

# Office of Veterans' Affairs FY2016

**Agency** Office of Veterans' Affairs

**Mission** The Office of Veterans Affairs was established to provide veteran benefits, assistance, information, outreach, effective advocacy, claims processing assistance and service provider coordination to veterans and their families so that they can access their entitled resources and benefits.

**Summary of Services** Serve as principal advisor to the Mayor on all issues regarding veterans' services and benefits. Serve as an advocate on behalf of DC veterans and their families. Promote the use of the US Department of Veterans Affairs and District of Columbia programs and services among District of Columbia veterans and their families. Analyze and evaluate issues and concerns raised by District of Columbia veterans and their families. Analyze and evaluate veterans affairs statistics on District of Columbia veterans' demographics and benefits. Work with other District government and federal, state and private agencies to solicit veterans' benefits assistance. Sponsor events that recognize and commemorate the sacrifice and military service of DC veterans. Host meetings with veteran service organization leadership to discuss concerns and issues requiring Office of Veterans Affairs assistance. Participate in local veterans service organizations' conventions and events. Participate in citywide open houses, seminars and fairs to distribute veterans' benefits and services information. Maintain and disseminate accurate and timely veterans' benefits and services information within the Office of Veterans Affairs. Respond to inquiries concerning veterans' benefits and services.

## 2016 Objectives

### FY16 Objectives

Objective Number	Objective Description
<b>Office of Veterans Affairs (3 Objectives)</b>	
1	Expand outreach efforts to expand awareness of the office and reach more veterans.
2	Increase recognition of the military service of District of Columbia veterans.
3	Streamline efforts to communicate with and to inform District of Columbia veterans of their earned benefits, as well as events that are happening in their community.

## 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - Expand outreach efforts to expand awareness of the office and reach more veterans. (5 Measures)</b>							
Number of Veteran Events Produced by MOVA		Quarterly	3		7		5
Number of DC Veterans Contacted		Quarterly					650
Number of veterans assisted		Quarterly	700		1,153		600
Number of Veterans License Plates Issued/Sold		Quarterly	79		45		50
Revenue Received Through the Veteran License Plate Program		Quarterly	2,548		3,048		2950
<b>2 - Increase recognition of the military service of District of Columbia veterans. (2 Measures)</b>							
Number of Veterans Events Produced by		Quarterly			7		5

MOVA.						
Number of Veterans Events and Programs Coordinated in Partnerships with Other Organizations		Quarterly	69		62	60
<b>3 - Streamline efforts to communicate with and to inform District of Columbia veterans of their earned benefits, as well as events that are happening in their community. (1 Measure)</b>						
Percent of Veterans Who Rate MOVA Services at 98% or Better.		Quarterly				100

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (5 Measures)</b>				
Number of veterans who have contacted MOVA for services.	Quarterly		407	
Number of veteran events participated in by the MOVA Staff	Quarterly	54		52
Number of veterans who call MOVA	Quarterly			14,000
Number of events hosted by MOVA.	Quarterly			7
Number of DC veterans who call MOVA.	Quarterly			

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Office of Veterans Affairs - 1 (4 Initiatives)</b>				
1		1.1	Attend community events.	Attend outreach and programs in support of veterans and their family members.
1		1.2	Utilize the Mayor's Veterans Advisory Board to amplify the Mayor's Office of Veterans Affairs initiative.	Engage the Mayor's Advisory Board in all outreach effort, office initiatives and social media initiatives.
1		1.3	Building partnerships that will expand programs, resources, and services to create pathways to the middle class, with a focus on programs that help with jobs (hospitality, construction, government), housing, small business / entrepreneurship and hard to serve veterans	Improve targeting of partners, services, programs and resources for veterans and their family members to create pathways to the middle class.
1		1.4	Establish a series of events hosted by the Mayor's Office of Veterans Affairs.	MOVA in partnership with organizations will host ten events throughout the year.
TOT				
<b>Office of Veterans Affairs - 2 (2 Initiatives)</b>				
2		2.1	Create a recognition program.	MOVA will add online functions that will allow citizens to

				nominate a veteran for recognition.
2		2.2	Acknowledge the efforts and leadership of exemplary service of veterans, veteran service providers and veteran community leaders.	MOVA will acknowledge the efforts and leadership of exemplary service of veteran service organizations, veteran service providers and veteran community leaders.
TOT				
<b>Office of Veterans Affairs - 3 (2 Initiatives)</b>				
3		3.1	Increase collaboration and communication around veteran needs and issues.	Increase awareness and education among veterans, service members and their families by using social media and MOVA's website. Make changes to the website so that it can be more users friendly and informative.
3		3.2	Connecting veterans to services, programs, and partners to help create pathways to the middle class for veterans.	Proactively engage veterans to better meet their expectations by surveying them about services and using data to drive for better service.
TOT				
<b>TOT</b>				