



FY 2014 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 of Behavioral Health (DBH)
4. Department on Disability Services (DDS)
5. Department of Health (DOH)
6. Department of Health Care Finance (DHCF)
7. Department of Human Services (DHS)
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

PERFORMANCE PLAN DIVISIONS¹

- Human Support Services
- Agency Management

¹ For the purposes of the FY14 Performance Plan, the Deputy Mayor for Health and Human Services performance plan is not organized by budget division to more accurately reflect the functional organization of the office.



AGENCY WORKLOAD MEASURES

Measure ²	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual
Number of external meeting requests	NA	926	775
Number of complaints/intakes	NA	215	105
Number of legislative review requests	NA	86	128

OBJECTIVE 1: Oversee the development of policies and programs to improve the delivery and coordination of services by public agencies and contracted providers.

INITIATIVE 1.1: Assist residents in navigating the many services offered by District agencies and local service providers by upgrading and updating the 211, *Answers Please!* System.

DMHHS will support DHS in transition to a new “back-end” database for the 211 system to serve as the master repository of all health and human services resources and referral information for the District. DMHHS will work with OCTO to ensure the successful migration of data from existing agency systems into 211. DMHHS will also 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. **Completion Date: September 2014.**

OBJECTIVE 2: Oversee and facilitate the coordination of interagency activities and initiatives among District agencies.

INITIATIVE 2.1: Oversee and facilitate the use of \$1 Million placed in the DMHHS FY14 budget to address the issue of truancy in the District of Columbia public schools.

As part of the larger Truancy Taskforce, the DMHHS and DME offices will develop a plan to allocate, use, and track new and dedicated FY14 funds in order to support agency activities related to addressing the issue of truancy in the District’s public schools. **Completion Date: September 2014.**

INITIATIVE 2.2: In conjunction with the Deputy Mayor for Public Safety and Justice, facilitate conversations and build on the One City Summer Initiative to expand activities and services to reduce youth violence throughout the year through the One City Youth Initiative.

DMHHS has worked 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. A plan will be developed to expand and coordinate these activities more robustly during the school year. **Completion Date: September 2014.**

² As of September 13, 2013.



INITIATIVE 2.3: Oversee and facilitate, with the Deputy Mayor for Education, the interagency collaboration necessary to implement the Mayor's Early Success Initiative.

DMHHS will work in collaboration with the Deputy Mayor for Education to revise, enhance and incentivize adoption of the Quality Rating and Improvement System (QRIS) across all early learning and development programs in the District. Additionally, DMHHS will support OSSE in the submission of a proposal for the Race to the Top Early Learning Challenge Grant, a competitive federal grant, to bring \$37.5M to the district to define a system of early care and education that ensures that all children and families are thriving. **Completion Date: September 2014.**

INITIATIVE 2.4: Oversee and facilitate, with the Office on Aging, the interagency collaboration necessary to make the District of Columbia an Age-Friendly City, an inclusive urban environment that encourages active and healthy aging.

DMHHS will assist with the coordination of activities necessary to transform the District into an Age-Friendly City by 2017 as part of the World Health Organization's (WHO) international Age-Friendly City initiative. DMHHS will establish the Mayor's Age-Friendly DC Task Force and Committees. A strategic plan will be developed that identifies goals for 10 areas of living ("domains"): transportation, housing, social participation, respect and social inclusion, civic participation and employment, communication and information, community support and health services, outdoor spaces and buildings, emergency preparedness and response, and elder abuse, neglect, and fraud. **Completion Date: September 2014.**

INITIATIVE 2.5: Develop a Strategic Plan to improve access to health, education and human services for SMVF (services members, veterans and their families).

DMHHS will re-engage the SMVF work group to produce and publish a Strategic Plan that that will ensure economic security and self-sufficiency, through improved access to health, education and human services, for service members, veterans and their families in the District of Columbia. **Completion Date: September 2014.**

INITIATIVE 2.6: Address health and safety issues of low-income residents who hoard.

DMHHS will oversee the development of a training plan related to the inter-agency hoarding protocol. The Hoarding Work Group will ensure that protocol training is provided to agency Directors, caseworkers, and inspectors. **Completion Date: September 2014.**

OBJECTIVE 3: Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes.

INITIATIVE 3.1: Create an inventory of HHS cluster agency grantees and contractors.

Conduct an inventory of both grantees and contractors and grant and contract instruments used by HHS cluster agencies. Analyze the HHS cluster data to determine



grantees/contractors working with multiple agencies in order to identify possible service redundancies and pricing variations. **Completion Date: September 2014.**

OBJECTIVE 4: Coordinate inter-agency work to responsibly exit consent decrees and/or settlement agreements.

INITIATIVE 4.1: Support the Department of Disability Services (DDS), in completion of strategies to exit the Evans consent decree.

DMHHS assists cluster agencies with inter-agency issues that arise in the implementation of agreed upon exit strategies any barriers that arise as a result of the lawsuits. In FY14 we expect to exit the Evans law suit and DMHHS will support the work of the Inter-agency Intellectual/Developmental Disabilities (IDD) task force and implement budget priorities toward responsible exit. **Completion Date: September 2014.**

KEY PERFORMANCE INDICATORS – Deputy Mayor for Health and Human Services

Metric	FY 2012 Actual	FY 2013 Target	FY 2013 Actual	FY 2014 Projection	FY 2015 Projection	FY 2016 Projection
Number of interagency initiatives implemented	100%	5	6	6	6	4
Percent of cluster agencies that stay within budget	100%	70%	100%	100%	100%	100%
Percent of cluster agencies that meet 75% of their performance measures	100%	100%	100%	100%	100%	100%
Percent of consent decrees where progress is made on meeting exit criteria	100%	100%	100%	100%	100%	100%