

# Office of the Deputy Mayor for Health and Human Services FY2019

**Agency** Office of the Deputy Mayor for Health and Human Services

**Agency Code** HGO

**Fiscal Year** 2019

**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.

## 2019 Strategic Objectives

Objective Number	Strategic Objective
1	Oversee and facilitate the coordination of interagency activities and initiatives amongst health and human services cluster agencies to eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.
2	Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.
3	Create and maintain a highly efficient, transparent and responsive District government.

## 2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
<b>1 - Oversee and facilitate the coordination of interagency activities and initiatives amongst health and human services cluster agencies to eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (2 Measures)</b>					
Percent of cluster agencies that stay within budget	Up is Better	100%	100%	Waiting on Data	100%
Percent of interagency initiatives reporting progress towards meeting their goals	Up is Better	Not Available	100%	100%	100%
<b>2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (2 Measures)</b>					
Percent of action items in progress or accomplished under Homeward DC	Up is Better	Not Available	90%	90%	95%
Percent of objectives in progress or accomplished under Age-Friendly DC	Up is Better	Not Available	95%	95%	95%
<b>3 - Create and maintain a highly efficient, transparent and responsive District government. (12 Measures)</b>					
Percent of consent decrees where progress is made on meeting exit criteria	Up is Better	100%	100%	100%	100%
Percentage of DMHHS Cluster agencies' fiscal year key performance indicators either met or nearly met	Up is Better	Not Available	70%	Waiting on Data	85%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete	Up is Better	Not Available	75%	50.5%	85%
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	9.1%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	0%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	1.8%	0.5%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	7.1	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	146.4%	258.9%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	0%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	Not Available	No data available	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

## 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Oversee and facilitate the coordination of interagency activities and initiatives amongst health and human services cluster agencies to eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (5 Activities)</b>			
AGENCY OVERSIGHT AND SUPPORT	Legislation and Council Relations	Review and approval of all HHS Cluster agencies' legislative requests and coordinate with Mayor's Office of Policy and Legislative Affairs (OPLA) and DC Council on legislative-related matters.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Rulemaking	Review and approval of all HHS Cluster agencies' rulemaking requests.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Budget	Support to HHS Cluster agencies regarding budget needs and priorities to ensure agency and Mayoral priorities.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
AGENCY OVERSIGHT AND SUPPORT	Inter-agency and special initiatives	Ongoing broad oversight of- and support to - HHS Cluster agencies across special and/or inter-agency initiatives.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Communications	Support EOM Communications and HHS Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
<b>2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (3 Activities)</b>			
AGENCY OVERSIGHT AND SUPPORT	Interagency Council on Homelessness (ICH)	Oversee and facilitate the implementation of Homeward DC, the District's Plan to end homelessness and make it a rare, brief, and non-recurring experience.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Age-Friendly DC	Oversee and facilitate the implementation of Age-Friendly DC Strategic Plan, the District's Plan to make DC an inclusive urban environment that encourages active and healthy living.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Short-term Family Housing	Oversee and facilitate the inter-agency collaboration to develop short-term family housing sites in each ward of the city, building on the Mayor's closure of DC General in 2018.	Key Project
<b>3 - Create and maintain a highly efficient, transparent and responsive District government. (2 Activities)</b>			
PERFORMANCE MANAGEMENT ACTIVITY	Performance Planning	Review and approve HHS Cluster agencies' performance plans to ensure improved outcomes, accurate information, and efficiencies at the agency-level.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Constituent Relations	Receive, track, and resolve health and human services-related constituent issues and concerns brought up to the attention of DMHHS.	Daily Service

## 2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
No measures found			

## 2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Age-Friendly DC (1 Strategic Initiative)</b>		
Age-Friendly DC	In FY19, DMHHS will continue executing the Age-Friendly DC Initiative. FY19 activities will include convening the Age-Friendly DC 2023 Task Force and Committees to begin implementing the 14 domain areas included in the 2023 Strategic Plan.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Inter-agency and special initiatives (1 Strategic Initiative)</b>		
New Hospital at Saint Elizabeths East	In FY19, DMHHS will continue to co-lead, with the office of the City Administrator, the work to develop a comprehensive strategy to build a new hospital on the Saint Elizabeths East campus and a high-quality integrated health care system east of the Anacostia river with our external partner, George Washington University Hospital.	09-30-2019
<b>Interagency Council on Homelessness (ICH) (1 Strategic Initiative)</b>		
Homeless Encampments	In FY19, DMHHS will continue to work with interagency partners and key stakeholders to bolster outreach to residents living in encampments and implement a more strategic approach to cleaning encampment sites in order to improve the overall effectiveness and impact of our encampment response. DMHHS will also hire a new dedicated outreach team to provide services to individuals residing in encampments.	09-30-2019
<b>Short-term Family Housing (1 Strategic Initiative)</b>		
Short-term Family Housing	In FY18, Mayor Bowser successfully closed the DC General Family Shelter and opened short-term family housing programs in Wards 4 and 7. In FY19, DMHHS, with our partner agencies, will open programs in Wards 3, 5, 6, and 8 and will make meaningful progress on the design and construction of a program in Ward 1. Overall in FY19, Mayor Bowser's Administration will continue its transformation of the shelter system for families experiencing homelessness to ensure that any family experiencing a crisis has a safe, dignified place to get back on their feet.	09-30-2019