

D.C. Office of Risk Management

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Table RK0-1

Description	FY 2018	FY 2019	FY 2020	FY 2021	% Change
	Actual	Actual	Approved	Approved	from FY 2020
OPERATING BUDGET	\$5,100,392	\$3,998,988	\$4,712,654	\$4,266,384	-9.5
FTEs	34.0	34.0	34.0	32.0	-5.9
CAPITAL BUDGET	\$1,241,333	\$461,324	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

The mission of the Office of Risk Management (ORM) is to reduce the probability, occurrence, and cost of risk to the District of Columbia government through the provision of risk identification and insurance analysis and support to District agencies, and by efficiently and fairly administering the District's public sector Workers' Compensation, Tort Liability, and Insurance programs.

Summary of Services

ORM implements its mission through four programs: Risk Prevention and Safety (RPS); Public Sector Workers' Compensation; Tort Liability; and the Insurance program. An individual summary of services is provided by program in each section.

The agency's FY 2021 approved budget is presented in the following tables:

FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table RK0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

Table RK0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands							Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change		Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change		
					from FY 2020	% Change*					from FY 2020	% Change	
GENERAL FUND													
Local Funds	5,065	3,971	4,713	4,266	-446	-9.5	34.0	34.0	34.0	32.0	-2.0	-5.9	
TOTAL FOR GENERAL FUND	5,065	3,971	4,713	4,266	-446	-9.5	34.0	34.0	34.0	32.0	-2.0	-5.9	

Table RK0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change*	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	% Change
INTRA-DISTRICT FUNDS												
Intra-District Funds	35	28	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS												
	35	28	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	5,100	3,999	4,713	4,266	-446	-9.5	34.0	34.0	34.0	32.0	-2.0	-5.9

*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 **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2021 Approved Operating Budget, by Comptroller Source Group

Table RK0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

Table RK0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Percentage Change*
11 - Regular Pay - Continuing Full Time	2,282	2,515	2,008	2,967	959	47.7
12 - Regular Pay - Other	1,036	367	1,149	70	-1,079	-93.9
13 - Additional Gross Pay	8	9	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	687	633	710	740	30	4.3
SUBTOTAL PERSONAL SERVICES (PS)	4,013	3,524	3,867	3,776	-90	-2.3
20 - Supplies and Materials	66	54	40	19	-21	-52.5
31 - Telecommunications	5	5	40	0	-40	-100.0
40 - Other Services and Charges	812	415	296	362	65	22.1
41 - Contractual Services - Other	0	0	414	89	-325	-78.4
70 - Equipment and Equipment Rental	204	2	56	20	-36	-64.1
SUBTOTAL NONPERSONAL SERVICES (NPS)	1,088	475	846	490	-356	-42.1
GROSS FUNDS	5,100	3,999	4,713	4,266	-446	-9.5

*Percent change is based on whole dollars.

FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity

Table RK0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table RK0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020	Actual FY 2018	Actual FY 2019	Approved FY 2020	Approved FY 2021	Change from FY 2020
(1000) AGENCY MANAGEMENT										
(1010) Personnel	120	123	245	125	-120	0.9	0.9	2.0	1.0	-1.0
(1050) Financial Management	0	0	846	386	-460	0.0	0.0	0.0	0.0	0.0
(1055) Risk Management	63	442	322	180	-142	0.0	0.0	3.0	1.0	-2.0
(1085) Customer Service	0	0	317	0	-317	0.0	0.0	4.0	0.0	-4.0
(1090) Performance Management	1,117	1,081	1,168	1,377	209	5.5	10.1	9.0	10.0	1.0
SUBTOTAL (1000) AGENCY MANAGEMENT	1,299	1,647	2,898	2,068	-831	6.4	11.0	18.0	12.0	-6.0
(2100) RISK PREVENTION AND SAFETY (RPS)										
(2110) Risk Inspections and Coordination of ARMRS	311	335	329	344	15	2.8	2.8	3.0	3.0	0.0
(2120) Risk Analysis	345	337	345	235	-110	2.8	2.8	3.0	2.0	-1.0
SUBTOTAL (2100) RISK PREVENTION AND SAFETY (RPS)	656	672	675	579	-95	5.5	5.5	6.0	5.0	-1.0
(3100) INSURANCE PROGRAM										
(3110) Insurance Analysis	132	146	0	60	60	4.6	0.9	0.0	1.0	1.0
SUBTOTAL (3100) INSURANCE PROGRAM	132	146	0	60	60	4.6	0.9	0.0	1.0	1.0
(4100) PUBLIC SECTOR WORKERS' COMPENSATION										
(4110) Claims Examination and Management	1,795	458	64	427	362	5.5	5.5	0.0	4.0	4.0
(4120) Return-to-Work	169	48	0	0	0	2.8	2.8	0.0	0.0	0.0
SUBTOTAL (4100) PUBLIC SECTOR WORKERS' COMPENSATION	1,964	506	64	427	362	8.3	8.3	0.0	4.0	4.0
(6100) TORT LIABILITY PROGRAM										
(6110) Claims Examination	1,049	1,029	1,075	1,133	57	9.2	8.3	10.0	10.0	0.0
SUBTOTAL (6100) TORT LIABILITY PROGRAM	1,049	1,029	1,075	1,133	57	9.2	8.3	10.0	10.0	0.0
TOTAL APPROVED OPERATING BUDGET	5,100	3,999	4,713	4,266	-446	34.0	34.0	34.0	32.0	-2.0

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

Note: For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Program Description

The Office of Risk Management operates through the following 5 programs:

Risk Prevention and Safety (RPS) – coordinates the work of Agency Risk Management Representatives (ARMRs) who systematically identify, measure, analyze, and document the District government’s exposure to risk. The program also reviews and guides the activities of agency Risk Assessment Control Committees (RACC) relative to risk management plans. The purpose of the RACC is to maintain, in cooperation with ORM, a proactive and comprehensive program of risk assessment and control for agencies that minimizes the frequency, severity, and probability of losses to which agencies are exposed. It also provides training to increase District employees’ knowledge of risk prevention, including the creation of Emergency Response Plans (ERPs). ERPs include agency evacuation plans and responses to various hazards, including the threat of terrorism (for example, intentional releases of hazardous materials, use of explosive devices, or acts of arson).

This program contains the following 2 activities:

- **Risk Inspections and Coordination of ARMRs** – pursuant to subchapter XX of the Comprehensive Merit Personnel Act, ORM has inspectors who conduct risk assessment and safety inspections of District government buildings. The inspections are based on federal Occupational Safety and Health Act guidelines and are intended to ensure a safe and healthful work environment for employees and users of District government facilities. ORM also coordinates a Risk Management Council that is made up of ARMRs. The Risk Management Council is intended to coordinate the work of ARMRs to reduce District government risk exposure and to cultivate a culture of risk awareness and management in the government; and
- **Risk Analysis** – is tasked with using the information and data from ORM’s various programs, as well as from members of the Risk Management Council and other sources, to conduct analyses for the purpose of reducing the District’s overall exposure to risk.

Insurance – administers the Captive Insurance Agency, which provides medical malpractice insurance to non-profit community health clinics in the District, as well as property insurance for risks to District government real property assets for various hazards. In addition, it works closely with the Office of Contracting and Procurement (OCP) to ensure that contracts have the appropriate insurance requirements. The Insurance program also serves as a general resource to all District agencies wishing to obtain policy and other guidance on protecting the District through insurance and other contractual risk management techniques.

This program contains 1 activity:

- **Insurance Analysis**– administers the three primary goals of the Insurance program, including the Captive Insurance Agency, the review of OCP contracts, and the provision of guidance to District government agencies on risk management techniques.

Public Sector Workers’ Compensation – responds to workplace injuries with the best, most appropriate medical care at a reasonable cost, and to return employees back to work as soon as medically possible. Workers’ Compensation is a system of benefits provided by law for workers who have job-related injuries or illnesses. The Office of Risk Management oversees the management of the Public Sector Workers’ Compensation program. Benefits include medical services, vocational rehabilitation, and compensation for permanent loss of use of a body part or function, and death benefits for beneficiaries. Employees are eligible for benefits when an injury or illness arises out of and in the course and scope of his or her employment. The program also oversees a Return-to-Work initiative, which helps employees get back to work as soon as possible after a job-related injury or illness. Return-to-Work is successful when there is communication between the injured worker and his or her agency, a key factor in his or her recovery.

This program contains 1 activity:

- **Claims Examination and Management**– oversees the processing of claims for public sector workers’ compensation benefits that are filed by District government employees.

Tort Liability – investigates and resolves tort liability claims filed against the District of Columbia. Effective January 20, 2004, the Mayor delegated to the Office of Risk Management the authority to accept notice of claim letters under D.C. Official Code § 12-309. As such, individuals can file claims against the District of Columbia for loss, damage, or injury. An action may not be maintained against the District of Columbia for unliquidated damages to person or property unless, within six months after the injury or damage was sustained, the claimant, his agent, or attorney has given notice in writing to the Mayor of the District of Columbia of the approximate time, place, cause, and circumstances of the injury or damage. Under certain circumstances, reports of the Metropolitan Police Department may also satisfy the notice requirement provided that they contain all of the information required by the statute. The Tort Liability program also pursues subrogation claims against third parties whose acts of negligence have resulted in damage to District government property.

This program contains 1 activity:

- **Claims Examination** – investigates and resolves tort liability claims filed against the District of Columbia under D.C. Official Code § 12-309, and pursues subrogation claims against third parties.

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 Risk Management has no program structure changes in the FY 2021 approved budget.

FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table RK0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

Table RK0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2020 Approved Budget and FTE		4,713	34.0
No Change		0	0.0
LOCAL FUNDS: FY 2021 Recurring Budget		4,713	34.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	167	0.0
Decrease: To align resources with operational spending goals	Multiple Programs	-29	0.0
Decrease: To align Fixed Costs with proposed estimates	Agency Management	-40	0.0
Reduce: To realize programmatic cost savings in nonpersonal services	Agency Management	-286	0.0
Reduce: To recognize savings from a reduction in FTE(s)	Multiple Programs	-257	-2.0
LOCAL FUNDS: FY 2021 Mayor’s Proposed Budget		4,266	32.0
No Change		0	0.0
LOCAL FUNDS: FY 2021 District’s Approved Budget		4,266	32.0
GROSS FOR RK0 - OFFICE OF RISK MANAGEMENT		4,266	32.0

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

FY 2021 Approved Budget Changes

The Office of Risk Management's (ORM) approved FY 2021 gross budget is \$4,266,384, which represents a 9.5 percent decrease from its FY 2020 approved gross budget of \$4,712,654. The budget is comprised entirely of Local funds.

Recurring Budget

No Change: The Office of Risk Management's budget reflects no change from the FY 2020 approved budget to the FY 2021 recurring budget.

Mayor's Proposed Budget

Increase: In Local funds, the proposed budget plan for ORM reflects a net increase of \$166,617 across multiple programs required to align agency resources with salary and fringe benefits projections.

Decrease: The proposed budget plan for ORM reflects a net decrease of \$29,421 to align operational resources with projected program costs. In nonpersonal services, ORM's proposed budget plan reflects a decrease of \$40,142 in the Agency Management program to Telecommunications, which aligns the proposed budget plan with estimates provided by the Office of the Chief Technology Officer.

Reduce: ORM's budget proposal includes Local fund reductions. The agency will save \$256,962 through the reduction of 2.0 FTEs and \$286,362 in nonpersonal services adjustments.

District's Approved Budget

No Change: The Office of Risk Management's budget reflects no change from the Mayor's proposed budget to the District's approved budget.

Agency Performance Plan*

The Office of Risk Management (ORM) has the following strategic objectives for FY 2021:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objectives

1. Identify, measure, analyze and mitigate the District government's exposure to risk and liability.
2. Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty.
3. Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition.
4. Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District.
5. Create and maintain a highly efficient, transparent, and responsive District government.
6. Vendor and provider relations needs including medical bill review, compliance, and medical provider assessment.

ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into "daily services" (ex. sanitation disposal), and long-term "key projects" that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

1. Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (8 Activities)

Activity Title	Activity Description	Type of Activity
Conducts site safety inspections of District government properties	ORM's Occupational Safety and Health inspectors conduct inspections of District owned and operated buildings to ensure that building inspections and follow-up inspections are (a) conducted using Occupational Safety and Health Administration's (OSHA) guidelines and (b) communicated to the Directors and Agency Risk Management Representatives (ARMR's) to ensure that the buildings are safe, healthy, and comply with OSHA standards and regulations.	Daily Service
Administration of the District's hybrid Self-Insurance program to include issuance of self-insurance certification letters	The Government of the District of Columbia operates as a self-insured entity. When a District agency requires proof of insurance (evidence of self-insurance), the DC Office of Risk Management (ORM) will review and consider all requests for such proof. If the request is approved, a self insurance letter will be issued to the petitioner.	Daily Service

1. Identify, measure, analyze and mitigate the District government’s exposure to risk and liability. (8 Activities)

Activity Title	Activity Description	Type of Activity
Provide advice to District agencies on risk and insurance policies and practices	Agencies frequently seek advice from ORM on how to protect the District from risks and liabilities as they carry out agency initiatives, contracts and coordinating special events. A training platform has been developed to review the minimum insurance requirements for contractors and vendors. The following areas were addressed – ORM’s purpose, the need for insurance, self insurance programs, the Captive, risk/exposure identification, contract insurance requirements, multiple lines of business and their application, additional insureds, subrogation, Anti-Deficiency Act, indemnification clause, certificates of insurance, contract review, timeline and process for review by ORM.	Daily Service
Procure and maintain insurance coverage(s) for District government real estate property assets	ORM, through the Captive Insurance Agency, hired a third-party commercial property insurance broker and purchased commercial property insurance, including terrorism coverage for District-owned property for the purpose of building a stronger District property risk management program through a combination of self-insurance and private insurance.	Daily Service
Obtain and review driving records for operators of District vehicles	ORM, in partnership with other District government agencies, aims to prevent driver negligence of employees who use a District vehicle for business purposes by obtaining and reviewing driving records. Agencies with high risk drivers are alerted and advised to take appropriate and necessary action to mitigate risk; including but not limited to revoking driving privileges.	Daily Service
Provide a system for identifying, measuring, analyzing and mitigating the District government's exposure to risk and liability	ORM will be integrating functionality within the Enterprise Risk Management System (ERMS) to manage daily operations for each agency.	Key Project
Provides guidance and training to agencies on risk analysis and mitigation	The Office of Risk Management collaborates with all Agency Risk Management Representatives (ARMRs) on emergency response to determine the areas where the District has the greatest exposure to risk and make recommendations to minimize its occurrence.	Daily Service
Alive and well checks for Workers' Compensation Program	Number of alive and well checks done by the Investigation unit for the Public Sector Workers' Compensation Program	Daily Service

2. Administer the Public Sector Workers’ Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (5 Activities)

Activity Title	Activity Description	Type of Activity
Public Sector Workers’ Compensation Administrative Actions	Dedicated resources utilized to process and assist the Public Sector Workers’ Compensation claims management process including claims intake and provider relations services.	Daily Service
Ongoing management of accepted claim for medical treatment and/or indemnity payments	Once a claim is accepted, ORM continuously reviews and analyzes medical and loss wage payments for compensability.	Daily Service

2. Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (5 Activities)

Activity Title	Activity Description	Type of Activity
Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity	Return to work simply means helping an employee get back to work as soon as possible after a job-related injury or illness. Through additional concrete efforts ORM will create alternative methods of support in order to return more employees back to work.	Daily Service
Conduct orientations, trainings and job fairs to injured employee's of the Public Sector Workers' Compensation Program and Return to Work Program	Returns to work orientations are conducted monthly. The purpose is to educate injured workers on the Return to Work process. Trainings consist of resume writing, basic computer skills, and interview skills. Job fairs are held quarterly, consisting of DC Government agencies and outside organizations who conduct on-the-spot interviews for permanent placement.	Daily Service
Manage claims submitted by employees to determine if the injury sustained is compensable	The primary goal of the Public Sector Workers' Compensation Program is to respond to workplace injuries with the best, most appropriate medical care at a reasonable cost, and to return employees back to work as soon as medically possible. ORM will work with agency partners to analyze and ensure injuries are work related through an integrated, active process.	Daily Service

3. Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (5 Activities)

Activity Title	Activity Description	Type of Activity
Administer the Settlement and Judgement Fund	ORM authorizes pre-litigation settlements through its operation of the tort liability program. ORM continues to improve its analysis and review of payments from the settlement and judgement fund.	Daily Service
Review the facts and assess the merits of the claims for disposition by way of settlements or denials	The claims adjuster will: 1) contact the claimant and the parties involved 2) contact the District agency involved for internal reports and investigative information 3) gather and inspect all relevant information regarding a claim including photos, quotes, estimates, witness statements, etc. 4) enter additional information/investigation details into claims management system 5) determination to accept or reject a claim.	Daily Service
Coordination with responsible District agencies to determine whether to accept a claim and enter into a pre-litigation settlement or reject the claim	ORM will reach out the involved agency for supporting documentation in order to assess liability. Upon determination of liability, ORM will reach out the claimant directly.	Daily Service
Receive §12-309 notices for alleged claims against the District	The Tort Liability Division investigates and resolves claims filed against the District of Columbia pursuant to D.C. Code § 12-309. Individuals can file a tort claim against the District for unliquidated losses (property damage or personal injury) arising out of the actions or inactions of the District and/or its employees. Once a claim has been received and logged into the claims database, it is assigned to an adjuster for investigation and handling.	Daily Service
Investigations	Investigations related to Tort and Public Sector Workers' Compensation incidents and claims.	Daily Service

4. Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (3 Activities)

Activity Title	Activity Description	Type of Activity
Review District agency incident reports and determine if damages and losses to the District is as a result of negligence or intentional act of a third party	ORM assesses liability pursuant to supporting documentation requested and received from agencies.	Daily Service
Provide notice to third party tortfeasors of the District's intent to subrogate and pursue recovery of monies owed to the District as a result of damages and losses due to third party tortfeasors actions	ORM relies on supporting documentation from the agencies to assist in the subrogation process.	Daily Service
Recover monies through subrogation efforts either in resolution of a settlement or lawsuit	ORM's staff will analyze , pursue, and support OAG in litigation efforts to collect on losses incurred by third party actors.	Daily Service

5. Create and maintain a highly efficient, transparent, and responsive District government. (3 Activities)

Activity Title	Activity Description	Type of Activity
Risk Council Meetings	Risk Council Meetings coordination with Agency ARMRS.	Key Project
Agency Information Presentations	ORM is working to touch all District Agencies to communicate our operations and services.	Key Project
District Audit Tracking	Enter, review and track audit information for both the District's Single Audit and agency individual audits.	Daily Service

6. Vendor and provider relations needs including medical bill review, compliance, and medical provider assessment. (1 Activity)

Activity Title	Activity Description	Type of Activity
Bill Review	Review of medical provider billing.	Daily Service

KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

1. Identify, measure, analyze and mitigate the District government’s exposure to risk and liability. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of agencies under the purview of the Mayor that file Cost of Risk reports for data requested	No	78%	100%	0%	100%	85%
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	No	97.5%	85%	95.7%	85%	85%
Percent of known and applicable government real estate property assets insured by private insurance	No	100%	100%	100%	100%	100%

2. Administer the Public Sector Workers' Compensation Program to provide benefits for disability or death of a District Government employee resulting from personal injury sustained while in the performance of his or her duty. (7 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Dollars recouped in Public Sector Workers' Compensation Subrogation Matters	No	\$177,954.2	\$100,000	\$742,055	\$100,000	\$100,000
Improve agency awareness of ORM's Public Sector Workers' Compensation Program by training and providing a presentation to 10 Agencies	No	9	10	13	10	10
Percent of 9A decisions issued within 30 days of receipt	No	77.4%	75%	95%	75%	75%
Percent of A1 decisions issued within 30 days of receipt	No	99.1%	75%	87%	75%	75%
Percent of claims opened and assigned (three point contact) within five (5) business days of receipt by ORM's Public Sector Workers' Compensation Program	No	98.5%	90%	100%	90%	90%
Percent of compensability decisions conveyed to employees within 30 days	No	100%	80%	100%	80%	80%
Percent of intake and customer service calls received and assisted within 3 rings	No	New in 2019	New in 2019	91%	80%	80%

3. Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (5 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Amount of monies ORM recovers for the District of Columbia via Subrogation	No	\$433,232.5	\$130,000	\$885,972	\$130,000	\$220,000
Number of days it takes to resolve a Tort claim in the same fiscal year excluding extraordinary cases once agency request is received	No	17.52	25	19.7	25	25
Percent of claims opened, assigned, and received by adjuster within five (5) business days of receipt by ORM (Tort)	No	99.9%	90%	100%	90%	90%
Percent of claims where ORM issues an acknowledgement letter within five (5) business days within the claim being opened and assigned	No	99.7%	95%	100%	95%	100%
The average cost to process a claim per claims specialist	No	\$116.1	\$159	\$128.7	\$159	\$135

4. Collect monies owed to the District as a result of Third Party tortfeasors whose negligence or intentional acts result in damages and losses to the District. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Target	FY 2019 Actual	FY 2020 Target	FY 2021 Target
Percent of claims recovered within the same fiscal year, excluding extraordinary cases	No	32.9%	25%	32%	25%	25%
Ratio of open to closed tort subrogation claim files	No	49.3	50	0.46	50	0.5

WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

1. Bill Review

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of medical bills received and paid by the Public Sector Workers' Compensation Program by fiscal year	No	New in 2019	New in 2019	7755
Number of medical providers approved by the Public Sector Workers' Compensation Program by fiscal year	No	New in 2019	New in 2019	550
Number of medical providers terminated by the Public Sector Workers' Compensation Program by fiscal year	No	New in 2019	New in 2019	0
Number of new medical providers added to the Public Sector Workers' Compensation Program by fiscal year	No	New in 2019	New in 2019	250
Number of Public Sector Workers' Compensation claims audited in fiscal year	No	New in 2019	New in 2019	119

2. Public Sector Workers' Compensation Administrative Actions

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Individual intake and customer service calls received and assisted per fiscal year	No	New in 2019	New in 2019	1801
Individual pieces of mail received, processed and uploaded into ERisk per fiscal year	No	New in 2019	New in 2019	14,657

3. Risk Council Meetings

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of Risk Council Meetings conducted by ORM	No	New in 2018	6	4

4. Agency Information Presentations

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of information sessions presented to other Agencies regarding ORM's complete operations and services	No	New in 2018	9	13

5. Conducts site safety inspections of District government properties

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of environmental and safety inspections at District Government buildings conducted by ORM	No	265	301	257

6. Provide advice to District agencies on risk and insurance policies and practices

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Amount of insurance contracts reviews completed in fiscal year (these reviews include contracts, addendums, certificate of insurance and related discussions).	No	New in 2019	New in 2019	3283
Number of contract and insurance risk management training sessions offered to agency officials	No	37	16	28

7. Ongoing management of accepted claim for medical treatment and/or indemnity payments

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Total workers' compensation claims closed by normal claims management process within fiscal year	No	2239	1537	1527

8. Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of claimants returned to work full time by fiscal year	No	New in 2019	New in 2019	109

9. Review the facts and assess the merits of the claims for disposition by way of settlements or denials

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of tort claims closed by ORM (denied and settled)	No	2118	1790	2180
Total number of claims settled by ORM	No	432	224	366

10. Receive §12-309 notices for alleged claims against the District

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of new tort claims filed with ORM	No	1874	1941	2448
Total number of claims opened and closed (denied and settled) within the same fiscal year	No	1268	1173	1037

11. Provide notice to third party tortfeasors of the District's intent to subrogate and pursue recovery of monies owed to the District as a result of damages and losses due to third party tortfeasors actions

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Total number of lien notice letters issued by the Public Sector Workers' Compensation Program in fiscal year	No	110	80	115

12. Recover monies through subrogation efforts either in resolution of a settlement or lawsuit

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of affirmative subrogation demands pursued after issuance of lien letters by the Workers' Compensation Program	No	53	25	31
Number of new subrogation claims pursued by the PSWCP in fiscal year	No	New in 2019	New in 2019	89
Number of subrogation claims pursued and collected	No	28	20	140
Number of subrogation claims pursued by the Public Sector Workers' Compensation Program within fiscal year	No	40	154	177

13. Obtain and review driving records for operators of District vehicles

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of instances when the Risk Prevention and Safety Division communicates with other Agencies regarding How's My Driving (Limited to incident reporting and complaints)	No	New in 2019	New in 2019	297

14. Manage claims submitted by employees to determine if the injury sustained is compensable

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Average number of Public Sector Workers' Compensation claims managed per adjuster by fiscal year	No	New in 2019	New in 2019	88
Number of claims where a nurse case manager has been assigned for fiscal year	No	New in 2019	New in 2019	525
Number of incident injuries that result in loss time (indemnity accepted claims)	No	New in 2020	New in 2020	New in 2020
Number of Public Sector Workers' Compensation Claims that qualify for permanent partial disability (PPD) by fiscal year	No	New in 2019	New in 2019	8
Total new workers' compensation claims processed within fiscal year	No	1548	1666	972
Total number of claims deemed both indemnity and medical only by fiscal year	No	New in 2019	New in 2019	1239
Total number of indemnity claims by fiscal year	No	New in 2019	New in 2019	871
Total number of medical only claims by fiscal year	No	New in 2019	New in 2019	871
Total number of open workers' compensation claims by fiscal year	No	New in 2019	New in 2019	1239

15. Investigations

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of conducted investigations related to Public Sector Workers' Compensation Program (not including alive and well checks)	No	New in 2020	New in 2020	New in 2020
Number of conducted investigations related to Tort Division claims	No	New in 2020	New in 2020	New in 2020

16. Alive and well checks for Workers' Compensation Program

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Number of alive and well checks done by the Investigation unit for the Public Sector Workers' Compensation Program	No	New in 2020	New in 2020	New in 2020

Performance Plan End Notes:

*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

**Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

***For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov>