

1. Date of Report: September 13, 2023
2. BVS POC(s): Victor Angry, Mario Flores, David Ashe, Joyce Henderson
3. Service Area/Program: Transition and Employment Directorate
4. DVS Director/Program Manager: Acting Deputy Commissioner Patrice Jones
5. Mission of service area/program (i.e., what does it do?): The Transition and Employment Directorate includes four service lines that work together to ensure that every Veteran, Military Spouse, or eligible person has a full and fair opportunity to reach his or her fullest potential through access to transition services, training/licensure/certification, entrepreneurial support and employment.
6. Who does the service area/program serve (i.e., who are the customers)? Veterans, transitioning service members, spouses, dependents, and employers.
7. What are the service line's primary objectives? The Transition and Employment directorate has several primary objectives: 1) To connect military talent to V3 Certified Employers and 2) Assist transitioning service members separating from military service and aid military spouses, veterans, and dependents transition to the next chapter of their life.
8. What are the key results that support the objective(s)? To increase the number of V3 Certified Organizations to 3,500; reach 100 newly approved Virginia SkillBridge Approved V3 Certified Employers; and to increase the number of total V3 Hires by 15,000.
9. What specific objectives has the service line established and what progress has the service line/program made toward achieving the objective(s). The Transition and Employment Directorate underwent a restructure and merger of the V3 Transition Program with the original Virginia Values Veterans (V3) Program. As a result, the V3 Program was also extended to include fifteen new positions. Some of the new roles established addressed bottlenecks, increased return on investment and the alignment of services for employers. This includes dedicated outreach staff to increase the number of enrolled employers, adjusted primary duties that requires employer support staff to provided one-on-one customized support to increase the number of SkillBridge Program approvals and engagement opportunities that will hopefully yield more reported hires.
10. What are some operational highlights from the past year? The V3 Program exceeded the agency goal for the number of new Veteran hires and was a few hundred shy of reaching the agency goal for newly certified employers. However, despite falling short, the V3 Program more than tripled the number of Certified Employers within ten months.
11. What type of outreach did the service line conduct and what are the results? The directorate completed multiple services due to it being composed of four different service lines. As a result, the directorate yielded a wide variety of results. We would be happy to drill down to

provide specific feedback outside of what is mentioned above if the Board provides specific questions of focus on a particular program within the directorate.

12. What, if any, new initiatives / innovative solutions were launched during the past year? The directorate launched multiple initiatives due to it being composed of four different service lines. As noted above, the directorate underwent an entire restructure. We would be happy to drill down to provide specific feedback outside of what is mentioned above if the Board provides specific questions of focus on a particular program within the directorate.
13. What are the biggest challenges facing the service area / program at present? Challenges facing the directorate include access to clients, technology, and inability to improve return on investment for employers. Specifically, the V3 Program needs to establish a portal for employers to share jobs and directly engage with military job seekers. In addition, the program lacks the ability to invest in different opportunities to support all types of employers. Currently small private sector businesses are eligible for the V3 Grant; however, the program does not have a unique support/engagement/funding opportunity for state agencies, local governments, non-profits, medium/large businesses, etc. Moreover, the transition aspect of the V3 Program lacks access to official TAP Briefings on military installations, funds to partner with veteran service organizations that fill service/resource gaps. The Military Medics and Corpsman Program (MMAC) lacks the ability to connect with healthcare veterans to recruit new applicants and access to the entities (hospitals) in which their demographic frequents. Both the Women Veteran Program and Military Spouse liaison also lack access to their demographic, funding to establish peer-to-peer opportunities and/or unique services to provide niche support.
14. How does delivering the service/program help Virginia's veterans? The Transition and Employment Directorate helps Veteran, Military Spouse or eligible person reach his or her fullest potential through access to transition services, training/licensure/certification, entrepreneurial support, and employment. The ultimate resort is helping clients transition to the next chapter in their life (transition to the civilian world, attend school, participate in training program, start a business, or find a job/career). The directorate also supports both local and state economic development by supporting employers.
15. By helping the veteran, how does it help the Commonwealth? All service lines and efforts work together to help military individuals stay, work, and thrive in Virginia.
16. What strategic opportunities are there for the future? The Transition and Employment Directorate is currently compiling goals for the next fiscal year.
17. What else do you want the Board to know about this service area? N/A