



# **OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# **1 OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES**

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*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.

*Services:* The Office manages the Human Support Services program through the provision of leadership for policy and planning; government relations; and communication and community relations for the agencies under its jurisdiction. These include: 1. Child and Family Services Agency (CFSA) 2. Department of Behavioral Health (DBH) 3. Department on Disability Services (DDS) 4. Department of Health (DOH) 5. Department of Health Care Finance (DHCF) 6. Department of Human Services (DHS) 7. Department of Aging and Community Living (DACL). Additionally, DMHHS oversees another independent entity, the DC Trust (formerly known as the Health Benefit Exchange Authority (HBX)). DMHHS provides agency oversight and support for all citywide health and human services-related policies, activities and initiatives under its jurisdiction including: - Developing and supporting policies and programs to improve the delivery of services by government agencies and contracted providers - Coordinating interagency activities and initiatives - Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes - Ensuring compliance with local and federal mandates

## 2 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

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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.

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.

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

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of inter-agency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.</b>		
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
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
<b>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.</b>		
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

(continued)

Operation Title	Operation Description	Type of Operation
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
Sobering and Stabilization Center	Support, oversee, and facilitate DBH and interagency collaboration as the agency works to launch the District's first (and eventually second) Sobering and Stabilization Center (SSC).	Key Project
Telehealth Services	Oversee and facilitate the efforts of HHS cluster agencies as they work to expand access to telehealth services.	Key Project
Office of Migrant Services	Support, oversee, and facilitate DHS and interagency collaboration as the agency works to stand up the Office of Migrant Services.	Daily Service
Age-Friendly DC 24-28 Strategic Plan	Listen to residents regarding continuing concerns about growing up and growing older in the District. This will guide Age-Friendly DC towards new issues to be addressed in the Age-Friendly DC 2024-2028 Strategic Plan and guide the work overall.	Daily Service
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>		
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

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of inter-agency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.</b>					
Percent of DMHHS Cluster agencies fiscal year key performance indicators either met or nearly met.	Up is Better	Not Available	83.7%	85%	85%
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete.	Up is Better	Not Available	64.5%	85.1%	85.1%
<b>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.</b>					
Percent of action items in progress or accomplished under Homeward DC	Up is Better	95%	Not Available	95%	95%
Percent of strategies progress or accomplished on the Age-Friendly DC dashboard.	Up is Better	72%	79%	95%	95%
Number of residents housed via the CARE pilot	Up is Better	New in 2022	111	No Target Set	No Target Set
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>					
Percent of consent decrees where progress is made on meeting exit criteria	Up is Better	100%	100%	100%	100%

Workload Measures

Measure	FY 2021	FY 2022
<b>Agency Support</b>		
Number of one-on-one meetings held with agency directors.	24	17
Number of health and human service cluster meetings	4	8
<b>Communications</b>		
Number of media interviews conducted.	21	Not Available
<b>Age-Friendly DC</b>		
Number of Age-Friendly Task Force and Subcommittee Meetings held	63	49
<b>Emergency Response</b>		
Number of displacements of 10 or more people respond to by DMHHS and cluster agencies	6	5
<b>Encampments</b>		
Number of encampment engagement protocols conducted	81	82
Number of encampment residents registered for a DC One Card	Not Available	Not Available
Coordinated bulk trash engagements in collaboration with DPW	Not Available	Not Available
<b>Interagency Council on Homelessness (ICH)</b>		
Number of Interagency Council on Homelessness Full Council and Subcommittee Meetings held	49	Not Available
<b>Constituent Relations</b>		
Number of constituent issues responded to	Not Available	180