



## Office of Veterans Affairs

### OVA (VA)

---

#### MISSION

The mission of the District of Columbia Office of Veterans Affairs (OVA) is to effectively advocate for District of Columbia veterans and their families to obtain their earned veteran services and benefits. In addition, the OVA seeks to recognize the military service and sacrifice of District of Columbia veterans at appropriate veteran commemorative events.

#### SUMMARY OF SERVICES

The Office of Veterans Affairs (OVA) was created as an entity under the Executive Office of the Mayor in October 2001. OVA 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. OVA also develops, coordinates, and attends veteran commemorative events that recognize the military service and sacrifice of District of Columbia veterans.

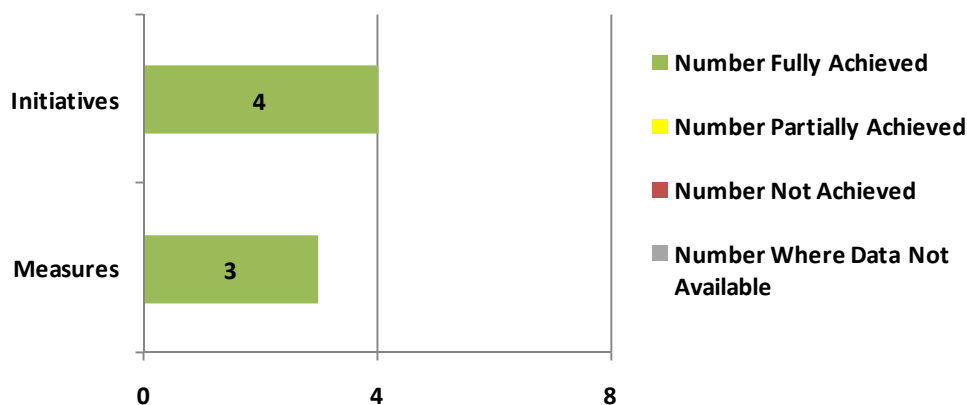
#### AGENCY OBJECTIVES

1. Increase the number of District of Columbia veterans contacted in order to provide them with veterans' benefits and assistance information.
2. Organize, coordinate, and participate in programs and events that recognize the military service of District of Columbia veterans.
3. Provide quality customer service to OVA customers.

#### 3 KEY ACCOMPLISHMENTS

- ✓ Assisted veterans in avoiding homelessness after Ignatia House closed by providing housing vouchers.
- ✓ Connected homeless and elderly veterans with the federal tax stimulus program.
- ✓ Met annual goal for contacting new veterans through outreach programs.


#### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details


### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

---

### OBJECTIVE 1: Increase the number of District of Columbia veterans contacted in order to provide them with veterans' benefits and assistance information.



---

-  **INITIATIVE 1.1: Aggressively reach out to the District of Columbia community to identify military veterans and their families to encourage them to apply for and use their earned veterans' benefits and services.**  
**Fully Achieved.** In FY 2008, OVA met its annual goal of contacting 650 veterans through outreach efforts.

---

### OBJECTIVE 2: Organize, coordinate, and participate in programs and events that recognize the military service of District of Columbia veterans.


---

-  **INITIATIVE 2.1: Plan the participation of City agencies and District of Columbia veterans, residents and volunteers, in the dedication and recognition activities that will commemorate the service of DC military veterans.**  
**Fully Achieved.** In FY 2008, OVA met its annual goal of contacting veterans through outreach efforts.
-  **INITIATIVE 2.2: Participate in outreach programs that will identify and obtain contact information of DC veterans**  
**Fully Achieved.** OVA coordinated District agency, veteran, resident and volunteer participation in 27 veteran events in FY2008.

---

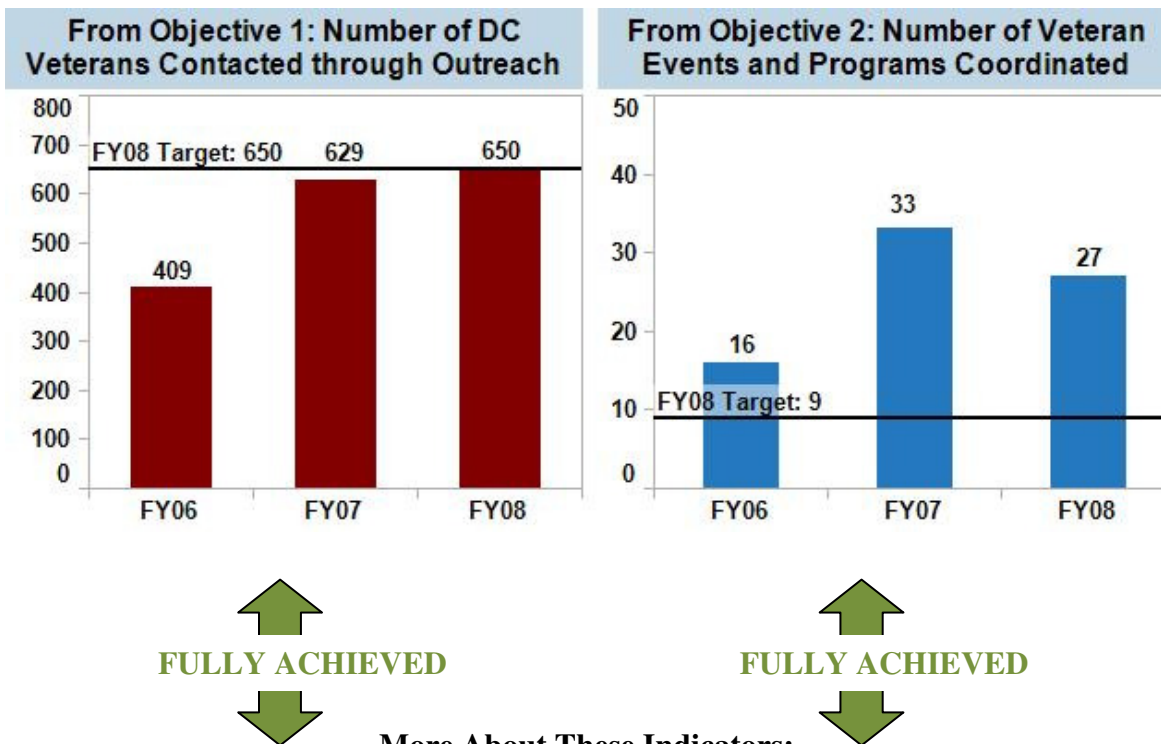
### OBJECTIVE 3: Provide quality customer service to OVA customers.

---

-  **INITIATIVE 3.1: Utilize the OVA Customer Service Survey that is completed by visitors to the OVA to assess the quality of the staff's customer service and the OVA's progress towards meeting the standards of the Mayor's Customer Service Quality Assurance Program.**  
**Fully Achieved.** OVA used the survey to assess staff performance and received a high rating for customer service.



## Key Performance Indicators – Highlights



### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- OVA's heavy involvement in veteran events provides the agency with the opportunity to connect with veterans.
- Hosting the Veterans Leadership Forum each quarter and participating in the monthly gathering of the Veterans United in Community Service allows OVA to reach new veterans.

#### *What external factors influenced this indicator?*

- District agencies, veteran service organizations and veterans who feel OVA effectively resolved their issues frequently refer new veterans to OVA.

#### *How did the agency's actions affect this indicator?*

- OVA has become a reliable participant in particular annual events.
- Utilized its small staff well to participate in as many events as possible.
- Attempted to attend all District veteran funerals (when permitted by family).
- Planned involvement prior to events with coordinating organizations/agencies.

#### *What external factors influenced this indicator?*

- More organizations recognized veteran holidays.
- Increased desire to support veterans and veteran issues exhibited by local organizations



## Key Performance Indicators – Details

**Performance Assessment Key:**

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

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
<b>OBJECTIVE 1: Increase the number of District of Columbia veterans contacted in order to provide them with veterans' benefits and assistance information.</b>					
● Number of DC veterans contacted through outreach programs.....	409	629	650	650	650
<b>OBJECTIVE 2: Organize, coordinate, and participate in programs and events that recognize the military service of District of Columbia veterans.</b>					
● Number of veteran events and programs coordinated.....	16	33	9	27	15
<b>OBJECTIVE 3: Provide quality customer service to OVA customers.</b>					
● Percent of veterans who rate OVA services as satisfactory or better.....	100%	100%	96.0%	99.5%	96.0%