Office of Neighborhood Safety and Engagement FY2019

Agency	Office of Neighborhood Safety and Engagement	**Agency Code** NS0	**Fiscal Year** 2019

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

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY19, ONSE invested significant time and effort in capacity-building for local violence intervention organizations and District government agencies. Over the course of the year, ONSE: 1) trained 60 violence interventionists and outreach staff in critical response protocol and outreach and intervention tactics, 2) invited executive leadership from several community based organizations to attend a violence intervention and prevention best-practices tour in Los Angeles and Oakland California alongside ONSE leadership, and 3) mandated attendance at a Unity Conference hosting by the Mayor's Office for Violence Interventionists.	Violence intervention work is unique in its reliance upon partners with established community connections. By investing in the long-term growth and infrastructure of its contractors and partner community organizations, ONSE is setting itself up for future success.	Ensuring that individuals doing violence intervention work across the District have access to a high-quality, standardized training that is rooted in evidence-based practices is critical, as it improves the overall efficacy of violence intervention and prevention efforts.
The ONSE Family and Survivor Support Program launched a Family Survivor Support Group in May of 2019. The Group, which is lead by Our Hearts Have Wings and staffed by ONSE Community Outreach Specialists, began with five attendees and now regularly hosts over 20 community members who have directly experienced the loss of a loved one to gun violence. Participating members are able to benefit from monthly group sessions, connections to one-on-one counseling upon request, and invitations to participate in related activities including remembrance events and advocacy efforts.	The creation of this group expands the footprint of the Family and Survivor Support Program's work by creating new engagement channels for the family and survivor community. This group also advances ONSE's mission of empowering community members and groups to take on this work with the government's support and guidance.	While close attention is paid to the number of DC residents who lose their lives to gun violence each year, we know the impact of gun violence extends far beyond those killed or injured. National statistics report that "58% of American adults or someone they care for have experienced gun violence in their lifetime." (Everytown Research) While we don't know the exact figure for the District, we do know that this community exists and is often overlooked. Through this group, ONSE is providing a safe space for these community members to gather, grieve, and heal.
Over the course of FY19, ONSE nearly doubled its staff, filling critical vacancies with highly qualified candidates from within and outside of District government; these individuals play an instrumental role in advancing the agency's continuous improvement and growth. Mid-year, the agency hired a Deputy Director for Programs. The Pathways program brought on a full-time Program Analyst, who provides operational and performance support to the Program Manager. The agency hired a Data Analyst who is working with the management team to improve data infrastructure, collection, and analysis. ONSE also brought on a team of six full-time staff to facilitate the School-Based Initiative at Anacostia High School, as well as a Health & Wellness Specialist and Program Manager who will be leading efforts related to the Community Based Crime Reduction grant.	Staff expansion has allowed ONSE to eliminate capacity gaps for both external and internal-facing functions, rightsize teammembers' portfolios to ensure workload is fairly divided, and continue ONSE's growth as a start-up agency.	By expanding its staff, ONSE is in turn expanding its capacity to serve District communities most at-risk of violent crime, most notably in Wards 7 and 8. This expanded capacity will result in both new services as well as the expansion and improvement of existing services.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	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 violence prevention and intervention training for District Government agencies that impact violence	Annually	Waiting on Data	30%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	78.6%	Met	
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Annually	Waiting on Data	100%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Annually	Waiting on Data	93.8%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	91.7%	Met	
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 (6 Measures)											

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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	Waiting on Data	54.1%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	45.8%	Met	
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	Waiting on Data	25.7%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15.5%	Unmet	Many of the goals classified as "long-term" in Pathways Participants Individual Goal Plans are not achievable within six-months (i.e. get off of probation). While the Program still encourages participants identify and establish those long-term goals, the program is evaluating whether it needs to create a third category for "intermediate" goals that will ensure goals are achievable within six months.
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Annually	Waiting on Data	81.3%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	75%	Met	
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Annually	Waiting on Data	91.6%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	77.8%	Met	
Percent of participants who complete workforce/life skills component	Annually	New in 2019	New in 2019	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84%	Met	
Percent of participants placed in subsidized/unsubsidized employment post workforce/life skills component	Annually	New in 2019	New in 2019	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	74%	Met	
3 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*The HR management, financial Management, IT policy and FOIA compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measure based on summary-level data from various agencies, and cannot verify the accuracy of any calculations that were made to the source data prior to its receipt by OCA. The 2019 DC Enterprise Data Inventory (EDI), which contains data on "open" data sets published on DC's Open Data Portal, is current as of March 9, 2019. Due to data lags, FY 2019 data for the following core business measures will be published 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.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Education and Training (6 Measures)							
Number of collaborating District government agencies	Waiting on Data	6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9
Number of collaborating community based and private sector companies	Waiting on Data	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of training surveys administered	Waiting on Data	80	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60
Number of violence intervention and prevention trainings offered	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of recognized agencies impacting violence	Waiting on Data	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
Number of participants who rate the training as satisfactory or higher	Waiting on Data	75	Annual Measure	Annual Measure	Annual Measure	Annual Measure	55
2 - Community Stabilization Protocol (5 Measures)							
Number of families referred to ONSE services	Waiting on Data	194	Annual Measure	Annual Measure	Annual Measure	Annual Measure	273
Number of families accepting ONSE services	Waiting on Data	127	Annual Measure	Annual Measure	Annual Measure	Annual Measure	174
Number of families living outside of the DC area with no involvement with DC agencies	Not Available	28	Annual Measure	Annual Measure	Annual Measure	Annual Measure	22
Number of families not willing to work with the ONSE CSP team	Not Available	21	Annual Measure	Annual Measure	Annual Measure	Annual Measure	17

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of families not able to be reached by the ONSE CSP team	Not Available	18	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60
2 - Contracted Services (5 Measures)							
Number of mediations held	Waiting on Data	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25
Number of cease fires achieved	Waiting on Data	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of families served through contracted services	Not Available	32	Annual Measure	Annual Measure	Annual Measure	Annual Measure	235
Number of community events and small group activities held by contracted services	Not Available	108	Annual Measure	Annual Measure	Annual Measure	Annual Measure	449
Number of critical events responded to by contracted services	Not Available	54	Annual Measure	Annual Measure	Annual Measure	Annual Measure	136
2 - Pathways Program (13 Measures)							
Total number of individuals engaged	Waiting on Data	73	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94
Total number of individuals recruited	Waiting on Data	24	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50
Number of individuals who complete the workforce/life skills component	Waiting on Data	18	Annual Measure	Annual Measure	Annual Measure	Annual Measure	42
Number of individuals placed in subsidized employment post workforce/life skills component	Waiting on Data	16	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37
Number of individuals placed in un-subsidized employment post workforce/life skills component	Not Available	1	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16
The total number of short-term milestones set by the cohort of participants during pre-assessment	Not Available	37	Annual Measure	Annual Measure	Annual Measure	Annual Measure	131
The total number of short-term milestones successfully met by the cohort participants	Not Available	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60
The total number of long-term milestones set by the cohort of participants during pre-assessment	Not Available	101	Annual Measure	Annual Measure	Annual Measure	Annual Measure	155
The total number of long-term milestones successfully met by the cohort participants	Not Available	26	Annual Measure	Annual Measure	Annual Measure	Annual Measure	24
Number of individual family referrals	Not Available	16	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4
Number of individual family referrals connected	Not Available	13	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3
Number of individual referrals	Not Available	116	Annual Measure	Annual Measure	Annual Measure	Annual Measure	153
Number of individual referrals connected	Not Available	109	Annual Measure	Annual Measure	Annual Measure	Annual Measure	119

2019 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 (2 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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Community Stabilization Protocol (1 Strategic Initiative)				
Roving Leaders	In FY19, 10 Roving Leaders positions will be filled to primarily support the ONSE violence prevention efforts. The Roving Leaders will assist with critical incident responses, mediations and conflict resolutions district-wide. They will also staff special events including DCPS sports games, community events and ONSE planned activities. Selected Roving Leaders will also act in the capacity of mentors and coaches working directly with select clients on supervision with DYRS or CSS.	Complete	In Q3, (3) Grade 9 positions and (3) Grade 11 positions were filled and staff began their first day on April 29, 2019.	
Pathways Program (2 Strategic initiatives)				
Carpenter's Union Pre-Apprenticeship Program	In FY 19, pending DMPSJ approval, the ONSE office will begin a six-month Carpenters' Union pre-apprenticeship program to support participants in the Pathways program. Participants in the pre-apprenticeship program will be taught by a retired Union carpenter. The work will focus on projects that benefit District of Columbia communities. Not only will technical skills be taught in the pre-apprenticeship program, but GED preparation classes will be offered to participants who do not currently have education credentials. Two instructors will be contracted by ONSE in FY 19 to support this program.	0-24%	ONSE is still in the process of finalizing the MOU between the Carpenters Union and the agency. Our anticipated start date is still slated for January , 2020.	Contractual negotiations took longer than anticipated.
Database System	In FY19, pending budget approval, the ONSE will incorporate a database system to track engagement and progress of individuals, families and communities connected to ONSE programming. This data tracking system will be used to support real-time outcomes management and streamline workflow processes.	Complete	The ONSE and administrators of Efforts to Outcomes (ETO) database have designed a platform to capture and track engagement and progress of individuals and families of the Pathways Program. ONSE staff members and DYRS Credible Messenger received one in person training and on online training on how to system functions. Following both trainings, the system went live for staff to begin data entry on December 10, 2018. To date, all current Pathways participants have been entered into the database and engagement is tracked weekly.	