

A MESSAGE FROM VA'S SECRETARY



THE SECRETARY OF VETERANS AFFAIRS
WASHINGTON

November 19, 2019



I am pleased to present the Department of Veterans Affairs' (VA) Fiscal Year (FY) 2019 Agency Financial Report. This report provides complete and reliable financial and performance information demonstrating our commitment to providing world-class benefits, medical, and burial services to the millions of men and women who have served this country with honor.

VA's Strategic Plan provides a roadmap for its ongoing work to achieve four strategic goals: ensuring the Department provides Veterans easy access, greater choices, and clear information to make informed decisions; offering Veterans highly reliable and integrated care and support and excellent customer service that improves their well-being and independence; building Veterans' trust in VA through accountability and transparency; and transforming business operations by modernizing systems, focusing resources more efficiently to be competitive, and providing world-class customer service to Veterans and our employees. The Department has made progress toward each of these goals in FY 2019 and will continue to do so to ensure positive and enduring outcomes for Veterans, their dependents, and survivors.

Independent public accounting firm CliftonLarsonAllen, reviewed the Department's financial statements and issued an unmodified opinion for the 21st consecutive year, indicating that VA's financial statements are fairly presented in all material aspects. Despite our unmodified opinion, VA has identified areas where we can continue to improve our financial management in FY 2020. Please refer to the discussion of these weaknesses and corrective action plans in the Management's Statement of Assurance on page 25. Many of the challenges we face are directly linked to the Department's legacy financial and acquisition systems. VA employees have spent countless hours working towards modernization of these systems through the Financial Management Business Transformation effort and I am committed to prioritizing the continued progress of this effort.

Our mission, "To care for him who shall have borne the battle and for his widow, and his orphan," is non-negotiable with the American people, and the Department will continue to provide a sound financial system that best supports VA's mission and customers.

Sincerely,

A handwritten signature in blue ink that reads "Robert L. Wilkie".

Robert L. Wilkie