

# Mayor's Office on Returning Citizen Affairs FY2022

Agency Mayor's Office on Returning Citizen Affairs

Agency Code RCO

Fiscal Year 2022

Mission The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

## Strategic Objectives

Objective Number	Strategic Objective
1	Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services.
2	Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.
3	Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services.
4	Create and maintain a highly efficient, transparent, and responsive District government

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (4 Measures)</b>					
Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan	Up is Better	New in 2021	New in 2021	23.1%	40%
Percent of returning citizens that complete vocational training programs	Up is Better	New in 2021	New in 2021	39.9%	40%
Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens.	Up is Better	New in 2021	New in 2021	26	10
Percent of returning citizens that successfully obtain employment	Up is Better	New in 2021	New in 2021	23.8%	24%
<b>2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (5 Measures)</b>					
Percent of returning citizens referred to and completing employment training programs.	Up is Better	New in 2021	New in 2021	41.1%	42%
Percent of returning citizens that successfully complete training programs who obtain industry recognized credentials and start new employment opportunities.	Up is Better	New in 2021	New in 2021	31.6%	33%
Number of employer relationships developed in Wards 7 and 8	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
Number of returning citizens interviewed through employer relationships (outside of job fairs)	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
Number of returning citizens attending job fairs	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
<b>3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (1 Measure)</b>					
New pilot programs or policy recommendations developed on improving service delivery for returning citizens.	Up is Better	New in 2021	New in 2021	3	5

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (2 Activities)</b>		
Case Management	Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles.	Daily Service
Coordination	Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services	Key Project
<b>2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (3 Activities)</b>		
Advocating for clients	Establish a tracking system to ensure returning citizens are referred to training opportunities.	Daily Service
Increase Hiring	Increase the hiring of returning citizens, by identifying and developing relationships with local and national companies that hire returning citizens.	Daily Service
Coordination	Refer returning citizens to government funded community based organizations that have the expertise of providing workforce development, life skills, and mentoring programs for returning citizens.	Daily Service
<b>3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (3 Activities)</b>		
Communication.	On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming.	Daily Service
Government Programs.	Identify programs that assist with removing the unique barriers of returning citizens.	Daily Service
Community participation.	Participation in community-based working groups, roundtables and symposiums.	Daily Service

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Case Management (3 Measures)</b>			
Number of employment training collaborations	New in 2021	New in 2021	48
Number of Strategic Partnerships	New in 2021	New in 2021	23
Number of returning citizens that receive case plans	New in 2021	New in 2021	1063
<b>1 - Coordination (2 Measures)</b>			
Number of clients assigned to peer navigators	New in 2022	New in 2022	New in 2022
Number of returning citizens attending behavioral health services	New in 2022	New in 2022	New in 2022
<b>2 - Advocating for clients (6 Measures)</b>			
Number of returning citizens remaining employed after the first year	New in 2022	New in 2022	New in 2022
Number of returning citizens that are employed for at least 90 days.	New in 2021	New in 2021	91
Number of returning citizens that are employed for at least 60 days.	New in 2021	New in 2021	78
Number of returning citizens hired.	New in 2021	New in 2021	67
Number of employers hiring returning citizens	New in 2021	New in 2021	21
Number of returning citizens that are employed for at least 120 days.	New in 2021	New in 2021	169
<b>3 - Communication. (1 Measure)</b>			
Number of returning citizens referred to workforce development, life skills and mentoring programs.	New in 2021	New in 2021	461
<b>3 - Community participation. (7 Measures)</b>			
Number of governmental agencies represented as coalition members	New in 2022	New in 2022	New in 2022
Number of community-based, non-profit and faith-based organizations represented as coalition members	New in 2022	New in 2022	New in 2022
Number of returning citizens advocates represented as coalition members	New in 2022	New in 2022	New in 2022
Number of barriers identified by the working group quarterly	New in 2022	New in 2022	New in 2022
Number of meeting convened	New in 2022	New in 2022	New in 2022
Number of EOTR organizations that joined coalition yearly	New in 2022	New in 2022	New in 2022
Number of formal partnerships with community-based organizations that have the capacity to dedicate program slots to returning citizens.	New in 2021	New in 2021	61
<b>3 - Government Programs. (1 Measure)</b>			
Number of times MORCA participated in community-based working groups, roundtables and symposiums.	New in 2021	New in 2021	82

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Advocating for clients (2 Strategic initiatives)</b>		
Establish an Employment Referral System.	In FY22, MORCA will strengthen its formal referral system to ensure returning citizens are connected to training opportunities.	09-30-2022
Peer Navigator Support	Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.	09-30-2022
<b>Communication. (1 Strategic Initiative)</b>		
Collaboration across the government	Participate in at least 20 community outreach events put on by other agencies.	09-30-2022
<b>Community participation. (2 Strategic initiatives)</b>		
Returning Citizen Coalition Working Group	MORCA will strengthen its returning citizen coalition working group comprised of returning citizen advocates, government agencies, and community-based organizations. The working group will focus on strengthening service delivery for returning citizens amongst government agencies and community-based organizations.	09-30-2022
Host Roundtables	Host at least four returning citizens roundtables	09-30-2022
<b>Government Programs. (1 Strategic Initiative)</b>		
Regular Participation in Inter-Agency Task Force Groups	Participate in at least 6 relevant inter-agency task force groups.	09-30-2022
<b>Increase Hiring (1 Strategic Initiative)</b>		
Connect Constituents to Employment Opportunities.	In FY22, MORCA will establish and implement the Access to Jobs Pilot Program that will provide a minimum of 5 grants to employers to support the hiring of returning citizens.	09-30-2022