

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**EXECUTIVE OFFICE OF THE MAYOR**



**Responses to Fiscal Year 2021 Performance Oversight Questions**

**Elliot J. Tommingo**

**Director, Mayor's Office on Veterans Affairs**

**Submission to**

Committee on Government Operations and Facilities

Chairperson Robert White

At-Large Councilmember

February 2, 2022

## GENERAL QUESTIONS

### ***1. Please provide the agency's mission statement.***

Answer: 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 connect veterans with available resources 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 to ensure that the District's veteran community has access to the full range of resources available to them.

### ***2. Please list any statutory mandates that the agency lacks sufficient resources to fully implement.***

Answer: There are no statutory mandates that MOVA is unable to implement with the current resources.

### ***3. Please list all reporting requirements in the District of Columbia Code or Municipal Regulations that the agency is required to complete in FY 21 and FY 22, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.***

Answer: MOVA has not submitted individual annual reports but has reported on office activities in the comprehensive MOCA report. Reports can be found: [communityaffairs.dc.gov](https://communityaffairs.dc.gov)

### ***4. Please explain any significant impacts on your agency, if any, of any legislation passed at the federal or local level during FY 21 and FY 22, to date.***

Answer:

2020: VA MISSION Act gives Veterans greater access to health care in VA facilities and the community, expands benefits for caregivers, and improves VA's ability to recruit and retain the best medical providers. This has expanded veteran health treatment facilities and options within the National Capital Region.

### ***5. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in FY 22.***

Answer:

- **Services:** MOVA will continue to conduct virtual VA benefit and claims appointments through MOVA's District Veteran Service Officer program.

- **Programs:** MOVA's priority program will remain VetsRide, with its partner DFHV and vendor Via. All enrollment is completed via email and phone. The program is fully funded for FY22.

- **Outreach:** MOVA will continue its monthly veteran roundtable series through its Webex platform, along with legal clinics and LGBTQ+ veteran office hours and events. These events are promoted through MOVA's monthly newsletter, which has 97,606 subscribers, its social media platforms, and the MOCA cluster of agencies website.

- **COVID-19 Education and Vaccination:** MOVA is fully dedicated to COVID-19 education and vaccination of all DC veterans and their family members. MOVA is completing this effort through bi-weekly one-on-one sync calls between MOVA Director Tommingo and DC VA Med Center Director Heimall, MOVA staff canvassing DC's at risk populations for vaccine appointments, and MOVA providing authoritative and accurate messages via social media.

- **New DC Veterans Affairs Medical Center (DCVAMC):** Since 2017, MOVA has conducted over 60 DC veteran roundtables with over 2,500 DC residents. At these discussions, the DCVAMC has remained a consistent concern due to aging facilities and shortage of space. MOVA has met with Congresswoman Holmes-Norton's staff, the DC Office of Federal and Regional Affairs (OFRA), the District Director of Real Estate, and the Dept. of VA Facilities team for initial discussions. The Congressional VA Facilities Market Assessment is due out this March 2022, and MOVA will ensure the Mayor is properly briefed on the results, while supporting any working groups dedicated to a new DCVAMC with world-class care for our 30,000 veterans.

***6. What are the metrics regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency.***

Answer:

- 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: metric is reported on quarterly and tracked through MOVA's event registrations, newsletters, and calendars.
  - Number of newly established relationships: metric is reported annually and gathered by the MOVA Director from MOVA staff.
- 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: metric is reported quarterly and is tracked through the Federal VA's Veterans Benefit Management System (VBMS), which MOVA's DVSO is accredited to access and uses to file DC veteran benefit claims.
  - Number of veterans, veteran community leaders and stakeholders recognized by MOVA: metric is reported quarterly and is tracked through protocol documents

(proclamations, letters of support), veteran roundtables recognition, and staff reporting to the MOVA Director.

- Number of community meetings and events attended by MOVA: metric is reported quarterly and tracked through staff calendars, event registrations, and after action reports.
- Number of DC Veterans assisted by MOVA: metric is reported annually and is a combination of all the metrics above, along with veteran attendance numbers to all MOVA events and courses, and average of monthly phone calls to MOVA intake line.

***7. Please provide a copy of the agency's FY 21 performance plan, if one was prepared. Please explain which performance plan objectives were completed in FY 21. If they were not completed, please provide an explanation.***

Answer:

MOVA FY21 Performance Plan attached. All objectives completed and metrics met for FY21 except for:

1. Events-Outreach: Due to COVID-19 restrictions and postures, MOVA had to relaunch several partnerships in Q1 and Q2, these included legal clinics, roundtables, and informational tabling events at our veteran transitional homes. As the relationships and schedules were solidified the events increased. MOVA sees no issue with FY22 events metrics.

2. Claims Services: COVID-19 restrictions made the claims logistics tedious due to the mass scanning, mailing, and faxing of documents to avoid in-person appointments where all items can be gathered and signed in an hour. Additionally, MOVA's Claims Program started processing more complex, complicated, and time consuming claims during FY21. FY19 – FY20 comprised of mostly initial claims with less complexity. MOVA was allocated an additional DVSO in FY22, this will solve all claims processing issues.

***8. Please provide a copy of your agency's FY 22 performance plan as submitted to the Office of the City Administrator, if one was prepared.***

Answer: Please see attached.

***9. Please describe any new initiatives or programs that the agency implemented in FY 21 and FY 22, to date, to improve the operations of the agency. Please describe any funding utilized for these initiative or program and the results, or expected results, of each initiative.***

Answer:

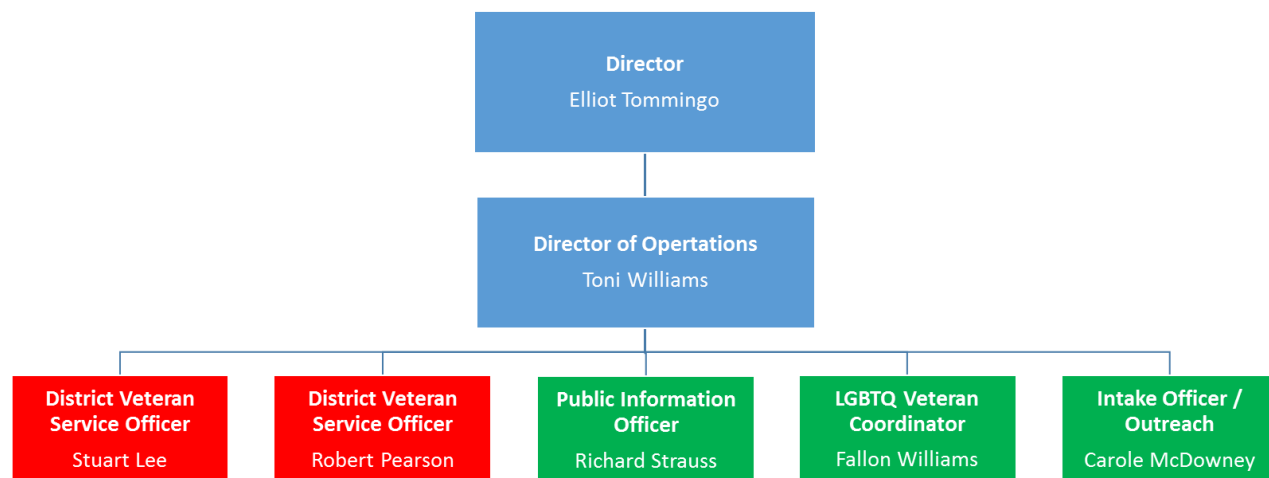
MOVA's LGBTQ+ DC Veteran Coordinator Program and Position

Funded by (1) FTE. FY22 Budget: \$102,765

MOVA's LGBTQ+ Veteran Coordinator has been developing multiple programs and projects since her arrival in November. For success in this new position, one must know the population dispersion and needs of DC's LGBTQ+ veterans. LGBTQ+ data is not specifically collected by the U.S. Census Bureau and representative data is not consistently defined. In 2019, the closest categorization of the LGBTQ+ population by the Census Bureau was for households defined as 'same-sex' households, with DC having the highest national ratio at 9.8%. The Williams Institute also created a report on LGBTQ+ population but no military affiliation was captured. MOVA's solution is to join the current LGBTQ+ Data Workgroup, established by DC Health and the Office of LGBTQ+ Affairs, and continue research other organizations collecting LGBTQ+ authoritative data.

In order to discover and address our LGBTQ veteran needs, MOVA has signed a Memorandum of Understanding (MoU) with the Mayor's Office of LGBTQ+ Affairs to identify the veteran LGBTQ population, create safe spaces, and provide an alternative platform for veteran residents. Starting February 2022, MOVA's LGBTQ+ Veteran coordinator will conduct weekly intake hours at the LGBTQ+ offices, host monthly clinics on veteran benefits and legal support, and create a signature event celebrating the repeal of Don't Ask Don't Tell during September 2022.

***10. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.***



**SERVICES (Claims)**

**PROGRAMS and OUTREACH**

**11. Please provide a narrative explanation of any changes made to the organizational chart during the previous year.**

Answer: Addition of (2) new FTE's. (1) District Veteran Service Officer. (1) LGBTQ+ Veteran Coordinator

**12. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please indicate if any position must be filled to comply with federal or local law.**

Answer:

Office of Veterans' Affairs - Schedule A as of 01/24/2022										
Vac	Stat	Budgeted Po	Prgm Code	Activity	Name	Title	Hire Date	Reg/Temp/Term	FTE	Salary
F	Y	1090	0100	Tommingo, Elliot J	Director	05/08/2017	Reg	1	107,730.11	
F	Y	2100	0100	Williams, Fallon	Outreach & Service Specialist	11/22/2021	Reg	1	70,818.00	
F	Y	2100	0100	McDowney, Carole Denise	Veterans Benefits Program Spec	01/02/2015	Reg	1	89,690.00	
F	Y	2100	0100	Williams, Toni D	Director of Operations	05/13/2019	Reg	1	88,300.83	
F	Y	2200	0100	Pearson Jr., Robert C	Claims Specialist	10/22/2018	Reg	1	77,639.47	
F	Y	2200	0100	Strauss, Richard	Public Affairs Specialist	11/15/2021	Reg	1	76,113.31	
F	Y	2200	0100	Lee, Stuart A.	Outreach and Services Speciali	11/15/2021	Reg	1	76,113.10	
Total									7	586,404.82

**13. Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

Answer: No employees were detailed to or from the agency.

**14. . Please provide the Committee with:**

**a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY 21 and FY 22, to date;**

Answer: All (7) MOVA FTE's have government cell phones: Elliot Tommingo, Carole McDowney, Toni Williams, Robert Pearson, Stuart Lee, Richard Strauss, and Fallon Williams

**b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned as well as a description of all vehicle accidents involving the agency's vehicles in FY 21 and FY 22, to date;**

Answer: MOVA did not own or lease a vehicle in FY21 or FY22, to date.

***c. A list of travel expenses, arranged by employee for FY 21 and FY 22, to date, including justification for travel;***

Answer: MOVA's District Veteran Service Officer, Robert Pearson, traveled to mandatory fiscal year annual training with the Veterans of Foreign Wars – Veteran Service Officer Program in order to retain MOVA's VA Benefits Management accreditation and database access. The dates, locations, and cost are as follows:

1. VSO FY22 Training. Nov 15 – 19, 2021. Annapolis, MD, \$748.38

(FY21 training was virtual due to the pandemic and incurred zero cost)

***d. A list of total workers' compensation payments paid in FY 21 and FY 22, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.***

Answer: MOVA did not have any workers' compensation claims in FY21 or FY22, to date.

***15. For FY 21 and FY 22, to date, what was the total agency cost for mobile communications and devices, including equipment and service plans?***

Answer: The total is part of The Executive Office of the Mayor's mobile communications and devices.

***16. For FY 21 and FY 22, to date, please provide a list of employee bonuses, special pay granted, or separation pay issued, that identifies the employee receiving the bonus, special pay, or separation pay, the amount received, and the reason for the bonus, special pay, or separation pay.***

Office of Veterans' Affairs - Severance Pay			
Fiscal Year	Employee	Severance Pay	Reason
FY 2021	N/A		
FY 2022	Dedeaux-Pride, Montika	5,447.44	Seperated due to performance issues and inability to complete required tasks.

***17. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and the anticipated date of completion of each agreement in bargaining.***

Answer: MOVA does not have a collective bargaining agreement in effect.

**18. For FY 21 and FY 22, to date, please list all intra-District transfers to or from the agency.**

<b>Office of Veterans' Affairs - Intradistrict</b>				
Buyer Agency	Seller Agency	Service Description	FY 2021 10/01/2020 - 09/30/2021	FY 2022 10/01/2021 - 09/30/2022
VA0	OCP (PO0)	PCard	10,389.54	2,600.00
VA0	DFHV (TC0)	VetRides Program - To provide transportation for eligible veterans residing in the District of Columbia	96,562.63	293,000.00
<b>TOTAL</b>			<b>106,952.17</b>	<b>295,600.00</b>

**19. For FY 21 and FY 22, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:**

- a. The revenue source name and code;*
- b. The source of funding;*
- c. A description of the program that generates the funds;*
- d. The amount of funds generated by each source or program;*
- e. Expenditures of funds, including the purpose of each expenditure; and*
- f. The current fund balance.*

Answer: MOVA License Plate fund. Specialty plate registration with the MOVA Logo, Women Veteran Logo and Service Branch Emblems on specialty DC plates provide the funding.

<b>Office of Veterans' Affairs - Special Purpose Revenue</b>			
Fund	Description	FY 2021	FY 2022
0600 - Office Of Veterans Affairs Fund	Beginning balance	33,546.38	39,918.38
	Revenue	21,372.00	
	FY 2021 Supplemental Budget cut	(15,000.00)	
	Expenditures	-	
<b>TOTAL</b>	<b>Available Balance to use</b>	<b>39,918.38</b>	<b>39,918.38</b>

**20. For FY 21 and FY 22, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.**



**Answer:**

(All requested by Director Elliot Tommingo)

Purchase Date	Description of Goods/Services	Supplier	Amount	LSDBE?
10/18/2019	printing of business cards for MOVA staff.	Senoda, Inc.	\$475.00	yes
10/16/2019	general office supplies	SOS Office Supply	\$591.33	Yes
11/27/2019	copier service call	Metropolitan Office Products	\$200.00	Yes/CERT#LS DZR55670620 18
11/18/2019	INKTONER: Toner for network and desktop printers	Total Office Products	\$3,098.00	Yes/CERT#LSZ 65935022019
12/9/2019	printing of step and repeat	Senoda, Inc.	\$950.00	yes
1/30/2020	Annual membership dues for National Assoc. of State and Local Directors of Veterans Affairs.	NASDVA	\$800.00	No, proprietary services
1/21/2020	Adobe Acrobat licenses (3) electronic subscription.	information AnalysisInc.	\$488.85	No, proprietary services from licensed re-saler
3.27.20	lapel pins , qty 2000	Senoda, Inc.	\$1,807.50	yes
9/20/2019	printing of business cards, Williams	Senoda, Inc.	\$95.00	yes
10/1/2021	Claims management licences, annual	Veterans of Foreign Wars US	\$449.00	No, proprietary
11/4/2020	pole and banners for 2020 Veterans Day Commemoration	Capital City Specialties	\$2,400.00	Yes LSDZRV41590 082021
11/4/2020	-advertising and on site marketing for 2020 Veterans Day commemoration.	The Wharf	\$1,000.00	No, District site utilizes their own marketing and ad resources
11/13/2020	-pole and banner install at 441 Judiciary Square for 2020 Veterans Day commemoration. 20 ft regulation install needed for permitting purposes. Vendor displayed expertise and was able to deliver in timely manner as the requirements that needed to be met were unforeseen.	Arena Graphics	\$603.00	no available SBE for timely delivery

11/13/2020	-pole and banner install at 441 Judiciary Square for 2020 Veterans Day commemoration. 20 ft regulation install needed for permitting purposes. Vendor displayed expertise and was able to deliver in timely manner as the requirements that needed to be met were unforeseen.	Arena Graphics	\$603.00	no available SBE for timely delivery
2/4/2021	Claims management licences, annual	Veterans of Foreign Wars US	\$449.00	No, proprietary
1/21/2020	Adobe Acrobat licenses (3) electronic subscription.	information AnalysisInc.	\$414.00	No, proprietary services from licensed re-saler
3/31/2021	printing of business cards, Toni Williams, Director Operations	Senoda, Inc.	\$95.00	yes
4/12/2021	toner and office supplies, paper	Total Office Products	\$1,327.54	yes
6/3/2021	printing of business cards, DEDEAUX-PRIDE	Senoda, Inc.	\$95.00	yes
8/8/2021	general office supplies	Total Office Products	\$595.96	yes
9/13/2021	printing	Total Office Products	\$2,357.90	yes
10/29/2021	general office supplies	Total Office Products	\$195.18	yes
11/22/2021	photograpgy services for Veteran Women's Day Event	Fokal Point	\$600.00	no
11/22/2021	photograpgy services for Veteran Women's Day Event	Fokal Point	(-600)	no
12/13/2021	printing of business cards, (Lee)	Senoda, Inc.	\$95.00	yes
12/13/2021	printing of business cards, (Williams)	Senoda, Inc.	\$95.00	yes
12/13/2021	printing of business cards, (Strauss)	Senoda, Inc.	\$95.00	yes
12/14/2021	3 adobe licenses renewal	Information Analysis	\$619.00	no proprietary

**21. Please list and provide a copy of all memoranda of understanding (“MOU”) entered into by your agency during FY 21 and FY 22, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.**

Answer: (copies attached)

- MOU with EOM support services.
  - Amount: \$10,000.00.
  - Date: Oct 1, 2021 – September 30, 2022.
- MOU with Dept of For-Hire Vehicles to administer the VetsRide Funding for FY21.
  - Amount: \$158,000.00.
  - Date: Oct 1, 2020 – September 30, 2021.
- MOU with Dept of For-Hire Vehicles to administer the VetsRide Funding for FY21.
  - Amount: \$293,000.00.
  - Date: Oct 1, 2021– September 30, 2022.
- MOU with the Office of the Mayor’s Office of LGBTQ Affairs for DC veteran office hours.  
Amount: None  
Date: January 1, 2022 – December 31, 2022

**22. Please list all open capital projects and capital projects in the financial plan under the agency’s purview, including the amount budgeted, actual dollars spent so far, any remaining balances, and the status of the project. In addition, please provide a description of any projects which are experiencing delays or which require additional funding.**

Answer: None

**23. Please provide a table showing your agency’s Council-approved budget, revised budget (after reprogrammings, etc.), and actual spending, by program, activity, and funding source for FY 21 and the first quarter of FY 22. Please detail any over- or under-spending and if the agency had any federal funds that lapsed.**

Office of Veterans' Affairs - Budget versus Actual					
		FY 2021			
Approp Fund	Program Code 2	Approved Budget	Revised Budget	Expenditures	Variance
0100 Local	1000 AGENCY MANAGEMENT	215,591.84	219,486.34	224,196.71	(4,710.37)
	2000 VETERANS PROGRAMS	622,298.16	588,080.66	411,069.59	177,011.07
0100 Total		837,890.00	807,567.00	635,266.30	172,300.70
0600 Office Of Veterans Affairs Fund	2000 VETERANS PROGRAMS	5,000.00	5,000.00	0.00	5,000.00
0600 Total		5,000.00	5,000.00	0.00	5,000.00
GRAND TOTAL		842,890.00	812,567.00	635,266.30	177,300.70
		FY 2022			
Approp Fund	Program Code 2	Approved Budget	Revised Budget	Expenditures	Variance
0100 Local	1000 AGENCY MANAGEMENT	135,995.92	135,995.92	23,396.39	112,599.53
	2000 VETERANS PROGRAMS	988,524.68	988,524.68	111,220.76	877,303.92
0100 Total		1,124,520.60	1,124,520.60	134,617.15	989,903.45
0600 Office Of Veterans Affairs Fund	2000 VETERANS PROGRAMS	5,000.00	5,000.00	0.00	5,000.00
0600 Total		5,000.00	5,000.00	0.00	5,000.00
GRAND TOTAL		1,129,520.60	1,129,520.60	134,617.15	994,903.45

**24. Please provide a list of all budget enhancement requests (including capital improvement needs) made for FY 22 or FY 23. For each, include a description of the need and the amount of funding requested.**

Office of Veterans' Affairs - Enhancements				
Fiscal Year	Approp Fund	Program Code 2	Enhancement	Explanation
FY 2022	0100 Local	2000 VETERANS PROGRAMS	72,428.40	District Veteran Service Officer
FY 2022	0100 Local	2000 VETERANS PROGRAMS	102,765.00	Veterans LGBTQ Coordinator
FY 2023	NONE			
TOTAL			175,193.40	

**25. Please list, in chronological order, each reprogramming that impacted the agency in FY 21 and FY 22, to date, including those that moved funds into the agency, out of the agency, and within the agency. For each reprogramming, list the date, amount, rationale, and reprogramming number.**

Answer: None

**26. Please list each grant or sub-grant received by your agency in FY 21 and FY 22, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.**

Answer: None

**27. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?**

Answer: None

**28. Please list each contract, procurement, and lease entered into or extended by your agency during FY 21 and FY 22, to date. For each contract, please provide the following information where applicable:**

- a. The name of the contracting party;**
- b. The nature of the contract, including the end product or service;**
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;**
- d. The term of the contract;**
- e. Whether the contract was competitively bid;**
- f. The name of the agency's contract monitor and the results of any monitoring activity; and**
- g. The funding source.**

Answer: None

**29. What is your agency's current adjusted expendable budget for CBE compliance purposes? How much has been spent with SBEs or CBEs? What percent of the agency's current adjusted expendable budget has been spent with SBEs or CBEs?**

Answer:

Total Spent with CBE's FY21 – FY22: \$14,415

FY21 Spend Goal: \$78,515.26 / Percentage Met: 18.3%

18 of the 32 Purchase card awards went towards SBE spending. The other 14 were proprietary purchases. Pandemic spending has been slow.

**30. Please list all pending lawsuits that name the agency as a party. Identify which cases on the list are lawsuits that potentially expose the District to financial liability or will result in a change in agency practices and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success.**

Answer: None

**31. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY 21 or FY 22, to date, and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).**

Answer: None

**32. Please list the administrative complaints or grievances that the agency received in FY 21 and FY 22, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to the agency policies or procedures that have resulted from complaints or grievances that were resolved in FY 21 or FY 22, to date.**

Answer: None

**33. Please list and describe any spending pressures the agency experienced in FY 21 and any anticipated spending pressures for the remainder of FY 22. Include a description of the pressure and the estimated amount. If the spending pressure was in FY 21, describe how it was resolved, and if the spending pressure is in FY 22, describe any proposed solutions.**

Answer: None

**34. Please provide the number of FOIA requests for FY 21, and FY 22, to date, that were submitted to your agency. Include the number granted, partially granted, denied and pending. In addition, please provide the average response time, the estimate number of FTEs required to process requests, the estimated number of hours spend responding to these requests, and the cost of compliance.**

Answer: None

**35. Please identify all electronic databases maintained by your agency, including the following:**

Answer:

VetraSpec

**a. A detailed description of the information tracked within each system;**

VetraSpec links to the Federal Veterans Benefits Management System and allows MOVA's DVSO to file and track veteran claims.

**b. The age of the system and any substantial upgrades that were made in FY 20 or FY 21, to date, or that are planned for the system;**

VetraSpec is a federal system, and is currently 11 years old.

**c. Whether the public is currently granted access to all or part of each system; and**

No, only trained personnel allowed.

***d. Whether the public could be granted access to all or part of each system.***

Not at this time.

***36. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency that were completed during FY 21 and FY 22, to date.***

Answer: MOVA did not have any ongoing investigations, audits or reports in FY20 or FY21, to date.

***37. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or funded during FY 21 and FY 22, to date. Please submit a digital copy to the Committee of any study, research paper, report, or analysis that is complete.***

Answer: MOVA did not have any studies, research papers, reports or analyses completed in FY20 or FY21, to date.

***38. Please list any task forces, committees, advisory boards, or membership organizations in which the agency participates.***

Answer:

- The DC Opioid Fatality Review Board
- The National Association of State Directors of Veterans Affairs (NASDVA)

## OFFICE OF VETERANS AFFAIRS

***39. How many total veterans did the Office assist in FY 21 and FY 22, to date?***

Answer: Over the past year, MOVA served, enrolled, or directly engaged 3,137 DC veterans and their family members.

***40. How many veteran events were coordinated by the Office in FY 21 and FY 22, to date?***

Answer: 39 events (in-person and virtual)

***41. How many veterans did the Office specifically assist with federal VA claims and benefits in FY 21 and FY 22, to date?***

Answer: During 2021, MOVA assisted and filed claims for 205 DC residents, totaling \$1,293,628 in federal compensation, including \$255,086 in retroactive payments. Since the MOVA Claims program began in December 2018, DC veterans and their families have been awarded \$3,604,575 in recurring monthly compensation and \$364,841 in retroactive payments.

**42. How many veterans were able to obtain a driver's license under the Office's Pathways to Work Driver License Initiative in FY 21 and FY 22, to date?**

***a. How many veterans had their debt settled through the initiative?***

***b. What was the average amount of the debt reduction per veteran in the initiative who chose the settlement option?***

***c. How many installment payment plans were established for veterans in the initiative?***

Answer: To date, 41 DC veterans have obtained their driver license through this program, resulting in \$22,108 worth of tickets written off and \$18,578 collected. During 2021, the Pathways program was placed on hold during the DMOI Amnesty Program for Drivers with Outstanding Tickets. With the sunset of that Amnesty period complete, MOVA has once again renewed its Pathways to Work program with CCU.

**43. How many individual veterans received rides through the VetsRide transportation program in FY 21 and FY 22, to date?**

***a. How many total ride vouchers were distributed to veterans in FY 21 and FY 22, to date, broken down by month?***

***b. Please provide an update on the expansion of this program in FY 22 and how the additional resources for this program have been communicated to residents and stakeholders.***

Answer: On October 1, 2021 VetsRide expanded eligibility to any veteran making under \$45K annually, or recently unemployed, can enroll in the program and receive 16 free ride vouchers per month to any location in DC, along with several veteran medical centers in Maryland and Virginia. VetsRide operates seven days a week from 6am - 10pm.

During 2021, VetsRide provided 554 DC veterans 4,598 trips to medical appointments, education courses, food distribution sites, and employment interviews. These trips were instrumental to the DC veteran COVID-19 vaccination effort.

Finally, as of January 23, 2022, veteran customers no longer use the Via App to book rides. TransCo has assumed all vendor duties through a dispatch phone number and web portal. All enrolled VetsRide customers were notified and automatically transferred into the new voucher database. MOVA has not experienced any major issues with this transfer but will remain diligent and ensure all of our veterans understand the new process.

**44. In FY 21 and FY 22, to date, how much has the Office received in donations to support its work?**



Answer: Through partner events where space and services are provided free of charge, such as MOVA DD-214 upgrade clinics, veteran roundtables, MOVA's Annual Women Veteran Recognition Day.

***a. How did the Office endeavor to secure support for its operations from outside the District government in FY 21 and FY 22, to date?***

Answer: Through partnerships, MoU's, Advisory Board ,and newsletter.

***45. How has the Office assisted veterans with finding suitable employment in FY 21 and FY 22, to date?***

Answer: Referrals to DCHR and DOES veteran initiative portals, Newsletter promotion of veteran job listings, and hiring additional staff that will support the Employment portfolio in order to organize hiring events in FY22 and FY23.

***46. Please list and describe all current partnerships that the Office has formed with federal and state governments, veterans service organizations, community groups, corporations, and other organizations to identify the needs of veterans, their dependents and survivors, and design and implement programs and services to meet these needs.***

<b>Name of Agency or Organization</b>	<b>Partnership Type</b>
DC VA Medical Center Director's Office	Veteran Health Care
DC VA Medical Center Public Affairs Office	Veteran Health Care
DC VA Medical Center Patient Advocacy	Veteran Health Care
DC VA Med Center CRRC	Veteran Homelessness and Housing
DC SE DCVAMC Outpatient Clinic	Veteran Health Care
US Vets	Veteran Transitional and Permanent Housing
Veterans on the Rise	Veteran Transitional and Permanent Housing
CHEP Veteran Housing	Veteran Transitional and Permanent Housing

HELP USA/Walter Reed Facility/Community Connections	Veteran Housing and Veteran Services
Conway House	Veteran Transitional and Permanent Housing
American Legion NCR Chapters	Veteran Service Organization - Legacy
Disabled American Veterans HQ	Veteran Service Organization - Legacy
Veterans of Foreign Wars NCR and HQ	Veteran Service Organization - Legacy
Natl Veterans Legal Services Program	Veteran Legal Assistance, DD-214 Upgrades
OutServe DC	Veteran Legal Assistance, DD-214 Upgrades
Veterans Pro-Bono Consortium	Veteran Legal Assistance, DD-214 Upgrades
Easter Seals	Veteran Legal Assistance, Veteran Counseling
DC Courts Veteran Navigator	Veteran Legal Assistance
DC Office of Victim Services and Justice Grants	Veteran Returning Citizens Outreach
HillVets	DC Veteran Service Organization
DogTag Bakery	DC Veteran Service Organization
Veterans Cannabis Coalition	DC Veteran Service Organization
YourNextStage	DC Veteran Service Organization
Continue To Serve	DC Veteran Service Organization
Mission Continues	DC Veteran Service Organization

AMVETS	DC Veteran Service Organization
Knollwood Retirement Home	DC Veteran Service Organization
She Wins	DC Veteran Service Organization
Hope One Source	DC Veteran Service Organization
Serving Together	DC Veteran Service Organization
DCHR	Veteran Employment
DC DOES	Veteran Employment
DC DDS - Vocational Rehabilitation	Veteran Employment
All (13) MOCA Agencies	Veteran Outreach
DCLA	Aging Veterans
AARP - Veteran Services	Aging Veterans
Steven A. Cohen Military Family Clinic	Veteran Service Org, Women Veteran & LGBTQIA veterans
The Service Women Action Network	Women Veteran Service Org
Melwood Veteran Services	Veteran Service Org, Women Veteran & LGBTQIA veterans
Friendship Place	Veteran Service Org
Diverse Media Group, LLC	Women Service Org
DC Center	LGBTQIA Service Org

RAINN (Rape, Assault , Incest National Network)	Non Profit service org
M&T Bank	Veteran Financial Planning and Resources
Pen Fed Foundation	Veteran Small Business Support
Operation Gratitude	Veteran Morale & Care Package Distribution
Elizabeth Dole Foundation	Veteran Caregiver Support
Bay Atlantic University	Military Career Transitioning Support
Small Business Administration	Veterans Employment Support/SBA
Department of Small & Local Business Development	Veterans Entrepreneurial Training & Development
DC Public Libraries	Veterans Storytelling Workshops
The Congresswoman Norton	Veterans History Project
DC Small Business Development Center	Veteran Entrepreneurial Support
DC Bar Pro Bono Center	Veteran Legal Assistance

***47. What steps has the Office taken to educate the public in FY 21 and FY 22, to date, about the rights and needs of veterans, their dependents and survivors?***

Answer: DC veteran roundtables, Advisory Board members attending ANC meetings, and social media postings.

***48. How many veterans, or their dependents and survivors, with appeals to the federal Board of Veterans Appeals did the Office represent or secure representation for, in FY 21 and FY 22, to date?***

Answer: None, MOVA does not have appeals capability at this time. Appeal cases referred to VFW.

***49. Please list any new programs and services for veterans, or their dependents and survivors, that the Office has proposed or implement in FY 21 and FY 22, to date.***

***50. Please provide any annual reports prepared by the Office in FY 21 and FY 22, to date. When will the next annual report be prepared?***

Answer: Completing Annual Report for the Mayor's Office of Community Affairs. Release date pending.

***51. Please provide an update on the filling of the new positions for Veteran Service Officer and LGBTQ Veterans Advocate and Coordinator, and any work completed by these new staff to date.***

***a. Please specifically describe any coordination with the Office of LGBTQ Affairs with regard to the work plan for the LGBTQ Veterans Advocate and Coordinator.***

Answer: In order to discover and address our LGBTQ veteran needs, MOVA has signed a Memorandum of Understanding (MoU) with the Mayor's Office of LGBTQ+ Affairs to identify the veteran LGBTQ population, create safe spaces, and provide an alternative platform for veteran residents. Starting February 2022, MOVA's LGBTQ+ Veteran coordinator will conduct weekly intake hours at the LGBTQ+ offices, host monthly clinics on veteran benefits and legal support, and create a signature event celebrating the repeal of Don't Ask Don't Tell during September 2022.

***52. Please describe any efforts undertaken by the Office in FY 21 and FY 22, to date, to improve the quality of the Office's website.***

Answer: Hiring of a full-time PIO for website content creation.

***53. Please describe any efforts undertaken by the Office to more accurately determine the number of LGBTQ veterans in the District in FY 21 and FY 22, to date.***

Answer: MOVA's LGBTQ+ Veteran Coordinator has been developing multiple programs and projects since her arrival in November. For success in this new position, one must know the population dispersion and needs of DC's LGBTQ+ veterans. LGBTQ+ data is not specifically collected by the U.S. Census Bureau and representative data is not consistently defined. In 2019, the closest categorization of the LGBTQ+ population by the Census Bureau was for households defined as 'same-sex' households, with DC having the highest national ratio at 9.8%. The Williams Institute also created a report on LGBTQ+ population but no military affiliation was captured. MOVA's solution is to join the current LGBTQ+ Data Workgroup, established by DC Health and the Office of LGBTQ+ Affairs, and continue research other organizations collecting LGBTQ+ authoritative data.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
FISCAL YEAR 2022 (FY22)  
MEMORANDUM OF UNDERSTANDING BETWEEN  
THE DEPARTMENT OF FOR-HIRE VEHICLES  
AND  
MAYOR'S OFFICE OF VETERAN AFFAIRS**

**I. INTRODUCTION**

This Memorandum of Understanding ("MOU") is entered into by and between the Mayor's Office of Veterans Affairs ("MOVA") and the Department of For-Hire Vehicles ("DFHV"), collectively referred to herein as the "Parties".

**II. AUTHORITY FOR MOU**

D.C. Official Code § 1-301.01 (k) and any other authority under the Parties' programs.

**III. OVERVIEW/PROGRAM GOALS AND OBJECTIVES**

WHEREAS, MOVA 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. MOVA also develops, coordinates and attends veteran commemorative events that recognize the military service and sacrifice of District of Columbia veterans,

WHEREAS, DFHV is charged with the continuance, further development, and improvement of the vehicle-for-hire industry within the District and is specifically responsible for establishing policies to improve and expand services to persons with disabilities, and promoting a more livable city; and,

WHEREAS, the Parties have agreed to participate in the creation and implementation of the MOVA VetRides Program ("Program") to provide transportation for eligible veterans residing in the District of Columbia.

**IV. SCOPE OF SERVICES**

Pursuant to the applicable authorities and in furtherance of the Parties' shared goals to carry out the purposes of this MOU expeditiously and economically, the Parties hereby agree as follows:

**A. RESPONSIBILITIES OF MOVA**

MOVA shall:

1. Provide DFHV an amount up to two hundred ninety-three thousand dollars (\$293,000) in funds as provided by Section V.B.1. for Program services in accordance with this MOU; of which ten percent (10%) will be designated for

administrative fees, which amounts to twenty-nine thousand three hundred dollars (\$29,300); and two hundred sixty-three thousand seven hundred dollars (263,700) will be designated for transportation services, with the option of hiring a part-time ambassador for outreach events, and marketing materials.

2. Complete all forms and take other actions, as necessary, to facilitate the transfer of funds referenced in Section IV.A.1.
3. Provide the list of eligible veterans to DFHV licensed and certified taxicab companies or taxi network companies (TNCs) for transportation services and promptly notify (within one business day) DFHV of any changes in the list. Eligible veterans will include those who: (A) reside in the District and (B) veterans who reside in a household with an annual household income of less than or equal to 80% of area median income as defined in D.C. Official Code § 47-1806.09(1)(A).<sup>1</sup> Eligible veterans will sign a certification before using the Program, indicating that they will only use the program within the District of Columbia's city limits without location restriction.
4. An eligible veteran may receive sixteen (16) one-way trips per month to be used within the District of Columbia city limits.
5. Review reports provided by DFHV which may include, but are not limited to, trip reports, financial projections, and individual program participant usage.
6. Communicate with program users about their usage of the program and any program updates.
7. Disqualify program users if they utilize the program in a manner which has been prohibited.
8. Provide any information requested by DFHV associated with and to carry out the purposes of this MOU.
9. Participate with DFHV in monitoring and evaluating the transportation outcomes of the Program to determine whether Program objectives are being met and to ensure that Program participants are utilizing the Program within the number of sixteen (16) assigned vouchers, which may be adjusted by MOVA during the fiscal year.
10. Reserve the right to pause service delivery, with reasonable notice to DFHV, if any of these MOU's terms or conditions are not fulfilled, or should circumstances arise that cause need for further analysis.

## **B. RESPONSIBILITIES OF DFHV**

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<sup>1</sup> Following the Federal Poverty Guide lines and AGI.



DFHV shall:

1. Execute agreements with participating taxicab companies which shall contain the following requirements:
  - a. The taxicab company or TNC [or the grantee(s)] shall provide one (1) driver to each vehicle when transporting clients under the Program and ensure the riders arrives at his/her destination safely.
  - b. The taxicab company or TNC [or the grantee(s)] shall provide services between the hours of 6 am – 10 pm, Monday through Sunday, 7 days a week without location restrictions pertaining to pick-up or drop off pre-determined destinations within the District of Columbia.
  - c. The taxicab company or TNC [or the grantee(s)] shall certify that the rider using its transportation services pursuant to this MOU is an eligible veteran.
  - d. The taxicab company or TNC [or the grantee(s)] shall not exceed twenty-one thousand nine hundred seventy-five dollars (\$21,975) in monthly trip expenses.
  - e. The taxicab company [or the grantee(s)] shall identify top ten (10) riders per month and provide DFHV with a list of those riders by last Friday of each month at close of business to share with MOVA.
  - f. The taxicab company or TNC [or the grantee(s)] shall only schedule a rideshare trip and transport the riders (2 or more riders) if each person is heading in the same direction and both passengers previous agree to rideshare. The drop-off locations shall be in close proximity of the pre-determined drop off locations.
  - g. The taxicab company or TNC [or the grantee(s)] shall not collect any fee or payment from the riders under this Program.
  - h. The taxicab company can only invoice the Grantor for a trip rate not to exceed \$20.00 per trip for reimbursement within the District of Columbia, and invoice Grantor a standard trip rate for trips to and from Veteran Affairs medical and benefits centers. (See appendix A for list of out of state trips)
2. DFHV shall not reimburse the grantee(s) if DFHV and MOVA determine misuse of the program. Trips reports will be shared with MOVA to determine that pick-up and drop off locations are in close proximity of booked locations to ensure leeway for unforeseen events, i.e.: accidents, road closures, constructions, or DC special events. Trips under the normal circumstance shall be in close proximity of the drop off location.
3. DFHV will reimburse the grantee(s) for the Program for a trip rate per trip and not to exceed a total of \$20.00 per trip.
4. DFHV with the grantee(s) will develop a voucher system for the application to be used by the customer.



5. Shall monitor the expenditure of funds to the taxicab company or transportation network companies to ensure that monthly program costs do not exceed twenty-one thousand nine hundred seventy-five dollars (\$21,975). If costs exceed \$21,975 monthly fee, MOVA will provide DFHV payment approval for any such overages based on trip reports and any special circumstances, or MOVA will approve a temporary suspension of service until the end of the month.
6. Use the funds referenced in Section IV.A.1 for the sole purpose of providing the service of trips to eligible veterans on the eligibility list provided by MOVA and referred by MOVA to DFHV for transportation services consistent with this MOU.
7. Provide to MOVA, a bi-monthly evaluation of the Program specifically including documentation verifying eligible trips made, rider names, individual and aggregate actual trip costs, trip dates, locations, and times.
8. Provide, at the request of MOVA, trip data on eligible trips within three business days of the request.
9. Forward requested weekly high rider reports from the taxicab company in within one business day of the request by the next business day following a holiday, government shutdown, or other interruption of government operations.
10. Oversee taxicab companies' or TNCs' participation in the Program and full compliance with the Program requirements, including, but not limited to the requirements listed in Section IV.B.1. and the timely completion of trips, to ensure the Program is implemented in accordance with the Program's objectives and all governing laws and regulations.
11. Manage the grant process and certification of taxicab companies or transportation network companies to participate in the Program.
12. Communicate with MOVA, as needed, to discuss the Program status, service issues, and Program expenditures to date.
13. Reserve the right to pause service delivery if any of these MOU's terms or conditions are not fulfilled, or should circumstances arise that cause need for further analysis.

## **V. FUNDING PROVISIONS**

### **A. TRANSFER OF FUNDS**

Total funds to be transferred to DFHV in Fiscal Year 2022 under this MOU are two hundred ninety-three thousand dollars (\$293,000) for the MOVA VetRides Program.

### **B. PAYMENTS BY MOVA TO DFHV**

1. Payment for the goods and/or services shall be made through a one-time Intra-District advance by MOVA to DFHV based on the total amount of this MOU.
2. Advances to DFHV for the services to be performed and/or goods to be provided shall not exceed the amount of this MOU (\$293,000).
3. DFHV shall receive the advance and bill MOVA through the Intra-District process only for those goods and/or services actually provided pursuant to the terms of this MOU. DFHV shall notify MOVA within forty-five (45) days of the current fiscal year if it has reason to believe that all of the advanced funds will not be billed during the current fiscal year. DFHV shall return any excess advance to MOVA no later than September 30, 2022.

### **C. ANTI-DEFICIENCY CONSIDERATION**

The Parties acknowledge and agree that nothing in this MOU creates a financial obligation in anticipation of an appropriation and that all provisions of this MOU, or any subsequent agreement entered into by the parties pursuant to this MOU, are and shall remain subject to the provisions of: (i) the federal Anti-Deficiency Act, 31 U.S.C. §§ 1341, 1342, 1349, 1351; (ii) the District of Columbia Anti-deficiency Act, D.C. Official Code §§ 47-355.01-355.08; (iii) D.C. Official Code § 47-105, and (iv) D.C. Official Code § 1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

## **VI. DURATION OF MOU**

### **A. PERIOD**

The period of this MOU shall be from the date that this MOU is signed through September 30th, 2022 unless terminated in writing by the Parties prior to the expiration.

### **B. EXTENSION**

The Parties may extend the period of this MOU by exercising option years extension, not to exceed a two one-year option period, with the signed consent of both Parties. The exercise of an option to extend is contingent on MOVA's availability of funds at the time of the exercise of the option.

## **VII. AMENDMENTS AND MODIFICATIONS**

The terms and conditions of this MOU may be modified only upon prior written agreement of the Parties consistent with all applicable laws, rules, and regulations whether now in force or hereafter enacted or promulgated. Amendments or modifications shall be dated and signed by the authorized representatives of the Parties.

## **VIII. CONSISTENT WITH LAW**

The Parties shall comply with all applicable laws, rules, and regulations whether now in effect or hereafter enacted or promulgated.

## **IX. DEFAULT AND TERMINATION**

Material failure, to include substandard performance, by MOVA, DFHV, or their agents, to comply fully with the terms and conditions of this MOU or any other agreements executed as part of, related to, or as a direct consequence of this MOU, as such material failure is determined by MOVA or DFHV, shall constitute a default hereunder. If a default is not cured or remedied within seven (7) days of written notice to the other Party, such default shall result in the suspension of services provided under this MOU and/or any further disbursement of remaining MOVA funds. Either Party may terminate this MOU in whole or in part by giving fourteen (14) calendar days advance written notice to the other Party.

## **X. NOTICE**

The following individuals are the contact point for each Party under this MOU:

Gerald Kasunic  
Administrative Officer, Department of For-Hire Vehicles  
2235 Shannon Pl., SE, Suite 3001, Washington, DC 20020  
Direct 202-671-1804  
Email: Gerald.kasunic3@dc.gov

Elliot Tommingo  
Director, Mayor's Office of Veteran Affairs  
441 4th Street NW, Suite 870 North, Washington, DC 20001  
Direct: (202)724-5454  
E-mail: Elliot.Tommingo@dc.gov

## **XI. PROCUREMENT PRACTICES ACT**

If a District of Columbia agency or instrumentality plans to utilize the services of an agent, contractor, consultant or other third party to provide any of the goods and/or services under this MOU, then the agency or instrumentality shall abide by the provisions of the District of Columbia Procurement Practices Reform Act of 2010, as amended by the Procurement Integrity, Transparency, and Accountability Act of 2015, effective October 8, 2016 (Law 21-158, D.C. Official Code § 2-351.0 l, *et seq.*,) to procure the goods or services.

## **XII. RESOLUTION OF DISPUTES**

The Director of MOVA and the Director of DFHV ("the Directors") or their designees shall resolve all adjustments and disputes resulting from goods or services provided under this MOU.



In the event the Directors are unable to resolve a financial issue; the matter shall be referred to the D.C. Office of Financial Operations and Systems.

### **XIII. CONFIDENTIALITY AND PRIVACY COMPLIANCE**

The Parties to this MOU shall comply with all federal and District statutes, regulations, and policies regarding the confidentiality of protected information by using, restricting, safeguarding and disposing of all information related to services provided by this MOU, including names and social security numbers. Information received by either Party in the performance of responsibilities associated with the performance of this MOU shall remain the property of DFHV and MOVA.

### **XIV. STANDARD CLAUSES**

#### **A. NON-DISCRIMINATION**

The Parties shall abide by the provisions of Executive Order 11246, as amended; Title VI of the Civil Rights Act of 1964, as amended (78 Stat. 252; 42 U.S.C. §§ 2000d *et seq.*); Title V, Section 504 of the Rehabilitation Act of 1973, as amended (87 Stat 394; 29 U.S.C. § 794); the Americans With Disabilities Act (104 Stat 327; 42 U.S.C. §§ 12103 *et seq.*), the Age Discrimination Act of 1975, as amended (89 Stat. 728; 42 U.S.C. §§ 6101 *et seq.*); with all other federal laws and regulations prohibiting discrimination on the grounds of race, color, national origin, disability, religion, or sex, in employment and in providing facilities and services to the public; and with the DC Human Rights Act of 1977, as amended, DC Official Code Section 2-1401.01 *et seq.* Nothing in the advertising for employees shall be done which prevents those covered by these laws from qualifying for employment.

The Parties shall abide by the District of Columbia Human Rights Act including its prohibitions on sexual harassment, consistent with § 4 DCMR 1100 *et seq.* The Parties acknowledge that the Mayor's Order 2017-313 applies to third parties doing business in the District, including vendors, contractors, grantees, and customers, and that the Parties, grantees, and customers shall not engage in or allow sexual harassment in the workplace and/or while doing business with or carrying out the Program's goals and objectives.

#### **B. SEVERANCE OF TERMS AND COMPLIANCE WITH APPLICABLE LAWS**

The Parties shall comply with all applicable laws, regulations, and rules. This MOU is subject to all laws, regulations, and rules governing the Parties hereinafter enacted or promulgated. If any term or provision of this MOU is held to be invalid or illegal, such term or provision shall not affect the validity or enforceability of the remaining terms and provisions of this MOU. Meeting the terms of this MOU shall not excuse any failure to comply with all applicable laws, regulations, and rules, whether or not these laws and regulations are specifically listed in this MOU.

### **C. CAPTIONS**

The headings throughout this MOU are for convenience and reference only and shall in no way be held to explain, modify, amplify or aid in the interpretation, construction, or meaning of the provisions of this MOU.

### **D. FULL AGREEMENT AND MERGER**

The terms and conditions of this MOU constitute the full and complete agreement between the Parties. No other verbal or written agreement shall, in any way, vary or alter any provision of this MOU unless the Parties consent to vary or alter any provision of this MOU in writing.

### **E. COUNTERPARTS**

This MOU may be signed in one or more identical counterparts, whether transmitted by telecopier or otherwise. Each such counterpart shall be deemed an original for purposes of this MOU. This MOU may be executed by the Parties in counterparts, which taken together shall constitute one written agreement by and between the Parties. The date upon which the last Party executes this MOU shall be the effective date of this MOU.

### **F. ASSIGNMENT**

No transfer or assignment of this MOU, or of any part thereof or interest therein, directly or indirectly, voluntarily or involuntarily, shall be made unless consent for such transfer or assignment is first approved in writing by the Parties.

### **G. GOVERNING LAW**

This MOU shall be governed by the laws of the District of Columbia.

## **XV. JOINTLY DRAFTED**

This MOU shall be deemed to have been drafted by both Parties and, in the event of a dispute, shall not be construed against either Party on that basis.

## **XVI. AUTHORITY TO EXECUTE**

Each of the undersigned individuals represent and warrant the express and due authorization to execute this MOU and to legally bind each Party as set forth in this MOU.

IN WITNESS WHEREOF, the Parties hereto have signed this MOU as of the day and year identified below.

**For the Department of For-Hire Vehicles**



\_\_\_\_\_  
DAVID DO  
Director

\_\_\_\_\_  
9/24/2021

(Date)

**For the Mayor's Office of Veterans Affairs**



\_\_\_\_\_  
ELLIOT TOMMINGO  
Director

\_\_\_\_\_  
9/27/2021

(Date)

**MOVA's Special Conditions**

Facility's list approved by MOVA for DFHV's Grantee to transfer veterans for medical and benefit services, this MOVA's approval list is subject to change:

1. Arisa Medical  
7801 Old Branch Avenue Suite 409  
Clinton, MD 20735  
(301) 818-8000
2. Hex Consulting, LLC  
6521 Arlington Blvd Suite 400  
Falls Church, VA 22042  
(202) 427-9680
3. LHI @ Fairfax Convenient Care, LLC  
8301 Arlington Blvd Suite 100  
Fairfax, VA 22031  
(866) 933-8387
4. LHI - Bowie, MD  
4201 Northview Dr Suite 410  
Bowie, MD 20716  
(866) 933-8387
5. Walter Reed National Military Medical Center  
4494 Palmer Rd N.  
Bethesda, MD 20814
6. VA Compensation and Pension (C&P) Examination Location 1  
4660 Kenmore Ave.  
Alexandria, VA 22304
7. VA Compensation and Pension (C&P) Examination Location 2  
1400 Mercantile Lane  
Largo, MD 20774

**EXERCISING OF OPTION YEAR 1  
AND  
MODIFICATION NO. 1 TO  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE DISTRICT OF COLUMBIA  
THE DEPARTMENT OF FOR-HIRE VEHICLES  
AND  
MAYOR'S OFFICE OF VETERAN AFFAIRS  
FOR FISCAL YEAR 2021**

A Memorandum of Understanding originally dated August 23, 2019 ("MOU") was entered into between the District of Columbia's Mayor's Office of Veteran Affairs, the buyer agency ("MOVA"), and the Department of For-Hire Vehicles, the seller agency ("DFHV"), collectively referred to herein as the "Parties".

In accordance with section VI. of the MOU, the Parties now desire to exercise Option Year 1 and accept the following modifications:

**I. Section IV. SCOPE OF SERVICES, Subsection A.1., RESPONSIBILITIES OF MOVA** is hereby modified as follows:

1. Provide DFHV an amount of one hundred fifty eight thousand dollars (\$158,000) in funds as provided by Section V.B.1 for Program services in accordance with this MOU; including eighteen thousand nine hundred sixty dollars (\$18,960) for administrative costs, and ten thousand dollars (\$10,000) for personal protective equipment; and one hundred twenty nine thousand forty dollars (\$129,040) designated for transportation services.

**II. Section IV. SCOPE OF SERVICES, Subsection B.1.d. and h., RESPONSIBILITIES OF DFHV** are hereby modified as follows:

- d. The taxicab company or TNC [or the grantee(s)] shall not exceed ten thousand seven hundred fifty-four dollars (\$10,754) in monthly trips expenses.
- h. The taxicab company can only invoice the Grantor for a meter rate not to exceed \$15.00 per trip for reimbursement.

**III. Section IV. SCOPE OF SERVICES, Subsection B.3. and 5. RESPONSIBILITIES OF DFHV** are hereby modified as follows:

3. DFHV will reimburse the grantee(s) for the Program for a meter rate per trip and not exceed a total of \$15.00 per trip.
5. Shall monitor the expenditure of funds to the taxicab company or transportation network companies to ensure that monthly program costs do not exceed ten thousand seven hundred fifty-four dollars (\$10,754). If costs to a grantee exceed a



\$10,754 monthly fee, MOVA will provide DFHV payment approval for any such overages based on trip reports and any special circumstances, or MOVA will approve a temporary suspension of service until the end of the month.

**IV. Section V. FUNDING PROVISIONS: Subsection A., TRANSFER OF FUNDS** is hereby modified as follows:

**A. Transfer of Funds**

Total funds to be transferred to DFHV in Fiscal Year 2021 under this MOU are one hundred fifty-eight thousand dollars (\$158,000) for the MOVA VetRides Program.

**V. Section V. FUNDING PROVISIONS: Subsection B.2 and 3., PAYMENTS BY MOVA TO DFHV** are hereby modified as follows:

2. Advances to DFHV for the services to be performed and/or goods to be provided shall not exceed the amount of this (\$158,000).
3. DFHV shall receive the advance and bill MOVA through the Intra-District process only for those goods and/or services actually provided pursuant to the terms of this MOU. DFHV shall notify MOVA within forty-five (45) days of the end of the fiscal year if it has reason to believe that all of the advanced funds will not be billed during the current fiscal year. DFHV shall return any excess advance to MOVA on or before October 20, 2021.

**VI. Section VI. DURATION OF THE MOU, bullet A. will be the only section modified, and is hereby modified with the additional sentence added as follows:**

- A. The parties agree to extend the terms of this MOU from October 1, 2020 through September 30, 2021 for Fiscal Year 2021.

All other terms and conditions of the MOU shall remain the same.

**IN WITNESS WHEREOF**, the Parties hereto have executed this Option Year 1 as of the day and year identified below:

**FOR THE MAYOR'S OFFICE OF VETERAN AFFAIRS**



Elliot Tommingo, Director  
Mayor's Office of Veterans Affairs

9/24/2020

Date

**FOR THE DEPARTMENT OF FOR-HIRE VEHICLES**



David Do, Director  
Department of For-Hire Vehicle

09.22.2020

Date

**FISCAL YEAR 2022 MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE MAYOR'S OFFICE OF VETERANS AFFAIRS  
AND  
THE EXECUTIVE OFFICE OF THE MAYOR'S SUPPORT SERVICES**

**I. INTRODUCTION**

This Memorandum of Understanding ("MOU") is entered into between the District of Columbia, the buyer agency, The Mayor's Office of Veterans Affairs (MOVA) and the seller agency, The Office of Support Services (EOM), individually referred to as the "Party" or collectively referred to herein as the "Parties."

The Mayor's Office of Veterans Affairs has requested the services of The Executive Office of the Mayor's Support Services to provide transportation, courier, and associated, general administrative services under the agreed upon terms and conditions outlined within the following Statement of work.

**II. PROGRAM GOALS AND OBJECTIVES**

The primary purpose for this interagency collaboration is for Support Services to facilitate the efforts of The Mayor's Office of Veterans Affairs' overall agency goals and objectives by providing transportation, courier, procurement, and associated administrative services that shall benefit the District in various facets of operation.

The Office of Support Services' specific performance obligations in providing services to The Mayor's Office of Veterans Affairs shall be governed by the Statement of work which may be revised by the parties by mutual agreement from time to time without otherwise changing the terms of this MOU.

**III. SCOPE OF SERVICES**

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purposes of this MOU expeditiously and economically, the Parties do hereby agree:

**A. RESPONSIBILITIES OF EOM Support Services**

"Support Services" entails services deemed appropriate and necessary in order to maintain and support viable aspects of transportation, courier, and telecom services.

- A. Provide transportation to MOVA staff to and from desired destination upon request pursuant to driver availability.
- B. Provide interagency courier services upon request and pursuant to driver availability.
- C. Create and submit requests for credentialing that will allow staff access to the appropriate buildings and work sites.
- D. Create and process "new hire" requests as well as "exiting" employees leaving or transferring within district agencies.

- E. Create and process automated procurement requests while monitoring and documenting status.
- F. Coordinate and assist in the reconciliation of purchase orders and DLSDBE reporting, quarterly..
- G. Provide general administrative services pertinent to the execution of the functions outlined within the Scope of Services.
- H. Access to VIA-On Demand Vehicle Share Program for business related travel for approved staff as a supplement to the existing EOM Support Services' transportation services.

#### **IV. DURATION OF MOU**

- A. The period of this MOU shall be from October 1, 2021 through September 30, 2022 unless terminated in writing by the Parties prior to the expiration.

#### **V. AUTHORITY FOR MOU**

D.C. Official Code § 1-301.01[(j)] or [(k)] [and any other authority under the Parties' programs.

#### **VI. FUNDING PROVISIONS**

##### **A. COST OF SERVICES**

- 1. Total cost for goods and services under this MOU shall not exceed \$8,000.00 for Fiscal Year 2022. Funding for the goods and services shall not exceed the actual cost of the goods and services,
- 2. In the event of termination of the MOU, payment to Seller shall be held in abeyance until all required fiscal reconciliation, but not longer than September 30 of the current fiscal year.

##### **B. PAYMENT**

- 1. Payment for the goods and services shall be made through an Intra-District advance by the Buyer (MOVA) to the Seller (Support Services) based on the total amount of this MOU.
- 2. Advances to Seller for the services to be performed/goods to be provided shall not exceed the amount of this MOU.
- 3. Seller will relieve the advance and bill Buyer through the MOU process only for those goods or services provided pursuant to the terms of this MOU. Seller will notify Buyer within forty-five (45) days of the current fiscal year if it has reason to believe that all of the advances will not be billed during the current fiscal year. Seller shall return any excess advance to Buyer by September 30 of the current fiscal year.
- 4. The Parties' Directors or their designees shall resolve all adjustments and disputes arising from services performed under this MOU. [The Parties may insert a third-party District employee to resolve program issues in the event that the Directors cannot resolve a program issue] In the event that the Parties are unable to resolve a financial issue, the matter shall be referred to the D.C. Office of Financial Operations and Systems.

##### **C. ANTI-DEFICIENCY CONSIDERATIONS**

The Parties acknowledge and agree that their respective obligations to fulfill financial obligations of any kind pursuant to any and all provisions of this MOU, or any subsequent agreement entered into by the Parties pursuant to this MOU, are and shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 U.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08, (iii) D.C. Official Code § 47-105, and (iv) D.C. Official Code § 1-204.46, as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

## **VII. COMPLIANCE AND MONITORING**

As this MOU is funded by District of Columbia funds, Seller will be subject to scheduled and unscheduled monitoring reviews to ensure compliance with all applicable requirements.

## **VIII. RECORDS AND REPORTS**

The Seller shall maintain records and receipts for the expenditure of all funds provided for a period of no less than three years from the date of expiration or termination of the MOU and, upon the District of Columbia's request, make these documents available for inspection by duly authorized representatives of the buyer agency and other officials as may be specified by the District of Columbia at its sole discretion.

## **IX. CONFIDENTIAL INFORMATION**

The Parties to this MOU will use, restrict, safeguard and dispose of all information related to services provided by this MOU, in accordance with all relevant federal and local statutes, regulations, policies. Information received by either Party in the performance of responsibilities associated with the performance of this MOU shall remain the property of Buyer.

## **X. TERMINATION**

Either Party may terminate this MOU in whole or in part by giving 30 calendar days advance written notice to the other Party.

## **XI. NOTICE**

The following individuals are the contact points for each Party under this MOU:

Buyer Agency:  
Elliot Tommingo, Director  
Mayor's Office of Veterans Affairs  
441 4<sup>th</sup> Street, NW Suite 870N  
Washington, DC 20001  
Phone (202) 724-3856 (Office)

Seller Agency:  
Booker Roary Jr.  
Director of Operations  
Mayor's Office of Talent and Appointments (MOTA)  
1350 Pennsylvania Avenue, NW – 6th Floor  
Washington, DC 20004  
(202) 727-9811 (Office)

## **XII. MODIFICATIONS**

The terms and conditions of this MOU may be modified only upon prior written agreement by the Parties.

## **XIII. PROCUREMENT PRACTICES ACT**

If a District of Columbia agency or instrumentality plans to utilize the goods or services of an agent or third party (e.g., contractor, consultant) to provide any of the goods or services specified under this MOU, then the agency or instrumentality shall abide by the provisions of the District of Columbia Procurement Practices Act of 1985 (D.C. Official Code § 2-301.01 *et seq.*) to procure the goods or services of the agent or third party.

## **XIV. MISCELLANEOUS**

The Parties shall comply with all applicable laws, rules and regulations whether now in force or hereafter enacted or promulgated.

**IN WITNESS WHEREOF**, the Parties hereto have executed this MOU as follows:

### **Mayor's Office of Veterans Affairs**



\_\_\_\_\_  
Elliot Tommingo  
Director, MOVA

12/13/2021

\_\_\_\_\_  
Date

### **Executive Office of the Mayor**

\_\_\_\_\_  
John J. Falcicchio  
Chief of Staff, EOM

\_\_\_\_\_  
Date

**FISCAL YEAR 2022 MEMORANDUM OF UNDERSTANDING  
BETWEEN  
THE MAYOR'S OFFICE OF VETERANS AFFAIRS  
AND  
THE MAYOR'S OFFICE OF LGBTQ AFFAIRS**

**I. INTRODUCTION**

This Memorandum of Understanding ("MOU") is entered into between the Mayor's Office of Veterans Affairs (MOVA) and the Mayor's Office of LGBTQ Affairs (MOLGBTQ).

The Mayor's Office of Veterans Affairs has requested a partnership with the Mayor's Office of LGBTQ Affairs in order to effectively engage the Veteran LGBTQ community.

**II. PROGRAM GOALS AND OBJECTIVES**

The primary purpose for this interagency collaboration is for The Mayor's Office of Veterans Affairs' to better serve the district by collaborating with the MOLGBTQ to identify the veteran LGBTQ population, create safe spaces, and provide an alternative platform to veteran residents. The Mayor's Office of Veterans Affairs shall be governed by the Statement of work which may be revised by the parties by mutual agreement from time to time without otherwise changing the terms of this MOU.

**III. SCOPE OF SERVICES**

Pursuant to the applicable authorities and in the furtherance of the shared goals of the Parties to carry out the purposes of this MOU expeditiously and economically, the Parties do hereby agree:

**A. RESPONSIBILITIES OF MAYORS OFFICE OF LGBTQ AFFAIRS**

- A. Provide office space suitable for staff to conduct intakes and monthly clinics.
- B. Partner with MOVA to create Don't Ask Don't Tell event.

**B. RESPONSIBILITIES OF MAYORS OFFICE OF VETERAN AFFAIRS**

- A. Provide weekly support on Wednesday from 1000–1400 as intake hours.
- B. Host monthly clinics on veteran benefits.
- C. Partner to create signature event Don't Ask Don't Tell in September 2022.

#### **IV. DURATION OF MOU**

- A. The period of this MOU shall be from January 1, 2022 through December 30, 2022 unless terminated in writing by the Parties prior to the termination date.

#### **V. AUTHORITY FOR MOU**

Washington DC Fiscal Year 2022 Budget for VA0 (Veterans Affairs) allocated local funds for 1 FTE (LGBTQ Veteran Coordinator) with full pay and fringe benefits, who will coordinate with the DC Mayor's Office of LGBTQ Affairs.

#### **VI. TERMINATION**

Either Party may terminate this MOU in whole or in part by giving 30 calendar days advance written notice to the other Party.

#### **VII. NOTICE**

The following individuals are the contact points for each Party under this MOU:

Direct Agency

Elliot Tommingo  
Director Mayor's Office of Veterans Affairs  
441 4th Street, NW Suite 870N Washington, DC 20001  
Phone (202) 724-3856 (Office)

Partner Agency  
Japer Bowles  
Director Mayor's Office of LGBTQ Affairs  
2000 14th Street NW, Suite 101 Washington, DC 20009  
Phone: 202.631.9356 (Cell)

#### **VIII. MODIFICATIONS**

The terms and conditions of this MOU may be modified only upon prior written agreement by the Parties.

**IN WITNESS WHEREOF**, the Parties hereto have executed this MOU as follows:

**Mayor's Office of Veterans Affairs**



Elliot Tommingo  
Director

1/4/2022

Date

**Mayor's Office of LGBTQ Affairs**



Japer Bowles  
Director

1/7/2022

Date



**Agency**

[Office of Veterans' Affairs](#)

**Agency Acronym**

OVA

**Agency Code**

VA0

**To edit agency and POC information press your agency name (underlined and in blue above).**

**Agency Performance POCs**

Elliot (EOM) Tommingo

**Agency Budget POCs**

**Fiscal Year**

2021


Agency's Operating Budget


[Lookup Your Agency's Operating Budget](#)

FY2021 Agency Top Accomplishments

[Add Accomplishment](#)



2 Accomplishments

	Accomplishment	Impact on Agency	Impact on Residents
	MOVA's District Veteran Service Officer (DVSO) conducted 184 appointments resulting in \$1,135,871 in monthly recurring federal VA benefit compensation, and \$228,746 in one-time federal VA retroactive payments, awarded to DC veterans and their family members.	MOVA was allocated an additional DVSO for FY22 to keep up with the district veteran demand for this service.	Veterans receiving the benefits they deserve increase their monthly income and put them on the pathway to the middle class.

	FY21 operations, conducted virtually and in-person, resulted in 3,137 DC veterans receiving services through MOVA's programs (VetsRide, Pathways to Work, Legal Clinics, Small Business Development Courses)	Positive and resulted in a dedicated PIO and an LGBTQ Veteran Coordinator being hired for FY22	Veterans received reliable free transport to their appointments, while hundreds of veterans were reached through our outreach programs.
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## 2021 Objectives

### Strategic Objectives

2 Objectives				
	Objective Number	Strategic Objective	# of Measures	# of Operations
	1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.	2	5
	2	Expand and reinforce external relationships with veteran service organizations and agencies.	4	6
TOT			6	11







### Add Strategic Objective







[Add Strategic Objective](#)

## 2021 Key Performance Indicators

6 Measures





















 	Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements		Up is Better	433	410	150	351	150	279	250	47	42	44	51	184	Un met	
 	Number of veterans, veteran community leaders and stakeholders recognized by MOVA		Up is Better	69	142	60	438	60	91	120	125	45	55	55	280	Met	

 	Number of community meetings and events attended by MOVA		Up is Better	68	82	60	85	60	72	75	22	18	21	21	82	Met	
 	Number of DC Veterans assisted from MOVA events		Up is Better	New in 2018	2758	Waiting on Data	3036	3000	3221	3000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3137	Met	

2021 Operations

## Operations

11 Activities				
	Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.(5 Activities)</b>				
 	PROGRAMS	Benefits and Entitlements	Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims.	Daily Service

 	MANAGING PARTNERSHIPS	Program Management	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	Daily Service
 	COMMUNICATIONS	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
 	OUTREACH	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
 	CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	Daily Service
<b>2 - Expand and reinforce external relationships with veteran service organizations and agencies.(6 Activities)</b>				
 	RECOGNITION	Program Management	Manage recognition program.	Key Project
 	CUSTOMER SERVICE	Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.	Daily Service
 	CUSTOMER SERVICE	Veteran Engagement	Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling.	Daily Service
 	OUTREACH	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



## 2021 Initiative Updates

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No initiative updates found						

## Internal: Unfinished 2020 Initiatives

Title	Description	Complete to Date	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No strategic initiatives found						

## Updates for Unfinished 2020 Initiatives

Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY21	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact (Limited to 550 Characters)	Supporting Data	Reporting Quarter
No initiative updates found										

## 2021 Unfinished Initiative Updates



Strategic Initiative Title	Anticipated completion date	New Initiative Created for FY21	No Longer an Initiative	Initiative Status Update	% Complete to date	Confidence in completion by anticipated completion date?	Status of Impact	Explanation of Impact (Limited to 550 Characters)	Supporting Data	Reporting Quarter
No initiative updates found										

Administrative Information

**Record ID#**

820

**Performance Plan ID**

820

**Blank Initiative Updates**

[Blank Initiative Updates](#)

## OCA: District Perform...: Perform... (Office of Veterans' Affairs FY2022)

**Agency**

[Office of Veterans' Affairs](#)

**Agency Acronym**

OVA

**Agency Code**

VA0

**To edit agency and POC information press your agency name (underlined and in blue above).**

**Agency Performance POCs**

Elliot (EOM) Tommingo

**Agency Budget POCs**


**Fiscal Year**


2022

Agency's Operating Budget







[Lookup Your Agency's Operating Budget](#)







2022 Objectives







2 Objectives					
	Objective Number	Strategic Objective	# of Measures	# of Operations	Add Key Performance Indicator
	1	Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.	2	5	<a href="#">Add Key Performance Indicator</a>

	2	Expand and reinforce external relationships with veteran service organizations and agencies.	4	6	<a href="#">Add Key Performance Indicator</a>
TOT			6	11	

## 2022 Key Performance Indicators

6 Measures														
	Measure	New Measure/ Benchmark Year	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY2019 Actual	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual Report	FY2022 Target	FY 2022 Quarter 1 N/A %	Needs ARPA Information
<b>1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.(2 Measures)</b>														
 	Number of veteran events coordinated in partnerships with other organizations		Up is Better	81	139	70	108	70	68	60	39	60	Needs Update	Complete
 	Number of newly establishe		Up is Better	46	27	10	16	10	16	10	25	10	Annual Measure	Complete

	d relationshi ps													
<b>2 - Expand and reinforce external relationships with veteran service organizations and agencies.(4 Measures)</b>														
 	Number of veterans and their family members who applied for US Department of Veterans Affairs earned benefits and entitlements		Up is Better	433	410	150	351	150	279	250	184	250	Needs Update	Complete
 	Number of veterans, veteran community leaders and stakeholders recognize		Up is Better	69	142	60	438	60	91	120	280	120	Needs Update	Complete






	d by MOVA													
 	Number of communit y meetings and events attended by MOVA		Up is Better	68	82	60	85	60	72	75	82	75	Needs Updat e	Complete
 	Number of DC Veterans assisted from MOVA events		Up is Better	New in 2018	2758	Waiti ng on Data	3036	3000	3221	3000	3137	3000	Annual Measu re	Complete

#### 2022 Core Business Measures


Measure	FY2022 Target
No measures found	

#### 2022 Operations

11 Activities



	Operations Header	Operations Title	Operations Description	Type of Operations	Add Strategic Initiative	Add Workload Measure
<b>1 - Create and maintain partnerships to provide veterans and their family's access to District Government, Community Resources and other supportive services.(5 Activities)</b>						
	PROGRAMS	Benefits and Entitlements	Ensure access to a veteran service officer for assistance with filing evidence/burden of proof and fully developed claims.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
	MANAGING PARTNERSHIPS	Program Management	Actively managing partnerships, activities and collaborative work plans, and solid communication structures and practices.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
	COMMUNICATIONS	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	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
	OUTREACH	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	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
	CUSTOMER SERVICE	Referral Assistance	Provide customer service and referral assistance.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>

## 2 - Expand and reinforce external relationships with veteran service organizations and agencies.(6 Activities)



 	RECOGNITION	Program Management	Manage recognition program.	Key Project	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
 	CUSTOMER SERVICE	Service Delivery	Provide customer service through referral assistance, intake assessments, and benefits and entitlements counseling.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
 	CUSTOMER SERVICE	Veteran Engagement	Operations include daily contact and interactions with veterans through walk in, answering phones, emails, and benefits intake assessment counseling.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
 	OUTREACH	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	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
 	COMMUNICATIONS	Strategic Communications	Communication through monthly newsletters, email blast, information flow through listserves and social media.	Daily Service	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>
 	OUTREACH	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	<a href="#">Add Strategic Initiative</a>	<a href="#">Add Workload Measure</a>

Measure	New Measure/ Benchmark Year	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Actual Report	FY 2022 Quarter 1 N/A %	Needs ARPA Information
No measures found								

## 2022 Initiatives

2 Strategic initiatives									
	Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date	Is this Initiative focused on Wards 7 and/or 8?	Does this initiative support the Resilient DC Strategy ?	Is this initiative related to an American Rescue Plan Act (ARPA) enhancement ?	Does this initiative enhance racial equity in the District ?	Cluster	Add Initiative Update
Benefits and Entitlements(1 Strategic Initiative)									
 	<a href="#">Benefits and Entitlements for DC veterans</a>	The FY22 budget allocated an additional District Veteran Service Officer (DVSO), providing MOVA with two technical experts accredited to access	12-31-2022	✓	<input type="checkbox"/>	<input type="checkbox"/>	no	Executive Office of the Mayor	<a href="#">Add Initiative Update</a>



		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							
<b>Service Delivery(1 Strategic Initiative)</b>									
 	<a href="#">VetsRide Program</a>	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. Contracte	12-31-2022	✓			no	Executive Office of the Mayor	<a href="#">Add Initiative Update</a>

		d vendor is Via Transportation Inc.							
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#### 2022 Initiative Updates

Strategic Initiative Title	Initiative Status Update	% Complete to date	Confidence in completion by end of fiscal year (9/30)?	Status of Impact	Supporting Data	Reporting Quarter
No initiative updates found						

#### 2022 ARP Key Performance Indicators

	Measure	New Measure/ Benchmark Year	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY2019 Actual	FY 2020 Target	FY2020 Actual	FY2021 Target	FY2021 Actual	FY2022 Target	Needs ARPA Information
No measures found																	

#### 2022 ARP Workload Measures

Measure	New Measure/ Benchmark Year	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY2017 Actual	FY2018 Actual	FY2019 Actual	FY2020 Actual	FY2021 Actual	Needs ARPA Information
No measures found											

#### 2021 Unfinished Initiatives

Title	Description	Complete to Date	Status Update	Explanation	Anticipated Completion Date	Add Initiative Update
No strategic initiatives found						

#### Administrative Information

**Record ID#**

907

**Performance Plan ID**

907

**Blank Initiative Updates**

[Blank Initiative Updates](#)