2024 - 2026 IT Strategic Plan

Agency: 262 Department for Aging and Rehabilitative Services

Date: 9/26/2023

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 agency's 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 agency's 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?

Current IT Operational Investments
Disability Services Agencies
The Information Technology Division (ITD) provides management, administrative support, and technical assistance to functional programs of the Department for Aging and Rehabilitative Services (DARS). In addition, via memoranda of understanding (MOU), ITD provides administrative support and technical assistance to the Disability Services Agencies (DSA), which include the Wilson Workforce and Rehabilitation Center (WWRC), Department for the Blind and Vision Impaired (DBVI), the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI), the Virginia Department for the Deaf and Hard of Hearing (VDDHH), and the Virginia Board for People with Disabilities (VBPD). The MOU also describes technology support provided to the Assistive Technology Loan Fund Authority (ATLFA). More precisely articulated services and a standard rate setting methodology has been incorporated into the most recently renewed MOU. Department of Planning and Budget (DPB) analysts for the DSA were active participants in revision of this agreement.
Agency Mission Statements:

ATLFA
The Assistive Technology Loan Fund Authority (ATLFA) is a Commonwealth of Virginia State Authority created with public funds to help Virginians with disabilities obtain assistive technology. The ATLFA provides affordable financing alternatives (loans with below-market interest rates, no down payments, longer repayment terms, etc.) to help make adaptive equipment a possibility for individuals who might not otherwise be eligible for borrowing.
DARS
The Virginia Department for Aging and Rehabilitative Services (DARS), in collaboration with community partners, provides and advocates for resources and services to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.
DBVI
The mission of the Department for the Blind and Vision Impaired (DBVI) is to provide services and resources which empower individuals who are blind, vision impaired, or deafblind to achieve their desired levels of employment, education, and personal independence.
VBPD
To create a Commonwealth that advances opportunities for independence, personal decision-making and full participation in community life for individuals with developmental and other disabilities.

VDDHH

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) promotes accessible communication so that persons who are deaf and hard of hearing may fully participate in programs, services and opportunities throughout the Commonwealth.

VRCBVI

The mission of Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI) is to prepare blind, vision impaired or deaf-blind Virginians for their desired levels of employment and independence through the integration of individualized comprehensive blindness skills, employment skills, and work experiences.

WWRC

The Wilson Workforce and Rehabilitation Center (WWRC) provides people with disabilities comprehensive, individualized services to realize personal independence through employment.

How DARS ITD supports the agencies' mission and objectives through technology

• Develop, purchase, and maintain computer, applications, and infrastructure, which support appropriate business operations needed to serve our consumers and meet our mission statement.
• Provide data and other information to assist in planning and effective service provision.
• Partner and collaborate with other Health and Human Resources agencies on technology initiatives that will result in enhanced data sharing between local, state, and federal agencies.
• Continue to implement workflow, e-Forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.
• Leverage new services offered by VITA for increased efficiency and cost savings. DARS will implement technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services.
• Provide clients and students at WWRC a complete learning environment, including a learning management systems for grades, transcripts and certifications.
• Continue to promote business applications that will benefit from video teleconferencing and social networking including webinars, smart conference rooms, and ZOOM technology.
• Continue to maintain agency web presence according to COV and accessibility standards
• Comply with steadily increasing central agency and federal agency reporting and audit requirements.
• Support technology infrastructure not provided by VITA to maintain continuity of direct client services (ERC, VOC EVAL. and WWRC OOS), especially in the assistive technology arena with respect to individuals with vision and hearing impairments.

• Increase cybersecurity awareness to better protect client data.

System Information

There are several existing products and / or activities that are either nearing completion, ongoing, or being considered for enhancements. They are described below, organized by business function.

DDS Case Management

Disability Determination Services (DDS) division accepts applications for SSI and SSDI benefits on behalf of the SSA and Medicaid eligibility on behalf of DMAS. It is entirely owned and operated by the SSA and uses SSA technology infrastructure. It is out of scope to VITA and technology governance is an SSA responsibility. The only interface with DARS ITD is the passing of payment request data thru our FRATE system to Cardinal. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impacts DARS.

WorkWorld

WorkWorld is public facing decision support software for people with disabilities who are receiving public benefits. It identifies the feasibility of potential employment by comparing compensation from public assistance and gainful employment. The system maintenance agreement has been renewed, and is used by DARS, WWRC, private sector providers and consumers through our Employment Resource Centers (ERC's) in DARS and DBVI field offices. For both systems, funding is available and linked to BReT – OOS O&M. This impacts DARS, WWRC and many non-COV users.

SSA Cost Reimbursement

When a client is successfully employed, SSA reimburses DARS for case service expense. To apply for SSA Cost Reimbursement, DARS and DBVI need SSA data. Over the past few years, the numbers of claims have jumped

dramatically leading to recent changes to SSA application processing. DBVI will continue to use the VDSS SVES application, which allows case-by-case inquiries to SSA records to support the VR/SSA cost reimbursement program. DARS has moved to an in-house developed batch data exchange that complies with an SSA acceptable use agreement. DARS is currently working with VITA and SSA on updating this exchange to utilize Secure File Transfer Protocol (SFTP). Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impact DARS.

Data Warehouses
DARS maintains an employment services data warehouse for clients of DARS, DBVI and WWRC. The files include service and client information and are segregated by agency. DARS use these data for research and evaluation purposes as well as a data dashboard for distribution of management information to the VR program. DARS maintains a HCBS Data Warehouse to collect consumer assessments, services and consumer information. It includes data from PeerPlace, VDSS ASAPS and case management systems used by our BI subcontractors. DARS participates in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics. DARS provides sanitized employment services data per VLDS protocols and receives sanitized data from other VLDS participants for research and evaluation. No funding is needed at this time, as the VLDS is currently supported by Federal grant funds to the Virginia Department of Education. Linked to BRnT – VLDS. Impacts DARS.

NWD Expansion
Changes in federal health care entitlements have placed an emphasis on the integration of health care and community based supports for the elderly and people with disabilities. This has created grant opportunities for innovative, community-based programs. Case management of consumers exposed to these discretionary programs has created a steady stream of PeerPlace modifications, The increasing codependence between health and medical services and home and community based services has resulted in several joint projects between DARS, DMAS, VDSS and DBHDS. One of these efforts is the implementation of a three-year project that expands NWD and improves access to services to the elderly and people with disabilities. DARS has expanded the Virginia Navigator (VN) HCBS service catalogs in coordination with Health Information Technology Standards Advisory Committee (HITSAC), including changes to the VN website. The website for VN queries has been redesigned and linked to the DARS HCBS data warehouse for improved accountability. A virtual provider directory (VPD) with other state agency partners is also under discussion. The result is more accurate and timely data for an expanded number of providers, using the VN as the core of the database. NWD continues to develop social health and screening tools that are hosted on their Easy Access website and have approved projects with VITA PMD to expand this functionality. Linked to BRnT– VA211. Impacts DARS.

Other Service Tracking Systems

VIB Macola (replaced by ERP)
The Virginia Industries for the Blind (VIB) is a Division of DBVI. Of all of its activities, two manufacturing facilities in Charlottesville and Richmond use the Macola manufacturing accounting system. The application tracks raw materials to salable inventory, sales receipts to revenue and procurement to expense. It supports web based sales catalogs and credit card payments. Receipts and expense transactions are handled via the DSA FRATE system and Cardinal. It will be replaced by an ERP and is discussed in the Proposed IT solution section. Linked to BReT – OOS O&M. This impacts DARS and DBVI (VIB).

VIB Counterpoint- retiring
VIB operates Base Supply Centers at 16 locations on Virginia military bases and office buildings. These are office supply stores selling to the military Point-of-Sale, inventory control, and purchasing are accomplished with software called Counterpoint, a product of Radiant Systems, which is a subsidiary of NCR, Inc. The system is out of scope to VITA, cloud based, and has been extensively customized to be used by blind staff. It will be replaced by an ERP and is discussed in the Proposed IT solution section. Impacts DBVI only and is linked to BReT-Counterpoint.

Virginia Relay

VITA with VDDHH as a subject matter expertise has renewed the Virginia Relay Service contract in FY21, and submitted a RFP for a new contract. VDDHH administers the contract, which will span at least the next 5 years and could be awarded to a new supplier. Virginia Relay is a federally mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. 100% federal funding is available. This is a major procurement linked to BReT – VA Relay Service. The service assists all COV citizens, but is funded as a pass thru from VDDHH.

READS
READS is a National Library System program used by DBVI to track media use by their Library and Resource Center (LRC) consumers. The server-based system was discontinued by the federal support supplier and migrated to the cloud. There is no cost associated with the application. Linked to BReT-O&M. Impacts DBVI.
VDDHH Interpreter Services and Virginia Quality Assurance Screening (VQAS)
This application maintains a roster of sign language interpreters and captioning providers as well as assigning available interpreters and captioners to appointments per COV requests. The application also schedules interpreters taking performance & written assessment testing, processing their payments. The VQAS credit card payment processing is through Elavon. The VQAS scheduling is performed through Engagifii. DARS assisted with the procurement of these vendors. The application is developed in house at the agency level project. Linked to BReT-O&M. Impacts VDDHH and DARS.
Financial Systems and General Services Support Systems

Cardinal Transactions and upgrades
Periodic enhancements to in-house financial processes are ongoing. Collaboration with DOA on integrating data extracts continue as the Cardinal application stabilizes. All in-house Fiscal data entry screens for administrative transactions were successfully retired and direct entry on-line to Cardinal now exists. Remaining in-house transactions interfaced from agency related feeder systems (DDS, LTESS, AWARE, and TDM) are processed as transmittal records to Cardinal. Funding not needed. Linked to BReT- Cardinal. Impacts all agencies in the DSA.
TAL / TAL to FRATE Interface and Funds Redistribution
DHRM TAL is being retired and being replaced by Cardinal Time and Leave Attendance. As a result, the in-house TAL is being modified to work with the new Cardinal product. The scope of transactions processed for journal processing will change to include only redistribution of funds for non-productive time. It was expanded to include DBVI other classified staff. It is being used to track Medicaid administrative efforts for state employees. This is made possible by advances realized from the Cardinal extract files, which will be made available for import. Funding not needed. Linked to BReT- Cardinal. Impacts all agencies in the DSA.

Contracts Management
Where possible and for the majority of vendors, eVA is being used. For those vendors not required to participate in eVA, an internal application that tracks contracts and MOUs from proposal thru renewal has been in production for a number of years. It integrates with DocFinity for source document management. The need for funding is not anticipated. The activity is linked to BRnT – Expand E-Virginia Procurement System. Impacts all agencies in the DSA.

Vehicle Tracking
Vehicle Tracking Enhancements –DARS has maintained a vehicle tracking system to manage 200+ state and agency owned vehicles, including passenger vans, trucks and vehicles - some of which are adapted for use by people with disabilities. The enhancements to the Vehicle Tracking System include a staff reservation function, new user roles aimed at further centralization of management functions and integration with FRATE and Power BI. Linked to BReT-Vehicle Tracking System. Impacts DARS, DBVI and DDHH.

Power BI Infrastructure

DARS has begun implementation of Power BI, which provides interactive visualizations and business intelligence capabilities with an interface simple enough for end users and managers to create their own reports and dashboards. Over time, this product will be expanded incrementally to support the needs of management, users, and systems business processes throughout the organization. Funding is available and the activity is linked to BRnT-PowerBI. Impacts the entire DSA.

VDDHH - Update Technology Assistance Program (TAP)
TAP is an on-going program with VDDHH that provides specialized telecommunication equipment to VDDHH consumers through nonprofit organizations who require help in setting up the equipment. Application is developed in house at the agency level project. Impacts VDDHH and DARS.

Infrastructure - Operations and Maintenance
The DSA continues to operate and maintain technology infrastructure for 60+ applications referenced in the VITA provided ARCHER risk assessment system. The DSA maintains 30K+ pages of web content. DARS ITD continues to work with VITA through enterprise initiatives to ensure our technology infrastructure follows Commonwealth policy and remains up to date. Funding is available and linked to BReT – O&M. Impacts entire DSA.

Operational Risks or Issues (ORI's)
The agency received two (2) ORI's - overall risk program and overall audit program. Both dealing with the same issue – the agency is not in compliance with the overall risk program requirement. Risk plans for the bast biennium were submitted and are updated in Archer. Risk assessments for sensitive systems are in process but behind schedule due to loss of personnel. BIA review was completed concurrent with AITR system certifications in 2022 and updates completed directly in Archer. Mitigation: Hiring of full time Information Security Officer has been completed to assist security division with completion of policy promulgation, impact analyses for 2022 and development of a comprehensive security program. Funding is available and both ORI's are linked to BRnT-risk-2019. Impacts all DSA.

DARS Office Moves/Relocation
DARS DRS Division is shrinking the number of physical facilities that it leases across the state. Procurement regulations require that leased office locations are rebid every five years translating to three to five office moves annually. During the next biennium, it is again anticipated that several offices will move to other locations as their leases expire. Better utilization of Managed Print Services (MPS) will continue to improve end user services, security and reduce costs. Wireless access points are expanding to improve these services in DSA offices. These moves will be funded from savings from new lease agreements. Linked to BReT-O&M. Impacts DARS and DBVI.

Network Hardware Refresh/Modernization
Per the new multi-sourcing service integrator (MSI) contract, the COV is replacing 20% of the network switches, routers, etc. that support our data and voice networks as part of VITA network modernization project, each year over the next 5 years for a final 100% replacement of the network hardware. Priority is set by the age of the equipment. Funding is available and linked to BReT-O&M. Impacts all DSA

Increase Network Bandwidth Capacity
Due to the number of and increasing demand for more complex applications delivering information to our offices over the network, more bandwidth and larger circuits are required to provide acceptable performance levels. As larger circuits are implemented, other network hardware such as switches, routers, gateways, etc. will be upgraded that support a larger bandwidth throughput as part of VITA network modernization project. Funding is available for all agencies except DBVI who plan to submit a decision package. Linked to BReT-O&M, 262 DARS BReT-Network Initiative, 702 DBVI BReT-Network Initiative. Impacts all DSA

In Scope Platform as a Service (PaaS)
The DSA continues to monitor and upgrade its technology infrastructure. All DSA WEB/APPS/SQL servers have

migrated to the new data center and are kept patched per VITA policy. Performance studies have allowed us to reduce core processors. Managed firewalls in multiple locations allow in and out of scope networks to be shared more efficiently. SSL certificates protect all of our servers. Multiple instances of applications are maintained for development, testing and production. OS and middleware patching occurs almost every weekend. Vulnerability scanning of web sites and DSA applications are institutionalized. Funding is available and the activity is linked to BReT – O&M. Impacts all agencies in the DSA.

OOS Client Network
The DSA has an extensive OOS network to support their consumer base. There are ERC's in all of the DSA field offices, which provide consumers potential employment information and job seeking tools. Consumer classrooms, hardware, software and tools are supported at WWRC and VRCBVI. The WWRC based SharePoint server is used to support classroom training and non-COV partner interactions with DSA staff. An OOS network links all systems with most servers hosted at WWRC and DBVI. Additional systems that utilize the OOS network include the Azalea campus HVAC/Energy Management systems, student wireless network, Campus security monitoring - doors and cameras, and a new network clock system. Funding is available and the Operation and Maintenance is linked to BReT – OOS O&M. This impacts DARS, and WWRC, and VRCBVI.

Workstation as a Service (WaaS)
For the past four years, VITA and DARS have collaborated on a Workstation as a Service (WaaS) solution for end users in the field. A Citrix based solution, CITRIX Storefront or VAPS that provides a profile driven desktop via the web is implemented It provides anytime, anywhere, any device access to an end user's applications including application clients like Microsoft Office, and intranet based applications. It requires dual security authentication and because it is server based, eliminates latency an end user would experience from a standard desktop or laptop. The implementation replaces a laptop/ smartphone combo with an iPad / Smartphone combo for each end user, reducing the per user cost for DSA employees that work remotely. The implementation is expanding to all DSA offices and is critical to daily operations. Citrix VAPS is also a component of our IT Disaster Recovery operation. Funding is available. Linked to BRnT – new services offered by VITA. Impacts DARS and WWRC.

Video Teleconferencing Network
DARS continues to enhance and expand its video-teleconferencing (VTC) capabilities. DARS network of 40 plus VTC units, covers the entire state with VTC capability including state operated facilities and our local partners. Field office regional locations have VTC smart rooms including ZOOM and click share technology. Click share technology allows wireless access between VTC participant devices and VTC units. The use of ZOOM and teleconferencing services in addition to these VTC enhancements benefits collaboration, meetings, training and eventually tele-counseling services to clients as a future services. Increased reliance on web based meetings during the COVID-19 pandemic meant that DARS Field offices and consumers relied increasingly on ZOOM to meet this mission objectives. Field offices and administrative operational areas are increasing Zoom licensing, adding Microsoft Teams and other services to provide increased VTC availability in remote locations. This allowed the DSAs to maintain service continuity and accessibility. Funding is a combination of federal grants and special funds. Staged implementation is dependent on availability of funds. Activity is linked to BReT - VTC. Impacts all agencies in the DSA and all of its 200+ local partners.

Accessibility Software
DBVI has partnered with VITA to procure Job Access Without Speech (JAWS), a widely used screen reading technology for their staff and clients with visual impairments. DBVI has promoted the use of a maintenance agreement, as well as additional software upgrades to make JAWS compatible with a number of VTC and remote support applications.

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 agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's 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 agency's 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 agency's 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?

The MSI model has been fully implemented by VITA and as anticipated, there are a number of challenges that need to be worked through at several levels. Until these issues are resolved, there may be many changes between vendors, solutions and processes. Federal, State, and independent grants may change their requirements for any number of functional programs supported by the DSA. These requirement changes will need to be reflected in the applications that support the functional program. Federal, State and independent grant funding which support our agencies and functional programs are impacted by the national and world economic factors. Any negative change in those factors may cause an inability to provide a necessary technological modification until funding is alleviated. Our ITD personnel has been stable over many years. Recently, many of those staff which, have maintained institutional knowledge, as well as technology support have retired. Loss of institutional knowledge and current functionality of applications knowledge may be of some issue.

AWARE
Congress replaced the Workforce Investment Act (WIA) with the Workforce Investment and Opportunity Act (WIOA). This has led to changes in AWARE. AWARE is our employment services case management system utilized by DARS, WWRC, and DBVI. It is a heavily customized COTS system used by Vocational Rehabilitation (VR) programs in 35 of 80 state VR programs. The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract, will expire September 30, 2031. The agency requires continued use of the software and must have a software maintenance agreement in place. DARS and DBVI are currently working through a VITA PMD approved project to move this application to the cloud (AWARE BMS), with completion scheduled for 2024. The application has completed the ECOS assessment and will meet EO19 compliance. Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impact DARS, WWRC and DBVI.

DocFinity
DARS is expanding the use of electronic document management to improve business processes and implement workflow and e-forms software. Implementation of these tools improves content reliability and improves records access to end users. E-forms improves systems development agility as well as migrating different processes to digital format. DocFinity's record management and Intelligent Capturing will be implemented for DRS, HR and Fiscal divisions. Furthermore, DARS deployed bar-coding services to allow smart scanning services from the Lexmark copiers to DocFinity. The entire DocFinity product line is protected with a maintenance agreement. DARS has moved the DocFinity application to the vendor cloud as an ECOS approved SaaS. Funding is available and is linked to BReT - Maintenance and Operation for COTS systems BReT- DocFinity Renewal 2018. Impacts all agencies in the DSA.

FRATE
FRATE is a multi-agency financial interface developed internally and implemented in 2013. Its purpose is to collect payment data from other DARS systems and produce vouchers. Several processes were identified to simplify and streamline operations and service delivery, improve integration of business processes, reduce duplication of effort,

increase accountability, manage costs and make better use of information.   The in-house Chart of Accounts has been modified and now supports Cardinal Coding. Ongoing enhancements and support occur, based on guidance from the Cardinal Project Team. The project is linked to BRnT– Expand DARS Internal Financial System. Impacts all agencies in the DSA.

Managed Print Services (MPS)
For the past several years, the DSA has utilized a vendor supported print service rather than ownership of the printers. The printers are maintained and replaced by the vendor as needed. The DSA has kept the Lexmark solution, through Virginia Business Systems. After the COVID-19 pandemic, we are looking at a new frontier for print, including fewer printers on the network and increased reliance on eSignatures. Funding is available and the activity is linked to BReT – O&M. Impacts all agencies in the DSA.

Cloud Hosting
Executive Order (EO) 19 states that all appropriate COV applications must move to the internet cloud. This move was the selected alternative to extract all COV resources from the former infrastructure support vendor's facility. The DSA has transferred all applications residing at CESC to the new cloud QTS facility, but modifications of the applications is still ongoing cyber security standards for web-based applications are becoming increasingly stringent. Significant efforts have been made over the past biennium to bring in house applications to compliance. DARS is reviewing the available cloud vendors including Microsoft Azure, AWS, and Oracle for any future SAAS solutions. Funding is available and are linked to the BReT - New Services Offered by VITA; 262 Cloud Readiness Assessment 2018 AWARE; 262 Cloud Readiness Assessment 2018 DocFinity; 702 DBVI Cloud Readiness Assessment 2018 Macola. Impacts all agencies in the DSA.

VBPD dLCV Crimes against peoples with disabilities reporting database
Through a sole source contract, VBPD funds the Disability Law Center of Virginia for the development of a data management system to manage the data storage, retrieval and reporting of serious incidents, deaths, abuse, neglect and exploitation of individuals receiving services licensed by the Department of Behavioral Health at Developmental Services (DBHDS). The disability Law Center of Virginia (also referred to as the Commonwealth's Protection and Advocacy system) is the only agency in the Commonwealth with Code authority to receive critical incident data from DBHDS making a sole source contract appropriate for this purpose. Currently, DBHDS is required to provide reports of serious injuries or death of individuals receiving services in programs operated or licensed by DBHDS. Funding is available.

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 agency's 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 agency's 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?

AWARE

The AWARE UMS agreement requires Alliance to modify AWARE to keep it compliant with changes to federal law. Upcoming changes include compliance with WIOA, the Workforce Innovation and Opportunity Act that replaces the Workforce Investment Act (WIA). Support for reporting for Pre-employment transition services (Pre-ETS) is another set of changes. DARS and DBVI are currently engaged in a project with Alliance to migrate this application to Alliance's AMS (Alliance Managed Services) by the end of the biennium, with AWARE becoming an ECOS approved SaaS. Funding is available. Linked to BRnT-Career Index. Impacts DARS, DBVI and WWRC

PeerPlace ASAP and Jaspersoft
The PeerPlace ASAPS System submits annually data to U.S. Department of Health and Human Services Administration for Community Living (ACL). ACL uses the National Adult Maltreatment Reporting System (NAMRS) data standard for this submission. NAMRS consists of three components: Agency Component (Agency level), Case Component (client detail), and Key Indicator Component (aggregate). DARS converted Case Component Data in the FFY2020 term replacing Key Indicator Component Data currently provided to ACL. DARS has also invested in a business analytics suite, Jaspersoft, to make mandated federal reporting more interactive and provide additional visualizations in support of their local partners. Funding is available. Linked to BReT-ASAPS Impacts DARS.

Kantech Camera and Badge System
DARS has been implementing a new physical access security system at all office locations. This broad technology framework will improve on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting. Components include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts. The procurement has completed at DARS Central Office, Aging Central Office, and all DRS Field offices. The rest of the DDS offices will be completed in the biennium. Analysis is currently ongoing for a capital outlay project to expand this system to WWRC. DBVI is also reviewing their existing badge and camera system through the Building Automation Services (BAS) Security project- DBVI specifies open architecture hardware platforms that allow us to use equipment and software from a variety of manufacturers. This allows us to connect all types of security devices, including surveillance cameras, access control panels, alarm panels, intercoms, and related building sensors and controls. Procurement is fully federally funded, linked to BRnT- Badge and Camera System. Potentially impacts all DSA agencies.

VIB ERP
VIB wants to upgrade and expand the infrastructure for operations to include everything from procurement to payments, production to inventory management, business development to customer service, retail and online sales support, and finances to reporting. They are preparing to award the initial RFP for software, and completing requirements on the second RFP for implementation and support services. The chosen solution will be cloud based and ECOS compliant. Funding is available, linked to BRnT – VIB Upgrade & Expand Operations Infrastructure. Impacts DBVI.

Internet Usage
The DSA projects that internet usage will continue to increase due to an increased use of video streaming (including Video Teleconferencing and counselor, consumer video contact and evaluations), and increase in user access to the internet (including more cloud computing services, additional use of DocFinity document storage) brought on by the COVID-19 pandemic. DARS and the DSA have migrated all field offices to a virtual NAS instead of an on-site server. Our workforce's use of mobile devices to visit consumers at home and other alternative locations rather than in the office is increasing. Dependence on internet access for reference information across the board is increasing. Funding is available. Linked to BreT-internet usage. Impacts all DSA.

eSignature
VITA is transitioning from an eSignature to ePen electronic signature option. DBVI currently uses DocuSign, along with Adobe Sign for virtual workflows and approval flows. DARS is evaluating e-Signature options, to ensure they are compatible with documentation housed in AWARE and DocFinity. The chosen solution must be integrated with existing business processes to improve efficiency, and ensure accessibility for our clients. Funding is available.

Content Management System
VITA is pushing a Governor led effort to modernize COV websites, through the Website Modernization Program. VITA has introduced new web content, security, and accessibility standards all agencies must comply with. DARS is

utilizing the VITA Virginia Web Service (VWS), to get guidance on content management systems under state contract for managing a multitude of agency and program websites. Funding is available and impacts all DSA.

Grants Management System
DARS Fiscal Division is investigating the need for a new Grants Management System, to manage the many state and federal grants utilized by programs across the DSA. Currently, DARS Fiscal uses a legacy module of the FRATE system to track these expenditures, a time consuming process given the lack of interface with eVA. The proposed solution would be cloud based, ECOS approved and able to interface with Cardinal and eVA. Funding is available, impacts all the DSA.

IT Asset Management
DARS is exploring an IT Asset Management System, to manage hardware and software across our environment. While Keystone Edge (KSE) houses data related to assets, there is a need to have agency control over this information when tracking assets across our many locations. The proposed solution would be able to integrate with KSE, while providing management the ability to track assets through their lifecycle, ultimately culminating in the VITA PC Refresh Program. A number of cloud based, ECOS approved, products will be reviewed, and DARS hopes to have this software implemented by the end of the biennium. Funding is available, impacts all the DSA.

IT Strategic Plan Budget Tables

Agency:	262 Department for Aging and Rehabilitative Services
Date:	11/9/2023

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	$229,257.48	$5,013,726.43	$236,135.21	$5,164,138.23
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$229,257.48	$5,013,726.43	$236,135.21	$5,164,138.23
Specialized Infrastructure		$1,215,150.00		$1,215,150.00
Agency IT Staff		$2,112,853.00		$2,250,000.00
Non-agency IT Staff		$750,000.00		$750,000.00
Cloud Computing Service				
Other Application Costs		$650,000.00		$650,000.00
Total:	$229,257.48	$9,741,729.43	$236,135.21	$10,029,288.23

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects:		$931,837.00		$931,837.00
Non-Major IT Projects:		$450,000.00		$400,000.00
Agency-Level IT Projects:		$1,500,000.00		$1,500,000.00
Major Stand Alone IT Procurements:		$2,100,412.00		$600,000.00
Non-Major Stand Alone IT Procurements:		$150,000.00		
Agency-Level Stand Alone IT Procurements:	$701,875.00	$2,500,000.00	$701,875.00	$2,500,000.00
Procurement Adjustment for Staffing:				
Total:	$701,875.00	$7,632,249.00	$701,875.00	$5,931,837.00

		Costs Year 1		Costs Year 2	
Projected Total IT Budget					
Category		**GF**	**NGF**	**GF**	**NGF**
Current IT Services		$229,257.48	$9,741,729.43	$236,135.21	$10,029,288.23
Proposed IT Investments		$701,875.00	$7,632,249.00	$701,875.00	$5,931,837.00
Total		$931,132.48	$17,373,978.43	$938,010.21	$15,961,125.23

Business Requirements For Technology

Agency:	262 Department for Aging and Rehabilitative Services
Date:	2/15/2024

262 DARS BReT-Network Initiative	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Due to the number of and increasing demand of more complexed applications delivering information to our offices over the network, more bandwidth and larger circuits are required to provide acceptable performance levels. As larger circuits are implemented, other network hardware such as switches, routers, gateways, etc will be upgraded that support a larger bandwidth throughput.

BReT - Cardinal	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

DARS and the DSA will improve business processes and participate in Cardinal implementation to improve financial management.

BReT - DDS Case Management	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023

Mandate:	
Mission Critical:	
Description:	

The primary objective of DARS-DDS division is to determine medical eligibility for Social Security Disability. To that end, case activities are managed on the system provided by SSA, which is a MicroPact Legacy product. It is imperative that the MicroPact System remain in good working order and that it is enhanced as needed to keep up with disability determination process demands.

BReT - Docfinity renewal

BRT Type:	Business Requirement for Existing Technology
Requested Start:	2/14/2024
Mandate:	
Mission Critical:	
Description:	

As part of the Docfinity cloud migration, DARS will expand the use of electronic document management to improve business processes for vocational rehabilitation case management. DARS will implement, Intelligent Capture, e-Gateway, workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.

BReT - MCC

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Medical Charge Capture (MCC) is the application that issues MD Orders, collects medical charges, and documentation for medical services rendered. It currently does not comply with SEC 501 standards and is using an outdated MS Access frontend. WWRC would like to make this web based using SSL to make it not only SEC 501 compliant, but also allow us to move additional servers to CESC that would result in cost savings for the center. It will be re-written with existing staff and costs will be low and will be an

agency level project. Effort is funded by using existing in-house resources.

BReT - New Services Offered by VITA

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

DARS will leverage new services offered by VITA for increased efficiency and cost savings.

BReT - O&M

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Network capacity is measured on a daily basis and reported monthly by VITA. As performance changes consistently, the DSA needs to be able to upgrade or downgrade circuit bandwidth to adjust traffic and costs effectively. As scheduled by VITA / NG, all DSA agencies actively participate in software pilots and any updates to the core software, refresh of pc's, servers, storage, and network, etc.The DSA continues to operate and maintain over 60 applications referenced in the CETR reports as well as hundreds of web pages.

BReT - OOS O&M

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission	

Critical:	
Description:	
DARS will support technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services. The DSA have an extensive out-of-scope (OOS) network to support their consumer base. There are Employment Resource Centers (ERC's) in most of the DARS field offices which provide consumers potential employment information and tools.	

BReT - QAISTM	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
Increasingly stringent cybersecurity and information technology project management standards will continue to require increased resources and increased costs. This includes better aligned DSA technology policies, standards and guidelines, formal technology Continuity of Operations Plans (COOP) and improved Disaster Recovery Planning. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption software.	

BReT - SrNavigator	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
Provide an on-going provider directory integrated into the Peerplace / No Wrong Door and Easy Access Websites. The provider directory is used in coordination of services to support Virginia's Senior population, their families and caregivers. Funding Request for this service may be sound in Item326, F, of the Appropriations Act.	

BReT - VA Relay Service

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Provide on-going federally-mandated VA Relay Service to all COV agency consumers
Provide access to telecommunication services and assistive technology for Virginia citizens who are deaf, hard of hearing, deaf blind or speech disabled
Provide technology services for deaf and hard-of-hearing
Provide on-going relay services as required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604
Please note that DARS is doing this procurement on behalf of DDHH

BReT - VTC

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

DARS continues to to enhance and expand its video-teleconferencing capability. VTC sessions will be recordable, use High Definition displays, allow personal computer participation and be available to 98 sites across the COV.

BReT – No Wrong Door

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:
Department for Aging and Rehabilitative Services (DARS) contracted with PeerPlace Networks, LLC in 2008 and developed the No Wrong Door (NWD) community supports management system used to coordinate and track Home and Community Based Services (HCBS). NWD in Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers (public and private) and communities across the Commonwealth. No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions. Real time use of the system by member providers allows referrals and their intake information to be exchanged while at the same time preserving the Commonwealth of Virginia's strict privacy consent practice. NWD is cloud based Software as a Service (SaaS) technology with its office located in East Rochester, NY. Even though it was contracted as an off the shelf product in 2008, DARS has invested much in the way of resources to enhance the product to now meet its business requirements for many service areas due to the system's flexible architecture and the efficiencies. DARS has now leveraged the system to provide additional functionality beyond NWD for divisions of Area Agency on Aging (AAA) services and Long Term Rehabilitation Case Management. This system allows data to share easily across boundaries between government and private sector providers of HCBS services, create a knowledge sharing culture, and will continue promote IT solutions that leverage uniform business processes. It provides data collection and reporting capability for many different areas of Home and Community Based Services related supported by ACL, National Council on Aging, Adult ProtectiveServices, and Centers for Medicare and Medicaid Services. This procurement (no IT projects associated) is for five years of operations money in support of maintaining the NWD system for its member agencies and users.

BReT Maintenance & Operations for COTS Systems

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
To improve efficiency and infrastructure for COTS systems and to comply with changing security standards	

BReT-ASAPS

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:

The PeerPlace ASAPS System submits annually data to U.S. Department of Health and Human Services Administration for Community Living (ACL). ACL uses the National Adult Maltreatment Reporting System (NAMRS) data standard for this submission. NAMRS consists of three components: Agency Component (Agency level), Case Component (client detail), and Key Indicator Component (aggregate). DARS has plans to convert Case Component Data submission for the FFY2020 term replacing Key Indicator Component Data currently provided to ACL. The development to switch to Case Component data reporting has been funding by a 2018 APS ACL grant. In addition, DARS has a project associated with this grant to promote feedback for suggestions and comment on possible enhancements to the new system.

BRnT - Expand DARS Internal Financial System

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:

DARS will expand its internal financial system (FRATE - Financial Reporting And Transaction Entry) to improve efficiencies with our Division for Aging partners. DARS will expand the use of the Department of Human Resources Management (DHRM) Time, Attendance and Leave (TAL) system to improve accuracy and reduce the accounting efforts associated with grants management.

BRnT - GIS for DBVI

BRT Type:	Business Requirement for New Technology
Requested	9/1/2023

Start:	
Mandate:	
Mission Critical:	
Description:	

DBVI is planning a project to provide maps & location information for the DBVI to flag colors and pins for regional and local offices for DBVI & VRCBVI on their web sites.

BRnT - Intake

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

DARs and DBVI continue to participate in the Workforce Common Intake Work Group, which has been charged by four cabinet secretaries with the task of developing a framework for statewide implementation of a common screening tool for workforce customers throughout the Commonwealth. Comprised of representatives from 10 workforce-related organizations, to enhance the experience job seekers and employers have with Virginia's public workforce system.

BRnT - No Wrong Door - Virginia Interactive SOW 20

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Identified the need for an online Training Platform. This platform will provide content storage and access for course materials used in on demand and live training courses. Survey forms embedded in the solution will allow users to complete required post-course evaluations for course credit. Functionality will be included for the generation of a certificate of completion for courses taken in the solution.

A second request is on having already completed the design and strategy phase of creating a No Wrong Door Person-Centered Portal, this request seeks to develop and implement the Portal in two (2) phases.

Phase 1 will create a public-facing portal, which includes the configuration, implementation, integration testing, acceptance and delivery of the website for the Authorized User. The solution will be a mobile-friendly website with a custom design, simplified information architecture, and user-friendly navigation to meet the needs and expectations of Authorized User's members and the citizens of the Commonwealth. Author training and end-user support are included in the scope of the project.

Phase 2 will create Authenticated User Experiences, allowing users to securely log in to the site. This functionality will provide the ability for users to create a profile, upload personal files, and save search history for future access.

BRnT - Physical Security Panic Button

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:

DARS is considering purchasing a broad technology framework for improving on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting - especially in the event of an emergency. Components may include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts.

Agency evaluated BAMES and Sara and determined neither qualified. Agency to select vendor via RFP.

BRnT - Risk - 2023

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:
Operational Risks or Issues (ORI's)

The agency received two (2) ORI's - overall risk program and overall audit program. Both dealing with the same issue – the agency is not in compliance with the overall risk program requirement for 2019.

Risk plans for 2019/2020 were submitted and are updated in Archer. Risk assessments for sensitive systems are in process but behind schedule due to loss of personnel and increased workload required by new help desk system (KSE). BIA review was completed concurrent with AITR system certifications in 2019 and updates completed directly in Archer.

Mitigation: Hiring of part time analyst is included in 2019/2020 budget to assist security with completion of impact analyses for 2020 and management of help desk system.

Funding is available and both ORI's are linked to BRnT-risk-2019. Impacts all DSA. |
| |
| |

BRnT - Unified Case Management System

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
DARS will support a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs	

BRnT - VIB Financial Systems Environment

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

replacement of the current VIB Manufacturing Systems

BRnT - VLDS

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
DARS will participate in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics.	

BRnT-Grants

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	
One important function of VDA, both then and now, was to disburse funds to it local partners. At present, money from almost 70 fund sources are distributed to 58+ community based organizations. The system is currently managed by the Aging Monthly Report (AMR). The AMR has a claims and remittance function. The AMR System and interface payment requests, and reports are generated through FRATE	

BRnT-PowerBI

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:

DARS has recently began a project to implement state of the art business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. The initial concentration has been to support a limited set of users for the AWARE System. A training session was conducted by Alliance, the AWARE vendor to a set of AWARE power users as well as IT Developers. Over time, this product will be expanded incrementally to support the needs of management, users, and systems business processes throughout the organization

BRnT-Splunk

BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	

Description:

SPLUNK Application Services including: monitoring applications and analyze log files as part of security and auditors requirements. Deploy Splunk with DocFinity SaaS, PeerPlace SaaS, AWARE SaaS and for internal developed applications.

DARS SD-WAN Upgrade

BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/1/2023
Mandate:	Yes
Mission Critical:	Yes

Description:

Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.

Three step process:

Remote internetwork operating system (IOS) software upgrade on the router.

Remote SD-WAN deployment

Circuit deployment as needed

DARS Website Modernization

BRT Type:	Business Requirement for New Technology
Requested Start:	6/19/2023
Mandate:	
Mission Critical:	Yes
Description:	

The primary objective of the COV Website Modernization and the CMS Virginia.gov projects are to ensure all state sites are on a single common platform and are following required VITA, COV and 508 standards

Maintenance and Operation for COTS systems

BRT Type:	Business Requirement for Existing Technology
Requested Start:	9/1/2023
Mandate:	
Mission Critical:	
Description:	

Maintenance and Operation for COTS systems within DARS environment

managed print service - BReT

BRT Type:	Business Requirement for Existing Technology
Requested Start:	
Mandate:	
Mission Critical:	

Description:

renew Lexmark Managed Print Service. Exception approved by Nelson Moe. accessibility requirement is met. Lexmark state contract expired - replaced with VBS contract VA-191121-VBS. Lexmark subcontract with VBS to provide operational support of units with accessibility support

Commonwealth Projects >= $250,000.00

Agency:	262 Department for Aging & Rehabilitative Services
Date:	9/26/2023

DBVI-VIB ERP Implementation (Financials & Mfg)	
Category 2	Project Initiation Approval

The DBVI ERP effort will complete the full decommissioning and replacement of existing DBVI ERP systems of record, including:

* ERP Platforms: Macola and CounterPoint

* Macola Reporting Tool: PULSE-Dashboard

* Various stand-alone applications, databases, and worksheets that gather necessary data to support functions such as help desks, facilities management, and team collaboration

Additionally, the effort will require integration and testing with other COV applications, including:

* Internal Accounting Tool: FRATE/FRATE-Mart (DARS)

* COV Accounting Tool: Cardinal (DOA)

* Vendor Registration & Purchasing Tool: eVA (DGS)

DBVI selected Odoo as its preferred solution provider for the DBVI ERP effort. Odoo will deploy an open-source, fully integrated, modular toolset as the primary ERP platform that will deliver powerful new capabilities for DBVI across Customer Engagement, Workflow Management, Product, Sales Support, Shipping, and Finance & Accounting functional areas.

DBVI and Odoo will deliver all new functionality via an agile project methodology, including sprints, PI planning meetings, and other standard best practices. The effort is expected to start on January 1, 2022 and run 12-18 months for primary implementation, with an expected close date of June 30, 2023.

Numerous stakeholders will benefit from the DBVI ERP effort, including:

* VIB & DARS Accounting Staff who will no longer have to perform duplicate data entry functions by effective systems integration and automation, leaving those staff members much more time to devote to higher-value activities and better ensuring data integrity and ownership.

* VIB Manufacturing staff who will more efficiently and effectively plan, procure, produce, and ship products based on system-generated schedules while maintaining accurate and immediate inventory control by leveraging the centralized data and analytics capabilities inherent in the new toolsets.

* VIB Brand (Business Development, Sales, Customer Service) staff who will discover insights and convert more quotes to sales through scheduled communications on past purchases, status or deliveries, and desired reorder points.

* VIB Shared Operations (Procurement, Fiscal, and Technology) staff who will be positioned to better serve the business lines through one common platform. System-generated exception reports and online workflows will increase efficiency, consistency, and monitoring.

* VIB Executive Team will be able to make impactful, fact-based decisions that will accelerate the business and enhance VIB's mission to afford to increase jobs for people who are blind.

* VIB Retail staff will benefit from a current e-commerce solution for its customers as well as the back office functionality to create consistent pricing and fulfillment choices.

* Federal, State, and Local customers who will enjoy better, faster customer service both through greatly-improved online customer access and better CRM infrastructure for customer service representatives.

* VIB employees who are blind or vision-impaired by providing significant ADA access capability upgrades to the systems and hardware they use every day.

* Commonwealth of Virginia Taxpayers who will see increased employment opportunities as VIB decreases the cost of operations and improves sales and can offer more jobs to people who are blind.

Project Start Date	10/1/2021	Project End Date	9/29/2023
Estimated Costs:	**Total**	**General Fund**	**Non-General Fund**
Project Cost	$1,863,675.00		$1,863,675.00
Estimated first year of biennium:	$0.00	$0.00	$0.00
Estimated second year of biennium:	$857,093.00	$0.00	$857,093.00

Project Related Procurements

VIB Financial Systems Environment - procurement

Alliance AWARE BMS	
Category 4	Project Initiation Approval
Analysis of AWARE BMS (Basic Maintenance and Support) and vendor taking over development of Xtends, Releases, and other custom interfaces for DARS AWARE system. This functionality is currently provided by DARS ITD.	

Virginia Department for Aging and Rehabilitative Services require Alliance Enterprises, Inc. (Alliance) assistance to manage the successful migration Aware Extensions to future Aware upgrades. DARS and Alliance will review and confirm the inventory of VA DARS Extensions. Alliance will provide a budgetary estimate to complete the migration, and VA DARS will determine whether to complete the Migration.

The full migration includes the following tasks:
•Review and confirm the inventory of VA DARS Extensions.
•Update specifications to current Alliance standards and to reflect current functionality.
•Upgrade Extensions to current Alliance standards to enable efficient support, as needed.
•Collaborate with VA DARS to test updated Extensions to ensure business needs continue to be met.
•Provide ongoing support and maintenance for Extensions through the BMS program.

Under BMS, Alliance will assume VA DARS Extensions. Alliance assumes that VA DARS are using a supported version of Aware in production.
During the term of the Basic Maintenance and Support (BMS) agreement, agencies receive:
•Remote Support-Alliance provides remote technical support for agency staff to report issues and ask questions about their Extensions.
Source Control -Alliance implements automated source control software to track and record all changes made to agency Extensions.
•Extension Migration -Alliance migrates agency Extensions to each Aware release and ensures that Extensions continue to work, as originally designed, with new releases of the Core Aware System.
•Error Correction -Alliance corrects errors in agency Extensions if found.

Alliance AWARE is hosted at QTS. These enhancements are the first step in moving this application to the cloud.

Project Start Date		6/1/2022	Project End Date		8/31/2024
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**	
Project Cost		$616,500.00			$525,000.00
Estimated first year of biennium:		$0.00	$0.00		$0.00
Estimated second year of biennium:		$0.00	$0.00		$0.00

Project Related Procurements

There are no procurements for this project

NWD Social Health Connector	
	Investment Business Case Approval
The project scope includes the design, development, implementation, integration, testing, acceptance, and	

delivery of new assessment tools to the existing www.easyaccess.va.gov website .

DARS requires an assessment tool that allows for the site user to take an online survey which will in return will provide a personalized plan for mental health and social inclusion. The site will utilize Natural Language Processing to allow for a free form entry text box and our technology will recognize keywords and return personalized search results to the participant, matching their stated needs to appropriate community resources.

Supplier shall provide creative design and a suggested Information Architecture (IA) for operation and management of the Authorized User's web application. The application design will be completed in phases, beginning with development of architecture and wireframes (as necessary), then moving into creative execution and HTML/CSS ("front-end") development. The Solution is web-based and is currently hosted in the ECOS approved NIC ETS secure hosting environment, http://www.easyaccess.va.gov. The assessment application will reside on the existing website hosted by NIC. Supplier shall continue to provide hosting services which include regular maintenance of hardware, support software, and facilities required to host the application. The Solution requires a full development life-cycle approach.

Project Start Date		9/1/2022	Project End Date		2/1/2024
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**	
Project Cost		$440,000.00			$440,000.00
Estimated first year of biennium:		$0.00	$0.00		$0.00
Estimated second year of biennium:		$0.00	$0.00		$0.00

Project Related Procurements

There are no procurements for this project

Commonwealth Procurements >= $250,000.00

Agency:	262 Department for Aging & Rehabilitative Services
Date:	9/26/2023
Stand Alone Procurements:	
Procurement Name:	DDS Case Management Procurement
Procurement Date	9/1/2018
Procurement Description:	This is a request for VITA to approve the next five years of annual renewal of the same case management licensure DDS has used since late 2001. The case management system resides on the Social Security Administration network and is accessed only through that network. It is not accessed through the COV network.
Procurement Name:	Implementation and Support of ERP
Procurement Date	4/11/2023
Procurement Description:	We are replacing two out-of-scope third-party hosted ERP systems with one more efficient and user-friendly solution. These two legacy systems are currently hosted by third-party cloud providers and out of compliance with VITA security standards. This procurement is for the project management, design, implementation, hosting, and ongoing support of the new software. We are seeking one vendor to supply all these services, including hosting through one of the four VITA-approved Cloud Services Providers. DBVI/VIB does not have the required internal staff to provide these services. DARS will conduct an RFP for this procurement. The RFP will include: 1. Management of VITA-approved CSP Hosting Services (AWS, Azure, etc.), The chosen supplier will be responsible for hosting and the service provider will be a subcontractor to that supplier 2. VITA-Certified Project Manager (Agile) 3. Software Implementation 4. Interface Design (EDIs, FTP, etc.) 5. Ongoing Support
Procurement	Lexmark Managed Print Service 2020

Name:	
Procurement Date	1/31/2020
Procurement Description:	Please see CIO approved exception. renewal of existing contract with Lexmark Xerox MPS offering does not meet accessibility requirement. We have met with Xerox and discussed needed. GABI device did not meet requirement.
Procurement Name:	PeerPlace Maintenance Contract
Procurement Date	9/1/2023
Procurement Description:	Maintenance Contract for PeerPlace system and associated modules (APS, LTRCM, CRIA2, etc)
Procurement Name:	VA Relay Service Replacement 2021
Procurement Date	4/1/2021
Procurement Description:	Virginia Relay is a federally-mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer with the exception of long-distance charges. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. Funding is available. This is a major procurement linked to BreT – VA Relay Service. The service assists all COV agency consumers, but impacts VDDHH to provide.
Procurement Name:	Virginia Navigator Provider Directory 2021
Procurement Date	7/1/2021
Procurement Description:	This contract is for a subscription service of VN's Aging and Disability Provider database to be able sync by Easy Access and PeerPlace / NWD application. The data involved is owned by VN and is public, We do not use the contract with VN for an application in the manner in which SaaS is defined so it is NOT SaaS. As for ECOS, the data involved (VN Provider database) is not DARS or COV data. VN Provider example of data fields are Service Provider Name, Address, Hours of Service, Services. Available, etc. It is similar to a yellow pages for the Aging and Disability services