

Mayor's Office on Returning Citizen Affairs FY2021

Agency Mayor's Office on Returning Citizen Affairs

Agency Code RCO

Fiscal Year 2021

Mission The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

Summary of Services The Office on Returning Citizen Affairs will use all available resources to better acclimate and smooth the transition of returning District residents to the community. The office will provide access to job readiness programs, connect residents to employment opportunities, offer comprehensive case management services, and connect incarcerated residents to their families. This will be accomplished through collaborating with various District agencies and programs to serve this segment of the population.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
1. DCHA Housing Vouchers- MORCA was provided with 18 vouchers for FY21.. 2. With the development of a partnership with Martha's Table Outfitters program, each referred MORCA constituent was provided with a debit card and able to go to Martha's Table boutique to get clothing monthly for a value of \$40.00 3. Established collaborative relationships with twenty-five community-based training providers.	These accomplishments allowed MORCA to fulfill its mission of connecting returning citizens to essential services that will remove barriers and allow for successful reintegration.	1. The vouchers were able to assist 18 constituents who have identified housing as a need and who continued to communicate with case management staff about their inability to secure housing 2. One hundred twenty-two clothing referrals to Martha's Table Outfitters for professional work attire was provided 3. These collaborative relationships allowed MORCA to connect 213 returning citizens to industry-recognized certification programs.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (4 Measures)											
Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan	Annually	New in 2021	New in 2021	New in 2021	Annual Measure	Annual Measure	Annual Measure	Annual Measure	23.13%	New in 2021	
Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens.	Quarterly	New in 2021	New in 2021	New in 2021	5	6	8	7	26	New in 2021	
Percent of returning citizens that complete vocational training programs	Quarterly	New in 2021	New in 2021	New in 2021	13.3%	30.7%	31.8%	80.3%	39.9%	New in 2021	
Percent of returning citizens that successfully obtain employment	Quarterly	New in 2021	New in 2021	New in 2021	25%	5.4%	17.9%	47.9%	23.8%	New in 2021	
2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (2 Measures)											
Percent of returning citizens referred to and completing employment training programs.	Quarterly	New in 2021	New in 2021	New in 2021	51.3%	20.4%	20.5%	61%	41.1%	New in 2021	
Percent of returning citizens that successfully complete training programs who obtain industry recognized credentials and start new employment opportunities.	Quarterly	New in 2021	New in 2021	New in 2021	44%	15%	25%	35.2%	31.6%	New in 2021	
3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (1 Measure)											
New pilot programs or policy recommendations developed on improving service delivery for returning citizens.	Quarterly	New in 2021	New in 2021	New in 2021	2	0	1	0	3	New in 2021	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Case Management (3 Measures)							
Number of returning citizens that receive case plans	New in 2021	New in 2021	229	305	311	218	1063
Number of Strategic Partnerships	New in 2021	New in 2021	12	4	6	1	23
Number of employment training collaborations	New in 2021	New in 2021	10	4	25	9	48
2 - Advocating for clients (5 Measures)							
Number of employers hiring returning citizens	New in 2021	New in 2021	7	3	5	6	21
Number of returning citizens hired.	New in 2021	New in 2021	35	7	15	10	67
Number of returning citizens that are employed for at least 60 days.	New in 2021	New in 2021	11	40	17	10	78
Number of returning citizens that are employed for at least 90 days.	New in 2021	New in 2021	11	36	17	27	91
Number of returning citizens that are employed for at least 120 days.	New in 2021	New in 2021	11	26	56	76	169
3 - Communication. (1 Measure)							
Number of returning citizens referred to workforce development, life skills and mentoring programs.	New in 2021	New in 2021	92	157	132	80	461

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
3 - Community participation. (1 Measure)							
Number of formal partnerships with community-based organizations that have the capacity to dedicate program slots to returning citizens.	New in 2021	New in 2021	4	5	24	28	61
3 - Government Programs. (1 Measure)							
Number of times MORCA participated in community-based working groups, roundtables and symposiums.	New in 2021	New in 2021	19	11	32	20	82

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services. (2 Activities)		
Case Management	Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles.	Daily Service
Coordination	Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services	Key Project
2 - Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration. (3 Activities)		
Advocating for clients	Establish a tracking system to ensure returning citizens are referred to training opportunities.	Daily Service
Increase Hiring	Increase the hiring of returning citizens, by identifying and developing relationships with local and national companies that hire returning citizens.	Daily Service
Coordination	Refer returning citizens to government funded community based organizations that have the expertise of providing workforce development, life skills, and mentoring programs for returning citizens.	Daily Service
3 - Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services. (3 Activities)		
Communication.	On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming.	Daily Service
Government Programs.	Identify programs that assist with removing the unique barriers of returning citizens.	Daily Service
Community participation.	Participation in community-based working groups, roundtables and symposiums.	Daily Service

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Advocating for clients (1 Strategic Initiative)				
Establish an Employment Referral System.	In FY21, MORCA will establish a formal referral system to ensure returning citizens are connected to training opportunities.	Complete	MORCA completed this initiative in FY 21. MORCA currently tracks referrals that are made to government and community-based organizations.	
Communication. (2 Strategic initiatives)				
Returning Citizen Coalition Working Group	In FY21, MORCA will establish a returning citizen coalition working group comprised of returning citizen advocates, government agencies, and community-based organizations. The working group will focus on strengthening service delivery for returning citizens amongst government agencies and community-based organizations.	Complete	MORCA has established a working group comprised of government and community-based organizations to develop initiatives that will support the recipients of the Incarceration Reduction Amendment Act (IRAA)	
Collaboration across the government.	Participate in at least 20 community outreach events put on by other agencies.	Complete	MORCA has collaborated with DHS, CSOSA, DBH, ONSE, DYRS, and the DC Board of Elections.	
Community participation. (1 Strategic Initiative)				
Regular Participation in Inter-Agency Task Force Groups.	Participate in at least 6 relevant inter-agency task force groups.	25-49%	Not completed	MORCA wasn't able to complete this initiative due to scheduling conflicts with potential partners
Coordination (2 Strategic initiatives)				
Connect Constituents to Employment Opportunities.	In FY21, MORCA will establish and implement the Access to Jobs Pilot Program that will provide a minimum of 5 grants to employers to support the hiring of returning citizens.	0-24%	This was not completed	MORCA did not have the bandwidth to implement this program in FY21
Establish an Employment Referral System.	In FY21, MORCA will establish a formal referral system to ensure returning citizens are connected to training opportunities	Complete	MORCA has established this system	
Government Programs. (1 Strategic Initiative)				
Host Roundtables.	Host at least four returning citizens roundtables	Complete	This initiative has been complete	