GOVERNMENT OF THE DISTRICT OF COLUMBIA Executive Office of Mayor Muriel Bowser



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

Kevin Donahue

Interim City Administrator

Office of Veterans' Affairs FY2020

Agency Office of Veterans' Affairs Fiscal Year 2020 Agency Code VA0

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 Services 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.

2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents			
No accomplishments found					

2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
1 - Create an services. (2	d maintain par Measures)	tnerships to	provide ve	eterans and	their famil	y's access to	District Gove	ernment, Cor	nmunity Res	ources and	other supp	ortive
Number of veteran events coordinated in partnerships with other organizations	Quarterly	81	139	108	70	35	16	5	12	68	Nearly Met	Due to COVID- 19 MOVA had to cancel and postpone most of our recurring roundtables and in-person recognition events in Q3. During Q4 MOVA relaunched its Roundtables in a virtual capacity and resumed its veteran small business virtual courses.
Number of newly established relationships	Annually	46	27	16	10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16	Met	
2 - Expand a	nd reinforce ex	ternal relat	ionships w	ith veteran	service org	anizations a	nd agencies.	(4 Measures	:)			
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Quarterly	433	410	351	150	54	67	81	77	279	Met	
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Quarterly	69	142	438	60	25	31	10	25	91	Met	
Number of community meetings and events attended by MOVA	Quarterly	68	82	85	60	27	29	7	9	72	Met	
Number of DC Veterans assisted from MOVA events	Annually	New in 2018	2758	3036	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3221	Met	

	Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 PAR
No measures found								

2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Create and main services. (5 Activit		to provide veterans and their family's access to District Government, Community Resources and other supp	portive
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
2 - Expand and rein	nforce external re	ationships with veteran service organizations and agencies. (6 Activities)	
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	MMUNICATIONS Strategic Communications Strategic 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

2020 Strategic Initiatives

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