

Mayor's Office on Returning Citizen Affairs FY2023

Agency Mayor's Office on Returning Citizen Affairs

Agency Code RCO

Fiscal Year 2023

Mission The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

Strategic Objectives

Objective Number	Strategic Objective
1	Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services.
2	Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.
3	Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services.
4	Participate in different taskforce, community forums, and/or community event aimed at reducing stigmas around returning citizens.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (4 Measure records)						
Percent of returning citizens that successfully obtain employment	Up is Better	New in 2021	23.8%	24%	67.2%	24%
Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan	Up is Better	New in 2021	23.1%	40%	97.5%	40%
Percent of returning citizens that complete vocational training programs	Up is Better	New in 2021	39.9%	40%	86.7%	40%
Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens.	Up is Better	New in 2021	26	10	83	10
2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (3 Measure records)						
Number of employer relationships developed in Wards 7 and 8	Up is Better	New in 2022	New in 2022	New in 2022	New in 2023	No Target Set
Number of returning citizens attending job fairs	Up is Better	New in 2022	New in 2022	New in 2022	New in 2023	No Target Set
Percent of returning citizens referred to and completing employment training programs.	Up is Better	New in 2021	41.1%	42%	45.3%	42%
3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (1 Measure)						
New pilot programs or policy recommendations developed on improving service delivery for returning citizens.	Up is Better	New in 2021	3	5	13	5
4 - Participate in different taskforce, community forums, and/or community event aimed at reducing stigmas around returning citizens. (1 Measure)						
Identify/developed four advocacy opportunities for returning citizens and returning citizens staff to	Up is Better	New in 2023	New in 2023	New in 2023	New in 2023	New in 2023

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
participate in as change-makers due to their lived experience as experts in the field.						

Operations

Operations Title	Operations Description	Type of Operations
1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (2 Activity records)		
Case Management	Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles.	Daily Service
Coordination	Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services	Key Project
2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (1 Activity)		
Advocating for clients	Establish a tracking system to ensure returning citizens are referred to training opportunities.	Daily Service
3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (3 Activity records)		
Communication.	On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming.	Daily Service
Government Programs.	Identify programs that assist with removing the unique barriers of returning citizens.	Daily Service
Community participation.	Participation in community-based working groups, roundtables and symposiums.	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Case Management (3 Measure records)			
Number of employment training collaborations	Not Available	48	83
Number of Strategic Partnerships	Not Available	23	195
Number of returning citizens that receive case plans	Not Available	1063	839
1 - Coordination (2 Measure records)			
Number of clients assigned to peer navigators	Not Available	Not Available	48.4%
Number of returning citizens attending behavioral health services	Not Available	Not Available	5.1%
2 - Advocating for clients (6 Measure records)			
Number of returning citizens remaining employed after the first year	Not Available	Not Available	127
Number of returning citizens that are employed for at least 90 days.	Not Available	91	277
Number of returning citizens that are employed for at least 60 days.	Not Available	78	287
Number of returning citizens hired.	Not Available	67	297
Number of employers hiring returning citizens	Not Available	21	263
Number of returning citizens that are employed for at least 120 days.	Not Available	169	182
3 - Communication. (1 Measure)			

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Number of returning citizens referred to workforce development, life skills and mentoring programs.	Not Available	461	1053
3 - Community participation. (4 Measure records)			
Number of governmental agencies represented as coalition members	Not Available	Not Available	2
Number of returning citizens advocates represented as coalition members	Not Available	Not Available	53.3%
Number of barriers identified by the working group quarterly	Not Available	Not Available	4
Number of meeting convened	Not Available	Not Available	277.8%
3 - Government Programs. (1 Measure)			
Number of times MORCA participated in community-based working groups, roundtables and symposiums.	Not Available	82	66

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Advocating for clients (2 Strategic Initiative records)		
Self Advocacy Opportunities	Identify/developed four advocacy opportunities for returning citizens and returning citizens staff to participate in as change-makers with lived experience experts.	09-29-2023
Macro Advocacy	Construct and implement a returning citizens summit that will occur yearly.	09-29-2023
Case Management (1 Strategic Initiative)		
Care Coordination	MORCA will work with OCTO and other experts to leverage salesforce system to its full functionalities, while converting hard copies to digital records.	09-29-2023
Communication. (1 Strategic Initiative)		
Workforce /Economic Partnerships	Coordinate and create a multitude of different economic advancement ventures for returning citizens (i.e pop up shops, CBE certifications etc)	09-29-2023
Coordination (4 Strategic Initiative records)		
Case Management: Care Coordination	Strengthen MORCA current multi-department assessment process through developing a more comprehensive strategy that's operational through salesforce.	09-29-2023
Strategic Planning/Service Delivery	Develop a strategic plan for the workforce development operational processes to improve current gaps and strengthen protocols.	09-29-2023
Care Coordination/Increasing Access	Develop two in person/virtual therapeutic support groups centered around increasing success and support with the re-integration process (i.e Reunification, mental health, life skills etc.) by addressing mental health needs.	09-29-2023
Operational Coordination	Evaluate and strengthen MORCA on boarding process.	09-29-2023
Government Programs. (2 Strategic Initiative records)		
Government Programs	Work with UDC to implement Children of incarcerated parents legislation mandated by council.	09-29-2023
Partnerships: Collateral coordination	Increased partnerships with mental health providers to deliver therapeutic support to returning citizens experiencing with mental health challenges.	09-29-2023