



## **OFFICE OF ADMINISTRATIVE HEARINGS FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

# CONTENTS

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<b>Contents</b>	<b>2</b>
<b>1 Office of Administrative Hearings</b>	<b>3</b>
<b>2 Proposed 2024 Objectives</b>	<b>4</b>
<b>3 Proposed 2024 Operations</b>	<b>5</b>
<b>4 Proposed 2024 Key Performance Indicators and Workload Measures</b>	<b>6</b>

## 1 OFFICE OF ADMINISTRATIVE HEARINGS

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*Mission:* The mission of the Office of Administrative Hearings (OAH) is to provide the District of Columbias 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 Districts laws and regulations.

## 2 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.

Increase use of mediation to settle cases in certain jurisdictions.

Facilitate the flow of information to and from agencies whose cases are heard at OAH.

Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.</b>		
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
<b>Facilitate the flow of information to and from agencies whose cases are heard at OAH.</b>		
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
<b>Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.</b>		
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 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators					
Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.</b>					
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	26%	35%	50%	50%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	28.5%	45.9%	75%	75%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	84.1%	89.5%	95%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	68.4%	68.3%	20%	20%
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Up is Better	31.1%	86.5%	15%	15%
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	118.3%	101.4%	90%	90%
<b>Increase use of mediation to settle cases in certain jurisdictions.</b>					
Percent of mediated cases resolved by agreement	Up is Better	26.9%	12.9%	40%	40%
<b>Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.</b>					
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	36%	37%	50%	50%
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	Not Available	15%	15%
Average number of unique hits through the OAH website	Up is Better	45,004	24,165.8	10,000	10,000

## Workload Measures

Measure	FY 2021	FY 2022
<b>Reduce the number of open cases that are more than six months old</b>		
Number of cases in which mediations occurred	671.4%	Not Available
Number of cases filed	14,380	18,224
Number of cases closed	18,264	19,334
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	463	988
<b>Exchange information with agencies</b>		
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	39	27
Number of jurisdictions in which PALJs meet annually with agency counterparts	14	Not Available
Number of jurisdictions in which OGC meet quarterly with agency counterparts	20	22
Number of jurisdictions in which OGC meet annually with agency counterparts	4	Not Available