



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, as well as discharge upgrades. 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:

✓ **FURNITURE DONATION PROGRAM FOR DISTRICT HOMELESS VETERANS**

OVA initiated a furniture donation program for District Homeless Veterans and their Families in August of 2011. OVA received a Donation of furniture from two Military Installations with an estimated value of \$500K. To administer this program OVA partnered with a Non-profit all volunteer veterans' organization called the National Capitol Veterans Coalition (NCVC) and the Intl Brotherhood of Teamsters Local No. 639 who deliver the furniture weekly. OVA coordinated and collaborated with numerous District Departments and Agencies such as: DGS, DYRS, DPW, and General Counsel to the Mayor, Office of Partnerships and Grants, Office of the Attorney General, Department of Community Affairs, and DDOT. As of 2/1/12 OVA and NCVC have delivered to 34 District Homeless Veterans and their Families who have been placed in permanent housing in the city. **[Fiscal Responsibility]**

✓ **OUTREACH TO UDC AND OTHER DISTRICT UNIVERSITIES ON POST 9/11 GI BILL**

In 2011, the DC Office of Veterans Affairs (OVA) reached out to the University of the District of Columbia Administration regarding the implementation of the Post 9/11 GI Education Bill for the returning Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) Afghanistan District resident veteran students. OVA discussed curriculum development on the main campus and the new UDC Junior College. OVA reached out to the Student/Veteran Chapters at George Washington University, American University, Georgetown University, Catholic University and Howard University regarding the integration of recently returned student/ veterans into the civilian student body. **[Education Quality]**

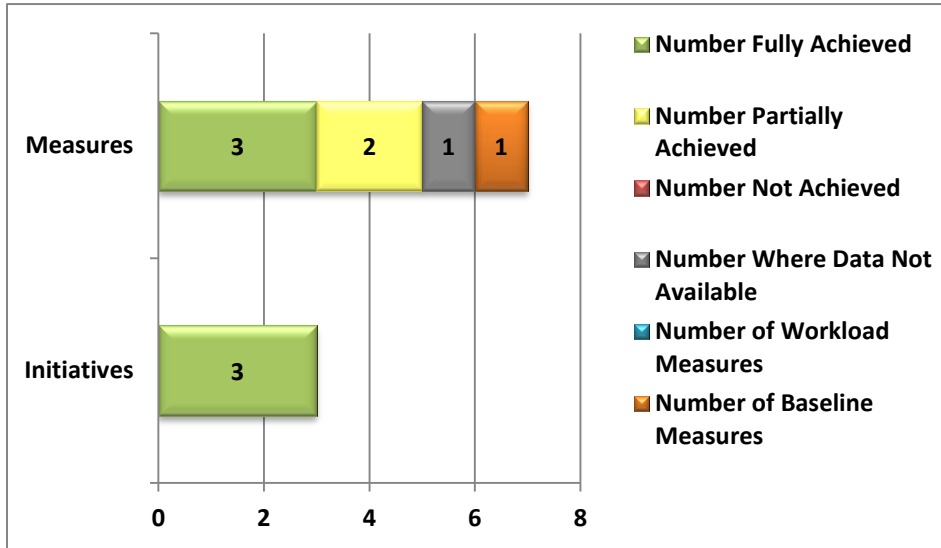
✓ **VETERANS HIRING JOB FAIR.**

OVA conducted a Veterans Hiring Job Fair on Tuesday, October 25, 2011 from 9AM to 2PM at The ARC, 1901 Mississippi Avenue, S.E. in Ward 8. OVA partnered with DOES, VA Medical Center, and Federal Departments of Housing & Urban Development, Labor, Veterans Administration and the Wounded Warrior Project. The purpose of the event was to recruit Private Sector employers and Federal Agencies who had one to two jobs immediately available. Approximately, 400 Veterans attended the job fair which included 150 veterans who were residents of the District of Columbia. Many who attended the event said it was very productive and the best they had ever attended. OVA expect to



have a debriefing from its partners as to how many attendees were hired or have been scheduled for interviews. This Accomplishment relates to the Mayor's Job Creation Priority. **[Job Creation]**


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: Encourage consistent interaction with community-oriented District government agencies.

The OVA Furniture Donation Program to DC Homeless Veterans and their Families involved the cooperation, collaboration and co-ordination of 8 District government agencies. They are Office of Partnership and Grants, DPW, General Counsel to the Mayor, DRES, DYRS, Office of Community Affairs and DDOT. As a result of this interagency and department activity, OVA has delivered furniture and household items to twenty eight DC homeless veterans. The program has used the volunteer assistance of a Non-profit Veterans Service organization (National Capitol Veterans Coalition) who provides volunteers to deliver the goods and the Teamsters Local No. 639 who provide a free truck and volunteer driver and volunteers. Furniture is delivered every week on Saturday's between 10AM and 4PM (weather permitting). The estimated value of the goods donated for this program to date is \$500K. **This measure was fully achieved the OVA successfully expanded recognition with the furniture program and the License Plates.**

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

● INITIATIVE 2.1: Utilize current electronic media to promote Federal and District government information that is essential to District veterans.

OVA has upgraded and streamlined it's Website to provide more substantive information to DC veterans, their survivors and dependents on Federal and DC Government financial aid and services they are entitled to receive. OVA is working closely with OCTO to provide a state of the art 21st century website that our DC veterans and their families will utilize daily and assist them. OVA has added a link called the National Resource Directory which provides information on all Federal Agencies that provide assistance to veterans. We are also in the process of using current search engines and links that identifies all non-profit groups that assist DC veterans with their quality of life needs. OVA has experienced greater usage of the website and the facebook page as a result of these upgrades by our DC veterans. **This measure was fully achieved; the OVA launched a facebook page and has successfully sent Newsletters to our constituents. The OVA Director has made appearances on a radio talk show to promote the OVA.**

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

● INITIATIVE 3.1: Collaborate with area trade schools and junior colleges to keep veterans informed of additional educational opportunities.

OVA has reached out to the District of Columbia University, Trade School and Junior College community to promote the advantages of the VA Post 9/11 GI Education program for DC veterans returning from Iraq and Afghanistan. The OVA Director is working with the student/ veteran chapters of the District universities to make sure they take advantage of all the educational benefits they are entitled to. OVA has encouraged DC veterans to take advantage of the degree programs at UDC's Junior College and the Training programs offered by the labor unions of the AFL-



CIO as well as the Teamsters and SEIU. OVA has also reached out to the DC veterans of the DC National Guard to encourage them to take advantage of their educational benefits and to attend District colleges who participate in the VA's educational programs. **This measure was fully achieved; colleges and universities were approached with the latest information. WE are most proud of collaboration with the International Graduate School, were several of our veterans graduated with certification in green job skills.**



Key Performance Indicators – Details

Performance Assessment Key:

Fully achieved
 Partially achieved
 Not achieved
 Data not reported
 Baseline measurement

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
	1.1	Number of Veterans Events Produced by OVA	2	2		2	100%	VETERANS PROGRAMS
	1.2	Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations	35	40		42	105%	VETERANS PROGRAMS
	2.1	Number of DC Veterans Contacted	527	700		461	65.86%	AGENCY MANAGEMENT PROGRAM
	2.2	Percent of Veterans Who Rate OVA Services as Satisfactory or Better	100	97		96.88%	99.87%	AGENCY MANAGEMENT PROGRAM
	3.1	Number of veterans assisted	664	700		710	101.43%	
	3.2	Percentage of all negative surveys directed toward OVA	N/A	N/A	N/A	N/A	N/A	
	3.3	Percent of client response within the first five full business days	100	100	N/A	N/A	N/A	