



STATE OF IOWA

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IOWA DEPARTMENT OF VETERANS AFFAIRS
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1 July 2017

IOWA DEPARTMENT OF VETERANS AFFAIRS Strategic Plan FY 2018-2022

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. 217,000), and the size of the Department (14), partnerships with federal and county entities must be maximized. Resources available to the Department necessitate setting clear priorities and careful and prudent resource management targeted at the priorities. The veteran population is changing with the passing of our World War II veterans and the large influx of Iraq and Afghanistan veterans.

GUIDING PRINCIPLES:

- Customer Focus
- Employee Engagement
- Continuous Improvement
- Results Orientation
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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 networks
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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
- Develop a robust cadre of volunteers to assist in our operations

GOAL 3: Improve quality of county veteran's 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 effective performance evaluation.

- Set goals for each employee
- Complete annual performance evaluations in a timely manner to provide positive feedback and identify areas needing improvement

GOAL 5: Ongoing development of the Iowa Veterans Cemetery.

- Showcase the Cemetery by providing the highest quality services to veterans and families and through the care of the Cemetery grounds and facilities
- Request federal grant in FY'18 to build a new set of columbarium walls
- Perform continual improvements to Cemetery facilities and grounds
- Complete manual of standard operating procedures
- Follow all National Standards

Jodi S. Tymeson
Executive Director