

Office of Administrative Hearings FY2021

Agency Office of Administrative Hearings

Agency Code FSO

Fiscal Year 2021

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (6 Measures)					
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	83.8%	43.1%	33.9%	50%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	51.4%	33.5%	28.2%	50%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	99%	99%	98.2%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	21.3%	52.5%	84.3%	15%
Case closure rate at or over 45 percent at the end of the fiscal year	Up is Better	84%	97.8%	54.7%	45%
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021
2 - Increase use of mediation to settle cases in certain jurisdictions. (1 Measure)					
Percent of mediated cases resolved by agreement	Up is Better	21.3%	36.4%	16.9%	40%
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (3 Measures)					
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	34.6%	38.5%	35.7%	50%
Average number of unique hits through the OAH website	Up is Better	153.3	666	1128	15
Percent of new appeals filed by an individual or business using new electronic filing system instead of email, mail or fax.	Up is Better	New in 2021	New in 2021	New in 2021	New in 2021

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)			
PROGRAM DIRECTION AND OVERSIGHT	Electronic Filing System	Acquire vendor to create system allowing customers to open cases and file documents electronically.	Key Project
PROGRAM DIRECTION AND OVERSIGHT	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
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	Institute paperless record for at least one case type and develop a system to share case information.	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 2018 Actual	FY 2019 Actual	FY 2020 Actual
1 - Reduce the number of open cases that are more than six months old (4 Measures)			
Number of cases in which mediations occurred	4.1%	1.7%	43.2%
Number of cases filed	30,186	23,249	15,486
Number of cases closed	26,274	23,315	17,301

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	516	No Applicable Incidents	49
3 - Exchange information with agencies (4 Measures)			
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	25	25	28
Number of jurisdictions in which OGC meet quarterly with agency counterparts	14	20	19
Number of jurisdictions in which PALJs meet annually with agency counterparts	25	25	13
Number of jurisdictions in which OGC meet annually with agency counterparts	14	20	3

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Allowing remote public access (1 Strategic Initiative)		
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 FY21, OAH will develop a public portal providing direct but limited access from the OAH website to individual cases in the OAH case management system.	09-30-2021
Electronic Filing System (1 Strategic Initiative)		
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 FY21.	09-30-2021