



FY 2013 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

AGENCY WORKLOAD MEASURES

Measure	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
Number of external meeting requests	NA	NA	926
Number of complaints/intakes	NA	NA	215
Number of legislative review requests	NA	NA	86

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

INITIATIVE 1.1: 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 in an on-going capacity 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. DMHHS will work with partner agencies to look at the compliance of educational neglect laws in the District and will help to ensure that students and families in some of our most at-risk communities are receiving the services they need to improve school attendance, academic achievement and family stability. *Completion Date: September 2013 and ongoing*

INITIATIVE 1.2: 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 through the One City Youth Initiative.

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. The Deputy Mayor's Office helps to facilitate cross-agency and community based organization coordination and ensures that particular attention is paid to the identified Police Service Areas. *Completion Date: September 2013 and ongoing*

INITIATIVE 1.3: 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. Specifically, DMHHS and DME are working with the Statewide Early Childhood Development and Coordinating Council to achieve the four Early Success goals and ensure that they key outcomes outlined by the Mayor are measured, tracked and met by District agencies and community partners. *Completion Date: September 2013 and ongoing*

INITIATIVE 1.4: Oversee and facilitate, with the Department of Mental Health (DMH), the System of Care Initiative to better invest public sector resources and improve behavioral health outcomes by integrating policy and decision making for behavioral health services for children and youth.

DMH received the planning grant at the end of FY12. During FY13, the DMHHS and DMH will focus on implementation of the grant. *Completion Date: ongoing*

INITIATIVE 1.5: In coordination with the Deputy Mayor for Education, merge the Integrated Case Management Executive Committee with the System of Care initiative to coordinate public benefits, services, and supports to individuals or families who display various risk factors across multiple District health and human service agencies.

DMHHS will assist in the coordination of activities with the appropriate Health and Human Service agencies, specified in Title II, Section VII of this Mayor's Order, as necessary to: (1) establish a connection to District services to the extent possible; (2) coordinate benefits; (3) provide quality case management, as deemed appropriate; and (4) work closely with other Health and Human Service Agencies. The work of the Integrated Case Management Executive Committee will be integrated with that of the System of Care initiative. The work is ongoing and the merger will take place this fiscal year. *Completion Date: September 2013 and ongoing*

INITIATIVE 1.6: 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 developing state plans, coordinating inter-agency action, and otherwise building a comprehensive system of benefits, goods and services. The focus of these work groups is to develop plans and protocols and to institutionalize effective practices within government that allow for the forward movement of the goals set out by the Mayor for the District of Columbia. This is an ongoing activity but the work groups evolve from year to year. *Target Completion Date: As needed*

- Homeless encampment Work Group
- Hoarding Work Group – finalize the inter-agency protocol FY13
- Alzheimer's Disease Work Group – develop a state plan FY13
- SMVF Work Group – finalize the state plan FY13
- Age-Friendly Cities Initiative – begin the planning phase of this multi-year initiative FY13

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. This is an ongoing activity. *Target Completion Date: On-going*

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. This is an ongoing activity. *Target Completion Date: January 2013*

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

INITIATIVE 4.1: Support the Child and Family Services Agency (CFSA), Department of Disability Services (DDS), 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. This is an ongoing activity. *Target Completion Date: September 2013*

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

INITIATIVE 5.1: Develop a system to track constituent inquiries and concerns as they pertain to our cluster agencies.

Work with the Office of Unified Communications to develop new 311 “service requests types” to assist with proper routing and timely resolution of constituent reports and complaints. Specifically, OUC will be adding service types for homeless encampments and hoarding cases. Having these service types will allow the DMHHS to track progress towards abatement and generate reports by ward and other indicators. *Target Completion Date: July 2013*

INITIATIVE 5.2: Support DHS, OUC and HSEMA in the updating and implementation of the 211, Answers Please! System.

Work with agencies with independent procurement authority and with OCP to include a provision in all contracts and grant agreements that would require vendors/providers to update their profile in the 211 system. The goal of this initiative is to have any vendors/providers receiving District funding to update all of their information in the 211 system, not just the information for which they are receiving funding. This will allow the city to ensure that 211 is kept up to date on current services available. *Target Completion Date: September 2013*

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

INITIATIVE 6.1: Ensure that at least two DMHHS staff are trained in Drupal to maintain the DMHHS website and expand its functionality.

The DMHHS website was built in FY12 and staff need to be trained in order to maintain it on an ongoing basis. DMHHS will work with OCTO to ensure the ongoing ability of staff to properly maintain and update the website. *Target Completion Date: April 2013*

INITIATIVE 6.2: Participate in community engagement opportunities in coordination with cluster agencies to disseminate information about available government services and programs.

This is an ongoing activity that allows the DMHHS to have a public presence and receive community input. *Completion Date: September 2013*

KEY PERFORMANCE INDICATORS

Metric	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projection	FY 2014 Projection	FY 2015 Projection
Number of interagency initiatives implemented ¹	NA	5	7	5	5	5
Number of cluster agencies that stay within budget ²	NA	7	7	7	8	8
Number of cluster agencies that meet 75% of their performance measures ³	NA	10	9	10	10	10
Number of consent decrees where progress is made on meeting exit criteria ⁴	NA	5	4	5	4	4
Number of cluster agencies that meet and/or exceed projected Medicaid revenue ⁵	NA	3	2	NA	NA	NA

¹ Truancy, Homeless encampments, hoarding, SOC, Safe Summer, SMVF, Alzheimer's

² Verify with Vernessa/Delicia

³ Verify with OCA

⁴ Verify with Rachel (Dixon-exited, Evans-yes, Jerry M-yes, LaShawn-yes, Salazar-No)

⁵ Verify with DHCF (CFSA, DYRS, DMH)