Office of Administrative Hearings FY2019

Agency Office of Administrative Hearings   **Agency Code** FS0   **Fiscal Year** 2019

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.

▼ 2019 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	Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.
5	Reduce Fraud, Waste, and Abuse in Supply/Asset Management.

▼ 2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (7 Measures)					
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	77.2%	86.7%	83.8%	75%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	Not Available	69.4%	51.4%	75%
Average number days between the end of a hearing and the issuance of a final order	Down is Better	Not Available	103	304.7	130
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	98.9%	99.4%	99%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	Not Available	18.1%	21.3%	15%
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	Not Available	98%	84%	90%
Percent of cases entered into eCourt in two or fewer business days of receipt at OAH	Up is Better	Not Available	Not Available	46.5%	80%
2 - Increase use of mediation to settle cases in certain jurisdictions. (2 Measures)					

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of cases in which mediations occurred	Up is Better	Not Available	27.9%	4.1%	40%
Percent of cases which are totally resolved through mediation	Up is Better	Not Available	8.8%	21.3%	20%
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (2 Measures)					
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	Not Available	Not Available	34.6%	50%
Average number of unique hits through the public portal	Up is Better	Not Available	Not Available	153.3	15

▼ 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)			
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
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
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI	Document Storage	Create a more efficient method of case management	Daily Service
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH. (1 Activity)			
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
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (1 Activity)			
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
5 - Reduce Fraud, Waste, and Abuse in Supply/Asset Management. (1 Activity)			
PROGRAM DIRECTION AND OVERSIGHT	Supply & Asset Management	Establish a supply/asset management system.	Key Project

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Reduce the number of open cases that are more than four months old (5 Measures)			
Number of cases filed	18,184	19,691	30,186
Number of cases closed	19,223	19,966	26,274
Open cases in jurisdictions without deadlines, older than 120 days	Not Available	2662	5167
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	Not Available	0	516
Length of time to adjudication	Not Available	86	365
3 - Exchange information with agencies (6 Measures)			
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	Not Available	Not Available	25
Number of jurisdictions in which OGC meet quarterly with agency counterparts	Not Available	Not Available	14
Number of jurisdictions in which PALJs meet annually with agency counterparts	Not Available	Not Available	25
Number of jurisdictions in which OGC meet annually with agency counterparts	Not Available	Not Available	14
Number of cases newly filed in each jurisdiction	Not Available	415	1167
Number of filings in each jurisdiction	Not Available	415	1167
4 - Allowing remote public access (2 Measures)			
Number of jurisdictions in which individual access to portal is available	Not Available	Not Available	39
Number of jurisdictions in which general access to portal is available	Not Available	Not Available	39

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Allowing remote public access (1 Strategic Initiative)		
Web Site/Web Portal Access	During FY18, OAH made available to the public on its website about 9,700 Final Orders, grouped by relevant agency. By the end of FY19, OAH will develop a proposed plan to provide direct but limited access from the OAH website to the OAH case management system. OAH will evaluate whether the potential cost of such a project is justified by public demand for the information.	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Document Storage (1 Strategic Initiative)		
Document Storage	OAH handles thousands of pages of paper case files a year. During FY19, OAH will assess methods used to handle, store, and archive paper records across the entire agency. By the end of FY19, OAH will prepare and implement a revised, more efficient method of handling its records, including on- and off-site storage.	09-30-2019
Establish Intake/Check-in Registration System (1 Strategic Initiative)		
Establish Intake/Check-in Self-Registration System	During FY19, OAH expects an increase in the number of hearings held daily. As a result, there will be more customers putting pressure on the Reception Desk and Resource Center. OAH will prepare a written step-by-step description of procedures in both areas. OAH will determine whether a self-registration system for the Resource Center will provide useful metrics. OAH Senior Staff will prepare recommendations on improving customer flow to hearings and to the Resource Center. A revised written, step-by-step description of procedures will be prepared by the end of FY19 for use in training new employees.	09-30-2018
Supply & Asset Management (2 Strategic initiatives)		
Track Supply/Asset Usage	Perform physical count at the inception of inventory/asset management software acquisition and quarterly thereafter to determine viability of new inventory/asset tracking system.	09-30-2019
Inventory Tracking System	Develop/procure supply/asset inventory tracking system to recognize usage and shelf life of assets and supplies	12-31-2018