



**FY 2013 PERFORMANCE PLAN
Office of the Tenant Advocate**

MISSION

The mission of the Office of the Tenant Advocate (OTA) is to provide technical advice and other legal services to tenants regarding disputes with landlords; to educate and inform the tenant community about tenant rights and rental housing matters; to advocate for the rights and interests of District renters in the legislative, regulatory, and judicial contexts; and to provide financial assistance to displaced tenants for certain emergency housing and tenant relocation expenses.

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) 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) 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) OTA conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns. (5) OTA provides financial assistance for certain emergency housing and relocation expenses to tenants displaced by fires, floods, or government closures.

AGENCY WORKLOAD MEASURES

Metrics	FY 2010 Actual	FY 2011 Actual	FY 2012 YTD
# of Cases Initiated	2261	2615	2767
# Emergency Housing Assistance Cases	95	111	115

OBJECTIVE 1: Create and improve channels of communication between the agency, interagency and the tenant community.

INITIATIVE 1.1: Restructure Case Management Specialist-Client procedure, increasing input from the OTA legal division.

In FY 2013, OTA’s case management program will expand in-house capacity to a two-tiered service platform. Case Management Specialist (CMS), will serve as tier-one technical assessment technicians who will determine OTA legal tier two services. Results will provide OTA with the ability to resolve client case matters in a more efficient manner. Completion date: September 2013.

INITIATIVE 1.2: Enhance the agency’s communication with the tenant community through the creation of improved and innovative communication vehicles that will result in a more informed and better educated citywide tenant.

In FY 2013, the OTA will enhance agency **communication vehicles** to include more information and resources on a monthly basis. This will include technological advancements in the manner



by which tenants receive information from the agency via an agency newsletter that focuses on legal, local and federal legislation that impacts tenants. Target roll out date: June 2013

INITIATIVE 1.3: Expand Tenant Hotline services.

In FY 2013, the OTA will host monthly online Q&A chat sessions with the tenant community. The agency's targeted goal is 12 live online Q&A sessions with the tenant community by September 2013.

INITIATIVE 1.4: Increase District revenue through the creation of an Interagency Non-compliance Notification Program.

In FY 2013, the OTA will launch an auto-generated noncompliance notification program that sends alerts to appropriate district agencies regarding housing provider non-compliance in the areas of: business licensing, unit registration, certificate of occupancy and homestead exemption requirements. The program will be data tested through the end of Fiscal Year 2012 with the formal launch set for January 2013.

OBJECTIVE 2: Inform tenant communities about tenant rights and related issues.

INITIATIVE 2.1: Enhance Searchable Database of Rental Housing Case Decisions.

In FY 2013, the OTA will expand its Rental Housing Case Decision database to make more resources available to the public. The agency goal for the fiscal year is to increase by 37% the number of abstracts of DC Court of Appeals decisions, and supplement the inventory of Rental Housing Commission and Office of Administrative Hearings decisions as those decisions are made available to the public. Search functionality will be enhanced to create an intuitive user friendly browser. This program fills a gap in the accessibility and affordability of legal research tools for rental housing cases. Completion date: September 2013.

INITIATIVE 2.2: Enhance and improve educational materials.

The OTA will develop and distribute new educational booklets specific to agency program services. They will be available in hard copy as well as online. The goal is to make available to the tenant community five new informational booklets by September 2013.

INITIATIVE 2.3: Develop new rental insurance education platform and materials

In FY 2013, the OTA will educate and inform the tenant community on the importance of rental insurance. The OTA will offer educational materials, as well as provide various platforms (ie the annual Tenant Summit) for insurance companies to speak directly to tenants. Encouraging more tenants to insure their personal property can ultimately save the District/OTA money in terms of relocation expenditures (the OTA provides financial assistance to tenants displaced by building closures or fires in the absence of relevant insurance). Completion date: September 2013.

OBJECTIVE 3: Provide financial assistance to cover certain emergency housing and tenant relocation expenses under the OTA's "Emergency Housing Assistance Program" (EHAP).

INITIATIVE 3.1 Expand inter-agency partnerships relating to EHAP program.

In FY 2013, the OTA will expand existing inter-agency partnerships, as well as research other organizational resources, in an effort to increase efficiency and reduce costs of the EHAP program. Completion date: September 2013.



KEY PERFORMANCE INDICATORS – Office of Tenant Advocate

Measure¹	FY 2011 Actual	FY 2012 Target	FY 2012 Actual	FY 2013 Projections	FY 2014 Projections	FY 2015 Projections
% of tenant intake cases resolved	100%	87%	100%	89%	89%	89%
# of rental housing case abstracts to be included in database	118	150	131	180	210	240
% of identified tenant associations to be represented in tenant summit.	85% (34/40)	50%	86% (43/50)	50%	50%	50%
% of all emergency housing cases resolved	100%	85%	100%	85%	85%	85%
% of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours	100%	90%	100%	90%	90%	90%

¹ In addition to the KPIs listed, OTA will provide year-end data on the outcomes of cases referred to legal services.