

# Office of Neighborhood Safety and Engagement FY2022

Agency Office of Neighborhood Safety and Engagement

Agency Code NSO

Fiscal Year 2022

Mission The Office's mission is to foster a community-oriented model to violence prevention and public safety. Our violence prevention strategy is rooted in a public health approach recognizing that reducing crime is not accomplished solely through law enforcement.

## Strategic Objectives

Objective Number	Strategic Objective
1	Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations
2	Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior
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
<b>1 - Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations (3 Measures)</b>					
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Up is Better	91.7%	84.3%	100%	75%
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	100%	100%	100%	60%
Percent of FSS cases contacted.	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
<b>2 - Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior (6 Measures)</b>					
Percent of the total number of short-term milestones set by the cohort of participants during pre-assessment, that were successfully met 3 month post completion of workforce/life skills component	Up is Better	45.8%	80%	47.3%	50%
Percent of the total number of long-term milestones set by the cohort of participants during pre-assessment, that were successfully met 6 month post completion of workforce/life skills component	Up is Better	15.5%	12%	22.9%	25%
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	75%	8%	No Applicable Incidents	75%
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Down is Better	77.8%	92%	78.3%	35%
Percent of FSS referral requests completed.	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
Percent of cases where the first contact attempt is completed within three business days of case receipt.	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations (3 Activities)</b>		
Education and Training	Develop curriculum and provide education and training opportunities to government agencies, community based organizations and private organizations for the purpose of increasing their knowledge and building their capacity to engage in violence prevention and intervention in the District.	Daily Service
Communications	Support EOM Communications and PSJ Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
Improvement of Internal Management and Infrastructure	ONSE seeks to continuously evaluate and improve internal functions and processes related to strategic and financial planning, human capital management, information technology solutions, data transparency, legislative relations, and risk and performance management. While these functions and processes are not the most prominent components of ONSE's work, the agency is prioritizing their continuous improvement as they are essential to ONSE's overall success.	Daily Service
<b>2 - Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior (6 Activities)</b>		
Safer, Stronger DC Community Partnerships Office	Operate within PSAs, recognized as having high levels of violent crime and foster a place-based prevention strategy, including developing positive relationships, facilitating action teams, coordinating community events, and connecting residents to resources.	Daily Service
Pathways Program	Identify, recruit and engage individuals and families determined to be at high risk of participating in or being a victim of violent crime in a 9-12 month program that includes immediate strength and needs based service support and navigation and employment/training opportunities.	Daily Service
Violence Intervention Initiative	Contract with other District agencies and community based organizations to provide transformative mentoring (Credible Messenger) and supplement the Violence Interruption Program. Operate within communities having experienced a homicide or violent event and work to reduce or prevent further acts of violence by fostering relationships, linking individuals to supports and services, and facilitating mediation (Violence Interrupters).	Daily Service
Family & Survivor Support Program	Activated in response to a homicide or violent incident and set in motion a multi-agency response, for the purpose of providing immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation.	Daily Service
Restorative Justice	Utilize restorative justice practices to address empathy and accountability with those responsible for perpetuating harm or violence and to enhance community dialogue, cohesion, reconciliation, and empowerment.	Daily Service
ONSE Leadership Academy	Promote school and community safety and alleviate challenges or barriers to success for high risk students through school-based interventions.	Daily Service

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Education and Training (3 Measures)</b>			
Number of collaborating community based and private sector companies	3	4	8
Number of training surveys administered	60	64	42
Number of collaborating District government agencies	9	9	12
<b>2 - Family &amp; Survivor Support Program (8 Measures)</b>			
Number of cases contacted.	New in 2022	New in 2022	New in 2022

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of referral requests	New in 2022	New in 2022	New in 2022
Number of referral requests completed	New in 2022	New in 2022	New in 2022
Number of cases where the first contact attempt is completed within three business days of case receipt.	New in 2022	New in 2022	New in 2022
Number of FSS-hosted healing events.	New in 2022	New in 2022	New in 2022
Number of cases referred to ONSE.	273	357	425
Number of cases in need of FSS services.	174	172	260
Number of cases not able to reach.	60	91	144
<b>2 - Pathways Program (9 Measures)</b>			
The total number of short-term milestones set by the cohort of participants during pre-assessment	131	92	91
Number of individual referrals	153	97	60
Number of individual referrals connected	119	59	47
The total number of short-term milestones successfully met by the cohort participants	60	44	43
Number of individuals placed in subsidized employment post workforce/life skills component	37	22	39
The total number of long-term milestones successfully met by the cohort participants	24	6	32
The total number of long-term milestones set by the cohort of participants during pre-assessment	155	37	140
Number of individual family referrals	4	25	0
Number of individual family referrals connected	3	25	0
<b>2 - Restorative Justice (2 Measures)</b>			
Number of individuals that participate in restorative justice services.	New in 2022	New in 2022	New in 2022
Number of restorative justice services held.	New in 2022	New in 2022	New in 2022
<b>2 - Violence Intervention Initiative (2 Measures)</b>			
Number of community events and small group activities held by contracted services	449	753	867
Number of critical events responded to by contracted services	136	196	138

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Pathways Program (3 Strategic initiatives)</b>		
Create Pathways Champions Positions	In FY2022, ONSE will partner with one or more District government agencies to create Pathways Champions positions, which will help eligible Pathways Ambassadors transition into permanent, full time employment. Ambassadors selected for these positions will receive continuous program support throughout employment as well as job-specific one-the-job training at their host agency.	09-30-2022
Serve More District Residents Through Expansion of the Pathways Program	In FY2022, ONSE will increase the number Pathways Ambassadors served to at least 120. The program will place a strategic focus on increasing the recruitment of program candidates from Wards 1 and 4, while continuing to serve residents from District Wards heavily impacted by gun violence. The program will also contract with local providers to enhance program offerings in the categories of behavioral health, life skills, job skills, entrepreneurship, and civic engagement.	09-30-2022
Create Pathways Champions Positions	In FY2022, ONSE will partner with one or more District government agencies to create Pathways Champions positions, which will help eligible Pathways Ambassadors transition into permanent, full time employment. Ambassadors selected for these positions will receive continuous program support throughout employment as well as job-specific one-the-job training at their host agency.	09-30-2022
<b>Violence Intervention Initiative (3 Strategic initiatives)</b>		
Intensify and Expand Violence Intervention Efforts	In FY2022, ONSE will intensify and expand its Violence Intervention efforts by: hiring more Violence Interrupters, Case Managers, and Community Navigators; allocating contract funding for flexible financial support for at-risk individuals; increasing investments in the expansion of Violence Interrupter training; serving more priority communities, and contracting a team of rapid response Violence Interrupters that will employ interventions inside and outside ONSE priority communities.	09-30-2022
Increased Investments in Behavioral Health Services	In FY2022, ONSE will contract with a DBH-certified Core Service Agency to connect ONSE clients — court-involved individuals, survivors of violent crime, next-of-kin of survivors and victims of violent crime, and other community members impacted by gun violence — to behavioral and mental health services. In order to deliver culturally competent, compassionate healing services, the selected provider shall have clinicians trained in community violence and racialized trauma.	09-30-2022
Expand of ONSE Leadership Academy	In FY2022, ONSE will utilize APRA funds to expand its school-based initiative, the ONSE Leadership Academy (OLA). Expansion may involve adding one additional high school, bringing the total number of District high schools served to four, or expanding the program to one or middle schools that feed into high schools currently served by the program. Expansion will ensure that at least 30 additional District students will benefit from OLA services, including attendance checks, behavioral interventions, and individual development plans.	09-30-2022

## American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>2 - Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior (3 Measures)</b>									
Percent of critical incidents triaged within 3 business days.	Up is Better	3.16	Gun Violence Prevention	Building Blocks DC	Expand Credible Contacts - Violence Interruption	New in 2022	New in 2022	New in 2022	New in 2022
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	3.16	Gun Violence Prevention	Building Blocks DC	Expand Pathways Program	New in 2022	New in 2022	New in 2022	New in 2022
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	3.16	Gun Violence Prevention	Building Blocks DC	Restorative Justice Training	New in 2022	New in 2022	New in 2022	New in 2022

## American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>2 - Family &amp; Survivor Support Program (1 Measure)</b>							
Number of cases not willing to work with the FSS team or not in need of services.	2.07	Gun Violence Prevention	Building Blocks DC	Project Empowerment Expansion (ONSE) - Wraparound Services	17	94	21

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>2 - ONSE Leadership Academy (1 Measure)</b>							
Number of students engaged each year.	3.16	Youth Safety	Youth Safety	Expand ONSE Leadership Academies	New in 2022	New in 2022	New in 2022
<b>2 - Pathways Program (4 Measures)</b>							
Total number of individuals engaged	3.16	Gun Violence Prevention	Building Blocks DC	Expand Pathways Program	94	125	127
Total number of individuals enrolled	3.16	Gun Violence Prevention	Building Blocks DC	Expand Pathways Program	50	74	66
Number of individuals who complete the workforce/life skills component	3.16	Gun Violence Prevention	Building Blocks DC	Expand Pathways Program	42	22	47
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	3.16	Gun Violence Prevention	Building Blocks DC	Expand Pathways Program	16	12	17
<b>2 - Violence Intervention Initiative (4 Measures)</b>							
Number of families served through contracted services	3.16	Gun Violence Prevention	Building Blocks DC	Expand Credible Contacts - Violence Interruption	235	348	421
Number of mediations held	3.16	Gun Violence Prevention	Building Blocks DC	Expand Credible Contacts - Violence Interruption	25	0	1
Number of cease fires achieved	3.16	Gun Violence Prevention	Building Blocks DC	Expand Credible Contacts - Violence Interruption	3	9	8
Number of DC Jail peacemaking consultations.	3.16	Gun Violence Prevention	Building Blocks DC	Expand Credible Contacts - Violence Interruption	New in 2022	New in 2022	New in 2022