

## FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## 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.

## Summary of 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 Parks and Recreation (DPR) 8. Department of Youth Rehabilitation Services (DYRS) 9. Office of Disability Rights (ODR) 10. Office of Aging (DCOA) Additionally, DMHHS oversees another independent entity, the DC Trust (formerly known as the Children and Youth Investment Trust Corporation). 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

## FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Make Meaningful Steps Toward Closing DC General and Opening Smaller, Dignified Short-Term Family Housing Options	DMHHS has streamlined its work process with DHS and DGS through bi-weekly interagency meetings and dozens of community engagement forums in all eight wards, working in close partnership with the MOCRS.	The DC Government broke ground on a short-term family housing building in Ward 4, marking a monumental step forward in the Administration's effort to close and replace DC General Family Shelter with dignified, service-enriched programs across all eight wards. Construction also began at the sites in Wards 7 and 8, with work to begin soon in Wards 3, 5 and 6.
Create a streamlined and client-centered clinical process for responding to encampments and the needs of residents who live there.	The protocol includes contributions and refinements from several agencies. Once DMHHS receives a report, DHS and DBH conduct outreach, engage residents about services, and complete a formal encampment assessment. If the location is determined to be an encampment, the District's encampment protocol is enacted. This includes increased engagement by the outreach teams, including staff from DP, MPD and HHS cluster agencies as well as 14 days written notice of cleanup activity	Our encampment response includes continuous outreach from homeless service providers and mental health professionals. The District's approach addresses three goals: 1) Enroll residents in safer, healthier living arrangements through an array of homeless, housing, and mental health services; and 2) Address immediate and persistent public health and safety issues.
Obtain Formal Recognition from the World Health Organization and	The report helps establish DMHHS as a leader in DC Government in promoting and facilitating age-inclusive planning and programs at the agency-level. Age-Friendly DC is implemented through partnership with all District agencies, with the following focus areas: outdoor spaces and buildings, safe and affordable	Age-Friendly DC is a city-wide initiative with the goal of ensuring all DC residents are active, connected, healthy, engaged and happy in their environment. Over the last five years, Age-Friendly DC has made dramatic

AARP for Five-Year Age-Friendly DC Progress Report	transportation, housing options to allow for aging in place, social participation, respect and inclusion, civic participation and employment, communication, community support and health services, emergency preparedness and elder abuse, neglect and fraud.	gains in improving the health and quality of life for residents. More than 1 n 10 DC residents are now over the age of 65, and there are 43 certified Age-Friendly businesses.
Continue to Make Progress Toward Ending Chronic Homelessness	DMHHS continues to play a leadership role in the Interagency Council on Homelessness, a group of cabinet-level leaders, providers of homeless services, advocates, homeless and formerly homeless leaders that come together to inform and guide the District's strategies and policies for meeting the needs of individuals and families who are homeless or at imminent risk of becoming homeless in the District of Columbia.	DMHHS and partner agencies embrace a housing-first strategy with the underlying goal of permanent housing for all residents. The number of chronically homeless individuals in the District declined by about a third and nearly 3,000 people have been placed in permanent housing. Homelessness among veterans also declined.

## 2017 Strategic Objectives

Objective Number	Strategic Objective
1	Oversee and facilitate the coordination of interagency activities and initiatives amongst health and human services cluster agencies to 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.**

## 2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
<b>1 - Oversee and facilitate the coordination of interagency activities and initiatives amongst health and human services cluster agencies to eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (2 Measures)</b>									
Percent of interagency initiatives reporting progress towards meeting their goals	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of cluster agencies that stay within budget	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
<b>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)</b>									
Percent of action items in progress or accomplished under Homeward DC	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	Met	
Percent of objectives in progress or accomplished under Age-Friendly DC	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95%	Met	

Number of community outreach engagement events hosted or co-hosted by Safer Stronger DC Community Partnerships	Quarterly	30	21	13	7	10	51	Met	
<b>3 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Measures)</b>									
Percent of cluster agencies that meet 85% of their performance measures	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70%	Unmet	DMHHS Cluster Agencies set ambitious FY17 KPI Targets.
Percent of consent decrees where progress is made on meeting exit criteria	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>2 - Safer Stronger DC Community Partnerships (1 Measure)</b>						
Safer Stronger DC Community Partnerships	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	New Measure

## 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>AGENCY OVERSIGHT AND SUPPORT (10 Strategic initiatives)</b>				
Implementation of Age-Friendly DC Strategic Plan	In FY 17, DMHHS will oversee and coordinate with District agency staff and federal and community partners to make continuous progress on the implementation of the Age-Friendly DC Strategic Plan, collect data and track progress updates from all lead agencies.	Complete	Age-Friendly DC completed its progress report for first five years and is finalizing a report to submit to the World Health Organization.	
Age-Friendly DC Final Report	At the end of FY17, DMHHS will submit a final report to the World Health Organization and AARP National to demonstrate progress and achievements, since launching Age-Friendly DC in 2012.	Complete	Age-Friendly DC Five Year Progress went through final editing process for release at November event with World Health Organization.	
Prepare for Age-Friendly DC 2017-2022 Strategic Plan	In FY17, Age-Friendly DC will work with new stakeholders across sectors and populations as well as the current Task Force to begin adjusting current and developing new strategies for inclusion in the Age-Friendly DC 2017-2022 Strategic Plan with greater focus on intergenerational programs, policies, and	75-99%	Age-Friendly began to finalize plans for re-establishing Age-Friendly DC through the end of 2023 with the execution of a new	The Mayor's Order for the new Task Force was not

	strategic actions.		Mayor's Order, which will align with new Task Force roles that correspond more directly to the needs of the Task Force.	executed, meaning Task Force members could not yet be appointed.
Age-Friendly Training for all DC Government Employees	In FY17, Age-Friendly DC will work with DCHR to develop training for DC government employees on best practices for providing age-friendly communication, customer service and other services.	75-99%	Age-Friendly DC continues to coordinate with partners at AARP to create a curriculum for training programs for DHCR to increase employment opportunities for older adults.	Age-Friendly DC is awaiting further information on AARP's partnership with DCHR before fully implementing its own training.
Safer Stronger DC Plan implementation	In FY17, the Safer Stronger DC Community Partnerships team will work with the Safer Stronger DC Steering Committee to implement the Safer Stronger plan.	Complete	The Safer, Stronger DC Steering Committee has approved "SSDC Government Action Team Meetings" that convene on a monthly basis to guide the implementation of the prevention plan. Participants in these meetings include key government agencies that impact work done by Safer, Stronger DC and impact crime prevention/violence reduction in the District. Agencies include: DPR, DBH, MPD, DCPS, DCHA, and DOH.	
Homeless Services Reform Act (HSRA) Modernization	The DC Interagency Council on Homelessness will manage a process to identify changes needed and draft revised language to the DC Homeless Services Reform Act (HSRA). This legislation was developed over a decade ago, and is currently focused largely on shelter-based programming and keeping people safe during severe weather. The FY 17 updates will bring the legislation in line with current local and federal strategies to end homelessness.	75-99%	The ICH presented the completed bill and legal analysis during Council Hearings, as well as at public media and public/community forums. The council postponed action on the bill.	The council did not yet take a vote on the legislation in Q4.
United Medical Center Turnaround	In FY17, DMHHS will coordinate the District's efforts to develop a long-term strategy to support, stabilize and ensure the operational and financial success of the District's safety net hospital, the United Medical Center (UMC).	50-74%	DMHHS continues to co-lead the UMC Working Group with OCA. A Site Selection Study has been completed and work continues on the deliverables associated with developing a health care system east of the river, which would incorporate a strategy for UMC. OCA/DMHHS continue	Discussions with potential health system partners did not yet reach resolution.

			discussions and facilitation on potential partnerships.	
Safer, Stronger DC (SSDC) Community Partnerships - Community Building Projects	The Safer, Stronger DC (SSDC) Community Partnerships Action Teams will work with the community Action Teams in neighborhoods within 6 targeted Police Service Areas (PSAs) to select and execute community building projects. Planning and implementation of at least 6 events will occur by 12/31/16. Potential project ideas to date include a “light up the neighborhood” event (a door-to-door effort to test/change porch light bulbs and ensure that adequate safety lighting is available in the neighborhood), a recruitment campaign for the winter Snow Team to assist neighbors with snow removal, or neighborhood cleanups. Selected events will build community, promote community ownership and empowerment, and provide positive energy in targeted communities.	Complete	Community building projects have completed in 6 of our 6 PSAs.	
Healing Circles	In FY17, using a trauma-informed approach, the Safer, Stronger DC Community Partnerships Office (SSDC) will add Healing Circles to the Community Stabilization Process. These are professionally led self-help support groups in which communities come together to process the impact of trauma. Healing circles provide an outlet for community members to grieve and express their emotions through various therapeutic outlets including singing, dancing, drumming, prayer, spoken word and meditation.	Complete	Following the PSA 702 model, multiple healing circles were conducted across priority neighborhoods in FY17Q1 through FY17Q 3. These healing circles varied from vision board workshop with a pointed focus on violence prevention, mental health awareness and substance abuse to documentary viewing on the school-to-prison pipeline and an open discussion for youth in attendance.	
Home Visiting Council Restructuring.	The Home Visiting Council is being restructured to better guide home visiting policies in DC. In FY17, DMHHS will work with community partners and the DC Department of Health to support the new mission of the Council and strategies that promote the best outcomes for maternal, infant and early childhood health in the District.	75-99%	DMHHS continues to support via representation on 2 committees: sustainability and data. DMHHS continues to collect information and assist with strategic planning.	Restructuring is not yet complete because the committees continue to deliberate and seek additional information.