

ITSP Summary Biennium 2026-28

Agency Name: 912 Department of Veteran Services

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

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, health care and long-term care and recognition they have earned through service to our country and Commonwealth.

Agency Goals:

Goal 1: Increase labor force participation rate for transitioning service members, veterans, and their families to maximize economic outcomes.

Goal 2: Make Virginia the easiest state for service members, veterans, and their families to transition, reskill, and upskill.

Goal 3: Attract more transitioning service members, veterans, and their families to move to Virginia through tangible economic incentives.

Goal 4: Honor veterans' service, sacrifice, and legacy by promoting and providing high quality programs and services.

Goal 5: Reduce obstacles to reliable and affordable housing options for transitioning service members, veterans, and their families.

Goal 6: Reduce the rate of homelessness for veterans and their families in Virginia

Agency Objectives:

The Virginia Department of Veterans Services will maximize services to enable Virginia's veteran and military family population to STAY, WORK, and THRIVE in the Commonwealth of Virginia.

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)

License Renewals, System Enhancements, Re-competition of current IT contracts, 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:

Virginia Veterans Network

IT Initiative 2:

Veterans Claims Processing System

IT Initiative 3:

Care Center Veterans Medical Management System

IT Initiative 4:

Cemeteries Application Processing System

IT Initiative 5:

Veterans Benefits Appeals System

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?

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:

Virginia Veterans Network

IT Objective:

Innovate

IT Business Value:

This investment in the Virginia Veterans Network will enhance Veteran access to critical services, improve operational efficiency, reduce costs, and deliver data-driven insights to better meet the evolving needs of Veterans and their families.

IT Support:

The Virginia Veterans Network (VVN) is a web application designed to connect Veterans with services provided by the Department of Veterans Services (DVS) and community partners, offering instant access to personalized information and applications. Through its self-service portal, Veterans can conveniently check the status of their disability benefit applications, track service requests, and stay informed about new programs and benefits for themselves and their families. This digital platform will streamline service delivery, significantly reduce the need for in-

person visits to State Veterans offices, and save organizational resources.

Additionally, VVN's analytics capabilities will provide valuable insights into Veterans' priorities and needs, enabling more targeted support. By empowering Veterans with easy access, increasing operational efficiency, and freeing up key support staff to focus on higher-value activities, ultimately enhancing service quality while reducing costs and improving the overall customer experience.

2. Projects and Procurement Details:

IT Investment:

Veterans Claims Processing System

IT Objective:

Innovate

IT Business Value:

Developing a Benefits claims module will unify client data across VDVS divisions, reduce duplication, lower costs with Commonwealth-owned software, and enhance claims processing efficiency and service delivery for Virginia veterans, directly advancing VDVS Strategic Plan Goal 4.

IT Support:

The Virginia Department of Veterans Services (VDVS) Benefits division processes over 110,000 claims submissions annually and is responsible for most of the total \$7.3B in VA benefits paid to veterans in Virginia each year. Benefits currently uses the proprietary commercial software, Tyler Veterans Benefits (TVB) as the primary software for tracking client interactions, creating, submitting and tracking claims and pensions. TVB does not interface with other VDVS division software such as the

Virginia Veterans Network (VVN) and Veteran Information Management System (VIMS) – which is an internally developed and Commonwealth-owned software used by all other VDVS divisions. VDVS Benefits is seeking to develop VIMS claims module which will interface with our existing appointment tool software, VIMS, VVN and the VDVS common customer database. The gain in this is 1) shared client information and documents across all VDVS divisions vs repeating information and duplicate forms submissions from clients; and 2) less expensive, personalized and updateable COV owned software, which will improve employee claims efficiency, enable tool integrations (AI, scheduling etc), and provide more streamlined services for Virginia Veterans and their families. This initiative directly supports VDVS Strategic Plan (HV1759) Goal 4.

3. Projects and Procurement Details:

IT Investment:

Veteran Claims AI Assistance

IT Objective:

Innovate

IT Business Value:

Investing in an AI-powered claims support tool will streamline VDVS Benefits' workflows by accelerating case resolution, improving accuracy, reducing administrative burden, and enabling scalable management of growing claim volumes, thereby enhancing service quality and veteran satisfaction in alignment with Strategic Plan Goal 4.

IT Support:

The Virginia Department of Veterans Services (VDVS) Benefits division processes over 110,000 claims submissions annually and is responsible for the majority of the total \$7.3B in VA benefits paid to veterans in Virginia each year. To improve efficiency and accuracy in claims processing, the division plans to implement an AI-powered tool that will assist Veterans Service Representatives (VSRs) by researching relevant claim information and providing decision support throughout the process. This AI solution will integrate directly with the internal claims processing system, enabling seamless workflows and reducing administrative burdens. By automating data retrieval and preliminary claim analysis, the AI tool will help accelerate case resolution, reduce human error, and allow VSRs to focus on complex claims that require their expertise. Leveraging AI in this way offers significant benefits, including faster processing times, improved accuracy, and enhanced veteran satisfaction through more timely and reliable claim outcomes. The solution will also enable the division to better manage growing claim volumes without needing a proportional increase in staff, optimizing resource allocation. To ensure a smooth transition, the division will invest in comprehensive training and maintain rigorous data privacy standards. Overall, adopting AI technology aligns with the division's commitment to delivering high-quality service to veterans while modernizing its operations to meet future demands. This initiative directly supports VDVS Strategic Plan (HV1759) Goal 4.

4. Projects and Procurement Details:

IT Investment:

Agency Plan to increase IT Security posture

IT Objective:

Improve

IT Business Value:

Investing in DVS's comprehensive risk management and security initiatives enhances regulatory compliance, reduces vulnerabilities, protects sensitive veteran data, and ensures operational resilience, ultimately safeguarding the agency's reputation and service continuity.

IT Support:

The Department of Veterans Services (DVS) is actively working to improve the agency's overall risk score, as determined by the Commonwealth Security & Risk Management team. This score is based on several key factors, including the status of the agency's audit and risk assessment plans, ISO certification status, phishing simulation results, web vulnerability scan ratings, and compliance with end-user security awareness training requirements. In accordance with the Commonwealth's Information Security Program policies, DVS is required to conduct audits of sensitive systems every three years. The agency audited five systems in 2023 and nine in 2024, and it is on track to complete audits of eight additional systems during 2025–2026. DVS has completed all required Business Impact Analyses and is taking further steps to improve its risk score by earning additional Continuing Professional Education (CPE) credits and participating in the annual in-person ISO Advisory Group (ISOAG) meeting each October. Security concerns are addressed proactively through quarterly updates and monthly vulnerability reviews. To promote ongoing security awareness, DVS conducts regular phishing simulations, provides new hire and rehire security training, distributes security messaging year-round, and delivers role-based training tailored to specific job functions. Additionally, DVS actively participates in the Commonwealth's Disaster Recovery exercises, as well as both national and local tabletop exercises, ensuring preparedness and alignment with

broader emergency response frameworks.

5. Projects and Procurement Details:

IT Investment:

Patient Intake System

IT Objective:

Improve

IT Business Value:

The Patient Intake System delivers streamlined automation and centralized workflow integration that reduces manual effort and errors, accelerates admissions, enhances care coordination, and optimizes resource use to improve operational efficiency and patient outcomes in Care Centers.

IT Support:

The Patient Intake System aims to streamline and automate the resident intake process for Care Centers, addressing current inefficiencies in handling patient information from multiple providers. By centralizing the intake workflow, the system will receive patient data, automatically route it to the relevant Care Center divisions for timely evaluation, and manage the approval and eligibility determination process. This automation will significantly reduce manual effort, minimize errors, and accelerate the admission timeline, improving overall operational efficiency and patient experience. Furthermore, the system's ability to integrate seamlessly with existing medical information systems, such as Point Click Care, ensures continuity of care and data consistency across platforms. This integration supports better coordination between care teams and enhances compliance with regulatory

requirements. Ultimately, the solution will enable Care Centers to optimize resource allocation, reduce administrative times, and enhance the quality of resident admissions, thereby contributing to improved healthcare outcomes and organizational performance.

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees	\$1,253,467	\$1,505,784	\$1,291,071	\$1,550,958
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$1,253,467	\$1,505,784	\$1,291,071	\$1,550,958
Specialized Infrastructure				
Agency IT Staff	\$707,000	\$264,000	\$707,000	\$264,000
Non-agency IT Staff	\$735,000	\$420,000	\$735,000	\$420,000
Cloud Computing Service	\$25,000		\$60,000	
Other Application Costs				
Total:	\$2,720,467	\$2,189,784	\$2,793,071	\$2,234,958

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:				
Non-Major IT Projects:		\$120,000		\$60,000
Agency-Level IT Projects:	\$480,000		\$320,000	
Major Stand Alone IT Procurements:		\$600,000		\$240,000
Non-Major Stand Alone IT Procurements:	\$120,000	\$380,000	\$60,000	
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:				
Total:	\$600,000	\$1,100,000	\$380,000	\$380,000

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services	\$2,720,467	\$2,189,784	\$2,793,071	\$2,234,958
Proposed IT Investments	\$600,000	\$1,100,000	\$380,000	\$380,000
Total	\$3,320,467	\$3,289,784	\$3,173,071	\$2,614,958

Commonwealth Projects >= \$250,000.00

There are no projects for this agency.

Commonwealth Procurements >= \$250,000.00

Agency:	912 Department of Veteran Services
Date:	10/9/2025
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 Virginia 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 Benefits Printers and Scanners upgrade
Procurement Date	9/4/2025
Procurement Description:	The DVS Benefits Service line, as part of it's statutory mission, requires the ability to print, copy and scan/digitize large documents. Currently this is accomplished by over 300 desktop printers and scanners, of which there are over 50 different makes and models with most of them serving only one employee. The procurement of this contract will replace a majority of these individual employee desktop printers and scanners with 1 device per office across 38 locations, resulting in efficiencies in time and money. It will provide a drastic reduction in administrative time spent requesting/purchasing/tracking toner cartridges, drums and replacement devices for each employee, and for tracking inventory for such devices. Toner and drums are included in the contract and ordering is automated via internet connection. This contract will also provide a significant reduction in waste and money spent on device replacement and resulting unusable toner/drums. When a printer currently

	fails, maintenance is cost prohibitive, resulting in it being discarded, usually along with any toner and drums in stock (wont fit newer models). Larger Xerox have a longer life expectancy vs cheap desktop models and maintenance, replacement and toner/drums are included in this contract. Failure to obtain this contract will result in continued inefficiencies in time and money for the Commonwealth.
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. 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.
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 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.
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