



Deputy Mayor for Health and Human Services DMHHS (HG)

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

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

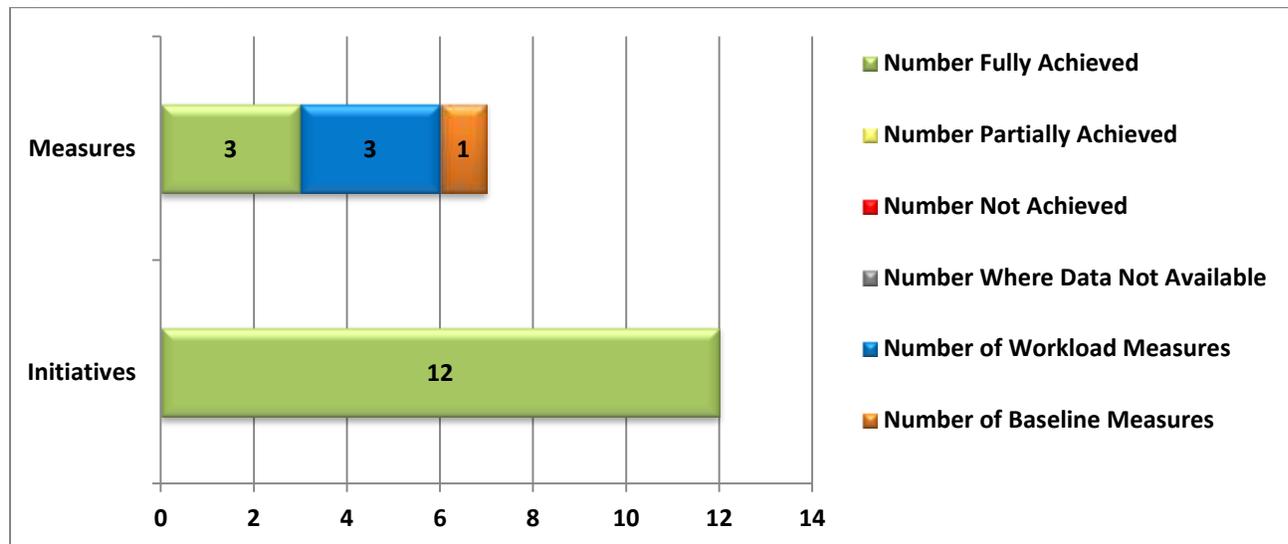
ACCOMPLISHMENTS

- ✓ Facilitated establishment of an inter-agency protocol to address homeless encampments.
- ✓ Supported DMH in exiting the Dixon consent decree.
- ✓ Served X youth who did not participate in the SYEP through alternative summer programming.

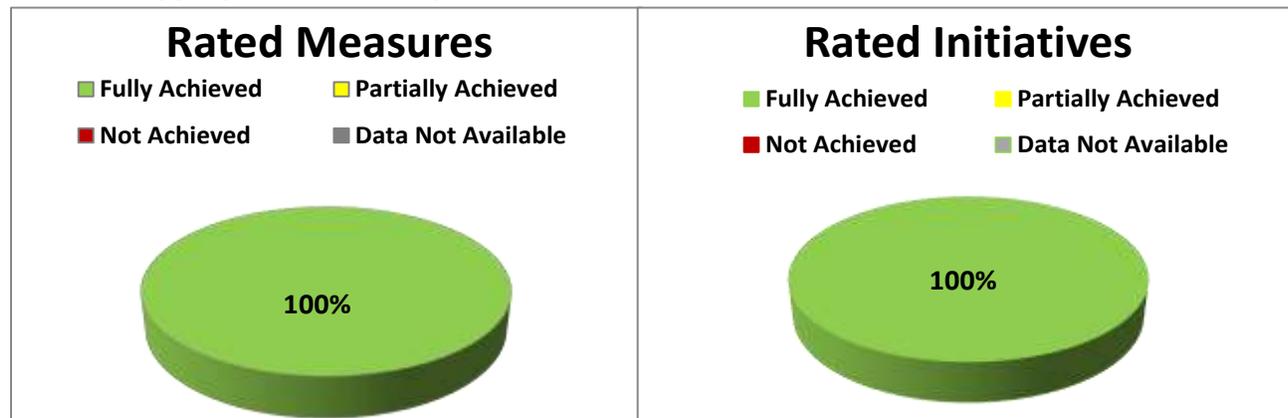


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

OBJECTIVE 1: 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.

Fully Achieved: 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.

- 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

INITIATIVE 1.2: 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.

Fully Achieved: 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.

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.

Fully Achieved: 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.



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

- **Fully Achieved:** 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.

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

- **Fully Achieved:** 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.

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.

- **Fully Achieved:** 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.

OBJECTIVE 3: Monitor the Performance Plans for Cluster Agencies

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

- **Fully Achieved:** 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.

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.

- **Fully Achieved:** DMHHS successfully supported the Department of Mental Health exit the Dixon consent decree.

INITIATIVE 4.2: Assist 4 cluster agencies in completion of strategies related to each agency's respective consent decree/settlement agreement

- **Fully Achieved:** 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.



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.

- **Fully Achieved:** 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.

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.

- **Fully Achieved:** 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.

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

- **Fully Achieved:** This is an ongoing activity that allows the DMHHS to have a public presence and receive community input.



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
- Partially achieved
- Not achieved
- Data not reported
- Workload measure
- Baseline measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	● 1.1	Number of Interagency Initiatives Implemented	7	5		6	Baseline Not Rated	AGENCY MANAGE- MENT PROGRAM
	● 3.1	Number of Agencies Meeting 75% of their Performance Measures	9	10		10	100%	AGENCY MANAGE- MENT PROGRAM
	● 3.2	Number of Cluster Agencies that Stay Within Budget	7	7		7	100%	AGENCY MANAGE- MENT PROGRAM
	● 4.1	Number of consent decrees where progress is made on meeting exit criteria	4	5		5	100%	AGENCY MANAGE- MENT PROGRAM
	● NA	Number of external meeting requests	926	Target Not Required		775	Workload Measure Not Rated	AGENCY MANAGE- MENT PROGRAM
	● NA	Number of complaints/intakes	215	Target Not Required		105	Workload Measure Not Rated	AGENCY MANAGE- MENT PROGRAM
	● NA	Number of legislative review requests	86	Target Not Required		128	Workload Measure Not Rated	AGENCY MANAGE- MENT PROGRAM