Veterans’ Home Purchase Board

Five-Year Strategic Plan FY 2028–2032

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1. Mission Statement

The mission of the Veterans’ Home Purchase Board (VHPB) is to assist Mississippi veterans and military personnel (“Heroes”) in becoming rehabilitated and self-sustaining as quickly as possible. This mission is fulfilled by strengthening citizenship and expressing the gratitude of the State of Mississippi through the provision of mortgage loan funds for the purchase of homes, pursuant to Miss. Code Ann. § 35-7-3.

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2. Agency Philosophy

The Veterans’ Home Purchase Board, its Board of Directors, management, and staff are fully committed to serving the Heroes of the State of Mississippi. The Agency’s philosophy is grounded in providing the highest level of professional, efficient, and courteous service throughout the homeownership process. Recognizing that purchasing and financing a home can be complex, staff take pride in guiding applicants from initial inquiry through the life of the loan.

The Agency remains mindful of the sacrifices made by Mississippi’s veterans and service members. Accordingly, VHPB continually evolves its operations by investing in qualified personnel and modern technology to ensure compliance with lending laws and regulations, safeguard the trust fund, and deliver consistent, high-quality service.

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3. Statewide Goals and Benchmarks

Statewide Goal 1: Modernize agency operations through the strategic use of technology.

Benchmarks:

- Transition from paper-based files to a secure digital loan management system.
- Integrate loan processing and servicing platforms to reduce manual data entry and errors.
- Expand online services, including electronic applications, payment processing, and customer account access.

Statewide Goal 2: Expand outreach to Mississippi veterans and service members.

Benchmarks:

- Participate in military-related events, conferences, and Yellow Ribbon campaigns.
- Conduct targeted outreach to employers with significant veteran workforces.
- Increase legislative and public awareness of VHPB programs and benefits.

Statewide Goal 3: Strengthen marketing and brand recognition.

Benchmarks:

- Ensure consistent use of agency branding across all marketing and outreach materials.
- Clearly identify VHPB as a state-administered benefit for veterans and military personnel.

Statewide Goal 4: Deliver superior customer service throughout the loan lifecycle.

Benchmarks:

- Provide timely, accurate, and accessible assistance from pre-application through loan servicing.
- Increase outreach to eligible veterans not currently utilizing the trust fund.

Statewide Goal 5: Develop organizational capacity and workforce sustainability.

Benchmarks:

- Implement a succession plan to support continuity of leadership.
- Align classifications and compensation with roles, responsibilities, and performance.
- Coordinate with the Legislature and oversight entities to secure necessary resources.

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4. Agency Overview

Over FY 2028–2032, the Veterans' Home Purchase Board will continue to strengthen the trust fund while expanding access to affordable, quality housing for Mississippi's eligible veterans, active-duty service members, and National Guard and Reserve personnel.

Technology enhancements will improve accessibility and efficiency by enabling online applications, loan tracking, payment processing, and account management. These improvements will enhance customer experience while reducing operational risk and administrative burden.

The Agency will sustain and expand outreach efforts through participation in veteran-focused events, employer engagement, and legislative communication. Concurrently, VHPB will continue to invest in staff development, internal controls, and compliance processes to ensure long-term financial stability and program integrity.

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5. Performance Effectiveness Objectives

Program: VA Guaranteed Mortgage Lending Program

Goal: Provide compliant, efficient, and high-quality mortgage lending services to eligible Mississippi veterans, consistent with statutory authority.

Objectives and strategies for FY 2028–2032 are advanced annually from the prior plan year and focus on:

- Streamlining application, processing, and closing functions
- Enhancing staff training and cross-functional expertise
- Expanding outreach and digital engagement
- Strengthening compliance, audit readiness, and financial controls

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6. Program Outputs and Outcomes (2.5% Annual Growth)

Fiscal Year	New Loans	Loan Dollar Volume	Loans Serviced	Net Income
FY 2028	148	$44,280,000	1,409	$7,687,500
FY 2029	152	$45,387,000	1,444	$7,879,688
FY 2030	156	$46,521,675	1,480	$8,076,680
FY 2031	160	$47,684,717	1,517	$8,278,597
FY 2032	164	$48,876,835	1,555	$8,485,562

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7. Conclusion

The Veterans' Home Purchase Board remains a vital asset to the State of Mississippi, demonstrating a sustained commitment to its veterans and service members. Through disciplined financial management, enhanced technology, effective outreach, and investment in personnel, the Agency will continue to meet housing needs while protecting the integrity of the trust fund.

By aligning strategic priorities with statewide goals and maintaining a focus on service excellence, VHPB is positioned to support Mississippi's Heroes and ensure program sustainability well into the future.