

1. Please provide the legislative history for the creation of the Office. Specifically,
 - a. The legislative vehicle by which the Office was created (Mayor’s Order, Resolution or Statute).

The Office of Veterans Affairs Establishment Act of 2001, Oct. 3, 2001, D.C. Law 14-28, § 703, 48 DCR 6981. This act is codified in the Code of the District of Columbia at § 49-1002.

- b. What powers the Office has been delegated through Mayor’s Order.

The Mayor’s Office of Veterans Affairs has not been delegated authority through Mayor’s Order.

- c. The legislative vehicle by which the Director was appointed (Mayor’s Order, Resolution, Statute).

PR21-911, The “Director of the Office of Veterans Affairs Ely S. Ross Confirmation Resolution of 2016.”

2. Please explain the mission of your Office.

The Mayor’s Office of Veterans Affairs (MOVA) is dedicated to serving the District’s veteran community, their families, survivors, and military caregivers. MOVA acts as a liaison between the District’s veteran community and the Mayor, District agencies, and non-profit organizations in order to ensure that the District’s veteran community has access to the full range of resources available to them.

3. Please explain the programming and services within your Office.

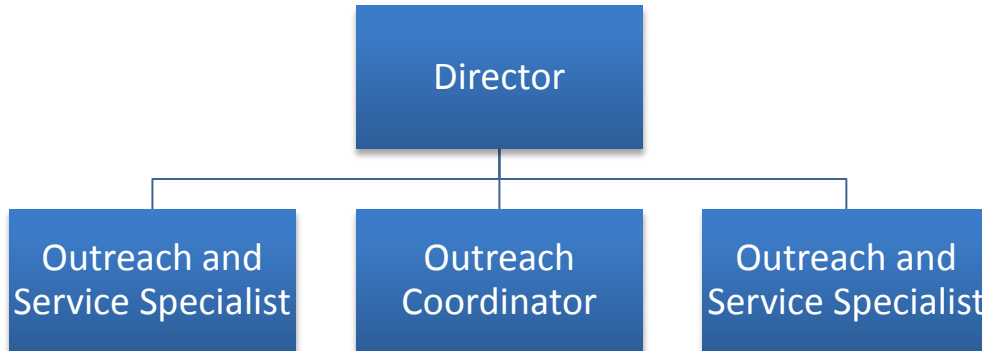
MOVA operates primarily as a resource and referral office. MOVA seeks to assist District veterans with obtaining the services and benefits they have earned as a result of their service to our nation. By establishing partnerships with community organizations, MOVA refers District veterans for assistance in filing their claims for disability and pensions. We have also formed working relationships with legal service organizations to provide pro bono services for veterans seeking to appeal their claims with the U.S. Department of Veterans Affairs as well as legal assistance with upgrading their discharge status. MOVA is also available to explain benefits and services that may be available to veterans seeking assistance or clarification. MOVA also assists veterans in obtaining services and assistance from the District government.

4. Please provide, as an attachment to your answers, a copy of your Office’s current annual performance plan as submitted to the Office of the City Administrator.

See Attachment A – MOVA FY 2017 Performance Plan.



5. Please provide a current organizational chart for your Office including an explanation of the roles and responsibilities for each division and subdivision.



Director is responsible for:

- Management and performance of MOVA
- Oversight and performance management of MOVA staff
- All administrative and reporting requirements
- Staffing the Mayor
- Community and veteran engagement
- Strategic partnerships
- Data collection and analysis
- Program development
- Policy development and implementation

Outreach and Service Specialist is responsible for:

- Constituent services
- Veteran benefits coordination
- Community engagement
- Community veteran resources
- Advisory Board Liaison
- Lead staff for veteran issues
- Liaison with District agencies

Outreach Coordinator is responsible for:

- Public Information Officer
- Social media engagement
- Development of monthly calendar
- Online content management
- Community engagement
- Constituent services

Outreach and Service Specialist: Vacant



6. Please provide a complete position listing for your agency for fiscal year 2016 to date, including the following information.
 - a. Name of employee.
 - b. Title of position.
 - c. Grade, series, and step of position.
 - d. Date employee began.
 - e. Salary and fringe benefits.
 - f. Job status (continuing, term, temporary or contract).

Name of Employee	Title of Position	Grade, Series, and Step of Position	Date Employee Began	Salary and Fringe Benefits	Job Status
Ely S. Ross	Director	Grade 9	09/19/2016	\$104,545.00	Executive Service
Carole McDowney	Outreach and Service Specialist	Grade 11 Step 8	01/02/2015	\$69,641.00	Term
Yllya Wilson	Veteran Outreach Coordinator	Grade 7 Step 3	12/14/2015	\$41,777.00	Temporary
Vacant	Outreach and Service Specialist	N/A	N/A	N/A	N/A

7. For fiscal years 2015, 2016, 2017 to date, please list each employee whose salary was \$110,000 or more. For each employee listed provide the name, position title, salary, and amount of any overtime and/ or bonus pay.

N/A

8. Please provide a list of employees detailed to, or from your agency. Provide the reason for the detail, the detailed employee’s date of detail, and the detailed employee’s projected date of return.

N/A

9. Please list and describe any ongoing investigations, audits, or reports on your Office.

N/A

10. Please list all employee grievances filed against your Office in fiscal years 2016 and 2017 to date, if any. Please provide a brief description of the matter as well as the current status.

N/A



11. Does the agency conduct annual performance evaluation of all its employees? If so, who is responsible for conducting them? What steps are taken to ensure all agency employees are meeting individual job requirements?

Yes, the agency conducts annual performance evaluations of all of its employees. As the Director, I am responsible for conducting the annual employee performance reviews. Since starting as the Director, I have instituted a policy of monthly performance check-ins to ensure employee performance expectation are met and exceeded.

12. Please describe any employee trainings your staff are required to attend and are they up to date on them?

MOVA employees are required to attend ethics training and all employees are up to date on required trainings.

13. Please describe the Office’s efforts to minimize internal waste, fraud, and abuse.

The MOVA Director meets monthly with representatives of the Office of Finance and Resource Management to review budget expenditures.

14. What services does your Office provide specifically to District residents and how many residents take advantage of those services?

MOVA provides referral services and assistance with veteran benefits and other related veterans issues. During the period of September 2016 – January 2017 MOVA has engaged with over 1,200 District residents. MOVA employees track their daily interactions with District residents and report those numbers to the Director every week.

15. Through what methods (e.g., website, social media, newsletter, email, flyers, door knocking) does your Office communicate your services to District residents?

MOVA communicates to District residents via the MOVA website, newsletter, social media, and direct engagement (e.g. phone calls, community events, site visits).

16. Please identify all databases maintained by your Office, including the following:

- a. A detailed description of the information tracking within each system.
- b. The age of the system and any substantial upgrades that have been made or planned to be made.
- c. How the information is protected.
- d. Whether the public can be granted access to all or part of each system.

We use a simple database to track cases, so as to be responsive to constituents.



17. What has your Office done in the previous fiscal year to be more transparent with its activities and what can your Office do in the future to be more transparent?

To date in fiscal year 2017, MOVA uses the website to provide more timely and relevant information to members of the public regarding operations and activities. MOVA sends out a new newsletter to provide timely and relevant information. Our office also uses Facebook <https://www.facebook.com/Washington-DC-Mayors-Office-of-Veterans-Affairs-193189384026015/> and twitter https://twitter.com/dc_ova.

18. What were your priorities from the previous fiscal year and were they met? Please explain how.

1. Create and maintain partnerships to provide veterans and their families’ access to District Government resources, 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.

19. What were your Office’s major accomplishments or highlights in fiscal years 2016 and 2017 to date? Please explain.

MOVA has had a very successful FY 2017. MOVA has reinforced existing community partnerships and forged new partnerships to ensure veterans have access to a full spectrum of services and programs. MOVA continues to work to build and expand to ensure that veterans remain a priority for services and that veterans are aware of the services available to them. MOVA has been very successful in these efforts. Some of the agencies highlights are:

- MOVA utilized Special Purpose Funds raised from veteran license plate sales to fund the purchase of 214 care packages for residents of veteran transitional homes in Wards 7 and 8.
- MOVA has facilitated a working group comprising representatives of the U.S. Department of Veterans Affairs Community Resource and Referral Center (CRRC) and the Armed Forces Retirement Home (AFRH). This collaboration is the first of its kind between these organizations and the District. The goal of the partnership is to screen veterans applying for housing benefits at the CRRC for permanent placement at the AFRH. This partnership will add an additional resource to our ongoing fight to end veteran homelessness in the District.
- MOVA is taking a leading role in the District’s No Wrong Door initiative to assist the Department on Disability Services in its development of a single intake system that will support all users of District services across a number of agencies. While supporting the larger initiative, MOVA is working to ensure veterans and the unique service requirements they may have are addressed and built into the functionality of the No Wrong Door system.
- MOVA is working with the Neighborhood Legal Service Project to reorganize the Veterans Legal Services Collaborative, a local pro bono initiative to ensure that veterans have access to necessary legal services. The collaborative met for the first time in over 18 months and it is working toward the provision of on-sight legal services in veteran transitional homes.



20. Please provide a chart showing your Office’s approved budget and actual spending for the past five fiscal years. Explain any variances between fiscal year appropriations and actual expenditures.

MOVA Budget Appropriations and Expenditures FY 12 – FY 16			
Fiscal Year	Appropriation	Expenditure	Justification
FY 12	\$375,834.00	\$346,945.34	Unknown
FY 13	\$399,101.96	\$366,114.86	Unknown
FY 14	\$451,064.33	\$406,144.91	Unknown
FY 15	\$434,002.43	\$322,621.11	Unknown
FY 16	\$378,959.00	\$353,403.07	Salary Lapse

21. In chronological order, please provide any reprogramming, in or out, which occurred in fiscal years 2016 and 2017 to date. For each reprogramming, list the total amount of the reprogramming, the original purposes for which these funds were dedicated and the reprogrammed use of funds.

MOVA Reprogramming FY 16				
From: Obj Class	Amount	To: Obj Class	Amount	Program Code and Activity
0111 – Continuing Full Time	\$39,000	N/A	N/A	2100 – Recognition
0111 – Continuing Full Time	\$1,000	N/A	N/A	1010 – Personnel
N/A	N/A	PayGo Capital	\$40,000	City Wide Needs

MOVA Reprogramming FY 17				
From: Obj Class	Amount	To: Obj Class	Amount	Program Code and Activity
N/A	N/A	N/A	N/A	N/A

22. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during fiscal years 2016 and 2017 to date.

FY 16 Inter-District Transfers							
From	To	Project	Phase	Inter-District Amount	Expended	Remaining Balance	Description
VA0	AA0	N/A	N/A	7,000.00	7,000.00	-	Support Services
VA0	KT0	N/A	N/A	1,642.00	1,642.00	-	Fleet

FY 17 Inter-District Transfers							
From	To	Project	Phase	Inter-District Amount	Expended	Remaining Balance	Description
VA0	KT0	N/A	N/A	1,684.80	-	1,684.80	Fleet

23. Please list all memoranda of understanding (MOU) in place during fiscal years 2016 and 2017 to date.



N/A

24. Please identify any special purpose accounts maintained by, used by, or available for use by your agency during the previous fiscal year. For each account, please list the following
- a. Revenue source name and code.
 - b. Source of funding.
 - c. Description of the program that generates the funds.
 - d. Amount of funds generated.
 - e. Expenditures of funds.

FY 16 VA0 Special Purpose Funds				
Source Name and Code	Source of Funding	Description	Amount Generated	Expenditure
VA Plates Code 06111	0600-O-Type (See D.C. Law 14-28; D.C. Code § 49-1004)	MOVA receives a refund for VA license plate program from DMV	\$6,110.00	N/A

25. List each contract, procurement, lease and grant awarded or entered into by your Office during the fiscal years 2016 and 2017 to date. For each contract, please provide the following information where applicable.
- a. The nature of the contracting party.
 - b. The nature of the contract, including the end product or service.
 - c. The dollar amount of the contract, including the budgeted amount and actually spent.
 - d. The term of the contract.
 - e. Whether the contract was competitively bid or not. How many bids were received?
 - f. The name of the agency’s contract monitor and results of any monitoring activity.
 - g. Funding source.

N/A

26. If your Office oversees capital projects, please provide a list of projects and the following information:
- a. Description of each project.
 - b. Amount of capital funds available for each project.
 - c. Status report on each project, including timeframe for completion.
 - d. Planned remaining spending on the project.

MOVA does not oversee capital projects.



27. Please provide a list of all federal grants or other grants your Office received in the fiscal years 2016 and 2017 to date.

MOVA does not currently have any grants for fiscal years 2016 and 2017.

28. In table format, please list the following for fiscal years 2016 and 2017 to date regarding the agency’s use of SmartPay (credit) cards for agency purchases: (1) individuals (by name and title/position) authorized to use the cards; (2) purchase limits (per person, per day, etc.); and (3) total spent (by person and for the agency).

FY 2016 MOVA Credit Card		
Individuals Authorized to Use Credit Cards	Purchase Limits	Total Spent by Person
Wanda Battle-Smith	Single purchase limit of \$5,000, monthly cycle limit of \$20,000	\$4,946.44
Brenda Hall	Single purchase limit of \$5,000, monthly cycle limit of \$20,000	\$2,584.91
Howard Etwaroo	Single purchase limit of \$5,000, monthly cycle limit of \$20,000	\$3,807.50
Total Spent by Agency		\$11,338.85

FY 2017 MOVA Credit Card		
Individuals Authorized to Use Credit Cards	Purchase Limits	Total Spent by Person
Howard Etwaroo	Single purchase limit of \$5,000, monthly cycle limit of \$20,000	\$15,301.09
Total Spent By Agency		\$15,301.09

29. (a) In table format, please provide the following information for fiscal years 2016 and 2017 to date, regarding your agency’s use of cellular phones and mobile devices: (1) individuals (by name and title/position) authorized to carry and use such devices; (2) total annual expense (FY) for each individual’s use; and (3) justification for such use (per person). If the list is more than one page in length, you may provide it as an attachment.

Name & Title	Total Annual Expense FY 16	Total Annual Expense FY 17	Justification
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Ely S. Ross, Director	\$0.00	\$ 144.09	MOVA conducts operations at off-site locations before and after normal business hours.
Carole McDowney, Veteran Benefits Program Specialist	\$0.00	\$135.18	MOVA conducts operations at off-site locations before and after normal business hours.
Yllya Wilson, Veteran Outreach Coordinator	\$660.48	\$183.66	MOVA conducts operations at off-site locations before and after normal business hours.

b) Please describe how your agency manages and limits its mobile, voice, and data costs, including cellular phones and mobile devices.

MOVA limits its mobile, voice, and data costs by ensuring that government employees issued a government cellular phone only utilize the device for work related uses.

30. (a) Does your agency have or use one or more government vehicle? If so, for fiscal years 2016 and 2017 to date, please list any vehicle the agency owns. You may group the vehicles by category (e.g., 15 sedans, 33 pick-up trucks, three transport buses, etc.).

MOVA does not have any assigned government vehicles.

(b) Please list all vehicle accidents involving your agency’s vehicles for fiscal years 2016 and 2017 to date. Provide: (1) a brief description of each accident; (2) the type of vehicle involved; (3) the justification for using such vehicle; (4) the name and title/position of the driver involved; and (5) whether there was a finding of fault and, if so, who was determined to be at fault.

N/A

31. D.C. Law requires the Mayor to pay certain settlements from agency operating budgets if the settlement is less than \$10,000 or less than two years old (see D.C. Code § 2-402(a)(3)). Please itemize each charge-back to your agency for a settlement or judgment pursuant to D.C. Code § 2-402.

N/A

(a) D.C. Law prohibits chauffeurs, take-home vehicles, and the use of SUVs (see D.C. Code §§ 50-203 and 50-204). Is your agency in compliance with this law? Please explain any exceptions.

Yes, MOVA is in compliance with this law.



- (b) If there are exceptions, please provide the following: (1) type of vehicle (make, model, year); (2) individuals (name/position) authorized to have the vehicle; (3) jurisdictional residence of the individual (e.g., Bowie, MD); and (4) justification for the chauffer or take-home status.

N/A

- 32. In table format, please provide the following information for fiscal years 2016 and 2017 to date regarding your agency’s authorization of employee travel: (1) individuals (by name and title/position) authorized to travel outside the District; (2) total expense for each trip (per person, per trip, etc.); and (3) justification for the travel (per person and trip).

N/A

- 33. Identify any statutory or regulatory impediments to your Office’s operations.

Currently, MOVA does not have any statutory or regulatory impediments to operations.

- 34. Please explain, if any, the impact federal legislation has had on your Office for fiscal years 2016 and 2017 to date.

Currently, MOVA has not been impacted by federal legislation in fiscal years 2016 and 2017.

- 35. Please explain, if any, the impact local legislation has had on your Office for fiscal years 2016 and 2017 to date.

Local legislation has not had an impact on MOVA operations for fiscal years 2016 and 2017.

- 36. What are your Office’s priorities and foreseeable challenges in this fiscal year?

MOVA’s priorities for the coming year are to establish new partnerships with community organizations and District agencies to provide services and programs for District veterans. One area, which presents a challenge, is sustaining communications with segments of veteran population that do not utilize email or internet platforms for information and communication. MOVA is currently exploring low and no cost solutions to initiate and maintain communications with this segment of the population.

- 37. Does your agency have a strategic plan? If so, please provide. If not, are there plans for one in the upcoming FY?

Yes, MOVA does have an FY 2017 strategic plan. Please see exhibit A.



Exhibit A



Mayor’s Office of Veterans Affairs
Strategic Plan FY 2017

Mission:

The Mayor’s Office of Veterans Affairs (MOVA) is dedicated to serving the District’s veteran community, their families, survivors, and military caregivers. MOVA seeks to address the broad range of social, economic, and healthcare needs of the District’s veteran community by building strategic partnerships with public and private organizations, creating veteran-centered policy initiatives, and developing strong relationships with the veteran community. Building on these relationships, MOVA acts as a liaison between the District’s veteran community and the Mayor, District agencies, Federal agencies, and non-profit organizations in order to ensure that the District’s veteran community has access to the full range of resources available to them.

Vision

MOVA recognizes the service and sacrifice our nation’s veterans, their families, survivors, and military caregivers have made in defense of our nation. MOVA seeks to make Washington D.C. the most veteran friendly city in the nation.

Core Values

- *Advocacy* – MOVA is the veteran community’s voice within the District government. MOVA will advise Mayor Muriel Bowser and District government agencies in regards to issues and concerns within the District’s veteran community.
- *Collaboration* – MOVA is committed to developing and maintaining collaborative partnerships with District agencies, Federal agencies, private sector organizations, veteran-service organizations, community-based organizations, faith-based organizations, and cultural organizations to support MOVA’s mission and goals.
- *Communication* – MOVA strives to ensure that there is a two-way flow of communication between the District government and the veteran community by continuously engaging with the District’s veterans through a variety of mediums and settings.
- *Continual Improvement* – MOVA will create an internal culture dedicated to learning from all experiences, acquiring new knowledge, and considering feedback from all viewpoints to develop new goals and improve performance.
- *Dedication* – MOVA recognizes the sacrifices our veteran community has made in defense of our nation and we will strive daily to demonstrate our commitment to the veterans we serve.
- *Engagement* – MOVA is committed to engaging with the District’s diverse veteran community at every level and in every Ward. MOVA will actively listen to all veteran concerns and work diligently to facilitate the resolution of all issues in a timely manner.



- *Innovation* – MOVA seeks to enhance its operations and delivery of mission objectives by developing new solutions and initiatives to support the District’s veteran community.

Summary of Services Provided:

MOVA provides constituent services and information to the District’s veteran community by hosting and attending veteran related events throughout the community, directly engaging with veterans in need of resources or referrals, creating strategic partnerships with organizations providing direct services to veterans, liaising with the veteran community and the District government, and providing critical feedback to ensure that veteran concerns and needs are being addressed by the administration.

Strategic Goal 1: Provide timely and relevant information on veteran resources.

Initiatives:

- *Website* – revise and update the MOVA website to provide more relevant information on MOVA activities and the resources available to veterans within the District.
- *Newsletter* – develop a monthly newsletter which will be distributed to the MOVA constituent list.

Strategic Goal 2: Develop a comprehensive veteran engagement model to support current and future operations.

Initiatives:

- *Social Media* – develop a comprehensive social media engagement plan to interact with more veterans, veteran organizations, and push relevant information to the veteran community.
- *MOVA Call & Contact Database* – implement the use of a database to track all constituent engagement and capture necessary contact information. This will allow MOVA to reach a wider veteran audience with relevant information and facilitate direct and consistent contact with the veteran community.
- *Recognition* – utilizing the MOVA quarterly newsletter, dedicate a section to highlighting the community/public service of a veteran within the District community, or an organization working within the veteran community.
- *Data Collection and Analysis* – Collate and analyze existing sources of data on the veteran community. Develop new sources of data.
- *Director’s Mobile Office Hours* – Set aside a dedicated block on the Director’s calendar to meet with members of the veteran community. Coordinate with local veteran-owned small business to host office hours across the city. MOVA will advertise office hours on its website and through a monthly newsletter.

Strategic Goal 3: Develop strategic partnerships with veteran-focused organizations.

Initiatives:

- *District Veterans Affairs Council* – organize and host a bi-annual conference call or in-person conference with representatives from all District agencies with a mission impacting veterans.
- *District Universities Meeting*– organize and host a bi-annual conference call or in-person meeting with representatives from the Veterans Affairs Office of each university located in the District.



FY 2017 Proposed Events

Event	Date	Cost	Outreach Strategy	MMB Requested
Operation We Care ¹	11/08/2016	\$13,000	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	Yes
Veteran Stand Down ²	11/10/2016	\$0	Work with DC Housing Authority to advertise event and local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	No
Veterans Day ³	11/11/2016	\$0	Social Media, email and phone call to constituent lists, newsletter	Yes
District Veterans Affairs Council ⁴	Q1 2017	\$0	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	No

¹ Operation We Care is a MOVA organized event to provide care packages containing household items to veterans housed in four transitional facilities in Southeast Washington D.C.

² Veterans Day Stand Down is a collaborative event between MOVA and DCHA. DCHA receives a Federal grant to sponsor a yearly event dedicated to informing veterans of their veteran benefits available from both Federal and District agencies.

³ Annual Veterans Day event organized in conjunction with the Armed Forces Retirement Home.

⁴ District Veterans Affairs Council is a new initiative to organize all District agencies with a mission impacting veterans.



District Universities Meeting ⁵	Q2 2017	\$0	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	No
Memorial Day	05/29/2017	TBD	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	Yes
District Veterans Affairs Council	Q3 2017	\$0	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	No
District Universities Meeting	Q4 2017	\$0	Work with local VSO’s, Social Media, email and phone call to constituent lists, newsletter, liaise with other MOCA Offices	No

*Additional event opportunities will be identified.

⁵ District Universities Meeting is a new initiative to organize all University Veteran Offices in order to ensure that MOVA is both aware of and responsive to those issues impacting student veterans.

