



Virginia Department of Veterans Services

# Compact with Virginia Veterans

## Strategic Priorities

Presentation to the:

Board of Veterans Services

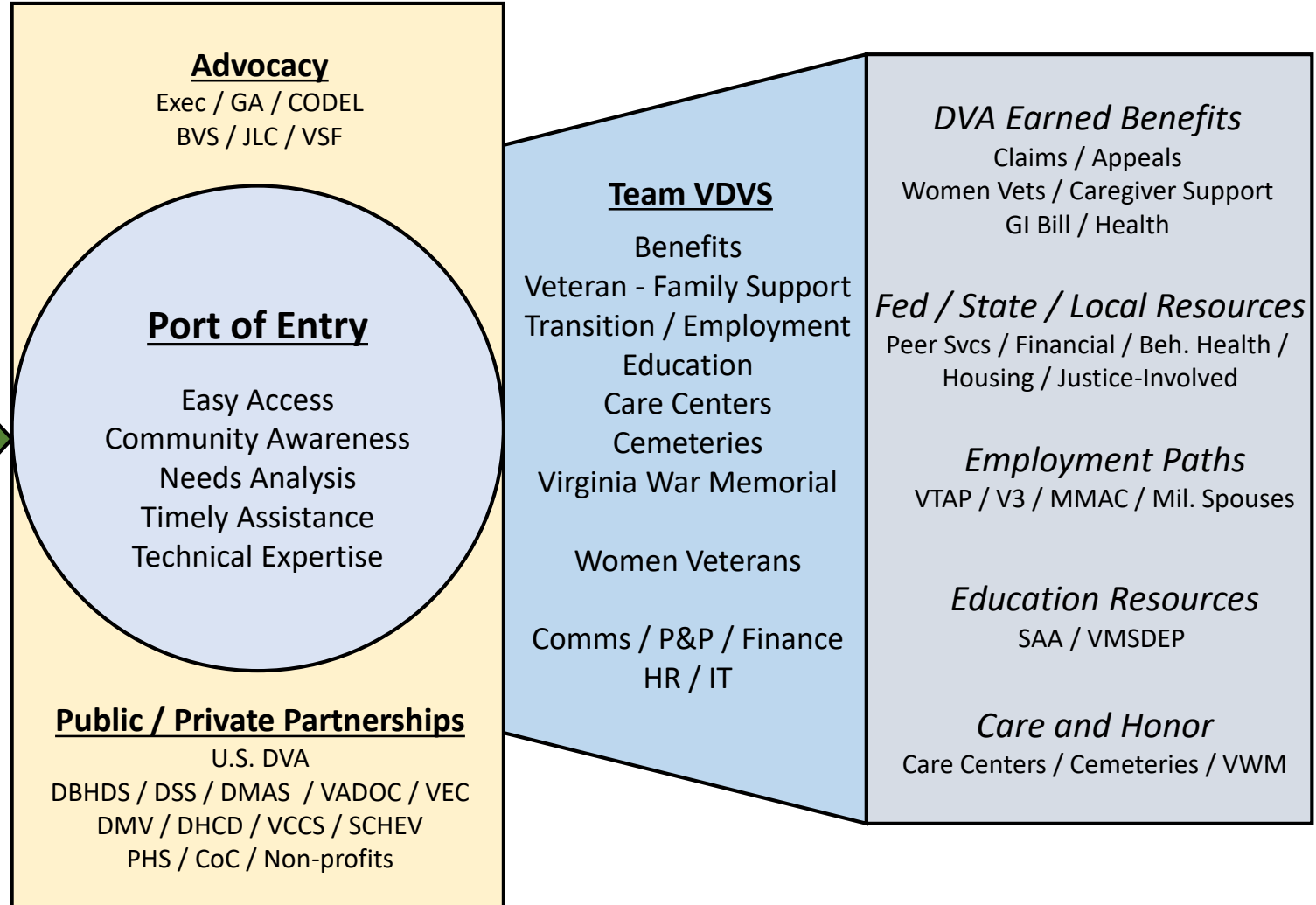
April 16, 2021

Commissioner John Maxwell

[www.dvs.virginia.gov](http://www.dvs.virginia.gov)



# Port of Entry to Services





# Statutory Requirement



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

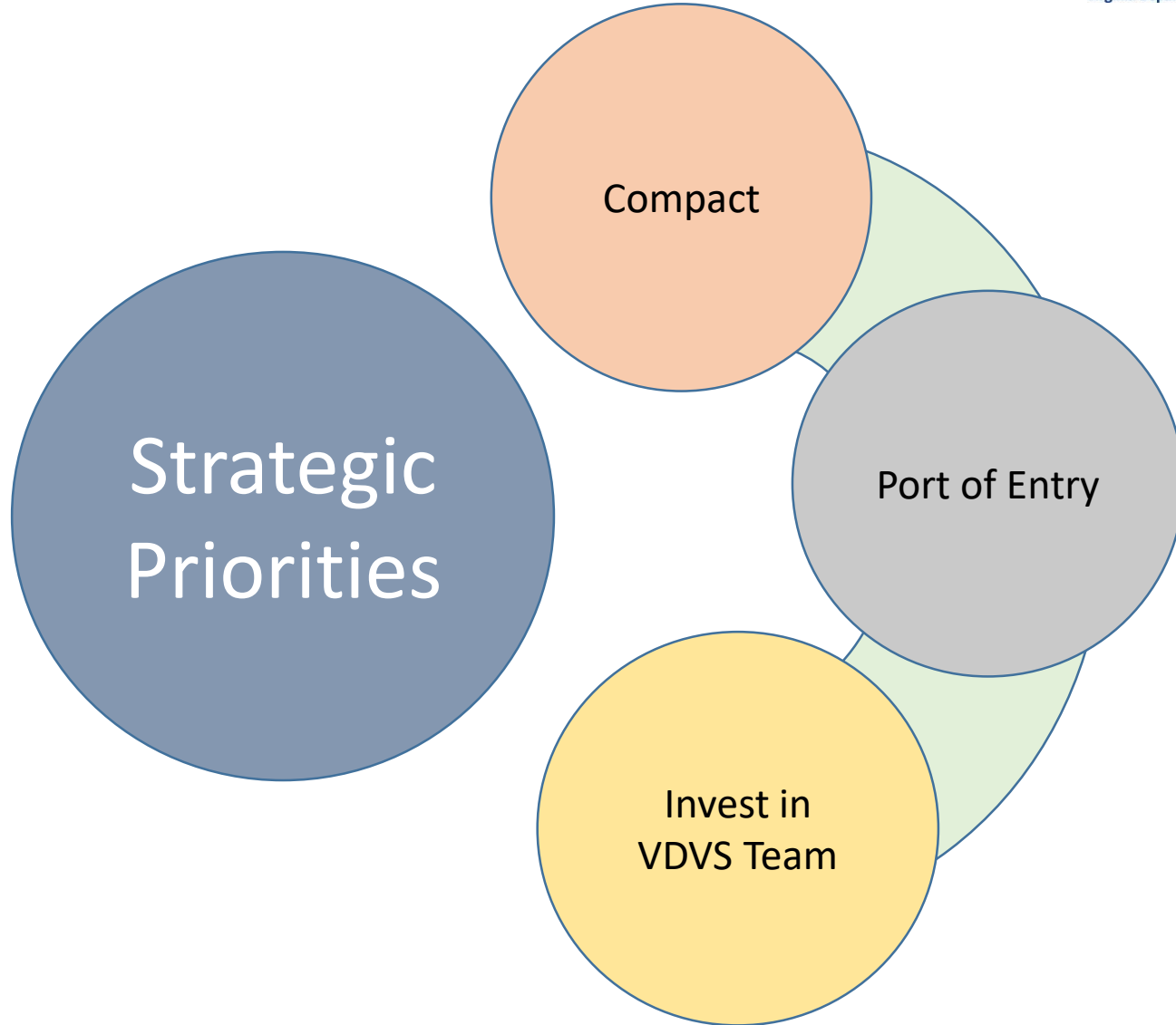
***Establish and implement a compact with Virginia's veterans, which shall have a goal of making Virginia America's most veteran-friendly state. The compact shall be established in conjunction with the Board of Veterans Services and supported by the Joint Leadership Council of Veterans Service Organizations 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.***



# Compact



The Virginia Department of Veterans Services will unify the state's efforts in veterans services. With a highly trained and professional workforce, we will serve as a primary port of entry to federal, state and community resources, connecting veterans and their families to earned benefits. We will optimize technology advances to enrich services and increase outreach. We will advocate for veteran quality of life enhancements and prioritize accessibility of services for transitioning service members, veterans, and their families throughout the Commonwealth.





# Compact / Supporting Objectives



## Compact with Virginia's Veterans

**GOAL:** Make Virginia the most veteran-friendly state in the nation

### **Objectives:**

- Unify the Commonwealth's efforts in Veterans Services among state agencies / stakeholders / community partners
- Prioritize accessibility of services throughout the Commonwealth
- Honor Veterans, Preserve History, Educate Youth
- Improve outcomes for veterans and their families in the areas of behavior health, rehabilitative services, supportive services, financial stability
- Holistically connect veterans and their families to earned benefits, resources, and opportunities
- Provide the residents of Virginia's veterans care centers with exceptional person-centered care in an enriching environment that enhances their sense of physical, emotional, and social well-being.
- Advocate for quality of life enhancements for transitioning service member, veterans, and their families
- Improve the agency's effectiveness at reaching and serving Virginia's veterans and families through the implementation of technology



# Compact / Supporting Objectives



## Port of Entry

**GOAL:** Serve as a Primary Port of Entry to federal, state and community resources

### **Objectives:**

- Improve veterans' and their families' access to services through any entry point into VDVS
- Strengthen local / state / federal partnerships and advocate for federal and state resources to improve services
- Serve as a port of re-entry for justice involved veterans
- Increase outreach and community awareness; anticipate and address requirements / shortfalls created by increased demands for VDVS services
- Align VDVS support and partner resources to achieve equity in access
- Offer in-person and virtual services that facilitate service imminently following engagement
- Enhance access to education and employment opportunities for transitioning service members, veterans, and their families
- Enhance the security of VDVS applications while integrating ease-of-use features that promote awareness and resource connections for veterans and families



# Compact / Supporting Objectives



## Invest in the VDVS Team

**GOAL:** Enhance the strength of Team VDVS through employee development, support, and collaboration

### **Objectives:**

- Foster a supportive, collaborative, equitable and inclusive culture
- Identify and address shortfalls in agency infrastructure
- Recruit a diverse workforce; create an environment and opportunities that encourage retaining talented, skilled, and experienced teammates
- Institutionalize a Professional Development Program that fosters technical, leadership, individual and team growth
- Institute a compensation plan based on skillsets, experience, and level of responsibility