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



January 31, 2019

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 **February 7, 2019, beginning at 10:00 AM in Room 123**. 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.

Written pre-hearing questions for your agency are attached. 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 format **on or by the close of business on January 31, 2019**.

If you feel that I could use additional information outside the scope of the attached questions, please feel free to include an additional written statement. If your office requires clarification of any of the attached questions, please contact the Committee's 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

1350 PENNSYLVANIA AVENUE, N.W. ♦ SUITE 404
WASHINGTON, DC 20004
TELEPHONE: (202) 724-8064 ♦ FAX: (202) 724-8099
2019 PERFORMANCE OVERSIGHT QUESTIONS

General Questions

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel and note the date that the information was collected on the chart.

Response: See “Attachment #1 Question 1 – Org Chart”

- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.

Response:

Administrative Division: The OTA’s role in non-programmatic activities is to ensure that all administrative activities related to the Agency are implemented. The responsibilities include: human resource development, contract and procurement, property management, information technology, budget creation, financial services, risk management, communications, customer service, language access, small and local business compliance monitoring and public relations, rapid response, eviction maintenance, and distribution, and review of all single-family TOPA actions.

Legal Division:

The role of the OTA’s Legal Division is to provide legal services to District tenants in two major categories: in-house legal clinic and litigation.

Within the legal clinic, OTA’s role includes operating a Tenant Phone Hotline and Tenant Center, and to advise tenants and tenant organizations on filing complaints and petitions, including petitions in response to disputes with landlords.

Within the litigation arena, OTA’s role is to represent tenants at its discretion and as it determines to be in the public interest, in Federal or District judicial or administrative proceedings.

Policy Division: The role of the OTA Policy Division is to serve as a voice for the renter community by representing the interests of tenants and tenant organizations in the legislative, executive, and judicial contexts. Responsibilities include (a) advocating for statutory and regulatory changes as necessary to fill gaps in the District’s system of tenant protections; (b) engaging in judicial advocacy on consequential matters of statutory and regulatory interpretation; and (c) tracking, monitoring, and apprising stakeholders of legal and policy developments at the both the District and federal levels.

Education & Outreach Division: The role of the OTA’s Education and Outreach Division is to create and operate a platform to educate and inform the tenant community on tenant protections in the District. The responsibilities include: holding monthly Renter’s Rights 101 presentations, developing new materials to educate the public and strategize and plan for the Annual Tenant Summit.

Emergency Housing: The Emergency Housing Assistance Program’s role is to meet the needs of tenants who find themselves displaced by disasters such as fires or government closures without renter’s insurance by placing them in temporary housing and connecting them to DHS staff that can assess their needs and link them to necessary services. In addition to providing temporary housing, we provide moving and storage for up to 60 days.

- b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: N/A

2. Please provide a current Schedule A for the agency which identifies each position by program and activity, with the employee’s title/position, salary, fringe benefits, and length of time with the agency. Please note the date that the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

Response: See “Attachment #2 Question 2 – Schedule A”

3. 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

4. Please provide the Committee with:

- a. A list of all employees who received or retained cellphones, personal digital assistants, or similar communications devices at agency expense in FY18 and FY19, to date;

Response:

Fiscal Year ‘19	
Stephen Dudek	Cell Phone
Umar Ahmed	Cell Phone
Manuel Bolanos	Cell Phone
Cynthia Houser	Cell Phone
Sean Treanor	Cell Phone
Christopher Lucas	Cell Phone
Horace Lassiter	Cell Phone
Jocelyn Reyes	Cell Phone
Dennis Taylor	Cell Phone

Fiscal Year '18	
Stephen Dudek	Cell Phone
Umar Ahmed	Cell Phone
Manuel Bolanos	Cell Phone
Cynthia Houser	Cell Phone
Sean Treanor	Cell Phone
Christopher Lucas	Cell Phone
Horace Lassiter	Cell Phone
Dennis Taylor	Cell Phone

- b. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle accidents involving the agency's vehicles in FY18 and FY19, to date;**

Response: N/A

- c. A list of travel expenses, arranged by employee for FY18 and FY19, to date, including the justification for travel; and**

Response: N/A

- d. A list of the total workers' compensation payments paid in FY18 and FY19, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.**

Response: N/A

- 5. For FY18 and FY19, to date, what was the total cost for mobile communications and devices, including equipment and service plans?**

Response: The agency does not incur costs associated with the mobile communications and devices that OCTO provides.

- 6. For FY18 and FY19, to date, please list all intra-District transfers to or from the agency.**

Response: N/A

- 7. For FY18 and FY19, 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 code;**
- b. The source of funding;**
- c. A description of the program that generates the funds;**

- d. The amount of funds generated by each source or program;
- e. Expenditures of funds, including the purpose of each expenditure; and
- f. The current fund balance.

Response: See “Attachment #7 - Special Purchase Revenue Funds”

8. For FY18 and FY19, to date, please list any purchase card spending by the agency, the employee making each expenditure, and the general purpose for each expenditure.

Response: See “Attachment #4 Question 8 – Purchase Card Spending”

9. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY18 and FY19, to date, as well as any MOU currently in force. For each, indicate the date on which the MOU was entered and the termination date.

Response: N/A

10. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY18 and FY19, to date.

Response: The agency regularly collaborates with analogous agencies in other jurisdictions, federal agencies, and non-governmental organizations in order to assist or be assisted with (a) the development of policy based on best practices and common experiences; (b) legal arguments based on common experience and/or issue-area expertise; and (c) education and community outreach regarding rental housing matters of mutual concern.

The OTA has collaborated with Community Partnership for the Prevention of Homelessness by providing a monthly presentation of Renters’ Rights 101 to its staff, providers, and sub-contractors (notwithstanding the MOU designation, this was done through an Agreement). In August 2018, OTA began presenting Renters’ Rights 101 to Community Partnership. The OTA has scheduled monthly presentations of Renters’ Rights 101 with Community Partnership from February to September 2019. **Please see attachments #__ through #__, which are the agreements that OTA has with the Community Partnership.**

11. Please provide a table showing your agency’s Council-approved original budget, revised budget (after reprogrammings, etc.), and actual spending, by program and activity, for FY17, FY18, and the first quarter of FY19.

- 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).
- b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY18 and FY19 for each program and activity code.

Response: For (a) & (b) see:

- “Attachment #5 Question 11a– FY17 Budget by Program and Activity”
- “Attachment #6 Question 11b– FY18 Budget by Program and Activity”
- “Attachment #7 Question 11c– FY19 Budget by Program and Activity”

c. Attach the cost allocation plans for FY18 and FY19.

d. In FY18 or FY19, did the agency have any federal funds that lapsed? If so, please provide a full accounting, including amounts, fund sources (e.g. grant name), and reason the funds were not fully expended.

Response: N/A for (c) & (d).

12. Please provide as an attachment a chart showing the agency’s federal funding by program for FY18 and FY19, to date.

Response: N/A

13. With respect to capital projects, please provide:

a. A list of all capital projects in the financial plan.

Response: Rent Control Clearinghouse Database

b. For FY16, FY18, and FY19, an update on all capital projects under the agency’s purview, including a status report on each project, the timeframe for project completion, the amount budgeted, actual dollars spent, and any remaining balances, to date.

Response: Please see response to Question 70.

c. An update on all capital projects planned for FY19, FY20, FY21, FY22, and FY23.

Response: N/A.

d. A description of whether the capital projects begun, in progress, or concluded in FY16, FY18, or FY19, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Response: N/A.

14. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY18 and FY19, to date. For each, include a description of the need and the amount of funding requested.

Response: The agency requested a recurring enhancement of \$350,000 to restore the “Legal Services Provider Fund” to a meaningful funding level.

15. Please list, in chronological order, each reprogramming in FY18 and FY19, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, and within the agency. Include the revised, final budget for your agency after the reprogrammings for FY18 and FY19, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Response: See “Attachment #8 Question 15 – FY18 Reprogrammings.” There have been no reprogrammings in FY 2019 to date.

16. Please list each grant or sub-grant received by your agency in FY18 and FY19, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
- a. How many FTEs are dependent on grant funding? What are the terms of this funding? If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

Response: N/A.

17. Please list each contract, procurement, and lease, entered into, extended, and option years exercised by your agency during FY18 and FY19, to date. For each contract, please provide the following information, where applicable:
- a. The name of the contracting party;
- b. The nature of the contract, including the end product or service;
- c. The dollar amount of the contract, including amount budgeted and amount actually spent;
- d. The term of the contract;
- e. Whether the contract was competitively bid;
- f. The name of the agency’s contract monitor and the results of any monitoring activity; and
- g. The funding source.

Response: See “Attachment #9 Question 17 – Contracts & Procurement”

18. Please list all pending lawsuits that name the agency as a party. 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.

19. **Please list all settlements entered into by the agency or by the District on behalf of the agency in FY18 or FY19, 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

20. **Please list the administrative complaints or grievances that the agency received in FY18 and FY19, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY18 or FY19, to date, describe the resolution.**

Response: At the present time, OTA does not have written agency-specific grievance procedures; OTA relies on the Electronic-District Personnel Manual (E-DPM) and DCHR. We are reviewing whether adopting agency-specific procedures is warranted.

21. **Please describe the agency's procedures for investigating allegations of sexual harassment or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY18 and FY19, to date, whether or not those allegations were resolved.**

Response: OTA's Sexual Harassment Officer (SHO) will follow these procedures for investigating allegations of sexual harassment or misconduct:

1. Take a verbal statement and make notes of the allegation in a private meeting
2. Request a detailed written statement from the accuser of all allegations including any witnesses that may have relevant information
3. Meet privately with any witnesses that may have information that is relevant the complaint
4. Meet in private with the accused, request a detailed written statement as well as an oral statement that would be noted by the SHO
5. Prepare a formal written report referencing any evidence and or witnesses

6. Transfer the formal written report along with copies of all evidence and witness statements along with any other notes and information to the agency's general counsel and director

OTA has had no allegations of sexual harassment or any other misconduct of this nature during FY18 to present. Furthermore there's no anticipation of any such allegations to be made although anything may be possible, it is very unprovable with the open door policy and family friendly environment that the OTA was founded on by the Director of more than 10 years.

22. **Please list and describe any ongoing investigations, 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 FY18 and FY19, to date.**

Response: N/A

23. **Please describe any spending pressures the agency experienced in FY18 and any anticipated spending pressures for the remainder of FY19. Include a description of the pressure and the estimated amount. If the spending pressure was in FY18, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.**

Response: FY 18 – spending pressure – Arthur Capper Senior Apartment building fire in September 2018 and the agency provided hotel accommodations for 160 displaced tenants; the cost was absorbed within the agency's operating budget. In FY 19, the agency received \$3.8M to continue assistance to the displaced tenants until temporary housing could be identified. As of this writing, there is one tenant remaining in the hotel.

24. **Please provide a copy of the agency's FY18 performance plan. Please explain which performance plan objectives were completed in FY18 and whether they were completed on time and within budget. If they were not, please provide an explanation.**

Response: N/A

25. **Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator.**

Response: N/A

26. **Please provide the number of FOIA requests for FY18 and FY19, 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:

For FY18, see "Attachment #10 Question 26 – FOIA Requests"

For FY19, two requests were submitted. One request was granted in full, and the other request was denied under D.C. Code §§ 2-534(a)(2) and 2-534(e). No requests are pending as of January 28, 2019. The average response time was four days. One FTE contributed substantially to processing the requests. The requests took a total of three and one-half hours to process. The cost of compliance was \$155.23 based on the annual compensation of the FTE involved.

27. **Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY18 and FY19, to date. Please state the status and purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.**

Response: See response to question #45 regarding the Annual Report.

28. **Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY18 and FY19 to date.**

Response:

1. The OTA press release “DC Council clarifies tenant rights regarding the lease.”
 2. The OTA fact sheet “What you need to know about “The Residential Lease Amendment Act of 2016.””
 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. Revised PowerPoint “Renters’ Rights 101.”
 11. The OTA “New Eviction Procedures” pamphlet.
 12. The OTA revised “501(f) Procedures” pamphlet.
 13. The OTA “New Single Family Accommodation TOPA Law” pamphlet.
29. **Please separately list each employee whose salary was \$100,000 or more in FY18 and FY19, to date. Provide the name, position number, position title, program, activity, salary, and fringe. In addition, state the amount of any overtime or bonus pay received by each employee on the list.**

Response: See “Attachment #11 Question 29– Salary”

30. **Please list in descending order the top 25 overtime earners in your agency in FY18 and FY19, to date, if applicable. For each, state the employee’s name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned.**

Response: See “Attachment #12 Question 30– Overtime by Employee”

31. For FY18 and FY19, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

Response: N/A

32. Please provide each collective bargaining agreement that is currently in effect for agency employees. Please include the bargaining unit and the duration of each agreement. Please note if the agency is currently in bargaining and its anticipated completion.

Response: N/A

33. If there are any boards or commissions associated with your agency, please provide a chart listing the names, confirmation dates, terms, wards of residence, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board or commission meeting in FY18 or FY19, to date, if minutes were prepared. Please inform the Committee if the board or commission did not convene during any month.

Response: N/A

34. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

Response: The establishment act requires the agency to provide an annual report to the Council by February 1st of each year setting forth details regarding tenant requests for representation (D.C. Official Code § 42-3531.07(5)(B)).

35. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Response: See “Attachment #13 Question 35– Trainings”

36. Does the agency conduct annual performance evaluations of all its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Response: The agency Director meets annually with all employees to discuss job performance.

Agency-specific Questions

37. Please list each policy initiative of the agency during FY18 and FY19 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.**

#	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 meet needs identified through intake and outreach engagements. 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) Stephen Dudek
	c) 1
	d) \$10,000

38. **Please describe the effects on the capacity of the agency due to any federal budget cuts.**

Response: N/A

39. **Please describe any preparations by the agency in anticipation of policy and priority changes under the new federal administration.**

Response: N/A

40. **Please describe the agency's efforts to utilize federal grants and other alternative funding sources.**

Response: N/A

41. **What steps, if any, has the agency taken during FY18 and FY19 to date, to reduce the following:**

a. **Space utilization**

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.

b. **Communications costs**

Response: The agency's communication costs have always been and continue to be minimal.

c. **Energy use**

Response: The agency is equipped with energy efficient lights that are activated by motion to help reduce energy use.

d. **Criminal activity in and around developments**

Response: N/A

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

Response: N/A

43. **Please describe how the agency solicits feedback from customers.**

a. **What has the agency learned from this feedback?**

b. **How has the agency changed its practices as a result of this feedback?**

Response: See "Attachment #14 Question 43- 'How Was Your Visit'"

Each walk-in customer is given a survey at the conclusion of the customer's visit. OTA's customers are generally quite happy with the service they receive. OTA is in the process of revamping the process to continue customer satisfaction.

44. **Which programs at the agency are in most need of funding?**

Response: OTA's most glaring need is for administrative and support staff. The addition of support staff would significantly contribute to the efficiency and productivity of OTA's current staff.

45. **What has the agency done in the past year to make the activities of the agency more transparent to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.**

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.

Community education and outreach events: These events provide the agency many opportunities to inform District renters about agency services, and to hear suggestions and feedback throughout the year.

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.

Annual Report: The Annual Report informs the tenant community as well as the Council and the Mayor's office regarding the agency's functions and performance during the prior fiscal year.

46. Please explain the impact on the agency of any legislation passed at the federal level during the last year. Specify such legislation and relevant provisions if possible.

Response: N/A.

47. Please identify any statutory or regulatory impediments to the agency's operations.

Response: N/A.

48. Please provide a copy of the agency's FY18 performance accountability report.

- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY18 and which were not.**
- 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: N/A.

49. **Please provide a copy of your agency's FY19 performance plan as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in 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.

50. **What are your top 5 priorities for the agency? Please provide a detailed explanation for how the agency expects to achieve or work toward these priorities in FY19.**

Response:

1. The completion of the Rent Control Clearinghouse Database is among OTA's highest priorities. OTA will continue to do everything in its power to complete the Database prior to its deadline of December 13, 2019, while remaining within the allotted budget.
2. OTA has begun a staff reorganization that is aimed to elevate the services we provide to the District tenant community. This reorganization has re-allocated roles and responsibilities within the agency in a way that will allow OTA to reach a larger number of tenants, while at the same time providing a higher quality service.
3. OTA will prepare policies and procedures governing all aspects of employee conduct and agency operations. The policies and procedures will be drafted by OTA division leaders under the guidance of the Chief Tenant Advocate.
4. OTA expects to complete the renovations of the adjoining office space on the third floor of the Reeves Center through collaboration with DGS. The addition of this office space will allow OTA to physically reorganize its divisions in a way that will enable them to collaborate more effectively.
5. The OTA is revising the Tenant Bill of Rights to reflect seminal changes in the tenant protection and rental housing laws through Council Period 22. We are doing so in collaboration with both tenant and housing provider advocates. A top priority is to work collectively with all concerned to ensure a smooth roll-out of the revision, which upon publication will become the version housing providers are required by law to provide to rental applicants and tenants upon request.

Tenant Support

51. **Please state the number of tenants or tenant groups that have sought OTA assistance for new matters in FY18 and FY19 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
 - b. Rent increases

- c. Vacancy increases
- d. Petitions and voluntary agreements
- e. Conversions and sales
- f. Housing code violations
- g. Bedbugs
- h. Security deposits
- i. Lease violations/rental payment disputes
- j. Evictions/foreclosures
- k. Legislative or policy advocacy
- l. Rent affordability
- m. Other (please describe)

Response: Open cases by issue cannot be counted; our database does not calculate open cases by issue.

- a. Rent control: this subject is asked about in reference to rent increases.
- b. Rent increases: 590
- c. Vacancy increases: the office does not collect information on this; it's not question or concern that DC tenants address to the agency
- d. Petitions and voluntary agreements: 98
- e. Conversions and sales: 617
- f. Housing code violations: 2801
- g. Bedbugs: 72
- h. Security deposits: 740
- i. Lease violations/rental payment disputes: 2114
- j. Evictions/foreclosures: 534
- k. Legislative or policy advocacy: tenants and tenant groups who raise legislative issues are not counted as intake cases; rather they are directed to the Policy Division.
- l. Rent affordability: This is not a legal issue *per se* except as it relates to rent control (see rent control above).
- m. other: 2458; includes general questions concerning leases, utility bills and basic tenant rights.

52. Based on the number of tenant complaints or other considerations, please identify the top 5 issues facing tenants today. Have there been any significant changes through FY18 and FY19 to date, and is there anything the agency plans to do differently given possible changing needs?

Response: The top 5 issues are lease issues (various lease, utility and basic tenant rights questions); housing code violations (bedbugs; rodent and pests; water damage); mold; notice to

vacate; and notice of rent increase. There have been no significant changes from FY18 to date. These issues have been the same from FY18 to date. OTA has monthly classes in place for renters to gain knowledge of their rights.

53. **Please provide an update on the District’s bedbug problem. Do bedbugs 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: According to the agency’s intake data, the bedbug problem has plateaued. However, as we noted last year, an article published in January 2018 indicates that the District ranks second in the nation for residential and commercial bedbug treatments conducted by Orkin. See: <https://www.orkin.com/press-room/orkin-releases-top-50-bed-bug-cities-list/>

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) Clear legal responsibilities: In 2014, the “pest extermination” provision in the Property Maintenance Code (12G DCMR 309) was revised to establish clear “pest extermination” responsibilities for landlords, tenants, and others. 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.
54. **Please explain any reductions in funding OTA provides to non-profit legal services providers. 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 FY18 and FY19 to date under each contract.**

Response: In FY 2018, 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 were monitored through the monthly invoice process. The legal agreement made between the OTA and all legal service providers required a monthly accounting of all activities taken to protect tenant rights. The report included but was not limited to the following information: the number of clients seen; the number of hours associated with each client intake; the ward of the city in which the client resides; and the client’s primary language. A review of all invoices was handled by the OCFO – EDRC Shared Services Center, which signed

off on the invoice before it is passed on for payment processing. The language data was compiled and then reported out on the quarterly Language Access report.

The FY2018 Purchase Orders issued included:

PO NUMBER	VENDOR
PO576883	Legal Aid Society of DC
PO578701	DC Law Students in Court Program
PO577235	Legal Counsel for the Elderly
PO577287	Law Office of Jamil Zouaoui

The OTA Legal Service Provider Program started with OTA having zero litigating attorneys and authority to distribute \$400,000 to the legal service community for the representation of tenants in public interest cases. Over time, the OTA was given authority to add litigating attorneys to its staff, and the budget authority was reduced. For FY2019, the OTA was given the authority to add three additional litigating attorneys, and the approved budget for the Legal Service Provider Program was reduced to \$175,000.

Having administered the program for a decade, the Chief Tenant Advocate determined that it was time to step back and assess the effectiveness of the program. She is well aware of the value of public-private partnerships in providing services to DC tenants, and continues to believe that a meaningful Legal Services Provider Program would be a benefit to the DC tenant community. OTA works with the Mayor’s Budget Office and the Office of the Deputy Mayor for Planning and Economic Development (DMPED) to develop our annual budget.

55. How many new cases were assigned to each attorney in FY18 and FY19 to date?

Response:

Harrison Magy	1040
Ramona Quillet	749
Stephen Dudek	615
Sean Treanor	670
Umar Ahmed	312

*Figures do not include cases assigned to Case Management Specialists and other staff.

56. **Please describe your strategy to expand legal representation with the addition of litigating attorneys, law school students, and pre-law college undergraduates. What function will each have?**

Response: OTA's strategy to expand legal representation includes (1) the reorganization of the legal department to provide a higher quality representation of a larger number of tenants; and (2) the implementation of a rigorous training program to enhance the skills of the current legal division and the incoming attorneys.

57. **What number of front-line employees is 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: On a given day, a total of 5 employees are deployed to handle customer inquiries, including one front desk receptionist, two case management specialists, and two attorney advisors.

The functions of the front desk receptionist include answering and routing telephone calls, assisting "walk-in" tenants in completing the proper forms and meeting with OTA staff members, entering tenant information into the agency's database, and assisting in other administrative activities.

The functions of the case management specialists are to speak with tenants in person or via telephone and attempt to respond to inquiries regarding the tenants' rights or responsibilities. Case management specialists may also route inquiries to attorneys if they determine that the matter requires legal advice or representation.

The functions of the attorney advisors include (1) speaking with tenants in person or via telephone in order to provide legal assistance and advising tenants of their rights; (2) assisting tenants in the drafting of legal pleadings; (3) drafting demand letters on behalf of tenants; conducting follow-up work on behalf of tenants such as legal research; (4) negotiating settlement agreements on behalf of tenants; (5) and engaging in full legal representation in DC courts and administrative proceedings.

On an average day, the OTA receives approximately 40 inquiries via telephone or in person, while on busy days that number may be much higher. The number of intakes has steadily grown over the years and continues to increase every year. Telephone inquiries are generally resolved in about 30 minutes, although many inquiries involve follow-up work and extensive legal research. In-person assistance tends to last more than an hour, and often lead to follow-up work such as drafting demand letters and complaints or other representation activities.

58. **Is there anything that OTA has done/can do to improve the agency's efficiency and performance from a customer service perspective?**

Response: OTA has begun a reorganization effort that is intended to improve the agency's efficiency and performance from a customer service perspective. This reorganization effort includes automation, re-allocation of tasks, and ongoing training.

Automation: The use of an automatic telephone routing service will be used to free up front desk reception time without sacrificing quality of customer service. Online scheduling software will be used to streamline the appointment making process and to ensure a smooth and organized triage process.

Re-allocation: OTA will re-allocate tasks and resources more systematically and through a division of labor process that will improve the productivity and efficiency of the customer service division.

Training: OTA will provide ongoing training to employees in an effort to improve their skill set and enhance their efficiency and productivity.

59. **OTA's planned "interagency alert" system will check for housing provider noncompliance within licensing and registration requirements and homestead deductions claims and will generate and transmit the violations to the relevant agency.**

a. **Please provide an update on the system.**

Response: The "interagency alert" system has been placed on the back burner. The agency has refocused its attention on the Rental Housing Database. We believe the database will be well-suited for this purpose because it will house information regarding housing provider compliance or non-compliance with licensing, registration, and other requirements.

b. **Can the system be expanded to encompass housing code and other violations or are those needs met through other systems?**

Response: N/A

c. **What else can be done to facilitate better interagency coordination?**

Response: The Rental Housing Database will replace the agency's concept for the "interagency alert system". The plan is to incorporate the concept -- specifically, automated electronic non-compliance notifications to the relevant enforcement agencies -- into the rental housing database. Currently, we provide such alerts to DCRA and other relevant agencies on a non-automated basis as they occur.

60. **Has OTA faced any challenges in coordinating inspections, re-inspections, enforcement, and collecting fees and fines with DCRA, including building-wide inspections?**

Response: N/A

61. Have there been any issues coordinating tenant assistance with any other agencies?

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.

Workshops and Outreach Programs

62. Please identify each education and outreach program the agency held in FY18 and FY19 to date.

Response:

I. FY 2018:

- | | |
|------------|--|
| 10/25/2017 | OTA Stakeholder Meeting
2000 14th Street, NW |
| 12/15/2017 | OTA Annual Open House and Holiday Reception
2000 14th Street, NW, Suite 300N |
| 1/11/2018 | DMPED Open House
Washington Convention Center |
| 1/23/2018 | Off-Campus Housing Fair
Catholic University of America |
| 1/23/2018 | Tenant Rights Presentation
Shepherd Park (Juanita E. Thornton) Library |
| 1/23/2018 | OTA Presentation
DBH- Residential Services & Support w/ Housing Development Division |
| 2/6/2018 | Off-Campus Housing Fair
George Washington University |
| 2/8/2018 | OTA Presentation
DMPED- NCI Contract Meeting |
| 2/15/2018 | Tenant Rights Presentation
Catholic University of America |
| 2/27/2018 | TOPA Presentation
DBH- Residential Services & Support w/ Housing Development Division |

2/28/2018	Renters Rights 101 2000 14th Street, NW
3/6/2018	Tenant Rights Presentation Fort Chaplin Apartments
3/22/2018	Off-Campus Housing Fair Gallaudet University
3/27/2018	OAG & OTA Legal Symposium Center for Total Health
3/30/2018	Renters Rights 101 2000 14 th Street, NW
4/3/2018	Tenant Rights Presentation August Tenant Association
4/23/2018	Renters Rights 101 Gallaudet University
4/24/2018	Renters Rights 101 Housing Opportunities Unlimited
4/25/2018	Renters Rights 101 2000 14 th Street, NW
4/26/2018	OTA Presentation DBH- Resource Fair
5/10/2018	OTA Presentation Mayor's Office of Veteran Affairs
5/12/2018	OTA Presentation LEDC Annual Town Meeting
5/14/2018	OTA Presentation 711 49 th Street, NE
5/17/2018	Tenant Rights Presentation Hodge at 7 th Tenant Association
5/19/2018	Renters Rights 101 2000 14 th Street, NW
5/23/2018	OTA Stakeholder Meeting 2000 14 th Street, NW

6/4/2018	Tenant Rights Presentation Columbia Heights Village Tenant Association
6/6/2018	Tenant Rights Presentation D.C. Council of Aging
6/9/2018	OTA Presentation DHCD Housing Expo
6/27/2018	Renters Rights 101 200 14 th Street, NW
6/28/2018	Tenant Rights Presentation Hodge at the 7 th Tenant Association
7/6/2018	Renters Rights 101 Congress Heights Senior Wellness Center
8/9/2018	Renters Rights 101 Community Partnership
8/16/2018	Tenant Rights Presentation LEDC Tenant Meeting
9/5/2018	Tenant Rights Presentation Golden Rule Apartments
9/14/2018	Renters Rights 101 Community Partnership
9/18/2018	Tenant Rights Presentation Emery Work Bed Program
9/29/2018	OTA's Annual Tenant Summit Gallaudet University

II. FY 2019:

10/3/2018	Tenant Rights Presentation DC Council of Aging
10/15/2018	Renters Rights 101 Cascade Park Community Meeting
10/23/2018	Tenant Rights Presentation Mayor's 11 th Annual Diversity Expo
10/24/2018	Renters Rights 101

2000 14th Street, NW

10/25/2018 Renters Rights 101
Community Partnership

10/30/2018 Tenant Rights Presentation
D.C. Ambassador's- DC Council of Aging

10/31/2018 Tenant Rights Presentation
Georgetown Meeting

11/2/2018 Tenant Rights Presentation
Day of Dignity- Mary Merrick Virginia Center

11/3/2018 Tenant Rights Presentation
CentroNia Health Fair

11/8/2018 Renters Rights 101
Community Partnership

11/9/2018 Renters Rights 101
Chronic Homeless Initiative- 1001 Lawrence Street, NE

11/13/2018 Tenant Rights Presentation
Summit at St. Martin

11/17/2018 Renters Rights 101
2000 14th Street, NW

11/27/2018 Tenant Rights Presentation
Capitol Hill Group Ministry

11/29/2018 Tenant Association Presentation
Varney Street Tenants

11/29/2018 Renters Rights 101
Department of Energy and Environment

12/1/2018 Tenant Rights Presentation
ANC Orientation

12/5/2018 Tenant Association Presentation
Atlantic Gardens & Atlantic Terrence Tenant Association

12/11/2018 Tenant Rights Presentation
Shepherd Park (Juanita E. Thornton) Library

12/12/2018 Tenants Right Presentation

	Kenmore Tenant Association
12/13/2018	Renters Rights 101 Community Partnership
12/14/2018	OTA's Annual Holiday Party and Open House 2000 14 th Street, NW
12/17/2018	Tenant Rights Presentation Tenant Meeting at 1101 West Virginia Ave, NE
12/18/2018	Tenant Association Presentation Summit at St. Martin

63. How do you measure the effectiveness of your tenant education programs? What has been the feedback on the programs you conducted in FY18 and FY19 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; the number of referrals from government agencies, nonprofit organizations, and tenants. We generally receive excellent feedback from participants. OTA received and scheduled sixty-nine, (69) presentations and assistance serving one thousand three hundred seventy-two (1,372) District's tenants, government agencies, and nonprofit organizations.

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

- GWU Off-Campus Housing Fair (2/6/2018)
- DBH Resource Fair (4/26/2018)
- DHCD Housing Expo (6/9/2018)
- Annual Tenant and Tenant Association Summit (9/29/2018)
- Mayor's Annual Senior Holiday Celebration (12/12/2018)

64. 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 by making the TEI available online and encourage its use by tenants and tenant associations and to make the TEI available

online. For Fiscal Year 2019, the OTA will continue to develop and offer courses through the institute that focuses on:

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

During the winter months, the OTA will focus on maintaining and growing our outreach efforts with the District's colleges and universities: George Washington University, American University, Howard University, Trinity College, Georgetown University, Catholic University, Gallaudet University and the University of the District of Columbia. The OTA will continue to develop and expand our services to college students by contacting all colleges and university in the District to identify when students begin searching for housing and establish a plan for holding on-campus events. We are planning on implementing a new program, where the Education and Outreach Director with an OTA Attorney Advisor will visit the college and university campuses on a monthly basis to review students' leases, conduct presentations on tenant rights and situations unique to college students, and advise students on how to resolve their landlord-tenant conflict. In addition, the OTA is working with the University of District of Columbia to create a mandatory class for all incoming freshmen students.

b. Expansion of Renters Rights 101

During the fall and winter months, the OTA will focus on expanding the Renters Rights 101 presentation by creating Renter Rights 101 for specific tenant populations. The OTA will be working with the District of Columbia Housing Authority to create a Renter Rights 101 for tenants involved in the Housing Choice Voucher Program (HCVP). The goal is to have an OTA staff member present the newly created Renter Rights on a monthly or quarterly basis for HCVP tenants. The OTA will continue to explore and develop Renter Rights 101 for other specific tenant populations, such as students, elderly, and public housing. In addition, the OTA will continue to explore making Renter Rights 101 accessible to the public by converting it to an online course. The online course will focus on segmenting Renters 101 into different sections and have each section conclude with a quiz. If the participant receives a passing grade, the OTA will issue a certificate of completion to the participant.

c. Tenant Associations Empowerment

During winter and spring months, the OTA will continue to develop a tenant association kit that will include materials such as the Articles of Incorporation, By-laws as well as other documents to ensure tenant associations are in compliance with changes in the business organization laws. OTA will continue its concerted effort to assist more tenants forming tenant associations. Course offerings through the Tenant Education Institute will assist tenant associations in achieving and maintaining sustainability. We will continue efforts to invite tenant association representatives to attend the OTA stakeholders meetings, the Annual Summit, training events, and other programs. We will continue to encourage Tenant Associations to connect with each other by updating the OTA's Tenant Association List.

d. Understand Your Lease Initiative

During the spring and summer months, the OTA will create an interactive summary page to assist Tenants in understanding the essential terms of the lease. The interactive summary page

will give Tenants the opportunity to identify essential information such as the amount of rent owed when rent is due, pets allowed, subletting allowed, when to give the notice to terminate the tenancy and any other essential information deemed necessary. The summary page will be available on the OTA's website and in the Tenant Education Institute. The OTA will promote the summary page by advertising to the public that an OTA Attorney Advisor can review their lease with them.

e. Protecting Your Security Deposit Initiative

During the spring and summer months, the OTA will create an inspection form for tenants to fill out when they move-in and move out of their housing accommodation. The inspection form will assist District's tenants in identifying the housing conditions and damages to their housing accommodation at the time of move-in and move-out. This practice will increase tenants' chances of receiving a full return of their security deposit by identifying any damages caused by the tenant and the conditions of the unit throughout the duration of the tenancy. The inspection form will remind tenants to verify the housing conditions by attaching pictures to the form. The inspection form will be available online and at the OTA office.

f. Establishing Pop-up Clinics in Each Ward

During the winter and spring months, the OTA will focus on expanding their legal clinic by exploring the possibility of hosting a pop-up legal clinics in all eight of the District's wards. The Education and Outreach Director will invite the Directors of Constituent Services from each councilmember office to learn the need of each ward and identify a space where the OTA could host such a pop-up legal clinic. The OTA, along with the councilmembers, will communicate and advertise the clinic to the public. The OTA intends to host such clinic on a monthly basis and will reevaluate the value of such clinics at the end of this fiscal year.

65. How does the agency identify the tenants that are most in need of information and notify them of course offerings? What outreach can you provide to tenants who are not computer literate or otherwise technically inclined?

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 the live captioning. Additionally, all Agency materials are Section 508 compliant.

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

Response: Annually, the OTA 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. After each presentation, the presenter asks audience members for feedback on whether they liked the presentation and how to improve the presentation. The OTA will explore distributing surveys to the audience members after each presentation. In addition, the OTA will explore distributing surveys to ANC Commissioners, churches, and the general public to evaluate the need of the District’s tenants.

67. 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.

Legislation

68. What were the agency’s legislative priorities in FY18, were they accomplished, and what are the agency’s legislative priorities for FY19?

Response: Among the OTA’s FY18 legislative priorities are a number of items that became law or are on their way to becoming law. They include:

- Bill 21-0706, the “Fair Criminal Record Screening for Housing Act of 2016” (Law 21-0259 effective 4/7/17; funded as of 12/13/17)(restricting housing provider inquiries into the arrest and criminal records of rental applicants)
- Bill 22-0024, the “Expanding Access to Justice Act of 2017” (incorporated into Bill 22-244, the “Fiscal Year 2018 Budget Support Act of 2017,” Title III Subtitle F, effective 12/13/17)(moving toward a right to counsel for low-income eligible individuals confronting eviction)
- Bill 22-0025, the “Vacancy Increase Reform Amendment Act of 2018” (Act 22-536 projected law date 2/26/19)(capping the rent control vacancy rent increase at 10 percent of the rent charged if the previous tenant occupied the unit for 10 years or less, or to 20 percent if the previous tenant occupied the unit for more than 10 years)
- Bill 22-0170, the “At-Risk Tenant Protection Clarifying Amendment Act of 2017” (Act 22-0505 projected law date 2/26/19) (authorizes the Office of the Attorney General to enforce the Consumer Protection Procedures Act against housing providers that violate laws that protect tenants)
- Bill 22-0352, the “Office of Administrative Hearings Jurisdiction Expansion Amendment Act of 2017” (Law 22-0112 effective 6/9/18)(expanding OAH jurisdiction to include adjudicated cases arising from the Rental Housing Conversion and Sale Act of 1980)
- Bill 22-0441, the “Rental Unit Fee Adjustment Amendment Act of 2018” (Law 22-0113 effective Jul 3, 2018)(increasing the per rental unit fee to \$30 from \$25)
- Bill 22-0442, the “Rental Housing Registration Update Amendment Act of 2017” (incorporated into Law 22-0168, the “Fiscal Year 2019 Budget Support Act of 2018,” Title II Subtitle CC, effective 10/30/18)(requiring housing providers to re-register rental units under the Rental Housing Act)
- Bill 22-0570, the “Rental Housing Affordability Re-establishment Amendment Act of 2018” (Act 22-0501 projected law date 2/26/19)(resetting the rents of units no longer

exempt from the Rent Stabilization Program due to the end of a tenant-based subsidy to an amount based on the adjustments of general applicability that accrued during the period of exemption)

- Bill 22-0640, the “Rental Housing Commission Independence Clarification Amendment Act of 2018” (Act 22-492 projected law date 2/26/19)(clarifying that the Rental Housing Commission is an independent agency within the executive branch of the District government)
- Bill 22-0092, the “Short-term Rental Regulation and Affordable Housing Protection Act of 2017” (Act 22-0563 no projected law date yet)(to regulate short-term rentals to ensure compliance with zoning regulations, building codes, health codes and housing codes among other things)
- Bill 22-0809, the “Eviction with Dignity Act of 2018” (Act 22-571 no projected law date yet)(requiring landlords to store the property of tenants for 10 days upon an eviction)
- Bill 22-0949, the “Rental Housing Smoke Free Common Area Amendment Act of 2018” (Act 22-574 no projected law date) (prohibiting smoking in common areas and within 25 feet of an entrance or window of a multifamily rental accommodation -- subject to Appropriations).
- Bill 22-0999, the “Rent Charged Definition Clarification Amendment Act of 2018” (Act 22-574 no projected law date yet)(clarifying the definition of the term "rent charged" and requiring the definition of the term "rent charged" to be included on all Rental Accommodations Division forms that include the term)

The agency’s legislative priorities for FY19 include continuing to explore with the Committee and Council (a) further rent control reforms to protect the District’s diminishing stock of affordable rental housing, particularly with regard to housing provider petitions and Voluntary Agreements; and (b) the need for further residential lease legislation to protect the tenant’s reasonable contractual expectations regarding lease provisions that are too often enforced in unfair or unexpected ways (see Law 21-210, the “Residential Lease Clarification Amendment Act of 2016,” effective 2/18/17). Other agency legislative priorities for FY19 include legislative items that were introduced but not enacted in FY18. They include:

- Bill 22-100, the “Preservation of Affordable Rent Control Housing Amendment Act of 2017” (prohibiting tenants and housing providers from forming certain agreements that shift the burden of rent increases to other current or future tenants, unless those rent increases would also apply to the tenants who are parties to the agreement)
- Bill 22-0381, the “Landlord Transparency Amendment Act of 2017” (authorizing the Mayor or Mayor's designee to compel the production of ownership records by subpoena after a finding of ten housing code violations in a single housing unit or thirty-five violations in a single building)
- Bill 22-0396, the “Property Manager Licensing Amendment Act of 2017” (defining the term property manager and clarifying the scope of duties of licensed property managers in the District, and specifying the education requirements that must be met prior to licensing)

- Bill 22-1012, the “Eviction Record Sealing Authority Amendment Act of 2018” (authorizing the Court to seal certain eviction records and establishing penalties for those who publish such records)

69. What new legislative issues have arisen in FY18 and FY19 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.

- See response to question # 68 above regarding FY19 priorities.
- Enhanced measures to better enforce the assessment and remediation of indoor mold, as required under Law 20-135, the “Air Quality Amendment Act of 2014,” Title III (“Indoor Air Quality”), effective 9/9/14.
- B23-0045, the “Bedbug Control Act of 2019” (regulating the removal of bedbugs and requiring that certain notices be provided to rental applicants regarding a unit’s history of bedbug infestation)

Publicly Accessible Rent Control Housing Clearinghouse

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

a. What has been accomplished thus far?

Response: OTA has completed the assessment and design phases of the database, and prepared a scope of work. The scope of work has undergone many revisions after being submitted for review to a number of different DC agencies and other relevant stakeholders. A final version has been submitted to the Office of Contracting and Procurement (“OCP”) for incorporation into an RFP.

b. What are the “next steps”?

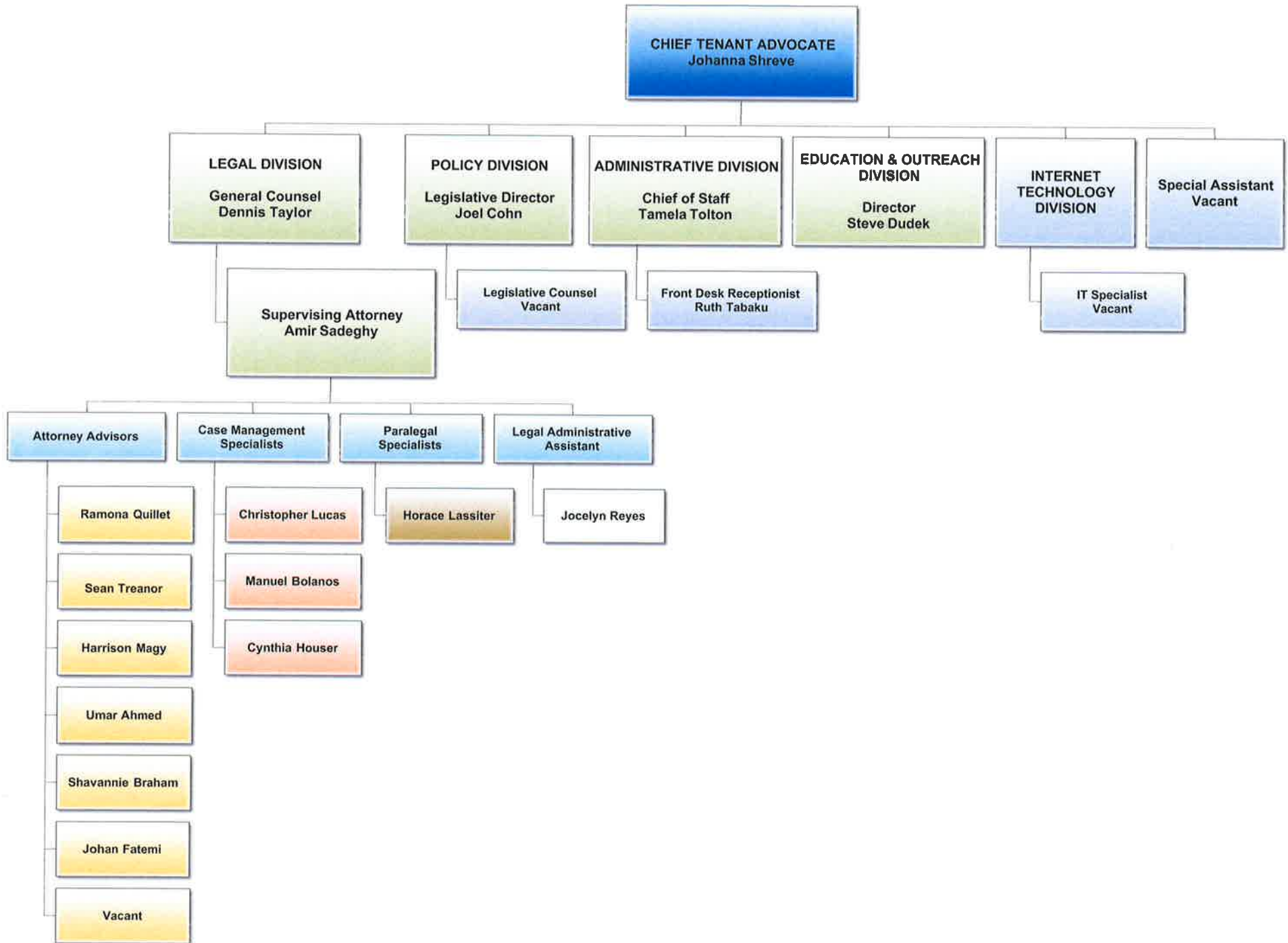
Response: OCP has prepared the RFP for publication, and it is in the process of being published.

c. What degree of confidence does the OTA have that the database and the registration project will be up-and-running and ready to transfer to the Department of Housing and Community Development by December 13, 2019?

Response: Barring any unforeseen delays, OTA is fairly assured that the database will be up-and-running by December 13, 2019. Our current anticipated timeline for awarding a contract is April 10, 2019. See “Attachment #15 Question 70– Rent Control Housing Clearinghouse Timeline.” If the vendor begins work on the database at that time, we anticipate that the database will be completed within six months, or in December 2019.

ATTACHMENTS
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Program	Prgm Code	Fund Code	Posn Nbr	Title	Name	Hire Date	Vac Stat	Grade	Step	Salary	Fringe	FTE x Dist %	Reg/Temp/ Term
1000 - Agency Management	1040 - Information Technology	6000	00094572	IT Specialist (Systems Analsi									
		0100	00094572	IT Specialist (Systems Analsi			V	14	1	35,224	8,348	0.35	Reg
	1090 - Performance Management	0100	00038614	Chief Tenant Advocate	Shreve,Johanna E	4/18/2006	F	14	1	65,415	15,503	0.65	Reg
		0100	00040493	Program Analyst	Tolton,Tamela D	5/12/2008	F	9	0	164,421	38,968	1.00	Reg
		0100	00046612	Program Support Assistant	Reyes,Jocelyn	5/31/2016	F	12	8	89,957	21,320	1.00	Reg
		0100	00048144	Program Support Specialist	Houser,Cynthia B	4/7/2014	F	7	3	43,891	10,402	1.00	Reg
		6000	00094570	Program Analyst			F	11	5	33,704	7,988	0.50	Reg
		0100	00097208	Clerical Assistant	Tabaku,Ruth	12/10/2018	V	12	1	73,906	17,516	1.00	Reg
Total 1000 - Agency Management										543,437	128,794	6.50	
3000 - Legal Representation	3015 - In-House Legal Representation	0100	00040494	Attorney Advisor	Treanor,Sean B.	5/16/2016	F	12	4	92,239	21,861	1.00	Reg
		0100	00040495	Attorney Advisor	Quillet,Ramona	9/10/2012	F	12	8	103,423	24,511	1.00	Reg
		0100	00040544	Attorney Advisor	Magy,Harrison	5/16/2016	F	12	4	92,239	21,861	1.00	Reg
		0100	00046152	Attorney Advisor			V	13	1	99,718	23,633	1.00	Reg
		0100	00046357	Supv Attorney Advisor	TAYLOR,DENNIS M	12/12/2005	F	1	0	121,576	28,814	1.00	Reg
		0100	00046357	Supv Attorney Advisor	Sadeghy,Amir M	10/25/2010	F	1	0	122,656	29,069	1.00	Reg
		0100	00048144	Program Support Specialist	Houser,Cynthia B	4/7/2014	F	11	5	33,704	7,988	0.50	Reg
		6000	00094568	Attorney Advisor	Ahmed,Umar	11/16/2015	F	12	4	92,239	21,861	1.00	Reg
	3020 - Legal Hotline	6000	00094569	Attorney Advisor	Fatemi,Johan S.	1/7/2019	F	12	2	86,647	20,535	1.00	Reg
		0100	00047353	Paralegal Specialist	Braham,Shavannie	1/7/2019	F	12	1	83,851	19,873	1.00	Reg
Total 3000 - Legal Representation										1,013,662	240,238	10.50	
4000 - Policy Advocacy	4010 - Policy Advocacy	0100	00046153	Attorney Advisor	COHN,JOEL M	4/8/2005	F	14	9	126,423	29,962	1.00	Reg
		0100	00085624	Legislative and Regulatory Ana			V	11	0	59,727	14,155	1.00	Reg
Total 4000 - Policy Advocacy										186,150	44,118	2.00	
5000 - OTA Educational Institute	5010 - OTA Educational Institute	0100	00040492	Program Coordinator	Dudek,Stephen	5/16/2016	F	13	6	98,794	23,414	1.00	Reg
Total 5000 - OTA Educational Institute										98,794	23,414	1.00	
8000 - Case Management Admin. And Community Outreach	8010 - Case Management Admin.	0100	00043832	Program Support Specialist	Lucas,Christopher	7/24/2006	F	11	7	71,247	16,886	1.00	Reg
		0100	00047122	Program Support Specialist	Bolanos,Manuel R	9/2/2008	F	11	7	71,247	16,886	1.00	Reg
Total 8000 - Case Management Admin.										142,494	33,771	2.00	
Grand Total										1,984,537	470,335	22.00	

Attachment # 3 - Special Purchase Revenue Funds

OFFICE OF THE TENANT ADVOCATE
 FY 2018 - FY 2019 PERFORMANCE OVERSIGHT RESPONSE

Question #7

Special Purpose Revenue Funds										
Revenue Source Name	Revenue Code/ Funding	Source of Funding	Program Description	FY 2018 Revenue	FY 2018 Expenditures	FY 2018 Budget	FY 2019 Revenue <i>(as of 01-31-19)</i>	FY 2019 Expenditures	FY 2019 Fund Balance	FY 2019 Budget
RENTAL UNIT FEE FUND	6000	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 Commllsioners of said District, and for other purposes, approved April 14, 1906 (34 Stat. 114; D.C. Official Code § 42-3131.01(b))	Money in the Fund shall be used solely to support the activities of the Office of the Tenant Advocate	224,413	19,004	470,594	49,190	29,885	361,179	509,037

Attachment #4 - Purchase Card Spending

<u>Fiscal Year</u>	<u>Employee</u>	<u>Amount</u>	<u>Purpose</u>
2018	Stephen Dudek	3,735.93	General office support; supplies
	Tamela Tolton	791,631.56	Hotel Accommodations for displaced tenants; office support; supplies
		<u>795,367.49</u>	
2019	Tamela Tolton	2,530,000.00	Hotel Accommodations
		<u>2,530,000.00</u>	

Attachment #5 - FY17 Budget by Program and Activity

Agy Fund Title	Program Code 2	Program Code 2 Title	Program Code 3	Program Code 3 Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	Approved Budget	Revised Budget	Expenditures
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1087	LANGUAGE ACCESS	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	15,000	10,000	10,000
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	15,000	10,000	10,000
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0013	ADDITIONAL GROSS PAY	287,132	282,132	281,692
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	0	0	(1,170)
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	0015	OVERTIME	74,941	69,941	67,564
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	NON-PERSONNEL SERVICES	0020	SUPPLIES AND MATERIALS	0	0	3,934
LOCAL FUNDS	1000	ADMINISTRATIVE SERVICES	1090	PERFORMANCE MANAGEMENT	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	10,500	10,500	8,401
			1087 Total					75,000	186,000	153,304
			1090 Total					447,573	548,573	513,726
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	462,573	558,573	523,726
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	701,766	686,766	723,962
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	PERSONNEL SERVICES	0015	OVERTIME	183,161	139,161	138,334
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	0	0	423
			3015 Total					4,600	4,600	4,320
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3020	LEGAL HOTLINE	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	889,527	830,527	867,036
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3020	LEGAL HOTLINE	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	79,077	79,077	79,288
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3020	LEGAL HOTLINE	PERSONNEL SERVICES	0015	OVERTIME	20,639	20,639	23,374
			3020 Total					0	0	433
LOCAL FUNDS	3000	LEGAL REPRESENTATION	3030	LEGAL SERVICE PROVIDER	NON-PERSONNEL SERVICES	0041	CONTRACTUAL SERVICES - OTHER	99,716	99,716	103,094
			3030 Total					290,000	310,000	278,606
								290,000	310,000	278,606
								1,279,243	1,240,243	1,248,739
LOCAL FUNDS	4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	189,571	166,571	166,112
LOCAL FUNDS	4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	47,013	36,013	35,651
LOCAL FUNDS	4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	PERSONNEL SERVICES	0015	OVERTIME	0	0	672
			4010 Total					236,584	202,584	202,435
								236,584	202,584	202,435
LOCAL FUNDS	5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	71,469	68,469	67,948
LOCAL FUNDS	5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	18,653	16,653	15,707
LOCAL FUNDS	5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	PERSONNEL SERVICES	0015	OVERTIME	0	0	500
LOCAL FUNDS	5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	10,000	10,000	9,000
LOCAL FUNDS	5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	NON-PERSONNEL SERVICES	0070	EQUIPMENT & EQUIPMENT RENTAL	5,000	5,000	0
			5010 Total					105,122	100,122	93,155
								105,122	100,122	93,155
LOCAL FUNDS	6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	369,936	369,936	361,881
LOCAL FUNDS	6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	NON-PERSONNEL SERVICES	0050	SUBSIDIES AND TRANSFERS	176,000	176,000	176,000
			6010 Total					545,936	545,936	537,881
								545,936	545,936	537,881
LOCAL FUNDS	8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	PERSONNEL SERVICES	0011	REGULAR PAY - CONT FULL TIME	188,825	132,825	132,530
LOCAL FUNDS	8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	PERSONNEL SERVICES	0014	FRINGE BENEFITS - CURR PERSONNEL	49,283	41,283	41,072
LOCAL FUNDS	8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	PERSONNEL SERVICES	0015	OVERTIME	0	0	2,994
			8010 Total					238,108	174,108	176,597
LOCAL FUNDS	8000	CASE MNGT ADM AND COMM OUTREACH	8020	COMMUNITY OUTREACH	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	15,000	0	0
LOCAL FUNDS	8000	CASE MNGT ADM AND COMM OUTREACH	8020	COMMUNITY OUTREACH	NON-PERSONNEL SERVICES	0041	CONTRACTUAL SERVICES - OTHER	100,000	81,000	80,965
			8020 Total					115,000	81,000	80,965
								115,000	81,000	80,965
			Local Funds Total					2,982,566	2,902,566	2,863,497
CONTINGENCY RESERVE	6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	NON-PERSONNEL SERVICES	0040	OTHER SERVICES AND CHARGES	0	211,536	211,536
			6010 Total					0	211,536	211,536
								0	211,536	211,536
			Contingency Reserve Funds Total					0	211,536	211,536
								0	211,536	211,536
			Grand Total					2,982,566	3,114,102	3,075,032

Attachment #6 - FY18 Budget by Program and Activity

OFFICE OF THE TENANT ADVOCATE
BUDGET BY PROGRAM AND ACTIVITY

Appropriated Fund	Fund Detail	Program	Program Title	Activity	Activity Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	FY 2018 Approved Budget	FY 2018 Revised Budget	FY 2018 Expenditures	FY 2018 Available Balance	Variance Description
100	100	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	70,345	70,345	0	70,345	
							14	FRINGE BENEFITS - CURR PERSONNEL	17,164	17,164	0	17,164	
						PERSONNEL SERVICES Total			87,509	87,509	0	87,509	
						NON-PERSONNEL SERVICES	40	OTHER SERVICES AND CHARGES	0	0	0	0	Vacant IT Specialist position
							41	CONTRACTUAL SERVICES - OTHER	0	0	0	0	
						NON-PERSONNEL SERVICES Total			0	0	0	0	
					INFORMATION TECHNOLOGY Total				87,509	87,509	0	87,509	
		1087			LANGUAGE	NON-PERSONNEL SERVICES	40	OTHER SERVICES AND CHARGES	15,000	10,000	9,962	38	
							41	CONTRACTUAL SERVICES - OTHER	500,000	395,000	0	395,000	Rent Control Housing Clearinghouse Database; \$105,000 in budget authority saved to utilize in FY 19
						NON-PERSONNEL SERVICES Total			515,000	405,000	9,962	395,038	
					LANGUAGE ACCESS Total				515,000	405,000	9,962	395,038	
		1090			PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	348,616	334,616	251,113	83,503	
							12	REGULAR PAY - OTHER	0	0	42,234	(42,234)	
							13	ADDITIONAL GROSS PAY	0	0	375	(375)	
							14	FRINGE BENEFITS - CURR PERSONNEL	85,062	81,562	71,503	10,059	
							15	OVERTIME PAY	0	0	4,697	(4,697)	Vacant Performance Analyst position; savings from supplies and materials for agency supply purchases
						PERSONNEL SERVICES Total			433,679	416,179	369,923	46,256	
						NON-PERSONNEL SERVICES	20	SUPPLIES AND MATERIALS	10,500	10,500	8,980	1,520	
							40	OTHER SERVICES AND CHARGES	75,000	133,500	133,500	0	
						NON-PERSONNEL SERVICES Total			85,500	144,000	142,480	1,520	
					PERFORMANCE MANAGEMENT Total				519,179	560,179	512,403	47,776	
			ADMINISTRATIVE SERVICES Total						1,121,688	1,052,688	522,365	530,323	
3000			LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	736,066	736,066	735,382	685	
							13	ADDITIONAL GROSS PAY	0	0	13,050	(13,050)	
							14	FRINGE BENEFITS - CURR PERSONNEL	179,600	179,600	155,272	24,328	
							15	OVERTIME PAY	0	0	603	(603)	Fringe savings; reduced spending for Westlaw and court filing fees
						PERSONNEL SERVICES Total			915,666	915,666	904,307	11,360	
						NON-PERSONNEL SERVICES	20	SUPPLIES AND MATERIALS	0	0	0	0	
							40	OTHER SERVICES AND CHARGES	9,100	9,100	3,915	5,185	
						NON-PERSONNEL SERVICES Total			9,100	9,100	3,915	5,185	
					IN-HOUSE LEGAL REPRESENTATION Total				924,766	924,766	908,222	16,545	
		3020			LEGAL HOTLINE	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	80,423	80,423	83,062	(2,640)	
							14	FRINGE BENEFITS - CURR PERSONNEL	19,623	19,623	24,547	(4,924)	
							15	OVERTIME PAY	0	0	199	(199)	Actual salary was higher than projected budget
						PERSONNEL SERVICES Total			100,046	100,046	107,808	(7,763)	
					LEGAL HOTLINE Total				100,046	100,046	107,808	(7,763)	
		3030			LEGAL SERVICE PROVIDER	NON-PERSONNEL SERVICES	41	CONTRACTUAL SERVICES - OTHER	215,000	215,000	215,000	0	
						NON-PERSONNEL SERVICES Total			215,000	215,000	215,000	0	
					LEGAL SERVICE PROVIDER Total				215,000	215,000	215,000	0	
			LEGAL REPRESENTATION Total						1,239,812	1,239,812	1,231,030	8,782	
4000			POLICY ADVOCACY	4010	POLICY ADVOCACY	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	177,563	177,563	173,633	3,930	
							14	FRINGE BENEFITS - CURR PERSONNEL	43,325	43,325	44,929	(1,604)	
							15	OVERTIME PAY	0	0	345	(345)	
						PERSONNEL SERVICES Total			220,888	220,888	218,906	1,982	
						NON-PERSONNEL SERVICES	20	SUPPLIES AND MATERIALS	0	0	0	0	
							40	OTHER SERVICES AND CHARGES	1,500	1,500	1,321	179	
						NON-PERSONNEL SERVICES Total			1,500	1,500	1,321	179	
					POLICY ADVOCACY PROGRAM Total				222,388	222,388	220,227	2,161	

Appropriated									FY 2018 Approved	FY 2018 Revised	FY 2018	FY 2018 Available	
Fund	Fund Detail	Program	Program Title	Activity	Activity Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	Budget	Budget	Expenditures	Balance	Variance Description
100	100	4000	POLICY ADVOCACY PROGRAM		Total				222,388	222,388	220,227	2,161	
			OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	72,034	45,034	25,970	19,063	
							13	ADDITIONAL GROSS PAY	0	0	25,618	(25,618)	
							14	FRINGE BENEFITS - CURR PERSONNEL	17,576	13,576	9,932	3,644	
							15	OVERTIME PAY	0	0	0	0	Retirement; reduced spending for curriculum development and computer equipment
								PERSONNEL SERVICES Total	89,610	58,610	61,521	(2,911)	
							40	OTHER SERVICES AND CHARGES	11,000	11,000	123	10,877	
							70	EQUIPMENT & EQUIPMENT RENTAL	5,000	5,000	0	5,000	
								NON-PERSONNEL SERVICES Total	16,000	16,000	123	15,877	
								OTA EDUCATIONAL INSTITUTE Total	105,610	74,610	61,644	12,966	
			OTA EDUCATIONAL INSTITUTE		Total				105,610	74,610	61,644	12,966	
		6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	NON-PERSONNEL SERVICES	40	OTHER SERVICES AND CHARGES	559,868	554,868	789,924	(235,055)	Overage due to fire at Arthur Capper Senior Apartments in September 2018
								NON-PERSONNEL SERVICES Total	559,868	554,868	789,924	(235,055)	
								EMERGENCY HOUSING Total	559,868	554,868	789,924	(235,055)	
			EMERGENCY HOUSING		Total				559,868	554,868	789,924	(235,055)	
		8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATI	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	139,282	139,282	139,285	(3)	
							14	FRINGE BENEFITS - CURR PERSONNEL	33,985	33,985	40,616	(6,631)	Actual salary was higher than projected budget
							15	OVERTIME PAY	0	0	1,130	(1,130)	
								PERSONNEL SERVICES Total	173,267	173,267	181,031	(7,764)	
								CASE MANAGEMENT ADMINISTRATION Total	173,267	173,267	181,031	(7,764)	
				8020	COMMUNITY OUTREACH	NON-PERSONNEL SERVICES	40	OTHER SERVICES AND CHARGES	15,000	15,000	15,000	0	
							41	CONTRACTUAL SERVICES - OTHER	100,000	100,000	100,000	0	
								NON-PERSONNEL SERVICES Total	115,000	115,000	115,000	0	
								COMMUNITY OUTREACH Total	115,000	115,000	115,000	0	
			CASE MNGT ADM AND COMM OUTREACH		Total				288,267	288,267	296,031	(7,764)	
		100 Total							3,537,633	3,432,633	3,121,221	311,412	
100 Total									3,537,633	3,432,633	3,121,221	311,412	
600	6000	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	38,775	38,775	0	38,775	
							14	FRINGE BENEFITS - CURR PERSONNEL	11,404	11,404	0	11,404	Reduced spending to be in line with revenue collections
								PERSONNEL SERVICES Total	50,179	50,179	0	50,179	
							41	CONTRACTUAL SERVICES - OTHER	125,000	125,000	0	125,000	
								NON-PERSONNEL SERVICES Total	125,000	125,000	0	125,000	
								INFORMATION TECHNOLOGY Total	175,179	175,179	0	175,179	
				1090	PERFORMANCE MANAGEMENT	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	72,528	72,528	0	72,528	Reduced spending to be in line with revenue collections
							14	FRINGE BENEFITS - CURR PERSONNEL	17,697	17,697	0	17,697	
								PERSONNEL SERVICES Total	90,225	90,225	0	90,225	
								PERFORMANCE MANAGEMENT Total	90,225	90,225	0	90,225	
			ADMINISTRATIVE SERVICES		Total				265,404	265,404	0	265,404	
		3000	LEGAL REPRESENTATIO	3015	IN-HOUSE LEGAL	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	164,944	164,944	14,161	150,783	Reduced spending to be in line with revenue collections
							14	FRINGE BENEFITS - CURR PERSONNEL	40,246	40,246	4,844	35,403	
								PERSONNEL SERVICES Total	205,190	205,190	19,004	186,186	
								IN-HOUSE LEGAL REPRESENTATION Total	205,190	205,190	19,004	186,186	

Appropriated										FY 2018 Approved	FY 2018 Revised	FY 2018	FY 2018 Available	Variance Description
Fund	Fund Detail	Program	Program Title	Activity	Activity Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	Budget	Budget	Expenditures	Balance		
600	6000	3000	LEGAL REPRESENTATION		Total				205,190	205,190	19,004	186,186		
	6000 Total								470,594	470,594	19,004	451,590		
600 Total									470,594	470,594	19,004	451,590		
Grand Total									4,008,227	3,903,227	3,140,225	763,002		

Appropriated Fund	Fund Detail	Program	Program Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	FY 2019 Approved Budget	FY 2019 Revised Budget	FY 2019 YTD Expenditures	FY 2019 Available Balance	Variance Description
100	100	1000	SERVICES	PERSONNEL SERVICES							
						11 REGULAR PAY - CONT FULL TIME	423,640	423,640	93,220	330,420	
						12 REGULAR PAY - OTHER	43,520	43,520	10,790	32,730	
						13 ADDITIONAL GROSS PAY	0	0	0	0	
						14 FRINGE BENEFITS - CURR PERSONNEL	110,717	110,717	22,750	87,967	
						15 OVERTIME PAY	4,129	4,129	216	3,912	
						PERSONNEL SERVICES Total	582,006	582,006	126,976	455,030	
				NON-PERSONNEL SERVICES							
						20 SUPPLIES AND MATERIALS	10,500	10,500	0	10,500	
						40 OTHER SERVICES AND CHARGES	179,200	179,200	0	179,200	
						41 CONTRACTUAL SERVICES - OTHER	512,348	512,348	0	512,348	
						NON-PERSONNEL SERVICES Total	702,048	702,048	0	702,048	
			ADMINISTRATIVE SERVICES	Total			1,284,054	1,284,054	126,976	1,157,078	
			REPRESENTATION	PERSONNEL SERVICES							
						11 REGULAR PAY - CONT FULL TIME	824,937	824,937	198,510	626,427	
						13 ADDITIONAL GROSS PAY	0	0	0	0	
						14 FRINGE BENEFITS - CURR PERSONNEL	195,510	195,510	38,764	156,746	
						15 OVERTIME PAY	1,000	1,000	(34)	1,034	
						PERSONNEL SERVICES Total	1,021,448	1,021,448	237,240	784,208	
				NON-PERSONNEL SERVICES							
						20 SUPPLIES AND MATERIALS	7,100	7,100	0	7,100	
						40 OTHER SERVICES AND CHARGES	31,799	31,799	0	31,799	
						41 CONTRACTUAL SERVICES - OTHER	175,000	175,000	(1)	175,001	
						NON-PERSONNEL SERVICES Total	213,899	213,899	(1)	213,899	
			LEGAL REPRESENTATION	Total			1,235,346	1,235,346	237,239	998,107	
			POLICY ADVOCACY PROGRAM	PERSONNEL SERVICES							
						11 REGULAR PAY - CONT FULL TIME	197,809	197,809	37,607	160,202	
						14 FRINGE BENEFITS - CURR PERSONNEL	46,881	46,881	6,703	40,178	
						15 OVERTIME PAY	1,000	1,000	0	1,000	
						PERSONNEL SERVICES Total	245,690	245,690	44,310	201,380	
				NON-PERSONNEL SERVICES							
						20 SUPPLIES AND MATERIALS	1,200	1,200	0	1,200	
						40 OTHER SERVICES AND CHARGES	4,824	4,824	0	4,824	
						NON-PERSONNEL SERVICES Total	6,024	6,024	0	6,024	
			POLICY ADVOCACY PROGRAM	Total			251,714	251,714	44,310	207,404	
			OTA EDUCATIONAL INSTITUTE	PERSONNEL SERVICES							
						11 REGULAR PAY - CONT FULL TIME	81,449	81,449	30,058	51,392	
						13 ADDITIONAL GROSS PAY	0	0	0	0	
						14 FRINGE BENEFITS - CURR PERSONNEL	19,303	19,303	8,898	10,406	
						15 OVERTIME PAY	1,000	1,000	0	1,000	
						PERSONNEL SERVICES Total	101,753	101,753	38,955	62,797	
				NON-PERSONNEL SERVICES							
						40 OTHER SERVICES AND CHARGES	21,000	21,000	135	20,865	
						70 EQUIPMENT & EQUIPMENT RENTAL	5,000	5,000	0	5,000	
						NON-PERSONNEL SERVICES Total	26,000	26,000	135	25,865	
			OTA EDUCATIONAL INSTITUTE	Total			127,753	127,753	39,090	88,663	
			EMERGENCY HOUSING	NON-PERSONNEL SERVICES							
						40 OTHER SERVICES AND CHARGES	550,000	550,000	1,485,202	(935,202)	
						NON-PERSONNEL SERVICES Total	550,000	550,000	1,485,202	(935,202)	
			EMERGENCY HOUSING	Total			550,000	550,000	1,485,202	(935,202)	
			CASE MNGT ADM AND COMM OUTREACH	PERSONNEL SERVICES							
						11 REGULAR PAY - CONT FULL TIME	143,460	143,460	43,353	100,107	
						14 FRINGE BENEFITS - CURR PERSONNEL	34,000	34,000	10,624	23,376	
						15 OVERTIME PAY	3,000	3,000	253	2,747	
						PERSONNEL SERVICES Total	180,461	180,461	54,231	126,230	
				NON-PERSONNEL SERVICES							
						40 OTHER SERVICES AND CHARGES	16,000	16,000	0	16,000	
						41 CONTRACTUAL SERVICES - OTHER	100,000	100,000	0	100,000	
						NON-PERSONNEL SERVICES Total	116,000	116,000	0	116,000	
			CASE MNGT ADM AND COMM OUTREACH	Total			296,461	296,461	54,231	242,230	

The agency is on target to expend their PS budget; the agency has planned procurements for supplies, marketing; maintenance agreements; contractual services for the rent control database

The agency is on target to expend their PS budget; the agency has planned procurements for supplies, local travel; membership dues; court filing fees; postage; online legal research; and legal service providers

The agency is on target to expend their PS budget; the agency has planned procurements for supplies; local travel; conference fees; membership dues; and online legal research

The agency is on target to expend their PS budget; the agency has planned procurements for local travel; curriculum development; advertising; printing and computer equipment

The agency received \$3.8M in contingency reserve funds for the fire at the Arthur Capper Senior Apartment building; \$935,202 will be moved to the contingency reserve funding

The agency is on target to expend their PS budget; the agency has planned procurements for local travel; printing; translation & interpretation; and the annual tenant summit

Appropriated Fund	Fund Detail	Program	Program Title	GAAP Category Title	Comp Source Group	Comp Source Group Title	FY 2019 Approved Budget	FY 2019 Revised Budget	FY 2019 YTD Expenditures	FY 2019 Available Balance	Variance Description
100	100 Total						3,745,327	3,745,327	1,987,049	1,758,278	
	1734	6000	EMERGENCY HOUSING	NON-PERSONNEL SERVICES	40	OTHER SERVICES AND CHARGES	0	3,831,724	0	3,831,724	<i>Contingency reserve funding for the fire at the Arthur Capper Senior Apartment building (hotel accommodations for displaced tenants)</i>
				NON-PERSONNEL SERVICES Total			0	3,831,724	0	3,831,724	
			EMERGENCY HOUSING	Total			0	3,831,724	0	3,831,724	
	1734 Total						0	3,831,724	0	3,831,724	
100 Total							3,745,327	7,577,051	1,987,049	5,590,002	
600	6000	1000	ADMINISTRATIVE SERVICES	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	113,661	113,661	0	113,661	
					14	FRINGE BENEFITS - CURR PERSONNEL	26,938	26,938	0	26,938	
				PERSONNEL SERVICES Total			140,598	140,598	0	140,598	
				NON-PERSONNEL SERVICES	41	CONTRACTUAL SERVICES - OTHER	0	0	0	0	<i>The agency is in the process of filling their vacant positions</i>
				NON-PERSONNEL SERVICES Total			0	0	0	0	
			ADMINISTRATIVE SERVICES	Total			140,598	140,598	0	140,598	
		3000	REPRESENTATION	PERSONNEL SERVICES	11	REGULAR PAY - CONT FULL TIME	169,892	169,892	34,288	135,605	
					14	FRINGE BENEFITS - CURR PERSONNEL	40,264	40,264	9,297	30,968	
				PERSONNEL SERVICES Total			210,157	210,157	43,584	166,572	
			LEGAL REPRESENTATION	Total			210,157	210,157	43,584	166,572	
	6000 Total						350,755	350,755	43,584	307,171	
600 Total							350,755	350,755	43,584	307,171	
Grand Total							4,096,082	7,927,806	2,030,633	5,897,173	

Attachment #8 - FY18 Reprogrammings

FY 2018 REPROGRAMMINGS							
FUND	Reprogramming Amount	Effective Date	FROM:				Reason
			PROGRAM	ACTIVITY	CSG	Amount	
Local Fund - 0100	\$ 58,500	4/17/2018	1000 - Administrative Svcs.	1087 - Language Access	40 - Other Svcs. And Charges	(5,000)	Additional funding to the marketing budget for the Annual Tenant Summit, Legal Symposium and community outreach activities
				1090 - Performance Mngmt	11 - Regular Pay - Cont Full Time	(14,000)	
			5000 - OTA Educational Inst.	5010 - OTA Educational Inst.	14 - Fringe Benefits	(3,500)	
					11 - Regular Pay - Cont Full Time	(27,000)	
			6000 - Emergency Housing	6010 - Emergency Housing	14 - Fringe Benefits	(4,000)	
					40 - Other Svcs. And Charges	(5,000)	
			TO:				
1000 - Administrative Svcs.	1090 - Performance Mngmt	40 - Other Svcs. And Charges	58,500				
						58,500	

FY 2018 REPROGRAMMINGS									
FUND	Reprogramming Amount	Effective Date	FROM:				Reason		
			PROGRAM	ACTIVITY	CSG	Amount			
Local - 0100	\$ 105,000	8/3/2018	1000 - Administrative Svcs.	1087 - Language Access	41 - Contractual Svcs.	(105,000)	Funding from FY 18 to FY 19 budget authority to continue Rent Control Housing Clearinghouse database		
						TO:			
			Health Benefit Exchange			105,000			
									105,000

Attachment #9 - Contracts & Procurement

question 17

Vendor Name	Campbell & Company	Compass Group USA, Inc	Legal Aid Society	Legal Counsel for the Elderly	Zouaoui Law	DC Law Students in Court	Sky LLC DBA/US Office Solutions	Dupont Computers
a) Contract #	C12844-V2	NA	CW25554	CW25748	CW25550	CW25552	C12714	CW32813
b) Contract Type	Citywide Contract	NA	BPA	BPA	BPA	BPA	Citywide Contract	Citywide Contract
c) Nature of the Contract	Agency Marketing/ Media/ Materials	PLANNING SERVICES, MEETING AND CONFERENCE	Provide Legal Service to tenants	Provide Legal Service to elderly tenants	Provide Legal Service to tenants	Provide Legal Service to tenants	Office Supplies	Translation Services
d) Deliverables	Agency Marketing/ Media/ Materials	PLANNING SERVICES, MEETING AND CONFERENCE	Provide Legal Service to tenants	Provide Legal Service to elderly tenants	Provide Legal Service to tenants	Provide Legal Service to tenants	Office Supplies	Translation Services
e) Status of Deliverables	Met	Met	Met	Met	Met	Met	Met	Met
f) Copies of Deliverables								
g) Contract Admin	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton
h) Oversight Monitoring Plan								
i) Target Population	Agency and District Tenant Population	Agency and District Tenant Population	Tenants in need of legal assistance	Provide Legal Service to elderly tenants	Tenants in need of legal assistance	Tenants in need of legal assistance	Office Supplies for Operations	Agency and District Population
j) Subcontracting Status	NA	NA	NA	NA	NA	NA	NA	NA
k) Solicitation Method	BPA	BPA	BPA	BPA	BPA	BPA	NA	NA
l) CBE Status	100%	0%	0%	0%	0%	0%	100%	0%
m) Division of DOE utilizing Goods	NA	NA	NA	NA	NA	NA	NA	NA
n) Requisition/Purchase Order Numbers	RQ992912/POS89305	RQ990671/POS86569	POS76883	POS77235	POS77287	RQ977222/POS78701	RQ977761/POS78003	RQ977104/POS76555
o) Obligated Amounts for each purchase order	\$199,879	\$49,580	\$50,000	\$75,000	\$50,000	\$40,000	\$8,500	\$10,000
p) Expended Amounts	\$199,878.90	\$49,580.35	\$50,000	\$75,000	\$50,000	\$40,000	\$6,979	\$9,962.43
q) Funding Source	Local	Local	Local	Local	Local	Local	Local	Local
r) Index/PCA Codes	1100L/98020	1100L/98020	1100L/93030	1100L/93030	1100L/93030	1100L/93030	1100L/91090	1100L/91087
s) Activity Code and name for Index and PCA	Performance Management	Community Outreach	Legal Service Providers	Legal Service Providers	Legal Service Providers	Legal Service Providers	Office Supplies	Language Access
t) Total Contract or Procurement Value FY17	NA	\$80,964.60	\$50,000	\$75,000	\$50,000		\$10,000	\$10,000
u) Total Contract or Procurement Value FY18 YTD		\$49,580.35						
v) Period of Performance	9/6/18-9/31/2018	7/17/18-9/31/18	12/14/17 - 9/31/18	12/19/17 - 9/31/18	12/20/17-9/31/2018	1/23/18 - 9/31/18	1/8/18-9/30/18	12/8/17 -9/31/18
w) Year of Contract			Option Year 2	Option Year 2	Option Year 2	Option Year 3		
x) Was the Contract competitively bid	yes	Yes	yes	yes	yes	yes	Yes	Yes

Agency Name

Office of the Tenant Advocate (OTA)

Annual Freedom of Information Act Report for Fiscal Year 2018
October 1, 2017 through September 30, 2018

FOIA Officer Reporting Harrison J. Magy

PROCESSING OF FOIA REQUESTS

- 1. Number of FOIA requests received during reporting period 5
- 2. Number of FOIA requests pending on October 1, 2017 0
- 3. Number of FOIA requests pending on September 30, 2018 1
- 4. The average number of days unfilled requests have been pending before each public body as of September 30, 2018 1

DISPOSITION OF FOIA REQUESTS

- 5. Number of requests granted, in whole 0
- 6. Number of requests granted, in part, denied, in part 2
- 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 3

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) 0
- 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) 2
- 15. Exemption 5 - D.C. Official Code § 2-534(a)(5) 0

16. Exemption 6 - D.C. Official Code § 2-534(a)(6)	0
Subcategory (A).....	0
Subcategory (B).....	0
17. Exemption 7 - D.C. Official Code § 2-534(a)(7).....	0
18. Exemption 8 - D.C. Official Code § 2-534(a)(8).....	0
19. Exemption 9 - D.C. Official Code § 2-534(a)(9).....	0
20. Exemption 10 - D.C. Official Code § 2-534(a)(10).....	0
21. Exemption 11 - D.C. Official Code § 2-534(a)(11).....	0
22. Exemption 12 - D.C. Official Code § 2-534(a)(12).....	0

TIME-FRAMES FOR PROCESSING FOIA REQUESTS

23. Number of FOIA requests processed within 15 days.....	4
24. Number of FOIA requests processed between 16 and 25 days.....	1
25. Number of FOIA requests processed in 26 days or more.....	0
26. Median number of days to process FOIA Requests.....	7

RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS
--

27. Number of staff hours devoted to processing FOIA requests.....	11
28. Total dollar amount expended by public body for processing FOIA requests.....	\$530.12

FEES FOR PROCESSING FOIA REQUESTS
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29. Total amount of fees collected by public body.....	\$0.00
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PROSECUTIONS PURSUANT TO SECTION 207(d) OF THE D.C. FOIA

30. Number of employees found guilty of a misdemeanor for arbitrarily or capriciously violating any provision of the District of Columbia Freedom of Information Act	0
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QUALITATIVE DESCRIPTION OR SUMMARY STATEMENT

Pursuant to section 208(a)(9) of the D.C. FOIA, provide in the space below or as an attachment, "[a] qualitative description or summary statement, and conclusions drawn from the data regarding compliance [with the provisions of the Act]."

FY 2018 was the first year in which OTA had access to FOIA Xpress.

Unfortunately, FOIA Xpress still has some issues--both in terms of response time, and staff hours and expenditure. For example:

- Requesters are not legally required to submit requests via FOIA Xpress exclusively; thus otherwise unnecessary time and resources are expended "transferring" the request into FOIA Xpress.

- FOIA Xpress is not the most user-friendly program, and obtaining technical support often takes substantial time.

- The response times as calculated by FOIA Xpress are neither "actually"

OFFICE OF THE TENANT ADVOCATE

Posn Nbr	Title	Name	Grade	Step	FTE	Salary	Fringe	Program	Activity	Overtime/Bonus
00038614	Chief Tenant Advocate	Shreve, Johanna	9	0	1	164,421	38,968	1000 - Administrative Services	1090 - Performance Management	0
00046153	Legislative Officer	Cohn, Joel	14	8	1	126,423	29,962	4000 - Policy Advocacy	4010 - Policy Advocacy	0
00046357	Supv Attorney Advisor	Taylor, Dennis	1	0	1	121,576	28,814	3000 - Legal Representation	3015 - In-House Legal Representation	0
00046152	Attorney Advisor	Sadeghy, Amir	13	7	1	122,656	29,069	3000 - Legal Representation	3015 - In-House Legal Representation	0

Attachment #12 - Overtime
by Employee

OFFICE OF THE TENANT ADVOCATE
OVERTIME BY EMPLOYEE

Posn Nbr	Title	Name	Grade	Step	FTE	Salary	Fringe	Program	Activity	Overtime
00040493	Program Analyst	Tolton,Tamela D	12	7	1	83,443	20,360	1000 - Administrative Services	1090 - Performance Management	3,988
00046612	Program Support Assistant	Reyes,Jocelyn	7	2	1	40,420	9,862	1000 - Administrative Services	1090 - Performance Management	484
00047122	Program Support Specialist	Bolanos,Manuel R	11	7	1	67,814	16,547	8000 - Case Mgmt and Comm. Out	8010 - Case Management	735
00048144	Program Support Specialist	Houser,Cynthia B	11	4	1	62,333	15,209	3000 - Legal Representation	3015 - In-House Legal Representation	569
00094568	Attorney Advisor	Ahmed,Umar	11	3	1	60,506	14,763	4000 - Policy Advocacy	4010 - Policy Advocacy	345
00043832	Program Support Specialist	Lucas,Christopher	11	7	1	67,814	16,547	8000 - Case Mgmt and Comm. Out	8010 - Case Management	336
00047353	Paralegal Specialist	Lassiter,Horace A	12	5	1	79,077	19,295	3000 - Legal Representation	3020 - Legal Hotline	197

Title of Training	Name of Trainer
Best Practices in the Nonprofit Legal Service Provider Setting	Stephon Woods, Esq
Sexual Harassment Prevention f	DC Government, assisted by the Labor, Employment, and Employee Benefits Law Group of the law firm of Sheehan Phinney Bass + Green PA
Cybersecurity Awareness Training	OCTO

Date
Tenant
Issue



HOW WAS YOUR VISIT?

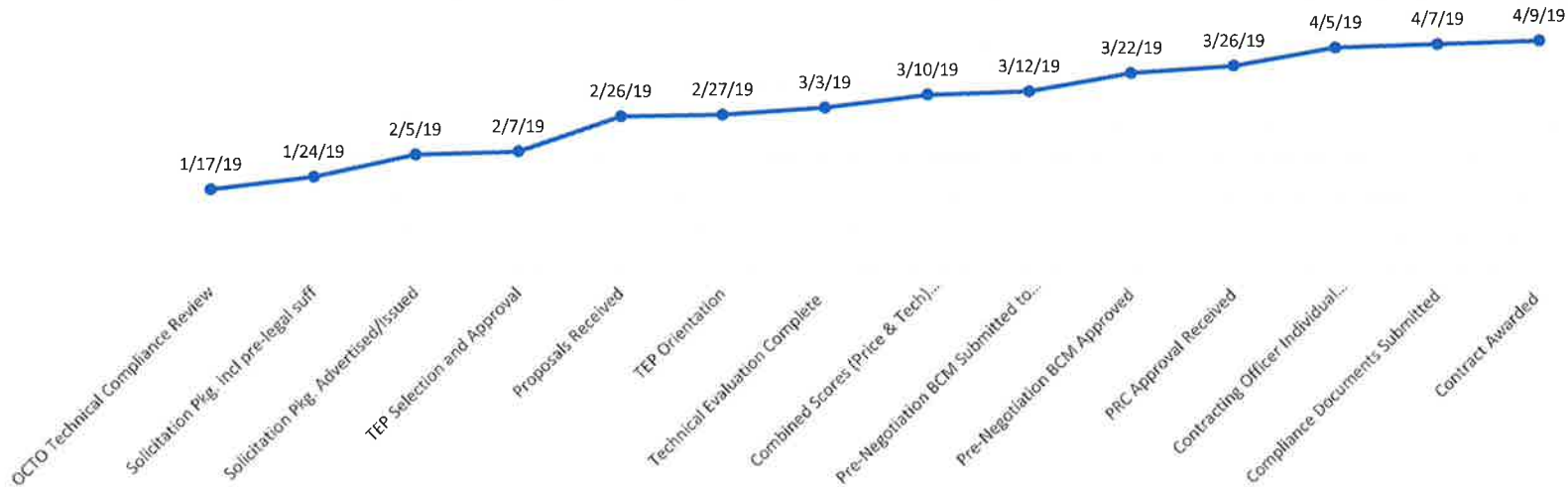
	Yes	No
Staff greeted me when I walked into the office.		
Did you have an appointment?	Yes	No
How long did you wait before meeting with a member of the staff?		
How long did you spend in the office dealing with your issue?		
<i>Please rate your experience with the Case Management Specialist and/or Attorney on a scale of 1 (strongly disagree) to 5 (strongly agree).</i>		
I felt listened to and respected.	1 2 3 4 5	1 2 3 4 5
I felt like my time was respected.	1 2 3 4 5	1 2 3 4 5
The staff member helped me clearly identify my issue(s).	1 2 3 4 5	1 2 3 4 5
The staff member answered my question(s) fully.	1 2 3 4 5	1 2 3 4 5
I understand the advice I received.	1 2 3 4 5	1 2 3 4 5
I was given written instructions clearly explaining my "next steps."	1 2 3 4 5	1 2 3 4 5
Overall, I received quality service.	1 2 3 4 5	1 2 3 4 5
Case Management Specialist:		Attorney:

Do you have any other comments, questions, or concerns?

Yes, I would like to receive information from OTA about new laws and upcoming events. Email Address: _____

Thank you for giving us the opportunity to better serve you

Office of Tenant Advocate Rent Control Clearinghouse Database Milestone Timeline



OTA RCCD Timeline			
START DATE	END DATE	Milestone	DURATION (days)
1/17/19	1/24/19	OCTO Technical Compliance Review	7
1/24/19	2/4/19	Solicitation Pkg., includes pre-legal review	10
2/5/19	2/26/19	Solicitation Pkg., Advertised/Issued	21
2/07/19	2/7/19	Technical Evaluation Panel Selection and Approval	1
2/26/19	2/27/19	Proposals Received	1
2/27/19	3/2/19	Technical Evaluation Panel Orientation	3
3/3/19	3/10/19	Technical Evaluation Complete	7
3/10/19	3/12/19	Combined Scores (Price & Tech) Evaluation Complete	2
3/12/19	3/22/19	Pre-Negotiation BCM Submitted to Legal, PRC	10
3/22/19	3/25/19	Pre-Negotiation BCM Approved	3
3/26/19	4/5/19	Procurement Review Committee Approval Received	10
4/5/19	4/7/19	Contracting Officer individual assessment	2
4/7/19	4/9/19	Compliance Documents Submitted	2
4/9/19	4/10/19	Contract Awarded	1

The agency needs to provide a RK for funding before Award. This timeline represents the anticipated remaining actions required for the procurement process before award. The duration times are how long each phase could take, however evaluations could be shorter.