
Office of the Tenant Advocate

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Table CQ0-1

Description	FY 2020	FY 2021	FY 2022	FY 2023	% Change
	Actual	Actual	Approved	Approved	from FY 2022
OPERATING BUDGET	\$3,086,079	\$3,323,283	\$4,136,582	\$4,685,256	13.3
FTEs	20.6	22.5	33.0	29.3	-11.2
CAPITAL BUDGET	\$0	\$637,000	\$0	\$0	N/A
FTEs	0.0	0.0	0.0	0.0	N/A

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

OTA provides a range of services to the tenant community to further each aspect of its mission. The agency:

- 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;
- Provides in-house representation for tenants in certain cases and refers other cases to pro bono or contracted legal service providers and attorneys;
- Works with other governmental and non-governmental officials and entities, including the 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;
- Conducts educational seminars in a variety of contexts to inform tenants about their rights and other rental housing concerns; and
- Provides short-term housing assistance (usually hotel stays) for certain emergency housing and relocation expenses to tenants displaced by fires, floods, and governmental property closures.

The agency's FY 2023 approved budget is presented in the following tables:

FY 2023 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table CQ0-2 contains the approved FY 2023 budget by revenue type compared to the FY 2022 approved budget. It also provides FY 2020 and FY 2021 actual data.

Table CQ0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands							Full-Time Equivalents					
	Actual	Actual	Approved	Approved	Change	%	Actual	Actual	Approved	Approved	Change	%	
	FY 2020	FY 2021	FY 2022	FY 2023	FY 2022	Change*	FY 2020	FY 2021	FY 2022	FY 2023	FY 2022	Change	
GENERAL FUND													
Local Funds	2,941	2,872	3,258	3,530	272	8.3	19.3	19.5	20.6	19.0	-1.6	-8.0	
Special Purpose Revenue Funds	145	452	468	644	176	37.6	1.3	3.0	3.4	5.3	2.0	58.5	
TOTAL FOR GENERAL FUND	3,086	3,323	3,726	4,174	447	12.0	20.6	22.5	24.0	24.3	0.3	1.3	
FEDERAL RESOURCES													
Federal Payments	0	0	410	512	101	24.7	0.0	0.0	9.0	5.0	-4.0	-44.4	
TOTAL FOR FEDERAL RESOURCES	0	0	410	512	101	24.7	0.0	0.0	9.0	5.0	-4.0	-44.4	
GROSS FUNDS	3,086	3,323	4,137	4,685	549	13.3	20.6	22.5	33.0	29.3	-3.7	-11.2	

*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private) and Special Purpose Revenue type, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2023 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2023 Approved Operating Budget, by Comptroller Source Group

Table CQ0-3 contains the approved FY 2023 budget at the Comptroller Source Group (object class) level compared to the FY 2022 approved budget. It also provides FY 2020 and FY 2021 actual expenditures.

Table CQ0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2020	Actual FY 2021	Approved FY 2022	Approved FY 2023	Change from FY 2022	Percentage Change*
11 - Regular Pay - Continuing Full Time	1,714	1,666	1,989	1,936	-54	-2.7
12 - Regular Pay - Other	189	407	625	892	267	42.7
13 - Additional Gross Pay	3	1	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	454	484	648	692	43	6.7
15 - Overtime Pay	6	9	12	12	0	0.0
SUBTOTAL PERSONAL SERVICES (PS)	2,365	2,569	3,275	3,532	257	7.8
20 - Supplies and Materials	9	8	18	19	1	3.1
31 - Telecommunications	5	0	0	0	0	N/A
40 - Other Services and Charges	656	573	831	759	-71	-8.6
41 - Contractual Services - Other	50	150	3	365	363	14,382.8
70 - Equipment and Equipment Rental	0	24	10	10	0	0.0
SUBTOTAL NONPERSONAL SERVICES (NPS)	721	755	861	1,154	292	33.9
GROSS FUNDS	3,086	3,323	4,137	4,685	549	13.3

*Percent change is based on whole dollars.

FY 2023 Approved Operating Budget and FTEs, by Division/Program and Activity

Table CQ0-4 contains the approved FY 2023 budget by division/program and activity compared to the FY 2022 approved budget. It also provides FY 2020 and FY 2021 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table CQ0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2020	Actual FY 2021	Approved FY 2022	Approved FY 2023	Change from FY 2022	Actual FY 2020	Actual FY 2021	Approved FY 2022	Approved FY 2023	Change from FY 2022
(1000) ADMINISTRATIVE SERVICES										
(1040) Information Technology	0	2	129	132	2	0.7	0.9	1.0	1.0	0.0
(1050) Financial Management	0	0	50	50	0	0.0	0.0	0.0	0.3	0.3
(1087) Language Access	0	0	8	26	17	0.0	0.0	0.0	0.0	0.0
(1090) Performance Management	527	492	684	631	-53	4.1	4.7	5.0	4.0	-1.0
SUBTOTAL (1000) ADMINISTRATIVE SERVICES	527	494	872	838	-34	4.8	5.6	6.0	5.3	-0.7
(3000) LEGAL REPRESENTATION										
(3015) In-House Legal Representation	1,095	1,179	1,491	1,523	32	8.2	9.3	16.0	12.0	-4.0
(3020) Legal Hotline	117	121	167	171	4	1.9	1.9	2.0	2.0	0.0
(3030) Legal Service Provider	0	0	1	1	0	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (3000) LEGAL REPRESENTATION	1,213	1,300	1,659	1,695	36	10.1	11.2	18.0	14.0	-4.0
(4000) POLICY ADVOCACY PROGRAM										
(4010) Policy Advocacy Program	311	386	405	415	10	1.9	1.9	3.0	3.0	0.0
SUBTOTAL (4000) POLICY ADVOCACY PROGRAM	311	386	405	415	10	1.9	1.9	3.0	3.0	0.0
(5000) OTA EDUCATIONAL INSTITUTE										
(5010) OTA Educational Institute	183	176	341	511	170	1.9	1.9	3.0	4.0	1.0
SUBTOTAL (5000) OTA EDUCATIONAL INSTITUTE	183	176	341	511	170	1.9	1.9	3.0	4.0	1.0
(6000) EMERGENCY HOUSING										
(6010) Emergency Housing	550	524	550	550	0	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (6000) EMERGENCY HOUSING	550	524	550	550	0	0.0	0.0	0.0	0.0	0.0
(8000) CASE MGMT ADM AND COMM OUTREACH										
(8010) Case Management Administration	253	293	292	306	13	1.9	1.9	3.0	3.0	0.0
(8020) Community Outreach	50	0	18	106	89	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (8000) CASE MGMT ADM AND COMM OUTREACH	303	293	310	412	102	1.9	1.9	3.0	3.0	0.0
(9000) RENT CONTROL HOUSING CLEARINGHOUSE										
(9010) Rent Control Housing Clearinghouse	0	150	0	264	264	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (9000) RENT CONTROL HOUSING CLEARINGHOUSE	0	150	0	264	264	0.0	0.0	0.0	0.0	0.0
TOTAL APPROVED OPERATING BUDGET	3,086	3,323	4,137	4,685	549	20.6	22.5	33.0	29.3	-3.7

(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 2023 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 the Tenant Advocate operates through the following 7 programs:

Legal Representation – implements the agency’s statutory duty to represent tenants, at its discretion and as it determines to be in the public interest, in federal or District judicial or administrative proceedings.

This program contains the following 3 activities:

- **In-House Legal Representation** – provides agency clients with in-house legal representation in certain “high-impact” cases, and refers others to pro bono or contracted legal service providers and attorneys, or helps them find other representation;
- **Legal Hotline** – provides general advice regarding tenant rights in response to informal inquiries; provides a web-based “Ask the Director” forum and responds to Mayoral, Council, inter-agency, and community inquiries about tenant rights and rental housing law; and
- **Legal Service Provider** – provides funding to contracted non-profit legal service providers and attorneys; who qualify through the agency’s RFQ process, to enhance their capacity to provide tenants with appropriate legal assistance.

Policy Advocacy – implements the agency’s statutory duty to represent the interests of tenants and tenant organizations in legislative, executive, and judicial issues by advocating for changes in laws and rules. This division also tracks developments in rental housing legislation and regulations at both the local and federal levels, and keeps agency stakeholders apprised; develops legislative, rulemaking, and other policy recommendations, and coordinates policy discussions with governmental and community colleagues, including regular discussions with agency stakeholders; advises tenants, advocates, attorneys, governmental colleagues, and others regarding rental housing laws, and serves as the agency’s in-house statutory and regulatory expert; and provides support to community-based programs that inform tenants regarding their legislative and regulatory legal protections.

OTA Educational Institute – implements the agency’s statutory duty to provide education and outreach to tenants and the community about laws, rules, and other policy matters involving rental housing, including tenant rights under the petition process and formation of tenant organizations. This program also conducts informational presentations in various settings throughout the community; provides a formal series of educational and outreach forums; and develops educational material regarding rental housing laws, rules, and policies.

Emergency Housing – implements the agency’s statutory duty to provide emergency housing assistance to qualified tenants in certain situations by:

- Providing short-term housing assistance (usually hotel stays) to temporarily house tenants displaced by fires, floods, and government closures, and in other appropriate circumstances;
- Providing assistance to tenants regarding the packing, moving, and storing of personal possessions; and
- Coordinating with other District agencies and community-based organizations to ensure that displaced tenants receive appropriate services.

Case Management Administration and Community Outreach – implements, in consultation with OTA attorney advisors, the agency’s statutory duty to advise tenants and tenant organizations on filing complaints and petitions, including petitions in response to disputes with landlords.

This program contains the following 2 activities:

- **Case Management Administration** – provides legal and technical assistance to tenants regarding rental housing disputes with landlords, including identifying legal issues and the tenant’s and the landlord’s respective rights and responsibilities, and assisting with follow-up action items, such as completing and filing tenant petitions and monitoring rental housing case hearings; and

- **Community Outreach** – provides outreach and educational programs regarding tenant rights and rental housing matters and sends “rapid response” letters to tenants affected by certain administrative actions to apprise them of their rights and of OTA’s availability to provide further assistance.

Administrative Services (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 the Tenant Advocate has no program structure changes in the FY 2023 approved budget.

FY 2022 Approved Budget to FY 2023 Approved Budget, by Revenue Type

Table CQ0-5 itemizes the changes by revenue type between the FY 2022 approved budget and the FY 2023 approved budget. For a more comprehensive explanation of changes, please see the FY 2023 Approved Budget Changes section, which follows the table.

Table CQ0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2022 Approved Budget and FTE		3,258	20.6
No Change		0	0.0
LOCAL FUNDS: FY 2023 Recurring Budget		3,258	20.6
Increase: To align resources with operational spending goals	Multiple Programs	78	0.0
Shift/Decrease: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-71	-1.6
LOCAL FUNDS: FY 2023 Mayor’s Proposed Budget		3,266	19.0
Enhance: To support collaborations with the RAD at DHCD and the RCCD (one-time)	Rent Control Housing Clearinghouse	264	0.0
LOCAL FUNDS: FY 2023 District’s Approved Budget		3,530	19.0
FEDERAL PAYMENTS: FY 2022 Approved Budget and FTE		410	9.0
Removal of Non-Recurring ARPA Funding	Multiple Programs	-410	-9.0
Enhance: ARPA – Federal Municipal funding to support District Recovery Plan initiatives	Multiple Programs	512	5.0
FEDERAL PAYMENTS: FY 2023 Mayor’s Proposed Budget		512	5.0
Enhance: ARPA – Federal Municipal funding to support District Recovery Plan initiatives	Multiple Programs	512	5.0
Reduce: To reallocate ARPA funding	District Recovery Plan	-512	-5.0
FEDERAL PAYMENTS: FY 2023 District’s Approved Budget		512	5.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2022 Approved Budget and FTE		468	3.4
Decrease: To align budget with projected revenues	Administrative Services	-50	0.0
Shift/Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	226	2.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2023 Mayor’s Proposed Budget		644	5.3
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2023 District’s Approved Budget		644	5.3
GROSS FOR CQ0 - OFFICE OF THE TENANT ADVOCATE		4,685	29.3

(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 interagency projects funded within this agency, please see Appendix J, FY 2023 Interagency Budgets, in the Executive Summary budget volume.

FY 2023 Approved Operating Budget Changes

Table CQ0-6 contains the approved FY 2023 budget by fund compared to the FY 2022 approved budget.

Table CQ0-6

Appropriated Fund	FY 2022 Approved	FY 2023 Approved	% Change from FY 2022
Local Funds	\$3,258,266	\$3,529,841	8.3
Federal Payments	\$410,490	\$511,680	24.7
Special Purpose Revenue Funds	\$467,826	\$643,736	37.6
GROSS FUNDS	\$4,136,582	\$4,685,256	13.3

Recurring Budget

The FY 2023 budget for OTA includes a reduction of \$410,490 and 9 FTEs to account for the removal of ARPA funding appropriated in FY 2022, to support the Eviction Prevention Services.

Mayor's Proposed Budget

Increase: In Local funds, OTA proposes an increase of \$78,126 across multiple programs, which is primarily due to the Annual Tenant Summit contract.

Decrease: In Special Purpose Revenue (SPR) funds, the proposed budget reflects a decrease of \$50,000 to align the budget with projected revenue.

Enhance: In Federal Payments, OTA's proposed budget includes an increase of ARPA – Federal State/Municipal Funding in the amount of \$511,680 and 5.0 FTEs to support Eviction Prevention Services. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act.

Shift/Increase: In SPR funds, an increase of \$225,909 and 1.9 FTEs aligns the proposed budget with salary and Fringe Benefit expenditures. This adjustment accounts for the shift of 1.6 FTEs from Local funds, and an additional 0.3 FTE from an MOU agreement with The Office of the Chief Financial Officer.

Shift/Decrease: The Local funds budget submission for OTA includes a decrease of \$70,551 and 1.6 Full Time Equivalents (FTEs) in personal service adjustments for projected salary and Fringe Benefit costs

District's Approved Budget

Enhance: In Local funds, OTA's approved budget includes a one-time increase of \$264,000 to support continued collaboration with the Rental Accommodations Division (RAD) at the Department of Housing and Community Development (DHCD) and a vendor to design and develop all components of the Rent Control Clearinghouse Database (RCCD), including the website, search engine, report engine, and all other functionalities.

In Federal Payments, the approved budget includes an increase of \$511,680 and 5.0 FTEs in ARPA – Federal Municipal funding from the District Recovery Plan program to multiple programs to support the District's Recovery Initiatives. This increase in spending is supported by Coronavirus Relief funds from the American Rescue Plan Act.

Reduce: In Federal Payments, the budget includes a decrease of \$511,680 and 5.0 FTEs in ARPA – Federal Municipal funding to reflect the reallocation of funds from the District Recovery Plan program to multiple programs.

FY 2023 Approved Full-Time Equivalent (FTEs)

Table CQ0-7 contains the summary of FY 2023 Approved Budgeted Full-Time Equivalent (FTEs).

Table CQ0-7

Total FY 2023 Approved Budgeted FTEs	29.3
Less: Interagency FTEs budgeted in this agency but employed by other agencies:	
AT0-Office of the Chief Financial Officer	(0.3)
Total Interagency FTEs budgeted in this agency, employed by other agencies	(0.3)
Total FTEs employed by this agency	29.0

Note: Table CQ0-7 displays the impact of the buyer agencies budgets funding the seller agencies FTEs in the FY 2023 budget, compared to how FTEs were budgeted in FY 2022.

-It starts with the FY 2023 budgeted FTE figure, 29.3 FTEs.

-It subtracts 0.3 FTEs budgeted in CQ0 in FY 2023 who are employed by another agency.

-It adds 0.0 FTEs budgeted in other agencies in FY 2023 who are employed by CQ0.

-It ends with 29.0 FTEs, the number of FTEs employed by CQ0, which is the FTE figure comparable to the FY 2022 budget.