

Office of Veterans Affairs Performance Oversight Questions and Answers

1. Please provide a complete, up-to-date organizational chart for each division within the agency including and, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.
 - a. Please include a list of the employees (name and title) for each subdivision and the number of vacant positions. **(See attached Organization Chart)**
 - Please provide a narrative explanation of any organizational changes made during the previous year.

No Organizational Changes or Vacancies in FY-2014, and one vacancy thus far in FY 2015.

2. Please provide a complete, up-to-date position listing for your agency, which includes the following information: **(See Attached Schedule A)**
 - a. Title of position
 - b. Name of employee or statement that the position is vacant, unfunded, or proposed.
 - c. Date employee began in position
 - d. Salary and fringe benefits, including the specific grade, series, and step of position
 - e. Job status (continuing/term/temporary/contract)
3. Please provide a list of all current vacancies by "title of position" and the date the position became vacant.

Director position vacant as of December 31, 2014 to date

4. Does the agency conduct annual performance evaluations of all its employees? If the answer is yes: **OVA is a performance based agency however the staff have not been evaluated under the previous director**
 - a. What is the title of the individual that conducts such evaluations?
 - b. In what month and year were most recent evaluations held? **09/2010**
 - c. What steps are taken to ensure that all agency employees are meeting individual job requirements?

Interim Director has notified OHR of the deficiency and is in the process of initiating performance evaluations on the assigned personnel.

5. Please list all employees detailed to or from your agency, if any. Please include the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return. **There are no employees detailed to the OVA**
6. Please provide the Committee with:
 - a. A list of all employees who receive cell phones, personal digital assistants, or similar communications devices at agency expense **(See Attached)**
 - b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned. **OVA staff use DC Fleetshare , no vehicles are assigned.**

- c. A list of employee bonuses or special award pay granted in FY14 and FY15, to date **There were no bonuses or awards granted in FY 2014 or thus far in FY 2015.**
 - d. A list of travel expenses, arranged by employee **(See Attached)**
 - e. A list of the total overtime and workman's compensation payments paid in FY 14 and FY15, to date. **There was no overtime or workman's compensation paid in FY 14 or thus far in FY 15.**
7. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY14 and FY15, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures. **(See Attached)**
8. Please list any reprogramming, in or out, which occurred in FY14 or and FY15 to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds. **The OVA did not reprogram any funds in FY 14 or to date in FY 15.**
9. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY14 or FY15, to date. **(See attached)**
10. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY14 or FY15, to date. For each account, please list the following:
 - a. The revenue source name and code **0600 Special Purpose Revenue**
 - b. The source of funding **Veterans License Plates**
 - c. A description of the program that generates the funds. **Proud DC Veteran License Plates are part of OVA Recognition Program.**
 - d. The amount of funds generated by each source or program in FY14 and FY15, to date. **OVA has generated \$5,000 in FY 14 and _____ thus far in FY 15.**
 - e. Expenditures of funds, including the purpose of each expenditure, for FY14 and FY15, to date. **We have not expended any of the SPR funds in FY 14 or to date in FY 15.**
11. Please provide a list of all projects for which your agency currently has capital funds available. Please include the following: **The OVA does not have any capital funds or projects.**
12. Please provide a complete accounting of all federal grants received for FY14 and FY15, to date. **We do not have any federal grants in FY 14 or thus far in FY 15.**
13. What steps have been taken during FY15 to reduce agency energy use? **In October 2014, the OVA relocated into a energy efficient office with natural lighting and space was designed to for energy efficiency, lights dimmed when spaces are not in use.**

14. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement. **There are no legislative requirements currently requiring resources.**
15. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision. **We do not have any regulations under our oversight.**
16. Please list each new program implemented by the agency during. For each initiative please provide:
- A description of the initiative : **INITIATIVE 1.4: Continue the Enhancement and Growth of the Furniture Donation Program**
 - The funding required to implement to the initiative **The OVA needs funding to cover the costs of the warehouse used to store the furniture currently Located at the DGS Oak Hill Facility.**
 - Any documented results of the initiative - **The results of the program are documented in the OVA Performance Management tracking system Key Performance Measure 2.4**
17. Please provide a list of all studies, research papers, and analyses ("studies") the agency requested, prepared, or contracted for during FY14 and FY15. Please state the status and purpose of each study. **OVA has no studies prepared or contracted for in FY 14 or thus far in FY 15.**
18. Please explain the impact on your agency of any legislation passed at the federal level during FY14 and FY15, to date that significantly affect agency operations. If regulations the shared responsibility of multiple agencies, please note. **None**
19. Please provide a list of all MOUs in place during FY15. **(See attached)**
20. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended and option years exercised, by your agency during FY14 and FY15, to date. For each contract, please provide the following information, where applicable:
None
- The name of the contracting party
 - The nature of the contract, including the end product or service
 - The dollar amount of the contract, including budgeted amount and actually spent
 - The term of the contract
 - Whether the contract was competitively bid or not
 - The name of the agency's contract monitor and the results of any monitoring activity
 - Funding source
21. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY14 or FY15, to date. **We have no ongoing investigations in FY 14 or thus far in FY 15.**

22. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. **None**

23. Please identify all electronic databases maintained by your agency, including the following: We have two electronic databases for tracking veterans contacted and military discharges received.

The Initial Contact Database stores the contact and nature of each veteran that has visited the Office of Veterans Affairs either via walk in, phone calls or outreach programs. This system was created in 2003 and is continuously used to add and or update the contact information. This database is also used for requests for types of services requested and tracking completion of requests.

The DD214 (Military Separation Papers) Database is an encrypted database. Once received from Military Personnel Installation Centers, OVA staff reviews, catalogues and physically stores the DD-214 Military Separation Reports, for military service veterans who require copies, of their DD214s, for proof, of military service, and for veteran benefit determinations. We have developed a database system that includes pertinent information, from the DD-214s, so that copies, of DD-214s may be easily and quickly retrieved, in order to respond to official requests, for DD-214 copies, by DC veterans and authorized veteran family members. This database was created in 2003 and is not available to the public.

24. What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent. **In the past year the OVA maintains a list of veteran service providers, which we depend on to assist us with getting the word out. We also have an active facebook page and twitter account and newsletters to make information more available and transparent, in FY 2015 we plan to add an Instagram account and do more community outreach to various service providers to reach more veterans.**

25. Please identify any statutory or regulatory impediments to your agency's operations. **None**

26. How does the agency solicit feedback from customers? Please describe. **We solicit feedback through our customer service surveys which are included on each email and available for completion in the office and placed in a locked box for review and grading by the Director. We gauge the feedback and make steps to ensure that each customer is treated with courtesy and respect.**

27. Please describe the training and informational sessions you provide and/or coordinate for the Agency employees? What is the frequency of these sessions? **CERT-Community Emergency Response Training.**

28. Please provide a list of types and dates of upcoming training/information sessions for the

Agency you have planned for FY 2015.

CERT, First Aid w/, cpr

29. Did the agency staff participate in any ethics training in FY 2014 and FY 2015 to date? **Yes all staff participated in ethics training in FY 14 and will complete training for FY 15 in the near future.**

30. Please provide, as an attachment, a copy of the Agency's FY 2014 performance plan and indicate whether you are on track to meet those measures.

31. What are your top five priorities for the agency? Include a detailed explanation for how the agency expects to achieve or work toward these priorities in FY 2015 and FY 2016.

a) Human Rights & Social Justice for DC Area Veterans.

The Office of Veterans Affairs will continue its push for a Veterans Court and cooperation with the various military services in upgrading discharges. Homelessness among veterans very well exists with those who cannot access veteran's services because of the characterization of their discharges. Our veterans who were not discharged with an honorable or general characterization, a more likely than not, going to have little or no success in reintegrating back into society. Secretary Hagel has put systems in place to fix those disparities. OVA must aggressively reach out into the community to identify those who have not been able to get housed or find employment since their military service.

b) Civic Leadership & Engagement Council for Military Women & Military Families

The OVA Council of Civic Leadership & Engagement for Military Women & Military Families will serve to:

Actively engage military women and military families in civic and community activities to improve the overall quality of life the entire military families throughout the DC Veteran Community

Enlist the support of peer mentors & advisers in business, community, academic, faith-based and veteran service organizations to aid transitioning Women Veterans & Military Families in gaining the tools they need for success in post military/civilian life.

Educate Military Women & Military Families on effective opportunities for civic engagement and community service so they may serve as advocates for themselves and for military families in the community -at-large.

Close the gap in service to Women Veterans, Active Duty Service Women, Reservists, National Guard, Military Spouse and Military Moms too.

Ensure greater participation and representation of Military Women and Military Families in the District of Columbia

- c) Youth Scholarship & Oratorical Awards Program for DC Area Students (Grades 9-12)

The OVA will seek to increase participation in the Veterans of Foreign Wars and American Legion Oratorical Awards Program. Each year the OVA watches as other states compete for these valuable scholarships. OVA shall choose schools to compete and participate in the Annual Memorial Day Observance of the DC War Memorial and require that each school give their interpretation of the challenges that the DC War Memorial has had to endure, through the years.

- d) Veterans Furniture Program

The OVA will be enhancing the Veterans Furniture Program to include bedding, pots and pans, and incidentals that are needed to restart a household.

- e) DC Veterans License Plate Program

The awareness of DC Veterans License Plate Program will need to be enhanced by increasing our outreach to include a physical presentation of the tag at each of our external events.

In what areas (e.g. financial training, procedural training, etc.) do you think the Agency need the most assistance with? **The OVA will need more procedural training.** Many of our employees

- 32. What measures of success are used by the Agency to determine whether the initiative to expand outreach to Homeless, At Risk and Transitioning Veterans and Their Families is successful? **The OVA contacts those who have come in for services and asks how well the service delivery went, then annotates their response in the veterans record which is maintained by the OVA.**
- 33. What measures have been undertaken by the Agency in FY 15 to increase Veteran attendance at OVA Sponsored Events? **We will more aggressively use social media, the Advisory Board, Leadership Forums and community partners to assist with getting the word out to veterans in the community for increased attendance in FY 15. .**