

Office of Neighborhood Safety and Engagement FY2018

FY2018 Performance Accountability Report

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, and key performance indicators (KPIs).

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.

Summary of Services

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
<p>The ONSE accomplished the successful launch of the inaugural cohort of the Pathways Workforce Development and Life Skills program during FY18. The Pathways program launch and phase one completion met the requirement of the Neighborhood Achieve Neighborhood Engagement Achieves Results Act of 2015 by engaging DC residents with a high risk of participating in, or being a victim of, violent criminal activity. A total of 73 DC residents were engaged as a result of recruitment efforts for the Pathways program. Of those 73 residents engaged, a total of 61 were under CSOSA supervision and 12 were referred from credible sources in priority communities. The program model was designed to serve 25 participants and launched with a total of 24 officially enrolled into the first cohort. For 12 weeks, participants were engaged in a workforce development and life skills curriculum created to meet the specific needs of DC residents impacted by violent crime and involvement in the criminal justice system. Life skills topics included conflict resolution, mediation, trauma informed care, and community engagement. Workforce development topics included interviewing, resume building, professional dress, and etiquette. Following the workforce development and life skills curriculum, participants transitioned into various positions throughout District government and the private sector. One participant enrolled into paralegal studies at Georgetown University through a partnership with the Mayor's Office on Returning Citizens and the Department of Employment Services. In addition to workforce development and life skills training, participants also receive ongoing case management support to meet various needs from housing, behavioral health, and human services.</p>	<p>This accomplishment impacted DC residents by providing economic opportunities, assisting with access to city services, and shifting mindsets around possibility and potentiality for success after setbacks. Furthermore, DC residents prone to criminal and violent activity were engaged in positive meaningful activity for eight hours per day and less prone to be involved in negative behavior in the community. This accomplishment not only impacted residents, and communities, but also the Office of Neighborhood Safety and Engagement in its first programmatic success of FY18.</p>	
<p>In FY 2018, the Office of Neighborhood Safety and Engagement launched its Violence Intervention Initiative. The Violence Intervention Initiative is designed to significantly reduce violence in the District of Columbia by:</p> <ul style="list-style-type: none"> • establishing a strong presence in communities that have experienced high levels of violence • building partnerships with community members, District agencies, community based organizations, and businesses to prevent violence and increase community efficacy • cultivating relationships with individuals and families most at risk of participating in or 	<p>Violence Intervention Services are being delivered in priority communities in Wards 1-5 by Collaborative Solutions for Communities, Wards 6-7 by Training Grounds, and Ward 8 by Far Southeast Family Strengthening Collaborative. In an effort to establish a foundation of trust needed to effectively prevent violence, from</p>	

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<p>being victims of violence</p> <ul style="list-style-type: none"> linking high risk individuals and families to Pathways or other supports and services needed to meet personal goals and objectives intercepting and interrupting potential, escalation, and retaliatory violence, leading to a decrease in violence as a result 	<p>June- September 2018 all three partners diligently worked on building relationships with residents and stakeholders in the priority communities they were charged to serve. Interactions with priority communities yielded the following:</p> <p>Collaborative Solutions for Communities- Twenty three (23) community events/small group activities; thirteen (13) critical incidents responded to; two (2) meditations/cease fires; and seven (7) families served.</p> <p>Far South Family Strengthening Collaborative- Fifty five (55) community events/small group activities; twenty one (21) critical incidents responded to; five (5) meditations/cease fires; and Fifteen (15) families served.</p> <p>Training Grounds- Thirty (30) community events/small group activities; twenty (20) critical incidents responded to; 1 mediation/cease fire; and ten (10) families served.</p>	
<p>The Community Stabilization Protocol (CSP) provides a framework for the District’s emergency critical response planning in response to critical incidents of violence within the community. The Community Stabilization Protocol team responds to all homicides that occur in the District, shootings that are alleged gang-crew related, and any shootings or qualified incidents in the focused Safer, Stronger Police Service Areas (PSA). The goal of the Community Stabilization Protocol is to prevent further violence in the community and expand the provision of services to community members affected by violence. Agencies that are included in the CSP process are MPD, CSOSA, Pretrial Services, DYRS, CSS, DHS, DBH, CFSA, DCHA, OVS, ONSE, DCPS, and OSSE.</p> <p>The Community Stabilization Protocol began in 2015 responding to incidents of violence located in the Safer Stronger Priority neighborhoods of PSA 507, 602, 604, 704, 705 and 706 focusing the efforts in areas that had seen the most violence in previous years. In May of 2016, the District expanded the efforts of the CSP team to respond to all homicides in DC along with shootings that were believed to be gang/crew related and those non-fatal shootings referred by the Metropolitan Police Department.</p> <p>In fiscal year 2018, the CSP team was moved into the newly formed Office of Neighborhood Safety and Engagement and 3 additional FTE’s were added to support the work of CSP. A total of 194 stabilization cases were initiated in fiscal year 2018. Of those 194 cases, 28 cases involved a victim or family that resided outside of the District; 21 cases involved a victim or family that did not need or want support from the</p>	<p>This accomplishment impacted DC residents by providing support to victims and families during their time of need. Residents were seamlessly connected directly to District government agencies/community based services and were assisted with navigation through services. Additionally, the Community Stabilization team worked with families and victims to prevent retaliation from occurring.</p>	

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stabilization team after the incident; 127 cases involved victims or families that were open to receiving support and services from the stabilization team; and 18 cases involved victims or families that were not able to be located or reached after the incident by the stabilization team with out of state addresses or incorrect phone numbers given to law enforcement at the time of the incident. Of the 127 stabilization cases, 9 direct referrals and connections to support for health and human services were made to families; 5 connections to support were made for workforce development; 3 connections to support for economic opportunity were made; 19 families were assisted with housing relocation; 1 family was referred for structured activities; and 30 families received support for counseling services.		

2018 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	Develop data collection tools and processes to support conducting programs and process assessments and to communicate the progress of the ONSE to the Mayor, Council and general public
4	Create and maintain a highly efficient, transparent and responsive District government**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
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 participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	93.8%	No Target Set	
	Annually						30%		

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percent participation in ONSE violence prevention and intervention training for District Government agencies that impact violence		New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure		No Target Set	
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 (5 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	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54.1%	No Target Set	
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	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	81.3%	No Target Set	
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91.6%	No Target Set	
Percent of priority communities and PSAs that experience reduction in violent crime incidents within the fiscal year	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66.7%	No Target Set	
3 - Develop data collection tools and processes to support conducting programs and process assessments and to communicate the progress of the ONSE to the Mayor, Council and general public (2 Measures)									
Percent of operations having data collection tools and processes in place	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
Percent of data collection tools and processes with standard operating procedures documented	Annually	New Measure	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	

**We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Education and Training (3 Measures)						
Number of collaborating District government agencies	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6
Number of collaborating community based and private sector companies	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of training surveys administered	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80
2 - Community Stabilization Protocol (5 Measures)						
Number of families referred to ONSE services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	194
Number of families accepting ONSE services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	127
Number of families living outside of the DC area with no involvement with DC agencies	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28
Number of families not willing to work with the ONSE CSP team	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21
Number of families not able to be reached by the ONSE CSP team	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18
2 - Contracted Services (5 Measures)						
Number of mediations held	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of cease fires achieved	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
Number of families served through contracted services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	32
Number of community events and small group activities held by contracted services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	108
Number of critical events responded to by contracted services	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54
2 - Pathways Program (13 Measures)						
Total number of individuals engaged	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73
Total number of individuals recruited	Annually					24

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
		Annual Measure	Annual Measure	Annual Measure	Annual Measure	
Number of individuals who complete the workforce/life skills component	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18
Number of individuals placed in subsidized employment post workforce/life skills component	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16
Number of individuals placed in un-subsidized employment post workforce/life skills component	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1
The total number of short-term milestones set by the cohort of participants during pre-assessment	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37
The total number of short-term milestones successfully met by the cohort participants	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
The total number of long-term milestones set by the cohort of participants during pre-assessment	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	101
The total number of long-term milestones successfully met by the cohort participants	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Number of individual family referrals	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16
Number of individual family referrals connected	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13
Number of individual referrals	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	116
Number of individual referrals connected	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	109
3 - Data Collection (1 Measure)						
Number of data collection tools and processes established within 9 months of the establishment of the ONSE	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
3 - Standard Operating Procedures (1 Measure)						
Number of data collection tools and processes with standard operating procedures documented within 9 months of the establishment of the ONSE	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
No strategic initiatives found				