

STRATEGIC PLAN

WASHINGTON STATE
DEPARTMENT OF
**VETERANS
AFFAIRS**



"Serving Those Who Served"



Strategic Anchors

Mission

Serving Those Who Served

Vision

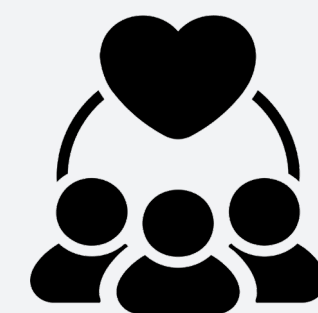
Improving the Quality of Life for Veterans and Their Families

The WDVA Way

We value everyone



We cultivate a healthy, inclusive, & safe workplace



We are honest, professional, & transparent



We listen to understand & speak with intent



2023-2026 Goals, Objectives, and Strategies

Save and transform lives

Focus on health, growth, well-being, connectivity, and purpose, resulting in a 20% reduction in suicide among Veterans by 2025

- Mitigate risk factors and enhance protective factors.
- Continue to grow community-based and governmental partnerships.
- Develop a behavioral health team.

Place 80 Veterans experiencing, or at risk of, homelessness in permanent housing by October 2024

- Work with Commerce and local organizations to improve capacity.
- Expand capacity of the Transitional Housing Program.
- Expand other preventative services.

Respect, empower, and inspire everyone

Reduce the yearly employee turnover rate from 24% to 15% and fill 90% of positions by FY2025

- Ensure employees are onboarded successfully.
- Continue involvement in the healthcare training partnerships.
- Identify and leverage what is working for WDVA employees by repeating success factors.

Team members will experience an even greater sense of cooperation, teamwork and belonging in the workplace, as evidenced by a 10% increase in employee engagement feedback by 2026

- Use feedback provided by employees to identify and close gaps.
- Leverage and continue to implement strategies in the WDVA Diversity, Equity, and Inclusion and State Pro-Equity Anti-Racism (PEAR) plans.

Be the leading state in Veteran service delivery and outcomes

All State Veterans Homes achieve and sustain a Medicare 5-Star quality measure rating by 2026

- Incorporate change management principles into the use of quality measures reports.
- Regularly provide and review data with staff and stakeholders to ensure milestones for improvements are visible and recognized.
- Incorporate staff and resident improvement ideas into problem solving efforts.

Increase the percentage of WA State Veterans connected to their earned disability compensation benefit from 28% to 33% by 2026

- Place resources strategically in regions experiencing gaps.
- Address the limited technology access for Veterans in rural counties and connect them electronically to their earned benefits.

Operate effectively and efficiently

Cultivate a culture of accountability and transparency by sharing our performance data from all divisions at least annually by 2026

- Identify key performance indicators involving subject matter experts.
- Include the "why" behind each indicator.
- Use this data to tell their story, inform improvements, and give recognition.

All programs use a standard process to demonstrate operational sustainability of services by 2026

- Complete a current state and refine a standardized process that matches resources to operational capacity.
- Continue to implement the One Washington Project.