



OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

CONTENTS

- Contents** **2**
- 1 Office of Victim Services and Justice Grants** **3**
- 2 2023 Accomplishments** **4**
- 3 2023 Objectives** **8**
- 4 2023 Operations** **9**
- 5 2023 Strategic Initiatives** **11**
- 6 2023 Key Performance Indicators and Workload Measures** **13**

1 OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS

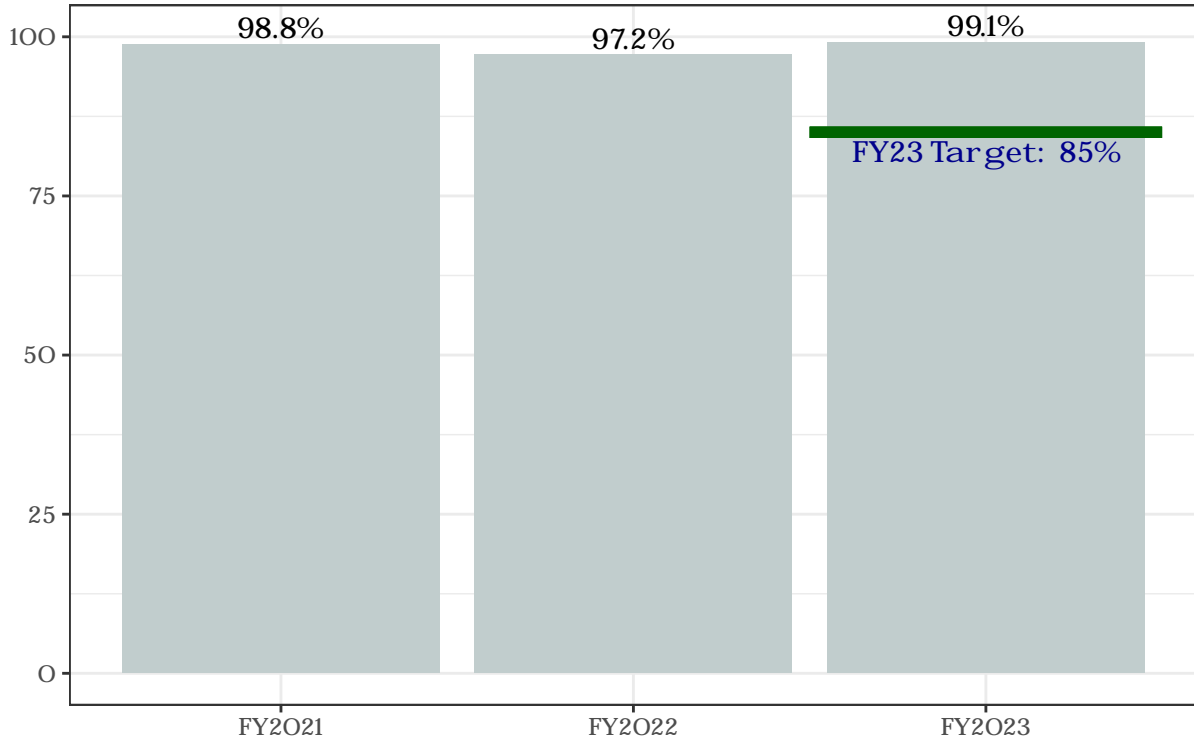
Mission: The mission of the Mayor’s Office of Victim Services and Justice Grants (OVSJG) is to develop, fund, and coordinate programs that improve public safety; enhance the administration of justice; and create systems of care for crime victims, youth, and their families in the District.

Services: The Office of Victim Services and Justice Grants (OVSJG) coordinates and funds community-based organizations and District agencies that provide services for: (1) victims of crime; (2) justice-involved individuals; and (3) truancy reduction and juvenile delinquency prevention programs. As the State Administering Agency (SAA) for federal victim services and criminal and juvenile justice system funding, OVSJG engages in planning and coordination with, and provides training and technical assistance to, organizations and agencies receiving grant funding to provide these services. In addition to the Victim Services, Justice Grants, and Truancy Reduction programs, OVSJG operates the District’s Address Confidentiality Program, which provides a legal substitute address and mail forwarding for eligible DC residents to maintain the confidentiality of her or his actual address; the Private Security Camera Incentive Program, which encourages residents, businesses, non-profits and religious institutions to install security camera systems on their property; and administers the Access to Justice initiative, which provides funding to entities providing civil legal services and student loan repayment assistance for eligible lawyers. OVSJG also provides policy making expertise, advice, and counsel to the Mayor on the role of victims and offenders in the criminal justice system, enhancing the District’s responses to trauma; and evidence-based practices to respond to, intervene in, and prevent violence.

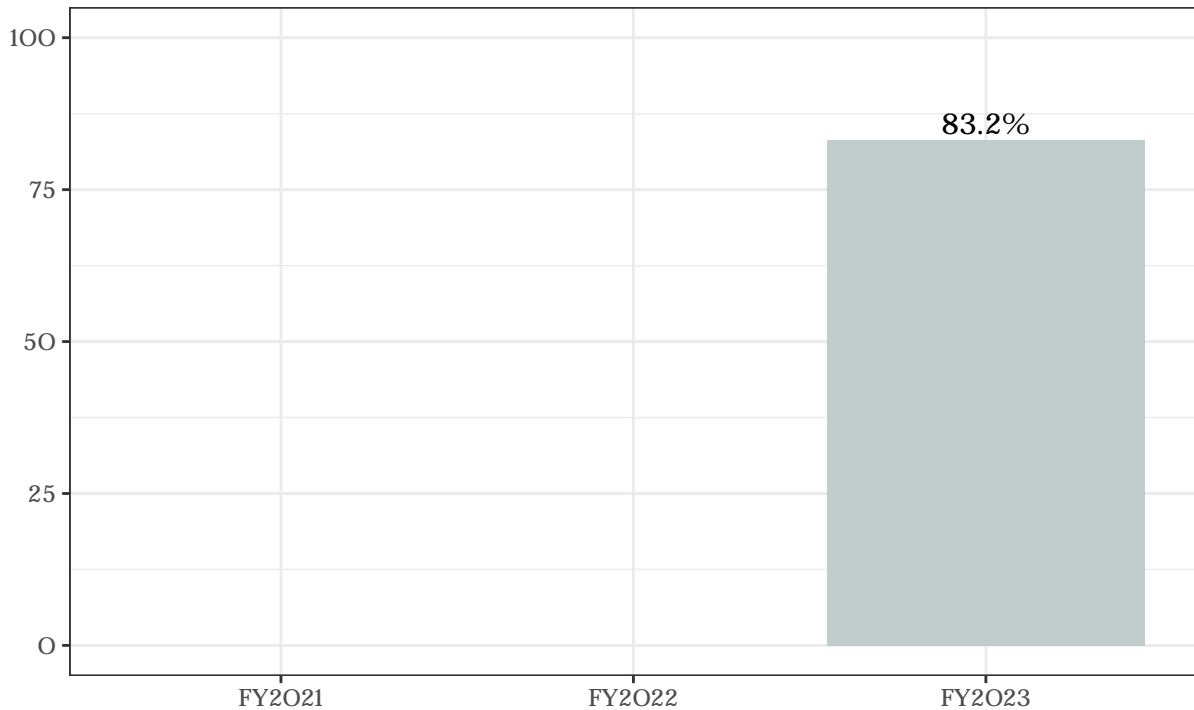
2 2023 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>OVSJG’s Hospital-Based Violence Intervention Program (HVIPS) was awarded the distinguished Justice Potter Stewart Award from the Council for Court Excellence.</p>	<p>The Justice Potter Stewart Award recognizes individuals and organizations whose work on behalf of the administration of justice has made a significant contribution to the law, the legal system, the courts, or the administrative process in the District. This accolade serves as a recognition of the outstanding contributions made by HVIPs in partnership with OVSJG, underscoring the ongoing imperative for these services and their positive influence on the communities served by OVSJG.</p>	<p>The work of OVSJG’s HVIPs has resulted in continued care and supportive services to District residents and their families who are victims of gun violence. Victims of community violence in the District of Columbia have access to critical, lifesaving post-injury support at hospitals that meet quality standards of care. In FY23, grantees have shown improvement in the intended outcomes of the program by increasing the percentage of clients receiving services as a result of being engaged by the program.</p>
<p>In FY 23 The Office of Victim Services and Justice Grants (OVSJG) launched its Training and Technical Assistance Capacity Building Program (T/TA CBP).</p>	<p>OVSJG was able to pilot a cohort-based program for community and faith-based organizations where collaboration and partnerships are encouraged, best practices are shared, and evidence-based approaches are learned through monthly training sessions. OVSJG has eleven organizations in this first cohort and while in its initial phases, we are excited to see the cohort producing collaborative partnerships from participants and we look forward to sharing more about program outcomes after the fiscal year close out.</p>	<p>This program continued OVSJG’s effort to support local initiatives that improve public safety, enhance the administration of justice; and create systems of care for crime victims, youth, and their families in the District by increasing and strengthening the capacity of the community and faith-based organizations to provide the services. Community-based organizations were provided with targeted technical assistance to community and faith-based organizations selected by OVSJG to strengthen their capacity to manage organizations and administer programs/services that improve public safety, enhance the administration of justice, and create systems of care for crime victims, youth, and their families.</p>

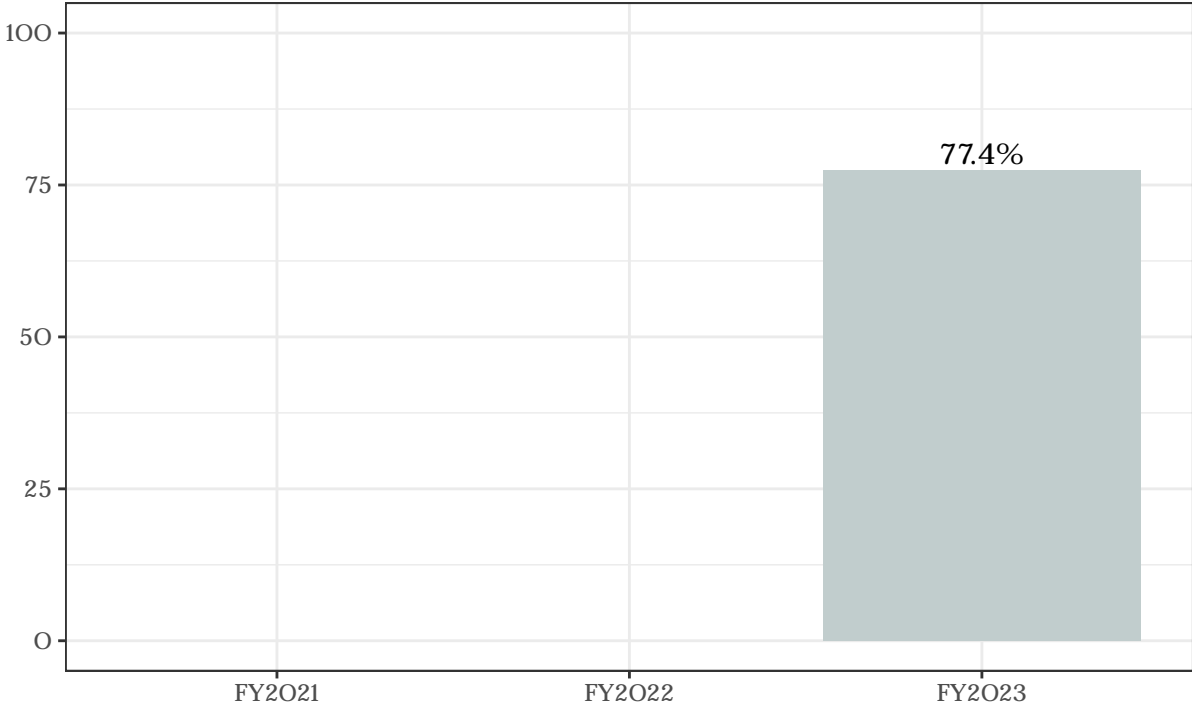
Percent of sexual assault victims who received on-call advocacy services



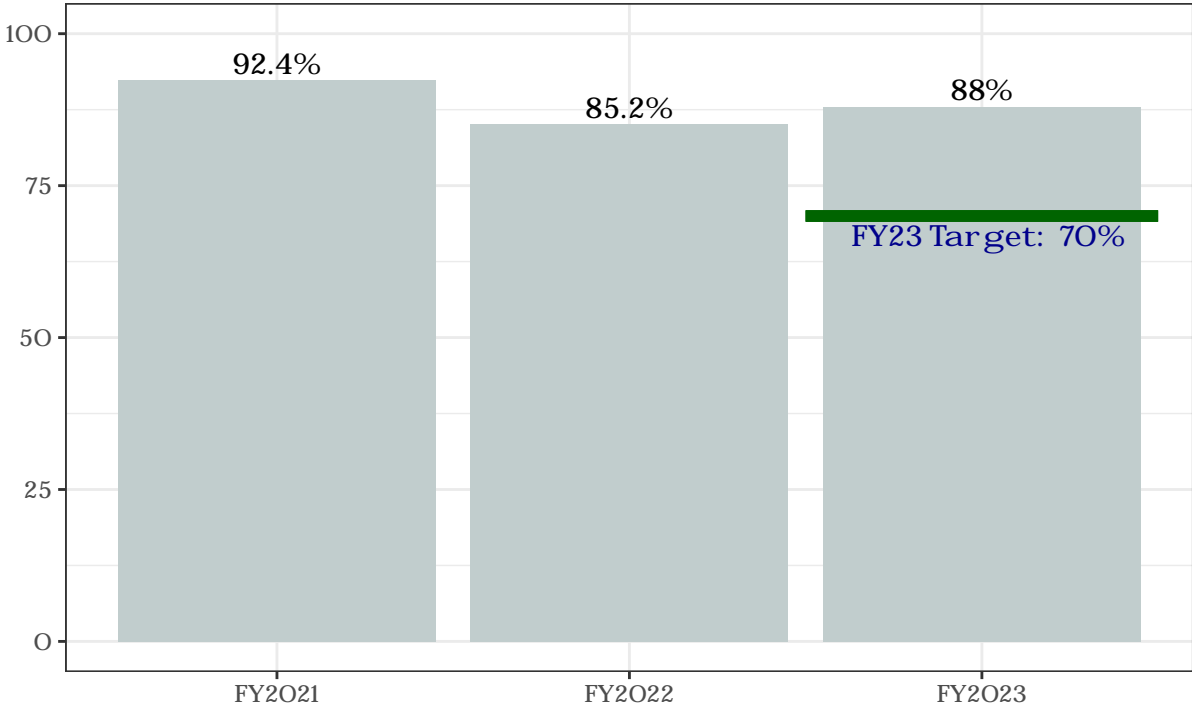
Percent of new patients eligible for hospital-based violence intervention program services that were contacted by a program



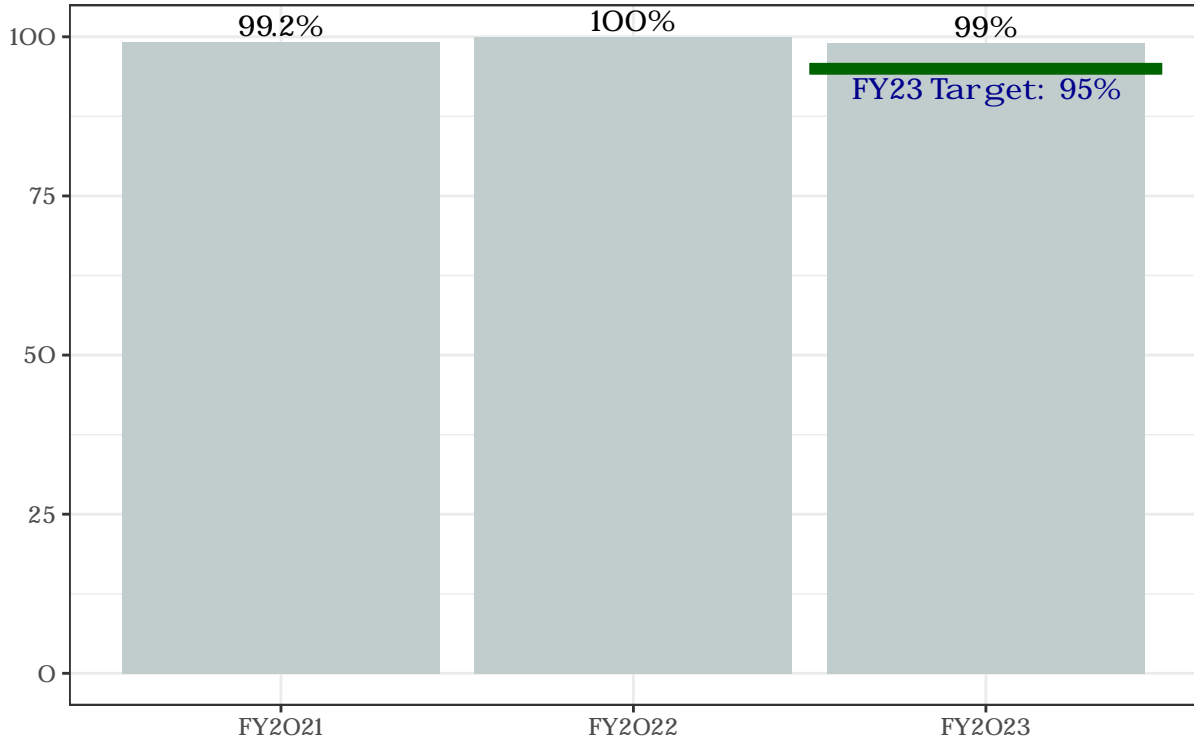
Percent of new patients that were contacted by a hospital-based violence intervention program who received services from a program



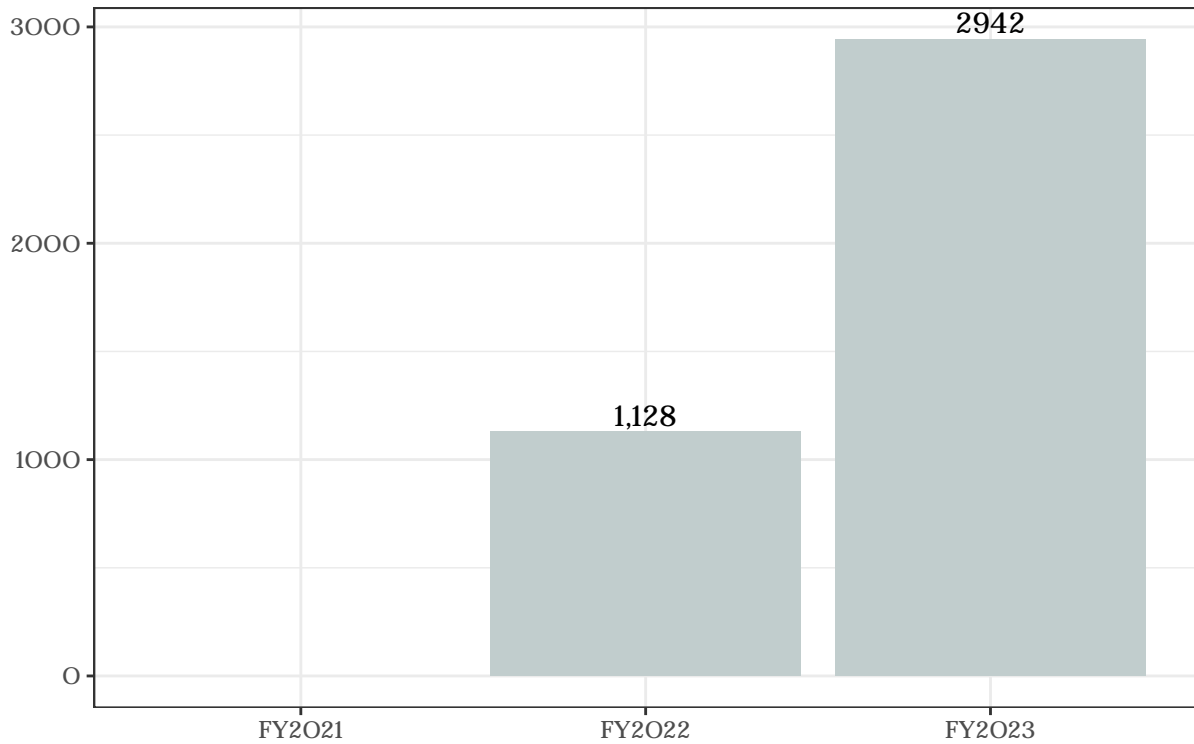
Percent of students in agency sponsored truancy reduction programs who are not rereferred from the preceding school year



Percent of grantees that are in full compliance of federal and local requirements



Number of returning citizens provided flex funding to support individual needs.



3 2023 OBJECTIVES

Strategic Objective

Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.

Create opportunities and access for primary prevention and intervention programming towards the goal of reducing truancy, delinquency, and violence.

Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.

Provide leadership in developing the capacity of and improving the performance of grantees.

Create and maintain a highly efficient, transparent, and responsive District government.

Support community-based crime deterrence and response efforts to increase community safety

4 2023 OPERATIONS

Operation Title	Operation Description
Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.	
Provide a comprehensive response to sexual assault victims in the District.: Daily Service	OVSJG continues to improve outcomes for victims of sexual assault by organizing and funding a continuum of care that increases the coordination and delivery of sexual assault services in the District.
Provide a comprehensive response to intimate partner violence victims in the District.: Daily Service	OVSJG will improve outcomes for victims of intimate partner violence by organizing and funding a continuum of care that increases the coordination and delivery of intimate partner violence services in the District.
Deliver a comprehensive response to underserved and marginalized victims in the District.: Daily Service	OVSJG provides funding for a variety of groups and programs that work with historically marginalized communities.
Build a coordinated community response for all victims of crime that improves outcomes for survivors.: Daily Service	OVSJG is responsible for building and sustaining direct core victim services in the District that especially focus on victims of crime by funding a variety of community based providers.
Create opportunities and access for primary prevention and intervention programming towards the goal of reducing truancy, delinquency, and violence.	
Reduce truancy in the District: Daily Service	OVSJG will accomplish the goal of reducing truancy rates among young people throughout the District, by developing programs and collaborations among community-based organizations and schools that reduce truancy by working with families to provide resources to help students attend school regularly and improving the capacity of schools to address truancy.
Provide evidence-based violence prevention in-school programming throughout the District.: Daily Service	OVSJG funds programs that help prevent sexual and intimate partner violence through programs that provide participants a structured and supportive space to build individualized definitions of masculinity and healthy femininity.
Develop and coordinate juvenile delinquency prevention programs in the District: Daily Service	OVSJG will work to reduce juvenile delinquency by funding programs and initiatives that create alternatives to incarceration, offer skills, and improve the quality of life for juveniles in the District.
Provide training to community members to help equip them with skills and resources for improving community outcomes: Daily Service	OVSJG will fund programs to train community members on techniques for reducing truancy, delinquency, and violence in their communities.
Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.	
Build and expand the network of community-based providers that serve returning citizens.: Daily Service	OVSJG provides funding, technical support and resources for providers who work with returning citizens. OVSJG funded services include housing, job training and substance abuse and mental health services (co-occurring disorder) for returning citizens.

(continued)

Operation Title	Operation Description
Provide legal services to low-income and underserved District residents.: Daily Service	OVSJG provides funding to the Access to Justice Initiative which provides financial assistance to organizations and individuals who provide direct civil legal services to low-income and under-served District residents.
Provide leadership in developing the capacity of and improving the performance of grantees.	
Ensure compliance of core requirements for all federal grants.: Daily Service	As part of federal grant management, OVSJG is tasked with ensuring compliance with enabling legislation for federal funding sources.
Ensure federal and local grants funds are allocated and spent.: Daily Service	OVSJG is responsible for allocating and spending a variety of local and federal grants. To ensure success, it is important to monitor the financial performance of all grantees to ensure all resources are being efficiently and completely spent.
Provide training and technical assistance to grantees to help enhance their capacity and improve outcomes.: Daily Service	OVSJG offers technical assistance and capacity building support for grantees. Additionally, the agency organizes workshops and conferences that include best-practice based continuing education for the professional development of grantees.
Enhance the capacity of grantees to collect, analyze and report performance data.: Daily Service	OVSJG works to improve the collection of performance data from its grantees that leads to the identification of efficiencies and improves outcomes. OVSJG will continue to evaluate and expand its grant performance management initiative.
Support community-based crime deterrence and response efforts to increase community safety	
Fund place-based crime deterrence activities: Daily Service	OVSJG funds crime deterrence activities that help respond to and prevent community-based crime.

5 2023 STRATEGIC INITIATIVES

In FY 2023, Office of Victim Services and Justice Grants had 4 Strategic Initiatives and completed 50%.

Title	Description	Update
Expansion of Place-based Trauma Response and Community Engagement Program	Develop and establish a second site for place-based community engagement and trauma services in Ward 7.	Completed to date: Complete Agency staff recruited three grassroots providers, secured a fiscal agent, and issued the grant award this quarter for TRCEP Anacostia.
Implement an Electronic Grants Management Software	Obtain and implement a new grants and data management system for OVSJG grantees.	Completed to date: 0-24% In Q4, OVSJG worked with the Office of Contracting and Procurement to finalize the contract with a vendor to implement a new GMS in FY24. OVJSG faced delays during the contracting and procurement process which impacted the timeline of launching implementation for the software during FY23.
Implement Hospital based Violence Intervention Program Training Protocol	Hospital-based Violence Intervention Program to develop, implement and evaluate protocols and training for law enforcement and medical providers to guide their interactions and reduce gun violence.	Completed to date: 25-49% Grantee successfully drafted a model policy around patient access as well as a "Hospital Mandatory Reporting Form" that hospitals will be able to use as a means to fulfill mandatory reporting obligations and optimize their communication with MPD while protecting patient privacy. All partner hospitals have all expressed an interest in beginning the implementation process for the model policies and forms that the Steering Committee has created. Grantee also drafted the Active Bystander Training Module, designed to incorporate a trauma-informed framework to provide an overview of the challenges and opportunities present in law enforcement interactions with hospital staff and patients, and to outline the responsibilities of hospital staff in their work with law enforcement as well as survivors of violence. To date, the model policies are still in draft form and have had to go through extensive revisions and approval processes both through MPD and the U.S. Attorney's office. Therefore, at the end of FY23, the project was not yet able to release a completed toolkit with model policies, though they will do so as soon as the policies are approved Bystander intervention training that was created

Capacity Building Grants for Community Based Organizations

Provide grants and targeted training and technical assistance to community-based organizations (CBO) to enhance their capacity to manage District and federal funding and provide services that increase public safety, reduce gun violence, and respond to individuals and community needs in high-crime areas.

Completed to date: Complete
Project plans have been completed and 11 organizations received an organizational assessment, expert mentoring, coaching, and grant funding to implement their individually assessed organizational needs.

6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Ensure that all victims of crime have access to coordinated, professional, trauma-informed, and victim-centered services.											
Percent of victims who received information or support from the DC Victim Hotline (DCVH) call-takers to address caller needs and/or a referral by the DC victim hotline	Up is Better	94.1%	91.9%	92.6%	91.8%	93.1%	88.8%	91.6%	95%	Nearly Met	This is likely due to a small number of dropped calls, i.e., individuals who leave the queue before connecting with a victim services specialist.
Percent of sexual assault victims who received on-call advocacy services	Up is Better	98.8%	97.2%	100%	100%	96.3%	100%	99.1%	85%	Met	
Percent of victims who received language interpretation services from the Language Access Program	Up is Better	100%	98.9%	99.8%	100%	99.6%	98%	99.2%	90%	Met	
Percent of primary and secondary victims of gun violence requesting same-day access to trauma-informed therapeutic services who receive care within 1 business day of referral	Up is Better	New in 2022	80.4%	86%	46.7%	55.3%	54.8%	55.8%	80%	Unmet	OVSJG did not explicitly define receiving care within 24 hours at the inception of the program. At minimum, this data captures providers contacting clients who submitted requests for same-day support, and at maximum, this number includes therapeutic services being rendered. Additionally, Q2 of FY23 brought down the overall percentage due to staff capacity challenges for one of the grantees. The grantee shared that they could not take on additional clients until an additional staff person was hired, which impacted their ability to respond to and provide care within 24 hours.

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Percent of new patients eligible for hospital-based violence intervention program services that were contacted by a program	Up is Better	New in 2023	New in 2023	76.1%	87.6%	80.3%	88%	83.2%	New in 2023	New in 2023	
Percent of new patients that were contacted by a hospital-based violence intervention program who received services from a program	Up is Better	New in 2023	New in 2023	77.8%	64.7%	75.7%	88%	77.4%	New in 2023	New in 2023	
Percentage of BIPOC identifying clients being served by OVSJG funded Victim Service programs	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	92.6%	New in 2023	New in 2023	
Create opportunities and access for primary prevention and intervention programming towards the goal of reducing truancy, delinquency, and violence.											
Percent of students in agency sponsored truancy reduction programs who are not rereferred from the preceding school year	Up is Better	92.4%	85.2%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	88%	70%	Met	
Percentage of BIPOC identifying clients being served by OVSJG funded Truancy programs	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	New in 2023	New in 2023	
Create and sustain a coordinated community response that improves the administration of and access to justice and enhances outcomes for justice involved individuals.											
Percentage of participants in reentry programs who report and increase in self-sufficiency	Up is Better	54.9%	56.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	69.5%	55%	Met	
Percentage of BIPOC identifying clients being served by OVSJG funded Reentry programs	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.3%	New in 2023	New in 2023	
Provide leadership in developing the capacity of and improving the performance of grantees.											
Percent of budgeted federal grant funds lapsed at end of fiscal year	Down is Better	4.34%	7.98%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9.1%	5%	Unmet	

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Percent of budgeted local grant funds lapsed at end of fiscal year	Down is Better	1.5%	4.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7.6%	5%	Unmet	Grantees experienced issues with high staff turnover and programmatic issues such as the inability to secure leases before the end of the fiscal year. This impacted OVSJG's ability to deobligate and repurpose the funds that were ultimately lapsed.
Percent of grantees that are in full compliance of federal and local requirements	Up is Better	99.2%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	95%	Met	
Percent of participants attending OVSJG trainings who reported learning	Up is Better	95.8%	96%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96.5%	97%	Nearly Met	This KPI was nearly met by .5 which is close to our target.

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Build a coordinated community response for all victims of crime that improves outcomes for survivors.							
Number of victims receiving mental health services	3,219	3,118	742	764	736	716	2958
Number of victims served by the DC crime victim services hotline	4,576	5,879	1,892	1,971	1,994	1,903	7760
Number of victims provided housing services	1,900	1,519	308	269	379	283	1239
Number of victims of gun violence or residents at risk of gun violence provided access to safe housing	Not Available	277	51	215	36	287	589
Number of primary and secondary victims of gun violence who participate in healing circles or other alternative healing options	Not Available	660	549	534	562	561	2206
Number of primary and secondary victims of gun violence provided trauma-informed therapeutic services.	Not Available	381	81	76	94	122	373
Number of victims receiving medical forensic care	1,107	1,104	130	135	151	129	545
Number of victims receiving legal services through coordinated continuums	1,268	1,013	595	300	312	286	1493
Deliver a comprehensive response to underserved and marginalized victims in the District.							
Number of LGBTQ+ residents provided housing with ARPA funds	Not Available	1	3	0	1	0	4
Number of LGBTQ+ residents provided services with ARPA funds	Not Available	11	3	0	1	0	4
Number of victims who received interpretation services	1,634	1,990	402	438	509	623	1972
Number of community members engaged in Trauma Response and Community Engagement Program services	New in 2023	New in 2023	395	541	320	453	1709
Provide a comprehensive response to intimate partner violence victims in the District.							
Number of DV victims provided housing with ARPA funds	256	721	209	212	194	271	886
Number of DV victims provided services with ARPA funds	412	1,033	193	203	176	295	867
Number of victims and other eligible individuals participating in the Address Confidentiality Program	New in 2022	59	Annual Measure	Annual Measure	Annual Measure	Annual Measure	79

Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Provide training to community members to help equip them with skills and resources for improving community outcomes							
Number of individuals trained on de-escalation or mediation.	Not Available	132	Waiting on Data	42	30	46	162
Reduce truancy in the District							
Number of community-based providers that work with schools to reduce truancy	10	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9
Number of schools participating in truancy reduction programs	67	63	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63
Number of students participating in agency sponsored truancy reduction programs	1,128	1,360	596	350	634	319	1899
Build and expand the network of community-based providers that serve returning citizens.							
Number of providers offering funded mental health and substance abuse programs for returning citizens	5	5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Number of clients placed in grant funded reentry housing programs	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Number of participants in grantee mental health and substance abuse programs for returning citizens	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available
Total number of new and ongoing clients receiving reentry services and supports from grantee reentry programs	1,320	1,669	445	497	555	654	2151
Number of returning citizens provided flex funding to support individual needs.	Not Available	1,128	545	492	901	1,004	2942
Provide legal services to low-income and underserved District residents.							
Number of people or households receiving eviction prevention services (including legal representation)	Not Available	6,464	797	405	532	538	2272
Number of people or households receiving eviction prevention services (including legal representation)	Not Available	1,545	797	405	532	538	2272
Provide training and technical assistance to grantees to help enhance their capacity and improve outcomes.							
Number of technical assistance sessions provided for grantees	174	835	170	218	215	176	779
Number of participants in training programs	806	237	211	62	5	12	290
Fund place-based crime deterrence activities							

Workload Measures (continued)

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Number of times that footage from a private security camera contributed to a successful arrest by MPD	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21
The total number of private security cameras funded through vouchers or rebates this FY	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1726