



Office of Veterans' Affairs (OVA) FY2016 Performance Accountability Report (PAR)

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 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.

Overview – Agency Performance

The following section provides a summary of OVA performance in FY 2016 by listing OVA’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOVA has successfully met its goal of hosting events within the community.	This accomplishment allowed MOVA to increase its community engagement and gain a better understanding of how MOVA can provide additional benefits to the veteran community.	This program provided additional resources for District residents and provided opportunities to provide direct feedback on MOVA operations and services.
MOVA successfully met its goal of veteran license plate sales.	This accomplishment allowed MOVA to interact with more veteran residents of the District as well as increase community operations.	This program simultaneously provides recognition of D.C. Veterans while providing additional resources to support MOVAs activities within the community.
MOVA assisted 597 veterans in FY 2016.	This accomplishment increased MOVA’s community engagement and connection with the District’s veteran community. It allowed MOVA to provide a demonstrable service to the District’s veteran community.	MOVA was able to assist 597 veteran residents by placing them in direct connection with the service or program they required.

In FY 2016, OVA had 8 Key Performance Indicators. Of those, 0 were neutral, and another 1 were not able to be reported by the end of the fiscal year. Of the remaining measures, 38% (3 KPIs) were met, 38% (3 KPIs) were nearly met, and 12% (1 KPIs) were unmet. In FY 2016, OVA had 8 Initiatives. Of those, 75% (6) were completed and 12% (1) were nearly completed, and 12% (1) were not completed. The next sections provide greater detail on the specific metrics and initiatives for OVA in FY 2016.

FY16 Objectives

Division	Objective
Office of Veterans Affairs	Expand outreach efforts to expand awareness of the office and reach more veterans.
Office of Veterans Affairs	Increase recognition of the military service of District of Columbia veterans.
Office of Veterans Affairs	Streamline efforts to communicate with and to inform District of Columbia veterans of their earned benefits, as well as events that are happening in their community.

FY16 KPIs

Objective: Expand outreach efforts to expand awareness of the office and reach more veterans.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of Veterans License Plates Issued/Sold	50	Q	13	11	11	19	54	Met	
Number of Veteran Events Produced by MOVA	5	Q	6	5	0	0	11	Met	
Number of DC Veterans Contacted	650	Q	385	202	0	20	607	Nearly Met	Missing the target is attributed to fewer veterans being contacted by MOVA from June-September.
Number of veterans assisted	600	Q	385	202	0	10	597	Nearly Met	Missing the target is attributed to fewer veterans being assisted by MOVA from June-Sept.
Revenue Received Through the Veteran License Plate Program	2,950	Q	676	572	572	936	2,756	Nearly Met	This is a neutral measure and the amount of revenue reflects the total number of license plates sold. MOVA achieved its license plate sales goal.

Objective: Increase recognition of the military service of District of Columbia veterans.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of Veterans Events Produced by MOVA	5	Q	6	5	0	0	11	Met	
Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations	60	Q	30	8	0	0	38	Unmet	Missing the target is attributed to fewer events and programs being coordinated with community partners from June - September.

Objective: Streamline efforts to communicate with and to inform District of Columbia veterans of their earned benefits, as well as events that are happening in their community.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
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Percent of Veterans Who Rate MOVA Services at
98% or Better

100

Q

MOVA does not participate
in this program and thus
data is unavailable.

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of veterans who have contacted MOVA for services	Q	323	202	0	10	535
Number of veteran events participated in by the MOVA Staff	Q	27	21	0	7	55
Number of veterans who call MOVA	Q	385	202	0	91	678
Number of events hosted by MOVA	Q	8	8	0	0	16

FY16 Initiatives

Title: Attend community events.

Description: Attend outreach and programs in support of veterans and their family members.

Complete to Date: Complete

Status Update: MOVA attended 60 community outreach and programs in support of veterans and their family members.

Title: Utilize the Mayor's Veterans Advisory Board to amplify the Mayor's Office of Veterans Affairs initiative.

Description: Engage the Mayor's Advisory Board in all outreach effort, office initiatives and social media initiatives.

Complete to Date: Complete

Status Update: MOVA has developed a strong working relationship with the Mayor's Advisory Board and has engaged and consulted with the Board in advance of outreach and program initiatives.

Title: Building partnerships that will expand programs, resources, and services to create pathways to the middle class, with a focus on programs that help with jobs (hospitality, construction, government), housing, small business / entrepreneurship and hard to serve veterans

Description: Improve targeting of partners, services, programs and resources for veterans and their family members to create pathways to the middle class.

Complete to Date: Complete

Status Update: MOVA has identified community partners to provide services and programs for District veterans and their families. MOVA continues to develop new partnerships and expand existing ones.

Title: Establish a series of events hosted by the Mayor's Office of Veterans Affairs.

Description: MOVA in partnership with organizations will host ten events throughout the year.

Complete to Date: Complete

Status Update: MOVA hosted 16 events in FY 2016.

Title: Create a recognition program.

Description: MOVA will add online functions that will allow citizens to nominate a veteran for recognition.

Complete to Date: Complete

Status Update: MOVA's website allows for the nomination and recognition of veterans.

Title: Acknowledge the efforts and leadership of exemplary service of veterans, veteran service providers and veteran community leaders.

Description: MOVA will acknowledge the efforts and leadership of exemplary service of veteran service organizations, veteran service providers and veteran community leaders.

Complete to Date: 50-74%

Status Update: MOVA has identified and worked with a number of exemplary veteran service organization, veteran service providers, and veteran community leaders.

If Incomplete, Explanation: Missing the target is attributed to the initiative not being sustained in Q3FY16 and Q4FY16.

Title: Increase collaboration and communication around veteran needs and issues.

Description: Increase awareness and education among veterans, service members and their families by using social media and MOVA's website. Make changes to the website so that it can be more users friendly and informative.

Complete to Date: 75-99%

Status Update: MOVA has increased social media engagement with veterans, service members and their families. In FY 2016, updates were made to the MOVA website and additional updates are forthcoming in FY2017

If Incomplete, Explanation: Additional updates are necessary to the MOVA website to provide more timely and relevant information.

Title: Connecting veterans to services, programs, and partners to help create pathways to the middle class for veterans.

Description: Proactively engage veterans to better meet their expectations by surveying them about services and using data to drive for better service.

Complete to Date: Complete

Status Update: MOVA has proactively engaged veterans to connect them with the services they are most in need of.