Department of Health FY2021

Agency Department of Health Agency Code HCO Fiscal Year 2021

Mission The District of Columbia Department of Health promotes health, wellness and equity, across the District, and protects the safety of residents, visitors and those doing business in our nation's Capital.

Strategic Objectives

Objective Number	Strategic Objective
1	Health Regulation and Licensing Administration (HRLA). Protect the health of those who reside and do business in the District of Columbia by fostering excellence in health professional practice and building quality and safety in health systems and facilities through an effective regulatory framework.
2	Office of Health Equity (OHE). Promote Health Equity. Collaborate with other government agencies and community partners to identify and address the social determinants of health which are the key drivers of inequities in health outcomes.
3	Center for Policy Planning and Evaluation (CPPE). Develop an integrated public health information system to support health policy decision, state health planning activities, performance analysis and direction setting for department programs.
4	Community Health Administration (CHA). Provide programs and services that promote coordination among the health care systems in the city and enhance access to effective prevention, primary and specialty medical care through collaborations with public and private organizations.
5	HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Reduce HIV, STD, TB and hepatitis-related morbidity and mortality and ensure healthy outcomes for persons living with those diseases. Administer federal and local funding, provide grants to service providers, monitor and evaluate programs, ensure quality services, and track the cases and status of the epidemics in the District.
6	Health Emergency Preparedness and Response Administration (HEPRA) Provide regulatory oversight of emergency medical services (EMS) and seek to ensure that DOH, its partners and the community are prepared for, can respond to, and recover from public health and health care system events and emergencies.
7	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Health Regulation and Licensing Administration (in the District of Columbia by fostering excellence in health systems and facilities through an effective reg	health profession	al practice	and building		
Percent of follow-up inspections of health care facilities with harm level deficiencies completed within 30 days	Up is Better	100%	100%	100%	100%
Percent of samples taken from rabies suspect animals submitted for testing within 48 hours	Up is Better	100%	88.5%	100%	100%
Percent of food establishment complaint inspections initiated within five (5) business days of receipt	Up is Better	97.3%	98.3%	97.9%	95%
Percent of Registered Controlled Substance Facilities inspected annually	Up is Better	100%	98.8%	74.8%	100%
Percent of residential healthcare providers scoring at or above the national average of 72 percent on the customer satisfaction survey	Up is Better	New in 2019	97.7%	100%	100%
Percent of medical marijuana facilities (dispensaries and cultivation centers) receiving at least one quarterly inspection	Up is Better	New in 2019	100%	30%	95%
Percent of pharmaceutical facilities receiving at least one annual inspection	Up is Better	New in 2019	98.2%	67.6%	100%

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
Percent of rodent activity complaints inspected or baited, and closed in the 311 system within three (3) business days of receipt	Up is Better	New in 2019	97.9%	98.8%	100%
Percent of confirmed foodborne illness cases by DC Health epidemiologists investigated within three (3) business days of notification to HRLA	Up is Better	New in 2019	96.9%	100%	95%
Percent of investigations initiated within 24 hours of receipt for complaints of abuse, neglect and mistreatment	Up is Better	New in 2019	100%	100%	100%
3 - Center for Policy Planning and Evaluation (CPPE). support health policy decision, state health planning department programs. (6 Measures)					
Percent of Certificates of Need (CONs) reviewed on time within 90 days	Up is Better	100%	100%	100%	100%
Number of CON Appeals	Down is Better	0	0	0	0
Percent of vital records walk-in requests processed within 30 minutes	Up is Better	60.6%	47.3%	83.8%	92%
Percentage of vaccine preventable disease cases with contact tracing initiated within 24 hours of receipt of line list of exposed contacts	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Percentage of foodborne disease cases with first interview attempt within 72 hours of receipt of the case report	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Average wait time for vital records walk-in issuance requests	Down is Better	New in 2021	New in 2021	New in 2021	New in 2021
4 - Community Health Administration (CHA). Provide health care systems in the city and enhance access to through collaborations with public and private organizations.	o effective preven	tion, prima			
Percent of eligible children enrolled in the Maternal, Infant, and Early Childhood Home Visiting (MIECHV) programs who receive developmental and social- emotional screenings	Up is Better	87.4%	85.8%	88.6%	85%
Dorsont of woman onrelled in the MICCLIV					
Percent of women enrolled in the MIECHV programs that are screened for depression	Up is Better	86.3%	82.5%	88.9%	85%
that are screened for depression Percent of eligible perinatal program participants with a	Up is Better Up is Better	86.3%	82.5% 83.2%	88.9%	85%
that are screened for depression Percent of eligible perinatal program participants with a documented reproductive health plan	'				
Percent of eligible perinatal program participants with a documented reproductive health plan Total breastfeeding initiation rates among WIC enrollees Breastfeeding initiation rates among African-American	Up is Better	80.4%	83.2%	64.3%	90%
	Up is Better Up is Better	80.4%	83.2%	64.3% 68.5%	90%
Percent of eligible perinatal program participants with a documented reproductive health plan Total breastfeeding initiation rates among WIC enrollees Breastfeeding initiation rates among African-American WIC enrollees Percent of Health Professional Loan Repayment Program (HPLRP) participants that are practicing in priority underserved areas	Up is Better Up is Better Up is Better Up is Better	80.4% 59.9% 52.3%	83.2% 62.2% 54.6%	64.3% 68.5% 62.5%	90% 60% 53%
Percent of eligible perinatal program participants with a documented reproductive health plan Total breastfeeding initiation rates among WIC enrollees Breastfeeding initiation rates among African-American WIC enrollees Percent of Health Professional Loan Repayment Program (HPLRP) participants that are practicing in priority underserved areas Percent of infants who receive an initial hearing screen at birth Percent of infants that receive a repeat screening after	Up is Better Up is Better Up is Better Up is Better	80.4% 59.9% 52.3% 91.7%	83.2% 62.2% 54.6% 92.2%	64.3% 68.5% 62.5% 91.5%	90% 60% 53% 90%
Percent of eligible perinatal program participants with a documented reproductive health plan Total breastfeeding initiation rates among WIC enrollees Breastfeeding initiation rates among African-American WIC enrollees Percent of Health Professional Loan Repayment Program (HPLRP) participants that are practicing in priority	Up is Better	80.4% 59.9% 52.3% 91.7% New in 2019 New in	83.2% 62.2% 54.6% 92.2% 97.3%	64.3% 68.5% 62.5% 91.5%	90% 60% 53% 90%

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
Percent of families with one or more completed referrals through Help Me Grow within three months of referral	Up is Better	New in 2019	40.7%	59.8%	70%
Percent of students in the School Health Services program with asthma with an asthma action plan on file	Up is Better	New in 2019	27.9%	25.1%	40%
Percent of kindergarten-enrolled children with up-to- date immunizations	Up is Better	New in 2020	New in 2020	79.5%	80%
Percentage increase in preventive care visits among health centers supported by Primary Care Office grants	Up is Better	New in 2020	New in 2020	5.1%	5%
Percent of Youth Advisory Council participants who report an increase in knowledge and skills gained from participation	Up is Better	New in 2020	New in 2020	20%	40%
Percent of providers reporting immunization data electronically into the immunization registry (DOCIIS)	Up is Better	New in 2020	New in 2020	45.3%	40%
Percent of sampled elementary aged students participating in School-Based Markets reporting food security	Up is Better	New in 2019	68.8%	45.4%	70%
Percent of students referred by the SBOHP that completed at least one visit with a dental home provider	Up is Better	New in 2020	New in 2020	7.1%	50%
Percent of WIC FMNP Benefits Redeemed	Up is Better	New in 2020	New in 2020	Waiting on Data	47%
Percent of Senior FMNP Benefits Redeemed	Up is Better	New in 2020	New in 2020	Waiting on Data	47%

5 - HIV/AIDS, Hepatitis, STD and TB Administration (HAHSTA) Reduce HIV, STD, TB and hepatitis-related morbidity and mortality and ensure healthy outcomes for persons living with those diseases. Administer federal and local funding, provide grants to service providers, monitor and evaluate programs, ensure quality services, and track the cases and status of the epidemics in the District. (16 Measures)

For patients with newly diagnosed TB disease for whom	.				
12 months or less of treatment is indicated, the proportion who complete treatment within 12 months	Up is Better	100%	100%	96%	90%
Number of individuals prescribed Pre-Exposure Prophylaxis (PrEP)	Up is Better	3414	1690	341	3000
Percent of Ryan White clients living in the District that are prescribed Anti-Retroviral Therapy	Up is Better	86.6%	93.1%	94.1%	90%
Percent of diagnosed HIV positive individuals retained in care that are virally suppressed	Up is Better	79.7%	87.5%	88.7%	85%
Percentage of individuals diagnosed with HIV confirmed to be out-of-care that are re-engaged within 90 days of successful case contact	Up is Better	14.1%	11.9%	16.7%	10%
Percent of DOH-supported HIV tests conducted with focus populations	Up is Better	49.1%	69.5%	53.7%	15%
Percent of clients with a positive Hepatitis C test enrolling in treatment	Up is Better	30.4%	31.2%	No Applicable Incidents	40%
Percent of new HIV cases linked to care within 3 months of diagnosis	Up is Better	85.6%	88.1%	95.6%	90%
Number of Naloxone kits distributed	Up is Better	New in 2019	41,258	31,266	30,000
Percent of people experiencing overdoses who were also linked to substance use treatment	Up is Better	New in 2019	27.6%	4.5%	45%
Proportion of gonorrhea cases with appropriate treatment confirmed among clients seen at the Health and Wellness Center	Up is Better	New in 2019	96.9%	97.6%	90%

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 202 ⁻ Targe
Percentage of individuals prescribed PrEP at the DC Health & Wellness Center who are members of the demographic groups disproportionately impacted by HIV (e.g., Black Women, men who have sex with men, Transgender Women of Color)	Up is Better	New in 2019	96.3%	97.1%	65%
Percent of AIDS Drug Assistance Program (ADAP) beneficiaries who are currently virally suppressed	Up is Better	New in 2019	84.8%	89.6%	85%
Percent of successful opioid overdose reversals	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Percentage of new HIV cases linked to care within 30 days of diagnosis	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
Percentage of new HIV cases achieving viral suppression within 90 days of diagnosis	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
6 - Health Emergency Preparedness and Response A emergency medical services (EMS) and seek to ensu can respond to, and recover from public health and	re that DOH, its pa	rtners and	the commu	nity are prep	ared fo
Percent of Management Supervisory Service (MSS), Excepted Service (ES), and Legal Services staff with the essential or emergency designation who complete the independent study portion of the Management ICS Training Series as outlined in DOH Standard Operating Procedure 1380	Up is Better	10.6%	36.6%	35%	60%
Percent of HEPRA personnel completing the prescribed ICS Training Series, including POD training and participation in at least one exercise, special event or real incident	Up is Better	New in 2019	40.7%	37.5%	100%
Percent of Open PODs that can open for set up within 2 hours of notification to activate	Up is Better	New in 2019	100%	100%	100%
Percent of Closed PODs that can open for set up within two hours of notification to activate	Up is Better	New in 2019	75%	27.2%	100%
Percent of EMS agency inspections with passing determinations	Up is Better	New in 2019	95.2%	93.3%	75%
Percent of EMS Emergency Response vehicles with an initial passing inspection	Up is Better	New in 2019	92.3%	92.5%	85%
Percent of HECC IMT leadership staff (ie, the six ICS/IM lead roles) reporting for immediate duty within 60 minutes to an unannounced staff assembly for a real incident or drill	Up is Better	New in 2019	91.8%	No Applicable Incidents	100%
Percent of District hospitals, skilled nursing facililites, and clinics that participate in at least two (2) HMC sponsored trainings and workshops annually	Up is Better	New in 2019	15.6%	82.2%	50%
Percent of District hospitals that reported requested Essential Elements of Information (EEI) to the HMC within the timeframe as stated in the HMC Response Plan	Up is Better	New in 2019	43.9%	82.5%	50%
Percent of closed POD partners meeting all program requirements	Up is Better	New in 2020	New in 2020	36.6%	100%
Percent of Medical Reserve Corps (MRC) volunteers that acknowledge a notification to activate/drill message within 2 hours	Up is Better	100%	100%	39.8%	75%
Percent of Health Alert Network (HAN) alert recipients who acknowledge receipt after the first alert attempt	Up is Better	New in 2020	New in 2020	56.4%	90%
Percent of District hospitals, skilled nursing facilities and clinics that complete the HMC Membership requirements as outlined in the HMC Preparedness Plan	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
7 - Create and maintain a highly efficient, transparer	nt, and responsive	District go	vernment. (8 Measures	
Percent of MSS employees who complete the required MSS training curriculum	Up is Better	36.3%	80.3%	91.1%	80%
Percent of lapsed dollar amounts on federal awards	Down is Better	19.1%	9.2%	11%	3%
Percent of eligible employee reviews completed on time	Up is Better	96.5%	100%	100%	100%
Percent of required attendees completing trainings mandated by EOM, DCHR, or the DOH Director	Up is Better	New in 2019	No Applicable Incidents	100%	70%
Percent of new subgrants with approved risk-based monitoring plans within 30 days of award	Up is Better	New in 2019	49.5%	60.3%	75%
Percent of completed interim subgrant budget periods with performance ratings completed and submitted within 45 days	Up is Better	New in 2019	71.5%	62.1%	60%
Average days to hire new employees	Down is Better	New in 2019	56	64	90
Percent of targeted visits completed by monitors per the most recent version of the risk-based monitoring plan	Up is Better	New in 2019	72.2%	11.2%	60%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
in the District of Columb	oia by fostering e	inistration (HRLA). Protect the health of those who reside an excellence in health professional practice and building quality effective regulatory framework. (11 Activities)	
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Food Safety and Hygiene Inspection Services Division (FSHISD)	Food Safety and Hygiene Inspection Services Division inspects food establishments (e.g. restaurants, food trucks, etc.) to prevent the spread of food-borne illness. They also inspect public pools, barbershops and beauty salons for cleanliness.	Daily Service
HEALTH PROFESSIONAL LICENSE ADMIN	Criminal Background Check Program	The Division is responsible for processing criminal background checks for health care professionals and prospective applicants of long term care facilities.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Rodent and Vector Control Division	The Rodent and Vector Control Division conducts field inspections, rodent baiting and community education activities to reduce the rat population in the District of Columbia.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Radiation Protection Division (RPD)	The Radiation Protection seeks to reduce and/or eliminate radiation overexposure of naturally occurring or man-made radiation in the District of Columbia.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
HEALTH CARE FACILITES REGULATION	Health Care Facilities Division	The Health Care Facilities Division inspects, monitors, and investigates: Ambulatory Surgical Centers, Certified Home Health Agencies, End-Stage Renal Disease Facilities, Hospices, Hospitals, Laboratories (Clinical Laboratory Improvement Amendments of 1988[CLIA]), Certificate of Waiver Programs (COW), Communicable Disease Laboratories, Tissue Banks, and Hospital Laboratories, Maternity Centers, Nursing Homes, Outpatient Physical Therapy or Speech Pathology Services, and Portable X-Ray Suppliers in the District of Columbia. The Division inspects these sites to determine compliance with local licensure health and safety regulations and federal standards for participation in Medicare and Medicaid programs under Titles XVIII and XIX of the Social Security Act. The Division also conducts Architectural Plans Review of health care facilities in the District of Columbia and inspects renovated projects and new construction. In addition, the Division inspects the DC Detention Facility aka (DC Jail) and the DC Youth Services Administration Detention Center – at New Beginnings Youth Development Center (located in Laurel, Maryland) and Mt. Olivet Road, NE (Washington, DC) in accordance with court mandates.	Daily Service
HEALTH PROFESSIONAL LICENSE ADMIN	Health Professional Licensing	Receive, process, and review for compliance with District and Federal regulatory compliance license applications for over seventy different healthcare professions.	Daily Service
HEALTH PROFESSIONAL LICENSE ADMIN	Compliance, Quality Assurance and Investigation	The Office of Compliance, Quality Assurance and Investigation enforces the District and federal laws and regulations governing licensed health professionals (Health Professional Boards and Advisory Committees). In addition, to determine compliance with federal participation in Medicare and Medicaid programs regarding Nursing Homes and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/ID), the Office also conducts investigations, as necessary.	Daily Service
FOOD, DRUG, RADIATION & COMMUNITY HYGIENE	Animal Services Program (ASP)	The Animal Services Program (ASP) is responsible for the prevention and spread of diseases transmitted by animals to people, follow-up on disease investigations, dog licensing, regulation and enforcement, field inspection and animal sheltering services in the District of Columbia. In addition, the ASP responds to any animal related compliant, and is responsible for zoonotic surveillance.	Daily Service
FOOD,DRUG,RADIATION & COMMUNITY HYGIENE	Pharmaceutical Control Division (PCD)	The Pharmaceutical Control Division (PCD) licenses, regulates and inspects community and hospital pharmacies and distributor manufactures. The PCD also licenses pharmaceutical detailers (e.g., pharmaceutical representatives) as well as registers, regulates and inspects controlled substance facilities in the District of Columbia.	Daily Service
HEALTH CARE FACILITES REGULATION	Intermediate Care Facilities Division (ICFD)	The Intermediate Care Facilities Division (ICFD) seeks to ensure applicable agencies substantially comply with District and/or Federal regulatory requirements for licensure and/or federal certification. ICFD has the regulatory oversight responsibility for the following seven (7) different programs: 1) Intermediate Care Facilities for Individuals with Intellectual Disabilities; 2) Group Homes for Individuals with Intellectual Disabilities; 3) Child Placing Agencies; 4) Home Care Agencies; 5) Assisted Living Residence; 6) Community Residence Facilities; and 7) Nurse Staffing Agencies. The oversight of these facilities is conducted at least annually and when necessary to ensure the health and safety of residents.	Daily Service
MEDICAL MARIJUANA	Medical Marijuana Program (MMP)	The Division of Medical Marijuana and Integrative Therapy (MMIT) licenses and regulates medical marijuana dispensaries and cultivation centers. The MMIT also approves patients and caregivers who apply to participate in the medical marijuana program. The Division also registers healthcare practitioners who elect to participate as recommenders for patients in need of medical marijuana as a treatment modality.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
	identify and add	te Health Equity. Collaborate with other government agencion ress the social determinants of health which are the key drive ties)	
HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Multi Sector Collaboration	The Office of Health Equity (OHE) provides informed, data driven and evidence based leadership in convening and sustaining effective multi-sector collaborative partnerships essential to promote and achieve health equity. OHE uses a "health in all policies" (HiAP) approach to improving community health. OHE serves as a liaison and technical advisor to all DOH Administrations regarding health equity, as well as external DC government agencies and private partners.	Daily Service
HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Community Based Participatory Research & Policy Evaluation	OHE applies data driven and evidence based research methods, tools and practices, including Geographic Information Systems (GIS) and other innovative methodologies, to measure social determinant and population health outcomes. This includes current and projected opportunities for health, disparate outcomes and inequities by socio-economic and demographic subpopulation and geographic location. This core function includes support to design, development and implementation of Health Equity Programs and their evaluation, including community based participatory research, and publication of reports that inform the policy making process as well as building the evidence base.	Daily Service
HEALTH EQUITY PRACTICE AND PROGRAM IMPLEMENTATION	Health Equity Practice & Program Implementation	Development and delivery of selected programs and initiatives with demonstrable strategic health equity nexus and operational potential, so as to contribute to, and inform, the essential paradigm shift in policy and practice to improve population health and promote more equitable opportunities for health, especially amongst vulnerable populations.	Daily Service
3 - Center for Policy Pla support health policy of department programs	decision, state he	ntion (CPPE). Develop an integrated public health information alth planning activities, performance analysis and direction s	n system to setting for
STATE HEALTH PLANNING AND DEVELOPMENT	Certificate of Need (CON) Program	CPPE works with healthcare providers to administer the Certificate of Need program to ensure that the healthcare services and facilities established in the District are of high quality and meet the needs of residents.	Daily Service
STATE CENTER HEALTH STATISTICS	Vital Records	Vital Records is responsible for collecting, preserving and administering the District's system of birth, death and domestic partnership records.	Daily Service
STATE CENTER HEALTH STATISTICS	Behavioral Risk Factor Surveillance System (BRFSS)	CPPE/BRFSS conducts an estimated 333 health surveys monthly to District residents aged 18 years of age and older in all eight wards of the city.	Daily Service
health care systems in	the city and enha	HA). Provide programs and services that promote coordinatince access to effective prevention, primary and specialty me private organizations. (28 Activities)	ion among the dical care
HEALTH CARE ACCESS	Health Professional Loan Repayment Program (HPLRP)	This program aims to recruit and retain health professionals in the District have underserved areas. The HPLRP, funded with both local and Federal dollars, provides loan repayment awards to eligible primary medical, dental, and mental health, health professionals in exchange for two to four years of service at approved sites.	Daily Service
HEALTH CARE ACCESS	School-Based Oral Health Program	This program aids DC Public and Public Charter students in maintaining educational readiness by providing preventive oral health services in schools and linkage to dental homes.	Daily Service
HEALTH CARE ACCESS	Primary Care Office (PCO) Grant Programs	These programs provide funding to increase access to equitable, comprehensive, quality health care services provided through a medical or dental home.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
HEALTH CARE ACCESS	Immunization Program	This program seeks to reduce the spread of vaccine preventable diseases among residents, visitors, and those working or doing business in the District.	Daily Service
FAMILY HEALTH BUREAU	Evidence-Based Home Visiting Program	This program is designed to promote maternal, infant and early childhood health as well as the development of strong parent-child relationships. The program's key outcomes include improved maternal and child health; prevention of child injuries, child abuse or maltreatment; improvement in school readiness and achievement; reduction in crime or domestic violence; and improvements in family economic self-sufficiency.	Daily Service
FAMILY HEALTH BUREAU	Help Me Grow (HMG)	HMG builds collaboration across sectors, including child health care, early care and education, and family support. Through comprehensive physician and community outreach and centralized information and referral centers, families are linked with needed programs and services.	Daily Service
FAMILY HEALTH BUREAU	Newborn Screening Program	This program provides a comprehensive, coordinated system for universal newborn hearing screening and intervention. The program works to ensure all newborns are screened for hearing loss prior to hospital discharge and infants needing additional evaluation are linked with specialized services and a medical home.	Daily Service
FAMILY HEALTH BUREAU	Sexual Violence Prevention Program	Implement and evaluate sexual violence prevention programs, practices, and policies within the District of Columbia. This includes increasing the use of partnerships to implement relationships/community-level strategies and improve coordination of sexual violence prevention efforts.	Daily Service
FAMILY HEALTH BUREAU	School Health Programs	These programs consist of both school health services and the School Based Health Centers (SBHC). The School Health Services Program provides comprehensive school health services in District of Columbia public and public charter schools. Located within the school building, SBHCs are designed to bring the medical provider's office to the school. Each SBHC is designed to complement and enhance the health care system in the District by collaborating with each student's medical home/primary care provider or serving as the student's medical home/primary care provider.	Daily Service
FAMILY HEALTH BUREAU	Perinatal Health Program	This program seeks to improve women's health, promote clinical quality and patient safety, and achieve collective impact.	Daily Service
FAMILY HEALTH BUREAU	Adolescent Health Education and Training Program	This program focuses on building the capacity of youth- serving organizations, District of Columbia Public Schools, and District of Columbia Public Charter Schools through training and technical assistance services on adolescent health topics.	Daily Service
FAMILY HEALTH BUREAU	Early Childhood Place-Based Initiative	This program partners with community organizations to implement place-based strategies to improve early childhood health and education outcomes.	Daily Service
FAMILY HEALTH BUREAU	Teen Pregnancy Prevention (TPP)	This program is designed to prevent teen pregnancy and improve adolescent health outcomes, as well as to achieve the purposes of the Temporary Assistance for Needy Families program. Grantees implement evidence-based or evidence-informed teen pregnancy prevention initiatives.	Daily Service
FAMILY HEALTH BUREAU	Youth Advisory Council	Program promotes positive youth development, working with young leaders to enhance critical thinking skills and apply skills to planning and implementing projects to improve their community.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Cancer Programs Division	The Cancer Programs Division encompasses three programs (Project WISH, Comprehensive Cancer Control, and Colorectal Screening) engaged in reducing the District's cancer burden.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
CANCER AND CHRONIC DISEASE PREVENTION	DC Cancer Registry (DCCR)	DCCR is a population-based registry that maintains data on all cancer patients diagnosed and/or treated within the District. All cancer cases are required by DC Law to be reported to DCCR within six months of first contact with a cancer patient.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Home Delivered Meals	This program involves the administration of a home delivered meals program to homebound residents of all ages living with a chronic disease. Services include: meals tailored to meet dietary and cultural needs and medical nutrition therapy and referrals.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Pop-Up Markets in Elementary Schools	Program administers pop-up food markets in all elementary schools in Wards 7 and 8. Families participate in choice pantry style market, food demonstrations and nutrition education and are eligible for 23 pounds of food per student enrolled in the participating school. Program addresses food access, food literacy and community engagement.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Supplemental Nutrition Assistance Program, Education and Obesity Grant (SNAP-Ed)	Program provides health and wellness education; policy, systems, and environmental change strategies; and SNAP referrals to eligible District residents. Eligibility for program services includes SNAP certification and participating in activities where at least 50 percent of the audience is SNAP eligible.	Daily Service
PERINATAL & INFANT HEALTH	The Safe Sleep Program	This program provides safe sleep education for parents/caregivers, child serving community partners, and health providers. The program distributes portable cribs to families in need of a safe sleep environment for their newborn infant.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Produce Plus Program	Program increases resident access to affordable, nutritious, locally sourced produce. The program offers vouchers to eligible low-income residents. Vouchers can be used to purchase fresh produce at any of the authorized farmers' markets between June and October.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Chronic Disease Division	The Chronic Disease Division addresses population level chronic disease prevention and management through evidence-based behavioral, clinical, policy and environmental interventions, as well as through multi-sector collaboration.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Tobacco Control Program	This program aims to reduce disease, disability and death due to tobacco use by: educating and informing stakeholders and decision-makers about evidence-based policies and programs to prevent initiation of tobacco use; working with health systems to implement evidence-based practices to support tobacco cessation in the District of Columbia; implementing evidence-based, mass-reach health communication interventions to increase cessation and/or promote the Quitline; reducing exposure to secondhand smoke; and identifying and eliminating tobacco-related disparities among specific populations.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Special Supplemental Nutrition Program for Women, Infants and Children (WIC)	Program provides no-cost nutrition assessments, breastfeeding support and healthful foods to promote healthy pregnancies and growth in children during the first five years of life.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Farmers' Market Nutrition Program (FMNP)	This program provides oversight for farmers who participate in healthful food access programs that assist income stressed District residents purchase locally sourced fruits and vegetables. Residents receive health and wellness education along with the food benefit.	Daily Service
CANCER AND CHRONIC DISEASE PREVENTION	Preventive Health and Health Services Block Grant (PHHSBG)	The PHHSBG aligns with DC Healthy People 2020 to identify current and emerging public health needs and to support innovative programs and policies within the local context.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
NUTRITION AND PHYSICAL FITNESS	Senior Farmers' Market Nutrition Program (SFMNP)	Healthful food access programs that assists income stressed seniors in purchasing locally sourced fruits and vegetables. Seniors aged 60 years and older receive health and wellness education along with the food benefit, June through October.	Daily Service
NUTRITION AND PHYSICAL FITNESS	Commodity Supplemental Food Program	This program provides a monthly food package, nutrition and wellness education, and opportunities for social engagement to seniors 60 years and older living in the District.	Daily Service
and mortality and ensu funding, provide grant	re healthy outcor s to service provi	ninistration (HAHSTA) Reduce HIV, STD, TB and hepatitis-relatives for persons living with those diseases. Administer federaters, monitor and evaluate programs, ensure quality services the District. (5 Activities)	al and local
DRUG ASSISTANCE PROGRAM (ADAP)	AIDS Drug Assistance	The AIDS Drug Assistance Program (ADAP) provides medication for the treatment of HIV disease. Through screening of clients to determine eligibility, enrollment and medication management the District of Columbia will continue providing this critical service.	Daily Service
PREVENTION AND INTERVENTION SERVICES	Condom Distribution	The District of Columbia Condom Program distributes both male and female condoms to District residents. The program utilizes an online platform to distribute condoms to individuals and District providers of health and support services.	Daily Service
PREVENTION AND INTERVENTION SERVICES	DC Needle Exchange Program (DC NEX)	The District of Columbia Needle Exchange Program (DC NEX) supports harm reduction through the distribution of clean needles in exchange for used ones. The program partners with 3 District community based providers to implement these interventions and link clients to primary medical services.	Daily Service
PREVENTION AND INTERVENTION SERVICES	Pre-Exposure Prophylaxis (PrEP)	HAHSTA makes PrEP widely available in the District, and does targeted outreach to target populations to receive screening, education, and referral to PrEP enrollment.	Daily Service
PREVENTION AND INTERVENTION SERVICES	Narcan Distribution	Naloxone is an opioid antagonist that was developed in the 1960s. It bonds to the opioid receptors in the brain without activating them, cutting off the effects of opiate drugs. Commonly known by the trade name Narcan, naloxone is carried by first responders, EMTs, and paramedics. It can be administered, in different formulations, intramuscularly, intravenously, or subcutaneously with a syringe or via an intranasal atomizer. DOH provides funding to community partners to provide stipends to peers for outreach, education and the distribution of kits.	Daily Service
emergency medical ser	vices (EMS) and s	Response Administration (HEPRA) Provide regulatory overs seek to ensure that DOH, its partners and the community are health and health care system events and emergencies. (7 A	prepared for,
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Medical Materiel Management and Distribution	HEPRA ensures the secure distribution and integrity of the stockpile from receipt to recovery of the materiel through planning, real time inventory tracking, and partner collaboration.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Incident Command System (ICS) and National Incident Management System (NIMS) Training	HEPRA ensures that all DOH staff with a designated role within the Health Emergency Coordination Center (HECC) and/or the Emergency Support Function (ESF) #8 response are prepared for and can respond to events and emergencies utilizing the concepts of the NIMS of FEMA Incident Command System (ICS) trainings and participation in planned exercises, as directed by Homeland Security Presidential Directive #5.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Special Events Permitting	As a member of the Mayor's Special Event Task Group, HEPRA provides customer assistance to Event Organizers by reviewing/approving the Health, Medical and Safety Plan component of their DCRA Special Event Permit Application. Through this coordination, HEPRA ensures each Event Organizer has obtained the required health and medical support required for their size and type of event, in accordance with the District EMS Act of 2008; DCMR, Title 29, Chapter 5 (Emergency Medical Services) and DOH policies.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Healthcare Coalition Development	HEPRA co-leads the DC Health and Medical Coalition (HMC) by providing coordination, oversight, policy guidance and leadership through meeting participation, planning support and communications to promote, attain and sustain Health and medical emergency preparedness services during routine and emergency operations. HEPRA conducts exercises, training and drills, to test and improve the healthcare system's resiliency. HEPRA also compiles and distributes situation reports (SITREPs), and radio drills to ensure timely and adequate communication and response, and monitors healthcare facility status.	Daily Service
EMERG. MED. SVS. REGULATION	Training and Certification of EMS Providers and EMS Emergency Response Vehicles	HEPRA regulates training and certification for EMS Providers (paramedics and EMTs) emergency medical service (EMS) and certifies/inspects EMS and emergency response vehicles (including ambulances, medical equipment aboard air ambulances and FEMS' rescue boats) operating in the District to ensure optimal healthcare response in accordance with the District EMS Act of 2008 and DCMR, Title 29, Chapter 5 (Emergency Medical Services).	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Medical Reserve Corps (MRC)	The DC Medical Reserve Corps (MRC) is a team of medical and non-medical volunteers who are called upon to assist the Department of Health, Health Emergency Preparedness and Response Administration (HEPRA) in preparing for and responding to special events and public health and all-hazard emergencies.	Daily Service
PUBLIC HEALTH EMERGENCY PREPAREDNESS	Emergency Operations Coordination	HEPRA directs and coordinates the implementation of other public health preparedness capabilities critical to public health emergency preparedness and response; and make informed, timely and effective decisions that direct resources and personnel to address ongoing and evolvoing health needs arising from emergencies.	Daily Service

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Animal Services Program (ASP) (2 Measures)			
Number of calls responded to by Animal Control Officers	15,511	17,725	18,145
Number of dog licenses processed	3824	3948	1026
1 - Compliance, Quality Assurance and Investigation (2 Measures)			
Number of Intermediate Care and Nursing Home-related incidents received	11,798	12,758	273
Number of investigations performed		1725	1310
1 - Criminal Background Check Program (2 Measures)			
Number of Criminal Background Checks processed for health professionals	9299	11,019	13,240
Number of Criminal Background Checks processed for non-health professionals	8010	7659	4956
1 - Food Safety and Hygiene Inspection Services Division (FSHISD) (1 Measure)			
Number of new and routine food establishments inspected		3076	5016
1 - Health Care Facilities Division (1 Measure)			
Number of inspections completed by the Health Care Facilities Division	159	145	203
1 - Health Professional Licensing (2 Measures)			

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of new health professional licenses issued	11,590	10,579	10,762
Number of walk-in customers to Processing Center	38,924	33,514	10,898
1 - Intermediate Care Facilities Division (ICFD) (1 Measure)			
Number of inspections completed by the Intermediate Care Facilities Division	268	345	244
1 - Pharmaceutical Control Division (PCD) (2 Measures)			
Number of pharmacies inspected	166	171	163
Number of Registered Controlled Substance Facilities inspected	234	248	187
3 - Behavioral Risk Factor Surveillance System (BRFSS) (1 Measure)			
Number of BRFSS surveys administered	123	600	1436
3 - Certificate of Need (CON) Program (1 Measure)			
Number of Certificate of Need application decisions	27	33	18
3 - Vital Records (1 Measure)			
Number of walk-in customers to the Vital Records Office	38,193	41,016	20,608
4 - Adolescent Health Education and Training Program (1 Measure)			
Number of reproductive health plans developed	New in 2019	1298	46
4 - Cancer Programs Division (5 Measures)			
Number of breast screening and diagnostic procedures performed	900	940	963
Number of cervical screening and diagnostic procedures performed	35	8	1
Number of women provided with navigation services for breast cancer screening, diagnosis and treatment	New in 2020	New in 2020	61
Number of people provided with navigation services for colorectal cancer screening, diagnosis and treatment	New in 2020	New in 2020	Waiting on Data
Number of persons identified as cancer survivors and care givers who have attended a disease management course	New in 2020	New in 2020	28
4 - Chronic Disease Division (3 Measures)			
Number of healthcare systems reporting clinical quality measures related to high blood pressure and diabetes	10	9	Waiting on Data
Number of residents enrolled in chronic disease self-management trainings	5500	5665	Waiting on Data
Number of residents at risk for diabetes participating in the Diabetes Prevention Program	New in 2019	295	Waiting on Data
4 - Evidence-Based Home Visiting Program (2 Measures)			
Number of families participating in evidence-based home visiting programs	259	259	309
Number of resource referrals made through the evidence-based Home Visiting Program	466	491	539
4 - Farmers' Market Nutrition Program (FMNP) (3 Measures)			
Number of District residents receiving meals from the Home Delivered Meals program	New in 2019	350	407

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of District seniors receiving supplemental groceries from and Commodities and Supplemental Food Program (CSFP)	New in 2020	New in 2020	5407
Number of District residents receiving supplemental groceries from School-Based Food Markets	New in 2020	New in 2020	7566
4 - Health Professional Loan Repayment Program (HPLRP) (1 Measure)			
Number of certified HPLRP sites	33	30	Waiting or Data
4 - Help Me Grow (HMG) (2 Measures)			
Number of completed resource referrals provided through the Help Me Grow Program	246	156	183
Number of families/providers calls/referrals to Help Me Grow	New in 2020	New in 2020	192
4 - Home Delivered Meals (1 Measure)			
Number of District residents receiving farmer's market incentive benefits from DC Health-administered programs	21,188	21,533	22,796
4 - Immunization Program (1 Measure)			
Number of site visits to provide technical assistance to Vaccines for Children (VFC) providers	New in 2020	New in 2020	46
4 - Newborn Screening Program (1 Measure)			
Number of infants receiving a hearing screening in their first month of life	13,061	13,042	12,510
4 - Perinatal Health Program (1 Measure)			
Number of participants receiving services though DC Healthy Start	1851	1561	107
4 - Primary Care Office (PCO) Grant Programs (1 Measure)			
Number of primary care providers participating in workforce development activities	New in 2020	New in 2020	Waiting or Data
4 - Produce Plus Program (2 Measures)			
Number of Farmers Markets vendors accepting Produce Plus benefits	69	54	53
Number of residents redeeming Produce Plus and Produce Prescription at Farmers' Market checks	9109	8028	4000
4 - School Health Programs (2 Measures)			
Number of students enrolled in a school based health center	2742	2128	2095
Number of students served by the School Health Services Program	New in 2019	79,709	81,422
4 - School-Based Oral Health Program (1 Measure)			
Number of children <18 years of age who receive a dental examination screening through the School-Based Preventative Oral Health Program (SBPOHP)	3392	2515	Waiting or Data
4 - Special Supplemental Nutrition Program for Women, Infants and Children (WI	C) (1 Meas	ure)	
Number of Supplemental Nutrition Program for Women, Infants, Children (WIC) participants	20,542	11,802	21,764
4 - Supplemental Nutrition Assistance Program, Education and Obesity Grant (SN	IAP-Ed) (1	Measure)	

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Total number of nutrition education and wellness contacts made to low income District residents participating in DC Health Healthful Food Access programs	32,861	35,485	16,500
4 - The Safe Sleep Program (2 Measures)			
Number of parents/caregivers educated on infant safe sleep practices	528	1560	1039
Number of portable cribs distributed	508	900	947
4 - Tobacco Control Program (1 Measure)			
Number of calls to the DC Tobacco Quitline	3197	3181	3121
5 - AIDS Drug Assistance (3 Measures)			
Number of DC ADAP clients served	797	827	362
Number of clients with DC ADAP and Alliance receiving pharmaceutical services through the pharmaceutical procurement and distribution program	567	517	413
Number of publicly-supported HIV medication prescriptions refilled	9177	9060	2024
5 - Condom Distribution (3 Measures)			
Number of clients with viral load served through treatment adherence activities	1895	762	581
Number of condoms (female and male) distributed by DC Health Condom Program	4,115,000	4,551,300	4,043,000
Number of youth (15-19 years) screened for CT and GC through HAHSTA-supported programs	2288	1840	1038
5 - DC Needle Exchange Program (DC NEX) (1 Measure)			
Number of needles off the streets through DC NEX Program	410,212	470,040	522,653
6 - Healthcare Coalition Development (5 Measures)			
Number of Health Action Network (HAN) Alerts generated	36	18	723
Number of Radio Drills conducted	49	15	8
Number of Health and Medical Coalition (HMC) Meetings held	14	35	33
Number of HMC facilities participating in exercises and special events involving HMC Coordination	New in 2020	New in 2020	115
Number of HMC-sponsored trainings and workshops	New in 2020	New in 2020	10
6 - Medical Materiel Management and Distribution (2 Measures)			
Number of emergency preparedness-related trainings and exercises coordinated by HEPRA	New in 2020	New in 2020	13
Number of DC Health personnel trained for POD operations	New in 2020	New in 2020	264
6 - Special Events Permitting (5 Measures)			
Number of special event health, medical and safety plans for DCRA permit applications requiring DC Health review	213	159	40
Number of HECC Activations	6	3	2
Number of MRC activations	New in 2020	New in 2020	3

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Total number of MRC volunteer hours	New in 2020	New in 2020	35,344
Number of MRC personnel activated in response to an incident or planned event	New in 2020	New in 2020	723
6 - Training and Certification of EMS Providers and EMS Emergency Response Veh	nicles (2 Me	asures)	
Number of new EMT certifications by DC Health	502	559	220
Number of emergency vehicle inspections conducted	511	586	214

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Chronic Disease Divisio	on (1 Strategic Initiative)	
Howard Centers of Excellence	DC Health will support the establishment or expansion of five DC Health-approved centers of excellence (COEs): sickle cell disease, women's health, substance use and co-occurring disorders, trauma care and violence prevention, and oral health. The funding will be used to support both operations and infrastructure investments necessary to support and launch the COEs through FY25. Overall, this funding creates a sustainable, nationally recognized Centers for Excellence (COE) within the District of Columbia's sole HBCU – Howard University. In FY 21, DC Health will work with stakeholders to create an administrative leadership structure and strategic plan for the COEs.	09-30-2025
Food Safety and Hygier	ne Inspection Services Division (FSHISD) (1 Strategic Initiative)	
Framework of a customer friendly application and licensing system to support the Food and Hygiene Divisions	The Health Regulation and Licensing Administration (HRLA) will develop the framework for a new IT system that will allow customers to submit and pay for applications online. Additionally the customer will receive electronic approval and/or license/certification. This will allow the Division of Food and Hygiene to quickly and efficiently communicate with customers. It will also be more convenient for customers, as they will no longer be required to submit in person or by mail.	09-30-2021
Health Equity Practice 8	& Program Implementation (2 Strategic initiatives)	
Launch Internal DC Health Dialogue on Anti- Racism	The Office of Health Equity will convene internal sessions to explore racism as a public health issue. The objective of these sessions is to align culture and practice around addressing racism to improve public health outcomes in the District.	09-30-2021
Host DC Health Equity Summit 2021	Convene the Health Equity Summit initially planned for FY 20 and postponed due to COVID-19. The summit is tentatively titled "Equity & COVID-19: Impacts, Insights & Solutions."	09-30-2021
Health Professional Loa	an Repayment Program (HPLRP) (1 Strategic Initiative)	
Primary Care Retention and Specialty Care Incentive	Based on the recommendations from the Mayor's Commission on Healthcare Systems and Transformation, there is a need to retain primary care and specialty workforce in Health Professional Shortage Areas (HPSA) utilizing mechanisms to enhance the current HPLRP program. This initiative will pilot methods to incentivize recruitment of specialty care physicians and retainment of primary care providers.	09-30-2021
Immunization Program	(1 Strategic Initiative)	
New Immunization Information System	DC Health aims to launch a new District of Columbia Immunization Information System (DOCIIS). DOCIIS 2.0 will continue to be the system of record for vaccinations for anyone immunized in DC, including a potential future COVID-19 vaccine. This system should be birectional and allow for improved vaccine management, data quality, and disease surveillance.	09-30-2021

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Multi Sector Collaborat	tion (1 Strategic Initiative)	
Implement Health in All Policies (HiAP) Projects and Initiatives	The Office of Health Equity will expand HiAP practice in FY 21 through three projects: (1) PEW Charitable Trust "DC Calling All Sectors Initiative (CASI)" year two activities; (2) Complete a Health Impact Assessment pilot in collaboration with the Office of Planning; (3) Expand Applied Health Equity Practice Change Collaborations .	09-30-2021
Narcan Distribution (1	Strategic Initiative)	
Integrated services: polysubstance use and primary care	DC Health – HAHSTA is expanding drug user health activities through a new program to respond to concurrent polysubstance use. Funds will be distributed to select federally qualified health centers (FQHCs) to support implementation of evidence-based/informed interventions into primary care. HAHSTA will provide technical assistance and capacity building to the centers, as well as create a forum for organizations to share best practices and lessons learned.	09-30-2021
Perinatal Health Progra	am (1 Strategic Initiative)	
Perinatal Care Integration/Coordination	This project seeks to pilot mechanisms to share social determinants of health information at healthcare visits and better connect prenatal care to labor and birthing options, with a specific emphasis on Wards 7 and 8.	09-30-2021
Pre-Exposure Prophyla	xis (PrEP) (1 Strategic Initiative)	
Bridging access: Post- Exposure Prophylaxis (PEP) for HIV	DC Health – HAHSTA is implementing a citywide non-occupational HIV post-exposure prophylaxis program. This program will link persons with possible HIV exposure to medication in order to prevent HIV infection. The program will also serve to link individuals with continued risk to pre-exposure prophylaxis, where appropriate. Prescription and weekend/evening coverage will be coordinated through DC Health's Health and Wellness Center.	09-30-2021
Vital Records (1 Strates	gic Initiative)	
Public Health Accreditation Board (PHAB) - Vital Records Office Accreditation	For the past few years, PHAB has been working to develop accreditation standards and measures for Vital Records/Health Statistics (VRHS) Units in the 57 jurisdictional areas identified by the National Center for Health Statistics (NCHS) within the National Vital Statistics Collaborative Program (VSCP). This includes the 50 states, the District of Columbia, New York City, American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and Virgin Islands. PHAB has partnered with the National Association for Public Health Statistics and Information Systems (NAPHSIS), CDC's Center for State, Tribal, Local, and Territorial Support (CSTLTS), NCHS, and several states to develop the standards and measures and complete both an alpha and a beta test to ascertain their applicability in the field. On November 28, 2018, the PHAB Board of Directors approved the final standards and measures and process guide for this new accreditation program.	09-30-2021