

12 Breakthrough Priorities

Veteran touchpoints

- 1 Improve the Veterans Experience
- 2 Increase Access to Health Care
(same day primary care, seamless care, suicide prevention)
- 3 Improve Community Care
- 4 Deliver a Unified Veterans Experience
- 5 Modernize our Contact Centers
(to include Veterans Crisis Line)
- 6 Improve the Comp & Pension Exam
- 7 Develop a Simplified Appeals Process
- 8 Continue to Reduce Veteran Homelessness

Critical enablers

- 9 Improve Employee Experience
(to include leadership development)
- 10 Staff Critical Positions
- 11 Transform OIT
- 1 Transform Supply Chain

