



# **OFFICE OF THE SECRETARY**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

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# 1 OFFICE OF THE SECRETARY

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*Mission:* The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for the public, governments, and international community.

*Services:* The Office of the Secretary of the District of Columbia consists of three offices and two units. The Office of Notary Commissions and Authentications (ONCA) commissions District of Columbia notaries and authenticates documents for domestic and foreign use. The Office of Documents and Administrative Issuances (ODAI) publishes the DC Register and the DC Municipal Regulations. The Office of Public Records and Archives manages the District of Columbia Archives, Records Center and the Library of Government Information. The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents. The Protocol and International Affairs Unit manages the Sister City program and serves as the liaison between the Executive Office of the Mayor and the diplomatic community in Washington.

## 2 2023 ACCOMPLISHMENTS

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Accomplishment	Impact on Agency	Impact on Residents
OPR has restructured the records management division.	This has allowed us to communicate with agencies and provide individualized support more efficiently. This has also led to an increase in agencies interacting with the agency.	This has allowed OPR to provide better Records Management support to DC government agencies. This ensures that they have proper support in preserving historic documents of Washington, DC.
Implementing In-Person Electronic Notarizations (IPEN)	This is a long overdue project for OS and we are finally able to launch it.	Notaries can now conduct in-person electronic notarizations. Residents can now have documents notarized electronically, without paper.
OPR has acquired a digital preservation system.	This system brings us closer to compliance with our mission of becoming a 21st century archive that follows industry standards.	This system will allow the government to preserve electronic records created by District Government agencies. This will ensure that this material is preserved in perpetuity. Prior to this, agencies and OPR were using content management systems but not an archival digital preservation system.

### 3 2023 OBJECTIVES

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#### Strategic Objective

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Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy.

Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.

Provide support and outreach services to the diplomatic and international communities.

Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.

Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates.

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

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## 4 2023 OPERATIONS

Operation Title	Operation Description
<b>Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy.</b>	
Ceremonial documents for constituents: Daily Service	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.
DC Democracy Grant: Key Project	The Office of 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.
<b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>	
Authenticate documents for international and domestic use: Daily Service	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.
Commission the notaries: Daily Service	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.
<b>Provide support and outreach services to the diplomatic and international communities.</b>	
Serve as liaison with diplomatic community in DC: Daily Service	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.
<b>Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.</b>	
Manage District government records: Daily Service	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.
Library of Government Information: Daily Service	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.
<b>Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates.</b>	
Publish the DC Register and the DC Municipal Regulations: Daily Service	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.

## 5 2023 STRATEGIC INITIATIVES

In FY 2023, Office of the Secretary had 9 Strategic Initiatives and completed 44.44%.

Title	Description	Update
Build an institutional repository	During FY23, the Office of Public Records will embark on the development of an institutional repository that provides online public access to DC archives digital collections, and finding aids.	Completed to date: Complete The Institutional Repository is developed. The Office is currently in the process of populating the repository for launch in January 2023.
Complete design phase of new Archives Facility for Office of Public Records	Work with architectural firm Hartman-Cox to establish the design of the new facility for OPR.	Completed to date: Complete The design of the new facility was substantially completed by August 2023.
Juneteenth program for Office of Public Records	Hold a program that discusses an important historical topic to recognize the Juneteenth Holiday.	Completed to date: Complete OPR held a successful Juneteenth Program, "Black Clubwomen and the Making of DC," a lecture by Dr. Ashley Robertson-Preston.
Implement Remote Notarizations	The Council passed the legislation to implement remote notarizations - to allow notaries to notarize documents via electronic and audio-visual technology. In FY23, ONCA will finalize the Rules and implement this law. We will upgrade the current platform to meet the needs.	Completed to date: 50-74% The Rules for remote notaries must be published. They have been submitted and it is processed through IQ. This is anticipated to be finalized in the first quarter of FY24. Once completed there are some amendments to the Code that need to be implemented.
Amendment to the DC Code for Notaries Public	The Code for notaries public needs to be amended to meet the needs in a number of areas including the seal, surety bond, validity of notarial acts, and amendments to the remote notarization legislation. The language will be provided to OPLA and the appropriate Council Committee.	Completed to date: 0-24% The draft of the proposed amendments has been completed, however, there are now two additional amendments that need to be considered. OS's General Counsel must review the proposals.

Sister City Plan and Refresh the current and viable Sister Cities with Washington, DC

This is to first evaluate the current Sister City agreements and identify three to five Sister Cities where an annual event can be organized by the Office of the Secretary and the respective Sister Cities' diplomatic and diaspora communities. In addition, assessing inactive Sister City agreements with the intent to identify two new Sister Cities that can replace the inactive ones. Working with Sister Cities International to establish Washington, DC as the permanent city to annually host the Sister Cities International youth in 2023.

Completed to date: 50-74%

All 15 Sister City agreements have been reviewed and assessed for health, engagement level and mutually beneficial/forward leaning interests. The list of possible candidate Capital Cities has been identified and is in the process of being ranked, after consultation with agency partners. The options memo is in draft and will be presented to the Mayor for consideration and selection. The partnership with Sister City International is on hold pending the outcome of a leadership transition. There was a vacancy in this office and other staff from different divisions have to help out.

International Visitor Leadership Program

Continues participating in the International Visitor Leadership Program (IVLP) with the U.S. Department of State. This program exposes the emerging leaders in Washington, DC to their counterparts from around the world.

Completed to date: Complete

The Office of the Secretary has actively participated in the IVLP Program. Our ability to facilitate meetings with incoming international visitors is subject to the office's availability. OS has established guidelines for organizing offices to help accommodate as many meetings as possible. This structure has assisted our office in formalizing the process and normalizing expectations. We have been lauded for our partnership annually and have included our DC government offices to expand the circle of practitioners of these professional exchange meetings. Some of these meetings have led to further engagement and invitations to travel abroad for our DC government experts.



DCRegs Website  
Review and  
Technical  
Adjustments

During FY18, ODAI launched a new version of its website, DCRegs. During FY23, ODAI will continue to review the functionality of the website and where necessary suggest revisions or adjustments to OCTO. ODAI will also review the website to determine how its functionalities can be revised to allow a more efficient publication and codification process. This initiative benefits all residents of the District of Columbia, including residents of Wards 7 and 8, because DCRegs is the online web portal that is a one stop access point for District of Columbia Register, District of Columbia laws, regulations, District government operations information and meetings, and current and historical Mayor's Orders. This work takes time, but it is done while the Editor performs of duties and responsibilities.

Completed to date: 75-99%

This Initiative has progressed very well and we will move to develop DCRegs 3.0 in conjunction beginning this fiscal year. OCTO will assist with this work.

This is on ongoing initiative.

Legal Materials  
Authentication

During FY23, ODAI will develop a method to electronically authenticate the District of Columbia Register and the District of Columbia Municipal Regulations. This initiative benefits all users of the District of Columbia Register and the District of Columbia Municipal Regulations, including residents of Wards 7 and 8, because it will allow District residents and all users of the District of Columbia Register and the District of Columbia Municipal Regulations to obtain physical and online evidence that each item or sections of those items are the current and legally in effect.

Completed to date: 0-24%

We have yet to move forward with this initiative during the Fiscal Year. The Office has new staff who may be able to work on this project. Lack of resources.

## 6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?
<b>Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.</b>										
Number of notary application processed (excludes government employees)	Up is Better	1,971	2,220	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1700	1,500	Met
Number of documents authenticated	Up is Better	45,000	46,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	50,000	40,000	Met
Number of customer served	Up is Better	25,000	30,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30,000	10,000	Met
<b>Provide support and outreach services to the diplomatic and international communities.</b>										
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available	100%	
<b>Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.</b>										
Percent of records requests fulfilled within five business days	Up is Better	99.1%	60%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	70%	50%	Met
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	21%	33.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20%	20%	Met
Percent of agencies in regular communication with OPR, where "regular communication" is defined by attendance at OPR-hosted meetings or trainings, active use of the Naylor Court or Federal Records Center, and email or phone communication with OPR staff members	Up is Better	14.8%	44.4%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60%	40%	Met
Number of records entered into the collections management system	Neutral	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2182	New in 2023	New in 2023

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Ceremonial documents for constituents</b>							
Number of ceremonial documents prepared	507	721	Annual Measure	Annual Measure	Annual Measure	Annual Measure	729
<b>Serve as liaison with diplomatic community in DC</b>							
Percent of National Day letters written versus number of National Days	0%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
Number of diplomatic and delegation meetings	New in 2023	New in 2023	Annual Measure	Annual Measure	Annual Measure	Annual Measure	73
<b>Manage District government records</b>							
Number of records requests received	2,194	2,934	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3760
Volume of records accessioned to the DC Archives	68	11	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18
Number of on-site researchers served	3	27	Annual Measure	Annual Measure	Annual Measure	Annual Measure	209
Number of publications added to the Library of Government Information	222	259	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5
<b>Publish the DC Register and the DC Municipal Regulations</b>							
Number of rulemakings processed	338	326	Annual Measure	Annual Measure	Annual Measure	Annual Measure	203
Number of administrative issuances processed	143	184	Annual Measure	Annual Measure	Annual Measure	Annual Measure	155