

Office of Administrative Hearings FY2018

FY2018 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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
OAH continues to devote resources to accessibility by parties with no or limited ability to communicate in English. In July, 2018, the District of Columbia Language Access Program gave OAH a perfect score in the FY2017 assessment. OAH will continue to ensure all its parties have access to fair, effective and efficient administrative process.	Residents of DC can be sure when they come to OAH that they will be able to communicate with everyone effectively in the language in which they are proficient.	All agency employees are mindful of the importance of the Language Access Act and work to be sure that OAH has the processes in place to interact effectively with all parties. The FY2017 Assessment shows that OAH's efforts are successful.

2018 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	Create and maintain a highly efficient, transparent and responsive District government. **
6	Reduce Fraud, Waste, and Abuse in Supply/Asset Management

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes (7 Measures)									
Percent of cases entered into eCourt in two or fewer business days of receipt at OAH	Quarterly	80%	53.8%	40.6%	49.1%	44.4%	46.5%	Unmet	workload double
Case closure rate at or over 100% at the end of the fiscal year	Annually	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84%	Nearly Met	OAH did not meet the target due 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	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	51.4%	Unmet	Number of filings has more then double
Percent 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	21.3%	Unmet	Number of cases filed has more then double.
Average number days between the end of a hearing and the issuance of a final order	Quarterly	130	54.8	87.8	50.6	111.5	304.7	Unmet	Number of cases belong to judges who are no longer here.
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Annually	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	83.8%	Met	
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Annually	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
2 - Increase use of mediation to settle cases in certain jurisdictions (3 Measures)									
Percent of jurisdictions reviewed for increased focus on mediation	Annually	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15.4%	Unmet	
Percent of cases in target jurisdictions in which mediations occurred	Annually	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4.1%	Unmet	
Percent of cases in target jurisdiction which are totally resolved through mediation	Annually	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21.3%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH (2 Measures)									
Percent of jurisdictions in which cases are available for remote access	Annually	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	34.6%	Unmet	
Average number of unique hits through the public portal	Quarterly	100	136	159	143	175	153.3	Met	

**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.

2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
1 - Reduce the number of open cases that are more than four months old (5 Measures)						
Number of cases filed	Quarterly	6144	9080	6806	8156	30,186
Number of cases closed	Quarterly	5148	6670	7415	7041	26,274
Open cases in jurisdictions without deadlines, older than 120 days	Quarterly	686	918	1646	1917	5167
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	Quarterly	1	0	0	515	516
Length of time to adjudication	Quarterly	74.7	77	87.3	126	365
3 - Exchange information with agencies (5 Measures)						
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	Quarterly	4	9	5	7	25
Number of jurisdictions in which OGC meet quarterly with agency counterparts	Quarterly	3	5	1	5	14
Number of jurisdictions in which OGC meet annually with agency counterparts	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	14
Number of cases newly filed in each jurisdiction	Quarterly	236	349	269	313	1167
Number of filings in each jurisdiction	Quarterly	236	349	269	313	1167
4 - Allowing remote public access (2 Measures)						

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of jurisdictions in which individual access to portal is available	Quarterly	11	10	9	9	39
Number of jurisdictions in which general access to portal is available	Quarterly	11	10	9	9	39

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
CASE MANAGEMENT & JUDICIAL SUPPORT SERVI (1 Strategic Initiative)				
Web Site/Web Portal Access	OAH is working with OCTO to provide litigants and stakeholder's electronic access to their final orders. OAH will be utilizing cloud based services that feed directly from OAH's servers/folders. OAH will begin the pilot project with jurisdictions that do not breach confidentiality. OAH is looking to assign individuals to maintain the cloud based account. Staff will be responsible for adding, modifying, maintaining, or removing files as needed to the database. Links will be placed on the webpage for stakeholder access. OAH is looking to prevent the litigant and stakeholder from physically appearing onsite to verify case status or status updates. This is an ongoing effort and will eventually evolve into the framework of a searchable web portal for litigants and stakeholders.	75-99%	OAH has established a link on its website to a cloud based service that stores Final Orders from 10 jurisdictions that generate more than 50 % of OAH's Final Orders. Staff have been assigned to maintain each jurisdiction's filings. Consideration of further jurisdictions to add is ongoing. "Hits" to the site are being monitored.	OAH had hoped to increase the number of jurisdictions whose Final Orders are accessible in this way. Determination of new jurisdictions not subject to confidentiality restrictions has lagged due to staff constraints.
PROGRAM DIRECTION AND OVERSIGHT (4 Strategic initiatives)				
Customer Service Surveys	OAH will be re-evaluating and improving its customer survey questionnaire to align more closely with OAH's programmatic areas. The surveys are available on 2 kiosks located in the Resource Center and in the Reception area. Current questions are general and vague and do not necessarily cover the entire universe of services and activities offered by OAH. The current survey provides 11 questions ranging from whether the respondent participated in a hearing to if the respondent paid a fine. OAH will be modifying its surveys to cover activities that affect the public to include translation services, wait time, video hearings, etc.,. To ensure that OAH receives feedback from all stakeholders, we will be posting links to the surveys on OAH's website so that it is readily accessible, for the customer's convenience	Complete	Hearing Room and Customer Service survey forms were re-designed. Links to the form exist on the OAH website. Paper copies are available in the Resource Center and at the Reception Desk for those without computer access. Availability of the Hearing Room survey is highlighted outside each hearing room by a posted copy of the survey and instructions on where to obtain them.	
Inventory Tracking System	Develop/procure supply/asset inventory tracking system to recognize usage and shelf life of assets and supplies	75-99%	The inventory management system has been procured and assets are loaded and assigned for tracking.	Inventory is not yet loaded due to training bottlenecks and potential system issues that are preventing loading. Training by

Title	Description	Complete to Date	Status Update	Explanation
				vendor set for October 2018.
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.	Complete	Both asset and inventory count have been conducted for FY18.	
Establish Intake/Check-in Self-Registration System	Track the effectiveness of self-registration system by analyzing customer usage as well as length of time from arrival to departure.	Complete	OAH has utilized the customer self-registration system on a daily basis since inception and tracks the effectiveness of the customer self check -in process in both the front office and Resource center by generating data analytics reports. The data analytic reports Wait time, Party Type, Type of Case, Reason for Visit, Name, and Moderator. OAH is measuring this tool against all other resources to continue to determine viability.	