

**Recommendations approved by the Veteran Services Advisory
Committee relating to the Texas Veterans Commission's Veteran
Entrepreneur Program on 05/15/2024**

Veteran Verification Letter Process Subcommittee Recommendation

1. Acknowledged process improvements.
2. Recommend shutting down the email contact point to avoid adding any additional requests via this route.
3. Develop responses, automated or directly, to requestors, acknowledging application with a case number.

Communications Sub Committee Minutes

4. As all inquiries are now funneled through the website, modify the program to provide an automated confirmation of receipt with an account or client number that can be used for reference for any further communications. This will assist both the client and the staff with easy accountability and access for additional inquiries. It will also eliminate duplication of calls, etc.
5. Consolidate the mass of documents available on business start-up, operations, etc. into one single guidebook. This will eliminate duplication as well as gaps. Divide by easy-to-follow sections. Populate with additional resources.
6. Define and clarify metrics for success. The TVC strategic plan for entrepreneur program outlines the following methodology. Prioritize and develop metrics for success.
 - a. Resource information
 - b. Seminars
 - c. Business plan support
 - d. Business start-up/formation
 - e. Capital acquisition.
 - f. Marketing/business expansion support
 - g. Government contracting
 - h. Copyright/patent support
 - i. Veteran verification process including logo.
7. Trademark the logo to provide better clarity and recognition.
8. Website recommendations
 - a. Provide notice of length of time between application or query submission and anticipated time of contact with agency representative. Example: current time for response is 75 days. Put this in bold. Update as situation improves.
 - b. Provide a process letter, noting that application has been submitted. Can then be used as interim.
 - c. Initially develop a two-track process. One for verification letters for existing businesses and the other for new start-ups. This will allow staff to be assigned to each, thus providing quicker service as they focus on the customer requests.

- d. Create a page that lists by category veteran owned businesses. Those seeking veteran owned businesses then have a resource to access that supports those businesses.

New Recommendation from 05/15/24

9. Put the State Comptroller contracts bid opportunities process on website