

# Office of the Deputy Mayor for Health and Human Services FY2018

## FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## 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. These include: 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: â€¢ Developing and supporting policies and programs to improve the delivery of services by government agencies and contracted providers â€¢ Coordinating interagency activities and initiatives â€¢ Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes â€¢ Ensuring compliance with local and federal mandates

## FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Hosted Inaugural Maternal and Infant Summit	Mayor Bowser's inaugural Maternal and Infant Health Summit on September 12 built on growing public awareness and interest in the important issue of improving the health of women, babies and families and the District's new approach to ensure success in this area. The summit was free and open to the public and was an opportunity for elected officials, health officials and DC residents to explore strategies to improve perinatal health and address racial disparities in birth outcomes. More than 1,000 people were in attendance and had the opportunity to better understand the health risks women face so that we can improve the lives of our friends, family, neighbors, and fellow community members.	DMHHS led weekly planning meetings attended by EOM, DC Health and an outside public relations firm and played a critical role in facilitating content, approval and key decision points. DMHHS also secured partnerships from a variety of health care stakeholders, including District insurers and hospitals.
Continue to Make Progress Toward Ending Chronic Homelessness and Closing DC General	As a result of the Homeward DC plan, the District has reduced overall homelessness by more than 17 percent in two years, and has reduced family homelessness by 40 percent over the same time. The District has connected 3,900 single adults to permanent housing, including 1,700 veterans. Three short-term family housing programs were on track to open in fall 2018, marking a monumental step forward in the Administration's effort to close and replace DC General Family Shelter. DC General Family Shelter is also on track to close permanently in the Fall of 2018.	DMHHS continues to play a leadership role in the Interagency Council on Homelessness, a group of cabinet-level leaders, providers of homeless services, advocates, homeless and formerly homeless leaders that come together to inform and guide the District's strategies and policies for meeting the needs of individuals and families who are homeless or at imminent risk of becoming homeless in the District of Columbia.

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Secured a Letter of Intent with The George Washington University Hospital to build a new medical center at the St. Elizabeths East campus	This partnership, the first public-private partnership formed for the purpose of better meeting the health care needs of District residents, will help create the first new hospital to open in Washington, DC since the opening of the GW University Hospital's Foggy Bottom location almost 20 years ago. In addition to acute care and non-high risk obstetrics, the comprehensive health services complex at St. Elizabeths will include urgent care, outpatient surgery, diagnostic imaging and physician offices. Together, these services will create a fully integrated health system with a network designed to improve access, care, and outcomes for residents in Wards 7 and 8 and across the District.	DMHHS and OCA led planning for the August 2018 announcement and co-chair the working group tasked with producing a formal partnership agreement. DMHHS has led community engagement efforts, including visits to several key community and health care stakeholder groups to discuss plans for the new hospital.

## 2018 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.**

## 2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<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	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
Percent of interagency initiatives reporting progress towards meeting their goals	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
<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	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	Met	
	Annually	95%					95%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percent of objectives in progress or accomplished under Age-Friendly DC			Annual Measure	Annual Measure	Annual Measure	Annual Measure			
<b>3 - Create and maintain a highly efficient, transparent and responsive District government.** (3 Measures)</b>									
Percent of consent decrees where progress is made on meeting exit criteria	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percentage of DMHHS Cluster agencies' fiscal year key performance indicators either met or nearly met	Annually	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73.4%	Unmet	
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete	Annually	85%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50.5%	Unmet	

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
No measures found						

## 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>AGENCY OVERSIGHT AND SUPPORT (5 Strategic initiatives)</b>				
Homeless Encampments	In FY18, DMHHS will work with interagency partners and key stakeholders to bolster outreach to residents living in encampments and implement a more targeted and strategic approach to cleaning and clearing encampment sites in order to improve the overall effectiveness and impact of our encampment response.	Complete	In FY18, DMHHS will work with interagency partners and key stakeholders to bolster outreach to residents living in encampments and implement a more targeted and strategic approach to cleaning and clearing encampment sites in order to improve the overall effectiveness and impact of our encampment response.	
Short-term Family Housing Implementation	In FY18, DMHHS will continue to implement the Mayor's plan to close and replace DC General with dignified, short-term housing for	75-99%	The Mayor's initiative to close and replace DC General with dignified short-term housing for families experiencing homelessness made monumental progress in FY18. In May, new placements at DC General stopped in preparation for	We have completed the third of four implementation years on this project.

Title	Description	Complete to Date	Status Update	Explanation
	families experiencing homelessness. The FY18 implementation activities will include overseeing coordination between DGS and DHS to deliver new short-term family housing facilities and programs, and to execute the closure of DC General.		closure, and the census at the shelter declined throughout Fy18 as families exited to permanent homes. DC General will close once and for all in October 2018. In September 2018, Mayor Bowser but the ribbon for the first new family shelter, The Kennedy, in Ward 4. Construction on programs in Wards 7 and 8 neared completion, and these two programs will begin serving families in fall 2018. Construction progressed at new shelters in Wards 3, 5, and 6. In FY18, Mayor Bowser also announced the location of the Ward 1 shelter, and the design process began for the site.	
Thrive-by-Five	In FY18, DMHHS will continue to enhance the Thrive-by-Five family resources website by coordinating across agencies and providers to ensure that families have a convenient hub to locate services related to early childhood wellbeing. As part of the Thrive-by-Five initiative, in FY18 DMHHS will coordinate with key stakeholders, early childhood providers, and District agencies to explore additional system-changes and programmatic improvements related to infant and early-childhood development and health.	Complete	DMHHS built off the Thrive-by-Five launch through continuous updates to website and deepening partnerships with other District agencies, including CFSA, DBH, DC Health, DHCF, DHS, DPR, DCPL, DME, DCPS, and OSSE. DMHHS has also continued to build relationships with external stakeholders through an Early Childhood Brown Bag lunch with the Deputy Mayor, attendance at the Home Visiting Council, and helping to organize Mayor Bowser's Maternal and Infant Health Summit. As part of the Maternal and Infant Health Summit, the District launched <a href="http://dcmaternalhealth.com">dcmaternalhealth.com</a> , which includes resources for before, during, and after pregnancy.	
United Medical Center	In FY18, DMHHS will continue to coordinate the District's efforts to develop a long-term strategy to support, stabilize and ensure the operational and financial success of the District's safety net hospital, the United Medical Center (UMC). Concurrently DMHHS will co-lead with the Office of the City Administrator the work within and outside of government for a potential partnership and comprehensive strategy to build a new hospital and develop a world class integrated health care system east of the Anacostia river.	50-74%	On August 10, 2018, Mayor Bowser signed a Letter of Intent with the George Washington University Hospital to partner in operating, maintaining, and governing a new community hospital. DMHHS continues to co-lead with OCA the work to finalize a comprehensive partnership agreement and plan for a new fully integrated health system east of the river, to be anchored on the St. Elizabeths campus. DMHHS also continues to work to ensure that United Medical Center can provide residents with high-quality care until a new hospital opens.	While this marks a monumental step forward towards developing a high-quality health system east of the river, a new hospital is not scheduled to open until 2023. DMHHS continues to work to finalize a partnership agreement and build a hospital on the St. Elizabeths East campus.
Age-Friendly DC	In FY18, DMHHS will continue executing the Age-Friendly DC Initiative. FY18 activities will include renewing the Age-Friendly DC Task Force in collaboration with the Mayor's Office of Talent and Appointments, as well as	75-99%	The Age-Friendly DC 2018-2023 Task Force and Domain Task Force Committees continued to meet to collect community input and formalize strategies. The Age-Friendly DC 2023 Strategic Plan is expected to be released in October 2018.	The Strategic Plan is currently in draft form, but will not be released until Q1 FY2019.

Title	Description	Complete to Date	Status Update	Explanation
	developing and publicly releasing a new strategic plan to guide the Initiative's work.			