



## Office of Veteran's Affairs OVA (VA)

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### 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.

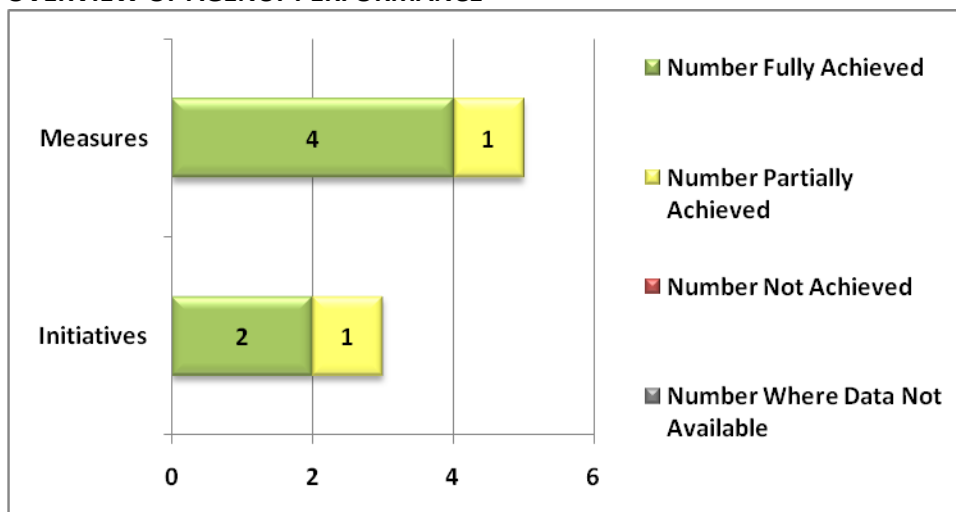
### AGENCY OBJECTIVES

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






## Performance Initiatives – Assessment Details

### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported


### **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.**

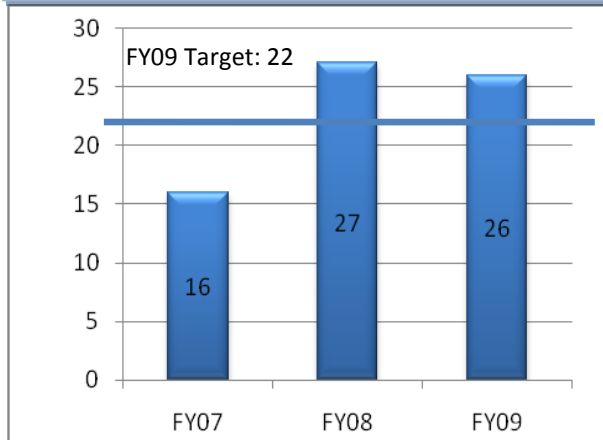
#### **INITIATIVE 3.1: Establish an interagency council on veteran affairs.**

-  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.



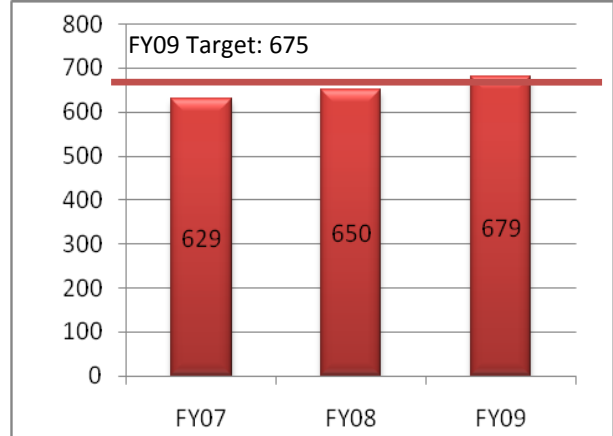
## Key Performance Indicators – Highlights

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



**FULLY ACHIEVED**

From Objective 2: Number of DC Veterans Contacted



**FULLY ACHIEVED**

### 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

<b>Performance Assessment Key:</b>			
<span style="color: green;">●</span> Fully achieved	<span style="color: yellow;">●</span> Partially achieved	<span style="color: red;">●</span> Not achieved	<span style="color: gray;">●</span> Data not reported

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