



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.

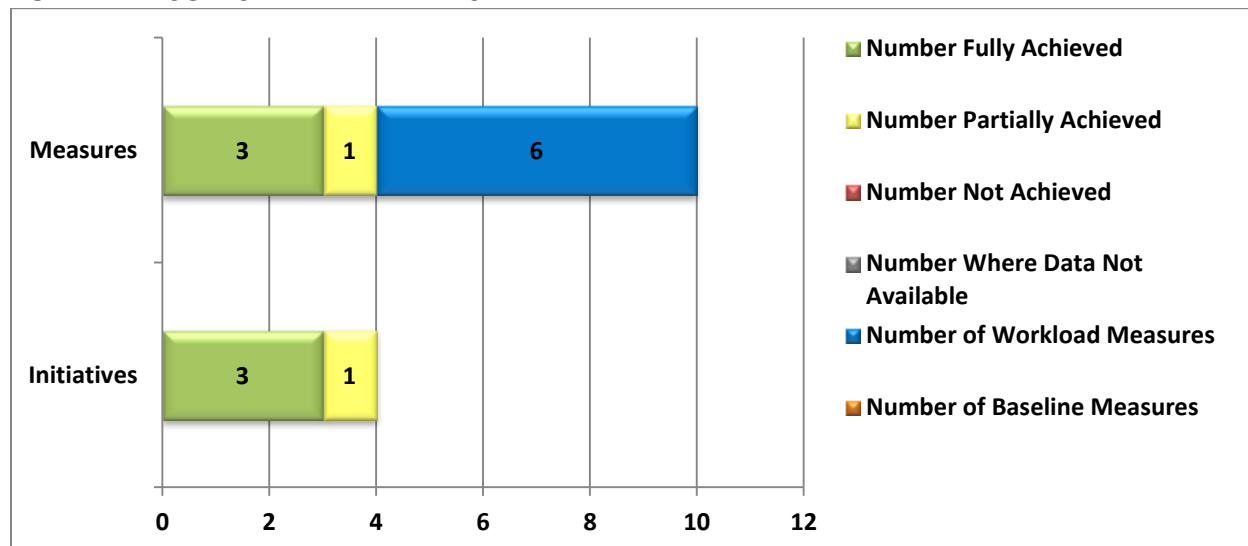
ACCOMPLISHMENTS

- ✓ Successfully implemented a videoconference pilot with DOES
- ✓ Worked with DPW to improve case management files by scanning all payments that accompany "admit" pleas
- ✓ Facilitated Advanced Administrative Law training for judicial staff

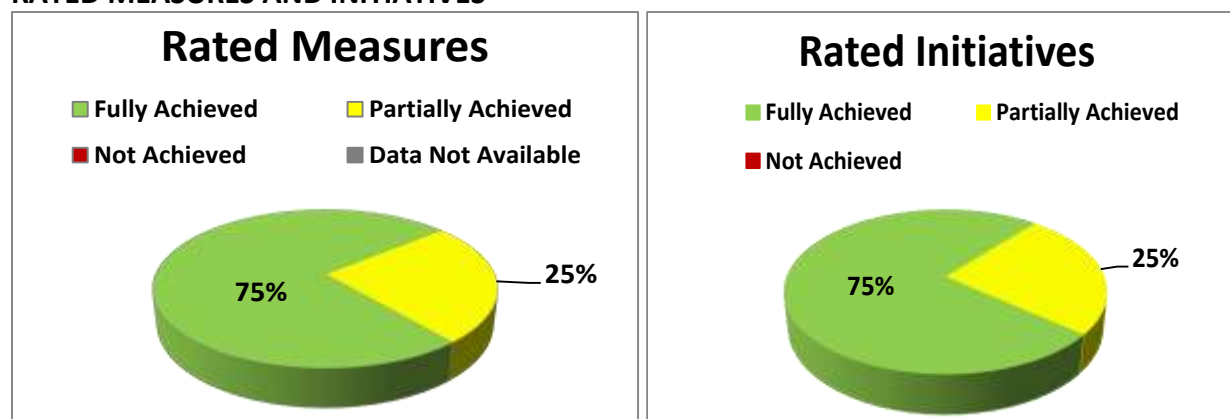


OVERALL AGENCY PERFORMANCE

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.

-  This initiative was fully achieved. During FY13, OAH noticed somewhat of a drop in the percentage of hearings reduced to mediation which may be due in part to particular cases not being suitable for mediation.

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


-  This initiative was fully achieved. OAH has substantially improved the speed with which it closes cases due to the increased use of technology. OAH continues to see a surge in the use of e-filing by enforcement agencies.

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

-  This initiative was fully achieved. During FY12, OAH added a function so that parties can now file their papers through the website and that continued through FY13. In addition, parties continue to email their filings, 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.

-  This initiative was partially achieved. Satisfaction continues to remain high among all parties especially those without representation, many of which respond with a rating of "Strongly Agree" in all in the staff category 90 to 95 percent of the time.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program	
	●	1.1	Percent of unemployment insurance case dispositions within 90 days of filing	97.88%	95%		99.61%	104.85%	JUDICIAL
	●	1.2	Percent of hearings reduced due to conducting ADR/Mediation	8.32%	3.5%		4.94%	141.13%	JUDICIAL
	●	1.3	Percent of Non-UI case dispositions within 120 days of filing	65.79%	55%		82.90%	150.73%	JUDICIAL
	●	1.4	Number of cases filed	11,293	No Target Required		24,221	Workload Measure Not Rated	JUDICIAL
	●	1.5	Number of hearings held	5,231	No Target Required		6,681	Workload Measure Not Rated	JUDICIAL
	●	1.6	Number of final orders issued	17,159	No Target Required		19,123	Workload Measure Not Rated	JUDICIAL
	●	1.7	Number of appeals to DC Court of Appeals (by calendar year)	120	No Target Required		120	Workload Measure Not Rated	JUDICIAL
	●	1.8	Number of cases dismissed (including voluntary dismissals)	2,206	No Target Required		3,384	Workload Measure Not Rated	JUDICIAL
	●	1.9	Percentage of NOI/NOV cases in which District prevails	77.8%	No Target Required		82%	Workload Measure Not Rated	JUDICIAL



	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
	● 2.1	Percent of consumer satisfaction surveys with a rating of "Agree" or higher	92.61%	95%		94.75%	99.73%	JUDICIAL