



Office of the Tenant Advocate OTA (CQ)

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.

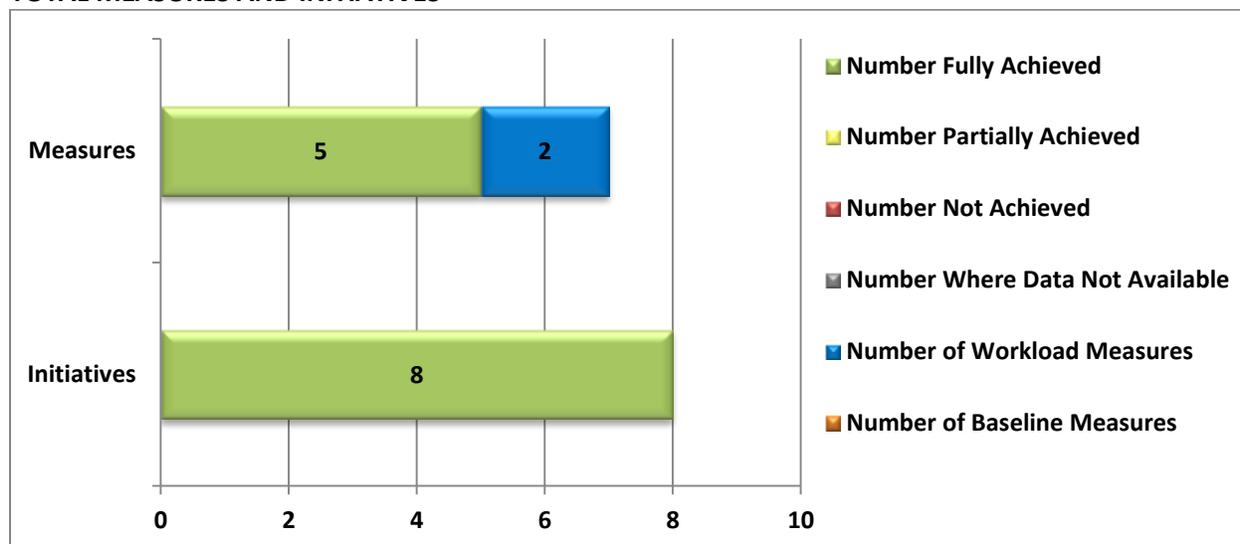
ACCOMPLISHMENTS

- ✓ The complaint intake process increased by 22.7 percent from Fiscal Year 2012. The total number of cases in Fiscal Year 2013 was 3,396.
- ✓ The Agency launched two newly designed educational workshops to assist first time and existing tenants better understand their legal protections.
- ✓ The Tenant Hotline program has now diversified into four categories the new "online" interactive monthly chat, Ask the Director, Chat views and Ask the Mayor. Tenants can receive assistance through multiple venues.

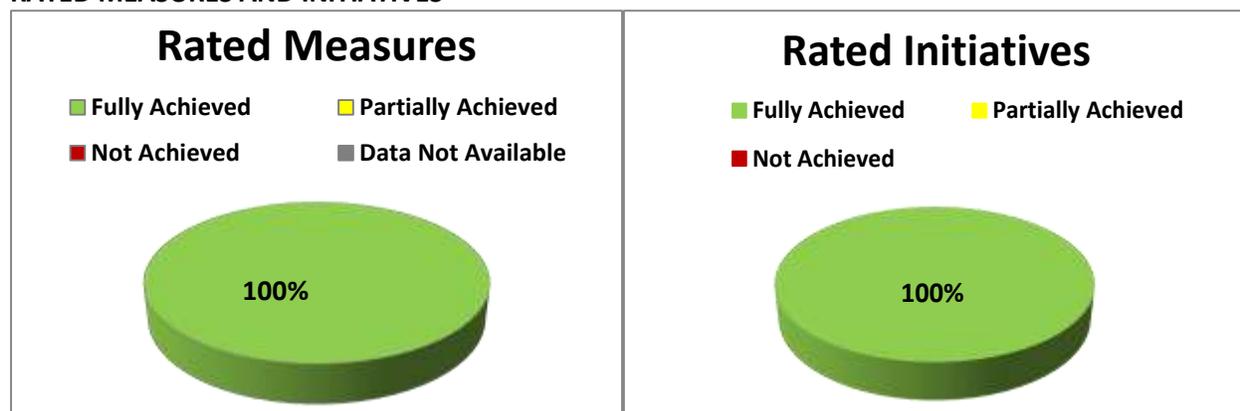


OVERVIEW AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Performance Initiatives – Assessment Details

Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

Agency Management

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.

Fully Achieved. Pursuant to the amended case management program, tenants who contact OTA are first interviewed by a Case Management Specialist (CMS). The CMS records all directory information for the tenant, copies all relevant documents, and records the questions presented by the tenant. At that point, the CMS makes a determination as to whether the tenant is requesting non-legal guidance or requesting legal advice. If the tenant is requesting non-legal guidance, the CMS gives a verbal response and records the response on an OTA Action Form, which is signed by both the tenant and the CMS. Copies are then given to the tenant and placed in the tenant's OTA file. If the tenant is requesting legal advice, the CMS transfers all the intake information to an OTA attorney. If the tenant is requesting legal advice that is standard to OTA's practice, the CMS will draft a response on the OTA Action Form for attorney review and signature. The advice is then given to the tenant, signed, copied, and distributed. If the tenant is requesting legal advice that is not standard to OTA's practice, the OTA attorney will meet with the tenant and secure any other information necessary to offer appropriate legal advice. After giving the advice verbally, the attorney then records the advice on the OTA Action Form. The Action Form is then signed by both the tenant and the attorney. This case management program has greatly increased the efficiency of tenant consultations with OTA by maximizing the time that OTA attorneys may focus on cases that do not fit the "frequently asked question mode."

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.

Fully Achieved. The OTA greatly enhanced communication with the tenant community through a myriad of new platforms in FY 13—The OTA instituted a monthly "live" interactive online chat with the tenant community; partnered with Washington Post to create a new communication vehicle called "Ask the Advocate" which appeared weekly in "Ready to Rent"; greatly expanded agency outreach by distributing agency event and service information to over 9 citywide publications, as well as a Metro Bus Ad campaign that resulted in over 7 million impressions; and continued to keep tenants apprised of local and federal matters related to rental issues through periodic newsletters and eblasts.



INITIATIVE 1.3: Expand Tenant Hotline services.

Fully Achieved. The OTA hosted monthly Q&A chat sessions in FY 13, resulting in 225 views. This program initiative expands the OTA statutory mandated hotline program capacity to real time assistance for the tenant community. It allows the public a new way to ask their tenant related questions.

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

Fully Achieved. The OTA has developed and tested an auto-generated noncompliance notification program. The program was launched through the initiation of the student tenant association at Georgetown University. Through this program we have identified 421 homeowners who do not have a basic business licenses nor prerequisite for rental housing. In coordination with the Department of Consumer and Regulatory Affairs we are now starting the program

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

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

Fully Achieved. In FY 13, The OTA has increased the amount of resources and greatly enhanced the search functionality of the Rental Housing Case Decision database. The database now includes a search box that enables the public to search by keywords; this includes searches for case numbers.

INITIATIVE 2.2: Enhance and improve educational materials.

Fully Achieved. In FY 13, the OTA created and distributed five new publications including an updated OTA Service booklet, an OTA Legal Representation booklet, a Security Deposit booklet, a Tenant Summit booklet, as well as a “Resources for Renters” guide.

INITIATIVE 2.3: Develop new rental insurance education platform and materials

Fully Achieved. The OTA provided various platforms for information to be presented regarding rental insurance, including a “Resources for Renters” panel at the annual Tenant Summit which included a presentation from the D.C. Department of Insurance, Securities and Banking (DISB), as well as provided Exhibitor space to organizations to present insurance information. The OTA distributed materials from DISB at the Tenant Summit.

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

Fully Achieved. The OTA collaborated with existing EHAP partners to research new governmental and non-governmental resources available to EHAP clients. This led to a new partnership with the Crime Victims Unit. After research was conducted, it was determined that the Crime Victims Unit could cover certain costs for displaced tenants that met their criteria. This expansion of resources and research has helped increased efficiency and reduced costs in the program.



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
●	1.1	% of tenant intake cases resolved	100%	89%		100%	112%	CASE MNGT ADM AND COMM OUTREACH
●	1.2	# cases initiated	2,767	No Target Required		3,396	Workload Measure Not rated	CASE MNGT ADM AND COMM OUTREACH
●	2.1	# of rental housing case abstracts to be included in database	131	180		180	100%	Legal Representation
●	2.2	% of identified tenant associations to be represented in tenant summit	86%	50%		96%	192%	COMM OUTREACH/Education
●	3.1	% of all Emergency Housing cases resolved	100%	85%		100%	117.65%	EMERGENCY HOUSING
●	3.2	% of households eligible for emergency housing assistance for whom OTA made emergency housing available within 24 hours	100%	90%		100%	111.11%	EMERGENCY HOUSING
●		# Emergency Housing Assistance Cases	115	No Target Required		115	Workload Measure Not rated	EMERGENCY HOUSING