

D.C. Office of Risk Management FY2019

Agency D.C. Office of Risk Management

Agency Code RKO

Fiscal Year 2019

Mission 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.

Summary of Services

ORM implements its mission through four programs: Risk Prevention and Safety Division (RPS), Public Sector Workers' Compensation Program, Tort Liability Program and the Captive Insurance Agency. An individual summary of services is provided by division in each section. PERFORMANCE PLAN DIVISIONS: , Risk Prevention and Safety Division (RPS), Public Sector Workers' Compensation Program, Tort Liability Program, Captive Insurance Agency, and Agency Management

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Tort Division Subrogation – In FY2018 ORM worked to establish a District-wide Subrogation fund allowing for funds recouped from third party negligence to be given directly back to agencies for the repair of District property. In FY2019 the agencies Tort Division worked extensively to recover these moneys dedicating two full time FTEs. In addition to the agency's workforce the team put efforts towards training partner agencies and integrating them into the agency's ERisk system. These efforts have led to double the subrogation recovers between FY2018 and FY2019 (\$414,012 in FY2018 / Over \$800,000 FY2019) and a reduced need to use agency budget dollars to repair damaged District property.	This effort enhanced communication between ORM and partner agencies.	Increased subrogation dollars reduces the need for additional taxpayer dollars to be used for District property repair.
Reduction in Public Sector Workers' Compensation Claims – In late FY2018 ORM moved its third-party administered Workers' Compensation program (Program) inhouse and transitioned the entire team, process, and enterprise system. With increased oversight, enhanced process and procedure, as well as better patient care the, Program saw both a reduction in accepted claims (medical only and indemnity) and a reduction in program expenditures. Accepted claims have reduced by 33% with a bi-weekly payment reduction of over \$100,000. The Program is providing better support for District workers and reducing the cost to District taxpayers.	These efforts results in higher quality patient care and financial savings for the District.	A reduction in Public Sector Workers' Compensation claims results in a decrease in moneys needed to pay for participant care and gives greater attention to those in the program.
Incident Reporting Pilot Launch – In May of 2019 ORM's Risk Prevention and Safety Division (RPS) worked to update ERisk to include Incident Reporting for pilot agencies including Fire and Emergency Medical Service Department (FEMS), Department of Parks and Recreation (DPR) and ORM. This pilot program worked to track reported incidents including, but not limited to motor vehicle accidents, District and private property loss, private citizen injury or illnesses, and safety/health concerns. Data and information collected from these reported incidents assists ORM's subrogation efforts and allows ORM as well as the effected agencies to review the information and data to create mitigation strategies and risk analysis to improve the safety and well-being of both District employees and the public. ORM will continue this work by phasing in every agency across the District in FY2020.	Greater ability for ORM to subrogate and communicate with partner agencies.	Increased awareness of incidents will give ORM the ability to assist agencies in mitigating risks and will result in the ability for the agency to increase its ability to recoup subrogation funds.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (3 Measures)											
Percent of agencies under the purview of the Mayor that file Cost of Risk reports for data requested	Annually	0%	78%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	ORM is in the process of revamping the agency Cost of Risk Reports. The new system will be integrated into ORM's ERisk enterprise system to better track and monitor agency risk. ORM's goal is to have the program up and running before the start of FY2021.
Percent of eligible facilities for which agencies have submitted an Emergency Response Plan (ERP) for approval by ORM	Quarterly	38.9%	97.5%	85%	6	54.8	90.7	95.7	95.7%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of known and applicable government real estate property assets insured by private insurance	Quarterly	96%	100%	100%	100%	100%	100%	100%	100%	Met	
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)											
Percent of claims opened and assigned (three point contact) within five (5) business days of receipt by ORM's Public Sector Workers' Compensation Program	Quarterly	Not Available	98.5%	90%	100%	100%	100%	100%	100%	Met	
Percent of compensability decisions conveyed to employees within 30 days	Quarterly	Not Available	100%	80%	100%	100%	100%	100%	100%	Met	
Dollars recouped in Public Sector Workers' Compensation Subrogation Matters	Annually	Not Available	\$177,954.2	\$100,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$742,055	Met	
Improve agency awareness of ORM's Public Sector Workers' Compensation Program by training and providing a presentation to 10 Agencies	Quarterly	Not Available	9	10	4	1	5	3	13	Met	
Percent of 9A decisions issued within 30 days of receipt	Quarterly	Not Available	77.4%	75%	80%	100%	100%	100%	93.5%	Met	
Percent of A1 decisions issued within 30 days of receipt	Quarterly	Not Available	99.1%	75%	50%	100%	100%	100%	83.6%	Met	
Percent of intake and customer service calls received and assisted within 3 rings	Quarterly	New in 2019	New in 2019	New in 2019	84%	91%	93%	96%	91%	No Target Set	
3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (5 Measures)											
Percent of claims opened, assigned, and received by adjuster within five (5) business days of receipt by ORM (Tort)	Quarterly	95.9%	99.9%	90%	100%	100%	100%	100%	100%	Met	
Percent of claims where ORM issues an acknowledgement letter within five (5) business days within the claim being opened and assigned	Quarterly	96.3%	99.7%	95%	100%	100%	100%	100%	100%	Met	
Amount of monies ORM recovers for the District of Columbia via Subrogation	Quarterly	\$100	\$433,232.5	\$130,000	\$109,893	\$152,244	\$282,814	\$341,021	\$885,972	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
The average cost to process a claim per claims specialist	Quarterly	126.6	116.1	159	127.9	128.7	128.7	129.6	128.7	Met	
Number of days it takes to resolve a Tort claim in the same fiscal year excluding extraordinary cases once agency request is received	Quarterly	Not Available	17.5	25	20	15.5	23.5	19.8	19.7	Met	
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)											
Ratio of open to closed tort subrogation claim files	Quarterly	65.9	49.3	50	0.39	0.44	0.66	0.45	0.49	Met	
Percent of claims recovered within the same fiscal year, excluding extraordinary cases	Annually	Not Available	32.9%	25%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	32%	Met	
5 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	94.7%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Not Available	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.
 *The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.
 *The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.
 *Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Conducts site safety inspections of District government properties (1 Measure)							
Number of environmental and safety inspections at District Government buildings conducted by ORM	265	301	Annual Measure	Annual Measure	Annual Measure	Annual Measure	257
1 - Obtain and review driving records for operators of District vehicles (1 Measure)							
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)	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	297
1 - Provide advice to District agencies on risk and insurance policies and practices (2 Measures)							
Number of contract and insurance risk management training sessions offered to agency officials	37	16	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28
Amount of insurance contracts reviews completed in fiscal year (these reviews include contracts, addendums, certificate of insurance and related discussions).	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3283
2 - Manage claims submitted by employees to determine if the injury sustained is compensable (8 Measures)							
Total new workers' compensation claims processed within fiscal year	1548	1666	Annual Measure	Annual Measure	Annual Measure	Annual Measure	972
Average number of Public Sector Workers' Compensation claims managed per adjuster by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	88
Total number of open workers' compensation claims by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1239
Total number of indemnity claims by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	871
Total number of medical only claims by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	871
Total number of claims deemed both indemnity and medical only by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1239
Number of Public Sector Workers' Compensation Claims that qualify for permanent partial disability (PPD) by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8
Number of claims where a nurse case manager has been assigned for fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	525
2 - Ongoing management of accepted claim for medical treatment and/or indemnity payments (1 Measure)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Total workers' compensation claims closed by normal claims management process within fiscal year	2239	1537	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1527
2 - Public Sector Workers' Compensation Administrative Actions (2 Measures)							
Individual pieces of mail received, processed and uploaded into ERisk per fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14,657
Individual intake and customer service calls received and assisted per fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1801
2 - Return injured employee back to work as soon as medically possible in an alternative, modified, part-time and/or full-time capacity (1 Measure)							
Number of claimants returned to work full time by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	109
3 - Receive §12-309 notices for alleged claims against the District (2 Measures)							
Number of new tort claims filed with ORM	1874	1941	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2448
Total number of claims opened and closed (denied and settled) within the same fiscal year	1268	1173	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1037
3 - Review the facts and assess the merits of the claims for disposition by way of settlements or denials (2 Measures)							
Number of tort claims closed by ORM (denied and settled)	2118	1790	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2180
Total number of claims settled by ORM	432	224	Annual Measure	Annual Measure	Annual Measure	Annual Measure	366
4 - 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 (1 Measure)							
Total number of lien notice letters issued by the Public Sector Workers' Compensation Program in fiscal year	110	80	Annual Measure	Annual Measure	Annual Measure	Annual Measure	115
4 - Recover monies through subrogation efforts either in resolution of a settlement or lawsuit (4 Measures)							
Number of subrogation claims pursued and collected	28	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	140
Number of affirmative subrogation demands pursued after issuance of lien letters by the Workers' Compensation Program	53	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	31
Number of subrogation claims pursued by the Public Sector Workers' Compensation Program within fiscal year	40	154	Annual Measure	Annual Measure	Annual Measure	Annual Measure	177
Number of new subrogation claims pursued by the PSWCP in fiscal year	New in 2019	New in 2019	8	15	29	37	89
5 - Agency Information Presentations (1 Measure)							
Number of information sessions presented to other Agencies regarding ORM's complete operations and services	Waiting on Data	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13
5 - Risk Council Meetings (1 Measure)							
Number of Risk Council Meetings conducted by ORM	Waiting on Data	6	1	1	1	1	4
6 - Bill Review (6 Measures)							
Number of medical providers approved by the Public Sector Workers' Compensation Program by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	550
Number of new medical providers added to the Public Sector Workers' Compensation Program by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	250
Number of medical providers terminated by the Public Sector Workers' Compensation Program by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of medical bills received and paid by the Public Sector Workers' Compensation Program by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	7755
Number of medical bills received and denied by the Public Sector Workers' Compensation Program by fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data
Number of Public Sector Workers' Compensation claims audited in fiscal year	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	119

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Identify, measure, analyze and mitigate the District government's exposure to risk and liability. (7 Activities)			
RISK MANAGEMENT	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
RISK INSPECTIONS & COORDIN. OF ARMRS	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
RISK MANAGEMENT	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
RISK MANAGEMENT	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
INSURANCE ANALYSIS	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
RISK MANAGEMENT	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
CLAIMS EXAMINATION & MGT	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
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)			
CLAIMS EXAMINATION & MGT	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
CLAIMS MANAGEMENT	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
RETURN TO WORK	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
RETURN TO WORK	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
Public Sector Workers' Compensation Administrative Actions	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
3 - Receives and investigates claims against the District government with the goal of negotiating and preparing claims for fair and timely disposition. (5 Activities)			
CLAIMS MANAGEMENT	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 EXAMINATION & MGT	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

Operations Header	Operations Title	Operations Description	Type of Operations
CLAIMS EXAMINATION & MGT	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
CLAIMS EXAMINATION	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
CLAIMS EXAMINATION	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)			
CLAIMS EXAMINATION	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
CLAIMS EXAMINATION & MGT	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
CLAIMS EXAMINATION & MGT	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. (2 Activities)			
RISK MANAGEMENT	Risk Council Meetings	Risk Council Meetings coordination with Agency ARMRs	Key Project
CUSTOMER SERVICE	Agency Information Presentations	ORM is working to touch all District Agencies to communicate our operations and services.	Key Project
6 - Vendor and provider relations needs including medical bill review, compliance, and medical provider assessment. (1 Activity)			
Vendor Relations and compliance	Bill Review	Review of medical provider billing	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Bill Review (1 Strategic Initiative)				
Auditing and compliance framework	With the FY18 initiative to self-administer ORM's Public Sector Workers' Compensation Program an increased effort has been put fort in the areas of internal auditing and compliance. The Program has dedicated four FTE's to these efforts and will work in fy19 to create an auditing and compliance framework with effective, corrective action plans, and auditing structures.	75-99%	Throughout FY2019 ORM has been working to establish a compliance framework with a focus on conducting quarterly audits. Through this new format program strengths, trends and opportunities for improvement were identified. Recommendations made will enhance and increase file maintenance and accuracy within files.	This is an ongoing process as the program continues to grow and transform.
Ongoing management of accepted claim for medical treatment and/or indemnity payments (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Track and limit the use of opioids	ORM's new ERisk system gives the Public Sector Workers' Compensation Program the capability to track and monitor potential opioid abuse. Throughout FY19 ORM will work to create process and procedures to limit the use of opioids by program participants, working to identify usage and educate vendors and participants. These efforts will be achieved by utilizing pain management and other dependency management programs.	Complete	The Program has been meeting with Pharmacists who participate in the program for understanding and review current process and procedure. Program Pharmacists currently do not have any concerns of abuse of Opioids, they will continue to monitor along with the Program. ORM has also worked to analyze areas for potential savings with the use of substitution medication. In addition ORM has identified an avenue to get lidocaine cream and patches through Durable Medical Equipment vs. Pharmacy resulting in program savings.	
Provide a system for identifying, measuring, analyzing and mitigating the District government's exposure to risk and liability (1 Strategic Initiative)				
Implement a Risk Management System	In Fiscal Year 2016, the Agency laid the foundation to implement a risk management application that would allow for a comprehensive and centralized method to manage the Agency's operations including public sector workers compensation management, tort claims, insurance and risk identification and analysis. In FY17-18 the Agency procured vendors and launched Phase One, including the Public Sector Workers' Compensation program and incident reporting. Throughout FY19 ORM will work to implement and integrate software related to tort, subrogation, insurance and risk assessment and analysis. This initiative will be measured and monitored via enhanced KPIs and WIs and success will be determined by the projects completion.	75-99%	In the final quarter of FY2019 ORM worked to continue it's efforts to establish new functionality in the ERisk ERM System. ORM added functions to house the Risk Prevention and Safety Division's Driver Authorization Forms, Emergency Response Plans, and OSH Inspections. In addition to these advancements the agency added District-wide audit tracking capabilities and extended it's reach in Incident Reporting.	This project will continue to remain until the software is fully integrated.
Recover monies through subrogation efforts either in resolution of a settlement or lawsuit (1 Strategic Initiative)				
Subrogation Process and Procedures	In the summer of 2018 ORM's Subrogation Fund (Subrogation Fund Establishment Act of 2017) was approved by Congress. Over FY19 the Division will continue working to improve its already robust and progressive training program resulting in increased collections on behalf of the District. ORM will finalize its Subrogation Fund manual for extended resources provided to Agencies. As ORM creates and finalizes it's Risk Management System (ERisk) the Division will work to integrate these new processes and procedures for improved tracking, data retention and risk assessment. Dollars recouped by this initiative are tracked in the agency's KPIs.	Complete	As it continues to find efficiencies in the ERisk system the Tort Division has become more effective in processing Tort claim submissions and recording and monitoring subrogation recoveries. Agencies are now in continuous contact with the Tort staff with reporting subrogable claims and following up with supports. The ERisk Incident Reporting module has quickly displayed its importance to collecting and evaluating incidents District wide in an effort to reduce exposures and address risks. Specifically, since the incident reporting pilot program started on May 1, 2019, ORM's Tort Division has been very successful with identifying and creating subrogation claims to pursue collections against tortfeasors.	