



Office of Community Affairs DCOCA (RP)

MISSION STATEMENT

The mission of the Office of Community Affairs is to meet the needs of the residents of the District of Columbia and to engage the District's diverse communities in civic life.

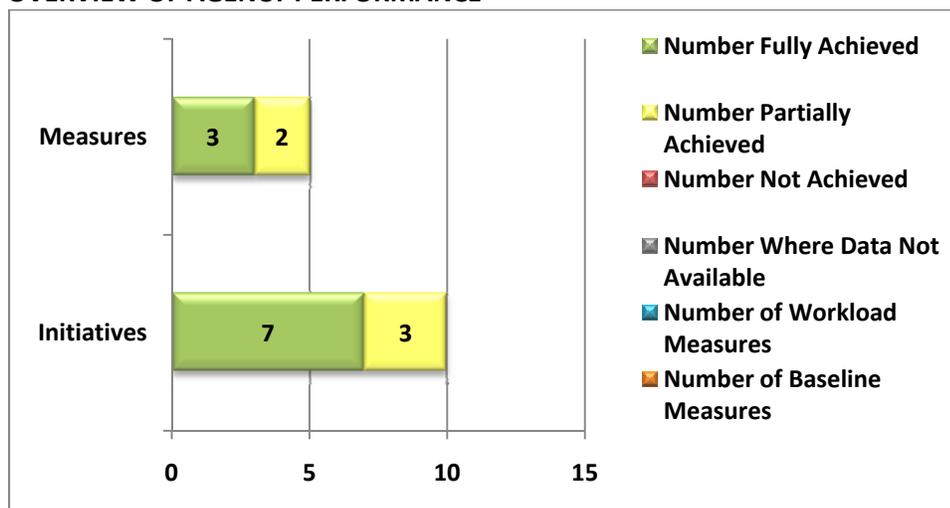
SUMMARY OF SERVICES

Office of Community Affairs (OCA) provides direction to the directors of the Executive Office of the Mayor constituent offices. OCA is divided into six core offices: African Affairs; Ex-Offender Affairs; Gay, Lesbian, Bisexual and Transgender (GLBT) Affairs; Mayor's Office of Community Relations and Services; Office of Women's Policy and Initiatives; and Youth Advisory Council. **African Affairs** ensures that a full range of health, education, employment, business, and social opportunities are accessible to the District's African immigrant community. **Ex-Offender Affairs** advocates, empowers and improves the overall quality of life for incarcerated and previously incarcerated District residents and their families. **Gay, Lesbian, Bisexual and Transgender (GLBT) Affairs** provides constituent services and information to the GLBT communities. The **Mayor's Office of Community Relations and Services** serves as the primary constituent services organization in the District and provides rapid, complete, coordinated and documented responses to constituent requests, complaints, and questions. The **Office of Women's Policy and Initiatives** provides constituent services and information to women in the District of Columbia. The **Youth Advisory Council** provides District youth with meaningful opportunities to influence public policies and programs that impact youth in the District of Columbia.

ACCOMPLISHMENTS

- ✓ Increased efficiency of EOM by streamlining small constituent-based offices for budget and performance management purposes
- ✓ Increased coordination and collaboration among offices by creating the Office of Community Affairs as an 'umbrella' organization for 6 smaller offices
- ✓ Provided a singular point of contact or "one voice" between the EOM and DC constituents

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Promote and facilitate communication between District government agencies and residents.

- **INITIATIVE 1.1: Create targeted outreach plan to improve overall African involvement in community affairs.**
Office of African Affairs maximized output through the office listserv which reaches over 3,000 recipients. The notoriety of the Listserv meant increased information about community events and programs.
- **INITIATIVE 1.2: Enhance career and business development opportunities for GLBT community.**
The Mayor’s Office of GLBT Affairs enhanced career and business development opportunities through the following actions.
 - Organized a summit that included workshops and programs that enhanced the skills and increased knowledge of economic development opportunities for over 200 attendees.
 - Produced a roundtable on the credit market that drew 25 participants and another annual event on how to become a certified business enterprise that drew 20 attendees.
 - Produced 40 electronic “News and Numbers” publications that provided updates on economic development opportunities for over 900 subscribers.

OBJECTIVE 2: Educate and inform agencies and community civic organizations.

- **INITIATIVE 2.1: Develop Cultural Competency Training for District Government agencies and members of the African immigrant community.**
During FY 2010, the Office of African Affairs (OAA) conducted cultural competency trainings for other government agencies and affiliates including staff from DCPS’ Parent Outreach Center. OAA also worked in conjunction with other agencies including the Office on Latino Affairs, Office of Asian Pacific Islander Affairs, and the Office of Human Rights on various issues related to Language Access and improving service delivery and outreach to our constituents, specifically LEP/NEPs (Limited English Proficient/Non English Proficient). OAA delivered cultural competency trainings to community based organizations such as Breaking the Chains Foundation and met with the DC Language Access Coalition regularly to assess the experiences of community members with District Government agencies. OAA used feedback from these meetings to develop ad hoc trainings and to provide ongoing feedback to agency language access coordinators. And, the Office of African Affairs participates in forums and programs to enhance overall cultural competency in the District.



● **INITIATIVE 2.2: Conduct weekly "Operation Fix-Its."**

The Mayor's Office of Community Relations & Services conducted at least one weekly Fix-It in each of the 8 Wards, often completing more than one location per ward each week. The Operation Fix-it program is a Mayoral initiative where the District Government Agencies come together to tackle multiple issues in a several-block radius in one community. It is a hands-on initiative that guarantees visible results in a efficient manner.

● **INITIATIVE 2.3: Increase public awareness and education of GLBT office.**

The Mayor's Office of GLBT Affairs has increased public awareness and education by the following accomplishments.

- Doubled the number of visitors to its website from 6,500 in FY09 to 13,000 in FY10.
- Increased the number of subscribers to electronic publications from 2085 in FY09 to 2800 in FY10.
- Increased the number of residents served from 22,000 in FY09 to 28,000 in FY10.

● **INITIATIVE 2.4: Develop recommendations to address youth violence in the District.**

In FY 09, the DC Youth Advisory Council completed an initial analysis with recommendations for effective youth violence prevention programs. The Youth Advisory Council continued in FY 10 to develop policy recommendations for the Mayor and Council to address violence among youth in the District of Columbia. During the summer of 2010, the Youth Advisory Council interns developed Phase II of the youth violence reduction report for the District of Columbia. The report was completed August 1, 2010.

● **INITIATIVE 2.5: Promote the 2010 Census to encourage District of Columbia residents to complete the 2010 Census questionnaire.**

The Office of Community Affairs worked closely with the Office of Latino Affairs, Office of Veteran Affairs and Office of Asian Pacific Island Affairs to implement a strategic hands-on outreach effort to ensure all "hard to reach" constituent groups were informed of, and participated in, the 2010 Census. Materials were translated into several languages, outreach was done at community-based organizations and faith-based organizations, and partnerships were formed with 2010 Census staff which allowed residents to fill out forms with assistance. Outreach materials was also provided to civic associations and ANC groups as well.

OBJECTIVE 3: Advocate and advise on policy relating to the six activities within the office.

● **INITIATIVE 3.1: "Ward by Ward" Initiative: Rotating DC Commission for Women Meetings to ensure equitable representation of women's issues across the District of Columbia.**

DC Commission for Women held meetings in at Deanwood Recreation Center (Ward 7) and 441 4th Street in the Citywide Conference Room (Ward 2). Trainings were held at Howard University (Ward 1), the Sumner School (Ward 2) and DC Economic Partnership (Ward 2). Over 500 women attended the events.

● **INITIATIVE 3.2: HIV/AIDS Testing Public Transportation Media Campaign for Pregnant Women.**

OWPI collaborated with DOH, US Department of Health and Human Services' Office on Women's Health and community based organizations to sponsor HIV/AIDS Workshops and Screenings in Ward 8 in March 2010.



- INITIATIVE 3.3: Collaborate with DOH and Local Community Based Organizations to increase the number of breast cancer screenings in Wards with high morbidity rates.**
 OWPI provided an Outreach Coordinator to increase mobile van pickups and screenings for women in Wards 1, 7 and 8. The Capital Breast Care Center was the community partner and has logged 2200 screenings for 2010.

Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
- Partially achieved
- Not achieved
- Data not reported

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
●	1.1 Attend all civic association meetings, ANCs and PSA meetings each at least six (6) times a year and provide outreach information on Agency and DC Government programs/policy.	0	1428	1244	87.11%	OFFICE OF COMMUNITY RELATIONS & SERVICES
●	1.2 Number of documented long-term cases resolved by OCA offices	0	1250	1134	90.72%	CUSTOMER SERVICE
●	2.1 Conduct at least one (1) multi-agency “Operation Fix-It” in each of the eight (8) wards of the District of Columbia weekly.	0	416	1313	315.63%	OFFICE OF COMMUNITY RELATIONS & SERVICES
●	3.1 Number of breast cancer screenings	0	150	500	333.33%	COMMISSION FOR WOMEN
●	3.2 # of workshops, seminars or webinars aimed at fiscal health of female residents and entrepreneurs	0	3	4	133.33%	COMMISSION FOR WOMEN