



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.

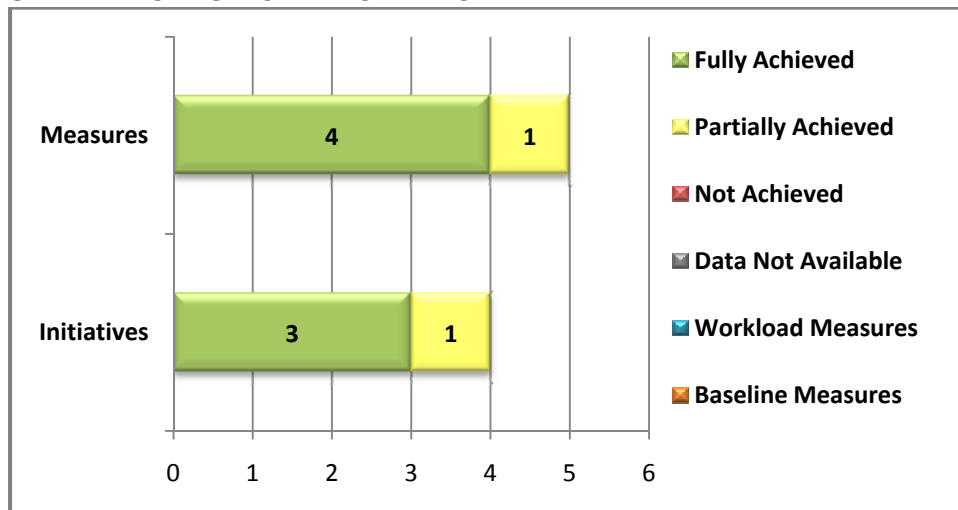
SUMMARY OF SERVICES

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 with service record acquisition and correction. OVA also supports veterans recently released from active-duty service 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.

ACCOMPLISHMENTS

- ✓ Successfully established and implemented a program to contact recently discharged veterans.
- ✓ Increased outreach capacity to District veterans via partnership with OCT to air American Veteran Series which includes OVA information as well as information pertinent to veterans.
- ✓ Connected more than 100 homeless veterans to agency, District and federal information and services.

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: Increase veteran attendance at OVA sponsored events.**
Participation in the Buffalo Soldiers Film event was small and similar in size to attendance for OVA event held in the previous fiscal year. The second event, a video commercial shoot for OVA, drew only a small amount of participation. But, outreach efforts were benefitted by our presence. This initiative is ongoing.

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 connected with more than 100 homeless veterans in FY 2010 via our Homeless Veteran Outreach program and our general veterans outreach program. Our efforts included shelter visits and event participation by OVA staff.
-  **INITIATIVE 2.2: Outreach to transitioning veterans.**
OVA attempted contact with each recently discharged District veteran whose discharge papers were received by our agency.

OBJECTIVE 3: Streamline efforts to inform returning veterans of educational opportunities at state schools.

-  **INITIATIVE 3.1: Promote efforts to provide veterans with information regarding the Post 9-11 GI Bill.**
Information was provided to District veterans via OVA Website. Information was provided via OVA distribution list. Information was provided via consult with constituents. These efforts, and more, will be continued in the future.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2008 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 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 Business Days spent on initial response to client	0	6	6	100%	VETERANS PROGRAMS