



OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT FY 2024 PERFORMANCE PLAN

DECEMBER 1, 2023

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1 OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

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 2024 OBJECTIVES

Strategic Objective

Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.

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

Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.

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

Provide wrap around support and community engagement following incidents of homicides and shootings within the District.

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

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.		
Case Management	Provide wrap around services, case management, and referrals for resources to individuals at high risk of participating in, or being victims of violent crime.	Daily Service
Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.		
Pathways	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
OLA School-Based Interventions	Promote school and community safety and alleviate challenges or barriers to success for high-risk students through school-based interventions.	Daily Service
Provide wrap around support and community engagement following incidents of homicides and shootings within the District.		
Family and Survivor Support	In response to a MPD referral, provide immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation and stabilize the community	Daily Service
Violence Intervention Program	In response to a MPD referral, provide immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation and stabilize the community	Daily Service

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Establish a comprehensive case management program.	Establish a comprehensive case management program.	9/30/2024
Serve more District residents through the expansion of the Pathways Program.	Serve more District residents through the expansion of the Pathways Program.	9/30/2024
Expand and modernize ONSE facilities	Expand and modernize ONSE facilities	9/30/2024

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.					
Percent of critical incidents triaged within 3 business days.	Up is Better	Not Available	67.9%	Not Available	Not Yet Available
Percent of Inactive participant referrals converted to active participants	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of participants that received a referral to one or more services on success plan	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of active participants with a completed success plan	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of participant referrals that completed intake within 3 business days of initial contact	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.					
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	Not Available	83%	Not Available	Not Yet Available
Number of workers completing sectoral job training programs	Up is Better	Not Available	0	Not Available	Not Yet Available
Number of workers enrolled in sectoral job training programs	Up is Better	33	23	Not Available	Not Yet Available
Percent of Workforce goals reached during performance period	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of services requested rendered within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of Pathways participants that successfully complete Pathways workforce/life skills component	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of OLA students promoted to the next grade level	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of OLA students with a reduction in school absences each semester	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Provide wrap around support and community engagement following incidents of homicides and shootings within the District.					
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	Not Available	100%	Not Available	Not Yet Available
Percent of MPD referrals to FSS successfully contacted within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Percent of services requested through FSS rendered within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024
Percent of MPD referrals to FSS that completed intake within three business days.	Up is Better	New in 2024	New in 2024	New in 2024	New in 2024

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Case Management			
Number of referrals to Case Management	New in 2024	New in 2024	New in 2024
Number of of Active clients	New in 2024	New in 2024	New in 2024
Number of Employment Goals Reached	New in 2024	New in 2024	New in 2024
Number of Education Goals Reached	New in 2024	New in 2024	New in 2024
Number of Meals Provided	New in 2024	New in 2024	New in 2024
Number of Community Events Organized by ONSE Staff	New in 2024	New in 2024	New in 2024
Number of mediations held	1	2	Not Available
Number of cease fires achieved	8	9	Not Available
Number of DC Jail peacemaking consultations.	Not Available	15	Not Available
Number of families served through contracted services	421	446	Not Available
OLA School-Based Interventions			
Number of High School Students in OLA	New in 2024	New in 2024	New in 2024
Number of students engaged each year.	116	71	Not Available
Number of Middle School Students in OLA	New in 2024	New in 2024	New in 2024
Number of Mediations by OLA staff	New in 2024	New in 2024	New in 2024
Pathways			
Number of of Pathways Participants	New in 2024	New in 2024	New in 2024
Total number of individuals enrolled	66	100	Not Available
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	17	21	Not Available
Total number of individuals engaged	127	141	Not Available
Number of individuals who complete the workforce/life skills component	47	83	Not Available
Number of Pathways graduates	New in 2024	New in 2024	New in 2024
Number of Pathways participants under community or federal supervision	New in 2024	New in 2024	New in 2024
Family and Survivor Support			

Workload Measures (*continued*)

Measure	FY 2021	FY 2022	FY 2023
Number of referrals successfully engaged by FSS	New in 2024	New in 2024	New in 2024
Number of services rendered by FSS	New in 2024	New in 2024	New in 2024
Number of cases not willing to work with the FSS team or not in need of services.	21	72	Not Available
Number of referrals from MPD to FSS	New in 2024	New in 2024	New in 2024

Violence Intervention Program

Number of community events and small group activities held by contracted services.	Not Available	Not Available	Not Available
Number of critical events responded to by contracted services.	Not Available	Not Available	Not Available