



**Growing our Impact Together**  
**Volunteers of America Mid-States Veteran Services**  
**Strategic Plan 2020-2021**

**Our Vision for Veteran Services** | **Our Ministry Of Service**

Volunteers of America Mid-States strives to be the community leader that cultivates passion, inspires others, and creates positive change by uplifting and encouraging our veterans.

Create and grow positive and lasting change in the lives of those we serve and our communities through a ministry of service.

**Strategic Pillars**

**PEOPLE**  
 Veteran Services will decrease turnover by promoting workplace culture, wellness initiatives and professional development.

**MISSION**  
 Veteran Services will provide exceptional housing and employment services to Veterans and their families by exceeding national benchmarks and expanding community partnerships.

**FINANCIAL SUSTAINABILITY**  
 Veteran Services will adhere to fiscal responsibility by spending down grant funding.

**QUALITY**  
 Veteran Services will comply with Accreditation and federal grant requirements through quarterly monitoring and reporting.

**COMMUNITY RELATIONS**  
 Veteran Services will promote and practice agency core values by increasing awareness of services and provide exceptional service.

**Accountability Statements**

**PEOPLE**  
 Veteran Services will decrease turnover to 22% from 32% promoting workplace culture, wellness initiatives and professional development.

**MISSION SSVF**  
 Veteran Services SSVF will meet 96% housing success rate.

**FINANCIAL**  
 Veteran Services will spend 100% of grant funding.

**QUALITY**  
 Veteran Services will meet 90% on quarterly case record reviews.

**COMMUNITY**  
 Veteran Services will meet 96% customer satisfaction rate based on veteran surveys.