2022 - 2024 IT Strategic Plan

Agency: 912 Department of Veteran Services

Date: 1/10/2023

Current IT State

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agencys strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agencys business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

The Virginia Department of Veterans Services' (VDVS) mission is to serve Virginia's veterans, members of the Virginia National Guard, Virginia residents in the Armed, Forces Reserves, and their family members by ensuring they receive timely transition, employment and education assistance; benefits; behavioral health care; long-term care; and the recognition they have earned through service to our country and Commonwealth.

The Department of Veterans Services has implemented a contract with Virginia's veterans, which has a goal of making Virginia America's most veteran-friendly state. The contract is established with the Board of Veterans Services and supported by the Joint Leadership Council of Veterans Service Organizations. The contract includes provision for technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans.

VDVS provides direct service to Veterans through seven service delivery business lines: benefits; veteran and family support; veterans education; transition and employment; care centers; veterans cemeteries; and the Virginia War Memorial. VDVS, along with the Virginia Information Technologies Agency (VITA) and other vendor partners, maintains a variety of technology solutions and services that are collectively used to deliver its services. Apart from supporting IT Applications, VDVS IT provides IT Security, Infrastructure and day-to-day IT Operations at 34 Benefit offices, 8 VVFS offices, 2 Care centers, 3 cemeteries and the Virginia War Memorial.

VDVS has grown significantly over the last few years and we anticipate continued growth going forward. Many existing applications have not kept pace with this growth, requiring significant overhaul or replacement. In order to keep up with the increased volume and support programs, the Agency needs more sophisticated IT solutions and a stronger IT development and IT security staff. This would allow more secure, robust, future proof systems to better support growth.

VDVS requires fundamental changes to the way systems are developed and move towards more internally developed and supported applications. This means building a stronger technical team to develop/support systems internally and ensure standards compliance (e.g. VITA Sec 501). Industry best practice software development and project management standards must be incorporated into our technology process.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agencys existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agencys response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Most VDVS Applications were designed and developed several years ago. It is becoming increasingly more difficult for these aging systems to keep up with the needs of the agency, especially with respect to growth, more diverse initiatives, and increased volume of transactions. To remain in alignment with changing business priorities, system enhancements are sometimes needed. Getting these enhancements done in a timely, cost effective manner is difficult because all of the VDVS Applications are managed and supported by external vendors. There are occasions when an enhancement is denied by the vendor, leaving the agency with no recourse. The VDVS Applications need better access and privilege management to comply with the state security standard (VITA Sec. 501). This involves strengthening the systems in terms of authentication and authorization. VDVS needs to build capability for internal IT application audits, network audits, follow-up and resolution on findings. There is a knowledge gap in the agency technology area, specifically regarding application development and security.

VDVS has 975 staff and contractors supporting operations that are spread across the state of Virginia, with 34 Benefit/VVFS offices, 2 Care centers, 3 cemeteries, Headquarters and the Virginia War Memorial. Current infrastructure needs extensive improvement in terms of security. We need improved resilience that addresses high availability , risk management and disaster recovery needs. IT infrastructure at 34 benefit offices, the Dublin Cemetery, and the Suffolk Cemetery needs extensive improvement in terms of IT security and VITA Compliance. These geographically dispersed sites are not on the VITA network and do not have a standard network configuration or monitoring tools, making them vulnerable to cybersecurity threats such as Ransomware attacks. Executive branch Agencies are required to be on the VITA COV network.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agencys strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agencys current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

VDVS has grown significantly over the last few years, in terms of staffing, case volume and number of support programs. We need to integrate more modern technology, so that VDVS IT provides efficient solutions and supports processing at a faster pace. This means additional technical and security resources as well as improved systems.

Below are the details of the initiatives that will help VDVS to achieve the goals of the Agency Strategic Plan.

*Expedited Service Delivery - Frontlines

Veteran suicide, homelessness, unemployment and access to care are major problems that VDVS has to solve for our Veterans. VDVS core objective is to be the most veteran-friendly state in the nation. We need to bolster our efforts and get in front of these problems by implementing measures to improve the timeliness of our actions. Earlier informed, earlier actions, earlier resolution.

We need to leverage technology and partner with citizen servicing agencies including DSS, VDH, VEC, DMV, TAX, VEC, DRPT, DMAS, DARS and DBHDS. Specifically, some IT applications that they use to interact with citizens need to be modified to include a few basic questions related to Veteran needs. These questions will be fed into a customized IT Case management software system and an appropriate case manager will be assigned. This will allow the VDVS Case manager to contact the Veteran within hours of becoming aware of the issue.

*Identity and Access Management System

VDVS IT are the custodians of its applications and data, and are obliged to keep it safe and secure. Because of the way systems evolved over the years, our current systems' landscape does not meet this goal. Many of the VDVS IT applications were developed by external vendors who have complete access and control over the information and programs. This makes VDVS vulnerable to unauthorized system access and data loss / exposure. We need to bring this control under DVS IT Security and restrict the broad access that the vendors currently have, through a robust Identity and Access Management system (IAMS). The IAMS will bring DVS into compliance with VITA Sec 501 Access Management Controls. Additionally, IAMS will allow to monitor and audit application logins and act when an atypical system behavior is noticed.

*Veterans Case Management system (VCMS)

Implementing a Veterans Case Management System (VCMS) is the most effective way to invest in the VDVS staff. By streamlining referral processes and automating workflows, the VCMS will improve the quality of life and work for the VDVS staff and allow them to focus their efforts on connecting veterans and their families to earned benefits. VDVS is at its best when staff members are able to spend time to build long term relationships with Veterans, service members and their families, and a case management solution will make assist to make our services more

efficient and more effective.

The VCMS will allow VDVS to utilize advances in technology to serve as the primary port of entry for the service member, veteran, and family (SMVF) community while enriching services and increasing outreach. The functionality within the case management application will transcend all service lines in VDVS and contribute to an overall IT infrastructure strategy that involves interagency data sharing, a GIS mapping platform and the VDVS communications strategy.

Starting with the Veterans Education and Transition & Employment (VETE) directorates, the VCMS will be scalable to accommodate multiple service lines. VETE will ensure that every veteran or eligible person has a fair opportunity to reach his or her fullest potential through access to any of the many service lines that VDVS has to offer. VETE currently works with over 30,000 contacts, over 6,200 employers, educational entities, Veteran service organizations, non-profit organizations, and other resources, and communicates with over 8,000 military-affiliated clients each week. This vast network of clients, partners, records, and interactions requires the ability to securely and accurately track and unify the state's efforts in veterans' services. The VCMS would allow staff to manage these records and interactions by creating cases and increase accountability by assigning ownership of the case.

* Virginia Military Survivors & Dependents Education Program (VMSDEP) Portal

Virginia Military Survivors & Dependents Education Program (VMSDEP) provides education benefits to spouses and children of military service members killed, missing in action, taken prisoner, or who have been rated by the United States Department of Veterans Affairs as totally and permanently disabled or at least 90 percent permanently disabled as a result of military service. The VMSDEP program has grown significantly over the past two years. Applications submitted have nearly doubled from FY2019 to FY2020, similarly applications approved have nearly tripled from FY2019 to FY2020. Currently, there are nearly 1200 phones calls and another 1200 emails are received in a month. The current time to adjudicate an application is approximately 6.5 weeks (46 calendar days). The existing IT application used by VMSDEP staff requires constant manual intervention and troubleshooting by VMSDEP staff, causing significant delays in processing applications. The current application does not support the growing needs of VMSDEP and because of technical limitations, cannot be integrated with other VDVS IT applications to allow exchange of information with other programs. In order to keep up with the volume of applications, the staff will need an IT solution that would allow for the staff to process applications at a faster pace. This will not only allow for shorter wait times, but faster application processing will also decrease the call and email volume as many calls are regarding application status.

* VVFS and Benefits Veteran Virtual Support System

VVFS and Benefits are increasing its virtual support to serve veterans and their family members. Both programs need a secure and private system to have video-conferencing with clients. VVFS needs it to assist in connecting veterans to behavioral health, rehabilitative, and other supportive needs (housing, employment, benefits, etc.) as well as conduct peer support virtual groups. Benefits need a PII compliant system to process benefit claims for clients . In addition, there is a need to have clients electronically sign release of information forms. This system would need to be utilized using both computer or mobile devices.

* Security Improvement at benefit offices

IT infrastructure at 34 benefit offices, the Dublin Cemetery, and the Suffolk Cemetery needs extensive improvement in terms of IT security and VITA Compliance. These geographically dispersed sites are not on the VITA network and do not have a standard network configuration or monitoring tools, making them vulnerable

IT Strategic Plan Budget Tables

Agency:	912 Department of Veteran Services
Date:	1/10/2023

Current IT Services				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Projected Service Fees	$1,454,853.00	$2,145,656.00	$1,454,853.00	$2,145,656.00
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$1,454,853.00	$2,145,656.00	$1,454,853.00	$2,145,656.00
Specialized Infrastructure				
Agency IT Staff	$630,000.00	$280,000.00	$630,000.00	$280,000.00
Non-agency IT Staff	$830,000.00	$696,800.00	$830,000.00	$696,800.00
Cloud Computing Service				
Other Application Costs				
Total:	$2,914,853.00	$3,122,456.00	$2,914,853.00	$3,122,456.00

Proposed IT Investments				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Major IT Projects:	$2,628,000.00		$675,000.00	
Non-Major IT Projects:	$880,000.00	$80,000.00	$230,000.00	$80,000.00
Agency-Level IT Projects:	$120,000.00		$100,000.00	
Major Stand Alone IT Procurements:		$1,200,000.00		$800,000.00
Non-Major Stand Alone IT Procurements:	$352,104.00	$245,862.00	$362,104.00	$350,635.00
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment for Staffing:				
Total:	$3,980,104.00	$1,525,862.00	$1,367,104.00	$1,230,635.00

Projected Total IT Budget				
	Costs Year 1		**Costs Year 2**	
Category	**GF**	**NGF**	**GF**	**NGF**
Current IT Services:	$2,914,853.00	$3,122,456.00	$2,914,853.00	$3,122,456.00
Proposed IT Investments:	$3,980,104.00	$1,525,862.00	$1,367,104.00	$1,230,635.00
Total:	$6,894,957.00	$4,648,318.00	$4,281,957.00	$4,353,091.00

Business Requirements For Technology

Agency:	912 Department of Veteran Services
Date:	1/10/2023

Online Appointment Application

BRT Type:	Business Requirement for New Technology
Date Submitted:	12/17/2021
Mandate:	
Mission Critical:	

Description:

The Virginia Department of Veterans Services (VDVS) connects Virginia veterans to the benefits and services they have earned. The VDVS has three front-facing service lines: Benefits, Transition & Employment and Virginia Veteran & Family Support Program (VVFS). These service lines serve veterans via 34 combined Benefits and VVFS, 4 separate VVFS offices, and several itinerant sites. In the current environment, veterans use a web form located on the VDVS website to request an appointment, in FY21, 5600 appointment requests were made via the online web form. The requests are received by a primary and secondary staff member who forwards the appointment request to the appropriate office/staff. The process is time consuming, error prone and does not allow for centralized management for accountability.

VDVS is in need of an IT application that would allow Veterans to view available appointments in a service line's offices and schedule them as per their convenience. The tool should notify the VDVS staff of the appointment and reserve the time slot. The schedule should be available for the supervisors to manage the staff availability and staff schedules. The Scheduling tool should integrate with the proposed Veterans Case Management System (VCMS).

BOSS - Decedent Case Management System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

BOSS is managed by the VA's Quantico Information Technology Center (QITC). It is an essential system that is used by all national, state, Army, Park Service and tribal cemeteries to establish cases (which assigns a unique Decedent ID Number, schedule interments, assign and maintain gravesite information and reservations, format/order/track headstone and marker orders (sends directly to contractors once formatted and approved) and feeds the online Nationwide Gravesite Locator. The NCA uses FEITH, another program to upload eligibility documents which become attached to the decedent's record, but the states don't have access to FEITH, so we retain paper copies. During our bi-annual NCA compliance inspections, we are inspected on certain BOSS criteria and records. We also receive monthly Timeliness in Marking Graves (TMG) reports from NCA, which is compiled using BOSS input data and grades us on the time of interment to ordering of headstones, time from ordered to received, and time from received to set.

CAI IT Contingent Contractors

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	11/30/2021
Mandate:	
Mission Critical:	
Description:	

Department of Veterans Services engages contractors through CAI to supplement staff for providing IT services to the agency. This request is to extend the contract for existing contractors at DVS.

Care Centers Medical Records Management:

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/29/2022
Mandate:	
Mission Critical:	Yes
Description:	

The Department of Veterans Services is seeking a fully integrated electronic health management system. The desired system will consolidate electronic medical records, CNA documentation, Risk management, billing and patient information management functions. The system should have the capability of interfacing with online billing systems current in place (Ability). Functionality to track leads, create reports and perform analytics is required. The system will be used in four state owned nursing homes situated across the state. Each facility will be an individual entity in the program and billed individually for software, support and modules.

Commonwealth Data Trust

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/30/2021
Mandate:	

Mission Critical:	
Description:	

Broadening and improving our communication and data sharing with other Commonwealth of Virginia agencies would increase VDVS's ability to identify and reach Veterans, Service Members and their families that are seeking services in other state agencies. One way that VDVS can communicate and collaborate with other Commonwealth state agencies is to become a user and member of the Commonwealth Data Trust. With an approved agreement, VDVS could receive helpful information and referrals from other agencies, creating additional outreach opportunities and making VDVS an even wider port of entry for the military community.

Participating in Data Trust as well as their governance boards will also provide the opportunity to educate other state agencies on the work that VDVS does and will allow the agencies to collaborate and share best practices and lessons learned regarding data collection, management and sharing.

D2D Digits to Digits

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

Digits to Digits (D2D) is one of two applications by which the US Department of Veterans affairs electronically receives disability claims and supporting documentation. The other Application is Direct Upload (DU). Unlike DU, D2D provides direct access to Veterans' records in the Veterans Benefits Management System (VBMS). Direct access via D2D allows real-time submission of documents needed to allow access to VA records as well as disability claims and supporting documentation. D2D speeds the processing of disability claims by bypassing human intervention historically used by VA to sort, identify, and route documents to VBMS records.

Direct Upload

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

Direct Upload (DU) is a VA gateway used to submit claims and supporting documents to Veterans Affairs. DU is accessed by Benefits Center of Excellence staff to submit claims to VA which, for a variety of reasons, are not able to be submitted through VA's D2D gateway. For example, D2D accepts only .pdf documents. Unlike D2D, DU does not interface directly with VA's VBMS system. DU submits documents to VA's Intake Centers where submissions are manually reviewed by VA employees and routed accordingly.

Disability Claims Management System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	

Description:

VetraSpec is a disability claims management and submission application used by the Benefits Service Line to manage client interaction, gather and store claims related documents, and submit claims electronically to the U.S Department of Veterans Affairs (VA). Benefits uses VetraSpec at all its Field offices as well as the Benefits Center of Excellence to timely and accurately submit claims to VA. VetraSpec ties directly to VA's Veterans Benefits Management System (VBMS) via an interface with VA's Digits-To-Digits (D2D) gateway. Additionally, VetraSpec provides the ability to electronically complete required VA forms, store documents submitted by Veterans/Clients, and store information related to Benefits interactions with clients.

Expedited Service Delivery - Frontlines

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/16/2021
Mandate:	
Mission Critical:	Yes

Description:

Veteran suicide, homelessness, unemployment and access to care are major problems that VDVS has to solve for our Veterans. VDVS core objective is to be the most veteran-friendly state in the nation. We need to bolster our efforts and get in front of these problems by implementing measure the improve timeliness of our actions. Earlier informed, earlier actions, earlier resolution.

We need to leverage technology and partner with citizen servicing agencies including DSS, VDH, VEC, DMV, TAX, VEC, DRPT, DMAS, DARS and DBHDS. Specifically, some IT applications that they use to interact with citizens need to be modified to include a few basic questions related to Veteran needs. These questions will be fed into a customized IT Case management software system and an appropriate case manager will be assigned. This will allow the VDVS Case manager to contact the Veteran within hours of becoming aware of the issue.

Identify and Access Management System (IAMS)

BRT Type:	Business Requirement for New Technology
Date Submitted:	4/30/2021
Mandate:	
Mission Critical:	

Description:

VDVS IT are the custodians of its applications and data, and are obliged to keep it safe and secure. Because of the way systems evolved over the years, our current systems' landscape does not meet this goal. Many of the VDVS IT applications were developed by external vendors who have complete access and control over the information and programs. This makes VDVS vulnerable to unauthorized system access and data loss / exposure. We need to bring this control under DVS IT Security and restrict the broad access that the vendors currently have, through a robust Identity and Access Management system (IAMS). The IAMS will bring DVS into compliance with VITA Sec 501 Access Management Controls. Additionally, IAMS will allow to monitor and audit application logins and act when an atypical system behavior is noticed.

Jones & Cabacoy Veterans Care Center

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/9/2021
Mandate:	
Mission Critical:	
Description:	

The Jones & Cabacoy veterans care center is being built in the Princess Anne section of Virginia Beach on a 25-acre site adjacent to Nimmo Parkway (extended), West Neck, and N. Landing. The 128-bed facility will feature all private rooms that will be organized into households and neighborhoods that surround a central community center. Virginia Veterans who have been honorably discharged from U.S. Armed forces are eligible for residency at this Care Center. The facility provides skilled nursing care, Alzheimer's/memory care, and short-term rehabilitative care. The care will be provided by nearly 250 staff consisting of registered nurses, nursing home administrators, licensed practical nurses, nursing assistants, and therapists, plus environmental services, food services, activities, social workers, etc. employees. The staff will be supported by wired and wireless networks, telecommunications, personal computers for the personal and nursing stations, tablets, printers and other equipment. The Jones & Cabacoy Care Center is expected to be operational (i.e. accepting first resident admissions) by August 2022, with staff beginning to occupy the building several months prior to prepare for the first admissions.

Lighthouse API

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/29/2021
Mandate:	
Mission Critical:	
Description:	

Lighthouse is an API (Application Program Interface) platform that gives State and Local government Agencies secure access to the VA data. The agencies can use this data to build helpful tools and services for Veterans. Lighthouse APIs are developed by Veterans Affairs and made available for approved individuals and organizations at no cost. Lighthouse library comprises APIs for Benefits, Health, Facilities, Veteran Verification information among others.

VDVS needs an interface to integrate with Lighthouse API so that services such as VDVS staff validating status of a veteran can use the interface for validation. The interface will allow validation of Veterans status, benefit status and disability status in real time. This interface can be extended to DMV and VDOT to validate Veteran status in real time.

Puller Veterans Care Center

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/9/2021
Mandate:	
Mission Critical:	
Description:	

The Puller Veterans Care Center is being built on the former Vint Hill Farms Station in Fauquier County, which previously served as a United States Army and National Security Agency facility. The new care center will deliver top-quality care to Virginia veterans in a home-like setting. The 128-bed facility will feature all private rooms that will be organized into households and neighborhoods that surround a central community center. Virginia Veterans who have been honorably discharged from U.S. Armed forces are eligible for residency at this Care Center. The facility provides skilled nursing care, Alzheimer's/memory care, and short-term rehabilitative care. The care will be provided by nearly 250 staff consisting of registered nurses, nursing home administrators, licensed practical nurses, nursing assistants, and therapists, plus environmental services, food services, activities, social workers, etc. employees. The staff will be supported by wired and wireless networks, telecommunications, personal computers for the personal and nursing stations, tablets, printers and other equipment. The Puller Care Center is expected to be operational (i.e. accepting first resident admissions) by August 2022, with staff beginning to occupy the building several months prior to prepare for the first admissions.

QS/1 Pharmacy Management System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/28/2021
Mandate:	
Mission Critical:	Yes
Description:	

The QS/1, Pharmacy Management System is used by Sitter and Barfoot Care Center and Virginia Veteran Care Center. QS/1 organizes and maintains the medication process for Pharmacists and Nurses at care centers. QS/1 provides a safe and effective dispensing of Pharmaceutical drugs by prompting the pharmacist to verify the medication they have filled is for the correct patient.

SAA Secure Document Management

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

The Virginia Department of Veteran Services' (VDVS) State Approving Agency (SAA) certifies educational institutions that meet G.I. Bill funding and eligibility requirements, enabling veterans to pursue educational opportunities. The SAA conducts Compliance Surveys and Risk Based Surveys and many of the documents contain PII from GI Bill beneficiaries. A need for a secure system that would allow for Educational institutes to securely upload large documents would allow the SAA to continue to work from home seamlessly while also preserving the security of the education records that they need to complete their review. These documents would be downloaded by SAA staff for processing. Currently, documents are either emailed to the SAA staff or mailed into the office. There are around ten SAA staff who process the documents from nearly 500 different Educational institutes.

Timekeeping Software solution

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/17/2022
Mandate:	
Mission Critical:	
Description:	

The Department of Veterans Services (DVS) is seeking an automated timekeeping system for employees. The staff at care centers work in 24/7 complex work schedules. The schedules are sometime overlapping. We need a robust solution to track and calculate pay, shift differential and overtime. The system should have, but not be limited to, the following capabilities:
-Time clocks with fingerprint scan and/or badge scan technology for employee clock in and clock out;
-Ability to record employee information related to employee position and classification;
-Interface hourly totals for regular, overtime, holiday, shift differential and leave pay with Cardinal HCM payroll processing program;
-Complete shift differential calculations for several different shift types based on employee classification;
-Generate classification and time recording information through an interface for the Payroll Based Journal system with the Medicare system;
-Maintain employee schedules and interface with current scheduling software (OnShift);
-Generate employee punch reports for supervisor approval;
- Ability to record several different leave types and calculate overtime based on leave used
The Department of Veterans Services requires a software program to be used at four geographically separate state owned nursing homes throughout Virginia. Each facility will be set up as a separate entity in the program and billed individually for software and support. It is estimated that a total of at least 1,400 employees will be using the software to record time.   Not having this system would require us to perform complex manual calculations and we would not be able to meet the payroll deadlines. Not having this system would be very time consuming and would be open to errors. DVS seeks for a 5 year term contract using GSA contract with CIO approval.

VA Education Systems

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	4/29/2021
Mandate:	
Mission Critical:	
Description:	

VDVS utilizes Veterans Affairs Education systems.
1.   Eforce – This is a customized salesforce application used to upload our approvals and compliance surveys to the VA.

2.   WEAMS (Web Enabled Approval Management System) – This program shows the approved programs, contact information, and certifying officials for each facility

3.   TIMS – This is an imaging system where images of student certification and other records can be accessed.

4.   LTS (Long Term Solution)– Give SAA staff access to Ch. 33 student payment information

5.   BDN - (Benefits Delivery Network) – Gives access to payment information for all other chapters of the GI Bill

VDVS Intranet

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/13/2021
Mandate:	
Mission Critical:	
Description:	

As Department of Veterans Services grows, it has become essential to have an Intranet to improve communication among employees. An Intranet would allow information to be easily disseminated to employees. Individual staff members can share information and departments can provide updates. Intranet will be the single source for Staff members to access organization charts, policies and procedures. The intranet would allow for peer-to-peer recognition, leadership articles and other useful information.

VDVS Learning Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	

Description:
A Learning Management System (LMS) will ensure that Virginia Department of Veterans Services (VDVS) is capable and agile in its training mission. The LMS will be used to conduct all training requirements, including hosting those courses as required by DHRM (SCORM imports). A flexible LMS will allow for closer management of training requirements, as well as ensuring that learning transfer, including application and retention is successful. With an emphasis on quality content training for professional development, leadership development, and focus on equity, diversity, and inclusion, an LMS with a course catalog integration feature which can host reputable content, such as "TED Talks" (Ted@Work) would be beneficial to all personnel and the Agency at large.

Veterans Benefits Management System (VBMS)

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	

Description:
The Veterans Benefits Management System (VBMS) is an application by which the US Department of Veterans affairs manages all aspects of the disability claims process and is the Federal System of Record for all aspects of the disability claims process. This includes receipt of applications and supporting documents, documentation of decisions and archiving of payment information. Access to VBMS by Virginia Department of Veterans Service staff is essential to ensuring Veterans claims are decided in an equitable and timely manner.

Veterans Constituent tracking and Intake system

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/10/2021
Mandate:	
Mission Critical:	

Description:
The constituent tracking and Intake system will be a single system of records to manage inquiries directly from constituents and their interaction with Department of Veterans Services. The system will allow the constituents and internal DVS staff to request information and make enquiries. The system will then categorize the requests and route the request to appropriate service lines. The system will allow DVS to track the requests and ensure they are being completed in a timely manner. The system will have reporting and data analysis capabilities.

Veterans Information Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	4/29/2021

Mandate:	
Mission Critical:	
Description:	

Implementing Veterans Information Management System (VIMS) is the most effective way to invest in the VDVS staff. By streamlining referral processes and automating workflows, the VIMS will improve the quality of life and work for the VDVS staff and allow them to focus their efforts on connecting veterans and their families to earned benefits. VDVS is at its best when staff members are able to spend time to build long term relationships with Veterans, service members and their families, and an information management solution connecting all services lines will make our services more efficient and more effective. The VIMS will allow VDVS to serve as the primary port of entry for the military community while enriching services and increasing outreach. The functionality within the information management application will transcend all service lines in VDVS. Not only will it transcend service lines, but it will also contribute to an overall IT infrastructure strategy that involves interagency data sharing, a GIS mapping platform, as well as the VDVS communications strategy. Starting with the Veterans Education and Transition & Employment (VETE) directorate which includes Virginia Military Survivors and Dependents Education Program (VMSDEP), State Approving Agency (SAA), Military Medics and Corpsmen (MMAC), Virginia Values Veterans (V3), Virginia Values Veterans Transition (V3TRANS) Virginia Women's Veteran Program (VWVP) and Virginia Military spouse Support (VMS). The VIMS will be scalable to accommodate multiple service lines.

VETE will ensure that every veteran or eligible person has a fair opportunity to reach his or her fullest potential through access to any of the many service lines that VDVS has to offer. VETE currently works with over 30,000 contacts, over 6,200 employers, educational entities, Veteran service organizations, non-profit organizations, and other resources, and communicates with over 8,000 military-affiliated clients each week through various programs. This vast network of clients, partners, records, and interactions requires the ability to securely and accurately track and unify the state's efforts in veterans' services. The VIMS would allow staff to manage these records and interactions by creating cases and increase accountability by assigning ownership of the case.

Veterans Services Data Management System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

DVSDMS hosted on Zoho platform supports two service lines within the Virginia Department of Veterans Services: Virginia Veteran and Family Support (VVFS) and Veterans Education, Transition and Employment (VETE). The Virginia Veterans and Family Support data management system collects clients and services that are provided by Veteran Resource Specialists across the state. The Veterans Education, Transition and Employment will manage the life cycle of a case once it enters into the DVSDMS application when a Veteran begins transition from active military duty.

Virginia Veteran Gold Standard Digital Hub

BRT Type:	Business Requirement for New Technology
Date Submitted:	5/26/2022

Mandate:	
Mission Critical:	
Description:	

The Virginia Department of Veterans Services' (VDVS) mission is to serve Virginia's veterans, members of the Virginia National Guard, Virginia residents in the Armed Forces Reserves, and their family members by ensuring they receive timely transition, employment and education assistance; benefits; behavioral health care; long-term care; and the recognition they have earned through service to our country and Commonwealth. VDVS is in need of an IT solution to connect Veterans with services provided by these Service organizations. This solution must provide both a veteran interface that allows veterans to register securely and request services. It also must allow service providers (non-profit and government) to register to provide services to veterans and their families. The solution must be able to track time from request to fulfillment of request, approximate value of services rendered, and additional metrics to ensure that veterans are able to fully access the services provided. The solution must help VDVS achieve streamline client experience and provide a holistic view for DVS by showing gaps in services and showing impact of services.

VMSDEP Portal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	3/19/2021
Mandate:	
Mission Critical:	
Description:	

The Virginia Military Survivors and Dependents Education Program (VMSDEP) portal supports VMSDEP and allows electronic administration of all aspects of the program. The State Council of Higher Education for Virginia (SCHEV), Virginia's Public Colleges and Universities, and VMSDEP applicants all utilize the portal. VMDSDEP provides education benefits to the dependents of qualified disabled veterans and service members who died in combat. The two Tiers of VMSDEP benefits include a waiver of tuition and mandatory fees. Tier 2 students also receive a stipend each semester. Applicants access the system to create an account that allows them to apply for benefits, and if approved, grants them access to manage their benefit usage. The VMSDEP staff uses the portal to adjudicate applications and notate interactions with applicants. Schools receive notification of approved benefits through the system, and they, in turn, use the portal to confirm the enrollment of each student. SCHEV uses the enrollment information to pay for the Tier 2 stipends.

VVFS and Benefits Veteran Virtual Support System

BRT Type:	Business Requirement for New Technology
Date Submitted:	6/29/2021
Mandate:	
Mission Critical:	
Description:	

VVFS and Benefits are increasing its virtual support to serve veterans and their family members. Both programs are in need of a secure and private system to have video-conferencing with clients. VVFS needs it to assist in connecting veterans to behavioral health, rehabilitative, and other supportive needs (housing, employment, benefits, etc) as well as conduct peer support virtual groups. Benefits need a PII compliant system to process benefit claims for clients . In addition, there is a need to have clients electronically sign release of information forms. This system would need to be able to be utilized using both computer or mobile devices.

IT Strategic Plan Projects

Agency:	912 Department of Veteran Services
Date:	1/10/2023

Veterans Information Management System Project	
	Investment Business Case Approval

Veterans Information Management System (VIMS) is VDVS's enterprise case management and referral system with the goal to makes DVS staff tasks faster and efficient. VIMS is intended to connect service lines, streamline referral processes and automate workflows across the agency. VIMS will improve efficiency and quality of work while allowing VDVS staff to focus their efforts on connecting veterans and their families to benefits they earned, provide support and services. The functionality within VIMS application will transcend all service lines in the VDVS. Not only will it transcend service lines, but it will also contribute to an overall IT infrastructure strategy that involves interagency data sharing, a GIS mapping platform, as well as the VDVS communications strategy. VIMS will support business functionality for Veterans Education and Transition & Employment (VETE) directorate which includes Virginia Military Survivors and Dependents Education Program (VMSDEP), State Approving Agency (SAA), Military Medics and Corpsmen (MMAC), Virginia Values Veterans (V3), Virginia Values Veterans Transition (V3TRANS) Virginia Women's Veteran Program (VWVP) and Virginia Military spouse Support (VMS) and Virginia Veteran & Family Support Program (VVFS) directorate. The VIMS will be scalable to accommodate multiple service lines.

AWR - UPDATE 7/28/22: PGR was updated to include the following expanded information:

Veterans Information Management System (VIMS) is Virginia Department of Veterans Services (VDVS)'s enterprise case management and referral system. VIMS is intended to connect service lines, streamline referral processes, and automate workflows across the agency. VIMS will improve efficiency and quality of work while allowing VDVS staff to focus their efforts on connecting veterans and their families to benefits, provide support and services. VIMS will achieve an IT infrastructure strategy that involves interagency data sharing, a GIS mapping platform, as well as the VDVS communications strategy. VIMS will support business functionality for Veterans Education and Transition & Employment (VETE), Virginia Veteran & Family Support Program (VVFS) directorates and allow referrals to be made between Benefits, Cemeteries and other Service lines. The functionality within the VIMS application will transcend all service lines in the VDVS.The Veterans Education Transition and Employment (VETE) directorate of the VDVS ensures that every Veteran or eligible person has a full and fair opportunity to reach his or her fullest potential through access to the G.I. Bill approved post-secondary educational, training/licensure/certification, entrepreneurial institutions, V3 certified employers and Virginia College and Universities. VETE

provides service via seven programs: directorate which includes Virginia Military Survivors and Dependents Education Program (VMSDEP), State Approving Agency (SAA), Military Medics and Corpsmen (MMAC), Virginia Values Veterans (V3), Virginia Values Veterans Transition (V3TRANS) Virginia Women's Veteran Program (VWVP) and Virginia Military spouse Support (VMS). VETE currently works with over 31,000 contacts, over 6,200 employers, 1,500 educational entities, Veteran service organizations, non-profit organizations, and other resources, and communicates with over 8,000 military-affiliated clients each week. This vast network of clients, partners, records, and interactions requires the ability to securely and accurately track and unify the state's efforts in veterans' services. The Virginia Veteran & Family Support Program (VVFS) serves veterans and their family members with access to behavioral health, rehabilitative, and supportive services. VVFS places special emphasis on assisting service members, veterans, and families on their road to recovery from the effects of stress-related injuries (such as combat stress, post-traumatic stress or military sexual trauma) or traumatic brain injuries. The VIMS would allow staff; o manage these records and interactions by creating cases and increase accountability by assigning ownership of the case.The Virginia Military Survivors and Dependents Education Program (VMSDEP) provides education benefits to qualified spouses and children. The number of applicants for benefits under the VMSDEP has grown significantly over the past two years, partly due to the expansion of eligibility approved by the General Assembly, partially due to increased awareness. The current legacy IT application is inefficient with critical technical limitations, cannot be integrated with other DVS systems to allow for exchange of information and requires constant troubleshooting. VIMS is expected to decrease wait times and faster application processing by streamlining and automating workflows.Virginia Values Veterans (V3), Virginia Values Veterans Transition (V3TRANS) and Virginia Veteran & Family Support Program (VVFS) programs currently use an IT solution on Zoho platform. The solution fulfills some of the VVFS' needs. However, the application does provide adequate functionality for VWVP, V3 and V3TRANS staff to process. The system does not have a test environment for the user to verify changes before moving to production, all changes are made in the live system without any controls. The agency was cited in an FY20 Office of the State Inspector General (OSIG) audit V3, V3 Transition and employment system as needing a system that better fit the program's needs. Moreover, the current system does not meet VITA's SEC 501. standards, making VDVS vulnerable to unauthorized system access and data loss. The Virginia Women's Veteran Program (VWVP), Virginia Military Spouse Support (VMS) and State Approving Agency (SAA) do not currently have an IT system to track their work, they use excel sheets. The much needed VIMS is expected to streamline processes across agency and allow exchange of data between systems and provide reliable metrics across different divisions and increase communication with Veterans and external partners.VDVS performs a variety of functions, such as education, training, employment, employer relationships, behavioral health, claims processing, medical care, and cemetery activities. In the current environment, the IT applications that support these functions are third party developed and Software as Solution (SaaS) applications that run in silos. This makes it difficult to refer and track services provided to veterans and their families across service lines within the agency. This results in frustrations from the veteran and family members from having to provide the same general information to each directorate that provides services to them. The SaaS solutions available are built for a specific functionality with a variety of functions between VETE and VVFS directorates, a custom developed solutions VIMS is expected to integrate all the divisions which would allow the cases to be referred between programs within VDVS and increase efficiency.

	Total	General Fund	Non-General Fund
Project Start Date	2/1/2022	Project End Date	10/28/2022
Estimated Costs:	**Total**	**General Fund**	**Non-General Fund**
Project Cost	$815,000.00	$915,000.00	
Estimated first year of biennium:	$0.00	$0.00	$0.00
Estimated second year of biennium:	$400,000.00	$400,000.00	$0.00

Project Related Procurements

There are no procurements for this project

IT Strategic Plan Procurements

Agency:	912 Department of Veteran Services
Date:	1/10/2023

Stand Alone Procurements:

Procurement Name:	Care Centers Medical Management System
Procurement Date	8/31/2022
Procurement Description:	The Department of Veterans Services (DVS) is seeking a fully integrated electronic health management system. DVS currently has two care centers located in Richmond and Ronake. Additional two more care centers in Virgina Beach and Fauquier county are expected to be operational by July 2022. The Care centers provides skilled nursing care, Alzheimer's/memory care, and short-term rehabilitative care. The care will be provided by nearly 250 staff consisting of registered nurses, nursing home administrators, licensed practical nurses, nursing assistants, and therapists, plus environmental services, food services, activities, social workers, etc. employees. The desired system will consolidate electronic medical records, CNA documentation, Risk management, billing and patient information management functions. The system should have the capability of interfacing with online billing systems current in place (Ability). Functionality to track leads, create reports and perform analytics is required. The system will be used in four state owned nursing homes situated across the state. Each facility will be an individual entity in the program and billed individually for software, support and modules. The contract will be for a term of 5 years.