



SERVING THOSE WHO SERVED

By connecting all Washington Veterans and their Families to their earned benefits.

THE WDVA WAY

- We value everyone.
- We inspire each other.
- We respect & empower everyone.
- We cultivate a healthy, inclusive, and safe work place.
- We are honest, professional, and transparent.
- We listen to understand and speak with purpose.

OUR WDVA PRIORITIES



Engaged and Satisfied Veterans, Families & Communities

- Facilitate Outreach
- Offer ways for Veterans, Families and Partners to learn about WDVA
- Provide opportunities for customer feedback
- Measure the satisfaction of our customers



Quality Health Services

- Provide 5 Star Skilled Nursing Care
- Support Services for the Well-Being of Veterans and Their Families
- Quality and Timely Pharmaceutical Services



Employer of Choice

- Encourage and Promote Employee Engagement and Retention
- Provide Opportunities for Staff to Learn and Grow
- Provide a Healthy and Safe Work Environment



Responsive Veteran Programs

- Access to Long Term Care
- Connection to Veterans Benefits and Services
- Coordinated Reintegration Services
- Case-Managed Transitional Housing
- Services for Veterans Without Homes
- State Veterans Cemetery Interment Options



Capable and Effective Operations

- Accurate & Timely Billing
- Efficient & Effective Spending
- Efficient & Effective Resource Management
- Strategic Human Resource Partnerships
- Innovative Information Technology Capabilities
- Performance Risk Management
- Quality Assurance and Continuous Improvement