



FY 2015 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. Department of Behavioral Health (DBH)
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 Parks and Recreation (DPR)
8. Department of Youth Rehabilitation Services (DYRS)
9. Office of Disability Rights (ODR)
10. Office of Aging (DCOA)

Additionally, DMHHS oversees another independent entity, the DC Trust (formerly known as the Children and Youth Investment Trust Corporation).

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

PERFORMANCE PLAN DIVISIONS¹

- Human Support Services
- Agency Management

¹ For the purposes of the FY15 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	FY 2012 Actual	FY 2013 Actual	FY14 Actual
Number of external meeting requests	926	775	746
Number of complaints/intakes	215	105	246
Number of legislative review requests	86	128	144

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.

As part of the continuing effort to establish *211 Answers, Please!* system as the enterprise solution for resource and referral information, DMHHS will draft a Mayoral Order to require District agencies to use 211 as the master repository for resource and referral information they would otherwise put in print and online directories and draft standard provisions for inclusion in all District agency contracts and grant agreements that would require vendors/providers to update their profile in the 211 system twice a year for all health and human services and programs for DC residents. DMHHS will work with DHS and other agencies to develop a plan to update the *211 Answers, Please!* website, update the online form, review and update all current data, and help develop a marketing plan. **Completion Date: September 2015.**

INITIATIVE 1.2: Oversee and coordinate the development of a three-year plan to transform current long-term supports and services (LTSS) programs and processes into a single No Wrong Door (NWD) system for all populations and payers.

The District is the recipient of the Transforming State LTSS Access Programs and Functions into a No Wrong Door System for All Populations and Payers planning grant through the Administration for Community Living (ACL). DMHHS will create a LTSS leadership council to develop a shared vision and oversee planning, implementation, and engagement of partners in designing a NWD system. The planning grant is for 1 year, with the possibility of additional funding after the planning year for implementation. **Completion Date: September 2015.**

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

INITIATIVE 2.1: Oversee and facilitate 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 oversee and coordinate with 70 agencies and partners, the implementation of 77 strategies delineated in the *Age-Friendly DC Strategic Plan 2014 - 2017* and produce a first year progress report as required by the World Health Organization (WHO). Staff will participate in an international study to pilot and evaluate Age-Friendly City indicators as part of the data collection on age-friendliness and to provide a baseline to evaluate progress going forward. **Completion Date: December 2015.**



INITIATIVE 2.2: Oversee and facilitate the interagency collaboration between the Department of Human Services and the Department of General Services necessary to implement the Mayor's DC General Family Shelter Closure Plan.

DMHHS will work in collaboration with the Department of Human Services and the Department of General Services to identify several smaller community-based shelter options for homeless families as an alternative to the larger, congregate DC General Family Shelter. **Completion Date: September 2015.**

INITIATIVE 2.3: Develop and oversee implementation of a strategic plan to reduce racial disparities in health, education, justice and employment for men and boys of color.

DMHHS will oversee and support the DC Trust in the development of a strategic plan to address the full array of challenges confronting black and Latino young men in the District, including timelines for the implementation of strategies to reduce disparities in social outcomes between boys and men of color and their white peers. The plan will set forth specific strategies to reduce racial disparities in the domains of health, education, justice and employment, and will identify actions to be taken by District agencies, as well as non-profit, business and community partners. It will include policy and practice reforms, as well as programmatic initiatives. **Completion Date: September 2015.**

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

INITIATIVE 3.1: Oversee and facilitate streamlining and improving access to the Elderly and Persons with Physical Disabilities (EPD) waiver.

DMHHS will work with DHCF, DCOA-ADRC, and DHS-ESA to roadmap the current EPD waiver application process and identify areas that can be streamlined to reduce application wait times and redundancies. DMHHS will also work on creating communication pipelines between agencies for troubleshooting and increasing collaboration to improve access to home- and community-based services. **Completion Date: September 2015.**

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

INITIATIVE 4.1: Support the new elected Attorney General in understanding remaining outcomes and issues for all cluster consent decrees.

DMHHS assists cluster agencies and the Attorney General with inter-agency issues that arise in the implementation of agreed upon exit strategies and barriers that arise as a result of the lawsuits. With a newly elected Attorney General, the DMHHS will support him and his staff in understanding the remaining outcomes and outstanding issues in compliance and responsible exit from all cluster consent decrees. This support includes attending negotiation sessions with parties and facilitating strategic discussions to ensure compliance and responsible exit. **Completion Date: September 2015.**



KEY PERFORMANCE INDICATORS – Deputy Mayor for Health and Human Services

Metric	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of interagency initiatives implemented ⁱ	6	NA	8	6	4	4
Percent of cluster agencies that stay within budget	100%	NA	100%	100%	100%	100%
Percent of cluster agencies that meet 75% of their performance measures	100%	NA	100%	100%	100%	100%
Percent of consent decrees where progress is made on meeting exit criteria	100%	NA	100%	100%	100%	100%

ⁱ Number of interagency initiatives implemented

1. Hoarding Workgroup
2. Homeless Encampment Workgroup
3. System of Care (SOC)
4. Free Summer Meals Program (FSMP)
5. One City Youth (OCY)
6. SECDCC
7. Service Members, Veterans, and their Families (SMVF) Workgroup
8. Age-Friendly DC Initiative (AF-DC)