

Office of the Tenant Advocate FY2017

Agency Office of the Tenant Advocate

Agency Code CQ0

Fiscal Year 2017

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

2017 Strategic Objectives

Objective Number	Strategic Objective
1	To develop education programs that are designed to improve and increase knowledge about statutory tenant rights.
2	To advocate for change(s) in laws, regulations and property maintenance codes that impact rental housing.
3	Provide legal guidance and/ or representation to tenant clients.
4	Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action.
5	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
3 - Provide legal guidance and/ or representation to tenant clients. (1 Measure)									
Percent of tenant intake cases resolved	<input type="checkbox"/>	Annually		Not available	89	100	90	100	90
4 - Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action. (1 Measure)									
Percent of tenants eligible for housing assistance for whom OTA made emergency housing available within 24 hours, when funding was available	<input type="checkbox"/>	Quarterly		Not available	90%	100%	90%	100%	90%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations

1 - To develop education programs that are designed to improve and increase knowledge about statutory tenant rights. (2 Activities)			
OTA EDUCATIONAL INSTITUTE	Tenant rights and responsibilities.	The Office of the Tenant Advocate will create new course offering based upon one of the top five issues identified in the FY 16 intake analysis.	Daily Service
OTA EDUCATIONAL INSTITUTE	Educational Programs	The Educational Institute will develop programs that are targeted to the tenant population markets that have been identified ie., students, tenants, embassy staff, and governmental agencies whose focus is providing assistance and education to low/moderate income communities.	Daily Service
2 - To advocate for change(s) in laws, regulations and property maintenance codes that impact rental housing. (1 Activity)			
POLICY ADVOCACY PROGRAM	Legislative and Regulatory	The OTA will collaborate with external non-profit legal service providers, community based organizations and create an intra-governmental advisory to develop recommendations regarding legislative and regulatory changes.	Key Project
3 - Provide legal guidance and/ or representation to tenant clients. (2 Activities)			
Intake Administrative Requirements	Intake Administrative Requirements	Provide legal guidance to tenant clients who do not qualify for direct OTA representation.	Daily Service
IN-HOUSE LEGAL REPRESENTATION	Legal Representation	The Agency's legal division will create a standard operating manual with administrative policy and procedures to ensure that the attorney- advisor will meet all legal requirements.	Key Project
4 - Provide prompt emergency housing assistance to tenants displaced by natural disaster or administrative governmental action. (1 Activity)			
EMERGENCY HOUSING	Emergency Housing	To provide emergency housing assistance to tenants displaced by natural disaster, administrative governmental action and/or other related matters that require emergency assistance.	Daily Service
5 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)			
PERFORMANCE MANAGEMENT	Good Governance	To meet standards set by Agency and Executive policies that ensure that the government remains responsive to the public	Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Educational Programs (1 Measure)								
Intra-agency coordination	✓		Revised course materials	course	Quarterly	Not available	Not available	New Measure
1 - Tenant rights and responsibilities. (2 Measures)								
Present rental housing educational sessions to the public.	<input type="checkbox"/>		Number of presentations	Presentations	Quarterly	Not available	Not available	100
To design and launch 1 new educational offering	✓		Educational Module development	1	Quarterly	Not available	Not available	New Measure
2 - Legislative and Regulatory (1 Measure)								
Submission of Policy Recommendations	✓		Number of Submissions	Submissions	Semi-Annually	Not available	Not available	New Measure
3 - Intake Administrative Requirements (1 Measure)								
Provide Legal Guidance	✓		Guidance Provided	Individual Intakes	Annually	Not available	Not available	New Measure
3 - Legal Representation (1 Measure)								
Creation of a Standard Operations Procedure manual	✓		number of manuals	Manual	Annually	Not available	Not available	New Measure
4 - Emergency Housing (1 Measure)								
Assist Tenants Displaced under Emergency Circumstances	<input type="checkbox"/>		Eligible Tenant Households - Assisted	Eligible Tenant Households	Quarterly	Not available	Not available	100%

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
EMERGENCY HOUSING (1 Strategic Initiative-Operation Link)		

Emergency Housing	To analyse current administrative and operation procedures in order to better serve the needs to temporarily displace tenants.	09-29-2017
IN-HOUSE LEGAL REPRESENTATION (1 Strategic Initiative-Operation Link)		
In-House Legal Referral Program	To develop policy and procedures that provide the Agency with administrative monitoring of all in-house legal referrals.	01-31-2017
OTA EDUCATIONAL INSTITUTE (1 Strategic Initiative-Operation Link)		
Course Development	OTA will aim to create new course development to the needs of identified through the tenant hotline. OTA will develop at a minimum 3 courses over the FY, working to address the aforementioned issues.	09-30-2017
POLICY ADVOCACY PROGRAM (1 Strategic Initiative-Operation Link)		
To provide recommendations to the DCMR Title XIV	The establishment of the Agency requires us to monitor all local and federal regulations that have a direct or cross regulatory purpose. Currently the Agency is engaged in the process of providing the Rental Housing Commission with our comments on the revision. The DCMR Title Xiv has not been revised in the past 15 years.	09-30-2017

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