



OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

MARCH 3, 2023

CONTENTS

- Contents** **2**
- 1 Office of Neighborhood Safety and Engagement** **3**
- 2 2022 Accomplishments** **4**
- 3 2022 Objectives** **5**
- 4 2022 Operations** **6**
- 5 2022 Strategic Initiatives** **8**
- 6 2022 Key Performance Indicators and Workload Measures** **10**

1 OFFICE OF NEIGHBORHOOD SAFETY AND ENGAGEMENT

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.

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
ONSE added a new floating Violence Intervention team to cover areas of the city that aren't highlighted as ONSE Priority Areas.	The Violence Intervention team at ONSE recognized the need to expand services to areas where violence occurs but less frequently and responded with the floating VI team.	Gun Violence and Violent Crime sometimes occurs in areas that are not typically the densest areas of crime. Residents identified this as a gap in Violence Intervention coverage and ONSE responded.
ONSE implemented the People of Promise program by contacting and engaging individuals most vulnerable to involvement with gun violence as either a victim or perpetrator.	ONSE added a new program for the People of Promise program to intentionally engage with this group of residents.	Residents most vulnerable to involvement in gun violence are often difficult to find and engage. This program provides service to a group often not served through other avenues.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
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	3
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	9	6
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
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		
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	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
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
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		
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	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
Family & Survivor Support Program	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

(continued)

Operation Title	Operation Description	Type of Operation
Violence Intervention Initiative	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
Restorative Justice	Utilize restorative justice practices to address empathy and accountability with those responsible for perpetuating harm or violence and to enhance community dialogue, cohesion, reconciliation, and empowerment.	Daily Service
ONSE Leadership Academy	Promote school and community safety and alleviate challenges or barriers to success for high risk students through school-based interventions.	Daily Service

5 2022 STRATEGIC INITIATIVES

In FY 2022, Office of Neighborhood Safety and Engagement had 5 Strategic Initiatives and completed 80%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Create Pathways Champions Positions	In FY2022, ONSE will partner with one or more District government agencies to create Pathways Champions positions, which will help eligible Pathways Ambassadors transition into permanent, full time employment. Ambassadors selected for these positions will receive continuous program support throughout employment as well as job-specific one-the-job training at their host agency.	Complete	In Q4, all Pathways Champions continued to work in their assigned positions within the agency's human resources, Pathways, and People of Promise teams. Program managers and the agency's training coordinator worked with each Pathways Champion to develop training and professional development goals.	
Serve More District Residents Through Expansion of the Pathways Program	In FY2022, ONSE will increase the number Pathways Ambassadors served to at least 120. The program will place a strategic focus on increasing the recruitment of program candidates from Wards 1 and 4, while continuing to serve residents from District Wards heavily impacted by gun violence. The program will also contract with local providers to enhance program offerings in the categories of behavioral health, life skills, job skills, entrepreneurship, and civic engagement.	Complete	In Q4, Cohort 10 concluded their classroom component with a promotion ceremony on Friday, August 5th and Cohort 11 began on Tuesday, September 6th.	
Intensify and Expand Violence Intervention Efforts	In FY2022, ONSE will intensify and expand its Violence Intervention efforts by: hiring more Violence Interrupters, Case Managers, and Community Navigators; allocating contract funding for flexible financial support for at-risk individuals; increasing investments in the expansion of Violence Interrupter training; serving more priority communities, and contracting a team of rapid response Violence Interrupters that will employ interventions inside and outside ONSE priority communities.	Complete	ONSE maintains approximately 70 Violence Interrupters, 10 Community Navigators and 10 Case Managers. This is an increase in staffing from FY21.	

Increased Investments in Behavioral Health Services	In FY2022, ONSE will contract with a DBH-certified Core Service Agency to connect ONSE clients – court-involved individuals, survivors of violent crime, next-of-kin of survivors and victims of violent crime, and other community members impacted by gun violence – to behavioral and mental health services. In order to deliver culturally competent, compassionate healing services, the selected provider shall have clinicians trained in community violence and racialized trauma.	75-99%	Additional communities were added to receive neighborhood-based trauma-informed care groups.
Expand of ONSE Leadership Academy	In FY2022, ONSE will utilize APRA funds to expand its school-based initiative, the ONSE Leadership Academy (OLA). Expansion may involve adding one additional high school, bringing the total number of District high schools served to four, or expanding the program to one or middle schools that feed into high schools currently served by the program. Expansion will ensure that at least 30 additional District students will benefit from OLA services, including attendance checks, behavioral interventions, and individual development plans.	Complete	In FY22, OLA expanded into three middle schools that feed into high schools currently served by the program, Kramer Middle School, Kelly Miller Middle School, and Paul Public Charter School Middle School. In SY 22, OLA enrolled 126 District students; 63 high school students and 63 middle school students. OLA students are receiving services to include attendance checks, behavioral interventions, mediations, individual development plans, workforce development, restorative justice circles, SEL activities, pro social activities, group sessions, extra-curricular activities and a promotion ceremony highlighting student achievement.

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
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											
Percent of training attendees who rate the ONSE training as satisfactory or higher (5 level Likert scale)	Up is Better	84.3%	100%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83%	Met	
Percent participation in ONSE training for community based organizations and private organizations receiving funding from ONSE	Up is Better	100%	100%	60%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Percent of FSS cases contacted.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	50.8%	-	
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											
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	80%	47.3%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
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	12%	22.9%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
Percent of individual family member referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	8%	No Applicable Incidents	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of individual participant referrals who connect to services within 60 days of being referred (Pathways)	Up is Better	92%	78.3%	35%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
Percent of FSS referral requests completed.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	93.5%	-	
Percent of cases where the first contact attempt is completed within three business days of case receipt.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	76.8%	-	
Percent of critical incidents triaged within 3 business days.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	67.9%	-	
Percent of participants that are successfully promoted from workforce/life skills component.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	83%	-	
Percent of restorative justice staff with nationally recognized practitioner certification.	Up is Better	New in 2022	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	100%	-	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Education and Training							
Number of collaborating District government agencies	9	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12
Number of collaborating community based and private sector companies	4	8	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
Number of training surveys administered	64	42	Annual Measure	Annual Measure	Annual Measure	Annual Measure	67
Family & Survivor Support Program							
Number of cases not willing to work with the FSS team or not in need of services.	94	21	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	72
Number of cases not able to reach.	91	144	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	146
Number of cases in need of FSS services.	172	260	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	263
Number of cases referred to ONSE.	357	425	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	498
Number of cases contacted.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	353
Number of referral requests	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	601
Number of referral requests completed	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	643
Number of cases where the first contact attempt is completed within three business days of case receipt.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	271
Number of FSS-hosted healing events.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	3
ONSE Leadership Academy							
Number of students engaged each year.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	142
Pathways Program							
Total number of individuals enrolled	74	66	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	100
Number of Pathways participants that secure unsubsidized employment within 9 months of completion of workforce/life skills component	12	17	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	30

Workload Measures (continued)

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
The total number of long-term milestones successfully met by the cohort participants	6	32	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
The total number of short-term milestones set by the cohort of participants during pre-assessment	92	91	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
The total number of short-term milestones successfully met by the cohort participants	44	43	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
The total number of long-term milestones set by the cohort of participants during pre-assessment	37	140	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
Total number of individuals engaged	125	127	Annual Measure	Annual Measure	Annual Measure	Annual Measure	141
Number of individual referrals connected	59	47	Annual Measure	Annual Measure	Annual Measure	Annual Measure	102
Number of individual referrals	97	60	Annual Measure	Annual Measure	Annual Measure	Annual Measure	269
Number of individuals who complete the workforce/life skills component	22	47	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83
Number of individuals placed in subsidized employment post workforce/life skills component	22	39	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
Number of individual family referrals	25	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
Number of individual family referrals connected	25	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No Data Available
Restorative Justice							
Number of individuals that participate in restorative justice services.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	502
Number of restorative justice services held.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	127
Violence Intervention Initiative							
Number of DC Jail peacemaking consultations.	New in 2022	New in 2022	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	Semi-Annual Measure	15
Number of families served through contracted services	348	421	Annual Measure	Annual Measure	Annual Measure	Annual Measure	397
Number of community events and small group activities held by contracted services	753	867	Annual Measure	Annual Measure	Annual Measure	Annual Measure	771
Number of critical events responded to by contracted services	196	138	Annual Measure	Annual Measure	Annual Measure	Annual Measure	165
Number of mediations held	0	1	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2

Workload Measures *(continued)*

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Number of cease fires achieved	9	8	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9