OFFICE OF ANITA BONDS

AT-LARGE COUNCILMEMBER CHAIR, COMMITTEE ON HOUSING & COMMUNITY DEVELOPMENT



January 20, 2016

Sheila Alexander Reid Executive Director, Office of Gay, Lesbian, Bisexual, and Transgender Affairs 1350 Pennsylvania Avenue, NW, Suite 327 Washington, DC 200014

Dear Director Reid:

The annual performance hearing for the Office of Gay, Lesbian, Bisexual, and Transgender Affairs (OGLBTA) is scheduled for **February 17, 2015, beginning at 10:00 AM in Room 120**. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to your agency.

Please review the attached list of questions and return your answers by **February 10, 2016**. Please provide **five hard copies** of your responses as well as an electronic version in Microsoft Word.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact the Committee Deputy, Nishant Keerikatte at (202) 724-8025 or nkeerikatte@dccouncil.us. Thank you in advance for your timely and comprehensive response.

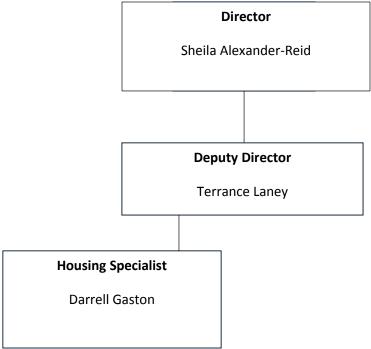
Sincerely,

Anita Bonds At-Large Councilmember Chairperson, Committee on Housing and Community Development

Cc: Charon Hines, Director of the Mayor's Office of Community Affairs

Questions for Performance Oversight Hearing

1. Please provide a complete, up-to-date organizational chart for the Office including and, either attached or separately, an explanation of the roles and responsibilities for each position.



Sheila Alexander- Reid - Director Terrance Laney - Deputy Director Darrell Gaston - Housing Specialist

There were no vacant positions within the Mayor's Office of LGBTQ Affairs during FY 2015. Pursuant to the LGBTQ Homeless Youth Reform Amendment Act of 2014 (D.C. Act 20-288), an additional Housing Staffer position was added to the Office of LGBT Affairs for the purpose of helping the office provide housing for homeless LGBTQ youth. The Housing Specialist position was filled in August 2015.

2. Please provide a complete, up-to-date position listing for your agency, which includes the following information:

Director of LGBT Affairs, Sheila Alexander-Reid, Jan. 26, 2015, \$98, 400 Excepted Service

Deputy Director of LGBT Affairs, Terrance Laney, Jan. 28, 2015, \$65,000 Excepted Service

Housing Specialist Darrell Gaston 2015 \$55,000 Term

- 3. Does the agency conduct annual performance evaluations of all its employees?
 - a. Yes, performance reviews are conducted by Director of Community Affairs Director Charon Hines. Weekly reports are sent to Director Hines detailing on-going projects and accomplishments achieved by the Office of LGBTQ Affairs. Review period for FY 2015 was January 2015 until December 2015.
- 4. What steps are taken to ensure that all agency employees are meeting individual job requirements?
 - b. Each staff person is responsible for submitting information for the weekly report as well as attending as weekly staff meeting to measure progress towards weekly goals and forecast major benchmarks and progress towards goals. The staff meeting occurs on a weekly basis on Mondays.
- 5. Please list all employees detailed to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.
 - c. N/A
- 6. Please provide the Committee with:
 - d. Sheila Alexander-Reid Samsung Galaxy 4 cellphone Terrance Laney - Samsung Galaxy 4 cellphone Darrell Gaston - Samsung Galaxy 4 cellphone
 - e. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned **No assigned vehicle**
 - f. A list of employee bonuses or special award pay granted in FY14 and FY15, to date **No knowledge of bonuses or special award pay granted.**
 - g. A list of travel expenses, arranged by employee **No travel expenses**
 - h. A list of the total overtime and workman's compensation payments paid in FY14 and FY15, to date. **No workman's compensation or overtime pay awarded.**

7. Please provide a chart showing your agency's approved budget and actual spending, by division, for FY15 and FY16, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

FY Budget	FY Actual Spent
FY15 Budget \$203,000	\$219,071
FY16 Budget \$209,275	\$53,761

8. Please list any reprogramming, in or out, which occurred in FY15 or FY16, to date. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

N/A

9. Please provide a complete accounting for all intra-District transfers received by or transferred from the agency during FY15 or FY16, to date.

Intra-District Transfers	Amount Received
Department of Corrections	\$25,000
Department of Human Services	\$106,000

10. Please identify any special purpose revenue accounts maintained by, used by, or available for use by your agency during FY15 or FY16, to date. For each account, please list the following:

N/A

- i. The revenue source name and code
- j. The source of funding
- k. A description of the program that generates the funds.
- l. The amount of funds generated by each source or program in FY15 and FY16, to date
- m. Expenditures of funds, including the purpose of each expenditure, for FY15 and FY16, to date
- 11. Please provide a list of all projects for which your agency currently has capital funds available. Please include the following:

- n. A description of each project
- o. The amount of capital funds available for each project
- p. A status report on each project, including a timeframe for completion
- q. Planned remaining spending on the project

12. Please provide a complete accounting of all federal grants received for FY15 and FY16, to date.

N/A

13. Please identify any legislative requirements that the agency lacks sufficient resources to properly implement.

N/A

14. Please list all regulations for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

N/A

- 15. Please list each program implemented by the agency during FY15 and FY16 to date. For each initiative please provide:
 - r. A description of the initiative
 - s. The funding required to implement to the initiative
 - t. Any documented results of the initiative

OLGBTQA provides technical assistance within DC government on behalf the LGBTQ community, connected residents to vital programs and services through community outreach activities, and provided capacity building support to non-profits and community based organizations seeking to improve their services for LGBT people throughout FY15;

Technical Assistance to DC Government Agencies – OLGBTQA informed policies and internal guidance's impacting LGBTQ residents within key DC government agencies such as Metropolitan Police Department, Department of Health, Department of Corrections and DC Public School/ Office of State School Superintendent. Additionally, the office partnered with the Office of Human Rights on several key outreach initiatives impacting the LGBT community.

LGBT Cultural Competency Training

OLGBTQA provided LGBT cultural competency training to DC government employees. Existing resources were used to facilitate and conduct these trainings in partnership with the DC Department of Human Resources Center for Learning and Development. In Jan 2015, approximately 33% of active employees had participated in this training by Oct 1, 2015 more than 76% of employees participated.

LGBT Homeless Youth Capacity Building Grants

OLGBTQA used its grant making authority for the first time by awarding funds from its MOU with the Department of Human Services to provide 5 mini-grants to organizations working with homeless LGBTQ youth. The grants were valued at \$5000 each and will used to support programs throughout FY16. Existing resources were used for this program including staff time, office space and office supplies.

LGBT Homeless Youth Outreach

OLGBTQA in partnership with the Community Partnership and Department of Human Services conducted street outreach and collected homelessness surveys from LGBTQ young people. The survey identified approximately 330 literally homeless young people including more than 142 literally homeless LGBTQ young people. Existing resources were used to host this event including staff time, office space and office supplies.

Fresh Start Open House

In March 2015, to make OLGBTQA more accessible to residents and other LGBT organizations in the community, OLGBTQA open and office at the F. Reeves Municipal Center the office organized an open house to obtain feedback from the community about what a fresh start for LGBTQ residents DC would include. More than 300 residents attended this event. Existing resources were used to host this event including staff time, office space and office supplies.

Constituency Task Force Meetings

To engage marginalized constituency groups in the LGBT community the office organized constituency task force meetings to tackle issues as they specifically impact transgender, African-American, Latino and Asian American/Pacific Islander members of the LGBT Community. These meetings occurred on a semi-monthly basis and brought members of MPD, Department of Health and the Deputy Mayor of Greater Economic Opportunity to OLGBTQA to engage residents. Existing resources were used to host this event including staff time, office space and office supplies.

Community Outreach Events

Community outreach and maintain visibility in the community is a key function of OLGBTQA, historically LGBTQ issues have been marginalized and lead to members of the community feeling ignored by government. The office addressed this by maintain an active presence in the community by attending on average 4-8 community events/meetings per month. As well as participating in major events such as:

Youth Pride – OLGBTQA actively engaged young LGBT residents by participating in events associated with Youth Pride. The annual event to raise awareness of LGBTQ young people in DC. OLGBTQA engaged young people on LGBT homelessness.

Sheroes of the Movement Award – Mayor Bowser and OLGBTQA honored LGBTQ women at the Sheroes of the Movement Award ceremony in March 2015

Black Pride – Mayor Bowser and OLGBTQA welcomed thousands of residents during the annual pride celebration for African-American LGBTQ people.

Latino Pride - Mayor Bowser and OLGBTQA welcomed thousands of residents during the annual pride celebration for African-American LGBTQ people.

Trans Pride - Mayor Bowser welcomed thousands of residents during the annual Transgender Pride celebration for transgender and gender variant people.

Capital Pride - Mayor Bowser welcomed hundreds of thousands of residents and visitors during the annual pride celebration for LGBTQ people.

Existing resources were used to host this event including staff time, office space and office supplies.

Washington Blade LGBT Supportive Business Program – In partnership with the Washington Blade, Capital Area Gay and Lesbian Chamber of Commerce and the District Department of Small and Local Business Development this program highlights businesses in the District that are supportive of LGBT rights as well as models for the employment of LGBT people.

16. Please provide a list of all studies, research papers, and analyses ("studies") the agency requested, prepared, or contracted for during FY15 and FY16. Please state the status and purpose of each study.

N/A

17. Please explain the impact on your agency of any legislation passed at the federal level during FY15 and FY16, to date that significantly affect agency operations. If regulations the shared responsibility of multiple agencies, please note.

N/A

18. Please provide a list of all MOUs in place during FY16.

Department of Corrections & Mayor's Office of LGBTQ Affairs MOLGBTQA is facilitating intensive LGBT cultural competency training for Department of Corrections employees. The MOU is valued at \$25,000

- 19. Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended and option years exercised, by your agency during FY15 and FY16, to date. For each contract, please provide the following information, where applicable:
 - u. The name of the contracting party
 - v. The nature of the contract, including the end product or service

- w. The dollar amount of the contract, including budgeted amount and actually spent
- x. The term of the contract
- y. Whether the contract was competitively bid or not
- z. The name of the agency's contract monitor and the results of any monitoring activity
- aa. Funding source

N/A

20. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY15 or FY16, to date.

N/A

21. Please identify all recommendations identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

- 22. Please identify all electronic databases maintained by your agency, including the following:
 - bb. A detailed description of the information tracked within each system
 - cc. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.
 - dd. Whether the public can be granted access to all or part of each system.
 - a. SalesForce The office uses SalesForce to track contact made with residents. A detailed account of the reason the resident contacted the office and actions taken by the office to serve the resident.
 - b. Less than 1 year.
 - c. The system is privately controlled by MOLGBTQA.
- 23. What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.
 - OLGBTQA regularly posts notices of meetings, events and other opportunities to engage with the District government and the Executive Office of the Mayor on social media sites (Facebook, Twitter) and published a monthly newsletter which is delivered to approximately 4,000 subscribers. The Office posted public meetings to

BEGA public calendars as well as kept minutes and audio recordings of those meetings.

24. Please identify any statutory or regulatory impediments to your agency's operations.

N/A

- 25. How does the agency solicit feedback from customers? Please describe.
 - ee. What has the agency learned from this feedback?
 - ff. How has the agency changed its practices as a result of such feedback?

In addition to an active online presence on social media sites and maintaining an active email distribution list of approximately 4,000 subscribers, OLGBTQA maintains and active presence in the community by hosting and attending events on a weekly basis. OLGBTQA regularly organized events and solicited feedback from customers at those events. In March 2015, OLGBTQA hosted a Fresh Start Open House event which was attended by over 328 DC residents; feedback OLGBTQA received at this event showed that residents were particularly concerned about marginalized groups with the LGBT community and asked our office to create more opportunities for these groups to engage with government.

As a result of that feedback, OLGBTQA organized 4 constituency task force meetings focusing on LGBTQ issues as they impact transgender, Latino, African-American and Asian-Pacific Islander communities. The groups met on a quarterly basis in 2015 and each hosted a "town-hall" style event to discuss their concerns and create specific recommendations to create pathways to the middle class for their communities.

26. Did the agency staff participate in any ethics training in FY15 and FY16 to date? Please describe how much training took place, which staff members participated in each training, and how many hours long were the training session.

Both Director Alexander-Reid and Deputy Director Laney participated in ethics training facilitated by the Board of Ethics and Government Accountability in February 2015. The training was 2.5 hours.

27. Please provide, as an attachment, a copy of the Office's FY16 performance plan as submitted to the Office of the City Administrator and indicate whether you are on track to meet those measures.

28. What are your top five priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY15 and FY16.

Housing - Increasing the District capacity to serve a large population of homeless LGBT young people as well as increase the number of housing options for a rapidly aging LGBT population.

Public Safety – Reducing violence within and against the LGBT community.

Employment – Creating more pathways to the middle class for LGBT workers, especially combating employment discrimination based on gender identity/expression.

Health – Ensuring that proper data is collected and distributed about the health concerns of LGBT residents.

Accountability – Maintaining transparency on the operations of the Office as well as continuing to be accessible to the community for questions as well as providing information to the community about District government programs/policies.

29. Please provide an update on the each of the issue areas where an OGLBTQA staff member acts as a liaison (i.e. education, health and human services, small business assistance, environment, mental health, employment, safety, and housing).

Education - Provided technical assistance to DCPS LGBT Working Group on policy and guidance for DCPS on transgender students and other issues related to the gender identity/expression of DCPS students. Actively participated with the Office of Human Rights on the Mayor's Anti-Bullying Task Force to ensure the successful implementation of anti-bullying laws to improve school climate.

Public Safety – Facilitated monthly meeting of the Violence Prevention and Response Team, between LGBT community groups and MPD in order to reduce violent crime and improve the communities' response to violent crime by supporting victims. In May, OLGBTQA hosted "**Play-It-Safe**" a town-hall to raise awareness about intimate partner violence within the LGBT community.

Housing – Provided technical assistance to DHS and the Community Partnership for homeless youth count and awarded \$25,000 in mini-grants to LGBT organization working with homeless LGBT youth. OLGBTQA is providing technical assistance and capacity building support for Mary's House to obtain proper licensing and permits for what will be one of the only LGBT senior facilities in the country and the first in Washington, DC.

Employment – Participated with Trans Employment Working Group to formulate recommendations to combat employment discrimination against transgender job seekers. Hosted a multicultural job fair with the Mayor's Office of LGBTQ Affairs, Mayor's Office of African Affairs and Mayor's Office of API Affairs to connect LGBT residents with job opportunities. In addition, worked in close partnership with the Mayor's Office of Talent and Appointments to recruit LGBT candidates for positions within the Administration.

30. Please provide a list of all current OGLBTQA vacancies.

N/A

31. Please describe the training and informational sessions you provide and/or coordinate for the OGLBTQA? What is the frequency of these sessions?

LGBT Cultural Competency 101

Basic training for District government employees on LGBTQ identities and the DC Human Rights Act which provides protections for LGBT residents in housing, education, public accommodations and government services.

Twice Per Week, Every Other Week

LGBT Cultural Competency for Senior Facilities and Nursing Homes

Basic training for nursing home/assisted living facilities staff on LGBTQ identities, specific concerns regarding elderly LGBT people and the DC Human Rights Act.

As Requested By Facilities (Office conducted 4 in FY15 Stoddard Baptist, Washington Center on Aging and United Medical Nursing Center)

Supervision of LGBTI Inmates

Three times a month OLGBTQ provides intensive training for Department of Corrections employees and correctional officers on the proper care and treatment of LGBTQ people detained in DC correctional facilities.

32. Please provide a list of types and dates of training/information sessions for the OGLBTOA you have planned for FY16.

N/A – Pending

- 33. The Office currently runs a Cultural Competency Training program, a city-wide campaign to educate District Government employees and ensure a safe and affirming work environment. As of February 18, 2015, approximately one –third of the government workforce (approximately 10,000 individuals) received an online or in person training/
 - gg. Please provide an update on the program and what performance indicators are used to determine whether the program is successful.

From Feb 18, 2015 until Oct. 1, 2015, OLGBTQA aggressively worked in partnership with the Department of Human Resources to recruit DC government employees to register and participate in the training. As of Oct. 1, 2015 19,953 completed the LGBT Cultural Competency Training facilitated by OLGBTQA. The office was able to increase the percentage of employees who completed the training from 33% to 76%.

hh. Which type of training has been determined to be more effective: instructor-led and webinar trainings?

Instructor-led trainings received the most positive feedback and after attending an instructor-led training many Directors and Supervisors within agency required their employees to attend the instructor-led training. Often times, employees who took the webinar training complained about the inability to ask questions and interact with a subject matter expert.

ii. What percentage of the training is provided online and what percentage of the training is provided in person?

N/A – Exact numbers unavailable. According to DCHR, slightly more employees took the webinar training.

- jj. Please provide a list of offices under the Mayor's authority that receive the Cultural Competency Training below.
- 1. Child and Family Services Agency
- 2. Corrections, Department of
- 3. Department of Health
- 4. Department of Human Services
- 5. Dept of Human Resources
- 6. Employment Services, Dept of
- 7. Fire and Emerg. Medical Svcs
- 8. Human Rights, Office of
- 9. Metropolitan Police Department
- 10. Motor Vehicles, Department of
- 11. Office of the Mayor
- 12. OSSE DOT Department
- 13. Parks and Recreation, Dept of
- 14. Police Complaints, Office of
- 15. Public Works, Department of
- 16. Transportation, District Dept
- 17. Youth Rehab Services, Dept of
- 18. Aging, Office on
- 19. Arts & Humanities, Comm on the

- 20. Asian Pacific Islander Affairs
- 21. Attorney General, Ofc of the
- 22. Behavioral Health, Department of
- 23. Chief Technology Officer, Ofc
- 24. City Administrator, Ofc of the
- 25. Contracting and Procurement
- **26. Department of Consumer and Regulatory Affairs**
- 27. Department of General Services
- 28. Department of Insurance, Securities and Bank
- 29. Department of Energy and Environment
- **30. Dept Housing and Comm Dylpmt**
- 31. Dept of Forensic Sciences
- 32. Dept of Health Care Finance
- 33. Dept of Small and Local Bus Dv
- 34. Deputy Mayor for Education
- 35. Disability Services, Department of

- 36. Health and Human Services, Deputy Mayor's Ofc
- 37. Homeland Security & EMA
- 38. Latino Affairs, Office on
- 39. Medical Examiner, Ofc Chief
- 40. Office of Cable Television
- 41. Office of Disability Rights
- **42.** Office of Motion Picture Development
- **43.** Office of the State of Education (State Education Office)

- 44. Office of the Tenant Advocate
- **45. Planning and Economic Dev, Deputy** Mayor's Ofc
- 46. Planning, Office of
- 47. Public Safety & Justice Cluster, Deputy Mayor's Ofc
- 48. Risk Management, Office of
- 49. Secretary, Office of the
- 50. Taxicab Commission, DC
- 51. Unified Communications, Ofc of
- 52. Veteran Affairs, Office of
- 53. In what areas (e.g. financial training, procedural training, etc.) do you think the OGLBTA needs the most assistance with?

N/A

54. Has the OLGBTA completed Workforce development training? If yes, please indicate which staff members completed the training and when the training was complete.

N/A

55. In a Washington Post article dated January 13, 2016, it stated that 43 percent of the District's homeless youth population identify as lesbian, gay, bisexual or transgender, Please describe what the OGLBTA has done to target resources and assistance to the homeless youth in the District?

Ending homeless in the District is one of the Mayor's top priorities. In FY15, OLGBTQA actively worked with the Department of Human Services and the Community Partnership to ensure that LGBTQ youth were included in the homeless youth count. The office actively worked with LGBT community organizations who work with young people to collect surveys as well as sent OLGBTQA staff to locations frequented by LGBT youth to collect surveys. A significant amount of OLGBTQA resources were deployed to ensure that LGBT were accurately counted.

Additionally, OLGBTQA has awarded \$25,000 in five mini-grants to organizations working the LGBT youth homeless population to increase their capacity to serve these young people with improved programs or boosted staff capacity to work with these young people. Casa Ruby, Wanda Alston House, HIPS, the DC LGBT Center and SMYAL were awarded these grants. The Housing Specialist convenes the youth working group of the Interagency Council on Homelessness as actively advocates on behalf of homeless LGBT young people so that they are included in the Mayor's plan to end homelessness.

56. What is the update on the Office's FY2015 goal of opening a new shelter specifically for homeless LGBTQ youth?

In FY15, a LGBT youth shelter opened in the District that serves approximately two dozen young people. Over the year the number of shelter beds for LGBT youth increased to 48 beds.

57. Please update the Committee on the Office's goal to work with MPD on cultural competency training?

In December 2015, MPD reports that all active officers have completed LGBT cultural competency training.

Advisory Committee to the Office of Gay, Lesbian, Bisexual, and Transgender Affairs

58. Has the Advisory Committee to the OGLBTA been active? If so, when was the last meeting?

Yes, the Advisory Committee meets on the first Tuesday or every month. The last meeting was February 2, 2016.

59. In what capacity has the Committee worked with the OGLBTA?

The Advisory Committee advises and provides feedback on the actions of OLGBTA and the District government.

60. How has the Committee helped enhance the capacity of government agencies and other organizations to secure resources?

By providing critical feedback and disseminating information to the larger community about government programs and opportunities to engage with District government.

61. What are your top five priorities for the Committee? Please provide a detailed explanation for how the Committee expects to achieve or work toward these priorities in FY15 and FY16.

Housing - Increasing the District capacity to serve a large population of homeless LGBT young people as well as increase the number of housing options for a rapidly aging LGBT population. Engaging community members to provide feedback on Mayor Bowser's plan to end homelessness.

Public Safety – Reducing violence within and against the LGBT community. Hosting events and other opportunities to do public education to reduce violence.

Employment – Creating more pathways to the middle class for LGBT workers, especially combating employment discrimination based on gender identity/expression.

Health – Ensuring that proper data is collected and distributed about the health concerns of LGBT residents. Engaging community members to provide feedback to the Department of Health.

62. Please provide a list of all current Advisory Committee to OGLBTA vacancies and what is the anticipated timeline to fill them.

Glen	Ackerman
Julius	Agers
Nicole	Armstead
	Timstead
Joanna	Cifredo
Ruth	Eisenberg
Leticia	Gomez
Alexander	King
Victoria	Kirby York
Consuella	Lopez
Christopher Adam	Obermeyer
David	Perez
Dionne	Reeder
Thomas	Sanchez
Sheldon	Scott
Andrea	Sharrin
Jim	Slattery
Imani	Woody

There are currently 8 vacancies on the Advisory Committee. These vacancies are expected to be filled by Oct. 1, 2016

63. Please describe the training and informational sessions you provide and/or coordinate for the Advisory Committee to OGLBTA? What is the frequency of these sessions?

Each member was required to complete Ethics Training offered by the Board of Ethics and Government Accountability as arranged by the Mayor's Office of Talent and Appointments. Members are required to take this training once.

64. Please provide a list of types and dates of training/information sessions for the Advisory Committee to OGLBTA you have planned for FY16.

N/A

65. In what areas (e.g. financial training, procedural training, etc.) do you think the Advisory Committee to OGLBTA needs the most assistance with?