

IN THE PUBLIC INTEREST: ATTORNEY GENERAL'S ANNUAL REPORT

KARL A. RACINE
OFFICE OF THE ATTORNEY GENERAL FOR THE DISTRICT OF COLUMBIA



MESSAGE FROM THE ATTORNEY GENERAL



As the District of Columbia's first elected Attorney General, voters entrusted me with the responsibility to use the law to promote the public interest and improve the lives of our residents while maintaining the highest level of legal service for the District government. Every day over the past three years, my colleagues and I have worked hard to establish an independent Office of the Attorney General (OAG) that zealously represents the interests of the District and is responsive to the needs of our city's most vulnerable residents. After listening to the needs of District residents, we have prioritized issues such as preserving affordable housing, employing evidence-based juvenile justice reforms, protecting consumers, and safeguarding public integrity.

This report highlights some of the major advances we've made over the past year in reaching these goals, including:

- **Establishing the Public Advocacy Division:** OAG launched a new Public Advocacy Division to amplify and expand our existing work to protect tenants, workers, and our residents' values. This division is now over 15 attorneys strong and has secured several wins that hold neglectful landlords accountable, return money to workers exploited by their employers, and fight federal overreach from the Trump administration.
- **Setting Youth Up for Success and Enhancing Public Safety:** OAG doubled down on strategies that reduce recidivism, increase public safety, and help our young people stay on track. To date, over 1,800 youth have been diverted to the Alternatives to Court Experience (ACE) Program for rehabilitative services and 78 percent of those youth have not been re-arrested. In addition, OAG expanded existing programs like Restorative Justice Conferencing, which brings crime perpetrators and victims together to empower victims, hold offenders accountable, and repair the harm caused by crime; more than 80 percent of those who have successfully completed the program have not been re-arrested. OAG also launched new programs to fight truancy – including the "I Belong Here" program, which has been successful elsewhere. Through class and school competitions, "I Belong Here" encourages middle school students to stay in school and invest in their education.
- **Protecting Consumers:** The Office of Consumer Protection has secured over \$118 million for consumers and the District in its first three years. This year the Office held companies accountable for data breaches due to negligence, stopped scammers that prey on the immigrant community, and helped grieving families find justice from a funeral home that broke the law.

I am proud of these and the many other accomplishments over the past year, and I hope that in reading this report you will learn more about what OAG does and how it can work for you. Whether it is using our educational materials to avoid a new scam or finding out how to report instances of wage theft, I want you to know how you can access OAG services designed to protect and promote your interests.

And because our work is informed by District residents, our Office always wants to hear from you about how our efforts can address your concerns. Public service is a collaborative effort, and we welcome feedback that can guide and strengthen our work. Together, we can move the District forward.

Sincerely,

A handwritten signature in dark ink, appearing to be "K. Racine", written over a light blue horizontal line.

Karl A. Racine



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Cover photos clockwise from top:
OAG employees at MLK Jr. Parade; AG Racine at peace rally;
AG Racine and AG Frosh announce emoluments lawsuit against
President Trump (Credit: Maryland Office of the Attorney General);
OAG’s Seema Gajwani discussing restorative justice on the radio;
Community Engagement Team tabling at a community event; and
OAG’s Megan Aniton speaking at an anti-human trafficking training
for youth.

MISSION

The Office of the Attorney General (OAG) is the chief legal office of the District of Columbia. OAG is charged with enforcing the laws of the District and promoting the public interest. OAG’s mission is to provide the District government with the highest level of legal advice and guidance, and to promote the interests of District residents. OAG, an office that has been independent for approximately three years, seeks to be the nation’s premier public law office.

THANK YOU TO OAG EMPLOYEES

One of the Office of the Attorney General’s best resources is its employees, and the accomplishments in this report would not have been possible without the extraordinary work of OAG attorneys, paralegals, investigators, administrative assistants, and other hard-working professionals. Thank you to all of the OAG employees who work day in and day out to serve and protect District residents.



COMMUNITY ENGAGEMENT

ENGAGING WITH THE COMMUNITY

As the District’s chief legal officer, Attorney General Racine is responsible for promoting the public interest—and one of the best ways to do that is listening directly to the people. Through nearly 700 community meetings, events, and direct constituent interactions this year, Attorney General Racine and the OAG Community Engagement Team have listened to many District residents’ concerns. This feedback continues to inform the office’s work.

OAG has also used this feedback to organize events to educate residents about their rights and address solutions to important problems. OAG collaborated with federal, state, and local government agencies, the Executive Office of the Mayor, the Council, and non-profit organizations to host events such as:

- Educate Yourself: Resources for the D.C. Latino Community
- Campaign Finance in the District of Columbia Town Hall
- Violence Prevention and Interruption Town Hall
- Protecting Our Kids: Understanding and Preventing Human Trafficking
- Financial Literacy Panel
- Family Unification: Barriers to Reentry and the Impact on Loved Ones

OAG ON YOUR BLOCK

Have questions or concerns for the Office of the Attorney General, but don’t know where to go? We’ll come to you! In addition to asking residents to reach us by phone or email, this year our office introduced “OAG on Your Block” events across the District’s eight wards. At these events, our community engagement staffers distribute literature about how our office helps you, show you how to access our services, and listen to your concerns. You can follow us on social media and sign up for our newsletter to find out the next time an OAG on Your Block event will come to your neighborhood!



LEGISLATIVE CORNER

As an independent agency, OAG is authorized to introduce legislation for the Council's consideration, such as campaign finance bills introduced in 2016 and 2017 designed to end the appearance of pay-to-play politics. Based on Attorney General Racine's policy priorities and feedback gathered from our community engagement, OAG introduced the below bills to address community concerns.

PROTECTING YOUR CREDIT DURING SECURITY BREACHES

Credit Protection Fee Waiver Acts
Security Breach Protection Amendment Act

Following the massive Equifax data breach, which left more than 145 million Americans vulnerable to identity theft, OAG introduced and the Council passed a bill requiring credit-reporting agencies to offer free credit freezes. OAG also submitted legislation to update the District's data breach and privacy laws, requiring all businesses to take reasonable steps to protect consumers' data and ensuring violations will be subject to the penalty provisions of the Consumer Protection Procedures Act.

HELPING GRIEVING FAMILIES

Funeral Services Consumer Protection Amendment Act

Planning a funeral can be a very emotional and expensive experience, and grieving families should not have to worry about potential scams. Attorney General Racine submitted legislation to the Council to increase transparency in the funeral industry and to better protect consumers.

WORKING TO STOP OPIOID OVERDOSES

Revised Synthetics Abatement and Full Enforcement Drug Control Act

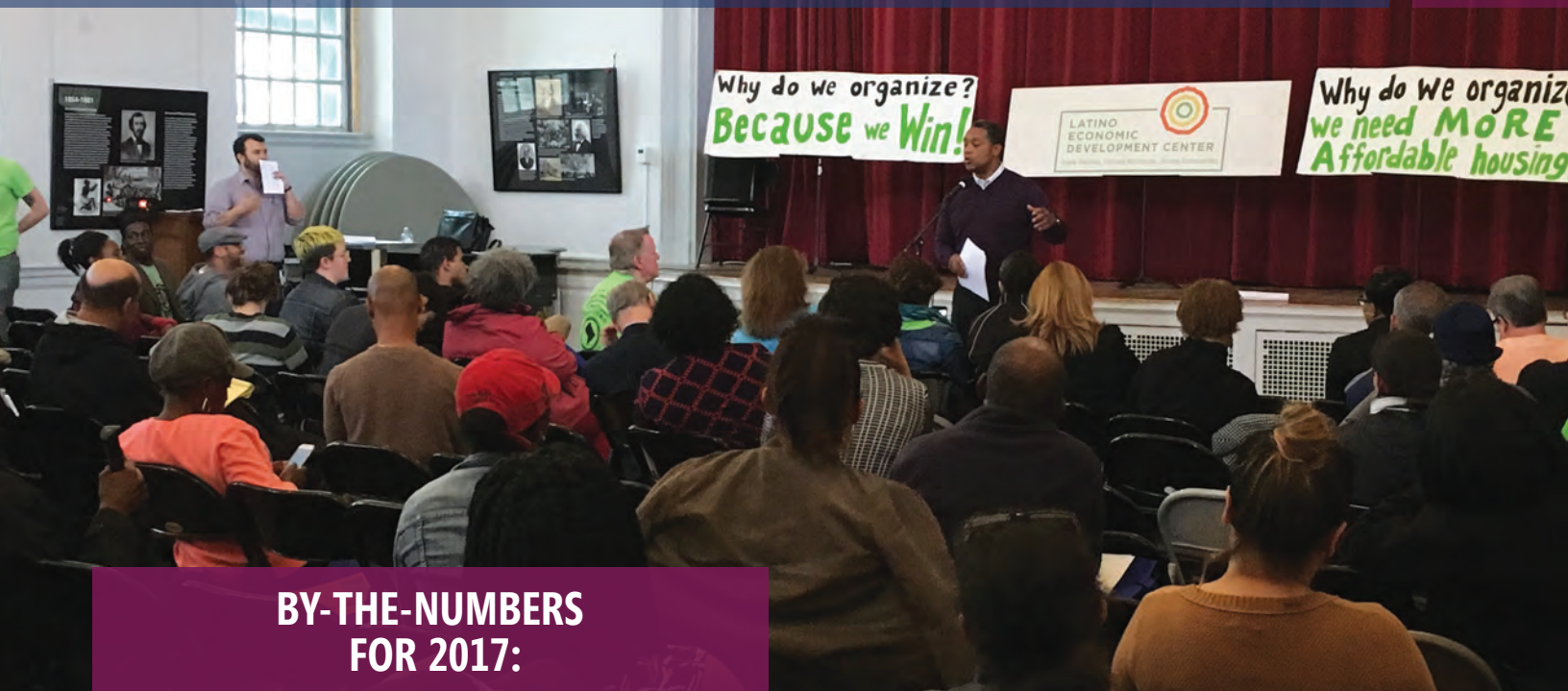
Opioid overdose deaths are skyrocketing in the District, particularly in the most vulnerable communities. The opioid fentanyl was found in more than 80 percent of the District's overdose victims in 2017. To combat this epidemic, Attorney General Racine introduced legislation that strengthens law enforcement's ability to test for and prosecute crimes related to fentanyl.

COMBATING SEXUAL CRIMES

Sexual Extortion Amendment Act

Sextortion is a terrible form of blackmail that gives sexual predators power over their victims—especially children. This blackmail occurs when a person obtains sexually explicit images of an individual and threatens to release them unless the victim meets their demands (monetary, sexual, or otherwise). To stop this, Attorney General Racine introduced legislation that will make sextortion a crime and give the District more tools to stop traffickers and other sexual predators from victimizing kids.

SERVING THE PEOPLE



BY-THE-NUMBERS FOR 2017:

6,000+

criminal and juvenile prosecutions filed.

300+

positive placements from the foster care system, including reunification, adoption, or guardianship.

\$56.1 million

collected on behalf of District children.

CONSUMER PROTECTION:

\$10,134,871

in payments to District/penalties from consumer protection actions.

\$2,980,639

in restitution to consumers from mediation and enforcement actions.

1,239

consumer complaints received.

ADVOCATING FOR THE PUBLIC

In order to carry out its new public interest mission and serve as an aggressive public watchdog, Attorney General Racine in 2017 established the Public Advocacy Division (PAD) within OAG. Now over 15 attorneys strong, this division works to preserve affordable housing, protect residents against wage theft, protect the environment, and ensure public integrity (including prosecuting cases of false claims, Medicaid fraud, antitrust, non-profit organization abuses, and non-resident tuition fraud).

PRESERVING AND PRODUCING AFFORDABLE HOUSING

The District of Columbia has several laws seeking to ensure access to safe and affordable housing. Enforcing and defending these laws is among Attorney General Racine's top priorities. Under his leadership, OAG has expanded efforts to preserve existing affordable housing, support the production of more affordable housing, deter neglectful landlords that force their tenants to live in unsafe and unlawful conditions, and crack down on those who circumvent the District's rent-control laws.

Standing Up for Tenants' Rights

When landlords violate tenants' legal rights, Attorney General Racine takes action. This year, OAG worked with private sector and non-profit partners to secure major housing victories for District residents:

- **Restitution and repairs for Terrace Manor tenants:**

OAG secured a settlement for \$325,000 in restitution and penalties from the owners of Terrace Manor, a building that suffered from missing smoke detectors, rodent infestations, lack of heat and hot water, and other issues. That restitution includes an average of \$9,500 in rent repayments for each eligible current and former resident who lived in the complex under those conditions. Additionally, attorneys and advocates from Legal Aid Society, Bread for the City, and Arnold & Porter Kaye Scholer worked hard alongside current Terrace Manor tenants to secure a separate commitment from the new owner to provide tenants with temporary apartments nearby and to preserve their Tenant Opportunity to Purchase Act (TOPA) rights during a complete rehabilitation of the property.

- **Securing court-appointed receivers for Congress Heights and Columbia Heights properties:**

OAG obtained court orders appointing receivers to manage apartment complexes in Congress Heights and Columbia Heights that have been plagued by mismanagement, providing relief to tenants who have lived with unsafe and unsanitary conditions for years. As a result of the neglect, tenants have had to contend with bedbugs, rodent infestations, inadequate heating, and other issues. In both cases, the court-appointed receiver has improved the lives of tenants by making emergency repairs.

- **Ensuring proper management of non-profit organizations that operate affordable housing:**

OAG won a judgment of over \$242,000 against the former board president of the Park Southern Neighborhood Corporation (PSNC), which owned a 360-unit affordable apartment building at 800 Southern Avenue SE. The board president, Rowena Scott, unlawfully diverted funds from the PSNC's non-profit mission while the building fell into disrepair and financial distress. The Court ordered Scott to pay back those funds, and they will be used to further the PSNC's mission of supporting safe and affordable housing for District residents. OAG's lawsuit also led to the court-approved sale of the building to a tenant organization.

- **Suing to protect rent-control laws:** OAG aggressively pursues individuals and companies that seek to circumvent the District's rent-control laws. Last year, OAG's Office of Consumer Protection (OCP) reached a settlement that will return approximately \$210,000 to long-term residents of two rent-controlled apartment buildings where the management company had allowed a short-term-rental firm to operate apartments like hotel rooms. By offering the units as short-term rentals to tourists, the defendants were depleting the city's inventory of rent-controlled housing. OCP also filed a lawsuit against the landlords of a separate rent-controlled apartment complex for allegedly making misrepresentations to prospective renters about the true rates for the apartments and how much rent could legally be raised in the future. As a result of this misrepresentation, tenants faced rent increases that were significantly higher than they would normally expect under District rent control laws. OAG is seeking to end these misleading practices and to recover restitution for consumers who have been harmed, as well as penalties and costs.

OAG will continue to bring actions like the ones above to protect affordable housing. Tenants with complaints regarding non-habitable living conditions can contact the Office of the



In collaboration with Latham & Watkins, Arnold & Porter, the Latino Economic Development Center, and other community groups, OAG secured justice for residents of a blighted Columbia Heights property. One resident said of OAG's work:

"Our building happens to be in horrible [condition], and the management did not want to fix any of the problems in the building. [OAG attorneys] worked so very hard to see that we had our rights respected and fought the good fight—and did not accept anything less for us tenants. We feel that they did an absolute awesome job in [securing a receivership for our building] in the end. My son and I are very thankful, ever so grateful, and appreciative for those who were involved in the success of the outcome of the case."

-Ms. Rosetta M. Archie, Columbia Heights Property Resident

Tenant Advocate at (202) 719-6560; if you believe your issue may be building-wide, please ask them to share your information with OAG. Also, tenants who have consumer complaints against their landlord like improper withholding of security deposits, collection of illegal late fees or attorney's fees, harassing calls from debt collectors, improper rent increases, and other potentially deceptive practices, can call the OAG Consumer Hotline at (202) 442-9828.

Empowering Tenants with Tools and Knowledge

To hold neglectful landlords accountable, tenants need to know their rights and know whom to contact when those rights are being violated. In an effort to help educate District residents, Attorney General Racine launched a Tenant Resources web page that includes an explanation of tenants' rights under District law, tips and forms for documenting housing problems, steps for how to request an inspection, and contact information for community organizations that can provide legal help. These resources empower residents to take the steps necessary to secure safe and habitable housing. Learn more at oag.dc.gov/tenantrights.

Supporting Affordable Housing Production

OAG uses an array of tools to protect and support the District's affordable housing production efforts. OAG scored an important victory this year when a federal court rejected a developer's challenge to the constitutionality of the District's Inclusionary Zoning (IZ) law. IZ is designed to create affordable housing and expand its geographic distribution across the District, fighting economic and racial segregation. The program requires that 8-10 percent of residential floor area in new developments or substantial additions to existing developments be set aside as affordable units and rented or sold to low- and moderate-income households. By successfully defending the IZ program, OAG helps ensure that people of all income levels can call the District home.

Last year, OAG also facilitated a participatory loan by the District's Department of Housing and Community Development (DHCD), which made Jubilee Housing's Maycroft Project viable. This project preserved a building in Columbia Heights that will house 64 families, 41 of whom will be earning at or below 30 percent of the area median income, including 15 individuals leaving chronic homelessness. The building will also house Jubilee's Teen Renaissance Program, which helps enhance academic achievement, develop character, build leadership skills, and facilitate entry into college or the workplace.

PROTECTING DISTRICT WORKERS

\$15 billion in wages are stolen each year from American workers by employers who violate minimum-wage laws. This crime is called "wage theft," and, unfortunately, employers often take advantage of workers who do not know their rights or fear retaliation. While most employers follow the law, Attorney General Racine has launched an aggressive and comprehensive effort to hold abusive employers accountable and stand up for District workers.

Prosecuting Abusive Employers

Where employers engage in a pattern and practice of wage theft, OAG stands up for the cheated workers. In 2007 and 2012, OAG filed two lawsuits on behalf of 136 home health workers, seeking unpaid wages owed to them by their employer, Dynamic Visions, and its owner and CEO. Following a three-week trial in April 2017, a judge ruled in favor of the District and awarded approximately \$315,000 in unpaid wages and damages against both defendants. This lawsuit is the largest wage theft case to be tried under the District of Columbia Wage Payment Collections Law.

OAG recently gained expanded legal authority to investigate and pursue wage theft cases. Under this authority, OAG has hired dedicated staff to bring enforcement actions against employers who deprive workers of pay and sick leave—and it is already paying off. In pursuing wage-theft cases under the new law, OAG has won judgments totaling more than \$30,000 and recently filed a lawsuit against a home health care provider for over \$250,000 in unpaid wages and damages. Using this expanded authority, OAG will bring more cases against employers who are repeat offenders or who target vulnerable workers.

Educating District Workers About Their Wage Rights

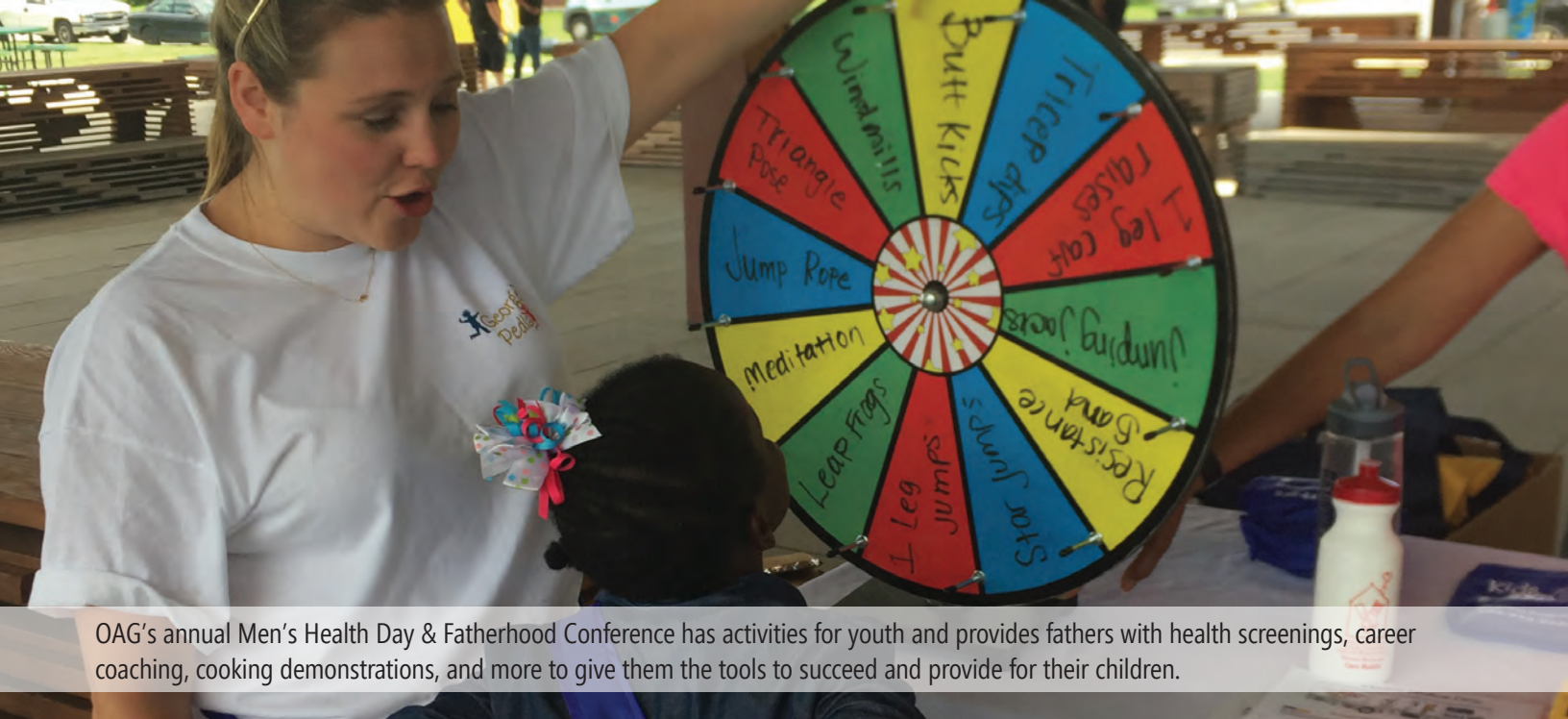
To hold abusive employers accountable, workers must first know that they are being exploited and then learn how to report it. OAG's new wage theft resources outline workers' rights under District law with FAQs and easy-to-understand examples. The toolkit also includes a printable Wage and Hour Log Book (in English and Spanish) to help workers document their pay and hours worked. This log book not only helps workers ensure that they are receiving the pay to which they are entitled, but it can also be used as evidence to help build a case against abusive employers. Learn more at oag.dc.gov/wagerights.



FOREIGN EMOLUMENTS STANDING UP AGAINST FEDERAL OVERREACH

As the District's chief legal officer, Attorney General Racine promotes the interests of the District and its residents. In the past year, where Congress has failed to serve as an appropriate check and balance on the Trump administration, Attorney General Racine has stepped up to defend the District and its residents.

- Enforcing the Constitution:** Obeying the Constitution is not optional. This is why Attorney General Racine and Maryland Attorney General Brian Frosh filed suit against President Trump to stop him from violating two important anti-corruption provisions of the Constitution known as the Emoluments Clauses. President Trump's wide-ranging business entanglements violate these important protections, allowing him to receive payments and benefits from foreign and domestic government entities that raise the specter of conflicts of interest and self-dealing. Attorney General Racine is standing up to ensure that the president abides by the Constitution and follows the rule of law.
- Fighting the Travel Ban:** Attorney General Racine believes that all three versions of the president's travel ban are unconstitutional and un-American. Along with a coalition of state attorneys general, Attorney General Racine has taken action in several courts to stop this ban and protect immigrants and visitors from exclusion based on religion, ethnicity, or country of origin.
- Protecting Immigrant Communities:** Regardless of citizenship or immigration status, everyone is afforded certain rights under the Constitution and District and federal law. Attorney General Racine has worked to clarify these rights in the face of increased immigration enforcement. He has stood up for "Dreamers"—young undocumented Americans, brought to this country when they were children—who are harmed by the President's decision to end the Deferred Action for Childhood Arrivals (DACA) program. He has also led a coalition of attorneys general in opposing an effort by the Department of Justice to withhold critical public safety funding from "sanctuary" jurisdictions.
- Protecting Consumers and Students:** Attorney General Racine is working on multiple fronts to ensure that federal agencies sufficiently protect District consumers, including student borrowers. He has authored briefs to defend the independence of the Consumer Financial Protection Bureau and has joined letters and briefs to protect students from for-profit schools, stop the prevalent use of forced arbitration agreements that harm consumers, and more.
- Protecting the Environment:** The District is particularly vulnerable to the disastrous effects of global warming and rising sea levels. Attorney General Racine is fighting rollbacks of environmental regulations, including opposing efforts to weaken the Clean Water Rule, the Clean Air Act, and the Clean Power Plan. He is also urging leaders to commit to standards that protect the planet, joining a group of mayors, governors, attorneys general, and other leaders to abide by the principles of the Paris Climate Agreement.
- Defending Health Care and Reproductive Rights:** Preserving affordable health care is important not only to the health and safety of District residents, but the entire nation. Attorney General Racine has joined multiple efforts to protect the Affordable Health Care Act and its contraceptive mandate, adequately fund drug treatments, and fight efforts to defund Planned Parenthood.
- Defending LGBTQ Rights:** The District's laws already are among the strongest in the nation in protecting LGBTQ residents from discrimination and harassment. Attorney General Racine has joined legal efforts to fight for equality and fairness in jurisdictions across the country and within the armed forces.



OAG's annual Men's Health Day & Fatherhood Conference has activities for youth and provides fathers with health screenings, career coaching, cooking demonstrations, and more to give them the tools to succeed and provide for their children.

SETTING YOUTH UP FOR SUCCESS

OAG serves as the chief prosecutor for juvenile crimes in the District. In this role, Attorney General Racine has instituted several successful reforms to achieve the twin goals of making the District safer and ensuring that kids get a better chance to live safe, productive, and successful lives. Informed by data on what works to promote these goals, OAG ended the blanket practice of juvenile shackling in court proceedings, increased diversions of low-level juvenile offenders to a program that reduces recidivism, launched an initiative to combat human trafficking, and more. In addition, Attorney General Racine has used his position to highlight District youth who have overcome significant challenges and are showing self-improvement through his annual Right Direction Awards. OAG is committed to investing in innovative and proven strategies that will steer District youth away from the justice system and help them succeed.

Stacy Miller, the mother of a victim in an assault case, discusses how Restorative Justice Conferencing helped get to the root of the problem in her daughter's case.

"When we had the meeting and heard all of what [my daughter] said, I was shocked because that was the very first time that she actually opened up and said how she felt. I was just so proud of both of them because they were actually able to sit face-to-face and really say exactly how they felt. If you don't have the ones who are victimized express how they feel, then nothing is going to change. The other person needs to know how the person was affected by what they did. They need to know."

RESTORATIVE JUSTICE CONFERENCING

In 2016, Attorney General Racine launched OAG's Restorative Justice Program to address the root problems of crime and conflict and offer juvenile prosecutors an alternative to traditional prosecution. Restorative Justice is a way to resolve conflicts by focusing on repairing harm to victims. This program brings those affected by a crime together for a discussion to hold offenders accountable, empower victims, and repair the harm caused by crime. Nationwide statistics show these programs have better success at rehabilitating offenders, increasing victim satisfaction, and lowering costs. At OAG, over 80 percent of the youth who have successfully completed the program have not subsequently been re-arrested.

With the help of a U.S. Department of Justice Smart Prosecution grant, OAG has expanded its use of restorative justice. OAG has hired four full-time staffers and plans to hire three more. By expanding this data-driven program to the community, OAG is working to address community conflicts directly in neighborhoods experiencing violence. While other jurisdictions have implemented restorative justice programs, OAG is the first public safety agency to do so in-house, where restorative justice specialists work alongside prosecutors. This innovative approach to juvenile justice helps reduce recidivism and support better outcomes for District youth.



OAG staff at Sousa Middle School for the “I Belong Here” kick-off event with football players and cheerleaders from Howard University, OAG’s partner in the truancy reduction program.

KEEPING KIDS IN SCHOOL

Kids have a better shot at a successful future when they are in the classroom learning. Policies that focus on preventing truancy support the most marginalized youth and increase public safety. This is why Attorney General Racine is combatting truancy in three ways: a program encouraging students to attend school; a program offering social supports to students who are truant; and a program for parents that helps them address attendance barriers for their children.

- **“I Belong Here” Program:**

The “I Belong Here” program is an effort to reduce truancy and encourage student attendance at an early age through a year-long attendance competition between classrooms. OAG staff serve as ambassadors for sixth-grade homerooms, leading lesson plans on topics such as responsibility and empathy. Currently piloted at Sousa Middle School, the program is designed to disrupt the negative behaviors associated with truancy rates and positively reinforce the idea that students belong in school. Sousa Middle School was recently recognized as one of the schools with the most improved attendance rates in the District.

- **Social Supports for Truant Students:**

OAG is the agency responsible for prosecuting delinquent youth—but Attorney General Racine believes that for truancy, prosecution and involvement in the juvenile justice system should be the last resort, reserved for only the most chronically truant students after other social supports and school efforts have failed. To help support students, OAG partnered with the Department of Human Services (DHS) to implement a truancy reduction diversion program. This program employs a functional

family therapist who is co-located at OAG to help review all cases that are eligible for diversion; the therapist also links families with services. These behavioral health and community support services help youth and their families address root causes of truancy, while minimizing the likelihood of reoffending.

- **Helping Parents Address Attendance Barriers:**

Working closely with the D.C. Superior Court and other stakeholders, OAG launched a diversion program to better serve the needs of parents who are subject to prosecution for failing to send their children to school. The Court’s Multi-Door Dispute Resolution program mediates cases between parents and the school in a neutral environment and links the parents to appropriate community-based services in lieu of prosecution. The goal of the program is to help youth and their families address the underlying issues causing the chronic absenteeism while minimizing the likelihood of repeat referrals and giving parents the opportunity to avoid a criminal record.

HELPING PARENTS SUPPORT THEIR CHILDREN

OAG's Child Support Services Division (CSSD) works year-round to help parents become the financial backbone for their children. Last year, CSSD launched a Child Support Amnesty Program for parents who had fallen behind on their child-support payments to help them get back on track. If non-custodial parents made good-faith efforts to pay outstanding child support debt during this period, they were eligible for certain benefits, including child support compliance letters that could help quash an arrest warrant or return a revoked license related to failure to pay child support.

Additionally, CSSD hired two new full-time workforce-development specialists to help non-custodial parents find work. The specialists connect parents who have difficulty paying their obligations due to unemployment or underemployment with resources to help them improve their financial situation.

"My story starts with being totally frustrated. Since 2004, I never received regular child support payments. It was originally ordered to be \$150 per week and then went up to \$160 per week. Whenever there was a child support payment—three to four times a year—the average payment was approximately \$25 to \$35 for that month. This went on for years."

"Then came Mr. LaFratta [OAG Child Support Services Division employee] and I remember thinking to myself, 'this man takes his job seriously.' He really cared! He answered every email, returned every phone call (which, in my experience, not all agencies do), shared with me potential strategies, met me at a court hearing in D.C., [and secured back child support payments.] That was the win!"

-Betty Robinson



In addition to other anti-trafficking efforts, OAG also raises trafficking awareness by participating in programs like Artworks for Freedom's Golden Doors Project, which uses art to educate the public about human trafficking.

PROTECTING YOUTH FROM HUMAN TRAFFICKING

As part of OAG's Human Trafficking Initiative, Attorney General Racine and staff have been traveling to schools and community centers all across the District training youth on how to spot signs of human trafficking and how to seek help for themselves and others. This year, OAG also unveiled a trafficking awareness poster that was developed in conjunction with FAIR Girls, Inc., a service provider that offers compassionate care to prevent the exploitation of all girls. Now displayed in more than 100 District schools and community centers, the poster specifically targets District youth at risk of trafficking to describe the crime and raise awareness.

In 2018, OAG has two new efforts that will support trafficking victims and address the demand side of human trafficking:

- OAG has been working with local stakeholders to develop the Here Opportunities Prepare you for Excellence (HOPE) Court at D.C. Superior Court. Many youth who are involved in the juvenile justice and neglect systems have exchanged sex for money, food, shelter, and clothing—but these minors are also victims who need help. HOPE Court will link youth with support services that are sensitive to the trauma they have experienced to help stabilize and rehabilitate them.
- OAG has begun to tackle the demand side of human trafficking through its new partnership with an organization called Street Grace and their "Demand an End" campaign. Demand an End provides education, awareness, and action materials to stop perpetrators before they create demand for sex trafficking of minors.

PROTECTING CONSUMERS

To protect District consumers from scammers, Attorney General Racine established a standalone Office of Consumer Protection (OCP) early in his term. In its first three years, OCP has taken significant action on behalf of consumers, including becoming a leader on national multistate investigations; standing up for vulnerable communities (including immigrants, seniors, and students); authoring legislation to strengthen District consumer protection and privacy laws; securing over \$118 million for consumers and the District; and much more.

ENSURING COMPANIES PROTECT CONSUMER DATA

Companies have a responsibility to protect the personal information of their consumers, and when they fail to do that, the Office of the Attorney General will take action. Last year, OAG secured two high-profile multistate settlements regarding data breaches at Target Corporation and Nationwide Mutual Insurance Co. These settlements ensure negligent companies take steps to protect their customers moving forward and pay penalties that encourage other companies to do the same.

Last year also saw one of the most extensive data breaches to date. After Equifax's negligence led to the exposure of the personal information of over 145 million Americans, Attorney General Racine formed and is leading a coalition of 50 attorneys general to investigate whether any state consumer protection and personal information laws were broken. The Attorney General is prepared to bring any action necessary to protect consumers.

SHUTTING DOWN PREDATORY LENDERS

Did you know that the maximum interest rate lenders are allowed to charge consumers under District law is 24 percent? But CashCall Inc. took advantage of District residents in dire need of cash, charging illegal interest rates that ranged from 80 percent to an eye-popping 169 percent. To secure justice for these consumers and send a message to predatory lenders, Attorney General Racine filed a lawsuit against CashCall, which resulted in the company returning more than \$1.8 million of the interest it improperly collected from District consumers, in addition to another \$1 million in remaining debts that were forgiven. District consumers eligible for repayment under the settlement received an average of more than \$1,300.

STOPPING DEBT RELIEF SCAMMERS

With consumer debt a growing concern for many, there are some companies that prey on District residents who are desperate for a solution to pay off their debt. One example is Burlington Financial Group, which charged consumers significant fees for debt-relief services that they could obtain for free elsewhere. Another company, YF Solution, charged consumers thousands for debt-relief services but failed to deliver. Attorney General Racine

secured settlements with these companies ensuring restitution for consumers and penalties to deter other predatory companies.

To obtain a list of free online forms that can help you manage your debt, visit OAG's Debt Collection Consumer Resources at oag.dc.gov/ConsumerProtection.

TAKING ACTION AGAINST FOR-PROFIT SCHOOLS AND STUDENT LOAN ABUSES

Attorney General Racine, along with a coalition of 39 states, settled a case with for-profit college operator Education Management Corporation (EDMC) that resulted in nearly \$420,000 in loan forgiveness to District residents and changed the way EDMC could make educational offerings to prospective students. The settlement requires EDMC to be more transparent to its prospective students about the value of its degrees and the likelihood of graduation. In a separate action, OAG sued and obtained a judgment against Florida-based Student Aid Center, which took illegal up-front fees from students and did little more than fill out applications with the Department of Education for loan forgiveness—a service the students could have easily done themselves at no cost. In December 2017, a court ordered Student Aid Center and its owners to return fees that total \$192,824 to consumers, and to pay a penalty of \$233,000.

MAKING SURE SHARING-ECONOMY COMPANIES PLAY BY THE RULES

Sharing-economy companies—businesses that use online platforms to facilitate peer-to-peer exchanges of goods and services—are becoming increasingly popular. While scammers are keeping up with this new technology to defraud consumers, OAG is keeping pace to hold these fraudsters accountable. For example, New York-based Handy Technologies, Inc., a sharing-economy company that uses its website and smartphone app to connect consumers with housecleaners and other services, used reassuring words like “trusted” and “fully vetted” in advertisements to describe its service providers. However, Handy failed to identify individuals with serious criminal histories. When District consumers started alleging that Handy cleaners stole property, Attorney General Racine investigated and filed suit against the company. OAG was able to secure restitution for these consumers, as well as others whom Handy signed up—without their knowledge—for recurring charges.

Similarly, OAG filed a lawsuit against Sivil, a company that raised more than \$284,000 online from members of the public through the “crowdfunding” platform Kickstarter to produce athletic apparel, but failed to deliver the product as promised. Instead, the suit alleges that Sivil and its owner spent much of the money raised on

personal expenses while failing to take meaningful steps toward producing apparel or providing refunds to consumers. The District welcomes innovation in emerging economic sectors, but OAG will ensure that companies follow the law and treat their customers fairly.

COMBATTING THE OPIOID CRISIS ON MULTIPLE FRONTS

Opioid overdoses are skyrocketing across the country, and the District is no stranger to that epidemic. To protect residents and evaluate whether drug makers are contributing to this crisis, the District helped form a multistate investigation looking into whether drug manufacturers and distributors have engaged in unlawful marketing practices. This investigation is just one component of OAG's efforts to combat opioid abuse. OAG's Emerging Drug Trends Task Force develops strategies to respond quickly to new challenges such as opioid addiction. OAG hosts regular Drug Take-Back events where residents can safely dispose of expired, unused, or unwanted prescription drugs. Through prevention efforts and ensuring treatment for those already addicted, OAG is working to end the opioid crisis and make the District safer.

STOPPING SCAMMERS WHO PREY ON THE IMMIGRANT COMMUNITY

Notario fraud occurs when someone falsely advertises that they have the legal authority to offer immigration consultant services, including preparing immigration forms for a fee. In Latin America, notarios are often authorized to practice certain types of law, and some take advantage of this fact by advertising legal services even though they are not authorized to do so in the United States. Non-citizens can pay hundreds or even thousands of dollars to notario fraudsters, only to find out that they will never obtain a green card, legal immigration status, or other crucial benefits because they received incorrect advice. Last year, OAG announced a \$250,000 settlement against Unlimited Technology and Solution Corporation and its owner for engaging in notario fraud. The settlement provides restitution to consumers, as well as civil penalties to the District. All District residents, including undocumented immigrants, should know that OAG is here to protect them from fraudsters.

"I recently received a check in the mail. I just wanted to say THANK YOU to the AG office for investigating this. Handy made it near impossible to cancel [the recurring charges that were added without my knowledge]—I had to jump through SO many hoops. It seemed wrong, but I didn't think much of it at the time (other than it was incredibly annoying). I just wanted to say thank you again for going after them and for this settlement."

-Rebecca Segal, former Handy customer

FINDING JUSTICE FOR GRIEVING FAMILIES

In 2017, OAG conducted a consumer protection investigation into the District's funeral industry and sent warning letters to eight funeral homes where investigators found pricing and sales practices that could violate the law. To protect consumers moving forward, OAG released a "Shopping for Funeral Services" factsheet that outlines rights for District residents when planning a funeral, and a price survey that provides details about the costs of funeral services at the District's 38 funeral homes. Attorney General Racine also submitted legislation to the Council to increase transparency in the funeral industry and to make it easier to enforce the laws that protect consumers. These enforcement actions and educational resources will help residents focus on family at such a difficult time and not worry about being defrauded.

OAG also took legal action against one funeral home for significant violations of consumer laws. Attorney General Racine filed suit against the Austin Royster Funeral Home, which had been operating without a license, for failing to provide services and misappropriating consumer funds. OAG has obtained an injunction against the company and its owner requiring them to stop their operations and freeze their assets.



AG Racine speaks at a press conference with Chief Newsham announcing opioid drop-off locations at select CVS locations in the District.

OTHER VICTORIES

SAFEGUARDING NON-PROFIT CORPORATIONS

Non-profit corporations are designed to invest their revenues back into the organization to further its mission, but some illegally divert monies for personal gain. Last year, OAG resolved an enforcement action against four individuals associated with the former Options Public Charter School. Like all charter schools in the District, Options PCS was set up as a non-profit corporation. In 2013, OAG brought suit alleging that three executives at the school, along with a former official at the D.C. Public Charter School Board, were diverting the school's funds into two for-profit companies those same individuals controlled. Last year, OAG obtained agreements that will return more than \$650,000 to Options PCS's successor, Kingsman Academy Public Charter School. These restored non-profit funds will support Kingsman's mission of educating District of Columbia high school students with disabilities.

STANDING UP FOR COMMON-SENSE GUN LAWS

Common-sense gun laws enhance public safety and save lives. Last year, Attorney General Racine led a coalition of 12 attorneys general to defend California's ban on large-capacity ammunition magazines. These large-capacity magazines (LCM), which hold more than 10 rounds of ammunition, are disproportionately used by mass shooters to kill and injure large numbers of people quickly.

Relatedly, Attorney General Racine joined a bipartisan coalition to urge Congress to regulate "bump stocks," a device that a gunman in Las Vegas used to modify semi-automatic rifles to kill 58 innocent people and injure hundreds more. Bump stocks increase the ability of an otherwise lawful semi-automatic rifle to fire like a fully automatic weapon and may be used to evade machine gun laws that are currently in place. The Office of the Attorney General will continue to advocate for reasonable gun regulations that increase public safety and save lives.

GIVING RESIDENTS THE TOOLS TO FIGHT ADDICTION

Last year, Attorney General Racine started referring alcohol-related cases to Drug Court, a diversion program that provides substance abuse treatment to offenders who need it and increases public safety through rehabilitation. The combination of intensive treatment and court appearances gives participants the time and space they need to develop new patterns and new ways of living. OAG has already celebrated the successes of its first few graduates from the program and is anticipating many more graduations to come. These inspiring graduates prove every day that with treatment and work, recovery from the disease of addiction is possible.



AG Racine and OAG staffers at Drug Court graduation.

CHANGING THE TRAJECTORY FOR ADULT OFFENDERS

The District's youth diversion program is a data-driven solution to get young people back on the right track while also dramatically decreasing recidivism. And because diversion is also an effective solution for adults, Attorney General Racine has started diverting eligible low-risk adult offenders to the District's Project Redirect diversion program. This program offers court-involved residents of the District of Columbia the opportunity to avoid criminal prosecution by engaging in programs designed to alter the trajectory of their lives through education programs, career training, and employment opportunities. Redirect not only reduces the number of people entangled in the criminal justice system, but it increases public safety by building stronger families and communities.

"I had just failed out of my first year at college, I was unemployed, and now I was getting arrested for the first time in my life. Things honestly couldn't have gotten any worse. Following the arrest, I had to appear in court and during one of my hearings, I was given an opportunity to go through the Project Redirect program. [After completing a three-week job readiness/life skills training and internship with OCTO,] I was hired as a Staff Assistant in OCTO's Human Capital Management Department, employed for 25 hours per week where I recently became a full-time employee. I made a commitment to reach higher and through success after success, I have shown that I am on a winning path."

—Andrew Williams, Project Redirect Participant



MAKING GOVERNMENT WORK

PROMOTING PUBLIC INTEGRITY

Fraud against the District government is fraud against taxpaying District residents. Through legal enforcement, OAG is working to ensure that the people and companies doing business in the District operate with the highest integrity.

PROTECTING THE TAX DOLLARS THAT SUPPORT D.C. PUBLIC SCHOOL CHILDREN

When parents falsely claim District residency and enroll their children in D.C. Public Schools (DCPS) or D.C. public charter schools without paying taxes to the District, D.C. school children lose out on the financial investments they are entitled to. In 2016, the Office of the Attorney General secured a \$539,000 judgment against a Maryland couple for committing this fraud. OAG has pursued several other tuition fraud cases and will continue to stand up for District students and taxpayers through vigorous enforcement of the District's anti-fraud laws.

STANDING UP FOR SMALL BUSINESSES

Tax fraud hurts all District residents, and Certified Business Enterprise (CBE) fraud takes business away from bona fide local businesses owned by District residents. This year, OAG successfully prosecuted the owner of Stadium Club, a strip club located in Northeast, for failing to file certain tax forms in a case related to CBE fraud. OAG alleged that the owner falsely claimed to live at addresses in the District, one of which he actually used as a rental property. His use of the addresses afforded him unfair advantage over competitors in bidding for contracts with the District government. OAG will continue to pursue actions against CBE fraud.

STOPPING MEDICAID FRAUD

Those who exploit the Medicaid system for personal gain short-change the people who need its medical services the most. This year, OAG announced a False Claims Act lawsuit against a personal care aide for allegedly submitting a phony time sheet to Health Management Incorporated (Health Management), causing the company to bill the District's Medicaid program for home health aide services that were not performed. These funds are meant to help Medicaid beneficiaries who are disabled or have chronic or temporary conditions that render them homebound. The Office of the Attorney General will continue to aggressively pursue caregivers who steal from Medicaid.

BY-THE-NUMBERS FOR FISCAL YEAR 2017:

OAG is a net revenue-generating agency, contributing more than \$683 million to the District in Fiscal Year 2017—far exceeding the cost to run the agency! That includes:

- **\$12.1 million** in settlements and judgments won.
- **\$539 million** in potential civil liability avoided.
- **\$83 million** in tax revenue preserved.
- **\$2.3 million** in bond program fees collected.

Other numbers tell the story just as well:

- The Office of the Solicitor General continues to win over **90%** of its cases.
- The Legal Counsel Division produced **1,545** legal advice memos on proposed and enrolled legislation, proposed rulemakings, and legal and ethics questions from employees and officials throughout District government.

PROVIDING TOP-NOTCH LEGAL SERVICES TO THE DISTRICT

As the chief legal office for the District, OAG has charge of all the District government's law business. OAG represents the city in court and provides guidance to District agencies navigating legal issues. OAG is also constantly seeking new ways to manage risk, limit the city's liability, and better serve client agencies.

LIMITING LIABILITY THROUGH PROACTIVE ADVICE

One of OAG's most important functions is offering legal advice to the Council, Mayor, and District agencies, and this year OAG weighed in on a number of high profile matters, including federal immigration enforcement, gun regulation, and the District's Death with Dignity Act. In addition to offering advice on issues when asked, OAG is proactive about issuing guidance as a way to better serve client agencies and mitigate risk. This year, OAG prepared and presented six white papers on legal issues of concern to agencies, including obtaining trademarks for the District; fair use of intellectual property; the necessary expense doctrine; and other important topics. This proactive approach helps client agencies navigate thorny legal questions and catch issues before they become problems.

MEDIATING CLAIMS IN A QUICK, FAIR, AND INFORMAL WAY

District taxpayers benefit when lawsuits against the city are resolved quickly and the litigants can avoid the costs of going to trial. This is why the Office of the Attorney General launched the Community Dispute Resolution Program in 2017, which is designed to resolve lawsuits against the District through an informal mediation process. Under the program, any individual who has filed a lawsuit against the District seeking \$50,000 or less for property damage or personal injury may bring the claim before a neutral mediator. Because this process does not involve formal discovery by either side, the mediation allows individuals with meritorious claims to obtain a quick resolution and save taxpayers the cost of going to trial.

"I thought the [Community Dispute Resolution] Program was very good. When you can get all the players to sit down to focus on the case and discuss mediation, it is often productive."

-Kelly Fisher, Esq., attorney for a participant in the Community Dispute Resolution Program

STANDING UP FOR HOME RULE IN THE DISTRICT

Home Rule is important for District residents who deserve to have a voice in how their local government functions. In a win that strengthens Home Rule, OAG successfully defended the District in a lawsuit challenging the District's method for funding public charter schools. The case implicated the District's ability to set its own rules for paying local education costs. More broadly, the court's decision rejected purported violations of the Home Rule Act and other congressionally-passed laws, preserving flexibility for and deference to the District in discerning the meaning of federal laws that apply to local residents only.

"I worked with the [OAG attorneys] very closely and remain impressed with their professionalism, ability to pick up on our work so quickly, and their effectiveness during trial and in the briefs! My entire team is very grateful for their work—for their ability to tell our story so effectively."

-Laura Newland, Executive Director of the DC Office on Aging, on working with OAG in Ivy Brown, et al., v. District of Columbia

WINNING CLASS-ACTION LAWSUITS THAT SAVE TAXPAYERS MILLIONS

After seven years of litigation, OAG attorneys successfully defended the District in a class-action lawsuit, *Ivy Brown v. D.C.* The lawsuit alleged that the District failed to provide appropriate transition services for nursing home residents with physical disabilities, but the Court found the District was providing transition services in accordance with the law. This victory allows the District's Medicaid program to manage its long-term care services and supports without expensive court oversight, saving District taxpayers millions of dollars.



Attorneys from OAG's Office of the Solicitor General after arguing *Artis v. D.C.* before the U.S. Supreme Court.

REPRESENTING THE DISTRICT'S INTERESTS AT THE SUPREME COURT

OAG's Office of the Solicitor General (OSG), which handles the District's civil and criminal appellate-court litigation, consistently wins over 90% of its cases. This year OSG also did extraordinary work in briefing and arguing two cases before the Supreme Court of the United States that implicate core District concerns. OSG prevailed in *D.C. v. Wesby*, a case about probable cause and qualified immunity concerning a police arrest. This win supports an officer's ability to use his or her experience, judgment, and direct observations to assess the credibility of a suspect's explanation. In *Artis v. D.C.*, OSG defended an interpretation of the law that prevents stale claims from coming into state courts. In these and many other cases, OSG continues to represent the District's interests every day in cases on appeal.

ENSURING THE BEST DEALS FOR THE DISTRICT

District residents deserve utility merger agreements that provide maximum benefits and promote the public interest. This is why Attorney General Racine filed official testimony this year on behalf of witnesses for the District of Columbia with D.C.'s Public Service Commission regarding an application by AltaGas, a Canadian energy holding company, to acquire WGLH, the owner of Washington Gas. The merger, as initially proposed, gives District consumers few tangible benefits and would not be in the public interest. The Office of the Attorney General is committed to ensuring that mergers benefit the District and District residents.



"I've been serving in the Metropolitan Police Department for more than 13 years. I've had the opportunity to work with a lot of attorneys during my time, and never have I worked with simply a more dedicated group of professionals. Their office put my mind at ease and kept me abreast of the progress of the case every step of the way. In a busy metropolitan area with the huge case load that their office handles, it was very reassuring to have that personal attention given to my partner and me."

*-Detective Anthony T. Campanale III, speaking of OAG's work in *D.C. v. Wesby**

OAG DIVISIONS



OAG employees participate in the inaugural Tamar Meekins Day of Service, honoring the memory of Public Safety Division Deputy Attorney General Tamar Meekins.

The Attorney General for the District of Columbia is the District's chief legal officer, who—under the D.C. Charter—has “charge and conduct of all law business” of the District and is “responsible for upholding the public interest.” The Office of the Attorney General (OAG) has approximately 275 attorneys and 300 non-attorney staff. The office is divided into 12 areas:

PUBLIC SAFETY DIVISION

Deputy Attorney General:

Mina Malik, mina.malik@dc.gov

Assistant Deputy Attorney General:

Alicia Washington, alicia.washington@dc.gov

Contact number: (202) 727-3500

- Prosecutes all of the District's juvenile cases as well as certain misdemeanor adult cases, including cases involving impaired driving, weapons violations, and fraud.
- Juvenile Section processes more than 2,800 cases a year in the Family Court of the Superior Court of the District of Columbia.
- Criminal Section handles approximately 10,000 adult cases per year.
- Domestic Violence and Mental Health Sections protect victims of domestic violence, incapacitated adults who are being abused, and mentally ill adults who need emergency psychiatric care.

OFFICE OF CONSUMER PROTECTION

Director:

Philip Ziperman, philip.ziperman@dc.gov

Contact number: (202) 442-9828

- Protects the District's consumers by bringing cases against businesses that take advantage of District residents.
- Educates consumers in the District through outreach events and materials on how best to protect themselves.
- Receives and investigates complaints from consumers in the District regarding potential violations of District consumer laws by businesses.

PUBLIC ADVOCACY DIVISION

Deputy Attorney General:

Robyn Bender, robyn.bender@dc.gov

Assistant Deputy Attorney General:

Jimmy Rock, jimmy.rock@dc.gov

Contact number: (202) 724-6610

- Litigates cases essential to preserving affordable housing and protecting residents from other abuses.
- Ensures public integrity by affirmatively bringing cases related to false claims, Medicaid fraud, antitrust, non-profit organization abuses, and tuition fraud.
- Proactively develops policies, regulations, and proposed legislation to strengthen existing protections for District residents.

CIVIL LITIGATION DIVISION

Deputy Attorney General:

George Valentine, george.valentine@dc.gov

Contact number: (202) 727-6295

- Represents the District, its agencies, and employees in more than 80 percent of the lawsuits seeking monetary damages filed against the District in federal or local courts.
- Cases can include common law torts, wrongful-death, employment discrimination, medical malpractice, police false arrest or excessive force, and other suits seeking significant monetary damages.

COMMERCIAL DIVISION

Deputy Attorney General:

David Fisher, david.fisher@dc.gov

Contact number: (202) 727-6240

- Provides legal advice to District agencies in core areas of community and economic development, property acquisition, procurement, tax and finance, bankruptcy, and land use and public works.
- Provides critical assistance to District officials and agencies at virtually every stage of major government projects.

SUPPORT SERVICES DIVISION

Chief Administrative Officer:

Tarifah Coaxum, tarifah.coaxum@dc.gov

Contact number: (202) 724-5508

- Provides all of the crucial staff for finance, budget, customer-service, operations management, investigations, and other functions that enable the rest of the office to advocate for and defend the District, its residents, and its agencies.

FAMILY SERVICES DIVISION

Deputy Attorney General:

Erin Cullen, erin.cullen@dc.gov

Contact number: (202) 727-3839

- Protects abused and neglected children in the District by representing the Child and Family Services Agency in all phases of neglect proceedings in the Family Court of the Superior Court of the District of Columbia.
- There are approximately 1,200 open cases of child abuse and neglect.

PUBLIC INTEREST DIVISION

Acting Deputy Attorney General:

Chad Copeland, chad.copeland@dc.gov

Contact number: (202) 727-6295

- Protects the District's taxpayers by representing the government in complex civil litigation.
- Handles cases involving civil enforcement of District agency and board decisions.
- Represents the District in government contract litigation before the Contract Appeals Board.

OFFICE OF THE SOLICITOR GENERAL

Solicitor General:

Loren AliKhan, loren.alikhan@dc.gov

Contact number: (202) 727-6252

- Handles the District's civil and criminal appellate-court litigation.
- Cases can cover a wide variety of substantive areas in the courts of appeal and the Supreme Court.

CHILD SUPPORT SERVICES DIVISION

Deputy Attorney General:

Benidia Rice, benidia.rice@dc.gov

Assistant Deputy Attorney General:

Tannisha Bell, tannisha.bell@dc.gov

Contact number: (202) 442-9900

- Assists families in the District with locating absent parents, establishing paternity, establishing orders for monetary and medical support, collecting ongoing support, and enforcing delinquent child-support orders.

PERSONNEL, LABOR AND EMPLOYMENT DIVISION

Chief Counsel and Senior Advisor:

Nadine Wilburn, nadine.wilburn@dc.gov

Contact number: (202) 724-7716

- Defends the District and agencies in a wide range of personnel matters.
- Reviews prospective collective bargaining agreements for legal sufficiency.
- Directs recruitment and professional development of a talented, diverse, and high-quality workforce for OAG.

LEGAL COUNSEL DIVISION

Deputy Attorney General:

Janet Robins, janet.robins@dc.gov

Assistant Deputy Attorney General:

Arthur Parker, arthur.parker@dc.gov

Contact number: (202) 741-7652

- Provides oral and written advice—including opinions—to District officials on legal issues that affect virtually every aspect of District government.
- Performs legal reviews of all draft legislation introduced on the Mayor's behalf, all draft rulemakings from the Executive Branch, and all Council-enrolled bills presented to the Mayor.



IMMEDIATE OFFICE

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CONNECT WITH OAG

TALK WITH OUR COMMUNITY ENGAGEMENT TEAM

Have questions or feedback for the Office of the Attorney General?

We want to hear from you! Share your concerns with our Community Engagement Team and learn how to access OAG services by calling (202) 724-5487.

SUBMIT A CONSUMER COMPLAINT

Are you a victim of a scam?

Contact our Office of Consumer Protection at (202) 442-9828 or by emailing consumer.protection@dc.gov.

PROTECT YOURSELF AGAINST SCAMS

Want to learn warning signs for common scams and how to protect yourself?

Visit our Consumer Protection Library at oag.dc.gov/consumerprotection.

ACCESS CHILD SUPPORT RESOURCES

Have questions about collecting child support or need help getting back on track to paying child support?

Call our Customer Care Team at (202) 442-9900.

LEARN YOUR RIGHTS AS A TENANT

Have a neglectful or abusive landlord and want to know your rights?

Learn about your tenant rights and how OAG can help at oag.dc.gov/tenantrights.

LEARN YOUR RIGHTS AS A WORKER

Have questions about your wage rights or think you are the victim of wage theft?

Learn about your right to fair wages, overtime pay, and sick and safe leave at oag.dc.gov/wagerights.

WORK WITH OAG

Want to work with a committed team of professionals that use the law to defend the District and promote the public interest?

Browse OAG job vacancies at oag.dc.gov/careers.

FIND US ON SOCIAL MEDIA

Want to know the latest news at OAG?

Connect with us on social media:



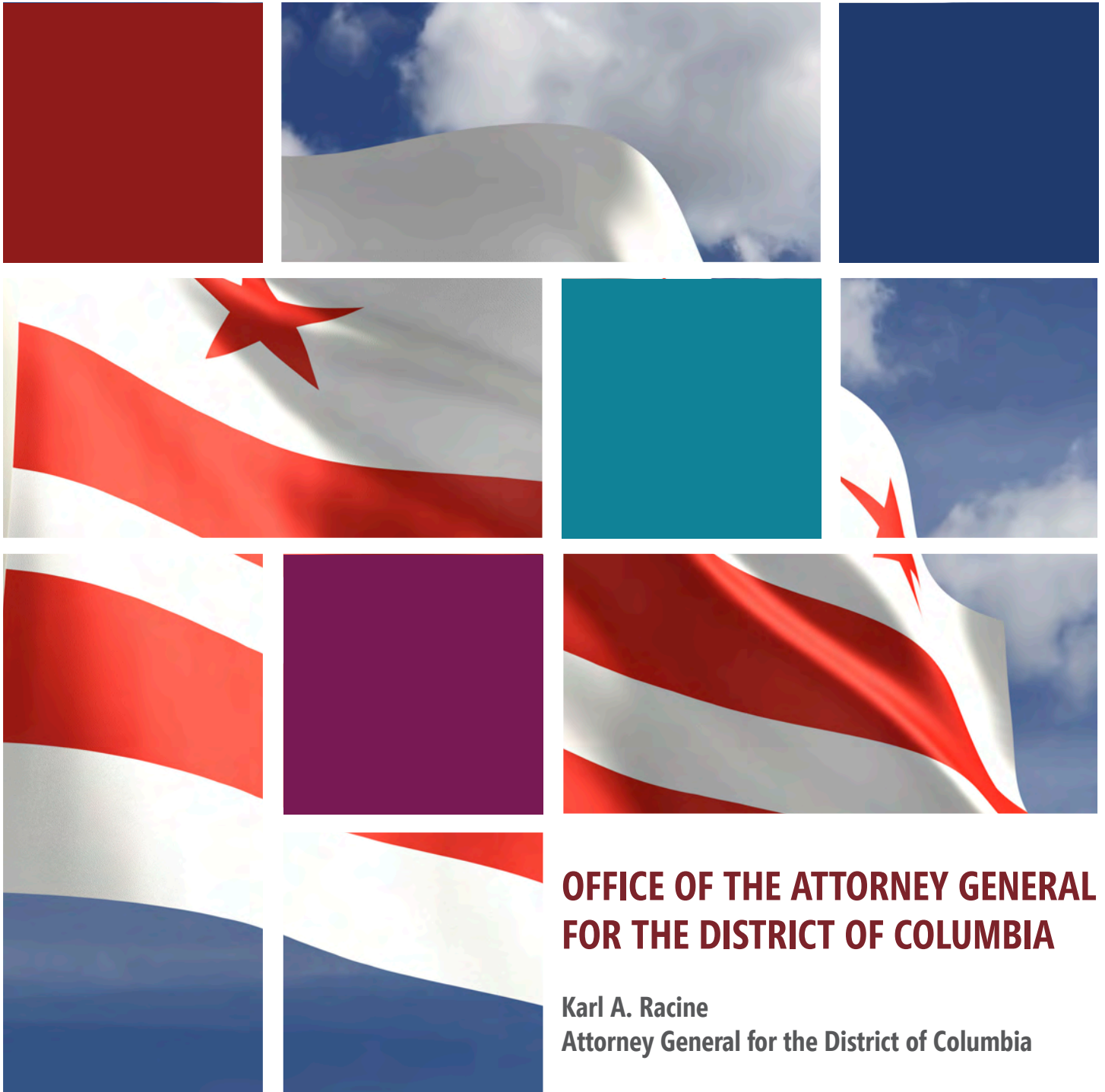
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