



FY09 PERFORMANCE PLAN
District of Columbia Office of Veterans Affairs

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 and their dependents and survivors in applying for and using Federal Department of Veterans Affairs benefits and in service record acquisition and correction. OVA also supports veterans recently released from active duty with transition assistance from military life to civilian life. Finally, OVA connects veterans with wrap-around District and Federal services that address homelessness, employment, ex-offender reentry and quality of life.

OBJECTIVE 1: Expand recognition of the military service of District of Columbia veterans.

INITIATIVE 1.1: Produce a veteran recognition event.

In 2008, OVA partnered with organizations to produce many events. By August 2009, OVA shall lead production of a veteran event to recognize and display appreciation to District veterans and to promote OVA and District agencies' services for veterans. This initiative will also provide veterans with an opportunity to receive assistance from OVA in acquiring earned veterans benefits. Veterans will also be recruited to volunteer with the agency.

OBJECTIVE 2: Connect more District of Columbia veterans to the full benefits and support made available by local and Federal government.

INITIATIVE 2.1: Conduct homeless veteran outreach.

OVA shall increase the number of veterans contacted via shelter and park visits to connect with a "lost" segment of the veteran population. OVA shall conduct these visits quarterly, via its new homeless veteran outreach coordinator. OVA will also form a partnership with District shelters and the District's Housing First Initiative to ensure OVA materials and documents are accessible to veterans in those facilities and housing units, resulting in a better informed hard-to-reach segment of the veteran community. Also, through this initiative, more homeless veterans will be connected to their earned VA benefits, resulting in improved quality of life for these veterans.

OBJECTIVE 3: Create the first network of service directed toward District veteran welfare.

INITIATIVE 3.1: Establish an interagency council on veteran affairs.

Establishing an interagency council on veteran affairs will result in providing veterans with a more cohesive network of District services available to them, thus improving OVA service to veterans. The council will consist of District agencies that provide supportive services to local residents, including veterans. The interagency council will work to simplify and standardize the process of connecting veterans with various services and agencies, so that veterans receive the same information about OVA and other District agencies serving veterans regardless of which agency they contact first. Through the interagency council, veterans will have a more expedient connection to District services, and District veterans will gain more information to assist with issues ranging from homelessness, employment, ex-offender reentry and quality of life.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection	FY10 Projection	FY11 Projection
Percent of veterans who rate OVA services as satisfactory or better	100	96	99.5	96	96	96
Number of DC veterans contacted	629	650	650	675	700	725
Number of veteran events and programs coordinated in partnership with other organizations	16	9	27	22	25	30
Number of veteran events produced by OVA as the lead organization	N/A	N/A	N/A	1	2	3