

OFFICE OF VETERANS' AFFAIRS

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023



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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 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 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.	2	5
Expand and reinforce external relationships with veteran service organizations and agencies.	4	6

3 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation		
Create and maintain partners munity Resources and other s	hips to provide veterans and their family's access to D upportive services.	istrict Government, Com-		
Benefits and Entitlements	Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims.	Daily Service		
Program Management	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	Daily Service		
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		
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		
Referral Assistance	Provide customer service and referral assistance.	Daily Service		
Expand and reinforce externa	l relationships with veteran service organizations and a	gencies.		
Program Management	Manage recognition program.	Key Project		
Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.	Daily Service		
Veteran Engagement	Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling.	Daily Service		
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		
Strategic Communications	Communication through monthly newsletters, email blast, information flow through listserves and social media.	Daily Service		
Community Engagement	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.	Key Project		

4 2022 STRATEGIC INITIATIVES

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Benefits and Entitle- ments for DC veterans	The FY22 budget allocated an additional District Veteran Service Officer (DVSO), providing MOVA with two technical experts accredited to access the Dept of Veterans Affairs - Veterans Benefits Management System (VBMS). VBMS allows MOVA's DVSO to advise and file claims for DC veterans and track their progress or appeals in real-time	Complete	During 2022, MOVA assisted and filed claims for 222 DC residents, totaling \$3,005,619 in federal compensation, including \$489,538 in retroactive payments. Since the MOVA Claims program began in December 2018, 664 DC veterans and their families have been awarded \$5,999,688 in recurring monthly compensation and \$917,715 in retroactive payments. This equals an average VA benefit increase of \$1,340 per month for every DC veteran who filed through the MOVA claims service, and supports Mayor Bowser's promise to grow the middle class in DC.	
VetsRide Program	VetsRide: For DC veterans making under \$45K annually or unemployed receive 16 free ride vouchers per month to any location in DC, seven days a week, 6am – 10pm. VetsRide provided 554 DC veterans over 3,500 trips to medical appointments, education courses and employment interviews. Funded for FY23, co-managed by MOVA and Dept For-Hire Vehicles. Contracted vendor is Via Transportation Inc.	Complete	During 2022, VetsRide provided 978 DC veterans 12,921 trips to medical appointments, education courses, food distribution sites, and employment interviews.	

In FY 2022, Office of Veterans' Affairs had 2 Strategic Initiatives and completed 100%.

5 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

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Create and maintain partnerships to p	orovide vete	erans and thei	r family's acce	ss to District O	Government, C	ommunity Re	sources and ot	her supportiv	e services.		
Number of veteran events coordinated in partnerships with other organizations	Up is Better	68	39	60	11	16	17	17	61	Met	
Number of newly established relationships	Up is Better	16	25	10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	19	Met	
Expand and reinforce external relatio	nships with	veteran servi	ce organizatio	ns and agencie	s.						
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Up is Better	279	184	250	67	53	66	68	254	Met	
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Up is Better	91	280	120	25	41	38	48	152	Met	
Number of community meetings and events attended by MOVA	Up is Better	72	82	75	14	21	22	21	78	Met	
Number of DC Veterans assisted from MOVA events	Up is Better	3221	3137	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3316	Met	

Key Performance Indicators