OFFICE OF ADMINISTRATIVE HEARINGS

FY 2026 PERFORMANCE PLAN

NOVEMBER 26, 2025

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

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1 INTRODUCTION

This document is the Fiscal Year 2026 Performance Plan for the Office of Administrative Hearings.

This Performance Plan is the first of two agency performance documents published each year. The Performance Plan is published twice annually – preliminarily when the Mayor's budget proposal is delivered, and again at the start of the fiscal year when budget decisions have been finalized. A companion document, the Performance Accountability Report (PAR), is published annually in January following the end of the fiscal year. Each PAR assesses agency performance relative to its annual Performance Plan.

Performance Plan Structure: Performance plans are comprised of agency Objectives, Administrative Structures (such as Divisions, Administrations, and Offices), Activities, Projects and related performance measures. The following describes these plan components, and the types of performance measures agencies use to assess their performance.

Objectives: Objectives are statements of the desired benefits that are expected from the performance of an agency's mission. They describe the goals of the agency.

Administrative Structures: Administrative Structures represent the organizational units of an agency, such as Departments, Divisions, or Offices.

Activities: Activities represent the programs and services an agency provides. They reflect what an agency does on a regular basis (e.g., processing permits).

Projects: Projects are planned efforts that end once a particular outcome or goal is achieved.

Measures: Performance Measures may be associated with any plan component, or with the agency overall. Performance Measures can answer broad questions about an agency's overall performance or the performance of an organizational unit, a program or service, or the implementation of a major project. Measures can answer questions like "How much did we do?", "How well did we do it?", "How quickly did we do it?", and "Is anyone better off?" as described in the table below.

Measures are printed in the Performance Plan along with the Objective, Administrative Structure, Activity, or Project that they measure.

Measure Type	Measure Description	Example
Quantity	Quantity measures assess the volume of work an agency performs. These measures can describe the inputs (e.g., requests or cases) that an agency receives or the work that an agency completes (e.g., licenses issued or cases closed). Quantity measures often start with the phrase "Number of...".	"Number of public art projects completed"
Quality	Quality measures assess how well an agency's work meets standards, specifications, resident needs, or resident expectations. These measures can directly describe the quality of decisions or products or they can assess resident feelings, like satisfaction.	"Percent of citations issued that were appealed"
Efficiency	Efficiency measures assess the resources an agency used to perform its work and the speed with which that work was performed. Efficiency measures can assess the unit cost to deliver a product or service, but typically these measures assess describe completion rates, processing times, and backlog.	"Percent of claims processed within 10 business days"

(continued)

Measure Type	Measure Description	Example
Outcome	Outcome measures assess the results or impact of an agency's work. These measures describe the intended ultimate benefits associated with a program or service.	"Percent of families returning to homelessness within 6-12 months"
Context	Context measures describe the circumstances or environment that the agency operates in. These measures are typically outside of the agency's direct control.	"Recidivism rate for 18-24 year-olds"
District-wide Indicators	District-wide indicators describe demographic, economic, and environmental trends in the District of Columbia that are relevant to the agency's work, but are not in the control of a single agency.	"Area median income"

Targets: Agencies set targets for most performance measures before the start of the fiscal year. Targets may represent goals, requirements, or national standards for a performance measure. Agencies strive to achieve targets each year, and agencies provide explanations for targets that are not met at the end of the fiscal year in the subsequent Performance Accountability Report.

Not all measures are associated with a target. Newly added measures do not require targets for the first year, as agencies determine a data-informed benchmark. Changes in some measures may not indicate better or worse performance. They may be "neutral" measures of demand or input or outside of the agency's direct control. In some cases, the relative improvement of a measure over a prior period is a more meaningful indicator than meeting or exceeding a particular numerical goal, so a target is not set.

2 OFFICE OF ADMINISTRATIVE HEARINGS OVERVIEW

Mission: The mission of the Office of Administrative Hearings (OAH) is to provide the District of Columbia's citizens and government agencies with a fair, efficient and effective forum to manage and resolve administrative disputes.

Summary of Services: OAH is an impartial independent agency which adjudicates cases for over 40 District of Columbia agencies, boards and commissions. OAH holds hearings, conducts mediations and provides other adjudication services to resolve disputes arising under the District's laws and regulations.

Objectives:

1. Efficient Resolution of Adminstrative Disputes
2. Information and Data Sharing

3 OBJECTIVES

3.1 EFFICIENT RESOLUTION OF ADMINSTRATIVE DISPUTES

Increase Operational Efficiency in OAH's resolution of administrative disputes

No Related Measures

3.2 INFORMATION AND DATA SHARING

Facilitate the exchange of information and data between OAH and other District Agencies to ensure ongoing process improvement, better project caseload and anticipate needed resources for timely case adjudication of cases, and access remote data to assist with external reports.

No Related Measures

4 ACTIVITIES

4.1 MANAGE AND RESOLVE ADMINISTRATIVE DISPUTES

Reduce the number of open cases that are more than six months old.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Efficiency	Case closure rate	Up is Better	74.94%	100%	64.27%	**100%**
Efficiency	Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	36.71%	75%	68.3%	**75%**
Efficiency	Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	46.89%	20%	38.3%	**20%**
Efficiency	Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	67.29%	45%	32.12%	**45%**
Efficiency	Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	99.62%	95%	99.47%	**95%**

4.2 EXCHANGE INFORMATION WITH AGENCIES

Reassess MOU/MOAs to better reflect the program goals and objectives, scope of services, compensation, and claiming between agencies.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Outcome	Percent of agencies whose cases are heard by OAH with agency view access	Up is Better	New in 2025	50%	72%	**50%**

4.3 CONTINUOUS TRAINING TO STRENGTHEN STAFF SKILLSETS

Continuous training to strengthen staff skill sets, including: Racial equity, Customer Service, Communication, Professional development, and Technology.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Percent of mandatory trainings completed within time limits required	Up is Better	New in 2025	95%	100%	**95%**

4.4 REVIEW CUSTOMER SERVICE SURVEY RESPONSES

Track litigant feedback and commentary on level of service received by the agency.

Measure Type	Measure	Directionality	FY2024	FY2025 Target	FY2025	FY2026 Target
Quantity	Number of Customer Service Survey responses reviewed	Neutral	New in 2025	New in 2025	73	**Target not required**

5 PROJECTS

5.1 DATA GOVERNANCE

Proposed Completion Date: September 30, 2025

Create and implement policy for data governance; develop agency wide policy to address governance of data to ensure consistency, accuracy, and confidentiality of data.

5.2 HIRING PLAN

Proposed Completion Date: September 30, 2026

OAH was granted a multi-year budget enhancement for 8 additional FTEs. We will be focusing on developing a hiring strategy to recruit the proper staff to fill these vacancies.

5.3 IT ENHANCEMENTS/COURT ROOM UPGRADES

Proposed Completion Date: September 30, 2026

OAH was given a 50K enhancement for IT enhancements/Court Room Upgrades. We will use that money to upgrade the technology in our hearing rooms.