



FY 2012 PERFORMANCE PLAN
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.

SUMMARY OF 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 including:

1. Child and Family Services Agency (CFSA)
2. Children and Youth Investment Trust Corporation (CYITC)
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 Mental Health (DMH)
8. Department of Parks and Recreation (DPR)
9. Department of Youth Rehabilitation Services (DYRS)
10. Office of Disability Rights (ODR)
11. Office of Aging (DCOA)

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
- Ensuring compliance with local and federal mandates
- Collecting and disseminating performance data for agency activities and initiatives

WORKLOAD MEASURES

Measure	FY10 Actual	FY11 Actual	FY12 YTD
Number of meeting requests	NA	NA	169
Number of complaints/intakes	NA	NA	161
Number of legislative review requests	NA	NA	31

OBJECTIVE 1: Oversee and facilitate the coordination of interagency activities and initiatives among District agencies

INITIATIVE 1.1: Establish and/or support interagency working groups, commissions and panels when necessary and desirable to efficiently meet District goals.

DMHHS facilitation of meetings between District agencies and community stakeholders is a necessary component towards the building of a comprehensive system of benefits, goods and services. This comprehensive system will allow for the forward movement of the goals set out by the Mayor for the District.

Target Completion Date: As needed

INITIATIVE 1.2: Oversee and facilitate, with the Deputy Mayor for Education, the interagency collaboration necessary to address the issue of truancy in the District's public schools.

As part of the larger Truancy Taskforce, the DMHHS and DME offices collaborate with other District stakeholders to identify and understand barriers to attendance and then work towards identifying and implementing solutions to reduce the high number of unexcused student absences, particularly at the middle and high school level.

Target Completion Date: On-going

INITIATIVE 1.3: Oversee and facilitate, with the Deputy Mayor for Public Safety and Justice, the interagency collaboration necessary to reduce youth violence during the summer and throughout the year.

DMHHS works with the Deputy Mayor for Public Safety and other District stakeholders to implement strategies related to keeping youth safe and positively engaged during the summer with the desired outcome of reducing youth violence.

Target Completion Date: On-going

INITIATIVE 1.4: Oversee and facilitate, with the Deputy Mayor for Education, the interagency collaboration necessary to implement the Mayor's Early Success initiative.

DMHHS works with the Deputy Mayor for Education and other District stakeholders to implement strategies related to ensuring children and their families thrive.

Target Completion Date: On-going

INITIATIVE 1.5: Oversee and facilitate the interagency collaboration necessary to address the issue of hoarding in the District.

DMHHS convenes District agencies to develop an inter-agency protocol to better investigate reports of hoarding and assess possible people, property, and animal safety issues throughout the District. This includes service provision to residents as well as coordination between agencies to reduce redundancies.

Target Completion Date: On-going

OBJECTIVE 2: Oversee the development of policies and programs to improve the delivery and coordination of services by public agencies and contracted providers.

INITIATIVE 2.1: DMHHS ensures that cluster agencies comply with local and federal mandates through secondary review and approval of all promulgated rules and regulations.

DMHHS receives and approves all legislative and rulemaking requests from cluster agencies to ensure compliance with local and federal mandates, as well as the overall policy agenda of the Mayor and the city.

Target Completion Date: As needed

OBJECTIVE 3: Monitor the Performance Plans for Cluster Agencies

INITIATIVE 3.1: Support Cluster Agencies in meeting Performance Plan goals.

DMHHS receives and approves all cluster agency performance plan goals prior to submission to the City Administrator, helping to ensure compliance with local and federal law, as well as the overall policy agenda of the Mayor and the city.

Target Completion Date: January 2012

OBJECTIVE 4: Coordinate inter-agency work to responsibly exit five consent decrees and one settlement agreement.

INITIATIVE 4.1: Support the Department of Mental Health (DMH) in completion of strategies to exit the Dixon consent decree.

The Department of Mental Health is scheduled to be released from the consent decree governing agency practice in February 2012.

Target Completion Date: February 2012

INITIATIVE 4.2: Support the Child and Family Services Agency (CFSA), Department of Disability (DDS) Services, Department of Health Care Finance (DHCF), Department of Mental Health (DMH) and Department of Youth Rehabilitation Services (DYRS) in completion of strategies related to each agency's respective consent decree/settlement agreement.

DMHHS focuses primarily on assisting cluster agencies with inter-agency issues that arise in implementation of agreed upon strategies. Additionally, DMHHS helps to facilitate and problem solve any barriers that arise as a result of the lawsuits.

Target Completion Date: September 2012

OBJECTIVE 5: Assist residents in navigating the many services offered by District agencies and service providers

INITIATIVE 5.1: Ensure timely responses to constituent inquiries from DMHHS office and Cluster Agencies.

The DMHHS receives many constituent inquiries and concerns as it pertains to our cluster agencies. DMHHS is responsible for routing constituents to the appropriate and responsible agency as well as tracking identified issues to ensure effective and timely resolution.

Target Completion Date: On-going

OBJECTIVE 6: Increase public access and exposure to health and human services information.

INITIATIVE 6.1: Enhance the scope of the DMHHS website to provide accessible information to constituents regarding services available through our cluster agencies.

As a newly created office, DMHHS is working with OCTO to ensure that information on the DMHHS website, as well as the websites of all of the cluster agencies, provides useful and relevant information to the public and is easily accessible.

Target Completion Date: April 2012 and Ongoing

INITIATIVE 6.2: Participate in community engagement opportunities in coordination with cluster agencies to disseminate information about available government services and programs. Target Completion Date: On-going

OBJECTIVE 7: Increase Medicaid revenue.

INITIATIVE 7.1: Work with DHCF and DME to provide guidance and facilitation to DCPS to identify and resolve barriers to successful Medicaid claiming.

Expectations are that by March 2012, DCPS will have a new vendor in place to generate claims with a billing system that can be electronically linked to DHCF's ASO system.

Target Completion Date: September 2012

INITIATIVE 7.2: Work with DHCF and DME to provide guidance and facilitation to OSSE for specialized transportation services, as allowed under the school based health services SPA.

OSSE is slated to begin claiming in March 2012 after DCPS begins to have adjudicated claims and OSSE can validate transportation on the date when a Medicaid reimbursable service was provided.

Target Completion Date: September 2012

INITIATIVE 7.3: Work with DHCF and CFSA on the implementation of the Administrative Services Organization (ASO) to improve the quality of documentation and billing.

The DMHHS has also provided support and technical assistance to facilitate the approval of the Targeted Case Management State Plan Amendment which will provide Medicaid reimbursement for the work of the Nurse Care Managers.

Target Completion Date: September 2012

PROPOSED KEY PERFORMANCE INDICATORS

Metric	FY11 Actual	FY12 Target	FY12 YTD	FY13 Projection	FY14 Projection	FY15 Projection
Number of interagency initiatives implemented	NA	5	4	5	5	5
Number of cluster agencies that stay within budget	NA	7	NA	8	8	8
Number of cluster agencies that meet 75% of their performance measures	NA	10	NA	10	10	10
Number of consent decrees where progress has been made on meeting consent decree criteria	0	5	4	4	4	3
Number of cluster agencies that meet and/or exceed projected Medicaid revenue	NA	3		4	4	4