

D.C. Office of Risk Management FY2018

Agency D.C. Office of Risk Management

Agency Code RK0

Fiscal Year 2018

Mission The mission of the Office of Risk Management (ORM) is to reduce the probability, occurrence and cost of risk to the District of Columbia government.

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Identify, measure, analyze and mitigate the District government's exposure to risk and liability.	3	9
2	Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty.	6	4
3	Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.	5	4
4	Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.	3	4
5	Create and maintain a highly efficient, transparent and responsive District government.**	9	2
TOT		26	23

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (3 Measures)									
Percent of agencies under the purview of the Mayor that file Cost of Risk reports for data requested	<input type="checkbox"/>	Not available	100%	98%	100%	100%	100%	0%	100%
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	<input type="checkbox"/>	81.93%	100%	85.6%	100%	94.6%	100%	38.9%	85%
Percent of known and applicable government real estate property assets insured by private insurance	<input type="checkbox"/>	Not available	50%	100%	60%	100%	100%	96%	100%
2 - Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (6 Measures)									
Percent of claims opened and assigned (three point	<input checked="" type="checkbox"/>	Not	Not	Not	Not	New	New	New	90%

contact) within five (5) business days of receipt by ORM's Public Sector Workers' Compensation Program		available	available	Available	Available	Measure	Measure	Measure	
Percent of compensability decisions conveyed to employees within 30 days	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	80%
Dollars recouped in Public Sector Workers' Compensation Subrogation Matters	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	\$100,000
Improve agency awareness of ORM's Public Sector Workers' Compensation Program by training and providing a presentation to 10 Agencies	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	10
Percent of 9A decisions issued within 30 days of receipt	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%
Percentage of A1 decisions issued within 30 days of receipt	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	90%

3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (5 Measures)

Percent of claims opened, assigned, and received by adjuster within five (5) business days of receipt by ORM (Tort)	<input type="checkbox"/>	Not available	Not available	Not Available	0%	Not Available	90%	95.9%	90%
Percent of claims where ORM issues an acknowledgement letter within five (5) business days within the claim being opened and assigned	<input type="checkbox"/>	Not available	95%	96.3%	95%				
Amount of monies ORM recovers for the District of Columbia via Subrogation	✓	Not available	New Measure	\$100	\$130,000				
The average cost to process a claim per claims specialist	<input type="checkbox"/>	Not available	\$159	\$126.6	\$159				
Number of days it takes to resolve a Tort claim in the same fiscal year excluding extraordinary cases once agency request is received.	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	25

4 - Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (3 Measures)

Ratio of open to closed tort subrogation claim files	<input type="checkbox"/>	Not available	50	65.9	50				
Percent of claims recovered within the same fiscal year, excluding extraordinary cases	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	25%
Percent of subrogation matters with issuance of lien	✓	Not	Not	Not	Not	New	New	New	75%

letter by the Public Sector Workers' Compensation Program within 30 days of subrogation potential identified	available	available	Available	Available	Measure	Measure	Measure
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We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (9 Activities)					
RISK MANAGEMENT	Provides guidance and training to agencies on risk analysis and mitigation.	The Office of Risk Management collaborates with all Agency Risk Management Representatives (ARMRs) on emergency response response to determine the areas where the District has the greatest exposure to risk and make recommendations to minimize its occurrence.	Daily Service	0	0
RISK INSPECTIONS & COORDIN. OF ARMRS	Conducts site safety inspections of District government properties.	ORM's Occupational Safety and Health inspectors conduct inspections of District owned and operated buildings to ensure that building inspections and follow-up inspections are (a) conducted using Occupational Safety and Health Administration's (OSHA) guidelines and (b) communicated to the Directors and Agency Risk Management Representatives (ARMR's) to ensure that the buildings are safe, healthy, and comply with OSHA standards and regulations.	Daily Service	1	0
RISK MANAGEMENT	Obtain and review driving records for operators of District vehicles.	ORM, in partnership with other District government agencies, aims to prevent driver negligence of employees who use a District vehicle for business purposes by obtaining and reviewing driving records. Agencies with high risk drivers are alerted and advised to revoke the employees' driving privileges.	Daily Service	0	0
RISK MANAGEMENT	Administration of the District's hybrid Self-Insurance program to include issuance of self-insurance certification letters.	The Government of the District of Columbia operates as a self-insured entity. When a District agency requires proof of insurance (evidence of self-insurance), the DC Office of Risk Management (ORM) will review and consider all requests for such proof. If the request is approved, a self insurance letter will be issued to the petitioner.	Daily Service	0	0
INSURANCE ANALYSIS	Provide advice to District agencies on risk and insurance policies and practices.	Agencies frequently seek advice from ORM on how to protect the District from risks and liabilities as they carry out agency initiatives, contracts and coordinating special events. A training platform has been developed to review the minimum insurance requirements for contractors and vendors. The following areas were addressed – ORM's purpose, the need for insurance, self insurance programs, the Captive, risk / exposure identification, contract insurance requirements, multiple lines of business and their application, additional insureds, subrogation,	Daily Service	1	0

		Anti-Deficiency Act, indemnification clause, certificates of insurance, contract review, timeline and process for review by ORM.			
RISK MANAGEMENT	Procure and maintain insurance coverage(s) for District government real estate property assets.	ORM, through the Captive Insurance Agency, hired a third-party commercial property insurance broker and purchased commercial property insurance, including terrorism coverage for District-owned property for the purpose of building a stronger District property risk management program through a combination of self-insurance and private insurance.	Daily Service	0	0
CLAIMS EXAMINATION & MGT	Provide a system for identifying, measuring, analyzing and mitigating the District government's exposure to risk and liability	ORM will be integrating functionality within the ERMS to manage daily operations for each agency.	Key Project	0	1
INSURANCE ANALYSIS	Review of Insurance Contracts	Amount of insurance contracts reviews completed in fiscal year (these reviews include contracts, addendums, certificate of insurance and related discussions)	Daily Service	1	0
SAFETY, SEC. EMERG. PLANNING	How's My Driving Communication	Number of instances when the Risk Prevention and Safety Division communicates with other Agencies regarding "How's My Driving" (Limited to incident reporting and complaints)	Daily Service	1	0
TOT				4	1

2 - Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (4 Activities)

CLAIMS EXAMINATION & MGT	Manage claims submitted by employees to determine if the injury sustained is compensable.	The primary goal of the Public Sector Workers' Compensation Program is to respond to workplace injuries with the best, most appropriate medical care at a reasonable cost, and to return employees back to work as soon as medically possible. ORM will work with agency partners to analyze and insure injuries are work related through an integrated, active process.	Daily Service	1	0
CLAIMS MANAGEMENT	Ongoing management of accepted claim for medical treatment and/or indemnity payments.	Once a claim is accepted, ORM continuously reviews and analyzes medical and loss wage payments for compensability.	Daily Service	1	1
RETURN TO WORK	Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity.	Return to work simply means helping an employee get back to work as soon as possible after a job-related injury or illness. Through additional concrete efforts ORM will create alternative methods of support in order to return more employees back to work.	Daily Service	0	0

RETURN TO WORK	Conduct orientations, trainings and job fairs to injured employee's of the Public Sector Workers' Compensation Program and Return to Work Program.	Returns to work orientations are conducted monthly. The purpose is to educate injured workers on the Return to Work process. Trainings consist of resume writing, basic computer skills, and interview skills. Job fairs are held quarterly, consisting of DC Government agencies and outside organizations who conduct on-the-spot interviews for permanent placement.	Daily Service	0	0
TOT				2	1
3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (4 Activities)					
CLAIMS MANAGEMENT	Administer the Settlement and Judgement Fund.	ORM authorizes pre-litigation settlements through its operation of the tort liability program. ORM continues to improve its analysis and review of payments from the settlement and judgement fund.	Daily Service	0	0
CLAIMS EXAMINATION & MGT	Review the facts and assess the merits of the claims for disposition by way of settlements or denials.	The claims adjuster will: 1) contact the claimant and the parties involved 2) contact the District agency involved for internal reports and investigative information 3)gather and inspect all relevant information regarding a claim including photos, quotes, estimates, witness statements, etc. 4) enter additional information/investigation details into claims management system 5) determination to accept or reject a claim	Daily Service	2	1
CLAIMS EXAMINATION & MGT	Coordination with responsible District agencies to determine whether to accept a claim and enter into a pre-litigation settlement or reject the claim.	ORM will reach out the involved agency for supporting documentation in order to assess liability. Upon determination of liability, ORM will reach out the claimant directly.	Daily Service	0	0
CLAIMS EXAMINATION	Receive §12-309 notices for alleged claims against the District.	The Tort Liability Division investigates and resolves claims filed against the District of Columbia pursuant to D.C. Code § 12-309. Individuals can file a tort claim against the District for unliquidated losses (property damage or personal injury) arising out of the actions or inactions of the District and/or its employees. Once a claim has been received and logged into the claims database, it is assigned to an adjuster for investigation and handling.	Daily Service	2	0
TOT				4	1
4 - Collect monies owed to the District as a result of a Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (4 Activities)					
CLAIMS EXAMINATION	Review District agency incident reports and determine if damages	ORM assesses liability pursuant to supporting documentation requested and received from agencies.	Daily Service	0	1

	and losses to the District is as a result of negligence or intentional act of a third party.				
CLAIMS EXAMINATION & MGT	Provide notice to third party tortfeasors of the District's intent to subrogate and pursue recovery of monies owed to the District as a result of damages and losses due to third party tortfeasors actions.	ORM relies on supporting documentation from the agencies to assist in the subrogation process.	Daily Service	1	1
CLAIMS EXAMINATION & MGT	Recover monies through subrogation efforts either in resolution of a settlement or lawsuit.	ORM's staff will analyze , pursue, and support OAG in litigation efforts to collect on losses incurred by third party actors.	Daily Service	3	0
Subrogation Collection	PSWCP Subrogation Claims Pursued	Number of new subrogation claims pursued by the Public Sector Workers' Compensation Program in fiscal year	Daily Service	1	0
TOT				5	2
5 - Create and maintain a highly efficient, transparent and responsive District government.** (2 Activities)					
RISK MANAGEMENT	Risk Council Meetings	Risk Council Meetings coordination with Agency ARMRs	Key Project	1	0
CUSTOMER SERVICE	Agency Information Presentations	ORM is working to touch all District Agencies to communicate our operations and services.	Key Project	1	0
TOT				2	0
TOT				17	5

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Conducts site safety inspections of District government properties. (1 Measure)					

Number of environmental and safety inspections at District Government buildings conducted by ORM	<input type="checkbox"/>	566	619	617	265
1 - How's My Driving Communication (1 Measure)					
Number of instances when the Risk Prevention and Safety Division communicates with other Agencies regarding "How's My Driving" (Limited to incident reporting and complaints)	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
1 - Provide advice to District agencies on risk and insurance policies and practices. (1 Measure)					
Number of contract and insurance risk management training sessions offered to agency officials	<input type="checkbox"/>	Not available	6	10	37
1 - Review of Insurance Contracts (1 Measure)					
Review of insurance contracts in fiscal year (these reviews can include contracts, addendums, certificate of insurance and contract discussions)	<input checked="" type="checkbox"/>	Not available	Not Available	New Measure	New Measure
2 - Manage claims submitted by employees to determine if the injury sustained is compensable. (1 Measure)					
Total new workers' compensation claims processed within fiscal year	<input type="checkbox"/>	Not available	Not Available	Not Available	1548
2 - Ongoing management of accepted claim for medical treatment and/or indemnity payments. (1 Measure)					
Total workers' compensation claims closed by normal claims management process within fiscal year	<input type="checkbox"/>	Not available	Not Available	Not Available	2239
3 - Receive §12-309 notices for alleged claims against the District. (2 Measures)					
Number of new tort claims filed with ORM	<input type="checkbox"/>	Not available	Not Available	Not Available	1874
Total number of claims opened and closed (denied and settled) within the same fiscal year	<input type="checkbox"/>	Not available	Not Available	Not Available	1268
3 - Review the facts and assess the merits of the claims for disposition by way of settlements or denials. (2 Measures)					
Number of tort claims closed by ORM (denied and settled)	<input type="checkbox"/>	Not available	Not Available	Not Available	2118
Total number of claims settled by ORM	<input type="checkbox"/>	Not available	Not Available	Not Available	432
4 - Provide notice to third party tortfeasors of the District's intent to subrogate and pursue recovery of monies owed to the District as a result of damages and losses due to third party tortfeasors actions. (1 Measure)					
Total number of lien notice letters issued by the Public Sector Workers' Compensation Program in fiscal year	<input type="checkbox"/>	Not available	Not Available	Not Available	110

4 - PSWCP Subrogation Claims Pursued (1 Measure)					
Number of new subrogation claims pursued by the Public Sector Workers' Compensation Program in fiscal year	✓	Not available	Not Available	New Measure	New Measure
4 - Recover monies through subrogation efforts either in resolution of a settlement or lawsuit. (3 Measures)					
Number of subrogation claims pursued and collected	<input type="checkbox"/>	Not available	Not Available	Not Available	28
Number of affirmative subrogation demands pursued after issuance of lien letters by the Workers' Compensation Program.	<input type="checkbox"/>	Not available	Not Available	Not Available	53
Number of subrogation claims pursued by the Public Sector Workers' Compensation Program within fiscal year.	<input type="checkbox"/>	Not available	Not Available	Not Available	40
5 - Agency Information Presentations (1 Measure)					
Number of information sessions presented to other Agencies regarding ORM's complete operations and services	✓	Not available	Not Available	New Measure	New Measure
5 - Risk Council Meetings (1 Measure)					
Number of Risk Council Meetings conducted by ORM	✓	Not available	Not Available	New Measure	New Measure

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Implement a Risk Management System (RMS)	In Fiscal Year 2016, the agency laid the foundation to implement a risk management application that will allow for a comprehensive and centralized method to manage the agency's operations including public sector workers compensation management, tort claims, insurance and risk identification and analysis. In Fiscal Year 2017, the agency will finalize the requirements for the Risk Management System in order to solicit vendor for the purchase and development of an internal database system. Fiscal Year 2018 will mark the second and final round of the ERMS. The ERMS vendor will begin working to create the system and ORM will work with all stakeholders to ensure system installation and configuration are done effectively to increase workflow productivity within departments.	09-30-2018
Tort Incident Reporting System	After implementation of the ERMS (Emergency Risk Management System), the ORM Tort Division will initiate a District-wide Incident Reporting System allowing agencies across the government to report incidents involving the District which will immediately notify the appropriate Divisions within ORM. The Incident Reporting System will streamline efforts to manage various types of claims and issues that arise. The collection of this data will not only benefit the Tort Division with adjudicating claims and collection of subrogation monies, it will instantly alert the workers' compensation and safety programs of potential issues. Obtaining information regarding incidents before they are reported as a claim against the District allows the Tort Division to get in front of the claim and adequately prepare, monitor, and collect supporting documentation to forward subrogation demands timely and efficiently.	09-30-2018

Subrogation Legislation Education and Training	Upon the creation of a Subrogation Fund the Tort Division will work with partner agencies to identify and create subrogation claims through education and training. The Division will establish a true framework including a manual to properly educate agencies on the subrogation process. These efforts will substantially increase collections on behalf of the District.	09-30-2018
PSWCP Subrogation Returns Process	Improve effectiveness of subrogation returns, safeguard taxpayer dollars, and hold responsible parties accountable by ensuring all accepted claims are reviewed and analyzed for subrogation potential. In addition PSWCP will provide oversight ensuring lien letters are provided to relevant parties within 30 days of claim acceptance.	09-30-2018
PSWCP Vendor Protocol	PSWCP will assess and analyze vendors who provide care and services to injured workers, creating an assessment protocol. Providers whose services are considered subpar, non-compliant, medically unnecessary, or with unacceptable customer services, by reviewing their compliance with requests for information, analyzing service provision, customer service reviews, and assessing use of medications will be removed. Through this process the Program will take necessary steps to ensure injured workers receive the best care possible.	09-30-2018