



MAYOR'S OFFICE ON RETURNING CITIZEN AFFAIRS

FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

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1 MAYOR'S OFFICE ON RETURNING CITIZEN AFFAIRS

Mission: The Office on Returning Citizen Affairs will serve to provide advocacy, constituent services, and information for the empowerment of previously incarcerated persons in order to create a productive and supportive environment for persons returning to the community.

Services: The Office on Returning Citizen Affairs will use all available resources to better acclimate and smooth the transition of returning District residents to the community. The office will provide access to job readiness programs, connect residents to employment opportunities, offer comprehensive case management services, and connect incarcerated residents to their families. This will be accomplished through collaborating with various District agencies and programs to serve this segment of the population.

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services.

Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.

Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services.

Participate in different taskforce, community forums, and/or community event aimed at reducing stigmas around returning citizens.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services.		
Case Management	Conduct intakes and individualized assessments with returning citizens; develop case plans based on 30-, 60-, 90-, 120- and 180-day life cycles.	Daily Service
Coordination	Refer returning citizens to housing, employment, vocational training, legal education, health, and job readiness services	Key Project
Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.		
Advocating for clients	Establish a tracking system to ensure returning citizens are referred to training opportunities.	Daily Service
Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services.		
Communication.	On-going and frequent communication with outreach and program personnel to ensure there's a steady flow of information pertaining to both government and community programming.	Daily Service
Government Programs.	Identify programs that assist with removing the unique barriers of returning citizens.	Daily Service
Community participation.	Participation in community-based working groups, roundtables and symposiums.	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Completion of individualized assessment plans and connecting constituents to essential government and community-based services such as housing, employment and job readiness, behavioral and physical health services, educational and vocational training, clothing, food, and legal services.					
Percent of returning citizens referred to government and community-based programs and services, identified in their individualized case plan	Up is Better	23.1%	97.5%	40%	40%
Percent of returning citizens that successfully obtain employment	Up is Better	23.8%	67.2%	24%	24%
Percent of returning citizens that complete vocational training programs	Up is Better	39.9%	86.7%	40%	40%
Number of new strategic partnerships and collaborations of coordinated services offered through government agencies and community-based organizations supporting returning citizens.	Up is Better	26	83	10	10
Assist with removing barriers and reducing the rate of recidivism, by identification of employers, employment training, and vocational training programs that will assist returning citizens with successful reintegration.					
Number of employer relationships developed in Wards 7 and 8	Up is Better	New in 2022	54	No Target Set	No Target Set
Number of returning citizens attending job fairs	Up is Better	New in 2022	108.3	No Target Set	No Target Set
Percent of returning citizens referred to and completing employment training programs.	Up is Better	41.1%	45.3%	42%	42%
Number of returning citizens who went through training and were successfully hired as peer navigators	Up is Better	New in 2023	New in 2023	New in 2023	No Target Set
Develop a robust collaborative working relationship with DC Government agencies that offer vocational training, apprenticeship, education, employment and employment training, housing assistance, mental health services, and general health services.					
New pilot programs or policy recommendations developed on improving service delivery for returning citizens.	Up is Better	3	13	5	5
Participate in different taskforce, community forums, and/or community event aimed at reducing stigmas around returning citizens.					

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Number of advocacy opportunities identified or developed for returning citizens and returning citizens staff to participate in as change-makers due to their lived experience as experts in the field.	Up is Better	New in 2023	New in 2023	New in 2023	No Target Set

Workload Measures

Measure	FY 2021	FY 2022
Case Management		
Number of Strategic Partnerships	23	195
Number of returning citizens that receive case plans	1063	839
Number of employment training collaborations	48	83
Coordination		
Number of returning citizens attending behavioral health services	New in 2022	5.1%
Number of clients assigned to peer navigators	New in 2022	48.4
Advocating for clients		
Number of returning citizens that are employed for at least 60 days.	78	287
Number of employers hiring returning citizens	21	263
Number of returning citizens hired.	67	297
Number of returning citizens that are employed for at least 90 days.	91	277
Number of returning citizens that are employed for at least 120 days.	169	182
Number of returning citizens remaining employed after the first year	New in 2022	127
Communication.		
Number of returning citizens referred to workforce development, life skills and mentoring programs.	461	1,053
Community participation.		
Number of governmental agencies represented as coalition members	New in 2022	2
Number of returning citizens advocates represented as coalition members	New in 2022	53.3%
Number of barriers identified by the working group quarterly	New in 2022	4
Number of meeting convened	New in 2022	277.8
Government Programs.		
Number of times MORCA participated in community-based working groups, roundtables and symposiums.	82	66