

Office of the Deputy Mayor for Health and Human Services FY2021

Agency Office of the Deputy Mayor for Health and Human Services

Agency Code HG0

Fiscal Year 2021

Mission The Office of the Deputy Mayor for Health and Human Services (DMHHS) supports the Mayor in coordinating a comprehensive system of benefits, goods and services across multiple agencies to ensure that children, youth and adults, with and without disabilities, can lead healthy, meaningful and productive lives.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes.
2	Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals.
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (2 Measures)					
Percent of DMHHS Cluster agencies fiscal year key performance indicators either met or nearly met.	Up is Better	73.4%	77.7%	67.5%	85%
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete.	Up is Better	50.5%	69.2%	57.9%	85.1%
2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (3 Measures)					
Percent of action items in progress or accomplished under Homeward DC	Up is Better	90%	95%	90%	95%
Percent of strategies progress or accomplished on the Age-Friendly DC dashboard.	Up is Better	95%	95%	83%	95%
Number of strategic priorities adopted by the Thrive by Five Coordinating Council.	Up is Better	New in 2020	New in 2020	4	Waiting on Data
3 - Create and maintain a highly efficient, transparent, and responsive District government. (1 Measure)					
Percent of consent decrees where progress is made on meeting exit criteria	Up is Better	100%	100%	100%	100%

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide direction, guidance, and oversight of DMHHS cluster agencies to facilitate the coordination of interagency activities, eliminate redundancies, leverage resources, create economies of scale, and improve outcomes. (7 Activities)			
AGENCY OVERSIGHT AND SUPPORT	Legislation and Council Relations	Review and approval of all HHS Cluster agencies' legislative requests and coordinate with Mayor's Office of Policy and Legislative Affairs (OPLA) and DC Council on legislative-related matters.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
AGENCY OVERSIGHT AND SUPPORT	Rulemaking	Review and approval of all HHS Cluster agencies' rulemaking requests.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Budget	Support to HHS Cluster agencies regarding budget needs and priorities to ensure agency and Mayoral priorities.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Inter-agency and special initiatives	Ongoing broad oversight of, and support to, HHS Cluster agencies across special and/or inter-agency initiatives.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Agency Support	Assist agencies with getting through roadblocks impeding their ability to carry out their mission effectively.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Policy Recommendations	Recommend policies and programs using data evidence and best practices to meet the health and human service needs of District residents.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Communications	Support the Executive Office of the Mayor Communications and HHS Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
2 - Oversee the management of DMHHS led inter-agency programs to develop shared outcomes and improve the delivery and coordination of supports and services across government on identified policies and goals. (8 Activities)			
AGENCY OVERSIGHT AND SUPPORT	Interagency Council on Homelessness (ICH)	Oversee and facilitate the implementation of Homeward DC and Solid Foundations DC, the District's Plans to make homelessness rare, brief, and non-recurring (for adults and unaccompanied youth, respectively).	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Age-Friendly DC	Oversee and facilitate the implementation of Age-Friendly DC Strategic Plan, the District's Plan to make DC an inclusive urban environment that encourages active and healthy living.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Short-term Family Housing	Oversee and facilitate the inter-agency collaboration to build and/or renovate identified short-term family housing sites in each ward of the city by 2018 and thereby close DC General.	Key Project
AGENCY OVERSIGHT AND SUPPORT	Thrive by Five	Oversee and facilitate the development and implementation of the Thrive by Five Coordinating Council.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	New Hospital	Oversee and facilitate the interagency collaboration to a comprehensive strategy to build a new hospital on the Saint Elizabeths East campus and a high-quality integrated health care system east of the Anacostia river.	Key Project
AGENCY OVERSIGHT AND SUPPORT	Encampments	Oversee and facilitate the inter-agency encampment protocol response.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Emergency Response	Oversee and facilitate the HHS Cluster interagency emergency response.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Low Barrier Shelter Development	Oversee and facilitate the interagency collaboration on low barrier shelters and other related projects, including shelter renovations and replacements.	Daily Service
3 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)			
PERFORMANCE MANAGEMENT ACTIVITY	Performance Planning	Review and approve HHS Cluster agencies' performance plans to ensure improved outcomes, accurate information, and efficiencies at the agency-level.	Daily Service
AGENCY OVERSIGHT AND SUPPORT	Constituent Relations	Receive, track, and resolve health and human services-related constituent issues and concerns brought up to the attention of DMHHS.	Daily Service

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Agency Support (2 Measures)			
Number of one-on-one meetings held with agency directors.	New in 2020	New in 2020	16
Number of health and human service cluster meetings	New in 2020	New in 2020	19
1 - Communications (1 Measure)			
Number of media interviews conducted.	New in 2020	New in 2020	25
2 - Age-Friendly DC (1 Measure)			
Number of Age-Friendly Task Force and Subcommittee Meetings held	New in 2020	New in 2020	69
2 - Emergency Response (1 Measure)			
Number of displacements of 10 or more people respond to by DMHHS and cluster agencies	New in 2020	New in 2020	11
2 - Encampments (1 Measure)			
Number of encampment engagement protocols conducted	New in 2020	New in 2020	88
2 - Interagency Council on Homelessness (ICH) (1 Measure)			
Number of Interagency Council on Homelessness Full Council and Subcommittee Meetings held	New in 2020	New in 2020	144
2 - Thrive by Five (1 Measure)			
Number of Thrive by Five Coordinating Council and Working Group Meetings held	New in 2020	New in 2020	10
3 - Constituent Relations (1 Measure)			
Number of constituent issues responded to	New in 2020	New in 2020	954

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Emergency Response (1 Strategic Initiative)		
Emergency Management	In FY21, in coordination with HSEMA and DHS, DMHHS will implement emergency response improvements to enhance the HHS cluster's ability to respond to emergencies. Specifically, DMHHS will work with HSEMA and HHS agencies to: <ul style="list-style-type: none"> • Create a multi-agency response management platform that tracks resident's information during a displacement event and seamlessly refers them to needed resources. This will build off the Virtual Family Assistance Center (VFAC) set up during the COVID-19 response. • Update the response playbook to ensure it clearly outlines the set protocol and that each response agency understands their specific role. 	09-30-2021
Encampments (1 Strategic Initiative)		
Homeless Encampments	In FY21, DMHHS will implement more proactive and preventative strategies to help encampment residents clean their own spaces and in turn reduce the frequency of cleanups at certain sites. This will include implementing harm reduction strategies such as installing sharps containers at certain sites, distributing trash bags, brooms, and other cleaning supplies, having DPW empty nearby trash receptacles more frequently, etc.	09-30-2021
Inter-agency and special initiatives (2 Strategic initiatives)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Families First DC	DMHHS will lead coordination of government agencies and monitor success for the Families First DC initiative, a primary prevention strategy designed to empower families, integrate services, and meet the needs of families at-risk of crisis. CFSA will directly oversee 10 grantees who will serve communities at Family Success Centers in Wards 7 and 8 at the beginning of FY21. In FY21, DMHHS will coordinate and staff leadership team meetings and work with CFSA and grantees to ensure they have access to the agency partners needed to be successful and that data metrics are in place to track success and outcomes.	09-30-2021
Sobering Centers	In FY21, DMHHS will work with DBH to implement a study to assess the District's ability to establish and maintain a sobering center to decrease emergency room usage by those suffering from drug or alcohol misuse and abuse. This will include supporting the procurement of a vendor to conduct the study, assisting with the interagency coordination, troubleshooting with DBH to address any challenges in implementation and developing a final report highlighting the feasibility of creating a sobering center.	09-30-2021
Interagency Council on Homelessness (ICH) (1 Strategic Initiative)		
Interagency Council on Homelessness	As part of Mayor Bowser's goal to make homelessness in the District rare, brief, and nonrecurring, the Interagency Council on Homelessness (ICH) launched Homeward DC to set the District's strategic plan to end homelessness. Homeward DC was a five year from 2015 through 2020. In FY21, the ICH will finalize and launch Homeward DC 2.0, the District's second iteration of the strategic plan. The ICH will begin implementation of the plans goals, strategies, and objectives over FY21 through its Committee and Workgroup structure.	09-30-2021
New Hospital (1 Strategic Initiative)		
New Hospital	DMHHS will continue to co-lead, with DHCF, the work to build a new hospital on the Saint Elizabeth's East campus and a high-quality integrated health care system east of the Anacostia River. In FY21, DMHHS will continue to conduct community and stakeholder engagement.	09-30-2021
Short-term Family Housing (1 Strategic Initiative)		
Short-term Family Housing	As part of Mayor Bowser's goal to close DC General Family Shelter and open short-term family housing programs, DMHHS will coordinate the opening of the final Short-term Family Housing (STFH) program in Ward 1.	09-30-2021
Thrive by Five (1 Strategic Initiative)		
Thrive by Five	The Thrive by Five Coordinating Council will use a strategic process and stakeholder engagement to develop and present 1-3 recommendations related to each of the following areas: early learning/development and child health governance and systems navigation; improving perinatal health; and early learning and development resources, programming, and support.	09-30-2021