

Goals of the Buffalo County Veteran Service Office Fiscal Year 2023-2024

1. **Develop Strategic Plan to increase the performance of the Buffalo County Veteran Service Office and the number of veteran customers served no later than January 1st, 2024.**
 - **Specific:** The aim is to create a strategic plan to grow our reach to veterans.
 - **Measurable:** Research veteran behavior, trends and markets. Analyze human resource needs, i.e., number of full-time employee positions and organizational structure
 - **Attainable:** It is reasonable to develop a strategic plan within two months.
 - **Relevant:** A strategic plan is necessary for changing a culture that has been in place for many years.
 - **Time-Based:** Completion of Strategic Plan is necessary within two months. DRAFT Copy of Strategic Plan should be reviewed by Veteran Service Committee at January monthly meeting.

2. **Take Steps to Secure the medical records and personally identifying information that is entrusted to us.**
 - Remove PII/HIPAA from Office Desktops no later than November 30th, 2023.
 - Scan/upload records that can be stored on the Vetraspec platform.
 - Lock up paper records that must be kept.
 - Secure File Room when not visually monitored.

3. **Improve Efficiency of the Veteran Service Office staff through additional Accreditations for Linda Jones, Office Manager**
 - Provide Linda with all of the necessary forms to apply with American Legion and VFW
 - Complete Management Tasks associated with Linda's Application for Accreditation
 - Coordinate these actions with her VA PIV Card Renewal
 - Set goal to send applications to AL/VFW no later than December 15, 2023

4. **Conduct outreach and build relationships with Veteran-related organizations such as the Veteran Service Organizations, the Nebraska Army National Guard and the United States Army Reserve throughout the calendar year.**
 - Participate in a minimum of 10 veteran service organization events (VFW, AL, and DAV) per fiscal year.
 - Report performance of these activities to the Veteran Service Committee and the County Board thru the VSC Quarterly Report.

5. **Conduct research and present a plan to the Veteran Service Committee on how to bring the County into compliance with changes to Nebraska Revised Statute 80-107 which states, "Provide a Metal Marker for the grave of each and every person who served in the Nebraska National Guard on or after July 1, 1973."**
 - Conduct inventory of metal markers on-hand.
 - Research County records and Cemetery records to identify the number and identity of deceased individuals that need a metal marker.
 - Prepare Budget Request for purchase.
 - Write and present plan to the VSC no later than February 1st, 2024.