



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, their dependents and survivors in applying for and using Federal Department of Veteran Affairs benefit entitlements. The OVA also assist with service record acquisition and corrections, as well as discharge upgrades. OVA also supports veterans recently released from active duty service with transitional assistance from military life to civilian life. Finally, OVA connect DC veteran with supportive wrap around services District and Federal services that address homelessness, employment, education, ex-offender re-entry and other services that will improve their quality of life.

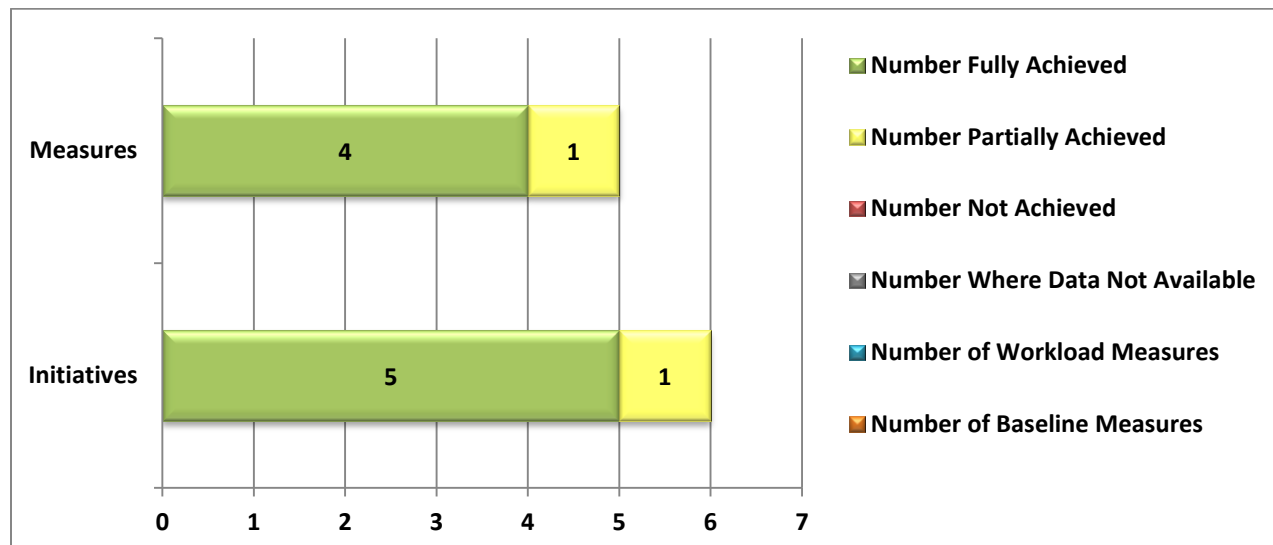
ACCOMPLISHMENTS

- ✓ The OVA successfully completed development of the VALOR (Financial Literacy Program) for veterans and their families. With Partnerships from Bank on DC
- ✓ Thanks to a \$75,000 donation of bed frames, box springs, mattresses, refrigerators, microwaves, chests-of-drawers, chairs, tables and computers from Fort McNair to the National Capitol Veterans Coalition that donated the items to the Office of Veterans Affairs. OVA in partnership with the National Capitol Veterans Coalition and the Teamsters Local 896, furniture deliveries have been made to over 90 formerly homeless veterans and their families.
- ✓ The OVA released its brand new PROUD DC VETERAN License Plate, with the first tag being issued to the very first appointed Director of the re-established OVA, Mr. Kerwin Miller. The Veteran License Plate Program, has generated revenue of \$3,120 for FY 2012

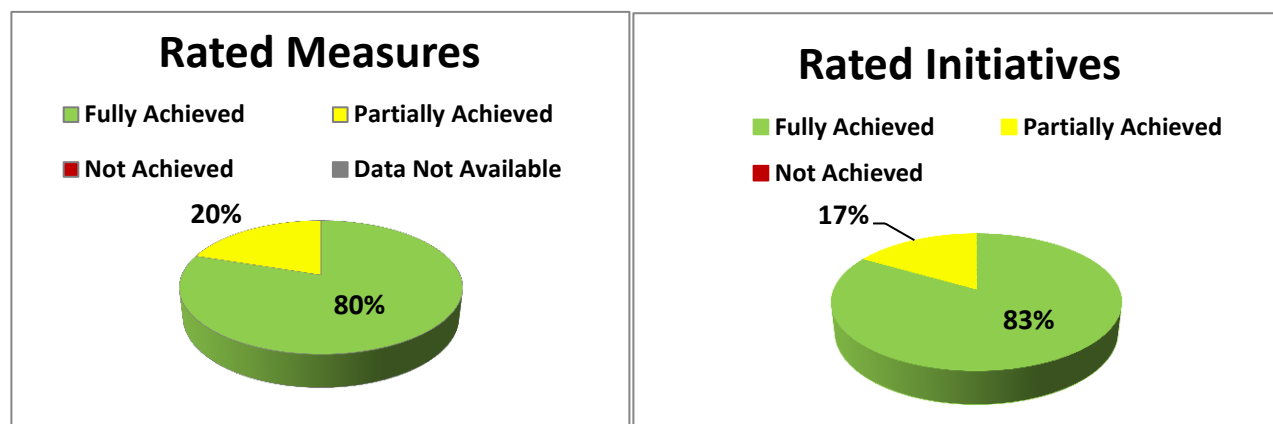


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:



Fully achieved



Partially achieved



Not achieved



Data not reported

Agency Management

OBJECTIVE 1: Expand Outreach and Advocacy for District Veterans and Their Families

INITIATIVE 1.1: Produce a veteran recognition event.

Fully achieved. With the coordination and production of the first Women Veterans Rock Hiring Event in Washington DC The “Women Veterans ROCK!” Rally & Veterans Day Celebration held on 11-11-11 was a GREAT Event; nearly 300 Women Veterans were in attendance at The ARC Performing Arts Theater along with the Mayor and news media).

INITIATIVE 1.2: Increase veteran attendance at OVA Sponsored Events

Fully achieved – The OVA actively participated in over 35 outreach events where we provided pertinent benefit entitlement information to at least 1000 veterans and their families.)

INITIATIVE 1.3: Development and Implementation of Financial Literacy Program – VALOR

Fully achieved. The Implementation was a success status as of September 30th. Partnerships were formed with various non-profit organizations and dates are being locked in with various transitional housing caners.

OBJECTIVE 2: Increase Recognition of the Military Service of DC Veterans

INITIATIVE 2.1: Conduct homeless veteran outreach

Partially achieved: Due to the Loss of our homeless Outreach person – outreach to the various shelters was halted. However we anticipate to re-vamp this with the assistance of volunteers and interns)

INITIATIVE 2.2: Outreach to Transitioning Veterans

Fully achieved – The OVA has a Seamless transition Officer who contacts each veteran upon their return to the District of Columbia through the VA’s Reintegration Project. Welcome Home Letters with benefit entitlement information is sent to each veteran as we receive their DD214s (military separation documents)

OBJECTIVE 3: STREAMLINE EFFORTS TO COMMUNICATE WITH AND INFORM RETURNING DC VETERANS OF THEIR BENEFITS WITH FEDERAL AND DISTRICT GOVERNMENT AGENCIES

INITIATIVE 3.1: Promote Efforts to Provide Veterans with Information Regarding the Post 9-11 GI Bill

Fully achieved – The OVA staff participated in Welcome Ceremonies as well as provided this information to veterans and their families at various outreach events, Additionally the OVA has partnered with GW University to establish a Student Veteran Council to assist with this initiative.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 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	42	25		42	168%	VETERANS PROGRAMS
●	2.1	Number of DC Veterans Contacted	461	700		533	76.14%	VETERANS PROGRAMS
●	2.2	Percent of Veterans Who Rate OVA Services as Satisfactory or Better	96.88%	99.5%		101.59%	102.1%	VETERANS PROGRAMS
●	3.1	Number of veterans assisted	710	550		580	105.45%	VETERANS PROGRAMS