



## Office of Administrative Hearings OAH (FS)

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### 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.

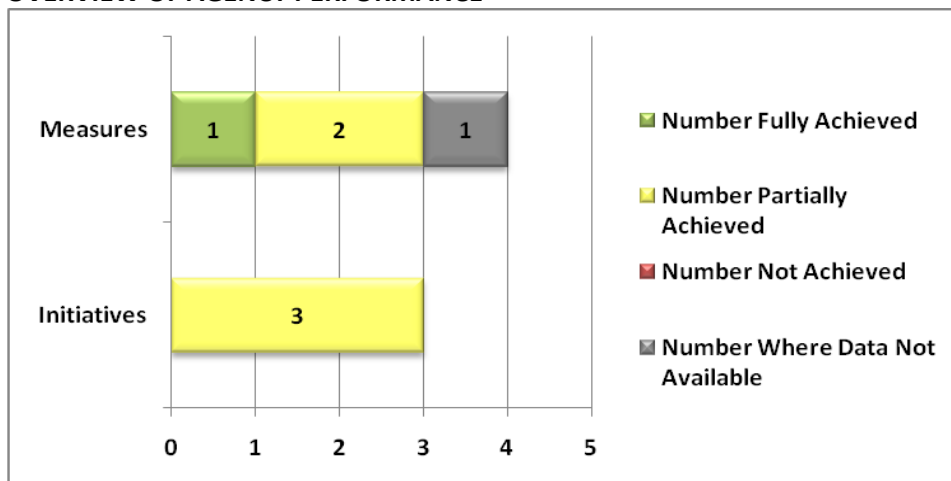
### AGENCY OBJECTIVES

1. Reduce the time for reaching final disposition.
2. Improve the experience of participants in administrative hearings through quality customer service.

### ACCOMPLISHMENTS

- ✓ Implemented a new web-based court case management system
- ✓ Secured and contracted for new office space to centralized all agency functions; and
- ✓ Procured legal writing workshops for administrative law judges to increase efficiency.

### OVERVIEW OF AGENCY PERFORMANCE





## Performance Initiatives – Assessment Details

### Performance Assessment Key:

 Fully achieved     Partially achieved     Not achieved     Data not reported

### OBJECTIVE 1: REDUCE THE TIME FOR REACHING FINAL DISPOSITION.

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

For FY 2009, the agency partially achieved its initiative which is a result of fewer cases being eligible. This is particularly true for Department of Public Works (DPW) cases (see attachment in 'Deliverables'). In FY 2008, the first year OAH fully implemented mediation, a large number of cases from FY 2007 (previous FY) were also eligible for mediation in 2008. This resulted in 328 DPW cases mediated during the 3rd quarter of FY 2008. This was an extreme outlier we commented on. However, OAH continues to take on additional jurisdictions that will qualify for mediation services. Therefore, OAH staff expect its annual percentage to increase each year going forward.

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

During FY 2009, OAH held several training sessions geared toward improving writing in a concise manner to increase the output of final orders and streamline notices and forms. In July 2009, OAH contracted with a professional legal writer to teach a class to the administrative law judges and several judges attended DCHR classes. In addition, in-house committees revised several documents to be more user-friendly. There is no FY 2009 data for measure 1.3 because the new case management system's implementation was necessary to monitor performance. The new system went live on October 1, 2009.

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

During the 1st half of FY 2009, OAH fully installed the new web-based case management system's hardware and software. In addition, all staff were fully trained on the new system by September 2009. On October 1, 2009, the new web-based case management system went live. OAH will evaluate operational efficiency and effectiveness during the FY 2010.

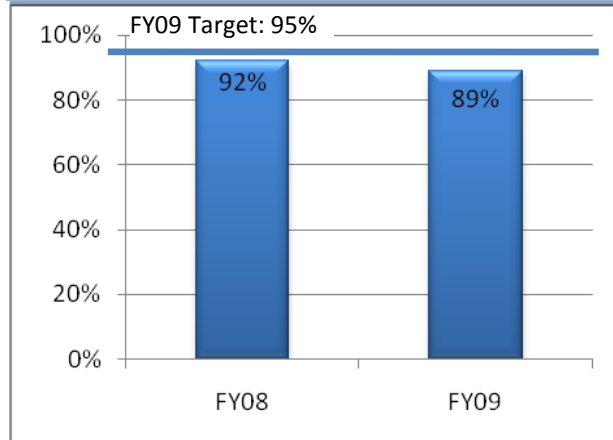
### OBJECTIVE 2: IMPROVE THE EXPERIENCE OF PARTICIPANTS IN ADMINISTRATIVE HEARINGS THROUGH QUALITY CUSTOMER SERVICE.

*This objective has no initiatives*



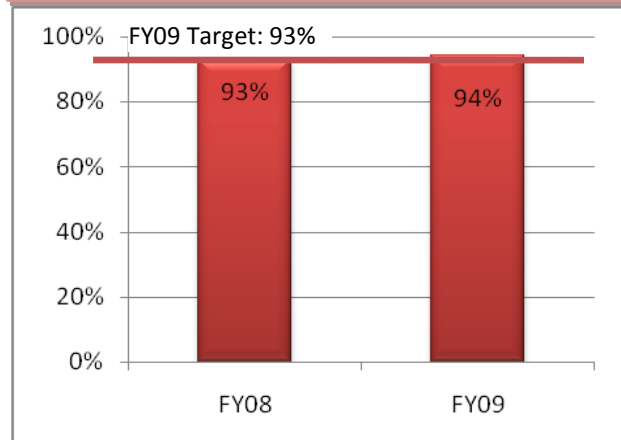
## Key Performance Indicators – Highlights

From Objective 1: % of unemployment insurance case dispositions within 90 days of filing



**PARTIALLY ACHIEVED**

From Objective 2: % of consumer satisfaction surveys with a rating of “Met My Expectations” or “Exceed My Expectations”



**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- During the 2<sup>nd</sup> quarter, agency staff noticed a greater number of unemployment insurance (UI) appeals being filed and believed that this increase would continue due to current economic conditions. Staff adjusted resources to improve performance and dedicated time slots from other hearing rooms to accommodate the increase. These actions produced a measurable performance improvement in the 3<sup>rd</sup> and 4<sup>th</sup> quarters.

#### *What external factors influenced this indicator?*

- Growth in the number of unemployment insurance (UI) appeals filed. Due to economic conditions in FY 2009, the number of UI appeals filed with OAH increased each quarter: 1,323, 1,349, 1,583, and 1,768 filings in quarters 1-4 respectively.

#### *How did the agency's actions affect this indicator?*

- OAH staff provide training to legal assistants and other front line staff. This training resulted in the staff improving communications and directions to make the public's experience with the agency as trouble free as possible.

#### *What external factors influenced this indicator?*

- The total number of individuals who come to any of OAH's four locations is the only external factor influencing this indicator.



## Key Performance Indicators – Details

**Performance Assessment Key:**

● Fully achieved     
 ● Partially achieved     
 ● Not achieved     
 ● Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 % of unemployment insurance case dispositions within 90 days of filing	92.6	95	89.16%	93.86%	JUDICIAL
●	1.2 % of hearings reduced due to conducting ADR/Mediation	8.24	2.5	2.28%	91.01%	JUDICIAL
●	1.3 % of non-default, non-UI case dispositions within 120 days of filing <sup>1</sup>	0	75			JUDICIAL
●	2.1 % of consumer satisfaction surveys with a rating of “Met My Expectations” or “Exceeds My Expectations”	93.5	93	94.58%	101.69%	CLERK OF COURT

<sup>1</sup> There were no non-default or non-UI cases captured using OAH’s case management system during FY09