

# Department of Health FY2017

Agency Department of Health

Agency Code HCO

Fiscal Year 2017

**Mission** The Mission of the Department of Health is to promote and protect the health, safety and quality of life of residents, visitors and those doing business in the District of Columbia.

## 2017 Strategic Objectives

Objective Number	Strategic Objective
1	Health Regulation and Licensing Administration (HRLA). Protect the health of those who reside and do business in the District of Columbia by fostering excellence in health professional practice and building quality and safety in health systems and facilities through an effective regulatory framework.
2	Office of Health Equity. Promote Health Equity. Collaborate with other government agencies and community partners to identify and address the social determinants of health which are the key drivers of inequities in health outcomes.
3	Center for Policy Planning and Evaluation (CPPE). Develop an integrated public health information system to support health policy decision, state health planning activities, performance analysis and direction setting for department programs.
4	Community Health Administration (CHA). Provide programs and services that promote coordination among the health care systems in the city and enhance access to effective prevention, primary and specialty medical care through collaborations with public and private organizations.
5	HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Reduce HIV, STD, TB and hepatitis-related morbidity and mortality and ensure healthy outcomes for persons living with those diseases. Administer federal and local funding, provide grants to service providers, monitor and evaluate programs, ensure quality services, and track the cases and status of the epidemics in the District.
6	Health Emergency Preparedness and Response Administration (HEPRA) Provide regulatory oversight of emergency medical services (EMS) and seek to ensure that DOH, its partners and the community are prepared for, can respond to, and recover from public health and health care system events and emergencies.
7	Create and maintain a highly efficient, transparent and responsive District government.**

## 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
<b>1 - Health Regulation and Licensing Administration (HRLA). Protect the health of those who reside and do business in the District of Columbia by fostering excellence in health professional practice and building quality and safety in health systems and facilities through an effective regulatory framework. (8 Measures)</b>									
Percent of follow-up inspections of health care facilities with harm level deficiencies completed within 30 days	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%
Percent of intermediate care facilities identified with immediate jeopardies investigated within 24 hours	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%
Percent of food establishment complaints inspected within 5 days	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	78.5%	100%
Percent of food-borne outbreak notifications in which suspected products were embargoed or collected and submitted for testing	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%
Percent of inspections of pharmacy facilities where pharmacists are in compliance with patient counseling requirements	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%
Percent of Registered Controlled Substance Facilities inspected	<input type="checkbox"/>	Annually		Not available	Not available	0%	100%	94.51%	100%
Percent of samples taken from rabies suspect animals submitted for testing within 48 hours	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%

Percent of rodent activity complaints inspected or baited within 48 hours.	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	100%	100%	100%
<b>3 - Center for Policy Planning and Evaluation (CPPE). Develop an integrated public health information system to support health policy decision, state health planning activities, performance analysis and direction setting for department programs. (3 Measures)</b>									
Percent of Certificates of Need (CONs) reviewed on time within 90 days	<input type="checkbox"/>	Quarterly		Not available	Not available	Not available	100%	100%	100%
Number of CON Appeals	<input type="checkbox"/>	Quarterly		Not available	Not available	Not available	0	1	0
Percent of vital records walk-in requests processed within 30 minutes	<input type="checkbox"/>	Quarterly		Not available	95%	96.79%	95%	97.3%	97%
<b>4 - Community Health Administration (CHA). Provide programs and services that promote coordination among the health care systems in the city and enhance access to effective prevention, primary and specialty medical care through collaborations with public and private organizations. (13 Measures)</b>									
Total number of nutrition education and wellness contacts made to low income District residents participating in DOH Healthful Food Access programs	<input type="checkbox"/>	Quarterly		Not available	40000	0	42000	43448	44000
Percent of parents receiving educational counseling for newborn hearing loss	<input type="checkbox"/>	Quarterly		Not available	94%	95.05%	95%	92.8%	95%
Percent of infants that receive documented follow up care after the first referral	<input type="checkbox"/>	Quarterly		Not available	75%	61.62%	80%	56.34%	80%
Percent of eligible perinatal program participants with a documented reproductive health plan	<input type="checkbox"/>	Semi-Annually		Not available	90%	0%	90%	34.04%	90%
Percent of school age children with up-to-date immunizations	<input type="checkbox"/>	Annually		Not available	92%	87.42%	92%	74.24%	92%
Percent of eligible children enrolled in the Maternal, Infant, and Early Childhood Home Visiting (MIECHV) programs who receive developmental and social-emotional screenings	<input type="checkbox"/>	Quarterly		Not available	95%	0%	95%	78.87%	95%
Percent of women enrolled in the MIECHV programs that are screened for depression	<input type="checkbox"/>	Quarterly		Not available	95%	0%	95%	79.5%	95%
Percent of HPLRP participants that are practicing in priority underserved areas.	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	40%	95.65%	90%
Percent increase in visits for primary medical, dental, and behavioral health services funded by the Diffusion of Care grants	<input type="checkbox"/>	Annually		Not available	5%	0%	5%	90.1%	5%
Total breastfeeding initiation rates among WIC enrollees	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	55%	62.29%	57%
Breastfeeding initiation rates among African-American WIC enrollees	<input type="checkbox"/>	Quarterly		Not available	45%	0%	46%	41.58%	47%

Number of children <18 years of age who receive a dental examination and a fluoride varnish treatment	✓	Annually		Not available	Not available	0	2000	New Measure	3000
Percent increase in the number of students utilizing school-based oral health services	✓	Annually		Not available	Not available	0%	5%	New Measure	7.5%

**5 - HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Reduce HIV, STD, TB and hepatitis-related morbidity and mortality and ensure healthy outcomes for persons living with those diseases. Administer federal and local funding, provide grants to service providers, monitor and evaluate programs, ensure quality services, and track the cases and status of the epidemics in the District. (9 Measures)**

Number of individuals started on Pre-Exposure Prophylaxis (PrEP)	✓	Quarterly		Not available	Not available	0	0	New Measure	100
Percentage of individuals diagnosed with HIV living in the District that are on Anti-Retroviral Therapy	✓	Annually		Not available	Not available	0%	0%	New Measure	80%
Percentage of individuals diagnosed with HIV retained in care that are virally suppressed	✓	Annually		Not available	Not available	0%	0%	New Measure	80%
Percentage of individuals diagnosed with HIV identified as out-of-care that are re-engaged in care within 3 months	✓	Annually		Not available	Not available	0%	0%	New Measure	50%
Percentage of clients with a positive Hepatitis C test enrolling in treatment	✓	Annually		Not available	Not available	0%	0%	New Measure	40%
Proportion of gonorrhea cases with appropriate treatment confirmed	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	50%	29.9%	75%
Percent of clients linked to care within 3 months of diagnosis	<input type="checkbox"/>	Quarterly		Not available	86%	86.34%	87%	85.4%	88%
Proportion of TB patients completing treatment	<input type="checkbox"/>	Semi-Annually		Not available	Not available	0%	85%	50%	90%
Percentage of DOH-supported HIV tests conducted with focus populations	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	12%

**6 - Health Emergency Preparedness and Response Administration (HEPRA) Provide regulatory oversight of emergency medical services (EMS) and seek to ensure that DOH, its partners and the community are prepared for, can respond to, and recover from public health and health care system events and emergencies. (6 Measures)**

Percent of HEPRA new hires that completed ICS 100 and 200 training	✓	Quarterly		Not available	50%	0%	75%	New Measure	100%
Percent of health and medical plan applications with initial review completed within 72 hours.	<input type="checkbox"/>	Quarterly		Not available	80%	0%	90%	100%	100%
Percent of unannounced ambulance inspections resulting in a pass rating	<input type="checkbox"/>	Quarterly		Not available	Not available	0%	95%	88.5%	95%
Percent of Medical Reserve Corps (MRC) units that can respond within 2 hours during an emergency.	✓	Quarterly		Not available	Not available	0%	0%	New Measure	75%



Performance Management- Employee Performance Plan Completion	✓				Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
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## 2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Health Regulation and Licensing Administration (HRLA). Protect the health of those who reside and do business in the District of Columbia by fostering excellence in health professional practice and building quality and safety in health systems and facilities through an effective regulatory framework. (10 Activities)</b>			
HEALTH PROFESSIONAL LICENSE ADMIN	Health Professional Licensing	Receive, process, and review for compliance with District and Federal regulatory compliance license applications for thirty-nine (39) different healthcare professions.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Food Safety and Hygiene Inspection Services Division (FSHISD)	Food Safety and Hygiene Inspection Services Division inspects food establishments (e.g. restaurants, food trucks, etc.) to prevent the spread of food-borne illness. They also inspect public pools, barbershops and beauty salons for cleanliness.	Daily Service
HEALTH CARE FACILITIES REGULATION	Health Care Facilities Division	The Health Care Facilities Division inspects, monitors, and investigates: Ambulatory Surgical Centers, Certified Home Health Agencies, End-Stage Renal Disease Facilities, Hospices, Hospitals, Laboratories (Clinical Laboratory Improvement Amendments of 1988[CLIA] ), Certificate of Waiver Programs (COW), Communicable Disease Laboratories, Tissue Banks, and Hospital Laboratories, Maternity Centers, Nursing Homes, Outpatient Physical Therapy or Speech Pathology Services, and Portable X-Ray Suppliers in the District of Columbia. The Division inspects these sites to determine compliance with local licensure health and safety regulations and federal standards for participation in Medicare and Medicaid programs under Titles XVIII and XIX of the Social Security Act. The Division also conducts Architectural Plans Review of health care facilities in the District of Columbia and inspects renovated projects and new construction. In addition, the Division inspects the DC Detention Facility aka (DC Jail) and the DC Youth Services Administration Detention Center – at New Beginnings Youth Development Center (located in Laurel, Maryland) and Mt. Olivet Road, NE (Washington, DC) in accordance with court mandates.	Daily Service
HEALTH PROFESSIONAL LICENSE ADMIN	Criminal Background Check Program	The Division is responsible for processing criminal background checks for health care professionals and prospective applicants of long term care facilities.	Daily Service
HEALTH PROFESSIONAL LICENSE ADMIN	Compliance and Quality Assurance	The Office of Compliance and Quality Assurance enforces the District and federal laws and regulations governing licensed health professionals (Health Professional Boards and Advisory Committees). In addition, to determine compliance with federal participation in Medicare and Medicaid programs regarding Nursing Homes and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/ID), the Office also conducts investigations, as necessary.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Rodent and Vector Control Division	The Rodent and Vector Control Division conducts field inspections, rodent baiting and community education activities to reduce the rat population in the District of Columbia.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Animal Services Program (ASP)	The Animal Services Program is responsible for the prevention and spread of diseases transmitted by animals to people, follow-up on disease investigations, dog licensing, regulation and enforcement, field inspection and animal sheltering services in the District of Columbia. In addition, the ASP responds to any animal related complaint.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Pharmaceutical Control Division (PCD)	The Pharmaceutical Control Division licenses, regulates and inspects community and hospital pharmacies. It also registers, regulates and inspects medical marijuana dispensaries and cultivation centers. The PCD also licenses pharmaceutical detailers (e.g., pharmaceutical representatives).	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Radiation Protection Division (RPD)	The Radiation Protection seeks to reduce and/or eliminate radiation overexposure of naturally occurring or man-made radiation in the District of Columbia.	Daily Service
HEALTH CARE FACILITIES REGULATION	Intermediate Care Facilities Division (ICFD)	The Intermediate Care Facilities Division seeks to ensure applicable agencies substantially comply with District and/or Federal regulatory requirements for licensure and/or federal certification. ICFD has the regulatory oversight responsibility for the following seven (7) different programs: 1) Intermediate Care Facilities for Individuals with Intellectual Disabilities; 2) Group Homes for Individuals with Intellectual Disabilities; 3) Child Placing Agencies; 4) Home Care Agencies; 5) Assisted Living Residence; 6) Community Residence Facilities; and 7) Nurse Staffing Agencies. The oversight of these facilities is conducted at least annually and when necessary to ensure the health and safety of residents.	Daily Service
<b>2 - Office of Health Equity. Promote Health Equity. Collaborate with other government agencies and community partners to identify and address the social determinants of health which are the key drivers of inequities in health outcomes. (3 Activities)</b>			

HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Multi Sector Collaboration	The Office of Health Equity (OHE) provides informed, data driven and evidence based leadership in convening and sustaining effective multi-sector collaborative partnerships essential to promote and achieve health equity. OHE uses a "health in all policies" (HiAP) approach to improving community health. OHE serves as a liaison and technical advisor to all DOH Administrations regarding health equity, as well as external DC government agencies and private partners.	Daily Service
HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Community Based Participatory Research & Policy Evaluation	OHE applies data driven and evidence based research methods, tools and practices, including Geographic Information Systems (GIS) and other innovative methodologies, to measure social determinant and population health outcomes. This includes current and projected opportunities for health, disparate outcomes and inequities by socio-economic and demographic subpopulation and geographic location. This core function includes support to design, development and implementation of Health Equity Programs and their evaluation, including community based participatory research, and publication of reports that inform the policy making process as well as building the evidence base.	Daily Service
HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Health Equity Practice & Program Implementation	Development and delivery of selected programs and initiatives with demonstrable strategic health equity nexus and operational potential, so as to contribute to, and inform, the essential paradigm shift in policy and practice to improve population health and promote more equitable opportunities for health, especially amongst vulnerable populations.	Daily Service

**3 - Center for Policy Planning and Evaluation (CPPE). Develop an integrated public health information system to support health policy decision, state health planning activities, performance analysis and direction setting for department programs. (3 Activities)**

STATE HEALTH PLANNING AND DEVELOPMENT	Certificate of Need (CON) Program	CPPE works with healthcare providers to administer the Certificate of Need program to ensure that the healthcare services and facilities established in the District are of high quality and meet the needs of residents.	Daily Service
STATE CENTER HEALTH STATISTICS	Vital Records	Vital Records is responsible for collecting, preserving and administering the District's system of birth, death and domestic partnership records.	Daily Service
STATE CENTER HEALTH STATISTICS	Behavioral Risk Factor Surveillance System	CPPE/BRFSS conducts an estimated 333 health surveys monthly to District residents aged 18 years of age and older in all eight wards of the city.	Daily Service

**4 - Community Health Administration (CHA). Provide programs and services that promote coordination among the health care systems in the city and enhance access to effective prevention, primary and specialty medical care through collaborations with public and private organizations. (22 Activities)**

CANCER AND CHRONIC DISEASE PREVENTION	DC Control Asthma Now (DC CAN)	DC CAN collaborates with local stakeholders to develop and implement strategic initiatives to reduce the burden of asthma and promotes comprehensive asthma management across the lifespan.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Cancer Programs Division	The Cancer Programs Division encompasses three programs (Project WISH, Comprehensive Cancer Control, Cancer Management, Leadership and Coordination, and Colorectal Screening) engaged in reducing the District's cancer burden.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	DC Cancer Registry (DCCR)	DCCR is a population-based registry that maintains data on all cancer patients diagnosed and/or treated within the District. All cancer cases are required by DC Law to be reported to DCCR within six months of first contact with a cancer patient.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Cardiovascular Disease and Diabetes Program	This program promotes and reinforces healthful behaviors and practices across the lifespan. The program works to ensure the implementation of best-practices to improve quality, effectiveness, delivery, and use of clinical preventive services related to cardiovascular disease, diabetes, and obesity.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Tobacco Control Program	This program aims to reduce disease, disability and death due to tobacco use by: preventing youth from smoking; helping adults and youth quit their tobacco use; reducing exposure to secondhand smoke; and identifying and eliminating tobacco-related disparities among specific populations.	Daily Service
CHILDREN, ADOLESCENT AND SCHOOL HEALTH	Sexual Violence Prevention Program	This program provides single and multiple sexual assault prevention sessions to elementary, middle, and high school students using evidence-based curricula.	Daily Service
CHILDREN, ADOLESCENT AND SCHOOL HEALTH	Health and Sexuality Education Program	This program focuses on modifying unhealthy behavior through the use of age appropriate educational sessions. The program partners with District of Columbia Public Schools and District of Columbia Public Charter Schools to provide health and sexuality education sessions for youth in grades K - 12.	Daily Service
CHILDREN, ADOLESCENT AND SCHOOL HEALTH	Home Visiting Program	This program is designed to promote maternal, infant and early childhood health as well as the development of strong parent-child relationships. The program's key outcomes include improved maternal and child health; prevention of child injuries, child abuse or maltreatment; improvement in school readiness and achievement; reduction in crime or domestic violence; and improvements in family economic self-sufficiency.	Daily Service
CHILDREN, ADOLESCENT AND SCHOOL HEALTH	Help Me Grow (HMG)	HMG builds collaboration across sectors, including child health care, early care and education, and family support. Through comprehensive physician and community outreach and centralized information and referral centers, families are linked with needed programs and services.	Daily Service
CHILDREN, ADOLESCENT AND SCHOOL HEALTH	School Health Programs	These programs consist of both school health services and the School Based Health Centers (SBHC). The School Health Services Program provides comprehensive school health services in District of Columbia public and public charter schools. Located within the school building, SBHCs are designed to bring the medical provider's office to the school. Each SBHC is designed to complement and enhance the health care system in the District by collaborating with each student's medical home/primary care provider or serving as the student's medical home/primary care provider.	Daily Service

CHILDREN, ADOLESCENT AND SCHOOL HEALTH	Oral Health Program	This program aids schools in maintaining educational readiness by providing preventive oral health services for DC Public and Public Charter students.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Home Delivered Meals	This program administers a home delivered meals program through a local grant award to Food and Friends.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Pop-Up Markets in Elementary Schools	This program administers a school based pop-up market program through a local grant award to Martha's Table.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Produce Plus Program	This program administers the Produce Plus farmers' market incentive program and the Fruit and Vegetable Prescription (FVRx) initiative through a local grant award to DC Greens.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Supplemental Nutrition Assistance Program, Education and Obesity Grant (SNAP-Ed)	This program provides oversight to two grantees who provide health and wellness education and SNAP referrals to eligible District residents.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	This program provides oversight to four WIC Local Agencies that provide no-cost nutrition assessments, breastfeeding support and healthful foods that have been prescribed to promote healthy pregnancies and growth during the first five years of life.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Farmers' Market Nutrition Program (FMNP)	This program provides oversight for 52 farmers who participate in healthful food access programs that assist income stressed District residents purchase locally sourced fruits and vegetables. Residents receive health and wellness education along with the food benefit.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Newborn Hearing Program	This program provides a comprehensive, coordinated system for universal newborn hearing screening and intervention. The program works to ensure all newborns are screened for hearing loss prior to hospital discharge and infants needing additional evaluation are linked with specialized services and a medical home.	Daily Service
PERINATAL & INFANT HEALTH	DC Healthy Start	This program seeks to eliminate disparities in perinatal health, including prematurity and infant mortality by improving women's health, promoting quality services, strengthening family resilience, and achieving collective impact. The program works with community providers to provide medical and case management services for women and families at high risk for poor perinatal health outcomes.	Daily Service
PERINATAL & INFANT HEALTH	The Safe Sleep Program	This program provides safe sleep education for parents/caregivers, child serving community partners, and health providers. The program distributes portable cribs to families in need of a safe sleep environment for their newborn infant.	Daily Service
PRIMARY CARE	Health Professional Loan Repayment Program (HPLRP)	This program aims to recruit and retain health professionals in the District have underserved areas. The HPLRP, funded with both local and Federal dollars, provides loan repayment awards to eligible primary medical, dental, and mental health, health professionals in exchange for two to four years of service at approved sites.	Daily Service
PRIMARY CARE	Diffusions of Care and Innovations in Care grant programs	These programs oversee grants to community health centers to expand access to primary and specialty services, improve the delivery and quality of primary care services, and improve patient outcomes.	Daily Service

**5 - HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Reduce HIV, STD, TB and hepatitis-related morbidity and mortality and ensure healthy outcomes for persons living with those diseases. Administer federal and local funding, provide grants to service providers, monitor and evaluate programs, ensure quality services, and track the cases and status of the epidemics in the District. (3 Activities)**

PREVENTION AND INTERVENTION SERVICES	Condom Distribution	The District of Columbia Condom Program distributes both male and female condoms to District residents. The program utilizes an online platform to distribute condoms to individuals and District providers of health and support services.	Daily Service
DRUG ASSISTANCE PROGRAM (ADAP)	AIDS Drug Assistance	The AIDS Drug Assistance Program (ADAP) provides medication for the treatment of HIV disease. Through screening of clients to determine eligibility, enrollment and medication management the District of Columbia will continue providing this critical service.	Daily Service
PREVENTION AND INTERVENTION SERVICES	DC Needle Exchange Program (DC NEX)	The District of Columbia Needle Exchange Program (DC NEX) supports harm reduction through the distribution of clean needles in exchange for used ones. The program partners with 3 District community based providers to implement these interventions and link clients to primary medical services.	Daily Service

**6 - Health Emergency Preparedness and Response Administration (HEPRA) Provide regulatory oversight of emergency medical services (EMS) and seek to ensure that DOH, its partners and the community are prepared for, can respond to, and recover from public health and health care system events and emergencies. (5 Activities)**

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PUBLIC HEALTH EMERGENCY PREPAREDNESS	Incident Command System (ICS) and National Incident Management System (NIMS) Training	HEPRA will ensure that all DOH staff with a designated role within the Health Emergency Coordination Center (HECC) and/or the Emergency Support Function (ESF) #8 response are prepared for and can respond to events and emergencies utilizing the concepts of the NIMS of FEMA Incident Command System (ICS) trainings and participation in planned exercises, as directed by Homeland Security Presidential Directive #5.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Special Events	HEPRA reviews the Health, Medical and Safety Plan components of applications, requesting a special event permit to utilize DC public space, processed through the Mayor's Special Events Task Force to ensure that it meets health and medical standards for the size and type of event as defined by the policy.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Healthcare Coalition Development	HEPRA provides coordination and DOH-HMC oversight, policy guidance and leadership through meeting participation, planning support and communications to promote, attain and sustain Health and medical emergency preparedness services during routine and emergency operations. HEPRA compiles and distributes situation reports (sitreps), conducts Radio Calls to ensure timely and adequate communication and response, and monitors bed availability status.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Medical Material Management and Distribution	HEPRA ensures the secure distribution and integrity of the stockpile from receipt to recovery of the material through planning, real time inventory tracking, and partner collaboration.	Daily Service
EMERG. MED. SVS. REGULATION	Training and Certification of EMTs and EMS Vehicles	HEPRA coordinates training and certification for emergency medical service (EMS) vehicles and emergency medical technicians (EMTs) in the District to ensure optimal healthcare response in accordance with District regulations per EMS Act of 2009 and DCMR, Title 29, Chapter 5, Emergency Medical Services.	Daily Service

## 2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Animal Services Program (ASP) (2 Measures)</b>								
Number of calls responded to by Animal Control Officers	<input type="checkbox"/>		Calls responded to by Animal Control Officers	Responses to calls	Annually	Not available	11137	10926
Number of dog licenses processed	<input checked="" type="checkbox"/>		Dog licenses processed	Licenses	Annually	Not available	Not available	New Measure
<b>1 - Compliance and Quality Assurance (2 Measures)</b>								
Number of Intermediate Care and Nursing Home-related incidents received	<input type="checkbox"/>		Intermediate Care and Nursing Home-related incidents received	Incidents	Annually	Not available	Not available	10414
Number of investigations performed	<input checked="" type="checkbox"/>		Investigations performed	Investigations	Annually	Not available	Not available	New Measure
<b>1 - Criminal Background Check Program (2 Measures)</b>								
Number of Criminal Background Checks processed for health professionals	<input checked="" type="checkbox"/>		Criminal Background Checks processed	Background checks	Annually	Not available	Not available	New Measure
Number of Criminal Background Checks processed for non-health professionals	<input checked="" type="checkbox"/>		Criminal Background Checks processed	Background checks	Annually	Not available	Not available	New Measure
<b>1 - Food Safety and Hygiene Inspection Services Division (FSHISD) (1 Measure)</b>								
Number of new and routine food establishments inspected	<input checked="" type="checkbox"/>		Food establishments inspected	Food establishments	Annually	Not available	Not available	New Measure
<b>1 - Health Care Facilities Division (1 Measure)</b>								
Number of inspections completed by the Health Care Facilities Division	<input checked="" type="checkbox"/>		Inspections completed by the Health Care Facilities Division	Inspections	Annually	Not available	153	New Measure
<b>1 - Health Professional Licensing (2 Measures)</b>								
Number of new health professional licenses issued	<input type="checkbox"/>		New health professional licenses issued	Licenses	Annually	Not available	4246	13530
Number of walk-in customers to Processing Center	<input checked="" type="checkbox"/>		Walk-ins to Processing Center	Visits	Annually	Not available	Not available	New Measure
<b>1 - Intermediate Care Facilities Division (ICFD) (1 Measure)</b>								
Number of inspections completed by the Intermediate Care Facilities Division	<input checked="" type="checkbox"/>		Inspections	Inspections	Annually	Not available	Not available	New Measure



<b>1 - Pharmaceutical Control Division (PCD) (2 Measures)</b>								
Number of pharmacies inspected	✓		Pharmacies inspected	Pharmacies	Annually	Not available	Not available	New Measure
Number of Registered Controlled Substance Facilities inspected	✓		Registered Controlled Substance Facilities inspected	Facilities	Annually	Not available	Not available	New Measure
<b>3 - Behavioral Risk Factor Surveillance System (1 Measure)</b>								
Number of BRFS surveys administered	<input type="checkbox"/>		BRFS surveys administered	Surveys	Annually	5244	2842	1645
<b>3 - Certificate of Need (CON) Program (1 Measure)</b>								
Number of Certificate of Need application decisions	<input type="checkbox"/>		Certificate of Need application decisions	Application decisions	Annually	20	33	24
<b>3 - Vital Records (1 Measure)</b>								
Number of walk-in customers to the Vital Records Office	<input type="checkbox"/>		Walk-in customers to the Vital Records Office	Customers	Annually	31550	13380	49990
<b>4 - Cancer Programs Division (5 Measures)</b>								
Number of breast screening procedures performed	<input type="checkbox"/>		Breast screening procedures	Screenings	Annually	425	259	196
Number of cervical screening procedures performed	<input type="checkbox"/>		Cervical screening procedures	Screenings	Annually	937	1475	1321
Number of women receiving mammogram screenings	✓		Women receiving screenings	People	Annually	Not available	Not available	New Measure
Number of women receiving cervical cancer screenings	✓		Women receiving screenings	People	Annually	Not available	Not available	New Measure
Number of patients enrolled in Cancer Surviving and Thriving (CTS) courses	✓		Patients enrolled	People	Annually	Not available	Not available	New Measure
<b>4 - Cardiovascular Disease and Diabetes Program (2 Measures)</b>								
Number of residents enrolled in self-management trainings	✓		Residents enrolled	People	Annually	Not available	Not available	New Measure
Number of healthcare systems reporting clinical quality measures related to high blood pressure and/or diabetes	✓		Healthcare systems reporting clinical quality measures	Healthcare systems	Annually	Not available	Not available	New Measure
<b>4 - DC Cancer Registry (DCCR) (1 Measure)</b>								
Number of facility audits conducted (to determine facilities that are not meeting reporting threshold)	✓		Facility audits conducted	Audits	Annually	Not available	Not available	New Measure
<b>4 - DC Control Asthma Now (DC CAN) (1 Measure)</b>								
Number of providers participating in trainings on comprehensive asthma treatment	✓		Providers participating in trainings	Providers	Annually	Not available	Not available	New Measure
<b>4 - DC Healthy Start (1 Measure)</b>								
Number of participants receiving services through DC Healthy Start	✓		DC Healthy Start participants	People	Annually	Not available	Not available	New Measure
<b>4 - Diffusions of Care and Innovations in Care grant programs (1 Measure)</b>								
Number of patients receiving services through Diffusions of Care and Innovations in Care grant programs	✓		Patients receiving services through Diffusions of Care and Innovations in Care grant programs	People	Annually	Not available	Not available	New Measure
<b>4 - Farmers' Market Nutrition Program (FMNP) (2 Measures)</b>								
Number of District residents receiving supplemental groceries or meals (Pop Up Market/Home delivered meals)	✓		Residents receiving supplemental groceries or meals	Residents	Annually	Not available	0	New Measure

Percent of WIC participants redeeming FMNP benefits	✓		WIC participants redeeming FMNP benefits	People	Annually	Not available	Not available	New Measure
<b>4 - Health and Sexuality Education Program (1 Measure)</b>								
Number of students grades K-12 receiving education through the Health and Sexuality Education Program	✓		K-12 students receiving education	People	Annually	Not available	Not available	New Measure
<b>4 - Health Professional Loan Repayment Program (HPLRP) (1 Measure)</b>								
Number of HPLRP providers	✓		HPLRP providers	Providers	Annually	Not available	Not available	New Measure
<b>4 - Help Me Grow (HMG) (1 Measure)</b>								
Number of resource referrals completed through Help Me Grow	✓		Resource referrals completed	Referrals	Annually	Not available	Not available	New Measure
<b>4 - Home Delivered Meals (1 Measure)</b>								
Number of District residents receiving farmer's market incentive benefits from DOH administered programs (FMNP, PPP, FVRx)	<input type="checkbox"/>		Residents receiving farmer's market incentive benefits	Residents	Annually	Not available	0	43448
<b>4 - Home Visiting Program (2 Measures)</b>								
Number of families participating in home visiting programs	✓		Participating families	Families	Annually	Not available	Not available	New Measure
Number of resource referrals made through the Home Visiting Program	✓		Resource referrals made	Referrals	Annually	Not available	Not available	New Measure
<b>4 - Newborn Hearing Program (1 Measure)</b>								
Number of infants receiving a hearing screening in their first month of life	✓		Infants receiving a hearing screening in their first month of life	People	Annually	Not available	Not available	New Measure
<b>4 - Oral Health Program (1 Measure)</b>								
Number of students receiving school based oral health services	✓		Students receiving services	People	Annually	Not available	Not available	New Measure
<b>4 - Pop-Up Markets in Elementary Schools (1 Measure)</b>								
Number of students receiving supplemental groceries	✓		Students receiving supplemental groceries	People	Annually	Not available	Not available	New Measure
<b>4 - Produce Plus Program (2 Measures)</b>								
Number of residents redeeming Produce Plus and FVRx checks	✓		Residents redeeming Produce Plus and FVRx checks	People	Annually	Not available	Not available	New Measure
Number of Farmers Markets vendors accepting Produce Plus benefits	<input type="checkbox"/>		Farmers Market vendors accepting Produce Plus benefits	Vendors	Annually	52	75	93
<b>4 - School Health Programs (2 Measures)</b>								
Number of students receiving DOH-sponsored school health services	✓		Students receiving services	People	Annually	Not available	Not available	New Measure
Number of students enrolled in a school based health center	✓		Students enrolled	People	Annually	Not available	Not available	New Measure
<b>4 - Sexual Violence Prevention Program (1 Measure)</b>								
Number of students receiving education sessions through the Sexual Violence Prevention Program	✓		Students receiving education sessions	People	Annually	Not available	Not available	New Measure
<b>4 - Special Supplemental Nutrition Program for Women, Infants and Children (WIC) (1 Measure)</b>								

Number of Supplemental Nutrition Program for Women, Infants, Children (WIC) participants	✓		WIC participants	People	Annually	Not available	Not available	New Measure
<b>4 - Supplemental Nutrition Assistance Program, Education and Obesity Grant (SNAP-Ed) (1 Measure)</b>								
Number of nutrition and wellness education contacts made during the fiscal year	✓		Nutrition and wellness education contacts	Education contacts	Annually	Not available	Not available	New Measure
<b>4 - The Safe Sleep Program (2 Measures)</b>								
Number of parents/caregivers educated on infant safe sleep practices	<input type="checkbox"/>		Parents/caregivers educated	Parents	Annually	Not available	2600	1191
Number of portable cribs (Pack-n-Play) distributed	✓		Portable cribs (Pack-n-Play) distributed	Cribs	Annually	Not available	Not available	New Measure
<b>4 - Tobacco Control Program (2 Measures)</b>								
Number of calls to the DC Tobacco Quitline	✓		Calls to the Quitline	Phone calls	Annually	Not available	Not available	New Measure
Number of health providers participating in tobacco-related educational trainings	✓		Participating health providers	Providers	Annually	Not available	Not available	New Measure
<b>5 - AIDS Drug Assistance (3 Measures)</b>								
Number of DC ADAP clients receiving pharmaceutical services through the pharmaceutical procurement and distribution program	<input type="checkbox"/>		DC ADAP clients receiving pharmaceutical services through the pharmaceutical procurement and distribution program	People	Annually	Not available	Not available	606
Number of clients with DC ADAP and Alliance receiving pharmaceutical services through the pharmaceutical procurement and distribution program	<input type="checkbox"/>		Clients with DC ADAP and Alliance receiving pharmaceutical services	People	Annually	Not available	Not available	274
Number of publicly-supported HIV medication prescriptions refilled	<input type="checkbox"/>		Prescriptions refilled	Prescriptions	Annually	Not available	Not available	12481
<b>5 - Condom Distribution (3 Measures)</b>								
Number of youth (15-19 years) screened for STDs through youth outreach programs	<input type="checkbox"/>		Youth screened	People	Annually	3825	1770	2290
Number of clients with viral load served through treatment adherence activities	✓		Clients with viral load served through treatment adherence activities	People	Annually	Not available	Not available	New Measure
Number of condoms (female and male) distributed by DC DOH Condom Program.	<input type="checkbox"/>		Condoms distributed	Condoms	Annually	5294850	6133400	6035800
<b>5 - DC Needle Exchange Program (DC NEX) (1 Measure)</b>								
Number of needles off the streets through DC NEX Program	<input type="checkbox"/>		Needles off the streets	Needles	Annually	696807	757134	797869
<b>6 - Healthcare Coalition Development (4 Measures)</b>								
Number of Health Action Network (HAN) Alerts generated	✓		Health Action Network (HAN) Alerts	Alerts	Annually	Not available	Not available	New Measure
Number of Radio Calls conducted	✓		Radio Calls conducted	Radio Calls	Annually	Not available	Not available	New Measure
Number of Situation Reports (sitreps) distributed	✓		Situation Reports (sitreps) distributed	Reports	Annually	Not available	Not available	New Measure
Number of Health and Medical Coalition (HMC) Meetings held.	✓		Health and Medical Coalition (HMC) Meetings held	Meetings	Annually	Not available	0	New Measure
<b>6 - Medical Materiel Management and Distribution (3 Measures)</b>								

Number of open PODs	✓		Open and closed PODs	Points of dispensing	Annually	Not available	Not available	New Measure
Number of POD trainings held	✓		POD trainings	Trainings	Annually	Not available	Not available	New Measure
Number of closed PODs	✓		Closed PODs	Points of Dispensing	Annually	Not available	Not available	New Measure
<b>6 - Special Events (3 Measures)</b>								
Number of special event health, medical and safety plans requiring DOH review	<input type="checkbox"/>		Special event health, medical and safety plans requiring DOH review	Events	Annually	Not available	Not available	58
Number of HECC Activations	✓		HECC Activations	Activations	Annually	Not available	Not available	New Measure
Number of MRC units activated	✓		MRC units deployed	Activated units	Annually	Not available	Not available	New Measure
<b>6 - Training and Certification of EMTs and EMS Vehicles (2 Measures)</b>								
Number of new EMT certifications by DC DOH	<input type="checkbox"/>		EMT certifications	Certifications	Annually	1367	1346	173
Number of emergency vehicle inspections conducted	✓		Emergency vehicle inspections conducted	Inspections	Annually	Not available	Not available	New Measure

## 2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>CHILDREN, ADOLESCENT AND SCHOOL HEALTH (2 Strategic initiative-operation links)</b>		
School Health Services Program Restructuring	DOH is restructuring the provision of school health services, including school-based health center services, to better focus on child health outcomes and to leverage the existing health care delivery system and other community assets. The School Health Services Program in public and public charter schools will expand beyond school nursing services to provide clinical and allied health services, care coordination, community navigation, and quality assurance to ensure students are healthy and ready to learn. School-Based Health Centers will provide primary health care, including oral health and mental health services, as well as support for school-wide health promotion, at 7 public high schools.	09-30-2017
Help Me Grow	In FY17, Help Me Grow (HMG) will conduct a soft launch with 40 families to provide screening and linkages to services for children with developmental or behavioral delays, with plans for full implementation later in 2017.	09-30-2017
<b>DRUG ASSISTANCE PROGRAM (ADAP) (1 Strategic Initiative-Operation Link)</b>		
Pharmacy Benefit System	To further facilitate screening of clients and reduce the time of enrollment HAHSTA is implementing a new Pharmacy Benefits System (PBM). This will enable HAHSTA access to secure, web-accessed single-platform system that integrates key functions including drug procurement, inventory management and commercial and public insurance premium and co-pay management.	09-30-2017
<b>FOOD, DRUG, RADIATION &amp; COMMUNITY HYGIENE (2 Strategic initiative-operation links)</b>		
Launch PDMP	The Prescription Drug Monitoring Program (PDMP) aims to improve the District's ability to identify and reduce diversion of prescription drugs in an efficient and cost effective manner that will not impede the appropriate medical utilization of controlled substances; and to enhance patient care by providing prescription monitoring information that will assure legitimate use of controlled substances in health care, including palliative care, research and other medical and pharmacological uses.	09-30-2017
Rodent Prevention and Abatement	Enhance collaboration with government agencies (DOH and DPW) to maintain a sustainable and responsive rodent prevention and abatement program to ensure commercial and residential areas remain among the healthiest, most livable and enjoyable environment in the District of Columbia.	09-30-2017
<b>HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION (6 Strategic initiative-operation links)</b>		
Further DC Government Cross-Developmental Health in All Policies (HiAP) Collaborative practices and partnerships.	Engage, provide leadership, and serve as an active participant with the Office of Planning (OP). Introducing health and equity consideration into the Comprehensive Plan for the National Capital, through the Comprehensive Plan Amendment Process.	09-30-2017
Launch Commission on Health Equity (CHE)	The CHE was created by DC Act 20-484 (November 2014), and updated and approved in 2016. Work underway will identify members for Mayoral appointment of CHE members representative of community, academia, and government sectors. Training, orientation and development of the CHE's work plan and year 1 agenda will be the focus of the Commission's first year of operation.	09-30-2017

Social Determinant and Health Equity Data Indicators	Develop and maintain baseline social determinant data and health equity indicators for the District of Columbia, including District wide, ward level, and small area data sets, metrics and maps.	09-30-2017
Develop and publish the first DC Health Equity Report	Develop and publish the first DC Health Equity Report	09-30-2017
Health Equity Institute	Develop and implement internal DOH staff member Health Equity training program, to inform and support public health practice change across all administrations of the Department of Health.	09-30-2017
Healing Futures Fellowship	Launch fully functioning "Healing Futures Fellowship" (HFF-DC) program in summer 2017. This 6-week-long high school level, age-appropriate, injury, violence prevention and health equity focused program will graduate an annual cohort of 25 Healing Ambassadors from across the District, armed with knowledge and insight regarding the root causes of health inequities, as well as conflict resolution and leadership skills.	09-30-2017
<b>HEALTH PROFESSIONAL LICENSE ADMIN (2 Strategic initiative-operation links)</b>		
Initial Online Application Process	Begin process of creating online application presence for first-time health professionals seeking licensure in the District of Columbia. Will improve customer application experience and improve overall efficiency of application life-cycle (from application submission to license issuance).	09-30-2017
Development of health professions	DOH, in collaboration with UDC, will explore shortages in health professions and the development of new educational programs needed within the District's hospitals and health care facilities, to increase employment opportunities for District residents. DOH and UDC will consult with DOES on this initiative.	09-30-2017
<b>NUTRITION AND PHYSICAL FITNESS (1 Strategic Initiative-Operation Link)</b>		
Expand access to healthy foods	In FY17, DOH will expand the Produce Plus Program to increase access to healthy and nutritious food options for income-eligible residents. DOH will support monthly pop up healthy food markets at all public elementary schools in Wards 7 and 8. In addition, the Department will support innovative programs with corner stores and with mobile farm stands to improve access to healthy foods in underserved communities.	09-30-2017
<b>PREVENTION AND INTERVENTION SERVICES (7 Strategic initiative-operation links)</b>		
Trangender Health Initiative	HAHSTA has implemented the Trangender Health Initiative which provides clean syringes and support services through a neighborhood drop-in center.	09-30-2017
Pre-Exposure Prophylaxis (PrEP)	PrEP is a recent innovation in the effort to prevent HIV infection. HAHSTA will make PrEP widely available in the District during FY 17, and do targeted outreach to men who have sex with men and transgender persons to receive screening, education, and referral to PrEP enrollment.	09-30-2017
Targeted HIV/STI testing and Provider/Public Education	In FY17, DOH will increase focused HIV/STI testing with the goal of 40% of DC residents tested for HIV in the last 12 months using geospatial and demographic data and enhance medical provider education and media campaigns on routine screening.	09-30-2017
Establish peer navigator program	In FY17, DOH will recruit and support peer navigators to link residents to PrEP services and information, particularly African-American and Latino residents.	09-30-2017
Remove financial barriers to PrEP	In FY17, DOH will ensure Medicaid and MCO coverage of PrEP, and develop a PrEP financial assistance program for medication and lab costs not covered by insurance or patient assistance programs.	09-30-2017
Improve immediate linkage to HIV treatment	In FY17, DOH will re-design its Red Carpet Entry Program to ensure immediate linkage to HIV treatment by working with providers to enhance culturally competent care, implementing a demonstration project on Rapid HIV treatment initiation, and identifying persons not on treatment to re-engage with medical care.	09-30-2017
Strengthen community supports and increase provider competence	In FY17, DOH will increase the number of community health workers (CHWs) to link and retain persons in HIV treatment; partner with the city's pharmacies on supporting HIV treatment; and provide critical technical guidance to medical providers on HIV treatment and clinical care.	09-30-2017
<b>PUBLIC HEALTH EMERGENCY PREPAREDNESS (7 Strategic initiative-operation links)</b>		
HECC Relocation	DOH, HEPRA Health Emergency Coordination Center (HECC) will maintain situational awareness of capabilities and requirements utilizing the Health Alert Network (HAN), HC-Standard, and other information technology systems to develop recommendations/courses of action for the DOH leadership. HEPRA will develop a Continuity of Operations (COOP) plan to physically relocate the core functions of the HECC.	09-30-2017
Watch Officer Program	Fully implement the DOH Watch Officer program. Implement Watch Officer duty schedule in the District Emergency Operations Center (EOC)/ Joint All Hazards Operations Center (JAHOC) on 24/7 basis. Implement a DOH Watch Officer Training Program.	09-30-2017
Volunteer Management	Ensure current DOH HEPRA Volunteer Management plan aligns with MCM ORR requirements to include the establishment of procedures for determining staffing needs and the utilization of volunteers (coordination through demobilization).	09-30-2017
Vulnerable Populations	DOH-HEPRA will ensure that the needs of the access and functional needs population, service animals and pets are addressed in all preparedness, response and recovery planning and response activities by expanding the Vulnerable Populations Community and Healthcare Coalition (VPCHCC) and the State Animal Response Team (SART) to include community and faith-based sectors and participating in Mass care plans development meetings.	09-30-2017

Health and Medical Coalition Planning and Development	Provide coordination and DOH-HMC oversight, policy guidance, and leadership through meeting participation, planning support and communications to promote, attain and sustain health and medical emergency preparedness services during routine and emergency operations. Update and convert all existing health care coalition plans into the DOH Health and Medical Coalition framework.	09-30-2017
Arbovirus Surveillance and Response Plan	HEPRA will update and implement the Arbovirus Surveillance and Response Plan that addresses the public health and health care risks of Zika virus, Dengue virus, Chikungunya virus, West Nile virus to protect the public health and safety of residents and visitors and reduce the risks of disease transmission.	09-30-2017
Mass Casualty Incident (MCI) Plan	DOH – HEPRA will ensure ESF 8 coordination among the District stakeholder community to respond to a Mass Casualty Incident (MCI) with the revision of the DOH MCI Plan. By integrating it with other District MCI preparedness efforts from agencies such as FEMS, HSEMA, and MPD and other private and non-profit organizations, DOH – HEPRA will prepare an integrated MCI deliverable to include within the District Response Plan.	09-30-2017

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