



OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

Mission: The Office's mission is to foster a community-oriented model to violence prevention and public safety. Our violence prevention strategy is rooted in a public health approach recognizing that reducing crime is not accomplished solely through law enforcement.

Services: The Office helps create safer communities through Violence Intervention and Prevention Program, Family and Survivor Support Services, and Community Building and Engagement programs. The Office also supports strengthening DC residents through Promoting Economic Opportunity, and the Pathways Program.

2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>ONSE provided school supplies and hygiene products at the top three communities impacted by gun violence.</p>	<p>The ONSE Back-to-School Events introduced the public to ONSE 3.0. A re-imaged; re-invigorated; re-birtherd agency.</p>	<p>Approximately 150 families attended ONSE Back-to-School events and 300 backpacks and 300 hygiene bins were given out to at-risk youth. Providing school supplies and hygiene products at a centralized location enhanced community engagement, development, partnership(s), and social awareness in neighborhood that were greatly impacted by gun violence in 2023.</p>
<p>ONSE successfully continued to focus its stakeholders and community partners on the strategic initiative of community mediation for conflict resolution. They had 471 touches, 344 mediations, and 54 individuals participating in the ANC across the district.</p>	<p>This data illustrates the level of community engagements and the effectiveness of ONSE outreach programs. It also demonstrates the office ability to mediate and resolve conflicts within the community by highlighting our proactive approaches to neighborhood safety and community stabilization.</p>	<p>This accomplishment impacted DC residents by facilitating and conducting community touches to all District residents. These touches comprise of stakeholder meetings, community outreach, community mediation, conflict resolution, and/or 1:1 tier interaction.</p>

3 2023 OBJECTIVES

Strategic Objective

Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations

Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior

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

4 2023 OPERATIONS

Operation Title	Operation Description
Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations	
Education and Training: Daily Service	Develop curriculum and provide education and training opportunities to government agencies, community based organizations and private organizations for the purpose of increasing their knowledge and building their capacity to engage in violence prevention and intervention in the District.
Communications: Daily Service	Support EOM Communications and PSJ Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.
Improvement of Internal Management and Infrastructure: Daily Service	ONSE seeks to continuously evaluate and improve internal functions and processes related to strategic and financial planning, human capital management, information technology solutions, data transparency, legislative relations, and risk and performance management. While these functions and processes are not the most prominent components of ONSE's work, the agency is prioritizing their continuous improvement as they are essential to ONSE's overall success.
Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior	
Safer, Stronger DC Community Partnerships Office: Daily Service	Operate within PSAs, recognized as having high levels of violent crime and foster a place-based prevention strategy, including developing positive relationships, facilitating action teams, coordinating community events, and connecting residents to resources.
Pathways Program: Daily Service	Identify, recruit and engage individuals and families determined to be at high risk of participating in or being a victim of violent crime in a 9-12 month program that includes immediate strength and needs based service support and navigation and employment/training opportunities.
Violence Intervention Initiative: Daily Service	Contract with other District agencies and community based organizations to provide transformative mentoring (Credible Messenger) and supplement the Violence Interruption Program. Operate within communities having experienced a homicide or violent event and work to reduce or prevent further acts of violence by fostering relationships, linking individuals to supports and services, and facilitating mediation (Violence Interrupters).
Family & Survivor Support Program: Daily Service	Activated in response to a homicide or violent incident and set in motion a multi-agency response, for the purpose of providing immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation.
Restorative Justice: Daily Service	Utilize restorative justice practices to address empathy and accountability with those responsible for perpetuating harm or violence and to enhance community dialogue, cohesion, reconciliation, and empowerment.
ONSE Leadership Academy: Daily Service	Promote school and community safety and alleviate challenges or barriers to success for high risk students through school-based interventions.
People of Promise: Daily Service	Utilize a data-driven approach to identify individuals at the highest risk of gun violence. Find and engage those individuals through credible contacts and prioritize those individuals for government-funded services and incentives.

5 2023 STRATEGIC INITIATIVES

In FY 2023, Office of Neighborhood Safety and Engagement had 4 Strategic Initiatives and completed 25%.

Title	Description	Update
Serve More District Residents Through Expansion of the Pathways Program	In FY2023, ONSE will aim to increase the number Pathways Ambassadors served to 200. The program will place a strategic focus on increasing the recruitment of program candidates from Wards 1 and 4 and on . The program will also contract with local providers to enhance program offerings in the categories of behavioral health, life skills, job skills, entrepreneurship, and civic engagement.	Completed to date: Complete During Q3, Pathways Program has compressed their cohort scheduling to serve as many participants as possible at the ONSE HQ location on 42nd street. In preparation for Cohort 13, Pathways engaged with eighty-eight (88) high - risk men within the District. In May, Pathways onboarded thirty-one (31) ambassadors and currently have nineteen (19) active ambassadors for Cohort 13. Participants in Cohort 13 are currently receiving mental health support, behavior modification, educational enrichment, and workforce development. Eighteen (18) ambassadors from Cohort 12 are currently in a DOES subsidized WEX placement, working 40 hours per week at \$16.10 per hour. Three ambassadors have secured unsubsidized employment. Pathways' personnel continued to work with our partners at DOES to secure interviews for our unemployed participants. Resources and hiring fair information were shared on a weekly basis. Serve lack of stable housing and trauma -healing continued to be a barrier for participants.
Expand Housing Supports for Pathways Ambassadors and People of Promise	In FY23, ONSE will launch a flexible rent subsidy program and match saving services for Pathways Ambassadors and People of Promise. The long-term aim of these new services is make progress in alleviating the widespread housing instability experienced by ONSE's at-risk clients, and to support their safety, physical and mental health, and economic prosperity.	Completed to date: 0-24% The initiative's funding was transferred over to OVSJG where they administered the housing program along with referrals from ONSE. Initiatives funding was transferred to OVSJG.

Expand and Modernize ONSE Facilities

In FY2023, ONSE continued to work with DGS on the procurement of the second location and the renovation of the basement in the headquarters. Having a second location will support the expansion of the Pathways Program to serve more residents through additional cohorts. Renovating the basement of ONSE's existing location will permit ONSE to turn several basement rooms, which are currently unusable, into well-equipped, safe, and comfortable spaces appropriate for workstations, meetings, and/or vocational training.

Completed to date: 50-74%

The ONSE HQ basement area renovation is on hold due to the identification of several major structural issues that will require \$4.3M in additional capital funds. The ONSE second location: construction is ongoing and anticipated to be completed on schedule.

Additional capital funding has not been approved for the building basement renovation.

Continue Growth of the People of Promise Program

In FY2023, ONSE will continue to develop the People of Promise program, launched in April, 2022. Key goals include: fully-staffing the team by filling Manager, Pathfinder, and Credible Contact positions with experienced candidates; establishing data sharing agreements with key stakeholders; expanding intensive service and resource service offerings, and; and building-out coordination protocols with sister agencies.

Completed to date: 75-99%

During this quarter, Case Managers assisted their clients with obtaining needs that are outlined in their Need Assessment; Outreach Specialists located and assisted with engaging inactive clients; Case Managers received intensive Case Management Trainings; and the PoP team supported ONSE Back to School Resource Fairs to support youth with preparing for the school year. The fair also created a sense of community and fun atmosphere.

The Data sharing agreement with key stakeholder has not been established due to the ongoing development of the program.

6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?
Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations										
Percent of FSS cases contacted.	Up is Better	New in 2022	50.8%	Semi-Annual Measure	80.7%	Semi-Annual Measure	67.9%	73.8%	-	-
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Up is Better	100%	83%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	75%	Met
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	60%	Met
Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior										
Percent of FSS referral requests completed.	Up is Better	New in 2022	93.5%	Semi-Annual Measure	93.8%	Semi-Annual Measure	98%	96.2%	-	-
Percent of cases where the first contact attempt is completed within three business days of case receipt.	Up is Better	New in 2022	76.8%	Semi-Annual Measure	67.7%	Semi-Annual Measure	91%	91%	-	-
Percent of critical incidents triaged within 3 business days.	Up is Better	New in 2022	67.9%	Semi-Annual Measure	73%	Semi-Annual Measure	80%	76.5%	-	-
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	New in 2022	83%	84.6%	76.6%	No applicable incidents	77.9%	78.1%	-	-
Percent of the total number of short-term milestones set by the cohort of participants during pre-assessment, that were successfully met 3 month post completion of workforce/life skills component	Up is Better	47.3%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	50%	

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?
Percent of the total number of long-term milestones set by the cohort of participants during pre-assessment, that were successfully met 6 month post completion of workforce/life skills component	Up is Better	22.9%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	25%	
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	75%	
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	78.3%	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	59%	35%	Met
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	New in 2022	100%	Semi-Annual Measure	0%	Semi-Annual Measure	No data available	0%	-	-
Number of workers enrolled in sectoral job training programs	Up is Better	New in 2023	23	0	0	12	26	38	New in 2023	New in 2023
Number of workers completing sectoral job training programs	Up is Better	New in 2023	New in 2023	0	0	12	25	37	New in 2023	New in 2023

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Education and Training							
Number of collaborating District government agencies	12	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
Number of collaborating community based and private sector companies	8	11	Annual Measure	Annual Measure	Annual Measure	Annual Measure	45
Number of training surveys administered	42	67	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7
Family & Survivor Support Program							
Number of cases not willing to work with the FSS team or not in need of services.	21	72	Semi-Annual Measure	95	Semi-Annual Measure	9	104
Number of cases not able to reach.	144	146	Semi-Annual Measure	113	Semi-Annual Measure	93	206
Number of cases in need of FSS services.	260	263	Semi-Annual Measure	158	Semi-Annual Measure	213	371
Number of cases referred to ONSE.	425	498	Semi-Annual Measure	326	Semi-Annual Measure	377	703
Number of cases contacted.	New in 2022	353	Semi-Annual Measure	263	Semi-Annual Measure	256	519
Number of referral requests	New in 2022	601	Semi-Annual Measure	308	Semi-Annual Measure	402	710
Number of referral requests completed	New in 2022	643	Semi-Annual Measure	289	Semi-Annual Measure	394	683
Number of cases where the first contact attempt is completed within three business days of case receipt.	New in 2022	271	Semi-Annual Measure	178	Semi-Annual Measure	233	411
Number of FSS-hosted healing events.	New in 2022	3	Semi-Annual Measure	1	Semi-Annual Measure	1	2
ONSE Leadership Academy							
Number of students engaged each year.	Not Available	71	116	99	99	99	99
Pathways Program							
The total number of long-term milestones successfully met by the cohort participants	32	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
The total number of short-term milestones set by the cohort of participants during pre-assessment	91	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
The total number of short-term milestones successfully met by the cohort participants	43	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available

Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
The total number of long-term milestones set by the cohort of participants during pre-assessment	140	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Number of individual referrals connected	47	102	Annual Measure	Annual Measure	Annual Measure	Annual Measure	110
Number of individual referrals	60	269	Annual Measure	Annual Measure	Annual Measure	Annual Measure	320
Number of individuals placed in subsidized employment post workforce/life skills component	39	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40
Number of individual family referrals	0	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of individual family referrals connected	0	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Total number of individuals engaged	127	141	64	118	88	50	320
Total number of individuals enrolled	66	100	26	30	31	23	110
Number of individuals who complete the workforce/life skills component	47	83	22	23	0	20	65
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	17	21	0	6	2	11	19
Restorative Justice							
Number of restorative justice services held.	Not Available	127	Semi-Annual Measure	1	Semi-Annual Measure	1	1
Number of individuals that participate in restorative justice services.	New in 2022	502	Semi-Annual Measure	40	Semi-Annual Measure	No data available	40
Violence Intervention Initiative							
Number of community events and small group activities held by contracted services	867	771	Annual Measure	Annual Measure	Annual Measure	Annual Measure	176
Number of cease fires achieved	8	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14
Number of mediations held	1	2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30
Number of families served through contracted services	421	446	236	246	241	242	965
Number of critical events responded to by contracted services	138	165	Annual Measure	Annual Measure	Annual Measure	Annual Measure	195
Number of DC Jail peacemaking consultations.	Not Available	15	Semi-Annual Measure	1	Semi-Annual Measure	1	1