The WDVA Way

We Value Everyone

We Cultivate a Healthy, Inclusive, and Safe Workplace

We are Honest, Professional, and Transparent

We Listen to Understand and Speak with Intent

WDVA Strategic Plan

Mission

Serving Those Who Served

WASHINGTON STATE DEPARTMENT OF VETERANS AFFAIRS

"Serving Those Who Served"

Vision

Improving the Quality of Life for Veterans and Their Families

2026-2029 Goals, Objectives, and Strategies

Save and Transform Lives

Our services support Veterans and families.

- Invest in Veterans homes, THP, and cemetery services within Washington State.
- Focus on essential services to maintain organizational stability, protect critical operations, and ensure continuity of mission-driven work.

Our capabilities address Veteran housing, security, and stability.

- Leverage our expertise, resources and partner organizations to develop plans for future housing initiatives.
- Provide supportive housing services that meet the basic needs of Veterans.

Respect, Empower, and Inspire Everyone

Employees are aware, involved, and invested in our agency success.

- Build ownership and commitment to the agency's success by engaging employees with clear communication, inclusive practices, and shared goals.
- Provide structured opportunities for employees to share input and participate in decision-making.

Develop employees to enhance customer experience.

- Employees make decisions and provide solutions in daily interactions with customers in a responsive and customer-centered manner.
- Develop methods to learn and anticipate the needs of customers and employees.

Be the Leading State in Veteran Service Delivery and Outcomes

Resident wellness, health, and safety are our priority.

- Support people, process, and technology to better document level of care, resource needs, and data collection in our Homes.
- Develop and implement initiatives that foster a sense of purpose, meaning, and quality of life.

Ensure Veterans, transitioning service members, and their families have access to services and earned benefits.

- Identify innovative ways to reach rural and underserved Veteran populations.
- Leverage federal and other partnerships to align with agency priorities.

Operate Efficiently and Effectively

We implement projects and programs that create positive customer outcomes.

- Use performance tracking to report outcomes.
- Strengthen employees knowledge, skills, and abilities in the use of best practices and new system processes.

Accountability and transparency drive decisions and deliver customer-focused results.

- Ensure all employees have access to strategic plans performance information.
- Implement data-driven strategies.
- Build leadership effectiveness and competency through clear expectations and learning experiences.