

Office of the Secretary FY2019

Agency Office of the Secretary

Agency Code BAO

Fiscal Year 2019

Mission The Office of the Secretary of the District of Columbia is the official resource for protocol, legal records, history, and recognitions for the public, governments, and international community.

Summary of Services The Office of the Secretary of the District of Columbia consists of three offices and two units. The Office of Notary Commissions and Authentications (ONCA) commissions District of Columbia notaries and authenticates documents for domestic and foreign use. The Office of Documents and Administrative Issuances (ODAI) publishes the DC Register and the DC Municipal Regulations. The Office of Public Records and Archives manages the District of Columbia Archives, Records Center and the Library of Government Information. The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents. The Protocol and International Affairs Unit manages the Sister City program and serves as the liaison between the Executive Office of the Mayor and the diplomatic community in Washington.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Improvements in genealogy research. We acquired death certificates for the years 1932-1944, making them freely accessible to the public instead of requiring researchers to get certified copies from the Department of Health. We were able to assist researchers with 64 death certificates that would not have been available to them had they asked before this fiscal year. Almost 20% of our death certificate requests in FY2019 were for deaths that occurred between 1932 and 1944.	As archivists, one of our core professional values is to "promote and provide the widest possible accessibility of materials." This accomplishment supports our ability to live up to our values, and improves our morale by enabling us to provide enhanced customer service.	Residents of DC are now able to research 13 additional years of their families' histories at no cost to them and with a substantial reduction in response time. The fact that over 60% of our archives requests are for genealogy research (and over 30% are for death certificates) demonstrates that these are an important resource for the residents of the District of Columbia, and improved access is of high value to our researchers.
Between Jan 11 – Jan 25, 2019, the Office of Documents established and operated a marriage bureau to compensate for the federal government shutdown. The Superior Court's Marriage Bureau was closed, so the Mayor, Council, Office of the Secretary and the Office of Documents stepped in to issue marriage licenses for District citizens whose planned marriages were effected by the government shut down. During this period, the Office of Documents issued 187 marriage licenses.	N/A	The OS/ODAI Marriage Bureau permitted District residents to obtain marriage certificates and to actually get married in ceremonies officiated by the Secretary. Many of the residents were able to move forward with their planned weddings and ceremonies. Without this service, these residents would not have been able to obtain marriage certificates and move forward with planned weddings and ceremonies.
Automation for Office of Notary Commissions and Authentications.	Automating/computerizing the office has made the entire notary application process more efficient and professional in that all notifications are done automatically. The application has the applicant check off if the individual wants to be on the Search for a Notary Public map, identifies the Ward and allows us to generate the number of applications received in any timeframe. We can edit the information and when completed this will change all the information for future use.	Automating the office allows applicants to apply online and pay by credit card. This is a more efficient procedure as it will not accept an incomplete application and once the application is received it is a faster approval process.
Amendments to the code for notaries public.	The amendments to the code allow our staff to explain our laws more easily to the public.	The amendments to the code for notaries public updated and improved the language for our applicants and existing notaries. Much of the code had not been amended since 1901 and we were out of date.

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
2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (3 Measures)											
Number of notary application processed (excludes government employees)	Annually	1945	2223	2000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2193	Met	
Number of documents authenticated	Annually	58,535	68,489	60,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	62,987	Met	
Number of customer served	Annually	42,667	35,071	40,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	40,766	Met	
3 - Provide support and outreach services to the diplomatic and international communities. (1 Measure)											

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 ambassador welcome letters sent within three months of start of new term	Annually	62.9%	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (4 Measures)											
Number of archival finding aids available online	Annually	Not Available	6	15	Annual Measure	Annual Measure	Annual Measure	Annual Measure	33	Met	
Percent of records requests fulfilled within five business days	Annually	Not Available	82%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	82.6%	Met	
Percent of agencies with a retention schedule updated or reviewed within the fiscal year	Annually	Not Available	40%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	51.8%	Unmet	Unanticipated delays in a preliminary stage in meeting this target meant that the implementation of annual retention schedule reviews was delayed until the last month of the fiscal year. Moving forward, regular annual schedule reviews will bring us to the target.
Percent of agencies in regular communication with OPR, where "regular communication" is defined by attendance at OPR-hosted meetings or trainings, active use of the Naylor Court or Federal Records Center, and email or phone communication with OPR staff members	Annually	Not Available	100%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83.5%	Unmet	OPR has only one FTE who is dedicated to records management, among other duties.

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 - Ceremonial documents for constituents (1 Measure)							
Number of ceremonial documents prepared	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1210
3 - Serve as liaison with diplomatic community in DC (1 Measure)							
Percent of National Day letters written versus number of National Days	100%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%
4 - Manage District government records (4 Measures)							

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Number of transfers ("SF-135s") made by District agencies to the Federal Records Center	243	206	Annual Measure	Annual Measure	Annual Measure	Annual Measure	131
Number of records requests received	874	968	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3067
Volume of records accessioned to the DC Archives	93	614	Annual Measure	Annual Measure	Annual Measure	Annual Measure	174
Number of on-site researchers served	151	196	Annual Measure	Annual Measure	Annual Measure	Annual Measure	467
5 - Publish the DC Register and the DC Municipal Regulations (2 Measures)							
Number of rulemakings processed	353	339	Annual Measure	Annual Measure	Annual Measure	Annual Measure	333
Number of administrative issuances processed	281	165	Annual Measure	Annual Measure	Annual Measure	Annual Measure	116

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Promote the District of Columbia and its rich history to local, national and international communities through events and initiatives while supporting the quest for DC democracy. (2 Activities)			
DC DEMOCRACY INITIATIVES	DC Democracy Grant	The Office of the Secretary has limited authority to issue competitive grants to non-profit organizations to promote District of Columbia self-determination, voting rights and/or Statehood.	Key Project
CEREMONIAL SERVICES	Ceremonial documents for constituents	The Ceremonial Services Unit is responsible for processing all requests for ceremonial documents from the Mayor.	Daily Service
2 - Provides customer friendly and efficient processing of notary commissions and the authentication of documents signed by District notaries for domestic and foreign use. (2 Activities)			
NOTARY AUTHENTICATIONS	Authenticate documents for international and domestic use	The Office of Notary Commissions and Authentications (ONCA) in the Office of the Secretary authenticates documents for domestic and foreign use.	Daily Service
NOTARY AUTHENTICATIONS	Commission the notaries	The Office of Notary Commissions and Authentications (ONCA) approves and commissions individuals as DC notaries public.	Daily Service
3 - Provide support and outreach services to the diplomatic and international communities. (1 Activity)			
INTERNATIONAL RELATIONS & PROTOCOL	Serve as liaison with diplomatic community in DC	The Protocol and International Affairs Unit is the District government's primary liaison with the diplomatic and international community for both substantive and ceremonial matters.	Daily Service
4 - Provides meaningful access to records of the District government to members of the public and District employees through prompt customer service, accurate arrangement and description of collections, and appropriate retention and preservation of historic documents. (2 Activities)			
ARCHIVAL ADMIN.	Manage District government records	The District of Columbia Records Center collects and stores both permanent and temporary records of the District government.	Daily Service
LIBRARY OF GOVT. INFO. ACTIVITY	Library of Government Information	The Library of Government Information collects, stores and maintains studies, reports, monographs, periodicals, circulars printed materials, books and other publications printed on or about the District government.	Daily Service
5 - Provide timely technical, professional and other legal services to the Mayor, District of Columbia agencies, and general public in order to give and/or have official notice of all proposed and adopted legal mandates. (1 Activity)			
ADMIN. ISSUANCES	Publish the DC Register and the DC Municipal Regulations	The Office of Documents and Administrative Issuances provides prompt preparation, editing, printing and publication of the District of Columbia Register and the District of Columbia Municipal Regulations.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Authenticate documents for international and domestic use (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Computerizing the ONCA Office	Computerizing and automating the ONCA office will create a more professional and seamless method to accept and track notary applications as well as accept mail-in applications for authentications.	Complete	The automated and computerized system allows applicants not only to apply online, but also to pay online. We continue working on addressing issue as part of the installation of new system.	
Commission the notaries (1 Strategic Initiative)				
Increasing Notaries in Underserved Areas	As part of the ongoing program to increase notaries in underserved areas, ONCA is reaching out to MOLA and MOAPIA to work with their stakeholders in their communities. Once the office has been computerized and automated we will be able to sort the notaries by Ward and communities to provide more detailed data of where notaries are needed. This will allow us to target communities and work with the members of the Council.	0-24%	The office is taking a difference approach on this initiative.	The office is taking a difference approach on this initiative.
DC Democracy Grant (1 Strategic Initiative)				
Award organizations that proposed fresh ideas to advance full democracy	Continue to work with the Office of Partnerships and Grant Services to award organizations that proposed fresh ideas to advance full democracy for our residents.	Complete	We received positive feedback from applicants. The RFA was issued at the beginning of fiscal year, allowed the applicants more time to plan and execute their programs.	
Manage District government records (1 Strategic Initiative)				
Enhance researcher knowledge of Archives collections.	The Office of Public Records will bring expanded access to the finding aids of the Archives collections to our researchers by locating and posting online all known finding aids to the Archives' non-genealogical accessions. This initiative will facilitate use of our historical records and enhance the value of the Office of Public Records to the District government, to the community of historians, and to residents of the District as a whole.	75-99%	All known finding aids have been scanned, and most posted online. The remaining finding aids were not posted due to technical difficulties, but will be posted over the next quarter.	Technical difficulties prevented a fraction of the finding aids being posted, but we are working on resolving those technical difficulties in order to complete the initiative during Q1 of FY20.
Publish the DC Register and the DC Municipal Regulations (2 Strategic initiatives)				
DCRegs Website Review and Technical Adjustments.	During FY 2018, ODAI launched a new version of its website, DCRegs. During the remainder of FY 2018 and FY 2019, ODAI will review the functionality of the website and where necessary suggest revisions or adjustments to OCTO. ODAI will also review the website to determine how its functionalities can be revised to allow a more efficient publication and codification process.	25-49%	DCRegs is comprised of several operational modules: Login; Registration and Publish Charter School User main menu; Agency User menu; Council User main menu; and, ODAI Main User main menu. We have completed the Login; Registration and Publish Charter School User main menu modules and we are currently reviewing the Agency User menu module. We have not completed the evaluation work because this work is very time consuming and must be done while performing the main responsibilities of the Office, the publication of the District of Columbia Register.	DCRegs is comprised of several operational modules: Login; Registration and Publish Charter School User main menu; Agency User menu; Council User main menu; and, ODAI Main User main menu. We have completed the Login; Registration and Publish Charter School User main menu modules and we are currently reviewing the Agency User menu module. We have not completed the evaluation work because this work is very time consuming and must be done while performing the main responsibilities of the Office, the publication of the District of Columbia Register.
Legal Materials Authentication.	During FY 2018 and FY 2019, ODAI will develop a method to electronically authenticate the District of Columbia Register and the District of Columbia Municipal Regulations. The completion of this Initiative will depend upon the availability of funds.	0-24%	Lack of resources to begin this initiative	Lack of resources to begin this initiative
Serve as liaison with diplomatic community in DC (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Inaugural Mayoral Appreciation Reception to acknowledge presence of diplomatic community in DC	The Mayor will host an inaugural reception of appreciation for the diplomatic/international corps in DC. This will be held at the John A Wilson Building as a tribute to the presence of the corps in DC and their contribution to the fabric of our city. This is will the first time a Mayor has held such an event.	Complete	We had a successful and well attended event. We also received a very positive feedback.	