



Office of Administrative Hearings OAH (FS)

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.

SUMMARY OF 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 District's laws and regulations.

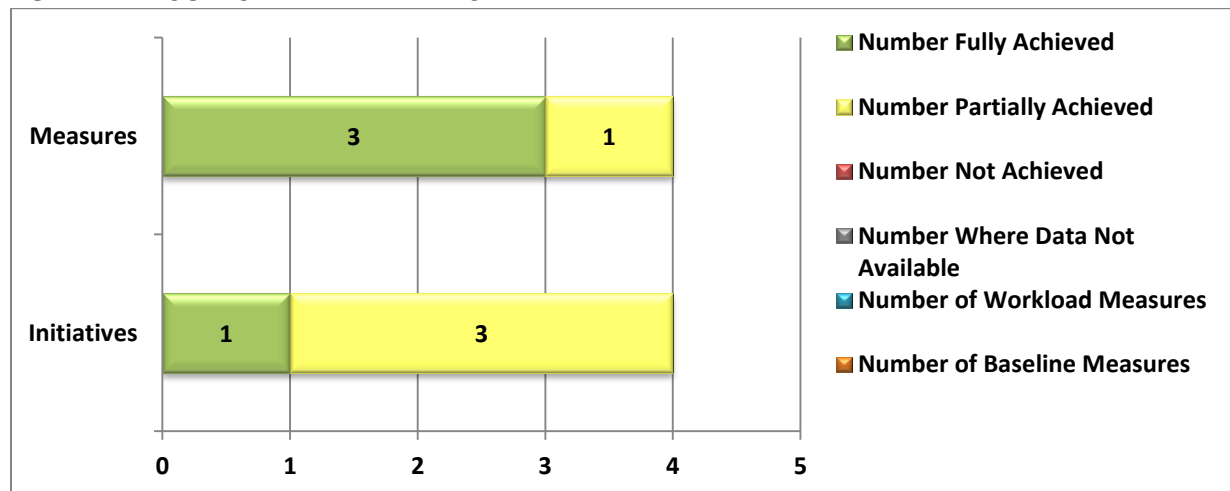
ACCOMPLISHMENTS

- ✓ During FY12, OAH redesigned and launched a new website, as part of the Office of the Chief Technology Officer's reconstruction of agencies' websites, with improved access to informational and case materials, forms, as well as helpful instructional videos covering such topics as what members of the public can expect when they have a hearing at OAH. Also, as part of the re-design, OAH added a function so that parties can now file their papers through the website. In addition, parties can file papers through email, without using the website. With the consent of the parties, they may exchange their filings with each other through email.
- ✓ OAH has conducted a Bench Order project. In certain cases, Administrative Law Judges can create and issue their Final Orders in the courtroom. At the conclusion of the hearing, parties are aware of the resolution of their case and are provided with copies of their Final Orders.
- ✓ OAH has substantially improved the speed with which it closes cases. At the beginning of FY12, about 71 percent of cases were older than 120 days. At the close of FY12, 33 percent were.

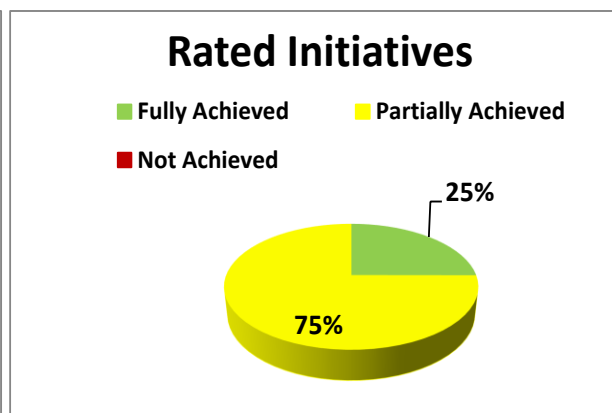
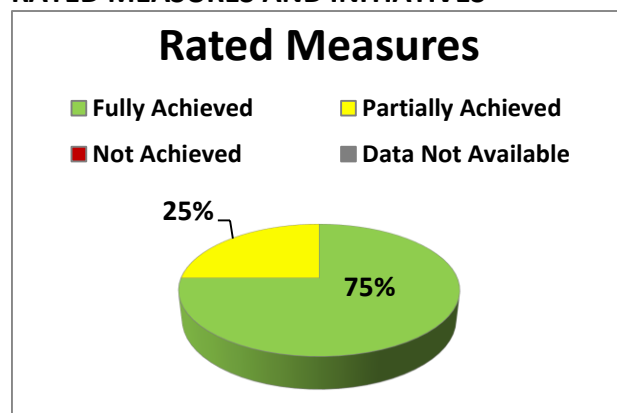


OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



Key Performance Initiatives- Assessment Details


Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported


Agency Management

OBJECTIVE 1: Reduce the time for reaching final disposition.


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

-  **Fully achieved:** During FY12, OAH exceeded its target in all four quarters with regard to the reduction of hearings as a result of mediations being conducted.

INITIATIVE 1.2: Increase the use of technology to streamline decisions' issuance.


-  **Partially achieved:** OAH has substantially improved the speed with which it closes cases due to the increased use of technology.

INITIATIVE 1.3: Fully integrate OAH's court-oriented case management system

-  **Partially achieved:** During FY12 OAH added a function so that parties can now file their papers through the website. In addition, parties can file papers through email, without using the website.

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.

-  **Partially achieved:** Satisfaction is high among all parties but especially with unrepresented litigants, with those responding with a rating of Strongly Agree in all four categories 90 to 95 percent of the time.



Key Performance Indicators – Details

Performance Assessment Key:

Fully achieved Partially achieved Not achieved Data not reported

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
	1.1	% of unemployment insurance case dispositions within 90 days of filing	91.23%	95%		97.88%	103.03%	JUDICIAL
	1.2	% of hearings reduced due to conducting ADR/Mediation	3.79%	2.5%		8.32%	332.78%	JUDICIAL
	1.3	% Non-UI case dispositions within 120 days of filing	40.09%	50%		65.79%	131.59%	JUDICIAL
	1.4	% of consumer satisfaction surveys with a rating of "Met My Expectations" or "Exceeds My Expectations"	96.28%	93%		92.61%	99.58%	JUDICIAL