

The background of the entire page is a blurred image of the United States flag, showing the stars and stripes in a soft, out-of-focus manner.

Mississippi Veterans Affairs Board

Strategic Plan

FY 2014-2019

## **Our Mission**

**“To Honor Mississippi Veterans and their Dependents, through superior Service, Care, and Assistance.”**

## **Our Vision**

**“A responsive, efficient and resilient Agency; able to provide superior service to all Mississippi Veterans and their dependents.”**

## **Our Core Values**

### **Integrity:**

**We will be consistent in our actions to provide superior service to all that we serve and will uphold the highest standards in all that we do.**

### **Commitment:**

**Work diligently to serve Veterans, their families, stakeholders and those who provide resources to benefit Veterans. Be driven by an earnest belief in our mission. Fulfill our individual responsibilities and organizational responsibilities.**

### **Advocacy:**

**Be truly Veteran-centric by identifying, fully considering and appropriately advancing the interests of Veterans and all whom we serve.**

### **Respect:**

**Treat all those we serve and with whom we work with dignity and respect. Show respect to earn it.**

### **Excellence:**

**Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for our actions, willing to admit mistakes and rigorous in correcting them.**

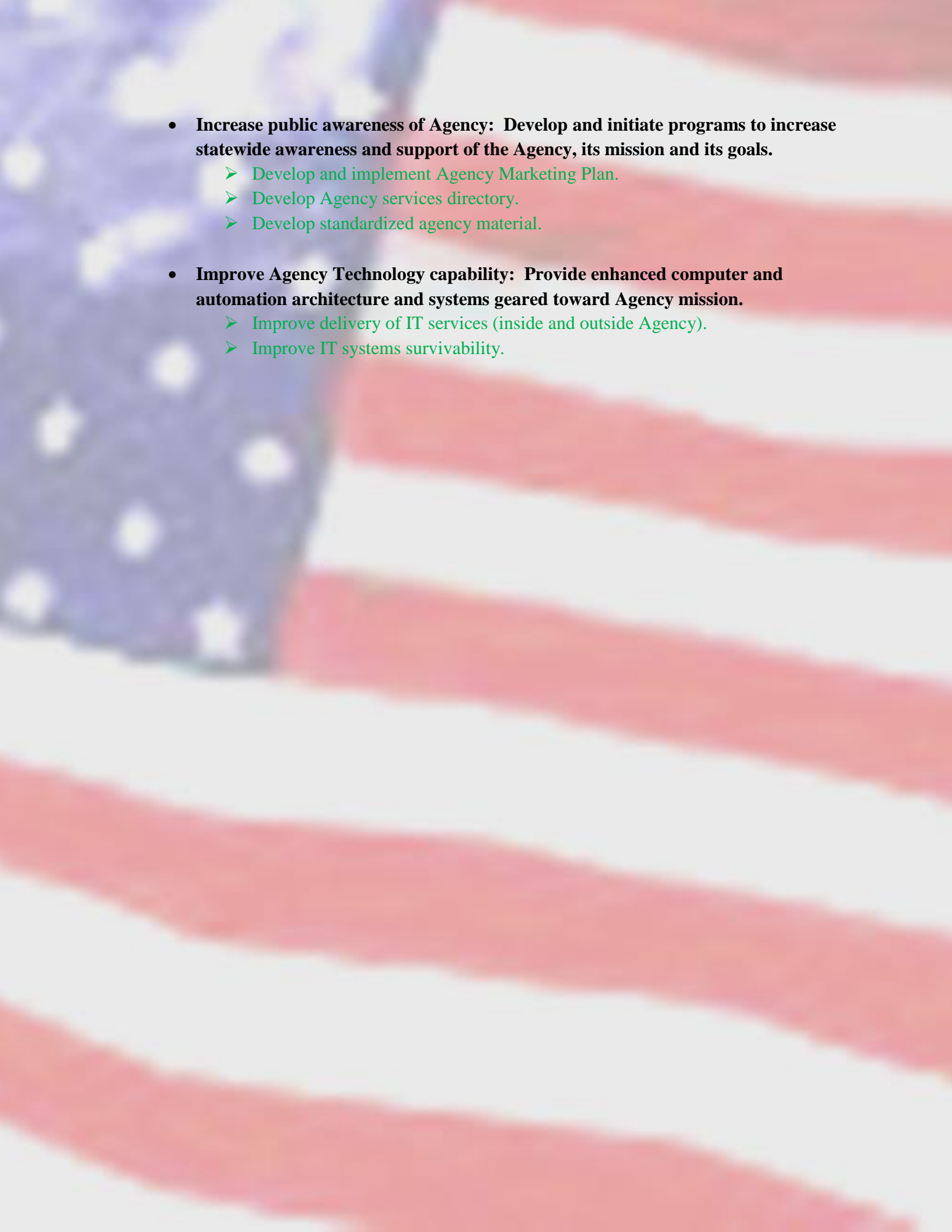
## Enabling Legislation

Mississippi Code of 1972: § 35-1-7, General duties and powers of board.

“The duties of the State Veterans Affairs Board shall be to assist former and present members of the Armed Forces of the United States, and their dependents, in securing any benefits or privileges under any federal or state law or regulation to which they are entitled and to advise the Governor and Legislature on Veterans affairs. Moreover, veterans or their dependents shall be given their choice of organizations to represent them in instances where a case is appealed, and the board shall lend its full cooperation in connection therewith.”

## Goals, Strategies and Objectives

- **Stabilize Funding: Create policies and methods to provide stable and consistent funding stream.**
  - Seek long term legislation consistent with SVAB mission.
  - Pursue new Revenue Sources.
  - Increase Efficiency of Operation.
  - Sustain Home resident rate reduction.
  
- **Increase number of service choices for Veterans: Exploit emerging/changing opportunities to provide more, new and improved services.**
  - Provide burial option for Veterans and Spouses.
  - Increase number of approved (for VA funding) OJT and Apprenticeship programs in Mississippi.
  - Develop new media products for distribution to/for Veterans.
  - Explore new long term care options for Veterans.
  
- **Continuously improve quality of service: Create a “service-minded” Agency environment that increases employee desire to continuously improve service delivery.**
  - Improve retention of quality employees.
  - Improve continuity of service/care to Veterans.
  - Standardize Agency operations.
  
- **Improve inter-agency coordination and relationships: Increase cross-agency participation and partnerships.**
  - Develop Networks with other Agencies.
  - Increase Agency visibility with Governor and Legislature.

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- **Increase public awareness of Agency: Develop and initiate programs to increase statewide awareness and support of the Agency, its mission and its goals.**
    - Develop and implement Agency Marketing Plan.
    - Develop Agency services directory.
    - Develop standardized agency material.
  - **Improve Agency Technology capability: Provide enhanced computer and automation architecture and systems geared toward Agency mission.**
    - Improve delivery of IT services (inside and outside Agency).
    - Improve IT systems survivability.