

Office of Veterans' Affairs FY2018

Agency Office of Veterans' Affairs

Agency Code VA0

Fiscal Year 2018

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.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.	2	5
2	Expand and reinforce external relationships with veteran service organizations and agencies.	4	6
3	Create and maintain a highly efficient, transparent and responsive District government.**	9	2
TOT		15	13

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (2 Measures)									
Number of veteran events coordinated in partnerships with other organizations.	<input type="checkbox"/>	40	55	62	65	Waiting on Data	70	81	70
Number of newly established relationships.	<input type="checkbox"/>	Not available	Not available	Not Available	3	Not Available	3	46	10
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measures)									
Number of veterans, veteran community leaders and stakeholders recognized by MOVA.	<input type="checkbox"/>	Not available	Not available	Not Available	50	Not Available	55	69	60
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	<input type="checkbox"/>	Not available	Not available	Not Available	100	Not Available	125	433	150
Number of community meetings and events attended by MOVA.	<input type="checkbox"/>	Not available	Not available	59	60	Not Available	62	68	60

Number of DC Veterans assisted from MOVA events.	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
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**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (5 Activities)					
MANAGING PARTNERSHIPS	Program Management	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	Daily Service	0	2
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	0	1
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	0	0
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	0	0
CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	Daily Service	0	0
TOT				0	3
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (6 Activities)					
RECOGNITION	Program Management	Manage recognition program.	Key Project	0	0
CUSTOMER SERVICE	Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.	Daily Service	0	0
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	0	0
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	0	1

COMMUNICATIONS	Strategic Communications	Communication through monthly newsletters, email blast, information flow through list servs and social media.	Daily Service	0	0
OUTREACH	Community Engagement	Interact with federal and local community-based networks that bring together local stakeholders and opportunities for greater impact by attend community meetings, events, seminars and training.	Key Project	0	0
TOT				0	1
3 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)					
TRAINING AND EMPLOYEE DEVELOPMENT	Professional Development	Create and maintain a highly qualified, professional, diverse, and responsive workforce.	Daily Service	0	0
PERFORMANCE MANAGEMENT	Mayor's Office of Veterans Affairs	Through proper governance and a transparent management systems, we will deliver effective services and access to benefits for our veterans and their family members..	Daily Service	0	0
TOT				0	0
TOT				0	4

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
No measures found					

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Implement electronic DD-214 records management.	MOVA and Dept of Defense MoU allows MOVA to receive DD-214 discharge records from incoming DC Veterans. This will allow MOVA to be proactive and communicate with new DC Veterans about MOVA programs and services.	12-31-2018
Implement VetsRide Program	MOVA implements a free taxi service for DC Veterans making under \$30K annually for transport to medical appointments, employment and educational services.	12-31-2018
DCHiresVets 2.0 Veteran Only Hiring Fair	MOVA along with DCHR and DCNG will organize and host a DC Veterans only direct hire fair for government and commercial industry positions.	04-05-2018