



**FY09 PERFORMANCE PLAN
Office of Administrative Hearings**

MISSION

The mission of 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 arising under the District's laws and regulations.

SUMMARY OF SERVICES

OAH is an independent agency which provides administrative adjudicative services for several District of Columbia agencies. OAH functions as a neutral, impartial administrative court system and is charged with implementing reforms and harmonizing rules and procedures to improve fairness and efficiency and ensure that constitutional and statutory due process requirements are met.

OBJECTIVE 1: Reduce the Time for Reaching Final Disposition.

INITIATIVE 1.1: Increase utilization of OAH's mediation alternative to a full administrative hearing.

In FY 2007, OAH instituted mediation training for all judges to be certified as mediators. While significant progress has been made in the use of mediation in OAH cases since then, greater use can be made of this alternative dispute mechanism, particularly in high-volume and multiple infraction/single respondent cases. OAH, in cooperation with its agency and public stakeholders, will continue to develop its mediation program to allow a broader range of litigants to resolve their disputes without a formal hearing. The expected outcome will be an increase in mediations and a greater reduction in the number of formal hearings the OAH will be required to conduct, accounting for any increases in case filings.

INITIATIVE 1.2: Increase use of technology to streamline decisions issuance and provide training modules in judicial writing.

Many of the case management orders and other notices generated during the course of OAH's disposition of a case (from initial intake to post-judgment orders) can be automatically generated to save judge and support staff time. While a number of these orders and notices are already generated automatically, OAH has convened an in-house committee to review the current forms used, update forms as necessary and offer suggestions for additional form orders and notices that can be automated. In addition, writing and technology use courses will be offered to judges to make final orders more streamlined and user-friendly. The expected outcome will be a reduction in cycle time between intake and final disposition by the end of 3QFY09 to coincide with Initiative 1.3.

INITIATIVE 1.3: Implement a court-oriented case management system.

OAH procured a new case management system in 3rd quarter FY08, which it expects to be fully utilized by OAH staff within 6-9 months. This new system will be a web-based automated case management system that incorporates best practice court functionalities, is more user-friendly to judicial court administrators and collects the data necessary to measure the court's operational performance. The expected outcome will be a more efficient management of cases and reliable operational statistics available to OAH and its stakeholders.

OBJECTIVE 2: Improve the experience of participants in administrative hearings through quality customer service.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Objective 1						
% of unemployment insurance case dispositions within 90 days of filing	98.42%	85%	92.6%	95	95	95
Objective 2						
% of hearings reduced due to conducting ADR/Mediation	N/A	1.5%	24.89%	2.5%	2.5%	2.5%
Objective 3						
% of non-default, non-UI case dispositions within 120 days of filing	N/A	N/A	N/A	75%	80%	85%
Objective 4						
% of consumer satisfaction surveys with a rating of "Met My Expectations" or "Exceeds My Expectations"	96.15%	90%	93.5%	93	93	93