



Office of the Deputy Mayor for Health and Human Services (DMHHS) FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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.

Summary of Services

The Office manages the Human Support Services program through the provision of leadership for policy and planning; government relations; and communication and community relations for the agencies under its jurisdiction. These include: 1. Child and Family Services Agency (CFSA) 2. Department of Behavioral Health (DBH) 3. Department on Disability Services (DDS) 4. Department of Health (DOH) 5. Department of Health Care Finance (DHCF) 6. Department of Human Services (DHS) 7. Department of Parks and Recreation (DPR) 8. Department of Youth Rehabilitation Services (DYRS) 9. Office of Disability Rights (ODR) 10. Office of Aging (DCOA) Additionally, DMHHS oversees another independent entity, the DC Trust (formerly known as the Children and Youth Investment Trust Corporation). DMHHS provides agency oversight and support for all citywide health and human services-related policies, activities and initiatives under its jurisdiction including: Developing and supporting policies and programs to improve the delivery of services by government agencies and contracted providers Coordinating interagency activities and initiatives Identifying opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes Ensuring compliance with local and federal mandates

Overview – Agency Performance

The following section provides a summary of DMHHS performance in FY 2016 by listing DMHHS’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
<p>Launched Safer Stronger DC Community Partnerships Office</p>	<p>DMHHS hired 5 new community outreach workers and established an advisory committee and community action teams to guide the SSDC community partnerships work.</p>	<p>Safer, Stronger DC Community Partnerships is part of the Districts overall public safety agenda. This broad-based prevention strategy is rooted in public health with the recognition that reducing crime is not accomplished through law enforcement alone. The Safer, Stronger DC Community Partnerships (SSDC) Office focuses on community engagement and service referrals for residents in priority neighborhoods. Community Outreach Coordinators connected over 300 residents directly to economic and educational opportunities and health/social Services. The SSDC Office engaged residents in community events that assisted with community building, resource allocation, and structured activities in an effort to provide a non-policing approach to violence prevention.</p>
<p>Achieved progress towards being designated as an Age-Friendly City by World Health Organization</p>	<p>DMHHS has committed two staff members to this effort and remained committed to ensuring DC is a model city where to grow up and grow old.</p>	<p>The District remains on track for WHO designation as an Age-Friendly City by October 2017. In FY16, DMHHS accomplished the tasks and deliverables associated with this strategy, including coordination with agency staff and community partners, producing a progress report and dashboard, and providing regular updates to the Age-Friendly DC Task Force and the community. 38% of the plans strategies are complete or have made significant progress and 52% have made steady, moderate progress. All 6 of the Age-Friendly DC strategies of which DMHHS is the lead were determined by the Task Force to have made steady to significant progress.</p>

Supported the interagency collaboration that led to the end of Evans Lawsuit

The Plan for Compliance and Conclusion identified 70 outcome criteria aligned with five goals designed to improve the quality of life for DC residents with intellectual and developmental disabilities. The goals focused on providing residents with comprehensive residential and health services; opportunities to become active members of their communities; safeguards against neglect and harm; and opportunities to lead self-directed lives. DMHHS is now able to focus on other key projects.

DC Government and the Department on Disability Services (DDS) have achieved compliance with the court-ordered benchmarks established in the 40 year-old Evans class-action litigation. Achieving this ensures that people with intellectual and developmental disabilities have every opportunity to live self-directed lives as valued members of their communities. Through a multifaceted approach, DDS was able to change the culture of disability services and build capacity to ultimately create a sustainable system in which, through the combined efforts of the DC Government, DC residents with intellectual and developmental disabilities are able to obtain person-centered services and supports that provide a pathway to greater self-reliance and dignity.

In FY 2016, DMHHS had 3 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 100% (3 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, DMHHS had 7 Initiatives. Of those, 71% (5) were completed and 14% (1) were nearly completed, and 14% (1) were not completed. The next sections provide greater detail on the specific metrics and initiatives for DMHHS in FY 2016.

FY16 Objectives

Division	Objective
Deputy Mayor for Health and Human Services	Oversee the development of policies and programs to improve the delivery and coordination of services by public agencies and contracted providers.
Deputy Mayor for Health and Human Services	Oversee and facilitate the coordination of interagency activities and initiatives among District agencies
Deputy Mayor for Health and Human Services	Identify opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes.
Deputy Mayor for Health and Human Services	Coordinate inter-agency work to responsibly exit consent decrees and/or settlement agreements.

FY16 KPIs

Objective: Coordinate inter-agency work to responsibly exit consent decrees and/or settlement agreements.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of consent decrees where progress is made on meeting exit criteria	100	A					100	Met	

Objective: Identify opportunities for reducing redundancies, leveraging resources, creating economies of scale, and improving outcomes.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of cluster agencies that stay within budget	100	A					100	Met	
Percent of cluster agencies that meet 75% of their performance measures	100	A					100	Met	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Number of external meeting requests	A					300
Number of complaints/intakes	A					350
Number of rulemaking/legislative review requests	A					200

FY16 Initiatives

Title: Support implementation of the Early Development Instrument (EDI) Work with the Deputy Mayor for Education (DME), Office of the State Superintendent for Education (OSSE) and Raise DC.

Description: In FY 16, DMHHS will ensure the cross-sector implementation of EDI and use resulting data to help the State Early Childhood Development Coordinating Council (SECDCC) and relevant stakeholders build on community assets and address gaps. This work will ensure that young children and families in the city receive the necessary supports and services from birth to age 8 to be ready to learn and develop successfully.

Complete to Date: Complete

Status Update: The data collection was completed and OSSE analyzed it during the summer. This has been used to inform the implementation of EDI in policy and practice.

Title: Oversee and coordinate the implementation of a three-year plan to transform current long-term supports and services (LTSS) programs and processes into a single No Wrong Door (NWD) system for all populations and payers.

Description: The District is one of five states that received the Transforming State Long-Term Supports and Services (LTSS) Access Functions into a No Wrong Door System for All Populations and All Payers: Statewide Implementation grant through the Administration for Community Living (ACL). DMHHS will provide oversight of and guidance to the LTSS leadership council to implement the three year work plan to create and implement a No Wrong Door system in the District

Complete to Date: 75-99%

Status Update: The NWD team has accomplished most Year 1 work plan deliverables. However, DDS requested a carryover of funds as we were not fully staffed until April 2016. Therefore, some of the deliverables will not be fully complete until early in FY 2017

If Incomplete, Explanation: This initiative is nearly complete and the NWD team continues to be fully staffed with an NWD Project Manager, 3 NWD Program Development Specialists and a half-time Management/Business Process Analyst. The NWD Leadership Council has continued to meet monthly and has been working cross-agency staff to ensure co full implementation.

Title: Oversee and facilitate the interagency collaboration necessary to make the District of Columbia an Age-Friendly City, an inclusive urban environment that encourages active and healthy aging.

Description: In FY 16, DMHHS will oversee and coordinate with District agency staff and federal and community partners to make continuous progress on the implementation of the Age-Friendly DC Strategic Plan. Of the 75 strategies included in the plan, DMHHS is the lead agency on six strategies. For each of these six strategies, DMHHS will craft a work plan and collaborate with the necessary partners to implement that plan. DMHHS will collect data and progress updates from all lead agencies and present quarterly updates to the Age-Friendly DC Task Force and maintain regular lines of communication with the public.

Complete to Date: Complete

Status Update: The District remains on track for WHO designation as an Age-Friendly City by October 2017. In FY16, DMHHS accomplished the tasks and deliverables associated with this strategy, including coordination with agency staff and community partners, producing a progress report and dashboard, and providing regular updates to the Age-Friendly DC Task Force and the community.

Title: Oversee and facilitate the interagency collaboration necessary to implement Homeward DC, the District's Plan to end homelessness and make homelessness a rare, brief, and non-recurring experience.

Description: The Interagency Council on Homelessness (ICH), now a part of DMHHS, will work in collaboration with key government and non-government stakeholders to finish the job of ending homelessness among Veterans by the end of 2015; ending chronic homelessness among individuals and families by the end

of 2017; and by 2020, any household experiencing housing loss will be rehoused within an average of 60 days or less.

Complete to Date: 0-24%

Status Update: The Interagency Council on Homelessness (ICH) continues the implementation of the Homeward DC Plan alongside key stakeholders.

If Incomplete, Explanation: As explained in prior performance plan updates, the Districts Plan to end homelessness by making it a rare, brief and non-recurring experience is a 5-yr initiative. While a tremendous amount of work is completed each quarter, 2016 was the first full year of implementation and we have another 4 years of hard work ahead of us.

Title: Oversee and facilitate the revision of the District’s Olmstead Plan.

Description: DMHHS will create an Olmstead Plan Working Group comprised of District and community stakeholders to provide guidance on a revision to the District’s Olmstead Plan. An Olmstead Plan is a way for states to document its plan to provide services to individuals with disabilities in the most inclusive, integrated setting appropriate for the individual, given the available resources. DMHHS will present a revised Olmstead Plan for calendar year 2016 and will continue the Working Group to evaluate the District’s reporting and provide recommendations to DMHHS for further revisions, as appropriate.

Complete to Date: Complete

Status Update: In FY16, DMHHS created the Olmstead Plan Working Group; and revised the Olmstead Plan for calendar year 2016. The Working Group continues to evaluate and make recommendations on services to individuals with disabilities in the most inclusive, integrated setting appropriate for the individual, given the available resources

Title: Oversee and coordinate progress by DMHHS agencies towards meeting the District’s Priority Goals to ensure alignment and completion.

Description: In FY 16, DMHHS will track the work of all health and human services cluster agencies responsible for the implementation of identified priority goals in order to ensure timely completion and alignment with performance management standards. This includes the launch of Safer, Stronger DC Community Partnerships as part of the District’s overall public safety agenda. This will be broad-based prevention strategy rooted in public health with the recognition that reducing crime is not accomplished through law enforcement alone. The approach will foster a community-oriented model to crime prevention and public safety.

Complete to Date: Complete

Status Update: Safer Stronger DC (SSDC) launched in FY16, including 5 new hired staff and the establishment of an advisory committee and community action teams. SSDC continues to connect residents to employment services, social services and health services

Title: Support the new elected Attorney General in understanding remaining outcomes and issues for all cluster consent decrees.

Description: DMHHS assists cluster agencies and the Attorney General with inter-agency issues that arise in the implementation of agreed upon exit strategies and barriers that arise as a result of the lawsuits. With a newly elected Attorney General, the DMHHS will support him and his staff in understanding the remaining outcomes and outstanding issues in compliance and responsible exit from all cluster consent decrees. This support includes attending negotiation sessions with parties and facilitating strategic discussions to ensure compliance and responsible exit.

Complete to Date: Complete

Status Update: In FY16, DMHHS supported the new Attorney General and his staff in understanding the remaining outcomes and outstanding issues in compliance and responsible exit from all cluster consent decrees.