



## Office of Administrative Hearings OAH (FSO)

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### 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.

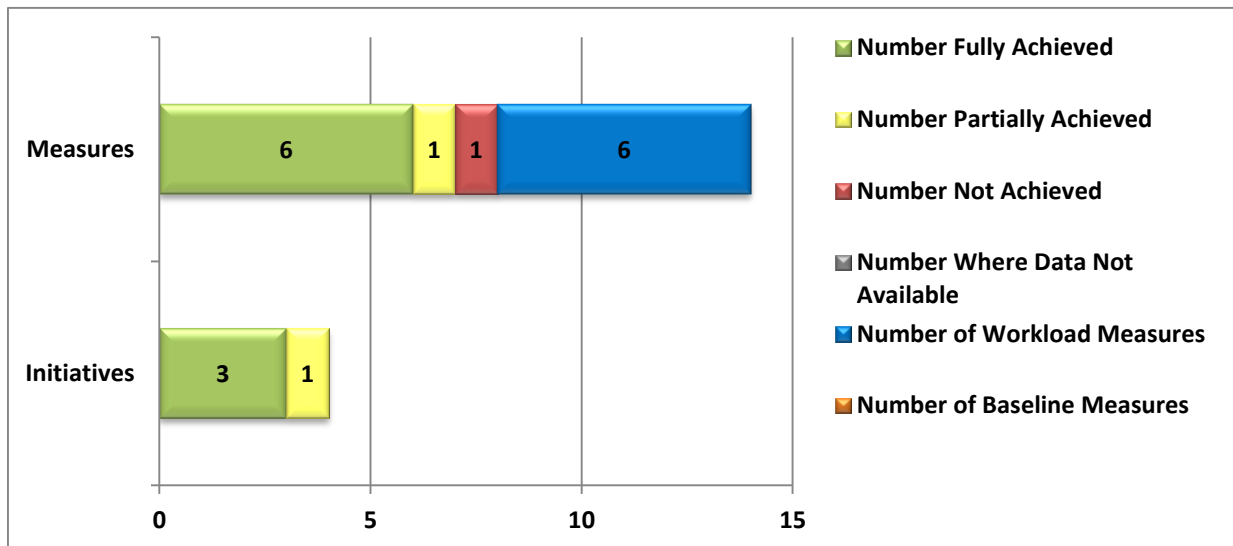
### ACCOMPLISHMENTS:

- ✓ All DCPS orders are written no later than one school day following the hearing.
- ✓ All staff trainings: language access, cultural diversity and high performance courts.
- ✓ Hired IT Manager, Clerk of Court, and Executive Director.

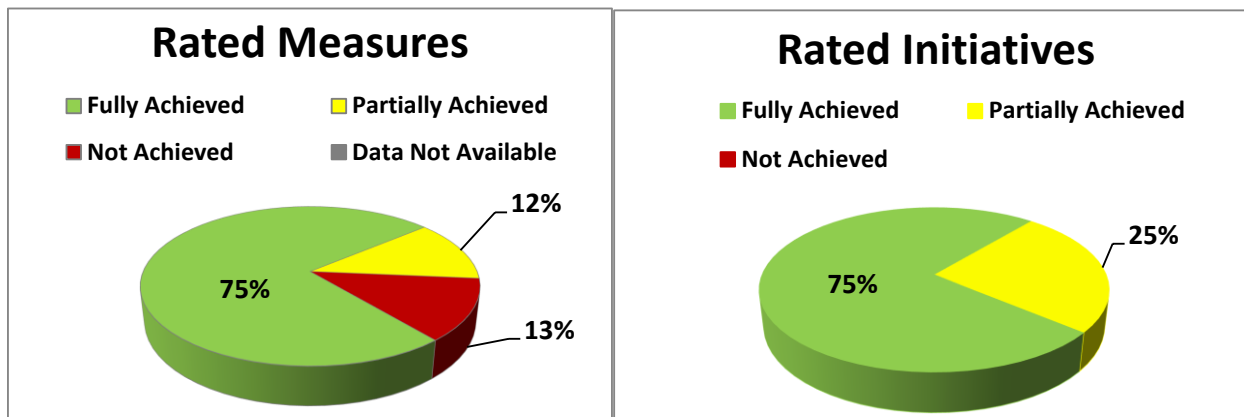


## OVERALL AGENCY PERFORMANCE

### 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

### Executive

**OBJECTIVE 1: Oversee and facilitate the coordination of interagency activities and initiatives between OAH and other District agencies.**

**INITIATIVE 1.1: Ensure the update of OAH's website to facilitate the payment of Notice of Infraction tickets for DCTC.**

- **This initiative was fully achieved.** The associated key performance indicator for this initiative was eTims training. By the end of September, 61 out of 69 staff had completed eTims training. This accounts for 88.41% of OAH staff. The target for training was 5% for this fiscal year. Exceeding this goal will enable OAH to add additional judges to this jurisdiction and improve case flow.

### Judicial

**OBJECTIVE 1: To provide fair, balanced, and efficient administrative law services.**

**INITIATIVE 1.1: Increase the clearance rate of cases disposed.**

- **This initiative was fully achieved.** The first goal in the key performance indicators was to reach 90% of the total number of cases disposed, and 94.48% was achieved. In Unemployment Insurance (UI) cases, the goal was to have 95% of the cases resolved within 90 days of filing, and 99.84% was achieved. For all other non-UI cases, the goal was to resolve within 120 days, 79.05% of cases met this standard. In regards to mediation (4.5% of hearings reduced to mediation), OAH achieved 2.61% in this metric. This demonstrates OAH's commitment to increase the clearance rate and meet this objective.

### Court Counsel

**OBJECTIVE 1: Improve the experience of participants who are limited or non-English proficient.**

**INITIATIVE 1.1: Ensure that participants who are limited or non-English proficient are afforded equal access to information and services provided by OAH.**

- **This initiative was fully achieved.** The FY14 metrics for this initiative were number of translated documents available on the website (projection = 3) and percentage of staff trained in Language Access (10%). Currently, there are 8 translated documents, and all forms available on the web have been translated and are in the process of uploading. In July, 61 staff (100% of all staff available) participated in Language Access training. OAH has exceeded the projections for this initiative this year.

### Clerk of Court

**OBJECTIVE 1: Improve the experience of participants in administrative hearings through quality customer service.**

**INITIATIVE 1.1: Roll out specialized customer service training to all Clerk of Court staff who serve as OAH's primary customer service interface.**

- **This initiative was partially achieved.** The metric for this initiative was to achieve a 96% rating of "agree" or "strongly agree". Although OAH only achieved 92% over the course of the entire fiscal year, OAH's customer service surveys for the fourth quarter were nearly 100% in this positive realm. In the fourth quarter alone, 19 out of 20 respondents reported positive customer service at OAH. Going forward, OAH will continue to encourage more litigants to provide feedback of their entire experience (Judicial, Clerks, etc.) from filing to disposition.



## Performance Indicators – Details

### Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
<b>Executive</b>								
	●	1.1 Percentage of OAH staff trained in eTims, the case management system for DCTC cases	NA	5%		61%	1,220%	EXECUTIVE
<b>Judicial</b>								
	●	1.1 Percentage of the total number of cases disposed	0	90%		94.48%	104.98%	JUDICIAL
	●	1.2 Percentage of unemployment insurance cases resolved within 90 days of filing	99.61%	95%		99.84%	105.10%	JUDICIAL
	●	1.3 Percentage of hearings reduced due to mediation	4.94%	4.5%		2.61%	58.05%	JUDICIAL
	●	1.4 Percentage of non-unemployment insurance cases resolved within 120 days of filing	82.9%	60%		79.05%	131.74%	JUDICIAL
	●	1.5 Number of Cases Filed	24,221	Not Applicable		14,607	Not Rated Workload Measure	JUDICIAL
	●	1.6 Number of Hearings Held	6,681	Not Applicable		4,648	Not Rated Workload Measure	JUDICIAL
	●	1.7 Number of Final Orders Issued	19,123	Not Applicable		11,895	Not Rated Workload Measure	JUDICIAL
	●	1.8 Number of Cases dismissed	3,384	Not Applicable		1,834	Not Rated Workload Measure	JUDICIAL
	●	1.9 Percentage of Notice of Infraction/Notice of Violation cases in which District Prevails	82.03%	Not Applicable		82%	Not Rated Workload Measure	JUDICIAL
	●	1.10 Number of appeals to DC Court of Appeals (by Calendar year)	127	Not Applicable		94	Not Rated Workload Measure	JUDICIAL



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
<b>Court Counsel</b>								
	● 1.1	Number of translated versions of vital documents available on website	NA	3		8	266.67%	COURT COUNSEL
	● 1.2	Percentage of staff trained in Language Access	NA	10%		82.43%	824.32%	COURT COUNSEL
<b>Clerk of Court</b>								
	● 1.1	Percentage of consumer satisfaction surveys with a rating of at least "Agree" regarding the level of quality of OAH's service	94.75%	96%		92.05%	95.89%	CLERK OF COURT