

D.C. Office of Risk Management

www.orm.dc.gov

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Table RK0-1

Description	FY 2016 Actual	FY 2017 Approved	FY 2018 Proposed	% Change from FY 2017
OPERATING BUDGET	\$3,220,998	\$3,973,395	\$3,964,691	-0.2
FTEs	28.8	36.0	37.0	2.8

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) formerly known as Risk Identification, Assessment and Control (RIAC); 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 2018 proposed budget is presented in the following tables:

FY 2018 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table RK0-2 contains the proposed FY 2018 budget by revenue type compared to the FY 2017 approved budget. It also provides FY 2016 actual data.

Table RK0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change
GENERAL FUND										
LOCAL FUNDS	3,221	3,973	3,965	-9	-0.2	28.8	36.0	37.0	1.0	2.8
TOTAL FOR GENERAL FUND	3,221	3,973	3,965	-9	-0.2	28.8	36.0	37.0	1.0	2.8
GROSS FUNDS	3,221	3,973	3,965	-9	-0.2	28.8	36.0	37.0	1.0	2.8

*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 2018 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2018 Proposed Operating Budget, by Comptroller Source Group

Table RK0-3 contains the proposed FY 2018 budget at the Comptroller Source Group (object class) level compared to the FY 2017 approved budget. It also provides FY 2015 and FY 2016 actual expenditures.

Table RK0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	1,604	1,948	1,967	2,465	498	25.3
12 - REGULAR PAY - OTHER	250	354	1,150	683	-467	-40.6
13 - ADDITIONAL GROSS PAY	33	20	0	0	0	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	381	443	730	698	-32	-4.3
15 - OVERTIME PAY	0	0	0	38	38	N/A
SUBTOTAL PERSONAL SERVICES (PS)	2,269	2,765	3,847	3,885	38	1.0
20 - SUPPLIES AND MATERIALS	13	27	8	8	0	0.0
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	6	2	0	0	0	N/A
40 - OTHER SERVICES AND CHARGES	1,004	369	119	36	-83	-69.6
70 - EQUIPMENT AND EQUIPMENT RENTAL	88	57	0	36	36	N/A
SUBTOTAL NONPERSONAL SERVICES (NPS)	1,111	456	127	80	-47	-36.8
GROSS FUNDS	3,380	3,221	3,973	3,965	-9	-0.2

*Percent change is based on whole dollars.

FY 2018 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table RK0-4 contains the proposed FY 2018 budget by division/program and activity compared to the FY 2017 approved budget. It also provides FY 2016 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 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
(1000) AGENCY MANAGEMENT								
(1010) PERSONNEL	109	117	118	1	1.2	1.0	1.0	0.0
(1050) FINANCIAL MANAGEMENT	0	0	36	36	0.0	0.0	0.0	0.0
(1055) RISK MANAGEMENT	456	343	44	-299	0.0	2.0	0.0	-2.0
(1085) CUSTOMER SERVICE	67	58	0	-58	1.2	1.0	0.0	-1.0
(1090) PERFORMANCE MANAGEMENT	716	676	855	179	5.8	5.0	6.0	1.0
SUBTOTAL (1000) AGENCY MANAGEMENT	1,348	1,194	1,053	-141	8.1	9.0	7.0	-2.0
(2100) RISK PREVENTION AND SAFETY (RPS)								
(2110) RISK INSPECTIONS AND COORDIN. OF ARMRS	155	296	308	12	2.3	3.0	3.0	0.0
(2120) RISK ANALYSIS	120	230	257	27	1.2	2.0	3.0	1.0
SUBTOTAL (2100) RISK PREVENTION AND SAFETY (RPS)	276	526	566	39	3.4	5.0	6.0	1.0
(3100) INSURANCE PROGRAM								
(3110) INSURANCE ANALYSIS	146	311	384	73	1.2	3.0	5.0	2.0
SUBTOTAL (3100) INSURANCE PROGRAM	146	311	384	73	1.2	3.0	5.0	2.0
(4100) PUBLIC SECTOR WORKER'S COMPENSATION								
(4110) CLAIMS EXAMINATION AND MGMT	445	461	689	228	4.6	4.0	6.0	2.0
(4120) RETURN TO WORK	305	499	272	-227	3.5	5.0	3.0	-2.0
SUBTOTAL (4100) PUBLIC SECTOR WORKER'S COMPENSATION	750	960	962	2	8.1	9.0	9.0	0.0
(6100) TORT LIABILITY PROGRAM								
(6110) CLAIMS EXAMINATION	701	983	1,001	19	8.1	10.0	10.0	0.0
SUBTOTAL (6100) TORT LIABILITY PROGRAM	701	983	1,001	19	8.1	10.0	10.0	0.0
TOTAL PROPOSED OPERATING BUDGET	3,221	3,973	3,965	-9	28.8	36.0	37.0	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 2018 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) formerly known as Risk Identification, Assessment, and Control (RIAC) – 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 the following 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 through a third-party administrator. 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 the following 2 activities:

- **Claims Examination and Management** – oversees the processing of claims for public sector workers' compensation benefits that are filed by District government employees; and
- **Return-to-Work** – coordinates workers' compensation claimants' return to work after they have recovered from their injuries. Claimants are placed into jobs within the District government that are consistent with any modified duty restrictions they may have, or they are connected with job training and vocational rehabilitation services.

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 the following 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 2018 proposed budget.

FY 2017 Approved Budget to FY 2018 Proposed Budget, by Revenue Type

Table RK0-5 itemizes the changes by revenue type between the FY 2017 approved budget and the FY 2018 proposed budget. For a more comprehensive explanation of changes, please see the FY 2018 Proposed Budget Changes section, which follows the table.

Table RK0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2017 Approved Budget and FTE		3,973	36.0
Other CSFL Adjustments	Multiple Programs	-9	0.0
LOCAL FUNDS: FY 2018 Current Services Funding Level (CSFL) Budget		3,965	36.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	50	1.0
Decrease: To realize programmatic cost savings in nonpersonal services	Multiple Programs	-50	0.0
LOCAL FUNDS: FY 2018 Agency Budget Submission		3,965	37.0

Table RK0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
No Change		0	0.0
LOCAL FUNDS: FY 2018 Mayor's Proposed Budget		3,965	37.0
No Change		0	0.0
LOCAL FUNDS: FY 2018 District's Proposed Budget		3,965	37.0
GROSS FOR RK0 - D.C. OFFICE OF RISK MANAGEMENT		3,965	37.0

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

FY 2018 Proposed Budget Changes

The D.C. Office of Risk Management's (ORM) proposed FY 2018 gross budget is \$3,964,691, which represents a less than 1.0 percent decrease from its FY 2017 approved gross budget of \$3,973,395. The budget is comprised entirely of Local funds.

Current Services Funding Level

The Current Services Funding Level (CSFL) is a Local funds ONLY representation of the true cost of operating District agencies, before consideration of policy decisions. The CSFL reflects changes from the FY 2017 approved budget across multiple programs, and it estimates how much it would cost an agency to continue its current programs and operations into the following fiscal year. The FY 2018 CSFL adjustments to the FY 2017 Local funds budget are described in table 5 of this agency's budget chapter. Please see the CSFL Development section within Volume 1: Executive Summary for more information regarding the methodology used and components that comprise the CSFL.

ORM's FY 2018 CSFL budget is \$3,964,691, which represents an \$8,704, or less than 1.0 percent, decrease from the FY 2017 approved Local funds budget of \$3,973,395.

CSFL Assumptions

The FY 2018 CSFL calculated for ORM included adjustment entries that are not described in detail on table 5. These adjustments include a decrease of \$11,672 in personal services to account for Fringe Benefit costs based on trend and comparative analyses, and an increase of \$2,968 in nonpersonal services based on the Consumer Price Index factor of 2.5 percent.

Agency Budget Submission

Increase: The budget proposal for personal services reflects a net increase of \$49,542 to support 1.0 Full-Time Equivalent for a Program Support Assistant in the Insurance program to provide tracking and support functions.

Decrease: In nonpersonal services, ORM's proposed budget includes a net reduction of \$49,542, primarily in the Agency Management program, based on projected reductions for professional services fees and contracts. This adjustment offsets the projected increases in personal services.

Mayor's Proposed Budget

No Change: Office of Risk Management's budget proposal reflects no change from the agency budget submission to the Mayor's proposed budget.

District's Proposed Budget

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

Agency Performance Plan*

D. C. Office of Risk Management (ORM) has the following strategic objectives for FY 2018:

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 a 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.**

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. (7 Activities)

Activity Title	Activity Description	Type of Activity
Risk Analysis and Mitigation	Collaborating 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
Site Safety Inspections	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
Review Driving Records	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 revoke the employees' driving privileges.	Daily Service

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1. Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (7 Activities)

Activity Title	Activity Description	Type of Activity
Administrator Self-Insurance Program	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 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
Risk and Insurance Policies	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
Real Estate Property Insurance Coverage	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
Mitigate Exposure to Risk And Liability	ORM will be integrating functionality within the ERMS to manage daily operations for each agency.	Key Project

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. (4 Activities)

Activity Title	Activity Description	Type of Activity
Manage Claims	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 insure injuries are work related through an integrated, active process.	Daily Service
Ongoing Management Of Accepted Claims	Once a claim is accepted, ORM continuously reviews and analyzes medical and loss wage payments for compensability.	Daily Service
Return Injured Employee Back To Work	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

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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. (4 Activities)

Activity Title	Activity Description	Type of Activity
Orientations, Trainings And Job Fairs	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

3. Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (4 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
Claims For Disposition	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
Assess Liability	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
§12-309 Notices	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

4. Collect monies owed to the District as a result of a 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
Assess Liability	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

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4. Collect monies owed to the District as a result of a 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
Subrogation	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	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

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 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of agencies under the purview of the Mayor that file Cost of Risk reports	No	98%	100%	100%	100%	100%
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	No	85.6%	94.6%	100%	100%	85%
Percent of known and applicable government real estate property assets insured by private insurance	No	100%	100%	60%	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. (3 Measures)

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of claims opened and assigned within five (5) business days of receipt by ORM's Public Sector Workers' Compensation Program	Yes	Not Available	New Measure	Not Available	New Measure	90%
Percent of employees returning to work compared to the number of claims received	No	Not Available	Not Available	Not Available	70%	70%
Workers’ Compensation claim file closing ratio	No	Not Available	Not Available	Not Available	90%	90%

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 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Amount of monies ORM recovers for the District of Columbia via Subrogation	Yes	Not Available	Not Available	Not Available	New Measure	130,000
Number of days it takes to resolve a Tort claim in the same fiscal year excluding extraordinary cases once agency request is received	Yes	Not Available	New Measure	Not Available	New Measure	25
Percent of claims opened, assigned, and received by adjuster within five (5) business days of receipt by ORM (Tort)	No	Not Available	Not Available	Not Available	90%	90%
Percent of claims where ORM issues an acknowledgement letter within five (5) business days within the claim being opened and assigned	No	Not Available	Not Available	Not Available	95%	95%
The average cost to process a claim per claims specialist	No	Not Available	Not Available	Not Available	159	159

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

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Percent of cases pursued within thirty (30) days of issuance of lien letters in Workers' Compensation	No	Not Available	Not Available	Not Available	100%	80%
Percent of claims recovered within the same fiscal year, excluding extraordinary cases	Yes	Not Available	New Measure	Not Available	New Measure	25%
Ratio of open to closed tort subrogation claim files	No	Not Available	Not Available	Not Available	50%	50%
Ratio of open to closed Workers' Compensation affirmative subrogation actions	No	Not Available	Not Available	Not Available	25%	25%

5. Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Budget- Federal funds returned	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Contracts lapsed into retroactive status	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Meeting Service-Level Agreements	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

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5. Create and maintain a highly efficient, transparent and responsive District government.
(9 Measures)**

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2016 Target	FY 2017 Target	FY 2018 Target
Human Resources- Employee District residency	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	No	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

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. Conducts site safety inspections of District government properties.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of environmental and safety inspections/re-inspections at District Government buildings conducted by ORM	No	566	619	617

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of contract and insurance risk management training sessions offered to agency officials	No	Not Available	6	10

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Total new workers’ compensation claims processed with ORM	No	Not Available	Not Available	Not Available

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of tort claims closed by ORM (denied and settled)	No	Not Available	Not Available	Not Available
Total number of claims processed by ORM	No	Not Available	Not Available	Not Available
Total number of claims settled by ORM	No	Not Available	Not Available	Not Available

5. 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.

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of subrogation claims pursued	No	Not Available	Not Available	Not Available

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Total workers' compensation claims closed	No	Not Available	Not Available	Not Available

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of new tort claims filed with ORM	No	Not Available	Not Available	Not Available
Total number of claims opened and closed (denied and settled) within the same fiscal year	No	Not Available	Not Available	Not Available

8. 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 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of lien notice letters issued	No	Not Available	Not Available	Not Available

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

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2016 Actual
Number of affirmative subrogation demands pursued after issuance of lien letters by the Workers' Compensation Program.	No	Not Available	Not Available	Not Available
Number of subrogation claims pursued and collected	No	Not Available	Not Available	Not Available
Number of subrogation claims pursued, uncollected and closed	No	Not Available	Not Available	Not Available

Performance Plan Endnotes

*For more information about the structure and components of FY 2018 draft performance plans, please see the FY 2018 Proposed Budget and Financial Plan, Volume I, Appendix E.

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2018 targets.