

Office of Administrative Hearings FY2017

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Beginning in September 2017, OAH has posted the full text of final orders on the agency webpage for public viewing. The jurisdictions have been carefully selected based on the need for confidentiality in various jurisdictions. OAH has been quoted six figure implementation costs to set up a more flexible, searchable interface with the current court case management system. Due to cost constraints, OAH decided to work with OCTO to utilize the cloud based service, "Box", which, at a significantly lower cost, allowed OAH to begin posting final orders to the agency website for public access. Currently, the final orders are grouped by agency and can be sorted by case number and date. The majority of final orders issued by OAH are now being posted.	OAH can refer those seeking copies of final orders to the website for easier access to them. The parties to a case as well as the general public can view the full text of final orders online as of September 2017. Over time, OAH will increase the jurisdictions for which final orders are posted.	To date, there have been 179 hits under the webpage, "Find a final order", since we began utilizing the cloud based software in September 2017. As more residents become aware of the service, we believe usage will increase.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes
2	Increase use of mediation to settle cases in certain jurisdictions
3	Facilitate the flow of information to and from agencies whose cases are heard at OAH
4	Create and maintain a highly efficient, transparent and responsive District government. **

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes (6 Measures)									

Percentage of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Quarterly	95%	100%	98.8%	99.8%	99.2%	99.4%	Met	
Percentage of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Quarterly	70%	84.4%	89.8%	84.6%	87.9%	86.7%	Met	
Percentage of all cases filed within the fiscal year entered into the database within 3 days of filing	Quarterly	70%	70.5%	82.2%	60.3%	65.6%	69.4%	Nearly Met	OAH believes that the failure to meet the target for entering cases is due to large swings in filings by the largest client agency—doubling its usual number of new monthly filings in the four final months of FY2017. There was also a total increase of about 1,000 new filings over total filings in FY2016. For a significant part of FY17, OAH had staffing shortages amongst administrative professionals (both voluntary and involuntary departures) which delayed efficiency. The staffing shortage has largely been addressed in FY18.
Percentage of all cases open without approval more than 120 days at the end of the fiscal year	Annually	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18.1%	Unmet	OAH believes that it is making significant progress in meeting this goal. The aging of cases requires constant monitoring and is a responsibility of the Principal ALJs. . Two ALJs had some unexpected challenges and were out for extended periods. The remaining six, all of whom were up for reappointment between June and August 2017, were not reappointed until after the end of FY17. There were extended absences (legally unable to work as ALJs until officially reappointed) which also affected workflow, completion rates, and efficiency in a number of areas. These issues have also been resolved and OAH anticipates fully meeting its performance measures for FY 18.
Case closure rate at or over	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	Met	

100% at the end of the fiscal year									
Average number days between the end of a hearing and the issuance of a final order	Quarterly	140	161	72	74	106	103	Met	

2 - Increase use of mediation to settle cases in certain jurisdictions (3 Measures)

Percentage of jurisdictions reviewed for increased focus on mediation	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	75%	Met	
Percentage of cases in target jurisdictions in which mediations occurred	Annually	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	27.9%	Met	
Percentage of cases in target jurisdiction which are totally resolved through mediation	Annually	10%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8.8%	Unmet	% varies and depends upon mix of case types and complexity of particular cases involved. This does not reflect cases that were partially resolved through mediation.

3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH (1 Measure)

Number of contacts with agencies appearing before OAH through meetings with OGC	Annually	15	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
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We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
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1 - Reduce the number of open cases that are more than four months old (5 Measures)

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Number of cases filed	Quarterly	4361	4541	5447	5342	19691
Number of cases closed	Quarterly	5274	4847	4796	5049	19966
Open cases in jurisdictions without deadlines, older than 120 days	Quarterly	743	483	801	635	2662
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	Quarterly	0	0	0	0	0
Length of time to adjudication	Quarterly	91	68	71	101	86
2 - Increase use of mediation in resolving cases in target jurisdictions (3 Measures)						
Number of cases in which mediation was used in target jurisdiction	Quarterly	50	51	36	31	168
Number of cases settled through mediation in target jurisdictions.	Quarterly	7	3	5	6	21
Number of cases filed in target jurisdictions	Quarterly	52	13	111	158	334
3 - Exchange information with agencies (4 Measures)						
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	Quarterly	6	15	6	10	37
Number of jurisdictions in which OGC meet quarterly with agency counterparts	Quarterly	8	7	6	10	31
Number of jurisdictions in which PALJs meet annually with agency counterparts	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
Number of jurisdictions in which OGC meet annually with agency counterparts	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2

2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
TRIALS/APPEALS & JUSTICE MANAGEMENT (1 Strategic Initiative)				
Focus and increase mediation capabilities.	Focus and increase mediation capabilities.	0-24%	OAH is establishing its Mediation Program to include 3-4 individuals (a combination of Attorney Advisors, Judges, and Deputy General Counsel). OAH is looking to shift this responsibility from the Administrative Law Judge to a team/panel that can better facilitate the mediation process and allow for better mediation practices. OAH is looking to roll out this project beginning with 2 days per week on a rotational basis. This project has not been fully implemented and will be better established in the next fiscal year.	This initiative is not complete due to logistical reassignment of ALJs-shifts in jurisdiction with subsequent shift in priorities. OAH has included this Strategic Initiative for FY18. Currently, Administrative Law Judges handle mediated cases or may occasionally assign a mediation request to an Attorney Advisor.