

Office of Administrative Hearings FY2019

Agency Office of Administrative Hearings

Agency Code F50

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.

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
No accomplishments found		

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
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	Annually	86.7%	83.8%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	43.1%	Unmet	There were issues closing cases due to staffing shortages.
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	Annually	69.4%	51.4%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	33.5%	Unmet	There were issues entering cases due to staffing shortages.
Average number days between the end of a hearing and the issuance of a final order	Quarterly	103	304.7	130	111	No applicable incidents	No applicable incidents	No applicable incidents	111	Met	
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Annually	99.4%	99%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Annually	18.1%	21.3%	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	52.5%	Unmet	There were issues with cases due to staffing shortages.
Case closure rate at or over 100 percent at the end of the fiscal year	Annually	98%	84%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.8%	Met	
Percent of cases entered into eCourt in two or fewer business days of receipt at OAH	Quarterly	Waiting on Data	46.5%	80%	33.6%	35.4%	No applicable incidents	27.6%	32.2%	Unmet	Not able to keep up with the volume of NOV's and NOIs that came in.
2 - Increase use of mediation to settle cases in certain jurisdictions. (2 Measures)											

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of cases in which mediations occurred	Annually	27.9%	4.1%	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1.7%	Unmet	There were a large number of cases that did not qualify for mediation.
Percent of cases which are totally resolved through mediation	Annually	8.8%	21.3%	20%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	36.4%	Met	
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	Annually	Waiting on Data	34.6%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	38.5%	Unmet	OAH is in the process of moving to a new remote access system, which delayed the number of jurisdictions posting orders.
Average number of unique hits through the public portal	Quarterly	Waiting on Data	153.3	15	170	156	147	193	666	Met	

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Reduce the number of open cases that are more than four months old (5 Measures)							
Number of cases filed	19,691	30,186	7216	4838	5514	5681	23,249
Number of cases closed	19,966	26,274	7067	5780	4978	5490	23,315
Open cases in jurisdictions without deadlines, older than 120 days	2662	5167	2968	4497	6832	8628	22,925
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	0	516	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents
Length of time to adjudication	86	365	111	No applicable incidents	No applicable incidents	182	293
3 - Exchange information with agencies (6 Measures)							
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	Waiting on Data	25	7	4	10	4	25
Number of jurisdictions in which OGC meet quarterly with agency counterparts	Waiting on Data	14	5	6	7	2	20
Number of jurisdictions in which PALJs meet annually with agency counterparts	Waiting on Data	25	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25
Number of jurisdictions in which OGC meet annually with agency counterparts	Waiting on Data	14	Annual Measure	Annual Measure	Annual Measure	Annual Measure	20
Number of cases newly filed in each jurisdiction	415	1167	277	173	204	202	856
Number of filings in each jurisdiction	415	1167	277	173	204	202	856
4 - Allowing remote public access (2 Measures)							
Number of jurisdictions in which individual access to portal is available	Waiting on Data	39	10	10	10	10	40
Number of jurisdictions in which general access to portal is available	Waiting on Data	39	10	10	10	10	40

2019 Operations

Operations Header	Operations Title	Operations Description	Type of 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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	50-74%	Web Site/Web Portal Access During FY18, OAH made available to the public on its website about 9,700 Final Orders, grouped by the relevant agency. By the end of FY19, OAH will develop a plan to provide direct but limited access from the OAH website to the OAH case management system. Discussions have been held with vendor and options are being considered.	OAH had budgetary constraints that prevented them from purchasing the case management system.
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.	75-99%	During FY19, OAH hired a Fulltime Employee (FTE) for records management to assess the current filing system process and to create/implement a new efficient method for file storage. In addition to the FTE a temporary staff member was contracted to assist in recording files identified for off-site storage according to our agency's retention record. The Records Management Team was able to re-organize our file rooms, scan selected documents into our case management system eCourt, and reduce incidences of misplaced or misfiled records.	This initiative was not met due to staffing constraints early on.
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.	75-99%	Recommendations on improving customer flow were presented to OAH Senior Staff and a software selection has been made. The requisition for the intake software and hardware should be submitted next week.	There budgetary challenges that prevented OAH from procuring the intake software and hardware.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
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.	Complete	The count of the inventory has been completed.	
Inventory Tracking System	Develop/procure supply/asset inventory tracking system to recognize usage and shelf life of assets and supplies	Complete	The tracking system was purchased, and the inventory count has also been completed. OAH will have the system fully online beginning the week of 4/15.	