

# D.C. Office of Risk Management

www.orm.dc.gov  
Telephone: 202-727-8600

**Table RK0-1**

Description	FY 2016	FY 2017	FY 2018	FY 2019	% Change
	Actual	Actual	Approved	Proposed	from FY 2018
OPERATING BUDGET	\$3,220,998	\$3,914,433	\$3,964,691	\$4,102,464	3.5
FTEs	28.8	35.8	37.0	37.0	0.0

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 2019 proposed budget is presented in the following tables:

## FY 2019 Proposed Gross Funds Operating Budget and FTEs, by Revenue Type

Table RK0-2 contains the proposed FY 2019 budget by revenue type compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 actual data.

**Table RK0-2**

(dollars in thousands)

	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change*	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change
<b>Appropriated Fund</b>												
<b>GENERAL FUND</b>												
Local Funds	3,221	3,893	3,965	4,102	138	3.5	28.8	35.8	37.0	37.0	0.0	0.0
<b>TOTAL FOR GENERAL FUND</b>	<b>3,221</b>	<b>3,893</b>	<b>3,965</b>	<b>4,102</b>	<b>138</b>	<b>3.5</b>	<b>28.8</b>	<b>35.8</b>	<b>37.0</b>	<b>37.0</b>	<b>0.0</b>	<b>0.0</b>

## Table RK0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change*	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	% Change
<b>INTRA-DISTRICT FUNDS</b>												
Intra-District Funds	0	22	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>												
	0	22	0	0	0	N/A	0.0	0.0	0.0	0.0	0.0	N/A
<b>GROSS FUNDS</b>	<b>3,221</b>	<b>3,914</b>	<b>3,965</b>	<b>4,102</b>	<b>138</b>	<b>3.5</b>	<b>28.8</b>	<b>35.8</b>	<b>37.0</b>	<b>37.0</b>	<b>0.0</b>	<b>0.0</b>

\*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 2019 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2019 Proposed Operating Budget, by Comptroller Source Group

Table RK0-3 contains the proposed FY 2019 budget at the Comptroller Source Group (object class) level compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 actual expenditures.

## Table RK0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	Percentage Change*
11 - Regular Pay - Continuing Full Time	1,948	2,026	2,465	2,661	196	7.9
12 - Regular Pay - Other	354	900	683	647	-36	-5.3
13 - Additional Gross Pay	20	24	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	443	585	698	714	16	2.3
15 - Overtime Pay	0	0	38	0	-38	-100.0
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>2,765</b>	<b>3,535</b>	<b>3,885</b>	<b>4,022</b>	<b>138</b>	<b>3.5</b>
20 - Supplies and Materials	27	27	8	8	0	0.0
31 - Telephone, Telegraph, Telegram, Etc.	2	2	0	0	0	N/A
40 - Other Services and Charges	369	268	36	72	36	100.0
70 - Equipment and Equipment Rental	57	82	36	0	-36	-100.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>456</b>	<b>379</b>	<b>80</b>	<b>80</b>	<b>0</b>	<b>0.0</b>
<b>GROSS FUNDS</b>	<b>3,221</b>	<b>3,914</b>	<b>3,965</b>	<b>4,102</b>	<b>138</b>	<b>3.5</b>

\*Percent change is based on whole dollars.

## FY 2019 Proposed Operating Budget and FTEs, by Division/Program and Activity

Table RK0-4 contains the proposed FY 2019 budget by division/program and activity compared to the FY 2018 approved budget. It also provides FY 2016 and FY 2017 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	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018	Actual FY 2016	Actual FY 2017	Approved FY 2018	Proposed FY 2019	Change from FY 2018
<b>(1000) AGENCY MANAGEMENT</b>										
(1010) Personnel	109	114	118	122	4	1.2	1.0	1.0	1.0	0.0
(1050) Financial Management	0	0	36	0	-36	0.0	0.0	0.0	0.0	0.0
(1055) Risk Management	456	358	44	80	36	0.0	2.0	0.0	0.0	0.0
(1085) Customer Service	67	76	0	0	0	1.2	1.0	0.0	0.0	0.0
(1090) Performance Management	716	660	855	1,307	452	5.8	5.0	6.0	11.0	5.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>1,348</b>	<b>1,208</b>	<b>1,053</b>	<b>1,508</b>	<b>455</b>	<b>8.1</b>	<b>8.9</b>	<b>7.0</b>	<b>12.0</b>	<b>5.0</b>
<b>(2100) RISK PREVENTION AND SAFETY (RPS)</b>										
(2110) Risk Inspections and Coordin. of ARMRS	155	251	308	308	0	2.3	3.0	3.0	3.0	0.0
(2120) Risk Analysis	120	197	257	309	52	1.2	2.0	3.0	3.0	0.0
<b>SUBTOTAL (2100) RISK PREVENTION AND SAFETY (RPS)</b>	<b>276</b>	<b>448</b>	<b>566</b>	<b>618</b>	<b>52</b>	<b>3.4</b>	<b>5.0</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(3100) INSURANCE PROGRAM</b>										
(3110) Insurance Analysis	146	440	384	61	-322	1.2	3.0	5.0	1.0	-4.0
<b>SUBTOTAL (3100) INSURANCE PROGRAM</b>	<b>146</b>	<b>440</b>	<b>384</b>	<b>61</b>	<b>-322</b>	<b>1.2</b>	<b>3.0</b>	<b>5.0</b>	<b>1.0</b>	<b>-4.0</b>
<b>(4100) PUBLIC SECTOR WORKER'S COMPENSATION</b>										
(4110) Claims Examination and Management	445	539	689	811	122	4.6	4.0	6.0	6.0	0.0
(4120) Return-to-Work	305	298	272	176	-96	3.5	5.0	3.0	3.0	0.0
<b>SUBTOTAL (4100) PUBLIC SECTOR WORKER'S COMPENSATION</b>	<b>750</b>	<b>837</b>	<b>962</b>	<b>987</b>	<b>25</b>	<b>8.1</b>	<b>9.0</b>	<b>9.0</b>	<b>9.0</b>	<b>0.0</b>
<b>(6100) TORT LIABILITY PROGRAM</b>										
(6110) Claims Examination	701	983	1,001	928	-73	8.1	10.0	10.0	9.0	-1.0
<b>SUBTOTAL (6100) TORT LIABILITY PROGRAM</b>	<b>701</b>	<b>983</b>	<b>1,001</b>	<b>928</b>	<b>-73</b>	<b>8.1</b>	<b>10.0</b>	<b>10.0</b>	<b>9.0</b>	<b>-1.0</b>
<b>(9960) YR END CLOSE</b>										
No Activity Assigned	0	-2	0	0	0	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (9960) YR END CLOSE</b>	<b>0</b>	<b>-2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL PROPOSED OPERATING BUDGET</b>	<b>3,221</b>	<b>3,914</b>	<b>3,965</b>	<b>4,102</b>	<b>138</b>	<b>28.8</b>	<b>35.8</b>	<b>37.0</b>	<b>37.0</b>	<b>0.0</b>

(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 2019 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.

**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.

**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 2019 proposed budget.

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**FY 2018 Approved Budget to FY 2019 Proposed Budget, by Revenue Type**

Table RK0-5 itemizes the changes by revenue type between the FY 2018 approved budget and the FY 2019 proposed budget. For a more comprehensive explanation of changes, please see the FY 2019 Proposed Budget Changes section, which follows the table.

**Table RK0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2018 Approved Budget and FTE</b>		<b>3,965</b>	<b>37.0</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2019 Recurring Budget</b>		<b>3,965</b>	<b>37.0</b>
COLA: FY 2019 COLA Adjustment	Multiple Programs	138	0.0
Agency Request-Increase: To align resources with operational spending goals	Multiple Programs	189	0.0
Agency Request-Decrease: To align personal services and Fringe Benefits with projected costs	Multiple Programs	-189	0.0
<b>LOCAL FUNDS: FY 2019 Mayor’s Proposed Budget</b>		<b>4,102</b>	<b>37.0</b>
Enhance: To align personal services and Fringe Benefits with projected costs	Public Sector Worker's Compensation	189	0.0
Reduce: To offset projected adjustments in personal services costs	Agency Management	-189	0.0
<b>LOCAL FUNDS: FY 2019 District’s Proposed Budget</b>		<b>4,102</b>	<b>37.0</b>
<b>GROSS FOR RK0 - D.C. OFFICE OF RISK MANAGEMENT</b>		<b>4,102</b>	<b>37.0</b>

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

## **FY 2019 Proposed Budget Changes**

The Office of Risk Management's (ORM) proposed FY 2019 gross budget is \$4,102,464, which represents a 3.5 percent increase over its FY 2018 approved gross budget of \$3,964,691. The budget is comprised entirely of Local funds.

### **Recurring Budget**

**No Change:** The Office of Risk Management's budget proposal reflects no change from the FY 2018 approved budget to the FY 2019 recurring budget.

### **Mayor's Proposed Budget**

**Costs-of-Living Adjustment:** ORM's budget proposal includes a cost-of-living adjustment (COLA) of \$137,773 in Local funds.

**Agency Request – Increase:** In nonpersonal services, ORM's proposed budget includes a net increase of \$188,746 to reflect anticipated costs, primarily for contractual services in the Agency Management program.

**Agency Request - Decrease:** The budget proposal reflects a net reduction of \$188,747 in personal services as a result of programmatic adjustments.

### **District's Proposed Budget**

**Enhance:** In ORM's FY 2019 budget proposal, personal services include an increase of \$188,746 to help ensure a smooth transition of the Public Sector Workers' Compensation program from a contract to in-house management.

**Reduce:** ORM's proposed budget reflects a reduction of \$188,746 in nonpersonal services in the Agency Management program to offset the increase in personal services in the Public Sector Workers' Compensation program.

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## Agency Performance Plan\*

The Office of Risk Management (ORM) has the following strategic objectives for FY 2019:

### 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.\*\*

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## 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.

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### 1. Identify, measure, analyze and mitigate the District government’s exposure to risk and liability. (9 Activities)

Activity Title	Activity Description	Type of Activity
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
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 (ARMRs) to ensure that the buildings are safe, healthy, and comply with OSHA standards and regulations.	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 revoke the employees' driving privileges.	Daily Service



**1. Identify, measure, analyze and mitigate the District government’s exposure to risk and liability. (9 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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
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
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
Review of Insurance Contracts	Amount of insurance contracts reviews completed in fiscal year (these reviews include contracts, addendums, certificate of insurance and related discussions).	Daily Service
How’s My Driving Communication	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)	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. (4 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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
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. (4 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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 employees 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

**3. Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (4 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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 to 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

**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. (4 Activities)**

<b>Activity Title</b>	<b>Activity Description</b>	<b>Type of Activity</b>
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

**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 Activities)**

Activity Title	Activity Description	Type of Activity
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
Public Sector Workers' Compensation Program (PSWCP) Subrogation Claims Pursued	Number of new subrogation claims pursued by the PSWCP in fiscal year	Daily Service

**5. Create and maintain a highly efficient, transparent and responsive District government.\*\* (2 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

**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 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Percent of agencies under the purview of the Mayor that file Cost of Risk reports for data requested	No	100%	100%	0%	100%	100%
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	No	94.6%	100%	38.9%	85%	85%
Percent of known and applicable government real estate property assets insured by private insurance	No	100%	100%	96%	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. (6 Measures)**

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Dollars recouped in Public Sector Workers' Compensation Subrogation Matters	No	Not Available	Not Available	Not Available	\$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	Not Available	Not Available	Not Available	10	10

**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. (6 Measures)**

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Percent of 9A decisions issued within 30 days of receipt	No	Not Available	Not Available	Not Available	90%	90%
Percent of A1 decisions issued within 30 days of receipt	No	Not Available	Not Available	Not Available	90%	90%
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	Not Available	90%	Not Available	90%	90%
Percent of compensability decisions conveyed to employees within 30 days	No	Not Available	Not Available	Not Available	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 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Amount of monies ORM recovers for the District of Columbia via Subrogation	No	Not Available	\$95	\$100	\$130,000	\$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	No	Not Available	Not Available	Not Available	25	25
Percent of claims opened, assigned, and received by adjuster within five (5) business days of receipt by ORM (Tort)	No	Not Available	90%	95.9%	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	95%	96.3%	95%	95%
The average cost to process a claim per claims specialist	No	Not Available	\$159	\$126.6	\$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. (3 Measures)**

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target	FY 2019 Target
Percent of claims recovered within the same fiscal year, excluding extraordinary cases	No	Not Available	Not Available	Not Available	25%	25%
Percent of subrogation matters with issuance of lien letter by the Public Sector Workers' Compensation Program within 30 days of subrogation potential identified	No	Not Available	Not Available	Not Available	75%	75%
Ratio of open to closed tort subrogation claim files	No	Not Available	50	65.9	50	50

## 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. Risk Council Meetings

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of Risk Council Meetings conducted by ORM	Yes	Not Available	Not Available	Not Available

### 2. Agency Information Presentations

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of information sessions presented to other agencies regarding ORM's complete operations and services	Yes	Not Available	Not Available	Not Available

### 3. Conducts site safety inspections of District government properties

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of environmental and safety inspections at District Government buildings conducted by ORM	No	619	617	265

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

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Number of contract and insurance risk management training sessions offered to agency officials	No	6	10	37

### 5. Review of Insurance Contracts

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Review of insurance contracts in fiscal year (these reviews can include contracts, addendums, certificate of insurance and contract discussions)	Yes	Not Available	Not Available	Not Available

### 6. How's My Driving Communication

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 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)	Yes	Not Available	Not Available	Not Available

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

Measure	New Measure/ Benchmark Year	FY 2015 Actual	FY 2016 Actual	FY 2017 Actual
Total new workers' compensation claims processed within fiscal year	No	Not Available	Not Available	1,548

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

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Total workers' compensation claims closed by normal claims management process within fiscal year	No	Not Available	Not Available	2,239

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

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Number of tort claims closed by ORM (denied and settled)	No	Not Available	Not Available	2,118
Total number of claims settled by ORM	No	Not Available	Not Available	432

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

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Number of new tort claims filed with ORM	No	Not Available	Not Available	1,874
Total number of claims opened and closed (denied and settled) within the same fiscal year	No	Not Available	Not Available	1,268

**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**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Total number of lien notice letters issued by the Public Sector Workers' Compensation Program in fiscal year	No	Not Available	Not Available	110

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

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Number of affirmative subrogation demands pursued after issuance of lien letters by the Workers' Compensation Program	No	Not Available	Not Available	53
Number of subrogation claims pursued and collected	No	Not Available	Not Available	28
Number of subrogation claims pursued by the Public Sector Workers' Compensation Program within fiscal year	No	Not Available	Not Available	40

**13. Public Sector Workers' Compensation Program (PSWCP) Subrogation Claims Pursued**

<b>Measure</b>	<b>New Measure/ Benchmark Year</b>	<b>FY 2015 Actual</b>	<b>FY 2016 Actual</b>	<b>FY 2017 Actual</b>
Number of new subrogation claims pursued by the Public Sector Workers' Compensation Program in fiscal year	Yes	Not Available	Not Available	Not Available

**Performance Plan Endnotes:**

\*For more information about the structure and components of FY 2019 draft performance plans, please see the FY 2019 Proposed Budget and Financial Plan, Volume 1, Appendix E.

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government". New measures will be tracked in FY 2018 and FY 2019 and published starting in the FY 2019 Performance Plan.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2019 targets.