



MAYOR'S OFFICE OF LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUESTIONING AFFAIRS

FY 2025 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2026

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1 INTRODUCTION

This document is the Fiscal Year 2025 Performance Accountability Report (PAR) for the Mayor's Office of Lesbian, Gay, Bisexual, Transgender and Questioning Affairs.

The PAR is the second of two agency performance documents published each year. A Performance Plan is published at the start of the fiscal year when budget decisions have been finalized. A PAR is published in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

PAR Structure: PARs are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects, and related Performance Measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can address questions about an agency's overall performance, the performance of an organizational unit, program, or service, or the implementation of a major project. Performance Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"

(continued)

Measure Type	Measure Description	Example
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most Performance Measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in their PAR.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 MAYOR'S OFFICE OF LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUESTIONING AFFAIRS OVERVIEW

Mission: The mission of the Office of Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) Affairs is to provide constituent services and information to the LGBTQ communities.

Summary of Services: The Office of Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Affairs serves as a liaison between the Mayor, LGBTQ communities, and District government agencies; executes programmatic activities and provides outreach materials; and briefs the Mayor and District government agencies about the needs and interests of the LGBTQ residents of the District of Columbia.

Objectives:

1. Community's access
2. Culturally competent services
3. Civic engagement
4. Efficient, transparent, and responsive District government.

3 2025 ACCOMPLISHMENTS

3.1 WORLD PRIDE 2025

WorldPride DC 2025 united 50 nations and 1.2 million attendees over 23 days of programming, generating 100 billion media impressions and 17 million social engagements. The Mayor's Office of LGBTQ Affairs led coordination with 65+ District agencies and 200+ community partners, distributing \$1.4 million in grants supporting 300+ events. Through coordinated innovative safety technology, sustainability efforts, and inclusive engagement, the office delivered the largest and most globally visible LGBTQIA+ celebration in DC history.

Impact: WorldPride DC 2025 positioned Washington, DC as a global model for inclusive, human-rights-centered leadership. The event produced \$310.7 million in total economic impact, spanning lodging, dining, retail, and \$25 million in local tax revenue, while empowering 707 trained volunteers and advancing the District's clean energy and zero-waste goals. Through unprecedented collaboration, DC strengthened visibility, unity, and civic pride, demonstrating the power of inclusion as an engine for safety, sustainability, and growth.

4 OBJECTIVES

4.1 COMMUNITY'S ACCESS

Ensure LGBTQIA+ Community's access to District Government services and resources through outreach, event coordination, advocacy, and case assistance

No Related Measures

4.2 CULTURALLY COMPETENT SERVICES

Ensure additional capacity of District agencies to deliver culturally competent services through technical assistance, trainings, and facilitation of Service Liaison Coordinators

No Related Measures

4.3 CIVIC ENGAGEMENT

Increase understanding of the LGBTQIA+ community among other diverse communities and promote civic engagement and participation of the LGBTQIA+ Community provided by grants and partnerships

No Related Measures

4.4 EFFICIENT, TRANSPARENT, AND RESPONSIVE DISTRICT GOVERNMENT.

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

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
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							
Outcome	Neutral	Annual	Annual	Annual	Annual	0%	Target not required
Percent of employees that are District residents							
Outcome	Up is Better	Annual	Annual	Annual	Annual	100%	New in 2025
Percent of new hires that are District residents (PeopleSoft)							
Outcome	Up is Better	Annual	Annual	Annual	Annual	100%	New in 2025
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 (eRecruit)							
Outcome	Up is Better	Annual	Annual	Annual	Annual	No data available	New in 2025
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time							
Outcome	Up is Better	Annual	Annual	Annual	Annual	No incidents	New in 2025

5 ACTIVITIES

5.1 OUTREACH

This operation includes MOLGBTQA's regular in-person visits, phone calls, emails, and social media outreach to LGBTQIA+ businesses, non-profits and residents; relationship building with community-based organizations, and attending various community meetings to promote government programs and services to more residents.

No Related Measures

5.2 ADVOCACY

This operation includes identifying and showcasing LGBTQIA+ dedicated and inclusive policies, programs, and community members. This operation also includes navigating community members through the Housing Choice Voucher process.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of LGBTQIA+-Dedicated Housing Choice Vouchers Distributed							
Quantity	Up is Better	2	8	8	2	20	20
Number of inclusive policies, programs, community members recognized by agency							
Quantity	Up is Better	Annual	Annual	Annual	Annual	31	New in 2025

5.3 ANNUAL REPORT

This key project will outline the outcomes from the previous fiscal year, including the objectives, projects, KPIs and workload from the office.

No Related Measures

5.4 EMPLOYEE SATISFACTION AND PROFESSIONAL DEVELOPMENT

This operation includes supports, resources and strategies to retain and develop MOLGBTQA staff talent

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Percentage of Staff Completing Quarterly and Annual Performance Reviews							
Efficiency	Up is Better	Annual	Annual	Annual	Annual	100%	New in 2025

5.5 RESOURCE ALLOCATION

This operation includes all aspects of donations that offset costs for MOLGBTQA to deliver resources, events and programs

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Volunteers							
Quantity	Neutral	170	0	250	0	420	New in 2025

5.6 GRANT

This operation includes funding to support community based organizations during the Grant Lifecycle in order to improve their capabilities to better serve DC LGBTQIA+ residents

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Amount of Grant Funds Allocated to LGBTQIA+ Programming							
Quantity	Up is Better	Annual	Annual	Annual	Annual	\$6,695,000	New in 2025
Number of Grant Applications							
Quantity	Up is Better	Annual	Annual	Annual	Annual	86	New in 2025
Number of LGBTQIA+-Dedicated Grant Programs Awarded							
Quantity	Neutral	Annual	Annual	Annual	Annual	40	New in 2025

5.7 SERVICE LIAISON COORDINATORS

The MOLGBTQA facilitates and hosts monthly meetings for lesbian, gay, bisexual, transgender, and questioning services coordinators within each department and agency of the District government as a group, to coordinate activities within the government involving the lesbian, gay, bisexual, transgender, and questioning community

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Agencies with Established LGBTQIA+ Service Coordinators							
Quantity	Up is Better	54	60	80	65	60	50

5.8 TRAININGS

The MOLGBTQA hosts LGBTQIA+ Cultural Competency Training courses, which includes supports and guidance that empower the participant to support members of the LGBTQIA+ Community

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Cultural Humility Training Certificates Authorized							
Quantity	Up is Better	0	64	1,810	1,559	3,433	New in 2025

5.9 AGENCY TECHNICAL ASSISTANCE

This operation includes providing technical assistance to DC agencies in the areas of cultural competency training, outreach recommendations and support.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of Agency's Request for Technical Assistance							
Outcome	Neutral	Annual	Annual	Annual	Annual	21	New in 2025

5.10 EVENT PLANNING

This operation includes all aspects of planning for events (meetings, workshops, special programs) that support the agency's mission and advance the District's priorities.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Number of LGBTQIA+-Dedicated Events Supported or Hosted							
Quantity	Up is Better	6	7	35	6	54	20

5.11 CASE ASSISTANCE

This operation includes case intake and inter-agency coordination to solve constituent issues. The issues are usually regarding housing, employment, safety, human services and health, or business and licensing/permitting issues.

Measure Type	Directionality	Q1	Q2	Q3	Q4	Annual	Target
Intake Number from Constituents Cases							
Quantity	Neutral	75	54	54	76	259	New in 2025
Percent of Constituent Cases Resolved within 30 days							
Efficiency	Up is Better	100%	100%	100%	100%	100%	95%

6 PROJECTS

6.1 LGBTQIA+ CULTURAL HUMILITY TRAINING

Related Activity Name: Trainings

Project Description: Grants will be awarded to organizations that train government and community partners in understanding and respectfully serving LGBTQIA+ individuals. Recently updated and now available online and for continuing education credits, these trainings will improve the quality and inclusivity of services across DC by building cultural awareness.

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed

6.2 LGBTQIA+ VIOLENCE PREVENTION AND RESPONSE TEAM

Related Activity Name: Grant

Project Description: This project will fund a team dedicated to preventing and responding to violence against LGBTQIA+ individuals, with a focus on those most at risk. Services will include crisis intervention, counseling, and education to create a safer, more supportive community.

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed

6.3 PRESERVE LGBTQIA+ NIGHTLIFE AND RETAIL ESTABLISHMENTS

Related Activity Name: Grant

Project Description: This initiative will provide financial and strategic support to protect LGBTQIA+ nightlife and retail spaces, which are essential to the community's culture and connection. The goal is to help these businesses stay open and thrive despite economic pressures. MOLGBTQA has partnered with the Department of Small and Local Business Development to execute this grant.

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed

6.4 WORLD PRIDE 2025 GRANT

Related Activity Name: Grant

Project Description: To prepare for hosting World Pride 2025, grants will support local events and programs that showcase DC's inclusivity and celebrate LGBTQIA+ pride. These projects will welcome visitors from around the world and highlight DC as a vibrant, LGBTQIA+-friendly city.

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed

6.5 BLACK LGBTQIA+ HISTORY COMMISSION AND REPORT

Related Activity Name: Advocacy

Project Description: The MOLGBTQA shall support and administer a commission to honor the history and contributions of Black LGBTQIA+ individuals in DC. The office, working with the commission will produce a report on Black LGBTQIA+ History,

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed

6.6 LGBTQIA+-DEDICATED HOUSING CHOICE VOUCHER

Related Activity Name: Advocacy

Project Description: This program will offer housing vouchers specifically for LGBTQIA+ individuals facing homelessness or housing instability. By providing safe, stable housing, this initiative aims to reduce homelessness and improve the well-being of vulnerable community members.

Start Date: October 1, 2024

Date Completed: September 30, 2025

Current Project Phase: Completed