



Deputy Mayor for Health and Human Services *DMHHS (HGO)*

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

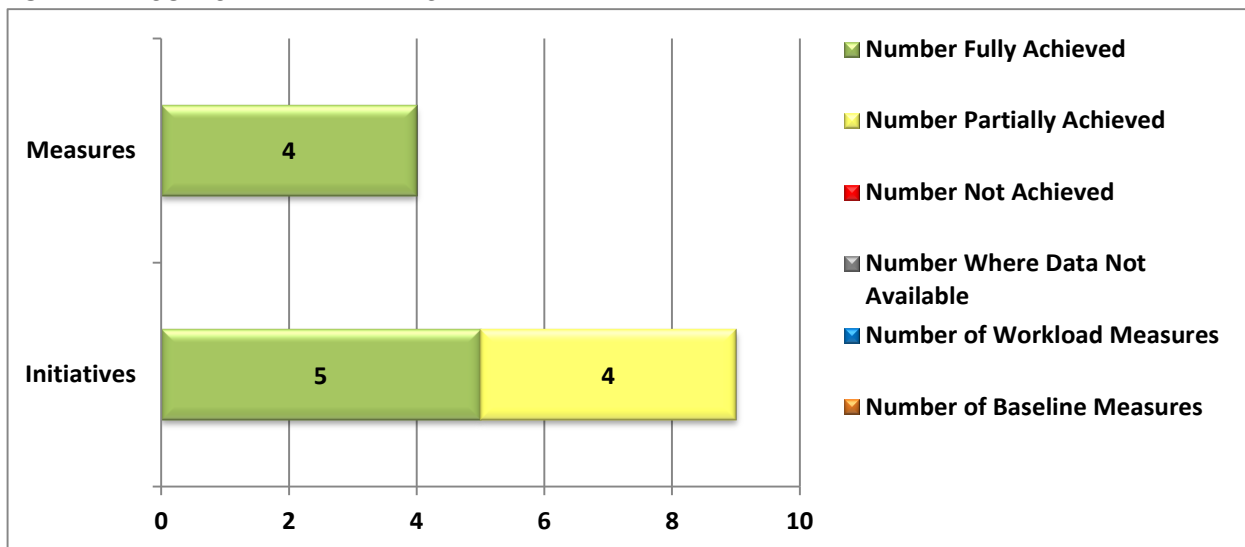
ACCOMPLISHMENTS

- ✓ Developed an inter-agency Cold Emergency Plan and procedures to protect the District's unsheltered homeless population from frostbite and hypothermia exposure during severe cold weather.
- ✓ Produced the first Age-Friendly DC Strategic Plan which establishes goals and strategies by which to measure progress toward the Age-Friendly City designation in 2017 by the World Health Organization (WHO).
- ✓ Through the "500 Families. 100 Days. Quality DC Housing Now" campaign, over 500 units were identified within 100 days from April 1st, 2014 through the end of the campaign in July, 2014. As a result of the campaign, the exit rate of families out of emergency shelter sites and into stabilized housing increased from an average rate of 40 exits per month to an average 64 exits from homelessness into housing per month.

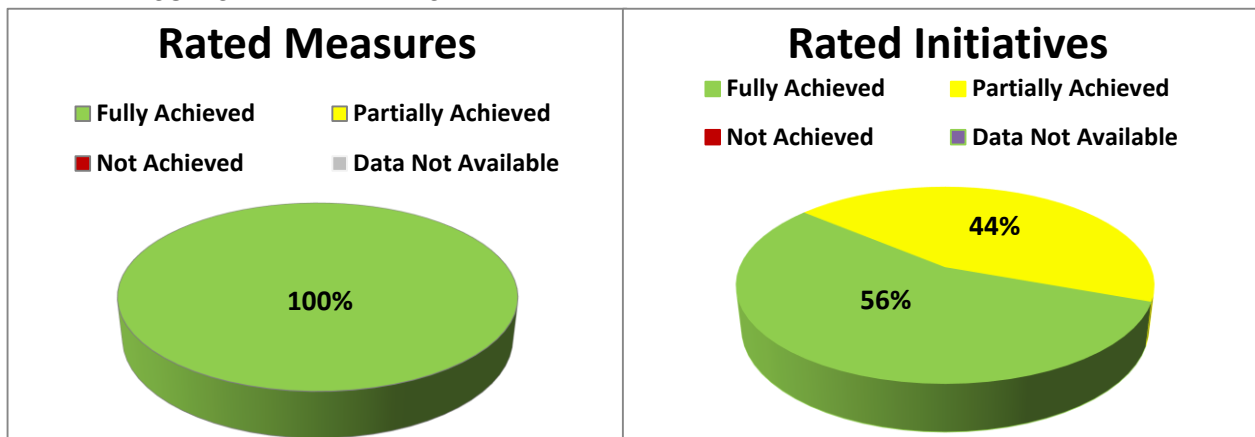


OVERALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES






Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	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

Office of the Deputy Mayor for Health and Human Services

OBJECTIVE 1: Oversee the development of policies and programs to improve service delivery

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.

Partially Achieved. DMHHS, with partners DHS and OCTO, have made progress improving 211. The decision was made to keep the current backend system. An inventory of stand-alone electronic and print resource and referral directories was completed. The Mayor's Order which requires all DC government agencies and contractors to add their resource and referral information into 211 has been drafted and is under legal review. Language for inclusion in contracts between DC government agencies and nonprofit organizations is drafted and undergoing review.

OBJECTIVE 2: Oversee and facilitate the coordination of interagency activities and initiatives

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.

Fully Achieved. The DMHHS and DME offices collaborated in an on-going capacity with other District stakeholders to identify and understand barriers to attendance. Funds were transferred to DHS to identify and implement solutions to reduce the high number of unexcused student absences, particularly at the middle and high school level. DMHHS worked with partner agencies to look at the compliance of educational neglect laws in the District and helped to ensure that students and families in some of our most at-risk communities receive the services they need to improve school attendance, academic achievement and family stability.

INITIATIVE 2.2: With Deputy Mayor for Public Safety and Justice, facilitate conversations and build on the One City Summer Initiative.

Fully Achieved. Following summer 2014, the One City Summer Initiative was expanded to a year-round initiative. The One City Youth Initiative brought together approximately 30 DC government agencies and 100 community partners on a regular basis to coordinate planning and collectively implement strategies related to keeping youth safe and positively engaged over the summer and throughout the year, and to reduce youth violence. The year-round strategies include implementation of the Communities on the Rise Initiative (COR). The COR initiative uses data to identify District neighborhoods with the highest rates of negative youth indicators (crime, truancy, low school performance, teen pregnancy, unemployment, etc.) and works within these communities over a three-year period to improve outcomes for youth and families and build community capacity to sustain long-term improvement.

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

Fully Achieved. DMHHS worked 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. The plan has been presented to the



community and OSSE is working to revise it based on feedback. OSSE anticipates implementing the QRIS in SY15-16. DMHHS supported 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. Unfortunately, the District was not awarded the grant, but progress towards meeting the goals outlined has been continued.

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 by 2017.

Fully Achieved. An Age-Friendly Block-By-Block Walk effort was undertaken with over 500 volunteers walking almost 100 SMDs to analyze age-friendliness in neighborhoods in all eight wards. The Age-Friendly DC Task Force submitted final recommendations to the Mayor in 2014.

- These recommendations were used by DMHHS staff to inform the final strategies of the Age-Friendly DC Strategic Plan, engaging 58 DC agencies, community stakeholders and thousands of DC residents. The Age-Friendly DC Strategic Plan and Executive Summary were completed, printed, published online and submitted to AARP and WHO. DMHHS staff continue to facilitate the interagency collaboration needed to implement the strategic plan.

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

Fully Achieved. The SMVF workgroup met to provide input and feedback on the plan. A public event was held an online survey was developed to get community feedback on the plan. The plan was completed and printed and published for download online from the DMHHS website.

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

Partially Achieved. The training materials have been developed, a hoarding expert has been identified to lead and deliver the trainings. Monthly meetings have been set-up with the DCOA/ADRC citywide caseworkers group to discuss and advise on hoarding cases. Trainings with other staff and stakeholders will be conducted in 2015.

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OBJECTIVE 3: Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale

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

Partially Achieved. The inventory of contractors and grantees was completed and an initial analysis of a subgroup of contractors and grantees was conducted and adjustments made. However, this initiative was modified to focus on challenges faced by contracted nonprofit providers meeting the 35% CBE subcontract requirement. Guidance for agencies and providers regarding the 35% CBE subcontract requirement was drafted and is undergoing legal review.

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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

Partially Achieved. While the District did not exit Evans as anticipated in FY14, we have made progress towards the goal and are very close to exit. DMHHS continues to support the work of the Inter-agency Intellectual/Developmental Disabilities (IDD) task force and implement budget priorities toward responsible exit.

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Key Performance Indicators – Details

Performance Assessment Key:

Fully achieved
 Partially achieved
 Not achieved
 Data not reported

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
	1.1	Percent of cluster agencies that meet 75% of their performance measures	100%	100%		100%	100%	AGENCY MANAGEMENT PROGRAM
	2.1	Number of Interagency Initiatives Implemented ¹	6	6		9	150%	AGENCY MANAGEMENT PROGRAM
	3.1	Percent of cluster agencies that stay within budget	100%	100%		100%	100%	AGENCY MANAGEMENT PROGRAM
	4.1	Percent of consent decrees where progress is made on meeting exit criteria	100%	100%		100%	100%	AGENCY MANAGEMENT PROGRAM

¹ 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. Services Members, Veterans and Their Families (SMVF) Workgroup
8. Age-Friendly DC Initiative
9. Cold Emergency Working Group