Office of Victim Services and Justice Grants FY2017

▼ 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 mission of OVSJG is to develop, fund, and coordinate programs that improve public safety; enhance the administration of justice; and create systems of care for crime victims, youth, and their families in the District.

▼ Summary of Services

OVSJG coordinates and funds community-based and District agency services for victims of crime and justice involved individuals. Additionally, OVSJG manages efforts that aim to reduce truancy in the District's public and charter schools, and supports juvenile delinquency prevention, juvenile justice diversion, mentoring, and gang intervention efforts. OVSJG is the State-Administering Agency (SAA) responsible for the direction of systemic criminal justice planning, coordination, management, research, training, and technical assistance. OVSJG also provides policy making expertise, advice, and counsel to the Executive on the role of victims and offenders in the criminal justice system, and evidence-based practices to respond to, intervene in, and prevent violence.

▼ FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY17, the DC Reentry Action Network (DC RAN) established a regular meeting schedule and developed a charter to guide its work in coordinating service delivery, identifying gaps in services and emerging needs, and enhancing outcomes for returning citizens.	The DC RAN enhanced coordination and collaboration among grantees and assisted OVSJG in identifying needs and gaps influencing priorities for FY18 funding.	Improved access to comprehensive services for returning citizens.
Launched in July 2017, the online client navigator for the Victim Legal Network of DC provides a centralized point of intake for victims seeking legal services (https://vlndc.org/). Free assistance is provided by connecting victims to the appropriate legal office that may be able to help with their legal concerns. The Victim Legal Network is comprised of ten different legal service organizations that can provide legal help in a variety of issues including (but not limited to) family law, immigration, and crime victims' rights. Since its launch, 27 victims have been referred to the network and 18 cases have been accepted.	Enhanced coordination of programs and services funded by OVSJG and improved collaboration with grantees.	The on line client navigator will help improve access to legal service for victims of crime.
In FY17, the DC Victim Services Hotline was expanded to include 24/7/365 text and chat access in addition to phone access. The hotline provides crisis support as well as comprehensive information, resources, and referrals to connect victims of crime to resources and to help them navigate the physical, financial, legal, and emotional repercussions of crime. The expansion of access contributed to a 209% increase in the number of victims accessing the hotline over the previous FY.	Increased efficiency in service delivery, strengthened collaborations with grantees, and enhanced coordination of victim service programs.	Improved access to comprehensive services for victims of crime.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.
2	Create opportunities and access for primary prevention and intervention programming towards the goal of reducing truancy, delinquency, and violence.
3	Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for low-income citizens, returning citizens and members of marginalized communities within the District of Columbia.
4	Provide leadership in developing the capacity of and improving the performance of grantees.
5	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
1 - Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services. (5 Measures)									
Percentage of victims who received information or support from DCVH call-takers to address caller needs and/or a referral by the DC crime victim services hotline.	Quarterly	95%	100%	100%	100%	100%	100%	Met	
Percentage of sexual assault victims who received on-call advocacy at police and/or hospital at the time of access.	Quarterly	99%	96.3%	100%	100%	100%	99.1%	Met	
Percentage of reported intimate partner violence (IPV) victims that received on-call advocacy services at the time of the exam	Quarterly	70%	72.5%	77.5%	81.6%	100%	83.1%	Met	
Percentage of victims of attempted homicide or homicide who received on-call advocacy at the time of the access to service	Quarterly	70%	69.4%	100%	62.5%	8.6%	48%	Unmet	Multiple hospitals involved in the project experienced delays in staffing and training the positions providing on-call advocacy services.
Percentage of victims who received language interpretation services of those that requested	Quarterly	80%	97.4%	100%	100%	100%	99.3%	Met	

services.									

2 - Create opportunities and access for primary prevention and intervention programming towards the goal of reducing truancy, delinquency, and violence. (3 Measures)

Percentage of students in agency sponsored programs who reduce their truancy rate.	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	OVSJG was unable to obtain the data necessary to assess a change in truancy due to technical problems between the DCPS and OVSJG data systems. We are working to resolve this issue.
Percentage of schools participating in agency programs who reduce their chronic truancy rate.	Annually	65%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37.1%	Unmet	While the SUSO program helped students improve attendance and address barriers to attendance, several factors affected how truancy rates were calculated in SY16-17. They include the implementation of a new policy prohibiting excuse notes later than five days after absence; the changed definition of truancy, specifically how "tardies" were being counted towards unexcused absences; extending the school year at ten middle schools (meaning more days are being counted); and improved attendance data collection and reporting processes.
Percentage of violence prevention program participants who demonstrate a change in knowledge, skills, or behaviors as a result of their participation.	Quarterly	87%	84.1%	53.4%	21.5%	94.1%	69%	Unmet	Not all of the grantees funded to do prevention implemented evaluations for their programs.

3 - Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for low-income citizens, returning citizens and members of marginalized communities within the District of Columbia. (2 Measures)

Percentage of participants screened for eligibility for entry into the re-entry service programs	Quarterly	80%	No data available	100%	100%	100%	100%	Met	
Percentage of participants who successfully complete re-entry programs.	Annually	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

4 - Provide leadership in developing the capacity of and improving the performance of grantees. (4 Measures)

Percentage of budgeted federal grant funds lapsed	Annually	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1.9%	Met	

at end of fiscal year.							
Percentage of budgeted local grant funds lapsed at end of fiscal year.	Annually	5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1.4%	Met
Percentage of sub-grantees that are in full compliance of federal and local requirements.	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met
Percentage of participants in professional education programs who reported learning	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.9%	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
1 - Build a coordinated community response for all victims of crime that improves outcomes for survivors. (6 Measures)						
Number of victims receiving mental health services.	Quarterly	371	411	421	476	1679
Number of victims receiving legal services through coordinated continuums.	Quarterly	280	328	292	336	1236
Number of victims served by the DC crime victim services hotline.	Quarterly	273	202	202	415	1092
Number of victims provided housing services.	Quarterly	139	207	188	281	815
Number of victims receiving medical forensic care.	Quarterly	247	220	334	348	1149
Number of secondary victims of homicide served through crisis intervention at the point of decedent identification.	Quarterly	79	8	14	117	218
1 - Deliver a comprehensive response to underserved and marginalized victims in the District. (1 Measure)						
Number of victims who received interpretation services.	Quarterly	486	486	476	393	1841
2 - Reduce chronic truancy in the District (2 Measures)						
Number of schools participating in truancy reduction programs	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70
Number of community-based providers that work with schools to reduce truancy.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7
3 - Build and expand the network of core service community-based providers that serve returning citizens. (3 Measures)						
Number of new participants who receive re-entry services for the first time.	Quarterly	130	84	71	54	339
Number of providers offering funded mental health and substance abuse programs for returning citizens.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2
Total number of participants in funded re-entry programs	Quarterly	130	132	242	339	843

3 - Coordinate stakeholders in an effort to improve process with District's compliance of Sex Offender and Registration Notification Act (SORNA) and Prison Rape Elimination Act (PREA) (1 Measure)						
Number of meetings held with stakeholders to improve SORNA and PREA initiatives.	Quarterly	0	2	2	1	5

4 - Develop strategic plans as required by federal grant sources. (1 Measure)						
Number of strategic plans completed and approved by federal funders.	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2

4 - Provide training and technical assistance opportunities to grantees to help enhance their capacity and improve outcomes. (2 Measures)						
Number of participants in training programs	Quarterly	0	34	28	101	163
Number of technical assistance sessions provided	Quarterly	3	2	11	6	22

▼ 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
GRANT MANAGEMENT (1 Strategic Initiative)				
Collection and reporting of service outcome measures	Reentry service providers will begin collecting and reporting service outcome data in order to determine efficacy of service delivery and identify opportunities for enhancement and additional technical assistance needed.	Complete	Reentry service providers are collecting and reporting service outcome data.	
INTERVENTION GRANT (1 Strategic Initiative)				
Decrease truancy and tardiness via use of attendance based app	Beginning in School Year 16-17, students engaged in the Show Up Stand Out (SUSO) Program will have access to a cellphone app that will reward points to teams based upon check-ins at school in the morning. Points will be accrued to earn prizes for the winning teams.	Complete	The app was released and students are engaging with the app.	
JUSTICE IMPROVEMENT GRANT (1 Strategic Initiative)				
Establish a community-based reentry service provider network	OVSJG, in partnership with MORCA, will provide administrative support for the establishment of a community based reentry service provider network. The network, operating similarly to the establish Victim Assistance Network (VAN) will bring together reentry service providers with the goals of coordinating service delivery, identifying gaps in services and emerging needs, and enhancing outcomes for returning citizens.	Complete	The Re-Entry Action Network has been established and are holding regular meetings.	
VICTIMS SERVICES GRANTS (8 Strategic initiatives)				
Expand Sexual	Expand sexual assault victim advocacy services to ensure that all victims of sexual assault have access to	0-24%	Legislation tied to this initiative was introduced by the Mayor. The council had	The completion

Assault Victim Advocacy Services	on-call advocacy, including those victims who report outside of the DC SANE process		a hearing on the bill in June. Further Action is pending.	of this initiative is dependent on the passage of legislation.
Establish credentialing system for advocates serving sexual assault victims.	Establish a system of credentialing for advocates serving sexual assault victims so that all advocates responding to sexual assault victims have confidential communication privileges and a standardized level of knowledge.	25-49%	Legislative guidance on required content for the advocate certification is pending.	The completion of this initiative is dependent on the passage of legislation.
Establish, staff, and coordinate the District's High Risk Domestic Violence Review Team	Establish, staff, and coordinate the District's High Risk Domestic Violence Review Team to ensure law enforcement and social services systems visibility, and coordination of services to victims, on the domestic violence cases with highest risk of lethality. The High Risk Domestic Violence Review Team will begin meeting on a monthly basis no later than January 1, 2017.	Complete	Establish, staff, and coordinate the District's High Risk Domestic Violence Review Team to ensure law enforcement and social services systems visibility, and coordination of services to victims, on the domestic violence cases with highest risk of lethality. The High Risk Domestic Violence Review Team will begin meeting on a monthly basis no later than January 1, 2017.	
Expand on-call medical forensic services for victims of intimate partner violence	Expand on-call medical forensic services for victims of intimate partner violence to one to three additional sites ensuring that victims of intimate partner violence will have access to medical forensic services at any time of the day at multiple sites.	Complete	In addition to MedStar Washington Hospital Center, the program has been expanded to four additional sites.	
Expand access to the Emergency and Victim Services Interpreter Bank	Expand access to trauma-informed language interpreters and translations through the Emergency and Victim Services Interpreter Bank by adding additional interpreters.	0-24%	Access to trauma informed language interpreters and translations through the Emergency and Victim Services Interpreter Bank was extended but no additional interpreters were added.	Funding was not available in FY 2017 to train additional interpreters.
Expand access to the Victim Legal Network of DC	Expand access to the Victim Legal Network of DC by adding a client navigator that ensures a centralized point of intake for victims who are seeking legal services	Complete	The client navigator has been developed and has launched.	
Expand the all victim services hotline.	Expand the all victim services hotline to include 24/7/365 access to text and chat functions.	Complete	The all victim services hotline has been expanded to include 24/7/365 access to text and chat functions.	
Organize	Organize the domestic violence specific emergency and	Complete	A memorandum of understanding (MOU)	

domestic violence specific housing providers into a continuum of services.	transitional housing providers into a continuum of services through an agreed upon Memorandum of Understanding to enable continuous services to families facing homelessness and domestic violence.		has been signed by the DV housing providers to participate in this continuum of services. A universal intake form has been created and a database has been developed to facilitate the sharing of data among the providers. .