

Office of Neighborhood Safety and Engagement FY2021

Agency Office of Neighborhood Safety and Engagement

Agency Code NSO

Fiscal Year 2021

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 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	93.8%	91.7%	84.3%	75%
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	100%	100%	100%	60%
Percent participation in ONSE violence prevention and intervention training for District Government agencies that impact violence	Up is Better	30%	78.6%	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	54.1%	45.8%	80%	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	25.7%	15.5%	12%	25%
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	81.3%	75%	8%	75%
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Down is Better	91.6%	77.8%	92%	25%

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)			
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
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

Operations Header	Operations Title	Operations Description	Type of Operations
Improvement of Internal Management and Infrastructure	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
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
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
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

Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Education and Training (3 Measures)			
Number of collaborating District government agencies	6	9	9
Number of collaborating community based and private sector companies	3	3	4
Number of training surveys administered	80	60	64
2 - Community Stabilization Protocol (5 Measures)			
Number of families living outside of the DC area with no involvement with DC agencies	28	22	21
Number of families not willing to work with the ONSE CSP team	21	17	94
Number of families not able to be reached by the ONSE CSP team	18	60	91
Number of families referred to ONSE services	194	273	357
Number of families accepting ONSE services	127	174	172
2 - Contracted Services (5 Measures)			
Number of families served through contracted services	32	235	348
Number of community events and small group activities held by contracted services	108	449	753
Number of critical events responded to by contracted services	54	136	196
Number of mediations held	3	25	0
Number of cease fires achieved	5	3	9
2 - Pathways Program (13 Measures)			
The total number of long-term milestones successfully met by the cohort participants	26	24	6
The total number of short-term milestones set by the cohort of participants during pre-assessment	37	131	92
The total number of short-term milestones successfully met by the cohort participants	20	60	44
The total number of long-term milestones set by the cohort of participants during pre-assessment	101	155	37

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of individual referrals	116	153	97
Number of individual referrals connected	109	119	59
Total number of individuals engaged	73	94	125
Total number of individuals recruited	24	50	74
Number of individuals who complete the workforce/life skills component	18	42	22
Number of individuals placed in un-subsidized employment post workforce/life skills component	1	16	12
Number of individuals placed in subsidized employment post workforce/life skills component	16	37	22
Number of individual family referrals	16	4	25
Number of individual family referrals connected	13	3	25

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Community Stabilization Protocol (2 Strategic initiatives)		
Implement a Restorative Justice Response	In FY2021, ONSE will implement a Restorative Justice (RJ) response within its Family and Survivor Support (FSS) Program and Violence Intervention Initiative (VII). The Restorative Justice Team will be responsible for assessing trauma experienced by FSS and VII clients and for developing and implementing restorative responses to address harm caused by violence. The mission of the RJ Team is to empower individuals to identify trauma, seek resources and services for trauma, and focus on repairing damage caused to self or others through restorative practices. The goal of the RJ Team is to address trauma and harm caused by or to others and minimize instances of retaliatory or cyclical violence through restorative practices.	09-30-2021
Implement CBT Evaluation	In FY2021, ONSE will partner with The Lab @ DC and Community Wellness Ventures (CWV), to conduct a randomized evaluation of online Cognitive Behavioral Therapy (CBT) services for 160 District residents. CBT is a therapeutic approach that has shown positive effects for managing PTSD, anxiety, and depression. It provides patients with behavioral tools to use in heated moments that might escalate to violence. Even though CBT cannot solve the systemic conditions that enable violence, it has helped reduce violent crime arrests and antisocial behavior in teenagers and young adults. Counseling will be provided by Community Wellness Ventures (CWV), a certified mental health provider in the District that prioritizes cultural competence and utilizes a holistic approach in its work with adults, families, and children. Participants will meet with a dedicated therapist twice a week for eight weeks. The Lab @ DC will measure mental health, violence, and employment outcomes.	09-30-2021
Improvement of Internal Management and Infrastructure (2 Strategic initiatives)		
Enhancing Data Infrastructure	In FY21, ONSE plans to identify and implement a new software system that will offer a secure, flexible, and easy-to-use solution for case management, critical incident monitoring, and outcomes tracking within the Violence Intervention Initiative and Family and Survivor Support Program. This system will permit ONSE to increase efficiency and enhance internal and contractor oversight and performance data analysis, thereby improving the overall impact of each program.	09-30-2021
Renovate and Modernize ONSE Headquarters	In FY2021, ONSE will renovate the basement of its headquarters to ensure there is adequate space to accommodate the expansion of the Pathways Program and other ONSE programming. The aim of this project is to turn several basement rooms, which are currently unusable, into well-equipped, safe, and comfortable spaces appropriate for workstations, meetings, and/or vocational training. This renovation will allow ONSE to keep Pathways programming in one central location, thereby limiting potential safety concerns that would arise from using alternate locations.	09-30-2021
Safer, Stronger DC Community Partnerships Office (2 Strategic initiatives)		
Strengthen Place-Based Services	In FY2021, ONSE will strengthen its place-based service response by implementing a Community Response Team (CRT). The CRT will be responsible for addressing community-based challenges within ONSE priority neighborhoods and will be driven by customized Neighborhood Plans. The mission of the CRT is to empower communities to uplift themselves in response to neighborhood violence and build a self-sufficient infrastructure where resources and services are accessible and utilized. This team will be responsible for facilitating mediations, developing community events, and identifying community resources that support place-based violence reduction efforts. The goal of CRT is to achieve a reduction in violence through community-led efforts.	09-30-2021
Expand ONSE Leadership Academy	In FY2021, 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 Wards 4 and 7 (Paul Public Charter School and HD Woodson Senior High School). ONSE Outreach staff will implement and support evidence-based activities, events and programs geared toward 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.	09-30-2021