

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN
RESOLUTIONS

Resolution No.	Sponsor	Title	Date Intro	Date of Presentation	Date Adopted	Date Referred	Referred to	PUBLIC HEARING DATE	DATE AUTHOR REPORT FILED	NOTES
234-36 (COR)	Telena Cruz Nelson Tina Rose Muña Barnes Clynton E. Ridgell Amanda L. Shelton V. Anthony Ada James C. Moylan Jose "Pedro" Terlaje Christopher M. Dueñas Therese M. Terlaje Frank Blas Jr. Sabina Flores Perez	Relative to expressing the utmost support of <i>I Mina'trentai Sais Na Liheslaturan Guåhan</i> (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.	12/22/21 8:31 a.m.			12/22/21 4:19 p.m.	Author	1/19/22 5:00 p.m.	1/25/22 2:22 p.m.	



THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÁHAN | 36th GUAM LEGISLATURE

January 24, 2022

The Honorable Therese M. Terlaje

Speaker

I Mina'trentai Sais na Liheslaturan Guåhan

163 Chalan Santo Papa

Hagåtña, Guam 96910

VIA: The Honorable Amanda L. Shelton

Acting Chairperson, Committee on Rules

RE: Author's Report on Resolution No. 234-36 (COR)

Håfa adai Speaker Terlaje,

Transmitted herewith for consideration by the Body is the report on Resolution No. 234-36 (COR), "Relative to expressing the utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs," which was virtually heard on Wednesday, January 19, 2022.

Sincerely,

Senator Telena Cruz Nelson

Author

COMMITTEE ON RULES

RECEIVED:

January 24, 2022

8:28 A.M.



**THE OFFICE OF SENATOR
TELENA CRUZ NELSON**

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

AUTHOR'S REPORT

Resolution No. 234-36 (COR), “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”

By Senator Telena Cruz Nelson, Prime Author; Vice Speaker Tina Rose Muna Barnes; Senator Clynton Ridgell; Senator Amanda Shelton; Senator V. Anthony Ada; Senator James C. Moylan; Senator Jose “Pedo” Terlaje; Senator Christopher M. Duenas, Speaker Therese M. Terlaje; Senator Frank F. Blas, Jr.; Senator Sabina F. Perez



Vice Speaker

TINA ROSE MUÑA BARNES

CHAIRPERSON, COMMITTEE ON RULES

I Mina'trentai Sais Na Liheslaturan Guåhan

GUAM CONGRESS BUILDING
163 CHALAN SANTO PAPA
HAGÅTÑA, GUAM 96910
TEL 671-472-2461
COR@GUAMLEGISLATURE.ORG

December 22, 2021

MEMO

To: **Rennae Meno**
Clerk of the Legislature

Attorney Ana Won Pat-Borja
Legislative Legal Counsel

From: **Senator Amanda L. Shelton**
Acting Chairperson, Committee on Rules

Re: **Referral of Resolution No. 234-36 (COR)**

Håfa adai,

As per my authority as Acting Chairperson of the Committee on Rules, I am forwarding the referral of **Resolution No. 234-36 (COR)** – Telen Cruz Nelson, Tina Rose Muña Barnes, Clynton E. Ridgell, Amanda L. Shelton, V. Anthony Ada, James C. Moylan, Jose “Pedro” Terlaje, Christopher M. Dueñas, Therese M. Terlaje, Frank Blas Jr., Sabina Flores Perez – “Relative to expressing the utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”

Please ensure that the subject resolution is referred to **Senator Telen Cruz Nelson, Author of Resolution No. 234-36 (COR)**.

If you have any questions or concerns, please feel free to contact Mary Maravilla, Committee on Rules Director at 472-2461.

Thank you for your attention to this matter.

Respectfully,

Senator Amanda L. Shelton
Acting Chairperson, Committee on Rules





Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

FIRST NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Tue, Jan 11, 2022 at 9:00 AM

To: phnotice@guamlegislature.org

Cc: Ed Pocaigue <sgtarms@guamlegislature.org>, mis <mis@guamlegislature.org>, Audio / Video <av@guamlegislature.org>

Bcc: Auriann Camacho <ac.senatortcn>, Tim Aguon <tim.aguon@gvao.guam.gov>, Lucia Perez <lucia.perez@gvao.guam.gov>, Bill Cundiff <cundiffb175>, ronald.quinata@gvao.guam.gov, marjorie.mesa-hunter@gvao.guam.gov, linda.hernandez@gvao.guam.gov, tanya.eubanks@gvao.guam.gov, jrmprotocol@fe.navy.mil, esther.c.aguigui.mil@mail.mil, rstopasna@ghura.org, Audrey Aguon <aaaguon@ghura.org>

January 11, 2022

MEMORANDUM

To: All Honorable Senators, Stakeholders and Media
From: Senator Telena Cruz Nelson
Subject: **FIRST NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.**

Buenas yan Håfa Adai! Please be advised that the Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation will convene a Virtual Public Hearing on Tuesday, January 25, 2022 at 5:00 p.m., via *I Liheslaturan Guåhan's* Zoom Conference platform. The agenda includes the following:

- **Resolution No. 234-36 (COR)**, “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”
- **Resolution No. 215-36 (COR)**, “Relative to expressing the utmost support of I Liheslaturan Guåhan for the passage of H.R. 5606, the “Return Home to Housing Act,” which seeks to amend Title 38 of the United States Code to adjust the rate of per diem payments provided by the Secretary of Veterans Affairs to grantees that provide services to homeless veterans; and further requesting parity and inclusion of all veterans residing in Guam and in all territories.”

– In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance or accommodations should contact the Office of Senator Telena Cruz Nelson.

The hearing will be broadcast on local television, GTA Channel 21, Docomo Channel 112-4, and streamed online via *I Liheslaturan Guåhan's* live feed on YouTube. A recording of the hearing will be available online via Guam Legislature Media on YouTube after the hearing. We look forward to your participation!

Si Yu'os Ma'åse'!

--

The Office of Senator Telena Cruz Nelson



Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

I Mina'trentai Sais na Liheslaturan Guåhan | 36th Guam Legislature

173 Aspinall Avenue, Suite 202A Ada Plaza Center, Hagåtña, Guam 96910

Phone: (671) 989-7696/4678

Email: senatortcnelson@guamlegislature.org

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19JAN2022 First Notice.pdf

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THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

COMMITTEE ON
EDUCATION,
SELF DETERMINATION
AND HISTORIC
PRESERVATION,
INFRASTRUCTURE,
BORDER SAFETY,
FEDERAL AND
FOREIGN AFFAIRS,
AND
MARITIME
TRANSPORTATION

January 11, 2022

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Si Yu'os Ma'åse'!

Philippines prepares more hospital beds with record COVID-19 cases



WAITING FOR A BOOSTER: Filipinos wait for a booster dose of the COVID-19 vaccine amid rising infections, in Makati City, Metro Manila, Philippines, Jan 5. Eloisa Lopez/Reuters

MANILA (Reuters) - The Philippines ordered an increase in hospital beds and medical resources in and around the capital Manila, a senior government official said on Sunday, as the country set another record for new COVID-19 infections.

Nearly 60% of the 28,707 cases came from the capital region, which has seen a steady increase in admissions in recent days, although hospital capacity in the area was still below critical levels, government data showed.

Health authorities were also directed to increase inoculation rates outside the region, with many provinces lagging, acting presidential spokesperson Karlo Nograles said in a statement.

Another 15 people died from COVID-19, the health ministry said in a bulletin, bringing the death toll to 52,150. The country has reported a total of more than 2.96 million cases since the pandemic started, among the highest in Southeast Asia.

Government offices including the Senate, the House of Representatives and the Presidential Communications Operations Office have announced temporary closures as a precaution after several of their staff have been infected.

The rise in COVID-19 cases prompted the government to tighten mobility curbs last week. President Rodrigo Duterte has threatened unvaccinated people with arrest if they disobey stay-at-home orders.

At the end of last year, 45% of the country's 110 million people had been fully vaccinated. Under existing rules, unvaccinated people in the capital region can only step out of their homes for essential trips.

Japan, US to cooperate on tech for next-generation nuclear reactors

(Japan News) - Japan and the United States will work together to develop technology related to core equipment and systems of nuclear reactors in a next-generation fast reactor project, according to the outline of a memorandum of understanding.

The memorandum is expected to be signed later this month by U.S. nuclear start-up TerraPower LLC, the Japan Atomic Energy Agency and Mitsubishi Heavy Industries Ltd. They also plan to sign a confidentiality agreement on sensitive technologies. After the Japanese side receives design information from the U.S. side, they will sign a formal

agreement, perhaps this summer.

According to sources, the candidate areas of cooperation will include equipment for placing new fuel in a reactor and removing spent fuel; a system for locating damaged fuel while a reactor is in operation; a technology for pumps and heat exchangers to circulate liquid sodium, which serves as a coolant that extracts heat from the core; and technology related to in-core structures such as plates to block radiation. Based on the design of the fast reactor, the two sides will discuss technical details regarding each area.

With support from the U.S. Energy

Department, TerraPower plans to begin construction of the reactor in Wyoming in 2024 and will aim to put it into operation in 2028.



On Thursday, Economy, Trade and Industry Minister Koichi Hagiuda held a videoconference with U.S. Energy Secretary Jennifer Granholm, during which he mentioned the Japanese government's intention to support the technical cooperation. Granholm expressed her high hopes regarding Japanese technology.

Preventing an accident

The envisaged fast reactor is designed to transfer heat, which is generated in the core, to a heat exchanger using

sodium, and the heat will be used to convert water into steam to activate a power generation turbine. Liquid sodium is silvery-white and opaque, unlike water, which is used as a coolant in mainstream nuclear reactors, so the fuel and structures inside a reactor cannot be directly seen by a camera.

Of particular interest to the U.S. side is the technology to safely remove fuel and replace it as planned. This is essential for the stable operation of fast reactors and the efficiency of maintenance and checkups. If damaged fuel can be identified, it would be possible to restore operations promptly and prevent an accident.


SPEAKER THERESE M. TERLAJE
 Committee on Health, Land, Justice & Culture
I Mina'trentai Sais na Liheslaturan Guåhan


NOTICE OF VIRTUAL PUBLIC HEARING- Wednesday, January 19, 2022

AGENDA:

9:00 AM

- Bill No. 168-36 (LS) - Senator Telena Cruz Nelson**- AN ACT TO ADD NEW §§ 41806 AND AMEND §§ 41810 OF ARTICLE 18, CHAPTER 4, DIVISION 1, TITLE 26, GUAM ADMINISTRATIVE RULES AND REGULATIONS, RELATIVE TO THE REQUIRED REGISTRATION OF PRESCRIBERS TO THE GUAM PRESCRIPTION MONITORING PROGRAM (PDMP).
- Bill No. 169-36 (LS) - Senator Telena Cruz Nelson**- AN ACT TO AMEND APPENDIX A, APPENDIX B, APPENDIX C, APPENDIX D, AND APPENDIX E OF CHAPTER 26, TITLE 9 OF GUAM CODE ANNOTATED, RELATIVE TO UPDATING THE LIST OF SCHEDULED CONTROLLED SUBSTANCES PROVIDED IN THE GUAM UNIFORM CONTROLLED SUBSTANCES ACT.


2:00 PM:

- Bill No. 147-36 (LS) - Senator Frank Blas Jr.**- AN ACT TO ADD A NEW SUBSECTION 160.101 TO CHAPTER 160 OF TITLE 8, GUAM CODE ANNOTATED RELATIVE TO THE PRIVACY OF A VICTIM OF A SEXUAL OFFENSE.

3:00 PM:

- Bill No. 237-36 (COR) - Senator Sabina Flores Perez**- AN ACT TO AMEND § 34406 (e) AND § 34406 (f) OF CHAPTER 34, TITLE 10, GUAM CODE ANNOTATED, RELATIVE TO UPDATING VIOLATIONS OF PROTECTING ANIMAL WELFARE AND SAFETY (PAWS) FOR ANIMALS PROVIDING ASSISTANCE.

Contact the Office of the Speaker at 472-3586 or senatorterlaje@guamlegislature.org, to register to provide live or written testimony. All hearings broadcast on GTA TV Channel 21, Docomo Channel 117/112.4, and livestream on the Guam Legislature YouTube: <https://www.youtube.com/c/GuamLegislatureMedia>. In compliance with the Americans with Disabilities Act, Individuals needing special accommodations can contact the Office of Speaker Therese M. Terlaje. This Ad was paid with Legislature Funds.


THE OFFICE OF SENATOR
TELENA CRUZ NELSON
COMMITTEE ON EDUCATION, SELF DETERMINATION AND HISTORIC PRESERVATION, INFRASTRUCTURE, BORDER SAFETY, FEDERAL AND FOREIGN AFFAIRS, AND MARITIME TRANSPORTATION
I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

NOTICE OF VIRTUAL PUBLIC HEARING
WEDNESDAY, JANUARY 19, 2022 5:00 P.M.

- Resolution No. 234-36 (COR) - "Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs."**
- Resolution No. 215-36 (COR) - "Relative to expressing the utmost support of I Liheslaturan Guåhan for the passage of H.R. 5606, the "Return Home to Housing Act," which seeks to amend Title 38 of the United States Code to adjust the rate of per diem payments provided by the Secretary of Veterans Affairs to grantees that provide services to homeless veterans; and further requesting parity and inclusion of all veterans residing in Guam and in all territories."**

Written testimonies may be delivered to the Office of Senator Telena Cruz Nelson or via email to senatortelcruz@guamlegislature.org. The Committee requests that testimonies be submitted on or before **January 14, 2022**. In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance or accommodations should contact the Office of Senator Telena Cruz Nelson at 671-989-7696. All hearings will be broadcast on GTA TV Channel 21, Docomo Channel 117/112.4, and the Guam Legislature Youtube.



Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

SECOND NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Fri, Jan 14, 2022 at 9:00 AM

To: phnotice@guamlegislature.org

Cc: Ed Pocaigue <sgtarms@guamlegislature.org>, mis <mis@guamlegislature.org>, Audio / Video <av@guamlegislature.org>

Bcc: Tim Aguon <tim.aguon@gvao.guam.gov>, Lucia Perez <lucia.perez@gvao.guam.gov>, Bill Cundiff <cundiffb175>, ronald.quinata@gvao.guam.gov, marjorie.mesa-hunter@gvao.guam.gov, linda.hernandez@gvao.guam.gov, tanya.eubanks@gvao.guam.gov, jrmprotocol@fe.navy.mil, esther.c.aguigui.mil@mail.mil, rstopasna@ghura.org, Audrey Aguon <aaaguon@ghura.org>

January 14, 2022

MEMORANDUM

To: All Honorable Senators, Stakeholders and Media
From: Senator Telena Cruz Nelson
Subject: **SECOND NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.**

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Si Yu'os Ma'åse'!

--

The Office of Senator Telena Cruz Nelson



Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

I Mina'trentai Sais na Liheslaturan Guåhan | 36th Guam Legislature

173 Aspinall Avenue, Suite 202A Ada Plaza Center, Hagåtña, Guam 96910

Phone: (671) 989-7696/4678

Email: senatortcnelson@guamlegislature.org

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'Darkest days': Haiti honors victims of 2010 earthquake

By Jacqueline Charles
Miami Herald

Haitians in Haiti and their supporters across the U.S. commemorated the Caribbean nation's catastrophic 2010 earthquake Wednesday, marking the 12th anniversary of the devastation with sadness and reflection.

"In the immediate aftermath, an outpouring of support flowed to Haiti from across the U.S. and around the globe to aid survivors and rebuild the nation," said U.S. Rep. Frederica Wilson, D-Fla., who represents one of the largest Haitian-American communities in the United States. "Still, 12 years later, much more needs to be done if Haiti is to ever rebuild and become self-sufficient."

The magnitude 7 quake killed 316,000 and left 1.5 million homeless, according to Haitian government figures. Another 1.5 million people suffered injuries.

Despite billions of dollars in promised aid, the rebuilding still has not taken root and promises remained unfulfilled. Haiti is in many ways worse off today than it was on the day the ground shook and nearly destroyed the capital, Port-au-Prince.

Thousands remain internally displaced due to the natural disaster, and others have been displaced as well because of recent gang violence in the capital. For every destroyed Catholic Church and home that has



MEMORIAL MASS: Haitian Prime Minister Ariel Henry lays flowers during an ecumenical Mass in memory of the victims of the 2010 Haiti earthquake, in Port-au-Prince, on Wednesday. Richard Pierrin/AFP/Getty Images

been rebuilt, there are scores of other buildings that lie in rubble or where construction has been stalled, including a new Hospital of the State University in Haiti, promised by the U.S. and France, and a Parliament building.

The country remains in the throes of a deepening political crisis after the July 7 assassination of President Jovenel Moïse, a crime that is still unsolved. Instead of an elected president or working parliament, the country has an interim prime minister and just 10 senators, whose end of term remains a matter of debate.

Other continuing fallout of the quake: Three U.S. Immigration and Customs Enforcement deportation flights landed in Haiti on Wednesday, courtesy of the Biden administration. Many of those on board, say immigra-

tion advocates, are Haitians who had left their homeland for South America in the wake of the disaster, only to find themselves deported after recently crossing into the U.S. without proper documents.

"As we commemorate the more than 250,000 lives lost in the 2010 earthquake, it is unconscionable for the United States to respond by sending three deportation flights to Haiti including pregnant women and children. That's 10 flights just this week alone," said Guerline Jozef, co-founder of the Haitian Bridge Alliance, an immigration advocacy group. "It is a classic example of the continued violence the United States has imposed on Haiti and flagrant disregard for Haitian lives. I want to know how the Haitian government

can accept this on a day like today."

A long road ahead

In Haiti, flags flew at half-staff and Prime Minister Ariel Henry, joined by members of his government and the diplomatic community, made the annual pilgrimage to Titanyen, the site outside of the capital where most of the dead are buried in mass graves on a barren mountain. There, they laid flowers at a monument with a large rock for a top, commemorating the dead.

"January 12th did not destroy one house only. It destroyed the economy of the whole country. It's going to take a long time to go back to the way we were before the quake," said Henry, whose job in the immediate aftermath was to document the dead as chief of staff to the health minister in 2010.

The office of the United Nations in Haiti, which lost personnel in Haiti when part of the Christopher Hotel, where its headquarters was housed, collapsed, called Jan. 12, 2010, "one of the darkest days" in Haiti's history.

"12 years ago, a devastating earthquake claimed hundreds of thousands of lives in Haiti, including 102 members of the @UN family," U.N. Secretary-General António Guterres said in a tweet. "Today and every day, we remember the victims & honour their legacy through our work. They will never be forgotten."

In a statement, the U.N. country team said it remains committed to the country and remarked that the same kind of resilience displayed in the aftermath of the earthquake was also on display Aug. 14, when a magnitude 7.2 earthquake struck three regional departments, Grand Anse, Nippes and the South, leaving at least 2,207 dead, 12,268 injured and 320 missing, along with more than 129,000 destroyed or damaged homes.



THE OFFICE OF SENATOR TELENA CRUZ NELSON

COMMITTEE ON EDUCATION, SELF DETERMINATION AND HISTORIC PRESERVATION, INFRASTRUCTURE, BORDER SAFETY,
FEDERAL AND FOREIGN AFFAIRS, AND MARITIME TRANSPORTATION

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

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GUAM MEMORIAL HOSPITAL AUTHORITY ATURIDĀT ESPETĀT MIMURIĀT GUÅHAN

850 Gov. Carlos Camacho Road
Tamuning, Guam 96913



REQUEST FOR PROPOSAL

GMHA RFP No. 002-2022: A&E Design Phase and Services During Construction (SDC) for GMHA's Proposed Conversion of its Center Island into Additional Parking.

Submission Due: 14:00 p.m. CST, Monday, January 31, 2022

** A Site Visit for assessment is scheduled for 9:00 a.m. CST. on Friday, January 21, 2022 at the Guam Memorial Hospital Authority. All Covid-19 precautions must be followed. All bidders are requested to be present. All questions must be submitted in writing no later than Tuesday, January 25, 2022 at 12:00 p.m. CST.

All bids must be sealed, submitted one (1) original and four (4) duplicates, and received by the Materials Management Department by the due date of January 31, 2022 at 14:00 p.m. CST. Proposal documents are available until the submission dates at the same department for a non-refundable fee of \$20.00 per set, or can be downloaded from the GMHA website. Funding is made available via General Funds.

All interested firms must register with the GMHA Materials Management Department to participate in the bid. Please call (671) 647-2165 to register, or register online at www.gmha.org. Registration is required to ensure that all Amendments or Notices are communicated to all bidders throughout the bid process. GMHA shall not be liable for failure to provide notice to any party that did not register contact information with GMHA.

For more information, please visit our public information page at www.gmha.org.

/s/ Lillian Perez-Posadas, RN, MN
Hospital Administrator/CEO



Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

CORRECTED: SECOND NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Fri, Jan 14, 2022 at 10:44 AM

To: phnotice@guamlegislature.org

Cc: Ed Pocaigue <sgtarms@guamlegislature.org>, mis <mis@guamlegislature.org>, Audio / Video <av@guamlegislature.org>

Bcc: Tim Aguon <tim.aguon@gvao.guam.gov>, Lucia Perez <lucia.perez@gvao.guam.gov>, Bill Cundiff <cundiffb175>, ronald.quinata@gvao.guam.gov, marjorie.mesa-hunter@gvao.guam.gov, linda.hernandez@gvao.guam.gov, tanya.eubanks@gvao.guam.gov, jrmprotocol@fe.navy.mil, esther.c.aguigui.mil@mail.mil, rstopasna@ghura.org, Audrey Aguon <aaaguon@ghura.org>

Please disregard the previous email sent and see below the **corrected** Second Notice:

January 14, 2022

MEMORANDUM

To: All Honorable Senators, Stakeholders and Media
From: Senator Telena Cruz Nelson
Subject: **SECOND NOTICE of Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.**

Buenas yan Håfa Adai! Please be advised that the Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation will convene a Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 p.m., via *I Liheslaturan Guåhan's* Zoom Conference platform. The agenda includes the following:

- **Resolution No. 234-36 (COR)**, “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”
- **Resolution No. 215-36 (COR)**, “Relative to expressing the utmost support of I Liheslaturan Guåhan for the passage of H.R. 5606, the “Return Home to Housing Act,” which seeks to amend Title 38 of the United States Code to adjust the rate of per diem payments provided by the Secretary of Veterans Affairs to grantees that provide services to homeless veterans; and further requesting parity and inclusion of all veterans residing in Guam and in all territories.”

In compliance with the Americans with Disabilities Act (ADA), individuals requiring assistance or accommodations should contact the Office of Senator Telena Cruz Nelson.

The hearing will be broadcast on local television, GTA Channel 21, Docomo Channel 112-4, and streamed online via *I Liheslaturan Guåhan's* live feed on YouTube. A recording of the hearing will be available online via Guam Legislature Media on YouTube after the hearing. We look forward to your participation!

Si Yu'os Ma'åse'!

--



The Office of Senator Telen Cruz Nelson

Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

I Mina'trentai Sais na Liheslaturan Guåhan | 36th Guam Legislature

173 Aspinall Avenue, Suite 202A Ada Plaza Center, Hagåtña, Guam 96910

Phone: (671) 989-7696/4678

Email: senatortcnelson@guamlegislature.org

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CORRECTED 19JAN2022 Second Notice.pdf
392K



THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

COMMITTEE ON
EDUCATION,
SELF DETERMINATION
AND HISTORIC
PRESERVATION,
INFRASTRUCTURE,
BORDER SAFETY,
FEDERAL AND
FOREIGN AFFAIRS,
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TRANSPORTATION

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Si Yu'os Ma'åse'!



Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Invitation to Participate in the Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

1 message

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Thu, Jan 6, 2022 at 2:02 PM

To: Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Bcc: Tim Aguon <tim.aguon@gvao.guam.gov>, Lucia Perez <lucia.perez@gvao.guam.gov>, Bill Cundiff <cundiffb175>, ronald.quinata@gvao.guam.gov, marjorie.mesa-hunter@gvao.guam.gov, linda.hernandez@gvao.guam.gov, tanya.eubanks@gvao.guam.gov, jrmprotocol@fe.navy.mil, esther.c.aguigui.mil@mail.mil, rstopasna@ghura.org, Audrey Aguon <aaaguon@ghura.org>

Buenas yan Håfa Ådai!

Senator Telena Nelson is inviting and encouraging your participation in the **Virtual Public Hearing** to be held on **Wednesday, January 19, 2022 at 5:00 P.M.** The public hearing notice will be sent out at a later date.

The agenda includes the following:

- **Resolution No. 234-36 (COR)**, “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”
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SUBMITTING TESTIMONY:

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- Virtual Oral Testimony: Sign up to provide virtual testimony via Zoom by contacting The Office of Senator Telena Cruz Nelson via email at senatortcnelson@guamlegislature.org or (671) 989-7696.

Si Yu'us Ma'åse.



The Office of Senator Telena Cruz Nelson

Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

I Mina'trentai Sais na Liheslaturan Guåhan | 36th Guam Legislature

173 Aspinall Avenue, Suite 202A Ada Plaza Center, Hagåtña, Guam 96910

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Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Zoom & Google File Link: Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org> Wed, Jan 19, 2022 at 7:18 AM
To: "Hon. Therese M. Terlaje" <senatorterlajeguam@gmail.com>, Vice Speaker Tina Rose Muña Barnes <senatormunabarnes@guamlegislature.org>, "Hon. Amanda L. Shelton" <officeofsenatorshelton@guamlegislature.org>, Telena Cruz Nelson <senatortcnelson@guamlegislature.org>, Senator Sabina Perez <office@senatorperez.org>, "Hon. Joe S. San Agustin" <senatorjoessanagustin@gmail.com>, Senator Jose Pedro Terlaje <senatorpedo@senatorjpterlaje.com>, "Senator Clynton E. Ridgell" <clyntridgell@guamlegislature.org>, "Senator Mary C. Torres" <senatormary@guamlegislature.org>, "Senator Telo T. Taitague" <senatortelot@gmail.com>, "Senator Joanne M. Brown" <office@senatorjoannebrown.com>, Office of Senator Moylan Guam Legislature <officeofsenatormoylan@guamlegislature.org>, "Senator V. Anthony Ada" <senatorvanthoniyada@gmail.com>, "Honorable Senator Frank Blas, Jr." <office@senatorfrankblas.com>, "Senator Christopher M. Dueñas" <senatorchrisduenas@gmail.com>
Cc: Ed Pocaigue <sgtarms@guamlegislature.org>, mis <mis@guamlegislature.org>, Audio / Video <av@guamlegislature.org>
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Buenas yan Håfa Adai Senators:

Please see the Zoom link and Google Drive file link for the virtual public hearing on Wednesday, January 19, 2022 at 5:00 p.m., for the following agenda items.

Resolution No. 234-36 (COR), "Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs."

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Guam Legislature is inviting you to a scheduled Zoom meeting.

Topic: Virtual Public Hearing - Telena C. Nelson
Time: Jan 19, 2022 05:00 PM Guam, Port Moresby

Join Zoom Meeting

Meeting ID:
Passcode:

Google Drive Hearing File

To ensure a smooth and productive hearing, we ask for your cooperation and assistance by following these virtual hearing guidelines:

1. Please ensure to log in with your full name. To rename on your Zoom account; Click the "Participants" icon in the **Zoom** toolbar. In the Participants window, next to your name click "More" and choose "**Rename**". Enter a new name and click "**Rename**" to save it for that meeting.
2. Please LOG IN to the virtual hearing link 15 minutes prior to the hearing. A pre-hearing test will be conducted by our MIS Division and the Committee, prior to going live.
3. Please ensure that your VIDEO remains ON and you are visible throughout the hearing.
4. Please MUTE your AUDIO unless called upon to present, respond or to ask questions.

5. Participants must be visible at all times and not engaged in other activities during the hearing. As much as possible, log in from an area with good lighting, little to no background noise, and good internet connectivity.
6. If you are having technical difficulties, kindly log off and return using the same link, we will work toward reconnecting you.
7. You may contact 472-3586, to quickly relay immediate technical issues during the hearing to our MIS Division.
8. Further hearing protocol and decorum requirements will be announced at the beginning of the hearing.

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The Office of Senator Telen Cruz Nelson

Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

I Mina'trentai Sais na Liheslaturan Guåhan | 36th Guam Legislature

173 Aspinall Avenue, Suite 202A Ada Plaza Center, Hagåtña, Guam 96910

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Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

FRIENDLY REMINDER: Invitation to Participate in the Virtual Public Hearing on Wednesday, January 19, 2022 at 5:00 P.M.

Office of Senator Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Wed, Jan 19, 2022 at 9:59 AM

To: Telena Cruz Nelson <senatortcnelson@guamlegislature.org>

Bcc: Tim Aguon <tim.aguon@gvao.guam.gov>, Lucia Perez <lucia.perez@gvao.guam.gov>, Bill Cundiff <cundiffb175>, ronald.quinata@gvao.guam.gov, marjorie.mesa-hunter@gvao.guam.gov, linda.hernandez@gvao.guam.gov, tanya.eubanks@gvao.guam.gov, jrprotocol@fe.navy.mil, esther.c.aguigui.mil@mail.mil, rstopasna@ghura.org, Audrey Aguon <aaaguon@ghura.org>, dtmendiola716

Buenas yan Håfa Ådai!

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The agenda includes the following:

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Si Yu'us Ma'åse.



The Office of Senator Telena Cruz Nelson

Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation

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THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

COMMITTEE ON
EDUCATION,
SELF DETERMINATION
AND HISTORIC
PRESERVATION,
INFRASTRUCTURE,
BORDER SAFETY,
FEDERAL AND
FOREIGN AFFAIRS,
AND
MARITIME
TRANSPORTATION

FOR IMMEDIATE RELEASE

December 22, 2021

Nelson Introduces Legislation Advocating for the Veterans Assistance Helpline Act

Hagåtña, Guam – Today, Senator Nelson introduced Resolution 234-36 (COR) expressing the utmost support of S. 3284, the "Veterans Assistance Helpline Act of 2021" introduced by Senator Jacky Rosen of Nevada.

S. 3284 will permanently establish a toll-free telephone helpline to obtain information about resources and services provided by the United States Department of Veterans Affairs. The number will be an easy three-digit dialing code and connect Veterans to a "live" individual instead of an automated recording.

"This toll-free hotline will positively impact our islands' Veterans by eliminating the cumbersome process they experience while trying to get assistance. The toll-free hotline will help them have easy access to all Federal Assistance Programs and information on health, job opportunities, education opportunities, and housing programs. Our Veterans have bravely served and protected our island and our nation. They deserve a simple and easy way to access the Department of Veterans Affairs resources when needed." said Senator Nelson.

"Thank you to Senator Rosen for introducing this legislation, and I look forward to its passage. It is so important to provide our Veterans with all the support that they need, and the Veterans Assistance Helpline Act streamlines the process of getting information and assistance to them," Senator Nelson added.

For more information, please contact Auriann Camacho from the Office of Senator Telen Cruz Nelson at (671) 989-7696 or senatortcnelson@guamlegislature.org

- END OF STATEMENT -



THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

COMMITTEE ON
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FOREIGN AFFAIRS,
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TRANSPORTATION

Virtual Public Hearing Agenda

**Wednesday, January 19, 2022
5:00 P.M.**

- I. Call to Order at 5:00 P.M.
- II. Opening Remarks by Senator Telena C. Nelson, Committee Chairperson
- III. Items for discussion –

Resolution No. 234-36 (COR), “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”

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- IV. Closing Remarks
- V. Adjournment



OFFICE OF VICE SPEAKER TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUAHAN | 35th GUAM
LEGISLATURE

Res. No. 234-36 (COR)

Virtual Public Hearing Sign-in Sheet

Wednesday, January 19, 2022 • 5:00 P.M.

NAME	AGENCY OR ORGANIZATION (IF ANY)	SUPPORT? OPPOSE?	WRITTEN TESTIMONY	ORAL TESTIMONY	CONTACT NUMBER	EMAIL ADDRESS
Director Tim Aguon	Guam Veterans Affairs Office	✓		✓		
Administrator Lucia Perez	Guam Veterans Affairs Office	✓		✓		



THE OFFICE OF SENATOR TELENA CRUZ NELSON

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN | 36th GUAM LEGISLATURE

AUTHOR'S REPORT DIGEST

I. OVERVIEW

Resolution No. 234-36 (COR) was introduced on Wednesday, December 22, 2021, by the Prime Author, Senator Telena Cruz Nelson, Senators Vice Speaker Tina Rose Muna Barnes, Clynton E. Ridgell, Amanda L. Shelton, V. Anthony Ada, James C. Moylan, Jose "Pedro" Terlaje, Christopher M. Duenas, Speaker Therese M. Terlaje, Frank F. Blas, Jr., and Sabina F. Perez., and was referred by the Committee on Rules to the Prime Author on December 22, 2021. The Prime Author, Senator Telena Cruz Nelson, convened a Virtual Public Hearing on Resolution No. 234-36 (COR) on Wednesday, January 19, 2022 at 5:00 p.m., via *I Liheslatura's* Zoom Conference platform.

Public Notice Requirements

Public Hearing notices were disseminated via email to all senators, stakeholders, and all main media broadcasting outlets on Tuesday, January 11, 2022, and again on Friday, January 14, 2022. Notice was also provided on the Guam Legislature website at www.guamlegislature.org.

Senators Present

Senator Telena Cruz Nelson, Prime Author
Senator Amanda L. Shelton
Senator Telo T. Taitague
Senator Joanne M. Brown

Appearing before the Committee

Director Tim Aguon, Guam Veterans Affairs Office
Administrator Lucia Perez, Guam Veterans Affairs Office

II. SUMMARY OF TESTIMONY & DISCUSSION

The Virtual Public Hearing was Called-to-Order at 5:12 P.M.

Senator Telena Cruz Nelson, Prime Author: Thank you, everyone for being here with us. The Committee on Education, Self-Determination and Historic Preservation, Infrastructure, Border Safety, Federal and Foreign Affairs, and Maritime Transportation will now convene this Virtual Public Hearing.

Today is Wednesday, January 19, 2022. It is now 5:12 p.m., in the afternoon.

For the record and in accordance with the Open Government Law, public notices were sent out via email to all senators, stakeholders, and all main media broadcasting outlets on Tuesday, January 11, 2022, and the second notice on Friday, January 14, 2022. Notice of today's hearing was also available on the Guam Legislature's website.

Joining us today for this Virtual Public Hearing are Senator Amanda Shelton, Senator Taitague, and I believe Senator Brown will be joining us shortly. Thank you, Senators for being present today.

Before we proceed with the Public Hearing, the legislature has general rules of conduct that must be followed.

General Rules of Conduct

All must abide by the rules of conduct and quality assurance standards. Please keep video on at all times and ensure you are in a room with little interruptions and adequate lighting, specifically to make sure the participants face is visible at all times. Virtual backgrounds should not be utilized during public hearings authorized under Resolution No. 232-35 (COR).

1. The host of this hearing will mute participants until called upon by the chair.
2. When called to speak, please ensure that you are “un-muted” and that you are speaking into your microphone.
3. Members wishing to speak may indicate via the in-app feature chatbox.
4. Individuals testifying shall first be recognized by the Chair before speaking and shall state their name for record-keeping purposes.
5. Questions and testimony shall be confined to the substance or nature of the agenda. Personal inference as to the character or the motive of any Senator, or any individual testifying, is NOT permitted.
6. Individuals speaking shall only use respectful and professional language and conduct. The Chairperson of the Committee may order the removal from a hearing of a Committee or Subcommittee of any person who is not a Member of *I Liheslaturan Guåhan* and who fails to observe proper decorum, pursuant to the 36th Guam Legislature Standing Rules.

Any violations of this general rule of conduct will result in removal from the hearing by the host.

Today’s hearing will provide discussions on the following:

Resolution No. 234-36 (COR), “Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.”

The toll-free telephone helpline will be a simple, easy to remember three digit dialing code that connects the caller to a “live” individual instead of an automated recording. With the passage of S. 3284, Veterans and other individuals who eligibility receives benefits or services with USVA, will easily have access to all Federal Assistance Programs and information on health, job and education opportunities, and housing programs.

I would like to thank the Guam Veterans Affairs Office, Director, Mr. Tim Aguon for being present today and also Administrator for the Veterans Affairs Office, Ms. Lucia Perez, thank you for being present today. Mr. Aguon, do you have any testimony that you would like to present or any comments on regarding the Resolution No. 234-36 (COR)?

Director Tim Aguon, Guam Veterans Affairs Office: Yes, my name is Tim Aguon. I’m the Director of Guam Veterans Affairs Office. I’m in support of this bill or resolution due to the fact that this is one of our challenges that we; the veterans community experiences when trying to contact for medical needs or other situations that they have with their ailments.

I’ve personally experiences this with my sister during the time I was her primary caregiver so, I’, totally supportive of this and anything that will help improve the quality of life for our veterans and our veteran community. I’m in total support of. Thank you.

Senator Telen Cruz Nelson, Prime Author: Thank you, Mr. Aguon and Ms. Perez, are you here to give testimony?

Administrator Lucia Perez, Guam Veterans Affairs Office: I, also, support this resolution and ensuring that we’ve got three digit versus the five digit currently. The brave 741741 number. So, anything to make it easier for our veterans would be greatly appreciated. I would just like to also ensure when I was reviewing the resolution to just ensure that we have all carriers involved in this because the different rates between Guam and whoever is going to hose this three digit. We want to make sure that the carriers don’t come back and put the burden of cost back on the rate payers of the island.

Senator Telen Cruz Nelson, Prime Author: Thank you, Ms. Perez. We are nothing that down at this time. I would like to invite my colleagues if they have any questions or any comments on the resolution? Senator Shelton:

Senator Amanda L. Shelton: Thank you very much. I want to thank the GVAO team Director Aguon and Ms. Perez for being here today and providing your testimony. I’m also in full support of this measure. I want to thank you very much, Madam Chair for your introduction of this to allow us to do our part to help support veterans in this way by providing our support from the Guam Legislature. We know that it’s often important for us to speak with one voice, one Guam voice and I think when it comes to veterans, that’s something that we all agree on; helping and supporting and so, I lend my support to this resolution as well.

Ms. Perez, if you could elaborate a little bit more on the service providers and the costs that the difference in cost that we see today for these services.

Administrator Lucia Perez, Guam Veterans Affairs Office: Right so, I', just taking a look at whenever you do anything with toll-free or three-digit so, you would have to ensure that whoever is going to carry this cost or the circuit from Guam to wherever it is; that we're putting this relay system or phone system in that cost along the way or like in broadband terms, the last mile.

It's not put on the different rate payers right, those who are paying your cellphone, those who are paying their internet, the landlines because somebody would have to pay for that. So, I just want to make sure that doesn't come back on our rate payers because then kind of speaking of in fore tune of we want to help people but at the same time there's a cost to helping people.

So, just getting together with your different carriers on island so, that when they program this into the systems on Guam it's they're not going to turn around and charge us an administrative cost and there's a way of doing that if the Legislature (Guam) or our Chair or Author of the bill just communicates with then and then also, the other avenues to work with the local PUC (Public Utilities Commission) because they have oversight over the telecom companies on island.

Senator Amanda L. Shelton: Yeah, thank you.

Administrator Lucia Perez, Guam Veterans Affairs Office: That's going to have to involve a reprogramming of system every time you add on another three-digit or a special code and it doesn't have to be just three-digit. It could also be something as simple like and I'm going to date myself but *57. Remember that? So, 911 is gone, 211 is gone, 411 is gone. So, we could get creative in other ways also.

Senator Amanda L. Shelton: Okay, thank you very much for that Ms. Perez and I hope that we're able as a committee to get feedback from our local providers. I'm thinking that there must be a way for us to do this in the same way that we've taken care of this or this was actually a non-issue for the National Suicide Prevention Hotline and it may be the same for this Veterans Assistance Helpline. And I'm hoping that is the case so, I look forward to getting that feedback from our telecom providers. Thank you, Madam Chair.

Senator Telen Cruz Nelson, Prime Author: Thank you, Senator Shelton. Senator Taitague, do you have any questions or comments?

Senator Telo Taitague: Thank you, Madam Chair for the opportunity and it's always good to see you Tim, Director Aguon and of course, Ms. Perez, thank you so much for being here tonight to give your comments. You know most local veterans are challenged when using the current VA help center and the VA Inspector General in the report to Congress has stated that the VA needs

to improve the accuracy of call centers. So, Mr. Aguon or Ms. Perez, do you know if the Senate Bill 3281 will address this issue or should Resolution 234 contain language of our local veterans unique challenges when using the current call centers?

Senator Telena Cruz Nelson, Prime Author: Senator Taitague, are you talking about 3284 because you said 2384. What are you talking about?

Senator Telo Taitague: Oh, I'm sorry. We're talking about the call centers, the bill I'm talking about Resolution 34 234 and the Senate Bill is 3281.

Senator Telena Cruz Nelson, Prime Author: It's 3284, that's correct.

Senator Telo Taitague: 3281, we'll address these issues or yeah and then or should Resolution 234 contain language of our local veterans unique challenges when using the current call centers.

Administrator Lucia Perez, Guam Veterans Affairs Office: So, I read through the Resolution (234) and I believe it does contain language in terms of the call center because it does speak to like the time. So, I would just in terms of looking at the programming of this three-digit number or whatever it may be. Is that whatever call center it falls back to that those individuals understand when the time difference, which is in the Resolution (234) but also understand the unique nature of the language of the individual's calling.

So, if you're establishing a three-digit and your call center is going to be out of India, you know something I can't think of right now but we want to make sure that our veterans here are given the proper guidance and answering times and feedback because of the time difference.

Senator Telo Taitague: Let's see, okay. Well, thank you for that answer and you used to work for GTA, right? So, you definitely know, right, Ms. Perez. Okay, so, we know your numbers.

Administrator Lucia Perez, Guam Veterans Affairs Office: Yeah, so, the regulatory side, yeah was my side of the house. So, I understand the intricacy of this and just making sure. So, for example, and I know Senator Nelson has looked at this our CBOC, right, our community based out-patient clinic. They have a system where you dial into and it goes through this search of press one, press two and depending on the time of day, you can either get a human voice or you can get a recording.

So, we want to make sure that if we're telling, we're going out and we're saying we want our veterans to be able to get a three-digit dialing, we also follow through and say okay, I've got the three-digit dialing...I need to make sure now that the individuals that in that call center are going to answer, even if you have peak loads, right?

So, there's no come back of we gave you your three-digit dialing but I'm sorry the peak ties and staffing and other issues you guys can think of. So, to alleviate or to cut down the frustration of the veterans. We need to make sure that's in our resolution so, that it doesn't give other or create other potholes so to speak.

Senator Telo Taitague: No, excellent. I mean that actually you came into my next question or comment and thank you, Madam Chair, it is 3284, sorry Bill 3284. And yeah, it becomes this it becomes very helpful and more than half of the calls to the VA get that it gets properly routed to live human beings at the VA Office. Unfortunately, the same complaints or similar complaints resonate even now but will this bill in your opinion help a veteran when the current VA call center transfers a call to another VA Office that perhaps a live person will answer at the minimum and should this language be included in the Resolution 234 or do you think it's already in there?

Administrator Lucia Perez, Guam Veterans Affairs Office: It's already in there. It's actually on page two of line fourteen, "live individual rather than the automated recording." I would just like to see that it goes further. So, for example, if we're saying a veteran can dial 811 for assistance and they press one for claims; that whoever that number is going to that they're aware that they have to answer the phone or you know within a certain quality of service time, right?

So, you have quality of service times where you say the phone must be answered in three rings and if it doesn't then it goes...it rotates to the next available line. So, it's got to give that opportunity there if we don't put in the quality of service that's where I can see coming back of well we gave you what you wanted a three-digit, you didn't tell us that we had to make sure was staffed and he didn't tell us that we had to make sure that every prompt for the different type of services for the veterans are addressed.

Senator Telo Taitague: Lucia, what page is that particularly?

Administrator Lucia Perez, Guam Veterans Affairs Office: So, it's on page two of Resolution No. 234-36, line fourteen. And it basically says would also facilitate more user-friendly access to obtaining information services over the phone communicating with a "live" individual rather than a automated recording and to efficiently expedite and streamline access to support resources.

So, the language is in there. We should...I think we should include some quality of service metrics. So, that we can ensure that it's done. You can actually do it, measure so, that if veterans come back to us later on and say yeah, you gave me the three-digit but I have to be on hold for two hours and it gives me the option of leaving my name and number for a callback but it never happens. So, the potholes that I want to avoid or this office would like to avoid and set up and make sure that the metrics is set up. So, when we ask for information or data to prove either the success of the three0digit or the shortfalls gaps of the three-digit, we'll know what we're talking about and we can back it up.

Senator Telo Taitague: Sounds good. Yeah, that would be very helpful. I greatly appreciate your input on this especially with your background you definitely know what you're talking about. So, I thank you so much for that input and thank you Director Aguon for being here as well for the support. You know always here to assist any of your veterans or yourself as well. My door is always open if I can be of any assistance and thank you, Madam Chair and I hope we can take some of those considerations and maybe incorporate a stronger language or those concerns in this resolution. So, I appreciate the time and allowing me to comment. Thank you.

Senator Telen Cruz Nelson, Prime Author: Thank you, Senator Taitague. Senator Brown, do you have any comments or questions?

Senator Joanne Brown: Thank you very much Madam Chair. No, I don't have any questions. I think the questions have been asked with regards to this and certainly anything we can do to help support and encourage facilitating information between our local veterans and getting any information or assistance they need or also access to programs that they're eligible for will be a very good thing because historically it's been a long and winding road for our veterans in the past to try to find out information. And then all the requirements that they need to you know fill in documentation that they need to provide and certainly the time and the complaints you've heard.

You know back in the day you know have to go through Hawaii to get anything processed for Guam or get feedback and for many veterans it's been very difficult and very complicated especially when you know most cases we're dealing with veterans that are in their senior year. Their senior years and a number of them have challenges and disabilities that were related to there you know service connected disabilities.

And as more information is getting around that you know their programs and compensation that they can apply for, I think anything we can do to facilitate getting them that is beneficial to them and even more importantly very beneficial to our local economy because our veterans also contribute a lot of their money that they get back into our local economy and that's a significant amount of money because of the large number for our small population of individuals as you know who are veterans and have served in the Armed Forces of the United States.

So, I'm supportive of the resolution Madam Chair and thank you very much for the opportunity to comment on this resolution.

Senator Telen Cruz Nelson, Prime Author: Thank you, Senator Brown. Director Aguon and Ms. Perez, I want to thank you for giving testimony on this resolution. We will take into consideration the recommendations that you have moving forward and we'll ensure that is solidified in the resolution and submitted on the floor.

So, this will conclude the testimonies and the comments for Resolution No. 234-36 (COR).

The public hearing was adjourned at 5:31 P.M.

III. FINDINGS & RECOMMENDATIONS

The Virtual Public Hearing for Resolution No. 234-36 (COR) received support within Guam's Veterans community. The Guam Veterans Affairs Office Director, Mr. Tim Aguon and Administrator, Ms. Lucia Perez, were present and provided oral testimony in support of the resolution. Both Mr. Aguon and Ms. Lucia suggested amendments and were recommended to the Prime Author. Recommendation included:












- Ms. Lucia Perez suggests within Resolution No. 234-36 (COR) to include the verbiage, "quality of service", to line 14 of page 2
- Ms. Lucia Perez suggests within Resolution No. 234-36 (COR) to clarify and ensure that Guam's telecommunication carriers will not charge for the toll-free hotline to its rate payers

Senator Telen Cruz Nelson hereby reports out Resolution No. 234-36 (COR), Telen Cruz Nelson, Tina Rose Muna Barnes, Clynton E. Ridgell, Amanda L. Shelton, V. Anthony Ada, James C. Moylan, Jose "Pedro" Terlaje, Christopher M. Duenas, Therese M. Terlaje, Frank F. Blas, Jr., and Sabina F. Perez, *"Relative to expressing the utmost support of I Mina'trentai Sais Na Liheslaturan Guåhan (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs," with the recommendation to do adopt.*

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN
2021 (FIRST) Regular Session

Resolution No. 234-36(COR)

Introduced by:

Telena Cruz Nelson 
Tina Rose Muña Barnes 
Clynton E. Ridgell 
Amanda L. Shelton 
V. Anthony Ada 
James C. Moylan 
Jose "Pedro" Terlaje 
Christopher M. Duenas 
Therese M. Terlaje 
Frank F. Blas, Jr. 
Sabina F. Perez 

Relative to expressing the utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam Legislature) for S. 3284, the "Veterans Assistance Helpline Act of 2021," which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.

1 **BE IT RESOLVED BY THE COMMITTEE ON RULES OF *I***
2 ***MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN*:**

3 **WHEREAS, S. 3284, known as the "Veterans Assistance Helpline Act of 2021,"**
4 **as introduced in the United States Senate on November 30, 2021 by Senator Jacklyn**
5 **Rosen of Nevada; and referred to the Committee on Veterans' Affairs; and**

1 **WHEREAS**, the intent of the “Veterans Assistance Helpline Act of 2021,” is to
2 require the Secretary of Veterans Affairs to establish a toll-free telephone helpline for
3 veterans and other eligible individuals to use to obtain information about the benefits
4 and services provided by the Department of Veterans Affairs, and for other purposes;
5 and

6 **WHEREAS**, the proposed legislation would also direct the Department of
7 Veterans Affairs, in coordination with the Federal Communications Commission (FCC)
8 to conduct a study to assess the feasibility and advisability of designating a shorter
9 dialing code for veterans to access the toll-free telephone helpline; and working towards
10 deploying a simple, easy to remember dialing code to use to immediately connect to all
11 of the U.S. Department of Veterans Affairs resources; and

12 **WHEREAS**, S. 3284, the “Veterans Assistance Helpline Act of 2021,” would
13 also facilitate more user-friendly access to obtaining information and services over the
14 phone, communicating with a “live” individual rather than an automated recording; and
15 to efficiently expedite and streamline access to support resources; and

16 **WHEREAS**, the Federal Communications Commission (FCC) regulates
17 interstate and international communications by radio, television, wire, satellite, and
18 cable in all fifty (50) states, the District of Columbia (D.C.), and U.S. territories; and
19 overseen by Congress, the FCC is the federal agency responsible for implementing and
20 enforcing America’s communications laws and regulations; and

21 **WHEREAS**, toll-free numbers are telephone numbers with distinct three-digit
22 codes that can be dialed from landlines with no charge to the individual placing the call;
23 such toll-free numbers allows callers to reach individuals out of the area without being
24 charged a long-distance fee for the call; and

25 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
26 Legislature) finds that the proposed legislation of S. 3284, the “Veterans Assistance
27 Helpline Act of 2021,” would greatly benefit veterans seeing that most veterans do not

1 have access to wireless and/or internet capabilities to online services, which hinders
2 their opportunity to receive assistance and accommodations and the ability to avail the
3 necessary benefits and services; and

4 **WHEREAS**, Senator Rosen’s proposed measure, the “Veterans Assistance
5 Helpline Act of 2021,” would allow veterans to easily seek help and access all the
6 critical services the U.S. Department of Veterans Affairs provides; and through the toll-
7 free telephone helpline, veteran callers will access important services and get connected
8 to the proper entity within the U.S.V.A, without having to call multiple phone numbers;
9 and

10 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
11 Legislature) further finds that many Guam Veterans have served and protected our
12 nation and our island, and with the proposed legislation of S. 3284, the “Veterans
13 Assistance Helpline Act of 2021,” Veterans deserve a simple way to navigate the U.S.
14 Department of Veterans Affairs services and resources they have rightfully earned; and

15 **WHEREAS**, the “Veterans Assistance Helpline Act of 2021,” ensures that all
16 veterans across the nation will have access to an easy to remember, quick, three (3) digit
17 code to dial in for assistance to resources and services provided by the U.S. Department
18 of Veterans Affairs free of charge; and veteran callers can access the toll-free telephone
19 number from across the country, internationally and locally; and

20 **WHEREAS**, long-distance calls have been a financial burden for many
21 individuals, including international or stateside calls; most individuals utilize long
22 distance calling cards or others who don’t have long distance calling options with their
23 landline phone service. Due to differences in time zones, individuals can accumulate
24 fees or be charge excessively due to gaps in answering their phone calls; and

25 **WHEREAS**, Guam veterans make calls to the local VA office concerning their
26 benefits and services, sometimes their inquiries are redirected to the federal U.S.
27 Department of Veterans Affairs. Majority of Guam Veterans are retired and on a fixed

1 income, and they do not anticipate the charges of their long-distance call; and with the
2 “Veterans Assistance Helpline Act of 2021,” intent is to avoid unnecessary charges and
3 provide veteran callers with a free and convenient way to stay connected to the U.S.
4 Department of Veterans Affairs global network of resources and services; and

5 **WHEREAS**, the proposed legislation is intended to provide veterans a simpler
6 and more convenient way to stay connected regarding their benefits. Veterans can avoid
7 unnecessary charges by calling the toll-free helpline stated in S. 3284, the “Veterans
8 Assistance Helpline Act of 2021;” and which also extends to an individual acting on the
9 behalf of a veteran or an individual eligible to receive a benefit or service administered
10 by the U.S. Department of Veterans Affairs; and

11 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
12 Legislature) supports the passage of S. 3284, the “Veterans Assistance Helpline Act of
13 2021,” where some veterans are experiencing homelessness, and do not have access to
14 telephone services, a toll-free telephone helpline can help them. With the assistance of
15 the Guam Veterans Affairs Office, they can provide assistance to these veterans by
16 allowing the veterans the use their office telephone lines; and *I Mina'trentai Sais Na*
17 *Liheslaturan Guåhan* (the 36th Guam Legislature) further supports the proposed
18 measure of S. 3284, the “Veterans Assistance Helpline Act of 2021,” ensuring
19 creditability, portability, and Veterans care satisfaction of the U.S.U.S. Department of
20 Veterans Affairs; now therefore, be it

21 **RESOLVED**, that the Committee on Rules of *I Mina'trentai Sais Na*
22 *Liheslaturan Guåhan* does hereby, on behalf of the people of Guam, to expressing the
23 utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
24 Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks
25 to permanently establish a toll-free telephone helpline for veterans to use in order to
26 quickly obtain information and assistance with all services from the U.S. Department
27 of Veterans Affairs; and be it further

1 **RESOLVED**, that the Speaker and the Chair of the Committee on Rules certify,
2 and the Legislative Secretary attest to, the adoption hereof, and that copies of the same
3 be thereafter transmitted to the Honorable Joseph Biden, President of the United States;
4 to the Honorable Kamala Harris, Vice President of the United States; to the Honorable
5 Michael F.Q. San Nicolas, Guam’s Delegate to the United States House of
6 Representatives; to the Honorable Jacklyn Rosen, United States Senate; Tim Aguon,
7 Director of the Guam Veterans Affairs Office; and to the Honorable Lourdes A. Leon
8 Guerrero, *I Maga'hågan Guåhan*.

**DULY AND REGULARLY ADOPTED BY THE COMMITTEE ON RULES OF
I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN ON THE DAY
OF DECEMBER 2021.**

THERESE M. TERLAJE
Speaker

AMANDA L. SHELTON
Acting Chairperson, Committee on Rules

AMANDA L. SHELTON
Legislative Secretary

I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN
2021 (FIRST) Regular Session

Resolution No. -36 (COR)

As amended by the Author

Introduced by:

Telena Cruz Nelson
Tina Rose Muña Barnes
Clynton E. Ridgell
Amanda L. Shelton
V. Anthony Ada
James C. Moylan
Jose “Pedro” Terlaje
Christopher M. Duenas
Therese M. Terlaje
Frank F. Blas, Jr.
Sabina F. Perez

Relative to expressing the utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks to permanently establish a toll-free telephone helpline for veterans to use in order to quickly obtain information and assistance with all services from the U.S. Department of Veterans Affairs.

BE IT RESOLVED BY THE COMMITTEE ON RULES OF *I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN*:

WHEREAS, S. 3284, known as the “Veterans Assistance Helpline Act of 2021,” as introduced in the United States Senate on November 30, 2021 by Senator Jacklyn Rosen of Nevada; and referred to the Committee on Veterans’ Affairs; and

1 **WHEREAS**, the intent of the “Veterans Assistance Helpline Act of 2021,” is to
2 require the Secretary of Veterans Affairs to establish a toll-free telephone helpline for
3 veterans and other eligible individuals to use to obtain information about the benefits
4 and services provided by the Department of Veterans Affairs, and for other purposes;
5 and

6 **WHEREAS**, the proposed legislation would also direct the Department of
7 Veterans Affairs, in coordination with the Federal Communications Commission (FCC)
8 to conduct a study to assess the feasibility and advisability of designating a shorter
9 dialing code for veterans to access the toll-free telephone helpline; and working towards
10 deploying a simple, easy to remember dialing code to use to immediately connect to all
11 of the U.S. Department of Veterans Affairs resources; and

12 **WHEREAS**, S. 3284, the “Veterans Assistance Helpline Act of 2021,” would
13 also facilitate more user-friendly access to obtaining information and services over the
14 phone, communicating with a “live” individual rather than an automated recording; and
15 ensuring quality of service to efficiently expedite and streamline access to support
16 resources; and

17 **WHEREAS**, the Federal Communications Commission (FCC) regulates
18 interstate and international communications by radio, television, wire, satellite, and
19 cable in all fifty (50) states, the District of Columbia (D.C.), and U.S. territories; and
20 overseen by Congress, the FCC is the federal agency responsible for implementing and
21 enforcing America’s communications laws and regulations; and

22 **WHEREAS**, toll-free numbers are telephone numbers with distinct three-digit
23 codes that can be dialed from landlines with no charge to the individual placing the call;
24 such toll-free numbers allows callers to reach individuals out of the area without being
25 charged a long-distance fee for the call; and

26 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
27 Legislature) finds that the proposed legislation of S. 3284, the “Veterans Assistance

1 Helpline Act of 2021,” would greatly benefit veterans seeing that most veterans do not
2 have access to wireless and/or internet capabilities to online services, which hinders
3 their opportunity to receive assistance and accommodations and the ability to avail the
4 necessary benefits and services; and

5 **WHEREAS**, Senator Rosen’s proposed measure, the “Veterans Assistance
6 Helpline Act of 2021,” would allow veterans to easily seek help and access all the
7 critical services the U.S. Department of Veterans Affairs provides; and through the toll-
8 free telephone helpline, veteran callers will access important services and get connected
9 to the proper entity within the U.S.V.A, without having to call multiple phone numbers;
10 and

11 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
12 Legislature) further finds that many Guam Veterans have served and protected our
13 nation and our island, and with the proposed legislation of S. 3284, the “Veterans
14 Assistance Helpline Act of 2021,” Veterans deserve a simple way to navigate the U.S.
15 Department of Veterans Affairs services and resources they have rightfully earned; and

16 **WHEREAS**, the “Veterans Assistance Helpline Act of 2021,” ensures that all
17 veterans across the nation will have access to an easy to remember, quick, three (3) digit
18 code to dial in for assistance to resources and services provided by the U.S. Department
19 of Veterans Affairs free of charge; and veteran callers can access the toll-free telephone
20 number from across the country, internationally and locally; and

21 **WHEREAS**, long-distance calls have been a financial burden for many
22 individuals, including international or stateside calls; most individuals utilize long
23 distance calling cards or others who don’t have long distance calling options with their
24 landline phone service. Due to differences in time zones, individuals can accumulate
25 fees or be charge excessively due to gaps in answering their phone calls; and

26 **WHEREAS**, Guam veterans make calls to the local VA office concerning their
27 benefits and services, sometimes their inquiries are redirected to the federal U.S.

1 Department of Veterans Affairs. Majority of Guam Veterans are retired and on a fixed
2 income, and they do not anticipate the charges of their long-distance call; and with the
3 “Veterans Assistance Helpline Act of 2021,” intent is to avoid unnecessary charges and
4 provide veteran callers with a free and convenient way to stay connected to the U.S.
5 Department of Veterans Affairs global network of resources and services; and

6 **WHEREAS**, the proposed legislation is intended to provide veterans a simpler
7 and more convenient way to stay connected regarding their benefits. Veterans can avoid
8 unnecessary charges by calling the toll-free helpline stated in S. 3284, the “Veterans
9 Assistance Helpline Act of 2021;” and which also extends to an individual acting on the
10 behalf of a veteran or an individual eligible to receive a benefit or service administered
11 by the U.S. Department of Veterans Affairs; and

12 **WHEREAS**, *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
13 Legislature) supports the passage of S. 3284, the “Veterans Assistance Helpline Act of
14 2021,” where some veterans are experiencing homelessness, and do not have access to
15 telephone services, a toll-free telephone helpline can help them. With the assistance of
16 the Guam Veterans Affairs Office, they can provide assistance to these veterans by
17 allowing the veterans the use their office telephone lines; and *I Mina'trentai Sais Na*
18 *Liheslaturan Guåhan* (the 36th Guam Legislature) further supports the proposed
19 measure of S. 3284, the “Veterans Assistance Helpline Act of 2021,” ensuring
20 creditability, portability, and Veterans care satisfaction of the U.S.U.S. Department of
21 Veterans Affairs; now therefore, be it

22 **RESOLVED**, that the Committee on Rules of *I Mina'trentai Sais Na*
23 *Liheslaturan Guåhan* does hereby, on behalf of the people of Guam, to expressing the
24 utmost support of *I Mina'trentai Sais Na Liheslaturan Guåhan* (the 36th Guam
25 Legislature) for S. 3284, the “Veterans Assistance Helpline Act of 2021,” which seeks
26 to permanently establish a toll-free telephone helpline for veterans to use in order to

1 quickly obtain information and assistance with all services from the U.S. Department
2 of Veterans Affairs; and be it further

3 **RESOLVED**, that the Speaker and the Chair of the Committee on Rules certify,
4 and the Legislative Secretary attest to, the adoption hereof, and that copies of the same
5 be thereafter transmitted to the Honorable Joseph Biden, President of the United States;
6 to the Honorable Kamala Harris, Vice President of the United States; to the Honorable
7 Michael F.Q. San Nicolas, Guam's Delegate to the United States House of
8 Representatives; to the Honorable Jacklyn Rosen, United States Senate; Tim Aguon,
9 Director of the Guam Veterans Affairs Office; and to the Honorable Lourdes A. Leon
10 Guerrero, *I Maga'hågan Guåhan*.

**DULY AND REGULARLY ADOPTED BY THE COMMITTEE ON RULES OF
I MINA'TRENTAI SAIS NA LIHESLATURAN GUÅHAN ON THE DAY
OF DECEMBER 2021.**

THERESE M. TERLAJE
Speaker

AMANDA L. SHELTON
Acting Chairperson, Committee on Rules

AMANDA L. SHELTON
Legislative Secretary

117TH CONGRESS
1ST SESSION

S. 3284

To require the Secretary of Veterans Affairs to establish a toll-free telephone helpline for veterans and other eligible individuals to use to obtain information about the benefits and services provided by the Department of Veterans Affairs, and for other purposes.

IN THE SENATE OF THE UNITED STATES

NOVEMBER 30, 2021

Ms. ROSEN (for herself and Mrs. FISCHER) introduced the following bill;
which was read twice and referred to the Committee on Veterans' Affairs

A BILL

To require the Secretary of Veterans Affairs to establish a toll-free telephone helpline for veterans and other eligible individuals to use to obtain information about the benefits and services provided by the Department of Veterans Affairs, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Veterans Assistance
5 Helpline Act of 2021”.

1 **SEC. 2. TELEPHONE HELPLINE FOR ASSISTANCE FOR VET-**
2 **ERANS AND OTHER ELIGIBLE INDIVIDUALS.**

3 (a) ESTABLISHMENT OF HELPLINE.—

4 (1) IN GENERAL.—The Secretary shall establish
5 a toll-free telephone helpline that a covered indi-
6 vidual may use to obtain information about, or
7 through which a covered individual may be directed
8 to, any service or benefit provided under a law ad-
9 ministered by the Secretary, including any service
10 provided by the Department of Veterans Affairs in
11 the area in which the covered individual is located.

12 (2) CONTRACT FOR DIRECTION OF CALLS AU-
13 THORIZED.—The Secretary may, in coordination
14 with the Commission, enter into a contract with an
15 third-party to direct calls made to the toll-free
16 helpline established under paragraph (1) to the ap-
17 propriate person regarding a service or benefit de-
18 scribed in that paragraph.

19 (3) LIVE INDIVIDUAL REQUIRED.—The Sec-
20 retary, in coordination with the Commission, shall
21 ensure that a covered individual using the telephone
22 helpline established under paragraph (1) speaks with
23 a live individual rather than a recording.

24 (b) STUDY AND REPORT REQUIRED.—Not later than
25 one year after the date of the enactment of this Act, the
26 Secretary shall, in coordination with the Commission—

1 (1) complete a study to assess the feasibility
2 and advisability of designating a covered dialing
3 code for the purposes of reaching the toll-free tele-
4 phone helpline established under subsection (a)(1);
5 and

6 (2) submit to the Committee on Veterans' Af-
7 fairs of the Senate and the Committee on Veteran's
8 Affairs of the House of Representatives a report on
9 the findings of the Commission with respect to the
10 study completed under subparagraph (A).

11 (c) DEFINITIONS.—In this section:

12 (1) COMMISSION.—The term “Commission”
13 means the Federal Communications Commission.

14 (2) COVERED DIALING CODE.—The term “cov-
15 ered dialing code” means a simple, easy-to-remem-
16 ber, 3-digit dialing code.

17 (3) COVERED INDIVIDUAL.—The term “covered
18 individual” means—

19 (A) a veteran;

20 (B) an individual acting on behalf of a vet-
21 eran; or

22 (C) an individual, other than a veteran,
23 who is eligible to receive a benefit or service
24 under a law administered by the Secretary.

1 (4) SECRETARY.—The term “Secretary” means
2 the Secretary of Veterans Affairs.

3 (5) VETERAN.—The term “veteran” has the
4 meaning given the term in section 101 of title 38,
5 United States Code.

