

CLACKAMAS COUNTY  
 VETERANS ADVISORY COUNCIL  
 March 24, 2022 Meeting Minutes  
 Zoom  
 2:30pm – 3:30pm

FACILITATOR Adam Khosrobadi					
NOTE TAKER Amy Kelsey - Administrative Specialist 1 - Clackamas County Social Services					
VETERANS ADVISORY COUNCIL					
P	Jerry Craig	E	Tracy Bogard	P	Betty Fish-Ferguson
P	RB Green	E	Scott Southard		
P	Paul Edger	P	Casey Curry		
P	Laurie Kimmell	A	Ian Newland		
P	Adam Khosrobadi	P	Janet Braman		
P	Larry Moseley	P	Gregory Freetage		
CLACKAMAS COUNTY STAFF					
P	Gus Bedwell	P	Tito Mendoza	P	Aaron Henry
P	Felicia Ridings	P	Amy Kelsey	P	Brenda Durbin
P	Heather Miewald	P	Scott Clemans	P	Ken Bietschek
GUESTS					
O	Don Hedlind				

P-Present, A -Absent, E-Excused, O-Other Attendee

ITEMS / ISSUES	DISCUSSION	FOLLOW-UP
Meeting Called to Order	Adam Khosrobadi called the meeting to order.	
Minutes	A quorum was established. The minutes from February 24, 2022 moved to approve as written by Laurie Kimmell, seconded by Gregory Freetage and adopted by the Council.	
Chair's Report	Council welcomed visitors Scott Clemans and Don Hedlind.	

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	<p><b>Adam</b> spoke with the Council on the requirement set forth by the Board of County Commissioners for Council meetings to follow “Roberts Rules of Order” <a href="https://robertsrules.com/">https://robertsrules.com/</a>. To keep meeting running according to the agenda and to prevent talking over one another, Council will use Zoom’s raise hand function; the Chairperson addresses participants before speaking.</p> <p><b>Call for Executive Officer Nominations</b>  <b>Adam</b> shared with the Council the following updates Jerry Craig has stepped down from role as VAC Chairperson, and Scott Southard has stepped down from the role as Vice Chairperson. Adam will remain as an alternate Chairperson until all nominations are received and a voted on during the April 28<sup>th</sup> VAC meeting. Please note the vote scheduled for April 28<sup>th</sup> is out of formal sequence due to unexpected events. Nominations received during the March 24<sup>th</sup> VAC meeting are as follows.</p> <p><b>Chairperson</b> – Adam Khosrobadi nominated for the Chair position by Casey Curry.  <b>Vice Chairperson</b> – RB Green nominated for the Vice Chair position by Paul Edgar.  <b>Secretary</b> – Janet Braman nominated for the Secretary position by Adam Khosrobadi.  <b>Secretary</b> – Larry Moseley nominated for the Secretary position by Paul Edgar, although Larry has respectfully declined.</p> <p>Please send nominations to Amy Kelsey <a href="mailto:AKelsey@clackamas.us">AKelsey@clackamas.us</a> prior to April 28<sup>th</sup>. Self-nominations are accepted. Full slate of nominations presented to the Council on April 28<sup>th</sup> for a vote.</p> <p><b>Future VAC Presentation to the BCC</b>  VAC will begin working on the semiannual presentation to the Board of County Commissioners. Brenda will reach out to the scheduling team for the BCC to secure a date in May nearest to Memorial Day for a presentation, Brenda will report to the Council during the April VAC meeting. Topics the Executive Committee would like to address.</p> <ul style="list-style-type: none"> <li>• Survey Results</li> <li>• Upcoming Veterans Behavioral Health Summit</li> <li>• Latest Outreach Efforts</li> </ul> <p>Send additional topics via email to any of the following: Adam Khosroabadi <a href="mailto:adam.khosro@gmail.com">adam.khosro@gmail.com</a></p>	

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	<p style="text-align: center;">Brenda Durbin <a href="mailto:BrendaDur@clackamas.us">BrendaDur@clackamas.us</a>      Amy Kelsey <a href="mailto:AKelsey@clackamas.us">AKelsey@clackamas.us</a></p> <p><b>Upcoming Member Orientation</b> Possible dates presented during the April 13<sup>th</sup> VAC Executive meeting, from there a doodle poll created to determine the best date and time. Member Orientation will be announced during the April 28<sup>th</sup> VAC meeting.</p>	
<p><b>Veterans Services Office Report</b></p>	<p>County Veterans Services Office Report around communication and outreach in an effort to increase VSO caseloads with Gus Bedwell, Human Services Supervisor and special guest Scott Clemans, Community Relations Specialist, Sr. with Clackamas County Public and Government Affairs.</p> <p>Moving forward ways in which the Veterans Service Office of Clackamas County will bring awareness to benefits and services offered to veterans, their families and dependents.</p> <p style="padding-left: 40px;">Discover new effective ways of outreach and community involvement the following avenues.</p> <ul style="list-style-type: none"> <li>○ Hybrid Environment</li> <li>○ Budgeted and Cost Free news and social media campaigns - featuring VSO success stories, bringing awareness around unclaimed benefits and the services of the Veterans Services Office</li> </ul> <p><b>Communications Plan: Increasing VSO caseloads</b></p> <p><b>Overview of Issue</b> Fewer than 33% of Oregon veterans claim the full U.S. Veterans Administration health, financial and other benefits for which they qualify. This suggests that at least 17,000 veterans in Clackamas County have less – or at best, more expensive – education, health care, and other services than they deserve, and less income to contribute to the county economy. This is inconsistent with the county’s strategic priorities of <i>growing a vibrant economy</i> and <i>ensuring safe, healthy and secure communities</i>.</p> <p><b>Goals</b> The Veterans Services Office performance metrics are:</p> <ul style="list-style-type: none"> <li>• \$\$ in new claims granted for Clackamas County Veterans</li> </ul>	

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	<ul style="list-style-type: none"> <li>• # claims filed</li> <li>• Return on Investment: Claim dollars generated for every dollar spent on the Veterans Service Program</li> </ul> <p>To support these metrics, the VSO’s goal for this campaign is to increase each Veterans Service Officer’s caseload by 1-2 clients per day. This totals roughly 500 new clients per year – about 3% of the 17,000 un- or under-served veterans in the county.</p> <p><i>Given typical marketing campaign response rates, this is a very aggressive but still achievable goal.</i></p> <p><b>Objectives</b></p> <p>To achieve this goal, VSO, PGA and other county organizations will partner to:</p> <ul style="list-style-type: none"> <li>• Raise awareness among Vietnam-era and new veterans of the benefits/services for which they qualify</li> <li>• Ensure veterans appreciate the VSO as a resource that can make the claims/service process easier</li> <li>• Increase/restore veterans’ trust in the VSO after some recent negative political news</li> </ul> <p><b>Question &amp; Answer</b></p> <p><b>Q - Tito</b> are we prepared to have discussions with clients and the VA around award letters and award reversals.</p> <p><b>A - Gus</b> each claim is individual based; this is why connecting to with the Veterans Service Office is important. Unless a veteran has a permanent and total tag on service disability, benefits are subject to change.</p> <p><b>Q - Paul</b> what would it take Clackamas County to gain access to use a vehicle such as the informational cloud to provide connections and gain contact information for the veterans in Clackamas County?</p> <p><b>A - Scott</b> outreach through social media outlets such as Instagram and Facebook will allow for the ability to provide targeted out reach.</p>	

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	<p><b>Q - Janet</b> veterans are not always in search of benefits, social outlets are also needed places and opportunities to connect with other veterans. Are social media outlets such as Nextdoor or Meetup and option?</p> <p><b>A - Gus</b> the scope of work for the Clackamas County Veterans Service Office is education around benefits available through the VA Medical System.</p> <p><b>A - Laurie</b> there are outlets to provide commodore for veterans. An example of an organization is <a href="https://thefallenoutdoors.com">https://thefallenoutdoors.com</a></p> <p><b>A - Casey</b> there are so many social organizations and it would be helpful to find ways to highlight social resources as well</p> <p><i>Due to the time constraints further discussion continued during April 28, 2022 VAC meeting.</i></p>	
<p>Veterans Survey discussion on next steps</p>	<p><b>2021-2022 Clackamas County Veteran Survey</b></p> <p><b>Purpose:</b> The Clackamas County Veterans Advisory Council created and distributed this survey. The goal was to hear from veterans, veteran family members, and other community members about how the county can better support veterans living in the county.</p> <p><b>Distribution:</b> The 23-question survey was available electronically and in paper form since Launch in September of 2021. Veterans’ Advisory Council members, the County Veteran Service Office lobby, H3S lobby, on several Clackamas County webpages, and in several signature lines of emails, distributed it.</p> <p><b>Highlighted Results:</b></p> <ul style="list-style-type: none"> <li>• As of the date of this report there are 55 surveys total.</li> <li>• 90% of the respondents identified as white male veteran. Additionally, over 50% identified as middle wage earners and above (\$52,000 or greater).</li> <li>• Overall, the two main themes that resonated in all the answers were need for help applying for assistance (VA benefits, rent assistance, housing, etc.) and obtaining mental health treatment.</li> <li>• On the COVID front, many commented on childcare and schooling related needs.</li> <li>• Twelve individuals responded with contact information and a VSO has made contacted.</li> <li>• Four respondents indicated living outside of the Clackamas County area.</li> </ul>	

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	<p><b>Analysis:</b></p> <ul style="list-style-type: none"> <li>• With so few individuals (less than 10%) identifying with other demographics besides white and male, one has to ask the following question. a. What avenues could have been, and should be taken in the future surveys to increase responses from a more diverse demographic?</li> <li>• The two main themes identified and concerns expressed around COVID, solidify the work Veterans Advisory Council is doing around our focus areas Outreach, Suicide Prevention, Increasing employment for Veterans, and hosting a Mental Health Summit.</li> <li>• Clackamas County specific survey should those who indicated residing outside of Clackamas County be considered?</li> <li>• Several respondents commented on the inability to select multiple answers on the survey. Additionally verbally, staff expressed to CVSO Human Services Supervisor it seemed long at 23 questions.</li> </ul> <p><i>Due to the time constraints further discussion continued during the April 28, 2022 VAC meeting.</i></p>	
<p><b>Director's Report</b></p>	<p><b>Vets Village update</b></p> <p>Data pulled March 3, 2021</p> <p>Total served over the life of program: 83 individuals.  Current program participants: 22.  Exits to permanent housing (life of the program): 35.</p> <ul style="list-style-type: none"> <li>5 individuals exited to other shelter (in most cases this is to Wy'East, with Do Good working on housing placements for these individuals in Multnomah County). 2 exited to transitional housing.</li> <li>4 exited to double-up with family or friends</li> <li>15 location unknown</li> </ul>	
<p><b>Member Updates</b></p>	<p><b>Casey</b> – looking for additional members to sit on the Behavioral Health Subcommittee. The subcommittee is planning a daylong mental health summit. Moving forward the Behavioral Health</p>	

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	<p>Subcommittee will be meeting on the 2<sup>nd</sup> and 4<sup>th</sup> Thursday's of each month from 11am-12pm. Contact Amy Kelsey <a href="mailto:AKelsey@clackamas.us">AKelsey@clackamas.us</a> if you wish to participate.</p> <p><b>Laurie</b> – Spoke with a Director from a Veterans Village in Central Oregon. The village has had 4 veterans transition out. Veterans Villages do work.</p>	
<b>Public Comment</b>	<p><b>Don</b> – Many veterans' services organizations experience a visibility issue and have trouble getting out into the community. One way to spread the word is through electronic billboards in high traffic areas. Participation at festivals, fairs and other events along with face-to-face meetings can be successful.</p>	
<b>Next Meeting</b>	<p><b>Veterans Advisory Council</b>  <b>April 28, 2022 from 2:30pm-3:30pm via Zoom</b></p>	