2024 - 2026 IT Strategic Plan

Agency:	912 Department of Veteran Services
Date:	3/12/2024

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?

he 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 compact with Virginia's veterans, which has a goal of making Virginia America's most veteran-friendly state. The compact is established with the Board of Veterans Services and supported by the Joint Leadership Council of Veterans Service Organizations. The compact 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; Virginia Veteran and Family support; Veteran's 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 35 Benefit offices, 7 VVFS offices, 3 Care centers, 3 cemeteries and the Virginia War Memorial.

VDVS continues to grow 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. VDVS has implemented several new applications that had significantly improved services to citizens. Some of the major accomplishments are:

 1) Modernized the IT solution for processing student applications for Virginia Military Survivors and Dependents Education Program (VMSDEP), this has streamlined the business process and significantly improved processing times.

2) Veteran Engagement and Scheduling application (VESA) to enable Veterans to make claims appointment in 38 benefits across Virginia.

3) Gold Standard Digital Hub Phase I (GSDH) that connects Veterans to services provided by VDVS, other state and Federal Agencies and Community Partners such as non-profits. The solution provides a public interface so that veterans can register securely and request services. The future phases of GSDH are expected to complete by Fiscal Year 2026.

4) Network Compliance for Remote site (NCSR), the goal of this project is to bring VDVS Remote Sites into VDVS agency in compliance with COV VITA ITRM Standard SEC501-12.0. The project involved installing SDWAN, providing VITA provided broadband service and implementing physical security to network equipment.

In order to keep up with the increased volume and support programs, the Agency needs more sophisticated IT solutions a stronger IT development and IT security staff. This would allow more secure, robust, future proof systems to better support growth. The DVS IT application and Network infrastructure does not have sufficient funding to keep the systems operational current and compliant. The budget request was denied by General Assembly. VDVS plans to maintain the system and operations to the best of DVS IT's ability. VDVS may not experience the complete benefits of updated and current systems.

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?

VDVS is transitioning to a customer centric agency by aiming to create a personalized and relevant user experience for our Veterans. Governor Youngkin has envisioned VDVS to develop a system that is one stop shop for veterans with a goal to provide access to information and services. The veterans should be able to reach out for VDVS services and community partners via phone call, website, walk-ins or chatbots. The community partners are organizations whose missions include providing service and support to Veterans and Family members. To achieve this, VDVS need to streamline internal business processes to be able to make referrals between VDVS service lines and external community partners. VDVS must develop an IT infrastructure strategy that involves interagency data sharing, a GIS mapping, Centralized document management system and integration with internal and external applications. The primary objective of this project of this project is to enhance the experience of Veterans by ensuring that their phone calls, emails and chat conversations are directed to the correct staff member who can provide accurate and timely information to address their needs and inquiries. DVS receives over 50,000 contacts per month via phone calls and emails. The number of contacts is expected to grow significantly in the next few years. Streamlining call handling by automating routine inquiries and frequently asked questions through AI technology, reducing wait times and enabling faster response rates. The project aims to revolutionize the way Veterans access and receive support for the benefits they earned. The Veterans are not aware of all the benefits available to them. The system provides Self-service capability which can personalize and identify eligible benefits.

VDVS implemented several application initiatives and enhancements IT infrastructure in the last two years. Currently there is no funding allocated to maintain and support these initiatives. Not funding the support of existing application infrastructure would mean lack of application support and potential unplanned system outage due to lack of regular updates and maintenance. System security could be compromised without regular infrastructure support. All of this could result in longer system outages that disrupts business operations and leads to loss of productivity.

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?

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.

Gold Standard Digital Hub: 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. There are several community partners and government organizations that provide services to veterans in need. The Challenge is to connect these veterans to the community partners. The GSDH is a virtual platform that connects veterans to external partners and VDVS internal services lines. The GSDH functions by integrating two external IT applications, DVS internal applications and Virtual Contact center.

Virtual Contact center: Currently phone calls are handled at the field office level, with the release of the Federal PACT Act in 2022, both claims production and new customer acquisition rose by over 12% over the prior year. Customer contacts increased even more, and to the point that many field offices cannot keep up with both the in-person and phone demands from their clients. They are forced to handle client calls between in-person clients and often after hours. This task of answering the phone calls will be handled by Virtual Call center (VCC) and Digital CX chat bot. The VCC is an AI-assisted phone system that can intelligently route the calls and provide answers based on the customer needs.

Puller Care center: 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 November 2024, with staff beginning to occupy the building several months prior to prepare for the first admissions.

Self Service Portal: A Veterans Self-Service portal will provide instant access to information and services, allowing Veterans to apply for services and a personalized user experience. With Self-Service Portal Veterans can check their disability benefit application and other application status, track services they requested from DVS, and have easy access to information about the benefits available to them. The System will have direct access to Veteran Affairs (VA) database giving Veteran's access to validate their disability rating and service history. Veterans can be informed of new programs and benefits for which they and their family members are eligible. This enables quicker claims processing and significantly reduce the need to visit State Veterans offices saving organizational resources. An ancillary benefit is, analytics on portal usage would help us understand Veterans priorities and needs.

Agency Collaboration: As Department of Veterans Services grows, it has become essential to have improved communication and collaboration among employees. VDVS plans to utilize Teams and SharePoint for Collaboration and Intranet that 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 will streamline work processes to increase productivity among workforce using Power Apps.

IT Strategic Plan Budget Tables

Agency:	912 Department of Veteran Services
Date:	3/12/2024

Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	$519,075.01	$623,562.30	$534,647.26	$642,269.17
VITA Infrastructure Changes				
Estimated VITA Infrastructure	$519,075.01	$623,562.30	$534,647.26	$642,269.17
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:	$1,979,075.01	$1,600,362.30	$1,994,647.26	$1,619,069.17

Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects:	$625,000.00		$175,000.00	
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:	$248,000.00		$248,000.00	
Non-Major Stand Alone IT Procurements:	$90,000.00		$90,000.00	
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	$963,000.00	$0.00	$513,000.00	$0.00

Projected Total IT Budget

		Costs Year 1		Costs Year 2	
Category		**GF**	**NGF**	**GF**	**NGF**
Current IT Services		$1,979,075.01	$1,600,362.30	$1,994,647.26	$1,619,069.17
Proposed IT Investments		$963,000.00	$0.00	$513,000.00	$0.00
Total		$2,942,075.01	$1,600,362.30	$2,507,647.26	$1,619,069.17

Business Requirements For Technology

Agency:	912 Department of Veteran Services
Date:	3/12/2024

BRnT SBVCC Electronic Security	
BRT Type:	Business Requirement for New Technology
Requested Start:	6/8/2023
Mandate:	
Mission Critical:	Yes
Description:	

The Sitter & Barfoot Veterans Care Center (SBVCC) is located on the campus of the Richmond VA Medical Center in Richmond, Virginia and is operated by the Virginia Department of Veterans Services. This existing single-level, approximately 145,000 SF facility features 200 single-occupancy rooms in four nursing units: two 60-bed skilled nursing care units, one 40-bed skilled nursing care unit and one 40-bed secure Alzheimer's/dementia unit with enclosed courtyards. The facility is 16 years old and needs an immediate upgrade.

The Care Center is trusted to ensure safety and security of the residents while providing sufficient mobility across the facility. This project will renovate the Wander Management and related Access Control functions of the facility, the Nurse Call system, and the CCTV Security Camera system. These must be updated and/or replaced to maintain quality and to improve building operations (for resident care) and security.

The Wander Management system is critical for residents who have been diagnosed with Alzheimer's/dementia. SBVCC has a dedicated Alzheimer's/dementia unit, but residents with milder symptoms are also cared for on the other three units. The new Wander Management (aka Elopement) system will provide SBVCC residents with greater freedom of movement/access while in the building thereby improving quality of life, while at the same time protecting those with cognitive issues from eloping where they could potentially be harmed.

The Nurse Call system is used to quickly summon direct care staff (RNs, LPNs, and CNAs) to resident rooms, common areas, etc. when help is needed. An example would be a resident who is in his/her bathroom but needs to summon assistance.

The CCTV Security Camera system provides visual monitoring to exterior parts of the facility.

CAI IT Contingent Contractors	
BRT Type:	Business Requirement for Existing Technology
Requested	11/30/2023

Start:	
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
Requested Start:	6/7/2023
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.

DVS 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

DVS Website Modernization

BRT Type:	Business Requirement for New Technology
Requested Start:	5/25/2023
Mandate:	
Mission Critical:	Yes

Description:

The Virginia Department of Veterans Services (DVS) agency website, http://www.dvs.virginia.gov, needs to be overhauled to better reflect agency offerings while providing a more user-friendly experience to our target specific audiences withing the veteran, transitioning service member and military spouse communities.

The existing website is over ten years old and does not meet the standards set forth in the Commonwealth's Website Modernization Program. No significant investment has been made to enhance the website during this timeframe. In addition, the agency's programmatic endeavors have increased significantly, new programs, offices and veteran care centers need to be incorporated more seamlessly into an intuitive and structured user experience.

The agency goal is to develop a performing website that provides a seamless web experience to our website visitors, including mobile users. Improving the veteran experience will build brand value/equity while ensuring return traffic.

The Commonwealth has one of the largest veterans populations in the nation and has recently rolled out a Virginia Is For Veterans Campaign. In support of Governor Youngkin's goal to ensure Virginia is the best state for veterans to live, work and thrive, the website needs to reflect this notion both in visual and programmatic functionality.

Virginia is losing ground in maintaining transitioning service members (TSMs). In other words, the percentage of service members who choose to remain in Virginia is declining. Veterans and their families fill a vital role in Virginia's workforce and serve to build a better Virginia. This website serves as the primary portal that sets the tone for Virginia's unique selling position to attract and hold this diverse and multi-talented workforce. One that is vital to Virginia's economy and well positioned to fill the many Departments of Defense positions in Virginia that are so integral to our nation's security.

DVS Website Modernization

BRT Type:	Business Requirement for New Technology
Requested Start:	6/16/2023
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

Expedited Service Delivery - Frontlines

BRT Type:	Business Requirement for New Technology
Requested Start:	12/1/2023
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
Requested Start:	7/1/2023

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.

Lighthouse API

BRT Type:	Business Requirement for New Technology
Requested Start:	1/3/2023
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.

Timekeeping Software solution

BRT Type:	Business Requirement for New Technology
Requested Start:	4/1/2023
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.

VDVS Intranet	
BRT Type:	Business Requirement for New Technology
Requested Start:	9/1/2023
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.

Veteran State offices Security Upgrade	
BRT Type:	Business Requirement for New Technology
Requested Start:	3/25/2024
Mandate:	
Mission Critical:	Yes

Description:

Since the end of COVID quarantines the Virginia Department of Veterans Services (VDVS) has had a significant rise in aggressive behavioral incidents, including the most recent incident on Wednesday, March 6, 2024, where a veteran made the following statement, "if nobody helps me, nobody is leaving the office." The police were called and escorted the veteran from the office. VDVS has small window of opportunity to use carry-over funding, that expires on June 30, 2024, to improve the security at our offices. VDVS needs to use experts that have in-depth integration experience providing the level of expertise required to build high-performing physical security environments that protect our people. In accordance with the recommendations of the security assessment, VDVS needs to establish office access control systems where employees can assess clients prior to admission into the office suite. This could include the use of surveillance cameras, an intercom system, and electronic door locks. Employees would then be able to visually assess client behaviors and assess their mental/emotional state prior to permitting entry into the offices. Additionally, the use of a panic/duress alarm in offices at each facility to alert co-workers, administration, and/or law enforcement reporting through a centralized alarm station would be especially important to protect employees who may be working alone. Finally, establish video surveillance within the scope of law to obtain visual information to identify something that is about to happen, that has happened, and to deter undesirable behaviors. Video surveillance would also ensure all employees in an office area have access to vital information to inform their actions.

The Virginia Department of Veteran services has more than 40 offices that serves veterans and their families spread out through the entire commonwealth. These offices house as few as one employee up to eight employees in larger offices. In 2019, the Virginia Department of Veteran Services contracted with HSS Inc. to conduct an independent assessment of the strengths and weaknesses of the protection program related to active threat events within their designated facilities based on active shooter scenario. In 2018, the FBI attempted to identify the primary grievance of active shooters. The FBI defines a grievance as". . . the cause of the active shooter's distress or resentment; a perception not necessarily based in realityof having been wronged or treated unfairly or inappropriately." (FBI, 2018, pp. 21). The Bureau found that 33% of active shooters had an interpersonal grievance, 16% an employment grievance, 5% governmental, and 3% financial. Looking at these grievances and comparing them against VDVS operations, potentially 57% of the active shooter grievances could arise from VDVS operations. VDVS interacts more often with clients that have behavioral health issues. These issues could include post-traumatic stress disorder, depression, and anxiety. These issues manifest themselves in various ways, at different times, and to differing degrees of severity. Commonly, this is manifested through aggressive behavior.

Veterans Constituent tracking and Intake system	

BRT Type:	Business Requirement for New Technology
Requested Start:	1/1/2023
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
Requested Start:	2/1/2023
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.

Virginia Veteran Gold Standard Digital Hub

BRT Type:	Business Requirement for New Technology
Requested Start:	6/1/2023
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.

VVFS and Benefits Veteran Virtual Support System

BRT Type:	Business Requirement for New Technology
Requested Start:	8/2/2023
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.

Commonwealth Projects >= $250,000.00

Agency:	912 Department of Veteran Services
Date:	3/12/2024

Veterans Information Management System Project	
Category 4	Project Initiation Approval

 The scope of this project is to create an application that would allow students, veterans and family members to apply for student benefits. The system would allow internal DVS VMSDEP staff to process the application, confirm eligibility and enrollment, and approve the application. The system will then send the application to the State Council of Higher Education for Virginia (SCHEV) to determine the stipend allotment. The universities will confirm enrollments, determine eligibility and allotted stipend using this application.

The proposed solution will have two external facing websites for benefit applications and universities and two separate internal User interfaces for DVS staff and SCHEV staff. The public facing student portal will allow the applicants to create and submit application, securely exchanges messages, update demographical information and view available funds. The web portal for universities will allow the authorized staff to view eligibility, stipend allotment, confirm and withdraw enrollments. The proposed application will have built in rules to allow VMEDEP staff to determine eligibility, authorize enrollment and SCHEV staff to allocate stipends. The proposed allocation will have ability to capture notes and generate various reports. The application will be integrated with Commonwealth of Virginia Active Directory COV AD account to provide Single Sign on (SSO) for internal users.

Project Start Date		2/1/2022	Project End Date	10/28/2022
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**
Project Cost		$2,000,000.00	$366,666.63	
Estimated first year of biennium:		$0.00	$0.00	$0.00
Estimated second year of biennium:		$366,666.63	$366,666.63	$0.00

Project Related Procurements

There are no procurements for this project

Gold Standard Digital Hub 2.0 Project	
Category 4	Project Initiation Approval
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 needs an IT solution to directly connect Veterans to services provided by VDVS, other state Agencies, Federal Agencies and Community Partners such as non-profits. The solution must provide public interface so that veterans can 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.

Project Start Date		11/1/2023	Project End Date	12/31/2024
Estimated Costs:	**Total**		**General Fund**	**Non-General Fund**
Project Cost		$1,350,000.00	$1,350,000.00	
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

DVS Website Modernization Project	
Category 4	Project Initiation Approval

 The Virginia Department of Veterans Services (DVS) agency website, http://www.dvs.virginia.gov, needs to be overhauled to better reflect agency offerings while providing a more user-friendly experience to our target specific audiences within the veteran, transitioning service member, and military spouse communities.
The existing website is over ten years old and does not meet the standards set forth in the Commonwealth's Website Modernization Program. No significant investment has been made to enhance the website during this timeframe. In addition, the agency's programmatic endeavors have increased significantly, and new programs, offices, and veteran care centers need to be incorporated more seamlessly into an intuitive and structured user experience.
The agency's goal is to develop a performing website that provides a seamless web experience to our website visitors, including mobile users. Improving the veteran experience will build brand value/equity while ensuring return traffic.
The Commonwealth has one of the largest veterans populations in the nation and has recently rolled out a Virginia Is For Veterans Campaign. In support of Governor Youngkin's goal to ensure Virginia is the best state for veterans to live, work and thrive, the website needs to reflect this notion both in visual and programmatic functionality.
Virginia is losing ground in maintaining transitioning service members (TSMs). In other words, the percentage of service members who choose to remain in Virginia is declining. Veterans and their families fill a vital role in Virginia's workforce and serve to build a better Virginia. This website serves as the primary

portal that sets the tone for Virginia's unique selling position to attract and hold this diverse and multi-talented workforce. One that is vital to Virginia's economy and well positioned to fill the many Departments of Defense positions in Virginia that are so integral to our nation's security.

Project Start Date	9/6/2023	Project End Date	3/31/2025
Estimated Costs:	**Total**	**General Fund**	**Non-General Fund**
Project Cost	$329,740.00	$329,740.00	
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

DVS Website Modernization Procurement

Commonwealth Procurements >= $250,000.00

Agency:	912 Department of Veteran Services
Date:	3/12/2024
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.

Procurement Name:	DVS Website Modernization Procurement
Procurement Date	2/29/2024
Procurement Description:	The Virginia Department of Veterans Services (DVS) agency website, http://www.dvs.virginia.gov, needs to be overhauled to better reflect agency offerings while providing a more user-friendly experience to our target specific audiences withing the veteran, transitioning service member and military spouse communities. The existing website is over ten years old and does not meet the standards set forth in the Commonwealth's Website Modernization Program. No significant investment has been made to enhance the website during this timeframe. In addition, the agency's programmatic endeavors have increased significantly, new programs, offices and veteran care centers need to be incorporated more seamlessly into an intuitive and structured user experience. The agency goal is to develop a performing website that provides a seamless web experience to our website visitors, including mobile users. Improving the veteran experience will build brand value/equity while ensuring return traffic.

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Procurement Name:	Gold Standard Digital Hub 2.0 Procurement
Procurement Date	12/31/2024
Procurement 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 directly connect Veterans to services provided provided by VDVS, other state Agencies, Federal Agencies and Community Partners such as non-profits. The solution must provide public interface so that veterans can 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.

Procurement Name:	Timekeeping Software solution
Procurement Date	8/1/2022
Procurement Description:	The Department of Veterans Services 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 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, we would not be able to meet the payroll deadlines and would be open to errors.
DVS seeks for a 5 year term contract using GSA contract with CIO approval. |