

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF ADMINISTRATIVE HEARINGS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Office of Administrative Hearings (OAH) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Over the last year, OAH has taken a number of steps to ensure that information regarding OAH policies and procedures, as well as OAH files, are readily accessible to the public. OAH will continue in the next fiscal year and going forward to ensure that information if readily available to members of the public.

The OAH website provides important information regarding cases at OAH. On the website, people can find information to help them with starting or litigating a case, accessing information in their native language, information about OAH rules and laws impacting OAH, as well as forms that can be used in OAH cases. OAH is working on making additional information available online so that OAH litigants and other members of the public will be easier able to understand our policies and procedures. For example, we are developing FAQs that will address many of the questions that individuals who are considering requesting a hearing or already involved in cases before OAH have about the process.

OAH case files are available to the public subject to certain legal requirements that protect the confidentiality of some OAH litigants. OAH aims to respond quickly to requests for information or to view case files. OAH is in the process of streamlining this process, developing written rules and procedures, and retraining staff to ensure that the public's access to information is as seamless as possible and that litigants in cases and members of the public do not have to jump through unnecessary hoops to access information.

OAH has worked over the last year to make information required under the Open Government requirements available on its website. The information required, as well as the appropriate contact person for any questions, is available online at <http://oah.dc.gov/page/foia-requests-oah>. OAH is still in the process of ensuring that final orders issued in OAH cases are available online in a searchable, user-friendly format. We have held meetings with representatives of the Office of the Chief Technology Officer, the Board of Ethics and Government Accountability, and private vendors to make sure that this information is made available in a way that is useful to the public as soon as practicable.

OAH is working to ensure compliance with the DC Freedom of Information Act (FOIA). OAH is using FOIAXpress to respond to FOIA requests and store relevant documents. All FOIA requests are handled by the FOIA officer who works with other staff to ensure that requests are responded to promptly.

2) **Public Engagement and Participation**

OAH has worked over the last year and continues to strive to engage members of the public in our work and to provide them with information and resources that are meaningful to them.

OAH engages in stakeholder meetings with DC agencies and advocacy groups that regularly try cases before OAH in order to communicate regarding important developments and ongoing issues. Stakeholders include agencies who litigate before OAH, as well as members of the bar, interest groups, and community organizations representing the interests of individual litigants. OAH also regularly solicits feedback from litigants in the cases before us and takes steps to address that feedback.

OAH has a Resource Center that provides free in-person legal help to any individual with an OAH matter who does not have a lawyer. The Resource Center seeks to alleviate the pressure placed on unrepresented litigants by providing in-person legal help, written information and resources, and referrals to attorneys who can provide full legal services. This includes information about OAH rules and policies as well as about the subject matter of the various types of cases decided by OAH. Most of the written information available in the Resource Center is also available on the OAH website.

Currently, OAH posts proposed rule changes and other public notices in the DC Register. In fiscal year 2015, OAH will begin posting proposed rules on our website in order to better solicit public input. Additionally, OAH will post notices regarding administrative law judges who are up for reappointment, so that members of the public can provide their feedback on whether ALJs should be reappointed.

OAH continues to consider innovative ways to engage the public in our work and communicate regularly with interested individuals and groups.

3) **Collaboration**

OAH has taken a number of steps, and will continue to do so in the coming year, to ensure that other DC agencies and other stakeholders are able to participate meaningfully in our work

OAH engages in regular meetings with stakeholders that have cases before OAH. These meetings include discussions on how to improve case-flow issues, how to improve and develop order templates that are most informative and useful to litigants. OAH also provides feedback to other DC agencies on proposed regulations and how the regulations are likely to affect those impacted. The Principal Administrative Law Judge for each jurisdiction coordinates with stakeholders for that issue area. For example,

- OAH co-hosts, with the Department of Employment Services, meetings for members of the public interested in unemployment insurance matters. Stakeholders have an opportunity to hear from agency representatives about key performance indicators, workload trends, regulatory developments and personnel changes. Stakeholders can also raise concerns and ask questions about their own experiences dealing with unemployment matters involving OAH and DOES.
- OAH schedules periodic meetings with the General Counsel for the Department of Consumer and Regulatory Affairs and the Associate Director for the Office of Planning-Historic Preservation, and their assistants, to review process and procedural issues relating to the cases with these agencies.
- OAH holds quarterly meeting with the DC Public Schools Office of Youth Engagement and Office of General Counsel to review policies and procedures. OAH also collaborates with law school clinics and Advocates for Justice in Education on ways to increase free representation for students facing discipline.
- OAH meets periodically with the Department of Housing and Community Development, Rental Accommodations Division, and Office of the Tenant Advocate to discuss trends in cases and ways to expedite resolution of rental housing cases.
- OAH schedules regular meetings with the Department of Health Care Finance, Department of Human Services, the DC Health Benefit Exchange, and the Department of Health to review trends in cases, upcoming regulation changes, and OAH templates. OAH collaborated with DHCF and stakeholder advocates in holding a training session attended by OAH judges, agency representatives, and advocates on a new assessment tool used by DHCF to evaluate home health care needs for Medicaid recipients. Additionally, OAH is scheduling meetings with agency and community representatives committed to providing services to homeless individuals and families.

OAH will continue to engage in collaborative efforts with DC agencies and other stakeholders going forward.

4) **Contact Information**

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

[Office on African Affairs]



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Mayor's Office on African Affairs has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

The Mayor's Office on African Affairs is one of 12 agencies housed in the Office of Community Affairs. The mission of the Mayor's Office on African Affairs (OAA) is to ensure that the full range of health, education, employment, social services, safety, business and economic development information, services and opportunities are accessible to the District's African community. By serving as the liaison between the District's African community, District government agencies and the Mayor, OAA aims to (1) Improve the quality of life of the District's diverse African born constituencies and their children (2) Increase civic and public engagement in the District's African community and (3) Support community development.

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.

- OAA shares information with the public through its agency website www.oaa.dc.gov, biweekly newsletter, press releases, print – brochures and one-pagers and via District register.
- Among the wealth of information on OAA's website is:
 - A robust overview of OAA's services under [What We Do?](#)
 - A central carousel featuring city-wide and OAA programs, initiatives and activities
 - An [Upcoming Events](#) section which informs and invites the public to OAA events and activities.
 - An [ask the Director](#) link for public comments, feedback and queries
 - A direct link to OAA's FOIA Officer
- OAA's general **phone line 202-727-5634** routinely responds to queries from community members and the general public. Some typical request include:

- Request for access to District government services, programs and resources
 - Request for partnership and support for community organizations programs and activities
 - Community organizations and non-profits wanting OAA speakers on issues and topics related to the District's African community African community
 - Request for demographic information, studies, reports and data on the District's African community
 - Request for African Community Grant information and deadlines
- OAA's **bi-weekly newsletter** [*The African Beat*](#) provides news, information and announcements pertinent to the African community. Readers receive updates on Mayoral initiatives, employment opportunities, community events, newsworthy happenings and targeted resources for businesses, community based organizations, faith-based organizations and youth. The *Front Page* section of the newsletter provides readers with information on the OAA's programs, events, initiatives and upcoming activities. Distributed through the GovDelivery system, we currently have over 7000 subscribers.
 - OAA's **press releases**, shared through our website newsroom <http://oaa.dc.gov/newsroom> , *The African Beat* newsletter, [Facebook](#) and [Twitter \(@DCMayorOAA\)](#), contain information about OAA's upcoming programs, initiatives, events and outcomes, newsworthy local, national and international events pertinent to the District's African Diaspora community and other stakeholders.
 - OAA publishes monthly Commission on African Affairs **public meetings** and our FY14 African Community Grant Notice of Fund Availability (NOFA) in the **District register**. The FY14 NOFA was also published in the Office of Partnerships and Grants clearinghouse and [Funding Alert](#).

How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.

- OAA meets its obligations to the District's Freedom of Information Act by making required records available to the public via our online website. These include: Public Salary Information; OAA's 2014 Budget; Performance Plan and Organizational Budget; as well as the Commission on African Affairs' Meeting Minutes.

Steps your agency will take to increase public access to information.

OAA will take the following steps to increase public access to information:

- Ensuring timely publication of OAA Annual Reports including OAA's first Annual Grant Report for the FY2014 African Community Grant. Make certain that these annual reports are in an open format that can be retrieved, downloaded, indexed and searched by commonly used web applications.
- Use website, Facebook, Twitter, Govdelivery and listserves to target key audiences and publish high value information i.e. demographic data, reports and policy documents for

each of those audiences, in the most accessible forms and formats. Be proactive with publishing schedule rather than wait for specific requests under FOIA.

- Aggressively pursue goal of 10,000 gov delivery subscribers, 3000 likes/followers on OAA's official Facebook Page and 1000 followers of OAA's official Twitter page by September 30th 2015.

How your agency has taken or plans to take steps to make more of its data available to the public.

- The Mayor's Office on African Affairs (OAA) is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OAA is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

How your agency identifies stakeholders and invites their participation?

How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.

- OAA's core stakeholder groups are as follows:
 - African residents and merchants
 - Community based organizations and faith based organizations
 - Partners and donors
 - DC Government agencies and employees
 - General public

OAA continues to identify, classify and inform our core stakeholders by:

- Collecting African residents and merchant demographic information during OAA programs, events and activities via online registration platforms and in-person registration sheets. This helps identify African residents/merchants, classify them by program area of interest and allows for recurring outreach in areas of interest.
- Holding regular community meetings and/or periodic briefings to exchange information
 - In 2014, we held informational sessions for potential community based organization applicants of OAA's African Community Grant, which included a Pre-bidders Orientation meeting and language access training for grantees.

- Conducting proactive one-on one discussions, exploratory meetings, and physically attending Africa(n)- related events in and around the city to explore new partnership opportunities and intersections.
- Conducting cultural competency training targeting service oriented District government agencies and employees who have heightened public contact with the District's African community.
- Providing FAQs on our website (as needed) to inform the public of details on OAA programs and resources
- Soliciting public input via OAA's social media outlets – Facebook and Twitter
- Providing print brochures in three languages (Amharic, English and French) and distribute them at all OAA events. Brochures contain information on OAA programs and initiatives as well as the agency's mission and facts about African residents in the District.

Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.

- ***DC Mayor's Commission on African Affairs:*** The Commission on African Affairs was created in 2006 along with the OAA as mandated by DC Law 16-313. [The commission is composed of fifteen \(15\) members appointed by the Mayor with consent of the Council.](#) Members of the Commission on African Affairs who have shown dedication to, and knowledge of the African community, are appointed with due consideration for representation from established public, nonprofit and volunteer community organizations concerned with the African community, and members of the public. The commission meets on the 2nd Wednesday of every month and there is a standing section on the agenda for members of the public to share their concerns and needs. In FY 15, OAA will work with the [Office of Boards and Commissions](#) (OBC) to fill 3 vacant seats on the Commission.
- ***E-Integrated Management System:*** OAA has begun work with OCTO to improve public engagement through an Integrated Management System that will have internal and outward-facing components. This will improve the accessibility of OAA's existing database and streamline our efforts to collect new data. The project is slated to be complete in FY15.
- ***Interactive African Business Directory:*** OAA had a successful soft launch of its first-ever African Business Directory at its 5th Annual DC Africa Festival on 3 August 2014. We introduced a limited number of paper copies of this Directory and have an online version available for download. OAA will work with OCTO to create an interactive online version of the Directory that will better serve the African business community, researchers, and District agencies interested in conducting targeted outreach to the District's African business community.
- ***OAA's Internship & Volunteering Program:*** District residents have ongoing opportunities to get involved and join OAA in serving people in need in our community. OAA's internship and volunteer program offers hands-on experience and learning

opportunities to members of the public, of all ages, seeking to engage in public service, while primarily serving the District's African community. OAA interns are actively involved in many aspects of the agency's day-to-day work, participate in the implementation of program activities, and provide support to the staff, while learning about the District's African community. In FY 15, OAA looks forward to welcoming at least 5 interns per quarter and recruit sufficient volunteers to support OAA's recurring programmatic activities.

3) Collaboration

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of? How does your agency currently collaborates these parties. Please list links to specific websites if appropriate.

- [Office of Human Rights Language Access Program](#): OAA works in collaboration with the [Office of Human Rights](#), the [Mayor's Office on Asian and Pacific Islander Affairs \(OAPIA\)](#), the [Mayor's Office on Latino Affairs \(OLA\)](#), and [DC Language Access Coalition](#) to carry out the mission and goals on the city's Language Access Program – to ensure District residents who are limited or non-English proficient are afforded equal access to information and services provided by the District. Residents who speak little English must be offered interpretation services and/or translated documents when obtaining government services, as required by the Language Access Act of 2004.
- [2nd Annual DC to Africa Growing Local Going Global Business Symposium](#): On Monday, November 25, 2013, Mayor Vincent C. Gray and OAA hosted a highly successful and well-received 2nd Annual DC to Africa: 'Growing Local, Going Global' Business Symposium. This all-day symposium brought together over 300 local business owners and aspiring entrepreneurs in direct contact with more than 20 business resource providers from District, federal and nonprofit agencies. **Coordinated in partnership with** the US Department of Commerce, Department of Small and Local Business Development (DSLBD), the Department of Consumer and Regulatory Affairs (DCRA), the and the Office of Community Affairs, the DC to Africa business symposium aimed, first and foremost, to advance the Mayor's top priority of growing and diversifying the District's economy as a vehicle for expanding the tax base and employment opportunities for District residents.
- [5th Annual DC Africa Festival](#): On Sunday, August 3, 2014, Mayor Vincent C. Gray and his Office on African Affairs (OAA) held its 5th Annual DC Africa Festival at the Ronald Reagan Building and International Trade Center. The event coincided with President Barack Obama's historic US-Africa Leaders Summit and served as a welcome to the 50 African leaders being hosted in our nation's capital. Over 1,000 attendees joined Mayor Gray and OAA for the festivities, held outdoors in the Reagan Building's adjoining Moynihan and Woodrow Wilson Plazas. **Major partners:** Ronald Reagan Building and International Trade Center, DC Mayor's Office of Community Affairs, DC Commission on the Arts and

Humanities, DC Office of the Secretary, DC Department of Consumer and Regulatory Affairs, DC Office of Human Rights, the National Museum of African Art, Smithsonian Institute, and AmeriHealth. **Corporate donors:** Capital Petroleum Group, LLC, Ethiopian Airlines, and Safeway. Incredible team of **50+ volunteers!**

Other ways that OAA collaborates with District agencies, Federal agencies, faith-based and community-based organizations as well as private organizations to in fulfilling its obligations include:

- OAA consults with and advises these entities on targeted outreach strategies
- OAA directly supports their outreach efforts by disseminating information through our networks and social media platforms
- OAA supports District agencies by providing quality control on translated documents in compliance with the District's Language Access Act of 2004.
- As needed, OAA partners with organizations by facilitating discussions, providing advice on program content and structure and support in securing venues for program activities.

OAA is committed to strengthening the African community, through partnerships and meaningful collaborations, which increase community access to District agency services and programs.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE ON AGING**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office on Aging has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DCOA regularly posts press releases, newsletters and other pertinent information related to seniors and person with disabilities who are 18 years and older to the agency's website (www.dcoa.dc.gov).

For example, DCOA posts on its website the Performance Plans, press releases and senior newsletters such as The Spotlight on Community Living. Spotlight on Aging and DCOA E-News. DCOA also posts to its website applicable meeting material, such as the Aging and Disability Resource Center Lifespan Caregiver monthly online chat meetings which are archived on www.dcoa.dc.gov.

In addition, DCOA has a website dedicated to providing the public with detailed information regarding how the District government is performing. The Track DC website, www.track.dc.gov, allows users to track agency performance measures, learn more about agency budgets, and monitor agency spending. DCOA also participates in grade.dc.gov, which provides for continuous feedback from customers on DCOA programs and services, and this information is posted and available to the public at www.grade.dc.gov.

DCOA tracks all requests for information that are received from members of the public and provides information in accordance with the requirements of the District of Columbia Freedom of Information Act, D.C Code Section 2-531 et seq. DCOA's responses to requests for information pursuant to the terms of this statute are posted and available on the agency's website.

DCOA also regularly posts notices of meetings of the Commission on Aging to the Open Government website www.dcoa.dc.gov, and also posts this information in advance of scheduled meetings at the agency's offices and on its website. DCOA maintains tape recordings of the full proceedings of meetings of the Commission on Aging, and this information is available upon request. Draft minutes of meetings of the Commission on Aging are posted to the agency's website, and final, approved

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minutes are also posted and available on the agency's website. DCOA will work with OCTO to webcast live meeting on the website beginning fiscal year 2015.

DCOA will continue to implement aggressive community outreach programs to increase public awareness of the agency's programs and services for seniors and persons with disabilities who are 18 years of age and older. These activities will include advertising and announcements in weekly news publications; television ads, outreach and other community events.

To date, public service announcements have included segments on WJLA, WUSA, WHUR, and D.C. government and public access channels. Print media used by DCOA has included the Northwest Current, Senior Beacon and Washington Informer. DCOA also conducts several annual events at which information about the agency's programs and services is available, including the Senior Symposium, the annual holiday luncheon, and the intergenerational community festival. In addition, DCOA's website contains extensive information for the District's population that includes DCOA's services, calendar of events, and various publications.

2) Public Engagement and Participation

DCOA publishes proposed rules and regulations in the D.C. Register and also posts this information on the agency's website: www.dcoa.dc.gov. DCOA also conducts extensive community outreach to the agency's Senior Service Network comprised of community service providers and other key stakeholders. DCOA also secures public input on proposed rules and regulations at town hall meetings convened at DCOA's six senior wellness centers located in Wards 1, 4, 5, 6, 7, and 8. DCOA carefully reviews and considers written and verbal comments received in connection with the rulemaking process.

There are several ways that DCOA shares information and resources to keep the public properly informed:

- **Website** – DCOA proactively posts information and resources pertinent to the agency and the government as a whole on its website (www.DCOA.dc.gov). For example, the DCOA website includes: agency performance plans; a comprehensive list of senior services; links to Grade DC and resources for seniors.
- **Agency Performance** – DCOA posts agency Performance Plans and Performance Accountability Reports to its website. The Performance

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Accountability Report, for example, is an annual report that rates whether or not the agency fully achieved, partially achieved, or did not achieve the initiatives and performance targets contained in the Performance Plan.

- Agency Events – DCOA also keeps the public informed about community meetings and events. DCOA post all events that are related to the senior population.
- Twitter – DCOA has a twitter account (@DCAgingNews) to tweet important information about upcoming community meetings, share recent press releases, and to re-tweet important information shared by other District agencies.
- Email – DCOA has an “Ask the Director” feature on the DCOA website for feedback on the agency’s performance.
- Facebook – DCOA has a Facebook page (<https://www.facebook.com/DCAgingNews>) that informs the public about events, activities and important information regarding seniors and persons with disabilities who are 18 years of age and older.

DCOA also participates in public oversight hearings and roundtables before the Council of the District of Columbia, providing testimony and answering questions at these hearings and roundtables. These proceedings are televised on cable television and are also available on the Council’s website.

3) Collaboration

DCOA regularly coordinates with a diverse array of key internal and external stakeholders in order to promote the agency’s important mission and to implement and expand the agency’s programs and services provided to D.C. residents who are 60 years of age and older, and to persons with disabilities who are 18 years of age and older. These stakeholders include agencies of the Government of the District of Columbia; the federal government; DCOA Senior Service Network; community advocates; and the recipients of DCOA programs and services. DCOA will continue the community outreach activities outlined above and will strive to identify additional opportunities for effective collaboration with key internal and external stakeholders.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[INSERT AGENCY NAME]



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Alcoholic Beverage Regulation Administration (ABRA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

ABRA is committed to providing transparent administrative practices and decisions to the public. As part of this effort, the agency makes information readily available to the public through a multi-pronged approach that includes utilizing the [agency's website](#), [email update function](#) (listserv), [Twitter](#) and [Facebook](#) pages, [D.C. Register site](#), and providing timely responses to public information requests via [FOIAXpress](#).

- ABRA's website provides a host of [documents](#) that detail agency activities and decisions regarding licensees, the majority of which are posted and archived online on a weekly basis. This includes the Alcoholic Beverage Control Board's (Board) [weekly calendar and agenda items](#), Board issued decisions, Board orders, Board hearing transcripts as well as public hearing notices. In addition, lists of current [alcoholic beverage license holders](#), District of Columbia Court of Appeals decisions, Board rulemakings, data resulting from Noise Task Force compliance checks, and settlement agreements are also updated regularly. [Media releases and newsletters](#) are posted and disseminated in a timely fashion, keeping the public informed of the latest alcoholic beverage licensing news in the District. ABRA's [opt-in email updates service](#) is another beneficial tool for communicating with the public and licensees. As part of this initiative, individuals can sign up to receive weekly Board calendar, agenda and disposition notices; ABRA media releases and newsletters; training information; and other information pertinent to ABC licensees. In addition, ABRA utilizes its Twitter and Facebook pages to inform licensees and the public of events, decisions and the wealth of information that is available on its website.
- The Board regularly issues rulemakings regarding regulations and moratorium zones. Prior to issuing these decisions, the Board seeks input from the public. ABRA provides notice to the public regarding these opportunities through public hearings notices, web calendar posts, and online media releases and newsletter articles. Notifications are also emailed through the listserv, posted on the D.C. Register, tweeted and messaged on Facebook.
- ABRA utilizes FOIAXpress to comply with all District FOIA-related requirements.

- ABRA is always looking at new and innovative ways to communicate and provide information to the public. As part of this effort, the agency listens to the public to learn the types of information they need readily available and to find the best way to provide it to them in an efficient fashion. In addition, ABRA is looking at new ways to improve the [records search function](#) provided on its website as a means to make finding documents as simple and efficient as possible.
- The Alcoholic Beverage Control Board Hearing Room has been equipped with cameras and microphones that allow for the recording and webcasting of Board hearings. ABRA is in the process of assessing resources needed to make Board hearings available online and to ensure compliance with accessibility requirements.
- ABRA is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from ABRA is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

There are a variety of ways members of the public can participate in the alcoholic beverage licensing process. This includes providing input at Board rulemakings; filing a protest against an application for a license, a substantial change to a license or the renewal of a license; or entering into a settlement agreement with an establishment, which becomes part of the terms of an operating alcoholic beverage license. In addition, ABRA provides a number of training opportunities to licensees, community groups and members of the public aimed at educating them on District alcoholic beverage laws, regulations and tips for best practices.

- ABRA posts [proposed rules and regulations](#) on its website as well as the [D.C. Register](#) in advance of any public hearings. In addition, the [calendar](#) feature on ABRA's website lists all public hearings and notices seeking public input. These items are also disseminated to members of the public that have opted-in to ABRA's email updates. [ABRA news releases and newsletters](#) provide these notices more widely to members of the media and public. In addition, hearings that solicit public input are posted on ABRA's [Twitter](#) and [Facebook](#) pages. Members of the public are able to provide testimony either in person or in writing, which may be either emailed or mailed. All testimony is made a part of the Board's official record. Copies of these records are provided to the public upon request.
- ABRA posts Board calendar and agenda notices as well as [notices of public hearings](#) on its website and the [D.C. Register](#) on a weekly basis as a means of informing the public of upcoming hearings, which are open to the public. Public hearing notices inform the public of an application to issue, change or

renew an alcoholic beverage license. Members of the public may protest the issuance, change or renewal of a license pursuant to Section 601 of D.C. Official Code, Title 25. Notices of public hearings also provide the dates and steps required to protest a license application. Physical copies of these notices are also posted in the form of placards on applicant establishments. In addition to these hearings, members of the public are also welcome to provide input to the agency via [Twitter](#), [Facebook](#) and [Ask the Director](#) forums. Members of Advisory Neighborhood Commissions (ANCs) and community groups can also direct inquiries to [ABRA's Community Resource Advisor](#).

- Since alcoholic beverage licensing can draw interest from a variety of stakeholders, including District residents, business owners and community groups, ABRA welcomes all stakeholders to participate in the process. ABRA provides [educational opportunities](#) to all stakeholders throughout the year and aims to build constructive, lasting relationships between ABC licensees and members of the community. The agency holds five licensee orientation classes annually that are open to the public as well as licensees. Past attendees have included members of ANCs and community associations, D.C. government employees, prospective and current licensees, and interested District residents. Other trainings held multiple times each year include ID Compliance training and Books and Records training. Information about all trainings is provided to the public through the agency's website, listserv, flyers and social media posts.
- ABRA will continue to look at new and innovative ways and tools that will allow the public to participate in ABC trainings, hearings and to provide feedback on ABRA processes.

3) **Collaboration**

ABRA works closely with the Executive Office of the Mayor, the District of Columbia Council, other District agencies, community associations, ANCs and local colleges and universities to promote the health, safety and welfare of citizens patronizing more than 1,900 ABC establishments in the District.

- Since 2009, ABRA has collaborated with the Metropolitan Police Department (MPD), the National Capital Coalition to Prevent Underage Drinking (NCCPUD), Addiction Prevention and Recovery Administration (APRA), American University, Catholic University, Gallaudet University, Georgetown University, George Washington University, Howard University, Trinity Washington University and the University of the District of Columbia on the D.C. Double Check 101 program, which utilizes a dynamic approach to prevent underage drinking in the District. ABRA is also a member of the [Noise Task Force](#), a partnership with the Department of Consumer and Regulatory Affairs (DCRA) and Metropolitan Police Department (MPD). The Noise Task Force conducts checks at D.C. businesses to ensure compliance with District noise laws and also responds to noise complaints.

- ABRA works closely with the Executive Office of the Mayor and the District of Columbia Council each year to implement new alcoholic beverage laws and regulations.
- ABRA will continue to collaborate with these groups to provide the best in public service to licensees and the community.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE ON ASIAN AND PACIFIC ISLANDER AFFAIRS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Office on Asian and Pacific Islander Affairs (OAPIA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics: Transparency, Public Engagement and Participation, and Collaboration.

Transparency

1. In accordance with the Mayor's Order 2014-170, OAPIA has taken steps to become more transparent. OAPIA shares information with the public through various methods. In particular, OAPIA regularly updates the agency's website (<http://apia.dc.gov>) with new and relevant information for the public; information including, but not limited to:
 - Census reports on the DC Asian American and Pacific Islander (AAPI) community
 - Newsletters, press releases, special announcements, grant announcements, event photos
 - Translated materials (e.g. emergency messages)
 - Commission on Asian and Pacific Islander Affairs (CAPIA) meeting announcements and publication of related documents.

OAPIA grant funding opportunities and CAPIA meeting announcements are also accessible to the public through the District of Columbia Register and Board of Ethics and Government Accountability (BEGA) website.

Furthermore, OAPIA distributes information and informs the public about the agency via internet protocol suites, including, but not limited to an online listserv and the use of social media (e.g. Facebook, Twitter, YouTube) in English, Chinese, Vietnamese, and Korean.

Additionally, OAPIA keeps the public informed through traditional methods (e.g. community based organizations, print materials, phone banking, door-to-door outreach) to ensure that individuals of all ages, including those with language and cultural barriers, are engaged.

2. OAPIA meets its obligations pursuant to the District's Freedom of Information Act (FOIA) by taking the following steps in response to FOIA requests:
 - OAPIA directs all FOIA requests to the agency's FOIA officer.
 - The FOIA officer reviews the requests and researches for requested information, if necessary. The FOIA officer responds to the FOIA request within 15 business days.

- FOIA procedures: <http://dc.gov/page/freedom-information-act-foia>.
- FOIA materials specific to OAPIA: <http://apia.dc.gov/page/foia-requests-apia>.

OAPIA meets its obligations pursuant to the Open Meeting Act by takes the following steps in informing the public about Commission on Asian and Pacific Islander Affairs (CAPIA) meetings:

- All regularly scheduled meetings are published in the District of Columbia Register.
 - If there is a special or emergency meeting, a public notice is provided 48 hours or two business days (whichever is greater) in advance of the meeting.
 - A notice includes the date, time, and location of the meeting and the planned agenda.
 - Open Meetings Act: <http://www.bega-dc.gov/open-meetings-act>.
3. OAPIA currently archives CAPIA meetings through the posting of meeting minutes and correspondence electronically on the agency website at <http://apia.dc.gov/page/commission-api-affairs>. Additionally, CAPIA meetings are currently being held in the OAPIA conference room, which is equipped with a webcam, allowing the commission the option to webcast live future meetings to the public.
 4. OAPIA will take the following steps to increase public access to information and make more of its data available to the public:
 - Constantly remind the public that the best way to access OAPIA information would be to access the agency website, sign up to receive electronic agency newsletters, and/or visit the social media pages.
 - Remind the public that OAPIA publishes its data in the indices and in its testimony to the District Council, both of which are public documents and available online at District government websites.
 - Utilize the assistance of community-based organizations and ethnic media partners in making agency information more accessible to the public.
 - Inform the public of agency services through the use of online blogs and traditional outreach (e.g. posters, flyers, mail).

Public Engagement and Participation

5. OAPIA has taken steps to enhance or expand opportunities for the public to participate in agency decision-making. OAPIA shares information and resources to keep the public properly informed by maintaining an online presence.

OAPIA utilizes social media (e.g. Facebook, Twitter, YouTube), an online listserv, and direct emails to share information and resources. Additionally, OAPIA sends information about OAPIA performance hearings and budget hearings and instructions on how to testify to community leaders and stakeholders via email.

OAPIA also has information published on the agency website and on other District government websites:

- OAPIA's annual report: <http://apia.dc.gov/page/annual-report>.
- OAPIA's indices: <http://apia.dc.gov/publication/oapia-indices-2013>.
- Individuals can submit inquiries through the "Ask the Director" form: [http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=\[%\\$DSF_SERVER_NAME%\]&agency_id=1056&apiaNav=\[31461\]](http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=[%$DSF_SERVER_NAME%]&agency_id=1056&apiaNav=[31461]).
- OAPIA's performance plan is published on the Office of the City Administrator's website: <http://oca.dc.gov/node/160652>.

OAPIA also conducts outreach offline to cater to non-internet users and:

- Conducts phone banking and in-person outreach.
 - Accepts calls or visits to OAPIA's office any time during regular business hours, Monday to Friday, from 8:30 am to 6:00 pm.
 - Responds to email correspondence within 24 hours or the next business day and written correspondence will receive a response postmarked within 48 hours or the next business day.
 - Informs the public and gathers feedback from the public on current and upcoming OAPIA programs, services, and overall agency performance through the use of community meetings and public surveys.
 - Informs the public of the agency's activities through partnerships with community partners, ethnic media partners, and other District government agencies. In particular, OAPIA issues press advisories and press releases to ethnic media partners, and invites them to report on such items in-person.
6. OAPIA does not issue any proposed rules and regulations, but provides available information to the public upon request and encourages the public to visit <http://dcregs.dc.gov>.
 7. OAPIA identifies stakeholders by conducting direct outreach activities and working with community-based organizations (CBOs) and partners to gather community input. OAPIA engages the AAPI community at community meetings and events and through agency activities. OAPIA invites the participation of these stakeholders by informing them through

online engagement, the agency's website, the agency's listserv, and the use of social media, and through direct engagement through phone banking, door to door outreach, and partnerships with ethnic media and CBOs.

8. OAPIA will improve public engagement and participation online by increase the use of English and in-language social media by having more updates and targeted engagement towards specific groups (e.g. youth, LEPs, non-LEPs). And utilize in-language email lists to target groups that may not use social media nor visit the agency website.

OAPIA will increase direct public engagement efforts involving traditional methods of information distribution (e.g. print material, door-to-door outreach, phone calls) to ensure that all individuals of all ages, including those with language and cultural barriers, are involved.

Collaboration

9. OAPIA enhances and expands collaboration among departments and other governmental agencies, whenever applicable/possible. OAPIA utilizes partnerships with departments and other government agencies to better:
 - Promote programs, services, and job opportunities to the Asian American and Pacific Islander (AAPI) community and general public.
 - Traditional outreach (e.g. events, workshops, community meetings, door-to-door outreach).
 - Online outreach (e.g. weekly community updates to the listserv, website updates, and social media postings).
 - Bring a wider range of services and government information to the AAPI community through formal and direct Memorandum of Understanding (MOU) agreements and working partnerships.
 - Share District government agency resources and equipment for OAPIA functions and events.
 - Receive assistance in resolving AAPI constituent cases in which a particular District government agency is the subject matter expert.
 - Ensure that AAPI community members receive timely access to District government services by connecting them with the appropriate point of contact.

OAPIA provides assistance to other agencies in implementing the Language Access Act of 2004 to increase their capacity to serve linguistically and culturally isolated AAPI community members through data collection, outreach, personnel hiring, cultural competency, and technical assistance:

- OAPIA sends available data and resources about the AAPI community to District government agency Language Access Coordinators.
- Recommendations are provided by OAPIA on identifying top AAPI community issues.
- OAPIA engages in cultural sensitivity training with other District government agencies.
- OAPIA works with other agencies in developing language access policies and in developing their biennial language access plans.
 - This begins with developing a language access work plan based on a survey about the previous year and what agencies would like to see OAPIA support them in for the upcoming year.
 - Once a work plan is established, OAPIA distributes it to the agencies and works on the joint and individual projects throughout the year – this evaluation/survey is then repeated at the end of the year.
- The recent support OAPIA provided to assist other agencies regarding language access can be found on the agency website in the form of reports and resources at <http://apia.dc.gov/page/resources-agencies>.
- OAPIA also provides quality control services for other governmental agencies as it pertains to document translation on a case by case basis.

10. Among the public, and non-profit and private entities, OAPIA engages in partnerships with community-based organizations, community leaders, and community stakeholders. OAPIA utilizes partnerships with these entities to better:

- Identify and address key community concerns and issues.
- Plan and promote community engagement activities and events that reach a wider audience, such as the Hate Crime Bias Task Force and Crime Victim Assistance Partnerships.
- Disseminate Asian language information on government programs and services to the community, particularly amongst ethnic media partners.
- Recruit office interns that support the agency's mission to support and engage the community.
- Recruit speakers, guests, and other resources for OAPIA functions and events.
- Recruit bilingual and general volunteers for OAPIA functions and events, particularly amongst youth and young professional organizations.
- Resolve cases involving non-governmental services or cases that fall outside the scope of government.

OAPIA seeks in-kind donations for agency programs from these entities and submits a donation application form first to the Office of Partnerships and Grants (OPGS) and receives their approval before soliciting donations. Once approved, OAPIA requires donors to sign a donation agreement form and submits the form to OPGS for record keeping purposes.

Additionally, OAPIA annually awards funding in the form of grants to eligible community-based organizations (CBOs) providing direct services to the District's AAPI community.

- The community grants support CBOs in increasing their capacity to provide high level, supplemental services to the AAPI population.
- OAPIA also works with these CBOs to improve the sustainability of the organizations to reduce their dependence on government funds and to increase their ability to provide a high level of services on their own.
- More information on grants: <http://apia.dc.gov/service/oapia-community-grants>.

11. OAPIA will take the following steps to improve collaboration with government agencies, public, private, and non-profit entities. Overall, OAPIA will engage with governmental agencies and private entities to gauge how to strengthen relationships and to maximize the effectiveness of serving the community, while reducing costs. Specifically, OAPIA intends to:

- Conduct stakeholder meetings and discussion on a more frequent basis.
- Explore the possibility of conducting an end of the year survey with community leaders and stakeholders on OAPIA services and soliciting suggestions on ideas for collaboration in the future.
- Allow for other avenues of soliciting feedback (e.g. online surveys). Currently, OAPIA collects input and feedback on agency services and future areas of engagement. This helps all parties involved to identify potential collaborative projects

and mutual interests which will benefit the AAPI community, and thereby improve existing programs and services, and increase capacity.

Among government agencies, OAPIA will:

- Focus on language access by first examining their biennial language access plans and targeting two main areas of data and outreach.
- Explore methods to make data even more accessible to obtain, and in processing and understanding of the data.
- Identify events and areas where there can be room for collaboration and thus involve other governmental agencies.
- Identify the resources needed and expand the informal partnerships for OAPIA agency events that may not be accompanied with a MOU, but rather through increased correspondence.

Among non-profits, OAPIA will:

- Examine with regards to grants, capacity building resources offered by the District.
- Identify external resources and compile them for use by nonprofit stakeholders.
- Explore methods of developing resources with nonprofit stakeholders that will increase their capacity to serve District residents and increase their sustainability.
- Allocate funding that nonprofits can use for capacity building. OAPIA will work together to identify areas and programs that nonprofits can take advantage of that are relevant to their organization.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE ATTORNEY GENERAL**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Attorney General (OAG) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

OAG is committed to a transparent, open form of government. District agency websites are required to make certain records available online to the public, if those records exist. Our website includes links that show information related to (1) Employee salary information; (2) statements of policy (OAG's privileged and confidential legal opinion letters to client agencies are exempt from disclosure. There are, however, some opinion letters to the ANCs that are available on our website); (3) Formal, published, OAG/Corporation Counsel Opinions; (4) OAG's Performance; (5) OAG's Budget; (6) District-Wide Freedom of Information Act (FOIA) reports; and (7) OAG's Organizational Chart. We also provide links for the public to provide feedback to the agency. We also post our press releases and agency testimony on our website.

OAG's FOIA requests are issue specific – we do not have categories of records that are frequently requested. When appropriate, we post documents in OAG's FOIAXpress reading room.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

OAG meets its obligations to the District's FOIA statute by responding timely to FOIA requests and by providing, when appropriate, as many requested records as possible. We have a link on our website for the public to submit FOIA requests via FOIAXpress; we also provide the name and contact information of the agency's FOIA officer.

- *Steps your agency will take to increase public access to information.*

OAG will continue to process FOIA requests via FOIAXpress and upload as many records as possible in the public reading room. We will also continue to post our press releases and agency testimony on our website. In addition, OAG anticipates discussions with the incoming elected AG (after November 4th) to discuss his/her views on this subject, with a goal of making this now-independent office a leader in this area.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

OAG is not overseen or advised by a board or commission that is subject to the Open Meetings Act.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

OAG-specific data is provided annually to the Council and the public in OAG's responses to performance oversight and budget hearing questions. In addition, OAG is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OAG is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

OAG, through its Legal Counsel Division, provides legal advice and assistance to other District government agencies on their proposed rules and regulations. Since the legal advice we provide is legally privileged and confidential, we do not post it on our website. Additionally, much of OAG's responsibility is to provide legal support and advice to other agencies, thereby allowing fewer opportunities for it to directly engage members of the public.

There are, however, programs (child support collections, establishment and enforcement of support orders; juvenile justice and consumer protection, for example) that do directly involve DC residents. These interactions often provide informal opportunities to hear from the public as well.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

OAG puts out press releases on significant matters we are handling, which are made available on OAG's website. In addition, we provide website links to materials related to a variety of topics including: (1) Driving Under the Influence; (2) Ethics Standards; (3) Housing Code Violations; (4) Legal Services Rules; and (5) OAG/Corporation Counsel Opinions. Finally, we provide two ways for the public to provide feedback – they can email OAG or fill out the “Ask the Attorney General” form and submit anonymously.

In addition, OAG promptly answers questions of local and national media, including bloggers, as well as private citizens, although we do not provide legal advice to private parties. This includes making available our court filings that might not be easily obtainable elsewhere.

- *How your agency identifies stakeholders and invites their participation.*

As an agency that supports others in the city government, our efforts are often derivative, meaning that our legal advice and litigation support often enables other agencies with more direct contact with the public to better identify stakeholders and engage them. Also, in those instances where the OAG is proposing legislation or supporting legislation proposed by the Mayor or other agencies, our testimony before the Council and legal sufficiency reviews often spark the interests of other stakeholders in the subject legislation.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

As noted, OAG anticipates discussions with the incoming elected AG (after November 4th) to discuss his/her views on this subject, with a goal of making this now-independent office a leader in this area.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

OAG is the legal arm of the District government. Our main obligation is to represent the municipal corporation of the District of Columbia to ensure that it receives the best legal advice and representation and at the same time seek justice and pursue the rule of law in the best interest of the residents of the District of Columbia. To that end, we represent the District, its officials and employees in both the local and federal courts in the city's affirmative and defensive litigation. OAG pursues consumer protection and anti-trust matters, oversees child support enforcement and collections, and handles abuse and neglect cases for child and adult victims who are the city's legal responsibility.

We also represent the District in its juvenile prosecutions, pursue criminal convictions for some adult misdemeanor offenses, including traffic and impaired driving cases.

In addition, we give legal advice to District of Columbia government officials on a broad range of topics, including real estate, economic development and zoning issues as well as on constitutional matters and other legal questions. We work closely with the Mayor, agency directors, and agency counsel to ensure that we provide the best possible legal advice and litigation support, understanding that aspects of this often serve a risk-management benefit for the city government as well.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

As noted, OAG anticipates discussions with the incoming elected AG (after November 4th) to discuss his/her views on this subject, with a goal of making this now-independent office a leader in this area.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Board of Ethics and Government Accountability



Open Government Report 2014

On July 21, 2014, Mayor Gray issued the Transparency, [Open Government and Open Data Directive \(Mayor's Order 2014-170\)](#). The directive is intended to promote greater government accountability among District Government agencies. The directive requires each agency to expand its cadre of proactively disclosed records as well as publishing the data in machine-readable formats such as HTML, XML, CSV, JSON, RDF or XHTML.

Since its inception in 2012, the Board of Ethics and Government Accountability (BEGA) has implemented an "open-by-default" policy in its oversight of the Office of Government Ethics (OGE) and the Office of Open Government (OOG). Both the OGE and the OOG are joined under the umbrella of BEGA, operating on the premise that an ethical government is a transparent government.

Through its annual [BEGA Best Practices Report, the OOG](#) will continue to provide policy recommendations to the Executive Office of the Mayor and the Council of the District of Columbia that will promote sustainable government transparency policies, agency responsiveness through the use of easily accessed and maintained technological tools and advocate for greater civic collaboration and participation in communities.

- The Office of Government Ethics and the Office of Open Government make all statutes, rulemakings, trainings, advisory opinions, dispositions and testimony issued by the respective offices available on BEGA's website at www.bega-dc.gov.
 - Advisory opinions issued by OGE are presumptively protected from disclosure as attorney/client privilege under D.C. Official Code §2-534(a)(4). However, OGE seeks the approval from the requestor to publish the opinion on the website with the appropriate redactions to protect requesters' identity.
 - [Advisory opinions](#) issued by the Office of Open Government are published on the website with the permission of the requestor.
 - All [trainings](#) conducted by OOG and OGE are published on the website in searchable pdf format.
 - All [OGE Complaint Reports](#) are published on the website in XLSX format.
- Under D.C. Official Code §§2-571-578, all meetings of public bodies must be properly noticed, and recorded, and detailed minutes and/or recordings are to be provided to the public. The Office of Open Government provides the District's only central calendar of public body meeting dates/agendas, meeting minutes, etc. on its website at <http://www.bega-dc.gov/board-commission/meetings>. Also, the site allows boards and commissions to easily upload meeting audio recordings and administrative materials.
- BEGA makes available video/audio recordings of meetings available on its website; the recordings and detailed meeting minutes are easily accessed in corresponding [list](#) or [calendar](#) views, and are saved in searchable .pdf or .wav formats. Streaming of BEGA meetings real-time

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Board of Ethics and Government Accountability



is currently inhibited by OCTO. OCTO must provide the necessary equipment to allow BEGA to stream its meetings. The OOG recommends the use of Google Hangout and other similar online conferencing tools that may be easily used by public bodies and accessed by the public on all PC's and mobile devices.

- The public may submit RSVPs to attend BEGA meetings and all other public body meetings listed on the BEGA site. The public may also submit comments to the board and members of BEGA staff via the BEGA website.
- [Financial Disclosure](#) Statements and [Lobbyist](#) filings may be electronically filed and viewed via the BEGA website.
- The public may submit [ethics complaints](#) via the BEGA website in addition to traditional forms of communication such as telephone and email.
- All information that must be proactively disclosed under D.C. Official Code §2-531 and FOIA requests received and processed by OGE and OOG are listed on the BEGA website under a corresponding [FOIA tab](#). As the Director of the OOG also serves as the District's FOIA Officer, all agency [FOIA Officer](#) contact information as well as the general [FOIA process](#) is located on the BEGA website.
- BEGA, under the guidance of the OOG, is the first District Government Agency to “open up” District laws by making regulations concerning public bodies available on an open source platform via DC [Decoded](#). On the DC Decoded website, viewers have access to those regulations and are able to hover over text found in the regulations to view in-line definitions. Viewers also have the ability to forward or otherwise share the text with others without copyright restriction.
- BEGA makes its Annual Best Practices Report available on [Madison](#), a government policy co-creation platform which allows users to interact with lawmakers. Users are able to provide feedback and comments in real-time as legislation and policy are being introduced and considered.
- To solicit feedback from the coding community on its open government policies and practices, the OOG makes its Annual Best Practices Report available on GitHub. BEGA's IT staff will also work to place all complaints received by BEGA in a GitHub repository.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Behavioral Health



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Behavioral Health has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Department of Behavioral Health (DBH) communicates with the public through timely posting of information on its website, including a twice yearly report on service costs, utilization and access to mental health services, a monthly report on key performance measures at Saint Elizabeths Hospital, and regular news releases describing services, new initiatives, or public events/meetings. DBH also posts a monthly calendar of meetings for providers.

The website is used to provide notice to the public of contract solicitations and funding availability for grant initiatives. The DBH Training Institute which is open to the public posts a calendar of classes for online registration.

DBH posts notice of proposed rules and regulations in the *District Register*.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DBH responds in a timely manner to all Freedom of Information Act (FOIA) requests. DBH uses the new FOIAXpress software to process FOIA requests and share information.

- *Steps your agency will take to increase public access to information.*

DBH will begin in January issuing a news release that calls attention to a proposed rule or regulation published in the *District Register* and to solicit public comment.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

NA

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DBH is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DBH is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

NA

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

DBH regularly participates in community meetings, health fairs and other special events to share information about available services. DBH funds four Prevention Centers that service all eight wards. DBH also maintains two websites aimed at youth about drug prevention including one about the dangers of synthetic marijuana, and the Prevention Resource Clearinghouse which provides educational materials on maintaining healthy living free of alcohol, tobacco, and other drugs and reducing factors that place youth, families and communities at risk.

- *How your agency identifies stakeholders and invites their participation.*

DBH works closely with advocates, providers, consumer/clients and their families, and government agencies with similar functions. However, we use multiple ways to share information with the general public and solicit input.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DBH will begin in January issuing a news release that calls attention to a proposed rule or regulation published in the District Register and to solicit public comment. In early 2015, DBH is establishing the Behavioral Health Council made up of government agencies, providers, advocates, consumers/clients and their families to advise the Director on policies and services.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DBH spearheaded last year the establishment of the Creating Community Solutions Task Force which is now supported by the DC Children and Youth Investment Trust Corporation to call attention to mental health needs and available services with a focus on children and young adults. DBH also participates in the DC Collaborative for Mental Health in Pediatric Primary Care to increase collaboration between pediatric primary care providers and child behavioral health specialists.

DBH coordinates the Prevention Policy Consortium, which consists of 15 different District agencies, that provides guidance on the development and implementation of a strategic substance use prevention plan.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DBH will continue to create opportunities to strengthen collaboration. For example, as part of its annual Children's Mental Health Awareness Day celebration, DBH routinely offers prizes to increase participation among public school students.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF BOARDS AND COMMISSIONS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Boards and Commissions (OBC) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

OBC has taken the following steps to increase transparency with the public utilizing the updated [OBC website](#):

- Provide public notification of the names of all current [boards and commissions](#) for the District;
- Provide public notification of the [legal authority](#) for each board and commission;
- Provide links to the [D.C. Official Code](#) and the [D.C. Register, D.C. Municipal Regulations and Mayor's Orders](#); and
- Provide a publicly available interactive listing of all [Board Points of Contact \(POCs\)](#) along with websites for the boards and commissions.

2) Public Engagement and Participation

OBC has taken the following steps to encourage public engagement and participation with the District's boards and commissions:

- Advertise a public listing of all [boards and commissions that require Council confirmation](#) and links to the Council's website to track nominations;
- Advertise a public listing of [boards and commissions that do not require Council confirmation](#) (Direct Mayoral Appointments);
- Provide an interactive and user-friendly [OBC application](#) (for new and returning applicants) that is publicly available online and also made available in multiple formats (Hardcopy, Word and PDF). OBC can send applications through USPS or fax when requested;

- Publish a monthly [Vacancy List](#) on the OBC website, which tells the public how many and what types of seats are available on each District board or commission. The Vacancy List is available in multiple formats (Hardcopy, Excel and PDF);
- Provide notification about open [Consumer Seats](#), which are primarily on the District's health licensing or occupational licensing boards and commissions on the OBC website;
- Provide public notification of [new boards and commissions](#) and [boards and commissions that have ended](#) their work on the OBC website;
- Provide public notification of the [Open Meetings Act](#), along with [contact information to the Office of Open Government](#), and the [Hatch Act](#) requirements that apply to board and commission members on the OBC website; and
- Communicate with members of the public through [electronic mail](#), telephone calls, or in-person interactions regarding the District's boards and commissions to encourage individuals to apply to District boards and commissions and to answer questions members of the public may have.

3) **Collaboration**

OBC collaborates with other District agencies on a daily basis to determine if there are any vacancies on the District's boards and commissions that need to be filled and relies on the agencies' knowledge in recruiting new members to the District's boards and commissions. OBC is always developing plans to reach residents in the District who have specific skillsets. OBC will try to develop the capacity to send monthly or quarterly newsletters directly to Occupational and Health licensed DC residents and/or associations in the District when looking for residents with specific skillsets.

OBC would also like to collaborate even closer with the Board of Ethics and Government Accountability's (BEGA) Office of Open Government to ensure that all of the District's boards and commissions comply with the Open Meetings Act by holding joint workshops and/or seminars and to streamline information of the District's boards and commissions for public use.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office of Cable Television



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Cable Television (“OCT”) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor’s Order 2014-170, this report addresses the following topics:

1) Transparency

In attempts to ensure that OCT continues to be transparent, and becomes more so, the agency has taken several steps. OCT primarily shares the information concerning the agency, cable television, and its PEG programming via its website. OCT attempts to make as much information available via the website, focusing on that information which is commonly requested, such as programming and Council hearings, as well as information relating to the three cable franchise agreements with the District.

OCT meets its obligations pursuant the District’s Freedom of information Act and Open Meetings Act by making most of the information pertaining to the agency available to the public online. OCT also provides a page on its website where the public may contact OCT to request information, often times allowing that member to speak with a member of the OCT staff.

In attempt to increase public access to information, OCT will continue to update its website and make additional information available; particularly that information which OCT finds is frequently requested. OCT is currently in the process of updating its website so that, not only is the most up-to-date information is provided, but so that it is easier to navigate and more encouraging for the public to use.

OCT is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OCT is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

OCT believes that it is important that it facilitates public engagement and participation. With respects to proposed rules and regulations, OCT makes available the public hearings regarding such matters through its broadcast of DCC. In addition, in matters

related to its responsibilities for the District's Cable Laws OCT has conducted "needs assessments", in which members of the public are surveyed and invited to testify at a public hearing. The results of this needs assessment are posted on the OCT webpage for the public to access.

In addition to the manners noted above, OCT shares information and resources to keep the public properly informed in a variety of ways. First and foremost, OCT airs live Council hearings on the District Council Channel (DCC). In addition to those Council hearings aired on DCC, OCT also provides links, including live streaming to other Council hearings through its website. In addition, OCT airs Public Service Announcements (PSAs) regularly. These PSAs are often related to the initiatives embarked by other District agencies, as well as local community groups who would like to spread the message to District residents. In addition to interacting with the community via its programming, OCT interacts with District residents via Facebook and Twitter. Through these platforms OCT notifies residents of important information, as well as receives and answers questions and concerns posed by District residents.

OCT also participates in public engagement by directly interacting and engaging the public. OCT meets with community groups, or groups of members in the community, to engage with and educate them about the role of OCT, their rights and responsibilities with respects to cable television, and any other cable television issue that may arise during that discussion. OCT also participates in other organized public events, whether sponsored by the District or not, that involves District communities and allows an opportunity for community engagement or dissemination of information about the District community, to the District community. Finally, OCT regularly interacts with District residents who call with questions ranging from issues with cable service to requesting an explanation of how District and Federal cable laws affect them. District residents are continuously encouraged to reach out to OCT for any information regarding cable television in the District.

In identifying stakeholders, OCT takes the position that every District resident is a stakeholder. To invite the participation of District residents, OCT uses a variety of methods, such as the community outreach events earlier mentioned. Another example is in the cable needs assessment that OCT conducted. During this needs assessment, OCT held a series of public hearings in which all members of the District were invited to testify as to the importance of cable television to them, and those areas they believed OCT should pay special attention to. This needs assessment was subsequently made available on OCT's website.

OCT will continue to work to improve its public engagement and participation by continuing to build upon its social media platforms, such as Facebook, Twitter and YouTube, as well as host and participate in more community events in which OCT staff engages in informative dialogue with District residents.

3) **Collaboration**

OCT has a strong practice of collaborating and cooperating with governmental agencies, the public, non-profit and private entities in fulfilling its obligations. One example of this is collaboration with BET Centrix to create programming such as “Emancipation Day Town Hall” and “Of Thee We Sing,” two programs which detail and discuss the rich and dynamic history of the District. OCT has worked collaborated with local businesses to provide programming detailing healthy living and healthy eating, as well as District agencies and private organizations to alert senior residents to the dangers of predatory commercial practices, such as telephone lottery scams.

OCT will work to enhance such collaborations by continuing to seek out opportunities to partner with organizations affecting the lives of District residents. In addition to monitoring the feedback received on its social media platforms, OCT will continue to review reactions received by those organizations and entities OCT collaborates with.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF MEDICAL EXAMINER**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Chief Medical Examiner (OCME) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The OCME is committed to a transparent and open form of Government. District agencies are required to make certain records available, including: 1) employee salary information; 2) statements of policy; 3) published opinions; 4) agency performance plans; 5) budget information; 6) District wide FOIA reports; and 7) OCME's organizational chart. OCME is in compliance with this open government mandate and the above enumerated information can be found on OCME's website at <http://ocme.dc.gov/page/open-government-and-foia-ocme>.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

The OCME meets its obligation to FOIA by issuing timely responses to requestors. Moreover, when appropriate, OCME posts frequently requested documents, or documents of public interest, to the OCME's FOIAXpress reading room. The OCME meets its obligations to the Open Meetings Act by ensuring compliance for the three (3) Fatality Review Committees administered by the OCME.

- *Steps your agency will take to increase public access to information.*

OCME will continue to timely respond to FOIA requests and post relevant information, when appropriate, to the FOIAXpress reading room. Additionally, OCME is committed to assisting FOIA requestors in identifying the proper agency to direct FOIA requests to for timely response.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings.*

The OCME administers three (3) Fatality Review Boards on behalf of the District. Due to the nature of the materials reviewed by committee members Case Reviews are Closed to the Public pursuant to D.C. Official Code §§2-575(b)(1) as the law or court order requires that a particular matter or proceeding not be public; and 2-575(b)(14) to plan, discuss, or hear reports concerning ongoing or planned investigations of alleged criminal or civil misconduct or violations of law or regulations, if disclosure to the public would harm the investigation. However, OCME is committed to working with BEGA to assess how best to comply with live webcasts and archives of the meetings when appropriate and legally allowable.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

OCME is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OCME is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

The OCME, in conjunction with the Department of Forensic Sciences, published notice of a proposed rulemaking in support of the D.C. Breath Alcohol Testing Program on April 27, 2014 for public comment. OCME is committed to seeking public comment when there are amendments to OCME specific regulations or statutes. Moreover, OCME publicly notices statutory authority granted to OCME for death investigations on the OCME website. Questions or comments from the public can be direct to the linked titled “Ask the Chief Medical Examiner” for a response within 24 hours of receipt or the next business day.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and*

ways the public can provide input such as Twitter, grade.dc.gov, email contacts.

OCME publishes notice of all three (3) Fatality Review Committee meetings in accordance when the Open Meetings Act. Moreover, OCME is committed to providing timely response to media inquiries, bloggers, private citizens when requested and the information sought is subject to public release.

- *How your agency identifies stakeholders and invites their participation.*

OCME has a variety of stakeholders including first responders, Funeral Directors, educational institutions, health care entities, and public health agencies. To invite participation with these stakeholders, OCME has attended various board and commission meetings, lectured at educational institutions, established formal and informal relationships with health care entities to better serve the District, and has actively worked with public health agencies to help inform protocols for the safe handling and dignified disposition of decedent remains.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

OCME will continue to timely respond to public inquires when the requested information is subject to public release. OCME is working on a new initiative utilizing GSI mapping to compile death data to improve public health surveillance that will better inform policy decisions District wide and will encourage public engagement.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

OCME has been working to improve relationships with educational institutions, public health organizations and District agencies to better serve the District. This initiative has included OCME's use of the state of the art Consolidated Forensic Laboratory (CFL) to expose stakeholders to the facility and capabilities of District agencies housed at the CFL. OCME is committed to strengthening relationships with our District government agency partners to improve response and provide expertise in public emergency events involving mass fatalities.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

OCME will continue to timely respond to public inquires when the requested information is subject to public release. As formal partnerships with these entities develops, points of contact will be identified to coordinate response to internal inquiries and to initiate public participation via educational opportunities and representation at professional societies through services as keynote speaks and, when ethically permissible, as formal members in the societal organization.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Technology Officer



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Chief Technology Officer (OCTO) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The Office of the Chief Technology Officer (OCTO) regularly shares press releases, announcements, public services, and other information via several agency-managed web sites including:

- OCTO Main web site octo.dc.gov
- DC-Net sub site dcnet.dc.gov
- Connect DC sub site connect.dc.gov
- DC Data Catalog data.dc.gov
- GIS updates via GovDelivery <http://octo.dc.gov/service/dc-gis-services>

OCTO also manages several active and engaging Twitter accounts:

- Twitter [@octodc](https://twitter.com/octodc)
- Twitter [@dcgovweb](https://twitter.com/dcgovweb)
- Twitter [@connectdotdc](https://twitter.com/connectdotdc)
- Instagram [@connectdotdc](https://www.instagram.com/connectdotdc)
- YouTube [@connectdotdc](https://www.youtube.com/@connectdotdc)
- Twitter [@DCNetGov](https://twitter.com/DCNetGov)

The agency also manages several online applications that provide valuable information to the public including the [DC GIS Mapping Tool](#), [DC Public Wi-Fi Hotspot Finder](#), among many others available here: <http://octo.dc.gov/node/708212>. These applications are regularly promoted both online and through community outreach activities.

OCTO believes the vast amount of information available on data.dc.gov and octo.dc.gov web sites contributes to the small number of FOIA requests to the agency. Information on everything from purchase card transactions, current and needed contractor support, purchase orders, etc. is all readily available.

District's Freedom of Information Act and Open Meetings Act

The Office of the Chief Technology Officer (OCTO) annually receives a small number of FOIA requests for OCTO-specific information. For example, in FY 2013 the agency only received 14 requests with 4 of those were rerouted to other agencies with a 100 percent closure rate. The OCTO requests were closed within an average of 2.4 days. The preliminary FY 2014 numbers are following the same trend and will be fully reporting in early 2015.

As owner of the City-wide Messaging System for partner agencies, OCTO receives a large number of requests for specific emails to and/or from certain individuals and/or containing certain names or words. Pursuant to **Mayor's Order 2008-88**, "Access to Email Traffic of District Government Employees", OCTO is to provide the relevant emails back to partner agencies to review and provide to requestor.

In FY 2014, OCTO fulfilled 528 requests for emails from partner agencies originating from FOIA requests or litigation.

FOIAXpress Support

The Office of the Chief Technology Officer (OCTO) served as the technical lead and project manager for the launch of Executive Office of Mayor's (EOM) FOIAXpress system - a new online system for submitting and processing Freedom of Information Act (FOIA) requests to District government agencies.

The new portal, powered by industry leader "FOIAXpress," is the District's first-ever citywide FOIA processing system. At its launch, more than 50 District agencies will be included. Additional agencies will be added to the system in the next fiscal year.

The new DC Government Public FOIA Portal will allow requesters to submit public records requests for any of the participating agencies to a centralized website. The requests will be assigned a unique tracking number, and users will be able to track the status of the request.

The system will also permit the District to generate reports to determine whether agencies are meeting their FOIA obligations in a timely manner. Further, it will allow agencies to publish documents to an online reading room for information that is required to be made public under FOIA and the Mayor's Open Government and Transparency Directive, including frequently requested information under FOIA.

Open Meetings Act

OCTO does not convene meeting subject to the Open Meetings Act.

Increasing Public Access to Information

The Office of the Chief Technology Officer (OCTO) works with District agencies to deliver transparency through our Citywide Data Warehouse and its Open Data Catalog. But this is not an agency, nor an administration, that rests on past achievements. OCTO and the City Administrator's Office are investing heavily in a next generation Data Catalog to take the city even farther than we are today in terms of transparency.

The DC Geographic Information Program (DC GIS), administered by the Office of the Chief Technology Officer (OCTO), will utilize open source technology to increase public access to the vast amount of information it creates and receives from our District agency partners.

In doing so, we hope residents can make more informed decisions about their government and our community. The new site intends to make the District's data more discoverable, explorable and transparent to foster greater participation and collaboration with all stakeholders.

The new site is expected to launch in Fall 2014.

Track.DC.Gov

Originally launched in February 2010, Track.DC.Gov was lauded by open government advocates and city fiscal watchdogs. The Sunlight Foundation even said "both substance wise and technically, it out-athletes the White House's Open Government dashboard." While it was an innovation at the time, the site had seen little change or improvements and had grown stale.

The Office of the Chief Technology Officer (OCTO) has completely revamped the tool's user interface and added new data sets and subsets to give a more transparent view of each agencies performance. Data includes:

Data visualizations are now dynamic and allow more intuitive drill downs into individual data sets. The data behind each of the widgets can now be downloaded directly from the site.

The tool's accessibility has also been greatly improved with charts and graphics now also displayed in chart forms with clear text labels for those with disabilities.

The tool is expected to go live in Fall 2014.

Chief Data Officer

In response to an executive order, the Office of the Chief Technology Officer (OCTO) has designated an Interim Chief Data Officer (CDO) to assist in the deployment of the near term milestones outlined in the Transparency, Open Government and Open Data Directive and to help coordinate additional open data programming. In Fall 2014, the Chief Technology Officer will identify candidates and hire a permanent CDO to lead the Open Data Program.

Open Government Advisory Group

As outlined in Mayor's Order 2014-170, "Transparency, Open Government and Open Data Directive," the Office of the Chief Technology Officer (OCTO) and its Chief Data Officer will co-chair a new Open Government Advisory Group.

The group will advise the District on improving transparency and helping establish strong policies for managing data in addition to setting short and long terms goals to make the District as open as possible. The group is also charged with monitoring and evaluating the District's progress in meeting the requirements of Order 2014-170.

The group will be announced in Fall 2014 and OCTO expects meetings to begin immediately. All meetings will be open to the public and meeting time and location, minutes, decisions, etc. will also be posted to DC.gov.

Open Meeting Act

The Office of the Chief Technology Officer (OCTO) is not overseen or advised by a board or commission that is subject to the Open Meetings Act.

Public Access to Data

The Office of the Chief Technology Officer (OCTO) is working closely with the Office of the City Administrator (OCA) to identify additional datasets that OCA and OCTO expect to publish online later this year. We currently have more than 570 data sets slated to be available online on the new Open Data site, we will continue to work with OCA to identify datasets appropriate to publish in 2015 and beyond.

Public Engagement and Participation

Online Access to Proposed Rules and Regulations

The Office of the Chief Technology Officer (OCTO) is not a regulatory agency and does propose rules and regulations.

Information Sharing

The Office of the Chief Technology Officer (OCTO) plays a unique role with District Government as we both provide the technology and support to our partner agencies to conduct outreach activities and implement our own outreach efforts.

For example, OCTO oversees DC.Gov, the District's web portal (see page 5 for details.) OCTO's web team assists agencies in publishing information about District agency activity.

Supporting Partner Agencies

OCTO has done a massive amount of work over the past two years to get the city closer to completion of a major, multi-year project to upgrade the city's web sites and platform to improve how the District communicates with the public. Our web team migrated some of the most complex and difficult sites during this period, they also worked with agency staff to update the content.

The DC.Gov portal's 100-plus agency and program sites generate annual traffic higher than many municipalities and counties with comparable populations (e.g. Boston and Montgomery County, Md.), with more than 14 million visitors making 29 million visits in 2013 (a 7 percent increase in visitors over 2012).

DC.Gov website won first place for city portals in e.Republic's Center for Digital Government's 2014 Best of the Web and Digital Government Achievement Awards. DC.Gov was a Top 10 finalist in 2013, and previously won Best of the Web in 2005.

Highlighted several recent upgrades to DC.gov:

- The introduction of the portal's new responsive design, which automatically adjusts to fit the screens of any tablet or mobile device, positioning DC.Gov for the explosive growth and use of mobile devices. For example, only 1% of the visitors to DC.Gov used a mobile device in 2009, while almost 30% of visitors are expected to use a mobile device in 2014;
- Migration of almost all agency sites to the open-source Drupal platform;
- Significant improvement in resident- and business-centric navigation to make information and services easier to find;
- A clean, simple design to improve visitor experience; and
- New help pages for non-English-speaking residents.

The OCTO-run [@dcgovweb](#) has also been a major asset in distributing information and updates from all agencies to a wider audience. It also provides essential customer service to public by engaging residents with questions about the DC.gov portal or routing questions to other agency Twitter accounts or websites. The account quickly gained nearly 3,500 followers and is growing at a steady space.

OCTO also lead the District's first All-Hands Twitter Townhall - using [#dcgovwebchat](#) and moderated by [@octodc](#) and [@dcgovweb](#) - to highlight District government services and improvements. There were than 62 users, 235 tweets and over a million impressions on 140,000 timelines. A number of agencies participated including DPR, DCRA, DDOT, HSEMA and the Executive Office of the Mayor (EOM).

Grade.dc.gov

The Office of the Chief Technology Officer (OCTO) worked closely with the Mayor's Office to design, develop and deploy [grade.dc.gov](#) in June 2012 to provide the public with an easy, accessible way to provide feedback on agency performance. Originally piloted with just 5 District agencies, [grade.dc.gov](#) now provides monthly grades on 15 agencies. In January 2014, OCTO made the site responsive, making access to the information, as well as the ability to provide input for grades much easier for residents and visitors.

Our Communications Efforts

OCTO's Digital Inclusion Initiative (DII), branded as OCTO Connect.DC, functions as an effective outreach entity and sponsor of community events and partnerships with local partners, targeting specific neighborhoods to find ways to impact technology adoption and deliver computer training, broadband access, and technology outreach to underserved communities.

Outreach activities include:

- Partner with local service entities like Byte Back and the Latino Economic Development Center (LEDC) to provide computer training to additional District residents, bringing OCTO's grant to date total to about 8,000;
- Deployed more than 170 computers for public use in District-owned recreation centers, senior wellness centers, American Job Centers, and a returning citizen resource center;
- Held numerous Mobile Technology Lab events, including 10 Smart911 sign-up events in support of an effort by our friends at OUC;
- Went on the road with our technology lab in November 2013 with the DCHBX team to help them with health insurance enrollment;
- Hosted Community Broadband Summits to promote broadband adoption and engage community groups in our broadband outreach; and

- Deployed a text messaging platform to improve and enhance our reach to specific groups of DC residents.

While the grant funding is expired, we will continue to fund our digital divide outreach activities with OCTO's local budget to ensure that these important efforts continue.

DC GIS Steering Committee (GISSC)

The GISSC fosters communication and cooperation amongst the DC GIS stakeholder community including District agencies, federal agencies, non-profit, and private sector GIS users in the District of Columbia. It serves as the primary decision-making body to establish and implement DC GIS policies and standards.

The Committee takes into account needs and resources while seeking multilateral input, participation and support in defining and approving GIS projects, setting priorities and working through timelines. The GISSC meets quarterly and the meetings are open to the public, meeting agenda, minutes and presentations are posted online at: <http://octo.dc.gov/node/702452> .

Stakeholder Identification

The Office of the Chief Technology Officer (OCTO) not only provides IT services to District and federal agencies and community organizations, we are also active members of the local, regional and national IT community. Our staff regularly attends and speaks at formal conferences, public meet-ups, summits, community meetings and other events.

We want feedback on everything we do. We actively identify and engage key stakeholders who can help us discover best practices, provide feedback on services and products, etc. We believe that by being available, open and active stakeholders will also come to us - and they have.

Improving Public Engagement and Participation

In addition to the accomplishments and plans listed in other sections, OCTO is currently reviewing and revising its communications strategy for both internal and external stakeholders.

OCTO is taking a data-driven approach to review web, social media and community relations to identify gaps in communications and identify any potential stakeholders or partners that can help us meet our objectives.

Highlights include:

- OCTO is currently researching and testing an online forum feature that would allow threaded, date-stamped conversations to be captured. This would allow for longer-term and more technical conversations to take place online.
- OCTO is also dedicating additional resources to:
 - Improve social engagement online
 - Increase direct-to-public “in real life” engagement for digital inclusion project
 - Streamline web presence
 - Engage developer community around new opendata.dc.gov site
 - Launch [@opendatadc](https://twitter.com/opendatadc) Twitter account to handle customer service support for new opendata.dc.gov site

Collaboration

OCTO’s web team manages several cross agency websites that require collaboration among agencies in providing information and services to the public. For example, snow.dc.gov is a website that provides up-to-date information on snow events in the winter, including preparation for a snow event and monitoring of snowplow locations during an event. This information is provided by several agencies including DPW, DDOT and HSEMA.

OCTO’s web team also creates temporary websites during emergency situations, such as Hurricane Sandy. These pages consolidate all information about District services and assistance from various agencies during these situations, enabling the public to come to a single website, rather than search for information on multiple websites.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC CHILD AND FAMILY SERVICES AGENCY



Open Government Report 2014

Mayor's Order 2014-170 seeks to institutionalize a culture of transparent and open government and accountability and to expand opportunities for resident participation and collaboration. This report describes how the DC Child and Family Services Agency (CFSA) has developed and enhanced transparency, public participation, and collaboration and will continue to do so.

CFSA is one of several District Government agencies that make up the local human services safety net. CFSA addresses the social issue of child abuse/neglect, serving as a first responder to protect child victims and those at risk and to assist families in circumstances ranging from struggling to in crisis. A small segment of District residents have direct experience with CFSA; the larger population has high expectations for prevention of child tragedies. At the same time, CFSA has an obligation to advocate for those we serve with the community. Having a child welfare safety net at full strength depends on community members stepping up to report child abuse and neglect, provide homes for children in need of foster care and adoption, and help prepare older youth in care for adulthood. CFSA's relationship with the public involves performing to meet client needs and public expectations while also engaging the larger community on behalf of District children and youth in need.

Transparency

On Line

CFSA's official website (www.cfsa.dc.gov) prominently addresses areas of child welfare of most interest to the public: how to [report](#) child abuse/neglect, [foster or adopt](#) a child, or [donate](#) to children and youth in care. Among the wealth of information on line are:

- An overview of CFSA [functions](#).
- A searchable database of all CFSA [policies](#) regarding child welfare functions, programs, and services.
- Current information about CFSA [performance](#).
- An "[Ask the Director](#)" link for public comments or queries.
- A direct link to CFSA's Freedom of Information Act (FOIA) officer.

CFSA is on Twitter at #DCCFSA, where the Director periodically reports activities and retweets child welfare information of general interest. CFSA also maintains a [blog](#) that chronicles our journey to make best practices in treating child trauma the basis of local child welfare practice.

Public Information

CFSA's Office of Public Information (OPI) at 202-442-6180 routinely responds to queries from the media and general public. Among typical requests from the public are:

- Students of social work seeking information for course assignments.

- Local non-profit organizations in need of child welfare statistics to complete grant proposals or inform strategic planning.
- Community organizations wanting speakers on child welfare topics.
- Child welfare practitioners, both domestic and foreign, interested in visiting CFSA to learn about our use of best practices.

OPI freely responds to any queries that fall within the vast body of child welfare information that is not confidential.

FOIA

CFSA receives approximately 16 requests a year under the Freedom of Information Act, mostly via email (cfsa.foia@dc.gov) and through the District's FOIAXpress system. For each request, CFSA's Office of the General Counsel (OGC) determines whether CFSA has the desired information and whether it is unrestricted or requires redaction. The OGC works with each requestor to provide as much information as possible within mandated time frames.

Availability of Data

The Office of the City Administrator (OCA) and Office of the Chief Technology Officer (OCTO) are identifying a significant number of District Government agency datasets to publish online later this year. If they do not select a dataset from CFSA to be part of the 2014 release, we will continue to work with them to identify datasets appropriate to publish in 2015. In the future, the Chief Data Officer will provide requirements for open data reporting.

Public Engagement and Participation

Identifying Stakeholders

Like all child welfare agencies, CFSA has six key stakeholder groups:

- Clients—District children, youth, and families receiving services.
- Partners/Providers—Other local public and private agencies that make up the child welfare safety net; foster, adoptive, and kinship parents.
- Oversight Authorities—Local and federal (including Federal Court).
- Advocates—Non-profit organizations pushing for positive change on behalf of children and youth.
- General Public.
- Employees.

Traditionally, the greatest interest in children welfare stems from the local child-serving community of partners/providers, oversight authorities, and advocates. To communicate with this strong core of stakeholders, CFSA:

- Holds regular meetings and/or periodic briefings to exchange information.
- Maintains and uses listservs to announce news, service changes, and other information of interest and to seek input on rules and regulations.
- Has one-on-one discussions as needed to address individual concerns.

As a leader in the local child-serving community, CFSA maintains open lines of communication with partners/providers, oversight authorities, and advocates. We regularly seek their input and participation, and they freely volunteer opinions, raise issues, or give feedback.

Public Participation

Citizen Review Panel: In 1996, the U.S. Congress amended the Child Abuse Prevention and Treatment Act (CAPTA) to require that states establish Citizen Review Panels. They are supposed to evaluate state child welfare agencies and recommend improvements. In 2005, the District passed legislation (DC Code § 4-1303.51) to establish a local Citizen Review Panel (CRP) in keeping with CAPTA requirements. The District CRP has 15 members, eight appointed by the Mayor and seven by District Council resolution, who serve staggered three-year terms. Panel members must be District residents and cannot be District Government employees. CFSA serves as staff to the CRP. The group elects its own Chair from among the members and submits an annual report to the Mayor.

Mayor's Committee on Child Abuse and Neglect: Mayor's Order 2012-164 established the Mayor's Committee on Child Abuse and Neglect (MCCAN) to advise on child welfare services. The Mayor appoints up to 11 non-governmental members for staggered three-year terms. The Mayor also appoints additional members from 10 specific DC Government agencies who serve at his/her pleasure. The Mayor selects a Chair from the non-governmental members and a Vice-Chair from the governmental group. CFSA serves as staff.

Internal Child Fatality Review Committee: CFSA's Internal Child Fatality Review Committee meets monthly to review the deaths of children, youth, and young adults who have died within four years of involvement with CFSA. The CFSA Director appoints one community member who serves at the Director's pleasure.

Public Engagement

District residents have ongoing opportunities to get involved and join CFSA in serving people in need in our community.

Foster/Adoptive Parent Recruitment/Retention: CFSA is always interested in licensing more foster homes in the District. The orientation and training District residents need to get a foster care license are ongoing throughout the year. CFSA emphasizes recruitment of foster homes because in the long run, that also leads to adoptions. More than 60 per cent of adoptions of District children from the public system are by foster parents. CFSA conducts continuous outreach to keep the need for foster/adoptive homes on the public radar. Some key strategies include:

- Paid advertising on radio about twice a year.
- Paid advertising in selected District-based movie theaters.
- A website (www.adoptdckids.org) dedicated to adoption from the District public child welfare system.

Partners for Kids in Care: This CFSA program accepts donations of goods and services from the public on behalf of District children and youth in foster care. The program coordinates

opportunities for the public to provide holiday food baskets and gifts and to assist young people in foster care with back-to-school supplies, clothing for prom and graduation events, household necessities when they go to college or transition out of care, and more. The 14-member PKC board is composed of business, organizational, and community donors committed to supporting District children and youth in care.

Opportunities

In FY 2015, CFSA looks forward to:

- Stepping up recruitment of foster homes in the District via stronger overall outreach, especially via social media.
- Periodically targeting organizations and groups that need to know about CFSA's online [training for mandated reporters](#) (professionals required by law to report known or suspected instances of child abuse/neglect in the District).
- Building our Twitter following.

Collaboration

CFSA has two notable collaborations in keeping the public informed.

- We participate in www.adoptuskids.org, the national photo listing of children available for adoption through the domestic public child welfare system. It is sponsored under a grant from the Children's Bureau of the U.S. Department of Health and Human Services.
- The [Washington Metropolitan Council of Governments](#) (COG) acts as a regional partner with the District and nine surrounding jurisdictions in recruiting and retaining foster and adoptive homes. For example, through sponsorship from the Dave Thomas Foundation, COG coordinates with local NBC affiliate WRC-TV 4 to produce the weekly ["Wednesday's Child"](#) news segment that features children available for adoption from local public child welfare systems. For more than two decades, WRC News Anchor Barbara Harrison has hosted this feature, which keeps adoption in front of the public and has led to permanent homes for hundreds of children.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CITY ADMINISTRATOR



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Office of the City Administrator**¹ has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this Report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The OCA routinely posts press releases, reports and other pertinent information to the agency's website (www.oca.dc.gov).

For example, the OCA posts on its website the Performance Plans and Performance Accountability Reports for all participating District agencies, dating back to Fiscal Year 2008. The OCA also provides links to 33 citywide planning documents on a variety of topics (such as economic development, transportation, education, the environment, and more). In addition, the OCA provides detailed information and supporting documentation for several high-profile projects (such as the flood prevention task force, new soccer stadium proposal, and power line undergrounding). Finally, the OCA has a website dedicated to providing the public with detailed information regarding how the District government is performing. The Track DC website, www.track.dc.gov, allows users to track agency performance measures, learn more about agency budgets, and monitor agency spending. Track DC also allows users to access Grade DC, ready citywide planning documents, download agency data, and stay connected with the District government.

¹ The Office of the City Administrator (OCA) also includes the Office of Labor Relations and Collective Bargaining (OLRCB), which represents the District of Columbia as the principal management advocate during labor negotiations and in administering the District's Labor Relations activities.

The OCA does not typically generate reports, data, and other materials that would be amenable to posting in a FOIA reading room. The OCA does, however, honor FOIA requests that meet the appropriate criteria.

OLRCB shares information with the public with the agency's website (www.olrcb.dc.gov) and through responses to Freedom of Information Act (FOIA) requests from the public, which includes the use of the FOIAXpress reading room.

- ***How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.***

The OCA endeavors to respond to FOIA requests in accordance with the FOIA statute and directives on open government. In addition, the OCA posts information and documentation on high profile activities on its website, www.oa.dc.gov, to reduce the need for the public to specifically request information. Due to this, the OCA has a relatively small FOIA workload averaging less than 10 requests per year. The OCA does not typically or routinely take actions that are subject to the Open Meetings Act.

In addition, OLRCB meets its obligations pursuant to the District's FOIA Act by replying in a timely and responsive manner to all FOIA requests that it receives. OLRCB is not subject to the Open Meetings Act because it is not a District government agency that is overseen or advised by a board or commission pursuant to D.C. Official Code § 2-574(3)(A).

- ***Steps your agency will take to increase public access to information.***

The OCA is spearheading significant enhancements to the District government's Open Data catalog, www.data.dc.gov, and Track DC websites, www.track.dc.gov. In coordination with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM), the OCA led an effort in Fiscal Year 2014 to redesign both websites, add more content, and significantly improve the overall user experience. Additional details will be made available when the new websites are launched in Fiscal Year 2015.

On occasion, and where appropriate, the OCA will use paid advertising in local daily and weekly news publications. However, the normal method for distribution of agency information is through the broad distribution of press releases and advisories to local media, Advisory Neighborhood Commissions as well as civic and business groups via direct mail and/or email.

The OCA is also working with OLRCB to update the agency's website and to make more information available to the public.

- ***Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)***

Although this question is not applicable to the OCA, the OCA has taken proactive steps to make certain meetings accessible to the public online. For example, the OCA posts on its website (www.oca.dc.gov) video recordings of the Flood Prevention Task Force and the Power Line Underground Task Force meetings.

The OCA also posts to its website applicable meeting material, such as PowerPoint presentations and handouts. For example, in 2014 the OCA posted on its website materials related to DC PLUG, the DC Power Line Undergrounding initiative. These materials included: presentations to the Public Service Commission; community meeting presentations in Wards 3, 4, 5, 7, and 8; and the PowerPoint presentations for two (2) Contractors and Suppliers forums. The OCA also posted a video recording of the most recent contractor's forum.

This question is not applicable to OLRCB. OLRCB is not subject to the Open Meetings Act because it is not a District government agency that is overseen or advised by a board or commission pursuant to D.C. Official Code § 2-574(3)(A).

- ***How your agency has taken or plans to take steps to make more of its data available to the public.***

In August, 2014 the OCA added six (6) years of performance management data to the District's Open Data Catalog (www.data.dc.gov). The datasets included information related to agency Key Performance Indicators ("KPIs") for Fiscal Year 2008 through Fiscal Year 2013. KPIs are collected by the OCA to track agency performance in accordance with agency performance plans.

The KPI data includes 18 data elements, including: fiscal year; agency budget code; agency acronym; agency full name; measure name; data type (formula); measure type; directionality; frequency; year-end target; data entry by fiscal quarter (Q1 – Q4); year-end actual results; year-end rating (%); and budget program.

Further, the OCA is working closely with the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets to publish online later this year. If no additional datasets from the OCA or OLRCB are selected to be included in this 2014 release, the OCA and OLRCB will continue to work with OCTO to identify datasets appropriate to publish in 2015. In the

future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- ***How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.***

This question is not applicable to OCA or OLRCB. The OCA and OLRCB do not propose any rules and regulations for public comment.

Nevertheless, any proposed rules or regulations are posted in the D.C. Register, which is available on the Office of the Secretary's ("OS") website (www.dcregs.dc.gov). The OS website also allows users to search and browse the D.C. Register, in addition to the D.C. Municipal Regulations, Mayor's Memoranda, and Mayor's Orders.

- ***How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.***

There are several ways that the OCA shares information and resources to keep the public properly informed.

1. Website –The OCA proactively posts information and resources pertinent to the agency and the government as a whole on its website (www.oca.dc.gov). For example, the OCA website includes: agency performance plans; a comprehensive list of citywide planning documents; links to Grade DC and Track DC; in addition to specific webpages to keep the public informed about special projects – such as the new soccer stadium, power line undergrounding, and plans to address flooding in the Bloomingdale and LeDroit Park neighborhoods.
2. Agency Performance – The OCA keeps the public informed about the performance of agencies by posting agency Performance Plans and Performance Accountability Reports to its website. The Performance Accountability Reports, for example, are an annual report that rates whether or not the agency fully achieved, partially achieved, or did not achieve the initiatives and performance targets in their Performance Plan. Further, the OCA provides this information to the public in real-

time with its Track DC website (www.track.dc.gov). Track DC is your resource as a District resident to track how the District Government is working for you. You can track agency performance measures, learn more about agency budgets, and monitor agency spending. You can also access Grade DC, read citywide planning documents, download agency data, and stay connected with the District Government.

3. Community Meetings – The OCA also keeps the public informed about high profile projects by holding community meetings. For example, the OCA attended and/or held several community meetings on the proposed soccer stadium. In July 2014, the OCA also hosted community meetings in Wards 3, 4, 5, 7, and 8 about the DC Power Line Undergrounding (DC PLUG) initiative.
4. Twitter – The OCA has a twitter account (@DCGovOCA) to tweet important information about upcoming community meetings, to provide status updates on high profile projects, to share recent press releases, and to re-tweet important information shared by other District agencies.
5. Email – In 2014, the OCA added additional contact information to its website to make communication with the public more accessible. For example, in addition to emailing the City Administrator through the Ask the Director feature of the OCA website, the OCA also added the email address for executive and senior staff at the following address: <http://oca.dc.gov/page/oca-executive-and-senior-staff>.

OLRCB maintains a website that provides information to the public and on which the public can ask questions of the Director of the agency. OLRCB also participates in public oversight hearings and roundtables before the Council of the District of Columbia, providing testimony and answering questions at these hearings and roundtables. These proceedings are televised on cable television and are available on the Council's website.

▪ ***How your agency identifies stakeholders and invites their participation.***

Depending on the project, the OCA works with sister agencies or private business partners to ascertain the appropriate stakeholders. Through direct contact, email and other means, the OCA establishes contact with stakeholders to encourage participation and input on the various initiatives of the agency.

OLRCB's primary stakeholders are the District of Columbia Department of Human Resources (DCHR) and the District government agencies which OLRCB serves (primarily agencies under the personnel authority of the Mayor), in addition to a variety of unions and their leadership. OLRCB engages these stakeholders through various meetings and forms of electronic and telephonic communication.

- ***Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.***

The OCA will make better use of the various media tools available to the agency. The OCA has a subscription to a news/media distribution and analytics program. This program provides an enormous database of reporters, bloggers and political or community influencers. The program makes contact with these constituencies very easy through direct contact or mass distribution of press releases or other messages.

In addition, the OCA will make much better use of the District Cable Network (DCN). Although the OCA already works with the Office of Cable Television (OCT) to record certain meetings for publication on the OCA website, the OCA will work with OCT in Fiscal Year 2015 to determine whether or not future meetings can also be aired on Channel 16.

This question is not applicable to OLRCB.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- ***How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.***

All OCA public-private partnerships are detailed on the agency's website (www.oca.dc.gov), including the DC Power Line Undergrounding plan, efforts to develop a new Major League Soccer stadium and a multi-billion dollar infrastructure project to eliminate flooding in center city neighborhoods. The City Administrator also serves as the Chair of the Interagency Council on Homelessness (ICH). The ICH is a group of cabinet-level leaders, providers of homeless services, advocates, homeless and formerly homeless leaders that come together to inform and guide the District's strategies and policies for meeting the needs of individuals and families who are homeless or at imminent risk of becoming homeless in the District. More information is available on the ICH website (www.ich.dc.gov).

Further, the OCA leads DC Stat sessions to improve agency performance and accountability. Formerly known as CapStat, DC Stat is a focused, hour-long public process aimed at driving performance improvements and efficiencies within the government. The overall objective of these sessions is to cut waste, save money, and better serve the residents of the District. During the session,

the Mayor and/or City Administrator and other senior staff from relevant agencies take an in-depth look at key issues. The sessions are designed as collaborative problem solving and strategic planning discussions. Data for the sessions is often derived from the Performance Plans and key performance indicators for each agency.

In addition, OLRCB participates in several public-private partnerships and facilitates inter-agency coordination through training, labor liaison forums, and monthly telephone calls with labor liaisons and human resources personnel. Other OLRCB-led initiatives include:

- Annual Citywide Labor-Management Conference: OLRCB hosts an annual conference to bring together significant local and national labor and management leaders, District government employees, leading arbitrators, and other stakeholders. The purpose of the conference is to equip participants with the knowledge and information needed to build outstanding labor-management relations by sharing information, and by providing the opportunity for networking and a better understanding of the roles, responsibilities and resources available to these individuals.
- Labor Management Partnership Council (LMPC): The LMPC is a complement to the existing labor relations and collective bargaining program. The program allows management and employees to collaborate in order to help minimize waste, improve service delivery and assist in the overall efficiency of District government operations. The LMPC is comprised of agency heads, top management officials, labor liaisons and labor union officials.
- Labor-Management Task Force (LMTF): The LMTF is supported by the authority given to the Mayor in the Home Rule Act of 1973 and is currently working on reforming the District government's compensation and classification system.
- Joint Labor-Management Affordable Housing Task Force (JLMAHTF): The JLMAHTF is comprised of OLRCB and labor unions representing Compensation Units 1 and 2. The JLMAHTF was tasked with researching barriers to homeownership within the District and with furthering affordable housing opportunities for District government employees in order to encourage them to live and work in the District.
- Negotiated Employee Assistance Home Purchase (NEAHP) program: NEAHP was the result of the JLMAHTF. The NEAHP program provides financial assistance to certain District government employees whose positions are covered by collective bargaining,

specifically down payment and closing cost assistance. The NEAHP program remains a joint labor-management effort between labor unions and the District. The program is managed by OLRCB and administered by the District of Columbia Department of Housing and Community Development (DHCD) with the assistance of the Greater Washington Urban League (GWUL).

- ***Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.***

The OCA is working with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM) to explore ways to better collaborate with the public, open data community, non-profits, and other organizations interested in accessing and using District government data. The Mayor's Order on Transparency, Open Government and Open Data (Mayor's Order 2014-170), for example, established an Open Government Advisory Group, which will be formally established in Fiscal Year 2015. The OCA will work closely with the Advisory Group to evaluate the District's progress towards meeting the requirements of the Open Data Directive, create new policies to establish specific criteria for agency identification of protected data in accordance with FOIA, maintenance of existing data, and the creation of data in open formats. A copy of the Mayor's Order is available on the Open Government website (www.open.dc.gov).

OLRCB previously made presentations to exemplary Labor Liaisons from various District government agencies at a Labor Liaison Forum and plans to do so again in the future. In addition, the Joint Labor-Management Affordable Housing Task Force (JLMAHTF) continues to meet quarterly to review the progress of the Negotiated Employee Assistance Home Purchase (NEAHP) program and develop unique marketing plans tailored to the eligible bargaining unit members, and to raise overall awareness of the NEAHP program. The JLMAHTF will also continue to participate in DHCD's Annual Housing Exposition and host informational sessions geared to District government employees. OLRCB will also continue to conduct road shows for different agencies and union locals to inform District government employees about the various homeownership programs that are available to them.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
COMMISSION ON THE ARTS AND HUMANITIES



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Commission on the Arts and Humanities (DCCA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The DCCA prepares and disseminates press releases through the agency website (www.dccarts.dc.gov), agency social media sites, and through our growing contact list of over 9,000 email subscribers. These mediums are used to inform the public of grant awards, special projects and initiatives, and media notices. As the FOIAXpress reading room is not intended to be a comprehensive repository for all FOIA requests, but rather an efficient means to assist requestors who are inquiring about common or repeated FOIA topics, to date, since the implementation of the FOIAXpress reading room, the agency has not received inquiries in which have warranted use of the FOIAXpress reading room. As required by the District of Columbia, we post our Commission meetings in the District register as well.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

The DCCA responds to all FOIA requests within the required timeframe. The Open Meetings Act has been officially adopted through the posting of Commission meeting agendas at the front desk of the DCCA office as well as on the agency's website. Also, the agency holds a public comment period that is open to the public thirty minutes prior to the full Commission meetings each month. Also, all meetings are voice recorded and minutes are posted on the agency's website.

- *Steps your agency will take to increase public access to information.*

DCCAHA has a robust public information platform including Communications staff dedicated to ensuring that all efforts of the agency are communicated thoroughly and accurately through the mediums of the agency website, www.dccarts.dc.gov as well as the Art202 blog, www.art202.com, in which local arts events submitted from the public and DCCAHA programs and events are posted daily. As well, in addition to Facebook, DCCAHA is active on Twitter, Instagram, and Picasa (a photo-sharing website).

DCCAHA remains focused on ensuring that the representation from across all wards of the city in the grant funding applicant pool. The agency's strategic planning process that will be completed by April 2014, will address new ways in which the agency can increase participation and improve the access to the opportunities.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The DCCAHA has recently acquired technology that permits the live webcasting of Commission meetings. We are researching ways to increase access of the technology to ensure that it is user-friendly and expect to have this process in place by Winter 2015.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCCAHA is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DCCAHA is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- a.) *Public Engagement and Participation*

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.

- **Live Director Chats:** *On the second Tuesday of every month, DCCAHA hosts Live Director Chat sessions. The public can engage and send questions to the Executive Director in a live chat stream. This has been an extremely successful outreach tool as the audience base has doubled every month since its launch.*

- **Public Comment Period:** *At the start of each monthly Commission meeting, DCCAHA has instituted a 30 minute public comment period. Commission meetings are open and members of the public are encouraged to attend the 30 minute public comment period during the start of each meeting. Up to 10 associations, individuals, or organizations may request a 3 minute slot to speak during this period, and must do so by calling or emailing DCCAHA, no later than 24 hours before the meeting day and time. Slots are limited and are made available on a first come first served basis. <http://dcarts.dc.gov/page/commissioner-meetings>*

b.) *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

Social Media:

--DCCAHA is, once again, the #1 state arts agency in social media presence (also the top District Government agency). This gives us the means to communicate with our constituents in a fast, informal way. It also allows us to receive feedback from our constituents that other forms of communication do not allow.

--ART(202) Blog (<http://www.art202.com>) – 7100 views a month

--Facebook (<http://www.facebook.com/TheDCarts>)- 32,176+ fans

--Twitter (@TheDCArts) –10,500+ followers

--YouTube (<http://www.youtube.com/thedcarts>) – 102 videos with 40,538 views.

--Picasa (Google+) – We’ve added 11 new galleries from our events

--Instagram, (<http://www.instagram.com/thedcarts>).

- **Ward Report**

--DCCAHA prides itself on impacting all of the District. Our annual Ward Reports reflect this effort. <http://dcarts.dc.gov/page/ward-reports>

- **Annual Meeting and Report:**

The DCCAHA Annual Meeting is open to the public. The Annual Meeting offers a greater level of community engagement. Each year, an accompanying Annual Report is printed that codifies the accomplishments of the agency for the fiscal year. <http://dcarts.dc.gov/page/annual-reports-0-dcarts>

- **Staff Contact Information:**
- **DCCAH staff list and contact information is listed on the agency website <http://dcarts.dc.gov/page/dccah-staff>**

c.) *How your agency identifies stakeholders and invites their participation.*

- **Constant Contact Mailing List:**
DCCAH maintains a robust list of contacts via constant contact list serve.
- **Special Event Participant List:**
DCCAH produces a number of special events that reflect the interests of the District's multicultural community and enhances the residents' quality of life. We work to ensure that arts and culture are an integral part of city life and we work to promote our grantees through the different free events we offer to the community.
- **Grantee List:**
DCCAH offers several funding programs for individuals and nonprofit organizations located in the District of Columbia. When these individuals apply for grant funds and are awarded, they are added to our grantee contact list.

Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.

- ***DCCAH will continue to fine tune and improve the aforementioned channels.***

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DCCAH actively collaborates with other government agencies including EOM, DMPED, OCTO, DPW, and OP to fulfill shared goals for providing services to the residents of the District of Columbia. The mission of the DCCAH as a provision of arts and humanities funding, cultural programming and opportunities for residents, is a conduit for collaboration with sister agencies to ensure that other civic interests are represented and achieved. The DCCAH website, www.dcarts.dc.gov chronicling all agency activity provides a summary of projects and where applicable notes sister agency partners, where applicable.

The non-profit entities in which the agency supports are through grant- making efforts. Through the services provided by these entities, the DCCAH is able to realize its mission to ensure high quality arts and cultural offerings to the residents of the District of Columbia.

- **Staff Contact Information:**
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The non-profit entities in which the agency supports are through grant- making efforts. Through the services provided by these entities, the DCCAH is able to realize its mission to ensure high quality arts and cultural offerings to the residents of the District of Columbia.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

The Facebook page that the DCCAH employs is active and is a principal means in which to communicate to residents. In fact, the agency has the most Facebook followers than any state arts agency nationwide. In addition to Facebook, we are active on Twitter, Instagram, and Picassa (a photo-sharing website), as well as the Art202 blog in which local arts events and listing are posted.

DCCAH is currently involved in a long range strategic planning process in which issues around innovative methods and partnership models to improve the delivery of services to the residents is being addressed. The planning process is slated for completion April 2015.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

MAYOR'S OFFICE OF COMMUNITY AFFAIRS

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Mayor's Office of Community Affairs has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The Mayor's Office of Community Affairs has made it easier for constituents to access information. This year the office created a "Open Government and FIOA" section on its website ([www.http://ocaf.dc.gov](http://ocaf.dc.gov)). The page includes user friendly access the following sections: Public Employee Salary Information, P Card Purchases, District-wide and agency, FOIA Reports, EOM's FY14 Budget, EOM Regulations and EOM Organizational Chart. OCAF has and will remain responsive to all requests brought to us by the public.

The Mayor's Office of Community Affairs is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from [Insert Agency Name] is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

The Mayor's Office of Community Affairs is committed to bring the public's participation in the decision-making process. Our office shares information with the public through a number of ways including list serves, newsletters, community meetings, websites, Twitter, Facebook and Instagram. OCAF maintains constant contact with stakeholders and invites the public to participate in their government.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Consumer and Regularity Affairs



Open Government Report 2014

To institutionalize a culture of transparent, open government and accountability and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Consumer and Regulatory Affairs (DCRA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following:

1) Transparency

The Department of Consumer and Regulatory Affairs has taken the following steps to be more transparent:

- *Promotion of Green Building Program, including LEED accreditation and increased public outreach on the benefits of green construction*
- *Implementation of new vending regulations, resulting in a more predictable and transparent licensing and site-assignment process*
- *Simplification of trade name process, consolidating trade name registration under one agency for license application renewals*
- *Establishment of a new, streamlined Basic Business License process for one and two-family rentals with self-certification*
- *Online submission of plans through ProjectDox, an innovative web application streamlining the review process*
- *Creation of an online Permit Intake Validation System (PIVS), which provides the public a one-stop shop for key information on a particular address, including property ownership, zoning, building permit issued, business licenses, and property code citations*
- *Increase in online/mobile services such as Business License Verification, E-Corp, Business License Renewal, and Building Permit Applications*
- *Reduction in paper support of DCRA 'Paperless Permitting Initiative – today 100% of building permit applications are completed via the Online Construction Permit Application Intake System (OCPI)*

- Offer online access to searchable versions of the District's Construction Codes at http://www.ecodes.biz/ecodes_support/Free_Resources/2013DistrictofColumbia/13DistrictofColumbia_main.html.

▪ ***District's Freedom of Information Act and Open Meetings Act.***

DCRA has created an Open government and FOIA page on its website that consist of the following information about the agency that can be obtained by accessing the published links

- [Public Employee Salary Information](#) (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
- [Administrative Staff Manuals](#)
- [Other Agency Determinations of the Rights of the Public](#)
- [DCRA's FY14 budget](#)
- [Minutes of Public Meetings](#)
- [Absentee Owners Addresses and Building Permits \(DCRA & Tax & Revenue\)](#)
- [Building Permit List \(Frequently Requested Public Records\)](#)
- [DCRA Statement of Policy and Regulations](#)
- [P Card Purchases](#) (Information dealing with the receipt or expenditure of public funds)
- [Awarded Contracts](#)
- [DCRA Organizational Chart](#)
- [DCRA Performance Plans](#)
- [Submit Feedback using Grade DC](#)
- [District-wide FOIA Reports](#)

DCRA also processes all Freedom of Information Act Requests through FOIAXPRESS, a District government web-based portal by which Freedom of Information Act requests can be processed and tracked.

▪ ***Steps your agency will take to increase public access to information.***

DCRA is currently working to create a One City Portal – which is an integrated licensing and information system that will allow other government agencies and the public to communicate with each other in real time.

▪ ***How your agency has taken or plans to take steps to make more of its data available to the public.***

DCRA is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. Currently, several sets of the agency's data are available at data.dc.gov.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- ***How does your agency provide online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.***

The agency publishes any emergency, proposed, or final rules in the District of Columbia Register, which is available to the public online at dcregs.dc.gov. As part of the proposed rulemakings, members of the public are provided with at least 30 days to submit comments. The process for submitting comments is included at the end of all proposed rulemakings.

Links to some other regulations may be found at: <http://dcra.dc.gov/page/regulations-dcra>.

The Construction Codes Coordinating Board (CCCB) provides the opportunity for members of the public to submit code change proposals, and to participate in technical advisory groups (TAGs) that make recommendations to the CCCB on code changes. In the last code cycle, completed in March 2014, hundreds of people and organizations, representing industry, design professionals, residents, and other stakeholders, participated in the code development process.

More information about the CCCB and the TAGS is provided on the DCRA website at: <http://dcra.dc.gov/service/construction-codes-coordinating-board>

- ***How does your agency share information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.***

The public can access almost all permitting and licensing information twenty-four hours per day, seven days a week on DCRA's PIVS system.

The agency also responds to inquiries and concerns raised via Twitter, grade.dc.gov, and email.

The DCRA website offers a wealth of information for the public on how to get a business license or for background on permitting. For example, checklists are available on the DCRA website showing all the documentation that is required to a secure a business license, so that an applicant can quickly identify requirements.

DCRA also currently participates in Advisory Neighborhood Commission(ANC) meetings, community open houses, and permit stakeholder meetings.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Consumer and Regularity Affairs



Open Government Report 2014

To institutionalize a culture of transparent, open government and accountability and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Consumer and Regulatory Affairs (DCRA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following:

1) Transparency

The Department of Consumer and Regulatory Affairs has taken the following steps to be more transparent:

- *Promotion of Green Building Program, including LEED accreditation and increased public outreach on the benefits of green construction*
- *Implementation of new vending regulations, resulting in a more predictable and transparent licensing and site-assignment process*
- *Simplification of trade name process, consolidating trade name registration under one agency for license application renewals*
- *Establishment of a new, streamlined Basic Business License process for one and two-family rentals with self-certification*
- *Online submission of plans through ProjectDox, an innovative web application streamlining the review process*
- *Creation of an online Permit Intake Validation System (PIVS), which provides the public a one-stop shop for key information on a particular address, including property ownership, zoning, building permit issued, business licenses, and property code citations*
- *Increase in online/mobile services such as Business License Verification, E-Corp, Business License Renewal, and Building Permit Applications*
- *Reduction in paper support of DCRA 'Paperless Permitting Initiative – today 100% of building permit applications are completed via the Online Construction Permit Application Intake System (OCPI)*

- Offer online access to searchable versions of the District's Construction Codes at http://www.ecodes.biz/ecodes_support/Free_Resources/2013DistrictofColumbia/13DistrictofColumbia_main.html.

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▪ ***How your agency has taken or plans to take steps to make more of its data available to the public.***

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The DCRA website offers a wealth of information for the public on how to get a business license or for background on permitting. For example, checklists are available on the DCRA website showing all the documentation that is required to a secure a business license, so that an applicant can quickly identify requirements.

DCRA also currently participates in Advisory Neighborhood Commission(ANC) meetings, community open houses, and permit stakeholder meetings.

DCRA uses ward based inboxes to share information with the public. The ward based inboxes are email accounts that were created for the sole purpose of accommodating the high demands of staff members from the Executive Mayors Office, Council offices, and the District's ANCs. These inboxes range from 1-8 (one for each ward of the city). With this system, constituents can expect excellent customer service, fast response times, and a personal agency liaison to address questions and concerns.

In addition, to the ward-based inboxes, DCRA uses the IQ system , which is a citywide database used to collect concerns, questions, and inquires from the residents of DC. All DCRA-related IQ inquires come in through resources such as "Ask the Director" on the DCRA website, the email address housinginspections@dc.gov, the email address dcra@dc.gov, or through the 311 call center.

- ***How does your agency identify stakeholders and invite their participation.***

DCRA identifies stakeholders as being residents, business owners, district and federal government agencies and visitors seeking to do business in the District. Agency management (including the director), readily make themselves available for meetings with stakeholders.

- ***Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.***

DCRA has one of the District governments most popular Twitter accounts with more than 7,000 followers. The agency will continue to use feedback from Twitter in addition to feedback received through more traditional means.

The agency is implementing an online permitting submission and review system that gives permit applicants easier access to feedback on discipline reviews. DCRA is also looking at expanding personalized service programs like the Small Business Resource Center, so that customers are assigned a single point of contact, which should allow feedback to reach its desired source more quickly and effectively.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- ***How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.***

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Currently, DCRA collaborates with the above parties by way of the Small Business Resource Center (SBRC). The Small Business Resource Center is designed to provide one-on-one technical assistance, educational assistance, and group workshops to future and current business owners seeking to navigate through the District’s regulatory environment. Through the SBRC, DCRA has established partnerships with both the private sector and District and federal government agencies. Partnerships play a critical role in providing small business education assistance to SBRC customers. The SBRC is a key initiative among the efforts of the District to become a more business-friendly jurisdiction.

DCRA’s SBRC continues to build partnerships which contribute to increasing agency and communication transparency through its outreach efforts. The SBRC demonstrates the collective efforts by District agencies and private sector partners to provide a platform for entrepreneurs to receive one-on-one consultations and group workshops. The goal is that entrepreneurs will be educated to start their businesses efficiently and in compliance with all of the District’s regulatory requirements. The SBRC is a prime example of DCRA moving aggressively towards streamlining business regulatory processes, enhancing transparency and communication, and providing good customer service to the small business community.

SBRC FY2014 Top Five Events – To Date:

1. Vending Regulation Training Symposium – 10/18/13 (Approximately 69 Attendance)
2. DC Bar Pro Bono Clinic – 10/22/13 (Approximately 65 Attendance)
3. Vending Regulation Training Symposium – 10/26/13 (Approximately 49 Attendance)
4. DC Bar Pro Bono Clinic – 01/15/14 (Approximately 49 Attendance)
5. ProjectDox Training for District of Columbia Building Industry Association (DCBIA) – 01/29/14 (Approximately 50 Attendance)

Table 1

DCRA’s Small Business Resource Center (SBRC) Fiscal Year 2014				
QUARTER	EVENT TYPE	TOPIC	DATE	APPROXIMATELY ATTENDED
Q1	Workshops	DC Bar Pro Bono Clinic	Tuesday, October 22, 2013	65
Q1	Training	Vending Regulations Training Symposium	Saturday, October 26, 2013	49
Q1	Training	Vending Regulations Training Symposium	Monday, October 28, 2013	69

Q1	Workshops	Office of Asian & Pacific Islanders / Connect - Engage & Build Launch Event	Thursday, November 14, 2013	40
Q1	Workshops	Affordable Care Act for Small Biz	Thursday, November 14, 2013	13
Q1	Workshops	Octane and Fuel Pump for Merchants	Wednesday, November 20, 2013	5
Q1	Workshops	Affordable Care Act for Small Biz	Saturday, December 07, 2013	9
Q2	Workshops	How to Open a Small Business in DC	Wednesday, December 11, 2013	38
Q2	Workshops	DC Bar Pro Bono Clinic	Wednesday, January 15, 2014	49
Q2	Workshop	Permits ProjectDox Training (District of Columbia Building Industry Association - DCBIA)	Wednesday, January 29, 2014	50
Q2	Workshop	Money Smart for Small Businesses	Thursday, January 30, 2014	16

On Monday, August 25, 2014, the SBRC held its 2nd Entrée DC Food and Drink Forum, which took place at the Washington, DC Convention Center. The forum focused on providing breakout sessions on the following topics:

- 1) D.C. Government Regulatory Processes
- 2) Do's and Don'ts of Opening a Food Industry Business in D.C.
- 3) Financial Management
- 4) How to Get Financing to Open a Business
- 5) Entering into a Building Lease Agreement
- 6) Ins and Outs of Food Trucks, Public Markets, and Vending

490 registered 300+ attended

Internal District Government Partners Include:

- DCRA's Corporations, Permit Operations Division, Business Licensing, and Office of the Zoning Administrator
- Office of Tax and Revenue (OTR)
- Department of Health (DOH)
- Alcohol and Beverage (ABRA)
- Office of the Deputy Mayor's Office for Planning and Economic Development (DMPED)
- Department of Small and Local Business Development (DSLBD)

External Collaborators who offer small business development support include:

- DC Women Business Center (DCWBC)
- DC Bar Pro Bono
- DC Small Business Development Center (DC SBDC)
- Washington Area Community Investment Fund (WICIF)
- Federal Deposit Insurance Corporation (FDIC)

DCRA constantly reaches out to sister agencies through Projectdox as well as encourages customers to discuss experiences through grade.dc.gov. The agency also participates in Tenant Housing Advocates meetings and conferences, American Institute of Architects meetings, and the District of Columbia Building Industry Association meetings.

DCRA's Occupational and Professional Business Licensing Department collaborates with the Department of Health and a host of boards and commissions as well.

- ***Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.***

The Department of Consumer and Regulatory Affairs Small Business Resource Center will house a six-month pilot project in the fall of 2014 to accelerate the permitting, inspection, zoning, and business licensing approval process for new, small businesses in the District.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Contracting and Procurement has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

In FY14, transparency was a top priority for the Office of Contracting and Procurement. The overarching goal was to build on the publicly reported data that OCP currently shares to provide the public with better insight as to how OCP spends taxpayer dollars on behalf of District agencies. For several years, OCP has made the following data sets publicly available: purchase orders, purchase card transactions, notices of contract award, and notices of intent to award sole source contracts.

In FY14, OCP started the following initiatives in an effort to improve transparency:

- In conjunction with OCTO, the agency's website was reorganized to make it more user-friendly and the information more readily accessible to our customers.
- The OCP IT team created a link between the Procurement Automated Support System and the OCP website to automatically publish awarded contracts to the website. The training manuals and sessions for the staff and the legal team are almost complete and the official rollout is expected in the next 60 to 90 days.

In FY15, OCP will continue its work to advance transparency in compliance with the Procurement Practices Reform Act of 2010 and to improve overall understanding of the contracting process.

2) Public Engagement and Participation

Rules and Regulations

The rules and regulations that guide OCP's work are the 27 DC Municipal Regulations and the Procurement Practices Reform Act of 2010, and are posted on the OCP website [here](#) and [here](#). OCP follows standard procedures for promulgating all proposed rule changes in the DC Register for the 30 day comment period.

Stakeholder Engagement

The OCP Customer Contact Center (CCC) is the primary point-of-contact for the vendor community and our agency customers. The CCC team provides general information to vendors, technical support, and vendor education.

On a monthly basis, OCP offers two workshops to provide vendors an understanding of how to do business with the District, namely the General Vendor Workshop and the DC Supply Schedule workshop. These workshops provide a general overview of the procurement process, the basic requirements for a vendor to meet to do business with the District, and the application process for the DC Supply Schedule. OCP partners with the Department of Small and Local Business Development to facilitate the workshops.

In addition to the vendor workshops offered by OCP, the agency also participated in over 10 community events aimed at introducing the vendor community to doing business with the District. These events included:

- Councilmember Vincent Orange's Small Business Summit;
- Greater Brookland Business Association monthly meeting;
- Fort Myer Small Business Roundtable
- Second Annual DC to Africa: Growing Local, Going Global Business Symposium; and
- National Black Business League Annual ProBiz Conference, among others.

In FY14, OCP also targeted the Certified Business Enterprise (CBE) community to introduce two programs that are growing rapidly:

- **Surplus Property** – The OCP Surplus Property program auctions gently used furniture, office supplies and equipment, vehicles, and other items that have been surplused from District government agencies as well as provides District-based 8A firms and non-profit organizations access to the federal surplus property program. In FY14, the Surplus Property program organized three roundtables to introduce non-profit organizations and the CBE community to the surplus property available to them through OCP.
- **Sustainable Purchasing** – In FY14, another major project was the development of sustainable purchasing specifications and policies to inform some purchasing decisions. In December 2013, OCP, in partnership with DSLBD, hosted 35 vendors at a roundtable to gain insight and feedback from the District's vendors that offer sustainable products.

In planning for FY15, the priority is to create more opportunities for proactive engagement with the vendor community and other key stakeholders to educate them on the procurement process and the programs OCP . One such idea is a reverse trade fair, which gives small businesses an opportunity to market to District Government agencies that procure their goods and services. Another idea in the works is to promote our public facing programs through social media.

3) **Collaboration**

In FY14, one of the Chief Procurement Officer's priorities was eliminating silos that impede seamless coordination between the procurement office and the agency program. Accordingly, collaboration is the centerpiece of the procurement reform initiative OCP has led over the last 18 months. In February 2014, the Chief Procurement Officer announced the agency's shift to the Delegated Procurement Authority model to better support its customer agencies' procurement needs. Sixty members of the contracting staff were assigned to 22 customer agencies to serve as in-house procurement experts. The contracting staff now works closely with the program and budget teams at customer agencies to plan and execute their procurement needs. OCP anticipates improved customer satisfaction and potentially reduced cycle times and improved overall customer satisfaction.

In FY15, OCP's plan is to regularly measure agency customer satisfaction through a variety of survey methods. The goal is to make policy and practice decisions based on real data and feedback from our customers.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

D.C. Department of Corrections



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the D.C. Department of Corrections (DC DOC) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

- DC DOC shares information with the public through a variety of sources, including but not limited to the agency website (including the Open Government section), e-mail, press releases and media advisories (featured on our website and disseminated to the media), our Facebook and Tumblr accounts, and our newly activated Twitter account. These sources allow us to make the public aware of agency resources, inform them of ongoing and/or special agency activities, keep them updated on services and programs, and showcase many of the forums and ceremonial events held throughout the year. Our Facebook account, in particular, allows us to dialogue with the public in ways we were never able to do so in the past. We have also released important documents such as our 2014 Prison Rape Elimination Act (PREA) report and our comprehensive report on Suicide Prevention, both of which can be found on the DCDOC website.
- In keeping with the required protocols for responding to FOIA requests, DC DOC responds to all within the designated time frame. We have also begun use of FOIA Express which streamlines the request and response processes.
- DC DOC will continue to use our website along with social media to increase public access to agency information. We went “live” with our Twitter account this week and plan to use it as another way to share up-to-date information about the department. Also, as with our Facebook page, Twitter will allow us real time access to the public and any questions or concerns they have about our operations.
- DC DOC is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the D.C. Department of Corrections is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

- The D.C. Department of Corrections uses its social media accounts (Facebook, Tumblr, and recently Twitter) as a supplement to the agency website to keep the public informed. On the website, we also have the Ask the Director section available for feedback and questions from the public.
- DC DOC has quarterly meetings with stakeholder groups including our Citizens Advisory Committee (a volunteer committee of external partners who advise the agency on community feedback), the Transgender Advisory Committee (which includes representatives from the transgender and advocacy communities, medical and security staff, and executive leadership), Linking Institutions Neighborhoods and Communities - *LINCS* (our corps of volunteer organizations that collectively provide a wide range of pre and post release services and support to the offender population and correctional staff, as well as our Faith Based Advisory Council (a diverse group of clergy that provide pre- release and community support and advise the Agency Director on operational and programmatic matters). The Department also interfaces regularly with the Corrections Information Council – *CIC*, and is an active member of the Criminal Justice Coordinating Council and its subcommittees.
- DC DOC expects that the recently established Twitter account will be another major way for our agency to improve public engagement and participation. In addition to dialogue through the Twitter account, we will continue to receive feedback from the quarterly meetings with our stakeholders and community groups.

3) **Collaboration**

- DC DOC currently collaborates with several community groups and advisory councils in an effort to receive feedback, but also to disseminate information about the department. The agency meets with these groups at least on a quarterly basis.

These groups include:

- The Citizens Advisory Committee: <http://doc.dc.gov/node/563382>
- The Transgender Advisory Committee: <http://doc.dc.gov/page/transgender-advisory-committee>
- Criminal Justice Coordinating Council: <http://cjcc.dc.gov/>
- Corrections Information Council: <http://cic.dc.gov/>
- Faith-based community organizations
- Linking Institutions Neighborhoods and Communities (LINCS)

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE DEPUTY MAYOR FOR EDUCATION**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Deputy Mayor for Education (DME) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DME's transparency efforts include the following:

- DME holds numerous public meetings, hearings and workshops in the community at which information and data is shared with the public including:
 - the Student Assignment and School Boundaries Review Process
 - disposition and reuse of excess DC Public Schools
 - DC Education Adequacy Study
 - DC Common Lottery (My School DC)
- We routinely post materials, summaries and feedback from public meetings on our website. Information is also disseminated through press releases, radio, press and digital interviews, stories and advertising.
- In December, DME will post a copy of the annual supplement to the Master Facilities Plan on our website.
- The agency meets its obligations pursuant to the District's Freedom of Information Act and maintains an Open Government and FOIA page on its website.
- The Deputy Mayor co-chairs the Truancy Taskforce in compliance with the Open Meetings Act.
- DME is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no additional datasets from DME are selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

In addition to the methods outlined above, DME's efforts to encourage public participation in agency decision making have included:

- Creating and using a stakeholder distribution list to provide updates on office projects and meetings. The public is invited to join the office's distribution list. (Information on upcoming public meetings is also posted on our website and distributed through a number of partner agency and stakeholder distribution lists.)
- Attending meetings held by community and stakeholder groups.
- One-on-one meetings with the Deputy Mayor.

These public engagement opportunities are outlined on the office [website](#):

DME solicits written feedback from community members in the form of surveys and questionnaires on various projects (including the boundaries review process and the school reuse process) in addition to convening targeted focus groups to gather information and feedback.

DME participates in the annual public hearing on the budget for public schools. Testimony from the hearing is submitted to the DC Council.

3) **Collaboration**

DME leads, hosts, and participates in a number of collaborative efforts with DC agencies, non-profits and the public including:

- [Co-chairing the Truancy Task Force, and spearheading the Graduation Pathways Project and the Youth Re-Engagement Center](#)
- [Raise DC](#)
- [DC Common Lottery \(My School DC\)](#)
- [Public Facilities Planning including School Reuse and the Master Facilities Plan](#)
- [Student Assignment and Boundaries Review Process](#)

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPUTY MAYOR FOR HEALTH AND HUMAN SERVICES**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the office of the Deputy Mayor for Health and Human Services (DMHHS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

- *The office of the Deputy Mayor for Health and Human Services publishes the following types of information on the website dmhhs.dc.gov:*
 - *Press releases and advisories from this office and selected releases and advisories from agencies in the cluster*
 - *Links to cluster agency websites and social media platforms*
 - *Links to the most-often requested health and human services*
 - *The names of the boards and commissions under our cluster's purview; those that have an online presence are hyperlinked*
 - *The information required by the Mayor's Order:*
 - *Public Employee Salary Information*
 - *DMHHS FY 2014 Proposed Budget*
 - *P Card Purchases*
 - *District-wide FOIA Reports*
 - *DMHHS Organizational Chart*
 - *The special projects—Age-Friendly DC and Service Members, Veterans and their Families—managed out of the office. The DMHHS website summarizes Age-Friendly DC and links to the website, agefriendly.dc.gov.*
- *DMHHS does not have any data sets. We are, however, working with agencies in the cluster to identify the various data sets that should be made public.*

2) Public Engagement and Participation

- *The office of the Deputy Mayor for Health and Human Services engages the public regularly. DMHHS:*
 - *Invites stakeholders for discussions regarding budget development and priorities*
 - *Holds stakeholder budget briefings*
 - *Emails stakeholder groups to share information about Cold Emergency notifications and plans*
 - *Attends community meetings*
 - *DMHHS has created an extensive database of providers, advocates, and others interested in the issues relevant to our cluster agencies.*

- *For special projects, such as Age-Friendly DC and Service Members, Veterans and their Families, significant community engagement plans are developed and implemented which include activities such as online and paper surveys, community consultations and community symposia and meetings to gather information for strategic planning purposes.*

3) **Collaboration**

- *The office of the Deputy Mayor for Health and Human Services collaborates in all our work. Examples are:*
 - *One City Youth: DMHHS works closely with the Deputy Mayor for Education, the Deputy Mayor for Public Safety and Justice, and DC Children and Youth Investment Trust Corporation on One City Youth. One City Youth, started as One City Summer Initiative, is a citywide collaborative effort to improve outcomes for children and youth ages 5 to 24. One City Youth has a website (<http://onecityyouth.dc.gov/>), blog (<http://onecityyouth.blogspot.com/>), Twitter account (@onecityyouth, <https://twitter.com/onecityyouth>), and Facebook page (<https://www.facebook.com/onecityyouth>).*
 - *Age-Friendly DC: The Age-Friendly DC coordinator works closely with partners in- and outside of government. The most important of the partners is George Washington University; President Steven Knapp co-chairs the Age-Friendly DC Task Force with Deputy Mayor Otero. Mayor Gray has requested that DMHHS write the Age-Friendly DC strategic plan due to the World Health Organization at the end of 2014. The plan is based on the Task Force-approved goals and objectives. Age-Friendly DC has a website (<http://agefriendly.dc.gov>).*
 - *Homeless encampments: DMHHS plays a coordinating role with five primary agencies, and several others as needed, in implementing the protocol to address and abate encampments on public property and to connect the individuals with appropriate services and resources.*
 - *Cold Emergency Plan: In January 2014, Mayor Gray called on the government to better take care of individuals who are homeless during the extreme cold weather. The focus was on those who resisted entering shelter for safety. DMHHS, with the Deputy Mayor for Public Safety and Justice and the City Administrator, led more than 20 government and nonprofit agencies' response. Over the course of the winter, DMHHS and partners developed and fine-tuned a plan to care for homeless residents. DMHHS took responsibility for drafting the plan; while DMHHS wrote the plan, it reflects the work of various partners in and outside of government.*

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE DEPUTY MAYOR FOR PLANNING AND ECONOMIC DEVELOPMENT**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Office of the Deputy Mayor for Planning and Economic Development (DMPED)** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this Report addresses the following topics:

1) Transparency

*Describe the steps your agency has taken or plans to take to be more transparent.
Please include a description of:*

How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIApress reading room.

DMPED routinely publishes press releases, strategies, reports, solicitations, and requests for applications on its website at dmped.dc.gov. Specifically, the Five Year Economic Development Strategy, the Creative Economy Strategy, open solicitations for real estate projects, open requests for proposals for grant opportunities for Great Streets, New Communities, and other business development opportunities. DMPED's website also contains information and documents related to real estate projects, business development initiatives, and grants. Information on real estate projects can include solicitations that have closed, community presentations of proposals, and other project updates relevant to the particular project. Information on business development initiatives includes links to information on starting and maintaining a business in the District, contracting opportunities, etc. DMPED's website also contains information or links to other programs in the agency, including the Industrial Revenue Bond Program, the New Communities Initiative, the Anacostia Waterfront Initiative, the Great Streets Initiative, the DC China Center, and the Workforce Investment Council.

In addition, various programs or initiatives that fall under DMPED's purview have websites with links from DMPED's website. These websites provide further information regarding specific programs. DMPED manages the following websites:

1. <http://www.walterreedlra.com/>
2. <http://stelizabethseast.com/>
3. www.dcnewcommunities.org

4. <http://greatstreets.dc.gov/>
5. <https://sites.google.com/site/wicwdc/documents>

DMPED's open government page contains relevant information about employee salaries, budgets, P Card Purchases, organizational charts, performance plans, contract awards, meeting minutes and information related to making FOIA requests.

DMPED utilizes the DC Register to publish notices about public surplus meetings, Walter Reed Community Advisory Committee meetings and notices regarding upcoming grant opportunities. DMPED also provides notice to the ANCs regarding public surplus meetings, grants, and other relevant actions to be taken by DMPED.

DMPED is continuing to expand the FOIAXpress reading room, as appropriate. In addition, DMPED is working to regularly update the website to include documents and information that are likely to be requested.

In addition to the publication of information, DMPED meets with community stakeholders and neighborhood residents in person to provide updates on real estate projects, the New Communities Initiative, and the Great Streets Initiative.

How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.

DMPED endeavors to respond to requests for information in accordance with the District's Freedom of Information Act and the Open Meetings Act, as appropriate. As DMPED responds to more requests through FOIAXpress, it is anticipated that fewer requests will be necessary and more information will be available through the FOIAXpres reading room. In addition, DMPED will continue to update the information on the website to increase the availability of information to the public online.

The Walter Reed Community Advisory Committee (Walter Reed CAC) and the Workforce Investment Council (WIC) are subject to the Open Meetings Act. Both are open for the public to attend as well.

The Walter Reed CAC publishes notices in the DC Register, records meetings, and publishes meeting transcripts, calendars, presentations, and documents adopted by the Walter Reed CAC on the Walter Reed LRA website (<http://www.walterreedlra.com/>).

The WIC has a Google Site (<https://sites.google.com/site/wicwdc/documents>) that contains calendars, meeting minutes, agendas, and other documents adopted by the WIC.

In addition, information on performance and spending can be found on track.dc.gov.

Steps your agency will take to increase public access to information.

DMPED will continue to update dmped.dc.gov and other websites that fall under the agency's purview and listed above. The New Communities Initiative also has a Twitter feed, @DC_NCI to provide the community with regular updates on the New Communities Initiative.

Finally, DMPED will continue to expand its use of FOIAXpress to increase the public's access to information.

Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)

The Walter Reed CAC is unique because all the public members are from the immediate neighborhoods and many of attendees who are not members of the CAC are also from the surrounding neighborhoods. As a result, the Walter Reed CAC has weighed the needs of public members of the CAC and the directly affected residents from the community with locations in the District that support webcasting capabilities. In lieu of webcasting, the Walter Reed CAC has at this time opted for recordings and transcriptions of their meetings in order to accommodate the needs of the members and local residents. The CAC meetings are more accessible to the surrounding communities that are directly affected by the future redevelopment of Walter Reed. These recordings and transcripts are posted online at <http://www.walterreedlra.com/>.

The WIC regularly posts their meeting minutes on their google site (<https://sites.google.com/site/wicwdc/documents>). The WIC is exploring locations with webcast capabilities in order to begin webcasting their meetings.

How your agency has taken or plans to take steps to make more of its data available to the public.

The data.dc.gov website includes several data sets and maps that relate to DMPED. DMPED will work with the relevant agencies to provide additional information and feedback related to these data sets and maps.

In addition, DMPED has worked with relevant agencies to track affordable housing created or preserved in the District. DMPED intends to make this information available to the public early next year.

Finally, DMPED will continue to make more documents and information available on our website and on the websites under DMPED's purview.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.

Any proposed rules or regulations are posted in the D.C. Register, which is available on the Office of the Secretary's website (<http://www.dcregs.dc.gov/>). The D.C. Register, an online publication, allows users to search and browse proposed and final regulations, Mayor's Orders, and other notices from DMPED.

How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.

DMPED utilizes several mediums to keep the public informed. DMPED's website, and the websites under DMPED's purview are updated with information and documents relevant to the agency's functions. These include open solicitations for real estate projects, procurement opportunities, and grant opportunities, as well as links to relevant District websites or other information related to economic development. DMPED's website links to events occurring at our project sites, performance plans, and track.dc.gov.

In addition, DMPED attends community meetings to update affected communities and/or ANCs regarding the status of real estate projects, including the presentation of proposed redevelopments and to hear from the community as to their questions and concerns regarding proposed redevelopments. DMPED conducts public surplus meetings in the community to receive comments on the Mayor's determination that a District owned property is no longer required for a public purpose. DMPED also holds information sessions for existing grant opportunities, most often for Great Streets. The business development team meets with local businesses and businesses looking to relocate to the District.

The New Communities Initiative launched their twitter handle in September of 2014 to provide updates and receive feedback from the community.

Individuals at DMPED provide their contact information at community meetings so that they may be directly contacted. In addition, emails can be sent to dmped.eom@dc.gov to inquire about any of DMPED's projects, initiatives, available opportunities, or to obtain contact information for individuals within DMPED. Residents can also provide comments or feedback through the DMPED website by clicking on "Ask the Director".

DMPED participates in the Mayor's Town Hall meetings to address community questions and concerns regarding real estate projects and proposed budgets. DMPED also participates in public hearings before the Council. DMPED provides testimony on legislation related to economic development and is typically asked to address questions and concerns raised by residents during the public hearing.

How your agency identifies stakeholders and invites their participation.

For real estate projects, DMPED maintains a list of all those who are interested in receiving updates about solicitation opportunities. All are welcome to join the list by emailing dcbiz@dc.gov to be included on the list. The list includes various developers with real estate experience in the District and anyone else who has asked to join to receive updates on participation in real estate development opportunities. DMPED also reaches out to affected ANCs to provide updates on real estate projects and the proposed surplus declaration of District owned real property and to invite their comments.

In addition, the Great Streets team has reached out to potentially eligible businesses in the Great Streets corridors to inform them of the program and upcoming information sessions.

DMPED welcomes stakeholders who approach the agency as well and regularly meets with businesses and individuals who are interested in available real estate, business development, or grant opportunities within DMPED or who are interested in relocating to the District.

Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.

The New Communities Initiative has a Twitter account to improve public engagement and participation.

During the planning and solicitation process, DMPED has begun to engage the public more to increase the participation and allow for more collaborative redevelopment projects. DMPED has used charrettes, surveys, and community meetings to better understand the concerns and various perspectives of District residents.

At the St. Elizabeths campus, DMPED has engaged development and programming to activate the long underutilized site and to provide amenities and activities for the neighborhood throughout the planned redevelopment of the East Campus of St. Elizabeths. Gateway DC is a unique park and pavilion in the heart of the St. Elizabeths East campus that is designed to provide a venue for the community to engage in activities on the campus. DMPED has also engaged in the renovation of the former chapel on St. Elizabeths East campus into the RISE Demonstration Center to connect the innovation economy to the surrounding communities until the development of a permanent Innovation Hub on the campus. These two projects allow residents to be on the campus in a unique way while the redevelopment of the entire site is still underway. Community events include after school programs, movies, classes, holiday events, etc.

DMPED communicates with ANCs to solicit comments on grants and real estate projects, including the proposed declaration of surplus.

DMPED also welcomes feedback via email at dmped.eom@dc.gov, at our annual oversight and budget hearings, and any additional oversight roundtables held by the Council.

3) Collaboration

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.

DMPED oversees nine cluster agencies who meet regularly to coordinate and update on economic development policies and issues. DMPED also coordinates with various agencies to develop comprehensive affordable housing tracking. DMPED intends to enhance access to information regarding the development of affordable housing within the agency by publishing updates on the progress of affordable housing production across DMPED's portfolio.

DMPED works closely with the private and non-profit entities to dispose of District owned land for redevelopment. These public private partnerships are critical to the successful redevelopment of land that is no longer needed for a public purpose. DMPED also works with the public through community meetings, charrettes, and surveys to obtain feedback on proposed actions and to receive ideas and comments regarding proposed actions by the agency.

The Walter Reed CAC provides input on a range of topics relating to the implementation of the project, such as construction concerns, traffic, connecting residents with employment and business opportunities and a host of other issues. The CAC includes private sector and public members to coordinate the various concerns and interests related to the future redevelopment of Walter Reed.

The WIC is a private-sector led board responsible for advising the Mayor, Council, and District government on the development, implementation, and continuous improvement of an integrated and effective workforce investment system. Members of the WIC include representatives from the private sector, local business representatives, government officials, organized labor, youth community groups, and organizations with workforce investment experience. These meetings are open to the public as well.

Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.

DMPED has engaged meeting facilitators like America Speaks /Public Engagement Associates to work with the agency to obtain feedback on some of our redevelopment projects. Meeting facilitators allow DMPED to obtain more comprehensive feedback through collaborative meetings.

DMPED is considering meeting facilitators for additional projects to assist with improving the collaboration efforts with the public and to more effectively utilize the information that we receive from the public. Cost considerations could limit the ability to utilize meeting facilitators for all public private projects.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office of the Deputy Mayor for Public Safety & Justice



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Deputy Mayor for Public Safety & Justice has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

The Office of the Deputy Mayor for Public Safety & Justice demonstrates a commitment to transparency through our website. To share information with the public, the website has an "Open Government and FOIA" tab. This section contains awarded contracts, an organizational chart, P card purchases, and budget. Additionally, the homepage provides links to our cluster agencies and independent agencies as well as their respective social media platforms. The Office of the Deputy Mayor for Public Safety & Justice is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from Office of the Deputy Mayor for Public Safety & Justice is selected to be included in the 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

To improve public engagement and participation, the Office of the Deputy Mayor for Public Safety & Justice uses Twitter, @SafeDC, to share information and resources. The Twitter handle, @SafeDC, allows for the swift dissemination of relevant information such as crime alerts, community meetings, public hearings, etc. Also, on the Office of the Deputy Mayor for Public Safety & Justice website, www.dmspj.dc.gov, there is a link to grade.dc.gov to provide agency specific feedback.

3) **Collaboration**

The Office of the Deputy Mayor for Public Safety & Justice improves the quality of life for District residents by coordinating and developing interagency public safety initiatives. To enhance cooperation among departments, the Office of the Deputy Mayor for Public Safety and Justice convenes a monthly meeting with agency directors and biweekly agency meetings with senior staff of public safety agencies. Additionally, these meetings are supplemented with community forums, which are highly collaborative exercises, designed to help the Office of the Deputy Mayor for Public Safety & Justice as well as other public safety partners remain abreast of the public's concerns.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office of Disability Rights



Open Government Report 2014

To create a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Disability Rights (ODR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Office of Disability Rights (ODR) regularly shares information with the public on our website. Shared information includes newsletters, press releases, public testimonies, DC Commission on Persons with Disabilities (DCCPD) meeting minutes, and recent agency publications.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

To meet agency obligations pursuant to the District's Freedom of Information Act (FOIA) and Open Meetings Act, ODR has an appointed FOIA Officer Jessica Hunt, Esq. If ODR receives a FOIA request, Ms. Hunt responds in a timely manner and within prescribed guidelines. ODR did not have any FOIA requests for FY 2014.

- *Steps your agency will take to increase public access to information.*

ODR will continue to post press releases, public testimonies, DCCPD meeting minutes, and agency publications under the "open government" tab on our website's homepage. ODR website is managed by FOIA Officer Jessica Hunt with assistance from the Special Assistant/Public Information Officer (PIO) Kali Wasenko.

In addition to posting information on the website, ODR is increasing its presence on social media. ODR has been increasing posts about upcoming events and communication with other agencies.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This*

question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)

DCCPD meetings are subject to Open Meetings Act. DCCPD meetings and agendas are properly posted prior to the event. Detailed minutes and recordings are taken during the meeting. The FOIA Officer and Special Assistant to the DCCPD will work together to ensure meetings and agendas are properly posted on the website within a reasonable period of time.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Office of Disability Rights (ODR) is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from ODR is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. It is important to note that our largest dataset involves ADA inquires and includes confidential information. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

The Office of Disability Rights (ODR) focuses on compliance based on local and federal disability rights laws. Although ODR does not have implementing regulations, it plans to promulgate regulations at a later date. During the development and publication of these regulations, ODR will certainly engage District government as well as private sector stakeholders. However, if there is a Council hearing on proposed bills or updates to important resources that affect the constituents we serve, we would post information for the hearing on our website. For example, in March 2014, the Department of Health Care Finance & Department on Disability Services revised a public notice of proposed amendments and proposed transition plan to the Home and Community-Based Waiver for Persons with Intellectual and Developmental Disabilities. ODR has a direct link to this notice in our “Featured News” section of our homepage (www.odr.dc.gov).

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

ODR has an “Ask the Director” link on our website that allows constituents to communicate questions directly to our Interim Director ([http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=\[D\\$SF_SERVER_NAME\\$\]&agency_id=1169&odrNav=|33358|](http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=[DSF_SERVER_NAME]&agency_id=1169&odrNav=|33358|)). ODR also has a list of staff members and their corresponding e-mails in our “Staff Directory” (<http://odr.dc.gov/page/staff-directory-00>). The public may access grade.dc.gov via a link on our homepage to provide general feedback.

ODR is active via Twitter and Facebook (@ODRDC and “DC Office of Disability Rights (ODR)” respectively). Increasing involvement in social media allows the public to engage in open conversation with ODR. Finally, for stakeholders who do not use computers or the internet, ODR has a team of knowledgeable staff members, including a receptionist who is available for extended morning hours to answer phone questions. ODR also has Video Relay Interpreting (VRI) available for members of the public who visit and require on-site American Sign Language Interpretation (SLI).

- *How your agency identifies stakeholders and invites their participation.*

In addition to allowing constituents to sign up for our newsletter through our website, ODR utilizes several other ways of identifying stakeholders for participation. The biggest event the agency holds is the annual Disability Awareness Exposition. This year, ODR welcomed over 200 community members to this event. Furthermore, ODR set up a registration table to allow guests to identify themselves and register to receive our emails and newsletters. ODR also welcomes referrals from other agencies and communicates with constituents who visit the office. If they choose, they may be added to our listserv.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

To improve public engagement and participation, ODR will continue to utilize multiple means of communication, including social media, website resources, telephone availability, and VRI capabilities. ODR is in the process of renovating the suite to allow for better, more effective engagement with constituents in DC government as well as in the private sector. We are constantly looking for more innovative ways to serve the public.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

Through our newsletter, ODR links to other agency events and provides updates on developments in the field of disability rights to our stakeholders. We share relevant press releases and documents created in partnership with other agencies on our website. For example,

ODR collaborated with the Office of Human Rights on the Accessible Restaurant initiative (<http://odr.dc.gov/release/ohr-and-partners-ask-restaurants-take-accessibility-pledge-0>). For the Disability Awareness Exposition, ODR collaborated with DC Public Library, DC Department on Disability Services, DC Office on Aging, DC Healthcare Finance and the Office of Consumer and Family Affairs. Guests could learn about the event and register through an online registration page (www.disabilityawarenessexpo.eventbrite.com). ODR also collaborated with Columbia Lighthouse for the Blind, the American Council of the Blind and the National Federation of the Blind for the Blind Awareness Day Celebration in October 2014. Community leaders were identified by the partners and invited to the reception individually through e-mail and phone calls. There was also a rally walk component that was open to the public. Columbia Lighthouse for the Blind distributed a press release co-authored by the planning team (see attached).

In addition to special events, ODR contributes to a variety of projects. For example, ODR advises the District Department of Transportation (DDOT) as they develop a plan for accessible Red Top parking meters. ODR staff members also serve on the District of Columbia Taxicab Commission Accessibility Advisory Committee regarding improving accessible taxicab services.

Metropolitan Council of Government (COG) is lead of the Access for All (AFA) Advisory Council. ODR collaborates with the AFA ensures accessibility for people with disabilities as well as improvements in transportation including bus rides and bus stop accessibility, Metro rail and MetroAccess improvements; outreach and education on transportation services to limited-English speaking communities; oversight on accessible taxi service across the region; oversight over projected long-range transportation plan; and general concerns related to transportation in the District, Maryland and Virginia. Our main focus is ensuring accessibility in all program planning and development for people with disabilities as regulated in ADA Title II.

ODR has been a member of the National Capital Region Transportation Planning Board (TPB) since 2008. The TPB is the federally designated Metropolitan Planning Organization (MPO) for the region, and is responsible for the regional forum for transportation planning. The TPB prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Washington region. The TPB uses its fund to test pilot programs such as the DC Wheelchair Accessible Taxi Pilot program of which ODR was a group member.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

ODR plans to collaborate with the listed partners for future Disability Awareness Expositions and Blind Awareness Day Celebrations. ODR would welcome new partners for future public awareness events. To continue to encourage a strong working relationship, ODR will organize post-mortem event meetings to gather feedback for improved community outreach.



FOR IMMEDIATE RELEASE:
October 7, 2014

Contact: Jocelyn Hunter
202-454-6422, office
jhunter@clb.org

MEDIA ADVISORY

Blind Awareness Day Wednesday, October 15th, 2014

WHAT: A collaboration of blindness organizations in DC in conjunction with the DC's Office of Disability Rights will host a **Blind Awareness Day** celebration, a **community** event organized to highlight a national day to recognize persons who are blind and visually impaired who travel independently with the use of long canes.

WHO: Adults who are blind and visually impaired & Invited DC Elected Officials

WHEN: Wednesday, **October 15**, 2014, 4:00 p.m. – 6:00 p.m.

Event Schedule

2:30 p.m. Walk from the Wilson Building located at 1350 Pennsylvania Avenue, NW
4:00 p.m. Reception
4:45 p.m. Program to Begin including **Mayoral Proclamation**

WHERE: 1350 Pennsylvania Avenue, NW, Room G-9

Contact: To coordinate interviews or photo/broadcast opportunities, contact Jocelyn Hunter: 202-454-6422, jhunter@clb.org.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department on Disability Services has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent.

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Department on Disability Services (DDS) publishes notices in the DC Register for all changes in the Rehabilitation Services Administration (RSA) State Plan, changes in the IDD HCBS Medicaid waiver and rules, and any other changes to the legislation and rules governing the agency. The agency also posts all change notices on the agency website.

The agency also publishes on the DDS website all policies and procedures, detailed information for applying for services and instructions and contacts for filing a complaint in person, on the website or by phone. The agency also posts the RSA state plan.

DDS publishes extensive information on the quality management data that is collected and analyzed regarding the services provided by the Developmental Disabilities Administration (DDA) service providers. Included on the website and available for public review are the results of the Provider Performance Report (PPR) cards, a system of regular review of the performance of the DDA service providers against established criteria. The agency also publishes the Provider Certification Review (PCR) results, lists of provider agencies that are currently under sanctions for performance problems, a list of providers that are on the agency Do-Not-Refer list and provides the number of Serious Reportable Incidents (SRI) for each provider.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DDS publishes notices in the DC Register of the meetings of the State Independent Living Council (SILC) and the State Rehabilitation Council (SRC), as well as public notices of proposed rules and regulations. Upcoming meetings are also announced on the DDS website in the "calendar of events"

section (for example, <http://dds.dc.gov/event/statewide-independent-living-council-bimonthly-meetings>). DDS posts all necessary information for requesting information under the FOIA and posts all responses in the FOIAXpress reading room. DDS also sends information on upcoming meetings and public forums directly to our stakeholder through our stakeholder listserv.

- ***Steps your agency will take to increase public access to information.***
DDS will continue to identify opportunities to make information available to our stakeholders through electronic media and postings as well as in-person meetings and events. DDS respects and maintains the confidentiality of the Personal Protected Information (PPI) for individuals served by DDS. DDS is restricted in our ability to share certain information that contains PPI but will work to insure that information that does not contain PPI is available.

DDS has also hired a Public Information Officer to more actively provide information through traditional media and to better manage our existing communication portals.

- ***Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)***
At this point, DDS has no plans to implement a live webcast of the boards and commission meetings. DDS does not currently have the expertise available to implement a live webcast but in FY2015 DDS will investigate the options available to retain the technical expertise to launch such a program. DDS does have an archive of the written and recorded minutes of meetings and those minutes are available to the public.
- ***How your agency has taken or plans to take steps to make more of its data available to the public.***
DDS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DDS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making.

All new policies and procedures developed by RSA go through an extensive process of public vetting before the agency formally adopts the new policy. The State Rehabilitation Council's Policy Committee is charged with drafting policies and procedures, which are then reviewed with an opportunity for comment by the full State Rehabilitation Council. Finally, prior to approval by the agency Director, all policies and procedures are posted and a public hearing held in order to get any feedback from people the agency serves or other stakeholders in the community.

DDS also regularly holds community forums and hosts policy review groups to seek public feedback on changes in policy and procedures and changes to the IDD Medicaid waiver. The Developmental Disabilities Administration (DDA) convenes a policy stakeholder review group to vet proposed policies governing the DDA before final approval by the Director.

In the last year DDS has updated the agency website with a focus of making the website more user friendly for the community. The website established specific areas to post information targeted to the needs of the various segments of our community; for example the website includes a "provider portal" with information specific to service providers including information on provider performance and Medicaid. The website also contains a portal with information specific to families and people making a choice about service providers and this also includes information about provider performance and what services are available from certain providers. DDS regularly posts information gathered during our monitoring and assessments of the DDA service providers and shares the details with the community. DDS also posts notices of upcoming meetings and opportunities for engagement on the DDS website.

This year the agency also revamped the DDS Facebook page and DDS now has a more active presence and posting of information of interest to the disability community via Facebook.

- ***How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*** DDS publishes public notices of proposed rules and regulations in the DC Register, <http://www.dcregs.dc.gov/Gateway/IssueList.aspx> . For our Medicaid waiver amendments and transition plan, we also post notice on our website at: <http://dds.dc.gov/node/880702> which provides links to all of the proposed Home and Community Based Services (HCBS) IDD Waiver amendments, the proposed transition plan, a summary of changes, the current HCBS Waiver, the public notice of proposed amendments and information on the public comments received to date. Visitors to the DDS website can also submit their comments on the proposals through a link on the DDS website DDSPublicComments@dc.gov which then is routed directly to the responsible staff person for action.

- ***How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.***

DDS publishes notices in the DC Register of the meetings of the State Independent Living Council (SILC) and the State Rehabilitation Council (SRC), as well as public notices of proposed rules and regulations. Upcoming meetings of the SRC and SILC are also announced on our website in the calendar of events (for example, <http://dds.dc.gov/event/statewide-independent-living-council-bimonthly-meetings>). DDS posts all FOIA responses in the FOIAXpress reading room. We also send information on upcoming meetings and public forums through our stakeholder listserv. DDS also shares information through the DDS Facebook page and regularly sends out messages to DDS stakeholders via Twitter and through stakeholder list serves.

- ***How your agency identifies stakeholders and invites their participation.***

DDS has engaged in a variety of strategies to identify stakeholders, including reaching out to leaders in the disability community to seek their assistance in inviting participation. DDS has a stakeholder list of more than 850 people identified as people with disabilities, their advocates, providers, and other interested parties to whom the agency regularly contacts to share information on upcoming public forums and other events. DDS staff members attend and present at community meetings and coalitions and are active participants with the DC Chamber of Commerce for employment related activities. DDS also leads a network of 148 service providers that expands the agency reach and network into all areas of the disability community.

- ***Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.***

DDS has and will continue to improve our community engagement through our use of social media tools and actively encourage our stakeholders to participate in the conversations on Facebook and Twitter. In addition the agency will continue the current efforts to collect the opinions and responses of individuals visiting the DDS office and receiving DDS services. DDS has initiated several versions of a consumer survey but has yet to identify a strategy the effectively collects feedback from a broad range of consumers. DDS will continue to work to develop survey tools that can provide consistent and reliable feedback.

DDS has also supported the activities of organizations that are aligned with the DDS mission and provide opportunities for people with disabilities to participate in leadership activities.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DDS accomplishes the mission of the agency through collaborative efforts with a variety of entities. DDS works closely with the DC Public Schools (DCPS) as well as Public Charter Schools and non-public schools in regards to the transition of students with disabilities from school to work or continuing education. DDS also works very closely with the Department of Employment Services (DOES) on all issues related to employment and job development and has participated in joint Job Fairs and recruitment efforts for people with disabilities. DDS RSA also regularly provides staffing at four (4) of the D.C. One Stop locations and provides a DDS staff presence at other related public agency locations including the DC Office of Veterans Affairs, Court supervision and Offender Service Administration of the Office of Returning Citizens. DDS also collaborates with the other human services agencies including the Department of Behavioral Health (DBH) in providing seamless services to individuals with a dual diagnosis and with Child and Family Services Agency (CFSA) to ensure the transition of young people who age out of CFSA services into DDS services. DDS regularly collaborates with the Office of Disability Rights (ODR) regarding services in the community and is closely aligned with the Department of Healthcare Finance (DHCF) in the management of the HCBS Medicaid program for individuals with IDD.

In addition, DDS delivers services through an extensive network of more than 148 not-for profit and for profit service providers that operate under Human Care Agreements to provide critical services including residential services, day service, therapeutic and clinic services, training and employment services. DDS convenes monthly (DDA) and quarterly (RSA) leadership meetings with its Provider networks to ensure regular opportunities for face to face information sharing and exchange. Additionally, members of the DDS executive team routinely attend the DDA Provider Coalition meetings on request to listen to concerns, share information and problem-solve common barriers to quality service.

DDS also works closely with the federal Social Security Administration (SSA) in the delivery of services through the DDS Disability Determination Division (DDD). The DDD coordinates with the SSA for referrals, data exchange, contractors and determination of eligibility for people seeing SSA benefits for a disability as well as the review and continuation of benefits.

- ***Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.***

DDS constantly strives to improve the working relationships between DDS and the various partner organizations. DDS participates in the training and development of DDA service providers as well as regularly participates in meetings with the provider agencies to learn about their challenges and identify ways to assist.

In FY 2015 DDS is working to improve the communications and relationship between DDS and the SSA for more coordinated and timely reporting of financial information.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Employment Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Department of Employment Services (DOES)** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

DOES shares information with the public through various methods of external communication, including written letters, correspondence, and email blasts to customers; brochures, flyers, fact sheets, and poster displays at American Job Centers; and Interactive Voice Response (IVR) messaging via our main DOES customer service telephone line. One of our central communication methods to disseminate public information most expeditiously, however, is via the DOES website where we publish timely press releases on employment data, program and event announcements and outcomes, and major grant and funding awards from the U.S. Department of Labor (USDOL), etc.; current labor statistics and new labor publications developed by the Office of Labor Market Research and Information; and unemployment compensation information and important announcements for UI claimants and employers. The DOES website is constantly monitored and updated regularly. DOES also publishes major announcements related to employment-related laws and law modifications in the District's public register (e.g., Office of Wage and Hour law updates, First Source law updates, etc.) as well as public Notices of Funding Availability (NOFAs) and grant opportunities, etc.

www.does.dc.gov

<http://does.dc.gov/newsroom>

<http://does.dc.gov/page/labor-statistics>

<http://does.dc.gov/page/unemployment-compensation>

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DOES publishes all public meetings and events on its online calendar on the front page of the DOES website, and minutes of all applicable DOES public proceedings are published

online. In addition, DOES makes all final opinions and orders of adjudicated cases available online and FOIA-able. All FOIA requests sent to DOES via the DC Government Public FOIA Portal or by mail, fax, or email are processed by the agency's FOIA officer and handled professionally and expeditiously.

<http://does.dc.gov/page/dc-apprenticeship-council-meeting-minutes>

<http://does.dc.gov/page/compensation-review-board>

- *Steps your agency will take to increase public access to information.*

DOES will continue to publish all vital public information on its main website, including press releases with regard to employment-related information and updates, significant USDOL announcements, and event announcements and outcomes; post, display, and distribute vital public information at all American Job Centers; broadcast regularly updated messaging on our IVR system; and provide timely written correspondence to our customers, as warranted. In addition, DOES will begin to disseminate at American Job Centers and public forums, as well as post online, more employment-related fact sheets and FAQs, including job retention and job readiness information; employee wage and hour rights and changes to laws that effect employees; veteran-, youth- and senior-related services and opportunities; unemployment compensation-related announcements and materials, etc.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

N/A

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DOES is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DOES is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

1. *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

DOES lists links to all proposed and final rules, regulations, and requests for public comment on all program-related web pages pertaining to said proposed rulemaking and regulations. Specifically, the most frequently amended employment-related rulemakings and laws pertain to the Office of Wage and Hour (e.g., Living Wage, District of Columbia Minimum Wage Law, Accrued Sick and Safe Leave Act), and all amendments and updates are posted on the DOES Wage and Hour Compliance web page in real time.

<http://does.dc.gov/service/wage-and-hour-compliance>

2. *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

DOES shares with and distributes information and resources to the public at American Job Centers, public forums, ANC meetings, hiring fairs, and public outreach events held at DOES Headquarters, American Job Centers, and external venues with partner organizations throughout the Washington metropolitan area. The DOES IVR system is updated regularly with important announcements, and the DOES website is a principal medium to disseminate vital information to the public, including public meeting notices, programmatic FAQs and factsheets, public testimony, grant and funding availabilities, annual reports, state plans, etc. In addition, requests for comment on proposed rulemakings are posted on the DOES website as well as published in the District's public register. DOES also maintains an active social media presence. Twitter updates are posted regularly to the DOES website front page, and the Office of Youth Programs uses social media as a primary communication method to engage and correspond with District youth. Constituents young and old respond regularly to DOES Twitter and Facebook postings. Grade DC is another primary mechanism used by DOES to obtain feedback from customers regarding DOES customer service and is marketed at all DOES events as well as employed by American Job Center staff to solicit real-time, constructive feedback.

3. *How your agency identifies stakeholders and invites their participation.*

DOES has a vast network of partner organizations, stakeholders, and customers and constituents who have participated in DOES employment-related events or received agency services. DOES maintains several stakeholder databases, including the One City • One Hire database, the Contracts and Procurement database, and the District's DCNetworks database/Virtual One Stop (VOS) system that serves as the system for all Wagner/Peyser, Workforce Investment Act (WIA) and Trade Act participants. To invite relevant stakeholders to participate and/or partner in specific events or to apply for applicable funding opportunities, DOES identifies and matches stakeholders in these database with related pre-screening and hiring events, partnership opportunities,

and grants and funding solicitations. Requests for participation are sent via written or verbal correspondence that includes letters, emails, online registrations (e.g., Eventbrite) and in-person and telephonic invitation requests; invitations and calendar announcements are also posted on the main DOES website.

www.does.dc.gov

www.dcnetworks.org

<http://onecityonehire.org/>

4. *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

To enhance our public engagement efforts as well as increase instant, real-time customer feedback, DOES will begin generating more online feedback tools to post on the main DOES website and individual programmatic web pages, including online customer service surveys using Survey Monkey; installing desktop customer feedback links (e.g., Grade DC) on all public access computers at American Job Centers, and developing a cost-efficient strategy to utilize the agency's One-Stop Mobile Unit on a steady basis to register District residents for DOES programs and services at community events across the city.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DOES partners with several sister District agencies as well as collaborates with numerous external private and non-profit organizations to fulfill its mission, vision, and public obligations. DOES engages in robust collaborations with the following sister agencies:

- DC Public Schools (DCPS)/ Office of the State Superintendent of Education (OSSE)/ Department of Youth Rehabilitation Services (DYRS)/ Child and Family Services Agency (CFSA) – Various youth-related initiatives, including Summer Youth Employment Program (SYEP), Mayor's Youth Leadership Institute (MYLI), One City High School Internship Program (OCHSIP), In-School and Out-of-School Programs, etc. (<http://dcps.dc.gov>, <http://osse.dc.gov>, <http://dyrs.dc.gov>, <http://dc.gov/agency/child-and-family-services-agency>, <http://cfsa.dc.gov>)
- Office of Human Rights (OHR) – Language Access Program (<http://ohr.dc.gov>)

- Office of Disability Rights (ODR) – Disability-related customer services and relations, e.g., American Sign Language customer services (<http://odr.dc.gov>)
 - Office on Aging (DCOA) – Senior Community Service Employment Program (SCSEP) (<http://dcoa.dc.gov>)
 - Office of Veterans Affairs (OVA) – All DOES veteran-related initiatives (<http://ova.dc.gov>)
 - Office on Returning Citizens Affairs (ORCA)/Office of Gay, Lesbian, Bisexual and Transgender Affairs – Project Empowerment Program (<http://orca.dc.gov>, <http://glbt.dc.gov>)
 - Office of Contracting and Procurement (OCP) – All DOES contracting, procurement, and funding initiatives (<http://ocp.dc.gov>)
 - Office of Administrative Hearings (OAH) – All DOES customer-related adjudication services (<http://oah.dc.gov>)
- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

To enhance our collaborations with external private and non-profit organizations, DOES will develop strategies to increase partnerships with stakeholders who share a mission akin to the DOES mission which is to help put people to work. These collaborations include increased public outreach efforts, hiring fairs, and employment-related public forums. DOES will also begin sharing DOES programs and services links to post on partner organization websites to increase DOES online traffic and in-person visits to American Job Centers. In addition, DOES will continue to enhance and update its job seeker resources web page with a wide range of direct links to partner organization sites and a number of tools and resources, complete with and a brief description of what the sites have to offer. (<http://does.dc.gov/node/206292>)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
District Department of the Environment



Open Government Report 2014

Introduction

The mission of the District Department of the Environment is to improve the quality of life for the residents and natural inhabitants of the nation's capital by protecting and restoring the environment, conserving the District's natural resources, mitigating pollution, and educating the public on ways to secure a sustainable future.

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **District Department of the Environment (DDOE)** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DDOE relies on several methods to make the activities of the agency more transparent to the public. These include, but are not limited to:

Public Postings

- Posting public notices in the *DC Register*.
- Posting public notices and updated regulations on the DDOE website.
- Posting press releases on the DDOE website.
- Posting regularly on DDOE's social media networks including Twitter, Facebook, and YouTube page.

Targeted Communications

- Updating program content on the DDOE website on a regular basis.
- Sending emails and information to numerous list serves to promote program activities, announce DDOE events, provide updates on important agency initiatives, and invite interested parties to agency roundtables and discussions.
- Creating Guidance and/or Information Documents for the regulated community.
- Issuing Press Releases on a regular basis.

Public Outreach

- Attending and hosting stakeholder meetings for various agency programs.
- Attending and hosting ribbon-cutting events and public forums to promote DDOE activities and events.
- Conducting environmental school assemblies for elementary, secondary, and high school students.

- Conducting community outreach events for residential, businesses, and faith-based institutions.
- Conducting paid advertising campaigns for new agency initiatives and programs.
- Conducting trainings on technical regulatory matters.
- Convening Stakeholder Advisory Groups.
- Hosting Agency hearings on regulations that are open for public comment.

Specific examples of actions taken by the Agency to be more transparent include:

- ***Regularly Updated Websites Dedicated to DDOE Programs and Initiatives***
 - ***Sustainable DC:*** A Sustainable DC website (<http://www.sustainabledc.org>) was developed to engage District residents on the Sustainable DC (SDC) Plan and keep them up-to-date on agency performance, implementation activities, and volunteer opportunities.
 - ***For a Cleaner Anacostia River:*** Tagged, *For a Cleaner Anacostia River*, this project is the most comprehensive approach in cleaning up the Anacostia River in its history. The investigation will help identify where toxics are located in the river, who is responsible, the potential clean-up strategies, and projected costs. DDOE has taken the lead on the project and is conducting the remedial investigation and feasibility study to address contaminated sediments.

To ensure that the public is up-to-date on the remedial investigation, DDOE has dedicated a website that provides bi-weekly updates of the river sampling status and other progress updates (<http://ddoe.dc.gov/anacostiasediment>). Additional information regarding the locations of the various projects can be found here: <http://ddoe.dc.gov/anacostiasediment>.
 - ***EnergySmart DC:*** DDOE launched the EnergySmart DC website (<http://energysmartdc.com/>) to provide information to the public through a dedicated web portal regarding the development of a new Comprehensive Energy Plan (CEP) for the District under the brand name “EnergySmart DC.” DDOE also convened several public engagement meetings with various community stakeholders to explain the intent of the CEP and ways in which the public can actively participate in the development of the plan
 - ***Renewable Energy and Energy Efficiency:*** Information about DDOE’s energy efficiency and renewable energy programs are updated on DDOE’s website to foster greater transparency to the public and help educate residents about the benefits offered through each program (<http://green.dc.gov/page/energy-efficiency-and-renewable-energy-multi-family-buildings>). The information posted included all pertinent changes to programmatic guidelines, new program offerings, and simple do-it-yourself measures that residents can install in their homes to help reduce their energy consumption.

- ***Online Database of Key DDOE Metrics and Performance Measures***
 - ***Sustainable DC:*** DDOE staff also maintains an online “Green Dashboard” (<http://greendashboard.dc.gov>) released in 2012 which contains approximately 60 periodically-updated metrics: air and water quality measurements; registered numbers of capital bikeshare riders, hybrid vehicles, electric vehicles; numbers of LEED projects and ENERGY STAR buildings; and other data, some of which would otherwise be difficult for the public to find. This beta platform will later be modified and serve as a tool for tracking new metrics related to Sustainable DC.
- ***Development of Information Packages to Key Stakeholders***
 - ***Low Income Heating and Energy Assistance Program (LIHEAP):*** In FY 2013, the Energy Administration’s LIHEAP program developed an information package for the Program’s 22,000 applicants which includes four documents: (1) a summary cover letter; (2) a printout of the information provided by the applicant which DDOE uses to check for eligibility; (3) a detailed “matrix” table adopted each year as per federal requirements showing how funds are dispersed based on income, energy costs, and needs; and (4) instructions on the applicant’s appeal rights. This information package was provided to help ensure that program applicants understood eligibility requirements and program benefits.

2) **Public Engagement and Participation**

DDOE has engaged in the following activities to enhance opportunities for public participation in agency decision-making, as well as opportunities for greater public understanding of agency programs and activities:

- ***Public Outreach and Community Events***
 - ***Sustainable DC:*** After the announcement of the Sustainable DC Plan in July 2011, DDOE conducted a series of a series of community meetings and discussions were organized to hear how residents would make DC more sustainable. Every idea was entered online so other members of the community could read and vote on the ideas.

Over the Fall and Winter of 2011, over 700 dedicated volunteers met every other week to draft a vision and develop recommendations for goals and actions within the topics of built environment, climate, energy, food, nature, transportation, waste, water, and the green economy. In the end, the working groups recommended 900 goals and actions for consideration in the final plan.

In the 18 months of planning, over 180 public meetings and events were held, and almost 5,000 people learned about the plan.
 - ***Restoration Community Events:*** The Habitat Restoration Program plans, funds, and oversees activities that protect and restore river, stream and wetland habitats in the District of Columbia.

- ***Training Sessions to Inform and Educate Stakeholders of Upcoming and Existing DDOE Regulations***

- ***Stormwater Management:*** DDOE has undertaken numerous efforts to maximize transparency and engage the public in the development and implementation of the District's new stormwater management regulations and the Stormwater Management Guidebook (SWMG), which provides technical guidance on complying with the regulations.

From FY 2012 to present year (before and after finalizing the regulations), DDOE conducted over two dozen trainings for stakeholders, members of the general public, and sister agencies. Training topics include general compliance with the regulations, participating in the (Stormwater Retention Credit) SRC trading program, and use of the SRC database. DDOE plans to continue to provide these trainings as long as there is interest from the public.

Prior to finalizing these regulations on July 19, 2013, DDOE met on numerous occasions with stakeholders from both the environmental and regulated communities to provide updates and to receive feedback. During the development of the regulations, DDOE updated its website with each iteration of the regulations and the SWMG, as well as the associated comment response documents, public training schedule, training presentations, and other resources. DDOE continues to provide training sessions on stormwater management regulations. A calendar of upcoming sessions can be found here: <http://ddoe.dc.gov/service/training-sessions-2013-stormwater-management-rule-and-guidebook>.

DDOE also maintains an email list to provide updates to interested members of the public on implementation of the regulations and training sessions. The Department maintains contact information on its website so interested parties can easily request to be added to the email list.

- ***Green Area Ratio (GAR):*** DDOE has held various trainings for the regulated community on how to comply with the new Green Area Ratio (GAR) requirements in FY 2013 and FY 2014. These requirements were established as part of the rewrite of the District's zoning regulations. More information on the GAR and the training schedule is available at <http://ddoe.dc.gov/gar>.
- ***Benchmarking Program:*** DDOE, in collaboration with the District of Columbia Sustainable Energy Utility (DC SEU), established a Building Benchmarking Helpdesk to provide building owners with training sessions and individualized guidance on how to comply with the benchmarking requirements specified in the Clean and Affordable Energy Act of 2008.

- ***Frequent Stakeholder Meetings***

- Prior to rulemaking, DDOE staff hosted four stakeholder meetings to gather input to shape the District's new Wildlife Protection Act and Beekeeping

regulations. Notable attendees included prominent District beekeepers, individuals from the National Pest Management Association, USDA Wildlife Services, the Humane Society and its affiliates, the National Park Service, and City Wildlife. Additional meetings will be held in FY 14.

- Prior to rulemaking, DDOE staff hosted stakeholder meetings to gather input and shape revisions to the Districts' Voluntary Cleanup Program (VCP) regulations.

- ***Social Media Engagement***

- To help engage the public and inform them of the agency's upcoming events, DDOE maintains a Facebook page, a Twitter account, a YouTube page, as well as a public Picasa Photo Album Account. Links to these accounts can be found below:

- *DDOE Facebook Page:* <https://www.facebook.com/DC.DDOE>
- *DDOE Twitter Account:* http://twitter.com/ddoe_dc
- *DDOE YouTube Account:*
<https://www.youtube.com/user/DDOEPublicInfo>
- *DDOE Picasa Album:*
<https://picasaweb.google.com/DDOE.photo.albums>

- In addition to the social media platforms, DDOE features an "Ask the Director" component on the agency website to answer questions from the public posted on the website.

- DDOE's Sustainable DC Program also maintains its own accounts:

- *SDC Facebook Page:* <https://www.facebook.com/SustainableDC>
- *SDC Twitter Account:* <http://twitter.com/SustainDC>

- ***Active ListServ and Email Updates***

- DDOE staff also maintains active listservs and mailing lists for residents, organizations, and other stakeholders interested in DDOE updates and activities.
- The SDC team, for instance, maintains a listserv with 3,000 members who receive a monthly newsletter focusing on different aspects of the Plan, as well as periodic updates on major sustainability initiatives such as the Sustainable DC Act of 2013 and the Mayor's Transformation Order.

3) **Collaboration**

DDOE has taken numerous steps to enhance cooperation amongst sister agencies, the public, non-profit organizations and private entities to fulfill our mission:

- ***Sustainable DC:*** Sustainable DC has engaged people across the city to raise awareness, gather input, and tap into the wisdom and knowledge of community members, institutions, and organizations. In November 2011,

Mayor Gray kicked off nine different working groups that identified innovative ways to make the District more sustainable. Working groups are made up of volunteer private sector and community leaders, topic matter experts, and District Government staff. All working group meetings are public and welcome public participation and input.

DDOE continues to do extensive outreach to residents and businesses for SDC. Staff, interns, and trained volunteers attended 124 public meetings and events and talked with over 6,300 people about sustainability last fiscal year. Public outreach events ranged from community street festivals to small conversations with ANCs or student groups. Additional coordination with the Office of Aging and the Mayor's Office of Neighborhood Engagement facilitated outreach to seniors and non-English speakers.

In addition, DDOE participates in a Green Ribbon Committee of community leaders from the public, private, and non-profit sectors to review plan development from a range of perspectives and make sure the SDC plan is and continues to be beneficial to everyone who lives, works, or plays in DC. DDOE also participates in the District's Green Cabinet composed of agency directors tasked with determining how District agencies can make the city more sustainable while advancing their core missions.

- ***DC Sustainable Energy Utility (DC SEU)***: The DC SEU Advisory Board is a collaborative Board that provides comments and recommendations to DDOE and the Council of the District of Columbia regarding SEU contract, discusses the performance of the SEU with DDOE staff, and helps monitor the performance of the SEU under the SEU contract. Per legislation, members of the Board are multi-faceted and includes the Chair of the Public Service Commission, the People's Counsel, a renewable energy industry representative, a low-income community representative, an electric company representative, a gas company representative, etc (see here: <http://green.dc.gov/page/seu-advisory-board-bylaws>).
- ***Green Construction Codes***: In support of the construction code process, OPS staff presented more than 25 Green Construction Code trainings, and met frequently with stakeholders like the DC Building Industry Association and the Apartment and Office Building Association to get feedback on and support for the new green code. OPS staff also chaired the Green Building Advisory Council, which meets every other month to advise the District on green building policy and programs.

4) **Next Steps**

DDOE is working with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM) to explore ways to better collaborate with the public, open data community, non-profits, and other organizations interested in accessing and using District government data. The Mayor's Order on Transparency, Open Government and Open Data (Mayor's Order 2014-170), for example,

established an Open Government Advisory Group, which will be formally establish in Fiscal Year 2015. DDOE will communicate frequently and work closely with the Advisory Group to help create new policies to establish specific criteria for agency identification of protected data in accordance with FOIA, maintenance of existing data, and the creation of data in open formats. A copy of the Mayor's Order is available on the Open Government website (www.open.dc.gov).

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how Mayor Gray's Office has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Mayor Gray strongly believes in an open and transparent government. From the start of his administration, he has worked tirelessly to ensure that his administration is as transparent, collaborative, and accountable as possible. The Open Government Initiative, envisioned by Mayor Gray and led by the Executive Office of the Mayor (EOM), is a multifaceted approach to lead the District Government towards openness and transparency by using technology to make key government records easily accessible online. The overall goal is keep the public better informed about the functioning of their government.

Mayor Gray has been a leader in Open Government. At the start of his administration he issued Mayor's Memorandum 2011-01 that set the tone for open government efforts in the Gray Administration. It affirmatively set forth standards to be used in the interpretation of, and compliance with, the Freedom of Information Act and indicated the direction to be taken for further open government and transparency efforts.

In July 2014, Mayor Gray issued the Open Government and Open Data Directive, which details concrete steps the District government must take to better institutionalize a culture of transparency, accountability, and public participation in the District government. The Directive:

- Requires agencies to publish up to 15 different categories of government information online on agency open government and FOIA pages, create annual open government reports, and identify and publish datasets online
- Establishes a common web portal that will serve as the source for District-wide and agency activities related to this transparency, open government, and open data
- Convenes an Open Government Advisory Group to assist the Mayor in creating open government policy
- Designates a Chief Data Officer to coordinate implementation, compliance, and expansion of the District's Open Data Program

Since the announcement of the Directive, all agencies have created Open Government and FOIA webpages with key information on agency expenditures, organizational charts, policies, budget and more. Furthermore, the Executive Office of the Mayor partnered with Office of the Chief Technology Officer to create the new central open government website, open.dc.gov, which provides a large quantity of government information and makes it easier for the public to locate information that would otherwise be difficult to find or even know is published on individual agency webpages.

In addition, FOIAXpress, the District's first-ever city-wide FOIA processing system, successfully launched in July 2014 with over 50 District agencies using the system. Since the launch, members of the media and public have submitted over 600 FOIA requests and appeals through the online public FOIA portal. FOIAXpress has an internal component where FOIA Officers track and respond to FOIA requests and a public component that allows agencies to publish documents to a reading room for frequently requested public records. There are currently 56 frequently requested public records in the reading room. FOIA requesters also have the ability to check the status of their requests in FOIAXpress which gives them a better understanding of the workings of the government.

Also, the Executive Office of the Mayor works hard to ensure District residents are informed of key issues, projects, initiatives, and announcements of the District government. Methods the Executive Office of the Mayor uses to share information with the public include:

- The Mayor's Office of Communications published over 400 press releases in FY 2014 alone.
- The Mayor's twitter account has tweeted over 10,100 tweets and has 24,800 followers. Just a year ago, it had 18,400 followers.
- The Mayor's YouTube account, [dcmayorsoffice](https://www.youtube.com/user/dcmayorsoffice), has uploaded over 100 videos in FY 2014 alone.
- The Mayor's Office of Communications distributes The Mayor Gray Report, an e-newsletter summarizing Mayor Gray's announcements and activities, is distributed roughly once a week to well over 8,600 District residents, community leaders, and other key stakeholders. To date, 68 editions of the e-newsletter have been issued.
- The Executive Office of the Mayor has a new Open Government and FOIA webpage which includes information on EOM's budget, regulations, expenditures, organizational chart, employee salary information, and frequently requested public records.
- The Mayor's Office of the General Counsel has published all decisions of appeals of agency FOIA productions online and in the DC Register. The webpage on which appeals decisions are published now includes reformatted indices that make decisions more accessible and searchable.

- The Office of Documents and Administrative Issuances has entered into an MOU with the Office of the Chief Technology Officer (OCTO) to update dcregs.org, the online portal for the DC Register, DCMR, Mayor's Orders, and Mayor's Memorandums to add functionality, searchability, and other enhancements designed to improve performance and the ability of users to conduct advanced searches.

Moving forward, the Executive Office of the Mayor will take steps to increase public access to information including:

- Publishing additional documents to our FOIAXpress reading room (there are currently ten documents published there now).
- Updating our open government and FOIA webpage regularly
- Improving the accessibility of FOIA appeals decisions by providing the public the ability to download entire years of opinions in machine readable word and text format

The Executive Office of the Mayor is also working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify government datasets that OCA and OCTO expect to publish online later this year. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

In order to better capture resident feedback about District government performance, in June 2012, the Executive Office of the Mayor led the implementation and management of grade.dc.gov, an online grading tool that harnesses innovative analytical technology to improve customer care. Feedback from the public is collected from the online surveys and combined with data from comments posted on social media sites like Twitter, Facebook, Foursquare, and Yelp. This aggregated data is used by an independent company to develop a grade for each participating District government agency. The goal is to make it possible for District residents to easily offer actionable feedback and help DC government agencies improve their customer care. Grade.dc.gov has been an integral part in improving performance of District government services, and in FY 14 alone, members of the public submitted 36,445 reviews through it.

In addition, during the formulation of the Open Government Initiative, the Executive Office of the Mayor solicited public participation in the formulation of the District's transparency and open government policies by inviting the submission of comments, ideas and proposals to increase openness and transparency in government. The Executive Office of the Mayor received approximately a dozen comments, including detailed comments from the Sunlight Foundation, DC Open Government Coalition, Socrata and

Code for DC. Many of the public's suggestions have been incorporated into the Open Government Initiative. Comments can still be submitted through the open.dc.gov website.

Mayor Gray also solicits feedback and shares information through a wide variety of other platforms including Facebook, YouTube, Twitter, and the *Ask the Mayor* feature on the mayor.dc.gov website that allows members of the public to submit questions directly to the Mayor's Office. When correspondence is submitted through the *Ask the Mayor* feature it is entered in to the Intranet Quorum (IQ) system, a database that houses and tracks the Mayor's incoming mail to ensure that it is responded to promptly.

In addition, Mayor Gray believes there is no substitute for live public engagement and prioritizes face to face interaction with District residents and community leaders to keep them informed and engaged. Below are a few ways that Mayor Gray has engaged District residents in the past year:

- Mayor Gray holds biweekly press briefings to update the media about the District government's latest accomplishments, goals, and projects. He also takes questions from the press on any topic. In addition, every month Mayor Gray appears on NewsTalk on News Channel 8 where he discusses his administration's plans for advancing the city and takes phone calls from the public.
- Every year Mayor Gray conducts a series of Budget Town Hall Meetings, including one in every ward, to brief residents about his proposed budget. In 2014, he held 11 town hall meetings. Residents are able to provide the mayor and his cabinet with feedback in person during the town hall or through email at budgetquestions@dc.gov.
- Mayor Gray holds quarterly meetings with Advisory Neighborhood Commission (ANC) Chairs and Boards and Commissions Chairs to keep key community leaders informed of important issues and projects in which the District government is engaged.
- Each year Mayor Gray delivers a State of the District Address to report on the status of the city and outline his agenda and priorities for the year. In 2014, Mayor Gray delivered his State of the District Address at Kelly Miller Middle School with hundreds of District residents in attendance.
- On the mayor's behalf, the Mayor's Office of Community Affairs (MOCA) shares information with the public live and through a number of ways including listservs, newsletters, community meetings, websites, Twitter, Facebook and Instagram. MOCA maintains constant contact with stakeholders and invites the public to participate in government sponsored events and forums.

Perhaps most importantly, the Mayor maintains a breathtaking public schedule which includes regular participation in community meetings to keep residents informed of important issues and projects in which the District government is engaged and to listen to

residents and stakeholders. Mayor Gray is dedicated to serving the residents of the District of Columbia and works hard to ensure their needs are heard and met.

3) **Collaboration**

Mayor Gray strongly believes in collaboration, and during his administration, multiagency collaborative efforts have proven to be the most effective. Mayor Gray holds monthly cabinet meetings to ensure that agency directors are aware of different agencies' projects and goals and have an opportunity to partner with other agencies. It is important to Mayor Gray to break down the silo mentality and promote agency partnerships. The Deputy Mayor structure in the Gray Administration also accomplishes this by convening cluster meetings that allow agencies with generally similar areas of focus to communicate and work together to tackle issues with the Deputy Mayors able to coordinate work across clusters.

The partnership with the Executive Office of the Mayor (EOM) and Office of the Chief Technology Officer (OCTO) has been vital to the success of the Open Government Initiative. OCTO was a key partner in helping EOM with the creation of the new central open government website, open.dc.gov, which provides a large quantity of government information and makes it easier for the public to locate information that could have otherwise been hard to find on individual agency webpages. In addition, with the help of OCTO, EOM collaborated with all district agencies to create new and uniformed agency Open Government and FOIA webpages that contain much more agency specific information than ever before.

Furthermore, Mayor Gray understands that our Open Government Initiative must solicit and incorporate feedback from the public, nonprofit entities, and private entities to reach its full potential. To aid in the advancement of the initiative, the Mayor will soon appoint an Open Government Advisory Group that includes key representatives of the District government as well as representatives of the DC Open Government Coalition, Code for DC, and the Urban Institute. He will task this group with ensuring that the District government is a leader in Open Government and Open Data and making specific recommendations for improving the openness and transparency of the District government.

Mayor Gray believes in working collaboratively—both inside and outside District government—to achieve the common goal of advancing the District of Columbia. He understands that this can only be achieved when District government leaders have the opportunity to learn from and partner with each other. The Mayor's Sustainability Challenge, a grant competition among District agencies to test forward-thinking sustainability initiatives, is one tactic Mayor Gray uses to foster agency partnerships within the District government. In FY 13, Mayor Gray allocated \$6.85 million to date to support it. In FY 14, after a large number of collaborative projects were submitted, four District agencies and other partnering agencies were selected to receive funding totaling \$2.35 million for seven innovative projects.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Fire and Emergency Medical Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Fire and EMS Information Technology Department has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

"District of Columbia Fire & Emergency Medical Services (DCFEMS)" is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online for the year of 2014, as well as publishing FEMS "Open Government Reports to our FOIA online reading room. There is a host of additional information that's posted on FEMS website in accordance and in compliance with the Mayor's Order 2014-170, such as data feeds regarding FEMS information, salary information for government/FEMS employees, mobile application (Twitter), which allows the residents of the District of Columbia to stay connected with FEMS current events, Proposed/Final DC Regulations and DC Register, which provides the D.C. residents with access to the District regulations and Mayor's Orders, updated FEMS Organization chart, etc.

The below listed information is accessible to the public on the DCFEMS website <http://fems.dc.gov/publication/how-obtain-fems-records-instructional-page> and <http://fems.dc.gov/page/open-government-and-foia-fems> Open Government Material Page, which states.

"The District is committed to a transparent, open form of government. District agency websites are required to make certain records available online to the public, if those records exist. In cases where these records exist but are not yet available online, agencies are working to provide them as soon as possible. If you have any questions, please contact the FOIA Officer."

- Public Employee Salary Information (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
 - Administrative Staff Manuals
 - FEMS FY14 Budget
 - 2013 District of Columbia Fire Code
 - P Card Purchases
 - Awarded Contracts
 - FEMS Organizational Chart
 - FEMS Performance Plans
 - Cardiac Arrest Registry to Enhance Survival (CARES) Data
 - FEMS Inspection and Permits
 - FEMS Final Orders in Adjudicated Cases
 - Submit feedback using Grade DC
 - District-wide FOIA Reports
 - District-wide FOIA Officers
 - DC FOIA Statute
- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DCFEMS has taken several steps to be more transparent and to increase public access by:

Establishing an online FOIA request product for the last year, and we are currently merging that data in the Citywide FOIA express.

Releasing a mobile application for Windows, Apple, and Android phones. This mobile application has performance metrics and response times.

- *Steps your agency will take to increase public access to information.*

DCFEMS has created an online Permit request application that includes a digital payment process. This standardizes the permit process and makes reporting exponentially easier. The Department is in the process of mirroring this success for a Special Events portal that will allow customers to book events and pay for them with ease.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the Internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCFEMS is working to digitize many paper processes, such as vehicle inspections, disciplinary and compliance processing. Once this is done, the Department can consider what data can be shared easier.

DCFEMS website, <http://fems.dc.gov> has a wealth of information to share with the public. The website is updated with upcoming events, hiring and portals to assist the public.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

DCFEMS provides online access to rules and regulations which are listed on the FEMS website <http://fems.dc.gov/page/open-government-and-foia-fems> under Administrative Staff Manuals and Departmental Orders at <http://fems.dc.gov/page/departmental-orders>

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, and email contacts.*

DCFEMS currently receives input, shares information and resources to educate and inform the District community about meeting publications, documents, fire safety and other crucial emergency health information through various mediums to include the following:

- Community meetings
- Civic Association
- Advisory Neighborhood Commission Meeting
- Social Media – Facebook and Twitter
- Public Hearings
- Community Outreach Programs
- DCFEMS Website <http://fems.dc.gov/> and <http://fems.dc.gov/page/open-government-and-foia-fems>
- “Ask the Chief” at http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=fems.dc.gov&agency_id=1026&femsNav=|31507|
- “Frequently Asked Questions” at <http://fems.dc.gov/page/frequently-asked-questions-about-fems>

- FEMS Customer Service Satisfaction Survey at <http://fems.dc.gov/page/fems-customer-service-satisfaction-survey> -As part of the Mayor's commitment to customer service, we are looking for ways to improve your interaction with the District government. Our Customer Satisfaction Survey is intended to gather information about public safety assistance or basic city services you recently requested. DCFEMS uses comments and feedback to identify areas where operational improvements are necessary.
- Information is shared during meetings with stakeholder's
- Open houses in Fire stations
- Emergency Medical Services Task Force
- FEMS publications and documents list at <http://fems.dc.gov/publications-list>, which includes meeting minutes, agendas, letters, memos, task force notes, permit requirements, Emergency Medical Services protocols, ect.

- *How your agency identifies stakeholders and invites their participation.*

DCFEMS identifies stakeholders who present themselves and are referred through the following venues:

- task force
- presenting themselves
- referred by other agencies
- public/private partnerships
- partners at the local, state and regional level

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DCFEMS Information Technology Division is currently working on new feedback and mechanism by working with:

- Other agencies such as DMV for getting automated driver's licensing information, which will eliminate the need for employees to go to the DMV to collect a record and provide to us.
- OUC to transfer over management of our communication devices, such as Toughbook's and radios. We have been active participant in 311 online <http://311.dc.gov> for more than a year now.
- OCTO to get pertinent employee data into PeopleSoft, and auto updated into other mission-specific FEMS apps.
- Working on an initiative to eliminate all paper processes, which we believe will greatly benefit the agency and each department. We are

coordinating digitization of the new recruit process with FEMS Human Resource, and we created an Equal Employment Opportunity database.

DEFEMS has established and continually assess our programs, to enhance public engagement and participation through the following programs listed on the DCFEMS website:

Blood Pressure Program

Blood pressure taken on a walk-in basis at any fire station. This program is conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS). A copy of the Blood Pressure test will be provided with suggestions.

Child Safety Seat Program

The DC Fire & EMS Department offers free Child Safety Seat Inspection services.

CPR Training Program

The DC Fire/EMS Department offers Cardio-Pulmonary Resuscitation (CPR) training under the American Heart Association Guide lines.

Fire and Injury Prevention Education

The Public Information and Public Education Office offers fire safety and fire prevention presentations by appointment at no cost. Our programs are offered throughout the community for all ages.

Fire Prevention Inspection

Inspections of residential dwellings are available by appointment. These inspections are conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS) Department's Firefighting Division.

Free Smoke Detectors

The A'sia Sutton Smoke Alarm Giveaway and Installation Program is a DC Fire and EMS Department District-wide initiative to ensure that all District of Columbia homes have working smoke alarms.

Home Fire Safety Inspection

Home fire safety inspections are available by appointment. These home inspections are conducted as a courtesy of the DC Fire and Emergency Medical Services (F&EMS) Department's Firefighting Division.

Operational Permits

The DC Fire & EMS Department Fire Prevention Division (FPD) is responsible for ensuring safe operational practices of those individuals, companies, and businesses who wish to use or participate in operations that

are considered to be hazardous and pose a potential threat to the safety and well

Project Safe Place

All 33 DC Fire/EMS Department fire stations and the fireboat are designed as “Safe Places” for youths in crisis 24 hours a day through Project Safe Place. Project Safe Place is a national program that provides safe places for youths who are in need of crisis-related help. The program is managed in the District of Columbia by Sasha Bruce Youthwork. The DC Fire/EMS Department has been a partner since 1992

Juvenile Firesetter's Intervention Program

The Facts Fires and burns are the leading causes of injury and death to children. Children are twice as likely as adults to die in a fire. Even toddlers can start a fire with a match or a lighter.

Safety Workshop

The DC Fire and EMS department offers Child Safety and Injury prevention and pedestrian safety workshops free of cost.

Community Feedback – Ask the Chief

Provides a way for the community to ask the Fire Chief questions

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, and the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DCFEMS continues to collaborate with local, regional, state and federal agencies to achieve its mission and aims.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DCFEMS is consistently working with other government agencies, the public and non-profit and private entities to enhance the quality of services we provide. This will continually be accomplished through partnerships, community meetings, task force, focus groups and feedback.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Forensic Sciences



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Forensic Sciences (DFS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

- DFS's Public Information Officer maintains the agency website (dfs.dc.gov) and Facebook page (www.facebook.com/DCDepartmentofForensicSciences), regularly posting news and information to both. The website includes an Open Government and FOIA page that includes to all sorts of DFS information, including administrative, financial, operational, and public testimony/meetings. Agency press releases are posted to the website and Facebook, as well as emailed out to dozens of media outlets.
- DFS takes its obligations pursuant to the District's Freedom of Information Act and Open Meeting Act seriously. DFS's General Counsel is the agency's FOIA officer and in the most recent fiscal year for which data is available, a disposition was reached in 100 percent of requests received and was done so in a median time of 12 days. Links are available on the DFS website that direct users to a FOIA request form, the agency's FOIA report, and the results of FOIA requests filed. Regarding Open Meetings, DFS publishes advance notice of the quarterly meetings of its Science Advisory Board in the DC Register and on its website, along with an agenda. After the meetings, notes are posted in a timely fashion, and a complete audio recording is made available upon request. Webcasting is under consideration pending technology review and application.
- DFS will regularly consider what public information to provide through existing and new media, in keeping with its mission and the statute creating the agency.

- DFS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DFS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

- All of DFS's policies and procedures are linked in the agency's public website. Commentary/feedback can be sent to contactDFS@dc.gov.
- Through its website and Facebook page, DFS gives advance notice of any community meetings or public hearings in which the agency is participating. The website also features links to the Director's testimony at Performance and Budget Oversight Hearings before the DC Council. DFS responds promptly to any public inquiries/comments made via its website, Facebook page or emails to its Public Information Officer, Executive Assistant and members of the agency Directorate.
- Stakeholders are identified by statute, District of Columbia Code, Division 1, Title 5, Chapter 15.
- The public can contact DFS by email, Facebook page, phone and regular mail.

Collaboration

- DFS has weekly meetings of its Directorate, which includes all Department heads. Coordination among departments on agency-wide issues is discussed. Meetings are held regularly involving DFS and its stakeholder agencies, where information is exchanged and feedback sought. Additional meetings are regularly held with stakeholders to organize, prioritize and resolve issues that may arise. DFS's website and Facebook page list and give links to news, events, and updates relevant to the agency.
- DFS works with the stakeholders, media and the public to provide timely and accurate information about activities relevant to its mission.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of General Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of General Services has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

Response:

The Department of General Services is committed to making information available to the public and promoting transparency in all operational areas of the agency. The agency posts in the DC Register all notices for all public hearings related to the disposition of public assets and conducts public hearings related to real estate dispositions as well as construction activity at schools and other municipal facilities. The agency has complied with the Open Government website requirements mandated by the Executive Office of the Mayor and currently includes links to salary information, DGS contract award actions, purchase card transactions, budget information, minutes to meetings, organizational charts, performance plans, prior FOIA reports, and staff manuals and instructions.

In addition to mandated information, the DGS website includes a variety of other valuable information for the public, including a means to search for information related to District real property assets and specific District facilities (i.e. recreational facilities and athletic fields). The public can find on the DGS website all information related to all solicitations for goods and services as well as for the use of real estate. The website includes links to DGS' most recent press releases as well as social media activity.

The agency also now posts some documents of interest to the public in the agency's FOIAXpress reading room and currently has nine (9) documents of interest posted in our reading room. We anticipate increasing these numbers as we become more acclimated with FOIAXpress.

The District, through the efforts of DGS, has pioneered the most transparent building energy consumption database in the country. Commercial and municipal buildings are the city's biggest source of greenhouse gas emissions and consume a hefty energy budget. Build Smart DC (buildsmartdc.com) provides transparency and accountability by detailing, for nearly every public building: energy costs, raw daily energy usage, building performance comparisons, efficiency project efficacy tracking and by simply providing a substantial and unique pool of information from which stakeholders can learn and build.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

Response:

The Department of General Services complies with the requirements of FOIA by responding to every request in a timely and complete manner. During fiscal year 2014, DGS received and responded to 98 requests, which included approximately 267 staff hours. DGS, like many other agencies, recently adopted FOIAXpress as the means to track FOIA requests. FOIAXpress enables the public and DGS to track the status of each request. In addition to FOIAXpress, the agency tracks the time and costs associated with each request.

- *Steps your agency will take to increase public access to information.*

Response:

- ✓ The agency will continue to provide the vast variety of information currently offered through the agency's website, as well as continuing our practice of providing quarterly outreach events and posting all contract awards (including large and small purchases) online.
- ✓ The agency is currently standardizing its real estate forms and other transactional documents. These forms will be available online and solicitations will also include standard forms or provisions for transactions.
- ✓ Smart DGS – SmartDGS is the web-based application available to DC employees to report issues within District facilities. The agency will continue to promote the use of SmartDGS as a means to receive and track public and employee requests for services within District facilities.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

Response:

The Department of General Services is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DGS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

Response:

DGS did not promulgate rules or regulations during 2014. If the agency elects to publish proposed rules or regulations, the agency will make such information available on its website and create a separate email account or other platform to receive public comments.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

Response:

DGS currently devotes considerable effort to ensure that community stakeholders are engaged in the execution of large construction projects and significant real estate transactions. This engagement includes multiple community meetings with community stakeholders, ANC Commissioners and contractors/construction/design professionals and also the distribution of project documents to stakeholders upon request. DGS is actively engaged on social media to provide information as well as to gather feedback and concerns related to agency activities. Community meetings are conducted in connection with any disposition of District real property and these meetings include discussions of transaction terms and anticipated community benefits. As another example, the agency meets with the Eastern Market Advisory

Council monthly to address any concerns related to the management and operation of the Eastern market. The minutes from these meetings are posted online.

- *How your agency identifies stakeholders and invites their participation.*

Response:

DGS is a member of sixty-seven (67) local listservs, which represent over 33,000 District residents. Being an active member of local listservs has allowed the agency to continue to proactively identify and communicate the agency's brand as well as invite the participation of the community and stakeholders by engaging residents on upcoming DGS initiatives, events and projects.

Monitoring the listservs also provides the team an opportunity to hear what the DGS concerns are in the community in real-time and respond in a more timely fashion. Upon receipt of concerns the team works with sister agencies and/or internal DGS staff to provide timely responses to resident's concerns.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

Response:

In FY14, DGS will continue to implement and use web-based social networks and programs such as Facebook, Twitter, YouTube, Google+, LinkedIn, Tumblr, Instagram, Vine and Pinterest to maximize outreach, solicit feedback and enable consistent communication.

We will continue to grow our online presence on social media networks by encouraging additional DGS employees to establish Twitter accounts as a method to reach their prospective audiences.

All of our social media networks are used to provide residents with information on upcoming ribbon cuttings, ground breakings, community meetings, DGS public hearings, DGS initiatives and DGS solicitations to name a few. The Twitter and Facebook accounts continue to be an avenue for residents to provide positive and negative feedback to DGS in real time.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate. Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

Response:

DGS has implemented SmartDGS, a web-based application available to all District employees as a vehicle to report issues within District facilities, and encourages employees of other agencies throughout the District to utilize SmartDGS to report and track facility issues.

DGS works closely with other agencies throughout the District of Columbia government to identify space and to address real estate needs. This collaboration includes meeting with agencies to determine programming needs, space requirements, proper disposition of underutilized real property and minimum suitability requirements for agency space. Agencies are actively involved in the process of selecting prospective properties for agency use, from selection of property to construction of tenant improvements.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[INSERT AGENCY NAME]



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Mayor's Office of GLBT Affairs has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Mayor's Office of GLBT Affairs shares info with the public through its weekly News & Notes newsletter. The newsletter is one of the primary modes of communication with the public. In addition, the Mayor's Office of GLBT Affairs utilizes its Facebook page and Twitter account to disseminate information to the public. The Office occasionally collaborates with the Mayor's Communications Office on press releases on pertinent issues. The agency website is in the process of being updated, which should be concluded by the end of November 2014. Once fully updated, the website will become a principal means by which the agency shares info with the public.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

The Mayor's Office of GLBT Affairs meets its obligations under the District's Freedom of Information Act and Open Meetings Act in the following ways: 1) notice for meetings of the Advisory Committee to the Mayor's Office of GLBT Affairs is posted to the Office's Facebook page and News & Notes listserv at least 5 days prior to the meeting; 2) the public, through the meeting notice, is allowed to submit comments in advance of the meeting; 3) members of the public in attendance are invited to give two-minute remarks at the beginning of the Advisory Committee meetings; and 4) the meetings are recorded.

- *Steps your agency will take to increase public access to information.*

By November 30th, the Office will update its website and begin disseminating more information through it. For example, the Office will begin posting the meeting minutes from and recordings of the Advisory Committee meetings to the GLBT Affairs website.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The Mayor's Office of GLBT Affairs will take the following steps to come into greater compliance with the Open Meetings Act: 1) by November 30, 2014, the Office will post the meeting minutes from and recordings of the Advisory Committee meetings; 2) by January 30, 2015, the Office will begin to webcast the Advisory Committee meetings; 3) by March 31, 2015, the Office will start an archive for taped Advisory Committee meetings on the agency website.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Mayor's Office of GLBT Affairs is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Mayor's Office of GLBT Affairs is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

The Mayor's Office of GLBT Affairs currently provides access to proposed rules and regulations to the members of the Advisory Committee to the Mayor's Office of GLBT Affairs. As members of the public, the Advisory Committee is diverse and represents the community. In order to expand opportunities for the public to participate in agency decision-making, the

Office will begin to post proposed rules and regulations on its website and on its Facebook page by January 30, 2015. The public will have a two-week window to provide input.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

The Mayor's Office of GLBT Affairs shares information and resources to keep the public informed through its weekly News & Notes e-newsletter, Facebook, and Twitter. The public is able to provide input via Twitter, Facebook, and the agency's general email address (which is posted on the website). Moreover, members of the public are invited to the meetings of the Advisory Committee to the Mayor's Office of GLBT Affairs, where they can provide input at the beginning of each meeting. In addition, the Office holds annual events and participates in community activities, which are open to the public and provide opportunities for the public to provide input, such as: the Sheroes of the Movement Awards Reception; and tabling during each of the District's Pride celebrations.

- *How your agency identifies stakeholders and invites their participation.*

The Office identifies stakeholders through multiple community events held throughout the year. In addition, the Office interacts regularly with stakeholders through monthly meetings in which it participates or facilitates, such as: the Violence Prevention and Response Team (VPART), which it facilitates; the Office on Latino Affairs (OLA) LGBTQ Task Force Meeting; the DC Concerned Providers' Coalition (DCCP); and many more.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

In FY15, the Office will improve public engagement by specifically reaching out to the public through Twitter and Facebook to ask for community input. Twice each fiscal year, the Office will invite the public what it would like the Office to prioritize.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

The Office currently works across multiple departments and other governmental agencies to fulfill its obligations. These include, but are not limited to: 1) coordinating LGBTQ cultural competency training for all DC government agencies under the Mayor's authority; 2) working with the DC Office of Human Rights (OHR) on educating DC government employees and private citizens of the District's human rights protections and on Bullying Prevention Policy review and implementation; 3) collaborating with the Metropolitan Police Department's Gay & Lesbian Liaison Unit (GLLU) on the VPART meetings and training officers on LGBTQ cultural competency; 4) collaborating with the OLA LGBTQ Task Force; 5) collaborating with Office of the State Superintendent for Education (OSSE) on the Gay, Lesbian, and Straight Education Network (GLSEN) Safe Space Initiative; 6) working with DC Public Schools (DCPS) on their Transgender Policy; 7) working with the US Attorney's Office – DC to solicit Community Impact Statements from members of the LGBTQ community; and 8) participating in the District's Age-Friendly City Initiative.

In addition, the Office collaborates with the public and nonprofit entities in a number of ways, including but not limited to: 1) the VPART meetings, in which several nonprofits participate; 2) participating in/tabling at the District's 6-7 annual Pride celebrations, which engage myriad nonprofits and thousands of constituents; 3) attending nonprofit events throughout the year, including the annual SMYAL Brunch, ManDate Conference, DC Center Fall Reception, and many others; 4) providing LGBTQ cultural competency at nonprofit shelters; and 5) participating in the Latino GLBT History Project's Annual Heritage Awards.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

The Mayor's Office of GLBT Affairs will improve collaboration with the public in the following ways: 1) fully updating its website by November 30, 2014, in order to better utilize it for public engagement; 2) reach out to more community-based organizations for collaborative activities, such as the Sheroes of the Movement Awards Reception; and 3) hold Advisory Committee meetings in nongovernmental locales around the city (currently, the Advisory Committee meets in different quadrants of the city, but only in government buildings, which may dissuade some community members from attending).

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HEALTH**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Health has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

- *Information is shared with the public through multiple avenues including publishing information in the District of Columbia Register, posting on the agency's website, issuing press releases, making information releases for residents and visitors, making information releases for health professionals and health facilities, responding to Freedom of Information Act requests, placing materials in the agency's FOIAXpress reading room, emailing distribution groups, sending text messages, and using Twitter.*
- *The Department of Health is responsive to Freedom of Information Act requests. The Department of Health implemented FOIAXpress in 2014 to better meet its obligations under the District's Freedom of Information Act (FOIA). The Department of Health complies with its obligations under the Open Meetings Act by publishing schedules of meetings in the D.C. Register and posting the schedules, minutes, and other materials on the webpages of the pertinent program. The Department of Health has Open Government and FOIA webpages at <http://doh.dc.gov/page/open-government-and-foia-doh>.*
- *The Department of Health is working to increase the amount of materials on its webpages, including those posted on the FOIA and Open Government webpages and those posted to the FOIAXpress Reading Room.*
- *The Department of Health supports the health occupation boards and is advised by the State Health Coordinating Council. The Department of Health has begun to explore the possibility of webcasting live and archiving on the internet the meetings of the health occupation boards and the State Health Coordinating Council.*
- *The Department of Health is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to*

publish online later this year. If no dataset from the Department of Health is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the District's Chief Data Officer.

- *The Department of Health provides data or links to data on its website (example: <http://doh.dc.gov/node/139482>) and in its publications such as the DC Healthy People 2020 report available at <http://doh.dc.gov/page/dc-healthy-people-2020>.*

2) **Public Engagement and Participation**

- *The Department of Health's emergency, proposed, and final rulemakings are available via www.dcregs.dc.gov. Proposed comments are received via the comment function of www.dcregs.dc.gov, email, U.S. mail, courier, and hand delivery. Rulemakings are often posted with other information related to specific programs on their webpages. For example, the regulations governing hospitals are shown at <http://doh.dc.gov/sites/default/files/dc/sites/doh/publication/attachments/Hospitals.pdf>. Hard copies of proposed rulemakings are available at the Office of the General Counsel during the time that public comments may be submitted. Rulemakings are often sent directly to those persons and entities known to have a strong interest in the regulations.*
- *The Department of Health shares information and resources to keep the public properly informed through public meetings, public hearings, Frequently Asked Questions distributed by via electronic means and hard copy means, Twitter, press conferences, media briefings, email distribution lists, community meetings, newsletters, and advisories. Examples: Information for the Resilient DC program, which strengthens our community's ability to "bounce back" from emergencies and disasters, is posted at <http://doh.dc.gov/resilience>. The Pharmaceutical Control Division, in conjunction with the Board of Pharmacy, posted Pharmacy Policy Statements at <http://doh.dc.gov/node/158712>.*
- *The public may provide comments via Twitter, public meetings, public hearings, www.dcregs.dc.gov, email, telephone, facsimile, U.S. mail, courier, hand delivery, personal appearances, and community meetings.*
- *The Department of Health identifies stakeholders who are impacted, or who will be impacted, by the actions of the Department of Health. The Department of Health also welcomes stakeholders who self-identify. The Department of Health then invites the stakeholders to participate in discussions leading to agency decision-making. Example: The Director of the Department of Health engaged the District of Columbia Hospital Association and the District's acute care hospitals in discussions surrounding Ebola preparedness.*

- *The Department of Health participates in Grade DC and monitors Twitter in addition to receiving public feedback via the Ask The Director web function, email, mail, text messages, and telephone calls.*

3) **Collaboration**

- *The Department of Health collaborates with other District agencies, the federal government, the public, and non-profit and private entities in fulfilling its obligations.*
- *Example: When Ebola became an issue for the United States, the Department of Health created webpages found at <http://ebola.dc.gov> and <http://doh.dc.gov/page/ebola-information> to provide up-to-date and reliable information regarding Ebola preparedness and response for the sister agencies, the public, health facilities, health professionals, and non-profit and private entities.*
- *Example: The Department of Health maintains webpages on grant funding found at <http://doh.dc.gov/service/grant-funding> to aid the public as well as non-profit and private entities.*
- *In order to improve collaboration, the Department of Health participates in Grade DC, participates in community meetings, and utilizes Twitter, the Ask The Director Function, email, mail, text messages, and telephone calls. Information on how to use these methods of collaboration is found at <http://doh.dc.gov/>.*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance



Open Government Report 2014

Introduction

The Department of Health Care Finance (DHCF) is the agency responsible for the administration of the Medicaid, CHIP, Alliance Health Care and other programs. The mission of DHCF is to improve health outcomes by providing access to comprehensive, cost-effective, and quality health care services for D.C residents.

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Department of Health Care Finance** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Below is a description of the steps DHCF has taken or plans to take to be more transparent in the areas of: covered Medicaid services in DC; how to apply for Medicaid in the District; the program policies for Medicaid and CHIP; grants and cooperative agreements to DHCF; FOIA activities; and access to meetings and data.

A. Medicaid Covered Services Offered by DHCF in the District of Columbia

- *DHCF is the single state agency responsible for the administration of services covered under title XIX (Medicaid) and Title XXI (Child Health Insurance Program, or CHIP) of the Social Security Act, as amended. Covered Medicaid services fall into two categories: mandatory and optional services. While the mandatory services are the same across all states and jurisdictions, the optional services are independently determined by each jurisdiction. The DHCF website (<http://dhcf.dc.gov/service/medicaid>) contains descriptive information of the Medicaid services covered by the Medicaid program in the District of Columbia and how to apply for Medicaid in the District of Columbia (<http://dhcf.dc.gov/page/medical-assistance-programs-information-and-eligibility>).*
- *DHCF intends to also provide a link to the CMS website that will allow DC residents to identify and compare the services offered by Medicaid agencies in other jurisdictions to those offered by DC (<http://www.medicaid.gov/state-resource-center/medicaid-state-plan-amendments/medicaid-state-plan-amendments.html>).*

B. Medicaid and CHIP Program Policies

- *DHCF maintains on its website an electronic copy of the Medicaid State Plan (<http://dhcf.dc.gov/page/dhcf-medicaid-regulations>) that contains all of the policies for the Medicaid program. A Medicaid State Plan is an agreement between a state (or other jurisdiction, like the District) and the Federal government describing how the jurisdiction administers its Medicaid program. In DC, CHIP is accomplished through a Medicaid expansion and a copy of the CHIP Plan and Amendments is available on the Federal Website (http://medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/CHIP-State-Program-Information.html?filterBy=District_of_Columbia). The Plans provide an assurance that a jurisdiction will abide by Federal rules and may claim Federal matching funds for its program activities. The State Plan sets out groups of individuals to be covered, services to be provided, methodologies for providers to be reimbursed and the administrative activities that are currently approved for that jurisdiction.*
- *Changes to the State Plan are done through the State Plan Amendment (SPA) Process and must be ultimately approved by the Centers for Medicare and Medicaid Services (CMS). Before DHCF submits a SPA to CMS, DHCF publishes the proposed SPA in the District Register to allow for comments by affected parties (<http://www.dcregs.dc.gov/>). Copies of local rule-making that support the State Plan Amendments are also published in the District Register for public comment before approval.*
- *Transmittals are documents that provide guidance to the enrolled providers or services to Medicaid beneficiaries. DHCF shares copies of our Transmittals on our website (<http://dhcf.dc.gov/page/2014-dhcf-medicaid-updates>) so they are accessible to all providers and consumers of services, as well as the general public.*
- *DHCF intends to provide a link on our website to the CMS website where providers and consumers can compare policy documents from other Medicaid State Agencies in other jurisdictions (<http://medicaid.gov/Medicaid-CHIP-Program-Information/By-State/By-State.html>) to the District's policy documents.*

C. Medicaid Grants and Cooperative Agreements

- *DHCF has been the recipient of several federal grants and cooperative agreements over the past five years in the areas of health information exchange, health information technology, health insurance exchange planning and health care reform. DHCF announces the award of these through press releases coordinated through the Executive Office of the Mayor (EOM).*
- *For some of the grants and cooperative agreements, funds were included to pay for information dissemination activities to let the public know what activities transpired or were being planned in the grant or cooperative agreement. Activities such as the HIE Stakeholder Summit (September 2014) provided an opportunity to share accomplishments and*

future plans of the cooperative agreement at a local Summit conducted by DHCF at no charge to the participants.

D. Freedom of Information and FOIAXpress Reading Room Activities

- *DHCF is committed to a transparent and open form of government. The agency makes certain records available online through its website (www.dhcf.dc.gov), including public employee salary information, fiscal year budget, policy statements, and numerous frequently requested public records. In addition, publically released documents can be accessed via the DC Government's Freedom of Information Act (FOIA) Reading Room (<https://foia-dc.gov/palMain.aspx>). For records that are not available online the public is invited to submit a FOIA request through the DC government Public FOIA Portal (<https://foia-dc.gov/palMain.aspx>).*
- *DHCF complies with all the legal requirements of FOIA. When the FOIA Officer receives a FOIA request he informs the requestor that it has been received and that the agency has 15 business days to respond. The request is then evaluated to ensure that it is seeking information that falls within FOIA's disclosure requirements. It is important to note that FOIA only applies to documents already in existence; no new records are to be created in response to a FOIA request. The request is then funneled to the appropriate agency representative to collect the necessary documentation. If the documents requested exist they are collected and evaluated to determine if they fall within any of the statutorily listed exemptions, such as trade secrets, personal information that would constitute an invasion of privacy, investigatory records compiled for law enforcement purposes, etc. (see D.C. Municipal Regulations Title I, 1-406 (2014)). If the documents do not fall within any exemption then they are sent to the requestor, either electronically or through the U.S. postal service.*
- *DHCF is committed to open and transparent government. It will continue to strive to provide the public with access to relevant information concerning the agency's operations.*

E. Open Meeting Act Activities

- *DHCF has one advisory board (DC HIE Advisory Board) whose members are appointed and sworn in through the Mayor's Office of Boards and Commissions. DHCF also has two advisory committees (the Medical Care Advisory Committee and the Pharmacy and Therapeutics Committee), and an advisory council (Ombudsman Advisory Council) whose members are appointed by the State Medicaid Director, or by their designee. These groups provide advice to the agency in a number of areas: Health Information Exchange, Medical Care Services, Pharmacy and Therapeutics, and Insurance Advocacy. Notices of the meetings are posted in advance and the meetings are open to the public.*

- *DHCF is exploring the technology and logistics requirements that would be necessary in order to webcast the advisory board meetings and archive the past meetings for public consumption.*

F. Access to Medicaid Data

- *As a covered entity under HIPAA, DHCF has a mandated responsibility to protect the privacy and security of beneficiary information. However DHCF can provide aggregate and de-identified data to interested parties.*
- *The Division of Analytics and Policy Research (DAPR), within the Health Care Policy and Research Administration (HCPRA) at DHCF, regularly produces data snapshots on recent analyses of costs and utilization of Medicaid services among beneficiaries in the District of Columbia. Snapshots recently posted to the DHCF website have covered a variety of topics, including insurance coverage levels among children in the District; the effect of the Medicaid expansion on Medicaid Managed Care enrollment; and the cost of Mental Health Rehabilitation Services (MHRS). By sharing these snapshots on the DHCF website, the agency seeks to engage the public interest in timely health care policy issues, and provide a transparent view of the work DHCF conducts to serve Medicaid beneficiaries of the District of Columbia.*
- *DHCF is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHCF is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the DHCF Chief Data Officer.*

2) **Public Engagement and Participation**

To enhance or expand opportunities for the public to participate in agency decision-making, DHCF has taken the following steps:

- *For the SPA-related documents and Transmittals that were previously discussed under Transparency, DHCF currently uses the District Register's public comment process to provide for public engagement, participation and input on the approval process for these policy documents. URL: <http://lims.dccouncil.us/>*
- *DHCF publishes on its website (<http://dhcf.dc.gov/>) advance notices of public meetings of: the Medical Care Advisory Committee (MCAC), DC HIE Advisory Board, and the Pharmacy and Therapeutics Committee, and the Ombudsman's Advisory Council. Minutes are taken at these meetings and can, in most instances, be made available to the public, on request.*
- *The MCAC holds a standing monthly meeting to share DHCF program initiatives and to obtain public and stakeholder input. DHCF maintains both*

Facebook and Twitter accounts and links to them through the DHCF website for social media interactions. DHCF also participates in the “Ask the Director” program to answer questions from the public posted to the website.

- *For the existing committees and advisory boards, suggestions for additional stakeholders often come from the current stakeholders or externally from individuals who self-refer after learning about the group. Additional participation can also come in the form of ad-hoc working groups or task forces that are augmented by participants who are not formally on the full board or committee.*

3) **Collaboration**

DHCF has taken or plans to take the following steps to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities to fulfill our mission:

A. Intergovernmental Collaboration

- *DHCF works with DHS and the DCHBX on a multi-year project to design and deploy a new integrated eligibility system for health and human services programs. The system is called the DC ACCESS SYSTEM or DCAS. During the first phase of the project, DHCF, DHS and DCHBX developed the needed functionality to automate and streamline eligibility for Medicaid and the DC Health Benefits Exchange in compliance with the Affordable Care Act and to build the health benefits website, DC Healthlink. DHCF and DHS continue to work together to automate and streamline eligibility for all remaining health and human services programs.*
- *DHCF has several intergovernmental collaborations with sister agencies for the purpose of improving the delivery of services to Medicaid beneficiaries to ultimately improve health care outcomes and/or the quality of life. Current collaborations include DOH, DOC, DYRS, DBH, DCOA, CFSA, OSSE, DCPS, DDS, and DDOE on public health or health care delivery projects.*
- *DHCF has collaborated with DOH on health information technology (IT) projects that enable the improved collection of health care information for public health purposes. The collaboration involved joint participation on an advisory board and providing a sub-grant from DHCF to DOH to pay for health IT upgrades to DOH systems.*
- *DHCF is collaborating with DBH on a Medicaid health homes project to improve the services delivered to Medicaid beneficiaries with severe mental illness (SMI). This collaboration involved the drafting a Medicaid Health Homes State Plan Amendment to finance the services.*
- *DHCF, DDS, DCOA, DBH and DHS also successfully collaborated on a planning grant to the US. Administration for Community Living (ACL) to develop a No Wrong Door, streamlined referral and eligibility system for individuals seeking access to long-term care services and supports. The focus*

of the grant is to strengthen the services offered by the ADRC and to build upon the functionality of DCAS.

B. Private Sector Provider Collaboration

- *DHCF used federal funding from an Office of the National Coordinator (ONC) cooperative agreement to fund sub-grants for six District hospitals to participate in a regional project for an electronic Encounter Notification System (ENS) which alerts physicians when their patients transition to a different health care setting.*
- *DHCF is exploring private sector collaborations with evolving Accountable Care Organizations (ACOs) and ACO-like entities to improve the capabilities of these organizations to do care coordination, which will allow more effective utilization of scarce health care resources. Some of these collaborations are not just intra-District but may involve regional collaborations with providers in Maryland locations.*
- *DHCF will also explore ways to inform the public of these collaborations and how the collaborations can positively affect the health outcomes of consumer members and beneficiaries.*

C. Academic Collaboration

- *DHCF is collaborating with George Washington University (GWU) on a federally funded grant GWU received to evaluate the use of mobile technologies and integrated care systems. This collaboration will involve data sharing and analysis of linked data to determine the impact of technology on selected health outcomes. Another public sector agency will be involved in this collaboration as well.*
- *DHCF will be examining new tools in data collaboration to help improve the timely communication of progress in the analysis of the data and the accurate interpretation of research implications.*

Conclusion

DHCF intends to update this Open Government Report annually to include new and emerging initiatives that demonstrate transparency, engagement, and collaboration in the agency and that would be of interest to our stakeholders and to the public at large.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Homeland Security and Emergency Management Agency



Open Government Report 2014

To institutionalize a culture of transparent, open, and accountable government, and to expand opportunities for resident participation and collaboration, this Report describes how the District of Columbia Homeland Security and Emergency Management Agency has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The District of Columbia Homeland Security and Emergency Management Agency (HSEMA) is dedicated to our mission to promote and protect life safety by ensuring that the District of Columbia is prepared to prevent, protect against, respond to, mitigate, and recover from all threats and hazards. To this end, HSEMA will publish the final versions of the District Preparedness Framework and associated documents on both our [Publications webpage](#) and the HSEMA [Freedom of Information Act \(FOIA\) Reading Room](#). The public can view all HSEMA Press Releases and other important news on HSEMA's [Newsroom webpage](#). HSEMA keeps District constituents informed via our Facebook page and Twitter feed, as well as, through the use of our electronic application (available on both Apple and Android devices) and AlertDC, the official District of Columbia communications system that sends emergency alerts, notifications, and updates directly to user devices.

HSEMA is fully committed to responding to FOIA and District Department of Transportation (DDOT) Closed Circuit Television (CCTV) Traffic Camera Feed requests from the public. HSEMA's [Open Government, FOIA, and CCTV](#) webpage describes the process for requesting this information and the timeline for responses. In order to ensure timely response to FOIA requests, HSEMA has developed a robust FOIA Response Procedure (attached) that sets out the process for HSEMA employees to respond to FOIA requests in a complete and timely manner, through the HSEMA's designated FOIA Officer.

HSEMA continues to maintain the public's access to information by providing finalized public planning documents as detailed above, in addition to providing emergency preparedness guides on our [Emergency Preparedness webpage](#). The HSEMA Community Outreach Team works closely with citizens, employees, visitors, communities and businesses to provide vital emergency preparedness information.

HSEMA works closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets which OCA and OCTO expect to publish online later this year. If no dataset

from HSEMA is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Although HSEMA generally does not promulgate rules or regulations that affect the public, we will accept public commentary on published planning documents. Comments received will then be considered and may be incorporated during the next planning cycle.

HSEMA shares information and resources that keep the public informed by consistently conducting Community Outreach events throughout the District's eight (8) wards. HSEMA maintains an active social media presence via our [Facebook page](#), [Twitter Feed](#), and electronic application (available on both Apple and Android devices). HSEMA encourages all District residents, commuters, businesses, and visitors to sign up for AlertDC, the official District of Columbia communications system that sends emergency alerts, notifications, and updates directly to user's devices. In 2013 and 2014, HSEMA launched a comprehensive campaign urging all residents and visitors to sign up for AlertDC, which resulted in a significant increase in user sign-ups. Additionally, HSEMA's website remains up-to-date with important emergency preparedness related information designed to keep the public informed on what to do in an emergency, including how-to videos and instructions for making an [Emergency Go Kit](#). Additional preparedness resources can be found on the Agency's [Emergency Preparedness](#) webpage.

In 2013, HSEMA established the [Business Emergency Management Operations Center \(BEMOC\)](#) to help facilitate the interaction between the public and private sectors before, during, and after an emergency.

3) **Collaboration**

In 2014, HSEMA established an unprecedented coordinated planning process that incorporates the expertise of various District, federal, regional and non-governmental entities to ensure that the needs of the whole community are appropriately addressed. Throughout the revamped planning process, HSEMA includes representatives from non-governmental and community organizations to provide commentary and input on mass care services and business preparedness.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Housing and Community Development (DHCD) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIApress reading room.*
- DHCD has revised its website homepage to make it a more user-friendly tool for District residents including:
 - "DHCD Live Reports" features daily tweeter updates
 - The "What's New" section offers highlights on media advisories, press releases, reports, Solicitation for Offers, Request for Proposals, public meeting notices and program announcements
 - "Featured News" offers the latest in DHCD press releases, newsletters, testimonies and advisories
 - The "DHCD Project Pipeline Report" provides stakeholders with real time dates on the status of affordable housing development
 - Viewing our "Upcoming Events" section affords residents a short listing of DHCD meetings, workshops and outreach events
- DHCD releases an annual report each fiscal year (October 1st to September 30th) highlighting the Department's accomplishments, policy and procedure revisions, financials and overall performance. This publication is produced and published under the guidance of the DHCD Office of Communications and Community Outreach. To view the annual reports please see the below listing:
 - [FY 2013 Annual Report](http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2013-annual-report) (see link: <http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2013-annual-report>)
 - [FY 2012 Annual Report](http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2012-annual-report) (see link: <http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2012-annual-report>)

- The DHCD website is a wealth of information for all stakeholders from media, to residents, to development partners. In addition to renaming the tabs, “Communities”, “Development” and “Residents” to better speak to stakeholders there are several locations on the site that has resourceful information.
 - Press releases can be found here: <http://dhcd.dc.gov/newsroom/press-releases>
 - Media advisories can be found here: <http://dhcd.dc.gov/newsroom/advisories>
 - Agency publications can be found here: <http://dhcd.dc.gov/publications>
 - Solicitations can be found here: <http://dhcd.dc.gov/node/19152>

- *How the agency meets its obligations pursuant to the District’s Freedom of Information Act and Open Meetings Act.*
 - The DHCD makes records and reports available online to the public, if the records exist. In cases where these records exist but are not yet available online, DHCD is working to provide them as soon as possible. The current available FOIA information is listed below:
 - Employee Salary Information (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
 - Administrative Staff Manuals and Instructions
 - Final Opinions Made in the Adjudication of Cases
 - Statements of Policy
 - P Card Purchases
 - Awarded Contracts
 - DHCD’s FY14 Budget
 - Minutes of Public Meetings
 - Housing Regulations
 - DHCD Performance Plans
 - District-wide FOIA Reports
 - DHCD Organizational Chart
 - Submit Feedback

- *Steps your agency will take to increase public access to information.*
 - We are further revamping the DHCD homepage and subsidiary online platforms by:
 - Revising DCHousingSearch.org, and our programs/divisions to include Residential and Community Service Division, and the Inclusionary Zoning Program
 - Continuing updates of Community Interest projects such as:
 - Big-K Site Development
 - Build Green DC

- Community Housing Development Organizations (CHDO) Developments
 - Neighborhood Revitalization Program
 - Rent/Income Limits
 - Implementing a formalized process to handle marketing/communication requests to insure an accurate, consistent message is reaching the public
 - DHCD Stakeholder Reports are distributed to ANC, CBO, sister agencies, partners, community leaders and stakeholders
 - All public media activity is posted
 - Continuous social media updates via the DHCD Twitter and Facebook feeds
- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
 - All of the DHCD meeting spaces have been equipped with video teleconferencing hardware that will enable public meetings at the agency to be viewed online as well as recorded and posted on various medians as podcasts.
 - *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Department of Housing and Community Development is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHCD is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*
 - The DHCD provides online access to rules and regulations at the following websites:
 - Administrative Staff Manuals and Instructions

- Final Opinions Made in the Adjudication of Cases
 - Statements of Policy
 - DHCD's FY14 Budget
 - Minutes of Public Meetings
 - Housing Regulations
 - District-wide FOIA Reports
 - Submit Feedback
- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*
 - DHCD shares information and resources to inform the public through various mediums and also asks for feedback from District residents and businesses through:
 - Community Meetings
 - Housing Production Trust Fund public meetings
 - Events and Outreach activities
 - Community Based Non Profit Organizations
 - Newspaper Ads
 - Social Media – Blogs, Twitter and Facebook
 - Ask the Director
 - Frequently Asked Questions can be found in various locations:
 - DHCD FAQs: <http://dhcd.dc.gov/page/dhcd-frequently-asked-questions>
 - *How your agency identifies stakeholders and invites their participation.*
 - Stakeholders are identified through attendance at DHCD events and meetings, CBOs and our partnerships with sister agencies, developers, landlords, property managers, realty agents, bankers, general contractors.
 - *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*
 - The DHCD is using the “DHCD Project Pipeline Report” to connect with stakeholders on the real time status of affordable housing in the District.
 - Twitter, Facebook and the WordPress Blog are providing new opportunities for public engagement and gathering feedback from stakeholders.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*
 - The Architectural Research Institute (ARI) was founded through collaboration between the University of the District of Columbia and the D.C. Department of Housing and Community Development (DHCD) Homestead Preservation Program. The Homestead Preservation Program is now the Property Acquisition Disposition Division (PADD) and Single Family Residential Rehabilitation Program (SFRRP). DHCD has been ARI's primary client for the past twenty plus years. This collaboration provides comprehensive architectural services allowing for the reclamation of the city's vacant, boarded and run down housing, rehabilitating them for low- and middle- income residents, thus giving them the opportunity to become homeowners. Since its inception in 1987, ARI has provided architectural services on the renovation and rehabilitation of more than 606 homes and apartments at a cost of more than \$90 million, positively impacting thousands of District residents in all eight wards of D.C.

The Architectural Research Institute (ARI) provides cross-disciplinary research and service to support livable, sustainable, global cities. As the clinical arm of UDC's Department of Architecture and Community Development, ARI is tasked with the community service component as part of the College of Agriculture, Urban Sustainability and Environmental Sciences, home of the District's land grant programs. http://www.udc.edu/college_of_urban_agriculture_and_environmental_studies/architectural_research_institute

- Multiple District agencies have programs mitigating health risks posed by environmental contaminants such as lead, mold, and carbon monoxide. DHCD worked with DDOE, DCHA, FEMS, and other agencies to catalog and provide status on environmental health hazards in the District's affordable housing stock.
- As part of National Home-Ownership Month, DHCD worked with community partners to host a housing expo in June 2014. The Expo provides resources for all residents of the District, including information for renters, homeowners, potential homeowners, landlords and residents facing foreclosure. This is a partnership with local CBOs, realtors, financial institutions, local vendors, service providers and many more. Activities include hands on demonstrations, classes on financial and homeownership issues, presentations about DHCD programs and how to

access them, and an exhibitor hall with private, public and community based organizations offering an array of products, services, and programs for District residents.

- DHCD brought together housing development government and nongovernmental stakeholders to develop standards for site selection and urban design which met the standards of Healthy by Design. DHCD then implemented the Healthy by Design standards for evaluating and selecting projects for affordable housing.
- PAMD began an initiative to work with Community Based Organizations (CBO) to provide post-closing counseling as well as work with the Greater Washington Urban League (GWUL) to ensure client long-term success.
- PADD will work with the Office of the Deputy Mayor for Planning and Economic Development (DMPED) to identify possible sites for business incubators as outlined in The 5 year Economic Development Plan.
- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*
 - DHCD is consistently working with partner agencies, developers, community based organizations and residents to continue to proficiently gauge housing needs, attain innovative ideas and suggestions and further leverage resources that will allow for the continued development and preservation of affordable housing for low and moderate income residents for years to come. This will be done through various focus groups, community meetings, public hearings, consolidated Notice of Funding Availability, brain trusts with public and private entities and a host of other tactics.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. DEPARTMENT OF HUMAN RESOURCES**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the D.C. Department of Human Resources (DCHR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

DCHR has recently established an Open Government page on our DCHR website, which includes administrative staff manuals and instructions as well as links to several databases:

- [Public Employee Salary Information](#)
- [DCHR's FY14 Budget](#)
- [Electronic-District Personnel Manual \(E-DPM\)](#)
- [DCHR Mission Statement](#)
- [P Card Purchases](#)
- [Purchase Orders](#)
- [Awarded Contracts](#)
- [DCHR Organizational Chart](#) [PDF]
- [District-wide FOIA Reports](#)

Additionally, DCHR has published commonly requested documents in the FOIAXpress Reading Room to promote transparency.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

If the public cannot find the information they seek on the DCHR website, they are invited to submit a Freedom of Information Act (FOIA) request online. DCHR has a designated FOIA Officer who ensures that all FOIA requests are responded to within the statutory timeframes. DCHR has drafted an FY16 Key Performance Indicator (KPI) goal of responding to FOIA requests within 15 business days. Moreover, FOIA requests and all responsive documents are uploaded into FOIAXpress.

- *Steps your agency will take to increase public access to information.*

DCHR continually evaluates its FOIA requests to determine whether the requested information would be of general interest to the public. If so, DCHR will post that information on our Open Government webpage and/or in the FOIAXpress Reading Room.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
-

Not Applicable.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCHR is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DCHR is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

DCHR executes the human resources policies and procedures, and it regularly invites comments and feedback from key stakeholders and the public. DCHR publishes notices of regulatory changes and rulemaking in the D.C. Municipal Regulations and D.C. Register website for a minimum of 30 days for public comment. More specifically, DCHR provides online access to proposed rules and receives comments electronically at an email address provided in the notice.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

DCHR's primary audience includes District employees, District residents and job applicants. DCHR uses social media, email, and online tools to share information and to solicit feedback:

1. DCHR's General Information Email – dchr@dc.gov
 2. Ask the Director –
http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=dcop.dc.gov&agency_id=1033&dcopNav=|31654|
 3. DCHR's Facebook Account –
<https://www.facebook.com/DCHumanResources>
 4. DCHR's Twitter Account – @DCgovDCHR
 5. District's Spotlight which is hosted on the Employee and Manager Self-Service portals for PeopleSoft 9.0 –
https://pshcm.dc.gov/psp/hcmprd/EMPLOYEE/HRMS/h/?tab=PAPP_GUEST
 6. Featured News – www.dchr.dc.gov
 7. Classification Reform Project - classificationreform.dchr@dc.gov
- *How your agency identifies stakeholders and invites their participation.*

DCHR regularly engages key stakeholders in our various initiatives and when making substantial changes to our policies, rules and regulations, and/or procedures and practices. The nature of a particular initiative dictates who the key stakeholders will be, and DCHR uses a variety of strategies to encourage their participation. For example:

- DCHR assembles work groups and focus groups of key stakeholders
 - DCHR hosts monthly meetings with the HR community to provide information and solicit feedback
 - DCHR presents information sessions for stakeholders and other interested parties
 - DCHR publishes public notices and solicits comments
 - DCHR collaborates with a variety of agencies on a wide array of initiatives
- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DCHR is continually analyzing its FOIA and other information requests to identify additional information that can be made available to the public through its Open Government webpage and the FOIAXpress Reading Room.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations.

DCHR programs, policies, and practices impact the District's workforce as well as District residents and other members of the public. Thus, DCHR regularly collaborates with other agencies as well as with labor organizations and Council members.

DCHR's Center for Learning and Development (CLD) regularly collaborates with agencies on learning and development programs and training opportunities for employees and residents. DCHR hosts monthly training coordinator meetings and engages the HR community in providing feedback on the implementation of various change initiatives. In addition, DCHR partners with agency managers and employees in the development of effective learning and development programs to meet the needs of employees.

Finally, to support the District's strategic goal of recruiting, managing, and retaining a well-qualified and diverse workforce, and to promote the hiring of District residents, DCHR hosts a number of recruitment fairs in collaboration with the D.C. Department of Employment Services and other community partners.

Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DCHR appreciates the importance of collaboration with other agencies and key stakeholders, and our efforts to do so are outlined in the responses above.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DCHR appreciates the importance of collaboration and consequently, it is continuously looking for new feedback tools and mechanisms. For example:

- DCHR will continue to partner with key stakeholders on a variety of programs and initiatives
- DCHR invites attorneys and labor representatives to attend and/or participate in its annual conference during which information is shared and feedback solicited
- DCHR is continually exploring new ways to use technology and social media to expand its collaboration and communication.
- DCHR actively participates in the District's Joint Labor Management Partnership Council

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF HUMAN RIGHTS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Office of Human Rights (OHR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

OHR has taken significant steps over the last few years to become more transparent, and will continue to do so in fiscal year 2015. Existing transparency-related projects and efforts include:

- Providing case data via our annual report, which is also available on our website at ohr.dc.gov/page/annualreports. Annual publicly reported data includes: number of discrimination cases docketed by area and by protected trait, average mediation settlement rate and monetary totals, number of language access investigations and results, Commission on Human Rights caseload and other important information.
- Publishing our first report on progress of the Citywide Youth Bullying Prevention Program, including detailed data and information about the number of Local Education Agencies (LEAs) with bullying prevention policies, the number that are compliant with requirements in the Youth Bullying Prevention Act of 2012, and which requirements are not met by each LEA. Additionally, OHR launched an online Know Your Policy web portal allowing parents and guardians easy access to the bullying prevention policy and primary bullying prevention contact at their child's LEA.
- Publishing agency information on our website, including all media releases, all external reports (including our annual report, Language Access reports and research reports), laws we enforce, internal personnel processes and procedures, and complaint processes and procedures. We also provide numerous facts sheets and documents to help residents better understand office functions and work.
- Responding to and providing contact information for Freedom of Information Act requests, and making information available on our website at ohr.dc.gov/page/opengovernment.
- Posting all Commission on Human Rights and Citywide Youth Bullying Prevention Task Force meetings on the website as required under the Open Meetings Act. Additional OHR events not covered under the Open Meetings Act are also posted on our website.

- Posting meeting minutes from the Commission on Human Rights open meetings.
- Working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from our agency is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

In addition to continuing the above transparency-related projects, OHR plans to implement the following efforts:

- Providing the number of inquiries made to the office regarding discrimination, to provide a fuller picture of the number of complaints the agency receives in a fiscal year.
- Releasing more detailed geographic data about the cases docketed with our office, including the number of cases filed by residents in each ward, and the wards in which respondents are located.
- Publishing our first Citywide Bullying Prevention Program annual report, which goes beyond the aforementioned school-specific data to include policy-related information on youth-serving government agencies and their grantees.
- Increasing available information about cases before the Commission on Human Rights, including criminal background cases, number of cases certified for the Commission and number of decisions rendered.
- Providing live webcasts of open meetings of the Commission on Human Rights and Mayor's Citywide Youth Bullying Prevention Task Force, including archive webcasts of the meetings online.
- Posting meeting minutes from open meetings of the Mayor's Citywide Youth Bullying Prevention Task Force.

2) **Public Engagement and Participation**

OHR has dramatically increased its public engagement and participation efforts over the past year, and continued existing efforts, which includes:

- Hiring a Community Outreach Coordinator focused on engaging the public to educate them about civil rights in the District and to receive feedback on OHR's work and opportunities to improve. The Coordinator also attends the meetings of non-profit organizations, Advisory Neighborhood Commissions, tenant groups and other community organizations to explain the agency, answer questions and receive feedback.
- Increasing our housing discrimination outreach efforts significantly, with a 400 percent increase in the number of housing-related events, trainings and meetings we have attended.

- Posting agency information, events and other engagement opportunities on our website, our social media platforms and through our email listserv.
- Providing information online and through social media about how to submit information during open comment periods for revising regulations related to the Youth Bullying Prevention Act of 2012 and the Language Access Act of 2004.
- Developing new, innovative and efficient methods for reporting discrimination by taxicabs, and single-stall public bathrooms that are not-compliant with a requirement they be gender-neutral. OHR partnered with the DC Taxicab Commission (DCTC) to create a joint, simplified form for reporting taxicab discrimination, and allowed people to file complaints about bathrooms via our Twitter handle or by using the hashtag #SafeBathroomsDC. More about the taxicab discrimination form is available at ohr.dc.gov/taxis. More about the SafeBathroomsDC campaign is available at ohr.dc.gov/bathrooms.
- Creating a new general brochure that more clearly describes the agency for the general public, and developing numerous fact sheets in multiple languages to help describe the OHR complaints process, the Language Access Program and the Citywide Youth Bullying Prevention Program.
- Launching language support pages in Amharic, Chinese, French, Korean, Spanish and Vietnamese, which provide basic OHR information and vital documents in those languages.
- Responding to all requests made via the “Ask the Director” email address within two business days.

In addition to continuing the above efforts, in fiscal year 2015 OHR is considering:

- Creating new, more efficient methods for reporting certain categories of discrimination complaints.
- Developing additional FAQ sheets for our programs and for new laws we enforce.

3) **Collaboration**

OHR has increased its collaboration with other government agencies and community organizations in the last year, including:

- Launching the Human Rights Liaison training initiative, bringing key staff from community organizations into a full-day training to learn about District civil rights laws, tips for identifying discrimination, and the OHR complaint process. The training programs – which have trained almost 30 individuals from almost as many organizations – aims to engage community organizations in our work and provide them with the information necessary to assist their clients when discrimination may have occurred.

- Developing the joint taxicab discrimination form with the DC Taxicab Commission and maintaining dialogue on how to reduce discrimination by taxi drivers.
- Conducting a survey to determine how government agencies and partner organizations view collaborations with OHR.
- Participating in the DC Taxicab Commission Disability Advisory Committee, which brings together disability advocates, government agencies and the taxicab industry to research ways to provide more accessible taxis.
- Building partnerships with immigrant advocacy groups and direct service providers. This included holding two events aimed at learning the needs of those who speak limited or no English when engaging with government agencies, and to determine additional services government could provide.
- Engaging over 20 organizations and agencies from the Mayor’s Citywide Youth Bullying Prevention Task Force to hold an event for parents and guardians looking for tools and tips to prevent bullying among youth.
- Conducting dozens of presentations and trainings for community organizations and government agencies (such as the Office of Police Complaints) to better educate the public about civil rights laws and OHR functions.

In fiscal year 2015, OHR plans to:

- Expand its Human Rights Liaison training program to incorporate more community organizations and direct service providers from a greater variety of communities.
- Continue collaborating with the DC Taxicab Commission to determine new proactive initiatives aimed at reducing taxicab discrimination.
- Conduct a survey of partner agencies and organizations to further determine the experience of such entities in working with OHR.
- Create an “Ask OHR” social media campaign that prompts followers to ask questions and provide feedback to the agency.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES**



Open Government Report 2014

Transparency

The Department of Human Services (DHS) provides the public with complete information regarding the operation of the agency and the activities of its employees as contemplated by the District of Columbia Freedom of Information Act (FOIA). Therefore, pertinent agency information is posted to the DHS website. These documents include, but are not limited to:

- Applications to determine eligibility for benefits
- Agency performance documents
- Press releases regarding events and major occurrences related to human services generated by DHS, the Deputy Mayor for Health and Human Services (DMHHS), related sister agencies and the Executive Office of the Mayor
- Temporary Assistance for Needy Families updates and information regarding all DHS Service Centers
- Documents related to serving homeless communities
- Feature stories about program success stories
- Newsletters
- Documents pertinent to the FOIA Xpress Reading Room

The DHS web site also contains information about the [Interagency Council on Homelessness \(ICH\)](#).

FOIA

DHS diligently works to issue a final response to each FOIA within the statutorily mandated 15-day period. In issuing its FOIA responses, the FOIA Officer within DHS reviews documents and determines what can be released to the public. The FOIA Officer is careful to alert requesters to the fact that much of the information contained within the agency is confidential due to the vulnerable citizens that DHS serves and privacy laws. The FOIA Officer provides agency responses electronically, via email, US mail, or the requester may schedule a time to review documents in person.

Public Engagement and Participation

In order to increase public access to information DHS will continue to post pertinent documents to the DHS and related websites, and ensure that partnering community-based organizations are provided with access to DHS documents, press releases, and policies in general.

In order to provide online access to proposed rules and regulations, DHS posts the information to the DHS website and solicits feedback through email or by mail. Additionally at least one public focus group session is held in order to gain feedback. Examples of published rules are listed below:

[Notice of Emergency Rule Making: TANF Payment Levels](#)
[SNAP Eligibility](#)
[Shifting from DC Healthcare Alliance to Medicaid Eligibility Rules](#)

DHS actively shares information with customers and constituents primarily through direct mail, community engagement meetings and events, participation in public hearings through Executive testimony, public service messaging on local Comcast programming, and by developing and disseminating community-based materials such as:

- Brochures
- Fact Sheets
- FAQ's
- Press Releases
- Posters
- Videos in all DHS Service Centers

For the months that lend to hypothermic conditions, DHS increases outreach efforts by:

- Distributing cards that feature the hypothermia hotline number and each shelter address and pick-up locations to the network of homeless service providers and other strategic community locations
- Purchasing advertising space in local, community-based newspapers and radio stations
- Partnering with WMATA to display ads on the sides of Metro buses providing instructions regarding helping homeless individuals and the hypothermia hotline number
- Alerting local media and updating the DHS web site during a hypothermia or hyperthermia alert.

The Department is currently in the planning stages of launching a social media presence to communicate with customers and stakeholders via Facebook and Twitter.

DHS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. DHS will also submit the selected datasets to be published on Datadc.gov with a link to the DHS external and internal web portals.

Stakeholders

DHS identifies stakeholders through participation in the human services continuum. Those include leaders of non-profit and advocacy organizations, sister agency heads, and local government leadership. Participation is encouraged through focus groups, direct outreach, collaborative interagency meetings and initiatives such as the ICH, and increased communication among sister agencies through co-location of services at various DHS service centers.

DHS has improved public engagement efforts by working to establish a Customer Advocacy Board (CAB) with a dedicated staff member to provide a medium whereby customers are encouraged to self-advocate and offer direct input on DHS policy and procedures.

Collaboration

DHS partners with a number of sister agencies, non-profit organizations, and community-based organizations to fulfill its obligation to customers served. Many DHS Service Centers include co-located agencies such as the Child and Family Services Agency (CFSA), the Department of Behavioral Health (DBH), the Office of the State Superintendent for Education (OSSE) and others. Further DHS contracts with a number of non-profit organizations in the homeless services continuum. The agency has multiple Memorandums of Understanding and Memorandums of Agreement with other DC government agencies to provide needed services.

DHS has two administrations, Economic Security Administration (ESA) and Family Services Administration (FSA) and highlighted below are some of the partnerships.

Economic Security Administration

The Economic Security Administration (ESA) partners with the Department of Behavioral Health's mental health staff at TANF Assessment Centers to provide in-depth mental health assessments and referrals.

The Child and Family Services Agency (CFSA) collaborates with ESA and receives TANF funding to serve CFSA families who are TANF eligible.

The District Department of the Environment (DDOE) partners with ESA to comply with the Heat and Eat requirements, and thus allowing Food Stamp customers to receive the maximum Standard Utility Allowance.

The Addiction, Prevention and Recovery Administration (APRA) works with ESA and receives TANF funding to provide substance abuse services to TANF customers.

Office of the State Superintendent of Education (OSSE) partners with DHS to use a license to conduct electronic-Comprehensive Adult Student Assessment System (eCASAS) testing for TANF customers. DHS also provides caseload data to OSSE for the purpose of determining high needs students who are enrolled in DC Public Schools.

The Department of the Employment Services (DOES) partners with ESA to provide job training services for ESA's Food Stamp Employment and Training customers.

ESA and the Office on Latino Affairs (OLA) collaborate in providing outreach and translations services for all ESA activities.

The Office on Asian and Pacific Islander Affairs (OAPIA) provides outreach and translations services for all ESA activities.

DC Public Schools (DCPS) engages in data exchanges with ESA for the provision of services.

The Office of Attorney General (OAG) works with ESA in the collection of child support for TANF customers.

ESA partners with the Office of Administrative Hearings (OAH) which provides fair hearings for ESA customers who are contesting eligibility decisions.

The DC Health Benefit Exchange (HBX) provides funding to ESA for staff and resources regarding the implementation of the Affordable Care Act.

The Office of Health Care Finance (OHCF) collaborated with DHS in the New Heights program which provides various services to expectant and parenting teens including case management linkages to government and non-government services partners with the District of Columbia Public Schools and the Student Support Center.

ESA recently entered into a partnership with the Department of Behavioral Health (DBH) to expand the District's 12 Cities Initiative, which provides blended funding and services for individuals with multiple barriers, including substance abuse, mental health and AIDS/HIV risk.

Family Services Administration

Local Family Services Administration (FSA) partners include the Child and Family Services Agency, the Departments of Health and Behavioral Health, the Office of the State Superintendent of Education, the Health Care Finance Administration, the D.C. Housing Authority, the Department of Housing and Community Development, the DC Child Support Services Division, and the Office of the Attorney General. Major federal partners include Housing and Urban Development, Health and Human Services, and the Department of Veterans Affairs.

The DC Office of Refugee Resettlement in the Family Services Administration (FSA) collaborates frequently with the DC Child and Family Services Agency (CFSA), Lutheran Social Services (LSS), and Catholic Charities. CFSA and LSS are very instrumental in providing foster care services, and Catholic Charities provides employment training and case management to the refugees that reside in the District.

FSA's Adult Protective Services (APS) office intervenes to protect vulnerable adults through referrals to outside partners. APS professional staff members also make informative presentations to church groups and community organizations about abuse, neglect, and related topics impacting vulnerable adults.

Family violence issues are addressed by FSA partners that include the Coalition Against Domestic Violence, the District Alliance for Safe Housing, My Sister's Place, House of Ruth, and the Asian/Pacific Islander Domestic Violence Resource Project.

The FSA Homeless Services Program provides a variety of shelter and housing options as well as case management and other homeless prevention and supportive services to individuals and families. The Virginia Williams Family Resource Center serves the needs of families that are homeless by offering shelter options, case management, and other resources.

Other

Another way DHS ensures transparency is through the Office of Program Review, Monitoring and Investigation (OPRMI).

The DHS Office of Program Review, Monitoring and Investigation (OPRMI) investigates allegations of suspected public assistance benefit fraud, related to the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamps Program (FSP); Temporary Assistance for Needy Families (TANF) and Medicaid, and refers substantiated cases for prosecution or program disqualification.

OPRMI also investigates Unusual Incidents, such as employee misconduct, harassment and assault, which compromise the integrity of DHS programs or which threaten the health or safety of DHS customers, District government employees and the public.

Additionally, OPRMI receives and assesses suggestions for improvement and coordinates the resolution of complaints related to DHS programs and services.

OPRMI is also responsible for shelter monitoring and evaluating District of Columbia programs and services within the continuum that are covered by the Homeless Services Reform Act (HSRA) of 2005 as amended. These programs and services include the resolution of complaints, grievances and concerns. To report fraud allegation, contact OPRMI at (202) 671-4460.

(Internal) <http://dcdhs.dc.gov/service/monitoring-and-investigation>
(Public) <http://dhs.dc.gov/service/monitoring-and-investigation>

In addition, OPRMI collaborates with the following agencies:

Office of Attorney General
Office of General Counsel
Office of Inspector General
Office of DC Auditors
Metropolitan Police Department
Federal Bureau of Investigations
USDA
USDA Office of Inspector General
DC, VA & MD Department of Corrections
Child and Family Services Agency
OSSE/DC Public Schools
Internal Revenue Services
DC Tax and Revenue

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE INSPECTOR GENERAL**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the D.C. Office of the Inspector General (OIG) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

During fiscal year (FY) 2014, the OIG supplemented the public information on its agency website, which contains the following:

- *Issued audit and inspection reports*
- *Summaries of investigations*
- *OIG annual reports*
- *OIG audit and inspection plans*
- *Testimony*
- *Press releases*
- *OIG statute*
- *OIG budget and procurement information*

The OIG also began using the District's FOIAExpress system during FY 2014, to receive FOIA requests and to post frequently requested information.

In FY 2015, the OIG will continue to post public versions of our reports and other frequently requested documents.

2) Public Engagement and Participation

The OIG encourages the public's feedback through the "Ask the Inspector General" link on its website. In addition, members of the general public may review the Frequently Asked Questions (FAQs) area of the OIG website for information regarding various methods by which complaints may be filed with the Office and other information about the complaint process.

3) Collaboration

The OIG's Investigations Division (ID) participates on task forces and other working groups with District and federal agencies. In addition, ID and Medicaid Fraud Control Unit (MFCU) staff present on waste, fraud, and abuse prevention and detection at training conferences and meetings hosted by both public and private entities; for example, the ID presents on waste, fraud, and abuse prevention at District government new employee seminars and the MFCU presents on

OIG Open Government Report 2014

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elder abuse at District senior centers). The OIG's Audit Division also hosts agency heads from various District agencies at its audit symposiums, who address areas of concern or interest affecting their particular agencies. Finally, the OIG hosts visiting delegates from various foreign nations to discuss the Office and mutual inspector general issues.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF INSURANCE, SECURITIES AND BANKING



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Insurance, Securities and Banking (DISB) has and will continue to develop and enhance transparency, public participation and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent.

As required by Mayor's Order 2014-170: Transparency, Open Government and Open Data Directive, the Department of Insurance, Securities and Banking (DISB), created an [Open Government and Freedom of Information Act \(FOIA\)](#) section on our website to help enhance transparency with the public. The page contains frequently requested District-wide information including employee salaries, budget, performance plans, fiscal year spending from 2004 through 2014, the District Personnel Manual and other District-wide FOIA reports. There the public can also find the department's organizational chart, administrative orders, statements and interpretations of policy, minutes of public meetings, databases for licensed insurance companies and producers, the employee handbook and how to contact the department's FOIA officer.

The newest feature of the page is a searchable database of insurance companies' policy form and rate filings, which was the most frequently-requested FOIA-related topic for DISB in 2014. The database is a part of the National Association of Insurance Commissioners' System for Electronic Rate and Form Filing. The database contains form and rate filings for life, health and property and casualty plans from 2008 to the present.

Additionally, DISB has improved accessibility to information on its website. DISB's website, disb.dc.gov, is the hub of public information for the agency and we work to keep it updated on a daily basis with information for our residents and regulated entities. In fact, following a redesign of disb.dc.gov in late 2012, there has been a 30 percent increase in visitor traffic to the website. DISB also utilizes traditional and social media to get information to the public (the agency issued 23 press releases in 2014 and was quoted or referenced in 66 news articles.)

DISB uses our [Twitter](#) account with 1,208 followers, [Facebook](#) account and [You Tube](#) channel to disseminate public information and to share consumer financial and insurance information with the D.C. community. (See [DISB News and Publications](#).) DISB also posts announcements in the *DC Register*, when applicable.

DISB made available information on its receivership and liquidation processes, specifically in the cases of DC Chartered Health Plan, Inc. Rehabilitation, and the liquidations of Ocean Risk Retention Group and Regional Health Insurance Co. The public has been able to follow along

with the status of those cases on our website. In addition, DISB has maintained dedicated webpages for other important agency work such as the surplus review of Group Hospitalization and Medical Services, Inc. (GHMSI), a subsidiary of CareFirst, Inc. and the rate review for health insurance plans on DC Health Link, the city's health insurance marketplace created by the federal health care law, the Affordable Care Act. The above referenced links can be found below:

- [DC Chartered Health Plan, Inc. Rehabilitation](#)
- [Ocean Risk Retention Group Liquidation](#)
- [Regional Health Insurance Co. Liquidation](#)
- [Review of CareFirst's 2011 Surplus](#)
- [January 2015 Approved Rates for Health Plans on DC Health Link](#)

DISB also made available other public documents such as testimonies before the D.C. Council, bulletins, publications and announcements on disb.dc.gov. DISB also maintained an automated subscription service on its website where the public can sign up for updates from our department [at this link](#).

For 2015, DISB will continue to identify new information that should be posted for public review as well as continue working with the Office of the City Administrator and the Office of the Chief Technology Officer in the overall effort of making the Government of the District of Columbia more transparent.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

In 2014, to keep the public apprised of legislative actions that affected our department, we added a section on legislation and regulations to disb.dc.gov. There, the public can review enacted and pending legislation and final and proposed rulemakings. The public can submit comments on proposed actions by contacting the designated contact person or following the instructions provided in the *DC Register*. The legislation and regulations page is available [here](#). The most recent proposed rulemaking was on the [Notice of Proposed Rulemaking on the District of Columbia-Only Securities Offerings Exemption](#), where the public could submit comments on crowdfunding in the District through Sept. 6, 2014.

DISB enhanced our health insurance rate review process by adding the iRATE database that allows the public to see health insurance premium rates currently under review by the department as well as recent rate changes that were either approved or disapproved by DISB. The iRATE database is a more streamlined, consumer-friendly way to review proposed and current health insurance premium rates than our previous mechanism for posting health rates.

We also distributed information on the proposed and approved January 2015 health insurance plan rates on DC Health Link. The information was shared with the public through our website,

press releases, through traditional media and on our social media tools like Twitter ([@DCDISB](#).) The public can comment on proposed health insurance rates by emailing HealthRate.Comments@dc.gov.

To address the frequent inquiries about careers at DISB, we created a webpage on “[Careers at DISB](#).” There, the public can find information about employment opportunities at DISB and links to the D.C. Department of Human Resources’ eRecruit system, an online tool for those seeking District Government jobs. We also include information about the internship and summer jobs opportunities at DISB.

In response to public inquiries on insurance and financial services topics, DISB published its first “DISB Consumer Financial Resources Guide” in September 2014. It is a one stop resource for residents on financial services and insurance resources in the District. The guide covers consumer topics ranging from auto, health, home and life insurance, banking, personal finance, housing, foreclosure prevention, small business resources and more. The guide is available [here](#).

To make certain that the public is aware of our numerous efforts at the department, we also utilize a number of in-person and electronic means to get the word out. These include presentations at community and professional meetings, public hearings, issuance of press releases and emails through our distribution lists, posting announcements on social media tools like Twitter and community and neighborhood Listservs. As mentioned earlier, we also maintain dedicated webpages on our website like the [Review of CareFirst 2011’s Surplus](#) and the issuance of [consumer guides](#). The public can connect with us by mail – 810 First Street, NE, Suite 701, Washington, DC, 20002; by telephone at (202) 727-8000; through the [Ask the Commissioner](#) link or by email at disb@dc.gov; through our website disb.dc.gov; and our [Twitter](#) and [Facebook](#) accounts. The public can also submit comments to the department through the [Track-DC](#) Portal.

In 2015, DISB will continue to share information with the public using the above-mentioned methods. We are also exploring the possibility of expanding our digital technology capability to include a mobile version of disb.dc.gov that will make viewing of information easier on mobile phones and tablets. We are also exploring the creation of 30-second video segments to cover public programs and topics in collaboration with the Office of Cable Television.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations.

As the District’s financial regulator and consumer advocate, we collaborate daily with local and federal government agencies, community and neighborhood groups, nonprofits, trade associations, private entities and others to meet our obligations in working with the public.

Examples include the ongoing working relationship with D.C. Health Benefit Exchange Authority and the insurance industry on health plan rates for DC Health Link. During the

implementation of DC Health Link, DISB was one of the District Government agencies charged with Affordable Care Act implementation responsibilities.

DISB also participates in a number of other groups including the Washington, D.C. Economic Development Partnership Council, DC Silver Jackets (District of Columbia Flood Risk Management Team), DC Elder Abuse Prevention Committee, DC Motor Vehicle Theft Prevention Commission, National Health Care Anti-Fraud Association and the Investor Protection Trust, among others.

DISB also works closely with local, state and federal law enforcement as well as the District's U.S. Attorney's Office to fight financial fraud, scams and illegal activity in the District. We also partner closely with several national and local nonprofits and trade associations on financial education efforts in the District.

We will continue to work with these organizations and others to make the department's efforts as transparent as possible.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Justice Grants Administration and Victim Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Justice Grants Administration and Victim Services has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

The Office of Justice Grants Administration and Victim Services (JGA/OVS) shares information with the public through the use of its websites www.jga.dc.gov and www.ovs.dc.gov, as well as newsletters. The JGA and OVS websites are updated regularly with updates on grant availability and multimedia presentations on the various programs that the office supports. The focus areas of JGA are: reentry, juvenile delinquency, and school attendance improvement efforts. The Show Up, Stand Out (SUSO) initiative, which works to improve in-school attendance and reduce truancy, produces a newsletter highlighting the progress of the truancy program on a quarterly basis. This newsletter is made available to community partners.

OVS provides leadership and coordination for agency and community-based service providers who provide medical forensic, emergency/crisis, advocacy, professional mental health care, and housing services to victims of all violent crime in the District. Some of OVS' major initiatives include: Project CHANGE, a multidisciplinary response team for polyvictims; DC Sexual Assault Nurse Examiner (DC SANE), a multidisciplinary response team that provides on-call medical forensic care and advocacy to victims of sexual assault, IPV ACCESS, a multidisciplinary response team that provides on-call medical forensic care and advocacy to victims of intimate partner violence, the Cultural Competency and Language Access (CCLA) Initiative, that seeks to build bridges between culturally specific service providers and core service providers in the District through training and enhanced language access policies, the Victim Assistance Network (VAN), which is a collaboration of service providers in the District, and Domestic Violence housing, which is a multi-million dollar initiative to provide safe and secure emergency and transitional housing in the District. All initiatives are served by dedicated OVS staff who take minutes of meeting, share minutes with the group, and act as a focal point on collaborative matters.

In order to increase public awareness, the Office of Justice Grants Administration and Victim Services staff engages in numerous community events over the course of the year. JGA staff regularly accompanies the Deputy Mayor of Public Safety on community walk-throughs where these walk-throughs are an opportunity for community members and organizations to learn about available grants and solicitations. JGA also participates in more program specific activities to increase public awareness. Program staff for Show Up, Stand Out have attended numerous events and passed out literature to the public on services available to increase their child's school attendance. JGA also procured a marketing firm to promote the Show Up, Stand Out program. Signage can be found on the metro system and online at <http://www.showupstandout.org/>. Additionally, OVS staff have a robust campus initiative, during which OVS staff are active and visible in the campus communities, a military initiative, in which OVS staff collaborate with the military installations in the District to train the service members on bystander intervention and services available, and are launching an awareness initiative in six additional languages to reach all of the District's residents. Finally, OVS has worked extensively to create an application and website to promote the District's services.

As a recipient of Title II Formula Grant funding from OJJDP, and per the OJJDP Act the Justice Grants Administration appoints the Juvenile Justice Specialist to staff the Juvenile Justice Advisory Group (JJAG). This group consists of community members, nonprofit organizations and District government personnel. This committee is responsible for publishing an annual report on how the District of Columbia curbs juvenile delinquency. This report can be viewed on the JGA website. In addition, the Chair serves on the Boards of Commissions which they publish all meetings, meeting minutes, and agendas on the BOC website.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

Both JGA and OVS actively solicit public participation in agency decision making. JGA staff members participate on several task forces and committees with community member representation. The Program Director for Stand Up, Show Out participates in the Truancy Task Force. This is an interagency and community taskforce that meets bimonthly to discuss issues surrounding truancy in the District and how to respond to the Attendance Accountably Act. In the context of Truancy, the Program Director meets monthly with community based organizations, DC Public and Charter Schools providing feedback on successes and troubleshoots challenges that will enhance services.

The public is made aware of and invited to join the JJAG by contacting the Juvenile Justice Specialist at JGA. Once the Juvenile Justice Specialist is informed of a community members interest in JJAG the application is forwarded to DC Boards and Commissions for final approval. The Juvenile Justice Advisory Group Collaborates with other District of Columbia agencies during the JJAG meetings. These members provide support in the completion of the federal application, grant reviews, technical assistance and training and conferences.

OVS, as well, staffs a variety of Task Forces, Committees, and Teams that are comprised of both agency-based and community-based stakeholders, all of whom are afforded equal access and voice in the decisions that OVS makes. Examples of these initiatives are the DC Sexual Assault Response Team (staffed by OVS but comprised of representatives from the Metropolitan Police Department, the United States Park Police, Department of Forensic Sciences, Office of the Chief Medical Examiner, US Attorneys' Office, and six community-based non-profit agencies), the Victim Assistance Network (staffed by OVS, but a collaborative of all victim services providers in the District), the Sexual Assault Victims' Rights Amendment Task Force (staffed by OVS, and created by legislation), and several project specific work groups.

The public is always welcome to submit feedback via the JGA and OVS websites. On the website the public can submit emails with their feedback.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

The Office of Justice Grants Administration and Victim Services actively seeks to enhance or expand cooperation among agency-based and community-based stakeholders by funding critical projects such as reentry, mental health, truancy, juvenile delinquency, on-call and emergency victim advocacy services, trauma-informed mental health care, domestic violence housing programs, and medical forensic services for victims of sexual assault and intimate partner violence. In FY 14, JGA funded a workforce development position detailed to the Office of Returning Citizen Affairs. This position is responsible for working with individual residents to promote education and employment as a critical component of a returning citizen's independence. Using a client-centered approach, the Workforce Development Specialist strives to dramatically increase the number of clients who retain vocational training resources and competitive employment. Additionally, OVS provided partial funding to the Office of the Chief Medical Examiner for a Chief Toxicologist to test non-report toxicology samples from sexual assault victims, funding to the Department of Forensic Sciences to provide full funding for two forensic scientists that will enable DFS to work more efficiently in processing sexual assault evidence, funding for attorneys in the Office of the Attorney General to assist victims of stalking, sexual assault, and domestic violence that receive civil protective orders, and funding to the DC Superior Court to partially fund a second domestic violence intake center.

In FY15, JGA will fund the Department of Behavioral Health to provide two forensic case managers inside of the Correction Treatment facility. These workers will work alongside Department of Corrections Staff to help identify inmates with co-occurring disorders such as mental health and substance use. The purpose of this project is to ensure inmates receive the treatment they need in order to decrease recidivism. OVS will continue the existing collaborations with OCME, DFS, MPD, OAG, and DCSC, while seeking new collaborations across agency and community-based stakeholders.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
EXECUTIVE OFFICE OF THE MAYOR
OFFICE ON LATINO AFFAIRS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the OFFICE ON LATINO AFFAIRS has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent.

- *A significant portion of the Office on Latino Affairs budget (64.6%) is awarded as grants to community-based organizations to provide direct services to constituents. Grant Recipients are published on its website.*
- *All grant competitions and notice of funding availability are announced on the DC Register.*
- *The Office on Latino Affairs meets all its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act, by posting relevant documents on its website and responding to FOIA request within the required timeframe.*
- *The Office on Latino Affairs will continue to make Commission on the Latino Community Development meeting minutes available on its website.*
- *The Office on Latino Affairs is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Office on Latino Affairs is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer."*

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making.

- *The Office on Latino Affairs does not address issues regarding rules and regulations, however, it does on a regular basis, convene constituents, community leaders, subject matter experts and representatives from*

community-based organizations to identify and find solutions to issues affecting the Latino community.

- *The Office on Latino Affairs develops and produces directories, guides and FAQs sheets to share information and resources with constituents and community-based organizations, which are available at OLA's website and office.*
- *The Office on Latino Affairs holds quarterly forums with various stakeholders to address issues related to public safety, housing, health, education and workforce development.*
- *The Office on Latino Affairs solicits feedback on its services through its multi-platform communications tools, such as website, social media, email, and text-messaging. Additionally, the Office on Latino Affairs conducts customer satisfaction surveys of OLA sponsored events and grants funded programs to ensure delivery of relevant and high quality services.*

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations.

- *The Office on Latino Affairs has partnerships with over 65 community-based organizations and 34 DC Government agencies, through grant agreements, MOUs and general collaborative efforts to better serve constituents and improve the quality of life for Latinos in the District of Columbia.*
- *The Office on Latino Affairs proactively identifies and creates opportunities to collaborate with organizations on issues of interest to the Executive Office of the Mayor, the Office on Latino Affairs and the Latino Community.*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Metropolitan Police Department



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Metropolitan Police Department has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The MPD proactively shares a variety of information with the public on its website. To make this information easier for the public to find, the MPD created a web page, titled "Public Documents Reading Room" (<http://mpdc.dc.gov/page/mpd-public-documents-reading-room>) that contains the following information:

Data and Statistics

- [CRIMEMAP.DC.GOV](#)
- [Data at a Glance](#)
- [Citywide Crime Statistics \(UCR\)](#)
- [Bias-Related Crimes](#) (Hate Crimes)
- [Homicide Closure Rates](#)
- [Juvenile Arrests](#) (Biennial Data)
- [Data Catalog](#) (Provided by the DC Office of the Chief Technology Officer)

General Information

- [FOIA Annual Reports](#) (Provided by the DC Office of the Secretary)
- [Budget Information](#)
- [Organization of the Metropolitan Police Department](#)
- [How to File a Citizen Complaint or Commendation](#)
- [District of Columbia Official Code § 2-536](#)
- [List and Salaries of Current Employees](#)
- [Policies and Procedures that Govern MPD's Operations](#)
- [Request a Police Report \(PD-251\) or an Accident Report \(PD-10\)](#)
- [Criminal Record Checks \(Police Clearances\)](#)
- [Closed Circuit Television \(CCTV\): Permanent Camera Locations](#)
- [Closed Circuit Television \(CCTV\): Neighborhood-Based Camera Locations](#)
- [Locations of Automated Red-Light Enforcement Cameras](#)
- [Locations of Automated Speed Enforcement Cameras](#)
- [Submit a Question or Comment to the Chief of Police](#)
- [Telephone and Contact Directory](#)
- [MPDC Annual Reports](#)
- [News Releases](#)

Additionally, the MPD has included the following information in the FOIAXpress Reading Room:

- [Shotspotter Report of Gunfire Detected 2006-2013](#)

- After Action Report Washington Navy Yard September 16, 2013

MPD is fully committed to responding to Freedom of Information Act (FOIA) requests in a responsible, thorough, and efficient manner. The Department's Open Government and FOIA webpage describes the process for submitting FOIA requests and the timeline for responses. To process the approximately 1,000 FOIA requests received annually, the MPD FOIA Office currently has a staff of four (4) experienced FOIA Specialists and a FOIA Officer. In order to improve efficiency and promote greater accountability, the MPD FOIA Office transitioned to FOIAXpress, the District of Columbia's FOIA system, as of July 1, 2014.

MPD will continue to evaluate the suitability of information for publication in either the Public Documents Reading Room, the FOIA Reading Room, or elsewhere in the MPD public website.

The Metropolitan Police Department is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Metropolitan Police Department is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

Emergency and proposed rulemaking is posted on the MPD website as a general course of action. All persons interested in commenting on proposed rulemaking action may submit comments in writing to Kelly O'Meara, Executive Director, Strategic Change, Metropolitan Police Department, 300 Indiana Avenue, NW, Suite 5117, Washington, DC 20001, or via e-mail to a specific email account related to that issue. Comments must be received no later than thirty (30) days after publication of this notice in the D.C. Register. Copies of proposed rules can be obtained on the MPD's public website at MPDC.DC.GOV. Copies of proposals may be obtained, at cost, by writing to the above address.

The MPD uses a variety of resources to keep the public properly informed and to get public feedback, including the following:

- **Monthly Police-Community PSA Meetings**
These meetings provide the community an opportunity to meet the police who patrol their neighborhood and discuss public safety concerns with the members of the MPD.
- **Social Media Sites**
The MPD utilizes the following social media sites to provide information to the public:
 - Twitter
 - Facebook
 - YouTube
 - Instagram
- **Police-Community Online Email List Groups**
Information shared on the online email lists includes public safety community announcements and meeting dates; crime statistics; safety concerns and ideas; crime reports; and safety tips. The online email list also acts as a virtual community, which helps strengthen partnerships between the local police and the communities they serve. Members of the MPD actively respond to public safety queries posted on these list groups. <http://mpdc.dc.gov/page/police-community-online-email-list-groups>
- **Email Contacts**
Through the Metropolitan Police Department's public website, contact information for district

patrol officers and command staff are available through the seven police district rosters at <http://mpdc.dc.gov/page/police-districts-and-police-service-areas>.

Additionally, an online directory provides the public with information about frequently-requested numbers as well as a listing of the MPD units in alphabetical order.

- **grade.dc.gov**
The MPD monitors all feedback gathered through the *grade.dc.gov* and responds to complaints/criticism when possible. During the month of October 2014, the MPD had a grade of B+.

As the agency committed to providing public safety services to the whole of the District of Columbia, everyone in the city is identified as a potential stakeholder. The MPD welcomes feedback from the public. Command staff and other specialized staff members regularly meet with stakeholders to discuss issues as they arise.

Collaboration

- **COG Police Chiefs Committee**
The MPD meets monthly with police chiefs throughout the NCR to coordinate resources, share information, plan for events and strategize to improve police services. Additionally, a number of sub-committees also meet on a monthly basis and provide advice and recommendations to the police chiefs for action.
- **Weekly Partners Briefing**
The Chief of police holds a weekly meeting with key agency partners to discuss the current threat environment, provide intelligence updates and discuss weekly events and protests occurring in the District of Columbia.
- **Youth Outreach**
Engaging with the youth in our community is a priority of the Metropolitan Police Department. Through summer enrichment programs like the Jr. Police Academy, school year partnerships like the Youth Advisory Council, and clubhouse activities at the Metropolitan Police Boys and Girls Clubs, police and young people are working, learning, and having fun together. This helps foster positive relationships and open lines of communication. <http://mpdc.dc.gov/page/youth-outreach>
- **Community and business partnerships**
The MPD currently collaborates with numerous community groups, business groups and advisory councils in an effort to receive feedback, as well as to disseminate information about the department. These groups include:
 - Criminal Justice Coordinating Council: <http://cjcc.dc.gov/>
 - Community Prosecution: <http://mpdc.dc.gov/node/140232>
 - Employer Partnership: MPD and US Army Reserve: <http://mpdc.dc.gov/node/139582>
 - Court Services and Offender Supervision Agency (CSOSA) Re-Entry Program: <http://www.csosa.gov/reentry.aspx>
 - USAO Community Prosecution Unit: http://www.justice.gov/usao/dc/programs/cp/cp_outreach_programs.html
 - Citizens Advisor Councils: <http://mpdc.dc.gov/node/155302>
 - POST Board (Police Officers Standards and Training Board): <http://mpdc.dc.gov/page/dc-post-board-police-officers-standards-and-training-board>
 - Police-Community online Email list groups: <http://mpdc.dc.gov/node/207402>

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[INSERT AGENCY NAME]



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Motion Picture and Television Development has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The Office of Motion Picture and Television Development (MPTD) is committed to sharing all agency public information documents including press releases, a listing of current film events, a listing of career and casting opportunities, updated fact sheets regarding productions that have filmed in the District over the last several years, and relevant production information for current multimedia projects that have approved permits to film in the District on the MPTD web site. MPTD also shares or provides links to information regarding MPTD's staff, performance plans, budget, and permit policies on the Open Government page of its web site.

MPTD meets obligations pursuant to the District's Freedom of Information Act (FOIA) and Open Meetings Act by clearly stating on our web site how to file a FOIA request, the contact information for the FOIA Officer, and providing a link to the FOIA Reading Room. MPTD also has a policy of responding to FOIA requests within the designated response time of 15 business days, unless it is determined that the request qualifies for an extension of 10 business days.

The Office of Motion Picture and Television Development is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Office of Motion Picture is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

MPTD values the feedback and welcomes the engagement and input of its stakeholders. As a result, MPTD regularly hosts and participates in meetings with each stakeholder group including filmmakers, location and production managers, and individuals seeking to break into the industry of film and television. MPTD identifies

these stakeholders through referrals, networking, and its own research of film and media professionals in the District.

MPTD is also committed to keeping the community informed of the work that we do through press release postings on our web site as well as through social media platforms and our quarterly newsletter. We invite our followers on Twitter and Facebook to offer feedback on the initiatives we launch and tell us how we can better serve our stakeholders. Additionally, whenever a multimedia production has received a permit to film, we alert the necessary businesses, ANC commissioners, and Councilmember offices via email and a letter to ensure that they and their constituents are made aware of any disruption that may be caused due to filming.

3) **Collaboration**

Many of MPTD's large scale projects require the cooperation of other District government agencies including the Department of Transportation (DDOT) and the Metropolitan Police Department (MPD) as well as federal agencies such as the National Park Service (NPS) and the U.S. Capitol Police. Therefore, it has been extremely important for MPTD to develop relationships with representatives of these agencies to better service our stakeholders. Over the last year, MPTD has sought to build better relationships and engage agency partners through regular meetings and other forms of communication. MPTD also is in the process of working concurrently with the Office of the Chief Technology Officer (OCTO) and other agency partners to design and implement a customized internal D.C. government database that will make the permitting process more efficient and reliable for our customers.

Additionally MPTD, under the new direction of Pierre Bagley, is currently working on creating a networking and partnership strategy that identifies important external partnerships and charts how MPTD will manage and maintain ongoing relationships with key external partners moving forward.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Motor Vehicles (“DC DMV”) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor’s Order 2014-170, this report addresses the following topics: Transparency, Public Engagement and Participation, and Collaboration.

1) Transparency

The DC DMV’s mission is to promote public safety by ensuring the safe operation of motor vehicles. DC DMV is committed to establishing and maintaining a system of transparency that increases the public’s confidence in their government. To achieve this commitment, DC DMV has taken a number of steps to be more transparent, which include, but are not limited to, the following:

- DC DMV primarily shares information with the public through its website at www.dmv.dc.gov, which includes more than 700 pages of information related to services provided under its three operational program divisions: Adjudication Services, Driver Services, and Vehicle Services. Additionally, DC DMV proactively releases data related to ticket issuance and adjudication, revenue, etc. via annual reports, press releases, driver statistics, links to the D.C official code and municipal regulations, and ticket hearing dispositions.
- DC DMV offers more than 40 services that can be completed online or through the mail. By using these services, customers can "skip the trip" to our service center and conduct DMV business wherever and whenever they choose. Most online services are available from 6 am to 12 am, seven days a week. However, services such as vehicle inspection appointment scheduling, is available 24 hours per day.
- DC DMV provides customers with access to a host of online forms/applications from vehicle registration, tag, and title applications to license/identification, legal, and medical forms, which can all be downloaded directly from the DC DMV website. In addition to forms that customers need to complete their transactions, DC DMV provides informational brochures that explain department policies and procedures. Some of the more recent brochures include: central issuance of driver licenses and identification cards and REAL ID and Limited Purpose credentials.
- DC DMV Service Center Waiting Area webcams are available on the DC DMV website and allow customers to view service center waiting areas prior to visiting a service

center from any internet accessible device. Images refresh every 15-30 seconds during normal business hours.

- For information that cannot be found on the DC DMV Website, the agency encourages the public to submit a Freedom of Information Act (FOIA) request for documents via the DC Government Public FOIA Portal at <https://foia-dc.gov/palMain.aspx>. Requests may also be submitted by mail or fax. Additionally, DC DMV has a dedicated FOIA Officer, who serves as the principal point of contact within DC DMV for advice and policy guidance on matters pertaining to the administration of the FOIA.
- The DC DMV is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DC DMV is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

The DC DMV continuously seeks to create innovative ways to enhance or expand opportunities for the public to engage with agency personnel. These steps include, but are not limited to, the following:

- The DC DMV shares important information and resources to keep the public informed through a number of traditional communication mediums, such as community and ANC listservs and meetings, as well as, social media communications vehicles. Twitter and Facebook is the most common way that customers communicate with the DC DMV. The agency's Twitter (@dcdmv) and Facebook (@DC Department of Motor Vehicles) accounts are monitored Monday – Friday from 8am-5pm. The agency sends out a minimum of five tweets per day and those same tweets are posted to Facebook such that the two are sharing the same information simultaneously.

Customers have the ability to describe their experience(s) through grade.dc.gov. This program enables the public to submit comments/feedback. The goal is to help the DC DMV to improve the quality of its services. Additionally, through the DC DMV's Customer Service Survey Program, comment cards are used at each service center for customers to provide important feedback regarding their experience at the DC DMV. Most surveys are completed anonymously; however, occasionally, customers may provide contact information and request a follow-up. In those instances, a DC DMV representative will reach out to the customer regarding the issue. The program is designed primarily to measure customer satisfaction and

provide a forum for customers to evaluate their experience and make recommendations.

- The DC DMV announced the launch of *The Parent's Supervised Driving Program*, an innovative new program sponsored by Ford Motor Company and State Farm Insurance that is designed to assist teens in becoming safe and responsible drivers. The curriculum provides parents and guardians with a simple, easy to follow plan. This free tool optimizes the 50 hours of parental supervised driving required for the approximately 5,000 District of Columbia teens seeking learner permits each year.
- On May 1, 2014, the DC DMV began issuing a REAL ID Credential and a Limited Purpose Credential. FAQ's, a Step-by-Step Process Guide, and a List of Acceptable Documents brochure was developed and made available to customers by mail, online, and distributed at each service center. DC DMV Administrators attended Advisory Neighborhood Council (ANC) meetings and community forums to engage and inform residents of the new process, and answer questions.
- The DC DMV launched its Online Medical Referral Process. Through this process, concerned relatives, medical professionals, members of law enforcement and motor vehicle administrations have a formal process to report drivers whom they feel are unsafe drivers due to a medical, mental or vision condition.
- On a monthly basis, the DC DMV distributes an e-newsletter to more than 300,000 subscribers. The newsletter contains information about online services, DC DMV policies and programs, and holiday closings.

3) **Collaboration**

DC DMV continues to take steps to enhance or expand cooperation among local and federal agencies, the public, and non-profit and private entities in fulfilling its obligations. Many of these initiatives include, but are not limited to, the following:

- In support of a federal initiative, DC DMV implemented a program that waives the commercial driver license skills test for eligible former military service members. The requirements include that the person be presently licensed; was employed within the last 90 days in a military position requiring the operation of a commercial motor vehicle; and was operating a vehicle representative of the commercial motor vehicle the applicant operates or expects to operate, for at least the two (2) years immediately preceding discharge from the military.
- The Ex-Offender Program provides that DC residents released from prison within the last six (6) months may obtain an identification card free of charge by submitting an authorized letter from the DC Department of Corrections (DC DOC), Court Services & Offender Supervision Agency (CSOSA) or DC Parole and Probation Agency.

- On a monthly basis, representatives from the DC DMV Adjudication Services and General Counsel's office attend an interagency meeting with the Department of Public Works (DPW), District Department of Transportation (DDOT), Metropolitan Police Department (MPD), and Office of Unified Communications (OUC) to address mutual concerns regarding operations, policy, legislative changes, communication, and customer service as it relates to ticketing and adjudication.
- Representatives from Adjudication Services partner with the Court Services and Offender Supervision Agency (CSOSA) to present information at its annual meeting regarding driver license suspension, revocation, and reinstatement as a result of DUI charges and other DMV driver license initiatives.
- DC DMV offers assistance to members of the DC Superior Court defense bar with creating presentation materials regarding DMV consequences of traffic convictions, non-driving related drug convictions, and CDL violations.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF PARKS AND RECREATION**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Department of Parks and Recreation (DPR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DPR operates in a culture of transparency with sister agencies, ANC's and community organizations and stakeholders. DPR uses a few key components to share information with the public, including DPR's website; press releases, which go out via gov delivery, and are posted on the website, facebook and twitter; and social media. To increase public access to information, DPR added a new outreach component in 2014, Nixle, to meet the demands of constituents who may not use social media. Nixle is a text messaging and email service, which allows the user to sign up for up-to-the-minute updates. By ensuring that DPR's website continues to host a FOIA/Open Government page, the agency continues to be transparent with all data and data sets.

2) Public Engagement and Participation

DPR continues to utilize a variety of mechanisms for the public to participate in agency decision-making. The most effective method is the town hall meeting model. DPR alerts the ANC, interested stakeholders and the community to the meeting and feedback is relayed at the meeting or via an online survey.

3) Collaboration

DPR has ensured that multiple community meetings are a part of agency projects (such as renovations, new facilities, playgrounds and park renovations); as well as that meetings and/or conference calls take place with government agencies, non-profit and private entities. Within departments, DPR uses email (DPR-all), conducts agency-wide meetings where all departments are represented and is always open to feedback and/or ideas from departments, division or staff. By engaging in open and constant communication, DPR is able to take a proactive role in engagement and cooperation both internally and externally. If a scenario arises whereas there is a concern in a community, with a sister agency or within a department at DPR, then DPR takes the concern seriously and may initiate a conference call with the appropriate parties and should the concern originate from the community, then a community meeting may be held in order to allow the community at large to voice their questions or concerns.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Partnerships and Grant Services (OPGS)



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Partnerships and Grant Service has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making.

(a) How and to what extent OPGS shares information with the public?

(i) Publishing the "The Funding Alert" a weekly e- newsletter containing district, federal, and foundation competitive grant opportunities and also related technical support for nonprofits that is distributed to over 8,000 subscribers;

(ii) Posting District government alerts (e.g. Ebola Updates) and relevant capacity building information on a regular basis on OPGS' Facebook page;

(iii) Broadcasting OPGS' annual public private partnership conference proceeding on the DC Office of Cable TV's Channel 16 and providing training materials such as – Writing Successful Grant Proposals, Crowdfunding for Nonprofits, and Doing Business with District Grantwriters, as well as information about How to Respond to Grant Fraud and Scam Solicitations; and

(iv) Producing its Quarterly Donation Reports on OPGS' website to promote greater transparency; and

(v) Attending and presenting at District community meetings and conferences to provide information on the services OPGS provides

(b) How does OPGS meet its obligations pursuant to the District's FOIA and Open Meetings Act?

(i) Pursuant to the District's FOIA and Open Meeting Act, OPGS initiated the Open Government and FOIA page on its website providing easy access to the office's materials and records (e.g. OPGS organizational chart,

purchases and transactions, and District agency donation procedures), and contact link to its FOIA officer.

(ii) Please note the OPGS does not have an oversight or advisory board or commission and thus currently is not subject to the Open Meetings Act.

(c) Steps taken to increase public access to information;

(i) OPGS' program and statistical data is also published in the Indices, a statistical index of DC Government Services produced by the Office of Planning and posted electronically by OCTO. OPGS will continue to work with OCA and OCTO to identify datasets appropriate to publish. Please note that in the future, requirements for open data reporting will be provided by the Chief Data Officer."

(d) How OPGS will make its data in more available to the public?

(i) OPGS will launch a marketing campaign to promote its services to the public by collaborating with the DC Office of Cable TV, Foundation Center, and placing public service announcements with local public access TV and media organizations, as well as WMATA.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making.

(a) How OPGS provides online access to proposed rules and regulations and secures public access to them?

(i) Heretofore, OPGS has published online information about the District's Notice of Funding Availability (NOFA) and Request for Applications (RFA) on the District's Grant Clearinghouse. However it will expand its announcements, in collaboration with the Office of City Administrator and the Office of the Secretary, to include relevant Proposed Rules and Regulations to the public on its website.

(b) How OPGS shares information and resources to keep the public properly informed?

(i) OPGS shares grant development information and capacity building resources to keep the public properly informed, through participation in community meetings, annual DC City Council public oversight and performance hearings, posting news on its Facebook page, the weekly "Funding Alert, nonprofit list serve, and its website.

(c) How does OPGS identify stakeholders and invite their participation?

- (i) OPGS has organized regular meetings with local nonprofits including its annual Public Private Partnership Conferences to share national best practices and solicit their input from online, oral, and written evaluations to improve the office's program services as well as promote greater collaboration among local and regional nonprofit service providers.

(d) Steps taken by OPGS to improve public engagement and participation?

- (i) OPGS plans to increase its usage of online training applications and tools such as Goto Webinar and Survey Monkey to engage more nonprofits in its technical assistance and training activities.

3) **Collaboration**

Describe the steps OPGS has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations.

- (a) OPGS currently collaborate with a number of nonprofit capacity building organizations such as the Center for Nonprofit Advancement, Foundation Center, Washington Regional Association of Grantmakers, and Trinity Washington University's School of Professional Studies; as well as District, Federal, and State government grantmakers to obtain real-time competitive grant and technical assistance information to support the growth and sustainability of District nonprofits.
- (b) OPGS will also work closely with the DC Children Youth Investment Trust Corporation, National League of Cities, and other key stakeholders to support national and local initiatives related to the White House's My Brother's Keeper (MBK) and District's Boys and Men of Color (BMOC) in FY15.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC PUBLIC LIBRARY**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the District of Columbia Public Library (“DCPL”) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor’s Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency’s FOIAXpress reading room.*
- *How the agency meets its obligations pursuant to the District’s Freedom of Information Act and Open Meetings Act.*
- *Steps your agency will take to increase public access to information.*
- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCPL is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DCPL is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the General Counsel.

DCPL shares information with the public in a variety of ways, which include the DCPL website, the DC Register, Press Releases, printed materials in library locations and meetings open to the public. The DCPL website, www.dclibrary.org, provides up to date information on library activities, data, and events. DCPL also uses its Open Government and FOIA webpage to share information with the public. This page is located at www.dclibrary.org/generalcounsel/opengovernment. Additionally, DCPL publishes changes to its legislation in the DC Register.

DCPL also has DCPL Board of Library Trustees Meetings (“Board Meeting”) every other month at one of its designated Library branches. These meetings are open to the public and the public is able to testify at each meeting. These meetings are publicized ahead of time at the designated library location as well as on the library’s website. The meeting minutes from each Board Meeting is placed on the DCPL website for the public. DCPL also shares information and responds to District residents through its social media channels including Facebook, Twitter, LinkedIn, Pinterest, Google+, Goodreads and YouTube.

DCPL continues to meet its obligations under the District’s Freedom of Information Act and the Open Meetings Act. The agency utilizes FOIAXpress to process all FOIA requests and publishes frequently requested documents in the FOIAXpress Reading Room. DCPL is committed to making data available to the public and continuously explores ways to share new information.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*
- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*
- *How your agency identifies stakeholders and invites their participation.*
- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DCPL values public participation in agency decision-making and continuously seeks ways to enhance or expand opportunities for public participation. DCPL actively uses Facebook, Twitter, LinkedIn, Pinterest, Google+, Goodreads and YouTube. to share information and engage the public. The public is encouraged to attend forums and meetings that pertain to the DCPL. For example, DCPL has held and will continue to hold public meetings related to the renovation of the Martin Luther King, Jr. Memorial Library. Additionally the public is invited to attend the DC Public Library Board of Trustee Meetings. The dates and minutes for Board Meetings are posted on the DCPL Open Government and FOIA page.

DCPL also seeks feedback from the public on any proposed legislative changes. DCPL publishes proposed changes to legislation in the DC Register. The public may comment on proposed changes for 30 days after the change has been published.

DCPL also regularly solicits feedback input from District residents through focus groups, online and in-person surveys, and user interviews.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*
- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DCPL regularly collaborates to provide services to the public. The DCPL's Program and Partnership Department collaborates with other government agencies, the public, and non-profit and private entities to develop and host programs that benefit the public. For example, the DCPL has partnered with Pathways to Housing to provide services to the homeless population at the MLK Library. DCPL has also partnered with the Department of Corrections to provide a library for inmates. Additionally, DCPL currently has three library locations that are located within another government agency location. The DCPL collaborates with various government agencies (e.g. DGS, DDOE, MPD, OHR) by way of Agency Memorandum of Understandings (MOUs) and scheduled meetings between the parties to enhance and expand the services DCPL provides. DCPL further collaborates with DCPS, DCPCSB and OSSE on a number of education initiatives for young children and students.

Public engagement and collaboration continues to be an important value to DCPL. The DCPL works very closely with the DC Public Library Foundation, whose mission is to raise funds for the DCPL as well as several Friends organizations. The DCPL collaborates with the Foundation and Friends organization to enhance services, share information, and expose the public to the DCPL and its missions. The DCPL consistently works on new ways to partner with other governmental agencies in an effort to increase efficiency and further District goals.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

District of Columbia Public Schools



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the District of Columbia Public Schools (DCPS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

DCPS has implemented various affirmative measures to improve transparency in response to the Mayor's Order 2014-170. These include the following specific steps:

- DCPS currently shares information with the public through the DCPS website. DCPS also distributes press releases, which are posted on the DCPS website. DCPS works with local print and broadcast media. , DCPS has an active and large following on social media. Facebook and Twitter accounts allow DCPS to communicate announcements of interest to parents and the public, including announcements regarding student achievement, weather related incidents, and other timely information. The social media accounts also allow for parents to communicate with DCPS quickly and easily and for DCPS to respond accordingly. DCPS also shares notices of rulemaking through publication in the DC Register.
- DCPS has a Freedom of Information Act (FOIA) team responsible for meeting DCPS's obligations pursuant to District FOIA requirements. The DCPS FOIA team consists of staff within Office of the General Counsel (OGC) and is responsible for processing all DCPS FOIA requests. The process is overseen by the DCPS FOIA Officer in OGC. Currently, the DCPS FOIA team performs an intake process by reviewing the request, generating an acknowledgment letter, and forwarding the request to the appropriate DCPS office or department for the requested information or data. Upon receipt, the DCPS FOIA team reviews the information or data and generates a response to the requestor pursuant to applicable laws. The DCPS Office of Data and Strategy (ODS) in conjunction with the DCPS Office of General Counsel (OGC) plan to review documents for publication in the DCPS FOIA Xpress reading room. The reading room is a repository for documents and data that are often requested by the public or that DCPS wishes to affirmatively share with the public. DCPS is not a "public body" as that term is defined by the Open Meetings Act.

DCPS has a well-organized and user-friendly website which includes an informative Open Government link. In order for DCPS to increase access to information, DCPS plans to add a link on its Open Government page for the DC Official Code - Title 38 - Educational Institutions and the DC Municipal Regulations - Title 5 - Education. DCPS will also continue to update its Organizational Charts and Strategic Plans as changes are made to each document. DCPS currently has select datasets on its website for the following categories: enrollment, graduation rates, and DC CAS results. DCPS is working closely with the Office of the State Superintendent of Education (OSSE) and the Office of the Chief Technology Officer (OCTO) to identify additional data that OSSE and OCTO expect to publish online later this year. If no new data from DCPS is selected to be included this year, DCPS will continue to work with OSSE and OCTO to identify additional data appropriate to publish in 2015.

2) **Public Engagement and Participation**

DCPS has taken a number of steps to enhance opportunities for the public to participate in agency decision-making, and is working to further expand its public engagement and participation efforts.

- DCPS publishes Notices of Proposed or Emergency Rulemaking and Notices of Final Rulemaking in the *DC Register* as required by DC law. The *DC Register* is publicly available on the website of the DC Office of Documents and Administrative Issuances (ODAI) at www.dcregs.dc.gov. In some instances, rulemaking notices are also posted on the DCPS website. Currently DCPS has two Final Rulemakings posted on its websites involving new grievance procedures enacted by DCPS in 2014 they may be accessed using the following links:

<http://dcps.dc.gov/DCPS/Files/downloads/ABOUT%20DCPS/DCPS%20Student%20Grievance%20Procedure10314.pdf>

<http://dcps.dc.gov/DCPS/Files/downloads/ABOUT%20DCPS/DCPS%20Parent%20Guardian%20and%20Visitor%20Grievance%20Procedures.pdf>.

DCPS endeavors to improve its process for posting proposed rules and regulations on its website and will create a specific section on the website for this purpose. DCPS will also create an online mechanism for securing public comment, if permitted by ODAI. Currently, most comments are received in writing, pursuant to required instructions listed in each rulemaking that allow for comments to be sent to the Chancellor.

- The Office of Communications and the Office of Family and Public Engagement (OFPE) serve as a link between key stakeholders and DCPS. These offices serve the community through providing regular information and

opportunities for engagement with families, partners, and community stakeholders to build and strengthen critical relationships that improve the educational environment for our students, inform the development of resources, and drive student academic success.

Methods of public outreach include: the DCPS website (dcps.dc.gov), social media, and more traditional methods such as print advertising and fliers posted in the community.

- The DCPS website provides access to grade.dc.gov and to email addresses for the Chancellor, DCPS executive and managerial staff, and school principals. Through the use of Connect Ed, robo-calls, robo-texts, and mass mailings, DCPS sends out mass communications involving school issues and emergency communications such as weather-related school closures, which are also, communicated through DCPS social media accounts.
- EngageDCPS.org is a website that allows parents and stakeholders to submit comments and ideas about the annual DCPS budget process.
- Stakeholders can view rebroadcasts of ward-based community meetings about local school matters on DKN District Cablevision/Channel 99.
- The DCPS Parent Handbook is distributed to each DCPS school site for distribution to families. The Handbook is produced in a family-friendly, easy to read format that includes content related to academic and discipline policies; strategies families can use to support their children’s learning and to partner with their school; and information about parent services, testing, health services, and graduation requirements, among other useful topics. The Handbook is also available on the DCPS website in 5 translated versions.
- DCPS hosts an annual Chancellor’s Address, providing an opportunity for DC families, community members, students, and partners to spend an evening with the Chancellor and her leadership team. The event generally features a speech from the Chancellor outlining DCPS priorities, followed by a reception and “gallery walk” of DCPS programs.
- The Chancellor participates in a Living Room Chats across the city, which are small intimate discussions (typically 10-15 people) hosted in the home of a DCPS parent. These discussions are an opportunity for the Chancellor to connect with a variety of families and community members, while sharing information and answering questions about DCPS programming and initiatives in a setting that encourages discussion and the free flow of ideas.
- The Chancellor’s Parent Cabinet allows parent leaders to directly inform the Chancellor about system-wide policies and programs affecting schools. Comprised of 15-20 members, the Parent Cabinet meets monthly.

- The Office of Data and Strategy (ODS) delivers stakeholder surveys on an annual basis to school-based staff, parents, and students. This proactive approach to understanding DCPS families and students helps DCPS gauge the effectiveness of academic and extracurricular programming, communications strategies, facilities, and other resources. Results from DCPS Stakeholder Satisfaction Surveys can be viewed at: <http://dcps.dc.gov/DCPS/About+DCPS/Satisfaction+Stakeholder+Surveys>
- DCPS periodically hosts and participates in large scale, district-wide engagement meetings, activities, and events to share information about key priorities, solicit feedback and encourage relationship building at the school level. In 2013, DCPS participated in Council hearings, public office hours and office hours for affected ANCs, and ward-based community meetings during the School Consolidation and Reorganization Engagement effort. Also in 2013, DCPS began holding regular meetings with the Ward 5, 7, and 8 Education Councils as a way of proactively engaging the members of the Education Councils. DCPS holds an annual Public Budget Hearing with the Chancellor to provide information on the overall budget process and to gather feedback on priorities from key stakeholders.

3) **Collaboration**

DCPS collaborates extensively with other government agencies.

- DCPS regularly engages in high levels of contact and collaboration with the following District Government partners: DC Public Library (DCPL), the Department of Parks and Recreation (DPR), the Metropolitan Police Department (MPD), the Department of Mental Health (DMH), the Deputy Mayor for Education (DME), the Deputy Mayor for Health and Human Services (DHHS), the DC Housing Authority (DCHA), the Office on Aging, DC Child and Family Services Agency (CFSA), the Department of General Services (DGS), District Department of Transportation (DDOT), the Office of the Attorney General (OAG), and the City Council.
- The DCPS City Council Liaison is responsible for engaging the City Council on matters that impact DCPS and ensuring strong lines of communication between DCPS and the City Council. The City Council Liaison provides assistance to City Council staff with resolving DCPS-related constituent concerns and providing feedback on how proposed bills may affect DCPS.
- DCPS and CFSA collaborate regularly on a variety of matters that impact the District's children. As mandatory reporters of child abuse or neglect under the District's mandatory reporter law, many DCPS employees must take CFSA-provided mandatory reporter training each year as a condition of their employment with DCPS. Furthermore, DCPS school-based employees and legal staff in OGC routinely communicate with CFSA employees and respond

to requests for education records and other information regarding DCPS students who are the subject of CFSA cases and investigations.

- DCPS engages in constant collaboration with MPD, to provide the safest learning environment possible for students, families, and staff. DCPS has a Memorandum of Understanding (MOU) with MPD that stations MPD school resource officers at schools. The MOU also provides for contract security guards, stationed at each school under the direction of MPD and the DCPS Office of School Security (OSS). The MPD Youth Investigations Division and the Patrol Services and School Security Bureau work collaboratively with OSS to ensure student safety and to address issues of truancy and criminal activity involving students.
- DCPS works collaboratively with DME and OSSE in the areas of policy, rulemaking, and high-level decision making, to ensure that objectives are met that are consistent across the agencies and provide a clear cohesive message to stakeholders and parents about educational objectives and priorities. DCPS Rulemakings must be approved by DME and enforced by OSSE. Further, there are areas where OSSE also provides monitoring and support of DCPS functions.
- The DCPS OGC staff regular collaborates with OAG, Public Safety, Civil Litigation, Equity, and Public Enforcement divisions. OAG represents the legal interests of DCPS in all litigation at the judicial level, including civil tort actions, suits arising out of employee appeals, suits arising out of special education due process claims, juvenile criminal cases, and affirmative litigation in cases of fraud committed against DCPS.
- DCPS has partnered with DCPL on professional development for teachers and schools; a summer reading pilot with 9 schools; focus groups to discuss children and teen patron spaces for the upcoming renovation of the main DPL MLK Library; the DC Reads program; and revising general reading recommendation reading lists for each grade level.

DCPS also plays a key role in the following programs and initiatives in conjunction with other city agencies:

- **Safe Passages Partnership**
DCPS (OSS and OFPE) collaborates with DDOT, MPD, DPR-Roving Leaders Program, and Metro Transit Police as a part of the Safe Passages Neighborhood Initiative to address safety issues facing students traveling across neighborhoods to attend school. A major safe passages effort was undertaken leading up to the school consolidation plan in 2013. Recommended “safe passage” route were developed through a collaborative process, including:
 - Receiving feedback from school leaders on routes;

- Meetings with each agency to gather feedback on safe routes and to plan respective agency roles;
- Walking each recommended route and making adjustments to routes;
- Development of a communications plan with feedback from stakeholders; and
- Communications with impacted families through posting on the DCPS website, distribution at schools, and through partner agencies (DPR and DCPL).

- **Truancy Taskforce**

DCPS is a key member of the Truancy Taskforce, co-chaired by the Deputy Mayor for Education and the Deputy Mayor for Health and Human Services. The taskforce is charged with developing and implementing initiatives to reduce truancy and promote school attendance in the District.

- **DCPS School Boundaries and Student Assignment Policies**

DME led the process to review school boundary policies and practices, identify challenges, analyze data, and recommend solutions. DCPS played a critical role in serving on the Student Assignment and School Boundaries Review Process Committee by providing information and resources to DME to support the committee's work, and by leading community engagement efforts to communicate the proposed Student Assignment plan to District stakeholders.

- **One City Youth Initiative (OCYI)**

DCPS has participated in the Mayor's initiative designed to align summer programs across the city in response to a needs assessment for youth services in high-crime target areas.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF PUBLIC WORKS**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Public Works has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Department of Public Works communicates daily with the public through our Twitter and Facebook accounts, neighborhood listservs and through news releases describing service delivery, e.g., holiday trash/recycling collection schedules. DPW also conducts a monthly online live chat with Director Howland and other DPW officials about various services.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DPW responds in a timely manner to all Freedom of Information Act (FOIA) requests. DPW is one of many agencies using the new FOIAXpress software to process FOIA requests and share information

This spring, DPW conducted two public meetings to receive community input to inform the Solid Waste Strategy Roadmap, a plan being developed to determine how to dispose of solid waste in the future.

- *Steps your agency will take to increase public access to information.*

DPW is launching its Instagram site in FY 2015.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

N/A

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DPW is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DPW is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

N/A

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

DPW has a very strong presence on Twitter, Facebook, neighborhood listservs and grade.dc.gov. Residents and others use these communications channels to seek and receive information from us. DPW's Solid Waste Education and Enforcement Program (SWEEP) staff regularly attend community meetings, special events, e.g., Truck Touch and other government-sponsored events, and walk-throughs to share information about proper sanitation practices. As mentioned above, DPW also conducts a monthly online live chat where the public can interact with DPW officials, including Director Howland, about our services.

- *How your agency identifies stakeholders and invites their participation.*

DPW considers all residents to be among our stakeholders; therefore, we use multiple means to engage with them.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DPW is launching our Instagram site in FY 2015.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

A prime example is the Snow and Ice Removal Program. The snow program is among the District's most integrated operations, involving DPW, DDOT, DGS, OUC, DC Water, DOC, HSEMA, MPD, FEMS, and DCPS, depending upon the severity of the weather.

Serve DC and the DC Office on Aging will assist seniors and persons with disabilities with clearing their sidewalks of snow and ice.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

DPW will conduct a joint "One Fund" outreach event November 14 with several other DC government agencies to extend our reach to interest employees in donating to the non-profits participating in this program.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF RISK MANAGEMENT**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Risk Management has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIA Xpress reading room.*

ORM is committed to a transparent, open form of government. ORM makes certain records available online to the public, if those records exist. Our website includes links that show information related to:

- Employee salary information;
 - <http://dchr.dc.gov/public-employee-salary-information>
- ORM's FY14 Budget;
 - <http://cfo.dc.gov/node/465102>
- ORM Administrative Orders;
 - <http://orm.dc.gov/node/857622>
- ORM Performance Plans;
 - http://oca.dc.gov/node/160652#performance_RK0
- ORM Reorganization Plan;
 - <http://orm.dc.gov/node/858192>
- Statements of policy;
 - PSWCP Notice of Final Rulemaking
<http://orm.dc.gov/node/201262>
 - Tort Liability 12-309 Statute
<http://orm.dc.gov/node/158462>
- Administrative Staff Manuals.
 - District of Columbia Captive Insurance Agency
<http://orm.dc.gov/node/134082>
 - Tort Liability Claims Handling Procedures Manual
<http://orm.dc.gov/node/856902>

ORM also provide links for the public to provide feedback to the agency. ORM also post press releases and agency testimony on our website.

ORM's FOIA requests are issue specific – ORM does not have categories of records that are frequently requested. When appropriate, ORM posts documents in the ORM FOIAXpress reading room.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

ORM meets its obligations to the District's FOIA statute by responding timely to FOIA requests and by providing, when appropriate, as many requested records as possible. ORM has a link on our website for the public to submit FOIA requests via FOIAXpress; ORM also provides the name and contact information of the agency's FOIA officer.

The Captive Insurance Agency, which is housed within ORM, is guided by an Advisory Council established by statute. The Advisory Council is composed of seven members appointed by the Chief Risk Officer and serves solely in an advisory capacity. It meets on no less than an annual basis. The meetings of the Advisory Council are open to the public and notice of the meetings are published in accordance with the Open Meetings Act.

- *Steps your agency will take to increase public access to information.*

ORM will continue to process FOIA requests via FOIAXpress and upload as many records as possible in the public reading room. ORM will also continue to post our press releases and agency testimony on our website.

ORM is also developing a mapping system that will provide a searchable mechanism for the public to identify locations throughout the District where tort claims have arisen due to potholes, street and sidewalk defects and tree-related issues. The map, once it is complete, will be available on ORM's website.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The Captive Insurance Agency Advisory Council annual meeting is not recorded by electronic means as it is not feasible for ORM to record these meetings in this capacity. Detailed minutes of the meeting are kept and will be made available on ORM's website.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

ORM-specific data is provided annually to the Council and the public in ORM responses to performance oversight and budget hearing questions. In addition, ORM is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to

publish online later this year. If no dataset from ORM is selected to be included in this 2014 release, ORM will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

ORM last promulgated rules and regulations for its Public Sector Workers' Compensation Program in 2012. The Notice of Final Rulemaking was published and is available at <http://orm.dc.gov/node/201262>. ORM also makes available its Administrative Orders at <http://orm.dc.gov/node/857622>. When ORM prepares rules and regulations in the future, notice will be published for a minimum of thirty days in the D.C. Register and on ORM's website to provide the public with an opportunity to comment. A designated email address will also be available to receive comments electronically

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

ORM shares information and resources to keep the public properly informed through orientation sessions, public meetings, and Frequently Asked Questions distributed via electronic means and hard copies. ORM regularly invites comments and feedback from key stakeholders and the public. ORM puts out press releases on significant matters we are handling, which are made available on ORM website. ORM provides two ways for the public to provide feedback – they can email ORM or fill out the “Ask the Director” form and submit anonymously. The Public Sector Workers' Compensation Program instructional video on the ORM website also provides key information to stakeholders within that Program. In addition, ORM responds to inquiries of local and national media, including bloggers, as well as private citizens, although we do not provide legal advice to private parties.

- *How your agency identifies stakeholders and invites their participation.*

ORM regularly engages key stakeholders in our various initiatives and when making substantial changes to our policies, rules and regulations, and/or procedures and practices. The nature of a particular initiative dictates who the key stakeholders will be, and ORM uses a variety of strategies to encourage their participation. For example:

- ORM assembles work groups and focus groups of key stakeholders
- ORM hosts monthly meetings with Agency Risk Management Representatives (or ARMRS) to provide information and solicit feedback
- ORM presents information sessions for stakeholders and other interested parties
- ORM collaborates with a variety of agencies on a wide array of initiatives

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

ORM is continually analyzing its FOIA and other information requests to identify additional information that can be made available to the public through its Open Government webpage and the FOIAXpress Reading Room.

In planning for FY15, the priority is to create more opportunities for proactive engagement with the ARMOR community and other key stakeholders to educate them on Cost of Risk and other risk management programs.

3) Collaboration

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

The Office of Risk Management collaborates with other District agencies, the federal government, the public, and non-profit and private entities in fulfilling its obligations. For example, the Risk Management Council, which is composed of the ARMORs from each agency within the District, meets on a regular basis to keep apprised of risk-related issues facing the District government.

In order to improve collaboration, The Office of Risk Management participates in community meetings, Roundtable discussions, utilizes Facebook, Ask the Director function, mail, email, text messages, and telephone calls. Information on how to use these methods of collaboration is found at <http://orm.dc.gov>.

Meetings are held regularly involving ORM and its stakeholder agencies, where information is exchanged and feedback sought. Additional meetings are regularly held with stakeholders to organize, prioritize and resolve issues that may arise. ORM's website and Facebook page list and give links to news, events, and updates relevant to the agency.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Secretary of the District of Columbia



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Secretary (OS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The Office of the Secretary of the District of Columbia provides protocol, authentication, ceremonial and public records management services on behalf of the Mayor and District government agencies. The Office of the Secretary consists of three offices and two units: Office of Documents and Administrative Issuances (ODAI), Office of Notary Commissions and Authentications (ONCA), Office of Public Records and Archives, Ceremonial Services Unit, and Protocol and International Affairs Unit.

The Office continues to make information available online through its website: <http://os.dc.gov/>, which is updated regularly. The updated website includes more information about staff and contacts within the Office of the Secretary. Starting in 2012, the Office has utilized Facebook, Twitter and Instagram to share the Office's activities, including foreign delegation visits, Sister City programs and event announcements.

The Office of Documents and Administrative Issuances publishes the weekly DC Register and all Mayor's Orders and Memoranda. ODAI sends out a message through its Twitter account on the availability of its weekly publication. The *DC Municipal Regulations*, the *DC Register*, and Administrative Issuances (Mayor's Orders) can be accessed at www.dcregs.dc.gov. ODAI also makes available historical Mayor's Orders on the *D.C. Regs* website.

The Office of Notary Commissions and Authentications has launched a new interactive mapping system that allows online searches for Washington, DC notaries public. This searchable online map gives the public greater access to local notaries, and increases each notary's visibility and ability to expand their service to the community. Information on all services provided by ONCA, fee schedules, hours of operation, and application to become notary public can be accessed via the OS website.

The Office of Public Records and Archives services records and research requests through emails at archives@dc.gov, mail, telephone calls and on-site visits. A new

feature has been updated in the website to allow online submission for requests of records research for general and genealogy purposes.

The Ceremonial Services Unit encourages the public to place their requests for ceremonial documents (such as proclamations, birthday letters, welcome/greetings, retirement letters, etc.) through the OS website. Samples of the different types of documents are available online.

The Protocol and International Affairs Unit serves as the primary link to the 186 embassies and two special interest sections located in the District of Columbia. The list of embassies is available online and the information is updated as soon as the U.S. Department of State makes it available. This unit also provides advice on numerous protocol issues including proper display of flags, use of the seal of the District of Columbia and order of speakers in programs. The protocol guidance is available online through the OS website. Currently, the District of Columbia has partnered with 13 national capitals around the world. Additionally, the District of Columbia has partnered with Sunderland, England, the ancestral home of the first president, George Washington. Residents interested in joining the Steering Committees for the Sister-City relationships can contact the Office to be included in the list.

Regarding FOIA requests, the Office of the Secretary is part of the Executive Office of the Mayor (EOM); the FOIA Officer designated for EOM covers OS.

The Office of the Secretary is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

The Office of the Secretary engages the public in various ways. Facebook, Twitter and Instagram have been the main media used to get the public involved in Office activities. Currently, the Office of the Secretary's Twitter account has more than 300 followers at *@SecretaryofDC*, the office has tweeted more than 2,000 messages. The facebook site is *Office of the Secretary of the District of Columbia*.

The Office of the Secretary's website has a web portal for handling ceremonial document requests and general questions through the "Ask the Secretary" form. The web-form is linked to the EOM IQ (Intranet Quorum) application and is retrieved and answered in accordance with the Customer Service Operations guidelines and standards. The "Ask the Secretary" log is checked daily, inquiries forwarded to the appropriate office and responses provided within three business days or within the timeframe requested. Currently, the Executive Assistant is responsible for managing the "Ask the Secretary" web portal, and general email box -- *secretary@dc.gov*.

The Office of Documents and Administrative Issuances has its own Twitter account and advises the public of the availability of each current issue of the *District of Columbia Register* and related information. ODAI also continues to fix, update and enhance the e-rulemaking system, the *D.C. Regs* website.

The Office of Public Records holds quarterly meetings with agency records management officers and regularly interview government and public clients. This office has used the information gathered to streamline customer service processes by providing online services for customers to make requests for archival materials; and providing training information for records management officers on the share point drive.

Pursuant to Section 1022 of DC Act 19-93, the “Office of the Secretary Limited Grant-Making Authority Emergency Act of 2011,” the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood. The objective of the grant is to strengthen support for democracy for the citizens of the District through activities that promote District voting representation in Congress, Statehood, legislative and budget autonomy, or full democracy. The Secretary of the District will issue a Request for Applications (RFA) from nonprofit organizations for the grant in the first quarter of each fiscal year.

3) **Collaboration**

As the Office of the Secretary is part of the Executive Office of the Mayor, many OS activities are collaborated with other offices under EOM. The Office of the Secretary works collaboratively with the Office of Boards and Commissions since the Secretary chairs many boards and commissions appointed by the Mayor. Home Rule Commission and Martin Luther King Jr. Holiday Commission are two of the commissions currently chaired by the Secretary. The tasks of each commission are outlined in the Mayor’s Orders.

The Office of the Secretary has several Memorandum of Understanding:

- MOU with the Federal Government for Record Storage with the National Archives (NARA).
- The Office is also responsible for coordinating the One Fund Giving Campaign and as such has MOU with the United Way for management of this program.
- In FY2014, OS signed an MOU with the DC Office of Cable Television to produce segments to commemorate the District’s 40th Anniversary Celebration of Home Rule.

On correspondence, the Office works closely with the Mayor’s Correspondence Unit to make information available to the public.

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Serve DC – The Mayor’s Office on Volunteerism



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Serve DC – The Mayor’s Office on Volunteerism has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor’s Order 2014-170, this report addresses the following topics:

1) **Transparency**

- *Serve DC makes information regarding all funding opportunities available via the agency website, serve.dc.gov, posts in the DC registry, and the Office of Partnerships & Grant Services funding alert.*
- *Serve DC posts all scheduled meetings and the subsequent meeting minutes of the DC Commission for National & Community Service within the Board of Ethics & Government Accountability’s website.*

As an office within the Executive Office of the Mayor, Serve DC – The Mayor’s Office on Volunteerism is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from Serve DC – The Mayor’s Office on Volunteerism is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

- *Serve DC archives all resources and information about agency programs and initiatives on the agency website.*
- *Serve DC has taken major steps in 2014 to increase access to information about government volunteer opportunities via the creation of NeighborGood, the Districts volunteer opportunity search engine.*
- *Serve DC has made information available on all AmeriCorps grant funded organizations through serve.dc.gov and dcamericorps.org which is linked to the agencies main website serve.dc.gov.*
- *Serve DC actively utilizes social media via Twitter and Facebook to engage the public in agency programs and initiatives.*
- *As the District Government Agency dedicated to promoting volunteerism as a sustainable solution to meeting community needs, Serve DC is consistently*

engaged in efforts to involve the community in all agency programs and initiatives through outreach activities and events.

- *Serve DC utilizes the DC Department of Health's DC Responds communication system to notify volunteers, partners, and programs of important announcements and emergencies.*

3) **Collaboration**

- *In 2013 Serve DC Launched the District of Columbia Cities of Service Task Force bringing together volunteer managers and program staff from across District Government agencies to facilitate collaboration, communication, and coordination around how District Government is leveraging volunteer and pro bono services. These efforts continued throughout 2014.*
- *In partnership with the DC Department of Health – Health Emergency Preparedness Administration, Serve DC has launched the DC Vulnerable Populations Community & Health Care Coalition, bringing together government agencies, for profit, and not profit service providers to develop plans and strategies for ensuring the safety and resilience of seniors, residents with access and functional needs, and other vulnerable populations before, during, and after a disaster or emergency.*
- *In 2014 Serve DC launched partnerships with the DC Department of Employment Services and the Department of Youth Rehabilitation Services to promote volunteerism as a pathway to employment exposing youth and other residents to careers within the emergency management and public safety sector.*
- *Serve DC convenes a monthly Service members, Veterans and Military Families brown bag bringing together government agencies and non-profits providing services to service members, veterans and military families in the District of Columbia.*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Small and Local Business Development



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Small and Local Business Development has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The DC Department of Small and Local Business Development (DSLBD) supports the growth, development, and retention of District based businesses and supports economic development throughout the District's commercial corridors. In order to increase accountability and transparency, promote informed public participation, and create economic development opportunities, DSLBD has expanded access to information by making it proactively available online. Updates regarding DSLBD programs and initiatives are shared with the public utilizing several methods including, press releases, special notices, and DC Register entries that are posted on DSLBD's website. DLSBD also releases information via an external mailing list available to media, community partners, and District small business owners. In an effort to increase public access to information, DSLBD continually seeks ways to better utilize its website and social media outlets.

Pursuant to the District's Freedom of Information Act, DSLBD has responded to every request received in a thorough and timely manner to the extent permitted by law and subject to valid privacy, confidentiality, security, or other restrictions. Any information requested by the public has been made readily available and annual Freedom of Information Act reports are accessible on the Department's website.

DSLBD is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DSLBD is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

In order to create more informed and effective programs that support small business development, DSLBD has enhanced and expanded opportunities for the public to have a voice regarding agency programs and services. Through online access to information and resources, such as frequently asked questions, GradeDC, and contact information for key programs staff, DSLBD ensures the public is properly informed. Public input and feedback is welcomed on the

agency's website and through social media activity. In an effort to improve public engagement and participation, DSLBD will publish a quarterly newsletter and welcome content suggestions from stakeholders and community partners.

Collaboration

DSLBD has made great strides in enhancing and expanding its practices to further cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. In 2014 DSLBD transformed its office into a mobile, co-work space where agency staff, community development organizations, and small businesses collaborate daily to improve the DC small business environment. This concept is called the Small Business Inclusion Center. The SBIC supports co-location of federal government agencies, local government agencies, and nonprofit community development organizations. Modern business technology, updated policies and procedures for mobile working, and a performance-based culture allow the Center to attract organizations that collaborate to help small businesses succeed in Washington, DC.

The goal of SBIC is to improve the environment for small businesses in the District of Columbia by creating a space where agency staff and partners of the agency collaborate in real-time in setting reflective of the way business is done today – emphasizing mobility, adaptability, and accountability. Since implementation in FY14, the Center has added 14 new partner organizations such as the U.S. Department of Commerce, the Service Corps of Retired Executives (SCORE), and the Washington Area Community Investment Fund. Further, DSLBD averages a Grade.DC.gov score of 'A' due to the SBIC's creative approach to catalyzing small business programs.

Additionally, DSLBD has leveraged cooperative agreements with federal government agencies to provide business development programs for District small businesses in the areas of technology, export, and government procurement, all while continuing to collaborate with other District government agencies and community partners in educating and equipping the District small businesses with the tools they need to thrive.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the State Superintendent of Education (OSSE)



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the State Superintendent of Education (OSSE) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

Sharing information with the public

Agency website:

All documents intended for public consumption are published on the [Publications page](#) of our website.

Press Releases:

All press releases are posted to the [Press Releases](#) section of our [Newsroom page](#) as well as on the Featured News section of the [homepage](#).

Meeting obligations pursuant with the District's Freedom of Information Act and Open Meetings Act

FOIA Webpage:

All documents and document feeds are posted to the [Open Government and FOIA page](#) of our website.

Steps to increase public access to Information

Social Media:

OSSE uses social media (i.e., Facebook, Twitter) to share important information with the public.

Steps to make more of our data available to the public

OSSE is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OSSE is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

Providing online access to proposed rules and regulations and securing public input on them

Currently, our proposed policies, rules, and regulations are posted to the [Publications page](#) of our website in the [Policy](#) and [Regulations](#) types, respectively. Feedback is received either through [Google Forms](#) or [email](#).

Sharing information and resources to keep the public properly informed

FOIA Page:

All materials for public information along with portals to GradeDC can be found on our [Open Government and FOIA page](#).

Agency sidebar:

The public can also find a portal to provide feedback on our Agency Sidebar that appears on the left-hand side of every page. The OSSE Agency Sidebar has links to our [Facebook](#), [Twitter](#), [Youtube](#), [Wordpress](#), [GovDelivery newsletter opt-in](#), [Pinterest](#), [GradeDC](#), and the [“Ask the Superintendent” form](#).

Identifying stakeholders and inviting their participation

Throughout the year, OSSE participates in numerous community meetings and forums to engage stakeholders in various education related topics. Additionally, OSSE regularly seek public input through surveys and opportunities for public comment on key policies and regulations.

Improving public engagement and participation

OSSE will continue to participate in regular public meetings and forums as well as engage the public in surveys and opportunities for public comment on key policies and regulations.

Collaboration

OSSE regularly collaborates with other District government agencies, community organizations and non-profit/private organizations through MOUs, joint partnerships and community engagement events. OSSE’s senior leaders are members of public/private taskforces and working groups aimed at improving the education of District youth. Additionally, the agency obtains public feedback via its website on key policies and regulations. The agency will continue to improve collaborative efforts with all parties through public engagement events as well as digital media initiatives.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC TAXICAB COMMISSION**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Taxicab Commission has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

- The DC Taxicab Commission (DCTC) communicates with the public through reports, testimony, press releases, letters and online posts as well as through media outlets and industry stakeholders. Interaction and engagement with customers, media and other agencies to provide updates and critical information ensures a thorough understanding of DCTC services, procedures and rulemakings. In addition, DCTC maintains the Freedom of Information Act (FOIA) acknowledgements and responses; files research, collects data and reviews records and performs redaction as warranted to fulfill the legal responsibilities to provide feedback to inquiries and act in an ethical manner to represent DCTC and the Mayor of the District of Columbia.
- The District is committed to a transparent, open form of government. DCTC makes certain records available online to the public (if those records exist). In cases where these records exist but are not yet available online, DCTC is working to provide them as soon as possible. Records available online include the following: employee salaries; budget information; minutes of public meetings; taxi driver Face IDs; DCTC regulations; DCTC purchases and contracts; organizational chart; DCTC performance plans; methods to submit feedback; and District-wide FOIA reports. The FOIA Officer can be contacted for further questions. To understand the process of submitting a FOIA request, please see foia.dc.gov.
- Access to most information sought by the public can be found on the DCTC website. Inquiries can be made online, by phone, standard mail, or by walking in to speak with a customer service representative.
- DCTC is undertaking serious consideration of the most cost-effective means to webcast live and archive commission meetings. This initiative is targeted for FY 2015.
- DCTC is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online

later this year. If no dataset from DCTC is selected in this 2014 release, work will continue to determine if there are appropriate datasets to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

- The public is encouraged to provide feedback at regular General Commission Meetings and Public Hearings on regulatory matters. The agency website encourages feedback by having a direct link to “Ask the Director” questions, and offer opinions or suggestions. In addition customer feedback includes compliments, complaints, observations and suggestions.
- Most comments pertain to industry-related issues regarding regulations, and the clarification of rules and procedures. In addition customer feedback includes compliments, complaints, observations and suggestions. Proposed rulemaking is modified to respond to comments as warranted. Information is also shared through community meetings, public hearings and online.
- The mission of DCTC is to provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries, history and tourist destinations, as well as the basic tenets of high quality customer service. The Commission strives to provide taxicab owners and operators with a system of rules and regulations that are fair and transparent and that allow for technological advancements to be introduced to the industry and for properly qualified individuals to participate in the industry. At the same time, the Commission has the statutory responsibility to preserve the economic viability of the District's public vehicle for hire industry.
- As the regulatory agency with the responsibility to oversee the public vehicle for hire industry it is our statutory duty to maintain open lines of communication with the public as well as industry stakeholders. There is great emphasis on public engagement and participation to better inform proposed rulemaking.

Collaboration

- DCTC collaborates with several governmental agencies as well as both public and private entities. The Metropolitan Police Department (MPD) assists DCTC Public Vehicle Enforcement Inspectors with identifying illegal actions, operators and vehicles. The Office of Human Rights (OHR) investigates complaints to determine if the cause is due to discrimination. The DCTC Legal Department works with the Office of Policy and Legislative Affairs (OPLA) and the Office of the Attorney General (OAG) to prepare rulemaking.

The Department of Motor Vehicles (DMV) is a close partner that issues vehicle license plates. The Office of Contracting and Procurement (OCP) handles all solicitation for the services of outside vendors. In addition to managing the DCTC budget, the Office of Chief Financial Officer (OCFO) also collects the passenger surcharge which is the primary means of funding DCTC operations. The Office of Chief Technology Officer (OCTO) oversees and manages all District government websites and technical services. DCTC also engages with non-governmental agencies including: attending quarterly meetings of the Transportation Committee of the Metropolitan Washington Council of Governments (MWCOG); the monthly lunch meetings with the Hotel Association of Washington; the annual marketing presentation of Destination DC; and the distribution of the Events DC event calendar to the public vehicle for hire industry.

- Every effort will be made to continue the excellent cooperation between organizations. Yet, in order to better serve customers three new features are being introduced. DCTC, working with the Washington Metropolitan Area Transit Authority (WMATA), has developed the CAPS-DC program to offer an alternative to MetroAccess that provides an option for customers to ride in a standard taxicab without multiple stops and make a reservation one hour in advance. Another new communication mechanism is the Taxi Notification System. The recently implemented system provides a means for specific venues to alert on-duty taxis of the need for service for large groups. We expect to see a significant improvement in response times and vehicle loads. Lastly, in conjunction with the Office of Unified Communication (OUC) safety devices will be installed in all taxicabs licensed by DCTC for both the drivers and riders. The safety device will allow police, medical or DCTC Public Vehicle Enforcement Inspectors to respond immediately to calls for assistance. This platform should be fully operational by June 2015.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
[DISTRICT DEPARTMENT OF TRANSPORTATION]**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the District Department of Transportation (DDOT) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

DDOT has taken the following steps to be more transparent:

Public Information Sharing

In addition to sharing various press releases, traffic advisories, notices about forthcoming regulations and public meeting notices (discussed later in the "Public Engagement and Participation" section), DDOT has made the following user-friendly online tools available to the public, which increase awareness about the agency:

- [Freedom of Information Act \(FOIA\)](#) – DDOT receives and responds to FOIA request via [FOIA Express](#); however, many requests are voluminous and DDOT is in the process of utilizing the FOIA Express Reading Room. Last year, DDOT responded to at least 300 FOIA requests and in the spirit of transparency often waives the fees for requesters to obtain their documents.
- [DDOTDashboard](#) – Provides data on District traffic safety, roadway conditions, infrastructure projects, transit initiatives, operating budget and expenditures and customer service.
- [Track DC](#) – Features windows into DDOT's budget and operational information, performance indicators, documents made available under the Freedom of Information Act (FOIA), website traffic and links to the agency's various social media platforms.
- [DDOT Compendium](#) – A tool that provides comprehensive information about DDOT policies, procedures, and services in an online, searchable format. The Compendium contains a variety of documents and reference materials—ranging from regulations, federal legislation, and transportation studies, to online permit look-up tools and FAQs—organized by topic into summary pages that provide links to related documents and references.

- [Urban Forestry Administration's GIS Maps](#) – DDOT's Urban Forestry Administration (UFA) provides numerous geographic information system (GIS) maps that feature data on tree removals, tree plantings, invasive insect sightings, responses to severe weather events, etc.
- [CaBiDashboard](#) – Provides metrics on DDOT's Capital Bikeshare program, including ridership; fleet performance and safety; customer service and membership.
- [DDOT Permit Viewer](#) – Offers information about permit locations and permitted activities citywide. This application is available as a website and as a mobile application for iOS, Windows 8 and Android devices.
- [DDOT Permit Locator](#) – Features GIS maps and datasets allowing the public quick retrieval of public space permit information.
- [Data Warehouse](#) – Provides access to over 500 datasets from multiple agencies, facilitating increased District-wide responsive and enhanced organizational performance.
- [Feature Services](#) – Delivers real-time data feeds of various DDOT service applications.

Future Information Sharing Initiatives

Moving forward, DDOT plans to roll out the following initiatives to increase the agency's transparency and provide more amounts of valuable data to the public:

- **Interactive Project "Life Cycle"** – DDOT is working with the Office of the Chief Financial Officer (OCFO) to develop a platform to display the entire "life cycle" of DDOT projects: from conception, through the procurement, solicitation and award process toward the completed product.
- **Linking Office of the Chief Technology Officer Initiatives on DDOT's Website**
- **Displaying DDOT's Infrastructure Assets in GIS Format**

DDOT is also working closely with the Office of the City Administrator (OCA) and OCTO to identify a significant number of datasets that OCA and OCTO expect to publish online later this year.

Public Engagement and Participation

DDOT has made it a priority to enhance and expand opportunities for the public to participate in agency decision-making by taking the following measures:

Providing Online Access to Proposed Rules to Regulations

DDOT Routinely announces the release of new rules and regulations online and via email and various social media platforms (for example, the ["Publication of Proposed Rules to Formalize the Public Participation Process for Service or Fare"](#)

[Adjustments to the DC Circulator](#)” and the agency’s [Curbside Management Study](#)).

Sharing Information and Resources

DDOT uses a variety of platforms and methods to share agency information and resources to keep the public properly informed:

- **Community Meetings** – In addition to participating in community meetings (for example, Advisory Neighborhood Commission (ANC) meetings) DDOT has held several Ward-based meetings over the past year (for example, in [Ward 7](#) and [Ward 8](#)), and plans to hold meetings in [all of the District’s eight Wards in FY 2014](#). The agency also routinely holds public meetings on various DDOT projects and initiatives.
- **Press Releases and Traffic Advisories** – DDOT issues press releases and traffic advisories to its email listservs and then disseminates them on its website and through various social media platforms.
- **Social Media** – In addition to email and website outreach, DDOT keeps the public up-to-date on its various initiatives and solicits feedback via [Twitter](#), [Facebook](#) and its blog, [d. dish](#).
- **Grade DC** – DDOT asks for the public’s input on its policies and practices through Mayor Vincent Gray’s [Grade DC](#) initiative, and has received an “A”-level grade in each month for the past year.



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Unified Communications (OUC) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

Government should be transparent. Transparency promotes accountability and provides information for citizens about what their government is doing. Information maintained by the OUC belongs to the people of the District of Columbia. OUC will take appropriate action, consistent with law, policy and the Mayor's directive on open government, to disclose information rapidly in forms that the public can readily find and use. OUC will harness new technologies to put information about how this agency operates and how decisions are made online. OUC will also continue to solicit public feedback to identify information of the greatest use to the public.

Public Engagement and Participation

Public engagement enhances the OUC's effectiveness and improves the quality of its decisions. Knowledge is widely dispersed in society, and public officials benefit from having access to that dispersed knowledge. OUC offers the public many opportunities to interface and share thoughts on how the agency can better serve the residents of the District of Columbia. OUC maintains a robust community engagement calendar. OUC partners with the DC Office on Aging to bring Smart 911 to District Seniors. OUC has worked tirelessly to provide new avenues to reach seniors, often bringing onsite registration to the senior facilities. OUC also utilizes the Grade DC platform, where citizens can provide online feedback on their experiences with both 311 and 911. (www.grade.dc.gov) Our 311 call takers solicit feedback from citizens and we actively contact citizens to troubleshoot and resolve concerns.

OUC currently has 3,280 Twitter followers (@311DCgov). The agency has garnered positive feedback, adding another real-time reporting avenue for citizens with city service issues and concerns.

In FY14, OUC was one of the few District government agencies to score 12 out of 12 on the Language Access Compliance Scorecard. This was a direct result of our increased community



outreach schedule, and also because of our vital documents were not only translated for our agency web site, but also were printed and made available during our outreach efforts. OUC recently trained representatives at the Office of Latino Affairs on Smart911 registration so that they can assist in bringing this important OUC initiative to the Hispanic population in the District of Columbia.

OUC hosted 23 Operations tours as the agency continues to be on the cutting edge of call center technology. The Agency hosted tours for public safety dignitaries from South Korea, China, Australia, Ireland, as well as local community groups.

Collaboration

Collaboration actively engages residents in the work of their District government. OUC works collaboratively with the Metropolitan Police Department, the Fire and Emergency Medical Services Department, the DC Office on Aging, the Department of Parks and Recreation, the Office of the Chief Technology Officer, the Office of Asian and Pacific Islander Affairs, and the DC Senior Foster Care Program to engage the public and to solicit public feedback to assess and improve the services we provide to the public. OUC has used these partnerships to sign up nearly 500 District seniors for Smart911 and to provide information to more than 2000 people at 18 separate events.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
UNIVERSITY OF THE DISTRICT OF COLUMBIA**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **University of the District of Columbia** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*
- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*
- *Steps your agency will take to increase public access to information.*
- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
- *How your agency has taken or plans to take steps to make more of its data available to the public.*

The University of the District of Columbia is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the University of the District of Columbia is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*
- *How your agency identifies stakeholders and invites their participation.*
- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

The University uses the Office of Documents website (www.dcregs.dc.gov) and the D.C. Register to publish Notices of Proposed and Final Rulemaking. Public comments for all D.C. Municipal regulations may be submitted either through the website or directly to the Office of General Counsel via email.

The University of the District of Columbia serves a diverse population which includes current students and alumni, faculty and staff, and the public. Due to the diversity of these populations, the University has a myriad of methods for communicating to these constituents based on their individual needs. The University has a community campus task force which regularly meets with local tenant's associations and the community at large to discuss issues and maintains a website which keeps the local community informed. (http://www.udc.edu/cct/community_campus_task_force).

The University has at least four full board meetings and approximately fifteen to twenty committee meetings annually, with all meetings open to the public. To further promote transparency, prior to the meetings, documents are sent to collective bargaining units via their leadership and provided to the general public via the University website.

Recently the University engaged all stakeholders in its Strategic Planning Initiative. Through the use of surveys, focus groups, and workshops, community stakeholders provided input on the vision of the University for the future.

The University will continue to utilize the UDC website and email as its primary source of communication to various stakeholders.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

The University collaborates with Federal, District, private and non-profit organizations on a multitude of research, grant, educational and outreach projects. Most of these partnerships are memorialized through Memorandum of Understanding (MOU's) and agreements.

The University has partnered with the Citywide Bullying Prevention Program to develop a University bullying policy as part of the city's effort to stem bullying. The University of the District of Columbia, the District's only public university, is a member of the Consortium of Universities of the Washington metropolitan area, which is a non-profit educational association committed to the advancement of higher education in the region.

The University collaborates with a variety of city agencies to provide training and education opportunities for District residents and employees, including through the Workforce Development and Lifelong Learning Program whose mission is to reduce unemployment and underemployment in the District of Columbia by enhancing the skills of its residents by providing District of Columbia residents with job skills training leading to employment.

The David A. Clarke School of Law, in partnership with a variety of District agencies, federal agencies, and non-profit organizations, provides free legal representation to District Residents on matters ranging from housing and consumer law, immigration and human rights, tax, and criminal law issues.

The University has collaborated with internal stakeholders, including students, faculty and staff, as well as external stakeholders such as the Department of Education, the White House, and other local Universities, to provide education and ensure compliance with The Campus Sexual Violence Elimination Act (SaVE Act).

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[OFFICE OF VETERANS AFFAIRS]



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Office of Veterans Affairs** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

To date the OVA does not have access to the FOIAXpress due to the limited number of licenses during the first roll out. However any FOIA information relative to the OVA is forwarded to the Mayor's Correspondence Unit. The OVA routinely posts press releases, reports and other pertinent information to the agency's website (www.ova.dc.gov). We also share via email blasts, website updates and our twitter account https://twitter.com/dc_ova.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

The OVA continues to respond to FOIA requests in accordance with the FOIA statute and directives on open government. In addition, the OVA posts information and news releases relating to high profile veterans activities on its website, www.ovca.dc.gov, to reduce the need for the public to specifically request information. OVA has a relatively small FOIA workload averaging less than 5 requests per year. The OVA is working with the BEGA Office to ensure that all meeting documents are posted in a timely manner for compliance.

- *Steps your agency will take to increase public access to information.*

The OVA's contributions to the statistical data of our veteran population is posted on our website and included in the INDICES Report for the Office of Planning. Working with the Department of Defense and the US Census Bureau to obtain manipulative data sets to encompass our targeted

population. This data is also available via the Agency Dataset Report. OVA shares information with the public in a variety of ways, which include the OVA website, Press Releases, printed materials in the office and at tables set up at various events and locations and meetings open to the public. OVA also uses its Open Government and FOIA webpage links to share information with the public. We have 148 followers on our newly created twitter page and 232 persons on our Facebook page. We expect this number to increase with the return of the veterans from the newer wars/conflicts.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The OVA is working with BEGA to ensure that all meetings and compliance with Open Meetings Act are completed. We are working to ensure that all meetings from January 2015 to date are in compliance no later than November 7, 2014.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Office of Veterans Affairs (OVA) is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Office of Veterans Affairs is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.”

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*
- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

- *How your agency identifies stakeholders and invites their participation.*
- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

To ensure that accurate information relative to veteran issues is provided to the veteran population we link press releases from the Federal Department of Veterans Affairs on our website and facebook pages via - <https://www.facebook.com/VeteransAffairs?fref=ts> as well as share information from the VA Medical Center facebook page - <https://www.facebook.com/WashingtonDCVAMC?fref=ts> Also notices of upcoming events are sent via email to our listserves of veterans service providers – veterans that have signed up to receive notifications and those that are following us on twitter and facebook.

Links to frequently requested number for the veteran benefit entitlements - <http://ova.dc.gov/page/helpful-phone-numbers>. The OVA also holds monthly Veteran Leadership Forum Meetings to obtain information and feedback from Veteran Service Providers.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

The OVA will continue to partner with various organizations by way of outreach events and recognition events where we partner to share information to veterans and stakeholders.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
[OFFICE OF WOMEN'S POLICY & INITIATIVES]**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Women's Policy & Initiatives has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*
 - *OWPI shares information with the public through the District's register and the agency's website.*
- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*
 - *OWPI hosts monthly meetings the first Thursday of each month in collaboration with the DC Commission for Women. These meetings are announced through the District register.*
- *Steps your agency will take to increase public access to information.*
 - *OWPI will continue to use the various methods of access to information stated above. In addition, our goal is to produce monthly newsletters beginning October 2014 that will be distributed through our list serve. Minute notes will also be included on the website for public access.*
- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.).*
 - *The Commission is scheduled to host a strategic planning meeting with OWPI staff in November. During this planning meeting, the Commission will begin to formulate a timeline to implement webcast broadcasting of monthly meetings. Our meetings take place in the Mayor's ceremonial room, so access to webcast should be implemented within 60 day.*

- *How your agency has taken or plans to take steps to make more of its data available to the public.*
- *OWPI is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OWPI is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.”*

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*
 - *OWPI routinely publishes proposed rules and regulations that impact the status and well-being of women and girls in the District. This information is posted on the home page of our website as released. Link to site: www.women.dc.gov*
- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*
 - *The agency shares information and resources with the public through our website, active list serve, monthly newsletters on issues of importance, and through social media. The public’s feedback is also encouraged through these various methods as well.*
- *How your agency identifies stakeholders and invites their participation.*
 - *OWPI works closely with the DC Commission for Women to identify priority areas of focus that impact the quality of living for women and girls here in the District. Once identified, the agency works with our network of government agencies, key stakeholders, and nonprofit partners to work together to address these priority areas through policy and collaboration of services. We invite participation through workshops, community meetings, meet and greets, and listening sessions with community residents.*

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*
 - *We will continue to conduct listening sessions throughout the city to increase public engagement and awareness on issues of importance to women and girls.*

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*
 - *The Agency will continue to look for ways to increase our interaction with governmental agencies, the public, and non-profit and private entities to fulfill the obligations of the agency. We will look to host issue oriented forum which will bring together the above partners in an effort to increase a spirit of collaboration.*

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*
 - *N/A*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
THE D.C. YOUTH ADVISORY COUNCIL



Open Government Report 2014

Mayor's Order 2014-170 seeks to institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration. This Report describes how the D.C. Youth Advisory Council (DCYAC) has developed and enhanced transparency, public participation, and collaboration and will continue to do so.

The DCYAC is one of twelve affinity offices housed under the Mayor's Office of Community Affairs. The DCYAC was established to provide an organized youth perspective regarding various issues to the Mayor, the Council of the District of Columbia, District of Columbia schools, key decision makers in the District of Columbia Government, officials, and community leaders. The DCYAC's relationship with the public involves engaging D.C. youth, as well as the larger community on behalf of D.C. children and youth.

Transparency

Online

The DCYAC's official website (www.dcyac.dc.gov) provides information regarding the following:

- the DCYAC's [history, purpose, mission, and functions](#);
- [eligibility requirements and selection criteria](#) for membership on the DCYAC;
- [frequently asked questions](#) regarding the DCYAC;
- an online DCYAC membership [application](#);
- postings of DCYAC events;
- a general DCYAC email address (dcyac@dc.gov) that links directly to the DCYAC Director and staff for public comments or queries; and
- a direct link to the DCYAC's Freedom of Information Act (FOIA) officer.

The DCYAC has a Facebook page and is on Twitter #influenceyouth, where DCYAC activities and events are periodically reported.

Public Information

The DCYAC routinely responds to queries from the general public. This is done via the DCYAC's general email (dcyac@dc.gov), as well as the DCYAC's general telephone number (202-727-7966). Among typical requests from the public are information regarding:

- internship and employment opportunities;
- DCYAC membership and program requirements;
- specific youth-related organizations and city services appropriate for youth with a wide range of needs;

- individuals and organizations interested in providing their speakers and services to D.C. youth; and
- individuals and organizations interested in collaborating with the DCYAC.

The DCYAC Office freely responds to any queries that fall within the vast body of youth affairs information that is not confidential but in the public domain.

Availability of Data

The Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) are identifying a significant number of District Government agency datasets to publish online later this year. If they do not select a dataset from the DCYAC to be a part of the 2014 release, we will continue to work with them to identify datasets appropriate to publish in 2015. In the future, the Chief Data Officer will provide requirements for open data reporting.

Public Engagement and Participation

District of Columbia youth, ages 13-22, have ongoing opportunities to join the DCYAC. The DCYAC and its members conduct continuous outreach in order to recruit and cultivate youth participation. Some key strategies include:

- ongoing presence in local D.C. schools; and
- ongoing partnerships with local agencies and organizations that provide information regarding DCYAC to its broad youth constituencies via social media;

Opportunities

In FY2015, the DCYAC looks forward to:

- increasing the recruitment of youth participants via stronger overall outreach, especially via social media;
- continuing partnerships with agencies and organizations that have access to youth who are ideal candidates for membership on the DCYAC; and
- building our Facebook and Twitter followings.

Collaboration

The DCYAC has two significant collaborations in keeping the public information.

- We are a host agency with the Mayor's Summer Youth Employment Program. As a host agency, we interview and select about 40 youth, ages 14-22, to participate in our Summer Enrichment Program. This Program provides enrichment opportunities to youth participants in the areas of Life Skills, Etiquette, Effective Communication Skills, Career and College Readiness, and Personal Development. Youth participants in our Summer Program typically seek membership on the DCYAC.

- The Charles Sumner School, Museum and Archives has been the host site for the majority of the DCYAC's activities, meetings, and events. The DCYAC has been in partnership with the Sumner School for almost four years. Through this partnership, the DCYAC has access to countless D.C. youth, parents, educators, and organizations through which additional partnerships have been formed. In addition to the DCYAC's programming, these partnerships have resulted in several enrichment activities and events for hundreds of youth in various D.C. schools.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Youth Rehabilitation Services



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Youth Rehabilitation Services (DYRS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

DYRS prides itself on open and transparent government agency, resulting in a 3-prong approach ensuring the public is well-informed about the inner-workings of the agency. This includes 1) data, 2) specialized reports, and 3) direct access:

1. Data

On our government website, numerous data points are provided to the public; specifically in relation to public safety, population, and youth development indicators.

<http://dyrs.dc.gov/page/data>

2. Specialized Reports

To assist our stakeholders to better understand the work of the agency, we constantly provide specialized reports on our government website. These include, but are not limited to: performance reports; knowledge briefs; research reports; and white papers.

<http://dyrs.dc.gov/page/dyrs-specialized-publications>

3. Direct Access

The agency also provides easy-to-use direct access to our stakeholders on our website. This includes an Ask the Director form on every page; Media Inquiries page; Open Government and FOIA page; and telephone numbers for the Director and agency.

While the agency is proud of the access provided to the public, there is always room for improvement. Having said this, DYRS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to

identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DYRS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

DYRS provides stakeholders, including our youth and their family's direct ability to participate and be informed of the agency's decision-making process. We ensure families know their rights, roles, expectations, frequently asked questions, and where to go if help is needed. On our website, we specifically have a "For Families" page providing the following necessary information to keep our families informed throughout their involvement with DYRS:

<http://dyrs.dc.gov/page/dyrs-resources-families>

DYRS also provides information on the services we provide:

<http://dyrs.dc.gov/page/dyrs-services>

And our approach and methodologies:

<http://dyrs.dc.gov/page/about-dyrs>

Going forward, DYRS will improve its use of social media to enhance public engagement and participation. This is an emphasis for the upcoming year to ensure every avenue is exhausted to keep our stakeholders informed and involved.

3) **Collaboration**

DYRS works closely with our internal and external stakeholders. DYRS regularly participates in cluster meetings with the Deputy Mayor for Public Safety and Justice, Deputy Mayor for Health and Human Services, and the Interagency Incident Management Team.

Additionally, DYRS and the Children and Youth Investment Trust (CYITC) collaborated to launch DC YouthLink, a coalition of community-based organizations that provide a diverse array of services to court-involved youth in their home neighborhoods. By focusing on community-based interventions, DC YouthLink is at the forefront of a national trend in positive, community-based services and placements for youth committed to a juvenile justice agency. The initiative is based on the premise that youth are best served within the context of their home community

and that building upon their strengths and the strengths of the community is the most effective way to enhance public safety.

<http://dyrs.dc.gov/page/dc-youthlink>

To improve information sharing within and outside of the agency, DYRS recently implemented the FAMCare system. FAMCare is designed and developed as a juvenile justice case management system. It is the standard application many jurisdictions around the country. Its robust architecture permits flexible and user-friendly customization by the end users, thus eliminating much of the need for IT involvement in customizing forms and ad-hoc reporting.

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF ZONING**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Zoning (DCOZ) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DCOZ is committed to a transparent, open form of government. District agency websites are required to make records available online to the public, if those records exist. In cases where these records exist, but are not yet available online, DCOZ works to provide them as soon as possible. All FOIA requests are handled professionally and expeditiously.

DCOZ is very proud of the amount of searchable information that is available on its website. DCOZ continues to expand on the information already available 24/7 to the public by making the remaining case workflows available to the public through Interactive Zoning Information System (IZIS) in FY15. Information that is currently available includes:

- Zoning Commission (ZC) Rules of Practice and Procedure
- Board of Zoning Adjustment (BZA) Rules of Practice and Procedure
- ZC and BZA Final Orders – since 1970
- ZC and BZA Transcripts – since 1997
- ZC and BZA Case Records – IZIS
 - All case file documents for PUDs, map amendments, special exceptions, variances and appeals
 - Case information for all case types (i.e., status, relief, action, order, transcripts, video, etc.)
- The Official Zoning Map of the District of Columbia
 - Zone district information
 - Case information (i.e., orders, relief, and locations for closed cases)
 - All active ZC and BZA cases
 - Ability to search for zoning information based on one's location on the zoning map
- ZC and BZA Live Webcast of Meetings and Hearings
- ZC and BZA Video-on Demand of Public Meetings and Hearings – since 2006
- DCOZ's FY14 Budget
- P Card Purchases

- Expenditures
- Awarded Contracts
- DCOZ Public Employee Salary Information
- DCOZ Organizational Chart
- DCOZ Performance Plans
- District-wide FOIA Reports
- Rights of the Public
- Submission of Feedback to DCOZ

In addition, pursuant to the Open Meetings Act, DCOZ has made every effort to be in compliance with Open Meetings requirements, including announcing, noticing, and voting on all closed meetings for the purpose of seeking legal advice from counsel and deliberating upon, but not deciding cases scheduled for decision, pursuant to §§ 405(b)(4) and 405 (b)(13) of the District of Columbia Administrative Procedure Act. Further, in accordance with § 408, DCOZ maintains an archive of recordings of all such meetings.

DCOZ continues to work closely with the Office of the Chief Technology Officer (OCTO) to identify a datasets that OCTO publishes on their website. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

In FY12, DCOZ launched IZIS which allows the public to file documents or comments in a case 24/7. This past fiscal year the Zoning Regulation Review case, 70% of all other ZC cases, and 90% of all Board of Zoning Adjustment cases records were available online for the public to access and make comments via IZIS. Although DCOZ does use Twitter and Facebook as methods for sharing information, they are not acceptable methods for submitting comments into case records.

DCOZ is currently working to make the rest of its case workflows available to the public through IZIS. It plans to have this information available by the start of FY2016.

<http://app.dcoz.dc.gov/>
<http://app.dcoz.dc.gov/Content/Search/Search.aspx>

DCOZ employs many methods of alerting the public of its hearings and meetings. Notices are sent to the affected Advisory Neighborhood Commissions, Ward Council Member, and Property Owners within 200 feet of projects. In special cases, notices are also sent to libraries, community centers, businesses, civic and citizens associations, professional associations, etc. In addition, DCOZ publicizes public meetings and hearings on its website and on the website of the office of the Board of Ethics and Government Accountability.

<http://dcoz.dc.gov/zc/calendar.shtm>
<http://www.bega-dc.gov/>

3) **Collaboration**

DCOZ has employed various methods to improve collaboration with other government agencies, including:

- The implementation of IZIS has made it easier for government agencies to submit reports to ZC and BZA cases and for the public to be able to find these reports as soon as they are filed.
<http://app.dcoz.dc.gov/Content/Search/Search.aspx>
- DCOZ collaborates with the Office of the Chief Technology Officer, Office of Planning, and other government agencies to feed data to the central DCGIS and the DC Official Zoning Map.
<http://zmap.dcoz.dc.gov/>
- DCOZ is currently collaborating with the Office of Tax and Revenue (OTR) to build a web application that will allow applicants to request owner data for properties within 200 ft. radius of project premises under ZC or BZA review.