



OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS

Mission: The mission of the Mayor’s Office of Victim Services and Justice Grants (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.

Services: The Office of Victim Services and Justice Grants (OVSJG) coordinates and funds community-based organizations and District agencies that provide services for: (1) victims of crime; (2) justice-involved individuals; and (3) truancy reduction and juvenile delinquency prevention programs. As the State Administering Agency (SAA) for federal victim services and criminal and juvenile justice system funding, OVSJG engages in planning and coordination with, and provides training and technical assistance to, organizations and agencies receiving grant funding to provide these services. In addition to the Victim Services, Justice Grants, and Truancy Reduction programs, OVSJG operates the District’s Address Confidentiality Program, which provides a legal substitute address and mail forwarding for eligible DC residents to maintain the confidentiality of her or his actual address; the Private Security Camera Incentive Program, which encourages residents, businesses, non-profits and religious institutions to install security camera systems on their property; and administers the Access to Justice initiative, which provides funding to entities providing civil legal services and student loan repayment assistance for eligible lawyers. OVSJG also provides policy making expertise, advice, and counsel to the Mayor on the role of victims and offenders in the criminal justice system, enhancing the District’s responses to trauma; and evidence-based practices to respond to, intervene in, and prevent violence.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
OVSJG completed the implementation of the Sexual Assault Victims Rights Act Amendment by finalizing protocols and transitioning the pilot implementation consultant off of the project, as the program is fully functional.	In FY 24, OVSJG worked closely with community-based organizations to codify and expand the impact of SAVRAA, which strengthened accountability and communication with various grantees.	SAVRAA expanded the right to an advocate for more victims—extending the right to teens aged 13 to 17—and the right to an advocate in more system interactions, including any law enforcement interview

3 2024 OBJECTIVES

Strategic Objective

Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.

Create opportunities and access for intervention programming towards the goal of reducing truancy, delinquency, and violence.

Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.

Provide training, technical assistance, and capacity building opportunities to support grantees in the management of their grants and programs/services.

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

Support community-based efforts to reduce crime and increase community safety.

4 2024 OPERATIONS

Operation Title	Operation Description
Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.	
Provide a comprehensive response to sexual assault victims in the District.: Daily Service	OVSJG continues to improve outcomes for victims of sexual assault by organizing and funding a continuum of care that increases the coordination and delivery of sexual assault services in the District.
Provide a comprehensive response to intimate partner violence victims in the District.: Daily Service	OVSJG will improve outcomes for victims of intimate partner violence by organizing and funding a continuum of care that increases the coordination and delivery of intimate partner violence services in the District.
Deliver a comprehensive response to underserved and marginalized victims in the District.: Daily Service	OVSJG provides funding for a variety of groups and programs that work with historically marginalized communities.
Build a coordinated community response for all victims of crime that improves outcomes for survivors.: Daily Service	OVSJG is responsible for building and sustaining direct core victim services in the District that especially focus on victims of crime by funding a variety of community based providers.
Create opportunities and access for intervention programming towards the goal of reducing truancy, delinquency, and violence.	
Reduce truancy in the District: Daily Service	OVSJG will accomplish the goal of reducing truancy rates among young people throughout the District, by developing programs and collaborations among community-based organizations and schools that reduce truancy by working with families to provide resources to help students attend school regularly and improving the capacity of schools to address truancy.
Provide evidence-based violence prevention in-school programming throughout the District.: Daily Service	OVSJG funds programs that help prevent sexual and intimate partner violence through programs that provide participants a structured and supportive space to build individualized definitions of masculinity and healthy femininity.
Develop and coordinate juvenile delinquency prevention programs in the District: Daily Service	OVSJG will work to reduce juvenile delinquency by funding programs and initiatives that create alternatives to incarceration, offer skills, and improve the quality of life for juveniles in the District.
Provide training to community members to help equip them with skills and resources for improving community outcomes: Daily Service	OVSJG will fund programs to train community members on techniques for reducing truancy, delinquency, and violence in their communities.
Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.	
Build and expand the network of community-based providers that serve returning citizens.: Daily Service	OVSJG provides funding, technical support and resources for providers who work with returning citizens. OVSJG funded services include housing, job training and substance abuse and mental health services (co-occurring disorder) for returning citizens.

(continued)

Operation Title	Operation Description
Provide legal services to low-income and underserved District residents.: Daily Service	OVSJG provides funding to the Access to Justice Initiative which provides financial assistance to organizations and individuals who provide direct civil legal services to low-income and under-served District residents.
Provide training, technical assistance, and capacity building opportunities to support grantees in the management of their grants and programs/services.	
Ensure compliance of core requirements for all federal grants.: Daily Service	As part of federal grant management, OVSJG is tasked with ensuring compliance with enabling legislation for federal funding sources.
Ensure federal and local grants funds are allocated and spent.: Daily Service	OVSJG is responsible for allocating and spending a variety of local and federal grants. To ensure success, it is important to monitor the financial performance of all grantees to ensure all resources are being efficiently and completely spent.
Provide training and technical assistance to grantees to help enhance their capacity and improve outcomes.: Daily Service	OVSJG offers technical assistance and capacity building support for grantees. Additionally, the agency organizes workshops and conferences that include best-practice based continuing education for the professional development of grantees.
Enhance the capacity of grantees to collect, analyze and report performance data.: Daily Service	OVSJG works to improve the collection of performance data from its grantees that leads to the identification of efficiencies and improves outcomes. OVSJG will continue to evaluate and expand its grant performance management initiative.
Support community-based efforts to reduce crime and increase community safety.	
Fund community-based safety initiatives: Daily Service	OVSJG funds initiatives that help respond to and prevent community-based crime.

5 2024 STRATEGIC INITIATIVES

In FY 2024, Office of Victim Services and Justice Grants had 2 Strategic Initiatives and completed 100%.

Title	Description	Update
Implement an Electronic Grants Management Software	Obtain and implement a new grants and data management system for OVSJG grantees.	Completed to date: Complete OJSG fully implemented the new grants management system and began training staff and grantees in September 2024 to ensure its successful adoption. N/A, this initiative was completed.
Capacity Building Grants for Community Based Organizations	Provide grants and targeted training and technical assistance to community-based organizations (CBO) to enhance their capacity to manage District and federal funding and provide services that increase public safety, reduce gun violence, and respond to individuals and community needs in high-crime areas.	Completed to date: Complete OVSJG has completed the second year of implementing the capacity-building program with the support of MAGI Group. The MAGI Group provided targeted technical assistance to 10 community and faith-based organizations, selected by OVSJG, to strengthen their capacity to manage organizations and administer programs/services that improved public safety, enhanced the administration of justice, and created systems of care for crime victims, youth, and their families. n/a

6 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.											
Percent of new patients eligible for hospital-based violence intervention program services that were contacted by a program	Up is Better	New in 2023	83.2%	68.6%	88.8%	63.9%	69.5%	71.2%	70%	Met	
Percent of new patients that were contacted by a hospital-based violence intervention program who received services from a program	Up is Better	New in 2023	77.4%	87.7%	86.5%	96.1%	91.9%	90.6%	60%	Met	
Percentage of BIPOC identifying clients being served by OVSJG funded Victim Service programs	Neutral	New in 2023	92.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92.5%	70%	Neutral Measure	
Percent of primary and secondary victims of gun violence requesting same-day access to trauma-informed therapeutic services who receive care within 1 business day of referral	Up is Better	New in 2022	New in 2022	15%	7.1%	7.1%	7.1%	12.5%	80%	Unmet	This program model has changed to a referral-based system which has resulted in a waitlist for services. All clients are reached out to within 1 business day after the referral is approved.
Percent of victims who received support from the DC Victim Hotline (DCVH) call-takers to address caller needs and/or a referral by the DC victim hotline	Up is Better	91.9%	91.6%	94.6%	91.2%	95.1%	89.8%	92.4%	95%	Nearly Met	The DC Victim Hotline has experienced high turn-over rates resulting in decreased capacity for staff to fully respond to the level of callers and requests for service.
Percent of victims who received language interpretation services out of victims who requested interpretation services from the Language Access Program	Up is Better	98.9%	99.2%	100%	100%	99.7%	100%	99.9%	90%	Met	
Percent of sexual assault victims who received on-call advocacy services out of victims who requested advocacy services	Up is Better	97.2%	99.1%	Waiting on Data	100%	83.8%	122.2%	100.6%	85%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Create opportunities and access for intervention programming towards the goal of reducing truancy, delinquency, and violence.											
Percent of students in agency sponsored truancy reduction programs who are not rereferred from the preceding school year	Up is Better	85.2%	88%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	70%		
Percentage of BIPOC identifying clients being served by OVSJG funded Truancy programs	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	70%	Neutral Measure	
Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.											
Percentage of participants in reentry programs who report an increase in self-sufficiency through a self sufficiency evaluation	Up is Better	56.6%	69.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	55%		
Percentage of BIPOC identifying clients being served by OVSJG funded Reentry programs	Neutral	New in 2023	98.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	70%	Neutral Measure	
Provide training, technical assistance, and capacity building opportunities to support grantees in the management of their grants and programs/services.											
Percent of budgeted federal grant funds lapsed at end of fiscal year	Down is Better	7.98%	9.12%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20.9%	5%	Unmet	Several factors affected grantees' ability to fully utilize their allocated awards within the designated timeframe. Additionally, some lapsed funds resulted from OVSJG staff capacity challenges in managing and closing out federal awards, compounded by restrictions on the number of no-cost extension requests allowed. To address these issues, OVSJG is collaborating with federal grants managers to develop a training program aimed at providing better support.
Percent of budgeted local grant funds lapsed at end of fiscal year	Down is Better	4.7%	7.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4.9%	5%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of grantees that are in full compliance of federal and local requirements	Up is Better	100%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	95%	Met	
Percent of participants attending OVSJG trainings who reported learning	Up is Better	96%	96.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96.7%	95%	Met	There was no barrier to meeting this KPI, the percentage is lower due to a smaller data set of training evaluations in FY24.
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	60%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50%	-	-	
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	0%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	-	-	
Percent of employees that are District residents	Up is Better	New in 2023	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	38.9%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	-	-	
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	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	-	-	
Support community-based efforts to reduce crime and increase community safety.											
Average number of days for private security camera rebate application processing	Down is Better	New in 2024	New in 2024	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Needs Data Update	New in 2024	New in 2024	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Build a coordinated community response for all victims of crime that improves outcomes for survivors.							
Number of victims receiving mental health services	3,118	2,958	470	992	715	784	2,961
Number of victims provided housing services	1,519	1,239	488	446	527	552	2,013
Number of primary and secondary victims of gun violence who participate in healing circles or other alternative healing options	660	2,206	993	944	1,002	840	3,779
Number of victims receiving medical forensic care	1,104	545	153	140	197	148	638
Number of victims receiving legal services through coordinated continuums	1,013	1,493	313	259	249	208	1,029
Number of victims served by the DC crime victim services hotline	5,879	7,760	Waiting on Data	1,833	1,651	2,173	5,657
Deliver a comprehensive response to underserved and marginalized victims in the District.							
Number of victims who received interpretation services	1,990	1,972	562	649	663	407	2,281
Number of community members engaged in Trauma Response and Community Engagement Program services	New in 2023	1,709	No data available	416	693	495	1,604
Number of LGBTQ+ residents provided services with ARPA funds	11	4	No data available	No data available	No data available	No data available	No data available
Number of LGBTQ+ residents provided housing with ARPA funds	1	4	No data available	No data available	No data available	No data available	No data available
Provide a comprehensive response to intimate partner violence victims in the District.							
Number of victims and other eligible individuals participating in the Address Confidentiality Program	New in 2022	New in 2022	Annual Measure	Annual Measure	Annual Measure	Annual Measure	56
Number of DV victims provided housing with ARPA funds	721	886	No data available	No data available	No data available	No data available	No data available
Number of DV victims provided services with ARPA funds	1,033	867	No data available	No data available	No data available	No data available	No data available
Provide training to community members to help equip them with skills and resources for improving community outcomes							
Number of individuals trained on de-escalation or mediation.	132	162	No data available	No data available	No data available	No data available	No data available
Reduce truancy in the District							

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Number of schools participating in truancy reduction programs	63	63	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26
Number of students participating in agency sponsored truancy reduction programs	1,360	1,899	443	283	181	227	1,134
Number of community-based providers that work with schools to reduce truancy	9	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
Build and expand the network of community-based providers that serve returning citizens.							
Total number of new and ongoing clients receiving reentry services and supports from grantee reentry programs	1,669	2,151	2,789	1,235	1,748	1,490	7,262
Number of participants in grantee mental health and substance abuse programs for returning citizens	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Number of clients placed in grant funded reentry housing programs	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	448
Number of returning citizens provided flex funding to support individual needs.	1,128	2,942	638	556	545	772	2,511
Number of providers offering funded mental health and substance abuse programs for returning citizens	5	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Provide legal services to low-income and underserved District residents.							
Number of people or households receiving eviction prevention services (including legal representation)	1,545	2,272	No data available	No data available	No data available	No data available	No data available
Number of people or households receiving eviction prevention services (including legal representation)	6,464	2,272	No data available	No data available	No data available	No data available	No data available
Provide training and technical assistance to grantees to help enhance their capacity and improve outcomes.							
Number of technical assistance sessions provided for grantees	835	779	58	112	104	134	408
Number of individual participating in OVSJG trainings	237	290	162	218	142	205	727
Fund community-based safety initiatives							
Number of times that footage from a private security camera contributed to a successful arrest by MPD	New in 2023	21	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6

Workload Measures (continued)

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
The total number of private security cameras funded through vouchers or rebates this FY	New in 2023	1,726	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,569
Number of residential applications accepted for the private security camera rebate program	New in 2024	New in 2024	Annual Measure	Annual Measure	Annual Measure	Annual Measure	625
Number of non-residential applications accepted for the private security camera rebate program	New in 2024	New in 2024	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
Total number of private security camera rebate program applications	New in 2024	New in 2024	Annual Measure	Annual Measure	Annual Measure	Annual Measure	720