MISSION: To fulfill President Lincoln’s promise - “...To care for him who shall have borne the battle, and for his widow and his orphan” - By serving and honoring the men and women who are America’s Veterans

GUIDING PRINCIPLES

People Centric  Results Driven  Forward Looking

TRENDS

Demographic And Societal Change  Rapidly Evolving Technology  Shifting Roles Of Government

FY 2014-2015 AGENCY PRIORITY GOALS

ACCESS  BACKLOG  HOMELESSNESS

STRATEGIC GOALS

Empower Veterans to Improve Their Well-being

Enhance and Develop Trusted Partnerships

Manage and Improve VA Operations to Deliver Seamless and Integrated Support

STRATEGIC OBJECTIVES

- Improve Veteran wellness and economic security
- Increase customer satisfaction through improvements in benefits and services delivery policies, procedures, and interfaces
- Enhance VA’s partnership with DoD
- Enhance VA’s partnerships with Federal, state, private sector, academic affiliates, Veteran Service Organizations, and non-profit organizations
- Make VA a place people want to serve
- Evolve VA information technology capabilities to meet emerging customer service/empowerment expectations of both VA customers and employees
- Build a flexible and scalable infrastructure through improved organizational design and enhanced capital planning
- Enhance productivity and improve efficiency of the provision of Veteran benefits and services
- Ensure preparedness to provide services and protect people and assets continuously and in time of crisis

CORE VALUES

Integrity  Commitment  Advocacy  Respect  Excellence

Visit www.va.gov/performance to View the Full Strategic Plan