



WDVA Strategic Objectives

"Serving Those Who Served"
By: Strategic Management & Continuous Improvement



Engaged and Satisfied Veterans, Families and Communities

Engage and Listen to Our Veterans, Families, and Communities to Ensure Their Satisfaction.

Strategies	WDVA Measures
Facilitated Outreach	<input type="checkbox"/> Attendance At WDVA Sponsored Events, Training, Conferences, Summits <input type="checkbox"/> Customer Contacts And Interaction <input type="checkbox"/> Facility Tour Participation
Offering Ways for Veterans, Families, and Partners to Learn About WDVA and How We Serve Veterans and Families	<input type="checkbox"/> Opportunities To Share WDVA Information <input type="checkbox"/> Facilitated Events <input type="checkbox"/> Participated Events
Providing opportunities for customer feedback	<input type="checkbox"/> Surveys Returned From A Continuous Web And Email Links <input type="checkbox"/> Surveys Returned From A Direct Engagement
Measuring the satisfaction of our customers	<input type="checkbox"/> Customers Who Are Satisfied Or Very Satisfied

Quality Health Services

Providing Quality Long Term Care, Counseling, And Peer Mentoring Programs To Enhance The Well-being Of Veterans And Their Families

Strategies	WDVA Measures
Provide 5 Star Skilled Nursing Care	<input type="checkbox"/> Facility Health And Safety Inspection Scores <input type="checkbox"/> Facility Staffed Hours Per Resident Day <input type="checkbox"/> Facility Quality Measure Scores <input type="checkbox"/> Facility Center For Medicaid/Medicare Services (CMS) 5 Star Rating
Providing Support Services For The Well-being Of Veterans And Their Families	<input type="checkbox"/> Veterans Served And Or Enrolled In Counseling Programs <input type="checkbox"/> Veterans Receiving Referrals Through TBI Program <input type="checkbox"/> Veterans Or Family Members Engaged As Peer Mentors <input type="checkbox"/> Veterans Experiencing Improvement As A Result Of Counseling Programs

Responsive Veteran Programs

Strategies	WDVA Measures
<i>Ensuring Veterans And Families Are Connected To Their Earned Benefits And Services While Anticipating Future Needs.</i>	
Provide Long Term Care Access	<input type="checkbox"/> Maintain An Average Of 95% Census In All Nursing Care Facilities
Provide Internment Options	<input type="checkbox"/> Veterans And Family Member Internment Pre-Registrations <input type="checkbox"/> Internments That Meet Requested Date And Time
Provide Benefit Connection Services	<input type="checkbox"/> Veterans Receiving Compensation Or Pension Benefits <input type="checkbox"/> Veterans Receiving Benefit Assistance <input type="checkbox"/> Veteran Compensation Claims Filed <input type="checkbox"/> Quality Of VA Claims Score (Batting Average) <input type="checkbox"/> Number Of Veterans Enrolled In VA Healthcare <input type="checkbox"/> Value Of VA Healthcare Cost Avoidance
Provide Reintegration Services	<input type="checkbox"/> Veterans Served In The Transitional Housing Program <input type="checkbox"/> Transitional Housing Average Daily Census
Provide Homeless Prevention Services	<input type="checkbox"/> Veterans Served In VEMP Program <input type="checkbox"/> Warrants Processed In VEMP Program <input type="checkbox"/> Veterans Enrolled In HVRP Program

Employer Of Choice

Attracting, Developing, And Retaining Talented Employees To Deliver Outstanding Care And Service To Veterans And Their Families.

Strategies	WDVA Measures
Encourage And Promote Employee Engagement And Retention	<input type="checkbox"/> Employees Who Participate In Employee Engagement Surveys <input type="checkbox"/> Improve Employee Response To Job Satisfaction & Customer Value Scores <input type="checkbox"/> Performance Development Plans Completed
Provide Opportunities For Staff To Learn And Grow	<input type="checkbox"/> Facilitated Training And Professional Development <input type="checkbox"/> Employees Participation In Training And Professional Development
Provide A Healthy And Safe Work Environment	<input type="checkbox"/> L&I Staff Injury Claims <input type="checkbox"/> WDVA Leaders And Employees Participating In Wellness Activities <input type="checkbox"/> Safety Survey Participation <input type="checkbox"/> WDVA Safety Survey Score

Capable And Effective Operations

Applying Responsible Management Practices; Ensuring Effective Stewardship Of Resources

Strategies	WDVA Measures
Maximizing Revenue To Provide Quality Services	<input type="checkbox"/> Revenue Billed Versus Total Revenue Collected <input type="checkbox"/> Continuous Improvement Efforts Targeting Revenue And Identification Of Potential Earning Opportunities
Efficient And Effective Spending	<input type="checkbox"/> Continuous Improvement Efforts Targeting Expenditures And Identification Of Potential Cost Savings/avoidance
Human Resource Capabilities	<input type="checkbox"/> Recruitment Rate <input type="checkbox"/> Retention Rate <input type="checkbox"/> % Of Employee Overtime
Enterprise Risk Management	<input type="checkbox"/> Continuous Improvement Efforts Targeting IT Capabilities In Identification And Management Of Risks <input type="checkbox"/> Continuous Oversight Of Business Practices To Identify And Manage Enterprise Risk
Staff Driven Continuous Improvement Opportunities	<input type="checkbox"/> Ideas Generated For Improved Performance And Or Continuous Improvement <input type="checkbox"/> Implemented Ideas For Improved Performance And Or Continuous Improvement