

## Board of Veterans Services Guidance for “Point of Contact” Reports

### Background/Discussion

- Board of Veterans Services (BVS) members serve as a Point of Contact (POC) for each Virginia Department of Veterans Services (VDVS) service line and/or program.
- The BVS By-Laws spell out the duties of BVS POCs. However, the role of the POC goes beyond the By-Laws. In effect, the POC is asked to be (or become), the Board’s “subject matter expert” (SME) on their assigned area.
- POCs must operate on the principle of “see one, do one, teach one.” You must learn enough about your assigned area to be able to communicate to the rest of the Board the current state of operations for that area, any operational or budget issues it faces, and opportunities for the future.
- Becoming the Board’s SME on a particular area will enable you to help VDVS and the director/program manager for that area work through operational issues/challenges.
- As the Board’s SME, you will also be able to guide the Board as it works with VDVS to review and update the Department’s Strategic Plan, Objectives and Key Results, Annual Review of the Compact with Virginia’s Veterans, and the agency’s Annual Report to the General Assembly.
- BVS POCs prepare and deliver “POC Reports” at board meetings (refer to BVS work plan for meeting dates). The purpose of the POC Reports is to:
  - Inform fellow Board members;
  - Promote discussion among Board members at the meetings;
  - Stimulate thought about “big policy ideas” for veterans services in the Commonwealth.

### Process

- A written update should be prepared (with the assistance from VDVS) and submitted to the Board Chair and DVS in advance of the meeting – the earlier the better. The written updates will be distributed to the other Board members before the meeting as “read aheads,” and will become part of the written record (minutes) of the meeting.
- At the meeting, the POC should deliver an abbreviated version of their report (recommended five minutes), touching on the most salient issues/challenges in their assigned area. Board members should come prepared to ask questions of the POC, initiate a short discussion, and ask for follow-up as needed. VDVS leadership will be on hand to assist.

### Format

- The written POC report should be 2-3 pages, but can be longer if needed.
- It should be submitted in Word.
- The attached format should be followed. Board member input on this format is requested and encouraged. The format will be adjusted/updated based on Board member input.

## **ATTACHMENT – FORMAT FOR BVS POC REPORTS**

1. Date of Report:
2. BVS POC(s):
3. Service Area/Program:
4. VDVS Director/Program Manager:
5. Mission of service area/program (i.e. what does it do?):
6. Who does the service area/program serve (i.e. who are the customers)?
7. What are the service line's primary objectives?
8. What are the key results / accomplishments from the past fiscal year in support of the primary objectives?
9. What trends are you seeing from data pertaining to your service line?
10. What type of outreach did the service line conduct and what are the results?
11. What, if any, new initiatives / innovative solutions were launched during the past year?
12. What are the biggest challenges facing the service area / program at present?
13. How does delivering the service/program help Virginia's veterans?
14. By helping the veteran, how does it help the Commonwealth?
15. What strategic opportunities are there for the future?
16. What else do you want the Board to know about this service area?

**BVS POC LIST AS OF 06/06/2024**

<b>BVS MEMBER(S)</b>	<b>POC FOR</b>	<b>VDVS SERVICE LINE &amp; DIRECTOR/PM</b>
Carl Bedell, Scott Davidson, Carlton Kent	Benefits Services	Benefits: Michele Watson Crone, James Toczko
David Ashe, Carlton Kent	Behavioral Health, Rehabilitative Services, and Suicide Prevention and Opioid Addiction Services (SOS)	VVFS: Brandi Jancaitis, Monique Brabham VVFS/SOS, Angela Porter
John Lesinski, Bob Eisiminger	Veterans Cemeteries	Cemeteries: Michael Henshaw, Scott Miller, Angela Bufano, Travis Graham
Joyce Henderson, Melissa Watts	Women Veterans	Women Veterans Program: Jamilah Clay
Victor Angry, Mario Flores, David Ashe, Joyce Henderson	Transition & Employment (V3, MMAC, MILSPOUSE)	VETE (Transition & Employment): Patrice Jones, Jasmine Gore, and Antwon Jacobs MilSpouse: Kayla LaFond
Vincent Griffith, Victor Angry	Veterans Care Centers	Todd Barnes (DMVCC); Patrick Shuler (JCVCC); Brock Bakos (PVCC); and Robyn Jennings (SBVCC)
Bob Eisiminger	Virginia War Memorial	VWM: Clay Mountcastle
Carl Bedell, Matthew Miller	Veterans and the Arts	VVFS: Anthony Swann VWM: Clay Mountcastle
Joe Campa	Homelessness & Housing Services	VVFS: Donna Harrison, Desiree Taylor, and Brandi Jancaitis
Joe Campa, Michael Dick	Justice-Involved Veterans & Veteran Treatment Dockets	VVFS: Donna Harrison, Desiree Taylor, and Brandi Jancaitis
Terry McKnight, Mario Flores	Education (GI Bill, VMSDEP, and SkillBridge)	VETE (Education): Patrice Jones, Tramaine Carroll-Payne, Montwrace Cunningham, and John Hall
Melissa Watts, Terry McKnight, Scott Davidson	Communications & Marketing, Outreach	Communications: Tina Parlett-Calhoun
John Lesinski, Jason Ballard, Matthew Miller	Rural veterans (including broadband)	VVFS: Brandi Jancaitis Benefits: Craig McCarty
Michael Dick, Vincent Griffith	Strategic Plans	Commissioner Chuck Zingler, Steven Combs
Michael Dick, Legislators	Legislative priorities, budget amendments & draft legislation	Commissioner Chuck Zingler, Steven Combs

Not assigned: Jennifer Carroll Foy, Tara Durant, Michael Feggans, Jackie Hope Glass, Russet Perry, Joshua Thomas