

# Office of Veterans' Affairs FY2020

**Agency** Office of Veterans' Affairs

**Agency Code** VAO

**Fiscal Year** 2020

**Mission** The Office of Veterans Affairs was established to provide veteran benefits, assistance, information, outreach, effective advocacy, claims processing assistance and service provider coordination to veterans and their families so that they can access their entitled resources and benefits.

## Strategic Objectives

Objective Number	Strategic Objective
1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.
2	Expand and reinforce external relationships with veteran service organizations and agencies.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (2 Measures)</b>					
Number of veteran events coordinated in partnerships with other organizations	Up is Better	81	139	108	70
Number of newly established relationships	Up is Better	46	27	16	10
<b>2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measures)</b>					
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Up is Better	433	410	351	150
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Up is Better	69	142	438	60
Number of community meetings and events attended by MOVA	Up is Better	68	82	85	60
Number of DC Veterans assisted from MOVA events	Up is Better	New in 2018	2758	3036	Waiting on Data

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
No measures found				

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations

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<b>1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (5 Activities)</b>			
MANAGING PARTNERSHIPS	Program Management	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	Daily Service
COMMUNICATIONS	Community Engagement	Publicize agreed-upon and understood common aims of our partnership, internal and external activities, programs, and priorities using social media platforms, online outlets, and outreach activities.	Daily Service
OUTREACH	Partnership Development	Connect and develop a stable foundation for the rationale, and activities of partnerships while allowing sufficient flexibility for these components to develop and evolve in response to external and internal demands of our constituents.	Key Project
CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	Daily Service
PROGRAMS	Benefits and Entitlements	Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims.	Daily Service
<b>2 - Expand and reinforce external relationships with veteran service organizations and agencies. (6 Activities)</b>			
RECOGNITION	Program Management	Manage recognition program.	Key Project
CUSTOMER SERVICE	Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.	Daily Service
CUSTOMER SERVICE	Veteran Engagement	Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling.	Daily Service
OUTREACH	Community Engagement	Support increased access to and participation in programs that promote economic resilience, health and well-being, and an improved quality of life.	Daily Service
COMMUNICATIONS	Strategic Communications	Communication through monthly newsletters, email blast, information flow through listserves and social media.	Daily Service
OUTREACH	Community Engagement	Interact with federal and local community-based networks that bring together local stakeholders and opportunities for greater impact by attending community meetings, events, seminars, and training.	Key Project

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
No measures found			

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
No strategic initiatives found		