

IOWA DEPARTMENT OF VETERANS AFFAIRS  
Strategic plan  
FY2006-FY2010

To provide a broad based spectrum of programs intended to support the veterans of Iowa, their dependents, and survivors in their efforts to attain and sustain an independent, self-sufficient life style.

Mission:

To enable management, staff, and our customers to accomplish their objectives by working cooperatively with them. To seek to constantly improve resources to serve Iowa veterans, their dependents and survivors, in securing benefits provided by federal and state laws.

Goals:

1. To improve upon methods of operation the IDVA will:
  - Ensure staff is trained to perform at highest level of effectiveness
    - IDVA Office is nationally accredited through the federal DVA (July 1, 2006)
    - Executive Director and/or Service Officers and Executive Officer will maintain accreditation through required continuing education courses (on-going).
    - Clerk Specialist and Secretary will attend bi-annual schools of instructions sponsored by the IDVA office. (on-going every year)
  - Support, encourage and foster improved relationships with collateral agencies to provide the most effective delivery of our services to our mutual clientele.
    - Identify County Commission of Veteran Affairs' offices that are not currently enrolling people in federal VA programs and educate them on the importance and financial benefit of these programs. (July 2007)
    - Establish service office at the federal VA building in Des Moines (November 2007)

2. Take our programs to the people:

- Strive to put the needs of the veterans ahead of all others, to remember that our veterans are our reason for being.
  - Champion with the National Association of State Directors of Veterans Affairs (NASDVA) to increase the means test limit for federal VA benefits and move forward with developing more Community Based Outpatient Clinics (CBOCs) throughout Iowa, so more veterans can/will participate. (Dec 2008)
  - Encourage the Iowa Legislature to approve funding for war bonuses for:
    - the remaining period of the Vietnam War (July 2006),
    - the Persian Gulf War (July 2006)
    - the War on Terrorism (July 2009)
- To make information about programs and services available to the widest audience of potential applicants.
  - Set up email list of veterans for newsletter and public service announcements
    - Work with Veteran Service Organizations and federal Department of Veterans Affairs for permission to use their mailing lists (December 2006)
    - Set up marketing campaign, which includes newsletters, public service announcements, billboards, and brochures to reach those veterans/spouses/widows that are not aware of their entitlements or relay information of changes in programs. (July 2007)
    - Partner with Dept of Public Health, Dept of Human Services, and Iowa Dept. of Elder affairs to coordinate delivery of information to sites that elderly veterans frequently visit (ie. Meals of Wheels, Senior Citizen centers, nursing homes, etc.) July 2007.
- Provide leadership, direction and information to our partners in the process.
  - Improve curriculum of bi-annual schools for County Commissions and Directors of Veterans Affairs offices to include new law changes and upcoming issues. October 2006.

3. Complete construction of State Veterans Cemetery and begin operations.
  - o Hire cemetery director to manage construction project (July 2006)
  - o The federal VA will approve the design and construction plan (Dec 31, 2006)
  - o Ground breaking ceremony (Dec. 31, 2006)
  - o Cemetery in operation for first burial (November 2007)