

# 2022 - 2024 IT Strategic Plan

**Agency:** 262 Dept for Aging and Rehabilitative Services

**Date:** 9/24/2022

## Current IT State

**In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:**

**Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?**

**If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?**

**If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?**

### Current IT Operational Investments

#### Disability Services Agencies

The Information Technology Division (ITD) provides management, administrative support and technical assistance to functional programs of the Department for Aging and Rehabilitative Services (DARS). In addition, via memoranda of understanding (MOU), ITD provides administrative support and technical assistance to the Disability Services Agencies (DSA), which include the Wilson Workforce and Rehabilitation Center (WWRC), Department for the Blind and Vision Impaired (DBVI), the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI), the Department for the Deaf and Hard of Hearing (VDDHH), and the Virginia Board for People with Disabilities (VBPD). The MOU also describes technology support provided to the Assistive Technology Loan Fund Authority (ATLFA). More precisely articulated services and a standard rate setting methodology has been incorporated into the most recently renewed MOA. DPB analysts for the DSA agencies were active participants in revision of this agreement. Agency Mission Statements:

#### DARS

The Virginia Department for Aging and Rehabilitative Services (DARS), in collaboration with community partners, provides and advocates for resources and services to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

#### DBVI

The mission of the Department for the Blind and Vision Impaired (DBVI) is to provide services and resources which empower individuals who are blind, vision impaired, or deafblind to achieve their desired levels of employment, education, and personal independence.

#### VBPD

To create a Commonwealth that advances opportunities for independence, personal decision-making and full participation in community life for individuals with developmental and other disabilities.

#### VDDHH

The Virginia Department for the Deaf and Hard of Hearing (VDDHH) promotes accessible communication so that persons who are deaf and hard of hearing may fully participate in programs, services and opportunities throughout the Commonwealth.

#### VRCBVI

The mission of VRCBVI is to prepare blind, vision impaired or deaf-blind Virginians for their desired levels of employment and independence through the integration of individualized comprehensive blindness skills, employment skills, and work experiences.

## WWRC

The Wilson Workforce and Rehabilitation Center provides people with disabilities comprehensive, individualized services to realize personal independence through employment.

How the DARS IT Division supports the agencies' mission and objectives through technology

- Develop, purchase, and maintain computer, applications, and infrastructure, which support appropriate business operations needed to serve our consumers and meet our mission statement.
- Provide data and other information to assist in planning and effective service provision.
- Improve business processes and continue to participate in Cardinal Implementation for personnel leave and time tracking and payroll processing to improve fiscal management.
- Partner and collaborate with other Health and Human Resources agencies on technology initiatives that will result in enhanced data sharing between local, state and federal agencies.
- Continue to implement workflow, e-Forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.
- Leverage

## Factors Impacting the Current IT

**In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank**

**For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?**

**Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?**

## Factors Impacting the Current IT

The MSI model has been fully implemented by VITA and as anticipated, there are a number of challenges that need to be worked through at several levels. Until these issues are resolved, there may be many changes between vendors, solutions and processes. Federal, State, and independent grants may change their requirements for any number of functional programs supported by the DSA. These requirement changes will need to be reflected in the applications that support the functional program. Federal, State and independent grant funding which support our agencies and functional programs are impacted by the national and world economic factors. Any negative change in those factors may cause an inability to provide a necessary technological modification until funding is alleviated. Our ITD personnel has been stable over many years. Recently, many of those staff which, have maintained institutional knowledge, as well as technology support have retired. Loss of institutional knowledge and current functionality of applications knowledge may be of some issue.

## AWARE

Congress replaced the Workforce Investment Act (WIA) with the Workforce Investment and Opportunity Act (WIOA). This has led to changes in AWARE. AWARE is our employment services case management system utilized by DARS, WWRC, and DBVI. It is a heavily customized COTS system used by Vocational Rehabilitation (VR) programs in 35 of 80 state VR programs. The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract (DRS04-065), will expire September 30, 2021. The agency requires continued use of the software and must have a software maintenance agreement in place. The contract is in renegotiation this biennium. As part of the proposal, the application will move to the vendor's cloud per EO19 guidance and following VITA ECOS process. Funding is available. The procurement is linked to BRet - Maintenance and Operation for COTS systems. Impact DARS, WWRC and DBVI.

DocFinity

DARS is expanding the use of electronic document management to improve business processes, and implement workflow and e-forms software. Implementation of these tools improves content reliability and improves records access to end users. E-forms improves systems development agility as well as migrating different processes to digital format (eForms). DocFinity's record management and Intelligent Capturing is to be used in the near future for DRS, HR and Fiscal divisions. Furthermore, DARS deployed bar coding services to allow smart scanning services from the Lexmark copiers to DocFinity. The entire DocFinity product line is protected with a maintenance agreement. DARS has moved the DocFinity application to the vendor cloud as an ECOS approved SaaS. Funding is available and is linked to BReT - Maintenance and Operation for COTS systems BReT- DocFinity Renewal 2018. Impacts all agencies in the DSA.

#### FRATE

FRATE is a multi-agency financial interface developed internally and implemented in 2013. Its purpose is to collect payment data from other DARS systems and produce vouchers. Several processes were identified to simplify and streamline operations and service delivery, improve integration of business processes, reduce duplication of effort, increase accountability, manage costs and make better use of information. The in-house Chart of Accounts has been modified and now supports Cardinal Coding.

### Proposed IT Solutions

**In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:**

**What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?**

**If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?**

**Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?**

**If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?**

### Proposed IT Solutions

#### AWARE

The AWARE UMS agreement requires Alliance to modify AWARE to keep it compliant with changes to federal law. Upcoming changes include compliance with WIOA, the Workforce Innovation and Opportunity Act that replaces the Workforce Investment Act (WIA). Support for reporting for Pre-employment transition services (Pre-ETS) is another set of changes. DARS intends to be under Alliance's AMS (Alliance Managed Services) by the end of the biennium, with AWARE becoming an ECOS approved SaaS. Funding is available. Linked to BRnT-Career Index. Impacts DARS, DBVI and WWRC

#### PeerPlace ASAP

The PeerPlace ASAP System submits annually data to U.S. Department of Health and Human Services Administration for Community Living (ACL). ACL uses the National Adult Maltreatment Reporting System (NAMRS) data standard for this submission. NAMRS consists of three components: Agency Component (Agency level), Case Component (client detail), and Key Indicator Component (aggregate). DARS converted Case Component Data in the FFY2020 term replacing Key Indicator Component Data currently provided to ACL. Funding is available. Linked to BReT-ASAPS Impacts DARS.

#### Kantech Camera and Badge System

DARS has been approved to purchase a new physical access security system. This broad technology framework will improve on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting. Components include items such as badge

controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts. The procurement has completed at DARS Central Office, Aging Central Office, and a select number of DRS Field offices. The rest of the field and DDS offices will be completed in the biennium. Procurement is fully federally funded, linked to BRnT- Badge and Camera System. Potentially impacts all DSA agencies.

#### VIB ERP

VIB wants to upgrade and expand the infrastructure for operations to include everything from procurement to payments, production to inventory management, business development to customer service, retail and online sales support, and finances to reporting. They are currently conducting a VITA led RFP, and are in the demonstration portion. Funding is available, linked to BRnT – VIB Upgrade & Expand Operations Infrastructure. Impacts DBVI.

#### Internet Usage

The DSA projects that internet usage will continue to increase due to an increase use of video streaming (including Video Teleconferencing and counselor, consumer video contact and evaluations), and increase in user access to the internet (including more cloud computing services, more use of DocFinity document storage) brought on by the COVID-19 pandemic. DARS and the DSA have migrated all field offices to a NAS instead of an on-site server Our workforce use of mobile devices to visit consumers at home and other alternative locations rather than in the office is increasing. Dependence on internet access for reference information across the board is increasing. Funding is available. Linked to BreT-internet usage. Impacts all DSA agencies

#### CANVAS LMS

WWRC is pursuing ECOS approval for CANVAS Learning Management System. Currently, Virginia's students with disabilities enrolled or wish to enroll in credential bearing courses through Wilson Workforce Rehabilitation Center (WWRC)/Department for Aging and Rehabilitative Services (DARS) have limited acces

# IT Strategic Plan Budget Tables

Agency:	262 Deprt for Aging and Rehabilitative Services			
Date:	9/24/2022			
<b>Current IT Services</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Projected Service Fees</b>	\$300,000.00	\$5,790,303.49	\$350,000.00	\$6,658,849.01
<b>VITA Infrastructure Changes</b>				
<b>Estimated VITA Infrastructure</b>	\$300,000.00	\$5,790,303.49	\$350,000.00	\$6,658,849.01
<b>Specialized Infrastructure</b>		\$400,000.00		\$400,000.00
<b>Agency IT Staff</b>	\$750,000.00	\$500,000.00	\$800,000.00	\$500,000.00
<b>Non-agency IT Staff</b>				
<b>Cloud Computing Service</b>	\$5,000.00		\$5,000.00	
<b>Other Application Costs</b>				
<b>Total:</b>	\$1,055,000.00	\$6,690,303.49	\$1,155,000.00	\$7,558,849.01
<b>Proposed IT Investments</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Major IT Projects:</b>		\$1,250,000.00		\$1,250,000.00
<b>Non-Major IT Projects:</b>	\$100,000.00		\$100,000.00	
<b>Agency-Level IT Projects:</b>		\$250,000.00		\$250,000.00
<b>Major Stand Alone IT Procurements:</b>		\$500,000.00		\$500,000.00
<b>Non-Major Stand Alone IT Procurements:</b>				
<b>Agency-Level Stand Alone IT Procurements:</b>	\$225,000.00	\$500,000.00	\$225,000.00	\$500,000.00
<b>Procurement Adjustment for Staffing:</b>				
<b>Total:</b>	\$325,000.00	\$2,500,000.00	\$325,000.00	\$2,500,000.00
<b>Projected Total IT Budget</b>				
	<b>Costs Year 1</b>		<b>Costs Year 2</b>	
<b>Category</b>	<b>GF</b>	<b>NGF</b>	<b>GF</b>	<b>NGF</b>
<b>Current IT Services:</b>	\$1,055,000.00	\$6,690,303.49	\$1,155,000.00	\$7,558,849.01
<b>Proposed IT Investments:</b>	\$325,000.00	\$2,500,000.00	\$325,000.00	\$2,500,000.00
<b>Total:</b>	\$1,380,000.00	\$9,190,303.49	\$1,480,000.00	\$10,058,849.01

# Business Requirements For Technology

<b>Agency:</b>	262 Department for Aging and Rehabilitative Servic
<b>Date:</b>	9/24/2022
<b>262 DARS BReT Cloud Readiness Assessment AWARE</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
<p>Governor Ralph Northam's "Executive Order 19: Cloud Service Utilization and Readiness" requires agencies to take specific actions starting this month and continuing through fall 2019.</p> <p>The order requires VITA to adopt a model for evaluating and incorporating cloud services into the commonwealth's information technology (IT) strategy and services. VITA has:</p> <ul style="list-style-type: none"> <li>Started the process of creating a cloud services model</li> <li>Begun obtaining information about agency systems that can be migrated to a cloud environment</li> <li>Provided an overview of the process at the recent agency information technology resources (AITR) meeting</li> <li>Planned additional announcements to AITRs regarding remaining steps</li> <li>Included cloud-related services and migration to the new data center in the recently awarded infrastructure contracts</li> </ul> <p>Additionally, VITA and all systems must move from the Commonwealth Enterprise Solutions Center (CESC) in Chester by December of 2021. One related strategy is to reduce the number of physical servicers at CESC to prepare for the move. This means migration to the cloud must be completed by that time. It is imperative to start planning now.</p> <p>Agencies' IT staff members have been asked to complete cloud assessments and should be using the results to identify resource requirements. VITA encourages agencies to evaluate their resources and discuss resource planning with the appropriate financial staff to ensure work can begin as required. Resource needs should be included requests in the upcoming budget cycle. enabled, VITA will</p> <p>To identify which existing solutions can be migrated to the cloud and ensure all new IT solutions proposed be cloud- issue a hosting standard in the coming weeks. This standard will define terminology and identify requirements agencies must consider when implementing cloud-based IT solutions.</p>	
<b>262 DARS BReT-Network Initiative</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	

Due to the number of and increasing demand of more complexed applications delivering information to our offices over the network, more bandwidth and larger circuits are required to provide acceptable performance levels. As larger circuits are implemented, other network hardware such as switches, routers, gateways, etc will be upgraded that support a larger bandwidth throughput.

#### AWARE

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/31/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Associated Project: CTP19943 - EO19_DARS_Aggregate_Re-Host	

#### BReT - Cardinal

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DARS and the DSA will improve business processes and participate in Cardinal implementation to improve financial management.	

#### BReT - DDS Case Management

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
The primary objective of DARS-DDS division is to determine medical eligibility for Social Security Disability. To that end, case activities are managed on the system provided by SSA, which is a MicroPact Legacy product. It is imperative that the MicroPact System remain in good working order and that it is enhanced as needed to keep up with disability determination process demands.	

#### BReT - MCC

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>Medical Charge Capture (MCC) is the application that issues MD Orders, collects medical charges, and documentation for medical services rendered. It currently does not comply with SEC 501 standards and is using an outdated MS Access frontend. WWRC would like to make this web based using SSL to make it not only SEC 501 compliant, but also allow us to move additional servers to CESC that would result in cost savings for the center. It will be re-written with existing staff and costs will be low and will be an agency level project. Effort is funded by using existing in-house resources.</p>	
<b>BReT - New Services Offered by VITA</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>DARS will leverage new services offered by VITA for increased efficiency and cost savings.</p>	
<b>BReT - O&amp;M</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
<p>Network capacity is measured on a daily basis and reported monthly by VITA. As performance changes consistently, the DSA needs to be able to upgrade or downgrade circuit bandwidth to adjust traffic and costs effectively. As scheduled by VITA / NG, all DSA agencies actively participate in software pilots and any updates to the core software, refresh of pc's, servers, storage, and network, etc. The DSA continues to operate and maintain over 60 applications referenced in the CETR reports as well as hundreds of web pages.</p>	
<b>BReT - OOS O&amp;M</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021

<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DARS will support technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services. The DSA have an extensive out-of-scope (OOS) network to support their consumer base. There are Employment Resource Centers (ERC's) in most of the DARS field offices which provide consumers potential employment information and tools.	
<b>BRt - QAISTM</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Increasingly stringent cybersecurity and information technology project management standards will continue to require increased resources and increased costs. This includes better aligned DSA technology policies, standards and guidelines, formal technology Continuity of Operations Plans (COOP) and improved Disaster Recovery Planning. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption software.	
<b>BRt - SrNavigator</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
Provide an on-going provider directory integrated into the Peerplace / No Wrong Door and Easy Access Websites. The provider directory is used in coordination of services to support Virginia's Senior population, their families and caregivers. Funding Request for this service may be sound in Item326, F, of the Appropriations Act.	
<b>BRt - VA Relay Service</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

Provide on-going federally-mandated VA Relay Service to all COV agency consumers  
Provide access to telecommunication services and assistive technology for Virginia citizens who are deaf, hard of hearing, deaf blind or speech disabled  
Provide technology services for deaf and hard-of-hearing  
Provide on-going relay services as required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604  
Please note that DARS is doing this procurement on behalf of DDHH

**BReT - VTC**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/19/2021
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

DARS continues to enhance and expand its video-teleconferencing capability. VTC sessions will be recordable, use High Definition displays, allow personal computer participation and be available to 98 sites across the COV.

**BReT – No Wrong Door**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/19/2021
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

Department for Aging and Rehabilitative Services (DARS) contracted with PeerPlace Networks, LLC in 2008 and developed the No Wrong Door (NWD) community supports management system used to coordinate and track Home and Community Based Services (HCBS). NWD in Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers (public and private) and communities across the Commonwealth. No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions. Real time use of the system by member providers allows referrals and their intake information to be exchanged while at the same time preserving the Commonwealth of Virginia’s strict privacy consent practice.

NWD is cloud based Software as a Service (SaaS) technology with its office located in East Rochester, NY. Even though it was contracted as an off the shelf product in 2008, DARS has invested much in the way of resources to enhance the product to now meet its business requirements for many service areas due to the system’s flexible architecture and the efficiencies. DARS has now leveraged the system to provide additional functionality beyond NWD for divisions of Area Agency on Aging (AAA) services and Long Term Rehabilitation Case Management.

This system allows data to share easily across boundaries between government and private sector providers of HCBS services, create a knowledge sharing culture, and will continue promote IT solutions that leverage uniform business processes. It provides data collection and reporting capability for many different areas of Home and Community Based Services related supported by ACL, National Council on Aging, Adult Protective Services, and Centers for Medicare and Medicaid Services. This procurement (no IT projects associated) is for five years of operations money in support of maintaining the NWD system for its member agencies and users.

**BReT Maintenance & Operations for COTS Systems**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**  
 To improve efficiency and infrastructure for COTS systems and to comply with changing security standards

**BReT-ASAPS**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

The PeerPlace ASAPS System submits annually data to U.S. Department of Health and Human Services Administration for Community Living (ACL). ACL uses the National Adult Maltreatment Reporting System (NAMRS) data standard for this submission. NAMRS consists of three components: Agency Component (Agency level), Case Component (client detail), and Key Indicator Component (aggregate). DARS has plans to convert Case Component Data submission for the FFY2020 term replacing Key Indicator Component Data currently provided to ACL. The development to switch to Case Component data reporting has been funded by a 2018 APS ACL grant. In addition, DARS has a project associated with this grant to promote feedback for suggestions and comment on possible enhancements to the new system.

### BRnT - Expand DARS Internal Financial System

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DARS will expand its internal financial system (FRATE - Financial Reporting And Transaction Entry) to improve efficiencies with our Division for Aging partners. DARS will expand the use of the Department of Human Resources Management (DHRM) Time, Attendance and Leave (TAL) system to improve accuracy and reduce the accounting efforts associated with grants management.	

### BRnT - GIS for DBVI

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DBVI is planning a project to provide maps & location information for the DBVI to flag colors and pins for regional and local offices for DBVI & VRCBVI on their web sites.	

### BRnT - Intake

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	

DARs and DBVI continue to participate in the Workforce Common Intake Work Group, which has been charged by four cabinet secretaries with the task of developing a framework for statewide implementation of a common screening tool for workforce customers throughout the Commonwealth. Comprised of representatives from 10 workforce-related organizations, to enhance the experience job seekers and employers have with Virginia's public workforce system.

**BRnT - No Wrong Door - Virginia Interactive SOW 20**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

Identified the need for an online Training Platform. This platform will provide content storage and access for course materials used in on demand and live training courses. Survey forms embedded in the solution will allow users to complete required post-course evaluations for course credit. Functionality will be included for the generation of a certificate of completion for courses taken in the solution.

A second request is on having already completed the design and strategy phase of creating a No Wrong Door Person-Centered Portal, this request seeks to develop and implement the Portal in two (2) phases.

Phase 1 will create a public-facing portal, which includes the configuration, implementation, integration testing, acceptance and delivery of the website for the Authorized User. The solution will be a mobile-friendly website with a custom design, simplified information architecture, and user-friendly navigation to meet the needs and expectations of Authorized User's members and the citizens of the Commonwealth. Author training and end-user support are included in the scope of the project.

Phase 2 will create Authenticated User Experiences, allowing users to securely log in to the site. This functionality will provide the ability for users to create a profile, upload personal files, and save search history for future access.

**BRnT - Physical Security Panic Button**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

DARS is considering purchasing a broad technology framework for improving on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting - especially in the event of an emergency. Components may include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts.

Agency evaluated BAMES and Sara and determined neither qualified. Agency to select vendor via RFP.

**BRnT - risk - 2019**

<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

Operational Risks or Issues (ORI's)

The agency received two (2) ORI's - overall risk program and overall audit program. Both dealing with the same issue – the agency is not in compliance with the overall risk program requirement for 2019.

Risk plans for 2019/2020 were submitted and are updated in Archer. Risk assessments for sensitive systems are in process but behind schedule due to loss of personnel and increased workload required by new help desk system (KSE). BIA review was completed concurrent with AITR system certifications in 2019 and updates completed directly in Archer.

Mitigation: Hiring of part time analyst is included in 2019/2020 budget to assist security with completion of impact analyses for 2020 and management of help desk system.

Funding is available and both ORI's are linked to BRnT-risk-2019. Impacts all DSA.

**BRnT - Unified Case Management System**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

DARS will support a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs

**BRnT - VIB Financial Systems Environment**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
replacement of the current VIB Manufacturing Systems	

**BRnT - VLDS**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
DARS will participate in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics.	

**BRnT-Grants**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Description:</b>	
One important function of VDA, both then and now, was to disburse funds to it local partners. At present, money from almost 70 fund sources are distributed to 58+ community based organizations. The system is currently managed by the Aging Monthly Report (AMR). The AMR has a claims and remittance function. The AMR System and interface payment requests, and reports are generated through FRATE	

**BRnT-PowerBI**

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	3/19/2021
<b>Mandate:</b>	
<b>Mission Critical:</b>	

**Description:**

DARS has recently began a project to implement state of the art business analytics service by Microsoft. It aims to provide interactive visualizations and business intelligence capabilities with an interface simple enough for end users to create their own reports and dashboards. The initial concentration has been to support a limited set of users for the AWARE System. A training session was conducted by Alliance, the AWARE vendor to a set of AWARE power users as well as IT Developers. Over time, this product will be expanded incrementally to support the needs of management, users, and systems business processes throughout the organization

**BRnT-Splunk**

<b>BRT Type:</b>	Business Requirement for New Technology
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<b>Date Submitted:</b>	3/19/2021
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

SPLUNK Application Services including: monitoring applications and analyze log files as part of security and auditors requirements. Deploy Splunk with DocFinity SaaS, PeerPlace SaaS, AWARE SaaS and for internal developed applications.

**DocFinity**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/31/2021
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

Associated Project: CTP19943 - EO19\_DARS\_Aggregate\_Re-Host

**Macola**

<b>BRT Type:</b>	Business Requirement for Existing Technology
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<b>Date Submitted:</b>	3/31/2021
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<b>Mandate:</b>	
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<b>Mission Critical:</b>	
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**Description:**

Associated Project: CTP19943 - EO19\_DARS\_Aggregate\_Re-Host

**Maintenance and Operation for COTS systems****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 5/3/2022**Mandate:****Mission Critical:****Description:**

Maintenance and Operation for COTS systems within DARS environment

**managed print service - BReT****BRT Type:** Business Requirement for Existing Technology**Date Submitted:** 3/19/2021**Mandate:****Mission Critical:****Description:**

renew Lexmark Managed Print Service. Exception approved by Nelson Moe. accessibility requirement is met.

lexmark state contract expired - replaced with VBS contract VA-191121-VBS. Lexmark subcontract with VBS to provide operational support of units with accessibility support

# IT Strategic Plan Projects

<b>Agency:</b>	262 Department for Aging & Rehabilitative Services		
<b>Date:</b>	9/24/2022		
<b>No Wrong Door Application Enhancement</b>			
Category 4		Project Initiation Approval	
Increases to No Wrong Door Platform to include Person Centered Portal and Community Illustrator. This will also have a training platform for local partners to utilize.			
Project Start Date	8/21/2020	Project End Date	8/31/2022
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$460,410.00	\$250,000.00	\$245,174.00
Estimated first year of biennium:	\$215,000.00	\$100,000.00	\$115,000.00
Estimated second year of biennium:	\$130,000.00	\$100,000.00	\$30,000.00

## Project Related Procurements

No Wrong Door - Virginia Interactive SOW 2020 - pu

<b>DBVI-VIB ERP Implementation (Financials &amp; Mfg)</b>	
Category 2	Project Initiation Approval
The DBVI ERP effort will complete the full decommissioning and replacement of existing DBVI ERP systems of record, including:	
* ERP Platforms:	Macola and CounterPoint
* Macola Reporting Tool:	PULSE-Dashboard



\* Various stand-alone applications, databases, and worksheets that gather necessary data to support functions such as help desks, facilities management, and team collaboration

Additionally, the effort will require integration and testing with other COV applications, including:

\* Internal Accounting Tool: FRATE/FRATE-Mart (DARS)

\* COV Accounting Tool: Cardinal (DOA)

\* Vendor Registration & Purchasing Tool: eVA (DGS)

DBVI selected Odoo as its preferred solution provider for the DBVI ERP effort. Odoo will deploy an open-source, fully integrated, modular toolset as the primary ERP platform that will deliver powerful new capabilities for DBVI across Customer Engagement, Workflow Management, Product, Sales Support, Shipping, and Finance & Accounting functional areas.

DBVI and Odoo will deliver all new functionality via an agile project methodology, including sprints, PI planning meetings, and other standard best practices. The effort is expected to start on January 1, 2022 and run 12-18 months for primary implementation, with an expected close date of June 30, 2023.

Numerous stakeholders will benefit from the DBVI ERP effort, including:

\* VIB & DARS Accounting Staff who will no longer have to perform duplicate data entry functions by effective systems integration and automation, leaving those staff members much more time to devote to higher-value activities and better ensuring data integrity and ownership.

\* VIB Manufacturing staff who will more efficiently and effectively plan, procure, produce, and ship products based on system-generated schedules while maintaining accurate and immediate inventory control by leveraging the centralized data and analytics capabilities inherent in the new toolsets.

\* VIB Brand (Business Development, Sales, Customer Service) staff who will discover insights and convert more quotes to sales through scheduled communications on past purchases, status or deliveries, and desired reorder points.

\* VIB Shared Operations (Procurement, Fiscal, and Technology) staff who will be positioned to better serve the business lines through one common platform. System-generated exception reports and online workflows will increase efficiency, consistency, and monitoring.

\* VIB Executive Team will be able to make impactful, fact-based decisions that will accelerate the business and enhance VIB's



mission to afford to increase jobs for people who are blind.

\* VIB Retail staff will benefit from a current e-commerce solution for its customers as well as the back office functionality to create consistent pricing and fulfillment choices.

\* Federal, State, and Local customers who will enjoy better, faster customer service both through greatly-improved online customer access and better CRM infrastructure for customer service representatives.

\* VIB employees who are blind or vision-impaired by providing significant ADA access capability upgrades to the systems and hardware they use every day.

\* Commonwealth of Virginia Taxpayers who will see increased employment opportunities as VIB decreases the cost of operations and improves sales and can offer more jobs to people who are blind.

Project Start Date	10/1/2021	Project End Date	9/29/2023
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$1,863,675.00		\$1,863,675.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$857,093.00	\$0.00	\$857,093.00

### Project Related Procurements

There are no procurements for this project

Alliance AWARE BMS

Category 4

Project Initiation Approval



Analysis of AWARE BMS (Basic Maintenance and Support) and vendor taking over development of Xtends, Releases, and other custom interfaces for DARS AWARE system. This functionality is currently provided by DARS ITD.

Virginia Department for Aging and Rehabilitative Services require Alliance Enterprises, Inc. (Alliance) assistance to manage the successful migration Aware Extensions to future Aware upgrades. DARS and Alliance will review and confirm the inventory of VA DARS Extensions. Alliance will provide a budgetary estimate to complete the migration, and VA DARS will determine whether to complete the Migration.

The full migration includes the following tasks:

- Review and confirm the inventory of VA DARS Extensions.
- Update specifications to current Alliance standards and to reflect current functionality.
- Upgrade Extensions to current Alliance standards to enable efficient support, as needed.
- Collaborate with VA DARS to test updated Extensions to ensure business needs continue to be met.
- Provide ongoing support and maintenance for Extensions through the BMS program.

Under BMS, Alliance will assume VA DARS Extensions. Alliance assumes that VA DARS are using a supported version of Aware in production.

During the term of the Basic Maintenance and Support (BMS) agreement, agencies receive:

- Remote Support-Alliance provides remote technical support for agency staff to report issues and ask questions about their Extensions.
- Source Control -Alliance implements automated source control software to track and record all changes made to agency Extensions.
- Extension Migration -Alliance migrates agency Extensions to each Aware release and ensures that Extensions continue to work, as originally designed, with new releases of the Core Aware System.
- Error Correction -Alliance corrects errors in agency Extensions if found.

Alliance AWARE is hosted at QTS. These enhancements are the first step in moving this application to the cloud.

Project Start Date	6/1/2022	Project End Date	3/3/2023
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$616,500.00		\$525,000.00



Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

## Project Related Procurements

There are no procurements for this project

NWD Social Health Connector			
		Investment Business Case Approval	
<p>The project scope includes the design, development, implementation, integration, testing, acceptance, and delivery of new assessment tools to the existing <a href="http://www.easyaccess.va.gov">www.easyaccess.va.gov</a> website .</p> <p>DARS requires an assessment tool that allows for the site user to take an online survey which will in return will provide a personalized plan for mental health and social inclusion. The site will utilize Natural Language Processing to allow for a free form entry text box and our technology will recognize keywords and return personalized search results to the participant, matching their stated needs to appropriate community resources.</p> <p>Supplier shall provide creative design and a suggested Information Architecture (IA) for operation and management of the Authorized User’s web application. The application design will be completed in phases, beginning with development of architecture and wireframes (as necessary), then moving into creative execution and HTML/CSS (“front-end”) development. The Solution is web-based and is currently hosted in the ECOS approved NIC ETS secure hosting environment, <a href="http://www.easyaccess.va.gov">http://www.easyaccess.va.gov</a>. The assessment application will reside on the existing website hosted by NIC. Supplier shall continue to provide hosting services which include regular maintenance of hardware, support software, and facilities required to host the application. The Solution requires a full development life-cycle approach.</p>			
Project Start Date	9/1/2022	Project End Date	2/1/2024
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Non-General Fund</b>
Project Cost	\$440,000.00		\$440,000.00
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$0.00	\$0.00	\$0.00

## Project Related Procurements



There are no procurements for this project



# IT Strategic Plan Procurements

<b>Agency:</b>	262 Department for Aging & Rehabilitative Services
<b>Date:</b>	9/24/2022
<b>Stand Alone Procurements:</b>	
Procurement Name:	DDS Case Management Procurement
Procurement Date	9/1/2018
Procurement Description:	This is a request for VITA to approve the next five years of annual renewal of the same case management licensure DDS has used since late 2001. The case management system resides on the Social Security Administration network and is accessed only through that network. It is not accessed through the COV network.
Procurement Name:	Docfinity procurement 2019
Procurement Date	6/1/2019
Procurement Description:	As part of the Docfinity cloud migration, DARS will expand the use of electronic document management to improve business processes for vocational rehabilitation case management. DARS will implement, Intelligent Capture, e-Gateway, workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services
Procurement Name:	Lexmark Managed Print Service 2020
Procurement Date	1/31/2020

Procurement Description:	<p>Please see CIO approved exception.</p> <p>renewal of existing contract with Lexmark</p> <p>Xerox MPS offering does not meet accessibility requirement. We have met with Xerox and discussed needed. GABI device did not meet requirement.</p>
Procurement Name:	No Wrong Door Procurement 2018
Procurement Date	10/1/2018
Procurement Description:	<p>Provides data collection and reporting requirements for:  COV Health and Human Services NWD Initiative.  Mandated by the U.S. Health and Human Services Administration for Community Living (ACL). To meet the reporting requirements outlined in the Federal Older Americans Act for the National Aging Program Information System – State Program Report and National Ombudsman Reporting System.  Aging and Disabilities Resource Connections federal grant requirements.  DARS Long Term Rehabilitation Case Management services.  National Council on Aging Chronic Disease Management Self-Management Education.  Centers for Medicare and Medicaid Services.  Adult Protective Services / Adult Services.</p>
Procurement Name:	PeerPlace Maintenance Contract
Procurement Date	9/1/2023
Procurement Description:	Maintenance Contract for PeerPlace system and associated modules (APS, LTRCM, CRIA2, etc)
Procurement Name:	VA Relay Service Replacement 2021

Procurement Date	4/1/2021
Procurement Description:	Virginia Relay is a federally-mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer with the exception of long-distance charges. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. Funding is available. This is a major procurement linked to BreT – VA Relay Service. The service assists all COV agency consumers, but impacts VDDHH to provide.
Procurement Name:	Virginia Navigator Provider Directory 2021
Procurement Date	7/1/2021
Procurement Description:	<p>This contract is for a subscription service of VN's Aging and Disability Provider database to be able sync by Easy Access and PeerPlace / NWD application. The data involved is owned by VN and is public, We do not use the contract with VN for an application in the manner in which SaaS is defined so it is NOT SaaS. As for ECOS, the data involved (VN Provider database) is not DARS or COV data.</p> <p>VN Provider example of data fields are Service Provider Name, Address, Hours of Service, Services. Available, etc. It is similar to a yellow pages for the Aging and Disability services</p> <p>Note, VirginiaNavigator under the previous contract with DARS used the name SeniorNavigator.</p> <p>From: McDermott, Carrie (VITA) Sent: Thursday, August18, 2016 10:55 AM</p> <p>To: Unger, Dennis (DARS) Cc: Samuels, Patty (VITA); Edwards, Tammy (VITA); Craft, John (VITA)</p> <p>Subject: DARS - SeniorNavigator Hosting Request Form</p> <p>Hi Dennis, I spoke to John Craft this morning regarding the SeniorNavigator hosting request form. Good news – CSRM recommends approval. As background, John and Mark McCreary met to discuss the request and they both agree that a hosting request is not required for this functionality since there is no COV data being processed, accessed, or stored in the SeniorNavigator platform.</p>