



Office of the Tenant Advocate (OTA) FY2016 Performance Accountability Report (PAR)

Introduction

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

Mission

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

Summary of Services

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

Overview – Agency Performance

The following section provides a summary of OTA performance in FY 2016 by listing OTA’s top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OTA litigators returned \ \$2,465,279 in cash and consideration to District tenants, far exceeding the salaries of the litigators.	This accomplishment enhanced the agency and the District’s reputation for fighting for its citizens.	This accomplishment placed needed funds in the hands of those tenants who had been wronged without placing a drain on the public treasury.
OTA represented the tenants of 5509 9th St., NW, providing them with housing after DCRA closed the property as uninhabitable, monitoring the District’s efforts to return the property to habitability, gaining a significant monetary buyout for those tenants desiring to move from the distressed property, and preserving the TOPA right for those tenants who wished to remain in their newly rehabilitated units.	This accomplishment enhanced the agency and the District’s reputation for fighting for its citizens.	This accomplishment assisted in the preservation of affordable housing by transforming uninhabitable housing into habitable housing.
OTA provided emergency housing for tenants in 180 of units who were displaced because of natural disaster (e.g., fire, flood, etc.) and governmental action (e.g., closure of rental property for being uninhabitable.	This accomplishment enhanced the agency and the District’s reputation for fighting for its citizens.	This accomplishment assisted District tenants who were displaced at no fault of their own.

In FY 2016, OTA had 4 Key Performance Indicators. Of those, 0 were neutral. Of the remaining measures, 100% (4 KPIs) were met, 0% (0 KPIs) were nearly met, and 0% (0 KPIs) were unmet. In FY 2016, OTA had 10 Initiatives. Of those, 80% (8) were completed and 0% (0) were nearly completed, and 20% (2) were not completed. The next sections provide greater detail on the specific metrics and initiatives for OTA in FY 2016.

FY16 Objectives

Division	Objective
Agency Management	To perform research identifying impediments to a renter's ability to achieve a pathway to the middle-class.
Agency Management	To provide salient reform recommendations that address preservation strategies for affordable housing.
Agency Management	To create a tenant rights education curriculum for DC Public Schools students who live in rental housing.
Agency Management	To enhance the development of tenant leaders in the District.

FY16 KPIs

Objective: To enhance the development of tenant leaders in the District.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of identified tenant associations to be represented in tenant summit	50	A					81.4	Met	
Number of rental housing case abstracts to be included in database	255	Q	245	5	3	5	258	Met	

Objective: To perform research identifying impediments to a renter's ability to achieve a pathway to the middle-class.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of tenant intake cases resolved	89	Q	100	100	100	100	100	Met	

Objective: To provide salient reform recommendations that address preservation strategies for affordable housing.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours, if funding was available	90	Q	100	100	100	100	100	Met	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
No. of Cases Initiated	Q	984	1,092	1,022	1,280	4,378
No. Emergency Housing Assistance Cases	Q	29	38	34	79	180

FY16 Initiatives

Title: Increase the information provided by OTA's contracted Legal Service Providers.

Description: The OTA will revise its Request for Qualifications, while renewing contracts with Legal Service Providers, to include the sharing of issues that have a negative impact on achieving a pathway to the middle class.

Complete to Date: Complete

Status Update: DCLBD has provided OTA with contractual language that needs to be incorporated into future contracts issued by OCP on OTA's behalf. OCP will determine when in the future that will be necessary and include the required language

Title: Meet on a semi-annual basis with DC Superior Court and US Marshals Service representatives.

Description: The OTA will meet on a semi-annual basis with representatives of DC Superior Court and the US Marshals Service to gather information on rental issues that have a negative impact on achieving a pathway to the middle class.

Complete to Date: Complete

Status Update: OTA General Counsel met on August 3 with the Chief Judge of the Civil Division, who presides over both the Landlord/Tenant Branch and the Housing Conditions Calendar

Title: Analyze eviction data to determine developmental needs of the rental housing system.

Description: The OTA will develop charts and graphs to demonstrate where government services are needed to strengthen the District's economy.

Complete to Date: Complete

Status Update: OTA has identified Superior Court as the only repository of eviction data. The strategy is contacting the Court and making the request. The Court, in turn, sends data as contained in its Annual Report

Title: Produce a housing provider petition report that highlights their impact(s) on the preservation of affordable housing.

Description: The OTA will review Fiscal Year 2015 Housing Provider Petition data to determine any negative impacts on affordability.

Complete to Date: Complete

Status Update: OTA has completed the review

Title: Assist in the preservation of affordable housing in the District.

Description: The Chief Tenant Advocate will serve as a member of the Mayor's Housing Preservation Strike Force.

Complete to Date: Complete

Status Update: The Affordable Housing Preservation Strike Force has completed its recommendations and is awaiting DHCD's deliverance of them to the Mayor

Title: Create communication tools that will enhance OTA's effectiveness in the preservation of affordable housing.

Description: The OTA will create communication tools that will educate low and moderate income tenants about government preservation strategies.

Complete to Date: Complete

Status Update: Ms. Shreve appeared two times this quarter on the Live with Julie Wright show on NewsChannel 8. With the last appearance Albritton Communications fulfilled that portion of their contract with OTA. In addition, Albritton broadcast 2 PSAs at various times during this quarter, again fulfilling terms of the OTA contract.

Title: Create legislative recommendations that support the Agency’s positions on affordable housing strategies for consideration by the administration and City Council.

Description: The OTA will create three legislative packages, including appropriate supplemental materials, to support three policy positions developed through implementation of Initiatives 2.1 and 2.2.

Complete to Date: Complete

Status Update: Three sets of legislative recommendations have been transformed into Bills currently being considered by the Council

Title: Closely consult with relevant parts of the District government in the development of the Rent Control Housing Clearinghouse database.

Description: The OTA will serve in a leadership position in the Fiscal Year 2016’s development of the Rent Control Housing Clearinghouse database, working to insure that the final product meets the needs of District tenants, the tenant bar, and tenant-supportive services within the District government.

Complete to Date: Complete

Status Update: OTA continues to serve as a consultant on this project along with OCTO. in FY 17, DHCD will utilize a third-party contractor be engaged to fulfill the statutory requirements of Stage 1 of the project. However, OTA’s primary consultant role is complete, but once the the first iteration is complete, OTA will resume providing feedback

Title: Collaborate with the Deputy Mayor of Education to determine how many DC Public Schools students live in rental housing.

Description: The OTA will determine if it is appropriate to develop a curriculum for DC Public Schools that would provide students with information about housing, and if appropriate, develop the curriculum.

Complete to Date: 0-24%

Status Update: The Chief Tenant Advocate has been engaged in oral consultation with the Deputy Mayor of Education regarding this Initiative. The next step will be the receipt of information from the Deputy Mayor of Education

If Incomplete, Explanation: As determined in Qtr. 3, this is a multi-year project. At the time the completion date was changed to September 30, 2017.

Title: Develop a ten-point certificate training program for tenant associations that is focused on building sound leadership skills.

Description: The OTA will launch its ten-point certification training program.

Complete to Date: 25-49%

Status Update: A Governance module has been added to the 10-point program this quarter. All completed modules will be presented regularly in 2017

If Incomplete, Explanation: As determined in Qtr. 3, this is a multi-year project. At the time the completion date was changed to May 11, 2018.