



**OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT  
PROPOSED FY 2025 PERFORMANCE PLAN**

**APRIL 3, 2024**

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# 1 OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

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*Mission:* The Office's mission is to foster a community-oriented model to violence prevention and public safety. Our violence prevention strategy is rooted in a public health approach recognizing that reducing crime is not accomplished solely through law enforcement.

*Services:* The Office helps create safer communities through Violence Intervention and Prevention Program, Family and Survivor Support Services, and Community Building and Engagement programs. The Office also supports strengthening DC residents through Promoting Economic Opportunity, and the Pathways Program.

## 2 PROPOSED 2025 OBJECTIVES

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### Strategic Objective

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Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.

Coordinate the District's violence prevention strategy, with a focus on utilizing public health approaches to, respond to and prevent violence, through collaboration with public and private organizations

Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.

Identify and recruit individuals determined to be at high risk of participating in, or being a victim of violent crime, and engaging them and their families in strength and needs based service support and navigation, with the goal of achieving a positive change in outlook and behavior

Provide wrap around support and community engagement following incidents of homicides and shootings within the District.

Create and maintain a highly efficient, transparent, and responsive District government.

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### 3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.</b>		
Case Management	Provide wrap around services, case management, and referrals for resources to individuals at high risk of participating in, or being victims of violent crime.	Daily Service
<b>Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.</b>		
Pathways	Identify, recruit and engage individuals and families determined to be at high risk of participating in or being a victim of violent crime in a 9-12 month program that includes immediate strength and needs based service support and navigation and employment/training opportunities.	Daily Service
<b>Provide wrap around support and community engagement following incidents of homicides and shootings within the District.</b>		
Family and Survivor Support	In response to a MPD referral, provide immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation and stabilize the community	Daily Service
Violence Intervention Program	In response to a MPD referral, provide immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation and stabilize the community	Daily Service

## 4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
<b>Identify individuals determined to be at high risk of participating in or being a victim of violent crime and engaging them and their families through case management services in strength and needs based service support with the goal of achieving a positive change in outlook and behavior.</b>					
Percent of critical incidents triaged within 3 business days.	Up is Better	67.9%	76.4%	60%	60%
Percent of Inactive participant referrals converted to active participants	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of participants that received a referral to one or more services on success plan	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of active participants with a completed success plan	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of participant referrals that completed intake within 3 business days of initial contact	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
<b>Provide wrap around services for program participants to reduce the probability of their being a victim of or participation in violent crime.</b>					
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	83%	78.8%	70%	70%
Percent of Workforce goals reached during performance period	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of services requested rendered within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of Pathways participants that successfully complete Pathways workforce/life skills component	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
<b>Create and maintain a highly efficient, transparent, and responsive District government.</b>					
Percent of new hires that are District residents	Up is Better	New in 2023	58.3%	No Target Set	45%
Percent of employees that are District residents	Up is Better	New in 2023	67.1%	No Target Set	50%
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	50%	No Target Set	40%
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	0%	No Target Set	No Target Set

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set
<b>Provide wrap around support and community engagement following incidents of homicides and shootings within the District.</b>					
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	100%	Not Available	10%	10%
Percent of MPD referrals to FSS successfully contacted within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of services requested through FSS rendered within 2 weeks.	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set
Percent of MPD referrals to FSS that completed intake within three business days.	Up is Better	New in 2024	New in 2024	New in 2024	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
<b>Case Management</b>		
Number of referrals to Case Management	New in 2024	New in 2024
Number of Employment Goals Reached	New in 2024	New in 2024
Number of Education Goals Reached	New in 2024	New in 2024
Number of Meals Provided	New in 2024	New in 2024
Number of Community Events Organized by ONSE Staff	New in 2024	New in 2024
Number of mediations held	2	30
Number of cease fires achieved	9	14
Number of DC Jail peacemaking consultations.	15	1
Number of families served through contracted services	446	965
Number of clients served at ONSE	New in 2024	New in 2024
<b>Pathways</b>		
Number of of Pathways Participants	New in 2024	New in 2024
Total number of individuals enrolled	Not Available	110
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	Not Available	19
Total number of individuals engaged	141	320
Number of individuals who complete the workforce/life skills component	83	65
Number of Pathways graduates	New in 2024	New in 2024
Number of Pathways participants under community or federal supervision	New in 2024	New in 2024
<b>Family and Survivor Support</b>		
Number of referrals successfully engaged by FSS	New in 2024	New in 2024
Number of services rendered by FSS	New in 2024	New in 2024
Number of cases not willing to work with the FSS team or not in need of services.	Not Available	127
Number of referrals from MPD to FSS	New in 2024	New in 2024
<b>Violence Intervention Program</b>		
Number of community events and small group activities held by contracted services.	771	176
Number of critical events responded to by contracted services.	165	195