

ITSP Summary Biennium 2026-28

Agency Name: 165 Department of Housing & Community Development

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

DHCD is committed to creating safe, affordable and prosperous communities to live, work and do business in Virginia.

Agency Goals:

DHCD programs strive to maintain the vibrancy of communities throughout the Commonwealth and include providing universal broadband access, investing in economic development initiatives, promulgating the statewide building and fire regulations, preserving the affordability and efficiency of Virginia's homes and buildings, addressing homelessness, reducing eviction rates across the state and fostering innovative solutions to create affordable housing.

Agency Objectives:

Customer Prioritization: Give priority to projects that have the strongest and most direct link to meeting the needs of low- and moderate-income customers.

Maximize Collaboration: Maximize collaboration within the agency and foster partnership opportunities with other federal, state and local agencies, governments and communities.

Employee Recognition: Recognize our employees as our most important resource, and provide incentives and rewards to employees who consistently develop and apply new knowledge, skills and abilities. **Professional Development:** Promote professional growth for our staff members and partners through training and education opportunities that will increase our ability to better serve Virginia's communities. **Professionalism:** Provide services in a manner that embodies responsiveness, friendliness, delivery on commitment, timeliness, reliability and professionalism.

Optimize Technology: Optimize the use of technology to enhance the effectiveness and efficiency of the agency in accomplishing its mission.

Value Input: Value input and responses from communities and customers when designing and evaluating programs and services.

Customer Service: Strive to provide a high level of customer service and satisfaction for both internal and external customers.

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 6 years in support of the strategic objectives of your agency.

Will any of the following areas require additional funding over the next 6 years beyond that currently forecast by your agency? (please check all that apply)

System Enhancements, Security Improvements

Looking ahead over the next 6 years, please list any IT initiatives needed to support the business Mission, Goals, and Objectives of your agency not addressed by application modernization (other than staffing levels and applications detailed elsewhere). These could include disaster recovery, network upgrades, radio communications etc.

IT Initiative 1:

NAS storage migration or upgrade

IT Initiative 2:

Cyber Ark implementation

IT Initiative 3:

Remote field office move (Abingdon, VA)

External Factors Impacting IT:

In this section, describe changes or mandates from external sources to the agency's current IT investments. These are requirements and mandates from external sources, such as new federal or state legislation, executive orders, regulatory bodies, or legal requirements. The agency must identify the change, any important deadlines that must be met, and the consequences if the deadlines are not met.

Are there any mandate driving changes in your current IT environment? (Yes/No)

No

Will you have staffing issues that impact meeting these requirements and mandates?

No

Future IT Solutions:

This section will discuss how the agency's IT investments and investment strategies support the business strategies over the next 6 years. The agency does not need to discuss specific technologies at this time.

List in priority order, the IT investments (Projects, Procurements, BRTs) for your agency during the next 6 years.

Place your proposed projects and procurements in order of priority for your agency (one being the highest priority).

1. Projects and Procurement Details:

IT Investment:

Modernization to the CAMS system

IT Objective:

Innovate

IT Business Value:

Will increase the ability of the agency to provide customer service and grants management to our subgrantees and better track and report on the effectiveness of the programs implemented.

IT Support:

EOL technologies need to be updated/replaced. This is the main grants management system for the agency.

2. Projects and Procurement Details:

IT Investment:

Continued investment of the BEAD/VATI program.

IT Objective:

Operate

IT Business Value:

This is an unknown investment at this time but more will be needed as this program matures.

IT Support:

Additional resources/technologies will be needed as new programs in this area are rolled out.

3. Projects and Procurement Details:

IT Investment:

DHCD website redesign

IT Objective:

Innovate

IT Business Value:

Will increase collaboration with partners and better organize materials.

IT Support:

Update to the website will increase our ability to communicate with the citizens and partners of the agency.

4. Projects and Procurement Details:

IT Investment:

Modernization of all internal agency applications.

IT Objective:

Innovate

IT Business Value:

Redesigned and updated applications will greatly enhance the ability of staff and our external partners to collaborate, communicate and provide better efficiencies in our programs.

IT Support:

EOL technology requires that the agency modernize these applications in order to support continued operations.

5. Projects and Procurement Details:

IT Investment:

Intranet redesign

IT Objective:

Innovate

IT Business Value:

Increased efficiency for internal staff by providing more automated processes and greater ability to self locate information.

IT Support:

Will increase internal collaboration and efficiency.

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$469,308	\$671,654	\$483,388	\$691,804
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$469,308	\$671,654	\$483,388	\$691,804
Specialized Infrastructure				
Agency IT Staff	\$813,490	\$86,100	\$813,490	\$86,100
Non-agency IT Staff				
Cloud Computing Service				
Other Application Costs		\$780,000		\$780,000
Total:	\$1,282,798	\$1,537,754	\$1,296,878	\$1,557,904

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:	\$430,000		\$1,000,000	
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:				
Non-Major Stand Alone IT Procurements:				
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	\$430,000		\$1,000,000	

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$1,282,798	\$1,537,754	\$1,296,878	\$1,557,904
Proposed IT Investments	\$430,000		\$1,000,000	
Total	\$1,712,798	\$1,537,754	\$2,296,878	\$1,557,904

Commonwealth Projects >= \$250,000.00

Agency:	165 Department of Housing & Community Development		
Date:	9/29/2025		
DHCD Ready.net ARC Project			
Category 4		Project Initiation Approval	
The Commonwealth of Virginia seeks to enhance its grant management and compliance capabilities through the deployment of ARC, a component of the Ready State Platform, specifically designed to streamline post-award compliance reporting and financial management throughout the lifecycle of the BEAD program and related grant-backed utility projects. The ARC module will streamline compliance and reporting workflows, providing real-time progress tracking, and enabling financial management tailored to state and federal requirements. By integrating geospatial tools, customizable dashboards, and automated error-checking mechanisms, ARC ensures that stakeholders can efficiently manage and monitor program activities. Additionally, the platform fosters transparency by offering public progress data and decision-making tools, aligning with Virginia's mission to optimize broadband access initiatives.			
Project Start Date	6/30/2025	Project End Date	2/10/2026
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$1,339,977		\$1,334,977
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project.

Commonwealth Procurements >= \$250,000.00

Agency:	165 Department of Housing & Community Development
Date:	9/29/2025
Procurement Name:	Green River OpenPath HMIS renewal
Procurement Date	11/30/2026
Procurement Description:	This is a renewal to a previous and ongoing procurement with Green River for the Homeless Management Information System (HMIS) tool. Department of Housing and Community Development (DHCD) Homeless and Special Needs Housing Unit has been contracting with Green River, inc. since 2019. Since being in contract with Green River, inc. for the past three years, DHCD has administered a pilot project with half of the homeless services data integrated into Green River's Open Path software platform and intends add the remaining provider's data during 2023. As submitted in the 2019 sole source request, DHCD is using this product to meet data and performance goals established by Housing and Urban Development, which has now been published in the United States Interagency Council on Homelessness (USICH) Federal Strategic Plan. Green River, inc. aligns their data configurations according to HUD specifications making is seamless when evaluating Virginia Homeless Services performance, data trends, and other evaluations. DHCD has ECOS approval.
Procurement Name:	Hancock Renewal
Procurement Date	6/30/2025
Procurement Description:	License renewal for Hancock weatherization grant tracking software that is used by both agency staff and grantees. The Weatherization Assistance Program (WAP) and the LowIncome Home Energy Assistance Program Weatherization Component (LIHEAP) are established by federal regulations issued by the U.S. Department of Energy and U.S. Department of Health and Human Services; and by policy determined by the Virginia Department of Housing and Community Development. Weatherization services may be received by any applicant who meets the income eligibility requirements.