

Office of Veterans' Affairs FY2018

FY2018 Performance Accountability Report

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, 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
MOVA partnered with multiple pro-bono law programs and hosted seven Discharge Status Upgrade Clinics for 91 DC veterans in FY 18.	Most Federal benefits for veterans require an honorable discharge status. By providing veterans with opportunities to retain free legal representation, these clinics are increasing access to free health care, employment programs, hiring preferences, educational benefits, and numerous other programs. The Department of Defense's discharge policies have had a disproportionate impact on veterans suffering from post-traumatic stress, military sexual trauma, traumatic brain injuries, Often times those most in need of these services are the least able to access them. These clinics remove paper barriers to services and benefits, and increase the overall health of our veteran population.	MOVA is one of the only state-office level office of Veterans Affairs that has a dedicated program offering this legal service. These clinics place MOVA on the leading edge of veterans services. Moreover, the continue to create a connection with a disenfranchised portion of the veteran community. This has in turn, created a greater overall connection with the District's veteran population, which has increased usage of other programs for veterans.
In FY18 MOVA hosted weekly office hours for an accredited Veteran Service Officer and bi-monthly office hours for a DDS Vocational Rehabilitation Officer to assist DC veterans and qualified family members in filing claims for services and benefits. During FY18 410 DC veterans received screenings, counseling, and assistance in filing claims.	MOVA hosting these clinics at the same time in our office space. As a result, 410 DC veterans have increased access to benefits or improved their options towards permanent employment. These programs serve to make DC veterans healthier, as well as place them on a pathway to the middle class.	These two clinics, provide a direct service to our veterans, family members and military/veteran caregivers. They provided an incentive for more veterans to engage with the office and utilize more services and programs. Furthermore, these clinics deepened our partnership with veteran service organizations, the U.S. Department of Veterans Affairs, and District agencies.
MOVA successfully developed, implemented, and continues to manage	VetsRide provides free, on-demand taxi rides for any DC resident that served in the US Armed Forces and makes less than \$30K a	VetsRide provided important service for our District veteran community. VetsRides provides an

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VetsRide, a no cost transportation program for low-income and homeless DC Veterans. During FY18 VetsRide provided 5,100 free rides for 285 registered DC veterans.	year. The taxis can be used for medical appointments, job interviews and educational opportunities. VetsRides removes the transportation barriers that often exist for our most vulnerable veterans when they attempt to access services and benefits. Moreover, it increases the independence of our veterans when accessing those services. VetsRide serves to make our veteran population healthier, gives them increased access to educational opportunities, and places them on the pathway to the middle class by increasing access to employment interviews.	incentive for veterans, family members, and caregivers to engage with the office. In doing so it ensures the MOVA has an opportunity to ensure that veterans are access other services that MOVA has to offer. Furthermore, VetsRide has deepened our partnership with multiple District agencies as well as the U.S. Department of Veterans Affairs.

2018 Strategic Objectives

Objective Number	Strategic Objective
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.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (2 Measures)									
Number of veteran events coordinated in partnerships with other organizations.	Quarterly	70	34	31	39	35	139	Met	
Number of newly established relationships.	Annually	10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	27	Met	
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measures)									
Number of veterans, veteran community leaders and stakeholders recognized by MOVA.	Quarterly	60	35	40	42	25	142	Met	
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Annually	150	Annual Measure	Annual Measure	Annual Measure	Annual Measure	410	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Number of community meetings and events attended by MOVA.	Quarterly	60	22	17	25	18	82	Met	
Number of DC Veterans assisted from MOVA events.	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2758	No Target Set	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
No measures found						

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
COMMUNICATIONS (1 Strategic Initiative)				
Implement electronic DD-214 records management.	MOVA and Dept of Defense MoU allows MOVA to receive DD-214 discharge records from incoming DC Veterans. This will allow MOVA to be proactive and communicate with new DC Veterans about MOVA programs and services.	Complete	MOVA is receiving DD-214 information from the Dept of Defense on veterans returning to the District. MoU signed in FY2018.	
MANAGING PARTNERSHIPS (2 Strategic initiatives)				
Implement VetsRide Program	MOVA implements a free taxi service for DC Veterans making under \$30K annually for transport to medical appointments, employment and educational services.	Complete	VetsRide was developed and implemented during FY18 in two pilot phases Nov. 2017 - Jan. 2018 and July 2018 - present. MOVA runs this program in partnership with DFHV. In FY18 VetsRide provided 5,000 rides for 285 registered DC veterans.	
OUTREACH (1 Strategic Initiative)				
DCHiresVets 2.0 Veteran Only Hiring Fair	MOVA along with DCHR and DCNG will organize and host a DC Veterans only direct hire fair for government and commercial industry positions.	Complete	DC Hires Vets occurred on April 4, 2018, at the DC Armory. MOVA partnered with DCHR and the DC National Guard. 545 DC veterans attended and were offered employment and resources from 110 vendors. MOVA and DCHR plan on keeping this as an annual event.	