OFFICE OF ADMINISTRATIVE HEARINGS

PROPOSED FY 2025 PERFORMANCE PLAN

APRIL 3, 2024

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1   OFFICE OF ADMINISTRATIVE HEARINGS

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.

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.

2   PROPOSED 2025 OBJECTIVES

Strategic Objective
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.
Facilitate the flow of information to and from agencies whose cases are heard at OAH.
Increase use of mediation to settle cases in certain jurisdictions.
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.
Create and maintain a highly efficient, transparent, and responsive District government.

3 PROPOSED 2025 OPERATIONS

Operation Title	Operation Description	Type of Operation
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.		
Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
Electronic Filing System	Acquire vendor to create system allowing customers to open cases and file documents electronically.	Key Project
Reduce the number of open cases that are more than six months old	Reduce the number of cases greater than six months old.	Daily Service
Document Storage	Institute paperless record for at least one case type and develop a system to share case information.	Daily Service
Deepen racial equity	Deepen racial equity work through internal training	Key Project
Facilitate the flow of information to and from agencies whose cases are heard at OAH.		
Exchange information with agencies	Reassess MOU/MOAs to better reflect the program goals and objectives, scope of services, compensation, and claiming between agencies.	Key Project
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.		
Allowing remote public access	Identifying elements in each jurisdiction to be available to litigants and elements in each jurisdiction to be available for searching by the general public.	Key Project

4 PROPOSED 2025 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.					
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	35%	35%	50%	50%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	45.9%	47.3%	75%	75%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	89.5%	95.6%	95%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	68.3%	46.3%	20%	20%
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	101.4%	71.2%	90%	90%
Facilitate the flow of information to and from agencies whose cases are heard at OAH.					
Percentage of agencies whose cases are heard by OAH ALJs with which OAH met during the fiscal year	Up is Better	New in 2024	New in 2024	New in 2024	Not Yet Available
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.					
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	37%	37%	50%	50%
Average number of unique hits through the OAH website	Up is Better	24,165.8	30,541	5000	5000
Percent of new appeals filed by an individual or business using new electronic filing system instead of email, mail or fax	Up is Better	Not Available	0.3%	15%	15%
Create and maintain a highly efficient, transparent, and responsive District government.					
Percent of new hires that are District residents	Up is Better	New in 2023	54.5%	No Target Set	No Target Set
Percent of employees that are District residents	Up is Better	New in 2023	68.2%	No Target Set	No Target Set
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	0%	No Target Set	No Target Set

Measure	Directionality	FY 2022	FY 2023	FY 2024 Target	FY 2025 Target
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	12.5%	No Target Set	No Target Set
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	Not Available	No Target Set	No Target Set

Workload Measures

Measure	FY 2022	FY 2023
Reduce the number of open cases that are more than six months old		
Number of cases filed	18,224	25,423
Number of cases closed	19,334	18,102
Cases with AWE pleas open more than 120 days after assignment to an ALJ	New in 2024	New in 2024