



## Mission, Vision, Core Values & Goals

### About VA

#### Mission Statement

To fulfill President Lincoln's promise "To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's veterans.

#### Vision

To provide veterans the world-class benefits and services they have earned - and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

#### Core Values

**Compassion:** We will treat all veterans and their families with the utmost dignity and compassion. We will provide services in a caring manner, with a sympathetic consciousness of others' distress together with a desire to alleviate it.

**Commitment:** Veterans have earned our gratitude and respect. Their health care, benefits, and memorial service needs to drive our actions

**Excellence:** We strive to exceed the expectations of veterans and their families. We strive to perform at the highest level of competence and take pride in our accomplishments.

**Professionalism:** Our success depends on maintaining a highly-skilled, diverse, and compassionate workforce. We foster a culture that values equal opportunity, innovation, and accountability.

**Integrity:** We recognize the importance of accurate information. We practice open, truthful, and timely communication with veterans, employees, and external stakeholders. By carefully listening and responding to their concerns, we seek continuous improvement in our programs and services.

**Accountability:** We will perform in a manner at all times that makes us accountable, responsible, and answerable to veterans and their families, our leaders and other employees as well as external stakeholders.

**Stewardship:** We will ensure responsible stewardship of the human, financial, and natural resources as well as data and information entrusted to us. We will improve performance through the use of innovative technologies, evidence-based medical practices, and sound business principles.

Veterans for Common Sense v. Shirek, No. 08-16728 archived on May 12, 2011