



# Veterans Services

## Systems of Care

Liesl Wendt, Director, Department of  
County Human Services

Lee Girard, Senior Manager, Long Term  
Care Services

Eric Ensley, Supervisor, DCHS Veterans  
Services

Erika Preuitt, DCJ District Manager, Adult  
Services Division

Marc Jolin, *A Home for Everyone*  
Initiative Director

June 3, 2015



**6.5%**

WWII



**8.5%**

KOREA



**37.2%**

VIETNAM



**25.9%**

PEACETIME



**15.3%**

GULF WAR



**6.6%**

IRAQ/AFGHANISTA



**Veterans who are aging**

**Veterans with disabilities**

**Veterans who are students**

**veterans who are women**

**Veterans who are minorities**

**Veterans who are members of tribal Communities**

**Veterans who are justice-involved**

**Veterans who are homeless**

# Federal, State, and County Roles

FEDERAL VA FOR DECISION

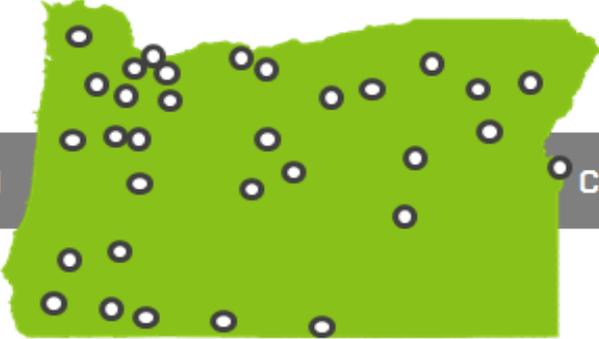


STATEWIDE VETERAN SERVICES

- Power of Attorney
- Training and Certification
- Claims Review and Appeals



VETERAN FILES CLAIM THROUGH



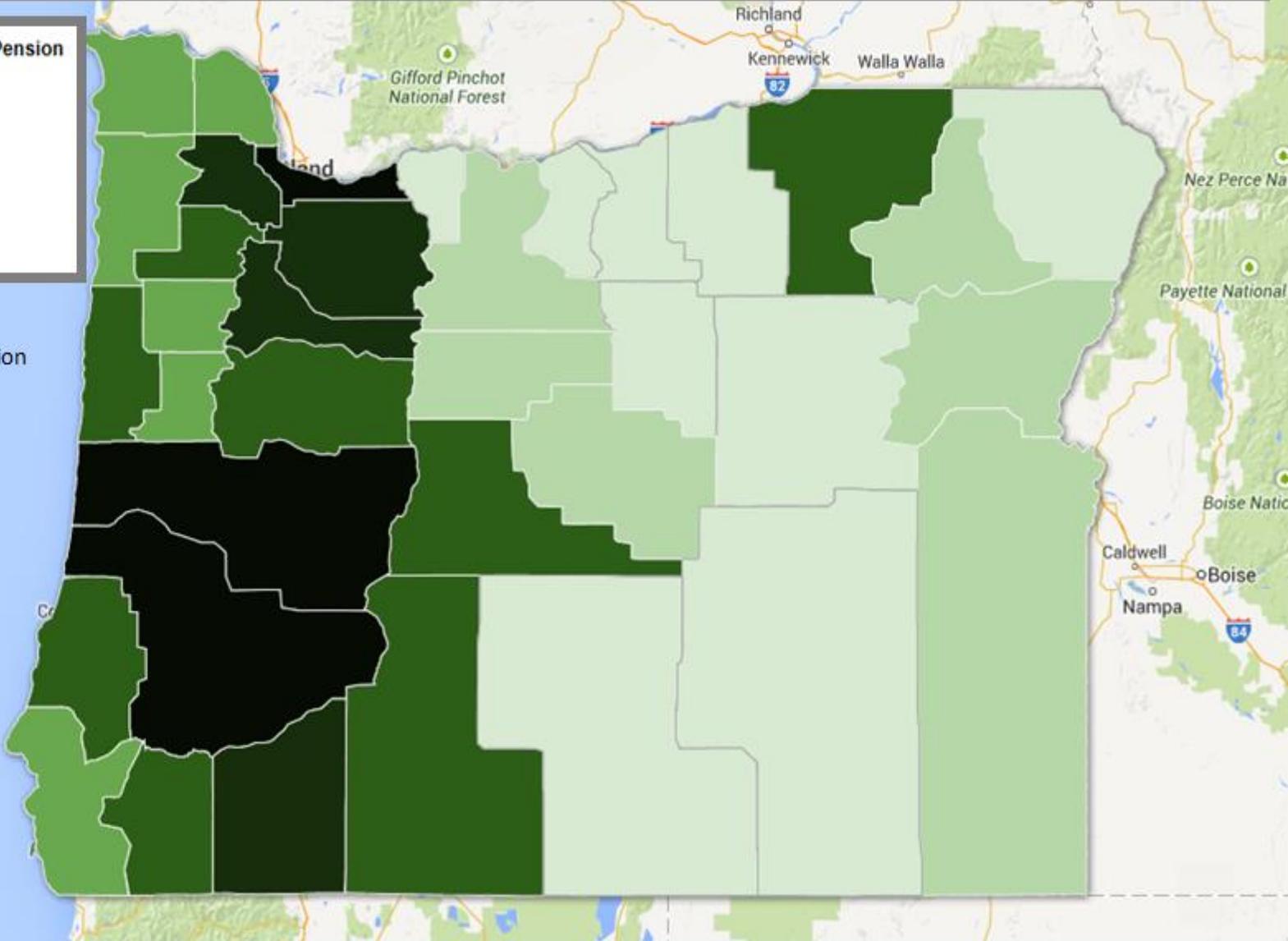
COUNTY VETERAN SERVICE OFFICES



**Total 2013 Compensation and Pension**

-  600,000 to 5,000,000
-  5,000,000 to 10,000,000
-  10,000,000 to 20,000,000
-  20,000,000 to 50,000,000
-  50,000,000 to 90,000,000
-  90,000,000 to 120,000,000

2013 Statewide Compensation and Pension average = **\$16,953 per veteran**



# 3 out of 10

## VETERANS HAVE ACCESSED THEIR FEDERAL BENEFITS



# Veterans System of Care



Federal Veterans Administration			
Veterans Center	Veterans Benefits Administration	Veterans Health Administration	National Cemeteries
	Portland Regional Claims Office	Community Based Outpatient Clinics	Willamette National Cemetery
	Pension / Debt Management Center	Community Resources and Referral Center	
		Veterans Justice Outreach	
		Supportive Housing, Grant, and Per Diem	

***DCHS Aging, Disability and Veterans Services --- Multnomah County Veterans Service Office (VSO)***

State Government		
Oregon Department of Veterans Affairs	Oregon Employment Department	Oregon Military Department (National Guard)
	Hire Oregon Veterans	

Info and Referral
ADRC Helpline
211 nfo
Lines for Life
Oregon Military Support Network

Multnomah County
Department of County Human Services (DCHS)
Department of Community Justice
County District Court
County District Attorney
County Management
County Community Court
County Sheriff's Office
Home for Everyone
Veterans Task Force

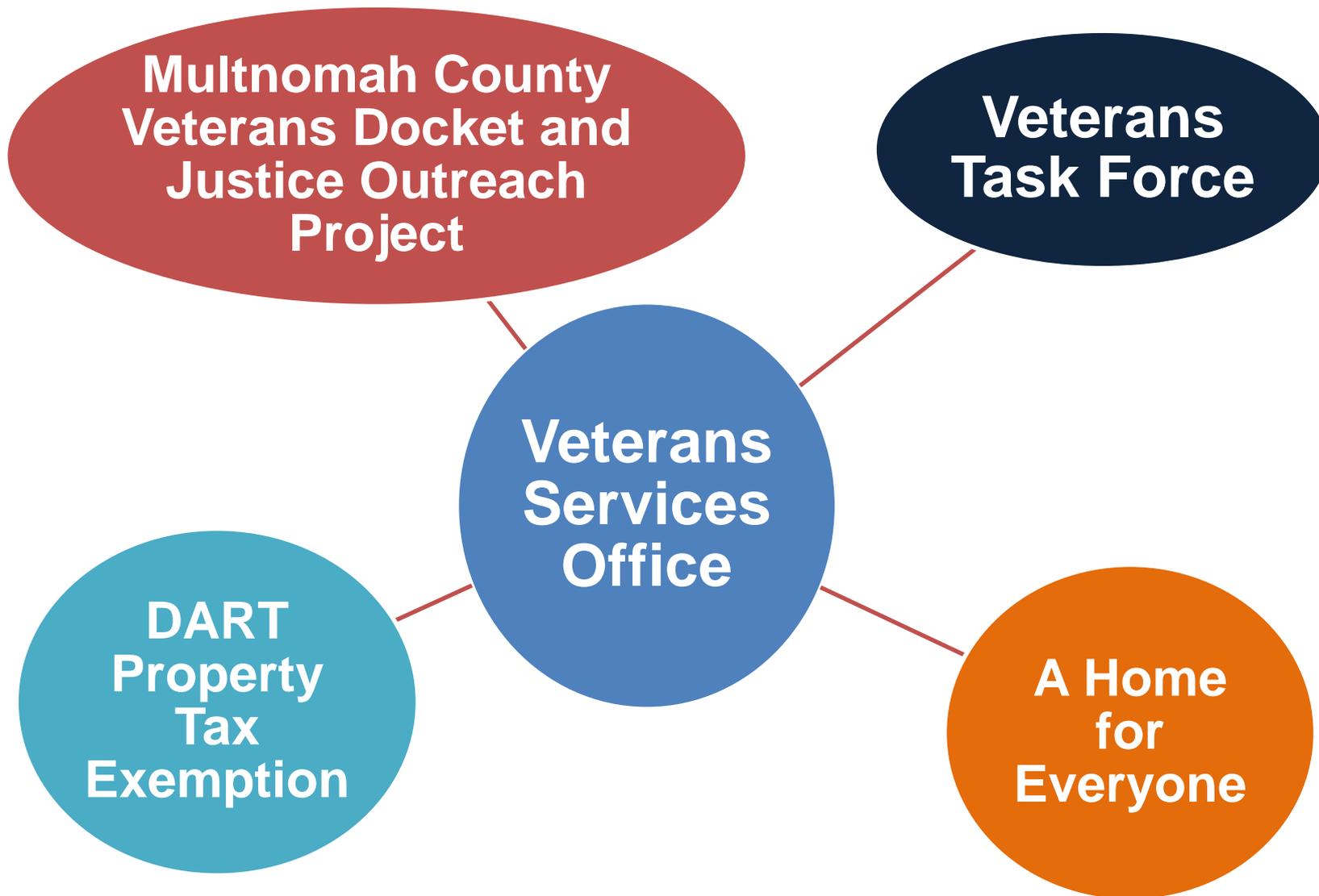
Community Partners and Housing Services
Home Forward
Transition Projects
Central City Concern
Salvation Army
NW Pilot Project
Join
NAYA
Reach

Service Organizations
Disabled American Veterans
Vietnam Veterans of America
Veterans of Foreign Wars
American Legion
Military Order of the Purple Heart
Paralyzed Veterans of America
National Association for Black Veterans
<b>Etc.</b>



# Multnomah County Veterans' Services

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- Choice Act
- 25 Cities Initiative to End Homelessness for Veterans (“Operation 424” in Portland)

*“[W]e’re not going to rest until every Veteran who has fought for America has a home in America.”*

*— President Barack Obama, August 2014*



### **Operation 424**

- Supported by Federal “25 Cities Initiative”
- Local collaborative stemming from United States Interagency Council on Homelessness (2010)



## *Home for Everyone Update*

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- Unprecedented property owner/manager recruitment
- Increased financial resources to help mobilize all providers in the effort
- Creation of a "Registry" of all homeless veterans
- Creating Preferences for Veterans at Home Forward and in our non-profit portfolios
- Improved coordination



### **Veteran Inquiries**

Inquiries Received FY15	4,242
Response Time	24 hours

### **Homeless Veterans**

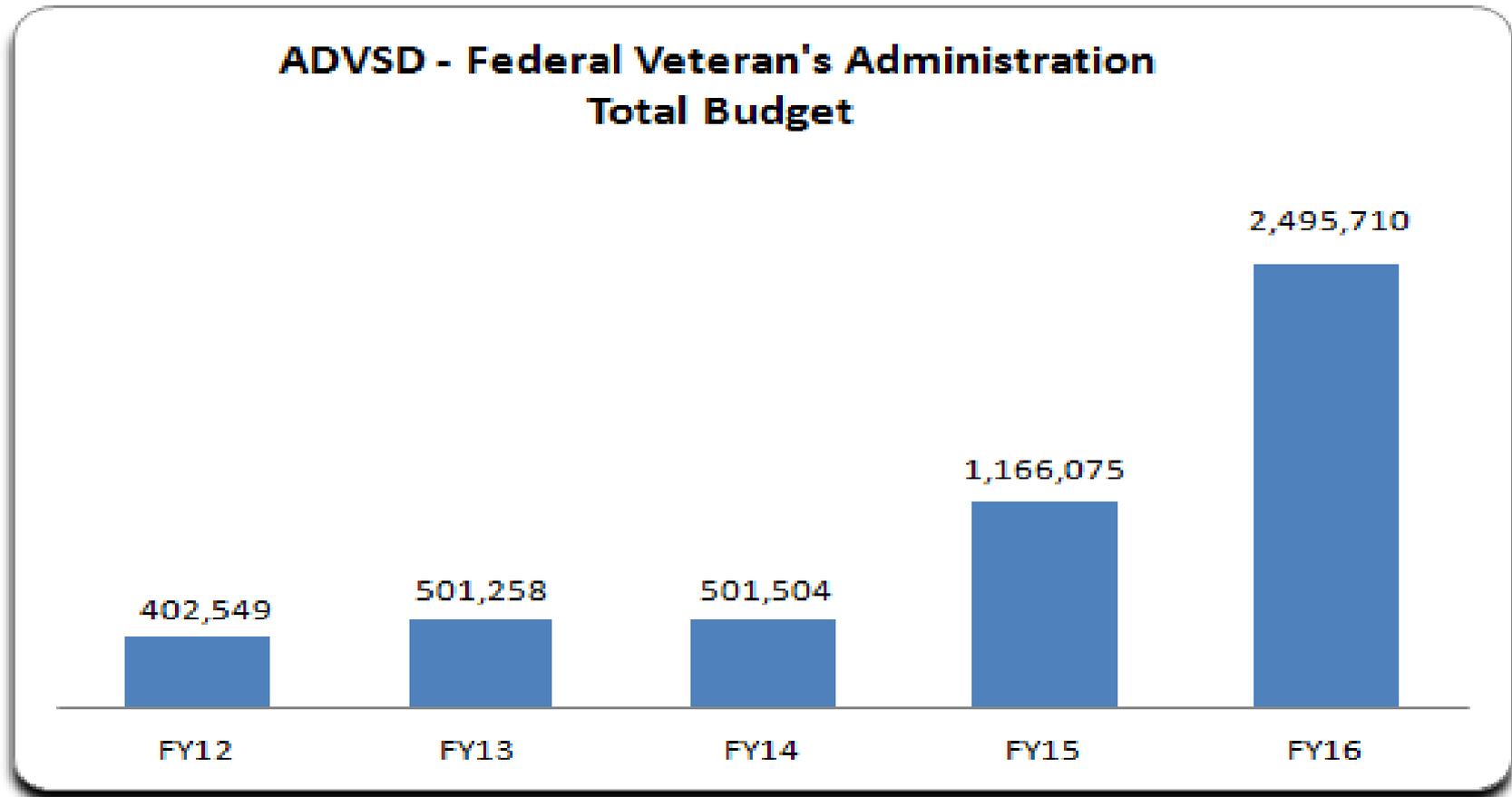
Inquiries to YTD	79
Resulting Claims	25



1. Build awareness of and capacity for County veterans services
2. Expand outreach to underserved veterans
3. Increase focus on justice-involved veterans

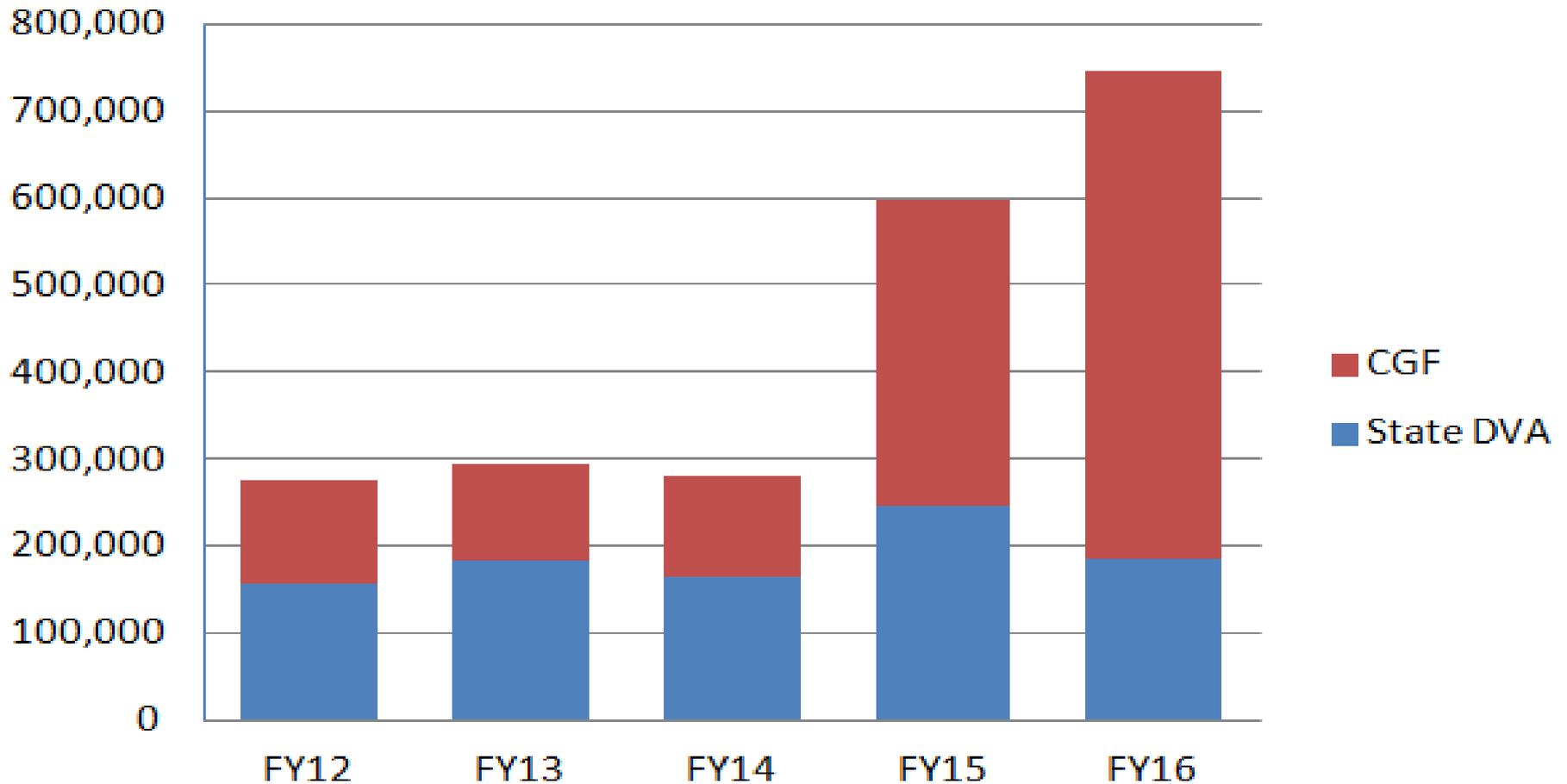


## Helping veterans avoid nursing homes and remain at home



# Looking Ahead // Veterans Outreach Services

## Veterans Services Office ADVSD - Veteran's State and CGF Total Budget



# Year to Year Comparison

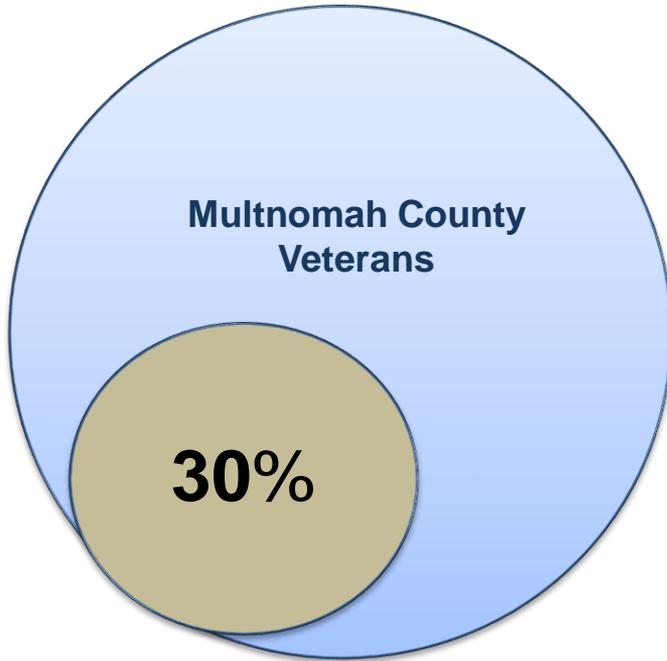
## DCHS -- Aging, Disability, and Veterans Services Veterans Services Office

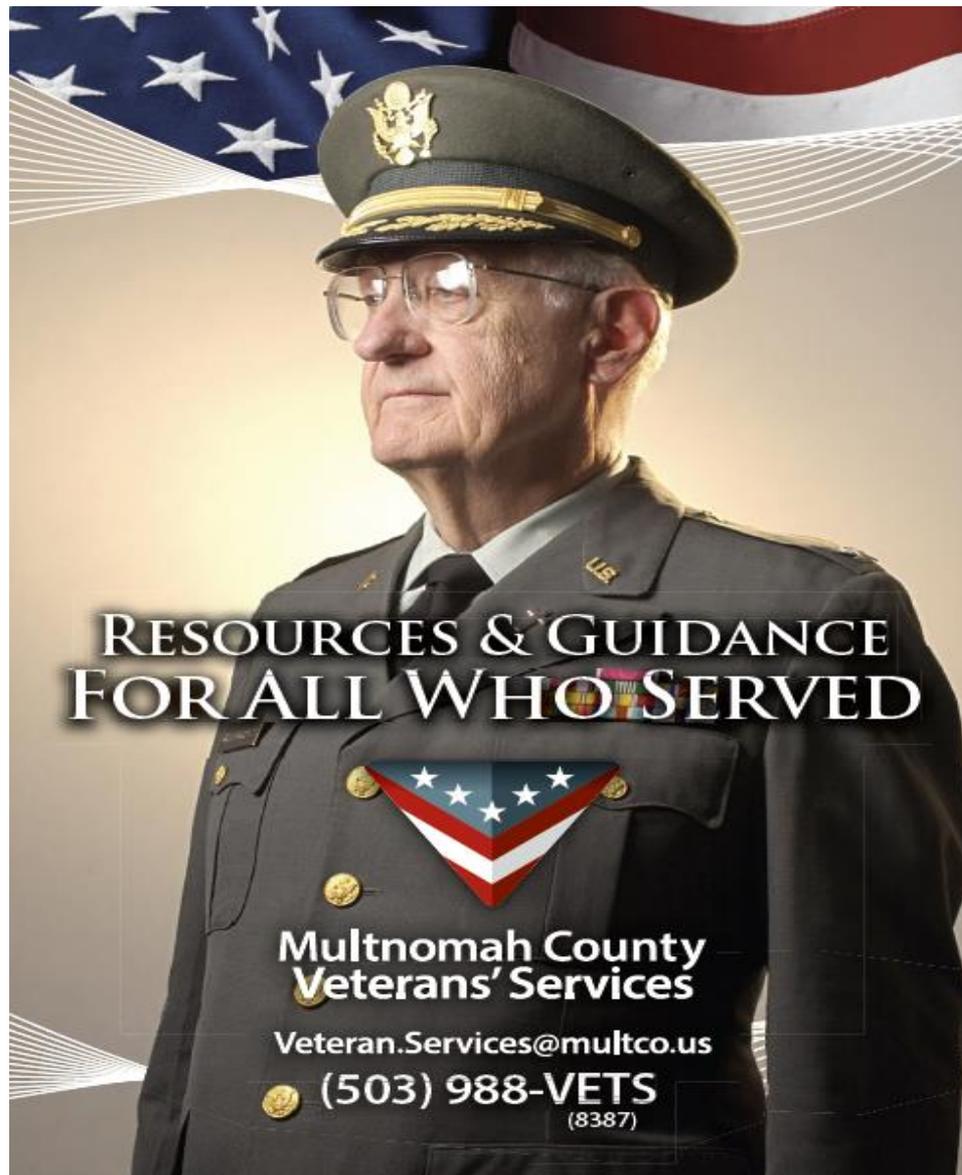
Program #	Adopted FY15			Proposed FY16		
	CGF	VA	FTE	CGF	VA	FTE
25025A/B	\$349,588	\$247,247	6	\$560,691	\$185,419	7
	\$596,835			\$746,109		



# Challenges ... and Opportunities in FY16

## *Multnomah County Military and Veterans Task Force*





# RESOURCES & GUIDANCE FOR ALL WHO SERVED

**Multnomah County  
Veterans' Services**

[Veteran.Services@multco.us](mailto:Veteran.Services@multco.us)

**(503) 988-VETS**  
(8387)

