

***OVA Reorganization  
Final Draft***

June 4, 2024

- ✓ Problem Statement
- ✓ Goals and Endstate
- ✓ Considerations
- ✓ Lessons Learned
- ✓ Recommended Structure
  - OVA
  - Long Term Care
  - Veterans Services

*How does OVA increase capacity, provide necessary outreach and flexibility through staff reorganization and realignment to meet the demands of its current mission set?*

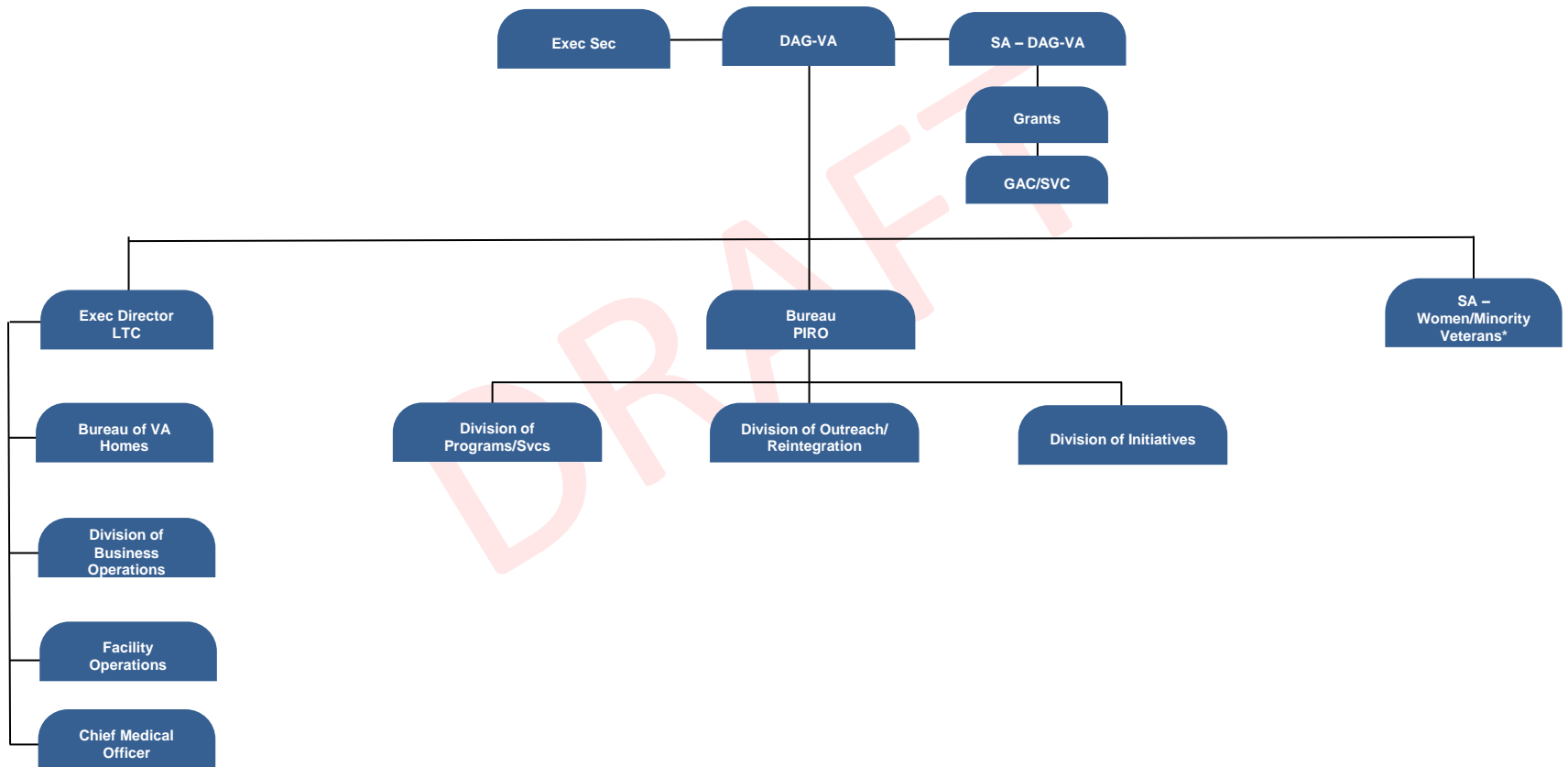
- ✓ The complexity of today's changing environment requires organizations to be flexible and agile to meet the demanding needs of its customers.
  - Building trust through leadership, empowerment and the delivery of quality services provides for that flexibility.
  - OVA does not possess the organizational structure to be able to manage the multitude of functions it is responsible for and plan for future programs, provide proper oversight, conduct program assessment or provide for staff development.
- ✓ This reorg will also adjust changes needed within our outreach mission on lessons learned during the past 3 years

- ✓ Improve our ability to deliver Veteran Benefits, Services and Programs
- ✓ Improve Customer Satisfaction
- ✓ Provide capacity to respond to the needs of Veterans and rapidly develop policy and programs
- ✓ Improve capacity to collect, manage, and analyze data to better inform decision-making and strategic planning
- ✓ Improve capacity to effectively and efficiently manage projects.
- ✓ Improve the capacity to provide scheduled and on-demand professional development and skills training to improve performance, of stakeholders and employees
- ✓ Improve Community based Outreach to SMVF

- ✓ On-going and emerging needs of Veterans
- ✓ Needs of the Department and the State Veterans Homes management, staff and residents
- ✓ Guidance from The Adjutant General
- ✓ Lessons learned from the COVID 19 pandemic
- ✓ Input from internal leaders/employees, governmental agencies and as well as outside organizations
- ✓ Input from SVC, County Commissioners, USDVA, GAC-VS, business partners
- ✓ What are the trends in VA support

- ✓ Communication is key – it needs to flow openly both up and down, between leadership, employees, residents, families and supporting organizations
- ✓ Leadership guidance needs to be clear, concise and from the leadership top down.
- ✓ Fact gathering from all perspectives should be presented to leadership.
- ✓ An organizational structure that is rigid with too many supervisory layers (span of control) and not enough input from subject matter experts can cause miscommunication and misdirection.
- ✓ Guidance from outside regulating agencies can be conflicting.
- ✓ Agency training should be made a priority

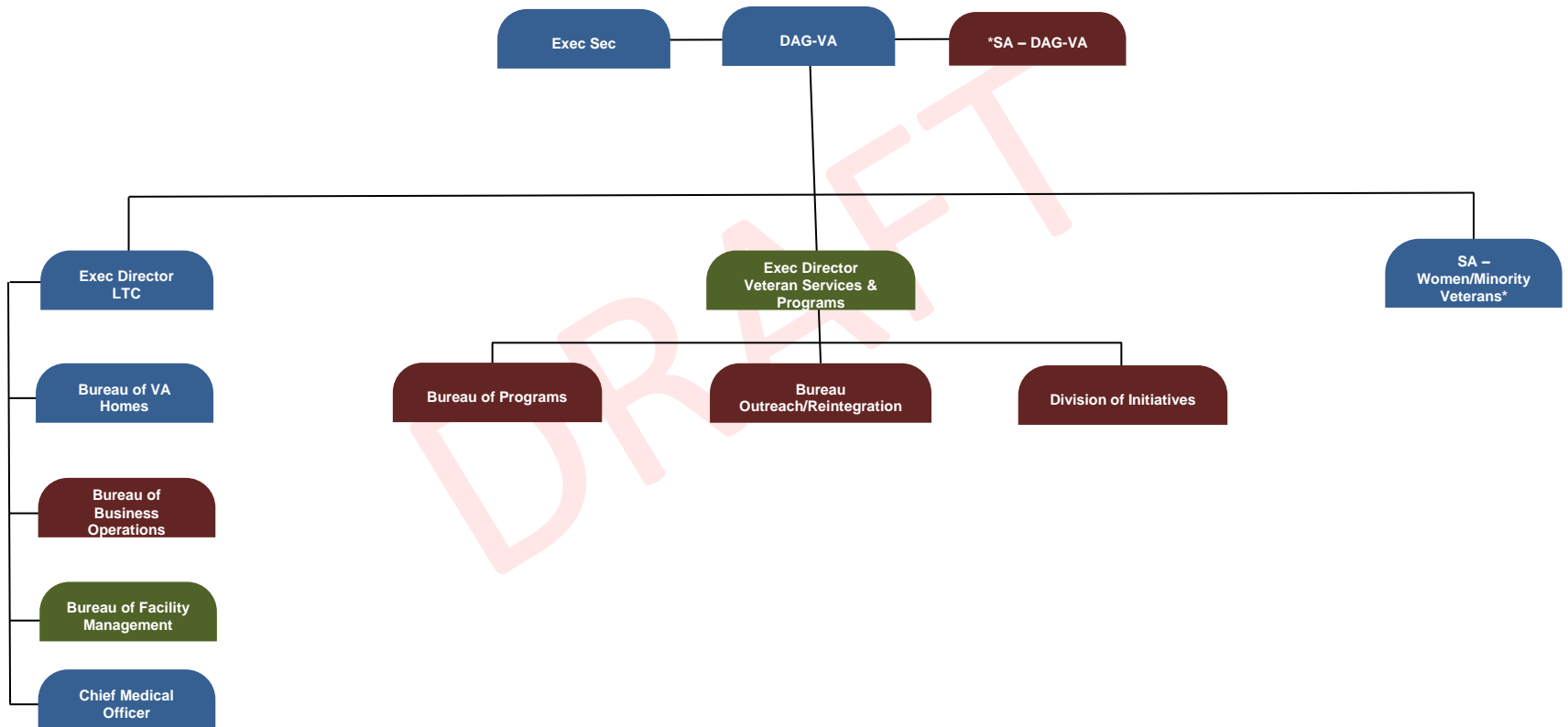
# Current OVA Org Structure



- ✓ Office will be similar to all others in the Department
  - SADAG-VA will revert to Executive Assistant when SADAG-VA retires in Nov 25
- ✓ Creates office of Executive Director for Veterans Services and creates 3 distinct Bureaus
- ✓ Functions from SA-DAG-VA will move to EDVS



# Proposed OVA Org Structure



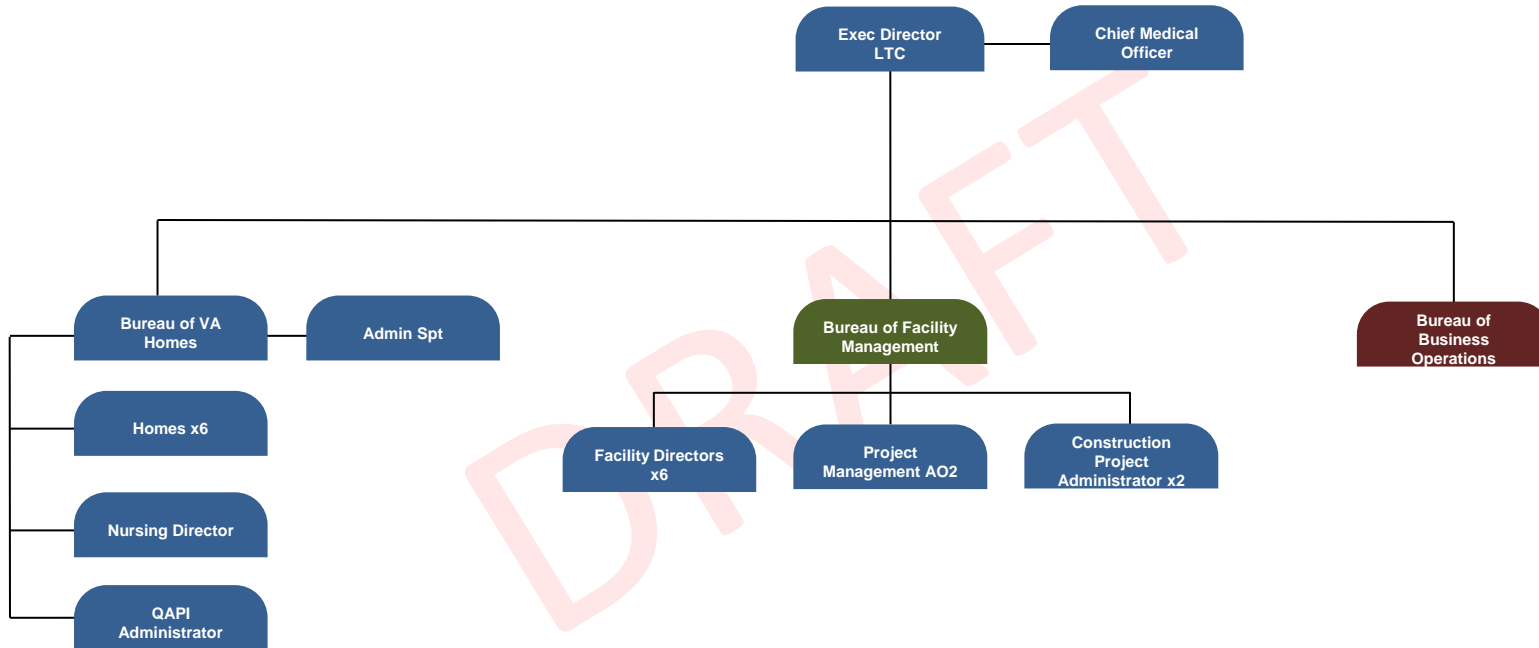
**Notes:**

- ✓ Special Assistant to DAG-VA will revert to Executive Assistant once Mr. Hamp retires. Grants, GAC-VS, SVC will move under EDVS



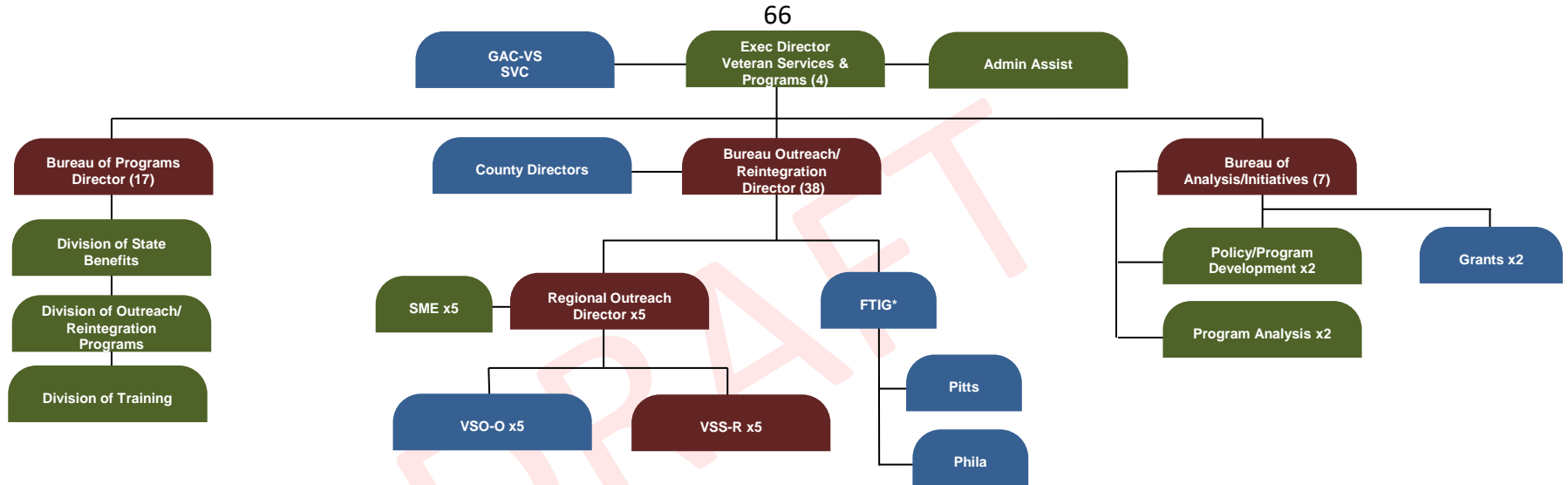
- ✓ Elevate Division Business Operations to a Bureau level office (Division Chief already at appropriate pay grade)
- ✓ Create the Bureau of Facility Management that oversees all facility issues for the homes – the homes have unique facility requirements, and this allows for those requirements to be met (Facility Manager already at appropriate pay grade)
- ✓ There would be no costs associated with these moves as the structure already exists but is not formalized

# Proposed Long Term Care Org



- ✓ Establishes the Executive Office for Veteran Services
  - Executive Director
  - GAV-VS
  - SVC
  - Administrative Assistant
- ✓ Bureau of Programs – This Bureau is responsible for the management of state-run veterans’ benefit programs that are enacted by law or mandated through Executive Orders (Act 66, Transportation, RETEX, etc.) It will also have SMEs that will manage and run programs in the following areas:
  - Division of State Benefits: VTA, MFRAP, RETX, BVP, APVP, Etc)TAP, Enhanced Yellow Ribbon, Justice, Vet Courts, VSUs
  - Division of Outreach/Reintegration Programs: Mental Health Programs, Employment, Education, Homelessness, Transpiration, etc
  - Division of Training: Provides training programs for partners
- ✓ Bureau of Outreach and Reintegration – This Bureau is responsible for outreach services and reintegration to veterans and other governmental and non-governmental agencies. Regional offices currently under Veterans Service Programs will fold into this Bureau.
  - Consist of regionally placed multi-functional teams
  - Each Region will have the following
    - A Regional Director
    - A VSO that will focus on outreach to attend functions within the community and interact with partners (VetConnect)
    - A VSO that will focus on reintegration
    - SME on (Homelessness, Employment, Education, Mental Health, Transportation)
- ✓ Bureau of Analysis & Initiatives– This Bureau will conduct data analysis and focus on the development of new programs for the Department. It will not be limited to programs funded by the Department, but also programs that we can participate in with other partners in and out of Government. They will have SMEs in Homelessness, Employment, Education, Mental Health, Transportation. The Grants Team will fall under this Division as well.

# Executive Director for Veteran Services

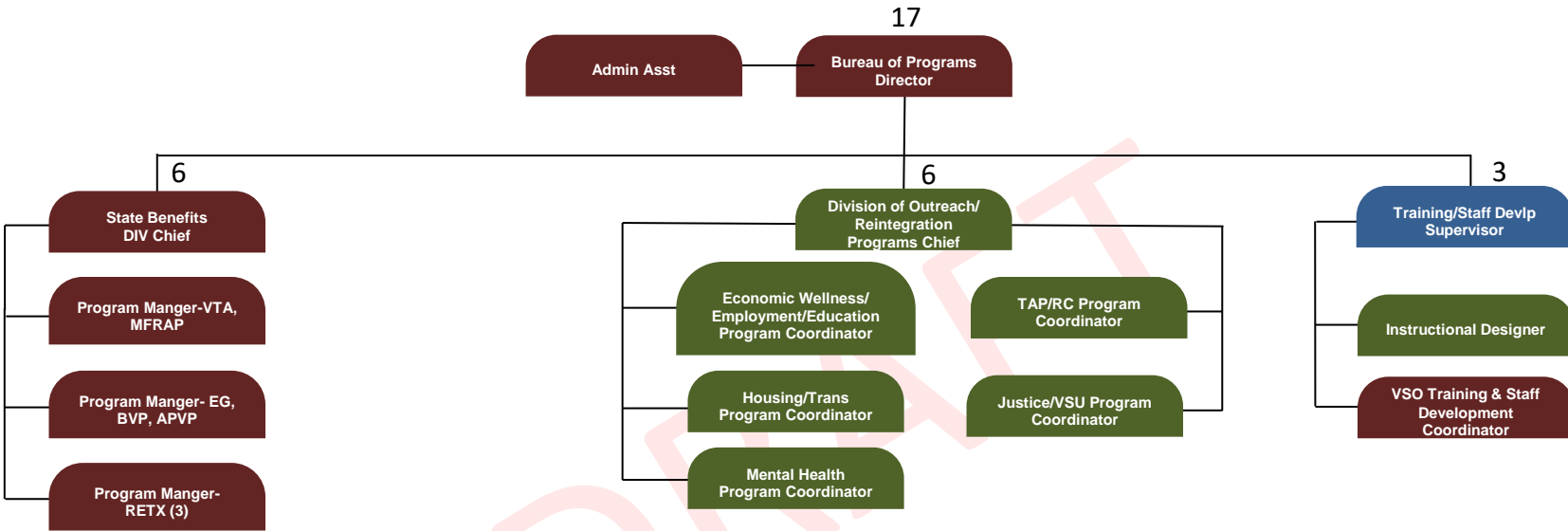


**Notes:**

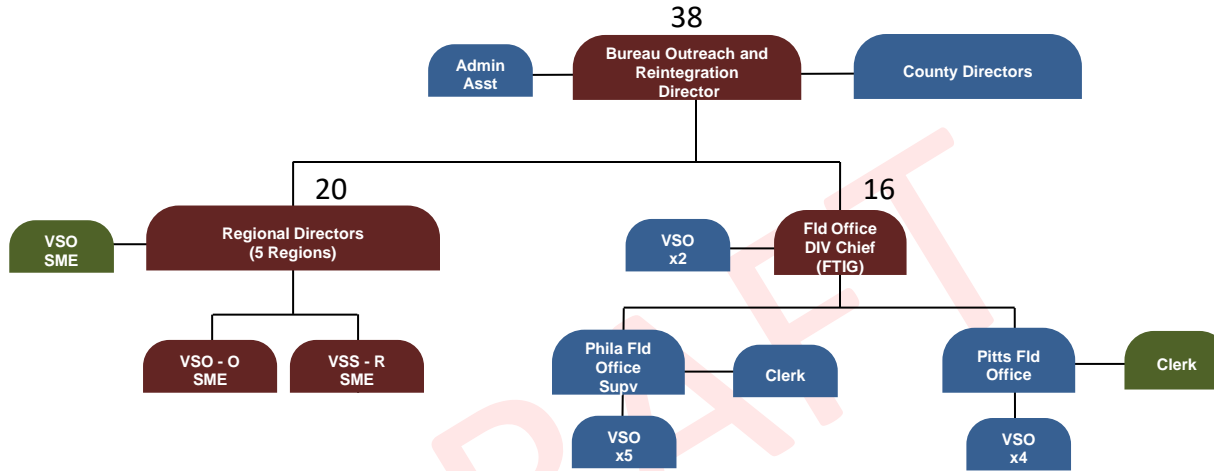
- ✓ Total personnel required for new structure = 66
- ✓ Current total PIRO structure = 49 (2 positions must be migrated from Homes)
- ✓ Migration of other positions w/i OVAHQ = 4
- ✓ PRR SFY 24-25 add-ons = 3
- ✓ Total Available = 56
- ✓ Added growth = 10 new positions
- ✓ All VSS positions will be reclassified as VSO – this enables to increase output for enrollment
- ✓ Structure will be phased in over a 3-year period



# Bureau of Programs

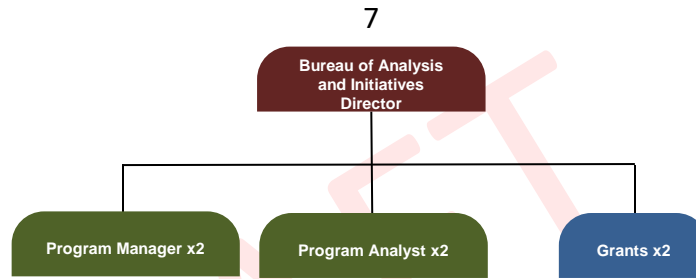


# Bureau of Outreach/Reintegration



DRAFT





Existing

New

Reclassified