### Results ACT: Observations on Vas Fiscal Year 1999 Performance Plan: Hehs-98-181r



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## RESULTS ACT: OBSERVATIONS ON VAS FISCAL YEAR 1999 PERFORMANCE PLAN: HEHS-98-181R



Bibliogov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 26 pages. Dimensions: 9.7in. x 7.4in. x 0.1in.GAO reviewed the Department of Veterans Affairs (VA) annual performance plan for fiscal year (FY) 1999. GAO noted that: (1) overall, VAs FY 1999 performance plan, as supplemented by other parts of VAs FY 1999 budget submission, contains performance goals and measures that: (a) are presented in a manner that shows VAs intended performance, for comparison with actual performance; (b) cover all of VAs major business lines and the program activities in VAs budget request; and (c) are linked to VAs mission, strategic goals, objectives, and performance goals as stated in its September 1997 strategic plan; (2) the performance plan and other portions of the budget submission: (a) identify numerous crosscutting activities with other federal agencies, state and local governments, and the private sector; (b) describe strategies for achieving performance goals; and (c) discuss VAs initiatives to improve the validity and reliability of performance data used to support the plans performance measures; (3) the most significant challenge for VA in its performance planning under the Government Performance and Results Act is to develop performance measures, primarily for the Veterans Benefits Administrations (VBA) benefit business lines; (4) the performance plans lack of resultsoriented goals and measures for some VBA business lines reflects the lack of results-oriented strategic goals in these areas; (5) the first section is intended to provide results-oriented strategic and performance goals for VAs business lines; (6) the second section is intended to provide process-oriented goals such as improving customer satisfaction with VA services; (7) as VA continues to develop results-oriented strategic goals over the next several years, it should be able to update future performance plans to incorporate more performance measures that focus on program results, better describe strategies...

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