policy Option Package 109:

Strengthen ODVA Directors Office
\$343,737 OF | 1 POS | 0.75 FTE

Establish a Data and Performance Measures program

Policy Option Package 110:

Data & Performance Measures
\$248,612 OF | 1 POS | 0.75 FTE



POLICY OPTION PACKAGES

Strengthening ODVA's Operations and Technology

Building a fully equipped agency to meet current and future needs

Investing in legacy IT systems and evaluating a replacement for VetraSpec

Policy Option Package 119:

Legacy Application Support (AS400)

\$325,000 OF | 0 POS | 0.00 FTE

Policy Option Package 121:

Electronic Claim Tracking & Processing

\$60,000 LF | 0 Pos | 0.00 FTE

Funding for ODVA and Veterans' Homes Capital Construction and Deferred Maintenance

Policy Option Package 126:

2025-27 Capital Construction

\$10,162,846 OF | 0 POS | 0.00 FTE

\$1,554,000 OF

ODVA HVAC Controls

\$1,200,000 OF

ODVA Roof Replacement

\$3,697,000 OF

OVH Lebanon HVAC/life/safety projects

\$869,870 OF

OVH Lebanon Deferred Maintenance

\$935,000 OF

OVH The Dalles Life/safety projects

\$188,854 OF

OVH The Dalles Deferred Maintenance



AGENCY LEGISLATION

HB 2341:

Adds a uniformed service member's or veteran's e-mail address to the information that the Director of Human Services, Early Learning System Director, Director of Transportation and Director of the Oregon Health Authority are required to provide to the Director of Veterans' Affairs.

HB 2344:

Relating to the World War II Memorial located on the Capitol Mall to ensure ODVA has authority and funding to make needed structural and administrative changes to the memorial.

HB 2559:

Defines "honorable conditions" as related to the discharge or release of a veteran.

THE OREGON WWII MEMORIAL



QUESTIONS?



APPENDIX



Recommended Budget Reductions

Oregon Department of Veterans' Affairs
 HB 3182 | Reduction Option Exercise
 10% Reduction of Modified CSL (Base Budget + Essential Packages, including POP 070)

10% Reduction Options (ORS 291.216)											
Activity or Program	Describe Reduction	Amount and Fund Type									Rank and Justification
(WHICH PROGRAM OR ACTIVITY WILL NOT BE UNDERTAKEN)	(DESCRIBE THE EFFECTS OF THIS REDUCTION. IDENTIFY REVENUE SOURCE FOR OF, FF. INCLUDE POSITIONS AND FTE FOR 2023-25 AND 2025-27)	GF	LF	OF	NL-OF	FF	NL-FF	Total Funds	Pos.	FTE	(RANK THE ACTIVITIES OR PROGRAMS NOT UNDERTAKEN IN ORDER OF LOWEST COST FOR BENEFIT OBTAINED)
Target		\$ 1,000,920	\$ 2,088,431	\$ 14,214,325	\$ -	\$ 196,169	\$ -	\$ 17,499,846	-	-	
Directors Office	Eliminate MESN Z7596 DP; POS No.2741001; Deputy/Chief 6 and related services & supplies			\$ 479,203				\$ 479,203	(1)	(1.00)	1
Finance	Eliminate ODVA Chief Financial Officer related S&S. This action would hamper efforts to service ODVA that support critical services to our internal/external partners. This will hinder meeting deadlines and compliance. POS 0034002 MESN Z7072 AP			\$ 549,679				\$ 549,679	(1)	(1.00)	2
Facilities	Reduce Facilities Program (Services and Supplies). This action would limit our ability to properly maintain our facility and meet the needs of our employees and constituents.			\$ 452,248				\$ 452,248	-	-	3
Information Technology	Eliminate Admin Spec 1 Pos No 0008002 OAS C0107 AP and related services & supplies			\$ 244,417				\$ 244,417	(1)	(1.00)	4



Recommended Budget Reductions

Eliminate Funding for a position in Appeals & Special Advocacy	Eliminate OAS C0107 POS No 0010031: Administrative Specialist 1 - This would remove the ability for ODVA to track critical data for the Legislature and other key partners with information such as federal Retroactive and Monthly disability dollars.	\$ 210,411						\$ 210,411	(1)	(1.00)	4
Reduce Veteran Services Appeals & Claims (Services & Supplies)	Reduces already underfunded services and supplies, and would severely limit outreach events.	\$ 55,306						\$ 55,306	-	-	5
Eliminate Funding for a position in Appeals & Special Advocacy	Eliminate OAS C0861 POS No 0196019: Program Analyst 2 - This would remove the ability to provide Quality Control and oversight of new Veterans Service Officers, which is a federal requirement under Title 38 law.		\$ 308,357					\$ 308,357	(1)	(1.00)	6
Reduce Special Payments to CVSO	Reduces amount available to non-profit and community partners serving veterans and their families with unique and innovative programs.		\$ 1,183,065					\$ 1,183,065	-	-	1
Reduce Special Payments to CVSO	Reduces amount available to non-profit and community partners serving veterans and their families with unique and innovative programs.	\$ 419,254						\$ 419,254	-	-	2
Reduce Federal Cooperative Agreement						\$ 196,169		\$ 196,169	-	-	3



Recommended Budget Reductions

Human Resources	Eliminate HR2 Pos No 7312026 MMN X1321 AP and related services & supplies		\$ 236,380					\$ 236,380	(1)	(1.00)	5
Home Loan	Eliminate Funding for a position in Home Loan Program. Eliminate OAS C1001 AP; POS No 8092; Loan Specialist 1; including s&s related expenses			\$ 236,003				\$ 236,003	(1)	(1.00)	1
Home Loan	Eliminate Funding for a position in Home Loan Program. Eliminate OAS C1001 AP; POS No 23059; Loan Specialist 1; includes related services & supplies			\$ 245,421				\$ 245,421	(1)	(1.00)	2
Eliminate Funding for a position in Appeals & Special Advocacy	Eliminate OAS C0799 POS No 7212001; Veterans Service Officer - This would reduce the number of staff available to represent veterans and families in Board of Veterans Appeals Hearings, which would lead to backlogs and extending already long wait times for appellate representation.	\$ 227,328						\$ 227,328	(1)	(1.00)	1
Eliminate Funding for a Lead Worker Differential	Eliminate Lead Worker Differential for OAS C0861 POS No 7212004: Program Analyst 2 - This would remove the responsibilities of the position to assign hearings to Veterans Service Officers and act as the liaison between ODVA and the Board of Veterans' Appeals.	\$ 15,623						\$ 15,623	-	-	3



Recommended Budget Reductions

Vet Homes The Dalles	Reduce professional services. This action would restrict the number residents who could be provided skilled nursing care at the Oregon Veterans' Homes at The Dalles			\$ 5,278,514				\$ 5,278,514	-	-	1
Vet Homes Lebanon	Reduce professional services. This action would restrict the number residents who could be provided skilled nursing care at the Oregon Veterans' Homes in Lebanon			\$ 6,728,840				\$ 6,728,840	-	-	2
Conservatorship Program	Reduces already underfunded services and supplies. Impact of reductions would be to reduce LF operating S&S excluding protected accounts	\$ 72,998						\$ 72,998	-	-	1
Conservatorship Program	Reduces already underfunded services and supplies. Impact of reductions would be to reduce LF operating S&S excluding protected accounts		\$ 281,292					\$ 281,292	-	-	2
Veteran Volunteer	Reduces already underfunded services and supplies. Impact of reductions would be to reduce GF operating S&S		\$ 39,669					\$ 39,669	-	-	3
Aging Veteran Services	Reduces already underfunded services and supplies. Impact of reductions would be to reduce GF operating S&S		\$ 39,669					\$ 39,669	-	-	4
Total		\$ 1,000,920	\$ 2,088,432	\$ 14,214,325	\$ -	\$ 196,169	\$ -	\$ 17,499,846	(9)	(9.00)	
		\$ 1,000,920	\$ 2,088,431	\$ 14,214,325	\$ -	\$ 196,169	\$ -	\$ 17,499,846			
		\$ 0	\$ (0)	\$ 0	\$ -	\$ 0	\$ -	\$ 1			



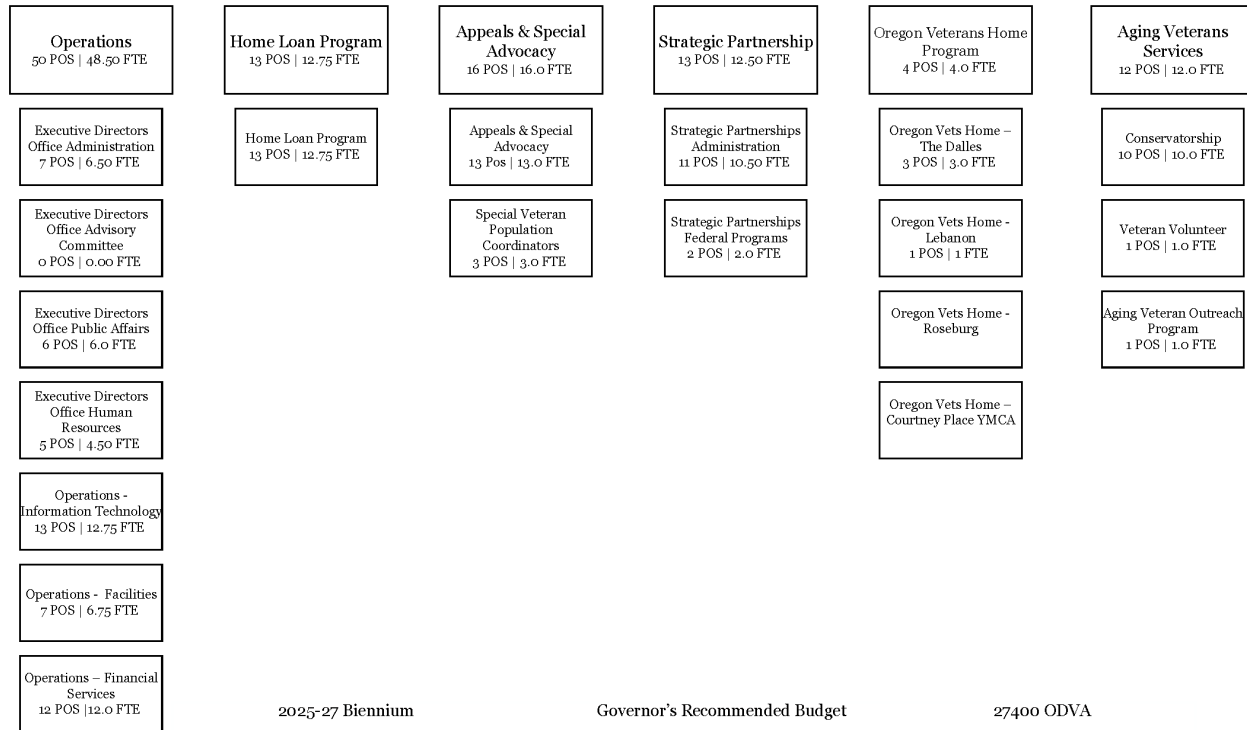
Agency Organization

OREGON DEPARTMENT OF VETERANS' AFFAIRS

100 POS | 100.0 FTE CSL

121 POS | 116.25 FTE ARB

108 POS | 105.75 FTE GRB



2025-27 Biennium

Governor's Recommended Budget

27400 ODVA



Max Supervisory Ratio



PROPOSED SUPERVISORY SPAN OF CONTROL REPORT

In accordance with the requirements of ORS 291.227, ODVA presents this report to the Joint Ways and Means Committee regarding the agency's Proposed Maximum Supervisory Ratio for the 2019-2021 biennium.

Supervisory Ratio for the last quarter of 2023-2025 biennium

The agency actual supervisory ratio as of 6/30/2024 is 1: 8.3

The Agency actual supervisory ratio is calculated using the following calculation:

$$\frac{14}{\text{(Total supervisors)}} = \frac{11}{\text{(Employee in a supervisory role)}} + \frac{5}{\text{(Vacancies that if filled would perform a supervisory role)}} - \frac{1}{\text{(Agency head)}}$$

$$\frac{99}{\text{(Total non-supervisors)}} = \frac{91}{\text{(Employee in a non-supervisory role)}} + \frac{8}{\text{(Vacancies that if filled would perform a non-supervisory role)}}$$

The agency has a current actual supervisory ratio of-

$$1: \frac{7.1}{\text{(Actual span of control)}} = \frac{99}{\text{(Total non-Supervisors)}} / \frac{14}{\text{(Total Supervisors)}}$$

When determining an agency maximum supervisory ratio all agencies shall begin of a baseline supervisory ratio of 1:11, and based upon some or all of the following factors may adjust the ratio up or down to fit the needs of the agency.

	← Narrow Span	Wide Span →	
High	RISK TO PUBLIC/EMPLOYEE SAFETY		Low
Dispersed	GEOGRAPHIC LOCATION(S) OF SUBORDINATES		Assembled
Complex	COMPLEXITY OF DUTIES/MISSION		Not complex
Low	BEST PRACTICES/INDUSTRY STANDARDS		High
Small	AGENCY SIZE/HOURS OF OPERATION		Large
Many	NON AGENCY STAFF/TEMPORARY EMPLOYEES		Few
High	FINANCIAL RESPONSIBILITY		Low
	← More Supervisors	Fewer Supervisors →	

1

Ratio Adjustment Factors

Is safety of the public or of State employees a factor to be considered in determining the agency maximum supervisory ratio? Y/N

No, Our managers do not deal with safety concerns for state employees or public.

2

Is geographical location of the agency's employees a factor to be considered in determining the agency maximum supervisory ratio? Y/N

No, ODVA follows state guidelines and has effectively created a hybrid environment managers are not assigned geographical areas.

3

Is the complexity of the agency's duties a factor to be considered in determining the agency maximum supervisory ratio? Y/N

Yes, ODVA has multiple very complex offerings to veterans throughout the state that require a high level of expertise and management. Examples include our Home loan program, Ageing veteran homes, Management of passthrough funding, accreditation of VSO's and veteran benefit appeals, and the management of various grants.

Are there industry best practices and standards that should be a factor when determining the agency maximum supervisory ratio? Y/N

Yes, ensuring employees feel supported and that our managers are able to touch base and lead staff while also accomplishing the work associated with their roles.



Max Supervisory Ratio

Is size and hours of operation of the agency a factor to be considered in determining the agency maximum supervisory ratio? Y/N

Yes, we are a small agency that has many complex factors that go into our offerings. Because of this we need a slightly higher supervisory ratio for our managers to effectively manage the various contractors we use to accomplish our mission while keeping our staffing numbers down.

Are there unique personnel needs of the agency, including the agency's use of volunteers or seasonal or temporary employees, or exercise of supervisory authority by agency supervisory employees over personnel who are not agency employees a factor to be considered in determining the agency maximum supervisory ratio? Y/N

Yes, we contract out the staffing of our veterans homes which creates more need for managers while not having many agency staff that report to them.

Is the financial scope and responsibility of the agency a factor to be considered in determining the agency maximum supervisory ratio? Y/N

Yes, ODVA requires high level positions to manage our passthrough funding and Home loan program

Based upon the described factors above the agency proposes a Maximum Supervisory Ratio of 1: 9.

Unions Requiring Notification SEIU

Date unions notified _____

Submitted by: _____ Date: _____

Signature Line _____ Date _____

Signature Line _____ Date _____

Signature Line _____ Date _____

Signature Line _____ Date _____



Long Term Vacancies

Long-term vacancies as of December 31, 2024																				
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21
Agency	SCR	DCR	Pos No	Position Class Comp		Position Title	Pos Type	GF Fund Split	LF Fund Split	OF Fund Split	FF Fund Split	FTE	2025-27 GF PS Total	2025-27 LF PS Total	2025-27 OF PS Total	2025-27 FF PS Total	2025-27 Total Bien PS BUDGET	Vacant Date	Position eliminated in GRB? Y/N	Reason for vacancy
Department of Veterans Affairs	27400	old 27400-003-01-00-00000 / new 27400-500-01-00-00000	0198060	MMS	X7085	Busines Operations Manager 1	31X			1.00		1.00				286,130	286,130	10/1/2023	N	Numerous vacancies in this program area. Other positions were filled first, this one is scheduled for recruitment now.
TOTAL								0.00	0.00	1.00	0.00	1.00	0	0	286,130	0	286,130			



Reductions

Package 90

- SCR 100 (Operations)
 - Abolished long-term vacant ESS 2 position (1.00 FTE) - \$195,604 GF
 - Reduced Services and Supplies inflation – 2,112 GF

- SCR 300 (Appeals and Special Advocacy)
 - Abolished long-term vacant VSO position (1.00 FTE) - \$227,328 GF
 - Reduced Services and Supplies related to the position and some inflation - \$35,641 GF

- SCR 400 (Strategic Partnership)
 - Reduced Services and Supplies inflation - \$6,670

- SCR 600 (Aging Veteran Services)
 - Reduced Services and Supplies inflation - \$1,682



Policy Option Packages

Package 100	MITAS On-Going Services & Maintenance	\$1,000,000 OF
Package 101	Strengthen ODVA Human Resources	\$445,937 OF 2 POS
Package 104	Strengthen ODVA Facilities Program	\$194,056 OF 1 POS
Package 105	Strengthen Home Loan Staffing	\$206,855 OF 1 POS
Package 106	Strengthen ODVA Finance Unit	\$397,380 OF 1 POS
Package 108	Establish DEIB Program	\$264,035 OF 1 POS
Package 109	Strengthen ODVA Directors Office	\$343,737 OF 1 POS
Package 110	Data & Performance Measures	\$248,612 OF 1 POS
Package 112	Veteran Behavioral Health Coordinator	\$221,352 LF 1 POS
Package 113	Rural Veteran Healthcare Transportation Grant	\$401,157 LF
Package 114	Tribal Veteran Service Office Funding	\$420,000 LF
Package 115	Veterans Emergency Financial Assistance	\$1,000,000 LF
Package 116	Veterans Educational Bridge Grant	\$400,000 LF
Package 117	Campus Veteran Resource Grant	\$1,000,000 LF
Package 118	Veteran Services Grant	\$500,000 LF
Package 119	Legacy Application Support (AS400)	\$325,000 OF
Package 121	Electronic Claim Tracking & Processing	\$60,000 LF
Package 122	World War II Memorial Update and Expansion	\$115,000 OF
Package 125	Capital Construction of OVH (Roseburg)	\$35,350,000 OF (XI-Q Bond Sale)
Package 126	ODVA & Vet Homes Capital Construction DM	\$10,162,846 OF (includes debt service)
Package 501	HH Expanding Incarcerated Veterans Program	\$221,352 GF 1 POS
Package 502	HH Incarcerated Veterans Grant Program	\$400,000 GF



**GOVERNOR'S
RECOMMENDED BUDGET**

**VETERAN SERVICES
INVESTMENTS**

The 2025-2027 Governor's Recommended Budget for ODVA continues investments in agency programs that address many of the challenges facing today's diverse veterans across a broad spectrum of needs.

With a focus on housing stability, behavioral health, education, equity, honoring veterans, and operational capacity, this budget enables ODVA to continue delivering critical and essential services while meeting the evolving needs of those we serve.

Supports Veteran Housing Stability by expanding programs and grants to promote housing stability and prevent homelessness.

Invests in Veteran Behavioral Health by improving access to behavioral health services for veteran.

Continues Support for Veteran Education by helping veterans overcome barriers to achieve education goals.

Reaches Underserved Veterans by ensuring historically marginalized and underserved veterans are supported.

Honors and Serves Veterans at Every Life Stage by investing in programs and services that honor veterans' service.

Strengthens ODVA's Operations and Technology by building a fully equipped agency to meet current and future needs.



2025-27 GRB GRANTS AND PASS-THROUGH TO PARTNERS

	General Fund	Lottery Funds	Federal Funds	Total Funds
County Veteran Service Offices	\$ 2,122,422	\$ 8,115,726	\$ -	\$ 10,238,148
National Service Organizations	\$ -	\$ 138,891	\$ -	\$ 138,891
Tribal Veteran Service Offices	\$ -	\$ 420,000	\$ -	\$ 420,000
Veteran Services Grant	\$ -	\$ 500,000	\$ -	\$ 500,000
Highly Rural Veteran Transportation Grant	\$ -	\$ -	\$ 1,000,000	\$ 1,000,000
Rural Veteran Healthcare Transportation Grant	\$ -	\$ 1,051,157	\$ -	\$ 1,051,157
Campus Veteran Resource Center Grant	\$ -	\$ 1,000,000	\$ -	\$ 1,000,000
Veteran Educational Bridge Grant	\$ -	\$ 602,665	\$ -	\$ 602,665
Veterans' Emergency Financial Assistance	\$ 116,985	\$ 1,000,000	\$ -	\$ 1,116,985
Oregon Military Helpline	\$ -	\$ 395,978	\$ -	\$ 395,978

2023-25 L.A.B. TO 2025-27 G.R.B. BUDGET COMPARISON

	2023-25 Legislatively Adopted Budget	2025-27 Governor's Recommended Budget
General Fund	\$ 8,956,423	\$ 10,040,731
Lottery Funds	\$ 21,872,654	\$ 24,870,414
Other Funds	\$ 138,624,314	\$ 154,142,932
Federal Funds	\$ 3,881,025	\$ 1,961,694
Total Funds	\$ 173,334,416	\$ 191,015,771
Positions	101	108

*Excludes Debt Service, Non-Limited, and Roseburg Veterans' Home.

AGENCY LEGISLATION

HB 2341: Adds a uniformed service member's or veteran's e-mail address to the information that the Director of Human Services, Early Learning System Director, Director of Transportation and Director of the Oregon Health Authority are required to provide to the Director of Veterans' Affairs.

HB 2344: Relating to the World War II Memorial located on the Capitol Mall to ensure ODVA has authority and funding to make needed structural and administrative changes to the memorial.

HB 2559: Defines "honorable conditions" as related to the discharge or release of a veteran.

2025-27 GOVERNOR'S RECOMMENDED BUDGET INVESTMENTS BY PROGRAM

	Operations Program	Home Loan Program	Appeals and Special Advocacy	Strategic Partnerships	Oregon Veterans' Homes	Aging Veteran Services
General Fund	\$ 227,256	\$ -	\$ 4,801,765	\$ 4,286,191	\$ -	\$ 725,519
Lottery Funds	\$ 2,766,920	\$ -	\$ 2,155,116	\$ 16,342,074	\$ -	\$ 3,606,304
Other Funds	\$ 22,327,468	\$ 5,902,437	\$ -	\$ -	\$ 125,913,027	\$ -
Federal Funds	\$ -	\$ -	\$ -	\$ 1,961,694	\$ -	\$ -
Total Funds	\$ 25,321,644	\$ 5,902,437	\$ 6,956,881	\$ 22,589,959	\$ 125,913,027	\$ 4,331,823
Positions	50 (48.50 FTE)	13 (12.75 FTE)	16 (16.0 FTE)	13 (12.50 FTE)	4 (4.0 FTE)	12 (12.0 FTE)

*Excludes Debt Service, Non-Limited, and Roseburg Veterans' Home.

POLICY OPTION PACKAGES

Package 100	MITAS On-Going Services & Maintenance	\$1,000,000 OF
Package 101	Strengthen ODVA Human Resources	\$445,937 OF 2 POS
Package 104	Strengthen ODVA Facilities Program	\$194,056 OF 1 POS
Package 105	Strengthen Home Loan Staffing	\$206,855 OF 1 POS
Package 106	Strengthen ODVA Finance Unit	\$397,380 OF 1 POS
Package 108	Establish DEIB Program	\$264,035 OF 1 POS
Package 109	Strengthen ODVA Directors Office	\$343,737 OF 1 POS
Package 110	Data & Performance Measures	\$248,612 OF 1 POS
Package 112	Veteran Behavioral Health Coordinator	\$221,352 LF 1 POS
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Package 116	Veterans Educational Bridge Grant	\$400,000 LF
Package 117	Campus Veteran Resource Grant	\$1,000,000 LF
Package 118	Veteran Services Grant	\$500,000 LF
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Package 501	HH Expanding Incarcerated Veterans Program	\$221,352 GF 1 POS
Package 502	HH Incarcerated Veterans Grant Program	\$400,000 GF

**2025-27 GOVERNOR'S
RECOMMENDED BUDGET**

Oregon Department of Veterans' Affairs 2025-27 Governor's Recommended Budget is estimated to be posted February 2025 at www.oregon.gov/odva.

VETERAN LEGISLATION

Read about 2025 Session legislation impacting Oregon veterans by scanning the QR code or visit www.oregon.gov/odva/Connect/Pages/Legislation.aspx.



LEGISLATIVE DIRECTOR

Contact ODVA's Legislative Director **Jay DeFillipo** at jay.defillipo@odva.oregon.gov



Operations Program Details

Directors Office - The Director's Office provides executive leadership and guidance to all programmatic, operational, and governmental functions within the agency, including spearheading initiatives around diversity, equity, inclusion, and belonging. These services are essential for ensuring that all programs align with and successfully meet the agency's goals and objectives. The Legislative function coordinates activities with the Governor's Office and Legislature, supporting statewide solutions and policy leadership. The Internal Auditor functions independently to enhance the agency's operations through assessments of risks and management controls, ensuring fiscal accountability and performance.

Source of Funding: General Funds, Lottery Funds, and Other Funds

Expenditures: \$3,576,900 (General Fund \$12,870; Lottery Fund \$611,161; Other Fund \$2,952,869)

Policy Option Package 108 requests \$264,035 OF | 1 POS | 0.75 FTE

Policy Option Package 109 requests \$343,737 OF | 1 POS | 0.75 FTE

Positions and FTE: The current service level for the program is 6 POS and 6.00 FTE. The 2025-27 Governor's Recommended Budget is a total of 8 POS and 7.5 FTE for the Director's Office.

Advisory Committee - Since the Advisory Committee was established in 1945, it has held a distinct and fundamental role in advising the agency. Advisory Committee members are military veterans who are appointed by the Governor and act as advocates for veteran issues and represent veteran concerns across Oregon.

Source of Funding: Other Funds

Expenditures: \$4,869 OF

Positions and FTE: 0 POS and 0.00 FTE

Human Resources - Human Resources manages staffing, recruitment, employee relations, and professional development to maintain a skilled and motivated workforce dedicated to serving veterans. They provide personnel services to ODVA managers and employees, ensuring effective job performance, workplace safety, appropriate work conduct, workforce training and development, and the capacity to meet evolving organizational needs.

Source of Funding: Lottery Fund and Other Funds

Expenditures: \$1,833,438 (Other Funds \$1,143,492; Lottery Funds \$262,372)

Policy Option Package 101 requests \$445,937 OF | 2 positions | 1.50 FTE

Positions and FTE: The current service level for the program is 3 POS and 3.00 FTE. The 2025-27 Governor's Recommended Budget is a total of 5 POS and 4.50 FTE for Human Resources.

Information Services - The Oregon Department of Veterans' Affairs (ODVA) employs a five-year Information Technology (IT) Strategic Plan to prioritize, plan, implement, and manage current and future technology investments and resources. This plan aligns with the agency's Strategic Plan, creating a technology roadmap that guides leadership in effectively using technology to support agency operations. Information Services delivers timely, high-quality technological support to ODVA employees and programs and provides collaboration with DAS Enterprise IT Services to provide secure state infrastructure. This function also provides Project Management and Business Analyst services, driving agency modernization. Additionally, within Information Technology, the Records and Information Management team handles the retention and coordination of public records requests for the agency.

Source of Funding: Other Fund

Expenditures: \$4,609,276 OF

Positions and FTE: The current service level for the program is 12 POS and 12.00 FTE (10 Information Services; 2 POS Records and Information Management). The 2025-27 Governor's Recommended Budget is a total of 12 POS and 12.00 FTE for Information Services.



Operations Program Details

Financial Services - Financial Services ensures the sound fiscal stewardship of the agency's funds and provides financial, accounting, budgeting, and accounts receivable management of ODVA programs and services.

Source of Funding: Other Funds

Expenditures: \$6,233,084 OF

Policy Option Package 106 requests \$397,380 OF | 1 POS | 1.00 FTE

Positions and FTE: The current service level for the program is 11 POS and 11.00 FTE. The 2025-27 Governor's Recommended Budget is a total of 12 POS and 12.00 FTE for Financial Services.

Public Information - Public Information plays a crucial role in ensuring veterans and the public are well-informed about available state and federal veteran programs and services in Oregon. This division provides communication services, including strategic communication planning, public relations, media outreach, information dissemination, writing, editing, multimedia production, digital content and website management. Public Information also manages the agency's reception, which serves as the front line for walk-in traffic and calls from veterans and individuals connected to veteran and military services. Embracing a "no wrong door" approach, the reception team has become adept at benefit navigation, ensuring that callers are directed to the appropriate resources. In 2023, the reception team provided referrals for nearly 10,000 veterans and those seeking federal or state services, demonstrating the effectiveness of this model in delivering outstanding customer satisfaction and earning high marks of appreciation from partners.

Source of Funding: General Funds and Lottery Funds

Expenditures: \$2,511,527 (General Funds \$214,386; Lottery Funds \$1,893,387; Other Funds \$115,000)

Positions and FTE: The current service level for the program is 6 POS and 6.00 FTE (4 POS Public Information; 2 POS Reception). The 2025-27 Governor's Recommended Budget is a total of 6 POS and 6.00 FTE for Public Information.

Facility Services - Facility Services provides purchasing, property control, mail, and facilities services for the agency and two Veterans' Homes. Capital Construction planning and facilitation is provided by this section.

Source of Funding: Other Fund

Expenditures: \$4,514,878 OF

Policy Option Package 104 requests \$194,056 OF | 1 POS | 0.75 FTE

Policy Option Package 122 requests \$115,000 OF

Positions and FTE: The current service level for the program is 6 POS and 6.00 FTE. The 2025-27 Governor's Recommended Budget is a total of 7 POS and 6.75 FTE for Facilities.



Home Loans Program Details

Home Loans – Oregon is one of only five states in the nation that have been grandfathered under federal tax law to offer a state veteran home loan program. Historically, this state housing benefit has resulted in significantly lower home loan interest rates than are normally available in the marketplace. The program offers financing up to the Fannie Mae limit, currently \$766,550 as of January 1, 2024.

Customers: Home Loan customers include veterans, private-sector mortgage lenders, realtors, mortgage brokers, appraisers, title companies, insurance companies, and credit reporting agencies. The Department also has partnered in the past with Oregon Housing and Community Services (OHCS) to make tax-exempt funds available through OHCS for low- and moderate-income housing.

Source of Funding: Other Funds. Primary sources of revenue consist of loan and contract-related repayments, investment earnings, fee and rental income, and proceeds from bond sales.

Expenditures: \$5,902,437 Other Funds.

Policy Option Package 100 requests \$1,000,000 OF with no staffing impact

Policy Option Package 105 requests \$206,855 OF with 1 position (.075 FTE)

Positions and FTE: The current service level for the program is 12 POS and 12.00 FTE. The 2025-27 Governor's Recommended Budget is a total of 13 POS and 12.75 FTE for the Home Loan Program.



Appeals and Special Advocacy Program Details

Appeals and Claims

Caseload: ODVA, in partnership with the County, National and Tribal Veteran Service Offices provides claims and counseling advocacy and representation to Oregon’s veterans and their families, resulting in almost 30,000 claims filed on their behalf during fiscal years 2023 and 2024, and over 75,000 overall submittals.

When a claimant disagrees with a decision made by the USDVA, they have the right to appeal that decision to the Board of Veterans’ Appeals (BVA). When a claim is submitted to the BVA, the argument is held with federally appointed judges and ODVA staff. The ODVA representation at the BVA is a free service that the state provides to eligible veterans and their families. Additionally, at the local level this team supports eligible veterans and families in “Pre-Determination” and “Higher Level Review” hearings. In FY23 and FY24, ODVA represented clients in over 500 hearings.

Customers: Oregon veterans and eligible dependents.

Training Certification and Outreach

Workload: Responsible for training and certification of veteran service officers in Oregon. During fiscal years 2023 and 2024, 70 new Veteran Service Officers were trained to file claims according to federal CFR, Title 38 and 28 of were tested to recommend for certification. Currently, there are a total of 86 trained and certified Veteran Service Officers across the state, with another 9 individuals in the process of becoming accredited, located in all 36 Oregon counties and four federally recognized tribal nations.

Customers: Oregon veterans and eligible dependents. State, County, and Tribal Veterans Service Officers.

Source of Funding for Appeals and Claims, and Training, Certification and Outreach: General Funds and Lottery Funds.

Expenditures: \$6,541,336 (General Fund \$4,119,813; Lottery Funds \$2,321,523)

Positions and FTE: The current service level for the program is 14 POS and 14.00 FTE. There is no change for the Governor’s Recommended Budget.

Special Advocacy - Women Veterans

Workload: House Bill 3479 (2016) created funding and authority to improve outcomes for Oregon women veterans in five specific areas: outreach, advocacy, data, research, and policy. Focused outreach and advocacy were achieved via listening sessions with women veterans around Oregon to increase awareness of women veterans and their unique experiences, issues, and needs as well as to assist in claims filing, especially related to difficult or challenging claims.

From 2014 to 2023 the percentage of women veterans in Oregon receiving disability benefits has almost doubled, going from 16.46% to 30.34%, and has continued to climb annually. Approximately 44 new Oregon women veterans per month are engaging with the ODVA state, county, and tribal services offices in pursuit of earned their state or federal benefits, with an average of 1.47 per day in FY24. In FY23 438 and in FY24 536 women veterans engaged with a VSO for the first time totaling 974 veterans. This is up by almost 50% from the previous biennium where 658 women veterans had first engaged to seek benefits and services.

Customers: Oregon veterans and eligible dependents.

Source of Funding: General Funds.

Expenditures: \$339,574 General Funds

Positions and FTE: The current service level for the program is 1 POS and .75 FTE. There is no change for the Governor’s Recommended Budget.



Appeals and Special Advocacy Program Details

Special Advocacy - LGBTQ+ Veterans

Workload: Senate Bill 946 (2016) created the LGBTQ+ Veteran Program that offers direct services to veterans in the LGBTQ+ community and their families. The LGBTQ+ Veteran Coordinator assists with military records corrections focusing on identity affirming discharge paperwork for transgender veterans and discharge upgrades with the Department of Defense. With the Veterans Benefits Administration, the program coordinator also assists with name and gender changes, character of service determinations and service-connected claims work for VA benefits.

For those that may have not have been previously eligible due to a less than honorable discharge, as a result of previous federal discriminatory policies targeting LGBTQ+ identifying individuals, which often encompassed PTSD, other mental health, TBI, and reprisal during military service, this program also provides specialized support to address these challenges. Connecting these Oregonians with their earned federal, state, and local military-related benefits restores honor to veterans who previously believed their service was dishonorable, continues to be a priority for the state.

Customers: Oregon veterans and eligible dependents.

Source of Funding: General Funds.

Expenditures: \$312,646 General Funds

Positions and FTE: The current service level for the program is 1 POS and .75 FTE. There is no change for the Governor's Recommended Budget.

Special Advocacy - Houseless Veterans

Workload: The Houseless Veterans Program (HVP) was established in 2021 and since that time has been extremely successful in assisting veterans and their families to obtain immediate shelter, permanent supportive housing, and avoid eviction and foreclosure. The HVP has established itself as a comprehensive resource for Oregon's diverse veteran population facing houselessness or housing insecurity by assisting them with navigating homeless service systems and housing barriers.

One of the main ways that we are successful in providing resources to this vulnerable population is by attending resource fairs called "standdowns". These statewide standdown events are specifically targeted to address immediate basic urgent needs such as hygiene, food, and help with pets. In FY 23 and FY 24, ODVA participated in 15 Standdowns and other outreach events to include the annual Campus Veteran Resource Summit and Pride events to meet with veterans experiencing housing insecurity.

In alignment with Governor Kotek's priority to target and eliminate houselessness the HVP integrates best practices from HUD, VA, and national homeless service providers to prevent and address veteran homelessness through proactive interventions and partnerships. Connecting these veterans with Veterans Benefits Administration (VBA), the Veterans Health Administration (VHA), Housing Urban Development (HUD), as well as County and Tribal Veteran Services Offices, community-based service providers has been paramount to ensuring that every veteran's experience with houselessness is rare, brief, and non-reoccurring.

Customers: Oregon veterans and eligible dependents.

Source of Funding: General Funds.

Expenditures: \$312,464 General Funds

Positions and FTE: The current service level for the program is 1 POS and .75 FTE. There is no change for the Governor's Recommended Budget.



Strategic Partnerships Program Details

State Approving Agency (SAA)

Workload: The U.S. Department of Veterans Affairs (USDVA) oversees the administration of GI Bill educational benefits for eligible veterans and other participants through annual performance contracts with designated State Approving Agencies (SAAs). SAAs ensure that veterans have access to educational and training opportunities and that federal veterans' benefits are in compliance with applicable laws and regulations by approving educational and training programs; overseeing programs through supervisory visits and compliance surveys; and providing technical support and outreach to schools and veterans. ODVA was designated as Oregon's State Approving Agency (SAA) beginning October 1, 2019. The SAA function is responsible for approving and monitoring postsecondary institutions and training establishments participating in veterans' education benefits administered by USDVA to ensure compliance with state and federal laws.

Customers: Veterans, private and public institutions, apprenticeship programs and on-the-job (OJT) training programs.

Source of Funding: Federal Funds and Lottery Funds

Expenditures: \$666,846 Federal Funds (expenditure limitation)

Positions and FTE: The current service level for the program is 2 positions (2.0 FTE) Federal Funds. The 2025-27 Agency Budget Request 1 position (0.75) Lottery Funds for a total of 3 positions (2.75 FTE) Federal Funds and Lottery Funds.

County Veteran Service Officers (CVSO's) Program *(Pass-through Funding)*

Workload: ODVA provides pass-through funding to counties to support enhancement and expansion of CVSO operations. The administration of these monies requires counties that provide veterans services to file an annual application to receive funding and then submit quarterly reports of activities and expenditures in order to receive payment.

Customers: County Veteran Service Offices, and veterans and their family members seeking assistance applying for state and federal benefits.

Source of Funding: Lottery Funds and General Funds.

Expenditures: \$10,238,148 LF and GF (\$8,115,726 Lottery Funds and \$2,122,422 General Funds).

Positions and FTE: 0 positions (0 FTE).

National Service Organizations (NSO) *(Pass-through Funding)*

Workload: The NSOs submit an annual request for funding to ODVA and this is reviewed and processed by the department for approval and budgeting. The monies are then distributed on a quarterly basis following the review and processing of NSO quarterly reports of expenditure and activities.

Customers: National Service Organizations, and veterans and their family members seeking assistance applying for state and federal benefits.

Source of Funding: Lottery Funds

Expenditures: \$138,891 Lottery Funds.

Positions and FTE: 0 positions (0 FTE).



Strategic Partnerships Program Details

Tribal Veteran Service Officers Program (TVSO's) (Pass-through Funding)

Workload: The purpose of this request is to support the Tribal Veteran Service Officer Program (TVSO) advocacy in support of Senate Bill 80, bringing services to Oregon Tribal Veterans and their families. Monies from this request will allow established tribal veteran offices to receive funding for their programs in the same manner as Oregon's County Veteran Services Officer (CVSO) network. This funding will allow Tribal Veteran Service Officers to expand and enhance their services and reach more tribal veterans and their families.

Customers: Tribal governments, and their veterans and family members seeking assistance applying for veteran benefits.

Source of Funding: Lottery Funds.

Expenditures: \$741,937 Lottery Funds.

Policy Option Package 114 requests \$420,000 total funds with no staffing impact

Positions and FTE: 0 positions (0 FTE).

Veterans Services Grant

Workload: House Bill 2891 (2017) established the Oregon Department of Veterans' Affairs Veteran Services Grant Fund. ODVA hired a Grants Coordinator who established grant requirements, competitive grant review and award processes, and a monitoring program. Historically, the Department has received significantly more grant applications than available funding supported. In the 2023-25 biennium, the Department awarded 14 grants totaling \$947,556, but received 26 grant applications totaling \$ 3,502,312.

Customers: Non-profits, Tribal governments, city and county governments, quasi-governments, transportation districts, and the veterans and families served by these grants.

Source of Funding: Lottery Funds.

Expenditures: \$500,000 Lottery Funds.

Policy Option Package 118 requests \$500,000 with no staffing impact

Positions and FTE: 0 positions (0 FTE).

Campus Veteran Resource Center Grant

Workload: Senate Bill 143 (2017) established a Campus Veteran Resource Center Grant Program for Campus Veteran Resource Centers and Veteran Resource Center Coordinators on the campuses of Oregon community colleges and public universities. The purpose of the grant funds is to help veterans successfully transition from military service to college life, succeed in college and complete educational goals, and transition from college to the workforce in the community. 2023-25 grant awards are providing resources to veterans for things like Coordinator salaries/benefits (college matching funds required), emergency student veteran gas cards, veterans job fair, emergency student veteran gas cards, support for Peer Advisors for Veteran Education (PAVE), etc. In the 23-25 biennium, ODVA awarded \$1,000,000 to 14 public universities and community colleges that applied for grant funding, ranging from \$49,720 - \$100,000. During the first quarter of the grant cycle (December 2023-March 2024), grantees served 2,909 unique (unduplicated) veterans and recorded 8,191 veteran and military connected student engagements. Cost drivers for the program are solely the grant funds directly awarded to organizations through the grant process.

Customers: Higher Education in Oregon, and student veterans.

Source of Funding: Lottery Funds.

Expenditures: \$1,000,000 Lottery Funds.

Policy Option Package 117 requests \$1,000,000 with no staffing impact

Positions and FTE: 0 positions (0 FTE).



Strategic Partnerships Program Details

Federal Highly Rural Healthcare Transportation Grant

Workload: In 2013, ODVA applied for and received grant funding from the federal VA to assist with medical transportation needs to veterans in Oregon's highly rural areas. Transportation continues to be one of the greatest barriers to veterans in accessing their earned benefits, including healthcare and behavioral healthcare. ODVA disburses these funds to existing county transportation networks to pay for veteran transportation to and from VA and non-VA medical appointments. This program enables veterans to get to their federal VA healthcare appointments and to maximize the use of the federal VA's Veterans Community Care program for transportation to medical appointments outside the federal VA healthcare facilities. Since the inception of this grant program in 2014, more than 37,000 rides have been provided to Oregon veterans, traveling over 2.8 million miles. The average number of unique veterans (unduplicated) received rides each year is 212. Many veterans living in highly rural parts of Oregon have used this free transportation service more than once. Cost drivers for the program are solely the grant funds directly awarded to organizations through the grant process.

Customers: Transportation Districts, highly rural veterans in need of healthcare and behavioral healthcare services

Source of Funding: Federal Funds.

Expenditures: \$1,000,000 Federal Funds

Positions and FTE: 0 positions (0 FTE).

Rural Veteran Healthcare Transportation Grant (RVHTG)

Workload: The purpose of the grants is to provide free transportation to veterans in rural areas seeking healthcare (physical or mental) and related services. The RVHTG program helps veterans living in rural areas of Oregon overcome transit-based barriers to healthcare services they have earned and expands access to transportation that may not be covered by the U.S. Department of Veterans Affairs, Highly Rural Transportation Grant. To leverage Oregon Department of Transportation's (ODOT) Public Transportation Division's mobility expertise, ODVA entered into an Interagency Agreement with ODOT to develop and implement the RVHTG program. Since the inception of the inception of the RVHTG program, ODOT, in partnership with ODVA, has administered and monitored the grant. In the 2023-25 biennium, 18 transportation providers are providing free rides for veterans to USDVA facilities, non-VA health/behavioral health appointments, pharmacies, and other health-related services in rural and highly rural counties across Oregon. Cost drivers for the program are solely the grant funds directly awarded to organizations through the grant process. Funds are transferred to the Oregon Department of Transportation through an Interagency Agreement.

Customers: Rural Oregon Transportation Districts, Tribal Nations, rural and highly rural veterans in need of healthcare and behavioral healthcare, and related services.

Source of Funding: Lottery Funds.

Expenditures: \$1,051,157 Lottery Funds

Policy Option Package 113 requests \$401,157 with no staffing impact

Positions and FTE: 0 positions (0 FTE).



Strategic Partnerships Program Details

Oregon Military Helpline (Pass-through Funding)

Workload: ODVA is allocated funding to contract with a provider for a statewide Military Helpline in support of military members, veterans, and their families. ODVA annually awards the funds and oversees the contract that is intended to assist military members, veterans, and their families in receiving services that help prevent, and assist veterans in crisis. Callers (text support also available) can speak directly with someone located in Oregon that can talk them through crisis and non-crisis situations, make direct referrals to other services and providers, and can connect them directly to crisis/emergency services if needed. In fiscal year 2024, the Military Helpline received 5,643 contacts. 96% of contacts were calling on behalf of themselves. The purpose of the calls range widely from isolations/loneliness, general behavioral health, thoughts of suicide, relationship issues, houselessness, job loss, exposure to traumatic death, and many other reasons. ODVA does not retain funds to administer this program. Lines for Life is the contractor for these services.

Customers: Military members, veterans, and family members.

Source of Funding: Lottery Funds

Expenditures: \$395,978 Lottery Funds

Positions and FTE: 0 positions (0 FTE).

Oregon Veteran Emergency Financial Assistance Grant

Workload: The Oregon Veterans Emergency Financial Assistance Program (OVEFAP) provides emergency financial assistance for veteran's needs such as temporary housing supports, past due rent or mortgage assistance, utilities assistance, emergency medical or dental expenses, and emergency transportation expenses. Applications are provided online as well through county and tribal Veteran Service Offices.

In fiscal year 2024, ODVA distributed \$115,721 in support of 73 veterans or eligible family members through OVEFAP. During this period, 239 veterans applied for the program requesting \$1,227,049 in financial assistance. Funding was available to address only 9.43% of the needs. The average amount requested was \$5,134 and the average award amount was \$1,585. Since the create of this grant, the requested need for this grant has far outpaced the availability of funding. Upon receipt of an application, ODVA also connects applicants to additional resources and services provided by County and Tribal Veteran Service Offices, Oregon Community Action Agencies, National Service Organizations, and other state, federal, and local community service providers.

Customers: Veterans and their families experiencing emergency situations.

Source of Funding: General Funds and Lottery Funds.

Expenditures: \$1,121,898 (\$121,898 GF and \$1,000,000 LF).

Policy Option Package 115 requests \$1,000,000 with no staffing impact.

Positions and FTE: 0 positions (0 FTE).



Strategic Partnerships Program Details

Veteran Educational Bridge Grant Program (VEBG)

Workload: ODVA was allocated funds to establish a grant program that will provide grants up to \$5,000 to veterans who are pursuing and enrolled in an approved course of study, eligible to receive federal financial assistance based on prior service in the U.S. Armed Forces, and unable to complete a degree program within the expected completion period due to course availability. In 2023, the legislature approved the Department's legislative concept that expands the eligibility criteria for this grant to include debt on a student account that prevents registration. Grant eligibility was also expanded to include veterans enrolled in any career school licensed by the Oregon Higher Education and Coordinating Commission (HECC), any apprenticeship registered with BOLI, and any On-The-Job Training (OTJ) program offered by a public employer. Previously, VEBG could only be awarded to veterans enrolled in programs approved to administer the GI Bill®. Cost drivers for the program are solely the grant funds directly awarded to individuals through the grant process.

Customers: Veterans, private and public higher education institutions where a veteran may need financial assistance

Source of Funding: Lottery Funds.

Expenditures: \$602,665 Lottery Funds

Policy Option Package 116 requests \$400,000 with no staffing impact

Positions and FTE: The program funds 1 position (1.00 FTE). There are no staffing changes for the 25-27 ARB.

Tribal Veteran Coordinator Program

Workload: ODVA partners with Oregon's nine federally recognized Tribes in helping Tribal veterans and their eligible dependents access federal and state veteran benefits, programs, and services in a culturally responsive manner. The department's Tribal Veteran Coordinator travels around the state, attending Tribal outreach events, participating in monthly Tribal veteran meetings, and supporting the U.S. Department of Veterans Affairs (USDVA) claims clinics on Tribal lands. The Coordinator also supports Tribal Veteran Service Officers, Tribal Veteran Advocates, in filing federal VA compensation or pension claims, assisting during the appeals process when applicable, and helping determine entitlements for state and federal veterans' benefits for the Tribal veterans and their family members.

Customers: Tribal governments, and Tribal veterans and their families.

Source of Funding: Lottery Funds.

Expenditures: \$339,574 Lottery Funds.

Positions and FTE: The program funds 1 position (1.00 FTE). There are no staffing changes for the 25-27 ARB.

Incarcerated Veterans Coordinator Program

Workload: The Incarcerated Veteran program was established in 2016 to assist incarcerated veterans transitioning into Oregon Department of Corrections (ODOC) custody and then again as they transition back to their communities. Although one of ODVA's two Incarcerated Veteran Coordinator positions was vacant for a period of time, with collaboration from ODOC staff our program Coordinators were able to make over 990 contacts with incarcerated veterans. Contact was also made with over 400 veterans during group meetings in prisons across the state. In addition to informing veterans of their earned state and federal benefits, over 400 documents were submitted to the U. S. Department of Veterans Affairs as part of the 162 claims submitted for these veterans.

Customers: Oregon Department of Corrections, incarcerated veterans and their families.

Source of Funding: Lottery Funds and General Funds.

Expenditures: \$548,464 LF/GF (\$236,000 Lottery Funds; \$312,464 General Funds).

Positions and FTE: The current service level for the program is 2 positions (2.0 FTE) Lottery Funds.



Strategic Partnerships Program Details

Campus Veteran Coordinator Program

Workload: The Campus Veteran Coordinator works to build a supportive community for Campus Veteran Resource Centers Oregon's public universities and community colleges, and those schools without a Center, through outreach, networking, and training for these higher education professionals. Campus Veteran Resource Centers provide a place for veterans to receive assistance and support, connect with other veterans, study, and connect to resources. The Department's Campus Veteran Coordinator also host an annual Campus Veteran Resource Center Coordinator Summit, at which training and networking opportunities are provided for Coordinators across the state.

Customers: Higher Education in Oregon, and student veterans.

Source of Funding: General Funds.

Expenditures: \$312,464 General Funds.

Positions and FTE: The program funds 1 position (1.00 FTE). There are no staffing changes for the 25-27 ARB.



Oregon Veterans' Homes Program Details

Oregon Vets Home – The Dalles

Expenditures: \$56,899,755 Other Funds. No General Funds have been provided for Veterans' Homes operational costs.

Positions and FTE: The current service level for the program is 3 POS and 3.00 FTE. There is no change for the Governor's Recommended Budget.

Oregon Vets Home – Lebanon

Expenditures: \$69,325,656 (General Funds Bonds \$376,826; Other Funds \$68,948,830).

Positions and FTE: The current service level for the program is 1 POS and 1.00 FTE. There is no change for the Governor's Recommended Budget.

Courtney Place YMCA

Expenditures: \$551,000 Lottery Funds.

Positions and FTE: 2025-27 Governor's Recommended Budget funds 0 positions (0.0 FTE).



Aging Veterans Services Program Details

Conservatorship and Representative Payee

Workload: As of June 30, 2024, ODVA had 87 Conservatorship clients and 60 Representative Payee clients. All Veterans in the fiduciary programs have some level of mental health and/or medical condition which prevents them from managing their own financial affairs and often makes them targets for financial fraud and abuse. In recent years, the workload for each caseload has increased. Many veterans have dual diagnosis and as these individuals continue to age, their needs also continue to increase. Staff in these programs are required to meet with veterans more often, have a larger role in assisting veterans find suitable housing, and ensure funding is available to meet the needs of individuals in the programs.

Customers: Veterans in the program, program staff, and other state agencies such as Department of Human Services, Oregon State Hospital, and Department of Justice. County partners such as circuit courts, county veteran service officer and adult protective services; federal agencies such as United States Department of Veterans Affairs and the Social Security Administration; and private business such as professional guardians, case management agencies, and private attorneys. All of these stakeholders play a role in providing either direct service to our veterans or they assist our program in providing services.

Source of Funding: Lottery Funds and General Funds. Other Fund revenue is generated by fees charged to client accounts under Conservatorship and Representative Payee Program.

Expenditures: \$3,531,279 (General Funds \$729,984 and Lottery Funds \$2,801,295)

Positions and FTE: The current service level for the program is 10 POS and 10.00 FTE. There is no change for the Governor's Recommended Budget.

Veteran Volunteer Program

Workload: The Veteran Volunteer Coordinator holds both in person and virtual training for new and active volunteers throughout the state on a regular basis and as the need arises. The coordinator also holds a weekly "coffee talk" virtually. This provides an opportunity for both additional training, sharing of ideas, and a forum for Q&A sessions with volunteers. As of June 30, 2024, the volunteer program 101 active volunteers in 20 of the 36 Oregon counties and one from Clark County Washington. Trained volunteers donated 1,869 hours of their time in FY2024 to assist veterans, their families, and survivors in raising awareness of federal and state benefits. Volunteer meet veterans where they are and assist them in becoming more knowledgeable about state and federal services, encourage follow through with state-certified VSO's or other state agencies, and expand the outreach efforts of ODVA and our partners.

Customers: Aging veterans and their family members currently not accessing earned benefits.

Source of Funding: Lottery Funds.

Expenditures: \$408,664 Lottery Funds.

Positions and FTE: 1 position (1.0 FTE).

Aging Veteran Outreach

Workload: The Aging Veteran Outreach program works to educate both veterans and community partners regarding veterans' benefits. In FY2024, the Outreach Coordinator attended 30 events and spoke to contacted 7,809 veterans directly regarding veterans' benefits and has been working with agency partners such as Oregon Department of Human Services (DHS), Northwest Senior and Disability Services (NWSDS), Oregon Housing and Community Services (OHCS), and AARP to reach and provide services for additional veterans.

Customers: Aging veterans, agency and community partners, as well as other stake holders.

Source of Funding: Lottery Funds.

Expenditures: \$406,345 Lottery Funds.

Positions and FTE: 1 position (1.0 FTE).



County Veterans Service Office Pass-through Funding: 2023-25

Total Pass-through to County VSO's: \$9,825,478 GF/LF

BAKER	\$183,316	LAKE	\$168,645
BENTON	\$236,078	LANE	\$606,175
CLACKAMAS	\$546,138	LINCOLN	\$238,709
CLATSOP	\$214,808	LINN	\$324,649
COLUMBIA	\$232,812	MALHEUR	\$185,695
COOS	\$264,237	MARION	\$466,674
CROOK	\$193,280	MORROW	\$169,886
CURRY	\$199,596	MULTNOMAH	\$781,566
DESCHUTES	\$388,893	POLK	\$254,087
DOUGLAS	\$339,669	SHERMAN ⁽¹⁾	\$75,159
GILLIAM ⁽¹⁾	\$75,298	TILLAMOOK	\$194,833
GRANT	\$168,684	UMATILLA	\$235,717
HARNEY	\$166,582	UNION	\$190,675
HOOD RIVER	\$175,767	WALLOWA	\$166,355
JACKSON	\$457,604	WASCO	\$190,257
JEFFERSON	\$184,526	WASHINGTON	\$639,799
JOSEPHINE	\$280,830	WHEELER ⁽¹⁾	\$74,834
KLAMATH	\$273,915	YAMHILL	\$279,731

Distribution of Funds to a Veterans' Organizations

OAR 274-030-0515

(1) The Department shall review the applications and qualifications of each veterans' organization that applied for funds and distribute the funds appropriated to qualified veterans' organizations based on the:

- number of veterans served by the organization
- number of organizations applying for funds
- amount of the organization's financial contribution to its veterans' rehabilitation program.
 - (12) "Rehabilitation Program" means conducting a program, in acting under power of attorney for veterans in connection with claims for benefits, in assisting veterans in prosecutions of their claims and in solution of problems arising out of previous military service as provided in ORS 406.310.

Disbursement

Total disbursement is calculated based on:

- 55% of total funds available is distributed equally as a base amount provided to each county
- 45% of total funds available is distributed based on the veteran population in each county

⁽¹⁾ Tri County is a consortium of Gilliam, Sherman, and Wheeler Counties. Sherman County is responsible for the operation of the office and the budgeting of the funds.