



**OFFICE OF VETERANS' AFFAIRS**  
**FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 1 OFFICE OF VETERANS' AFFAIRS

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*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 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

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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.

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.</b>		
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
<b>Expand and reinforce external relationships with veteran service organizations and agencies.</b>		
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 PROPOSED 2022 KEY PERFORMANCE INDICATORS

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.</b>					
Number of veteran events coordinated in partnerships with other organizations	Up is Better	39	61	60	60
Number of newly established relationships	Up is Better	25	19	10	10
<b>Expand and reinforce external relationships with veteran service organizations and agencies.</b>					
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Up is Better	184	254	250	250
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Up is Better	280	152	120	120
Number of community meetings and events attended by MOVA	Up is Better	82	78	75	75
Number of DC Veterans assisted from MOVA events	Up is Better	3137	3,316	3,000	3000