

Office of Veterans' Affairs FY2022

Agency Office of Veterans' Affairs

Agency Code VAO

Fiscal Year 2022

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.

Strategic Objectives

Objective Number	Strategic Objective
1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.
2	Expand and reinforce external relationships with veteran service organizations and agencies.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (2 Measures)					
Number of veteran events coordinated in partnerships with other organizations	Up is Better	108	68	39	60
Number of newly established relationships	Up is Better	16	16	25	10
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (4 Measures)					
Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements	Up is Better	351	279	184	250
Number of veterans, veteran community leaders and stakeholders recognized by MOVA	Up is Better	438	91	280	120
Number of community meetings and events attended by MOVA	Up is Better	85	72	82	75
Number of DC Veterans assisted from MOVA events	Up is Better	3036	3221	3137	3000

Operations

Operations Title	Operations Description	Type of Operations
1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services. (5 Activities)		
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

Operations Title	Operations Description	Type of Operations
Referral Assistance	Provide customer service and referral assistance.	Daily Service
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (6 Activities)		
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

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Benefits and Entitlements (1 Strategic Initiative)		
Benefits and Entitlements for DC veterans	The FY22 budget allocated an additional District Veteran Service Officer (DVSO), providing MOVA with two technical experts accredited to access the Dept of Veterans Affairs – Veterans Benefits Management System (VBMS). VBMS allows MOVA's DVSO to advise and file claims for DC veterans and track their progress or appeals in real-time	12-31-2022
Service Delivery (1 Strategic Initiative)		
VetsRide Program	VetsRide: For DC veterans making under \$45K annually or unemployed receive 16 free ride vouchers per month to any location in DC, seven days a week, 6am – 10pm. VetsRide provided 554 DC veterans over 3,500 trips to medical appointments, education courses and employment interviews. Funded for FY23, co-managed by MOVA and Dept For-Hire Vehicles. Contracted vendor is Via Transportation Inc.	12-31-2022