

Department of Veterans Affairs



Veterans choose VA for easy access, greater choices, and clear information to make informed decisions	Veterans receive highly reliable and integrated care and support and excellent customer service that emphasizes their well-being and independence throughout their life journey	Veterans trust VA to be consistently accountable and transparent	VA will transform business operations by modernizing systems and focusing resources more efficiently to be competitive and to provide world-class customer service to veterans and its employees
<p>1.1) VA Understands Veterans’ Needs Throughout Their Lives To Enhance Their Choices And Improve Customer Experiences (2019 NP)</p>	<p>2.1) VA Has Collaborative, High-performing, And Integrated Delivery Networks That Enhance Veteran Well-being And Independence (2019 NP)</p>	<p>3.1) VA Is Always Transparent To Enhance Veterans’ Choices, To Maintain Trust, And To Be Openly Accountable For Its Actions</p>	<p>M.1) VA’s Infrastructure Improvements, Improved Decision-making Protocols, And Streamlined Services Enable VA To Adapt To Changing Business Environments And Veteran Needs</p>
<p>1.2) VA Ensures Veterans Are Informed Of, Understand, And Can Get The Benefits, Care, And Services They Earned, In A Timely Manner</p>	<p>2.2) VA Ensures At-risk And Underserved Veterans Receive What They Need To End Veteran Suicide, Homelessness, And Poverty</p>	<p><u>3.2) VA Holds Personnel And External Service Providers Accountable For Delivering Excellent Customer Service And Experiences While Eliminating Fraud, Waste, And Abuse (2019 FAFI)</u></p>	<p>M.2) VA Will Modernize Its Human Capital Management Capabilities To Empower And Enable A Diverse, Fully Staffed, And Highly Skilled Workforce That Consistently Delivers World-class Services To Veterans And Their Families</p>
			<p><u>M.3) VA IT Modernization Will Deliver Effective Solutions That Enable VA To Provide Improved Customer Service And A Secure, Seamless Experience Within Available Resources In A Cost-effective Manner (2019 FAFI)</u></p>
			<p>M.4) VA Will Institutionalize Data Supported And Performance Focused Decision Making That Improves The Quality Of Outcomes</p>