



## Office of Community Affairs (RP)

---

### 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.

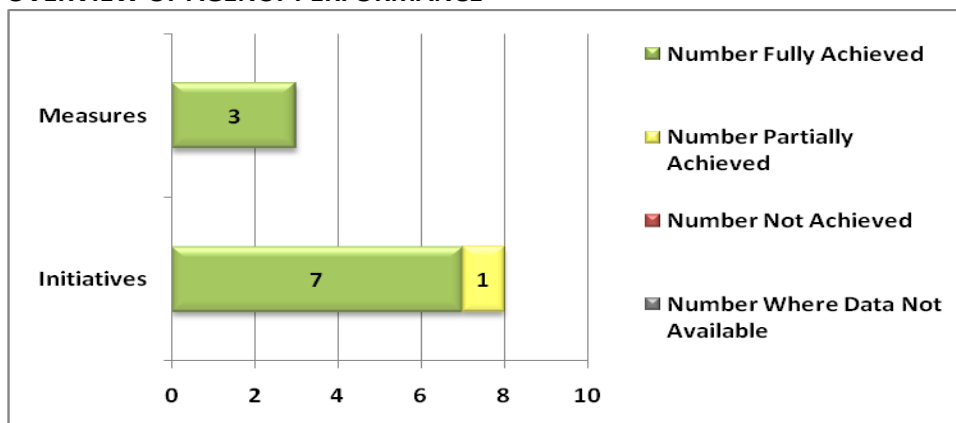
### AGENCY OBJECTIVES

1. Promote and facilitate communication between District government agencies and residents.
2. Educate and inform agencies and community civic organizations.
3. Brief the Mayor on concerns of residents and community and civic associations.
4. Advocate and advise on policy relating to the six activities within the office.

### ACCOMPLISHMENTS

- ✓ Conducted a total of 1776 "Operation Fix-It's" throughout the city.
- ✓ Customer Service ranking improved from 54 in FY2008 to 52 in FY2009

### 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.

In FY 2009 OAA assessed the various communication methods available and came to the conclusion that although the current methods in use have been positive and garnered response we are committed to reaching more constituents. Based on the research we

- conducted in FY 2009, OAA found that we can utilize ethnic media and social marketing outlets to reach more constituents. As a result of these findings, OAA developed a targeted outreach plan to assist agencies serving the African community. Strategies from this plan were shared with key agencies due to a gap in service provision to the African immigrant community and in response to Agency inquiries regarding targeted outreach to our constituents.

#### INITIATIVE 1.2: Increase participation in economic development opportunities by GLBT businesses.

The Office of Lesbian, Gay, Bisexual and Transgender Affairs developed a small database of GLBT business owners, hosted an economic development summit, organized meetings when relevant and developed and launched News and Numbers, an electronic newsletter about economic development activity that currently goes to 839 subscribers.

### OBJECTIVE 2: EDUCATE AND INFORM AGENCIES AND COMMUNITY CIVIC ORGANIZATIONS.

#### INITIATIVE 2.1: Develop Cultural Competency Training modules for District Government agencies and members of the African immigrant community.

OAA developed a general cultural competency module for training District Government Agencies. Preliminary meetings were also set up with key agencies to gather relevant information and schedule targeted cultural competency trainings. The trainings are being implemented in the current fiscal year.

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

"Operation Fix It" is Mayor Adrian M. 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" are coordinated weekly by the Outreach and Services Specialists and cover a 2-3 block radius with services including graffiti removal, street cleaning, alley repair, weed trimming, illegal dumping, abandoned auto removal, building inspection and much more. "Operation Fix-It" aims to improve the quality of



life for residents, businesses and patrons.

During FY2009, the Outreach and Service Specialists worked with residents to identify and prioritize problem areas in a given ward. The OSS then coordinated with Core Team agencies to develop "workplans" that set specific tasks, goals, and timelines for each agency to tackle the neighborhood issues. The following are the number of "Fix-Its" that were held in each ward:

WARD 1- 317  
WARD 2- 522  
WARD 3- 100  
WARD 4- 133  
WARD 5- 154  
WARD 6- 70  
WARD 7- 311  
WARD 8- 169  
TOTAL – 1776

### **OBJECTIVE 3: BRIEF THE MAYOR ON CONCERNS OF RESIDENTS AND COMMUNITY AND CIVIC ASSOCIATIONS.**

- **INITIATIVE 3.1: Formulate a report on the state of GLBT health in the District of Columbia.**  
The Office of Lesbian, Gay, Bisexual and Transgender Affairs worked with DOH to analyze state level health data that was already collected for GLBT residents and will be jointly publishing a state of GLBT health report sometime in early 2010.
- **INITIATIVE 3.2: Create a comprehensive plan to address youth violence.**  
The DC Youth Advisory Council has completed an initial analysis with recommendations for effective youth violence prevention programs. This report gives an overview of successful programs from across the Nation (Gang of One, Charlotte, NC; The MA Strategy to Prevent Youth Violence, Boston MA; Gang Reduction Intervention Program (GRIP), Richmond, VA; The San Diego Gang Prevention and Intervention Strategic Plan; and the DC MPD Homicide Reduction Strategy, Washington, DC)

### **OBJECTIVE 4: ADVOCATE AND ADVISE ON POLICY RELATING TO THE SIX ACTIVITIES WITHIN THE OFFICE.**

- **INITIATIVE 4.1: Rotate DC Commission for Women meetings around the District to ensure diverse representation of women's issues across the District of Columbia.**
  - The DC Commission for Women held meetings in Ward 6 and 7 and participated in women's events in Wards 1, 2, 4, 5 and 8. Community partners included the DC Women's Agenda, Washington Area Women's Foundation, The Women's Collective, HollaBack DC, DC Appleseed, Sister 2 Sister, Sisters 4 Sisters, Girls Scouts of The National Capital Area, Harriet Tubman Women's Shelter, Bread for the City, American Association of University Women, Metropolitan Women's Health Association, YWCA of the National Capital Area and the Capital Breast Care Center.
  - The DC Commission for Women hosted the city-wide Women's Wellness Summit on April 30, 2009 with 325 attendees and service providers. The subject areas included HIV/AIDS, Gender Based Violence, Diabetes, and Obesity. We provide space for



exhibitors and District agency materials.

- OWPI joined the Washington Area Women's Foundation's Economic Security Council to advise women and girl-serving institutions on economic development policy and to represent the Office of Community Affairs.

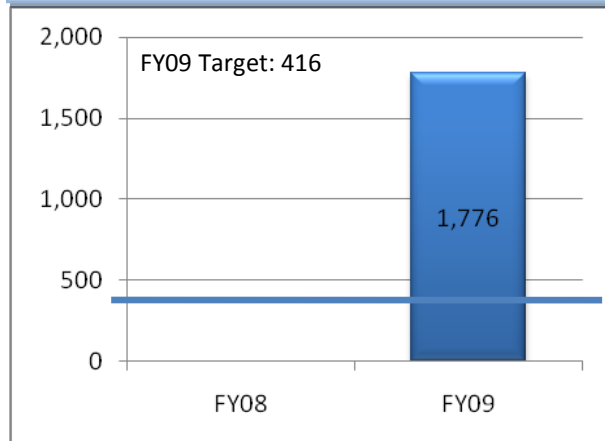
● **INITIATIVE 4.2: Create an HIV/AIDS Testing Media Campaign for Pregnant Women to decrease number of infants born with HIV/AIDS in District of Columbia.**

Due to budget constraints, our office was unable to fully develop the HIV/AIDS testing media campaign. The DC Women's Agenda assisted with research and suggested that we target pregnant women. We hope to launch the campaign during FY 2010. We did however, address HIV/AIDS awareness during the 2009 Women's Wellness Summit and have partnered with the Women's Collective.



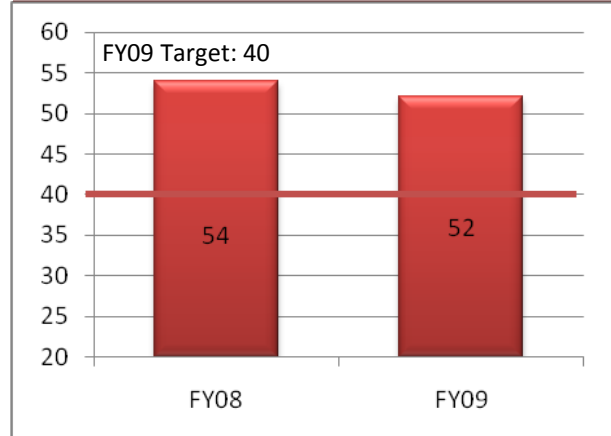
## Key Performance Indicators – Highlights

From Objective 1: Conduct at least 1 multi-agency "Operation Fix-It" in each of the eight (8) wards of the District of Columbia weekly.



**FULLY ACHIEVED**

From Objective 2: Improve standing in the quarterly District Government's Customer Service Report from bottom ten agencies.



**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- The agency increased its efforts in achieving more than triple the number of Fix-Its over the previous year. Fix-Its were held on a weekly basis in each ward. In many cases, Fix-Its were conducted at multiple locations in each ward on the same day. Outreach and Service Specialists coordinated with multiple agencies to ensure that issues relating to graffiti removal, abandoned cars, etc. were resolved.

#### *What external factors influenced this indicator?*

- Constituent familiarity with the Fix-It program helped increase requests for service, which influenced this indicator.

#### *How did the agency's actions affect this indicator?*

- Mail and telephone responses from the Mayor's Office of Community Relations and Services (MOCRS) affected this indicator.

#### *What external factors influenced this indicator?*

- The Mayor's Office on Community Relations and Services is the only division of Community Affairs ranked by OUC.



## Key Performance Indicators – Details

**Performance Assessment Key:**

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 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	1776	426.92%	CONSTITUENT AFFAIRS
●	2.1 Improve standing in the quarterly District Government's Customer Service Report from bottom ten agencies	54	40	52	130%	AGENCY MANAGEMENT SUPPORT
●	3.1 Attend all civic association meetings, ANCs and PSA meetings each at least six (6) times a year	0	1428	1600	112.04%	COMMUNITY RELATIONS & SERVICES, OFFICE OF