



**OFFICE OF VETERANS' AFFAIRS
PROPOSED FY 2025 PERFORMANCE PLAN**

APRIL 3, 2024

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1 OFFICE OF VETERANS' AFFAIRS

Mission:

Services:

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.

Expand and reinforce external relationships with veteran service organizations and agencies.

Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

| Operation Title | Operation Description | Type of Operation |
|--|--|-------------------|
| Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. | | |
| Benefits and Entitlements | Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims. | Daily Service |
| Program Management | Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices. | Daily Service |
| Community Engagement | Publicize agreed-upon and understood common aims of our partnership, internal and external activities, programs, and priorities using social media platforms, online outlets, and outreach activities. | Daily Service |
| Partnership Development | Connect and develop a stable foundation for the rationale, and activities of partnerships while allowing sufficient flexibility for these components to develop and evolve in response to external and internal demands of our constituents. | Key Project |
| Referral Assistance | Provide customer service and referral assistance. | Daily Service |
| Expand and reinforce external relationships with veteran service organizations and agencies. | | |
| Program Management | Manage recognition program. | Key Project |
| Service Delivery | Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling. | Daily Service |
| Veteran Engagement | Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling. | Daily Service |
| Community Engagement | Support increased access to and participation in programs that promote economic resilience, health and well-being, and an improved quality of life. | Daily Service |
| Strategic Communications | Communication through monthly newsletters, email blast, information flow through listserves and social media. | Daily Service |
| Community Engagement | Interact with federal and local community-based networks that bring together local stakeholders and opportunities for greater impact by attending community meetings, events, seminars, and training. | Key Project |

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Target | FY 2025 Target |
|--|----------------|-------------|-------------------------|----------------|----------------|
| Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. | | | | | |
| Number of veteran events coordinated in partnerships with other organizations | Up is Better | 61 | Not Available | 60 | 60 |
| Number of newly established relationships | Up is Better | 19 | Not Available | 10 | 10 |
| Expand and reinforce external relationships with veteran service organizations and agencies. | | | | | |
| Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements | Up is Better | 254 | Not Available | 250 | 250 |
| Number of veterans, veteran community leaders and stakeholders recognized by MOVA | Up is Better | 152 | Not Available | 120 | 120 |
| Number of community meetings and events attended by MOVA | Up is Better | 78 | Not Available | 75 | 75 |
| Number of DC Veterans assisted from MOVA events | Up is Better | 3,316 | Not Available | 3000 | 3000 |
| Create and maintain a highly efficient, transparent, and responsive District government. | | | | | |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of employees that are District residents | Up is Better | New in 2023 | 100% | No Target Set | No Target Set |
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | No Applicable Incidents | No Target Set | No Target Set |
| Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia | Up is Better | New in 2023 | Not Available | No Target Set | No Target Set |
| Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years. | Up is Better | New in 2023 | Not Available | No Target Set | No Target Set |