



OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES PROPOSED FY 2025 PERFORMANCE PLAN

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CONTENTS

Contents	2
1 Office of the Deputy Mayor for Health and Human Services	3
2 Proposed 2025 Objectives	4
3 Proposed 2025 Operations	5
4 Proposed 2025 Key Performance Indicators and Workload Measures	7

1 OFFICE OF THE DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES

Mission: The Office of the Deputy Mayor for Health and Human Services (DMHHS) supports the Mayor in coordinating a comprehensive system of benefits, goods and services across multiple agencies to ensure that children, youth and adults, with and without disabilities, can lead healthy, meaningful and productive lives.

Services: The Office manages the Human Support Services program through the provision of leadership for policy and planning; government relations; and communication and community relations for the agencies under its jurisdiction. These include: 1. Child and Family Services Agency (CFSA) 2. Department of Behavioral Health (DBH) 3. Department on Disability Services (DDS) 4. Department of Health (DOH) 5. Department of Health Care Finance (DHCF) 6. Department of Human Services (DHS) 7. Department of Aging and Community Living (DACL). Additionally, DMHHS oversees another independent entity, the DC Trust (formerly known as the Health Benefit Exchange Authority (HBX)). DMHHS provides agency oversight and support for all citywide health and human services-related policies, activities and initiatives under its jurisdiction including: Developing and supporting policies and programs to improve the delivery of services by government agencies and contracted providers; Coordinating interagency activities and initiatives; Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes; and Ensuring compliance with local and federal mandates

2 PROPOSED 2025 OBJECTIVES

Strategic Objective

Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.

Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.

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

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of inter-agency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.		
Legislation and Council Relations	Review and approval of all HHS Cluster agencies' legislative requests and coordinate with Mayor's Office of Policy and Legislative Affairs (OPLA) and DC Council on legislative-related matters.	Daily Service
Rulemaking	Review and approval of all HHS Cluster agencies' rulemaking requests.	Daily Service
Budget	Support to HHS Cluster agencies regarding budget needs and priorities to ensure agency and Mayoral priorities.	Daily Service
Inter-agency and special initiatives	Ongoing broad oversight of, and support to, HHS Cluster agencies across special and/or inter-agency initiatives.	Daily Service
Agency Support	Assist agencies with getting through roadblocks impeding their ability to carry out their mission effectively.	Daily Service
Policy Recommendations	Recommend policies and programs using data evidence and best practices to meet the health and human service needs of District residents.	Daily Service
Communications	Support the Executive Office of the Mayor Communications and HHS Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.		
Interagency Council on Homelessness (ICH)	Oversee and facilitate the implementation of Homeward DC and Solid Foundations DC, the District's Plans to make homelessness rare, brief, and non-recurring (for adults and unaccompanied youth, respectively).	Daily Service
Age-Friendly DC	Oversee and facilitate the implementation of Age-Friendly DC Strategic Plan, the District's Plan to make DC an inclusive urban environment that encourages active and healthy living.	Daily Service
Short-term Family Housing	Oversee and facilitate the inter-agency collaboration to build and/or renovate identified short-term family housing sites in each ward of the city by 2018 and thereby close DC General.	Key Project
New Hospital	Oversee and facilitate the interagency collaboration to a comprehensive strategy to build a new hospital on the Saint Elizabeths East campus and a high-quality integrated health care system east of the Anacostia river.	Key Project
Encampments	Oversee and facilitate the inter-agency encampment protocol response.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
Emergency Response	Oversee and facilitate the HHS Cluster interagency emergency response.	Daily Service
Low Barrier Shelter Development	Oversee and facilitate the interagency collaboration on low barrier shelters and other related projects, including shelter renovations and replacements.	Daily Service
Sobering and Stabilization Center	Support, oversee, and facilitate DBH and interagency collaboration as the agency works to launch the District's first (and eventually second) Sobering and Stabilization Center (SSC).	Key Project
Telehealth Services	Oversee and facilitate the efforts of HHS cluster agencies as they work to expand access to telehealth services.	Key Project
Office of Migrant Services	Support, oversee, and facilitate DHS and interagency collaboration as the agency works to stand up the Office of Migrant Services.	Daily Service
Age-Friendly DC 24-28 Strategic Plan	Listen to residents regarding continuing concerns about growing up and growing older in the District. This will guide Age-Friendly DC towards new issues to be addressed in the Age-Friendly DC 2024-2028 Strategic Plan and guide the work overall.	Daily Service
Youth Violence Engagement	Oversee and facilitate the HHS cluster's projects in response to Mayor's Order 2023-061 focused on youth violence prevention, intervention, and reduction.	Key Project
Create and maintain a highly efficient, transparent, and responsive District government.		
Performance Planning	Review and approve HHS Cluster agencies' performance plans to ensure improved outcomes, accurate information, and efficiencies at the agency-level.	Daily Service
Constituent Relations	Receive, track, and resolve health and human services-related constituent issues and concerns brought up to the attention of DMHHS.	Daily Service

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of inter-agency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.					
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete	Up is Better	64.5%	57.6%	85.1%	85.1%
Percent of DMHHS Cluster agencies fiscal year key performance indicators either met or nearly met	Up is Better	83.7%	80.2%	85%	85%
Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.					
Number of residents housed via the CARE pilot	Up is Better	111	No Applicable Incidents	No Target Set	Not Yet Available
Percent of strategies progress or accomplished on the Age-Friendly DC dashboard	Up is Better	79%	95%	95%	95%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of consent decrees where progress is made on meeting exit criteria	Up is Better	100%	100%	100%	100%
Percent of new hires that are District residents	Up is Better	New in 2023	80%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	76.5%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	No Applicable Incidents	No Target Set	No Target Set
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	100%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Agency Support		
Number of health and human service cluster meetings	8	10
Number of one-on-one meetings held with agency directors	17	16
Communications		
Number of media interviews conducted.	Not Available	Not Available
Age-Friendly DC		
Number of Age-Friendly Task Force and Subcommittee Meetings held	49	92
Emergency Response		
Number of displacements of 10 or more people respond to by DMHHS and cluster agencies	5	1
Encampments		
Number of encampment engagement protocols conducted	82	71
Number of encampment residents registered for a DC One Card	New in 2023	241
Coordinated bulk trash engagements in collaboration with DPW	New in 2023	351
Interagency Council on Homelessness (ICH)		
Number of Interagency Council on Homelessness Full Council and Subcommittee Meetings held	Not Available	41
Constituent Relations		
Number of constituent issues responded to	180	274