



OFFICE OF VETERANS' AFFAIRS

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF VETERANS' AFFAIRS

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.

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.

2 2024 OBJECTIVES

Strategic Objective

Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.

Expand and reinforce external relationships with veteran service organizations and agencies.

Create and maintain a highly efficient, transparent, and responsive District government.

3 2024 OPERATIONS

Operation Title	Operation Description
Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.	
Benefits and Entitlements: Daily Service	Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims.
Program Management: Daily Service	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.
Community Engagement: Daily Service	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.
Partnership Development: Key Project	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.
Referral Assistance: Daily Service	Provide customer service and referral assistance.
Expand and reinforce external relationships with veteran service organizations and agencies.	
Program Management: Key Project	Manage recognition program.
Service Delivery: Daily Service	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.
Veteran Engagement: Daily Service	Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling.
Community Engagement: Daily Service	Support increased access to and participation in programs that promote economic resilience, health and well-being, and an improved quality of life.
Strategic Communications: Daily Service	Communication through monthly newsletters, email blast, information flow through listserves and social media.
Community Engagement: Key Project	Interact with federal and local community-based networks that bring together local stakeholders and opportunities for greater impact by attending community meetings, events, seminars, and training.

4 2024 KEY PERFORMANCE INDICATORS

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.											
Number of veteran events coordinated in partnerships with other organizations	Up is Better	61	Not Available	17	8	16	14	55	60	Nearly Met	Personnel Shortages / Training new hires
Number of newly established relationships	Up is Better	19	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	23	10	Met	
Expand and reinforce external relationships with veteran service organizations and agencies.											
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Up is Better	254	Not Available	25	27	25	25	102	250	Unmet	Personnel Shortages / Training new hires
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Up is Better	152	Not Available	No data available	No data available	No data available	No data available	No data available	120		Employee turnover - data was not capture due to personnel shortages .
Number of community meetings and events attended by MOVA	Up is Better	78	Not Available	26	20	20	20	86	75	Met	
Number of DC Veterans assisted from MOVA events	Up is Better	3,316	Not Available	No data available	No data available	Annual Measure	Annual Measure	1,691	3000	Unmet	Personnel Shortages / Training new hires
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	-	-	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	-	-	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of employees that are District residents	Up is Better	New in 2023	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	-	-	
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	-	-	