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



January 16, 2020

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 6, 2020, 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 **by the close of business on January 30, 2020**.

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

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2020 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.
 - a. Please provide an explanation of the roles and responsibilities of each division and subdivision.

Response:

See Attachment #1 for Q#1 “*OTA Organizational Chart*”

Administrative Branch: 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 Branch:

The role of the OTA’s Legal Branch 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 Branch: The role of the OTA Policy Branch 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 Branch: The role of the OTA’s Education and Outreach Branch is to create and operate a platform to educate and inform the tenant community on tenant protections in the District. The responsibilities include:

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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: We have made the following changes to the agency's organizational chart: a clerical assistant position in the Administrative Branch; a second Legislative Counsel position in the Policy Branch; a second Paralegal position in the Legal Branch; a Systems Analyst position in the newly designated Information Technology Branch; and a new Program Analyst position in the Education & Outreach Branch.

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 for Q#2 "OTA 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 FY19 and FY20, to date;

Response:

Fiscal Year '20	
Tamela Tolton	Cell Phone
Joel Cohn	Cell Phone
Ramona Quillet	Cell Phone
Johan Fatemi	Cell Phone
Shavannie Braham	Cell Phone
Johanna Shreve	Cell Phone
Harrison Magy	Cell Phone

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Stephen Dudek	Cell Phone
Amir Sadeghy	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
Cristobal Puig Monsen	Cell Phone

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
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 FY19 and FY20, to date;

Response: N/A

- c. A list of travel expenses, arranged by employee for FY19 and FY20, to date, including the justification for travel; and

Response: The agency expended a total of \$982.28 for overnight travel to/from a conference (transportation \$552/ Hotel \$430.28). The Agency Director was invited to NYU School of Law to be a part of a panel to discuss national rent control legislation.

- d. A list of the total workers' compensation payments paid in FY19 and FY20, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

Response: N/A

5. For FY19 and FY20, to date, what was the total cost for mobile communications and devices, including equipment and service plans?

Response: See Attachment #3 for Q#5 "FY 2019 - FY 2020 Mobile Communications"

6. For FY19 and FY20, to date, please list all intra-District transfers to or from the agency.

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Response: See Attachment #4 for Q#6 “List of Intra-District Transfers”

7. For FY19 and FY20, 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 #5 for Q#7 “Special Purpose Revenue Funds”

8. For FY19 and FY20, 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 #6 for Q#8 “Fiscal Year 2019 and 2020 Purchase Card Spending”

9. Please list all memoranda of understanding (“MOU”) entered into by your agency during FY19 and FY20, 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: See Attachment #7 for Q#9 “List of Memoranda of Understanding (MOUs)”

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 FY19 and FY20, to date.

Response: The OTA fields inquiries from other jurisdictions on a fairly regular basis about the District’s tenant protection laws and the OTA as a model agency. This past year we participated along with any number of other jurisdictions in a national dialogue at NYU about “third generation” rent control.

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 FY18, FY19, and the first quarter of FY20.
 - a. For each program and activity, please include total budget and break down the budget by funding source (federal, local, special purpose revenue, or intra-district funds).

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- b. Include any over- or under-spending. Explain any variances between fiscal year appropriations and actual expenditures for FY19 and FY20, to date, for each program and activity code.
- c. Attach the cost allocation plans for FY19 and FY20.
- d. In FY19 or FY20, to date, 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:

See Attachments #8, #9, & #10 for Q#11 “(FY 2018, 2019, & 2020 respectively) Budget and Actual Expenditures”

See Attachment #11 for Q#11 “(FY 2019 & FY 2020) Spending Plan for Non-Personnel Services (NPS)”

12. Please provide as an attachment a chart showing the agency’s federal funding by program for FY19 and FY20, to date.

Response: N/A

13. With respect to capital projects, please provide:

- a. A list of all capital projects in the financial plan.
- b. For FY18, FY19, and FY20, 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.
- c. An update on all capital projects planned for FY20, FY21, FY22, FY23, and FY24.
- d. A description of whether the capital projects begun, in progress, or concluded in FY18, FY19, or FY20, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact.

Response: See Attachment #12 for Q#13 “Capital Projects”

14. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY19 and FY20, to date. For each, include a description of the need and the amount of funding requested.

Response: N/A

15. Please list, in chronological order, each reprogramming in FY19 and FY20, 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

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FY19 and FY20, to date. For each reprogramming, list the date, amount, rationale, and reprogramming number.

Response: See Attachment #13 for Q#15 “List of Reprogrammings”

16. Please list each grant or sub-grant received by your agency in FY19 and FY20, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
- 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 FY19 and FY20, to date. For each contract, please provide the following information, where applicable:
- The name of the contracting party;
 - The nature of the contract, including the end product or service;
 - The dollar amount of the contract, including amount budgeted and amount actually spent;
 - The term of the contract;
 - Whether the contract was competitively bid;
 - The name of the agency’s contract monitor and the results of any monitoring activity; and
 - The funding source.

Response: See Attachment #14 for Q#17 “Acquisitions”

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.

On October 9, 2019, the Superior Court judge Affirmed the OEA decision, in part, and Reversed the OEA decision, in part. Specifically, the judge Remanded the matter to OEA solely to determine whether OTA’s February 24, 2012 Written Summary Removal Notice contained facts to support the termination.

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On October 24, 2019, the Agency filed a Motion for Reconsideration, stating that binding Court of Appeals precedent does bar the terminated employee's claims in their entirety. On October 30, 2019, the terminated employee Opposed the Motion.

Further, on November 4, 2019, the terminated employee Noticed and Appeal of the October 9, 2019 Superior Court decision. On January 6, 2020, the Court of Appeals issued an Order, holding the appeal in abeyance until Superior Court rules on the Agency's October 24, 2019 Motion.

The matter is currently pending.

19. Please list all settlements entered into by the agency or by the District on behalf of the agency in FY19 or FY20, 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 FY19 and FY20, 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 FY19 or FY20, to date, describe the resolution.

Response: N/A

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 FY19 and FY20, 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 potential witnesses;**
- 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 to Director and GC the report, copies of evidence and witness statements, other notes and information.**

OTA had no allegations of sexual harassment or misconduct in FY 19 or FY 20 to date.

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 FY19 and FY20, to date.

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Response: N/A

23. Please describe any spending pressures the agency experienced in FY19 and any anticipated spending pressures for the remainder of FY20. Include a description of the pressure and the estimated amount. If the spending pressure was in FY19, describe how it was resolved, and if the spending pressure is in FY19, describe any proposed solutions.

Response: In September 2018, a fire occurred at the Arthur Capper Senior Housing Center. The fire impacted 162 units. Thus, all of the FY 2019 funds were absorbed in the first month of that fiscal year. To meet this spending pressure, District contingency funds were allocated to the agency in the amount of \$3.8 million. The agency returned \$1.28 million at the close of FY 2019. For FY 2020, \$530,000 was appropriated for emergency housing, and expenditures as of 1/24/20 total \$165,571.78. The agency does anticipate a possible spending pressure for this line item later in the fiscal year. This is based upon (a) expenditures in the first quarter exceeding a quarter of the budgeted amount for FY 20; (b) an increase in the average number of days per hotel stay; and (c) an increase in the frequency of government closures at rental properties.

24. Please provide a copy of the agency's FY19 performance plan. Please explain which performance plan objectives were completed in FY19 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 FY19 and FY20, 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 FY20, two requests have been submitted as of January 28, 2020. One request was granted in full, and the other request was granted in part and denied in part under D.C. Code §§ 2-534(a)(1), 2-534(a)(2), 2-534(a)(4), and 2-534(e). No requests are pending as of January 28, 2020. The requests took a total of 23 and one-half hours to process. The average response time was 21 days. Based on the annual compensation of the FOIA officer – who was the FTE most substantially involved – and two other FTEs who contributed to processing the requests, the cost of compliance was \$1,115.72. See “Attachment #15 for Q#26 “FOIA Requests_FY19.”

27. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or contracted for during FY19 and FY20, 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.

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Response: N/A

28. Provide a list of all publications, brochures and pamphlets prepared by or for the agency during FY19 and FY20 to date.

Response:

- a. The OTA's fact sheet "Council Period 22 Enacted Rental Housing & Tenant Protection Legislation."
 - b. The OTA's fact sheet "Council Period 23 Pending Rental Housing & Tenant Protection Legislation." (periodically updated)
 - c. The OTA's fact sheet "Rent control reforms enacted since 2006."
 - d. The OTA's fact sheet "Subsidized Housing Programs in the District: An Overview of the Top 3."
 - e. The OTA's fact sheet "Housing Provider Entry Without Notice."
 - f. The OTA's fact sheet "Winter Season: What Tenants Should Know."
 - g. The OTA "A to Z Webinar Series- OTA 101—Get to Know Your Advocate."
 - h. The OTA "A to Z Webinar Series- Making Your Lease Work for You/OTA Leases."
 - i. The OTA "A to Z Webinar Series- Renter's Insurance—Protecting Your Investment."
 - j. The OTA "A to Z Webinar Series- Security Deposits."
 - k. The OTA "A to Z Webinar Series- Housing Code Issues and Your Right to a Healthy Home."
 - l. The OTA "A to Z Webinar Series- Housing 911—Emergency Housing in the District Informational Brochure."
 - m. The OTA "A to Z Webinar Series- Things You Need to Know About the New Eviction Rules."
 - n. The OTA "A to Z Webinar Series- Tenant Opportunity to Purchase Act (TOPA)."
 - o. The OTA presentation "Rent Control—A 100-Year Look-Back."
 - p. Revised OTA's "Tenant Resource Guide."
 - q. Revised OTA's "Emergency Rental Assistance Resources Guide."
 - r. Revised OTA's "A Renter's Guide to Repairs."
 - s. Revised PowerPoint "Renters' Rights 101."
 - t. Revised PowerPoint "Teamwork Makes the Dreamwork."
29. Please separately list each employee whose salary was \$100,000 or more in FY19 and FY20, 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 #15 for Q#29 "FY19, FY20 Salaries over \$100K"

30. Please list in descending order the top 25 overtime earners in your agency in FY19 and FY20, 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 #16 for Q#30 "FY19 & FY20 Top 25 Overtime Earners"

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31. For FY19 and FY20, 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 FY19 or FY20, 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:

Title of Training	Name of Trainer	Number of Agency Employees Trained
Cybersecurity Awareness Training	OCTO	17
Mold Litigation Presentation	Kathy Zeisel, Children’s Law Center	12
Mold Inspection Presentation	William “Rusty” Spearman, Arrowhead Consulting, Inc.	12
Human Rights Liaison Training	DC Office of Human Rights	1
Animal Accommodations Law Workshop	Abby Volin, Opening Doors PLLC	1

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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 FY19 and FY20 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 develop operational policies and procedures in order to better serve the needs of temporarily displaced tenants.
	b) Tamela Tolton, Joel Cohn, Dennis Taylor
	c) 3 FTEs
	d) \$0
2	a) Legal Representation - To institute a mold inspection / litigation program to provide more DC tenants with the assistance of a certified mold inspector and litigating attorneys.
	b) Amir Sadeghy
	c) 1 FTE
	d) \$105,000
3	a) Educational Institute - OTA will continue to create new course development to meet needs identified through intake and outreach engagements.
	b) Stephen Dudek
	c) 1 FTE
	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 current federal administration.

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Response: N/A

40. 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

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

Response: N/A

42. What steps, if any, has the agency taken during FY19 and FY20 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, because of the growth of our personnel we are obtaining new space.

- 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

43. 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

44. Please describe how the agency solicits feedback from its constituents.

- 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 #17 for Q#44 "How Was Your Visit"

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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 refining the process to collect more specific customer satisfaction data.

45. 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.

46. 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:

Quarterly 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.

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 FY19 performance accountability report.

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- a. Please explain which performance plan strategic objectives and key performance indicators (KPIs) were met or completed in FY19 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 FY20 performance plan as submitted to the Office of the City Administrator. Please discuss any changes to outcomes measurements in FY19, 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 FY20.

Response: N/A

Tenant Support

51. Please state the number of tenants or tenant groups that have sought OTA assistance for new matters in FY19 and FY20, to date, in each of the following categories and then followed by the number of open cases in each category.

Response:

- a. **Rent control in general: this subject is asked about in reference to rent increases.**
- b. **Rent increases: 552/3**
- c. **Vacancy increases: the office does not collect information on this; it's not a question or concern that DC tenants address to the agency.**
- d. **Petitions and voluntary agreements: 61/17**
- e. **Conversions and sales: 419/112**
- f. **Housing code violations: 1793/538**
- g. **Bedbugs: 55/14**
- h. **Security deposits: 575/0**
- i. **Lease violations/rental payment disputes: 2275/563**

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- j. **Evictions/foreclosures: 495/28 (OTA started tracking foreclosures at the start of FY 2020)**
 - k. **Emergency housing:**
 - l. **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 Branch.**
 - m. **Rent affordability: This is not a legal issue per se except as it relates to rent control/rent increase**
 - n. **Issues with the use of vouchers: when tenants have voucher issues they are directed to the Housing Authority; or attorneys who regularly handle voucher issues**
 - o. **Resident's concern with voucher holders as tenants: the office does not advise on "tenant on tenant" issues**
 - p. **Rent concessions: 10/3**
 - q. **Roaches and rodent problems:281/112**
 - r. **Tenant harassment: harassment was not tracked individually in FY19/50**
 - s. **Other (please describe): Mold: 467/127**
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 FY19 and FY20 to date, and is there anything the agency plans to do differently given possible changing needs?

Response:

1) Lease Issue: 2275; 2) All Housing Code Violation: 2129; 3) Security Deposits: 575; 4) Notice of Rent Increase: 525; and 5) Evictions: 495. There has been no significant change through FY19 and FY20 to date. At the time the agency has no plans to do anything differently.

53. Please provide an update on the District's bedbug problem. Do bedbugs continue to be a major sanitary issue for tenants? Is the problem abating or worsening? The Committee recognizes that the agency has worked with the Department of Health in the past to address the issue, but what is the "cure" for the problem and what role can the agency play in implementing a solution?

Response:

As we reported last year, we cannot conclude that District's bedbug problem has worsened based upon the agency's intake data. We were also informed that a prominent media report about the worsening problem was based on information for the metropolitan region that was misattributed to the District itself. Nevertheless bedbugs are a problem that the OTA takes seriously.

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The Department of Health is primarily responsible for educating tenants about bedbug infestation. The OTA refers tenants with bedbug complaints accordingly, and publishes appropriate information on the agency's website.

We believe 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, pursuant to the efforts of OTA and colleagues, 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.

Bill 23-0045, the "Bedbug Control Act of 2019," would significantly clarify eradication, reporting, and notice responsibilities when a bedbug infestation occurs. The OTA is consulting with pest management companies, advocates, and others, and will send recommendations to the relevant committees in the coming weeks.

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 FY19 and FY20 to date under each contract.

Response: The Legal Service Provider Fund program was zeroed out starting in FY2018. The Chief Tenant Advocate believes that this a valuable program when adequately funded. We note that over a six-year period (FY12 – FY17) it resulted in the return of over \$13 million to the tenant community by way of damage awards and settlement agreements.

55. How does OTA decide which cases to take on?

Response: Each representation request is evaluated on the basis of certain criteria, including, but not limited to: whether such representation would be in the public interest; the resources required to take on such representation; the merits of the case and its likelihood of success; the number of tenants affected by the issue; and the potential city-wide impact of the case.

56. How many new cases were assigned to each attorney in FY19 and FY20 to date? What is the average case load for each attorney?

Response: The total number of new intakes for attorneys in FY 19 was 4349. The average number of new intakes per attorney was 725 (Ramona Quillet 841; Sean Treanor 664; Harrison Magy 1031; Umar Ahmed 751; Johan Fatemi 579; and Shavannie Braham 483). The total number of new intakes for attorneys in FY 20 to date is 1514. The average number

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of new intakes per attorney is 252 (Harrison Magy 257; Johan Fatemi 259; Ramona Quillet 277; Sean Treanor 269; Shavannie Braham 237; Umar Ahmed: 215).

57. What are the most common results of OTA's representation of tenants? Is there an average dollar amount of monetary awards given to tenants as a result of OTA's representation?

Response: Monetary returns in FY 2019 to the District's tenant community as a result of OTA attorney case-work was over \$1.6 million. There is no typical result of OTA's representation. Potential results may include: preventing an eviction; recovering monetary damages; negotiating a settlement or other type of agreement on behalf of a tenant; reducing a tenant's rent level; or otherwise protecting a tenant's rights.

58. 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: The OTA's strategy to expand legal representation involves the future addition of attorney advisors to the legal team, and a detailed plan to hire law clerks and interns on a voluntary basis in the current fiscal year.

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

Response:

On a given day, a total of 6 employees are deployed to handle customer inquiries, including one front desk receptionist, two case management specialists, and three 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.

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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.

60. 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 renovated its front office operation to include the capacity for an additional intake officer. Future efforts may include re-allocation of tasks, ongoing training, and automation – including the use of an automatic telephone routing service and online scheduling software.

61. How many tenants were provided emergency housing during FY19 and FY20, to date? What were the primary reasons for the need for emergency housing? What is the current state of the need for emergency housing for tenants? Did the need increase or decrease?

Response: In FY 2019 the Emergency Housing Assistance Program provided services to a record 433 families, 234 due to fires; 8 due to floods, and 181 due to government closures. In FY 2020 as of 1/27/20 we have served 152 families, primarily due to fires.

62. 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: Currently, we provide interagency alerts to DCRA and other relevant agencies on a non-automated basis as they occur.

- 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 can potentially play a role. That will largely depend on interagency "buy-in" and cooperation after the OTA completes the demonstration project pursuant to current statutory mandates.

63. 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

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64. 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

65. Please identify each education and outreach program the agency held in FY19 and FY20, to date.

Response:

I. FY 2019:

10/3/2018	OTA Services and Renters Rights 500 K Street, NE
10/15/2018	Cascade Park Community Meeting 4275 4th Street, SE
10/23/2018	Mayor’s 11th Annual Diversity Expo 4200 Connecticut Ave, NW
10/24/2018	Renters’ Rights 101 2000 14th Street, NW, Suite 300N
10/25/2018	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
10/25/2018	Renters Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
10/30/2018	D.C. Ambassador’s Meeting 500 K Street, NE
11/2/2018	Day of Dignity 4275 4th Street, SE
11/3/2018	CentroNia Health Fair 1640 Columbia Rd, NW
11/8/2018	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
1/8/2018	Renters Rights 101- Afternoon Presentation

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801 Penn Ave, SE, Suite 360

11/9/2018 Chronic Homeless Initiative Meeting
1001 Lawrence Street, NE

11/13/2018 Tenant Meeting
116 T Street, NE

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

11/27/2018 Renters Rights 101 at Capital Hill Group Ministry
415 2nd Street, NE, Suite 300

11/29/2018 Tenant Meeting
900 Varney Street, SE

11/29/2018 Renters Rights 101
DOEE- 1200 1st NE, 5th Floor

12/5/2018 Tenant Meeting
2970 MLK Ave, SE

12/11/2018 Tenant Meeting
7430 Georgia Ave, NW

12/12/2018 Mayor's 20th Annual Holiday Party
2001 E. Capitol Street, SE

12/12/2018 Kenmore Tenant Association Meeting
5415 Connecticut Ave, NW

12/13/2018 Renters Rights 101- Morning Presentation
801 Penn Ave, SE, Suite 360

12/13/2018 Renters Rights 101- Afternoon Presentation
801 Penn Ave, SE, Suite 360

12/14/2018 OTA Holiday Party
2000 14th Street, NW, Suite 300N

12/17/2018 Tenant Meeting
1101 W. Virginia Ave, NE

12/18/2018 Tenant Meeting
116 T Street, NE

1/29/2019 Off-Campus Housing Fair

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Catholic University of America

1/30/2019	Renters' Rights 101 2000 14th Street, NW, Suite 300N
1/31/2019	DMPED Event Ronald Regan Building
2/5/2019	Off-Campus Housing Fair George Washington University
2/6/2019	Consumer Advocacy Group 64 New York Ave., NE
2/7/2019	DISB- Elder Housing Forum 247 Kennedy Street, NW
2/22/2019	Rosemont Socialization Meeting 3160 16th Street, NW
2/23/2019	Renters' Rights 101 2000 14th Street, Suite 300N
2/26/2019	Tenant Meeting 116 T Street NE
2/28/2019	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
2/28/2019	Renters Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
3/6/2019	Calvert House Tenant Meeting 2401 Calvert Ave, NW
3/12/2019	St. Stephen's House Meeting 4000 Benning Rd, NE
3/14/2019	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
3/14/2019	Renters Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
3/16/2019	Tenant Meeting 300 59th Street, NE
3/18/2019	Renters Rights 101

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My Sister's Place

3/19/2019 Wake Forest Alumni Event
1 Dupont Circle, NW

3/21/2019 Calvert House Tenant Meeting
2401 Calvert Ave, NW

3/26/2019 Tenant Meeting
5201 Hayes Street, NE

3/27/2019 Renters' Rights 101
2000 14th Street, Suite 300 N

4/1/2019 Tenant Association Meeting
1263 First Street, SE

4/2/2019 UDC Housing Fair
4200 Connecticut Ave, NW

4/3/2019 Renters' Rights 101
Largo, MD

4/4/2019 Navigator's Office
510 4th Street, NW

4/4/2019 Tenant Rights at DCRA
1100 4th Street, SW

4/4/2019 Tenant Meeting
1351 Alabama Ave, SE

4/10/2019 Renters' Rights 101
Gallaudet University

4/11/2019 Renters Rights 101- Morning Presentation
801 Penn Ave, SE, Suite 360

4/11/2019 Renters Rights 101- Afternoon Presentation
801 Penn Ave, SE, Suite 360

4/11/2019 Howard Housing Fair
2400 6th Street, NW

4/18/2019 Rise Program- My Sister's Place
1801 Hamlin Street, NE

4/22/2019 Renters' Rights 101

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My Sister's Place

4/24/2019	Fort Lincoln Tenant Meeting 3400 Commodore Joshua Thorny Dr.
5/1/2019	Community Partnership- Provider's Meeting 801 Penn Ave, SE, Suite 360
5/1/2019	TOPA Meeting 5601 13th Street, NW
5/2/2019	Navigator's Office 510 4th Street, NW
5/7/2019	East of the River Meeting 1200 Good Hope Road SE
5/8/2019	Columbia Heights Village Tenant Association 2900 14th Street, NW
5/9/2019	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
5/9/2019	Renters Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
5/10/2019	Capitol Hill Group Meeting 415 2nd Street, NE, Suite 300
5/15/2019	DISB- Elder Housing Forum 3000 Alabama Ave, SE
5/15/2019	OTA's Stakeholder Meeting 2000 14th Street, NW, Suite 300N
5/22/2019	Property Manager Meeting 2455 Alabama Ave, SE
5/22/2019	Tenant rights Meeting 5201 Hayes Street, NE
5/29/2019	Renters' Rights 101 2000 14th Street, NW, Suite 300N
5/30/2019	Tenant Association Meeting 1345 Savannah Street, SE
6/4/2019	Community of Hope Meeting

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4225 6th Street, SE

6/6/2019 Navigator's Office
510 4th Street, NW

6/11/2019 Tenant Meeting
5201 Hayes Street, NE

6/13/2019 Renters' Rights 101
801 Penn. Ave, SE, Suite 360

6/15/2019 DHCD Housing Expo
Washington Convention Center

6/18/2019 Tenant Rights (Part 1)
Goodwill Excel Center

6/19/2019 Mayor's 8th Annual Senior Symposium
3401 4th Street, SE

6/20/2019 Tenant Rights (Part 2)
Goodwill Excel Center

6/22/2019 DC Public Schools Resource Fair
3675 Ely Place, SE

6/24/2019 Tenant Rights (Part 3)
Goodwill Excel Center

6/26/2019 Tenant Rights (Part 4)
Goodwill Excel Center

6/26/2019 Renters' Rights 101
2000 14th Street, Suite 300N

7/10/2019 Tenant Meeting
6101 16th Street, NW

7/11/2019 Renters Rights 101- Morning Presentation
801 Penn Ave, SE, Suite 360

7/11/2019 Renters Rights 101- Afternoon Presentation
801 Penn Ave, SE, Suite 360

7/16/2019 DCRA Tenant Rights
1100 4th Street, SW

7/17/2019 Tenant Meeting

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4021 9th Street, NW

7/20/2019	Tenant Rights Panelist Alfred Baptist Church, Old Town Alexander
7/23/2019	Tenant Rights Presentation 1725 Lincoln Ave, NE
7/24/2019	OTA's Stakeholder Meeting 2000 14th Street, Suite 300N
8/5/2019	Tenant Rights Presentation 2000 14th Street, NW, Suite 300N
8/14/2019	Navigator's Office 510 4th Street, NW
8/15/2019	Renters Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
8/15/2019	Renters Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
8/16/2019	OTA Services 2235 Shannon Place, SE
8/17/2019	Marbury Plaza Event 2300 Good Hope Road, SE
8/20/2019	Housing Up- Tenant Presentation 342 37th Street, SE
8/22/2019	Rittenhouse Meeting with Management 6101 16th Street, NW
8/28/2019	Tenant Meeting 5201 Hayes Street, NE
9/3/2019	Voluntary Agreement Presentation 1924 17th Street, NW
9/5/2019	Navigator's Office 510 4th Street, NW
9/10/2019	Inaugural Off-Campus Housing Meeting 2000 14th Street, Suite 300 N
9/12/2019	Renters Rights 101- Morning Presentation

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801 Penn Ave, SE, Suite 360

- 9/12/2019 Renters Rights 101- Afternoon Presentation
801 Penn Ave, SE, Suite 360
- 9/12/2019 OTA's Services Presentation
203 N Street, SW
- 9/14/2019 Community Fair
Georgetown University
- 9/18/2019 Off-Campus Housing Meeting
American University
- 9/25/2019 Tenant Association Meeting
2300 Washington Place, NE
- 9/25/2019 DISB- Elder Housing Forum
3531 Georgia Ave, NW
- 9/26/2019 CentroNia Early Head Start- Tenant Presentation
1420 Columbia Rd, NW
- 9/28/2019 12th Annual Tenant and Tenant Association Summit
Gallaudet University

II. FY 2020:

- 10/10/2019 Navigator's Office
510 4th Street, NW
- 10/24/2019 12th Annual Disability Fair
4200 Connecticut Ave, NW
- 10/25/2019 Navigator's Office- Mental Health Fair
John Marshall Park
- 10/30/2019 Meeting with Howard University
2000 14th Street, NW, Suite 300N
- 10/30/2019 Renters' Rights 101
Community Partnership
- 11/5/2019 Resource Hours
Georgetown University
- 11/5/2019 Lease 101
Goodwill Excel Center

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11/6/2019	Resource Hours Catholic University of America
11/7/2019	Navigator's Office 510 4th Street, NW
11/7/2019	Security Deposit and Rent Increase Presentation Goodwill Excel Center
11/8/2019	Workforce Development- Tenant Rights Course Meeting 801 North Capital Street, NE
11/12/2019	Housing Code Presentation Goodwill Excel Center
11/12/2019	Renters' Rights 101 70 I Street, SE
11/14/2019	DISB- Elder Housing Forum 6001 Georgia Avenue, NW
11/14/2019	Evictions Presentation Goodwill Excel Center
11/14/2019	OTA's Stakeholder Meeting 2000 14th Street, NW, Suite 300N
11/21/2019	Renters' Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
11/21/2019	Renters' Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
11/23/2019	Renters' Rights 101 2000 14th Street, Suite 300N
11/25/2019	DCATAC Outreach Meeting 2000 14th Street, Suite 300 N
11/26/2019	DCATAC Outreach Meeting 200 14th Street, Suite 300N
12/3/2019	Resource Hours Georgetown University
12/3/2019	OTA's Service Meeting 1135 16th Street, NW

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12/12/2019	Renters' Rights 101- 801 Penn Ave, SE, Suite 360
12/13/2019	OTA's Open House/Holiday Party 2000 14th Street, NW, Suite 300N
12/18/2019	Renters' Rights 101 Mayor's Office of Latino Affairs
12/19/2019	Mayor's 21st Annual Holiday Party 2001 E. Capitol Street, SE
12/19/2019	A Wider Circle Silver Spring, MD
1/9/2020	Renters' Rights 101- Morning Presentation 801 Penn Ave, SE, Suite 360
1/9/2020	Renters' Rights 101- Afternoon Presentation 801 Penn Ave, SE, Suite 360
1/11/2020	Tenant Meeting 230 Rhode Island Ave, NW
1/13/2020	Tenant Meeting 1020 19th Street, NE
1/14/2020	Resource Hours Georgetown University
1/17/2020	DCATAC Meeting 3010 Connecticut Ave, NW
1/21/2020	Renters' Rights 101 1667 Good Hope Road, SE
1/23/2020	Rent Control Presentation 250 E Street, SW
1/27/2020	Edgewood Civic Association Meeting 635 Edgewood Street NE
1/27/2020	Tenant Rights Meeting 2000 14th Street, NW
1/29/2020	Housing Fair Catholic University of America

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1/29/2020 Renters' Rights 101
2000 14th Street, NW

66. How do you measure the effectiveness of your tenant education programs? What has been the feedback on the programs you conducted in FY19 and FY20, to date? What were your top 5 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 one hundred fifty-nine, (159) presentations and served four thousand two hundred eighty-two (4,282) District's tenants, government agencies, and nonprofit organizations.

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

- OTA's Annual Tenant and Tenant Association Summit (9/28/2019)
- DHCD Housing Expo (6/15/2019)
- Mayor's Annual Senior Holiday Celebration (12/19/2019)
- DISB Elder Housing Forum (2/7/2019)
- OTA's Stakeholder Meeting (7/24/2019)

67. 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. We continue to publicize the resource center by making the TEI available online. The OTA will direct tenants and tenant associations to review the available information online. For Fiscal Year 2020, the OTA will continue to develop and offer courses through the institute that focuses on:

a. Outreach Program for Students (College and High School)

The OTA is focused on maintaining and growing our outreach efforts with the District's high schools, 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 (UDC). The OTA expanded its service to college students by providing on-campus services to the District's students. The OTA began hosting resource hours at Georgetown University and Catholic University. The OTA will continue to maintain such resource hours and look at expanding opportunities for college students. In early spring, the OTA intends to inform first-time renters of their tenant rights by visiting all college and District universities by attending off-campus housing fairs and presenting a student version of Renters Rights 101. The OTA will

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continue to explore opportunities with the District's Colleges and Universities to provide lease review sessions for students too. In addition, the OTA will explore opportunities to work with DC Public Schools to provide life-skills to high school students such as understanding the terms of a lease and their tenant rights.

b. Property Management Course

During the fall and winter months, the OTA will focus on creating a property management course for the District's tenants. In the District of Columbia, there is no required pre-license education for DC property management. This class prepares students for a career in property management by teaching the responsibilities of property management and prepares students for the required licensing test for property managers. The OTA will work with all required licensing professionals, including property managers, DCRA, and the Real Estate Board. The OTA intends to offer an 8-week property management course as an elective course for the Construction and Property Management of UDC's Workforce Development Program. The OTA will explore opportunities to increase the frequency of offering the property management course.

c. Tenant Associations Empowerment

During the spring and summer 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 in creating a tenant association. 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, community events, and other programs. The OTA is compiling an updated list of all current Tenant Associations in the District. The OTA will disseminate the "Tenant Association Information Form" to all current and new tenant associations. This form will allow the OTA to publicize the contact information of the Tenant Association, therefore providing the opportunity for Tenant Associations to network with each other.

d. Online Access Initiative

During the summer and months, the OTA will evaluate, create, and execute an online media plan that includes updating OTA's social media platform, revamping the information on OTA's website, and making Renters Rights 101/stakeholder meetings available online. The first stage is to evaluate all online media and identify areas of weakness/old information. The second stage is to develop and create new uses and layouts for OTA's social media pages and website. The third stage is to promote and inform the public of the updated media pages through stakeholder emails, flyers, and announcements during the annual Tenant Summit. This monumental task will require cooperation amongst the OTA's branches and government agencies.

e. Protecting Your Security Deposit Initiative

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During the 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 the 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 its legal clinic by exploring the possibility of hosting a pop-up legal clinic in all eight of the District's wards. The Education and Outreach Director will invite each councilmember's Directors of Constituent Services 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. Throughout the process, the OTA will evaluate the need of the legal clinic in each ward and reevaluate the entire program at the end of this fiscal year.

68. 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, outreach request 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 are accessible through our web page with the live captioning. Additionally, all Agency materials are Section 508 compliant.

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

Response: After every OTA hosted event, the OTA elicits feedback from the attendees. The survey asks the attendees to evaluate that meeting/presentation, provide comments on how to improve the presentation and topic suggestions for future stakeholder meetings/presentations. For the Annual Summit, the OTA disseminates a pre-event survey to solicit subject matter ideas and a post-event "customer satisfaction" surveys. In addition, the OTA will explore online polling and/or distributing surveys to government agencies, non-profits, ANC Commissioners, churches, and the public to evaluate the need of the District's tenants.

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

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

Legislation

71. What were the agency's legislative priorities in FY19, were they accomplished, and what are the agency's legislative priorities for FY20?

Response:

The agency's legislative priorities in FY 2019 included (1) continuing to promote affordable rental housing by strengthening rent control; (2) facilitating and monitoring implementation of the District's new eviction procedure law; and (3) improving the District's response to poor housing conditions at rental properties.

Regarding rent control, the OTA has long advocated for reforms to deal with so-called "rent concession" practices. Such practices allow the landlord to raise the rent by amounts well in excess of the legal limit, so that a previously affordable rental unit suddenly becomes unaffordable. By clarifying the definition of "rent charged" (as the amount that the tenant actually has to pay after a concession is granted), the Council took a critical first step in curtailing these illicit practices.¹

The Council also addressed two other drivers of rent escalation in rent controlled units. One was the market-based statutory formula for calculating the "base rent" for units that revert to rent control after a subsidy exemption expires.² The other was the vacancy increase. While the five percent cap the OTA had advocated for was not adopted, the Council did limit vacancy increases to ten percent or twenty percent, depending on the duration of the previous tenancy, and also finally eliminated the "comparable unit" increase altogether.³

Regarding evictions, the OTA participated in and closely monitored for policy implications the implementation of the new eviction procedure law.⁴ In collaboration with the U.S. Marshal Service, the OTA sent out rapid response letters to all households scheduled for eviction, apprising tenants of their rights and of available OTA assistance. In FY 2019, 3,035 households received writs for eviction from the Marshal Service. Of these, 720 evictions were executed and 2,315 were cancelled, whether because the tenant

¹ Law 22-0223, the "Vacancy Increase Reform Amendment Act of 2018," effective 2/22/19.

² Law 22-0202, the "Rental Housing Affordability Re-establishment Amendment Act of 2018," effective 2/22/19.

³ Law 22-0248, the "Rent Charged Definition Clarification Amendment Act of 2018," effective 3/13/19.

⁴ Law 22-0245, the "Eviction with Dignity Amendment Act of 2018," effective 3/3/19.

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had paid the outstanding amount owed, or had found somewhere else to go prior to the eviction date.

Regarding building conditions, the OTA closely consulted with the Council, tenant attorneys and advocates, and other experts for example in mold and bedbug eradication regarding the development of legislative solutions.

72. What new legislative issues have arisen in FY19 and FY20 to date that could require legislative action? What were the sources of the new issues? Requests from constituents? Ideas from staff?

Response: Among the OTA's FY20 legislative priorities are:

- (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, which have become primary drivers of unjustifiable rent escalation
 - (b) The numerous pending bills aimed at improving enforcement of the District's housing and property maintenance codes
 - (c) Given lease provisions that landlords too often enforce in unfair or unexpected ways, the development of further residential lease reform legislation to protect the tenant's reasonable contractual expectations (see Law 21-210, the "Residential Lease Clarification Amendment Act of 2016," effective 2/18/17);
 - (d) Eliminating the 30-day cap on the OTA's ability to recoup from derelict landlords the agency's emergency housing costs under the agency's statutory lien authority.
73. What was OTA's role in drafting the Rental Housing Act of 1985 proposed rulemaking published by the Rental Housing Commission on August 2, 2019? Briefly describe how the promulgation of new Rental Housing Act regulations will benefit the District's Rent Stabilization Program.

Response:

In August 2019, the Rental Housing Commission published a proposed rulemaking to update the Rental Housing Act regulations, the first major update of these critical regulations in decades. The OTA submitted formal comments on the proposed rulemaking in October. Previously, along with other relevant agencies including the Housing Provider Ombudsman, the OTA participated in an interagency review process on the Commission's draft regulations, and submitted a series of six (6) detailed comment letters. One of the key areas of OTA input was a legislative history and legislative intent analysis of the Council's abolition of rent ceilings in 2006. This analysis had become increasingly relevant due to the housing provider practice of "banking" or preserving rent increases for future implementation, despite the Council's abolition of rent ceilings.

Once promulgated, the revised regulations will benefit the District's Rent Stabilization Program by updating the regulations to incorporate not only major statutory amendments, but also significant interpretative case-law by the Commission and the

Office of the Tenant Advocate

D.C. Court of Appeals. The OTA looks forward to working with the Commission and stakeholders throughout the remainder of the rulemaking process.

Publicly Accessible Rent Control Housing Clearinghouse

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

- a. What impediments to the finishing of the project has OTA faced over the lifetime of the project?

The primary impediment to the timely completion of this project has been the numerous delays resulting from the contracting and procurement process.

- b. What has been accomplished thus far?

OTA has completed the assessment and design phases of the database, and prepared a scope of work (“SOW”). The SOW was submitted to the OCP for incorporation into an RFP, which was published in August 2019. A technical evaluation panel (“TEP”) was subsequently formed and the TEP began reviewing the vendor submissions. Individual reviews lasted until early January 2020. The TEP then held two “consensus” meetings on January 16 and 22. On January 22 OTA prepared a first draft of the TEP consensus report. OTA and the Office of Contracting and Procurement (“OCP”) are now collaborating to revise and complete the TEP consensus report.

- c. Exactly what is happening “right now”?

Right now we are finalizing the TEP consensus report.

- d. What are the “next steps”?

According to a milestone plan submitted by OCP, there may be up to 20 additional steps necessary to award a contract. Those steps include legal reviews and approvals from OCP and other agencies. Once the contract is awarded, OTA will work with the selected vendor to begin the development of the Database.

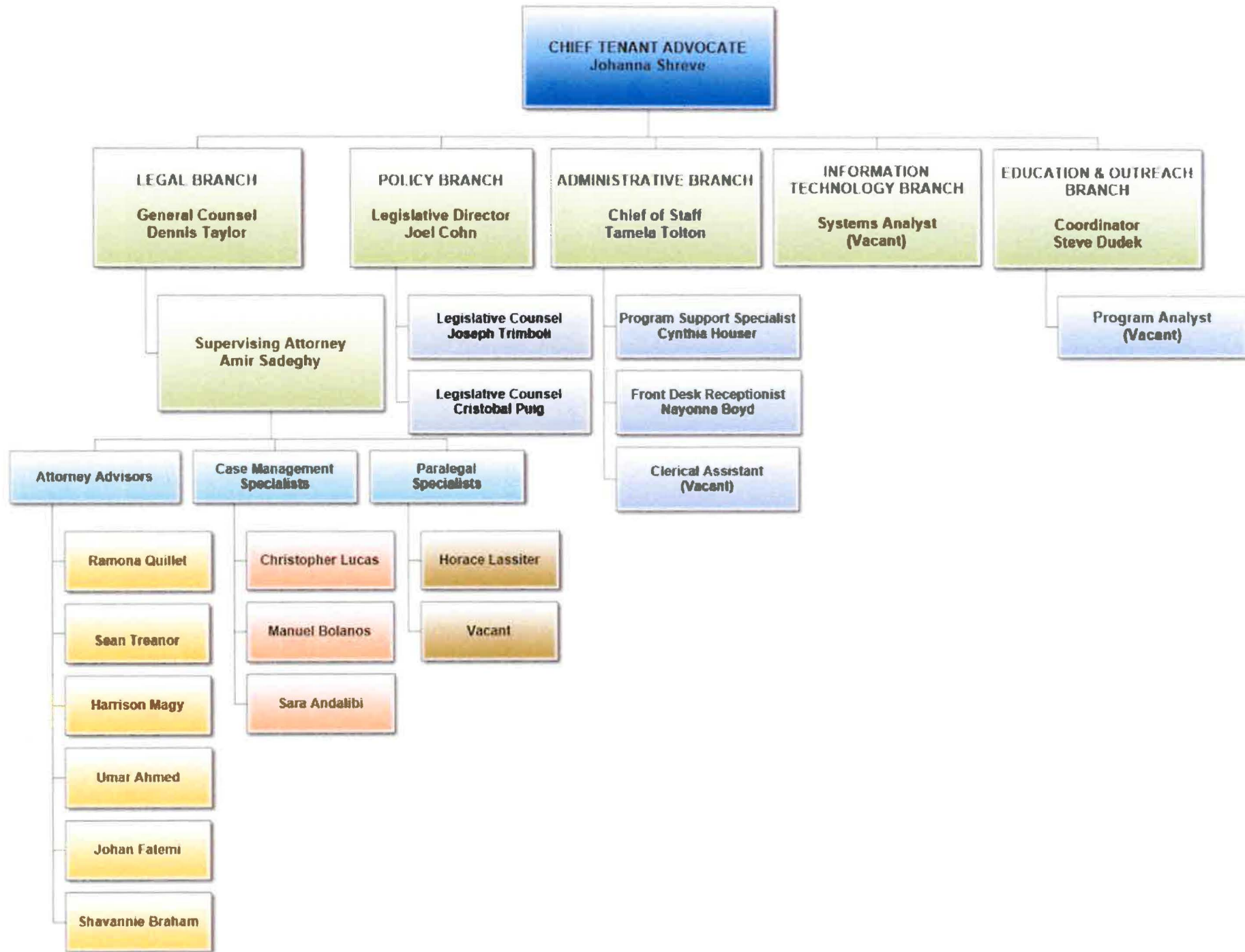
- e. What degree of confidence does the OTA have that the database and the registration project will be up-and-running and ready to transfer to the Department of Housing and Community Development during FY20?

Given the multitude of previous (and anticipated) delays, OTA does not believe that the database will be up-and-running during FY 20. OCP’s milestone plan seems to allocate approximately 4-5 months to the remaining reviews and approvals. If that estimate is correct, the contract will not be awarded until May – June 2020, leaving no more than 3-4 months to develop the database. It now seems that the best case scenario is a completion date of fall / winter 2020.

Attachments to OTA FY 19 - FY20 POH Q&A

1. Attachment #1 for Q#1 “*OTA Organizational Chart*”
2. Attachment #2 for Q#2 “*OTA Schedule A*”
3. Attachment #3 for Q#5 “*FY 2019-FY 2020 Mobile Communications*”
4. Attachment #4 for Q#6 “*List of Intra-District Transfers*”
5. Attachment #5 for Q#7 “*Special Purpose Revenue Funds*”
6. Attachment #6 for Q#8 “*FY 2019 & FY 2020 Purchase Card Spending*”
7. Attachment #7 for Q#9 “*List of Memoranda of Understanding (MOUs)*”
8. Attachments #8, #9, & #10 for Q#11 “*(FY 2018, 2019, & 2020 respectively) Budget and Actual Expenditures*”
9. Attachment #11 for Q#11
“*(FY 2019 & FY 2020) Spending Plan for Non-Personnel Services (NPS).*”
10. Attachment #12 for Q#13 “*Capital Projects*”
11. Attachment #13 for Q#15 “*List of Reprogrammings*”
12. Attachment #14 for Q#17 “*FY 19 & FY 20 Acquisitions*”
13. Attachment #15 for Q#26 “*FOLA Requests_FY19*”
14. Attachment #16 for Q#29 “*FY19 & FY20 Salaries over \$100K*”
15. Attachment #17 for Q#30 “*FY19 & FY20 Top 25 Overtime Earners*”
16. Attachment #18 for Q# 44 “*How Was Your Visit?*”

Attachment # 1 for Q#1



Office of the Tenant Advocate (CQ0)
Schedule A - As of January 31, 2020

Program Code	Program Title	Activity Code	Activity Title	Posn Nbr	Title	Grade	Step	Vac Stat	Hire Date	Length of Time (Years)	Reg/Temp/Term	FTEs	Salary	Benefits		
1000	Administrative Services	1040	Information Technology	00094572	IT Specialist (Systems Analsi	14	1	V	Vacant	Vacant	Reg	1	103,657.00	25,188.65		
		1040 Total											1	103,657.00	25,188.65	
		1090	Performance Management	00038614	Chief Tenant Advocate			9	0	F	4/18/2006	13.78	Reg	1	180,543.55	43,872.08
				00094570	Special Assistant			13	5	F	5/12/2008	11.71	Reg	1	98,947.00	24,044.12
				00097208	Clerical Assistant			5	5	V	Vacant	Vacant	Term	1	39,223.00	9,531.19
				00097974	Program Support Assistant			8	2	F	10/28/2019	0.24	Term	1	47,899.00	11,639.46
1090 Total											4	366,612.55	89,086.85			
1000 Total											5	470,269.55	114,275.50			
3000	Legal Representation	3015	In-House Legal Representation	00040494	Attorney Advisor	12	5	F	5/16/2016	3.69	Reg	1	97,886.00	23,786.30		
				00040495	Attorney Advisor	12	8	F	9/10/2012	7.37	Reg	1	106,526.00	25,885.82		
				00040544	Attorney Advisor	12	5	F	5/16/2016	3.69	Reg	1	97,886.00	23,786.30		
				00046357	Supv Attorney Advisor	1	0	F	10/25/2010	9.25	Reg	1	126,335.68	30,699.57		
				00047146	Attorney Advisor	12	2	F	1/7/2019	1.04	Reg	1	89,246.00	21,686.78		
				00048144	Program Support Specialist	11	5	F	4/7/2014	5.80	Reg	1	69,429.00	16,871.25		
				00094568	Attorney Advisor	12	5	F	11/16/2015	4.19	Reg	1	97,886.00	23,786.30		
				00094569	Attorney Advisor	12	3	F	1/7/2019	1.04	Reg	1	92,126.00	22,386.62		
				00097288	General Counsel	2	0	F	12/12/2005	14.12	Reg	1	133,506.54	32,442.09		
		3015 Total											9	910,827.22	221,331.01	
		3020	Legal Hotline	00046612	Program Support Assistant			7	0	V	Vacant	Vacant	Reg	1	42,273.00	10,272.34
00047353	Paralegal Specialist					12	6	F	1/5/2009	11.05	Reg	1	87,931.00	21,367.23		
3020 Total												2	130,204.00	31,639.57		
3000 Total												11	1,041,031.22	252,970.59		
4000	Policy Advocacy Program	4010	Policy Advocacy Program	00046152	Attorney Advisor	12	0	F	2/3/2020	-	Reg	1	86,366.00	20,986.94		
				00046153	Attorney Advisor	14	5	F	4/8/2005	14.80	Reg	1	137,553.00	33,425.38		
				00085624	Legislative and Regulatory Ana	12	0	F	1/21/2020	-	Reg	1	76,126.00	18,498.62		
		4010 Total											3	300,045.00	72,910.94	
4000 Total											3	300,045.00	72,910.94			
5000	OTA Educational Institute	5010	OTA Educational Institute	00040492	Program Coordinator	13	6	F	5/16/2016	3.69	Reg	1	101,758.00	24,727.19		
				00040493	Program Analyst			12	5	V	Vacant	Vacant	Reg	1	85,570.00	20,793.51
		5010 Total											2	187,328.00	45,520.70	
5000 Total											2	187,328.00	45,520.70			
8000	Case Mngt Admin and Community Outreach	8010	Case Management Administration	00047122	Program Support Specialist	11	1	F	1/6/2020	0.05	Term	1	61,521.00	14,949.60		
				00099844	Program Analyst			12	2	F	7/24/2006	13.51	Reg	1	78,487.00	19,072.34
				00099845	Program Analyst			12	2	F	9/2/2008	11.40	Reg	1	78,487.00	19,072.34
		8010 Total											3	218,495.00	53,094.29	
8000 Total											3	218,495.00	53,094.29			
Grand Total											24	2,217,168.77	538,772.01			

Attachment #3 for G#5

Office of the Tenant Advocate (CQO)
FY 2019 - FY 2020 Mobile Communications

Vendor Name/Budget Type	Actual Budget	Obligated Budget/Invoice ¹	Total Cost	Remaining Budget	Estimated Monthly Burn Rate	Estimated FY Expenditure ²
OTA - FY 2019 Mobile Communications						
AT&T WL Citywide (FAN No=72572)	\$9,963.64	\$10,869.20	\$10,844.20	(\$905.56)	\$905.77	\$10,869.20
SPRINT/ NEXTEL	\$1,103.72	\$151.96	\$151.96	\$951.76	\$12.66	\$151.96
VERIZON WIRELESS	\$704.40	\$90.72	\$90.72	\$613.68	\$7.56	\$90.72
FY 2019 Wireless Total	\$11,771.76	\$11,111.88	\$11,086.88	\$659.88	\$925.99	\$11,111.88
OTA - FY 2020 Mobile Communications						
VERIZON WIRELESS	\$0.00	\$1,053.13	\$1,053.13	(\$1,053.13)	\$721.59	\$8,659.07
AT&T WL Citywide (FAN No=72572)	\$11,509.74	\$1,812.43	\$1,812.43	\$9,697.31	\$924.95	\$11,099.38
FY 2020 Wireless Total	\$11,509.74	\$2,865.56	\$2,865.56	\$8,644.18	\$1,646.54	\$19,758.45

Attachment #4 for Q#6

Office of the Tenant Advocate (COO)
List of Intra-District Transfers

1) FY 2019 Intra-District Transfers from Other Agencies

Description	Seller Agency	Buyer Agency	Amount
N/A			
			\$ -

2) FY 2019 Intra-District Transfers to Other Agencies

Description	Buyer Agency	Seller Agency	Amount
Sign language Interpretation	Office of the Tenant Advocate	Office of Disability Rights (ODR)	2,100.00
Purchase/Travel Card	Office of the Tenant Advocate	Purchase Card Transactions (PX0)	2,608,423.86
OTA Office Buildout	Office of the Tenant Advocate	Department of General Services (DGS)	429,200.00
			\$ 3,039,723.86

3) FY 2020 Intra-District Transfers from Other Agencies

Description	Seller Agency	Buyer Agency	Amount
N/A			
			\$ -

4) FY 2020 Intra-District Transfers to Other Agencies

Description	Buyer Agency	Seller Agency	Amount
Purchase/Travel Card	Office of the Tenant Advocate	Purchase Card Transactions (PX0)	534,500.00
			\$ 534,500.00

Attachment #5 for Q #7

Office of the Tenant Advocate (COO)
Special Purpose Revenue Funds
FY2019 and FY2020 Revenue and Expenditures

Fund Code	Fund Title	Source of Funding	Program	Program Description	Description of Expenditures	FY2019 Revenue	FY2019 Actual Expenditure	FY2020 Revenue 01/25/2020	FY2020 Actual Expenditure 01/25/2020	Fund Balance (As of 05/30/2019)
6000	Rental Unit Fee Fund	Housing Providers pay \$3.50 per unit per year	Rental Unit Fee	Rental Unit Fee charged to a housing provider	The fund supports OTA's operations. Currently, 3.35 FTEs as well as contractual services for the rental control clearing house are budgeted under this Fund.	345,074	273,781	124,954	48,663	432,472
						345,074	273,781	124,954	48,663	432,472

Attachment #6 for Q#8

Office of the Tenant Advocate (CQ0)
Fiscal Year 2019 and 2020 Purchase Card Spending

FY 2019 PCARD EXPENDITURES			
Fiscal Year	Employee	Amount	Purpose
2019	Stephen Dudek	16,247.65	General office support; supplies
	Dennis Taylor	2,853.00	Legal memberships and fees
	Tamela Tolton	2,850,181.93	Hotel Accommodations for displaced tenants; office support; supplies
FY 2019 PCard Total:		2,869,282.58	
FY 2020 PCARD EXPENDITURES			
Fiscal Year	Employee	Amount	Purpose
2020	Stephen Dudek	820.00	General office support; supplies
	Tamela Tolton	194,699.57	Hotel Accommodations
FY 2020 PCard Total:		195,519.57	

Balance is 335,300.43

Attachment #7 for Q#9

Office of the Tenant Advocate (CQ0) List of Memoranda of Understanding (MOUs)

1) FY 2019 MOUs

Description	Buyer Agency	Seller Agency	MOU Date	Termination Date	Amount
Sign language Interpretation	Office of the Tenant Advocate	Office of Disability Rights (ODR)	6/18/2019	9/30/2019	2,100.00
Renters Rights 101 Presentation	Office of the Tenant Advocate	Community Partnership for the Prevention of Homelessness	2/1/2019	9/30/2019	\$0
OTA Office Buildout	Office of the Tenant Advocate	Department of General Services (DGS)	5/20/2019	9/30/2019	450,000.00
					\$ 452,100.00

2) FY 2020 MOUs

Description	Buyer Agency	Seller Agency	MOU Date	Termination Date	Amount
Renters Rights 101 Presentation	Office of the Tenant Advocate	Community Partnership for the Prevention of Homelessness	10/1/2019	9/30/2020	\$0
					\$ -

Attachment #8 for Q#11

Office of the Tenant Advocate (COO)
Fiscal Year 2018 Budget and Actual Expenditures

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance
0100	LOCAL FUND	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	87,509.18	87,509.18	0.00	87,509.18
				1087	LANGUAGE ACCESS	515,000.00	405,000.00	9,962.43	395,037.57
				1090	PERFORMANCE MANAGEMENT	519,178.58	560,178.58	512,402.52	47,776.06
				1000 Total		1,121,687.76	1,052,687.76	522,364.95	530,322.81
		3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	924,766.49	924,766.49	908,221.79	16,544.70
				3020	LEGAL HOTLINE	100,045.71	100,045.71	107,808.42	(7,762.71)
				3030	LEGAL SERVICE PROVIDER	215,000.00	215,000.00	215,000.00	0.00
		3000 Total		1,239,812.20	1,239,812.20	1,231,030.21	8,781.99		
		5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	105,609.85	74,609.85	61,643.81	12,966.04
		5000 Total		105,609.85	74,609.85	61,643.81	12,966.04		
		4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	222,388.01	222,388.01	220,227.21	2,160.80
		4000 Total		222,388.01	222,388.01	220,227.21	2,160.80		
		8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	173,266.80	173,266.80	181,031.18	(7,764.38)
				8020	COMMUNITY OUTREACH	115,000.00	115,000.00	114,999.75	0.25
		8000 Total		288,266.80	288,266.80	296,030.93	(7,764.13)		
		6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	559,868.38	554,868.38	789,923.60	(235,055.22)
		6000 Total		559,868.38	554,868.38	789,923.60	(235,055.22)		
0100 Total				3,537,633.00	3,432,633.00	3,121,220.71	311,412.29		
0600	SPECIAL PURPOSE REVENUE FUNDS ('O' TYPE)	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	175,178.83	175,178.83	0.00	175,178.83
				1090	PERFORMANCE MANAGEMENT	90,224.83	90,224.83	0.00	90,224.83
		1000 Total		265,403.66	265,403.66	0.00	265,403.66		
		3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	205,190.34	205,190.34	19,004.20	186,186.14
		3000 Total		205,190.34	205,190.34	19,004.20	186,186.14		
0600 Total				470,594.00	470,594.00	19,004.20	451,589.80		
Grand Total				4,008,227.00	3,903,227.00	3,140,224.91	763,002.09		

Attachment #9 for Q#11

**Office of the Tenant Advocate (COO)
Fiscal Year 2019 Budget and Actual Expenditures**

Approp. Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance		
0100	LOCAL FUND	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	706,842.70	3,000.00	0.00	3,000.00		
				1087	LANGUAGE ACCESS	8,500.00	8,500.00	7,613.72	886.28		
				1090	PERFORMANCE MANAGEMENT	568,711.50	533,711.50	527,253.28	6,458.22		
				1000 Total		1,284,054.20	545,211.50	534,867.00	10,344.50		
		3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION	956,311.92	749,311.92	732,402.69	16,909.23		
				3020	LEGAL HOTLINE	104,034.18	104,034.18	110,669.46	(6,635.28)		
				3030	LEGAL SERVICE PROVIDER	175,000.00	864.70	0.00	864.70		
				3000 Total		1,235,346.10	854,210.80	843,072.15	11,138.65		
		5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE	127,752.80	127,752.80	161,802.30	(34,049.50)		
		5000 Total		127,752.80	127,752.80	161,802.30	(34,049.50)				
		4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM	251,713.69	171,713.69	157,315.26	14,398.43		
		4000 Total		251,713.69	171,713.69	157,315.26	14,398.43				
		8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION	180,460.60	180,460.60	182,713.92	(2,253.32)		
				8020	COMMUNITY OUTREACH	116,000.00	101,630.00	93,338.14	8,291.86		
		8000 Total		296,460.60	282,090.60	276,052.06	6,038.54				
		6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING	550,000.00	2,990,752.57	2,990,054.57	698.00		
		6000 Total				550,000.00	2,990,752.57	2,990,054.57	698.00		
		0100 Total					3,745,327.39	4,971,731.96	4,963,163.34	8,568.62	
		0600	SPECIAL PURPOSE REVENUE FUNDS (O'TYPE)	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	48,189.45	48,189.45	0.00	48,189.45
						1090	PERFORMANCE MANAGEMENT	92,408.65	92,408.65	0.00	92,408.65
1000 Total				140,598.10	140,598.10	0.00	140,598.10				
3000	LEGAL REPRESENTATION			3015	IN-HOUSE LEGAL REPRESENTATION	210,156.79	210,156.79	255,793.05	(45,636.26)		
3000 Total				210,156.79	210,156.79	255,793.05	(45,636.26)				
9000	RENT CONTROL HOUSING CLEARINGHOUSE			9010	RENT CONTROL HOUSING CLEARINGHOUSE	158,282.43	158,282.43	17,987.78	140,294.65		
9000 Total				158,282.43	158,282.43	17,987.78	140,294.65				
0600 Total					509,037.32	509,037.32	273,780.83	235,256.49			
Grand Total					4,254,364.71	5,480,769.28	5,236,944.17	243,825.11			

The \$8,568.62 surplus in Local Fund is due to vacancy savings.

The \$235,256.49 surplus in Special Purpose Revenue Fund consists of \$94,961.84 PS surplus due to vacant positions; and the remaining \$140,294.65 is NPS surplus due delay of Rent Control Database rollout in Contractual Services

OTA did not have federal funding in FY 2019.

Attachment #10 for Q#11

**Office of the Tenant Advocate (COO)
Fiscal Year 2020 Budget and Actual Expenditures
As of December 31, 2019**

Approp Fund	Approp Fund Title	Program	Program Title	Activity	Activity Title	Original Budget	Revised Budget	Expenditures	Available Balance	
0100	LOCAL FUND	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	91,727.37	91,727.37	0.00	91,727.37	
				1087	LANGUAGE ACCESS	8,500.00	8,500.00	0.00	8,500.00	
				1090	PERFORMANCE MANAGEMENT	536,778.56	536,778.56	103,730.47	433,048.09	
			1000 Total				637,005.93	637,005.93	103,730.47	533,275.46
		3000	LEGAL REPRESENTATION	3015	IN-HOUSE LEGAL REPRESENTATION		1,123,176.77	1,123,176.77	232,211.23	890,965.54
				3020	LEGAL HOTLINE		199,753.86	199,753.86	28,769.32	170,984.54
			3000 Total				1,322,930.63	1,322,930.63	260,980.55	1,061,950.08
		5000	OTA EDUCATIONAL INSTITUTE	5010	OTA EDUCATIONAL INSTITUTE		296,953.40	296,953.40	35,108.68	261,844.72
			5000 Total				296,953.40	296,953.40	35,108.68	261,844.72
		4000	POLICY ADVOCACY PROGRAM	4010	POLICY ADVOCACY PROGRAM		290,594.53	290,594.53	39,836.46	250,758.07
			4000 Total				290,594.53	290,594.53	39,836.46	250,758.07
		8000	CASE MNGT ADM AND COMM OUTREACH	8010	CASE MANAGEMENT ADMINISTRATION		185,893.16	185,893.16	48,713.93	137,179.23
				8020	COMMUNITY OUTREACH		198,522.50	198,522.50	0.00	198,522.50
			8000 Total				384,415.66	384,415.66	48,713.93	335,701.73
		6000	EMERGENCY HOUSING	6010	EMERGENCY HOUSING		550,000.00	550,000.00	0.00	550,000.00
			6000 Total				550,000.00	550,000.00	0.00	550,000.00
		9000	RENT CONTROL HOUSING CLEARINGHOUSE	9010	RENT CONTROL HOUSING CLEARINGHOUSE		41,732.85	41,732.85	0.00	41,732.85
			9000 Total				41,732.85	41,732.85	0.00	41,732.85
			0100 Total				3,523,633.00	3,523,633.00	488,370.09	3,035,262.91
		0600	SPECIAL PURPOSE REVENUE FUNDS (OTYPE)	1000	ADMINISTRATIVE SERVICES	1040	INFORMATION TECHNOLOGY	49,391.66	49,391.66	0.00
1090	PERFORMANCE MANAGEMENT					105,840.21	105,840.21	0.00	105,840.21	
	1000 Total						155,231.87	155,231.87	0.00	155,231.87
3000	LEGAL REPRESENTATION			3015	IN-HOUSE LEGAL REPRESENTATION		225,830.73	225,830.73	38,254.98	187,575.75
	3000 Total						225,830.73	225,830.73	38,254.98	187,575.75
9000	RENT CONTROL HOUSING CLEARINGHOUSE			9010	RENT CONTROL HOUSING CLEARINGHOUSE		279,002.00	279,002.00	0.00	279,002.00
	9000 Total						279,002.00	279,002.00	0.00	279,002.00
	0600 Total				660,064.60	660,064.60	38,254.98	621,809.62		
	Grand Total				4,183,697.60	4,183,697.60	526,625.07	3,657,072.53		

FY 2020 variance (budget balance) is due to expenditures showing amounts only for the first quarter.

OTA does not have federal funding in FY 2020.

Attachment #11 for Q#11

**Office of the Tenant Advocate (COO)
FY 2019 and FY 2020 Spending Plan for Non-Personnel Services (NPS)**

CSG	Obj	Pgm	Pgm Title	Item	FY 2019 Plan	FY 2020 Plan
20	0201	1090	Performance Mgmt	Office Supplies	10,500.00	10,500.00
20	0201	3015	In-House Legal Rep	Office Supplies	7,100.00	7,100.00
20	0201	4010	Policy Advocacy	Office Supplies	1,200.00	1,200.00
20				Supplies and Materials	18,800.00	18,800.00
40	0408	1040	Information Technology	Rent Control Housing Clearinghouse Database	105,000.00	0.00
				1040 - Information Technology Subtotal	105,000.00	0.00
40	0408	1087	Language Access	Translation & Interpretation (\$7.5K); Braille Works (\$1K)	8,500.00	8,500.00
				1087 - Language Access Subtotal	8,500.00	8,500.00
40	0405	1090	Performance Mgmt	Intranet Quorum Operational System	10,000.00	26,000.00
40	0408	1090	Performance Mgmt	Maintenance/Lease Agreement (2 Printers)	20,400.00	20,400.00
40	0408	1090	Performance Mgmt	Annual Report	0.00	25,000.00
40	0410	1090	Performance Mgmt	Marketing	35,000.00	0.00
40	0410	1090	Performance Mgmt	Adobe	300.00	300.00
				1090 - Performance Mgmt Subtotal	65,700.00	71,700.00
40	0401	3015	In-House Legal Rep	Local Travel - Parking	200.00	200.00
40	0408	3015	In-House Legal Rep	Translation & Interpretation	2,500.00	2,500.00
40	0408	3015	In-House Legal Rep	Westlaw	19,188.50	15,200.00
40	0410	3015	In-House Legal Rep	Court Filing Fees	2,500.00	2,500.00
40	0416	3015	In-House Legal Rep	Postage (Rapid Response)	1,500.00	1,500.00
40	0416	3015	In-House Legal Rep	Postage	2,500.00	2,500.00
40	0424	3015	In-House Legal Rep	Conference Fees/Event Registration	310.00	15,000.00
40	0425	3015	In-House Legal Rep	Membership Dues (DC Bar Dues)	3,100.00	4,000.00
40	0429	3015	In-House Legal Rep	Mold Assessment Program	0.00	105,000.00
				3015 - In-House Legal Rep Subtotal	31,798.50	148,400.00
40	0401	4010	Policy Advocacy	Local Travel - Parking	1,500.00	1,500.00
40	0408	4010	Policy Advocacy	Westlaw	1,704.00	0.00
40	0424	4010	Policy Advocacy	Conference Fees/Event Registration	1,000.00	1,000.00
40	0425	4010	Policy Advocacy	Membership Dues (DC Bar Dues)	620.00	700.00
				4010 - Policy Advocacy Subtotal	4,824.00	3,200.00
40	0401	5010	OTA Educational Inst.	Local Travel - Parking/Yellow Cab	1,000.00	1,000.00
40	0408	5010	OTA Educational Inst.	Curriculum Development	10,000.00	10,000.00
40	0408	5010	OTA Educational Inst.	Translation & Interpretation	0.00	25,000.00
40	0408	5010	OTA Educational Inst.	MOU with Mayor's Office of African Affairs	0.00	25,000.00
40	0411	5010	OTA Educational Inst.	Printing	7,000.00	11,000.00
40	0414	5010	OTA Educational Inst.	Advertising	3,000.00	3,000.00
				5010 - OTA Educational Inst. Subtotal	21,000.00	75,000.00
40	0408	6010	Emer. Housing	Emergency Housing	530,000.00	530,000.00
40	0410	6010	Emer. Housing	Moving and Storage	20,000.00	20,000.00
				6010 - Emer. Housing Subtotal	550,000.00	550,000.00
40	0401	8020	Comm. Outreach	Local Travel - Parking	1,000.00	1,000.00
40	0408	8020	Comm. Outreach	Translation & Interpretation	5,000.00	5,000.00
40	0411	8020	Comm. Outreach	Printing	10,000.00	10,000.00
				8020 - Comm. Outreach Subtotal	16,000.00	16,000.00
40				Other Services and Charges	802,822.50	872,800.00
41	0409	1040	Information Technology	Rent Control Housing Clearinghouse Database	512,348.00	0.00
				1087 - Language Access Subtotal	512,348.00	0.00
41	0409	1087	Language Access	Rent Control Housing Clearinghouse	0.00	0.00
				1087 - Language Access Subtotal	0.00	0.00
41	0409	3030	Legal Svc. Prov.	Legal Services	175,000.00	0.00
				3030 - Legal Svc. Prov. Subtotal	175,000.00	0.00
41	0409	8020	Comm. Outreach	Tenant Summit/Legal Symposium	100,000.00	182,522.50
				8020 - Comm. Outreach Subtotal	100,000.00	182,522.50
41	0409	9010	Rent Control	Rent Control Housing Clearinghouse	0.00	41,732.85
				9010 - Rent Control Subtotal	0.00	41,732.85
41				Contractual Services - Other	787,348.00	224,255.35
70	0702	5010	OTA Educational Inst.	Equipment and machinery	5,000.00	25,000.00

Attachment #11 for Q#11 (cont)

CSG	Obj	Pgm	Pgm Title	Item	FY 2019 Plan	FY 2020 Plan
		70		Equipment and Equipment Rental	5,000.00	25,000.00
Total Local Fund NPS					1,613,970.50	1,140,855.35

SPECIAL PURPOSE REVENUE FUND 6000

41	0409	9010	Rent Control	Rent Control Housing Clearinghouse	158,282.43	279,002.00
		41	Contractual Services - Other		158,282.43	279,002.00

Attachment #12 for Q#13

Office of the Tenant Advocate (CQO) Capital Projects

Project No	Project Title	Description	Start Date	Completion Date	Current Status	Allotments	Expenditures	Remaining Balance
RCC06C	RENT CONTROL DATABASE	Implements the agency's statutory duty to develop a demonstration project to establish the initial framework of a user-friendly, internet-accessible, and searchable database for the submission, management, and review of all documents and relevant data housing providers are required to submit to the RAD under the District's rent control law.	10/1/2018	12/31/2020	The project is currently in Phase 3; Vendor Selection is expected to be completed by January 31, 2020.	1,094,066	-	1,094,066
RCC06C Total						1,094,066	-	1,094,066
Grand Total						1,094,066	-	1,094,066

Attachment #13 for Q#15

Office of the Tenant Advocate (COO)
List of Reprogramming Actions for Local Funds

1) FY 2019

Effective Date	Document No.	Description	Amount
9/30/2019	BJDGSRP2	Funds were reprogrammed from OTA's Local Budget to Department of General Services (DGS) to close year-end spending pressure.	597,000.00
Total			597,000.00

FY 2019 Revised Budget - Local Fund

Effective Date	Document No.	Description	Amount
10/1/2018	BA082018	Original (Approved) FY 2019 Budget	3,745,327.39
10/26/2018	BJCONCQ1	Contingency Reserve Fund received for to house tenants displaced due to fire at an apartment complex	3,831,724.00
8/12/2019	BJSUPP19	Budget reduction approved in the supplemental budget so that the Rent Control Database capital project can be funded	(617,348.00)
9/30/2019	BJDGSRP2	Funds were reprogrammed from OTA's Local Budget to Department of General Services (DGS) to close year-end spending pressure.	(597,000.00)
9/30/2019	BJCQCT19	Year-end budget reduction for the unused contingency reserve fund	(1,390,971.43)
FY 2019 Revised Budget - Local Fund			4,971,731.96

2) FY 2020

There are no reprogramming actions for Local Funds in FY 2020 as of yet.

Attachment #14 for Q#17

FY19 Acquisitions

a.	Westlaw	Al's Office Products	Compass Group USA, Inc	Campbell & Company DC	Dell Marketing L.P.	Dell Marketing, L.P.
b.	Legal Reference	General Office Supplies	Tenant Summit Venue	Marketing, Media & Public Information	Desktop Computers	Laptop Computers
c.	\$12,400/\$ 9,920	12000/ \$11,995.36	\$53,525.75/\$48,889	\$125,110/ \$125,110	\$9,790/ \$9,790	\$9,512/ \$9,512
d.	2/2019 - 9/30/2019	3/28/19 - 9/30/2019	8/21/2019 - 9/30/2019	8/2019 - 9/30/2019	9/23/2019 - 9/30/2019	9/23/2019 - 9/30/2019
e.	NA	Yes	Yes	Yes	Yes	Yes
f.	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton
g.	Local	Local	Local	Local	Local	Local

FY20 Acquisitions

a.	Westlaw	TBD	TBD	Campbell & Company DC	TBD	
b.	Legal Reference	General Office Supplies	Computers	Marketing, Media and Public Information	Language Interpretation/Translation	
c.	\$13,950	\$16,000	\$21,401	\$50,000	\$8,500	
d.	1/27/2020	In Requisition Phase	In Requisition Phase	In Requisition Phase	In Requisition Phase	
e.	NA	Yes	Yes	Option Year 1	Yes	
f.	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	Tamela Tolton	
g.	Local	Local	Local	Local	Local	

Attachment #15 for Q# 26

Agency Name

Office of the Tenant Advocate (OTA)

Annual Freedom of Information Act Report for Fiscal Year 2019
October 1, 2018 through September 30, 2019

FOIA Officer Reporting Harrison J. Magy

PROCESSING OF FOIA REQUESTS

1. Number of FOIA requests received during reporting period	8
2. Number of FOIA requests pending on October 1, 2018.....	1
3. Number of FOIA requests pending on September 30, 2019.....	0
4. The average number of days unfilled requests have been pending before each public body as of September 30, 2019	0

DISPOSITION OF FOIA REQUESTS

5. Number of requests granted, in whole.....	2
6. Number of requests granted, in part, denied, in part.....	2
7. Number of requests denied, in whole.....	4
8. Number of requests withdrawn.....	0
9. Number of requests referred or forwarded to other public bodies.....	0
10. Other disposition	1

NUMBER OF REQUESTS THAT RELIED UPON EACH FOIA EXEMPTION

11. Exemption 1 - D.C. Official Code § 2-534(a)(1).....	1
12. Exemption 2 - D.C. Official Code § 2-534(a)(2).....	6
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)	5
15. Exemption 5 - D.C. Official Code § 2-534(a)(5).....	0

Attachment #15 for Q #26 (cont)

16. Exemption 6 - D.C. Official Code § 2-534(a)(6)	
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.....	7
24. Number of FOIA requests processed between 16 and 25 days.....	1
25. Number of FOIA requests processed in 26 days or more.....	1
26. Median number of days to process FOIA Requests.....	14

RESOURCES ALLOCATED TO PROCESSING FOIA REQUESTS
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27. Number of staff hours devoted to processing FOIA requests.....	29.67
28. Total dollar amount expended by public body for processing FOIA requests.....	\$1,391.34

FEEES FOR PROCESSING FOIA REQUESTS

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]."

1 DCMR § 408.5 prohibits collecting fees for any time spent determining whether or not a record is exempt from disclosure. Therefore, a substantial number of staff hours, devoted to processing FOIA requests, may not serve as a basis for seeking fees.

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



Attachment #16 for Q#29

Office of the Tenant Advocate (COO)
Fiscal Year 2019 and 2020 - Employees with Salary of \$100,000 or More

1) FY 2019

Name	Position Number	Position Title	Program Code	Program Title	Activity Code	Activity Title	Salary	Benefits	Overtime
Shreve,Johanna E	00038614	Chief Tenant Advocate	1000	Administrative Services	1090	Performance Management	164,421.00	39,954.30	-
COHN,JOEL M	00046153	Attorney Advisor	4000	Policy Advocacy Program	4010	Policy Advocacy Program	129,618.00	31,497.17	-
TAYLOR,DENNIS M	00097288	General Counsel	3000	Legal Representation	3015	In-House Legal Representation	129,618.00	31,497.17	-
Sadeghy,Amir M	00046357	Supv Attorney Advisor	3000	Legal Representation	3015	In-House Legal Representation	122,656.00	29,805.41	-
Quillet,Ramona	00040495	Attorney Advisor	3000	Legal Representation	3015	In-House Legal Representation	103,423.00	25,131.79	-

2) FY 2020

Name	Position Number	Position Title	Program Code	Program Title	Activity Code	Activity Title	Salary	Benefits	Overtime
Shreve,Johanna E	00038614	Chief Tenant Advocate	1000	Administrative Services	1090	Performance Management	180,543.55	43,872.08	
COHN,JOEL M	00046153	Attorney Advisor	4000	Policy Advocacy Program	4010	Policy Advocacy Program	137,553.00	33,425.38	
TAYLOR,DENNIS M	00097288	General Counsel	3000	Legal Representation	3015	In-House Legal Representation	133,506.54	32,442.09	
Sadeghy,Amir M	00046357	Supv Attorney Advisor	3000	Legal Representation	3015	In-House Legal Representation	126,335.68	30,699.57	
Quillet,Ramona	00040495	Attorney Advisor	3000	Legal Representation	3015	In-House Legal Representation	106,526.00	25,885.82	
Dudek,Stephen	00040492	Program Coordinator	5000	OTA Educational Institute	5010	OTA Educational Institute	101,758.00	24,727.19	538.15

Attachment #17 For Q#30

Office of the Tenant Advocate (CQO) Fiscal Year 2019 and 2020 - Top 25 Overtime Earners

1) FY 2019

Name	Position Number	Position Title	Program Code	Program Title	Activity Code	Activity Title	Salary	Benefits	Overtime
Dudek, Stephen	00040492	Program Coordinator	5000	OTA Educational Institute	5010	OTA Educational Institute	98,794.00	24,006.94	5,295.95
Houser, Cynthia B	00048144	Program Support Specialist	1000	Administrative Services	1090	Performance Management	67,407.00	16,379.90	3,645.79
Tolton, Tamela D	00040493	Program Analyst	1000	Administrative Services	1090	Performance Management	89,957.00	21,859.55	2,673.37
Bolanos, Manuel R	00047122	Program Support Specialist	8000	Case Mngt Admin and Community Outreach	8010	Case Management Administration	71,247.00	17,313.02	1,181.74
Lucas, Christopher	00043832	Program Support Specialist	8000	Case Mngt Admin and Community Outreach	8010	Case Management Administration	71,247.00	17,313.02	890.59
Tabaku, Ruth	00097208	Clerical Assistant	1000	Administrative Services	1090	Performance Management	36,919.00	8,971.32	523.61
Lassiter, Horace A	00047353	Paralegal Specialist	3000	Legal Representation	3020	Legal Hotline	85,371.00	20,745.15	451.48

2) FY 2020

Name	Position Number	Position Title	Program Code	Program Title	Activity Code	Activity Title	Salary	Benefits	Overtime
Tolton, Tamela D	00094570	Special Assistant	1000	Administrative Services	1090	Performance Management	98,947.00	24,044.12	1,102.35
Dudek, Stephen	00040492	Program Coordinator	5000	OTA Educational Institute	5010	OTA Educational Institute	101,758.00	24,727.19	538.15
Lucas, Christopher	00099844	Program Analyst	8000	Case Mngt Admin and Community Outreach	8010	Case Management Administration	78,487.00	19,072.34	205.52

Date
 Tenant
 Issue



HOW WAS YOUR VISIT?

Staff greeted me when I walked into the office.	Yes	No
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>	Case Management Specialist:	Attorney:
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

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