



OFFICE OF ADMINISTRATIVE HEARINGS

FY 2023 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 16, 2024

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1 OFFICE OF ADMINISTRATIVE HEARINGS

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.

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.

2 2023 OBJECTIVES

Strategic Objective

Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.

Increase use of mediation to settle cases in certain jurisdictions.

Facilitate the flow of information to and from agencies whose cases are heard at OAH.

Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.

Create and maintain a highly efficient, transparent, and responsive District government.

3 2023 OPERATIONS

Operation Title	Operation Description
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.	
Customer Service Survey: Daily Service	Track litigant feedback and commentary on level of service received by the agency.
Electronic Filing System: Key Project	Acquire vendor to create system allowing customers to open cases and file documents electronically.
Reduce the number of open cases that are more than six months old: Daily Service	Reduce the number of cases greater than six months old.
Document Storage: Daily Service	Institute paperless record for at least one case type and develop a system to share case information.
Deepen racial equity: Key Project	Deepen racial equity work through internal training
Facilitate the flow of information to and from agencies whose cases are heard at OAH.	
Exchange information with agencies: Key Project	Reassess MOU/MOAs to better reflect the program goals and objectives, scope of services, compensation, and claiming between agencies.
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.	
Allowing remote public access: Key Project	Identifying elements in each jurisdiction to be available to litigants and elements in each jurisdiction to be available for searching by the general public.

4 2023 STRATEGIC INITIATIVES

In FY 2023, Office of Administrative Hearings had 2 Strategic Initiatives and completed 50%.

Title	Description	Update
Allowing Remote Public Access	OAH made available to the public on its website over 10,000 Final Orders grouped by relevant agency and is working to further enhance accessibility, By the end of FY23, OAH will develop a public-facing web application which will allow visitors to search and view final orders remotely.	Completed to date: 50-74% OAH is currently engaging vendors to assist with developing this metric.
Deepen Racial Equity	In FY23, OAH will deepen it's racial equity work through internal staff training that consists of staff participating in racial equity programs by September 2023.	Completed to date: Complete All OAH employees who were required have taken the Identifying Bias trainings offered by DCHR

5 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.											
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	26%	35%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35%	50%	Unmet	OAH has no control over whether parties voluntarily settle or withdraw cases.
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	28.5%	45.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	47.3%	75%	Unmet	OAH saw a significant increase of case filings within the last fiscal year.
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	84.1%	89.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.6%	95%	Met	
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	68.4%	68.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	46.3%	20%	Unmet	OAH goal unmet was due to high vacancy rate, despite rigorous recruiting efforts. As well as significant increases in case filings.
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Up is Better	31.1%	86.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	35%	15%	Met	
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	118.3%	101.4%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	71.2%	90%	Unmet	OAH saw a significant increase in cases filed during the fiscal year.
Increase use of mediation to settle cases in certain jurisdictions.											
Percent of mediated cases resolved by agreement	Up is Better	26.9%	12.9%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	33.7%	40%	Unmet	The success of mediations is dependent not only on the mediator, but also on the party's willingness to reach resolution. OAH has no control over whether a party is willing to reach resolution.
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.											

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	36%	37%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37%	50%	Unmet	OAH is in the process of developing a searchable online database of final orders.
Average number of unique hits through the OAH website	Up is Better	45,004	24,165.8	6,848	6,890	7,351	9,452	30,541	10,000	Met	In hindsight, the agency created a self imposed barrier by making this an annual measure. Our intention was to garner 10,000 unique hits per year. We will adjust this measure in the FY24 plan
Percent of new appeals filed by an individual or business using new electronic filing system instead of email, mail or fax.	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0.3%	15%	Unmet	OAH has made the eFiling portal available and taking steps to publicize it. OAH has no control over whether a party elects to file through the eFiling portal or via another method.

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
Reduce the number of open cases that are more than six months old							
Number of cases filed	14,380	18,224	4,936	6,616	5,341	6,306	23,199
Number of cases closed	18,264	19,334	3,884	4,319	4,429	5,582	18,214
Number of cases in which mediations occurred	671.4%	Not Available	No applicable incidents	0.8%	0.8%	0.5%	0.7%
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	463	988	2	31	13	29	29
Exchange information with agencies							
Number of jurisdictions in which OGC meet quarterly with agency counterparts	20	22	No applicable incidents	6	5	12	29
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	39	27	No applicable incidents	7	8	8	31
Number of jurisdictions in which PALJs meet annually with agency counterparts	14	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	30
Number of jurisdictions in which OGC meet annually with agency counterparts	4	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26