Executive Office of the Mayor
EOM *(AA0)*

MISSION

The mission of the Executive Office of the Mayor (EOM) is to serve the public by leading the District Government and ensuring residents are served with efficiency, accountability, and transparency.

SUMMARY OF SERVICES

The EOM provides District agencies with vision and policy direction, and provides agencies with the leadership, support, and oversight to implement specific policy goals and objectives. To discharge these duties, the EOM is divided into four core offices: Executive Office of the Mayor, the Office of Boards and Commissions, the Office of Policy and Legislative Affairs, the Office of Community Affairs.
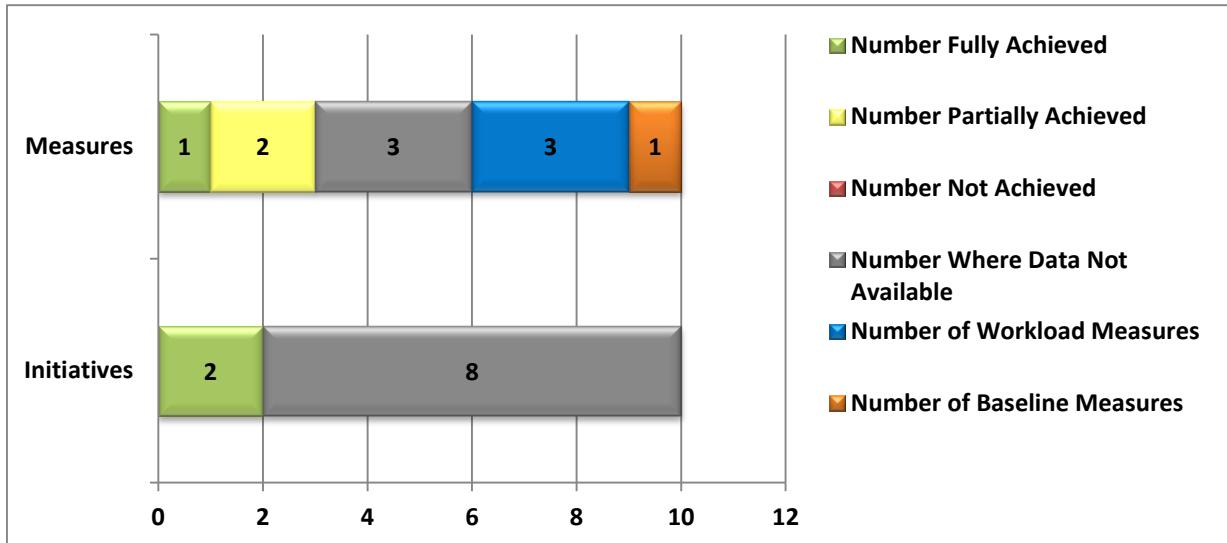
Accomplishments
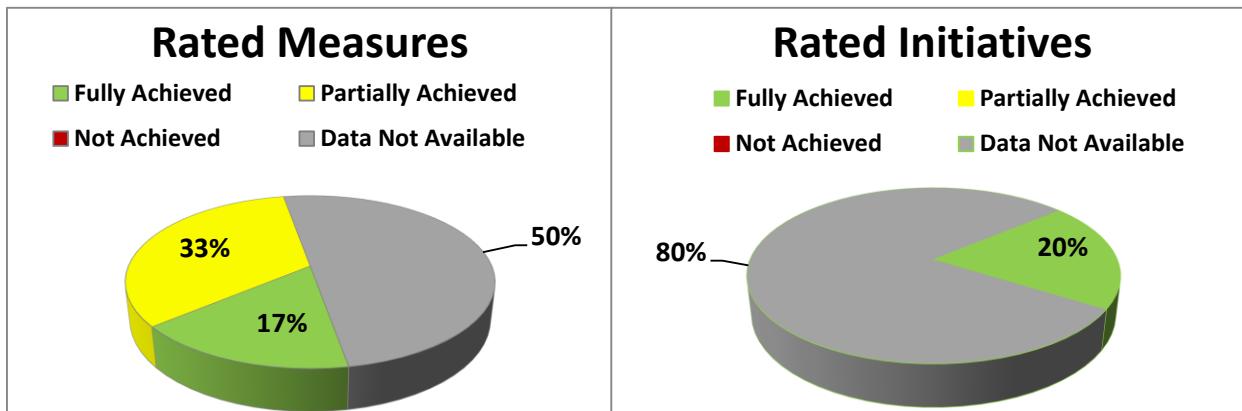
- **See accomplishments report.**
  http://vincegray.org/

Executive Office of the Mayor   *FY 2014 Performance Accountability Report*
Government of the District of Columbia   *Published: March 2015*

1

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

Executive Office of the Mayor

OBJECTIVE 1: OBJECTIVE 1: Effectively communicate information, updates, goals and accomplishments

INITIATIVE 1.1: Increase the number of reviews it receives in FY 14

Grade.dc.gov has been an integral part in improving performance of District government services. Residents are able to provide instantaneous feedback on government services via online survey, Facebook, Twitter and text message. Currently, there are 15 District agencies participating in the program. The EOM will increase the number of reviews it receives in FY 14 by increasing outreach and promotion of grade.dc.gov.

⬤ **Update not reported.**

Office of Boards and Commissions

OBJECTIVE 1: Recruit highly qualified, diverse, ethically sound candidates who serve the

INITIATIVE 1.1: Update all boards and commissions

OBC will continue to review the history and purpose of all DC government boards and commissions to determine which should remain on file and be given appointments. If it is determined that more boards and commissions should be recommended for abolishment, a list of boards and commissions to be abolished will be submitted to the Council during fiscal year 2014 after seeking ⬤ public comment. This initiative will help OBC better manage its portfolio of boards and commissions, which will direct resources only to those boards and commissions that do not have an obsolete purpose. This is a continuing initiative that will be reviewed and updated by OBC on an annual basis.

Update not reported.

INITIATIVE 1.2: Create an internal notification system to track term expiration dates

Quorums and term endings will be tracked with an internal notification system that will alert staff members prior to the expiration of members' terms. The system will help the Office be proactive in addressing vacant seats on boards and commissions and facilitate the reappointment, or ⬤ appointment process. The full implementation of this internal notification system will be completed by June 1, 2014.

Update not reported.

INITIATIVE 1.3: Educate community members on available seats on boards and commissions

OBC will provide additional information online including statutory purposes and requirements for all active boards and commissions, board support information including agency Point of Contact information for direct public access, and links to external websites for active boards and ⬤ commissions. Information on board member rosters will also be made available on the OBC website, so that residents may gain a fuller understanding of boards to better match their qualifications or interests to available seats on boards and commissions. This will provide additional support to OBC in filling board vacancies and lowering the number of boards without a quorum. This initiative will be completed by September 30, 2014.

Update not reported.

Executive Office of the Mayor   *FY 2014 Performance Accountability Report*
Government of the District of Columbia   *Published: March 2015*

3

OBJECTIVE 1: Provide rapid responses to constituent requests, concerns, and questions with District Government services.

    INITIATIVE 1.1: Post before and after pictures of constituent requests

● Post before and after pictures of constituent requests In an effort to follow up with constituent requests, the Office of Neighborhood Engagement will post before and after pictures of affected areas on Twitter and Facebook. This will provide an added level of accountability to community. Residents will be able to see the outcome of many of their requests to the Office of Community Affairs

    Update not reported.

OBJECTIVE 2: The Office of Community Affairs will increase community engagement

    INITIATIVE 2.1: Pilot Neighborhood "Office Hours" Initiative.

● The Office of Neighborhood Engagement will hold office hours in selected neighborhoods throughout the city. This pilot initiative will help community member's gets to know their ward representatives and address specific concerns in their neighborhoods. After each visit, ward representatives will report any urgent concerns to the Director of Community Affairs and or the relevant agencies.

    Update not reported.

    INITIATIVE 2.2: Pilot GLBT Health Initiative.

● In FY14 the Mayor's Office of GLBT Affairs will be piloting a major, multi-pronged initiative regarding GLBT Health, in connection with the many changes coming up in the implementation of the Affordable Care Act. The Office will partner with the Mayor's Office on Latino Affairs to host a community forum focusing on the health needs and barriers of the GLBT Latino/a community, and as a result, bring government stakeholders together with the community to work on solutions and changes. The Office will also release the results of a GLBT Health Report, the first to ever. The report will include data related to the transgender community in DC. With these activities and events, the Office hopes to see an increase in the number of GLBT individuals enrolled in health insurance and a decrease in the instances of systematic discrimination against transgender individuals in health services.

    Update not reported.

    INITIATIVE 2.3: Pilot Adopt- A- School Pilot Program.

● The Office of the Clean City pilot initiative has developed a sister initiative to the Adopt-A-Block Program, called Adopt-A-School. Adopt-A-School will engage local and national businesses in an active partnership with an area public school. The adopting entity would be responsible for producing two school year events, which engage the school community around the themes of cleanliness and litter prevention, through the use of self-generated volunteers (employees or friends of that entity). These events will center on the above mentioned themes but would also be an opportunity for the entity to assist the school community in resource cultivation.

    Update not reported.

Executive Office of the Mayor   *FY 2014 Performance Accountability Report*
Government of the District of Columbia   *Published: March 2015*

4

OBJECTIVE 3: Strengthen and promote the spirit of service through partnerships, national service, and volunteerism

    INITIATIVE 3.1: Train residents to support first responders and a disaster or emergency

● **Fully Achieved:** Serve DC successfully trained 4,000 residents with the basic skills necessary to prepare and protect themselves, their families and neighbors. This program will continue to train residents to support first responders in the event of a disaster or emergency, helping to create a more resilient community.

Serve DC's Community Emergency Response Team (CERT) volunteer program trains citizens to be better prepared to respond to emergencies in their communities. When emergencies happen, CERT members can provide critical support to first responders, immediate assistance to victims and can help organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the community safety.

    INITIATIVE 3.2: Launch volunteer web portal.

● **Fully Achieved:** Serve DC will launched a new web portal allowing District residents to connect to volunteer opportunities making it easier for resident and community organizations to find and solicit volunteer opportunities. The NeighborGood is a free, online District of Columbia-specific volunteer opportunity database and search engine. NeighborGood connects residents with meaningful District-based volunteer opportunities and connects community-based organizations and others with the city's cadre of dedicated, experienced volunteers.

Executive Office of the Mayor   *FY 2014 Performance Accountability Report*
Government of the District of Columbia   *Published: March 2015*

5

Performance Assessment Key:

⬤ Fully achieved   ⬤ Partially achieved   ⬤ Not achieved   ⬤ Data not reported   ⬤ Workload Measure

	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
Executive Office of the Mayor- Agency Management								
⬤	1.1	Number of grade.dc.gov reviews	16,543	27,543		27,113	98.44%	OFFICE OF THE MAYOR
⬤	1.2	Number of Twitter Followers	17,120	23,000		22,973	99.88%	OFFICE OF THE MAYOR
⬤	1.3	Number of Freedom of Information Act Request	60	Target Not Required		33	Not Rated Workload Measure	OFFICE OF THE MAYOR
⬤	1.4	Number of Correspondence Received	11,390	Target Not Required		6,002	Not Rated Workload Measure	OFFICE OF THE MAYOR
Office of Board and Commission								
⬤	1.1	Number of appointments to boards and commissions	523	300		392	130.67%	OFFICE OF BOARDS & COMMISSIONS
⬤	1.2	Number of Boards and Commissions without a quorum	1	0		Data Not Reported	Not Rated	OFFICE OF BOARDS & COMMISSIONS
⬤	1.3	Percentage of total vacancies to total available seats on boards and commissions	6.9%	<5%		Data Not Reported	Not Rated	OFFICE OF BOARDS & COMMISSIONS

	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
Office of Community Affairs								
🔵	1.1	Number of constituent requests	1,035	Target Not Required		988	Not Rated Workload Measure	OFFICE OF COMMUNITY AFFAIRS
⚪	2.1	Number of outreach events for all Community Affairs Offices	73	75		No Data Reported	Not Rated	OFFICE OF COMMUNITY AFFAIRS
🟡	3.1	Number of Volunteers Trained	3,800	4,000		4,000	Not Rated (Baseline Measure)	OFFICE OF COMMUNITY AFFAIRS