

Office of the Deputy Mayor for Health and Human Services FY2023

Agency Office of the Deputy Mayor for Health and Human Services

Agency Code HG0

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 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 Measure records)						
Percent of DMHHS Cluster agencies fiscal year key performance indicators either met or nearly met.	Up is Better	67.5%	Not Available	85%	83.7%	85%
Percentage of DMHHS Cluster agencies' fiscal year strategic initiatives complete.	Up is Better	58%	Not Available	85.1%	64.5%	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 Measure records)						
Percent of action items in progress or accomplished under Homeward DC	Up is Better	90%	95%	95%	Not Available	95%
Percent of strategies progress or accomplished on the Age-Friendly DC dashboard.	Up is Better	83%	72%	95%	79%	95%
Number of residents housed via the CARE pilot	Up is Better	New in 2022	New in 2022	New in 2022	New in 2023	No Target Set
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%	100%

Operations

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 Activity records)		
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
Rulemaking	Review and approval of all HHS Cluster agencies' rulemaking requests.	Daily Service
Budget	Support to HHS Cluster agencies regarding budget needs and priorities to ensure agency and Mayoral priorities.	Daily Service
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 Support	Assist agencies with getting through roadblocks impeding their ability to carry out their mission effectively.	Daily Service
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
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. (11 Activity records)		

Operations Title	Operations Description	Type of Operations
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
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
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
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
Encampments	Oversee and facilitate the inter-agency encampment protocol response.	Daily Service
Emergency Response	Oversee and facilitate the HHS Cluster interagency emergency response.	Daily Service
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
Sobering and Stabilization Center	Support, oversee, and facilitate DBH and interagency collaboration as the agency works to launch the District's first (and eventually second) Sobering and Stabilization Center (SSC).	Key Project
Telehealth Services	Oversee and facilitate the efforts of HHS cluster agencies as they work to expand access to telehealth services.	Key Project
Office of Migrant Services	Support, oversee, and facilitate DHS and interagency collaboration as the agency works to stand up the Office of Migrant Services.	Daily Service
Age-Friendly DC 24-28 Strategic Plan	Listen to residents regarding continuing concerns about growing up and growing older in the District. This will guide Age-Friendly DC towards new issues to be addressed in the Age-Friendly DC 2024-2028 Strategic Plan and guide the work overall.	Daily Service
3 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activity records)		
Performance Planning	Review and approve HHS Cluster agencies' performance plans to ensure improved outcomes, accurate information, and efficiencies at the agency-level.	Daily Service
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 (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Agency Support (2 Measure records)			
Number of one-on-one meetings held with agency directors.	16	72	17
Number of health and human service cluster meetings	19	4	8
1 - Communications (1 Measure)			
Number of media interviews conducted.	25	21	Not Available
2 - Age-Friendly DC (1 Measure)			
Number of Age-Friendly Task Force and Subcommittee Meetings held	69	63	49
2 - Emergency Response (1 Measure)			
Number of displacements of 10 or more people respond to by DMHHS and cluster agencies	11	6	5
2 - Encampments (3 Measure records)			
Number of encampment residents registered for a DC One Card	New in 2023	New in 2023	New in 2023
Coordinated bulk trash engagements in collaboration with DPW	New in 2023	New in 2023	New in 2023
Number of encampment engagement protocols conducted	88	81	82
2 - Interagency Council on Homelessness (ICH) (1 Measure)			
Number of Interagency Council on Homelessness Full Council and Subcommittee Meetings held	144	49	Not Available
3 - Constituent Relations (1 Measure)			
Number of constituent issues responded to	954	Not Available	180

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Age-Friendly DC (1 Strategic Initiative)		
2018-2023 Strategic Plan	Complete evaluation of progress made on the Age-Friendly DC 2018-2023 Strategic Plan and prepare 5-year report for the World Health Organization and AARP.	09-30-2023
Encampments (1 Strategic Initiative)		
CARE Program	<p>Following the one year pilot of the CARE Program in FY22, DMHHS will continue to implement CARE in FY23. Building off of a year of experience that included compiling an evaluation/report that detailed successes, failures, areas for improvement, and lessons learned, along with qualitative and quantitative analysis, the encampment team will continue to actively engage targeted encampments + residents and work to help them access housing.</p> <p>Year 2 implementation is pending approval of the CARE Program following a review of the pilot.</p>	09-30-2023
Inter-agency and special initiatives (3 Strategic Initiative records)		
Opioid Use Services / Reporting	<p>DMHHS will continue to work with DBH to create the structures and processes for regular updates to OCA regarding opioid use, spikes in overdoses, and overall reporting on this pressing issue. Progress is being made to stem overdoses and overdose deaths in the District, though there still is a lot of room for improvement which can be made through greater collaboration and information sharing facilitated by DMHHS.</p> <p>A portion of this work will focus on bringing more attention to the updates and projects that are discussed during the monthly DC Opioid Working Group. This group brings together employees from across District Government to share data, insights, news, projects, and updates. The goal of this work is to decrease the morbidity and mortality from opioid use and addiction in the District of Columbia through a multi-disciplinary approach. Government wide collaboration will continue to be vital to reaching the goals of DBH and the Opioid Working Group.</p>	09-30-2023
No Shots, No School	<p>In FY23, DMHHS will continue ongoing work on the No Shots, No School program for school year 2022-2023.</p> <p>District law and regulations require all schools to verify student compliance with the immunization requirements as part of school attendance. With thousands of students behind on routine immunizations, there has been a push by EOM and District wide agencies to get students in compliance. While DC Government hopes no student misses time due to non-compliance, enforcement of the immunization attendance policy is the best mechanism to reach full compliance. With enforcement set to begin in Q1 – FY23, this multi-agency effort will come under intense scrutiny. DMHHS, in collaboration with DC Health and CFSA within the cluster, along with DME, OSSE, DCPS, and DCPCSB, will work to reach full student compliance with as few exclusions as possible.</p>	09-30-2023
CFSA Transition	<p>DMHHS will support CFSA as the agency makes the transition from a child welfare agency to a child and family well-being system.</p> <p>This work towards an agency transition was a major factor in bringing an official end to LaShawn A. v. Bowser. LaShawn was a 31-year-old class action lawsuit whose closure also meant the exit of federal court oversight over CFSA.</p> <p>DMHHS will now work to assist a post-LaShawn CFSA as the agency works to transform from a child welfare agency to a child and family well-being system. With the development of the Four Pillars strategic framework; approval of the District's federal Five-Year Family First Prevention Plan; and implementation of Families First DC, CFSA has steadfastly laid the groundwork for a system transformation. With additional, cross-government projects like a 311 warmline, community based response model, and neglect statute updates being discussed, DMHHS will work to support the agency and facilitate new these new ideas / projects.</p>	09-30-2023
New Hospital (1 Strategic Initiative)		
New Hospital	DMHHS will continue to co-lead, with DHCF, the work to build the new hospital (Cedar Hill Regional Medical Center, GW Health) on the Saint Elizabeth's East campus. In FY23, DMHHS will continue to conduct community and stakeholder engagement. DMHHS will also engage partner organizations with a focus on further expansion of services that will be offered on the campus. The goal is to create a high-quality integrated health care system east of the Anacostia River.	09-30-2023
Office of Migrant Services (1 Strategic Initiative)		
Office of Migrant Services	<p>In FY23, DMHHS will support DHS as it works to stand up the Office of Migrant Services.</p> <p>Established by the Mayor at the end of FY22 via a public emergency declaration, and codified by emergency leg passed by Council, the Office of Migrant Services was created to meet the needs of migrants being bused to DC. Whether it's receiving the buses / having a reception center, facilitating onward travel, short-term respite, longer-term temp accommodations, meals, healthcare, social services, or any other needs, the new office is building out teams and services to fill these gaps. As codified, this will be separate from the homeless services system. DMHHS will continue to provide ongoing support to DHS to ensure the office has the government wide support it needs to achieve the goals laid out for it by both the Mayor and Council.</p>	09-30-2023
Sobering and Stabilization Center (1 Strategic Initiative)		
Sobering and Stabilization Center	<p>DMHHS will support the Department of Behavioral Health (DBH) as the agency works to launch the District's first Sobering and Stabilization Center (SSC). The SSC will require an outside operator and collaboration between numerous District agencies to ensure seamless, successful, and impactful operations.</p> <p>Launching the SSC and establishing the ongoing operations of the center will improve the healthcare system in the District, save lives of individuals addicted to alcohol, opioids and other drugs and will have an immediate positive impact on ED and FEMS patient loads and response times. The SSC will also fill a gap in services currently offered by the District and divert people that may have ended up in MPD custody otherwise.</p> <p>After the launch of the SSC, DMHHS will support DBH as the agency uses lessons learned from the first SSC to open a second center in a different part of the District (most likely Ward 1).</p>	09-30-2023