Office of Administrative Hearings FY2023

Agency Office of Administrative Hearings   **Agency Code** FS0   **Fiscal Year** 2023

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.

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.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (6 Measure records)						
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Up is Better	33.9%	26%	50%	35%	50%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Up is Better	28.2%	28.5%	75%	45.9%	75%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Up is Better	98.2%	84.1%	80%	89.5%	95%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Down is Better	84.3%	68.4%	20%	68.3%	20%
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Up is Better	New in 2021	31.1%	15%	86.5%	15%
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	54.7%	118.3%	90%	101.4%	90%
2 - Increase use of mediation to settle cases in certain jurisdictions. (1 Measure)						
Percent of mediated cases resolved by agreement	Up is Better	16.9%	26.9%	40%	12.9%	40%
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (3 Measure records)						
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	35.7%	36%	50%	37%	50%
Average number of unique hits through the OAH website	Up is Better	1128	45,004	15	24,165.8	10,000
Percent of new appeals filed by an individual or business using new electronic filing system instead of email, mail or fax.	Up is Better	New in 2021	Not Available	15%	Not Available	15%

Operations

Operations Title	Operations Description	Type of Operations
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (5 Activity records)		
Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
Electronic Filing System	Acquire vendor to create system allowing customers to open cases and file documents electronically.	Key Project
Reduce the number of open cases that are more than six months old	Reduce the number of cases greater than six months old.	Daily Service
Document Storage	Institute paperless record for at least one case type and develop a system to share case information.	Daily Service

Operations Title	Operations Description	Type of Operations
Deepen racial equity	Deepen racial equity work through internal training	Key Project
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH. (1 Activity)		
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)		
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

⏷ Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Reduce the number of open cases that are more than six months old (4 Measure records)			
Number of cases in which mediations occurred	43.2%	671.4%	Not Available
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	49	463	988
Number of cases closed	17,301	18,264	19,334
Number of cases filed	15,486	14,380	18,224
3 - Exchange information with agencies (4 Measure records)			
Number of jurisdictions in which OGC meet annually with agency counterparts	3	4	Not Available
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	28	39	27
Number of jurisdictions in which OGC meet quarterly with agency counterparts	19	20	22
Number of jurisdictions in which PALJs meet annually with agency counterparts	13	14	Not Available

⏷ Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Allowing remote public access (1 Strategic Initiative)		
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.	09-30-2023
Deepen racial equity (1 Strategic Initiative)		
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.	09-30-2023