

Office of the Deputy Mayor for Health and Human Services FY2022

Agency Office of the Deputy Mayor for Health and Human Services

Agency Code HG0

Fiscal Year 2022

Mission The Office of the Deputy Mayor for Health and Human Services (DMHHS) supports the Mayor in coordinating a comprehensive system of benefits, goods and services across multiple agencies to ensure that children, youth and adults, with and without disabilities, can lead healthy, meaningful and productive lives.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.
2	Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (2 Measures)					
Percent of DMHHS Cluster agencies fiscal year key performance indicators either met or nearly met.	Up is Better	77.7%	67.5%	Waiting on Data	85%
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete.	Up is Better	69.2%	57.9%	Waiting on Data	85.1%
2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (3 Measures)					
Percent of action items in progress or accomplished under Homeward DC	Up is Better	95%	90%	95%	95%
Percent of strategies progress or accomplished on the Age-Friendly DC dashboard.	Up is Better	95%	83%	72%	95%
Number of residents housed via the CARE pilot	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)					
Percent of consent decrees where progress is made on meeting exit criteria	Up is Better	100%	100%	100%	100%

Operations

Operations Title	Operations Description	Type of Operations
1 - Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (7 Activities)		
Legislation and Council Relations	Review and approval of all HHS Cluster agencies' legislative requests and coordinate with Mayor's Office of Policy and Legislative Affairs (OPLA) and DC Council on legislative-related matters.	Daily Service

Operations Title	Operations Description	Type of Operations
Rulemaking	Review and approval of all HHS Cluster agencies' rulemaking requests.	Daily Service
Budget	Support to HHS Cluster agencies regarding budget needs and priorities to ensure agency and Mayoral priorities.	Daily Service
Inter-agency and special initiatives	Ongoing broad oversight of, and support to, HHS Cluster agencies across special and/or inter-agency initiatives.	Daily Service
Agency Support	Assist agencies with getting through roadblocks impeding their ability to carry out their mission effectively.	Daily Service
Policy Recommendations	Recommend policies and programs using data evidence and best practices to meet the health and human service needs of District residents.	Daily Service
Communications	Support the Executive Office of the Mayor Communications and HHS Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (7 Activities)		
Interagency Council on Homelessness (ICH)	Oversee and facilitate the implementation of Homeward DC and Solid Foundations DC, the District's Plans to make homelessness rare, brief, and non-recurring (for adults and unaccompanied youth, respectively).	Daily Service
Age-Friendly DC	Oversee and facilitate the implementation of Age-Friendly DC Strategic Plan, the District's Plan to make DC an inclusive urban environment that encourages active and healthy living.	Daily Service
Short-term Family Housing	Oversee and facilitate the inter-agency collaboration to build and/or renovate identified short-term family housing sites in each ward of the city by 2018 and thereby close DC General.	Key Project
New Hospital	Oversee and facilitate the interagency collaboration to a comprehensive strategy to build a new hospital on the Saint Elizabeths East campus and a high-quality integrated health care system east of the Anacostia river.	Key Project
Encampments	Oversee and facilitate the inter-agency encampment protocol response.	Daily Service
Emergency Response	Oversee and facilitate the HHS Cluster interagency emergency response.	Daily Service
Low Barrier Shelter Development	Oversee and facilitate the interagency collaboration on low barrier shelters and other related projects, including shelter renovations and replacements.	Daily Service
3 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)		
Performance Planning	Review and approve HHS Cluster agencies' performance plans to ensure improved outcomes, accurate information, and efficiencies at the agency-level.	Daily Service
Constituent Relations	Receive, track, and resolve health and human services-related constituent issues and concerns brought up to the attention of DMHHS.	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Agency Support (2 Measures)			
Number of one-on-one meetings held with agency directors.	New in 2020	16	72
Number of health and human service cluster meetings	New in 2020	19	4
1 - Communications (1 Measure)			
Number of media interviews conducted.	New in 2020	25	21

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
2 - Age-Friendly DC (1 Measure)			
Number of Age-Friendly Task Force and Subcommittee Meetings held	New in 2020	69	63
2 - Emergency Response (1 Measure)			
Number of displacements of 10 or more people respond to by DMHHS and cluster agencies	New in 2020	11	6
2 - Encampments (1 Measure)			
Number of encampment engagement protocols conducted	New in 2020	88	81
2 - Interagency Council on Homelessness (ICH) (1 Measure)			
Number of Interagency Council on Homelessness Full Council and Subcommittee Meetings held	New in 2020	144	49
3 - Constituent Relations (1 Measure)			
Number of constituent issues responded to	New in 2020	954	Not Available

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Encampments (1 Strategic Initiative)		
CARE Pilot Program	In FY21, DMHHS began the implementation of the CARE Pilot Program. In FY22 DMHHS will complete the pilot, perform and evaluation of the pilot from qualitative and quantitative information, and share data on the pilot's success.	09-30-2022
Inter-agency and special initiatives (2 Strategic initiatives)		
Substance Use Services/Reporting	DMHHS will work with DBH to create a structure/process for regular updates to OCA regarding opioid use coordination and reporting, as well as corresponding services in the District.	09-30-2022
Safe Sleep	In partnership with the Office of the Chief Medical Examiner, DMHHS will organize and conduct three (3) safe sleep-related community events to promote safe sleep education and practices throughout the District for the DC Safe Sleep Education and Outreach Project. Specifically, DMHHS will work to: <ul style="list-style-type: none"> a. Coordinate ward-based safe sleep events with the Mayor's Office of Community Affairs, DC Health, and Child & Family Services Agency. b. Develop interactive webinars on safe sleep practices for providers and families. c. Engage community partners/businesses to distribute safe sleep educational materials. 	09-30-2022
Interagency Council on Homelessness (ICH) (1 Strategic Initiative)		
Homeward DC 2.0 Strategies	In FY21 the ICH released Homeward DC 2.0. In FY22 the ICH will work to continue implementation of this five year strategic plan including expansion of provider capacity to successfully match FY22 resources to clients, working with partner agencies/providers to expedite placements for the large number of available housing resources this fiscal year, and leading the development of dashboards for the FY22 priorities adopted by the ICH Committees.	09-30-2022
Low Barrier Shelter Development (1 Strategic Initiative)		
Singles Shelter Redevelopment	DMHHS, in collaboration with the ICH, will work with DHS, DGS and OCA to open the new 801 East Men's Shelter, support in gaining design feedback for the new New York Ave shelter, and finalize sites and plan for the remaining singles shelter redevelopment.	09-30-2022

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
New Hospital (1 Strategic Initiative)		
New Hospital	DMHHS will continue to co-lead, with DHCF, the work to build a new hospital on the Saint Elizabeth’s East campus and a high-quality integrated health care system east of the Anacostia River. In FY21, DMHHS will continue to conduct community and stakeholder engagement.	09-30-2022