

Service Area/Program- Transition & Outreach

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- ▶ Annie Walker

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BVS POC
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VTAP Outreach is Key



Video - How Virginia
Helps Veterans Get
Hired

**Available to play in
Slideshow mode*

- **Outreach and build relationships with individual military installations**
- **Promote strategies for connecting transitioning service members to employers (MMAC and V3)**
- **Only state in the country with a DoD Approved Skillbridge Program to support military transition**
- ▶ **Outreach, relationship building, and reputation allow the team to reach transitioning service members and spouses across the Commonwealth**

VTAP Outreach Benefits

- ▶ **Decreases Virginia's unemployment liability**
- ▶ **Retains transitioning service members and military spouses within the Commonwealth, a skilled workforce**
- ▶ **Attracts new businesses to Virginia by having a skilled, well-educated veteran and military spouse workforce**
- ▶ **Supplements required career services on Virginia military installations and has been invited to provide career coaching services on multiple installations**

MMAC Outreach & Transition

- **MMAC Qualified Candidates are within one year of separation of military service**
- **MMAC is a team of three FTE's and relies on outreach and awareness for its candidate pipeline**
- **Each MMAC hire is estimated to save \$4,129 in recruitment costs**
- **MMAC employer relationships allow all veterans and military spouses seeking employment in Virginia Healthcare Industry to benefit from the relationships established through the program**

MMAC Outcomes

MMAC increased
Partner Health
Systems by 100%
last year to now
17 PHSs

Each VTAP/MMAC
hire results in
\$4,660 in state
tax revenue

*JLARC 2018 Report

Medically trained
Veterans reached
via messaging on
Indeed.com -
17,721

MMAC is an
innovative
program with
291 MMAC
Qualified Hires to
date

VTAP Outcomes

FY21: VTAP
hosted/cohosted
221 events and
conducted 149
installation visits

FY20 Average
salary \$85,767
for VTAP Clients

108,286
Veterans/TSM
Reached through
Outreach in FY20

2,914
Veterans/TSM/Mil-
itary Spouse
Appointments in
FY20

Our Asks

Legislative support to clarify VTAP's mission under the V3 umbrella

- ▶ **Prevents Brand Confusion**
- ▶ **Prevents Perception of Service Duplication with VEC JVSG Program**
- ▶ **Codifies that services are offered to Transitioning Servicemembers and Spouses**

▶ **Customer Relationship Management System-**

▶ **The Current CRM platform, Zoho, implemented in 2019-2021:**

- ▶ **Did not deliver on efficiencies**
- ▶ **Requires significant staff time to eliminate redundancies**
- ▶ **Was identified in the VTAP OSIG audit as deficient and structurally unsound (it allows anyone with permission to the platform to delete records without leaving any record of the action being taken)**
- ▶ **Requires a back-up outside of the system to verify data accuracy**
 - ▶ **A new CRM would need to have: Verified Efficiencies**
 - ▶ **Elimination of Data Dump and Redundancy**
 - ▶ **Unification of V3, MMAC and VTAP under 1 CRM System**

T&E Funding

- ▶ **General Funds**
- ▶ ***Dominion Energy Charity Classic- 2019 - \$84,000 (fluctuates annually)**
- ▶ ***Transition services are provided under the V3 Program. These funds are received through the VSF and earmarked for the V3 Program.**

- ▶ **General Funds Budget:\$2,922,225**

Major Partners:

- ▶ **Virginia Chamber Foundation**
- ▶ **Dominion Energy**
- ▶ **USO**
- ▶ **17 Partner Healthcare Systems**