

ITSP Summary Biennium 2026-28

Agency Name: 262 Deprt for Aging and Rehabilitative Services

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

Mission is to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

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

The Virginia Board for People with Disabilities mission is 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.

Agency Goals:

Support Virginians with disabilities and older Virginians to maximize their employment, independence, and full inclusion into society.

Agency Objectives:

The Disability Service Agencies have established three to five agency objectives for the upcoming biennium.

Increase the number of aging Virginia citizens, and Virginia citizens with vision and/or hearing impairments obtain and maintain employment and independence.

Improve processes and efficiencies across DSA agencies where it makes sense, taking into consideration new technology that assists individuals with vision & hearing disabilities as well as the aging community.

Promote the adoption and use of enterprise cloud based applications.

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, Re-competition of current IT contracts, Security improvements, Other variables to consider- changes to federal programs/regulations, changes in federal budget

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:

Adoption of enterprise applications to replace aging internally developed application

IT Initiative 2:

Continue network upgrades to support additional cloud based infrastructure

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)

Yes

1. Mandate Details:

Mandate:

External to State Government?

Need Change?:

DARS and the Disability Services Agencies are preparing for changes in Federal regulations governing their programs.

Consequence:

non-compliance with federal regulations, potential funding impacts

2. Mandate Details:

Mandate:

Internal to State Government

Need Change?:

Continue to utilize enterprise and COTS products across the environment for consistency, efficiency and turn key solutions.

Consequence:

inefficiencies between production systems, reliance on outdated technologies

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

Yes

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:

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 have awarded the initial RFP for software, choosing Odoo PaaS. A second RFP was conducted without success for implementation and support. VIB is working with CAI to create a statement of request for the vendor community to assist them in creating an implementation plan for Odoo. The chosen vendor will also provide support to the application once it is live, and progress is being tracked through a VITA PMD led project. Impacts DBVI.

IT Objective:

IT Business Value:

IT Support:

2. Projects and Procurement Details:

IT Investment:

DARS CASH (Comprehensive Accounting Services Hub) is DARS' new solution for Accounts Payable (vendor payments), deposits and travel reimbursements. The

new application will use customized electronic forms and approval matrices allow employees to complete requests for vendor payments or travel reimbursement from any part of the state electronically. Transactions will flow electronically through the review and approval process and will ultimately be uploaded to Cardinal, which will create significant efficiencies. DARS anticipates additional changes will be needed as the system integrates with Cardinal Financial, and other workflow processes are incorporated. Impacts all the DSA

IT Objective:

IT Business Value:

IT Support:

3. Projects and Procurement Details:

IT Investment:

Badge and Camera Systems

DARS has implemented a physical access security system at all DARS 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.

A Capital Outlay Project is being submitted 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. Potentially impacts all DSA agencies.

IT Objective:

IT Business Value:

IT Support:

4. Projects and Procurement Details:

IT Investment:

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 audits and what steps should be taken when managing a multitude of agency and program websites. DARS intends to purchase SiteVision for content management. Impacts all DSA.IT

Objective:

IT Business Value:

IT Support:

5. Projects and Procurement Details:

IT Investment:

Customer Relationship Management (CRM) tool

DARS business units have identified a need for a comprehensive customer relation management tool, to track the multitude of daily interactions across multiple divisions with their clients/customers. DARS has spoken with VITA Business Process Team about the use of Microsoft Dynamics, as well as standalone CRM tools. The proposed solution would be cloud based, ECOS approved and able to segregate data based on business unit. Impacts all the DSA.

IT Objective:

IT Business Value:

IT Support:

6. Projects and Procurement Details:

IT Investment:

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. Impacts all the DSA.

IT Objective:

IT Business Value:

IT Support:

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$506,521	\$4,743,432	\$521,717	\$4,885,735
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$506,521	\$4,743,432	\$521,717	\$4,885,735
Specialized Infrastructure		\$1,415,150		\$1,415,150
Agency IT Staff		\$2,275,000		\$3,000,000
Non-agency IT Staff		\$750,000		\$750,000
Cloud Computing Service				
Other Application Costs		\$675,000		\$675,000
Total:	\$506,521	\$9,858,582	\$521,717	\$10,725,885

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:		\$1,000,000		\$1,000,000
Non-Major IT Projects:		\$35,000		\$500,000
Agency-Level IT Projects:		\$250,000		\$250,000
Major Stand Alone IT Procurements:		\$1,500,000		\$1,750,000
Non-Major Stand Alone IT Procurements:		\$400,000		\$400,000
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:		\$3,185,000		\$3,900,000

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$506,521	\$9,858,582	\$521,717	\$10,725,885
Proposed IT Investments		\$3,185,000		\$3,900,000
Total	\$506,521	\$13,043,582	\$521,717	\$14,625,885

Commonwealth Projects >= \$250,000.00

There are no projects for this agency.

Commonwealth Procurements >= \$250,000.00

Agency:	262 Department for Aging & Rehabilitative Services
Date:	10/6/2025
Procurement Name:	DARS AMS 2024-2025
Procurement Date	1/31/2025
Procurement Description:	DARS seeks a PGR for the AWARE Case Management System, which has been moved from QTS to the vendors cloud in support of E019. DARS Completed Alliance AWARE BMS (Work ID 1000669) to prepare the system for hosting with the vendor, this PGR is to procure the licenses and infastructure supporting the application.
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 Name:	Lexmark Managed Print Service 2020
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:	PeerPlace Procurement
Procurement Date	9/30/2030
Procurement Description:	The Peerplace software as a service application was originally contracted by DARS as an off the shelf product to provide Information and Referral, service tracking and counseling tools. Since its inception DARS has worked with PeerPlace Networks, LLC to rewrite the Information and Referral (I&R) component of the system to specific DARS requirements now referred to as Communication, Referral, Information and Assistance (CRIA2). Under DARS direction, PeerPlace Networks, LLC has enhanced the client consent needed before data can be shared between member agencies to meet the strictest of standards set by the attorney general's office. Although there are other applications that perform the I&R service, none meet the requirements that DARS established and reconfigured once using the Peerplace System. Also, we know that due to the strict nature of client consent rules in the COV related to this data that there are no applications with the ability to meet the requirements without major modification that would require additional resources to develop. Other DARS specific modifications during the useful life of this product include implementing the Uniform Assessment Instrument (UAI) form, developing several import processes from other agencies, developing several export processes to other agencies, complete integration of the VirginiaNavigator provider database into the CRIA2 module, many custom reports, Adult Protective Services (APS) case management, Adult Services (AS) case management, guardianship tracking, Area Agencies on Aging data tracking and a Long Term Rehabilitation Case Management (LTRCM) module. This application is ECOS approved and has met all oversight requirements since its implementation. Procurement supporting the new contract that begins October 1, 2025
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 Note, VirginiaNavigator under the previous contract with DARS used the name SeniorNavigator. From: McDermott, Carrie (VITA) Sent: Thursday, August 18, 2016 10:55 AM To: Unger, Dennis (DARS) Cc: Samuels, Patty (VITA); Edwards, Tammy (VITA); Craft, John (VITA) Subject: DARS - SeniorNavigator Hosting Request Form Hi Dennis, I spoke to John Craft this morning regarding the SeniorNavigator hosting request form. Good news – CSRM recommends approval. As background, John and Mark McCreary met to discuss the request and they both agree that a hosting request is not required for this functionality since there is no COV data being processed, accessed, or stored in the SeniorNavigator platform.