Office of Neighborhood Safety and Engagement FY2020

Agency Office of Neighborhood Safety and Engagement   **Agency Code** NS0   **Fiscal Year** 2020

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.

Strategic Objectives

Objective Number	Strategic Objective
1	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
2	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
3	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - 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 (3 Measures)					
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Up is Better	New in 2018	93.8%	91.7%	75%
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	New in 2018	100%	100%	50%
Percent participation in ONSE violence prevention and intervention training for District Government agencies that impact violence	Up is Better	New in 2018	30%	78.6%	75%
2 - 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 (4 Measures)					
Percent of the total number of short-term milestones set by the cohort of participants during pre-assessment, that were successfully met 3 month post completion of workforce/life skills component	Up is Better	New in 2018	54.1%	45.8%	50%
Percent of the total number of long-term milestones set by the cohort of participants during pre-assessment, that were successfully met 6 month post completion of workforce/life skills component	Up is Better	New in 2018	25.7%	15.5%	25%
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	New in 2018	81.3%	75%	75%
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Down is Better	New in 2018	91.6%	77.8%	25%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
3 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	100%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	Not Available
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	No Applicable Incidents	Not Available
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

⏷ Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - 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 (3 Activities)			
Communications	Communications	Support EOM Communications and PSJ Cluster agency Public Information Officers (PIOs) with the efficient collection and distribution of information within and outside of government.	Daily Service
Education and Training	Education and Training	Develop curriculum and provide education and training opportunities to government agencies, community based organizations and private organizations for the purpose of increasing their knowledge and building their capacity to engage in violence prevention and intervention in the District.	Daily Service
#REF!	Improvement of Internal Management and Infrastructure	ONSE seeks to continuously evaluate and improve internal functions and processes related to strategic and financial planning, human capital management, information technology solutions, data transparency, legislative relations, and risk and performance management. While these functions and processes are not the most prominent components of ONSE's work, the agency is prioritizing their continuous improvement as they are essential to ONSE's overall success.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
2 - 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 (4 Activities)			
Safer, Stronger DC Community Partnerships Office	Safer, Stronger DC Community Partnerships Office	Operate within PSAs, recognized as having high levels of violent crime and foster a place-based prevention strategy, including developing positive relationships, facilitating action teams, coordinating community events, and connecting residents to resources.	Daily Service
Community Stabilization Protocol	Community Stabilization Protocol	Activated in response to a homicide or violent incident and set in motion a multi-agency response, for the purpose of providing immediate services to individuals and families involved and/or affected and to reduce or prevent retaliation.	Daily Service
Pathways Program	Pathways Program	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
Contracted Services	Contracted Services	Contract with other District agencies and community based organizations to provide transformative mentoring (Credible Messenger) and supplement the Violence Interruption Program. Operate within communities having experienced a homicide or violent event and work to reduce or prevent further acts of violence by fostering relationships, linking individuals to supports and services, and facilitating mediation (Violence Interrupters).	Daily Service

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Education and Training (3 Measures)			
Number of collaborating District government agencies	New in 2018	6	9
Number of collaborating community based and private sector companies	New in 2018	3	3
Number of training surveys administered	New in 2018	80	60
2 - Community Stabilization Protocol (5 Measures)			
Number of families referred to ONSE services	New in 2018	194	273
Number of families accepting ONSE services	New in 2018	127	174
Number of families living outside of the DC area with no involvement with DC agencies	Not Available	28	22
Number of families not willing to work with the ONSE CSP team	Not Available	21	17
Number of families not able to be reached by the ONSE CSP team	Not Available	18	60
2 - Contracted Services (5 Measures)			
Number of mediations held	New in 2018	3	25
Number of families served through contracted services	Not Available	32	235
Number of community events and small group activities held by contracted services	Not Available	108	449
Number of critical events responded to by contracted services	Not Available	54	136
Number of cease fires achieved	New in 2018	5	3
2 - Pathways Program (13 Measures)			

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Total number of individuals engaged	New in 2018	73	94
Total number of individuals recruited	New in 2018	24	50
Number of individuals who complete the workforce/life skills component	New in 2018	18	42
Number of individuals placed in subsidized employment post workforce/life skills component	New in 2018	16	37
The total number of long-term milestones successfully met by the cohort participants	Not Available	26	24
Number of individual family referrals	Not Available	16	4
Number of individual family referrals connected	Not Available	13	3
Number of individuals placed in un-subsidized employment post workforce/life skills component	Not Available	1	16
The total number of short-term milestones set by the cohort of participants during pre-assessment	Not Available	37	131
The total number of short-term milestones successfully met by the cohort participants	Not Available	20	60
The total number of long-term milestones set by the cohort of participants during pre-assessment	Not Available	101	155
Number of individual referrals	Not Available	116	153
Number of individual referrals connected	Not Available	109	119

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Education and Training (2 Strategic initiatives)		
ONSE Violence Prevention Intervention Response Training Academy	In FY2020, ONSE will develop the first iteration of the Safer, Stronger DC Community Training Academy (SSDCCTA), a 120-hour menu of Violence Prevention and Intervention Response training and development modules. All ONSE internal staff and Violence Prevention and Intervention contractor staff will be required to complete the full course of SSDCCTA modules on an annual basis. ONSE will also make the training available to external partners and sister agencies that impact community safety and contribute towards violence reduction efforts in the District of Columbia. ONSE's long-term goal in the development of this training will be to leverage partnerships with Howard University and the University of the District of Columbia to create a training certificate program that can count as course credits towards a bachelor's and/or master's degree in a related field or towards prerequisites for employment opportunities in a related field.	09-30-2020
School-based Gender-Specific Programming in Ward 8	In FY 2020, ONSE will improve youth and young adult connections to supportive civic, community and government services, through the newly developed ONSE School-Based Intervention Initiative in Ward 8. ONSE Outreach staff will implement and support evidence-based activities, events and programs geared toward the gender-specific developmental needs of youth and young adults, such as mentoring, mediation, case management, conflict resolution, and enrichment experiences. The focus population will consist of incoming and repeat ninth graders during SY20 (Q1-Q3).	09-30-2020
Improvement of Internal Management and Infrastructure (1 Strategic Initiative)		
GovEx Data Governance Assessment	In FY2 2020, ONSE will partner with the Center for Government Excellence (GovEx) at Johns Hopkins University to undergo a 360-degree Data Governance Assessment. This assessment will allow ONSE to document and improve its internal data infrastructure and management practices to increase access and use of data to track ONSE's violence reduction and prevention efforts. This assessment will also better position ONSE to use data to make informed decisions and to effectively partner with external research institutions conducting independent evaluations of ONSE's work.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Pathways Program (1 Strategic Initiative)		
Incorporating Mental Health Services in Pathways Program Model	In FY 2020, ONSE will provide health and mental wellness services to Pathways program participants. Throughout the nine-week classroom component of the Pathways program, each participant will have the opportunity to receive one-on-one and/or group counseling services from a certified mental health provider. Health and mental wellness interventions have been proven to have positive effects on health, employment, and criminal behavior outcomes.	09-30-2020