



**FY10 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 impartial, independent agency which adjudicates cases for over 25 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.

AGENCY WORKLOAD MEASURES

| Measure | FY08 YE Actual | FY09 YTD |
|---------------------------|---------------------------|-----------------|
| # of cases filed | 22,213 | 19,749 |
| # of hearings held | 5,554 | 4,471 |
| # of final orders written | 14,540 | 22,618 |

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, and an all-day mediation refresher course was conducted in FY09. 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..

INITIATIVE 1.3: Transition all new cases to the web-based case management system.

OAH procured a new case management system in 3rd quarter FY08. On October 1, 2009, all new cases and some existing FY 2009 cases will be added to the system. This initial transition phase will be complete by September 2010. .

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

INITIATIVE 2.1: Address access to justice issues for unrepresented parties identified through Bellows Fellowship research.

In FY 2009-10 OAH will be hosting Clinical Assistant Professor Faith Mullen of Catholic University Columbus School of Law who was named a 2009 Bellows Scholar by the American Association of Law Schools. Professor Mullen’s winning project is entitled “Access to Justice and Community Involvement in the D.C. Office of Administrative Hearings.” Members of OAH’s pro bono committee have been working closely with Professor Mullen on this project, and during her fellowship, hope to make strides in improving access to justice for unrepresented litigants who come before OAH. Beginning in April 2009 and continuing through FY10, OAH will hold a series of facilitated meetings where OAH Staff and members of the community openly discuss issues relevant to improving access for unrepresented parties at OAH.



PROPOSED KEY PERFORMANCE INDICATORS

| Measure | FY08 Target | FY08 Actual | FY09 Projection | FY10 Projection | FY11 Projection | FY12 Projection |
|--|-------------|-------------|-----------------|-----------------|-----------------|-----------------|
| Objective 1 | | | | | | |
| % of unemployment insurance cases resolved within 90 days of filing | 85% | 92.6% | 95 | 95 | 95 | 95 |
| Objective 2 | | | | | | |
| % of adversarial hearings reduced due to conducting ADR/Mediation | 1.5% | 24.89% | 2.5% | 2.5% | 2.5% | 2.5% |
| Objective 3 | | | | | | |
| % of non-default, non-unemployment insurance cases resolved within 120 days of filing | N/A | N/A | 75% | 80% | 80% | 80% |
| Objective 4 | | | | | | |
| % of consumer satisfaction surveys with a rating of "Met My Expectations" or "Exceeds My Expectations" | 90% | 93.5% | 93 | 93 | 93 | 93 |



STANDARD CITYWIDE OPERATIONAL MEASURES

| Measure | FY09 YTD |
|--|-------------|
| Contracts | |
| KPI: % of sole-source contracts | |
| KPI: Average time from requisition to purchase order for small (under \$100K) purchases | |
| KPI: # of ratifications | |
| KPI: % of invoices processed in 30 days or less | |
| Customer Service | |
| KPI: OUC customer service score | |
| Finance | |
| KPI: Variance between agency budget estimate and actual spending | |
| KPI: Overtime as percent of salary pay | |
| KPI: Travel/Conference spending per employee | |
| KPI: Operating expenditures "per capita" (adjusted: per client, per resident) | |
| People | |
| KPI: Ratio of non-supervisory staff to supervisory staff | |
| KPI: Vacancy Rate Total for Agency | |
| KPI: Admin leave and sick leave hours as percent of total hours worked | |
| KPI: Employee turnover rate | |
| KPI: % of workforce eligible to retire or will be within 2 years | |
| KPI: Average evaluation score for staff | |
| KPI: Operational support employees are percent of total employees | |
| Property | |
| KPI: Square feet of office space occupied per employee | |
| Risk | |
| KPI: # of worker comp and disability claims per 100 employees | |