



Office of Veteran's Affairs (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 Veterans 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 connects DC veterans with supportive wrap around services and District and Federal services that address homelessness, employment, education, ex-offender re-entry, housing and other services that will improve their quality of life.

ACCOMPLISHMENTS

- ✓ **CONTINUED IMPLEMENTATION OF THE OVA DC HOMELESS FURNITURE DONATION PROGRAM-** In FY-13, OVA developed a Partnership with the Good Hope 360 Non-Profit Service Provider, Home Depot Foundation, and the Tempur-Pedic Mattress Company for the Donation of 400 New Mattresses to OVA's Partner National Association of Concerned Veterans for the DC Homeless Furniture Donation Program. In addition, for FY-13 OVA and it's partners National Capitol Veterans Coalition (NCVC) and the Local Teamsters Union #639 delivered beds and furniture to 132 D.C. Homeless Men and Women. Veterans and their families. Since the program started in September of 2011, OVA and it's partners have delivered over \$1 million dollars worth of donated furniture from 3 local Military Installations to a total of 235 DC homeless veterans.
- ✓ **INCREASED OUTREACH & ADVOCACY THROUGH PARTNERSHIP AGREEMENTS.** In FY-13, OVA increased it's OUTREACH & ADVOCACY to DC Veterans and their Families by signing a Memorandum of Understanding with the Bergmann & Moore Law Firm to assist OVA with the presentation of DC Veteran Disability Claims before the Veterans Court of Appeals. OVA also signed a Memorandum of Understanding with the Capitol City Development Corporation to provide training classes to DC veterans in Small Business Development and Entrepreneurial ventures. OVA also developed partnerships with other Non-profit service providers such as SOME(So Others Might Eat), Pathways to Housing, Veterans on the Rise, Southeast Veterans Center, Mission Continues, National Veterans Center, Home Depot Foundation, U.S. VETS, Student Veterans of America, National Coalition to Salute America's Heroes, Circle of Friends, TMG Company, and the Federal City Council. All of these organizations serve DC veterans.
- ✓ **IMPLEMENTATION OF PHASE I THE OVA VALOR FINANCIAL LITERACY PROGRAM.** OVA in FY-13, with its Partners Bank on DC, DC Department of Insurance, Banking & Securities, and FELA (Financial Education Literacy Associates) began implementing the VALOR program at four classroom sites with instructors around the City. Classes were conducted at Veterans on the

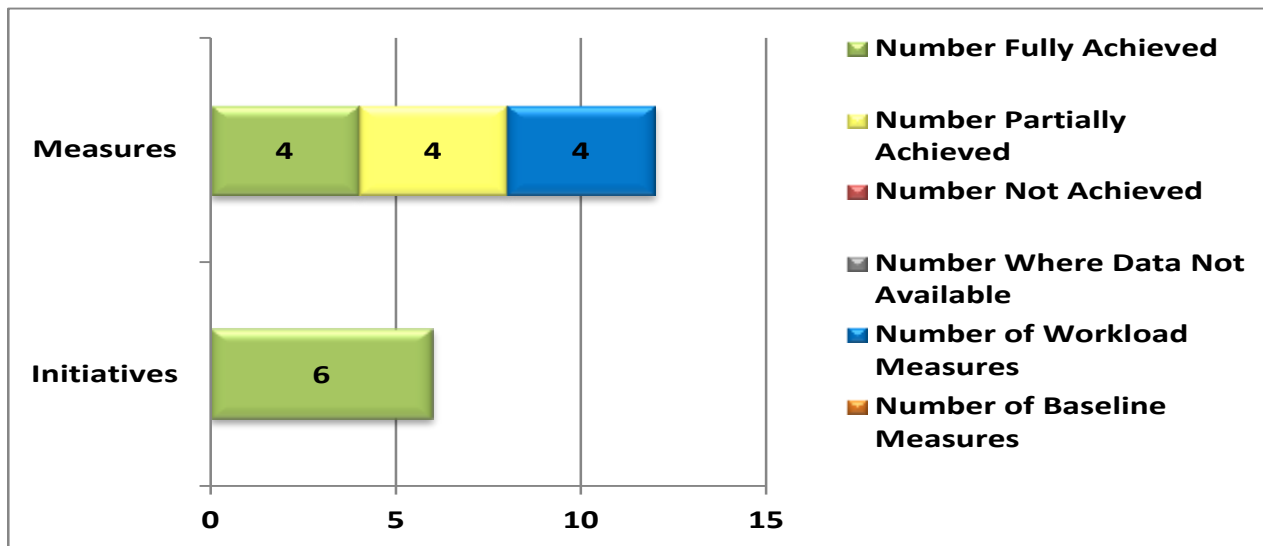


Rise, National Veterans Center (GWU campus), the VA's Community Resource and Referral Center (CRRC) on Franklin Street NE, and the VA Medical Center on Irving Street NW. Approximately, 120+ DC Veterans received information on Credit Management, Debt Management, Financial Planning, Budgeting and Management, and Asset Building. Classes were held on a Monthly basis. Phase II of the VALOR program with the new Internet Platform will be implemented in FY-14.

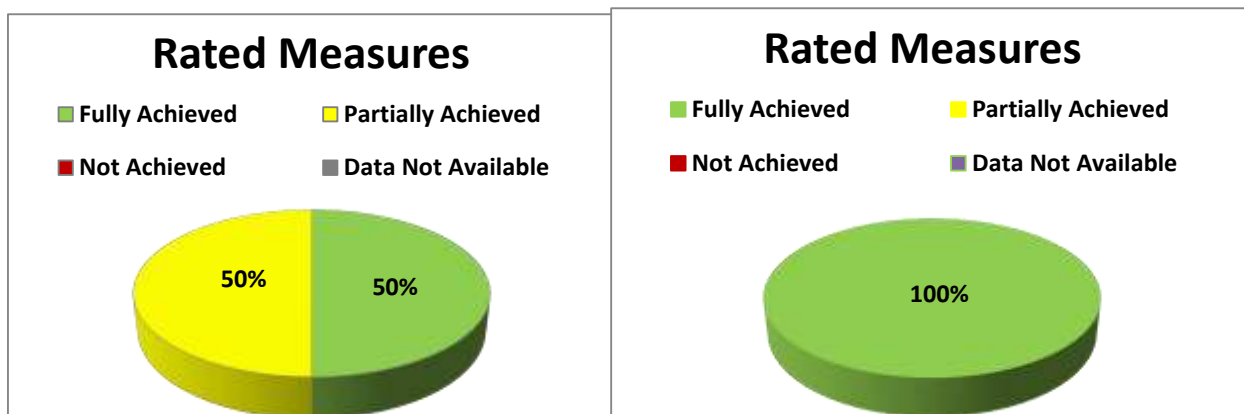


OVERALL AGENCY PERFORMANCE

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.** This initiative was fully achieved the OVA successfully produced three recognition events.

INITIATIVE 1.3: Development and Implementation of Financial Literacy Program - Veterans Assistance for Learning Opportunity and Readiness (VALOR)

- **This initiative was achieved** - Partners Bank on DC, DC Department of Insurance, Banking & Securities, and FELA (Financial Education Literacy Associates) began implementing the VALOR program at four classroom sites with instructors around the City.

INITIATIVE 1.4: Continue the Enhancement and Growth of the Furniture Donation Program

- **This measure was achieved.** With a new partnership with Tempur-pedic that has agreed to provide brand new mattresses to our veterans and their families. Since the program started in September of 2011, OVA and its partners have delivered over \$1 million dollars worth of donated furniture from 3 local Military Installations to a total of 235 DC homeless veterans.

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

INITIATIVE 2.1: Roll Out Proud DC Veterans License Tag Program throughout the City

- **This initiative was achieved.** Since its inception there have been 75 license plates issued in FY 2013. During Veterans Day, Military Appreciation Month we have pushed awareness during those months and have received positive feedback during these times.

INITIATIVE 2.2: Expand Outreach to Homeless, at Risk and Transitioning Veterans and Their Families

- **This Initiative was fully achieved.** We reached out to 400 new DC veterans through our outreach efforts, such as the Annual Winter haven Stand-down Event and VA Welcome Home Event(s).

OBJECTIVE 3: Streamline Efforts to Communicate with and Inform Returning DC Veterans

INITIATIVE 3.1: Increase the Use of Social Media to Communicate with returning DC Veterans

- **Fully achieved.** We have increased the number of visitors to the OVA Facebook page as well as website; however we will develop a twitter account to reach newly returned veterans who are more likely to follow us on their smartphones, than to check our website.



Key Performance Indicators – Details

Performance Assessment Key:

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

| | KPI | Measure Name | FY 2012 YE Actual | FY 2013 YE Target | FY 2013 YE Revised Target | FY 2013 YE Actual | FY2013 YE Rating | Budget Program |
|---|-----|---|-------------------------|-------------------------|------------------------------------|-------------------------|------------------------|---------------------------|
| ● | 1.1 | Number of Veteran Events and Programs Coordinated in Partnership with Other Organizations | 42 | 30 | | 69 | 230% | VETERANS PROGRAMS |
| ● | 1.2 | Number of Veterans Events Produce by OVA | 2 | 3 | | 3 | 100% | VETERANS PROGRAMS |
| ● | 2.1 | Number of DC Veterans Contacted | 533 | 500 | 400 | 400 | 100% | VETERANS PROGRAMS |
| ● | 2.2 | Percent of Veterans Who Rate OVA Services as Satisfactory or Better | 101.59% | 100% | | 97.44% | 97.44% | AGENCY MANAGEMENT PROGRAM |
| ● | 2.3 | Number of Veterans License Plates Issued | 27 | 75 | | 79 | 105.33% | VETERANS PROGRAMS |
| ● | 2.4 | Revenue Received Through the Veterans License Plate Program | 2,210 | 4,425 | 3,000 | \$2,889 | 96.30% | AGENCY MANAGEMENT PROGRAM |
| ● | 2.5 | Number of Families Assisted Through the Furniture Donation Program | 70 | 75 | | 72 | 96% | VETERANS PROGRAMS |
| ● | 3.1 | Number of Veterans Assisted | 710 | 700 | | 595 | 85% | VETERANS PROGRAMS |



| | KPI | Measure Name | FY 2012 YE Actual | FY 2013 YE Target | FY 2013 YE Revised Target | FY 2013 YE Actual | FY 2013 YE Rating | Budget Program |
|---|-----|--|-------------------------|-------------------------|------------------------------------|-------------------------|----------------------------|-------------------|
| ● | 3.2 | Number of Veterans who have contacted the OVA for Services | 800 | Target Not Required | | 600 | Workload Measure Not Rated | VETERANS PROGRAMS |
| ● | 3.3 | Number of Furniture Requests from Veterans and their families | 91 | Target Not Required | | 74 | Workload Measure Not Rated | VETERANS PROGRAMS |
| ● | 3.4 | Number of License Plate Requested by Veterans and Their Families | 30 | Target Not Required | | 50 | Workload Measure Not Rated | VETERANS PROGRAMS |
| ● | 3.5 | Number of Veteran Events Participated in by the OVA Staff | 35 | Target Not Required | | 40 | Workload Measure Not Rated | VETERANS PROGRAMS |