
OFFICE OF AT-LARGE COUNCILMEMBER ANITA BONDS
CHAIR, COMMITTEE ON HOUSING & NEIGHBORHOOD REVITALIZATION



February 23, 2018

Johanna Shreve, Chief Tenant Advocate
Office of the Tenant Advocate
2000 14th Street, NW, Suite 300 North
Washington, DC 20009

Dear Chief Tenant Advocate Shreve:

The annual performance hearing for the Office of the Tenant Advocate is scheduled for **March 7, 2018**. The government witness (es) for the agency will testify following public testimony. Please plan to arrive in time to listen to the entirety of the public testimony presented with respect to the agency.

Attached are pre-hearing questions. So that I may make effective use of your responses, please provide **six hard-copies** of your responses as well as an electronic version in Microsoft Word **on or by the close of business on February 23, 2018**.

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 Legislative Director, Barry Weise at (202) 724-8171 or bweise@dccouncil.us. Thank you in advance for your timely and comprehensive response.

Sincerely,

Anita Bonds
At-Large Councilmember
Chairperson, Committee on Housing and Neighborhood Revitalization

Office of the Tenant Advocate (OTA)

Response: The agency has one position that was filled as a term position, (the Program Support Assistant) the position will be converted to a FTE on the employee's anniversary.

4. **Please provide the following information on any contract workers in your agency:**
- a. **Position name**
 - b. **Organizational unit assigned to**
 - c. **Hourly rate**
 - d. **Type of work duties**

Response: N/A

5. **Please complete the following chart about the residency of new hires in FY17 or FY18 to date:**

Number of Employees Hired in FY17 and FY18 to date

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing		
Term		
Temporary		
WAE		

Response: N/A

6. **Please list all employees detailed to or from your agency. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee's projected date of return.**

Response: N/A

7. **Please provide the Committee with a list of travel expenses, arranged by employee for FY17 and FY18 to date, including the dates of travel, amount of expenses, and reason for travel. Please specify whether employees may be reimbursed for out-of-pocket travel expenses; and, if so, please describe agency protocol and requirements for employees to apply for and receive reimbursements for such travel expenses, such as necessary documentation, timeframes, and other requirements.**

Response: To date the agency has not reimbursed any employee for any out-of-town travel expenses.

8. **Please provide the Committee with a list of the total workers' compensation payments paid in FY17 and FY18 to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

Response: N/A

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Response:

FY 2018 FULL TIME EQUIVALENTS (FTES)				
Program	Program Title	Activity	Activity Title	Total
1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	1
		1080	PERFORMANCE MANAGEMENT	5
PROGRAM 1000 - ADMINISTRATIVE SERVICES TOTAL				6
3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	10
		3020	LEGAL HOTLINE	1
PROGRAM 3000 - LEGAL REPRESENTATION TOTAL				11
4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	2
PROGRAM 4000 - POLICY ADVOCACY TOTAL				2
5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	1
PROGRAM 5000 - OTA EDUCATIONAL INSTITUTE TOTAL				1
8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	2
PROGRAM 8000 - CASE MNGT AND COMM OUTREACH TOTAL				2
Grand Total				22

12. Please provide the salary for the top 2 earners in the administrative staff and the top 5 earners in the managerial staff. Managerial staff members are those who direct or supervise another employee or a significant component of a project.

Response:

Administrative Staff	Salary
J. Reyes	40,420
T. Tolton	83,443
Average Salary:	61,932
Managerial Staff	Salary
J. Shreve	156,502
J. Cohn	117,267
D. Taylor	115,721
Average Salary:	129,830

13. Please provide the average salary for administrative and managerial staff.

Response:

Average Administrative Staff Salary:	\$ 61,932
Average Managerial Staff Salary:	\$ 129,830

14. Please provide a list of the top 5 overtime earners.

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Response: Agency cell phones:

William Mundy	Christopher Lucas	Stephen Dudek
Horace Lassiter	Sean Treanor	Dennis Taylor
Cynthia Houser	Manuel Bolanos	
Amir Sadeghy	Umar Ahmed	
Ramona Quillet	Harrison Magy	

- b. **A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned;**

Response: N/A

- c. **A list of travel expenses, arranged by employee; and**

Response: This question is duplicative. See response to question 7.

- d. **A list of the total overtime and workman's compensation payments paid in FY17 and FY18 to date.**

Response: This question is duplicative. See response to question 14.

18. **Please provide the Committee with a list of employees who received bonuses or special award pay granted in FY17 and FY18 to date, and identify:**

Response: No bonuses were provided in FY 17. In FY18 one retirement bonus has been given.

- a. The employee receiving the bonus or special pay,
Response: Delores Anderson, former Education Coordinator
- b. The amount received:
Response: \$25,000
- c. The reason for the bonus or special pay.
Response: Retirement

19. **Please provide the name of each employee who was or is on administrative leave in FY17 and FY18 to date. In addition, for each employee identified, please provide:**

- a. **Their position;**
- b. **A brief description of the reason they were placed on leave;**
- c. **The dates they were/are on administrative leave;**
- d. **Expected date of return;**
- e. **Whether the leave was or is paid or unpaid; and**
- f. **Their current status (as of February 1, 2018).**

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3. Provide effective legal guidance or representation to tenant clients.
4. Provide prompt emergency housing assistance to tenants displaced by natural disaster, administrative and/or governmental action.
5. Create and maintain a highly efficient, transparent and responsive District government.

Performance plan objectives 1-4 were completed in FY17, on time and within budget. OTA believes that it also created and maintained a highly efficient, transparent and responsive agency operation (#5). However, the Office of the City Administrator has delayed until FY19 the release of the evaluative measures for the fifth performance plan objective, delaying an objective evaluation.

22. **Please provide a copy of your agency's FY18 performance plan as submitted to the Office of the City Administrator.**

Response: N/A

23. **Please provide the number of FOIA requests for FY17 and FY18 to date that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time; the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

Response:

FY17: See "Exhibit #12 Questions 23 and 51 - OTA Annual FOIA Report for FY 2017"

FY18: One request was submitted, which was granted in part and denied in part. No requests are pending as of February 21, 2018. The only request submitted took six hours to respond to. Two FTEs contributed substantially to processing the request. The cost of compliance was \$243.96 based on the annual compensation of the FTEs involved.

24. **Please list the task forces and organizations of which the agency is a member.**

Response: N/A

II. Budget

25. **Please provide a table showing your agency's Council-approved original budget, revised budget (after reprogramming, etc.), and actual spending, by program and activity, for FY16, FY17, and the first quarter of FY18.**
- a. **For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).**

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29. For FY17 and FY18 to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- a. The revenue source name and fund code;
 - b. A description of the program that generates the funds;
 - c. The revenue funds generated annually by each source or program;
 - d. Expenditures of funds, including the purpose of each expenditure; and
 - e. The current fund balance (i.e. budget versus revenue)

Response: See "Exhibit #6 Question 29 – SPR"

30. Please list all memoranda of understanding ("MOU") and memoranda of agreement ("MOA") entered into by your agency during FY17 and FY18 to date, as well as any MOU or MOA currently in force. (You do not need to repeat any intra-district MOUs that were covered in the question above on intra-district transfers.)

- a. For each MOU, indicate:
 - i. The parties to the MOU or MOA;
 - ii. Whether a letter of intent was signed in the previous fiscal year and if so, on what date;
 - iii. The date on which the MOU or MOA was entered;
 - iv. The actual or anticipated termination date;
 - v. The purpose; and
 - vi. The dollar amount.
- b. Attach copies of all MOUs or MOAs, other than those for overhead or logistical services, such as routine IT services or security.
- c. Please list any additional MOUs and MOAs planned for FY18, including the anticipated agency (ies), purposes, and dollar amounts.

Response: N/A

31. Please list all capital projects in the financial plan and provide an update on all capital projects under the agency's purview in FY17 and FY18 to date, including projects that are managed or overseen by another agency or entity. Please provide:

- a. A brief description of each project begun, in progress, or concluded in FY17, FY18, and FY18 to date;
- b. A status report on all capital projects including:
 - i. The amount budgeted, actual dollars spent, and any remaining balances;
 - ii. Start and completion dates; and
 - iii. Current status of the project.
- c. A list of which projects are experiencing delays and which require additional funding;
- d. A status report on all capital projects planned for FY18, FY19, FY20, FY21, FY22, and FY23; and

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34. Please describe any spending pressures the agency experienced in FY17 and any anticipated spending pressures for the remainder of FY18. Include a description of the pressure and the estimated amount. If the spending pressure was in FY (16) (17), describe how it was resolved, and if the spending pressure is in FY18, describe any proposed solutions.

Response: The emergency housing program approved budget in FY 17 was \$545,936 and increased by \$408,000. The unanticipated increase was due to a large fire in Northwest that resulted in the displacement of 200 individuals. Hotel accommodations for this large contingent of tenants required extended hotel stays resulting in the spending pressure.

35. **Part I: The committee would like to better understand the agency's programmatic needs and the associated budgetary costs. Please submit copies of your FY19 budget submission to the Mayor's Office of Budget and Finance (OBF). In FY19, this includes:**
- a. The Operating Budget Submission Memo;
 - b. Attachment A, Vacancy List;
 - c. Form 1 (Impact of Agency's Marc);
 - d. Form 2 (Enhancement Requests); and
 - e. Attachment B, List of intra-districts.

Response: a-e See "Exhibit #7 Question 35C - FY19 Form 1"

Part II: In addition, please identify:

- a. Which of your agency's MARC reductions and hypothetical 2% cuts (Form 1) were accepted or rejected (i.e. if the cut was rejected, the funds were not swept and if the cuts were accepted, the funds were swept); and
- b. Which of your agency's enhancement requests (Form 2) were accepted (i.e. which enhancements were added to your agency's FY19 budget).

Part III: For FY17 and FY18, please include each fiscal year's information for #24 Part I and Part II. Please indicate if your agency is willingly omitting any information requests in Part I and Part II.

Response: N/A

III. Contracting and Procurement

36. Please list each grant or sub-grant, including multi-year grants, received by your agency in FY17 and FY18 to date. List the following:
- a. Source;
 - b. Purpose;
 - c. Timeframe;

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- k. **Solicitation method (e.g. competitive bid via GSA or DCSS, sole source, task order against other agency's contract); Competitive bid**
- l. **CBE status; 100%**
- m. **Division and activity within DOES utilizing the goods and/or services; N/A**
- n. **Requisitions and purchase order numbers established under each contract;**
- o. **Corresponding, obligated amounts for each purchase order;**
- p. **Corresponding, expended amounts (actuals) for each purchase order;**
- q. **Funding source for each requisition and purchase order;**
- r. **Index and PCA codes used each requisition and purchase order;**
- s. **Activity code and name for each index and PCA used under requisitions and purchase orders;**
- t. **Total contract or procurement value in FY17;**
- u. **Total contract or procurement value in FY18 (YTD);**
- v. **Period of performance (e.g. May 31 to April 30); and**
- w. **Current year of contract (e.g. Base Year, Option Year 1, etc.);**

Response: We will supplement the submission with this information as soon as possible.

Part II: Please attach monitoring documentation, including any monitoring reports or performance evaluations developed for use. If any contract is performance-based, specify the basis of performance (i.e. the metrics) and describe the payment formula.

Response: We will supplement the submission with this information as soon as possible.

39. **Please list each grant awarded by your agency during FY17 and FY18 to date for goods and/or services provided by your agency. Please attach any documentation of monitoring, including any reports developed. For each grant, please include the following information, where applicable:**

Part I

- a. **Grant/Program Title;**
- b. **Grant/Program Number;**
- c. **Grantee Name;**
- d. **Description of goods and/or services;**
- e. **Grant's outputs and deliverables;**
- f. **Status of deliverables (e.g. whether each was met or not met, in-progress, etc.);**
- g. **Copies of deliverables (e.g. reports, presentations);**
- h. **Program Manager name and title assigned to each grant;**
- i. **Grant Administrator name and title assigned to each grant;**
- j. **Oversight/monitoring plan for each grant and associated reports, performance evaluations, cure notices, and/or corrective action plans;**
- k. **Target population for each grant (e.g. unemployed adults, homeless youth, DOES staff, etc.);**
- l. **Sub-granting status (i.e. Did the Grantee sub any provision of goods and/or services with another vendor);**
- m. **Solicitation method (e.g. competitive RFA or sole source);**
- n. **CBE status;**

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3. The OTA press release “Housing Affordability Protections for Elderly Tenants and Tenants with a Disability”.
4. The OTA fact sheets “What you need to know about The Elderly Tenant and Tenant with a Disability Protection Amendment Act of 2016.”
5. The OTA press release “Tenant protections regarding late fees”
6. The OTA’s “‘Late Fee’ FAQ, which provides more details about the District’s late fee law”.
7. The OTA press release “Civil Rights Lawsuit against HUD Suspension of Small Area Fair Market Rents”.
8. The OTA press release “Updated OTA Legislative Tracking Charts”.
9. The OTA “Legislative Tracking Chart for Council Period 22”.
10. The OTA “Legislative Tracking Chart for Council Period 21”.
11. Revised PowerPoint “Renters’ Rights 101”

43. Provide a list of all policy statements issued during FY17 and FY18 to date.

Response: N/A

44. Please list and describe any ongoing or completed investigations, studies, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY17 and FY18 to date.

Response: N/A

45. Describe any pending lawsuits involving the agency. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or will result in a change in agency practices, and describe the current status of the litigation. Please provide the extent of each claim, regardless of its likelihood of success. For those identified, please include an explanation about the issues involved in each case.

Response: The Agency is involved in on-going litigation by an employee who was terminated on February 21, 2012. After losing in Federal Court, the terminated employee filed a similar case on April 7, 2017 with the DC Office of Employee Appeals (OEA). The OEA judge dismissed the case on October 13, 2017 on *res judicata* grounds. The terminated employee filed an appeal of the OEA decision on November 3, 2017 in DC Superior Court. That matter is currently pending.

46. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY17 or FY18 to date, and provide the parties’ names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: N/A

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FY18: One request was submitted, which was granted in part and denied in part. No requests are pending as of February 21, 2018.

- b. **Provide the average response time; the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.**

Response:

FY17: See "Exhibit #12 Questions 23 and 51 - OTA Annual FOIA Report for FY 2017"

FY18: The only request submitted took six hours to respond to. Two FTEs contributed substantially to processing the request. The cost of compliance was \$243.96 based on the annual compensation of the FTEs involved.

- c. **Did the agency file a report of FOIA disclosure activities with the Secretary of the District of Columbia? Please provide a copy of that report as an attachment.**

Response:

FY17: See "Exhibit #12 Questions 23 and 51 - OTA Annual FOIA Report for FY 2017"

FY18: FY18's report is required at the end of the fiscal year.

52. **Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY17 and FY18 to date. Please attach a copy if the study, research paper, report, or analysis is complete. For each study, paper, report, or analysis, please include:**

- a. **The name;**
- b. **Status, including actual or expected completion date;**
- c. **Purpose;**
- d. **Author, whether the agency or an outside party,**
- e. **Reference to the relevant grant or contract (name or number) in your responses above; and**
- f. **Source of funding (program and activity codes) if not included in responses above.**

Response: N/A

53. **Please list all reports or reporting currently required of the agency in federal law, the District of Columbia Code, or Municipal Regulations. For each, include**

- a. **The statutory code or regulatory citation;**
- b. **Brief description of the requirement;**
- c. **Any report deadlines;**
- d. **Most recent submission date; and**

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56. What is the agency’s policy and practice with respect to the security of personally identifiable information that is maintained either digitally or in hard copy? Please provide as an attachment any applicable policy or guidance the agency follows on this matter.

Response: OTA takes the issue of personally identifiable information very seriously. Working with OCTO, taking all proscribed training i.e. cyber security as well as consultation with the OAG regarding this topic, an Office Confidentiality Policy has been drafted most recently that will be adhered to by all personnel. Access to the Agency’s IQ system is restricted to OTA employees, as is the physical space where all hard-copy records are kept.

See “Exhibit #8 Question 56 - OTA Intra-agency Client Confidentiality Policy Agreement”

Agency Programs and Policies

57. Please list each policy initiative of the agency during FY17 and FY18 to date. For each initiative please provide:

- a. A detailed description of the program;
- b. The name of the employee who is responsible for the program;
- c. The total number of FTEs assigned to the program; and
- d. The amount of funding budgeted to the program.

Response:

#	Description; Responsible Person; FTEs; Budget
1	a) Emergency Housing Assistance - To analyze current administrative and operation procedures in order to better serve the needs of temporarily displaced tenants.
	b) Tamela Tolton
	c) 0.4
	d) \$594,000
2	a) Legal Representation - To develop policy and procedures that provide the Agency with administrative monitoring of all in-house legal referrals.
	b) Dennis Taylor
	c) 0.25
	d) \$175,000
3	a) Educational Institute - OTA will create new course development to the needs identified through the tenant hotline. OTA will expand certification of the 101 Rights course by developing an online course format by FY 19. The Agency is starting to investigate cost associate with this endeavor in FY 18.
	b) Vacant
	c) 1
	d) \$10,000

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- c. **Energy use**
- d. **Criminal activity in and around developments**

Response: Regarding space utilization, the layout for the office has changed over time to accommodate additional staff and other changes in terms of our day-to-day obligations. The agency's communication costs have always been and continue to be minimal. The facility buildout included energy-efficient lighting. Panic buttons in client interview rooms were installed five years ago to promote staff safety.

64. **What District legislation has yet to be implemented by the agency, if any? If legislation has not yet been implemented, please explain why.**

Response: Law 21-211, the "Relocation Expenses Recoupment and Lien Authority Amendment Act of 2016," gives the OTA tax lien authority in order to recoup the cost of emergency housing assistance provided to tenants who have been displaced due to the housing provider's failure to properly maintain the rental accommodation. The OTA is currently working closely with key agencies involved in various stages of this process (OAH, OAG, and OTR), and is developing the procedural guidelines, interagency notices, and other documents necessary to properly implement the program.

65. **What has the agency done in FY17 and FY18 to date 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.**

Response:

Bi-Monthly Stakeholder Meetings: The OTA regularly apprises advocates and other members of the rental housing community of legislative and regulatory developments, and provides opportunities to participate in the development of policy goals and proposals. Stakeholder meetings are open to anyone and are advertised in local community newspapers.

On-line agency information: The web allows the OTA to share more information with more District residents. For those stakeholders without computer access we routinely send information via postal mail. Information on all agency programs is offered online.

On-line Newsroom & On-line Chat: The tenant community may also use the OTA website newsroom to stay up-to-date on developing tenant issues as well as OTA events and services. One of those services is a monthly On-Line Chat, through which the public may receive answers to their rental housing questions "in real time."

Surveys: Periodic surveys (e.g., pre- and post-Summit surveys and Stakeholder surveys) allow the agency to better understand the tenant community's needs.

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- b. For any met or completed objective, also note whether they were completed by the project completion date of the objective and/or KPI and within budget. If they were not on time or within budget, please provide an explanation.**
- c. For any objective not met or completed, please provide an explanation.**

Response: Duplicative. Please see the responses to Questions 21 and 20.

- a. Every performance plan strategic objective was completed, and every key performance indicator was met.
- b. Every performance plan strategic objective was completed on time and on budget. Key performance indicators are continual, thus not evaluated by completion date and budget.
- c. N/A

See “Exhibit #10 Question 71 - 2017 Performance Accountability Report”

- 72. Please provide a copy of your agency’s FY18 performance plan as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY17 or FY18, including the outcomes to be measured, or changes to the targets or goals of outcomes; list each specifically and explain why it was dropped, added, or changed.**

Response: N/A

- 73. 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 FY18.**

Response:

- 1. Litigate a “rent concession” case to consolidate the positive results of *Fineman v. Smith Property Holdings Van Ness LP*, RH-TP-16-30,842 (D.C. Rental Hous. Comm’n Jan. 18, 2018).
- 2. Clarification legislation to eliminate rent concession / *de facto* rent ceiling practices.
- 3. Revision and update of the Emergency Housing Assistance Program guidelines.
- 4. Formal update revision of the Tenant Bill Rights based on changes in legislation.
- 5. Expand and improve the Tenant Education Institute (see response, question #88).

VI. Tenant Support

A. Legal Representation and Technical Assistance

- 74. Please state the number of tenants or tenant groups that have sought OTA assistance for new matters in FY17 and FY18 to date, in each of the following categories and then followed by the number of open cases in each category.**

- a. Rent control in general**

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requesting to address this issue through its proposed Mold Assessment/Enforcement Program. The primary goal of this program would be to reduce the number of mold contaminated properties by providing tenants with the mechanisms to identify the presence of an actionable mold claim in their units, and to utilize the power of the courts to require housing providers to follow the requirements of the District's mold abatement laws.

76. Has the District's bedbug problem continue to be a major health issue for tenants? Is the problem abating or worsening? The Committee recognizes that the agency has worked with the Department of Health in the past to address the issue, but what is the "cure" for the problem and what role can the agency play in implementing a solution?

Response: As noted last year, while the OTA is not aware of a recent increase in the bedbug problem, a recent article published regarding this subject focused on analysis performed by the Orkin Corporation which indicated that the District was #3 in the nation for bedbug issues. This is in sharp contrast to our intake data. The Department of Health is primarily responsible for educating tenants about bedbug infestation. When a tenant has a bedbug complaint, OTA provides them with relevant information as a matter of first recourse.

The keys to controlling this scourge include:

- (a) Education and outreach: the OTA has participated with DOH and others at various forums and conferences;
- (b) Early detection and notification: the OTA and DOH participate in DOEE's "Lead-free and Healthy Homes" program, which involves comprehensive home inspections and may include bedbug detection.
- (c) Clarity regarding the respective "pest extermination" responsibilities of landlords and tenants and others: In 2014, the "pest extermination" provision in the Property Maintenance Code (12G DCMR 309) was revised to do just this. In our capacity as a voting member of the PMC TAG (see response to question #24), the OTA proposed the revision in collaboration with other TAG members during the previous construction code cycle. The TAG and the CCCB approved the revision, and it became law in March 2014 pursuant to the Council's approval of the construction code revisions.

77. Please discuss any ongoing contracts for legal services, the scope of each contract, how it is being monitored, and the number of tenant cases referred in FY17 and FY18 to date under each contract.

Response:

In FY 2017, OTA had contracts with four legal service providers – Legal Counsel for the Elderly, Zouaoui Law Firm, DC Law Students in Court Program, and Legal Aid Society of DC. All legal contracts are monitored through the monthly invoice process. The legal agreement made between the OTA and all legal service providers requires a monthly

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provide more direct legal representation and to more efficiently provide tenants with clinical legal advice and guidance.

Law school students – Through its relationship with DC Law Students in Court OTA is assisting in enhancing the provision of indirect legal representation to the tenant community, as well as assisting in the development of new, talented attorneys who will understand the complexities and joys of this area of practice. OTA is also providing opportunities for a limited number of law school students to work directly with OTA litigating attorneys, assisting in the legal research, client communications, and administrative responsibilities inherent in providing legal representation. Finally, the relationship with DC Law Students in Court will result in increasing the opportunities for the District's college student tenant population to receive lease review services prior to the students executing those leases. The lease reviews will identify, and help solve, issues before they become issues for litigation.

Pre-law college undergraduates – OTA is prepared to accept a limited number of pre-law college undergraduates to assist with legal research, client communications, and administrative responsibilities.

80. **What number of front-line employees are deployed to handle customer inquiries in person and on the phone on a given day? Please break down the numbers for each segment of the agency and describe each employee's function. Is the agency adequately staffed with front-line employees?**

Response:

OTA's "front-line" consists of the following: two (2) Case Management Specialists (CMS) and three (3) litigating attorneys, who join the front line on a rotational system. The CMSs and attorneys perform intake protocols on the property; assist the tenant in narrowing the focus of their issues, give any available any non-legal oriented advice. CMSs also present the facts to OTA attorneys for formal legal advice, if necessary. In addition, each CMS and each attorney also has community outreach, public relations, office administration, and inter-agency liaison responsibilities. (Please note that one attorney advisor will soon be taking paid family medical leave, another attorney advisor will be a candidate for the Education/Outreach Coordinator position, and another attorney advisor is serving as the Project Manager for the development of the Rent Control Clearinghouse Database.)

The Director, the Paralegal, the Supervisory Attorney Advisor, the Legislative Director, and the Legislative Analyst also handle general inquiries on an as-needed basis, and direct case-specific matters to case managers as appropriate.

In addition to legal research and writing duties, the Paralegal (who is also a licensed attorney) performs public relations, office administration, and inter-agency liaison responsibilities. More importantly, he is the front-line responder to all "Ask the Director" inquiries and all "Ask the Mayor" inquiries forwarded to the agency. He is also the primary correspondent in the monthly online OTA Live Q&A Chat sessions. When he is on leave or the volume exceeds capacity, the Education Coordinator (serves as his back-up).

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Response: The agency has good inter-agency relationships, and utilizes those relationships to help resolve “regulatory coordination” problems on a case-by-case basis. For example, there are no major coordination problems regarding the OTA emergency housing assistance program. The OTA actively works with DCRA, DHS- Strong Families, DHS- Emergency Management Team, the American Red Cross, as well as hotels throughout the city.

B. Workshops and Outreach Programs

86. Please identify each education and outreach program the agency held in FY17 and FY18 to date.

Response:

I. FY 17:

10/12/2016	Renters 101 Georgetown University
10/26/2016	OTA Stakeholder Meeting 2000 14th Street, NW for FY 17
12/8/2016	Mayor’s Annual Senior Holiday Celebration DC Armory
12/16/2016	OTA Annual Open House and Holiday Reception 2000 14th Street, NW, Suite 300N
2/22/2017	OTA Stakeholder Meeting 2000 14th Street, NW, Suite 300N
3/25/2017	Renters 101 2000 14th Street, NW, Suite 300N
4/26/2017	Renters 101 2000 14th Street, NW, Suite 300N
4/26/2017	OTA Stakeholders Meeting 2000 14th Street, NW, Suite 300N
5/13/2017	Tenant Town Hall 1500 Harvard Street, NW
5/20/2017	Renters 101 2000 14th Street, NW, Suite 300N

Office of the Tenant Advocate (OTA)

DBH- Residential Services & Support w/ Housing Development Division

2/28/2018

Renters 101
2000 14th Street, NW

87. How do you measure the effectiveness of your tenant education programs? What has been the feedback on the programs you conducted in FY17 and FY18 to date? What were your top five attended or utilized programs?

Response: The OTA measures the effectiveness of our tenant education programs in a number of ways, including evaluations; comments from participants; referrals from government agencies, nonprofit organizations, and tenants. We generally receive excellent feedback from participants. Participants in our outreach efforts referred numerous tenants, tenant associations, and others to the OTA to schedule presentations and for assistance.

The top five attended/utilized programs engaged in by the OTA are:

- Mayor's Annual Senior Holiday Celebration (12/8/2016)
- DHCD Housing Expo (6/24/2017)
- Annual Tenant and Tenant Association Summit (9/16/2017)
- DMPED Open House (1/11/2018)
- GWU Off-Campus Housing Fair (2/6/2018)

88. Please summarize the outreach programs that the agency plans to implement this coming year.

Response:

Tenant Education Institute (TEI)

OTA will continue to add materials to the resource center, which is part of the institute. Concerted efforts will be taken to publicize the resource center and encourage its use by tenants and tenant associations. OTA will continue to develop and offer courses through the institute that focuses on:

a. Elderly/Disabled Rent Control Exemption Registration Program

The OTA will continue to expand the program to reach more eligible tenants and assist with completing and filing the Notice of Elderly and/or Disables Status. To identify eligible tenants, the OTA will work with the Department of Aging to compile a list of all elderly buildings. After identifying such buildings, we will continue to visit apartment buildings, senior service centers, and other locations to conduct on-site registration.

b. Outreach Program for College and University Students Living Off-Campus

The OTA will continue to maintain our outreach efforts in this area to include on-campus events for each individual institution in the consortium of colleges and universities: George Washington University, American University, Howard University, Trinity College,

Office of the Tenant Advocate (OTA)

Response: The OTA requests an email address on forms such as the intake form, summit registration form, sign-in sheets for stakeholder meetings and other events. If the tenant does not have email access, we send announcements, materials, flyers, etc. via the U.S. Post Office. We also use other forms of communication to reach a wider audience, including announcements in newspapers, flyers, and radio. We utilize paid advertisements in selected newspapers and on Metro buses for the annual tenant summit. Our public relations strategy recognizes that there are many tenants without computer access, thus we utilize as many means as possible to publicize OTA services, programs, and activities, additionally, all workshop sessions held at the Annual Tenant Summit can be accessed through our web page with live caption. Additionally, all Agency materials are Section 508 compliant.

90. How does the agency solicit feedback from tenants? Please describe. What has the agency learned from this feedback?

Response: Annually, the Agency conducts periodic surveys of the tenant community to better serve them. Some of these surveys include feedback and topic suggestions for stakeholder meetings and, the Annual Summit, a pre-event survey to solicit subject matter ideas and post-event “customer satisfaction” surveys.

91. How has the agency changed its practices because of the feedback?

Response: OTA continually seeks ways to expand our public relations efforts to ensure we are informing as many tenants as possible about our programs and services. We developed agenda items, training, and presentations in response to the feedback received.

C. Legislation

92. What were the agency’s legislative priorities in FY17 were they accomplished, and what are the agency’s legislative priorities for FY18?

Response: In FY17 the following OTA legislative priorities became law:

- B21-647, the “Rental Housing Late Fee Fairness Amendment Act of 2016” (Law 21-172 effective 12/8/16).
- B21-146, the “Rent Control Hardship Petition Limitation Amendment Act of 2015” (Law 21-197 effective 2/18/17).
- B21-173, the “Elderly and Tenants with Disabilities Protection Amendment Act of 2016” (Law 21-0239 effective 4/7/17).
- B21-420, the “Residential Lease Amendment Act of 2016” (Law 21-210 effective 2/18/17).
- B21-656, the “Relocation Expenses Recoupment and Lien Authority Amendment Act of 2016” (Law 21-211 effective 2/18/17).

Office of the Tenant Advocate (OTA)

- B22-0317, the “Notification of Vacant and Blighted Classification Amendment Act of 2017.”
- B22-0332, the “Home Sale Facilitation Amendment Act of 2017.”
- B22-0352, the “Office of Administrative Hearings Jurisdiction Expansion Amendment Act of 2017.”
- B22-0381, the “Landlord Transparency Amendment Act of 2017.”
- B22-0396, the “Property Manager Licensing Amendment Act of 2017.”

93. What new legislative issues have arisen in FY17 and FY18, to date that could require legislative action? What were the sources of the new issues? Requests from constituents? Ideas from staff?

Response: Generally, the sources of new policy issues are problems and complaints conveyed to the agency by tenants themselves, their attorneys, and government and community colleagues.

- Remediation of mold.
- Creation of affordable housing for the senior and tenants with a disability.
- Expungement of meritless L&T cases and/or making sealing sensitive documents easier.
- Rental applicant notice of bedbug infestation.
- Rental Housing Consumer Protection Act.
- Renovation grant and/or loan program for small housing accommodations (0-50 units)(the Director raised this issue as a member of the Mayor’s Affordable Housing Preservation Strike Force).

D. Publicly Accessible Rent Control Housing Clearinghouse

94. Please provide a detailed update on the status of the Publicly Accessible Rent Control Housing Clearinghouse.

- a. **What has been accomplished thus far?**
- b. **Is the OTA keeping to its schedule? How so?**
- c. **Please describe OTA’s methodology to accomplish this task.**
- d. **What are the “next steps”?**
- e. **When will the demonstration phase be ready to demonstrate?**

Response: See “Exhibit #11 Question 94 - Database Status Report 2 - 2018-01-23”

- f. **What is included in the demonstration phase?**

Exhibits for OTA Oversight Q&A
Table of Content

1. Exhibit #1 Question 1 - Org Chart
2. Exhibit #2 Question 2 - Schedule A
3. Exhibit #3 Question 21 - 2017 Performance Plan
4. Exhibit #4 Question 25 – Budget
5. Exhibit #5 Question 27 & 28 – Reprogramming
6. Exhibit #6 Question 29 – SPR
7. Exhibit #7 Question 35C - FY19 Form 1
8. Exhibit #8 Question 56 - OTA Intra-agency Client Confidentiality Policy Agreement
9. Exhibit #9 Question 66 - 2018 OTA Customer Satisfaction Survey
10. Exhibit #10 Question 71 - 2017 Performance Accountability Report
11. Exhibit #11 Question 94 - Database Status Report 2 - 2018-01-23
12. Exhibit #12 Questions 23 and 51 - OTA Annual Freedom of Information Act Report for Fiscal Year 2017

Office of the Tenant Advocate

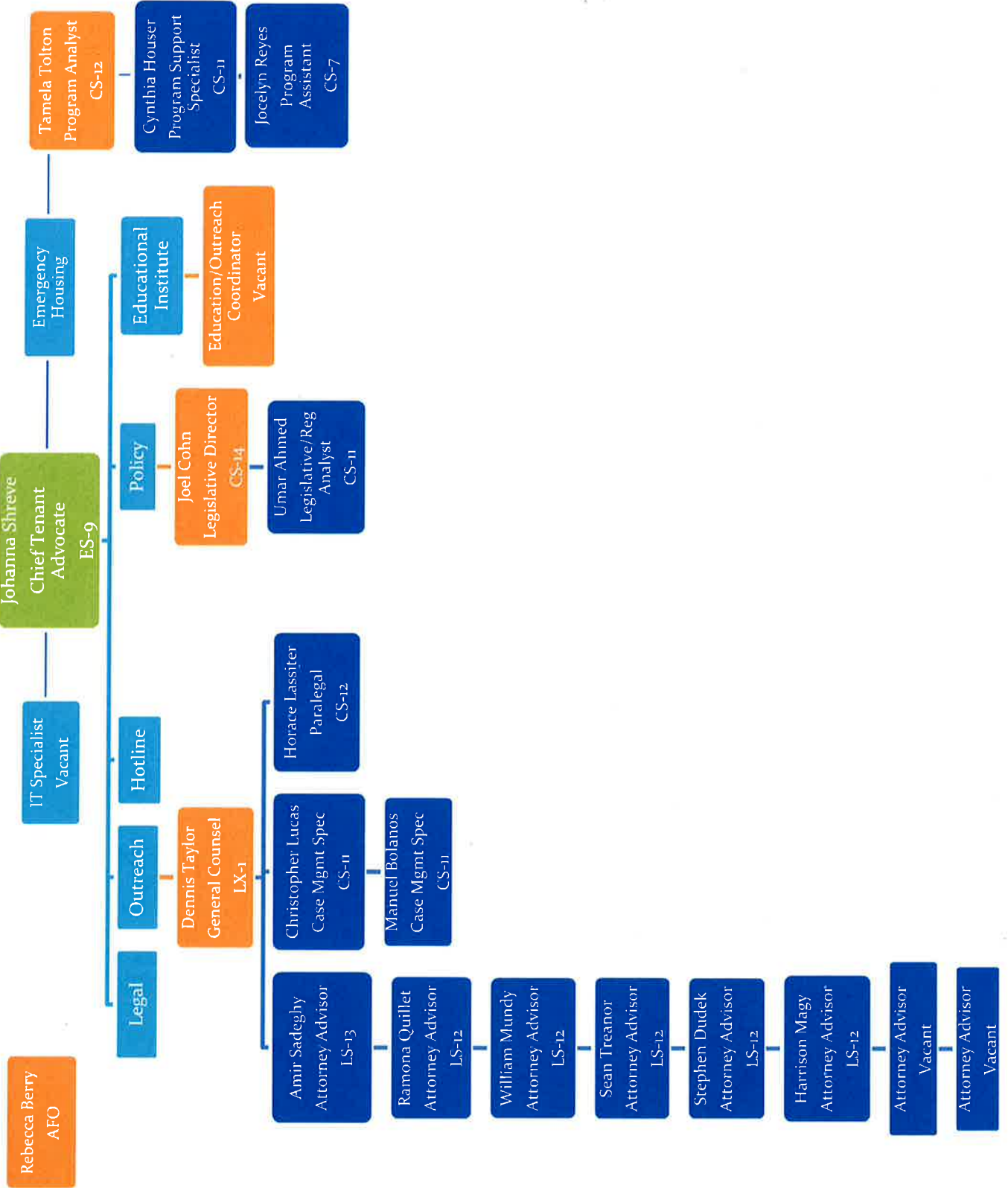


EXHIBIT # 2

Program Code	Position Number	Status	Title	Name	Series	Hire Date	Grade	Step	Vac Stat	Reg/Temp/ Term	F/P Time	Type of Appt	Salary	Fringe Rate	Fringe	FTE's
1000 - ADMINISTRATIVE SERVICES																
1040 - INFORMATION TECHNOLOGY	00094572	A	IT Specialist (Systems Analyst)	Vacant	2210	N/A	14	1	V	Reg	F	Career	95,791	0.24	23,373.00	1
1040 Total													95,791	0.24	23,373.00	1
1090 - PERFORMANCE MANAGEMENT	00038614	A	Chief Tenant Advocate	Shreve, Johanna E	1101	4/18/2006	9	0	F	Reg	F	Executive	156,502	0.24	38,186.49	1
	00040493	A	Program Analyst	Tolton, Tamela D	0303	5/12/2008	12	7	F	Reg	F	Career	83,443	0.24	20,360.09	1
	00046612	A	Program Support Assistant	Reyes, Jocelyn	0303	5/31/2016	7	2	F	Term	F	Career	40,420	0.24	9,862.48	1
	00094570	A	Program Analyst	Vacant	0343	N/A	12	1	V	Reg	F	Career	70,345	0.24	17,164.18	1
	00000000	P	Program Analyst	Vacant	0343	N/A	11	1	V	Reg	F	Career	56,852	0.24	13,871.89	1
1090 Total													407,562	0.24	99,445.13	5
3000 - LEGAL REPRESENTATION																
	00040494	A	Attorney Advisor	Treanor, Sean B.	0905	5/16/2016	12	3	F	Reg	F	Legal	85,134	0.24	20,772.70	1
	00040495	A	Attorney Advisor	Quillet, Ramona	0905	9/10/2012	12	7	F	Reg	F	Legal	95,782	0.24	23,370.81	1
	00040544	A	Attorney Advisor	Magy, Harrison	0905	5/16/2016	12	3	F	Reg	F	Legal	85,134	0.24	20,772.70	1
	00046152	A	Attorney Advisor	Sadeghy, Amir M	0905	10/25/2010	13	7	F	Reg	F	Legal	113,893	0.24	27,789.89	1
3015 - IN-HOUSE LEGAL REPRESENTATION	00046357	A	Supv Attorney Advisor	TAYLOR, DENNIS M	0905	12/12/2005	1	0	F	Reg	F	Legal	115,721	0.24	28,235.80	1
	00047146	A	Attorney Advisor	Mundy, William Zachariah	0905	2/25/2013	12	5	F	Reg	F	Legal	90,458	0.24	22,071.75	1
	00048144	A	Program Support Specialist	Houser, Cynthia B	0301	4/7/2014	11	4	F	Reg	F	Legal	62,333	0.24	15,209.25	1
	00077241	A	Attorney Advisor	Dudek, Stephen	0905	5/16/2016	12	3	F	Reg	F	Legal	85,134	0.24	20,772.70	1
	00094568	A	Attorney Advisor	Vacant	0905	N/A	12	0	V	Reg	F	Legal	79,810	0.24	19,473.64	1
	00094569	A	Attorney Advisor	Vacant	0905	N/A	12	0	V	Reg	F	Legal	79,810	0.24	19,473.64	1
3015 Total													893,209	0.24	217,942.87	10
3020 - LEGAL HOTLINE	00047353	A	Paralegal Specialist	Lassiter, Horace A	0950	1/5/2009	12	5	F	Reg	F	Career	79,077	0.24	19,294.79	1
3020 Total													79,077	0.24	19,294.79	1
4000 - POLICY ADVOCACY																
4010 - POLICY ADVOCACY	00046153	A	Legislative Officer	COHN, JOEL M	0301	4/8/2005	14	8	F	Reg	F	MSS	117,267	0.24	28,613.15	1
	00085624	A	Legislative and Regulatory Ana	Ahmed, Umar	0301	11/16/2015	11	3	F	Reg	F	Career	60,506	0.24	14,763.46	1
4010 Total													177,773	0.24	43,376.61	2
5000 - OTA EDUCATIONAL INSTITUTE																
5010 - OTA EDUCATIONAL INSTITUTE	00040492	A	Program Analyst	Vacant	0343	N/A	11	1	V	Reg	F	Career	56,852	0.24	13,871.89	1
5010 Total													56,852	0.24	13,871.89	1
8000 - CASE MANAGEMENT ADMINISTRATION AND COMMUNITY OUTREACH																
8010 - CASE MANAGEMENT	00043832	A	Program Support Specialist	Lucas, Christopher	0301	7/24/2006	11	7	F	Reg	F	Career	67,814	0.24	16,546.62	1
	00047122	A	Program Support Specialist	Bolanos, Manuel R	0301	9/2/2008	11	7	F	Reg	F	Career	67,814	0.24	16,546.62	1
8010 Total													135,628	0.24	33,093.23	2
Grand Total													1,845,892	0.24	450,398	22

Office of the Tenant Advocate FY2017

Agency Office of the Tenant Advocate

Agency Code CQ0

Fiscal Year 2017

Mission The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	To develop education programs that are designed to improve and increase knowledge about statutory tenant rights.
2	To advocate for change(s) in laws, regulations and property maintenance codes that impact rental housing.
3	Provide legal guidance and/ or representation to tenant clients.
4	Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action.
5	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
3 - Provide legal guidance and/ or representation to tenant clients. (1 Measure)									
Percent of tenant intake cases resolved	<input type="checkbox"/>	Annually		Not available	89	100	90	100	90
4 - Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action. (1 Measure)									
Percent of tenants eligible for housing assistance for whom OTA made emergency housing available within 24 hours, when funding was available	<input type="checkbox"/>	Quarterly		Not available	90%	100%	90%	100%	90%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	<input checked="" type="checkbox"/>			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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Emergency Housing	To analyse current administrative and operation procedures in order to better serve the needs to temporarily displace tenants.	09-29-2017
IN-HOUSE LEGAL REPRESENTATION (1 Strategic Initiative-Operation Link)		
In-House Legal Referral Program	To develop policy and procedures that provide the Agency with administrative monitoring of all in-house legal referrals.	01-31-2017
OTA EDUCATIONAL INSTITUTE (1 Strategic Initiative-Operation Link)		
Course Development	OTA will aim to create new course development to the needs of identified through the tenant hotline. OTA will develop at a minimum 3 courses over the FY, working to address the aforementioned issues.	09-30-2017
POLICY ADVOCACY PROGRAM (1 Strategic Initiative-Operation Link)		
To provide recommendations to the DCMR Title XIV	The establishment of the Agency requires us to monitor all local and federal regulations that have a direct or cross regulatory purpose. Currently the Agency is engaged in the process of providing the Rental Housing Commission with our comments on the revision. The DCMR Title Xiv has not been revised in the past 15 years.	09-30-2017

Created on Dec. 15, 2015 at 4:14 PM (EST). Last updated by [Fowler-Finn, MeghanMarie \(OSSE\)](#) on Dec. 18, 2015 2:29 PM at 2:29 PM (EST). Owned by [Fowler-Finn, MeghanMarie \(OSSE\)](#).

Activity	Activity Title	Comp Source Group	FY 2016 Approved Budget	FY 2016 Revised Budget	FY 2016 Expenditures	FY 2017 Approved Budget	FY 2017 Revised Budget	FY 2017 Expenditures	FY 2018 Approved Budget	FY 2018 Expenditures	Available Balance
LOCAL FUNDS - 1000											
1000 - ADMINISTRATIVE SERVICES											
1040	INFORMATION TECHNOLOGY	0011-REGULAR PAY - CONT FULL TIME	-	-	-	-	-	-	70,345	-	70,345
		0014-FRINGE BENEFITS - CURR PERSONNEL	-	-	-	-	-	-	17,164	-	17,164
1087	- INFORMATION TECHNOLOGY								87,509		87,509
	LANGUAGE ACCESS	0040-OTHER SERVICES AND CHARGES	15,000	11,000	2,803	15,000	10,000	10,000	15,000	10,000	5,000
		0041-CONTRACTUAL SERVICES - OTHER	-	-	-	-	-	-	500,000	-	500,000
1087	- LANGUAGE ACCESS		15,000	11,000	2,803	15,000	10,000	10,000	515,000	10,000	505,000
1090	PERFORMANCE MANAGEMENT	0011-REGULAR PAY - CONT FULL TIME	282,461	281,461	281,202	287,132	282,132	281,692	348,616	63,854	284,762
		0012-REGULAR PAY - OTHER	38,997	28,997	28,753	-	-	-	-	10,216	(10,216)
		0013-ADDITIONAL GROSS PAY	-	-	1,625	-	-	(1,170)	-	-	-
		0014-FRINGE BENEFITS - CURR PERSONNEL	79,722	76,722	76,646	74,941	69,941	68,540	85,062	16,436	68,626
		0015-OVERTIME PAY	-	-	3,605	-	-	3,934	-	-	-
		0020-SUPPLIES AND MATERIALS	10,500	10,500	10,345	10,500	10,500	8,401	10,500	2,000	8,500
		0040-OTHER SERVICES AND CHARGES	120,000	263,000	226,901	75,000	186,000	153,304	75,000	234	74,766
1090	- PERFORMANCE MANAGEMENT		531,680	660,680	629,076	447,573	548,573	514,702	519,179	92,741	426,438
1000 - Total			546,680	631,879	631,879	462,573	558,573	524,702	1,121,688	102,741	1,018,947
3000 - LEGAL REPRESENTATION											
3015	IN-HOUSE LEGAL REPRESENTATION	0011-REGULAR PAY - CONT FULL TIME	532,553	472,553	471,638	701,766	686,766	723,962	736,066	185,290	550,776
		0012-REGULAR PAY - OTHER	78,198	29,198	27,518	-	-	-	-	-	-
		0013-ADDITIONAL GROSS PAY	-	-	2,079	-	-	-	-	-	-
		0014-FRINGE BENEFITS - CURR PERSONNEL	151,466	93,466	89,868	183,161	139,161	138,334	179,600	37,397	142,204
		0015-OVERTIME PAY	-	-	-	-	-	423	-	-	-
		0040-OTHER SERVICES AND CHARGES	4,600	4,600	3,627	4,600	4,600	4,320	9,100	2,000	7,100
3015	- IN-HOUSE LEGAL REPRESENTATION		766,817	599,817	594,729	889,527	830,527	867,038	924,766	224,687	700,080
3020	LEGAL HOTLINE	0011-REGULAR PAY - CONT FULL TIME	71,165	71,165	76,345	79,077	79,077	79,288	80,423	19,986	60,436
		0014-FRINGE BENEFITS - CURR PERSONNEL	17,649	17,649	22,473	20,639	20,639	23,374	19,623	5,930	13,694
		0015-OVERTIME PAY	-	-	1,167	-	-	433	-	-	-
3020	- LEGAL HOTLINE		88,814	88,814	99,984	99,716	99,716	103,094	100,046	25,916	74,130
3030	LEGAL SERVICE PROVIDER	0041-CONTRACTUAL SERVICES - OTHER	300,000	280,000	279,999	290,000	310,000	278,606	215,000	175,000	40,000
3030	- LEGAL SERVICE PROVIDER		300,000	280,000	279,999	290,000	310,000	278,606	215,000	175,000	40,000
3000 - Total			1,155,631	968,631	974,713	1,279,243	1,240,243	1,248,739	1,239,812	425,603	814,210
4000 - POLICY ADVOCACY PROGRAM											
4010	POLICY ADVOCACY PROGRAM	0011-REGULAR PAY - CONT FULL TIME	189,570	154,570	160,094	189,571	166,571	166,112	177,563	44,721	132,842
		0014-FRINGE BENEFITS - CURR PERSONNEL	47,013	24,013	24,164	47,013	36,013	35,651	43,325	11,656	31,669
		0015-OVERTIME PAY	-	-	296	-	-	672	-	-	-
		0040-OTHER SERVICES AND CHARGES	-	-	-	-	-	-	1,500	-	-
4010	- POLICY ADVOCACY PROGRAM		236,584	178,584	184,554	236,584	202,584	202,435	222,388	57,877	164,511
4000 - Total			236,584	178,584	184,554	236,584	202,584	202,435	222,388	57,877	164,511
5000 - OTA EDUCATIONAL INSTITUTE											
5010	OTA EDUCATIONAL INSTITUTE	0011-REGULAR PAY - CONT FULL TIME	68,135	68,135	68,509	71,469	68,469	67,948	72,034	5,939	66,094
		0014-FRINGE BENEFITS - CURR PERSONNEL	16,897	16,897	15,553	18,653	16,653	15,707	17,576	2,558	15,018
		0015-OVERTIME PAY	-	-	1,393	-	-	500	-	-	-
		0040-OTHER SERVICES AND CHARGES	10,000	10,000	9,000	10,000	10,000	9,000	11,000	-	11,000
		0070-EQUIPMENT & EQUIPMENT RENTAL	20,000	14,500	13,315	5,000	5,000	-	5,000	-	5,000
5010	- OTA EDUCATIONAL INSTITUTE		115,032	109,532	107,771	105,122	100,122	93,155	105,610	8,497	97,112
5000 - Total			115,032	109,532	107,771	105,122	100,122	93,155	105,610	8,497	97,112
6000 - EMERGENCY HOUSING											
6010	EMERGENCY HOUSING	0040-OTHER SERVICES AND CHARGES	426,764	426,764	394,776	369,936	369,936	361,881	559,868	265,000	294,868
		0050-SUBSIDIES AND TRANSFERS	-	-	-	176,000	176,000	176,000	-	-	-
6010	- EMERGENCY HOUSING		426,764	426,764	394,776	545,936	545,936	537,881	559,868	265,000	294,868
6000 - Total			426,764	426,764	394,776	545,936	545,936	537,881	559,868	265,000	294,868

OFFICE OF THE CHIEF FINANCIAL OFFICER
OFFICE OF THE TENANT ADVOCATE
FY 2017 PERFORMANCE OVERSIGHT

Activity	Activity Title	Comp Source Group	FY 2017 Approved Budget	FY 2017 Revised Budget	FY 2017 Expenditures	FY 2017 Budget vs. Expenditures Description	FY 2017 Budget vs. Expenditures Variance	Variance
1000 - ADMINISTRATIVE SERVICES								
LOCAL FUNDS - 1000								
1040	INFORMATION TECHNOLOGY							
	0011-REGULAR PAY - CONT FULL TIME		-	-	-		-	
	0014-FRINGE BENEFITS - CURR PERSONNEL		-	-	-		-	
1087	LANGUAGE ACCESS		15,000	10,000	10,000		-	
	0040-OTHER SERVICES AND CHARGES		-	-	-		-	
	0041-CONTRACTUAL SERVICES - OTHER		-	-	-		-	
1087 - LANGUAGE ACCESS			15,000	10,000	10,000		-	
1090	PERFORMANCE MANAGEMENT		287,132	282,132	281,692		439	Program Analyst Vacancy - Funds reprogrammed to fund Tenant Summit and other various projects; reduction of fringe rate
	0011-REGULAR PAY - CONT FULL TIME		-	-	-		-	
	0012-REGULAR PAY - OTHER		-	-	-		-	
	0013-ADDITIONAL GROSS PAY		-	-	(1,170)		1,170	
	0014-FRINGE BENEFITS - CURR PERSONNEL		74,941	69,941	68,540		1,401	Overtime pay for administrative staff
	0015-OVERTIME PAY		-	-	3,934		(3,934)	Reduced spending for employee supplies and materials
	0020-SUPPLIES AND MATERIALS		10,500	10,500	8,401		2,099	Additional funding reprogrammed for Marketing costs for Annual Tenant Summit. Expenditures were less than anticipated
1090 - PERFORMANCE MANAGEMENT			75,000	186,000	153,304		32,696	
1000 - Total			447,573	548,573	514,702		33,871	
			462,573	558,573	524,702		33,871	
3000 - LEGAL REPRESENTATION								
3015	IN-HOUSE LEGAL REPRESENTATION							
	0011-REGULAR PAY - CONT FULL TIME		701,766	686,766	723,962		(37,196)	Increase in attorney salaries and a reduction of fringe rate
	0012-REGULAR PAY - OTHER		-	-	-		-	
	0013-ADDITIONAL GROSS PAY		-	-	-		-	
	0014-FRINGE BENEFITS - CURR PERSONNEL		183,161	139,161	138,334		827	
	0015-OVERTIME PAY		-	-	423		(423)	Overtime expenses for legal staff
	0040-OTHER SERVICES AND CHARGES		4,600	4,600	4,320		280	Reduced expenses for court filing fees
3015 - IN-HOUSE LEGAL REPRESENTATION			889,527	830,527	867,038		(36,512)	
3020	LEGAL HOTLINE							
	0011-REGULAR PAY - CONT FULL TIME		79,077	79,077	79,288		(211)	
	0014-FRINGE BENEFITS - CURR PERSONNEL		20,639	20,639	23,374		(2,735)	
	0015-OVERTIME PAY		-	-	433		(433)	Overtime expenses for legal staff
3020 - LEGAL HOTLINE			99,716	99,716	103,094		(3,378)	
3030	LEGAL SERVICE PROVIDER							
	0041-CONTRACTUAL SERVICES - OTHER		290,000	310,000	278,606		31,394	Reduced spending for expert witnesses/depositions. Reprogrammed funds for Annual Tenant Summit.
3030 - LEGAL SERVICE PROVIDER			290,000	310,000	278,606		31,394	
3000 - Total			1,279,243	1,240,243	1,248,739		(48,386)	
4000 - POLICY ADVOCACY PROGRAM								
4010	POLICY ADVOCACY PROGRAM							
	0011-REGULAR PAY - CONT FULL TIME		189,571	166,571	166,112		459	
	0014-FRINGE BENEFITS - CURR PERSONNEL		47,013	36,013	35,651		362	
	0015-OVERTIME PAY		-	-	672		(672)	
	0040-OTHER SERVICES AND CHARGES		-	-	-		-	
4010 - POLICY ADVOCACY PROGRAM			236,584	202,584	202,435		149	
4000 - Total			236,584	202,584	202,435		149	
5000 - OTA EDUCATIONAL INSTITUTE								
5010	OTA EDUCATIONAL INSTITUTE							
	0011-REGULAR PAY - CONT FULL TIME		71,469	68,469	67,948		521	
	0014-FRINGE BENEFITS - CURR PERSONNEL		18,653	16,653	15,707		946	

OFFICE OF THE CHIEF FINANCIAL OFFICER
 OFFICE OF THE TENANT ADVOCATE
 FY 2017 PERFORMANCE OVERSIGHT

Activity	Activity Title	Comp Source Group	FY 2017 Approved Budget	FY 2017 Revised Budget	FY 2017 Expenditures	FY 2017 Budget vs. Expenditures Variance	Variance	
1000 - Total								
3015	IN-HOUSE LEGAL REPRESENTATION							
	0011-REGULAR PAY - CONT FULL TIME							
	0014-FRINGE BENEFITS - CURR PERSONNEL							
3015 - IN-HOUSE LEGAL REPRESENTATION								
3000 - Total								
	Total Rental Unit Fee Fund (6000)							
Total All Funds			2,982,566	3,114,102	3,075,032	39,069		
			3000 - LEGAL REPRESENTATION					

FY 2017 REPROGRAMMINGS						
FUND	Reprogramming Amount	Effective Date	PROGRAM	ACTIVITY	CSG	Reason
Local - 0100	\$ 111,000	3/10/2017	3000 - Legal Representation	3030 - Legal Service Provider	41 - Contractual Svcs.	(40,000)
			8000 - Case Mngmt Admin	8010 - Case Mngmt Admin	11 - Regular Pay - Cont Full Time	(56,000)
					14 - Fringe Benefits	(15,000)
						(111,000)
			1000 - Administrative Svcs.	1090 - Performance Management	40 - Other Svcs. And Charges	111,000
						111,000
FY 2018 REPROGRAMMINGS						
FUND	Reprogramming Amount	Effective Date	PROGRAM	ACTIVITY	CSG	Reason
Local - 0100	\$ 70,000	6/12/2017	3000 - Legal Representation	3015 - In-House Legal Representation	11 - Regular Pay - Cont Full Time	(15,000)
			4000 - Policy Advocacy	4010 - Policy Advocacy	14 - Fringe Benefits	(25,000)
					11 - Regular Pay - Cont Full Time	(23,000)
					14 - Fringe Benefits	(7,000)
						(70,000)
			3000 - Legal Representation	3030 - Legal Service Provider	41 - Contractual Svcs.	60,000
			8000 - Case Mngmt Admin	8010 - Case Mngmt Admin	14 - Fringe Benefits	10,000
						70,000
FY 2018 REPROGRAMMINGS						
FUND	Reprogramming Amount	Effective Date	PROGRAM	ACTIVITY	CSG	Reason
Local Fund - 0100	\$ 58,500	TBD	1000 - Administrative Svcs.	1087 - Language Access	40 - Other Svcs. And Charges	(5,000)
			5000 - OTA Educational Inst.	1090 - Performance Mngmt	11 - Regular Pay - Cont Full Time	(14,000)
			6000 - Emergency Housing	5010 - OTA Educational Inst.	14 - Fringe Benefits	(3,500)
				6010 - Emergency Housing	11 - Regular Pay - Cont Full Time	(27,000)
						(4,000)
						(5,000)
						(58,500)
			1000 - Administrative Svcs.	1090 - Performance Mngmt	40 - Other Svcs. And Charges	58,500
						58,500

EXHIBIT # 6.

FY 2018 Special Purpose Revenue Funds							
Revenue Source Name	Revenue Code/Funding	Source of Funding	Program Description	FY 2018 Revenue	FY 2018 Expenditures	FY 2018 Fund Balance	FY 2018 Budget
RENTAL UNIT FEE FUND	6000	<p>The source of revenue for the Fund shall be the fee charged to a housing provider pursuant to section 401(a), excluding \$21.50 of that fee, which shall be deposited in the fund established pursuant to section 1(b) of An Act To provide for the abatement of nuisances in the District of Columbia by the Commissioners of said District, and for other purposes, approved April 14, 1906 (34 Stat. 114; D.C. Official Code § 42-3131.01(b))</p>	<p>Money in the Fund shall be used solely to support the activities of the Office of the Tenant Advocate</p>	45,731	-	-	470,594

Form 1A - Policy Reductions to Meet the MARC and Contingency 2% Reductions
 The purpose of this form is to help the CA's Office of Budget and Finance to review:
 - Reductions taken by agencies in their budget submissions for the purpose of meeting the MARC (Section One)
 - Further contingency cuts that are not part of the agency's submission, but could be taken if needed (Section Two)
 Please sort each table from largest to smallest dollar amount.

Agency Code: C00
 Agency Name: Office of the Tenant Advocate
 Agency Point of Contact: Johanna Shreve

Note: Please add additional lines as necessary.

Section One: Impact of Budget Submission Reductions
 The agency should assume that cuts listed in this section WILL likely be accepted by OSF, although all cuts will be reviewed for possible restoration.

Program	Activity	CSG	Amount	% this activity's budget is reduced compared to FY18	FTE	Description of Budget Reduction	What is the expected operational impact of this cut, including any notable impact on District residents?	If relevant, how would this cut be expected to affect a formal element of your agency's performance plan (e.g. a strategic initiative, KPI, workload measure)? How much do you estimate the measure will increase/decrease as a result?
							Residents who call for constituent services will have to wait longer on average before calls are answered. Also, more volume for fewer call takers may increase call taker stress levels, affecting morale, increase in sick days (and therefore overtime), and potentially higher turnover for the filled positions	Would likely affect a KPI: "average call waiting time," expected to increase from about 65 seconds to 75 seconds on average, compared to the agency's 60 second target.
Total			\$0		0.0			Note: The total dollar amount listed to the left should equal the agency's FY19 MARC minus its FY18 approved recurring local budget.

Section Two: Impact of Additional 2% Contingency Budget Reductions
 These cuts will RARELY be used -- typically in case of unforeseen budget challenges, beyond reductions included in submission, or in lieu of undesirable cuts listed above.

Program	Activity	CSG	Amount	% this activity's budget is reduced compared to FY18	FTE	Description of Budget Reduction	What is the expected operational impact of this cut, including any notable impact on District residents?	If relevant, how would this cut be expected to affect a formal element of your agency's performance plan (e.g. a strategic initiative, KPI, workload measure)? How much do you estimate the measure will increase/decrease as a result?
Agency Management	Performance Management	0040	\$10,000	12%	0.00	Intranet Quorum Operational System	The reduction will force us to suspend any additional improvements needed to the overall agency performance management tracking system.	N/A
OTA Educational Institute	OTA Educational Institute	0040	\$10,000	0%	0.00	Curriculum Development	The agency will be unable to provide the education needed to District residents who seek the agency's guidance and support with rental laws and their rights.	N/A
Community Outreach	Community Outreach	0041	\$40,753	0%	0.00	Tenant Summit	The agency will be unable to provide their Annual Tenant Summit, as well as provide education and outreach to the district's most vulnerable residents who come to the agency for assistance.	N/A

***D.C. Office of the Tenant Advocate
Confidentiality Policy***

One of the primary missions of the D.C. Office of the Tenant Advocate (“Agency”) is to advise tenants as to their legal rights and remedies. All or most of the agency’s staff – both attorneys and non-attorneys – play a role in fulfilling that mission, whether directly or indirectly, and whether formally or informally. Attorneys have a duty of confidentiality to their clients under the D.C. Bar Rules of Professional Conduct (“RPC”). It is the policy of the Agency that:

1. All Agency staff, including attorneys and non-attorneys, are required to agree to the terms of this “Confidentiality Policy” and must comply with Rule 1.6 of the RPC,¹ which governs attorney conduct with respect to preserving and protecting client confidentiality;
2. Any tenant who communicates about a tenant matter with any staff – whether the discussion occurs inside or outside the office – shall be covered for purposes of this “Confidentiality Policy”;
3. Any work performed on behalf of a tenant, and information received from or conveyed to a tenant, shall be presumed to be confidential, and shall not be discussed outside the Agency, unless specifically authorized;
4. Tenant information may be shared with any Agency staff to further the tenant matter and the Agency’s mission. This includes consulting and collaborating with colleagues to secure legal and factual information that may be relevant to the tenant matter, and/or as the duty of due diligence may require; or to share information regarding matters of more general concern to the Agency and its clientele; or to satisfy Agency needs in terms of case management, tracking, reporting, or otherwise;
5. Absent a compelling reason based upon the RPC to the contrary, tenant information – including confidential information as defined in Rule 1.6(a) – should be entered into the Agency database system as office policy may require. Tenant information that may constitute a “secret” as defined in Rule 1.6(b) should be handled with discretion. Where there is no need to share the secret within the Agency, staff should refrain from doing so. Where there is such a need, or where there is an apparent conflict with the terms of an agreement signed by the tenant, non-attorney staff should seek the determination of the General Counsel and/or Ethics Officer, and an attorney should exercise discretion in consultation with the General Counsel and/or Ethics Officer.

¹ See Addendum (“D.C. Bar Rules of Professional Conduct: Rule 1.6--Confidentiality of Information”)

Addendum: OTA Intra-agency Confidentiality Policy
D.C. Bar Rules of Professional Conduct: Rule 1.6--Confidentiality of Information

“Rule 1.6--Confidentiality of Information

“(a) Except when permitted under paragraph (c), (d), or (e), a lawyer shall not knowingly:

- (1) reveal a confidence or secret of the lawyer’s client;
- (2) use a confidence or secret of the lawyer’s client to the disadvantage of the client;
- (3) use a confidence or secret of the lawyer’s client for the advantage of the lawyer or of a third person.

“(b) “Confidence” refers to information protected by the attorney-client privilege under applicable law, and “secret” refers to other information gained in the professional relationship that the client has requested be held inviolate, or the disclosure of which would be embarrassing, or would be likely to be detrimental, to the client.

“(c) A lawyer may reveal client confidences and secrets, to the extent reasonably necessary:

- (1) to prevent a criminal act that the lawyer reasonably believes is likely to result in death or substantial bodily harm absent disclosure of the client’s secrets or confidences by the lawyer; or
- (2) to prevent the bribery or intimidation of witnesses, jurors, court officials, or other persons who are involved in proceedings before a tribunal if the lawyer reasonably believes that such acts are likely to result absent disclosure of the client’s confidences or secrets by the lawyer.

“(d) When a client has used or is using a lawyer’s services to further a crime or fraud, the lawyer may reveal client confidences and secrets, to the extent reasonably necessary:

- (1) to prevent the client from committing the crime or fraud if it is reasonably certain to result in substantial injury to the financial interests or property of another; or
- (2) to prevent, mitigate or rectify substantial injury to the financial interests or property of another that is reasonably certain to result or has resulted from the client’s commission of the crime or fraud.

“(e) A lawyer may use or reveal client confidences or secrets:

- (1) with the informed consent of the client;
- (2) (A) when permitted by these Rules or required by law or court order; and
(B) if a government lawyer, when permitted or authorized by law;
- (3) to the extent reasonably necessary to establish a defense to a criminal charge, disciplinary charge, or civil claim, formally instituted against the lawyer, based upon conduct in which the client was involved, or to the extent reasonably necessary to respond to specific allegations by the client concerning the lawyer’s representation of the client;
- (4) when the lawyer has reasonable grounds for believing that a client has impliedly authorized disclosure of a confidence or secret in order to carry out the representation;
- (5) to the minimum extent necessary in an action instituted by the lawyer to establish or collect the lawyer’s fee; or

Confidentiality Agreement

I am employed by the D.C. Office of the Tenant Advocate (“Agency”). I have read and I understand both the terms and conditions of the Agency’s Confidentiality Policy (“Policy”) and the Addendum (D.C. Bar Rules of Professional Conduct: Rule 1.6--Confidentiality of Information)(“Addendum”).

I unconditionally and unequivocally agree to keep confidential all documents and information I receive or develop in the course of my work for the Agency and for each respective tenant. I will not discuss my work with anyone except as permitted or required by the Policy. I will make sure that any work-related communication between me and any Agency colleague, and between me and any tenant, is kept confidential and is not communicated to anyone outside the Agency, except as the Policy may authorize. I will not distribute or make copies of tenant or Agency documents (including computer files or other electronic media), except pursuant to my duties as an Agency employee and pursuant to the terms of the Policy.

I agree to abide by the terms of this Agreement both during and after the termination of my employment with the Agency. I acknowledge receipt of a copy of the Policy, the Addendum, and this Agreement.

Date: _____

Print name

Signature



CUSTOMER SATISFACTION SURVEY

	Strongly Disagree--Strongly Agree
Did you feel welcome when you walked into our office?	1 2 3 4 5
Did you have to wait to be seen? If so, how long? _____	Yes ___ No ___
Did the Case Mgmt Specialist or Attorney Advisor review your intake form with you?	1 2 3 4 5
Were you asked in a friendly manner to identify your issue(s)?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor ask appropriate follow up questions?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor promptly and clearly answer your questions?	1 2 3 4 5
Did the Case Mgmt Specialist or Attorney Advisor complete an Action Form and were you given a copy?	1 2 3 4 5
Was your issue resolved or were you referred to an outside attorney?	1 2 3 4 5
Do you feel like you received quality service at the OTA?	1 2 3 4 5
Will you refer friends and family to visit our office for assistance?	1 2 3 4 5

Tenant Name

Email Address

Date

Case Management Specialist
Manuel Bolanos
Christopher Lucas

Attorney Advisors
Stephen Dudek
Harrison Magy
William "Zac" Mundy
Ramona Quillet
Amir Sadeghy
Sean Treanor

**Please return the completed survey to the receptionist on your way out of the office.
Thanks for your participation!! We truly appreciate your cooperation.**

Office of the Tenant Advocate FY2017

FY2017 Performance Accountability Report

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, 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.

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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OTA celebrated ten years of exemplary tenant advocacy with the presentation of the Jim Graham 10th Annual Tenant and Tenant Association Summit.	OTA was given the opportunity to share expertise with the District's tenants and to give back to the community.	Residents were provided with multiple educational opportunities, including an in-depth discussion of the future of federal funding for affordable housing, directions ongoing operations of District laws, how to improve Renters' Rights.
Thanks to a heads-up call by the OTA, the Council enacted emergency legislation to authorize the Rental Housing Commission to publish the relevant SS COLA percentage prior to the effective date of Law 21-0239, the "Elderly and Tenants with Disabilities Protection Amendment Act of 2015" (effective 4/7/17).	OTA reaffirmed its position as the watchdog protecting the District's tenants, especially those facing the challenges of aging in place.	Without this emergency legislation -- Act 22-0004, the "Elderly Tenant and Tenant with a Disability Protection Emergency Amendment Act of 2017," effective 2/9/17; expired 5/10/17 -- elderly and disability tenants living in rent controlled apartments would not have benefited from the lower SS COLA cap on rent increases during the 2017 rent control year.
A number of OTA legislative priorities became effective law during FY 2017, including: <ul style="list-style-type: none"> o Bill 21-647, the "Rental Housing Late Fee Fairness Amendment Act of 2016," Law 21-172 effective 12/8/16 o Bill 21-146, the "Rent Control Hardship Petition Limitation Amendment Act of 2015," Law 21-197 effective 2/18/17 o Bill 21-420, the "Residential Lease Amendment Act of 2016," Law 21-210 effective 2/18/17 o Bill 21-656, the "Relocation Expenses Recoupment and Lien Authority Amendment Act of 2016," Law 21-211 effective 2/18/17 	OTA reaffirmed its position as the watchdog protecting the District's tenants.	District tenants have the comfort of knowing that their government is constantly refining the laws that solidify their security as their residences evermore develop as homes.

Intra-agency coordination	Quarterly	0	2	0	1	3
1 - Tenant rights and responsibilities. (2 Measures)						
Present rental housing educational sessions to the public.	Quarterly	0	3	7	6	16
To design and launch 1 new educational offering	Quarterly	0	0	0	1	1
2 - Legislative and Regulatory (1 Measure)						
Submission of Policy Recommendations	Semi-Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
3 - Intake Administrative Requirements (1 Measure)						
Provide Legal Guidance	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
3 - Legal Representation (1 Measure)						
Creation of a Standard Operations Procedure manual	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	11
4 - Emergency Housing (1 Measure)						
Assist Tenants Displaced under Emergency Circumstances	Quarterly	100%	100%	100%	100%	100%

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
EMERGENCY HOUSING (1 Strategic Initiative)				
Emergency Housing	To analyse current administrative and operation procedures in order to better serve the needs to temporarily displace tenants.	Complete	OTA has done a thorough review of Emergency Housing Procedures and the needs of displaced tenants. While further review and polishing will continue as a matter of course, OTA is confident that it is in a position to continue its exemplary record of meeting the needs of tenants displaced by government closure or natural disaster.	
IN-HOUSE LEGAL REPRESENTATION (1 Strategic Initiative)				
In-House Legal Referral Program	To develop policy and procedures that provide the Agency with administrative monitoring of all in-house legal referrals.	Complete	The paperwork is complete and in operation.	
OTA EDUCATIONAL INSTITUTE (1 Strategic Initiative)				
Course Development	OTA will aim to create new course development to the needs of identified through the tenant hotline. OTA will develop at a minimum 3 courses over the	Complete	The course has been designed, and it was presented at the Jim Graham 10th Annual Tenant and Tenant Association Summit.	

DC Office of the Tenant Advocate
Rent Control Clearinghouse Database Status Report #2

January 23, 2018

Amir M. Sadeghy

The *Publicly Accessible Rent Control Housing Clearinghouse Emergency Amendment Act of 2017* went into effect on July 20, 2017, tasking the DC Office of the Tenant Advocate (“OTA”), under the leadership of Chief Tenant Advocate Johanna Shreve, with the design and development of the Rent Control Database (“Database”).

In order to meet the requirements of the above-referenced legislation, OTA proposed the 6-phase process outlined below. As of the writing of this report, OTA has substantially completed the first two phases – well ahead of schedule – and is in the process of submitting a request for proposals (“RFP”) to the Office of Contracting and Procurement (“OCP”).

As mentioned in the previous report, timeframes are approximations based on OTA’s current understanding of project parameters and are subject to change, whether due to factors beyond the OTA’s control or as otherwise necessary.

PHASE 1: ASSESSMENT (July 20, 2017 – December 30, 2017) * COMPLETED *
 PHASE 2: DESIGN (January 1, 2018 – April 30, 2018) * COMPLETED *
 PHASE 3: VENDOR SELECTION (May 1, 2018 – July 30, 2018) * IN PROGRESS *
 PHASE 4: DEVELOPMENT (August 1, 2018 – December 30, 2018)
 PHASE 5: TESTING AND MODIFICATION (January 1, 2019 – April 30, 2019)
 PHASE 6: DEMO COMPLETION (July 20, 2019)

PHASE 1: ASSESSMENT

In order to conduct the necessary assessment and market research, OTA held meetings with representatives of District government agencies, agencies outside the District, housing providers, and potential vendors. Below is a list of the entities with which OTA met during the assessment phase:

District Government Agencies:

- Department of Housing and Community Development (DHCD)
 - Rental Accommodations Division (RAD)
- Department of Consumer and Regulatory Affairs (DCRA)
- Office of Tax & Revenue (OTR)
- Office of Contracting and Procurement (OCP)
- Office of the Chief Technology Officer (OCTO)
- DC Fiscal Policy Institute

ACTIVITY OVERVIEW

Below is a detailed overview of the activities undertaken by OTA as part of an effort to complete this project in advance of its deadline.

In-Person Meetings:

Date: January 12, 2018

Persons Present: Matt Crossett (OCTO)

Objective: Discussion of how to integrate OCTO's Master Address Repository (MAR) into the Database.

Result: Objective achieved. OCTO is expected to cooperate in the creation of the Database.

Date: January 11, 2018

Persons Present: Chris Marshall (OCTO)

Objective: Discussion of how OCTO can assist OTA in completing scope of work.

Result: Objective achieved. OCTO will review the SOW and offer feedback.

Date: December 21, 2017

Persons Present: Lauren Pair, Keith Anderson, Odette Anderson, Woody Nichols, other RAD team members

Objective: General discussion of the database with RAD staff and solicitation of feedback on how best to tailor the database specifications to the needs of RAD

Result: Objective achieved. Obtained helpful feedback in several different areas.

Date: November 17, 2017

Persons Present: Lauren Pair, Keith Anderson, Antoinette Willis, Dana Roane, Denisha Johnson, Odette Anderson, Katrina Weston, Sonia Bradford, Woody Nichols, Christie McKeever

Objective: General discussion of the database with RAD staff and solicitation of feedback on how best to tailor the database specifications to the needs of RAD

Result: Objective achieved. Obtained helpful feedback in several different areas.

Date: November 15, 2017

Persons Present: OCTO Interagency Data Meeting

Objective: General updates about data-related issues

Result: Objective achieved.

Date: October 19, 2017

Persons Present: John Ritz, Glenda Walker

Objective: General discussion of the database and its uses for housing providers.

Result: Objective achieved. Obtained helpful feedback on a variety of issues.

Date: September 16, 2017

Persons Present: Lauren Pair

Objective: General discussion of the project.

Result: Objective achieved.

Date: July 14, 2017

Persons Present: Rajiv Desai, Ian Poulton, Johanna Shreve, Joel Cohn

Objective: Follow-up on previous meeting, and more in-depth presentation of 3Di's experience as it relates to the database.

Result: 3Di to be considered as a potential resource when conducting market research. OTA to contact 3Di's LA City counterparts for further research.

Date: July 14, 2017

Persons Present: Rajiv Desai (3Di Systems CEO), Ian Poulton (3Di systems Account Executive), Johanna Shreve (Chief Tenant Advocate), Joel Cohn (OTA Legislative Director), Lauren Pair (Rent Administrator), Keith Anderson (RAD Program Specialist), Danilo Pelletiere (Prior database project lead at DHCD), Khaled Falah via telephone (OCTO)

Objective: Presentation to OTA and DHCD representatives about 3Di's prior work in developing Los Angeles City rent stabilization ordinance and housing inspections database.

Result: Follow-up meeting between OTA and 3Di systems.

Telephonic Conferences:

Date: January 22, 2018

Persons Present: Clerk of the Court, Landlord & Tenant Branch

Objective: Inquire about L&T record keeping system.

Result: Left message for supervisor. Awaiting response.

Date: January 22, 2018

Persons Present: Charlotte Johnson (OAH)

Objective: Inquire about OAH record keeping system.

Result: Left message. Awaiting response.

Date: January 22, 2018

Persons Present: New York State Division of Housing, Office of Rent Administration

Objective: Inquire about the searchable database.

Result: Referred to online information. Left message for supervisory staff. Awaiting response.

Date: January 22, 2018

Persons Present: Telephone reception staff, New York City Rent Guidelines Board

Objective: Inquire about NYC's rent stabilization program.

Result: Informed of the searchable database for rent stabilized housing. Referred to New York State Division of Housing for further information.

Date: January 22, 2018

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: January 16, 2018

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: October 24, 2017

Persons Present: Gene Bullmash (DHCD Manager of Inclusionary coning)

Objective: General discussion of database and its progress.

Date: October 23, 2017

Persons Present: Lauren Pair, Keith Anderson

Objective: Weekly progress report

Date: October 16, 2017

Persons Present: Lauren Pair, Keith Anderson

Objective: Weekly progress report

Date: October 11, 2017

Persons Present: Mike Barboza

Objective: General discussion of database and potential housing provider concerns

Date: October 10, 2017

Persons Present: John Ritz

Objective: General discussion of housing-related issues.

Result: Scheduled in-person meeting for further discussion.

Date: October 10, 2017

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: September 25, 2017

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: September 20, 2017

Persons Present: Gene Santamarino (RCC)

Objective: General discussion of RCC's amenability to potential collaboration with other vendors.

Date: September 18, 2017

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: September 11, 2017

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: September 5, 2017

Persons Present: Lauren Pair

Objective: Weekly progress report

Date: July 19, 2017

Persons Present: Greg Kung (Los Angeles Housing and Community Investment Department Director of IT)

Objective: Conduct market research relating to the technical aspects of LA's RSO.

Result: Objective achieved.

Date: July 18, 2017

Persons Present: Marcella DeShurley (Los Angeles HCID Senior Housing Investigator)

Objective: Conduct general market research relating to LA's Rent Stabilization Ordinance (RSO).

Result: Objective achieved.

Date: July 13, 2017

Persons Present: Lori Parris (DCRA Deputy Director), Walter Crawford (DCRA)

Objective: Discuss inter-agency collaboration between OTA and DCRA, specifically with regard to incorporating BBL and housing inspections records into database.

Result: referred to Vincent Parker for follow-up meeting.

Upcoming Meetings Scheduled:

January 23, 2018: Chris Marshall, Stephen Miller (OCTO)

January 23, 2018: Chris Yi (OCP)

February 8, 2018: Lauren Pair, Keith Anderson (RAD)

Document Review:

The following are the most relevant reports and studies OTA has reviewed:

- New York State Office of Housing and Community Renewal fact sheets and other online information.
- RFI prepared by DHCD
- "A Rent Control Report for the District of Columbia." 35-page report prepared by Peter Tatian for the Urban Institute. (2011)
- Preliminary draft of "Business Requirements Document for Housing Regulatory Administration." 174-page report prepared by OCTO for DHCD. (2011)
- "Integration of Housing Regulation Administration with Department of Housing and Community Development." 186-page report prepared by KPMG for DHCD in. (2009)

Educational Programs

The following are educational activities undertaken by Amir Sadeghy in order to better prepare for the design and implementation of the database:

Agency Name

Office of the Tenant Advocate (OTA)

Annual Freedom of Information Act Report for Fiscal Year 2017
October 1, 2016 through September 30, 2017

FOIA Officer Reporting Harrison J. Magy

PROCESSING OF FOIA REQUESTS

1. Number of FOIA requests received during reporting period	9
2. Number of FOIA requests pending on October 1, 2016.....	0
3. Number of FOIA requests pending on September 30, 2017.....	0
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2017	0

DISPOSITION OF FOIA REQUESTS

5. Number of requests granted, in whole.....	2
6. Number of requests granted, in part, denied, in part.....	3
7. Number of requests denied, in whole.....	0
8. Number of requests withdrawn.....	0
9. Number of requests referred or forwarded to other public bodies.....	0
10. Other disposition	4

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

11. Exemption 1 - D.C. Official Code § 2-534(a)(1).....	0
12. Exemption 2 - D.C. Official Code § 2-534(a)(2).....	3
13. Exemption 3 - D.C. Official Code § 2-534(a)(3)	
Subcategory (A).....	0
Subcategory (B).....	0
Subcategory (C)	0
Subcategory (D)	0
Subcategory (E)	0
Subcategory (F)	0
14. Exemption 4 - D.C. Official Code § 2-534(a)(4)	3
15. Exemption 5 - D.C. Official Code § 2-534(a)(5).....	0