



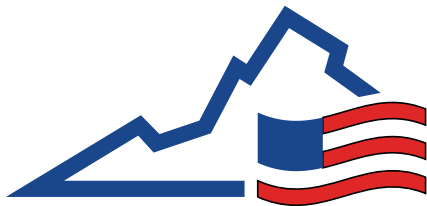
**VIRGINIA VETERANS**  
**NETWORK** —

**CLA Team #1**

**Commonwealth Leadership  
Academy**

**Spring 2025**

# **CONNECTING VETERANS TO THEIR FUTURE**



**Virginia Department of Veterans Services**



**VIRGINIA  
IS FOR  
VETERANS**

# AGENDA

CLA Team #1

Commonwealth Leadership  
Academy

Spring 2025

- A Veteran's Story
- Virginia Veterans Network
- Challenges
- Problem Statement
- Stakeholder Map
- Actionable Solutions
- Anticipated Results

# A Veteran's Story



- The OEF / OIF Experience
- Evolution of Services
- Parallel Experiences







Virginia Department of Veterans Services

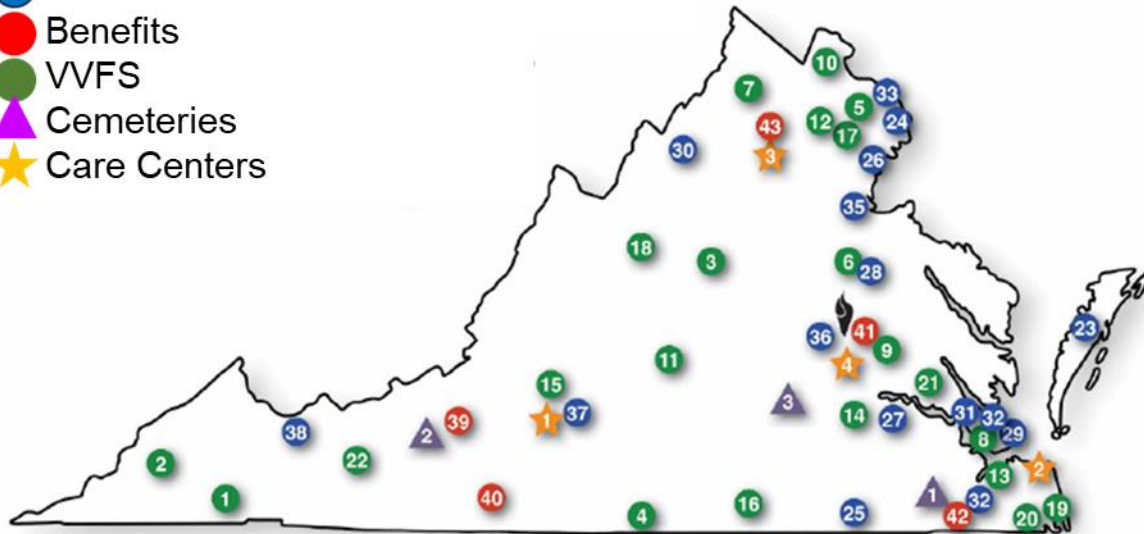
# Where are we?



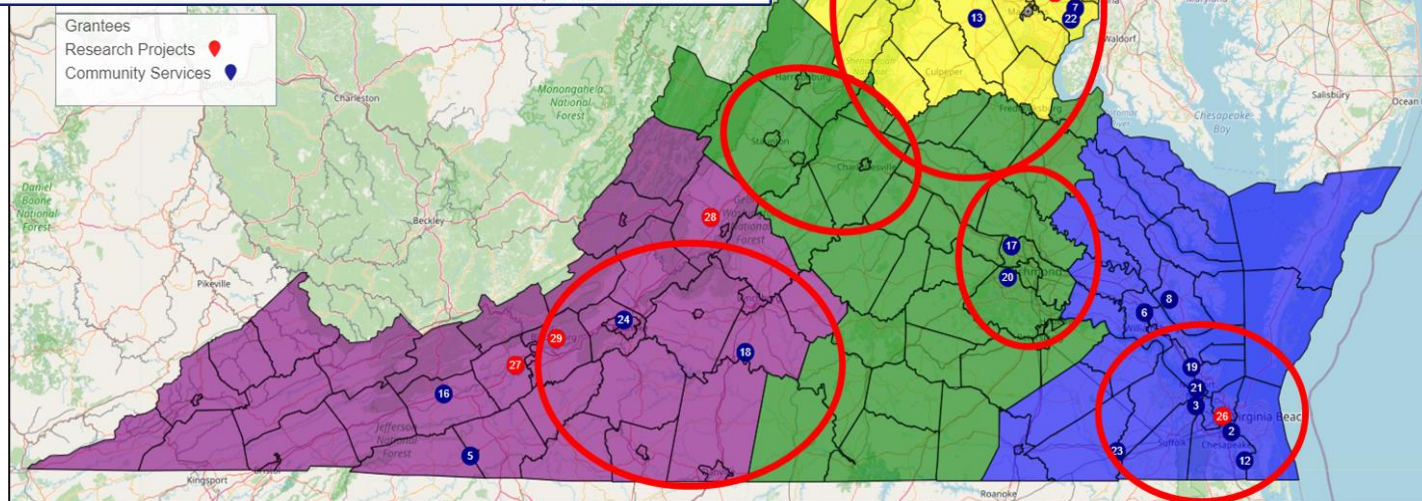
VIRGINIA  
IS FOR  
VETERANS

VIRGINIA IS FOR LOWERS

- Benefits & VVFS Locations
- Benefits
- VVFS
- ▲ Cemeteries
- ★ Care Centers



- DVS has 43 physical offices
- (3) Cemeteries
- (4) Skilled Nursing Care Centers
- War Memorial



# VVN Marketplace

- Each registered user will see this 'marketplace' page.
- Top of the page provides access to scheduling appointments with DVS Claims, Benefits and Appeals (70% of DVS business).
- Virginia Benefits Tab provides streamlined access to DMV, DCR, DWR and Virginia Common Help

Resource Service Category	National		Virginia	
	Providers	Resources	Providers	Resources
Fitness	4	7	2	7
Mental Wellness	13	21	11	69
Life Wellness Resources	11	16	6	16
Social Life	8	14	6	10
Workshops	12	18	6	7
Education	13	14	2	2
Career Services	13	55	4	12
Health Services	2	2	4	7
Volunteer Engagement	14	19	4	9
Financial Assistance	2	2	2	4
Entrepreneurship	2	2	1	1
Veteran Benefits Assistance	2	3	3	3
Homeless Assistance	0	0	1	2
Legal Assistance	2	4	0	0
<b>Sub Total</b>	<b>98</b>	<b>177</b>	<b>52</b>	<b>149</b>
<b>Total Providers</b>	<b>150</b>			
<b>Total Resources</b>	<b>326</b>			



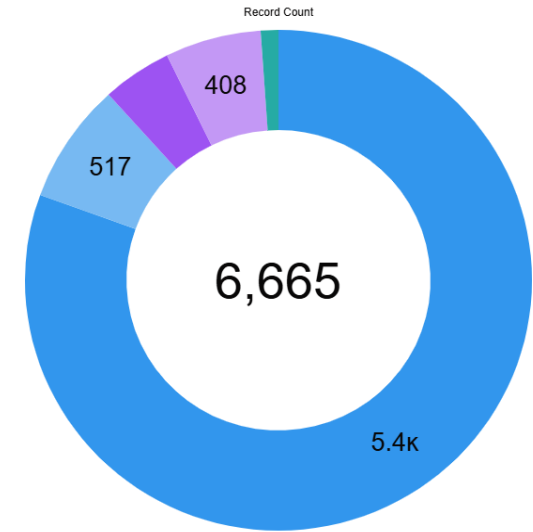
# Challenge 1

## Participation Plateau

- 6,665 VVN Registrants
- 1.3M VA Veterans
- VVN Registration Metrics
- VVN User Demographics

Military Branch

Era of Duty



Veteran / Retired / IRR

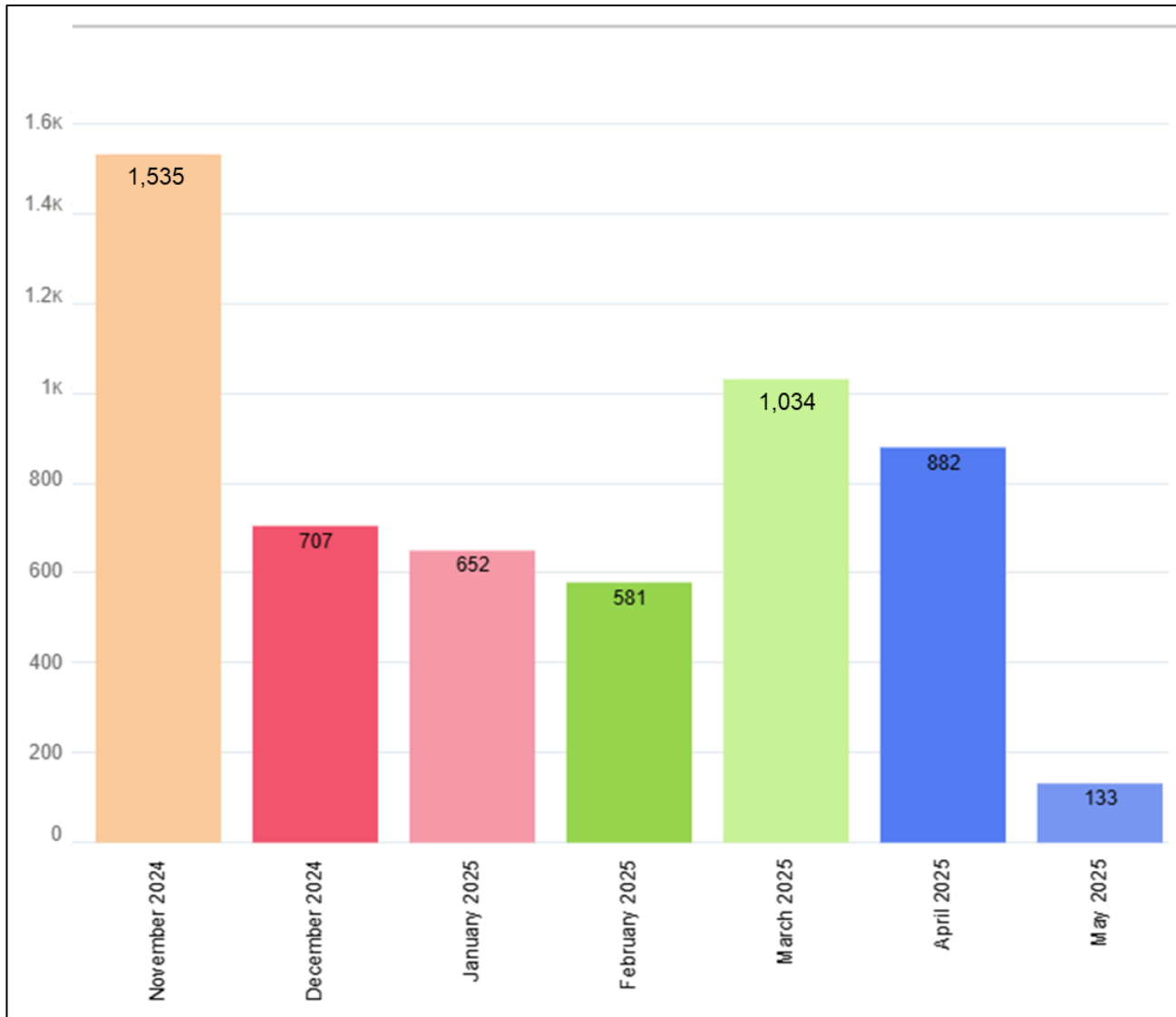
Active Military

Guard / Reserve

Family & Supporters

Other

# VVN Registered Users Since November 2024





# Veterans Community & VVN Users

Category	Total Population in Virginia (2023)	Registered VVN Users (2025)
All Veterans	678,149	6,665
Global War on Terror Veterans	461,200 (68%)	3,994 (60%)
Vietnam Veterans	169,664 (25%)	241 (4%)
Army National Guard	7,250 (1%)	332 (4%)

Note: Many Veterans have served in multiple eras.

# Challenge 2

## Capacity for Care

- 52 service providers in Virginia offering 149 resources
- 68% of registered users have connected with services
- Proportionately align access to services with regional Veteran population
- Strategically increase services in line with Veteran needs



# DVS Service Requests

DVS Service Lines	# of Veterans Accessing Service Line (2023)
Claims, Benefits and Appeals	89,861
Veterans Hired	22,760
Veteran and Military Survivors & Dependents Education Program New Approvals (VMSDEP)	4,680
Veteran and Family Support	2,937
DVS Cemetery Internments	2,143
Total	122,381

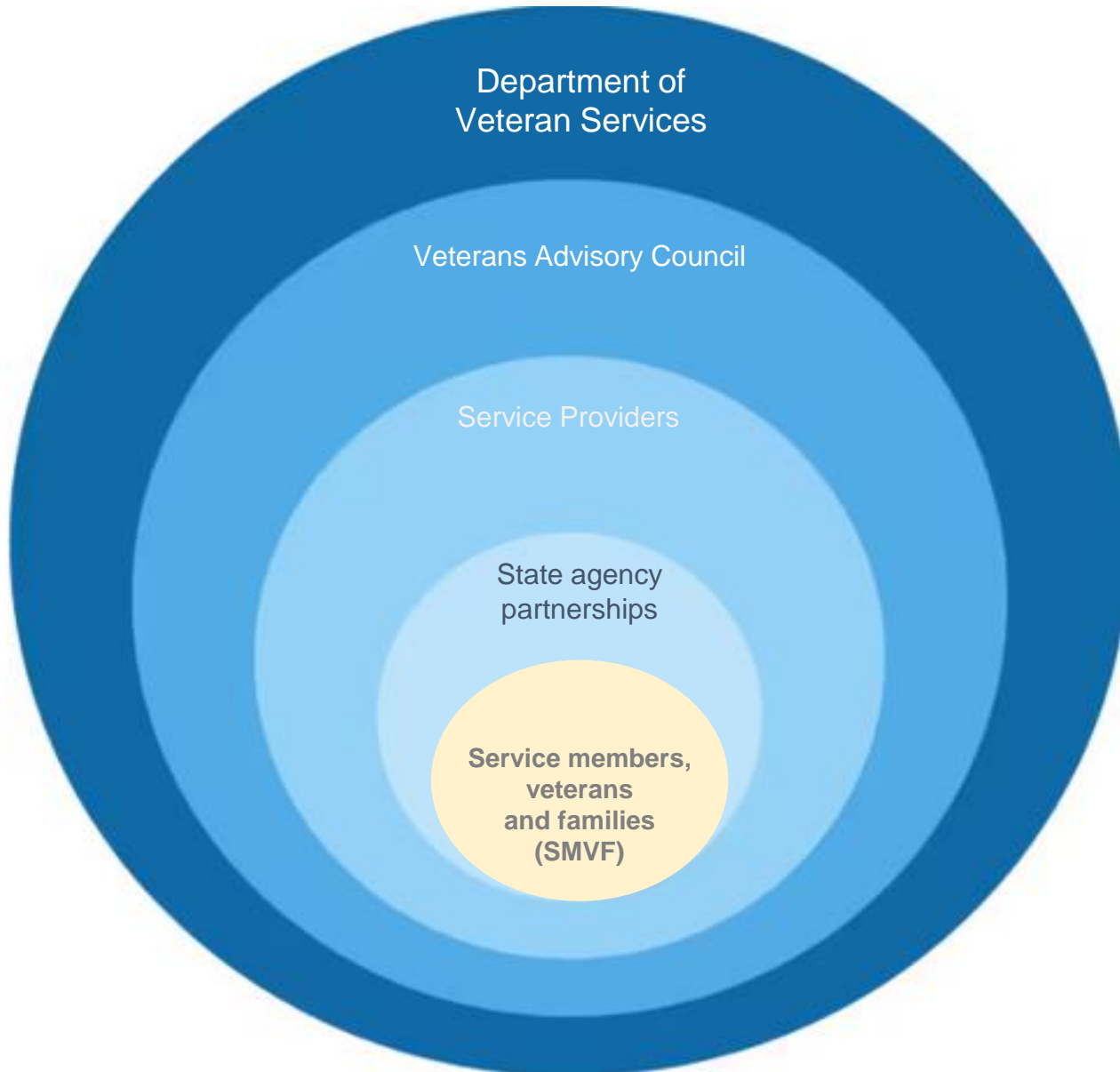
# Problem Statement



How might DVS  
increase Veteran  
participation in the VVN  
while strategically expanding  
access to critical  
services?



# Stakeholder Map





# How do we connect?

## Connecting with Veterans and Their Families



"No wrong door"

- Helping Veterans and their families find the support they need, regardless of where they start.

*"We have a duty to care for our veterans, those who have borne the battle."*  
~Abraham Lincoln

# Strategic Outreach



# Capacity & Interoperability



Mental Wellness

HEALTHCARE & MENTAL  
HEALTH SUPPORT



Homeless  
Assistance

HOUSING ASSISTANCE



Education

EMPLOYMENT AND  
EDUCATION



Financial  
Assistance

FINANCIAL & BENEFITS  
ASSISTANCE

# Anticipated End Results



Fully functional online capability that the SMVF Community trusts as their single online point of access for community involvement and resources.

## Vision:

- Member One Stop for all VDVS services (Integrate VVN Portal Marketplace with VDVS Service Lines)
- Easy and simple access with minimal registration requirements.
- Directly links member to other state agencies based on qualification. (i.e., Lifetime Fishing/Hunting Licenses).
- Personalization of the Member Home page, reducing duplication of effort in back-office operations and processes.
- Connecting with DoD and VA for seamless upload of forms (i.e. DD 214, etc) and claim status, Disability rating letters, GI Bill, etc.
- Assured viability through the next 5 years.