

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Executive Office of Mayor Muriel Bowser**



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue  
Interim City Administrator



# Office of Administrative Hearings FY2020

**Agency** Office of Administrative Hearings

**Agency Code** FSO

**Fiscal Year** 2020

**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.

## 2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OAH established an online payment portal for the collection of fines and penalties associated with the adjudication of agency cases. The availability of the new system allowed OAH to accept credit and debit card payments remotely in FY 2020. This resulted in fewer money orders and checks being mailed to the agency and processed for deposit.	The creation of the online payment portal has improved payment solutions, operational efficiency, and the flow of revenue generated for the District.	The residents of DC have benefited from this virtual service through the possibility of making payments without the need for physical interaction.

## 2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
<b>1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (5 Measures)</b>												
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Annually	86.7%	83.8%	43.1%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	33.9%	Unmet	OAH did not meet the target due to certain jurisdictions doubling in workload and insufficient staffing resources.
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Annually	69.4%	51.4%	33.5%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28.2%	Unmet	Number of filings has more than double.
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Annually	99.4%	99%	99%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.2%	Met	
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Annually	18.1%	21.3%	52.5%	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84.3%	Unmet	Number of cases filed has more than doubled.
Case closure rate at or over 100 percent at the end of the fiscal year	Annually	98%	84%	97.8%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	54.7%	Unmet	OAH did not meet the target due to certain jurisdictions doubling in workload and insufficient staffing resources.
<b>2 - Increase use of mediation to settle cases in certain jurisdictions. (2 Measures)</b>												
Percent of cases in which mediations occurred	Annually	27.9%	4.1%	1.7%	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43.2%	Met	
Percent of cases which are totally resolved through mediation	Annually	8.8%	21.3%	36.4%	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16.9%	Unmet	During the pandemic, there was a decline in need for mediations.
<b>4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (2 Measures)</b>												
Percent of jurisdictions in which Final Orders are available for remote access	Annually	New in 2018	34.6%	38.5%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35.7%	Unmet	Due to the confidential nature of some cases, only certain jurisdictions can make final orders available for remote access.
Average number of unique hits through the OAH website	Quarterly	New in 2018	153.3	666	15	206	173	148	601	1128	Met	

## 2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
<b>1 - Reduce the number of open cases that are more than four months old (3 Measures)</b>							
Number of cases filed	30,186	23,249	6019	4212	2832	2423	15,486
Number of cases closed	26,274	23,315	5101	5189	2674	4337	17,301

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	516	No Applicable Incidents	49	0	0	0	49
<b>3 - Exchange information with agencies (4 Measures)</b>							
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	25	25	6	8	6	8	28
Number of jurisdictions in which OGC meet quarterly with agency counterparts	14	20	4	3	7	5	19
Number of jurisdictions in which PALJs meet annually with agency counterparts	25	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13
Number of jurisdictions in which OGC meet annually with agency counterparts	14	20	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3

## 2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)</b>			
PROGRAM DIRECTION AND OVERSIGHT	Establish Intake/Check-in Registration System	Procure kiosks and check-in registration software system for customers to check in for hearings.	Key Project
PROGRAM DIRECTION AND OVERSIGHT	Reduce the number of open cases that are more than four months old	Reduce the number of cases greater than four months old.	Daily Service
PROGRAM DIRECTION AND OVERSIGHT	Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI	Document Storage	Create a more efficient method of case management	Daily Service
<b>3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH. (1 Activity)</b>			
PROGRAM DIRECTION AND OVERSIGHT	Exchange information with agencies	Reassess MOU/MOAs to better reflect the program goals and objectives, scope of services, compensation, and claiming between agencies.	Key Project
<b>4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (1 Activity)</b>			
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI	Allowing remote public access	Identifying elements in each jurisdiction to be available to litigants and elements in each jurisdiction to be available for searching by the general public.	Key Project

## 2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Allowing remote public access (2 Strategic initiatives)</b>				
Allowing remote public access	OAH made available to the public on its website over 10,000 Final Orders grouped by the relevant agency. By the end of FY20, OAH will develop a proposed plan to provide direct but limited access from the OAH website to individual cases in the OAH case management system. OAH will evaluate whether the potential cost of such a project is justified by public demand for the information.	0-24%	OAH has continued to post Final Orders in jurisdictions that do not raise confidentiality concerns on the website. Discussions about this strategic initiative will be ongoing.	
Establish electronic filing system	OAH is developing a system to allow parties to open cases and file documents electronically. OAH and the vendor for its case management system are working to complete the testing process by the end of FY20.	25-49%	OAH has finalized the scope of work for the electronic filing system. OAH will continue to work with the vendor in the upcoming fiscal year to bring the project to completion.	
<b>Establish Intake/Check-in Registration System (1 Strategic Initiative)</b>				
Establish intake/check-in registration system	OAH has experienced an increase in the number of hearings held daily. As a result, OAH had to assess its current front-line operations and determine the feasibility of a self-registration system in the Reception Area and Resource Center. Recommendations on improving customer flow were presented to OAH Senior Staff. Contact has been made with vendors and a proposal has been submitted. OAH hopes to have the new electronic system operative by the end of FY20.	Complete	The vendor has installed the equipment and the new system is online.	