
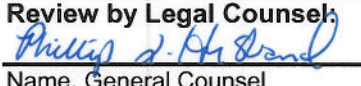


District of Columbia Department of Health Government Affairs Management Policy		PROCEDURE 270.10 Implementing Office: Office of the Director Training Required: No Originally Issued: 1/31/14 Revised/Reviewed:
Approved by:  Name, Agency Director	Review by Legal Counsel:  Name, General Counsel	Effective Date: 2/5/14 Valid Through Date:

I. Authority	Reorganization Plan No. 4 of 1996; Mayor's Order 1997-42
II. Reason for the Policy	To provide policy and procedural instructions for implementing and maintaining a Government Affairs Management Program for the Department of Health (DOH).
III. Applicability	This policy applies to all DOH employees, contracted staff, volunteers, interns, and summer youth employees.
IV. Policy Statement	The DOH Office of Government Affairs (OGA) is charged with acting as a liaison between the Department of Health (DOH), the Executive Office of the Mayor (EOM), the Council of the District of Columbia, and the United States Senate and House Congressional offices on legislative, policy and public health issues. The Office of Government Affairs establishes standards for intergovernmental communication and dissemination of verbal and written information between DOH and the aforementioned entities. Employees must follow all procedures outlined in this policy. Any employee who violates this policy may be subject to disciplinary action, up to and including termination. Nothing in this policy is intended to restrict or infringe on the statutory rights of a person to report fraud, waste, or abuse pursuant to statutory-specified method or to exercise any other right.
V. Definitions	COH-Committee on Health EOM-Executive Office of the Mayor OGA-Office of Government Affairs
VI. Contents	A. Introduction B. Background and Relationship with Various Entities C. Procedures when OGA is Contacted D. Procedures when DOH Staff are Contacted E. Procedures to Prepare for Council Hearings
VII. Procedures	A. Introduction: The Office of Government Affairs (OGA) acts as a liaison between the Department of Health (DOH) and the Executive Office of the Mayor (EOM), the Council of the District of Columbia, and United

States Senate and Congressional offices on legislative, policy, and public health issues. OGA facilitates policy development and communication on public health issues. OGA works to make information readily available and to assist others in informed decision and policy making.

Any DOH employee that receives an email or request for information from the above entities shall forward the email or request for information to the OGA for response. The Office of Government Affairs will craft a response that is comprehensive, accurate and complies with all District and DOH legal, ethical, and communications standards. OGA is responsible for reviewing responses, recommending revisions, obtaining necessary approvals, and transmitting final deliverables on behalf of the Director. Adherence to this process ensures a well-coordinated and effective information exchange.

Types of Requests for Response:

1. Request for testimony from Congress
2. Enquiries from the DC Council
3. Mayoral correspondence
4. Mayoral request for program data
5. Responding to constituent responses relayed by the Executive Office of the Mayor

B. Background and Relationship with Various Entities:

The policies in this chapter provide guidance in working with the following entities to facilitate accurate and timely information exchange.

1. Executive Office of the Mayor (EOM) and the Office of the City Administrator (OCA)

The Executive Office of the Mayor (EOM) determines policy, provides management guidance for agencies, and serves the general public. The Office of the City Administrator (OCA) is responsible for the day-to-day management of the District government, sets operational goals, and implements legislative action and policy decisions approved by the Mayor and DC Council. EOM and OCA work closely with the Department of Health to align goals, activities, and outcomes with Mayoral priorities and objectives. OCA promotes efficient and cost-effective operations by monitoring agency performance and providing direction. EOM and OCA rely on DOH for information and data to make informed policy decisions. OCA assigns an analyst from the Health and Human Services cluster to

liaison between DOH and the City Administrator.

EOM and OCA staff primarily coordinate directly with the Office of the Director. On occasion these offices may require additional information at the administration or program level. When contacted directly by EOM or OCA staff, OGA works with the Senior Deputy Director or program staff to develop a thorough understanding of the specifics of the request as well as timelines for responding to the request. Senior Deputy Directors may delegate the responsibility for the assignment as appropriate, as well as identify a subject matter expert point of contact for specific program information and clarification, if necessary. Senior Deputy Directors shall inform OGA of any EOM or OCA request that merits attention at the Director level.

2. Council of the District of Columbia (Council)

The Council of the District of Columbia is the legislative branch of the District government. The Council approves the District's annual budget and financial plans, and determines the level of funding required to fund the budget. The Council oversees and monitors the programs and operations of District agencies and acts on, makes recommendations, and initiates reorganization plans for the Executive Branch. The Council also develops legislative initiatives and budget priorities to promote the public welfare. In addition, the Council oversees the performance of the District agencies and the **implementation of management reforms to improve service delivery**. Council committees issue analytical reports on the effectiveness of government operations and make recommendations for reform. The Council also monitors agency spending to ensure compliance with the approved budget and financial plan.

As the local elected representative body, the Council seeks resident participation throughout the legislative process by holding public hearings to provide an opportunity for public comment on proposed legislation, policy initiatives, and government operations. The Council also assists District residents in securing access to information and District services.

The Committee on Health (COH) has purview over the Department of Health. COH regularly contacts DOH for information and insight into programs and activities or for assistance in resolving constituent complaints. COH also holds performance and oversight hearings to assess DOH performance and spending during the preceding fiscal year. In addition, COH holds budget hearings to understand and

evaluate the DOH budget request and to inform the public about how public health funding is utilized. Hearings on specific legislation are held throughout the year, except during summer recess.

OGA shall contact the Senior Deputy Director of the respective administration to communicate the details of the COH or other Council requests and establish a timeline for response. Senior Deputy Directors shall delegate the responsibility for the assignment, as appropriate. Senior Deputy Directors shall inform OGA of any COH or any other Council request that merits attention at the Director level.

C. Procedures when OGA is Contacted

1. Upon receipt of a request, OGA will contact the respective Senior Deputy Director to coordinate a response. OGA will develop an internal timeline for timely response if necessary.
2. OGA will provide guidance in formulating responses, special reports, and other deliverables. Upon receipt of the draft deliverable from the administration, OGA will review for content, accuracy, and compliance and will collaborate with the Senior Deputy Director or program staff to make necessary revisions.
3. OGA will forward the completed response with comments and/or recommendations to the Director for further review and approval. OGA will facilitate revisions at the Director's discretion.
4. OGA will transmit the final, approved document or deliverable to the originating entity with appropriate internal and external copies on the transmittal.
5. Some deliverables require approval from the Executive Office of the Mayor. OGA will obtain these approvals as necessary.

D. Procedures when DOH Staff are Contacted

The EOM, OCA, the Council, and the Congress generally contact OGA directly. In some cases, these entities may contact DOH staff directly. DOH staff are not authorized to develop or transmit a response on behalf of the Department of Health without notifying and coordinating with OGA. DOH employees must follow the procedures outlined below for handling such calls or emails:

- a. When contacted directly by OEM, Council, or Congress, DOH staff shall apprise the caller that

inquiries and requests for information are managed by the DOH Office of Government Affairs and request that the entity contact the OGA by email.

The following information must be included in the email:

- Name and affiliation of caller;
 - Purpose of the call, including specific information requested;
 - Required timeline; and
 - Relevant contextual information (any event that may have triggered the call, potential impact, etc., if this information is known).
- b. DOH Staff shall copy their direct supervisor and Senior Deputy Director when transmitting the request to OGA.
- c. Upon receipt of the request from staff, OGA will formalize the communication to include an internal timeline and transmit the formalized request to the respective Senior Deputy Director, copying the Director when it is prudent to do so.

E. Procedures to Prepare for Council Hearings

Each spring, COH holds Performance and Oversight Hearings to assess performance and spending of each DOH administration during the preceding fiscal year. The Committee also holds Budget hearings to understand and evaluate the DOH budget request and to inform the public about how public health funding is utilized in service to District residents. Hearings on specific legislation are held throughout the year, except during summer recess.

The Performance and Oversight hearings and the Budget Request hearings require extensive information from each program and activity within each administration. Developing a concise, uniform, and meaningful agency response requires the cooperation and coordination of all DOH administrations.

The process for disseminating questions and information requests for Council hearings, establishing timelines, review and production is outlined below. Please note that this process may be refined or modified to accommodate unique circumstances. OGA has responsibility for managing this process and will apprise Senior Deputy Directors of applicable timelines and requirements.

1. Agency Preparation for Council Hearings

The Office of Government Affairs has responsibility for preparing DOH staff for all Council hearings. OGA offers the following guidance and assistance to the respective administrations in preparing for hearings:

- Notification of upcoming hearings
- Dissemination and update on the DOH Hearings Calendar
- Dissemination of applicable legislation
- Dissemination of advance Council Questions, including guidelines and timelines
- Communicating with Council for clarification of questions and issues
- Establishing timelines and schedules for internal review, approvals, and transmittals
- Facilitating edits and modifications per the Director or EOM
- Transmittal of agency response to EOM for final approval and final transmittal of agency response to Council
- Scheduling and coordinating internal reviews and COH site visits
- Scheduling meetings with SDDs, OD and staff to review applicable legislation, relevant issues, and draft testimony. These meetings provide an opportunity to flag and discuss issues most likely to be raised at the hearing as well as strategies for managing those issues
- Communicating front burner issues and resolution to Council and EOM
- Dissemination of public witness list
- Facilitating meetings with Director and Council to discuss front burner issues prior to the hearing
- Apprising Director of front burner issues and preparing briefing books
- Facilitating post hearing follow-up action items

2. Agency Testimony at Council Hearings

Testimony presentation is an opportunity to inform and update Council on the activities and progress of each DOH administration. Moreover, testifying is an opportunity to educate the public on available programs and services, provide information on how to access DOH services, and showcase exemplary programs or activities.

The following procedures apply to preparing testimony for Council hearings:

	<ul style="list-style-type: none"> a. OGA and OD are responsible for drafting the Director’s remarks. Senior Deputy Directors of each respective administration are responsible for providing highlights of overarching accomplishments and new initiatives to be incorporated into the Director’s statement. This information must be provided to OGA at least 7 days in advance of the hearing. SDDs must also include front burner issues, their current status, and proposed resolutions as well as the fiscal impact and the likely impact on the public. b. If SDDs are scheduled to testify, they are responsible for providing to OGA a copy of their draft remarks at least 5 business days prior to the hearing for review and revision. OGA will obtain OD and EOM approval. c. Testimony length varies depending on the scope of the hearing. OGA will provide guidance regarding the appropriate length, direction, and tone of agency testimony. d. Administrations are responsible for providing to OGA 25 copies of the SDD testimony. To conserve resources, please produce double-sided copies whenever possible.
VIII. Contacts	Office of Government Relations - 202-442-5954
IX. Related Documents, Forms and Tools	N/A