

# Office of the Secretary FY2023

**Agency** Office of the Secretary

**Agency Code** BA0

**Fiscal Year** 2023

**Mission** The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for the public, governments, and international community.

## Strategic Objectives

Objective Number	Strategic Objective
1	Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy.
2	Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use.
3	Provide support and outreach services to the diplomatic and international communities.
4	Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents.
5	Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (3 Measure records)</b>						
Number of notary application processed (excludes government employees)	Up is Better	1401	1971	1500	2220	1500
Number of documents authenticated	Up is Better	40,000	45,000	40,000	46,000	40,000
Number of customer served	Up is Better	Not Available	25,000	10,000	30,000	10,000
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)</b>						
Percent of ambassador welcome letters sent within three months of start of new term	Up is Better	78.4%	Not Available	100%	Not Available	100%
<b>4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (4 Measure records)</b>						
Percent of records requests fulfilled within five business days	Up is Better	Not Available	99.1%	50%	60%	50%
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Up is Better	6.3%	21%	30%	33.3%	20%
Percent of agencies in regular communication with OPR, where "regular communication" is defined by attendance at OPR-hosted meetings or trainings, active use of the Naylor Court or Federal Records Center, and email or phone communication with OPR staff members	Up is Better	Not Available	14.8%	60%	44.4%	40%
Number of records entered into the	Neutral	New in	New in	New in	New in	New in

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
collections management system		2023	2023	2023	2023	2023

**Operations**

Operations Title	Operations Description	Type of Operations
<b>1 - Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy. (2 Activity records)</b>		
Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.	Daily Service
DC Democracy Grant	The Office of the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood.	Key Project
<b>2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (2 Activity records)</b>		
Authenticate documents for international and domestic use	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.	Daily Service
Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service
<b>3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)</b>		
Serve as liaison with diplomatic community in DC	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.	Daily Service
<b>4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (2 Activity records)</b>		
Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service
Library of Government Information	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.	Daily Service
<b>5 - Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates. (1 Activity)</b>		
Publish the DC Register and the DC Municipal Regulations	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.	Daily Service

**Workload Measures (WMs)**

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
<b>1 - Ceremonial documents for constituents (1 Measure)</b>			
Number of ceremonial documents prepared	568	507	721
<b>3 - Serve as liaison with diplomatic community in DC (2 Measure records)</b>			
Number of diplomatic and delegation meetings	New in 2023	New in 2023	New in 2023

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
Percent of National Day letters written versus number of National Days	70.5%	0%	100%
<b>4 - Manage District government records (4 Measure records)</b>			
Volume of records accessioned to the DC Archives	25.3	68	11
Number of on-site researchers served	Not Available	3	27
Number of publications added to the Library of Government Information	20	222	259
Number of records requests received	1098	2194	2934
<b>5 - Publish the DC Register and the DC Municipal Regulations (2 Measure records)</b>			
Number of rulemakings processed	393	338	326
Number of administrative issuances processed	149	143	184

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Commission the notaries (2 Strategic Initiative records)</b>		
Implement Remote Notarizations	The Council passed the legislation to implement remote notarizations – to allow notaries to notarize documents via electronic and audio-visual technology. In FY23, ONCA will finalize the Rules and implement this law. We will upgrade the current platform to meet the needs.	09-30-2023
Amendments to the Notary Code	The Code for notaries public needs to be amended to meet the needs in a number of areas including the seal, surety bond, validity of notarial acts, and amendments to the remote notarization legislation. The language will be provided to OPLA and the appropriate Council Committee.	09-30-2023
<b>Library of Government Information (2 Strategic Initiative records)</b>		
Build an institutional repository	During FY23, the Office of Public Records will embark on the development of an institutional repository that provides online public access to DC archives digital collections, and finding aids.	09-30-2023
Juneteenth program for Office of Public Records	Hold a program that discusses an important historical topic to recognize the Juneteenth Holiday.	09-30-2023
<b>Manage District government records (1 Strategic Initiative)</b>		
Complete design phase of new Archives Facility for Office of Public Records	Work with architectural firm Hartman-Cox to establish the design of the new facility for OPR.	09-30-2023
<b>Publish the DC Register and the DC Municipal Regulations (2 Strategic Initiative records)</b>		
DCRegs Website Review and Technical Adjustments	During FY18, ODAI launched a new version of its website, DCRegs. During FY23, ODAI will continue to review the functionality of the website and where necessary suggest revisions or adjustments to OCTO. ODAI will also review the website to determine how its functionalities can be revised to allow a more efficient publication and codification process. This initiative benefits all residents of the District of Columbia, including residents of Wards 7 and 8, because DCRegs is the online web portal that is a one stop access point for District of Columbia Register, District of Columbia laws, regulations, District government operations information and meetings, and current and historical Mayor's Orders. This work takes time, but it is done while the Editor performs of duties and responsibilities.	09-30-2023

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Legal Materials Authentication	During FY23, ODAI will develop a method to electronically authenticate the District of Columbia Register and the District of Columbia Municipal Regulations. This initiative benefits all users of the District of Columbia Register and the District of Columbia Municipal Regulations, including residents of Wards 7 and 8, because it will allow District residents and all users of the District of Columbia Register and the District of Columbia Municipal Regulations to obtain physical and online evidence that each item or sections of those items are the current and legally in effect.	09-30-2023
<b>Serve as liaison with diplomatic community in DC (2 Strategic Initiative records)</b>		
Sister City Plan and Refresh the current and viable Sister Cities with Washington, DC	This is to first evaluate the current Sister City agreements and identify three to five Sister Cities where an annual event can be organized by the Office of the Secretary and the respective Sister Cities' diplomatic and diaspora communities. In addition, assessing inactive Sister City agreements with the intent to identify two new Sister Cities that can replace the inactive ones. Working with Sister Cities International to establish Washington, DC as the permanent city to annually host the Sister Cities International youth in 2023.	09-30-2023
International Visitor Leadership Program	Continues participating in the International Visitor Leadership Program (IVLP) with the U.S. Department of State. This program exposes the emerging leaders in Washington, DC to their counterparts from around the world.	09-30-2023