

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
MOVA assisted a combined 1,250 D.C. Veterans in: <ul style="list-style-type: none"> - Filing U.S. Dept. of Veterans Affairs disability claims - Enrolling in DDS Vocational Rehabilitation - Applying for DD-214 upgrades - Applying for jobs at hiring fairs - Attending small business education courses 	This accomplishment represents a core goal of MOVA - to ensure our D.C. Veterans are accessing the services and benefits they have earned. This accomplishment built upon and extended the positive reputation the office has in the community, which has led to increased engagement from our veteran residents. This in turn makes MOVA's other programs more successful because we have a demonstrated track record of success, and more veterans are likely to utilize new programs and initiatives.	This accomplishment connected D.C. Veterans with the services and benefits they have earned a result of their military service. It removed barriers to service and increased access to financial benefits, health care, and employment opportunities. Taken together, this accomplishment provided a platform for veterans to find a pathway.
During FY 2017 MOVA established forty-six (46) new partnerships with Veteran Service Organizations, Community Organizations, D.C.	These partnerships allowed MOVA to deliver new services and programs in FY2017. These partnerships culminated with a coordinated Veterans Day of Service on Veterans Day 2017. More than 10 organizations came together to organize a service project at Langston Dwellings in Ward 5. Over 200 veterans	These new partnerships allowed MOVA to centralize services and coordinate veteran operations throughout the city. The result was more D.C. veterans were able to access services, benefits, and programs both at MOVA and at partner organizations. Moreover, the success of our coordinate operations brought more community partners to the table to provide services and benefits to our veteran residents.

Government Agencies, and Federal Agencies.	and members of the community participated in the event. These partnerships have allowed MOVA to have a larger impact on our veteran community and the District.	
During Q4 FY 2017 MOVA organized and hosted four DD-214 upgrade clinics with our partner organization providing legal support. These clinics are a new program in Washington D.C., and not one that are generally offered at other State-Level Veterans Affairs offices.	This accomplishment allowed MOVA to be on the leading edge of veterans care and service. These clinics garnered significant attention from the local veteran community and provided a basis upon which to build relationships with veterans that otherwise thought they were ineligible for services and benefits. Furthermore, these clinics garnered significant attention from other State-Level Offices of Veterans Affairs, and demonstrated that MOVA was delivering innovating programs to our veterans community.	Form DD-214 is the document all service members are given when they exit active-duty. The form details the service member's character of the service (e.g. honorable or dishonorable). To access services and benefits that are Federal funded a service member must meet or character of service requirement. This can present a barrier to service as we have seen many times a service member was improperly discharged for symptoms of PTSD, military sexual trauma, or other medical conditions. In some cases, veterans were improperly discharged under "Don't Ask, Don't Tell." By providing these upgrade clinics we removing a principal barrier to accessing services for those veterans who are most in need of those services. Moreover, it is an opportunity to for veterans to correct there service record so that it accurately reflects the nature of their service to our country.

2017 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.
3	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
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 newly established relationships.	Annually	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	46	Met	
Number of veteran events coordinated in partnerships with other organizations.	Quarterly	70	10	11	24	36	81	Met	
2 - Expand and reinforce external relationships with veteran service organizations and agencies. (3 Measures)									
Number of community meetings and events attended by MOVA.	Quarterly	62	24	13	13	18	68	Met	
Number of veterans, veteran community leaders and stakeholders recognized by MOVA.	Quarterly	55	6	16	20	27	69	Met	

Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements?	Quarterly	125	25	41	150	217	433	Met	
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We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
No measures found						

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
No strategic initiatives found				