

BVS POC REPORT – STRATEGIC PLANNING

1. Date of Report: December 17, 2020
2. BVS POC(s): Michael Dick
3. Service Area/Program: Strategic Planning
4. VDVS Director/Program Manager: Commissioner John Maxwell, Chief Deputy Commissioner Steven Combs, Director of Policy & Planning Claudia Flores
5. Mission of service area/program (i.e. what does it do?):

The Virginia Department of Veterans Services (VDVS) Strategic Plan, along with the Compact with Virginia's veterans, serves as the roadmap to organize, focus, and guide agency efforts towards the development and implementation of a unified approach to the provision of services for Virginia's veterans and their families. It lays out the agency's mission, with goals that define where it is going, objectives to guide it along the way, and measures that chart the agency's progress in achieving its goals.

6. Who does the service area/program serve (i.e. who are the customers)?

The VDVS Strategic Plan and the Compact with Virginia's Veterans serves external and internal stakeholders. These include, but are not limited to:

- Veterans and their families;
- VDVS team members;
- Boards (BVS, JLC, VSF, VWMF);
- The Governor and Secretary of Veterans and Defense Affairs;
- Members of the Virginia General Assembly; and
- Partner agencies.

7. How is the service/program delivered?

Typically, agency strategic plans are reviewed and updated on an annual basis. VDVS Commissioner Maxwell has been leading a multi-month review/update of the VDVS Strategic Plan with VDVS employees.

Likewise, the Compact with Virginia's Veterans is reviewed and updated annually.

In 2021, the BVS will work with VDVS to review the draft VDVS Strategic Plan and the annual update to the Compact with Virginia's Veterans. Guidance on when/where/how this will happen will be forthcoming.

In broad strokes, this work will be done:

- Individually – by Board member POCs working with VDVS;

- In work/small groups – formed as needed to address broader initiatives or to facilitate discussion;
- As a full Board – at our April, June, and August meetings.

Our target is to have all work completed by August, but earlier if possible. If additional budget resources will be required to launch a new program/service or strengthen an existing program/service, then the Board’s work **must** be completed by August, so that VDVS may turn the Board’s proposals into budget decision packages that will be submitted for consideration as part of the Governor’s 2022-2024 biennial budget proposal.

8. How does delivering the service/program help Virginia’s veterans?

Development of a well thought out Strategic Plan ensures the effective and efficient application of limited resources, thus maximizing the number of veterans and family members served.

9. By helping the veteran, how does it help the Commonwealth?

By effectively and efficiently meeting the needs of Virginia’s veterans pursuant to a well thought out Strategic Plan, Virginia will remain a highly desirable location for military personnel who are separating from active duty. These skilled and pressure tested personnel represent a valuable resource for employers who, in turn, see Virginia as a good place to locate and/or grow their business. Effective state programs help veterans unlock their potential, encourage the retention in Virginia of a rich resource of quality workers for employers, and contribute to enriching our communities through the engagement of veterans.

10. What is the statutory authority for the service area/program?

[§ 2.2-2454. Powers and duties of Board.](#) *The Board shall have the power and duty to:*
 7. *Review and advise the Commissioner of the Department of Veterans Services on the Department's strategic plan*

[§ 2.2-2004. Additional powers and duties of Commissioner.](#) *The Commissioner shall have the following powers and duties related to veterans services:*

17. Establish and implement a compact with Virginia's veterans, which shall have a goal of making Virginia America's most veteran-friendly state. The compact shall be established in conjunction with the Board of Veterans Services and supported by the Joint Leadership Council of Veterans Service Organizations and shall (i) include specific provisions for technology advances, workforce development, outreach, quality of life enhancement, and other services for veterans and (ii) provide service standards and goals to be attained for each specific provision in clause (i). The provisions of the compact shall be reviewed and updated annually. The Commissioner shall include in the annual report required by this section the progress of veterans services established in the compact.

11. Where do the resources for the service area/program come from (general fund, non-general fund, donations, etc.?)

There are no specific funding sources for strategic planning or for the annual update of the Compact.

12. How has COVID-19 impacted the delivery of services? What service adaptations have been made or are planned?

COVID-19 has not had a significant impact on VDVS strategic planning efforts.

13. What are the biggest challenges facing the service area/program at present?

N/A

14. What strategic opportunities are there for the future?

The work by the BVS on the VDVS Strategic Plan and the Compact represent significant opportunities for Board members to help chart the course of state veterans programs and services.

15. What else do you want the Board to know about this service area?

A thorough review and real strategic input into the VDVS Strategic Plan and the Compact will require the engagement, expertise, and commitment of all Board members.