

IOWA DEPARTMENT OF VETERANS AFFAIRS
Strategic Plan FY 2011-2015

MISSION: To serve veterans and their families; to connect veterans with their benefits; to provide dignified services, compassionate family assistance, and high-quality operations at the Iowa Veterans Cemetery.

VISION: Iowa will be recognized as a national leader when honoring veterans and a place of choice for veterans and their families to live, work and retire.

ASSESSMENT: Due to the number of veterans to be served in Iowa (approx. 235,000), and the size of the Department (13), partnerships with federal and county entities must be maximized. Resources available to the Department necessitate clear setting of priorities and careful resource management aimed at the priorities. The veteran population is changing with the loss of World War II veterans and the large influx of Iraq/Afghanistan veterans due to historic deployment of the Iowa National Guard.

GUIDING PRINCIPLES:

- Customer Focus
- Employee Engagement
- Continuous Improvement
- Results Orientation

GOAL 1: Educate veterans about their benefits, resulting in increased knowledge of the support network and actual receipt of benefits

- Maintain updated information at offices and website
- Conduct outreach activities to link veterans with information
- Attend veteran events to speak about the support network available
- Educate decision makers, media, and general citizenry regarding support network

GOAL 2: Strengthen partnerships throughout the network, resulting in more efficient service to veterans.

- Coordinate with county and federal offices to assist veterans
- Improve communication flow with all partners
- Educate veterans on programs provided by partners

GOAL 3: Improve quality of county veterans affairs training programs.

- Customize training for county commissioners to keep them updated on appropriate topics

- Coordinate training for county service officers aimed at improving claim development and outreach to veterans

GOAL 4: Improve employee performance through quality training and effective performance evaluation.

- Seek out and schedule high quality training for all employees related to their area of work
- Bring trainers to the employees to ensure compliance in areas of state government policies
- Complete annual performance evaluations in a timely manner to provide positive feedback and identify areas needing improvement

GOAL 5: Continue development of Iowa Veterans Cemetery.

- Request federal grant to build a new set of columbarium walls, place single grave liners, and complete storage for all equipment
- Host an open house for the public to inform veterans and showcase the grounds
- Complete manual of standard operating procedures