Agency Office of Veterans' Affairs Agency Code VA0 Fiscal Year 2017

**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

# 2017 Strategic Objectives

Objective Number	
1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.
2	Expand and reinforce external relationships with veteran service organizations and agencies.
3	Create and maintain a highly efficient, transparent and responsive District government.**

## 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Create and mainta and other supportive				ns and their f	amily's acces	s to District G	overnment, (	Community Re	esources
Number of newly established relationships.	<b>~</b>	Annually		Not available	Not available	Not available	3	New Measure	3
Number of veteran events coordinated in partnerships with other organizations.		Quarterly		Not available	55	62	65		70
2 - Expand and reinfo	rce externa	l relations	nips with ve	eteran service	organization	s and agenci	es. (3 Measu	res)	
Number of community meetings and events attended by MOVA.		Quarterly		Not available	Not available	59	60		62
Number of veterans, veteran community leaders and stakeholders recognized by MOVA.		Quarterly		Not available	Not available	Not available	50		55
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements?		Quarterly		Not available	Not available	Not available	100		125
3 - Create and mainta	ain a highly	efficient, t	ansparent	and responsi	ve District go	vernment.**	(9 Measures	)	
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Local funds unspent	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Budget- Federal Funds returned	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomine October 2017
Customer Service- Meeting Service Level Agreements	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Human Resources- Vacancy Rate	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017
Human Resources- Employee District residency	~			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcomin October 2017

Human Resources- Employee Onboard Time	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	~		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

# 2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operation
1 - Create and mand other suppor		ips to provide veterans and their family's access to District Government, Community Re Activities)	sources
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
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
MANAGING PARTNERSHIPS	Program Managment	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	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
CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	Daily Service
2 - Expand and re	einforce external	relationships with veteran service organizations and agencies. (6 Activities)	
RECOGNITION	Program Managment	Manage recognition program.	Key Project
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
CUSTOMER SERVICE	Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements 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 list servs 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 attend community meetings, events, seminars and training.	Key Project
3 - Create and m	aintain a highly e	fficient, 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
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

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual	
No measures found									

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date			
No strategic initiative-operation links found					