



D.C. OFFICE OF RISK MANAGEMENT FY 2024 PERFORMANCE PLAN

MARCH 22, 2023

CONTENTS

Contents	2
1 D.C. Office of Risk Management	3
2 Proposed 2024 Objectives	4
3 Proposed 2024 Operations	5
4 Proposed 2024 Key Performance Indicators and Workload Measures	9

1 D.C. OFFICE OF RISK MANAGEMENT

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.

Services: ORM implements its mission through four programs: Risk Prevention and Safety Division (RPS), Public Sector Workers Compensation Program, Tort Liability Program and the Captive Insurance Agency. An individual summary of services is provided by division in each section. PERFORMANCE PLAN DIVISIONS: Risk Prevention and Safety Division (RPS), Public Sector Workers Compensation Program, Tort Liability Program, Captive Insurance Agency, and Agency Management

2 PROPOSED 2024 OBJECTIVES

Strategic Objective

Identify, measure, analyze and mitigate the District government's exposure to risk and liability.

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.

Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.

Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.

Create and maintain a highly efficient, transparent, and responsive District government.

Vendor and provider relations needs including medical bill review, compliance, and medical provider assessment.

3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Identify, measure, analyze and mitigate the District government's exposure to risk and liability.		
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
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
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, Anti-Deficiency Act, indemnification clause, certificates of insurance, contract review, timeline and process for review by ORM.	Daily Service
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
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 take appropriate and necessary action to mitigate risk; including but not limited to revoking driving privileges.	Daily Service

(continued)

Operation Title	Operation Description	Type of Operation
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 Enterprise Risk Management System (ERMS) to manage daily operations for each agency.	Key Project
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 to determine the areas where the District has the greatest exposure to risk and make recommendations to minimize its occurrence.	Daily Service
Alive and well checks for Workers' Compensation Program	Number of alive and well checks done by the Investigation unit for the Public Sector Workers' Compensation Program	Daily Service

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.

Public Sector Workers' Compensation Administrative Actions	Dedicated resources utilized to process and assist the Public Sector Workers' Compensation claims management process including claims intake and provider relations services.	Daily Service
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
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
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
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 ensure injuries are work related through an integrated, active process.	Daily Service

Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.

(continued)

Operation Title	Operation Description	Type of Operation
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
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
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
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
Investigations	Investigations related to Tort and Public Sector Workers' Compensation incidents and claims.	Daily Service

Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.

Review District agency incident reports and determine if damages and losses to the District is as a result of negligence or intentional act of a third party	ORM assesses liability pursuant to supporting documentation requested and received from agencies.	Daily Service
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
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

(continued)

Operation Title	Operation Description	Type of Operation
Create and maintain a highly efficient, transparent, and responsive District government.		
Risk Council Meetings	Risk Council Meetings coordination with Agency ARMRs	Key Project
Agency Information Presentations	ORM is working to touch all District Agencies to communicate our operations and services.	Key Project
District Audit Tracking	Enter, review and track audit information for both the District's Single Audit and agency individual audits.	Daily Service
Vendor and provider relations needs including medical bill review, compliance, and medical provider assessment.		
Bill Review	Review of medical provider billing	Daily Service

4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
Identify, measure, analyze and mitigate the District government's exposure to risk and liability.					
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	Up is Better	82%	73%	85%	85%
Percent of known and applicable government real estate property assets insured by private insurance	Up is Better	100%	100%	100%	100%
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.					
Percent of claims opened and assigned (three point contact) within five (5) business days of receipt by ORM's Public Sector Workers' Compensation Program	Up is Better	99%	97.3%	90%	90%
Percent of 9-A Appeal to The Chief Risk Officer decisions issued within 30 days of receipt	Up is Better	94%	76.3%	75%	75%
Percent of A-1 Request for Audit or Certification of Award decisions issued within 30 days of receipt	Up is Better	100%	87.5%	75%	75%
Dollars recouped in Public Sector Workers' Compensation Subrogation Matters	Up is Better	\$221,177.44	\$53,414.60	\$100,000.00	\$100,000.00
Percent of compensability decisions conveyed to employees within 30 days	Up is Better	99%	99.8%	80%	80%
Improve agency awareness of ORM's Public Sector Workers' Compensation Program by training and providing a presentation to 5 Agencies	Up is Better	10	12	5	5
Percent of claims medications filled as generic vs. brand name	Up is Better	87%	86.5%	80%	80%
Percent of intake and customer service calls received and assisted within 3 rings	Up is Better	98%	99%	80%	80%
Percent of medical authorizations handled by internal clinical review vs. requiring external utilization review	Up is Better	95%	90%	60%	50%
Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.					

Key Performance Indicators (*continued*)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
The average cost to process a claim per claims specialist	Down is Better	\$148.34	\$126.80	\$159.00	\$159.00
Amount of monies ORM recovers for the District of Columbia via Subrogation	Up is Better	\$773,843.76	\$583,374.30	\$350,000.00	\$350,000.00
Number of days it takes to resolve a Tort claim in the same fiscal year excluding extraordinary cases once agency request is received	Down is Better	19.5	20	25	25
Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.					
Percent of claims recovered within the same fiscal year, excluding extraordinary cases (Total Loss, etc.)	Up is Better	38.5%	34%	25%	25%
Ratio of open to closed tort subrogation claim files	Down is Better	0.57	0.5	0.5	0.5

Workload Measures

Measure	FY 2021	FY 2022
Alive and well checks for Workers' Compensation Program		
Number of alive and well checks done by the Investigation unit for the Public Sector Workers' Compensation Program	75	10
Conducts site safety inspections of District government properties		
Number of environmental and safety inspections at District Government buildings conducted by ORM	260	177
Obtain and review driving records for operators of District vehicles		
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)	204	397
Provide advice to District agencies on risk and insurance policies and practices		
Number of contract and insurance risk management training sessions offered to agency officials	37	22
Amount of insurance contracts reviews completed in fiscal year (these reviews include contracts, addendums, certificate of insurance and related discussions).	9642	6,901
Conduct orientations, trainings and job fairs to injured employee's of the Public Sector Workers' Compensation Program and Return to Work Program		
Number of claimants who participated in Vocational Rehabilitation	35	14
Manage claims submitted by employees to determine if the injury sustained is compensable		
Total new workers' compensation claims processed within fiscal year	615	731
Average number of Public Sector Workers' Compensation claims managed per adjuster by fiscal year	69.8	63
Total number of medical only claims by fiscal year	725	593
Total number of indemnity claims by fiscal year	268.5	266
Total number of open workers' compensation claims by fiscal year	891	859
Number of claims where a nurse case manager has been assigned for fiscal year	772	471
Number of Public Sector Workers' Compensation Claims that qualify for permanent partial disability (PPD) by fiscal year	43	29
Number of incident injuries that result in loss time (indemnity accepted claims)	131	147

Workload Measures (continued)

Measure	FY 2021	FY 2022
Ongoing management of accepted claim for medical treatment and/or indemnity payments		
Total workers' compensation claims closed by normal claims management process within fiscal year	881	770
Number of new Public Sector Workers' Compensation Program incidents converted to claims	595	706
Public Sector Workers' Compensation Administrative Actions		
Number of new Workers' Compensation incidents reported	855	1,051
Individual pieces of mail received, processed and uploaded into ERisk per fiscal year	11,937	11,425
Individual intake and customer service calls received and assisted per fiscal year	4909	3,066
Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity		
Number of claimants returned to work full time within fiscal year	76	98
Investigations		
Number of conducted investigations related to Public Sector Workers' Compensation Program (not including alive and well checks)	169	166
Number of conducted investigations related to Tort Division claims	58	27
Receive §12-309 notices for alleged claims against the District		
Number of new tort claims filed with ORM	1298	1,563
Total number of claims opened and closed (denied and settled) within the same fiscal year	428	506
Review the facts and assess the merits of the claims for disposition by way of settlements or denials		
Number of tort claims closed by ORM (denied and settled)	1386	1,524
Total number of claims settled by ORM	197	163
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		
Total number of lien notice letters issued by the Public Sector Workers' Compensation Program in fiscal year	165	263
Recover monies through subrogation efforts either in resolution of a settlement or lawsuit		
Number of new subrogation claims pursued by the Public Sector Workers' Compensation Program in fiscal year	65	83
Number of subrogation claims pursued and collected	119	111

Workload Measures (*continued*)

Measure	FY 2021	FY 2022
Risk Council Meetings		
Number of Risk Council Meetings conducted by ORM	3	4
Bill Review		
Number of Public Sector Workers' Compensation claims audited in fiscal year	423	274
Number of medical bills received and paid by the Public Sector Workers' Compensation Program by fiscal year	9039	10,837