Office of Veteran’s Affairs
OVA (VA)

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.

AGENCY OBJECTIVES
1. Expand recognition of the military service of District of Columbia veterans.
2. Connect more District of Columbia veterans to the full benefits and support made available by local and Federal government.
3. Create the first network of service directed toward District veteran welfare.

ACCOMPLISHMENTS
✓ OVA was honored via invitation to participate in national panel for the National Coalition of Homeless Veterans (not done before)
✓ Agency produced a kick-off appreciation event for Military Appreciation Month
✓ Assisted 1000 individual clients

OVERVIEW OF AGENCY PERFORMANCE

![Bar chart showing measures and initiatives](chart.png)
OBJECTIVE 1: EXPAND RECOGNITION OF THE MILITARY SERVICE OF DISTRICT OF COLUMBIA VETERANS.

INITIATIVE 1.1: Produce a veteran recognition event.
On May 1, 2009 the OVA produced their first "Military Appreciation Month Kick-Off" event.
This event was held at OJS Old Council Chambers. Veterans were recognized for their contributions and sacrifices.

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 has fully implemented the Homeless Veteran Outreach Program. The coordinator works with homeless veterans, shelter community, and service providers.

OBJECTIVE 3: CREATE THE FIRST NETWORK OF SERVICE DIRECTED TOWARD DISTRICT VETERAN WELFARE.

INITIATIVE 3.1: Establish an interagency council on veteran affairs.
Initially, agency response was slow to non-existent. However, OVA shall complete this initiative with a smaller group of agencies. This initiative is listed as partially achieved until the Interagency Council meets on Dec. 4.
**Key Performance Indicators – Highlights**

### From Objective 1: Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations

- **FY07**: 16
- **FY08**: 27
- **FY09**: 26

**FY09 Target:** 22

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### From Objective 2: Number of DC Veterans Contacted

- **FY07**: 629
- **FY08**: 650
- **FY09**: 679

**FY09 Target:** 675

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**More About These Indicators:**

**How did the agency’s actions affect this indicator?**

- OVA sought to produce an event to honor District military veterans and service members during the nationally recognized Military Appreciation Month. OVA attended and participated in many recognition events.

**What external factors influenced this indicator?**

- Competing events impacted crowd attendance for OVA produced event. And the length of the approval process limited the amount of time to advertise for the event.

**How did the agency’s actions affect this indicator?**

- OVA successfully managed a homeless veteran outreach program. The agency’s monthly Veterans Leadership Forum provided another venue to bring veterans to agency and show resources available to them. Improved customer service helped to drive word-of-mouth advertising of agency.

**What external factors influenced this indicator?**

- Positively influencing this indicator is word-of-mouth advertising from agency clientele.
## Key Performance Indicators – Details

**Performance Assessment Key:**
- [Green](#) Fully achieved
- [Yellow](#) Partially achieved
- [Red](#) Not achieved
- [Gray](#) Data not reported

<table>
<thead>
<tr>
<th>Measure Name</th>
<th>FY2008 YE Actual</th>
<th>FY2009 YE Target</th>
<th>FY2009 YE Actual</th>
<th>FY2009 YE Rating</th>
<th>Budget Program</th>
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</thead>
<tbody>
<tr>
<td>1.1 Number of Veterans Events Produced by OVA</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>100%</td>
<td>VETERANS PROGRAMS</td>
</tr>
<tr>
<td>1.2 Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations</td>
<td>27</td>
<td>22</td>
<td>26</td>
<td>118.18%</td>
<td>VETERANS PROGRAMS</td>
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<tr>
<td>2.1 Number of DC Veterans Contacted</td>
<td>650</td>
<td>675</td>
<td>679</td>
<td>100.59%</td>
<td>VETERANS PROGRAMS</td>
</tr>
<tr>
<td>2.2 Percent of Veterans Who Rate OVA Services as Satisfactory or Better</td>
<td>95</td>
<td>96</td>
<td>88.36%</td>
<td>92.04%</td>
<td>VETERANS PROGRAMS</td>
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<tr>
<td>3.1 Number of veterans assisted</td>
<td>0</td>
<td>100</td>
<td>927</td>
<td>150%</td>
<td>VETERANS PROGRAMS</td>
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