



FY 2015 Performance Accountability Report Office of the Tenant Advocate

INTRODUCTION

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

MISSION

The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants regarding disputes with landlords; to educate and inform the tenant community about tenant rights and rental housing matters; to advocate for the rights and interests of District renters in the legislative, regulatory, and judicial contexts; and to provide financial assistance to displaced tenants for certain emergency housing and tenant relocation expenses.

SUMMARY OF SERVICES

The OTA provides a range of services to the tenant community to further each aspect of its mission. (1) OTA advises tenants on resolving disputes with landlords, identifies legal issues and the rights and responsibilities of tenants and landlords, and provides legal and technical assistance for further action such as filing tenant petitions. (2) The OTA provides in-house representation for tenants in certain cases, and refers other cases to pro bono or contracted legal service providers and attorneys. (3) The OTA works with other governmental and non-governmental officials and entities, including the DC Council, the Mayor's office, executive agencies, the courts, tenant stakeholders, advocates, and others, to promote better tenant protection laws and policies in the District. (4) The OTA conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns. (5) The OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, properties having been closed by the government, or other unanticipated emergencies.

OVERVIEW – AGENCY PERFORMANCE

The following section provides a summary of OTA performance in FY 2015 by listing OTA's top three accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

TOP THREE ACCOMPLISHMENTS

The top three accomplishments of OTA in FY 2015 are as follows:

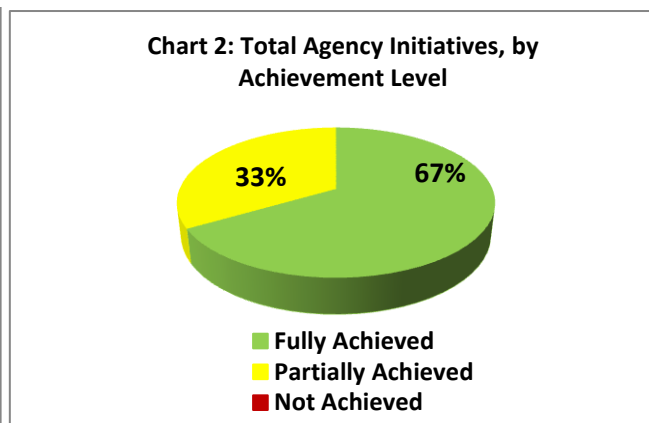
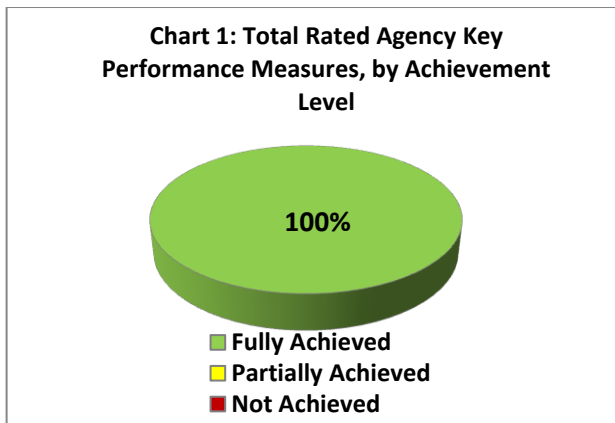
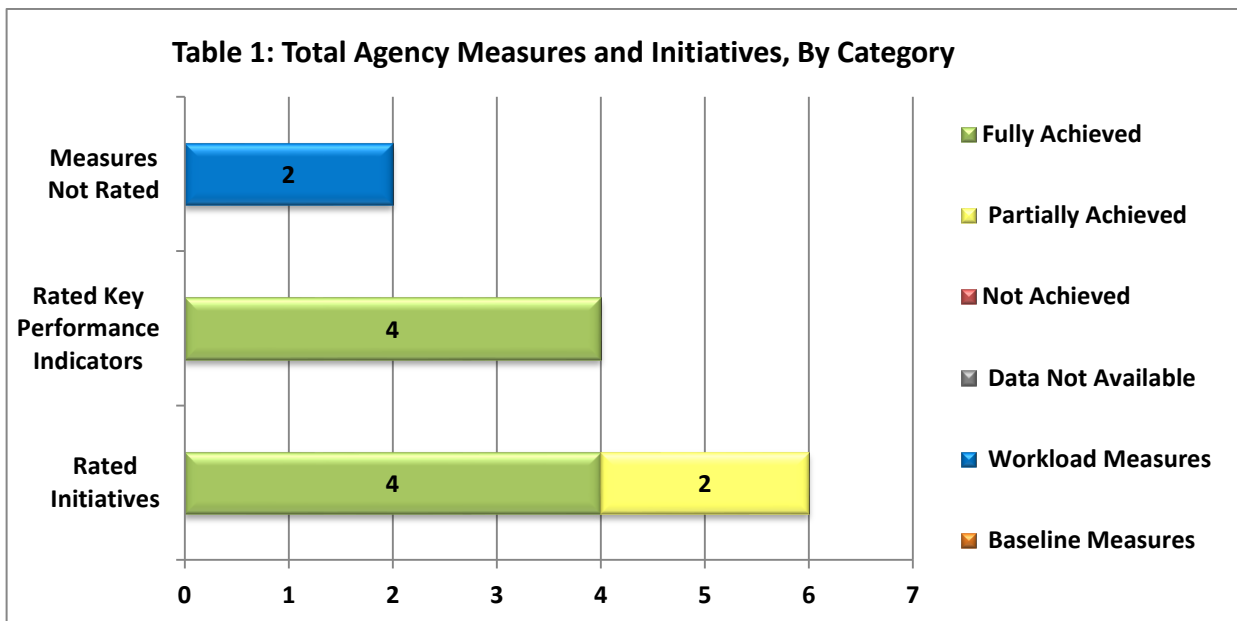
- ✓ The work of OTA litigators and contracted legal service providers led to a return of over \$3,000,000 in cash and other considerations to represented tenants.
- ✓ The OTA published a revised Tenant Bill of Rights in the DC Register, thus triggering the new statutory requirement that landlords distribute it to all new tenants in the District.



- ✓ Through its Emergency Housing Program, OTA saved 200 households from becoming homeless due to either fires or governmental building closures.

SUMMARY OF PROGRESS TOWARD COMPLETING FY 2015 INITIATIVES AND PROGRESS ON KEY PERFORMANCE INDICATORS

Table 1 (see below) shows the overall progress the OTA made on completing its initiatives, and how overall progress is being made on achieving the agency’s objectives, as measured by their key performance indicators.



In FY 2015, OTA fully achieved two-thirds of its initiatives and all of its rated key performance measures. Table 1 provides a breakdown of the total number of performance metrics OTA uses, including key performance indicators and workload measures, initiatives, and whether or not some of those items were achieved, partially achieved or not achieved. Chart 1 displays the overall progress being made on achieving OTA objectives, as measured by their rated key performance indicators. Please note that chart 2 contains only rated performance



measures. Rated performance measures do not include measures where data is not available, workload measures or baseline measures. Chart 2 displays the overall progress OTA made on completing its initiatives, by level of achievement.

The next sections provide greater detail on the specific metrics and initiatives for OTA in FY 2015.

PERFORMANCE INITIATIVES – ASSESSMENT DETAILS

OBJECTIVE 1: Create and enhance communication venues to better serve the tenant population.

INITIATIVE 1.1: Produce a Public Service Announcement (“PSA”) promoting OTA services and programs.

In FY 2015, the OTA will produce a PSA designed to inform the District’s tenants of the services and programs of OTA. Completion date: **September 2015.**

- **Performance Assessment Key: Partially Achieved.** OTA is in negotiations with WJLA-TV to produce PSAs for future broadcast.

INITIATIVE 1.2: Produce a Public Service Announcement (“PSA”) promoting renter’s insurance.

In FY 2015, the OTA will produce a PSA designed to promote and educate the District’s tenants in regard to the advantages of purchasing renters’ insurance, which would reduce the burden on government emergency housing programs, such as OTA’s Emergency Housing Assistance Program. **Completion Date: September 2015.**

- **Performance Assessment Key: Partially Achieved.** OTA is in negotiations with WJLA-TV to produce PSAs for future broadcast.

INITIATIVE 1.3: Utilize print media to address tenant questions regarding rental housing laws and disputes between tenants and housing providers (Age-Friendly DC Goal: Domain # 7).

In FY 2015, the OTA will partner with the Washington Post Company to produce Ask the Advocate columns that will be printed regularly in the Post’s “Ready to Rent” publication. Completion date: The initiative will be active throughout FY2015, with final completion in September 2015. **Completion Date: September 2015**

- **Performance Assessment Key: Fully Achieved.** OTA provided articles on a regular basis, which the Post published as the articles met its editorial needs.



OBJECTIVE 2: Expand OTA's programmatic outreach into the student off-campus rental housing market.

INITIATIVE 2.1: Train off-campus housing directors in the basics of renters' rights.

In FY 2015, the OTA will expand its programmatic outreach focus into the neglected student off-campus rental housing market. OTA will be working through the university off-campus consortium, already in place, to both create a widespread knowledge-base and a referral system specific to each participating institution.

Completion Date: March 2015.

- **Performance Assessment Key: Fully Achieved.** The OTA met regularly and worked diligently with the university off-campus consortium, until new consortium leadership suspended the meetings. To compensate for this situation, the OTA is (1) conducting on-site tenant rights presentations upon request; and (2) negotiated with a OTA contract legal service provider (DC Law Students in Court) to work with students on Georgetown University campus/ for the provision of ongoing, on-site legal clinics at one of the five largest universities in the District.

OBJECTIVE 3: Upgrade agency administrative efficiencies through enhanced administrative tools.

INITIATIVE 3.1 Create new information management systems for core OTA programs.

In FY 2015, the OTA will create new information management systems to improve the collection of data necessary to maximize the core OTA programs.

Completion Date: September 2015.



- **Performance Assessment Key: Fully Achieved.** The Office of Contracting and Procurement and the vendor who had created Phase One of the IQ Information Management System in FY2014 could not agree on how to utilize the remaining hours from the FY2014 contract, and the vendor did no work. However, OTA conducted internal reviews to determine what amendments to the IQ Information Management System are necessary to improve data collection. The results of those planning meetings will be utilized by OTA in subsequent years.








INITIATIVE 3.2 Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor’s Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning and receives any additional necessary resources, each agency head subject to the authority of the mayor shall use the criteria to evaluate the sustainability of their respective operations in accordance with the requirements of Mayor’s Order 2013-209, the Sustainable DC Transformation Order, and submit to his or her responsible Deputy Mayor and the Office of the City Administrator the results of the agency’s internal assessment.

Completion Date: April 2015

- **Performance Assessment Key: Fully Achieved.** OTA positioned itself to respond promptly and fully to all Office of Planning guidance for the fulfillment of Mayor’s Order 2013-209.

KEY PERFORMANCE INDICATORS

   	KPI	KPI	FY 2014 YE Actual	FY 2015 YE Target	FY 2015 YE Revised Target	FY 2015 YE Actual	FY 2015 YE Rating	Budget Program
	1.1	% of tenant intake cases resolved	100%	89%		100%	112.36%	Legal Representation
	1.2	# of rental housing case abstracts to be included in database	225	240		248	103.33%	Legal Representation
	1.3	% of identified tenant associations to be represented in tenant summit.	80%	50%		91.3%	182.61%	Administrative Services



●	1.4	% of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available	100%	90%		100%	111.11%	Emergency Housing
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WORKLOAD MEASURES – APPENDIX

WORKLOAD MEASURES

Measure Name	FY 2013 YE Actual	FY 2014 YE Actual	FY 2015 YE Actual	Budget Program
# of Cases Initiated	3396	5674	2690	OFFICE OF THE DIRECTOR
# Emergency Housing Assistance Cases	116	164	200	EMERGENCY HOUSING