



Office of Veteran's Affairs (VAO)

MISSION

The mission of the District of Columbia Office of Veterans Affairs (OVA) is to assist, recognize and effectively advocate on behalf of District of Columbia veterans and their families.

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, ex-offender re-entry, housing and other services that will improve their quality of life.

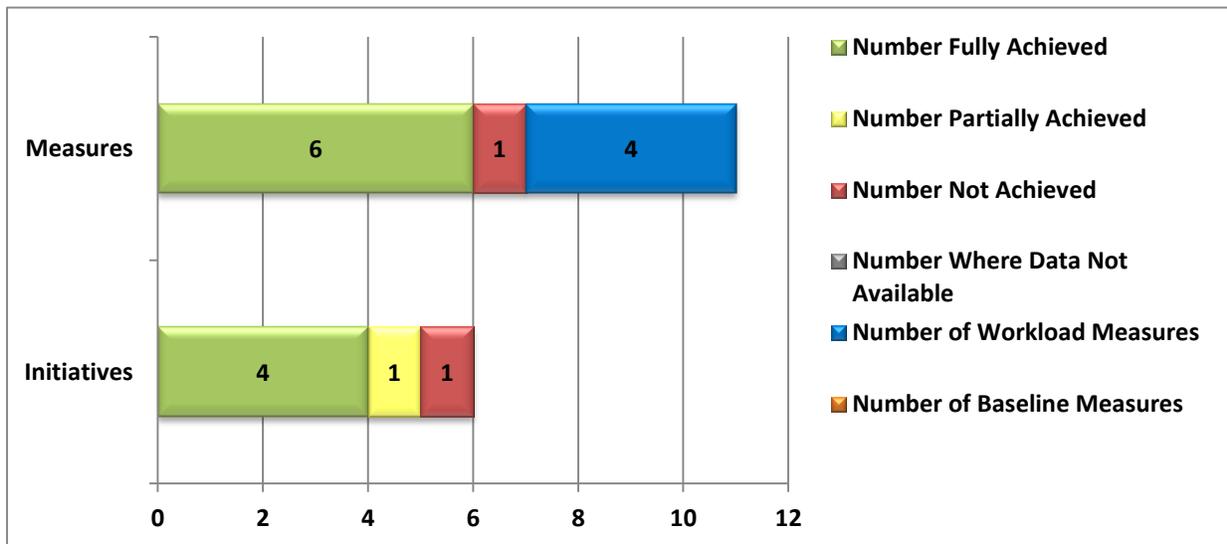
ACCOMPLISHMENTS

- ✓ OVA Staff Receives Accreditation to Present Claims for VA Benefit Entitlements
- ✓ Major Enhancement to the Furniture Program –Brand New Tempurpedic Mattresses
- ✓ Successfully Administered the First Holiday Toy Giveaway Event

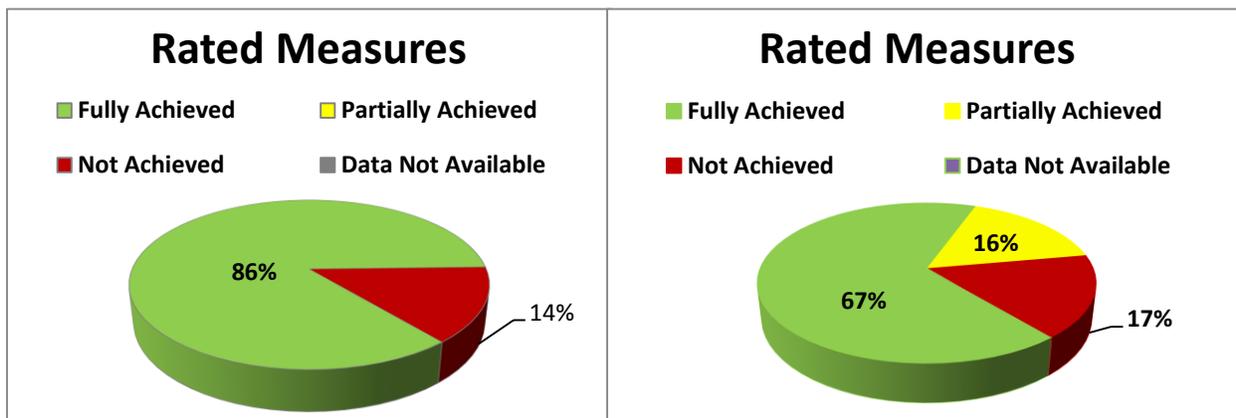


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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

INITIATIVE 1.1: Produce a Veteran Recognition Event

-  **Fully Achieved** - OVA staff solely produced a total of four events around the city to honor our veterans and their families.

INITIATIVE 1.2: Increase Veteran Attendance at OVA Sponsored Events

-  **Partially Achieved** - Although the events are well attended we are seeing the same veterans at various events which does not generate new veterans contacted for measurable results based on the criteria for this Initiative. However we anticipate an influx of new veterans with the ending of the current war and the new affordable housing projects under way.

INITIATIVE 1.3: Development and Implementation of Web-based portion of the Financial Literacy Program - Veterans Assistance for Learning Opportunity and Readiness (VALOR)

-  **Not Achieved** - This portion of the initiative was not fully achieved because of the delay in the press release wording. We have completed the wording and have received approval from the Office of Communications to proceed on December 19th

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

-  **Fully Achieved** - Obtained mattresses from the Tempupedic Firm which replenished the mattresses for continued assistance to veterans and their families.

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

INITIATIVE 2.1: Roll Out Proud DC Veterans License Tag Program throughout the City

-  **Fully Achieved** - The success of this initiative is contributed to the recognition of the actual tags being displayed on cars throughout the city.

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

-  **Fully Achieved** - OVA staff has reached out to the new housing projects as well as revisited older transitional housing projects to drop off informational flyers, post information on bulletin boards. This effort has increased the number of veterans reaching out to our office for assistance. OVA staff has been asked to speak with the veteran population in the evenings to bring valuable information to the veterans.



OBJECTIVE 3: Streamline Efforts to Communicate with and Inform Returning DC Veterans

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

- **Fully Achieved** - Daily updates to the Twitter account and Facebook pages allow for more real-time information relative to events and services to be provided to the newer veterans and quickly shared with others through the tweets and facebook posts.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measurement

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.1	Number of Veteran Events and Programs Coordinated in Partnership with Other Organizations	54	50		70	140%	AGENCY MANAGE- MENT PROGRAM
●	1.2	Number of Veterans Events Produce by OVA	3	4		4	100%	AGENCY MANAGE- MENT PROGRAM
●	2.1	Number of DC Veterans Contacted	533	600		407	67.83%	VETERANS PROGRAMS
●	2.2	Number of Veterans License Plates Issued	79	50		78	156%	VETERANS PROGRAMS
●	2.3	Revenue Received Through the Veterans License Plate Program	2548	2950		\$3,352	113.63%	VETERANS PROGRAMS
●	2.4	Number of Families Assisted Through the Furniture Donation Program	125	125		155	124%	VETERANS PROGRAMS
●	3.1	Number of Veterans Assisted	506	500		550	110%	VETERANS PROGRAMS
●	3.2	Number of Veterans who have contacted the OVA for Services	580			720	Not Rated Workload Measure	VETERANS PROGRAMS
●	3.3	Number of Furniture Requests from Veterans and their families	70			93	Not Rated Workload Measure	VETERANS PROGRAMS
●	3.4	Number of License Plate Requested by Veterans and Their Families	70			36	Not Rated Workload Measure	VETERANS PROGRAMS
●	3.5	Number of Veteran Events Participated in by the OVA Staff	54			75	Not Rated Workload Measure	VETERANS PROGRAMS