

Office of Administrative Hearings FY2020

Agency Office of Administrative Hearings

Agency Code FSO

Fiscal Year 2020

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.

Strategic Objectives

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

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (5 Measures)					
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	86.7%	83.8%	43.1%	75%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	69.4%	51.4%	33.5%	75%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	99.4%	99%	99%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	18.1%	21.3%	52.5%	15%
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	98%	84%	97.8%	90%
2 - Increase use of mediation to settle cases in certain jurisdictions. (2 Measures)					
Percent of cases in which mediations occurred	Up is Better	27.9%	4.1%	1.7%	40%
Percent of cases which are totally resolved through mediation	Up is Better	8.8%	21.3%	36.4%	20%
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (2 Measures)					
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	New in 2018	34.6%	38.5%	50%
Average number of unique hits through the OAH website	Up is Better	New in 2018	153.3	666	15

Operations

Operations Header	Operations Title	Operations Description	Type of Operations

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1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)			
PROGRAM DIRECTION AND OVERSIGHT	Establish Intake/Check-in Registration System	Procure kiosks and check-in registration software system for customers to check in for hearings.	Key Project
PROGRAM DIRECTION AND OVERSIGHT	Reduce the number of open cases that are more than four months old	Reduce the number of cases greater than four months old.	Daily Service
PROGRAM DIRECTION AND OVERSIGHT	Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI	Document Storage	Create a more efficient method of case management	Daily Service
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH. (1 Activity)			
PROGRAM DIRECTION AND OVERSIGHT	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
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (1 Activity)			
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI	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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Reduce the number of open cases that are more than four months old (3 Measures)			
Number of cases filed	19,691	30,186	23,249
Number of cases closed	19,966	26,274	23,315
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	0	516	No Applicable Incidents
3 - Exchange information with agencies (4 Measures)			
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	New in 2018	25	25
Number of jurisdictions in which OGC meet quarterly with agency counterparts	New in 2018	14	20
Number of jurisdictions in which PALJs meet annually with agency counterparts	New in 2018	25	25
Number of jurisdictions in which OGC meet annually with agency counterparts	New in 2018	14	20

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date

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Allowing remote public access (2 Strategic initiatives)		
Allowing remote public access	OAH made available to the public on its website over 10,000 Final Orders grouped by the relevant agency. By the end of FY20, OAH will develop a proposed plan to provide direct but limited access from the OAH website to individual cases in the OAH case management system. OAH will evaluate whether the potential cost of such a project is justified by public demand for the information.	09-30-2020
Establish electronic filing system	OAH is developing a system to allow parties to open cases and file documents electronically. OAH and the vendor for its case management system are working to complete the testing process by the end of FY20.	09-30-2020
Establish Intake/Check-in Registration System (1 Strategic Initiative)		
Establish intake/check-in registration system	OAH has experienced an increase in the number of hearings held daily. As a result, OAH had to assess its current front-line operations and determine the feasibility of a self-registration system in the Reception Area and Resource Center. Recommendations on improving customer flow were presented to OAH Senior Staff. Contact has been made with vendors and a proposal has been submitted. OAH hopes to have the new electronic system operative by the end of FY20.	09-30-2020