



# **OFFICE OF ADMINISTRATIVE HEARINGS**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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## **1 OFFICE OF ADMINISTRATIVE HEARINGS**

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*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 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Implemented new website - OAH worked with OCTO to create a new and improved website; the website is more intuitive and user friendly; it was released September 2022.	NA	DC Residents have a more modern, intuitive and user-friendly website.
Eliminated back-log of unemployment cases - During the pandemic (June 2021), the agency had a backlog of approximately 1300 Unemployment Insurance (UI) cases that were pending adjudication, by November 8, 2021, we had a backlog of approximately 450 open and pending UI cases. The agency was unable to report this KPI as complete at our FY21 performance hearing. However, by May 2022, all back-log had been eliminated	Eliminating UI back-log has improved employee productivity, increased moral and eliminated double case loads for OAH, Office of the Deputy Clerk.	NA
E-File Portal - the agency launched an E-Filing Portal to allow litigants to electronically request hearings and file documents.	NA	District residents are now able to file hearings requests and documents with ease; eliminating in-person visits and reducing snail mail filings. This new feature also allows DC residents to file requests and documents after hours and on weekends.

### 3 2022 OBJECTIVES

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Strategic Objective	Number of Measures	Number of Operations
Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.	6	5
Increase use of mediation to settle cases in certain jurisdictions.	1	0
Facilitate the flow of information to and from agencies whose cases are heard at OAH.	0	1
Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.	3	1

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## 4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.</b>		
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
Deepen racial equity	Deepen racial equity work through internal training	Key Project
<b>Facilitate the flow of information to and from agencies whose cases are heard at OAH.</b>		
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
<b>Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.</b>		
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 2022 STRATEGIC INITIATIVES

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In FY 2022, Office of Administrative Hearings had 2 Strategic Initiatives and completed 0%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Allowing remote public access	OAH made available to the public on its website over 10,000 Final Orders grouped by the relevant agency and is working to further enhance accessibility. By the end of FY22, OAH will develop a public-facing web application which will allow visitors to search and view final orders remotely.	0-24%	The agency IT team is collecting proposals and cost estimates from appropriate vendors.	
Deepen racial equity	In FY 2022, OAH will deepen its racial equity work through internal staff training that consists of staff participating in racial equity programs by September 2022.	25-49%	The agency has coordinated with DCHR and ORE to schedule trainings available to all staff in Q4.	

## 6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes.</b>											
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%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	34.95%	Unmet	The Pandemic directly impacted our ability to meet this goal as OAH had limited staffing resources.
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%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	45.88%	Unmet	The Pandemic directly impacted our ability to meet this goal as OAH had limited staffing resources.
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%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89.5%	Met	
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%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	68.35%	Unmet	The Pandemic directly impacted our ability to meet this goal as OAH had limited staffing resources.
Case closure rate at or over 100 percent at the end of the fiscal year	Up is Better	54.7%	118.3%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	101.44%	Met	
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Up is Better	New in 2021	31.1%	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	86.46%	Met	
<b>Increase use of mediation to settle cases in certain jurisdictions.</b>											
Percent of mediated cases resolved by agreement	Up is Better	16.9%	26.9%	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	12.9%	Unmet	The Pandemic directly impacted our ability to meet this goal as OAH had limited staffing resources.



Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.</b>											
Percent of jurisdictions in which Final Orders are available for remote access	Up is Better	35.7%	36%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	37.04%	Unmet	The Pandemic directly impacted our ability to meet this goal as OAH had limited staffing resources.
Average number of unique hits through the OAH website	Up is Better	1128	45,004	15	21,807	28,006	23,135	23,715	24,165.8	Met	
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	No Applicable Incidents	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0%	Unmet	The Portal went live in late August, and adoption has been slow;

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Reduce the number of open cases that are more than six months old</b>							
Number of cases in which mediations occurred	43.2%	671.4%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89%
Number of cases filed	15,486	14,380	5197	3309	3982	5736	18,224
Number of cases closed	17,301	18,264	4700	5222	4403	5009	19,334
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	49	463	290	217	261	220	988
<b>Exchange information with agencies</b>							
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	28	39	3	7	8	9	27
Number of jurisdictions in which PALJs meet annually with agency counterparts	13	14	Annual Measure	Annual Measure	Annual Measure	Annual Measure	9
Number of jurisdictions in which OGC meet quarterly with agency counterparts	19	20	3	6	8	5	22
Number of jurisdictions in which OGC meet annually with agency counterparts	3	4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2