

Office of Veterans' Affairs FY2023

Agency Office of Veterans' Affairs

Agency Code VAO

Fiscal Year 2023

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 (KPIs)

| Measure | Directionality | FY 2020 Actual | FY 2021 Actual | FY 2022 Target | FY2022 Actual | FY 2023 Target |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|----------------|----------------|---------------|----------------|
| 1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (2 Measure records) | | | | | | |
| Number of veteran events coordinated in partnerships with other organizations | Up is Better | 68 | 39 | 60 | 61 | 60 |
| Number of newly established relationships | Up is Better | 16 | 25 | 10 | 19 | 10 |
| 2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measure records) | | | | | | |
| Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements | Up is Better | 279 | 184 | 250 | 254 | 250 |
| Number of veterans, veteran community leaders and stakeholders recognized by MOVA | Up is Better | 91 | 280 | 120 | 152 | 120 |
| Number of community meetings and events attended by MOVA | Up is Better | 72 | 82 | 75 | 78 | 75 |
| Number of DC Veterans assisted from MOVA events | Up is Better | 3221 | 3137 | 3000 | 3316 | 3000 |

Operations

| Operations Title | Operations Description | Type of Operations |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (5 Activity records) | | |
| Benefits and Entitlements | Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims. | Daily Service |
| Program Management | Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices. | Daily Service |
| Community Engagement | Publicize agreed-upon and understood common aims of our partnership, internal and external activities, programs, and priorities using social media platforms, online | Daily Service |

| Operations Title | Operations Description | Type of Operations |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Partnership Development | outlets, and outreach activities. | Key Project |
| | 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. | |
| Referral Assistance | Provide customer service and referral assistance. | Daily Service |
| 2 - Expand and reinforce external relationships with veteran service organizations and agencies. (6 Activity records) | | |
| Program Management | Manage recognition program. | Key Project |
| Service Delivery | Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling. | Daily Service |
| Veteran Engagement | Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling. | Daily Service |
| 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 |
| Strategic Communications | Communication through monthly newsletters, email blast, information flow through listserves and social media. | Daily Service |
| 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 |