
Office of the Tenant Advocate

<http://ota.dc.gov>

Telephone: 202-442-8359

Description	FY 2009 Actual	FY 2010 Approved	FY 2011 Proposed	% Change from FY 2010
Operating Budget	\$1,936,940	\$3,566,788	\$2,224,000	-37.6
FTEs	13.3	15.5	14.5	-6.5

The mission of the Office of the Tenant Advocate (OTA) is to advocate for the rights and interests of the tenants of the District, and to educate and inform tenants, tenant organizations, and the people of the District about tenant-related laws, rules, and policy matters.

Summary of Services

OTA provides education and outreach to the tenant community about laws, rules, and other policy matters involving rental housing and tenant rights; represents the interests of tenants on legislative, regulatory and judicial matters; advises tenants on filing complaints and petitions regarding disputes with landlords; refers tenants who seek representation in administrative or judicial actions to attorneys or legal services; and provides funding for representation in certain instances.

The agency's FY 2011 proposed budget is presented in the following tables:

FY 2011 Proposed Gross Funds Operating Budget, by Revenue Type

Table CQ0-1 contains the proposed FY 2011 agency budget compared to the FY 2010 approved budget. It also provides FY 2008 and FY 2009 actual expenditures.

Table CQ0-1
(dollars in thousands)

Appropriated Fund	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change*
General Fund						
Local Funds	1,005	840	560	654	94	16.8
Special Purpose Revenue Funds	518	1,097	3,007	1,570	-1,437	-47.8
Total for General Fund	1,523	1,937	3,567	2,224	-1,343	-37.6
Gross Funds	1,523	1,937	3,567	2,224	-1,343	-37.6

*Percent Change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80, Agency Summary by Revenue Source**, in the **Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2011 Proposed Full-Time Equivalents, by Revenue Type

Table CQ0-2 contains the proposed FY 2011 FTE level compared to the FY 2010 approved FTE level by revenue type. It also provides FY 2008 and FY 2009 actual data.

Table CQ0-2

Appropriated Fund	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change
General Fund						
Local Funds	1.0	6.9	4.7	7.5	2.8	59.6
Special Purpose Revenue Funds	0.0	6.5	10.8	7.0	-3.8	-35.2
Total for General Fund	1.0	13.3	15.5	14.5	-1.0	-6.5
Total Proposed FTEs	1.0	13.3	15.5	14.5	-1.0	-6.5

FY 2011 Proposed Operating Budget, by Comptroller Source Group

Table CQ0-3 contains the proposed FY 2011 budget at the Comptroller Source Group (object class) level compared to the FY 2010 approved budget. It also provides FY 2008 and FY 2009 actual expenditures.

Table CQ0-3
(dollars in thousands)

	Actual FY 2008	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Percent Change*
Comptroller Source Group						
11 - Regular Pay - Cont Full Time	479	954	1,048	1,019	-28	-2.7
12 - Regular Pay - Other	55	1	28	15	-13	-46.4
14 - Fringe Benefits - Current Personnel	77	173	158	287	129	81.1
15 - Overtime Pay	1	2	0	0	0	0
Subtotal Personal Services (PS)	612	1,131	1,234	1,321	87	7.0
20 - Supplies and Materials	33	18	39	0	-39	-100.0
31 - Telephone, Telegraph, Telegram, Etc.	14	17	14	0	-14	-100.0
32 - Rentals - Land and Structures	0	78	115	0	-115	-100.0
34 - Security Services	0	5	3	0	-3	-100.0
35 - Occupancy Fixed Costs	0	10	1	0	-1	-100.0
40 - Other Services and Charges	28	85	237	773	535	225.6
41 - Contractual Services - Other	786	570	1,916	130	-1,786	-93.2
70 - Equipment and Equipment Rental	49	23	7	0	-7	-100.0
Subtotal Nonpersonal Services (NPS)	910	806	2,333	903	-1,430	-61.3
Gross Funds	1,523	1,937	3,567	2,224	-1,343	-37.6

*Percent Change is based on whole dollars.

Program Description

The Office of Tenant Advocate operates through the following 4 programs:

Legal Advocacy – provides support to community-based programs that informs tenants regarding their legislative and regulatory legal protections.

This program contains the following activity:

- **Legal Advocacy** - serves as legal expert on all legislation relating to tenants rights and other affordable housing and tenant and housing-related laws, tracks legislative and regulatory changes, and recommends appropriate changes.

Legal Representation – provides legal representation to D.C. tenants.

This program contains the following activity:

- **Housing Assistance** - provides advice to the Chief Tenant Advocate on all legal matters presented to the agency, supervises legal staff, identifies legal issues pursuant to OTA's representational mandate, expands legal service representation, and responds to the wide variety of demands in tenant cases.

Housing Assistance Community Services - provides outreach and educational programs to support community based programs efforts while ensuring that renters are aware of their government protections.

This program contains the following activity:

- **Housing Assistance Community Services** – serves as the front-line component of the agency handling tenant complaints, as the regulatory watchdog, and as first-responders to building-wide inspections request. Provides community outreach activities, monitors rental housing case hearings and provides technical assistance support to *pro se* tenants.

Agency Management – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

Program Structure Change

The Office of Tenant Advocate had no program structure changes in FY 2011.

FY 2011 Proposed Operating Budget and FTEs, by Program and Activity

Table CQ0-4 contains the proposed FY 2011 budget by program and activity compared to the FY 2010 approved budget. It also provides FY 2009 actual data.

Table CQ0-4

(dollars in thousands)

Program/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010	Actual FY 2009	Approved FY 2010	Proposed FY 2011	Change from FY 2010
(1000) Agency Management								
(1030) Property Management	110	130	0	-130	0.0	0.0	0.0	0.0
(1040) Information Technology	118	0	0	0	0.0	0.0	0.0	0.0
(1080) Communications	10	0	0	0	0.0	0.0	0.0	0.0
(1090) Performance Management	367	646	584	-62	3.2	5.5	4.5	-1.0
Subtotal (1000) Agency Management	605	776	584	-191	3.2	5.5	4.5	-1.0
(2000) Housing Assistance Community Service Program								
(2010) Housing Assistance Community Service Program	239	1,796	878	-918	3.3	5.0	5.0	0.0
Subtotal (2000) Housing Assistance Community Service Program	239	1,796	878	-918	3.3	5.0	5.0	0.0
(3000) Legal Representation								
(3010) Housing Assistance	463	893	572	-321	1.6	4.0	4.0	0.0
Subtotal (3000) Legal Representation	463	893	572	-321	1.6	4.0	4.0	0.0
(4000) Legal Advocacy Program								
(4010) Legal Advocacy Program	0	102	189	87	0.0	1.0	1.0	0.0
Subtotal (4000) Legal Advocacy Program	0	102	189	87	0.0	1.0	1.0	0.0
(7000) Office of Tenant/Office of Tenant Advocate								
(7010) Office of Tenant/Office of Tenant Advocate	630	0	0	0	5.3	0.0	0.0	0.0
Subtotal (7000) Office of Tenant/Office of Tenant Advocate	630	0	0	0	5.3	0.0	0.0	0.0
Total Proposed Operating Budget	1,937	3,567	2,224	-1,343	13.3	15.5	14.5	-1.0

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's programs, please see Schedule 30-PBB Program Summary By Activity in the FY 2010 Operating Appendices located on the Office of the Chief Financial Officer's website.

FY 2011 Proposed Budget Changes

Intra-Agency Adjustments: For FY 2011, the Office of the Tenant Advocate is expected to collect \$1,570,000 in Special Purpose Revenue from its portion of the Condo Conversion and Rental Accommodation fees, a decrease of \$1,439,720. The agency aligned its budget so that it is consistent with historical rates of spending, creating a net decrease in Local fund salary and benefits of \$148,460. The agency also adjusted its Special Purpose Revenue fund by \$263,359 so that the budget is consistent with historical spending in personal services. In addition, the agency transferred \$135,489 and 2.8 FTEs from Special Purpose Revenue to Local funds.

Transfer in/out: The Office of the Tenant Advocate transferred out \$23,029 in Local funds fixed costs and \$114,870 in Special Purpose Revenue funds in rental costs to the new fixed cost agency and the

Office of Finance and Resource Management in FY 2011.

Cost Savings: For Special Purpose Revenue funds, the agency eliminated \$1,916,164 in Contractual Services costs, which provided support for tenant relocation and legal services. In addition, the agency eliminated supply and equipment costs and eliminated a term position in the Agency Management program, saving a total of \$74,588.

Policy Initiatives: The Office of the Tenant Advocate will continue to provide legal and housing assistance to community-based programs. The reduction of Special Purpose Revenue fund contracts is partially offset by an increase of \$540,620 in professional services contracts within Other Services and Charges. In addition, the agency increased its local funds budget by \$130,000 to continue its support of housing assistance programs.

FY 2010 Approved Budget to FY 2011 Proposed Budget, by Revenue Type

Table CQ0-5 itemizes the changes by revenue type between the FY 2010 approved budget and the FY 2011 proposed budget.

Table CQ0-5

(dollars in thousands)

	PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2010 Approved Budget and FTE		560	4.7
Transfer Out: Transfer facility and telecom fixed costs to new fixed cost agency and OFRM	Multiple Programs	-23	0.0
Cost Increase: Support of housing assistance programs	Multiple Programs	130	0.0
Shift: Positions from Special Purpose Revenue to Local funds	Multiple Programs	135	2.8
Adjust: Adjustments of salary and fringe benefits to historical spending	Multiple Programs	-148	0.0
LOCAL FUNDS: FY 2011 Proposed Budget and FTE		654	7.5
SPECIAL PURPOSE REVENUE FUNDS: FY 2010 Approved Budget and FTE		3,007	10.8
Reduce: Support for tenant relocation and legal services	Multiple Programs	-1,916	0.0
Eliminate: Supply and equipment costs and eliminated a term position	Agency Management	-75	-1.0
Transfer Out: Transfer facility and telecom fixed costs to new fixed cost agency and OFRM	Multiple Programs	-115	0.0
Shift: Positions from Special Purpose Revenue to Local funds	Multiple Programs	-135	-2.8
Adjust: Adjustments of salary and fringe benefits to historical spending	Multiple Programs	263	0.0
Cost Increase: Professional services contracts	Multiple Programs	541	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2011 Proposed Budget and FTE		1,570	7.0
Gross for CQ0 - Office of the Tenant Advocate		2,224	14.5

Agency Performance Plan

The agency's performance plan has the following objectives for FY 2011:

Objective 1: Ensure that each client receives quality legal services “in-house” and from contracted legal service providers.

Objective 2: Inform the tenant community about tenant rights and related issues.

Objective 3: Provide financial assistance for certain emergency housing and tenant relocation expenses as defined in the Housing Assistance Fund law.

Agency Performance Plan

Table CQ0-6

Measure ¹	FY 2008 Actual	FY 2009 Target	FY 2010 Actual	FY 2010 Projection	FY 2011 Projection	FY 2012 Projection
Percentage of tenant intake cases resolved through landlord action, assistance with petition filing, or case referral	65%	75%	77.93%	80%	85%	87%
Number of cases initiated	1402	N/A	1838	N/A	N/A	N/A
Percentage of customers referred who were satisfied with the services provided	N/A	N/A	N/A	Baseline	TBD	TBD
Number of rental housing case abstracts to be included in database	N/A	N/A	57	50	75	90
Percentage of identified tenant associations to be represented in tenant summit	33%	50%	53.33	50%	50%	50%
Percentage of all Housing Assistance Fund cases resolved through relocation-funding assistance ²	N/A	N/A	100%	75%	85%	85%
Percentage of households eligible for housing assistance for whom OTA made emergency housing available within 24 hours ³	N/A	N/A	100%	80%	90%	90%

Performance Plan Endnotes:

- ¹ In addition to the measures listed, OTA will provide year-end data on the outcomes of cases referred to legal services.
- ² Fiscal Year 2009 represents the first year of OTA's housing assistance program. While OTA has been able to provide housing assistance to all eligible tenants with 24 hours so far this year, we do not expect to be able to do so in the foreseeable future. This is due to several factors, including a decrease in funding, an anticipated increase in the demand for housing assistance, and the variety of logistical problems and unforeseen circumstances associated with the growth of program activity.
- ³ Same as endnote 2.

