



# **OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT**

## **FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 1 OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

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*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.

*Services:* The Office helps create safer communities through Violence Intervention & Prevention Program, Family & Survivor Support Services, and Community Building & Engagement programs. The Office also supports strengthening DC residents through Promoting Economic Opportunity, and the Pathways Program.

## 2 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

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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

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

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

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>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</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>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</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

(continued)

Operation Title	Operation Description	Type of Operation
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
People of Promise	Utilize a data-driven approach to identify individuals at the highest risk of gun violence. Find and engage those individuals through credible contacts and prioritize those individuals for government-funded services and incentives.	Daily Service

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>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</b>					
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Up is Better	100%	83%	75%	75%
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	100%	100%	60%	60%
Percent of Family and Survivor Support (FSS) cases contacted.	Up is Better	New in 2022	50.8%	No Target Set	No Target Set
<b>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</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	47.3%	Not Available	50%	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	22.9%	Not Available	25%	25%
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	Not Available	Not Available	75%	75%
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	78.3%	Not Available	35%	35%
Percent of FSS referral requests completed.	Up is Better	New in 2022	93.5%	No Target Set	No Target Set
Percent of cases where the first contact attempt is completed within three business days of case receipt.	Up is Better	New in 2022	76.8%	No Target Set	No Target Set
Percent of critical incidents triaged within 3 business days.	Up is Better	New in 2022	Not Available	No Target Set	No Target Set
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	New in 2022	83%	No Target Set	No Target Set

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Number of workers enrolled in sectoral job training programs	Up is Better	33	23	New in 2023	No Target Set
Number of workers completing sectoral job training programs	Up is Better	New in 2023	New in 2023	New in 2023	No Target Set
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	New in 2022	Not Available	No Target Set	No Target Set



## Workload Measures

Measure	FY 2021	FY 2022
<b>Education and Training</b>		
Number of collaborating District government agencies	12	Not Available
Number of collaborating community based and private sector companies	8	Not Available
Number of training surveys administered	42	Not Available
<b>Family &amp; Survivor Support Program</b>		
Number of cases not willing to work with the FSS team or not in need of services.	21	Not Available
Number of cases not able to reach.	144	146
Number of cases in need of FSS services.	260	263
Number of cases contacted.	New in 2022	353
Number of referral requests	New in 2022	601
Number of referral requests completed	New in 2022	643
Number of cases where the first contact attempt is completed within three business days of case receipt.	New in 2022	271
Number of FSS-hosted healing events.	New in 2022	3
Number of cases referred to ONSE.	425	498
<b>ONSE Leadership Academy</b>		
Number of students engaged each year.	Not Available	71
<b>Pathways Program</b>		
The total number of long-term milestones successfully met by the cohort participants	32	Not Available
The total number of short-term milestones set by the cohort of participants during pre-assessment	91	Not Available
The total number of short-term milestones successfully met by the cohort participants	43	Not Available
The total number of long-term milestones set by the cohort of participants during pre-assessment	140	Not Available
Number of individuals placed in subsidized employment post workforce/life skills component	39	Not Available
Number of individual family referrals	0	Not Available
Number of individual family referrals connected	0	Not Available
Total number of individuals engaged	127	141
Total number of individuals enrolled	66	100
Number of individuals who complete the workforce/life skills component	47	83
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	17	21
Number of individual referrals connected	47	102
Number of individual referrals	60	269

Workload Measures (continued)

Measure	FY 2021	FY 2022
<b>Restorative Justice</b>		
Number of individuals that participate in restorative justice services.	New in 2022	502
Number of restorative justice services held.	New in 2022	127
<b>Violence Intervention Initiative</b>		
Number of cease fires achieved	8	9
Number of mediations held	1	2
Number of DC Jail peacemaking consultations.	New in 2022	15
Number of families served through contracted services	421	446
Number of community events and small group activities held by contracted services	867	771
Number of critical events responded to by contracted services	138	165