



**South Dakota Department of Veterans Affairs**  
**Soldiers & Sailors Bldg.**  
**425 E. Capitol Avenue**  
**Pierre, SD 57501-3100**  
**Phone 605.773.3269**  
**Fax 605.773.5380**

**Sioux Falls Claims Office**  
**2501 W. 22<sup>nd</sup> Street**  
**Sioux Falls, SD 57117-5046**  
**Phone 605.333.6869**  
**Fax 605.333.5306**

<http://vetaffairs.sd.gov>



Date: November 14, 2019  
TO: Government Operations and Audit Committee  
FROM: Greg Whitlock, Secretary  
SUBJECT: Summary of Strategic Plan

The South Dakota Department of Veterans Affairs (SDDVA) team met in August and mission and vision statements were reviewed and defined as follows:

**Mission Statements:**

SDDVA – Provide comprehensive care and quality service to veterans and their families, regarding healthcare, education, disability benefits, long-term care, and burial honors by providing professional customer service and care.

State Veterans Cemetery – The South Dakota Veterans’ Cemetery lays to rest, with dignity and everlasting tribute, those who answered the call and served our nation with honor.

State Veterans Home - To honor and serve our South Dakota military veterans, their spouses, widows, or widowers, now and for generations to come. The Michael J Fitzmaurice South Dakota Veterans Home will consistently provide high quality resident directed long term care by maintaining excellence in personal services and treatment through professional collaboration, innovation, dedication and respect, in a setting that promotes dignity, independence, and a home-like environment.

**Visions:**

SDDVA - Insuring excellence, integrity, advocacy, accountability, collaboration, and treating every person with dignity and respect is carried through in everything we all strive to do and accomplish for veterans and their families.

State Veterans Cemetery – To hold in the highest esteem, the men and women who served our great nation, paying tribute to service and sacrifice for eternity.

State Veterans Home – Caring for America’s Heroes.

Operation CARS – “Calling All Returning Servicemembers,” continues to be one of our greatest outreach programs. We make immediate contact with servicemembers and put them in contact with the resources that are available to assist them with benefits, education, healthcare, mental health, and readjustment to civilian life.

Our Department, and our numerous partners, have made headway with outreach. We continue to search for opportunities throughout the state to reach veterans and their families.

To accomplish our missions and continue our visions, we will need to remain steadfast in our pursuit of the following three pillars:

#### Workforce Development

- Increase training opportunities
- Retain knowledgeable, skilled, and prepared workforce
- Remain productive
- Maximize effective communication,

#### Economic Impact

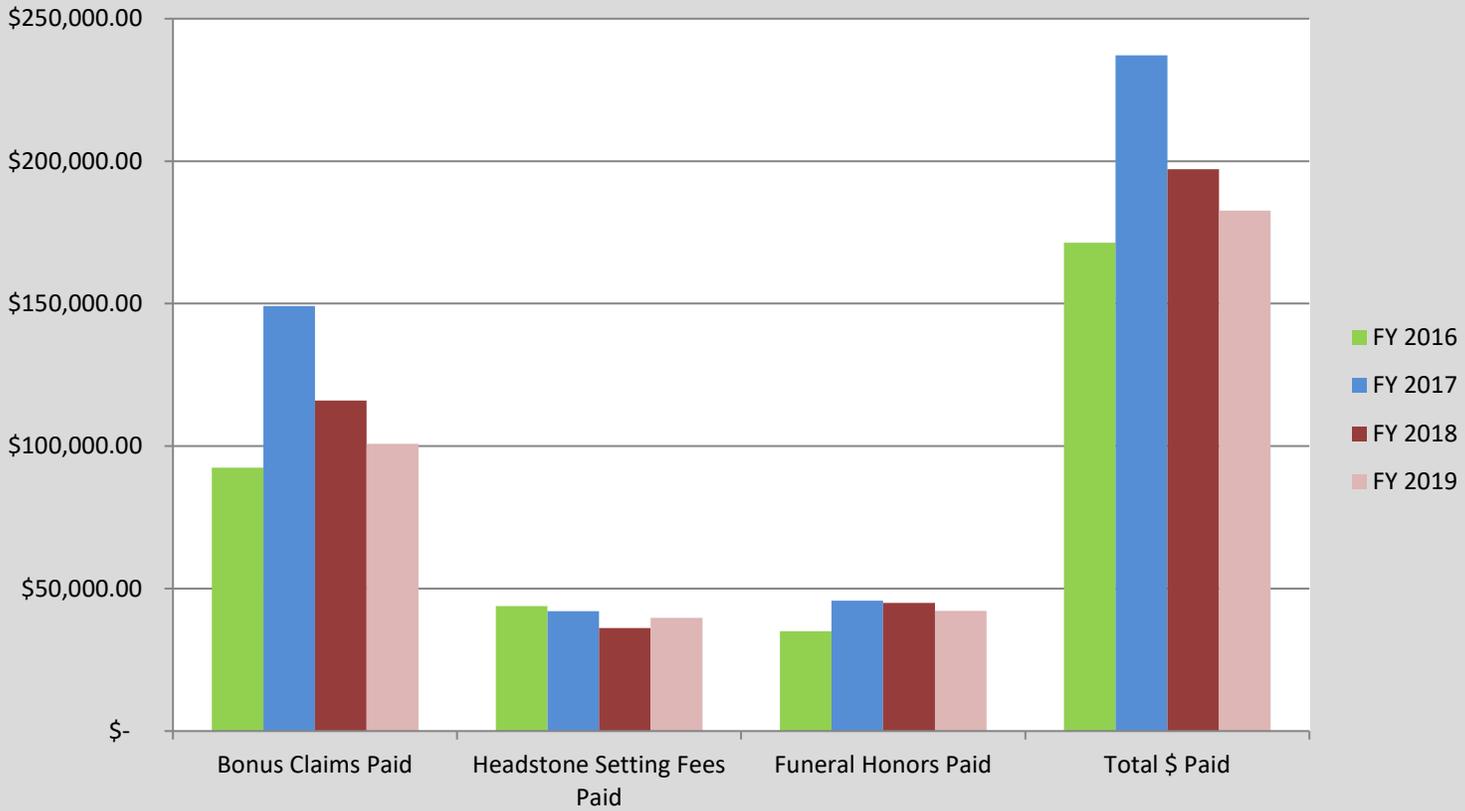
- Increase education and awareness
- Increase revenue generated by the Department for veterans,

#### Customer Service

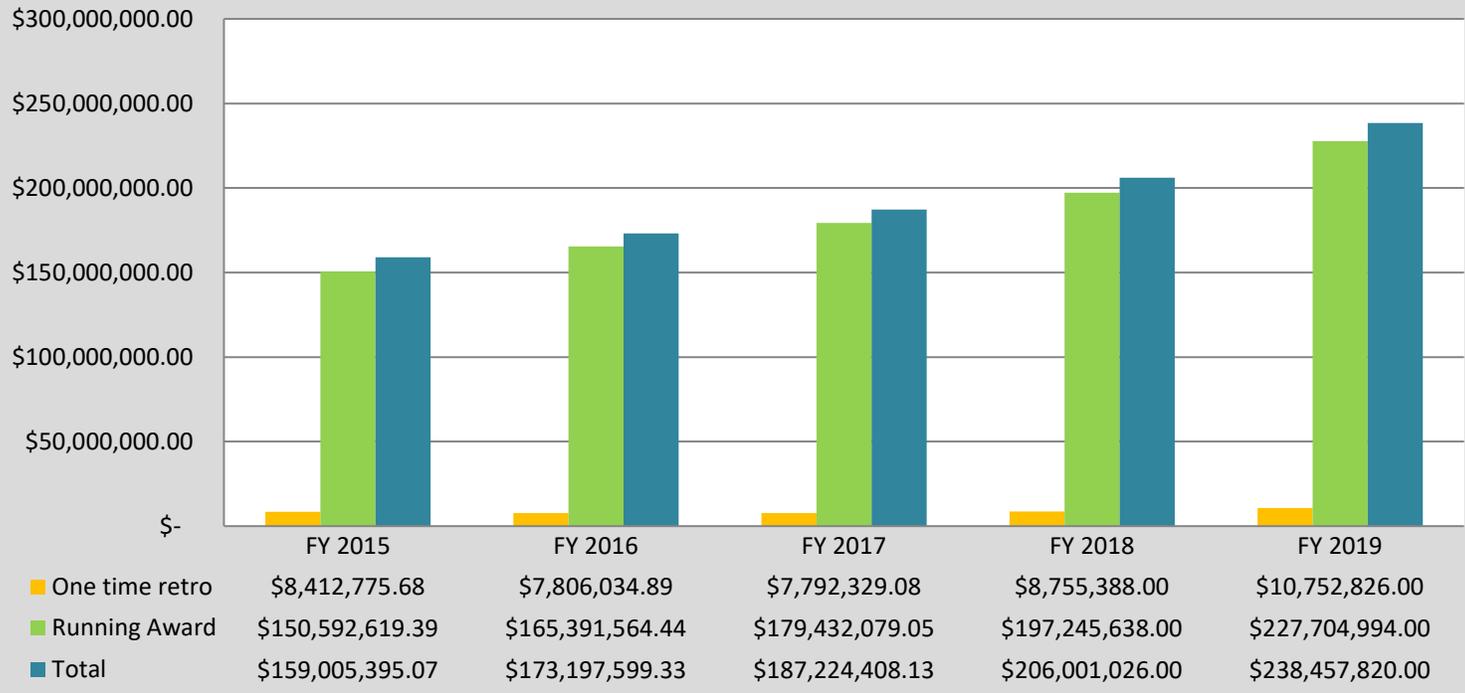
- Sustain outreach
- Ensure quality of care
- Provide information on the ever-changing benefits and services
- Ensure that our Department has the tools and resources necessary to reach as many veterans as we are able
- Strengthen partnerships with veterans service organizations, county and tribal veterans service officers, healthcare providers, and community leaders
- Raise awareness of the resources available to veterans
- Grow programs to assist incarcerated veterans,

We continue to survey our veterans and our partners to ensure that we are providing quality customer service. Customer service surveys are completed by: veterans visiting our claims office, residents and new applicants at the state veterans home, new county and tribal veterans service officers, colleges, universities, and businesses utilizing the on-the-job training and apprenticeship programs.

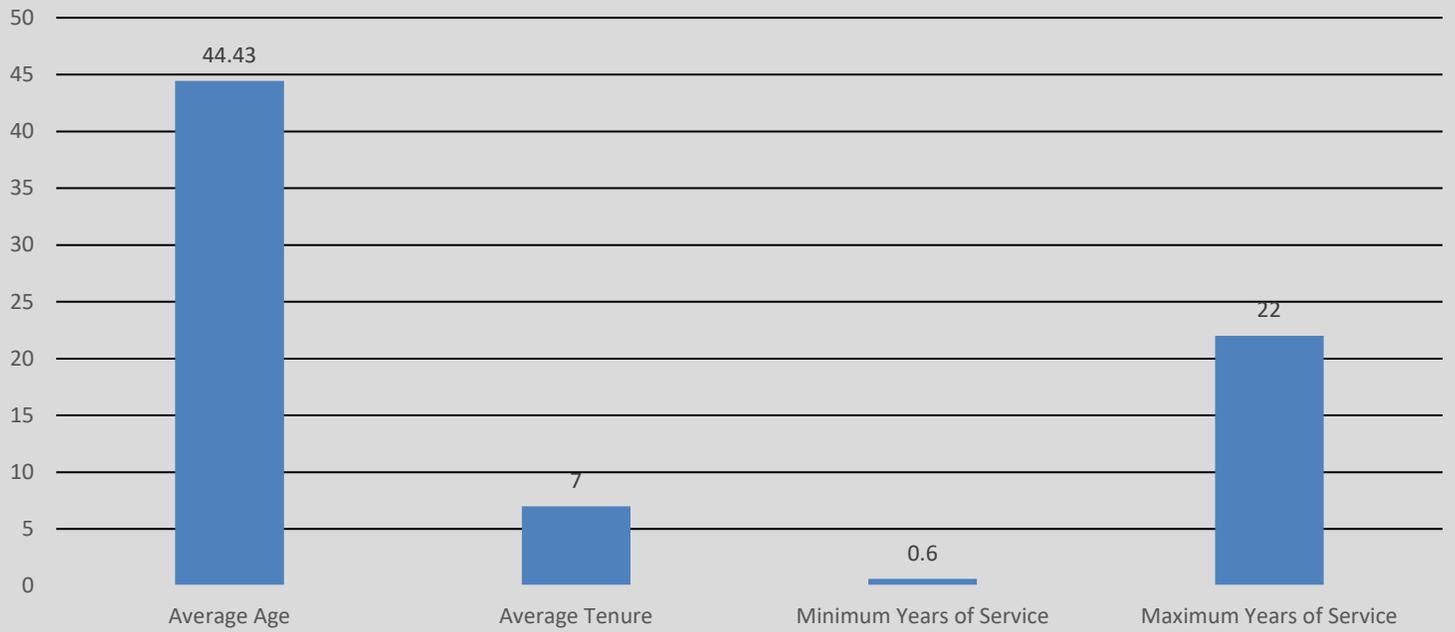
## State Benefits



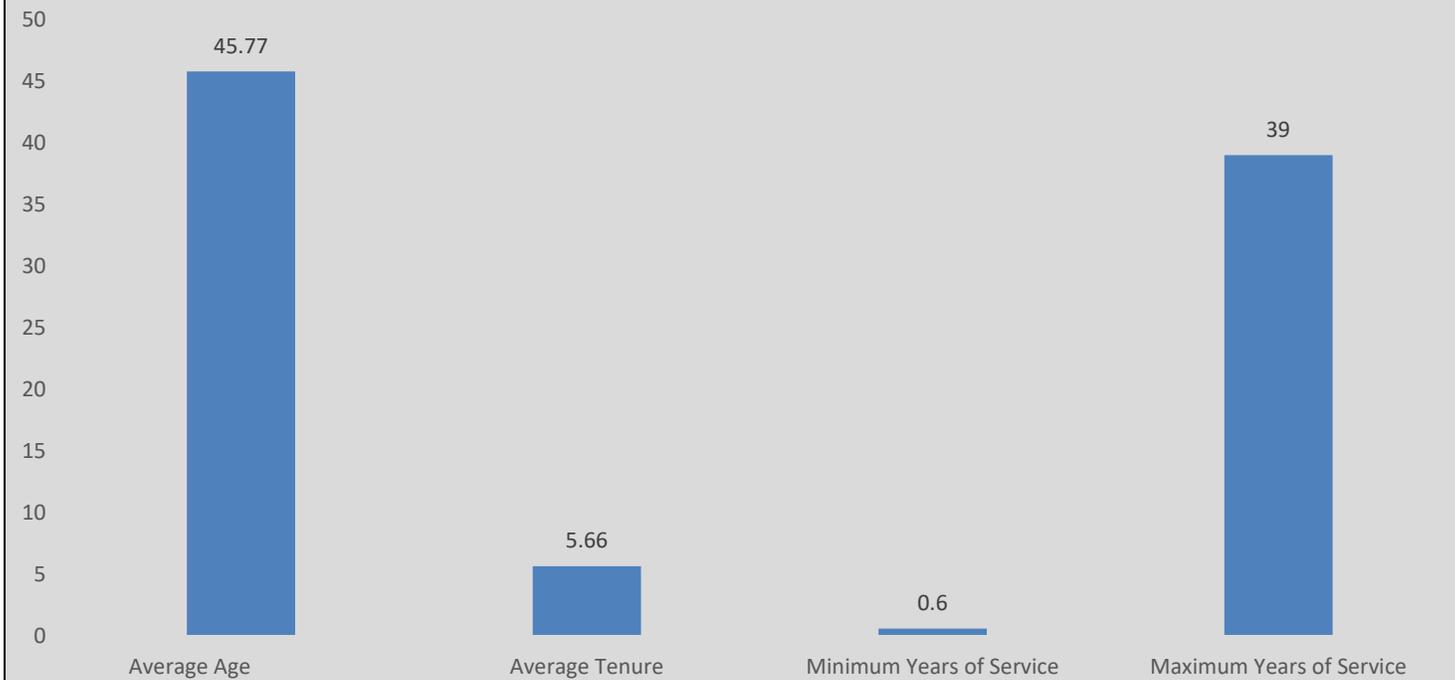
## Economic Impact



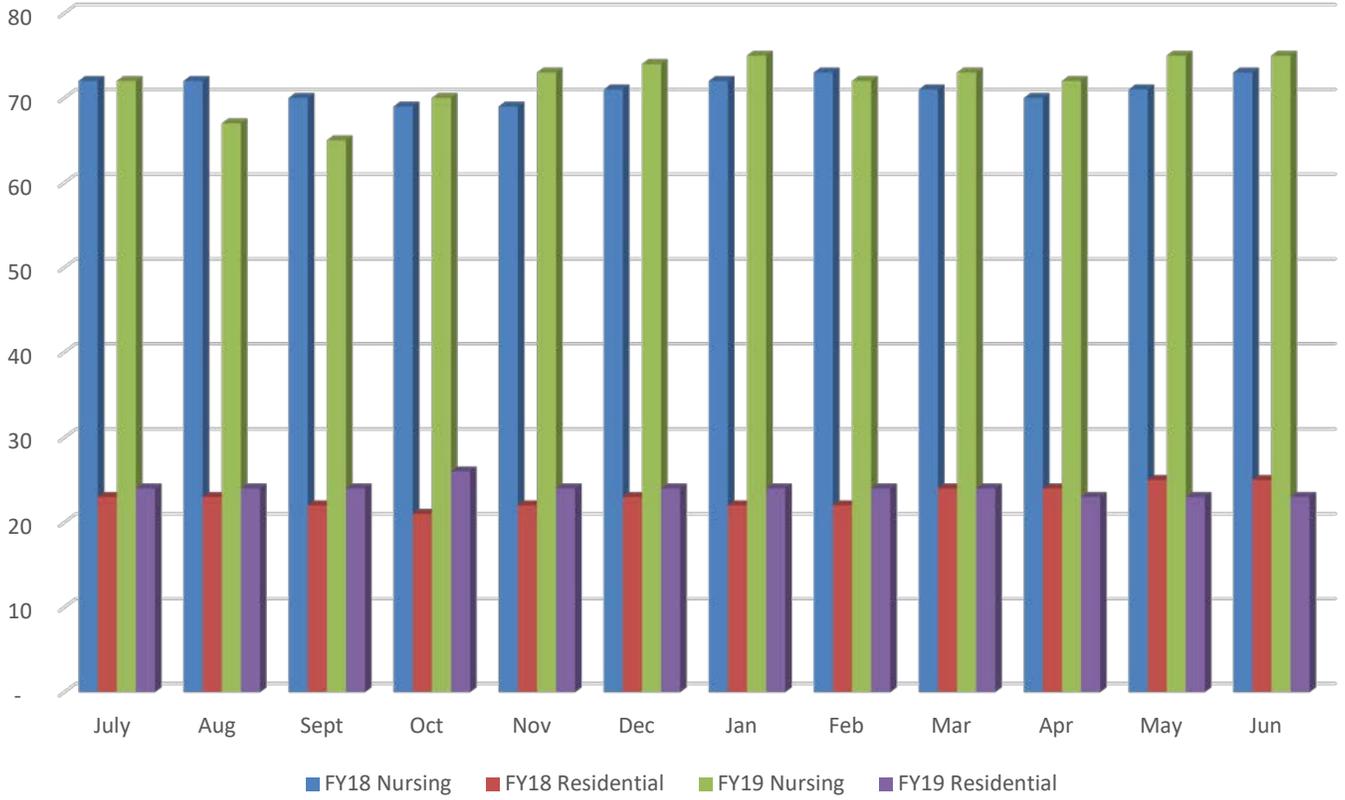
### Stats for State Benefits Staff



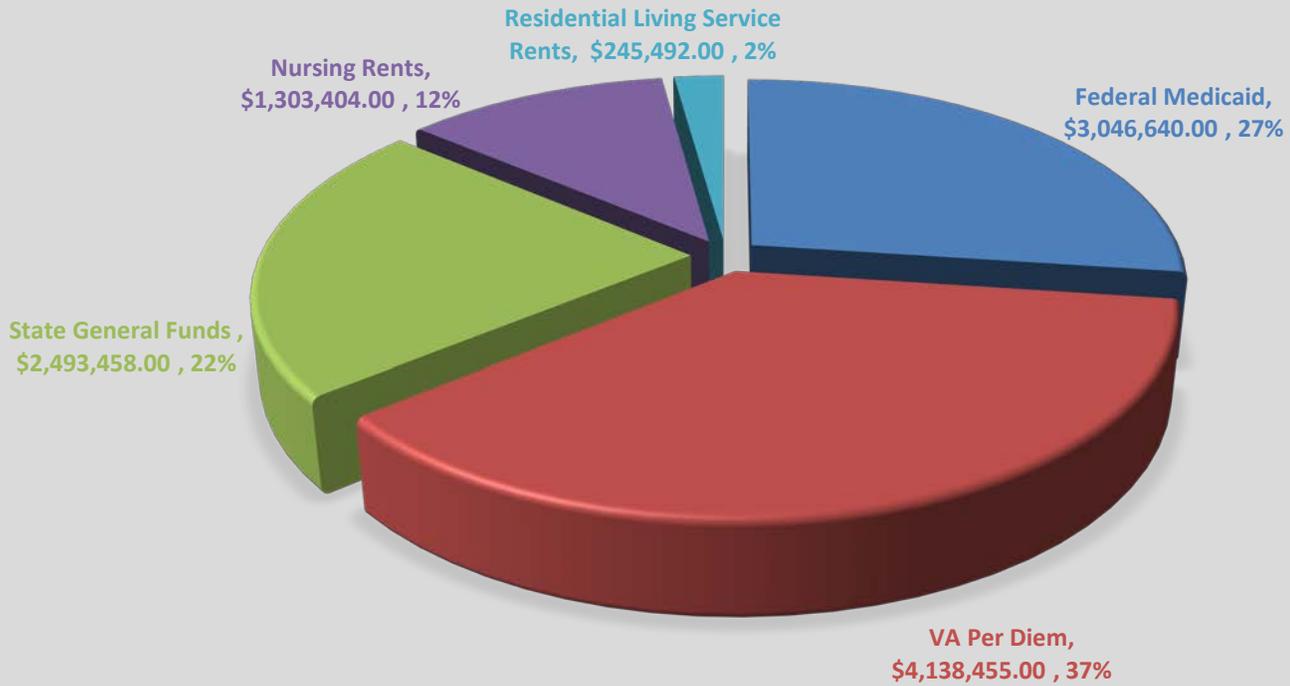
### Stats for Veterans Home Staff



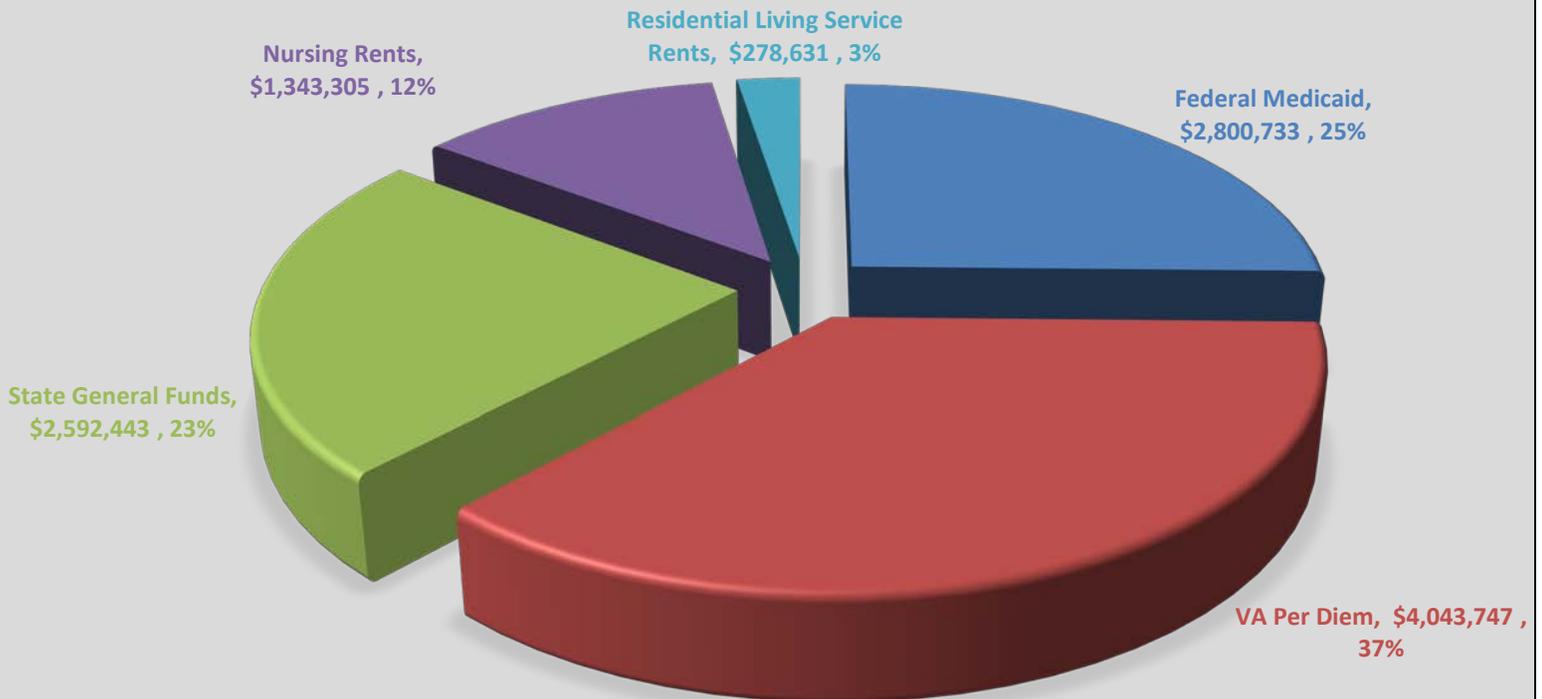
### FY18 and FY19 State Veterans Home Census



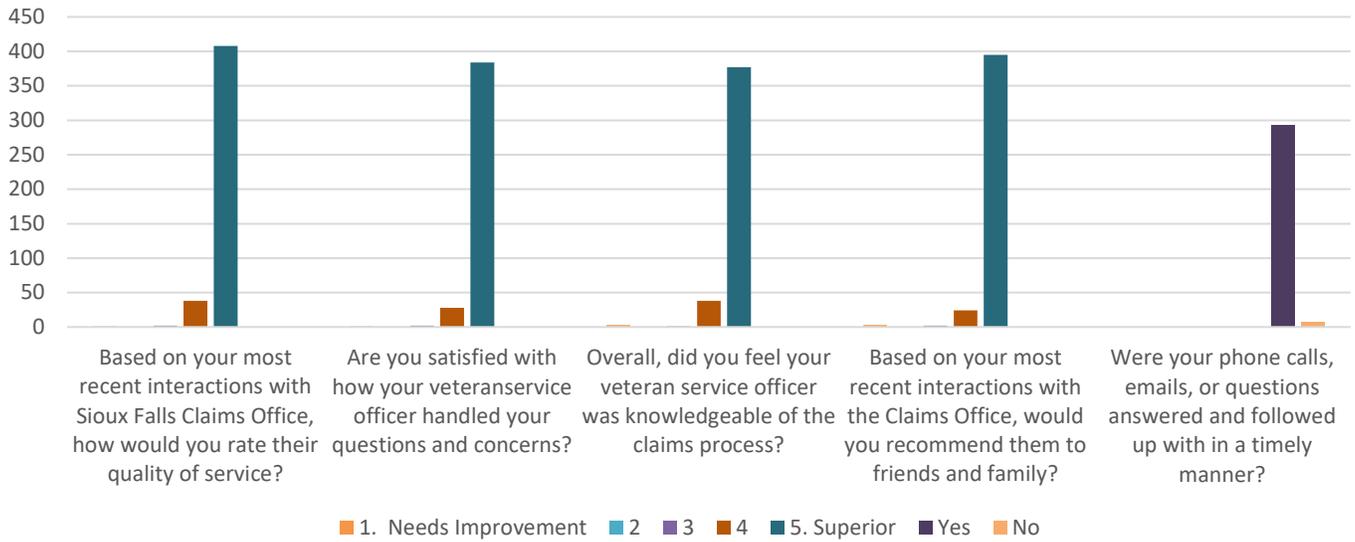
## FY18 STATE VETERANS HOME REVENUES



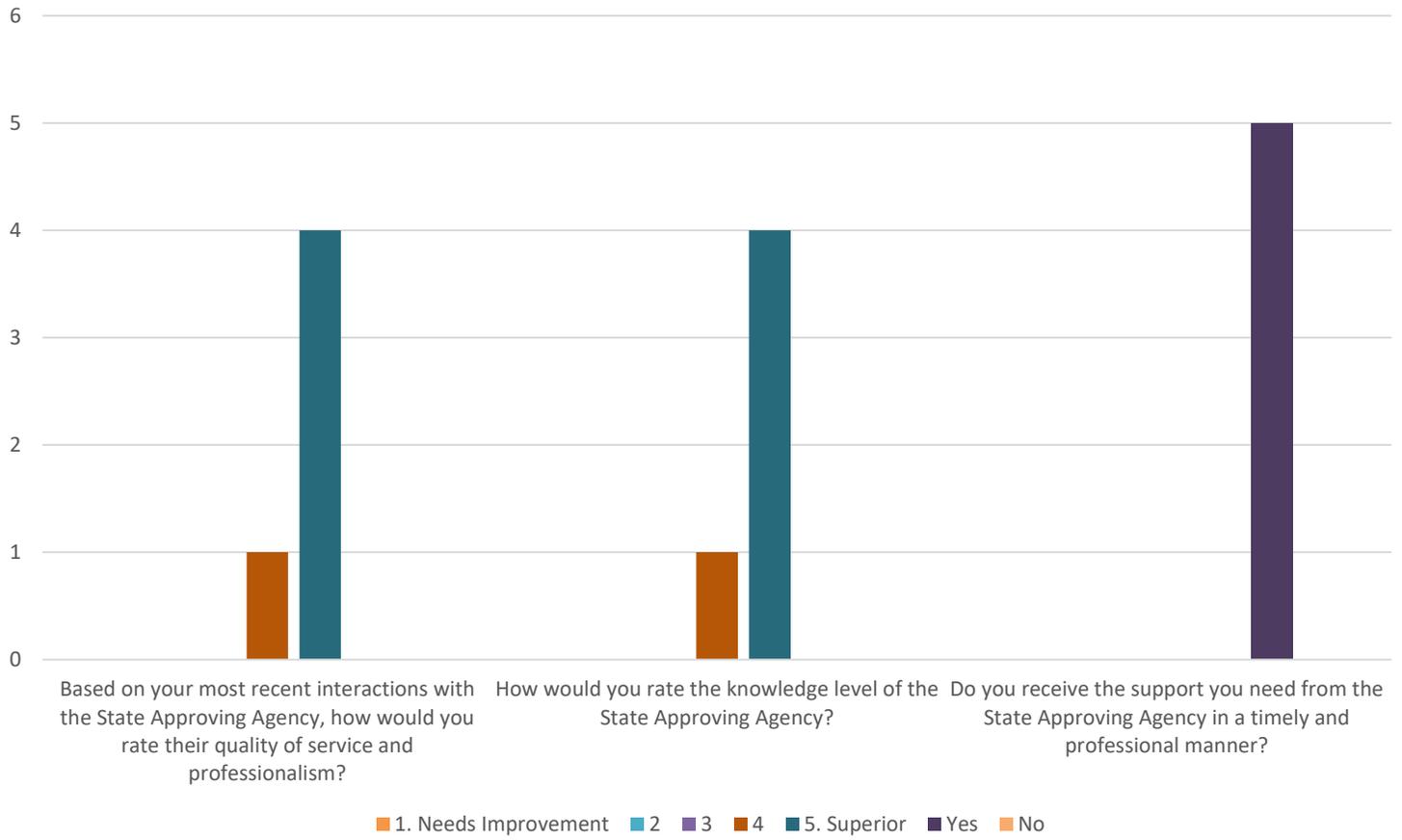
## FY19 STATE VETERANS HOME REVENUES

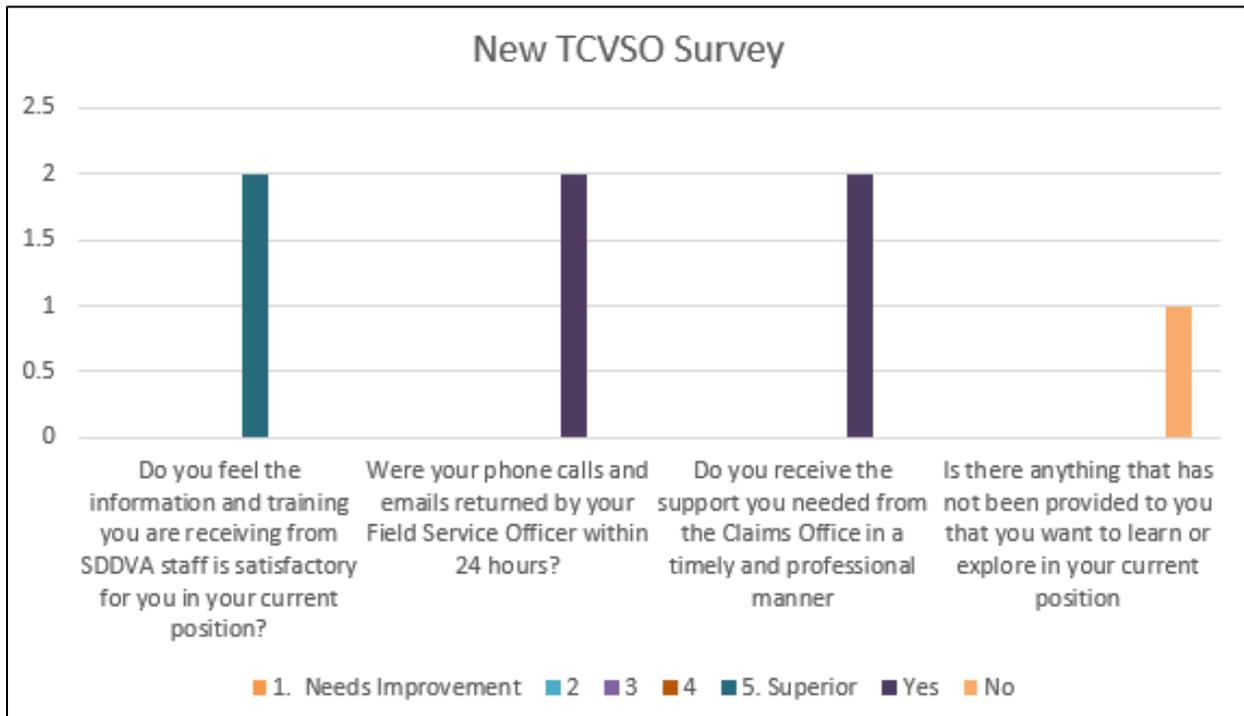
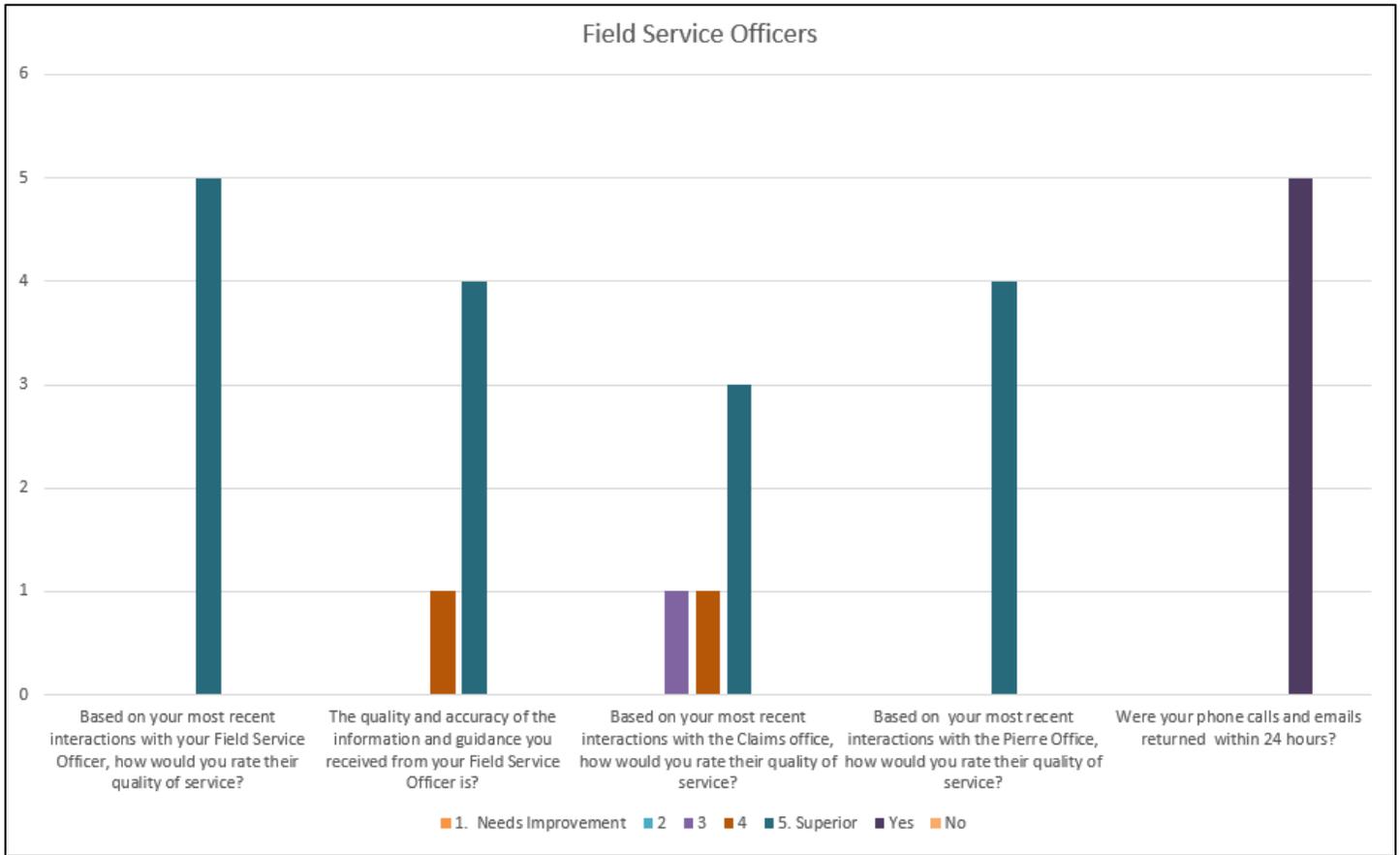


## Claims Office walk-in customers

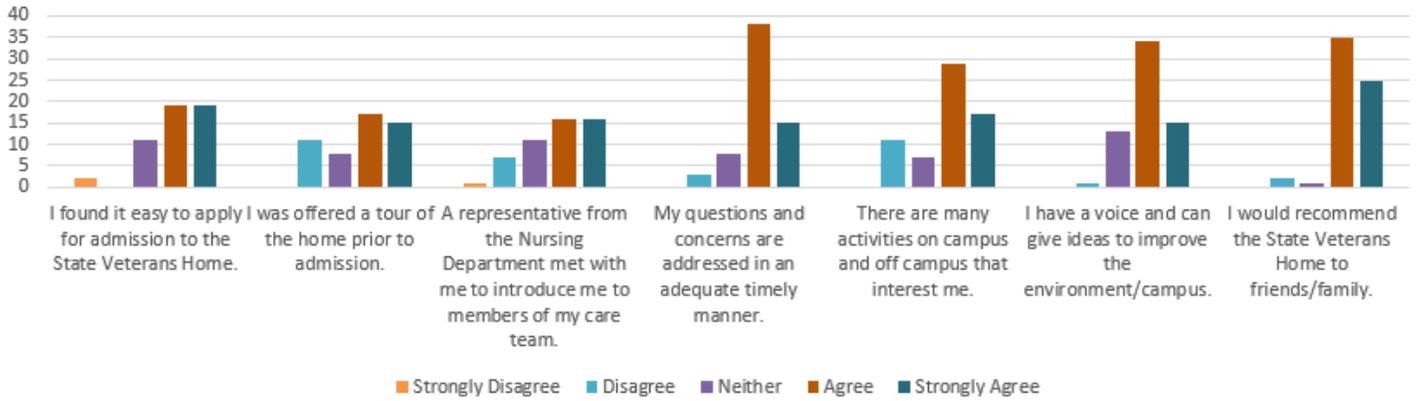


# State Approving Agency





### MJFSDVH New Applicants



### MJFSVH Residents

