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U.S. Department  
of Veterans Affairs



I CAN THINK OF NO HIGHER RESPONSIBILITY  
THAN ENSURING THAT THE MEN AND WOMEN  
WHO HAVE SERVED OUR NATION IN UNIFORM  
ARE TREATED WITH THE CARE AND RESPECT  
THAT THEY HAVE EARNED.

ERIC K. SHINSEKI, SECRETARY OF VETERANS AFFAIRS



# 2012 Performance and Accountability Report

*Honoring All Who Have Served*