



FY 2015 Performance Accountability Report Office of Veterans Affairs

INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

MISSION

The mission of the District of Columbia Office of Veterans Affairs (OVA) is to recognize and assist District of Columbia veterans and their families. The District of Columbia Office of Veterans Affairs is enhancing its services by building upon established partnerships and creating new ones.

SUMMARY OF SERVICES

The District of Columbia Office of Veterans Affairs assists District veterans, their dependents and survivors in applying for and using Federal Department of Veterans Affairs benefit entitlements. The OVA also assist with service record acquisition and corrections, as well as discharge upgrades. OVA also supports veterans recently released from active duty service with transitional assistance from military life to civilian life. Finally, OVA connects DC veterans with supportive wrap around services and District and Federal services that address homelessness, employment, education, returning citizens re-entry issues, housing and other services that will improve their quality of life.

OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of OVA performance in FY 2015 by listing OVA's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

TOP THREE ACCOMPLISHMENTS

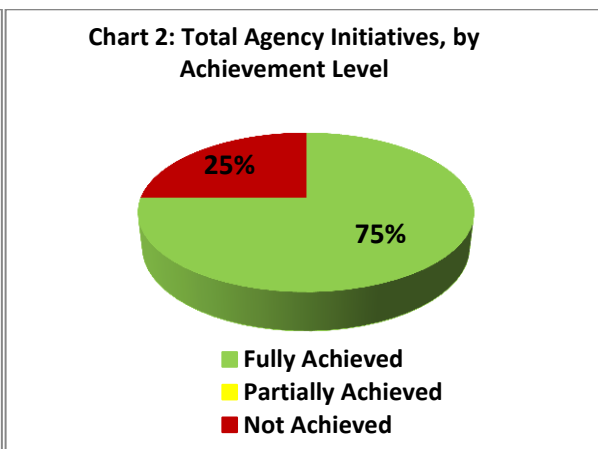
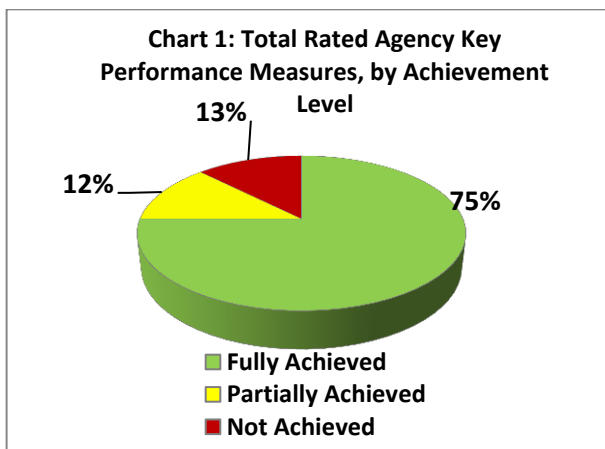
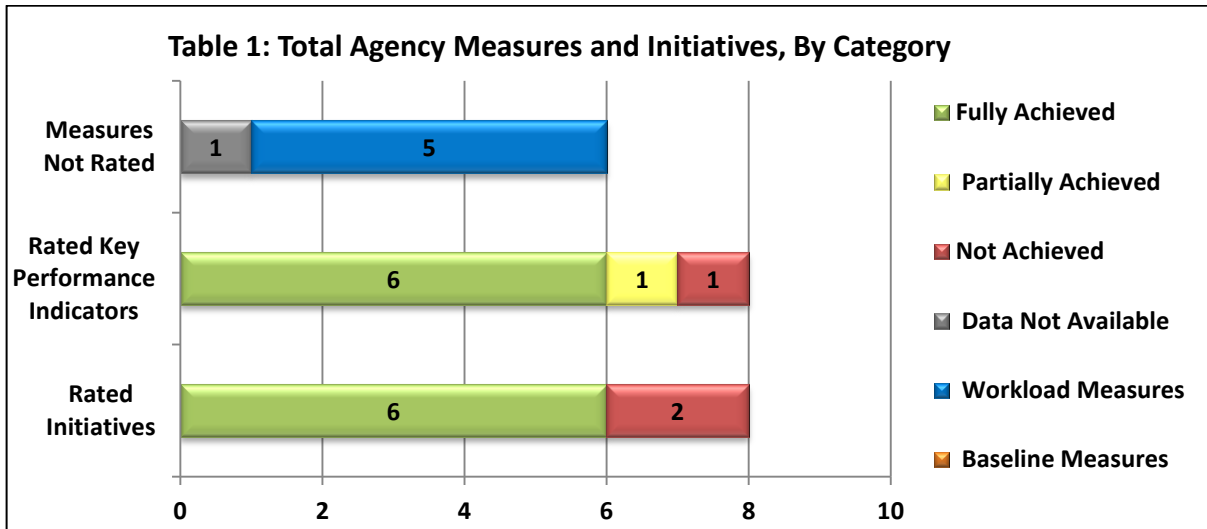
The top three accomplishments of OVA in FY 2015 are as follows:

- ✓ Veterans Resource Center - The District of Columbia Office of Veterans Affairs launched an onsite a computer resource center equipped with computers and copier with fax capabilities for veterans and their family members.
- ✓ DD214 Upgrade Clinics - The District of Columbia Office of Veterans Affairs has partnered with the Neighborhood Legal Services Program to host DD214 Upgrade clinics with the intent to assist veterans in their efforts for increased opportunities.
- ✓ Benefits and Entitlements Clinics - The District of Columbia Office of Veterans Affairs partnered with Paralyzed Veterans of America, who employs accredited veterans service officers to assist us by



facilitating the Benefits and Entitlements clinics. They take on our veterans as clients in assisting through their claims process.

SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS



Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved

In FY 2015, OVA fully achieved 75% of its initiatives and cumulatively has partially and fully achieved 87% of its rated key performance measures. **Table 1** provides a breakdown of the total number of performance metrics OVA uses, including key performance indicators and workload measures,



initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. **Chart 1** displays the overall progress is being made on achieving OVA objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. **Chart 2** displays the overall progress OVA made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for OVA in FY 2015.

In 2015 the District of Columbia Office of Veterans Affairs worked to educate and inform veterans of their benefits and entitlements, we assisted in identifying and navigating through resources, to include coordinating access to benefits external of the federal and district government. We fostered significant relationships with partners to expand programs, resources and services for veterans and their family members to create pathways to the middle class with a focus on employment, economic opportunities, housing, and small business development. The District of Columbia Office of Veterans Affairs expanded our outreach in efforts to increase awareness of the office and provide a central point of contact for the veterans and their family members for which to obtain information about programs and gain access to services.

PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

OBJECTIVE 1: Expand Outreach and Advocacy for District Veterans and Their Families

INITIATIVE 1.1: Produce a veteran recognition event.

In the past, OVA partnered with organizations to produce many events. OVA shall lead the production of several veteran events to recognize and display appreciation to District veterans and to promote OVA and District agencies' services for veterans. This initiative will also provide veterans with an opportunity to receive assistance from OVA in acquiring earned veterans benefits. Veterans will also be recruited to volunteer with the agency. The OVA shall accomplish this goal by September 30, 2015.

Completion Date: September 30, 2015



Performance Assessment Key: Fully Achieved: Every year the District of Columbia Office of Veterans Affairs partners with Community Festival to host a segment called "Veteran's Tribute of Thanks!" this year we acknowledge and recognized veteran transitional homes in the District of Columbia.

INITIATIVE 1.2: Increase veteran attendance at OVA Sponsored Events

OVA will raise awareness of veteran assistance and opportunities through its sponsored events. In FY 2014 OVA, due to veteran demand, shall increase the availability of information and subject matter experts during sponsored and coordinated events to provide veterans more access to information. Providing veterans with more of what they want and need will bring more veterans to these events, and provide more veterans with an opportunity to receive assistance from OVA and our partners, in acquiring earned veterans benefits. We



propose to increase attendance by September 30, 2015.
Completion Date: September 30, 2015

- **Performance Assessment Key: Fully Achieved.** The District of Columbia Office of Veterans Affairs in partnership with nonprofits hosted four events this year. One of the most significant events was the first annual POW/MIA ceremony in partnership with veteran service organizations in the District of Columbia.

INITIATIVE 1.3: Continued Development and Implementation of Financial Literacy Program – Veterans Assistance for Learning Opportunity and Readiness (VALOR)

The continued implementation of the VALOR program will provide financial planning, management, and budget counseling to DC Veterans and their Families. OVA will increase outreach and advocacy by implementing PHASE II of the financial counseling program for DC veterans in all 8 Wards of the city. OVA will oversee the implementation of PHASE II Internet Program with the company FELA. FELA will administer the program and develop a strategy to contact all veterans who are DC residents. The entire program will be promoted on the OVA Website and Monthly Newsletter, Print and Broadcast media, Advisory Neighborhood Commission Meetings, Meetings with the DC Chamber of Commerce and Greater Washington Board of Trade and through the local Chapters of the Veteran Service organizations. We propose to evaluate the success and attendance and provide completed findings by September 30, 2015.

Completion Date: September 30, 2015

- **Performance Assessment Key: Not achieved.** This program is currently in the process of being reconstituted.

INITIATIVE 1.4: Continue the Enhancement and Growth of the Furniture Donation Program

In FY 15, the National Capitol Veterans Coalition will continue to administer the program with oversight and assistance from the Office of Veterans Affairs. This program will allow our veterans to concentrate on receiving health care, supportive services, education and job placement without having to worry about acquiring furniture for the housing units into which they are moving with furniture.

These donations include bed frames, box springs, mattresses, refrigerators, microwaves, chests-of-drawers, chairs, tables and computers. Veterans are required to complete a request for furniture form that may be obtained from the Office of Veterans Affairs and provide proof of housing from the US Department of Veterans Affairs' HUD-VASH program or from the DCHA. This initiative is dependent on the replenishment of furniture for continuum of service delivery by September 30, 2015.

Completion Date: September 30, 2015

- **Performance Assessment Key: Not achieved.** This program has been reconstituted.

INITIATIVE 1.4: Development and Implementation of New Claims Division within the OVA



In FY 14 OVA personnel passed examination which provided her with Accreditation as a Certified Claims Officer recognized by the Federal Department of Veterans Affairs. VA accreditation is for the sole purpose of providing representation services to claimants before VA and does not imply that a representative is qualified to provide financial planning services or is otherwise endorsed by VA. VA accreditation may not be used for marketing financial products or promoting a financial services business. By law, an individual must be accredited by VA as an agent, attorney, or representative of a VA-recognized veterans service organization to assist in the preparation, presentation, and prosecution of a claim for VA benefits. 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. § 14.629. VA regulations provide a one-time only exception to this general rule, which authorizes a person to provide assistance on a particular claim, but such assistance must be without cost to the claimant and is otherwise subject to the laws governing representation. 38 C.F.R. § 14.630. An individual who is not accredited by VA is otherwise prohibited by law from assisting claimants in the preparation, presentation, and prosecution of claims before VA. Establishment will require VA approval and is based on recommended staff. The development of the claims division will be completed no later than September 30, 2015.

Completion Date: September 30, 2015



Performance Assessment Key: Fully Achieved. The District of Columbia Office of Veterans partnered with Paralyzed Veterans of America to host Entitlement and Benefits clinics. This partnership gives DC veterans access to a certified service officer.

OBJECTIVE 2: Increase Recognition of the Military Service of DC Veterans

INITIATIVE 2.1: Enhancement of the Proud DC Veterans License Tag Program throughout the City to Incorporate Handicap/Disabled logo

OVA shall seek to increase the visibility of the Proud DC Veteran display license plate program throughout the city. This initiative allows OVA to expand recognition of our veteran population in all eight wards of the city and provides needed revenue for our veteran's assistance fund. OVA is also pre-planning process of the needs before speaking with DMV and obtaining new legislation to incorporate the Handicap/Disability Logo within the Proud DC License plate. We will include the Veterans Leadership Forum and Advisory Board Members to assist with the marketing of the New Proud DC Handicap/Disability Tags. Proposed finalization of the process by September 30, 2015 with a roll out expectancy of October 1, 2015.

Completion Date: October 1, 2015



Performance Assessment Key: Fully Achieved.

The District of Columbia Office of Veterans Affairs sold 45 tags in FY2015.



INITIATIVE 2.2: Expand Outreach to Homeless, At Risk and Transitioning Veterans and Their Families

OVA shall increase the number of District of Columbia veterans and families contacted via Deployments, Welcome Home Ceremonies, Seamless Transition Services and shelter referrals resulting in a better informed hard-to-reach segment of the veteran community. OVA shall conduct these visits quarterly, through our current staff. OVA will improve its partnerships with District shelters, the VA's Community Resource and Referral Center (CRRC), and the District's Housing First Initiative to ensure OVA materials and documents are accessible to veterans in those facilities and housing units. Also, through this initiative, more homeless veterans will be connected to their earned VA benefits, resulting in improved quality of life for these veterans. Additionally, OVA will initiate efforts to make contact with transitioning veterans returning to the District from active duty. Utilizing the process developed to identify those veterans through their military discharge documents, OVA will make contact with these individuals soon after the agency receives his or her DD-214 Military Separation Report. Through this initiative, this hard to reach veteran base will become aware of the services available through District and Federal Agencies by September 30, 2015.

Completion Date: September 30, 2015

- **Performance Assessment Key: Fully Achieved.** The District of Columbia Office of Veterans Affairs has increased its veteran contact by 200%.

OBJECTIVE 3: Streamline Efforts to communicate with and Inform Returning DC Veterans of Their Earned Benefits as well as events that are happening in Their Community

INITIATIVE 3.1: Increase the Use of Social Media to Communicate with Returning DC Veterans

Through collaboration with OCTO, OVA has modernized its website to provide the most current information as well as links to e-benefits and my healthy vet to DC veterans returning from the conflicts in Iraq and Afghanistan including the DC National Guard about Services and benefit information on federal, District and non-profit agencies that assist veterans financially and with other services via demobilizations ceremonies as well as Welcome Home Events. Continuous of programming will be completed by September 30, 2015.

Completion Date: September 30, 2015

- **Performance Assessment Key: Fully Achieved.** The District of Columbia Office of Veterans Affairs is using social media as an outreach, marketing and branding tool therefore increasing participation in our programmatic activities by 100%.



KEY PERFORMANCE INDICATORS-Office of Veterans Affairs

	KPI	Measure	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
●		Number of Veterans Events Produced by OVA	4	4	4	7	100%	AGENCY MANAGEMENT PROGRAM
●		Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations	40	55	55	62	100%	AGENCY MANAGEMENT PROGRAM
●		Number of DC Veterans Contacted	309	600	600	992	165.33%	VETERANS PROGRAMS
●		Percent of Veterans Who Rate OVA Services at 98% or Better	100%	100%	100%	100%	100%	VETERANS PROGRAMS
●		Number of veterans assisted	425	525	525	1153	219.62%	VETERANS PROGRAMS
●		Number of Veterans/Families Assisted Through OVA Furniture Donation	128	150	150	20	13.33%	VETERANS PROGRAMS



		Program						
●		Number of Veterans License Plates Issued/Sold	40	50	50	45	90%	VETERANS PROGRAMS
●		Revenue Received Through the Veteran License Plate Program	\$1852	\$2950	\$2340	\$3048	103.32%	VETERANS PROGRAMS
●		Percent of Veterans Successfully Completing PHASE 1 of the VALOR Program ¹	100%	N/A	N/A	N/A	N/A	VETERANS PROGRAMS

WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES ●

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
Number of Veterans who have contacted the OVA for Services. ²	600	550	782	OFFICE OF THE DIRECTOR
Number of Furniture Requests from Veterans and their families ³	74	128	20	OFFICE OF THE DIRECTOR
Number of License Plate Requested by Veterans and Their Families	50	70	45	OFFICE OF THE DIRECTOR

¹ The Valor program has been phased out.

² This measure calculates the total number of walk ins.

³ Furniture program is currently being reconstituted.



Number of Veteran Events Participated in by the OVA Staff	40	40	52	OFFICE OF THE DIRECTOR
Number of NEW Claims Presented to the Federal VA Through Our Newly Revamped Claims Office ⁴	N/A	N.A	41	OFFICE OF THE DIRECTOR
Number of veterans who called the DC Office of Veterans Affairs ⁵	N/A	N/A	5776	OFFICE OF THE DIRECTOR

⁴ This workload measure has been replaced with the number of veterans assisted by Paralyzed Veterans of America for claims assistance. This measure was added in July 2015.

⁵ This workload measure was added in May 2015.