

Date:

From: Chief Human Capital Officer

Subject: Welcome to the Department of Veterans Affairs (VA)

To: New Employees

It is my distinct pleasure to welcome you to the VA!

In servicing and honoring America's Veterans, we seek to fulfill the mission of VA, which is to care for those "who shall have borne the battle" and for their families, caregivers, and survivors. At VA, we have over 400,000 employees working to care for 22 million Veterans and their families. The work of each VA employee is essential to our success in advancing our mission and serving those who have served and sacrificed for our country.

VA's five core values: Integrity, Commitment, Advocacy, Respect and Excellence create the acronym ICARE. This is a term that you will see and hear resonating through the halls of our facilities and in the work that we do. Through our commitment to the ICARE values, we define our culture and create a community where we all work collaboratively to meet the VA mission.

You have chosen to join VA at an exciting time! Secretary McDonough is leading the Department with a focus on four priorities and his strategic plan reflects the Department's goals, objectives, and strategies:

- **Advocacy** – VA is going to be the nation's premier advocate for Veterans, their families, caregivers, and survivors
- **Access** – VA will provide timely access to VA resources: world-class health care, earned benefits, and a final resting place as a lasting tribute to their service:
 - Ensure our most vulnerable Veterans, especially those who need our outreach, have easier access to care and services
 - Reduce Veterans' homelessness and suicide.
 - Provide access to educational opportunities, training, and jobs worthy of their skills and service so that they can strengthen our communities and country with their leadership
 - When Veterans want to receive care in their homes, we'll help provide access to that care, as well as opportunities for the training, support, and resources our caregivers need.
- **Outcomes** – Veteran outcomes will drive everything we do.
 - VA has a proud history of leadership with data and health informatics; we have some of the Nation's top data science talent.
 - Good data, science, and evidence-based policymaking are fundamental to effective and efficient expansion of our COVID vaccination campaign,

providing quality health care, tracking and managing benefits, and measuring Veterans' experiences and satisfaction

- **Excellence** – VA will seek excellence in all we do for Veterans
 - Leverage the strength and diversity that defines our Veteran population, our VA workforce, and our country
 - VA will work to ensure every Veteran is afforded access to VA's capacity and resources.
 - Diversity, equity, and inclusiveness are fundamental to everything we do.
 - VA welcomes all Veterans, including women, Veterans of color, and LGBTQ+ Veterans.
 - Every person entering a VA facility must feel safe, free of harassment and discrimination.
- **Beyond these four fundamental priorities VA will also:**
 - Improve management and accountability
 - Customize care to meet specific needs
 - Ensure racial justice and an equal chance for opportunity
 - Reduce staff shortfalls, leadership gaps
 - Rebuild Veteran trust in VA
 - Create a culture of quality and service
 - Listen to Veterans

Your work at VA will help meet departmental goals that support these four priorities and will directly impact America's Veterans throughout the world.

I look forward to working with you and thank you for your dedication to public service, as well as your commitment to our Nation's Veterans.



Tracey Therit