



## FY 10 PERFORMANCE PLAN Office of Community Affairs

### **MISSION:**

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.

### **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.**

African Affairs will increase the amount of free media outlets including electronic media to target outreach to the African Community. In FY 2010 African Affairs will actively work with the Language access coalition to create a direct link between the "Know Your Rights" campaign and direct service provision to OAA constituents.

#### **INITIATIVE 1.2: Enhance career and business development opportunities for GLBT community.**

In FY10, the office will launch a series of quarterly economic development programs, promote career development programs and execute a marketing strategy to increase the number of people who receive the office's bi-weekly electronic newsletter that highlights opportunities.



## **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.**

Cultural competency training will help agencies understand how to deliver services in a manner that is both respectful and responsive to the diverse cultural and linguistic needs of the African community in the District. African Affairs will develop a series of on-going cultural competency. In FY 2010 OAA will be refining the training modules based on experiences. OAA will also be targeting Agencies that have not received the training to date.

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

For FY 10, in each ward of the District of Columbia, The Outreach and Services Specialist will plan for, organized and deliver at least one (1) Operation Fix-It weekly. "Operation Fix It" is Mayor Fenty's multi-agency initiative aimed at abating areas where crime, blight and compliance issues require participation from more than one DC Government agency. "Fix Its" usually cover a 2-3 block radius and are aimed to improve the quality of life for residents, businesses and patrons. Specialists will work with DC Agencies and the community to gain participation at each Fix-It and will utilize outreach materials, such as the door hangers, to inform the residents about the work product and initiative.

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

Diversify the public education and community outreach of the Office in the GLBT community by producing conferences, trainings, directories and brochures on a variety of topics. In FY10, the office will offer programs on capacity building for the GLBT community, economic development, health and adoption. The office will host an open house event with other government agencies.

### **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 will continue in FY 10 its efforts to develop policy recommendations for the Mayor and Council to address violence among youth in the District of Columbia. The Youth Advisory Council will enhance research based upon best practices nationwide to address youth violence in the District. Research included: understanding the state of youth violence in the District; an historical perspective of how the community has responded to violent crimes committed by juveniles; and systemic challenges associated with youth violence. DCYAC will continue to work with law enforcement, social service agencies, District schools, courts, and both the Executive and Legislative branches of government to contribute towards a comprehensive approach to the District's efforts of reducing youth violence.



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

Every ten (10) years, the U.S. Constitution mandates a headcount of people residing in the United States. In FY 10, the Office of Community Affairs will work with the Office of Planning to promote and execute the District of Columbia's 2010 Census Initiative plan to encourage District of Columbia residents to complete the 2010 Census questionnaire. The Office of Community Affairs will assist in the development and implementation of a Complete Count Committee to engage businesses, government agencies, community organization and faith based groups on the importance of completing the 2010 Census.

**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.**

*The Ward by Ward Initiative* was designed to connect women across the District with appointed members of the DC Commission for Women. OWPI and the DC Commission for Women rely on collaborative relationships with community based organizations and gender experts to meet the needs of District women and girls. In FY 2010, OWPI will work with the DC Commission to ensure that all DC residents have the opportunity to engage the Commission during its monthly meetings. Its eight meetings will feature both panel and open discussions encouraging dialogue regarding critical issues facing women and girls in the District of Columbia. This year, the Commission will be focusing on activities addressing HIV/AIDS, Infant Mortality, Teen Dating Violence and Sustainability Resources for female entrepreneurs in the city.

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

OWPI will collaborate with DOH and community based organizations to develop and launch a media campaign in FY 2010 that raises awareness of infant morbidity rates for babies born with HIV/AIDS. Pregnant women will be encouraged to get tested and obtain information for the health of their infants. Ads will be featured on buses in Wards with the highest rates of infection. OWPI will work with the DOH Office of Communications to collaborate with the appropriate internal and external partners. Together with DOH and the HIV/AIDS Administration, OWPI will collect baseline data on the number of free screenings conducted on pregnant women with HIV/AIDS.

**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.**

Office of Women's Policy and Initiatives will partner with DOH, the Office of Community Affairs and the non-governmental organization community to connect female residents in Wards 1, 7 and 8 with health resources and breast cancer screening vehicles. Services and collateral will be available in both English and Spanish. Targeted



sites for marketing and screening pickups include public housing, elder care facilities, faith-based organizations and hair salons. OWPI is planning to facilitate 150 screenings which would lead to full breast care services from community partners.

**PROPOSED KEY PERFORMANCE INDICATORS**

<b>Measure</b>	<b>FY08 Actual</b>	<b>FY09 Target</b>	<b>FY09 YTD</b>	<b>FY10 Projection</b>	<b>FY11 Projection</b>	<b>FY12 Projection</b>
Conduct at least one (1) multi-agency “Operation Fix-It” in each of the eight (8) wards of the District of Columbia weekly. *FY09 Projection based on 1 “Operation Fix-It” x 8 wards x 52 weeks	N/A	416	N/A	416	416	416
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. *FY09 Projection based on all meetings x 6 times per year	N/A	1,428	N/A	1,428	1,428	1428
Number of documented long-term cases resolved by OCA offices	N/A	1,000	N/A	1,250	1,500	1,500
Number of breast cancer screenings				150	150	160
# of workshops, seminars or webinars aimed at fiscal health of female residents and entrepreneurs	N/A	N/A	N/A	3	4	4



## STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
<b>Contracts</b>	
<b>KPI:</b> % of sole-source contracts	
<b>KPI:</b> Average time from requisition to purchase order for small (under \$100K) purchases	
<b>KPI:</b> # of ratifications	
<b>KPI:</b> % of invoices processed in 30 days or less	
<b>Customer Service</b>	
<b>KPI:</b> OUC customer service score	
<b>Finance</b>	
<b>KPI:</b> Variance between agency budget estimate and actual spending	
<b>KPI:</b> Overtime as percent of salary pay	
<b>KPI:</b> Travel/Conference spending per employee	
<b>KPI:</b> Operating expenditures "per capita" (adjusted: per client, per resident)	
<b>People</b>	
<b>KPI:</b> Ratio of non-supervisory staff to supervisory staff	
<b>KPI:</b> Vacancy Rate Total for Agency	
<b>KPI:</b> Admin leave and sick leave hours as percent of total hours worked	
<b>KPI:</b> Employee turnover rate	
<b>KPI:</b> % of workforce eligible to retire or will be within 2 years	
<b>KPI:</b> Average evaluation score for staff	
<b>KPI:</b> Operational support employees are percent of total employees	
<b>Property</b>	
<b>KPI:</b> Square feet of office space occupied per employee	
<b>Risk</b>	
<b>KPI:</b> # of worker comp and disability claims per 100 employees	