

# Office of Veterans' Affairs FY2019

**Agency** Office of Veterans' Affairs

**Agency Code** VA0

**Fiscal Year** 2019

**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.

**Summary of Services** Serve as principal advisor to the Mayor on all issues regarding veterans' services and benefits Serve as an advocate on behalf of DC veterans and their families. Promote the use of the US Department of Veterans Affairs and District of Columbia programs and services among District of Columbia veterans and their families Analyze and evaluate issues and concerns raised by District of Columbia veterans and their families Analyze and evaluate veterans affairs statistics on District of Columbia veterans' demographics and benefits Work with other District government and federal, state and private agencies to solicit veterans' benefits assistance Sponsor events that recognize and commemorate the sacrifice and military service of DC veterans Host meetings with veteran service organization leadership to discuss concerns and issues requiring Office of Veterans Affairs assistance Participate in local veterans service organizations' conventions and events Participate in citywide open houses, seminars and fairs to distribute veterans' benefits and services information Maintain and disseminate accurate and timely veterans' benefits and services information within the Office of Veterans Affairs Respond to inquiries concerning veterans' benefits and services.

## 2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
No accomplishments found		

## 2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
<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	Quarterly	81	139	70	40	21	22	25	108	Met	
Number of newly established relationships	Annually	46	27	10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16	Met	
<b>2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measures)</b>											
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Quarterly	69	142	60	45	42	27	325	439	Met	
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Quarterly	433	410	150	78	87	98	88	351	Met	
Number of community meetings and events attended by MOVA	Quarterly	68	82	60	35	17	15	18	85	Met	
Number of DC Veterans assisted from MOVA events	Annually	Not Available	2758	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3036	Met	

## 2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
No measures found							

## 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<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
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
CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	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

## 2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
No strategic initiatives found				