



# DEPARTMENT OF VETERANS AFFAIRS OFFICE OF INSPECTOR GENERAL

## PODCAST TRANSCRIPT

Strategic Plan 2018 – 2022

AUGUST 23, 2018

Michael Nacincik:

I'm Michael Nacincik, the VA OIG's Public Affairs Officer. I'm speaking with Inspector General Michael Missal about the OIG's Strategic Plan for 2018 through 2022.

Inspector General Missal, can you tell me about this plan?

Inspector General Michael Missal:

Sure, our mission is effective oversight of VA's programs and operations. The strategic plan outlines our objectives and strategies in achieving our mission. The plan lists our five strategic goals for our work. They are first, improving veterans access to high-quality healthcare; second, helping to ensure veterans receive the benefits timely and accurately; third, focusing on the appropriate use of taxpayer funds; fourth, addressing leadership and governance issues; and finally, pursuing enhancements to VA's infrastructure system including IT, data security, and financial management and highlight best practices and innovation.

Michael Nacincik:

In what ways does this new strategic plan reflect a change in focus for future oversight activities?

Inspector General Michael Missal:

The plan highlights and extends our recent focus on leadership and governance. So many problems can be traced to the tone at the top of a particular program or operation. We will continue to identify the root causes of problems including whether anyone did not perform or act as they should. The plan also makes clear that we are analyzing governance at VA. VA is an incredibly large, complex, and decentralized organization that is extremely challenging to govern. We are always looking and examining whether the governance structure can be improved.

Michael Nacincik:

Does this new plan require any reorganization or additional resources?

Inspector General Michael Missal:

In the last two years we've made a number of significant organizational changes to improve our efficiency and effectiveness, including in our investigations, audit, and healthcare directorates. We continue to look to improve as an organization and will assess whether we are properly structured and staffed to meet the enormous challenges that we face to achieve our mission. We are extremely grateful

# VA Office of Inspector General

## PODCAST TRANSCRIPT

---

and appreciative for the support that congress has provided and we look forward to further dialogue with the committees and members and how we could best execute our oversight responsibilities.

Michael Nacincik:

How will the OIG get from where it is today to where you want to be in the future?

Inspector General Michael Missal:

Through lots of hard work and a laser focus on our mission of effective oversight of VA's programs and operations. We need to continue to be highly transparent by putting out reports of the highest quality with meaningful recommendations. We also recognize that the plan is not static and will be modified to align with changes at VA. We have a extremely dedicated and committed staff that is working hard every day to accomplish our mission for the benefit of veterans, their families, and taxpayers.

Michael Nacincik:

Where do you expect the OIG to be in 2022, the last year of the plan?

Inspector General Michael Missal:

I am confident that we will successfully execute the plan and as a result be a stronger and more effective organization. We hope that our work will be recognized by veterans, their families, VSOs, congress, VA staff, and other stakeholders as independent, transparent, fair, and accurate. We work hard every day to help VA improve its programs and operations so that veterans get the services and benefits they so deservedly earned.

Michael Nacincik:

Inspector General Missal, thank you for your time today. The OIG podcast is produced by OIG staff and is available on the OIG's website.

To report fraud, waste, abuse, or possible criminal activity you can also visit our website at W-W-W dot V-A dot G-O-V backslash O-I-G.