

Office of Administrative Hearings FY2017

Agency Office of Administrative Hearings

Agency Code FS0

Fiscal Year 2017

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.

2017 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	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes (8 Measures)									
Percentage of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	<input type="checkbox"/>	Quarterly		Not available	Not available	99%	95%	98.94%	95%
Percentage of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	<input type="checkbox"/>	Quarterly		Not available	Not available	46%	81%	77.23%	70%
Percentage of all cases filed within the fiscal year entered into the database within 3 days of filing	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	70%
Percentage of all cases open without approval more than 120 days at the end of the fiscal year	✓	Annually		Not available	Not available	Not available	Not available	New Measure	15%
Case closure rate at or over 100% at the end of the fiscal year	✓	Annually		Not available	Not available	Not available	Not available	New Measure	90%
Average number days between the end of a hearing and the issuance of a final order	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	140
Percentage of all records requested that were timely certified to the D.C. Court of Appeals and to the Rental Housing Commission within the calendar year	✓	Annually		Not available	Not available	Not available	Not available	New Measure	70%
Average number of cases newly filed in each jurisdiction	✓	Quarterly		Not available	Not available	Not available	Not available	New Measure	
2 - Increase use of mediation to settle cases in certain jurisdictions (3 Measures)									
Percentage of jurisdictions reviewed for increased focus on mediation	✓	Annually		Not available	Not available	Not available	Not available	New Measure	75%
Percentage of cases in target jurisdictions in which mediations occurred	✓	Annually		Not available	Not available	Not available	Not available	New Measure	20%

Percentage of cases in target jurisdiction which are totally resolved through mediation	✓	Annually		Not available	Not available	Not available	Not available	New Measure	10%
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH (2 Measures)									
Number of contacts with agencies appearing before OAH through meetings with PALJs	✓	Annually		Not available	Not available	Not available	Not available	New Measure	30
Number of contacts with agencies appearing before OAH through meetings with OGC	✓	Annually		Not available	Not available	Not available	Not available	New Measure	15
4 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 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 (1 Activity)			
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
2 - Increase use of mediation to settle cases in certain jurisdictions (1 Activity)			
TRIALS/APPEALS & JUSTICE MANAGEMENT	Increase use of mediation in resolving cases in target jurisdictions	Identify a mediation committee to select target jurisdictions, methods of increasing mediation use (e.g., revised standard language in Scheduling Orders) and a plan to implement	Key Project
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH (1 Activity)			
JUDICIAL ASSISTANCE & LEGAL COUNSEL	Exchange information with agencies	Identify PALJs and OGC members responsible for contacts with each agency within their jurisdictions; assess timing and nature of regular contacts	Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual

1 - Reduce the number of open cases that are more than four months old (5 Measures)								
Number of cases filed	<input type="checkbox"/>		Cases filed	Cases	Quarterly	Not available	Not available	18184
Number of cases closed	<input type="checkbox"/>		Cases closed	Cases	Quarterly	Not available	Not available	19223
Open cases in jurisdictions without deadlines, older than 120 days	<input checked="" type="checkbox"/>		Open Cases	Cases	Quarterly	Not available	Not available	New Measure
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	<input checked="" type="checkbox"/>		Cases with AWE and no pleas open	Cases	Quarterly	Not available	Not available	New Measure
Length of time to adjudication	<input checked="" type="checkbox"/>		Length of time	Time	Quarterly	Not available	Not available	New Measure
2 - Increase use of mediation in resolving cases in target jurisdictions (3 Measures)								
Number of cases in which mediation was used in target jurisdiction	<input checked="" type="checkbox"/>		Mediations used	Cases	Quarterly	Not available	Not available	New Measure
Number of cases settled through mediation in target jurisdictions.	<input checked="" type="checkbox"/>		Settled Mediations	Cases	Quarterly	Not available	Not available	New Measure
Number of cases filed in target jurisdictions	<input type="checkbox"/>		Number of cases filed in target jurisdictions	cases filed	Quarterly	Not available	Not available	212
3 - Exchange information with agencies (4 Measures)								
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	<input checked="" type="checkbox"/>		Jurisdiction meetings	Meetings	Quarterly	Not available	Not available	New Measure
Number of jurisdictions in which OGC meet quarterly with agency counterparts	<input checked="" type="checkbox"/>		Jurisdiction meetings	Meetings	Quarterly	Not available	Not available	New Measure
Number of jurisdictions in which PALJs meet annually with agency counterparts	<input checked="" type="checkbox"/>		Jurisdiction meetings	Meetings	Annually	Not available	Not available	New Measure
Number of jurisdictions in which OGC meet annually with agency counterparts	<input checked="" type="checkbox"/>		Jurisdiction meetings	Meetings	Annually	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
JUDICIAL ASSISTANCE & LEGAL COUNSEL (1 Strategic Initiative-Operation Link)		
Create uniform agency wide forms to track contacts.	Create uniform agency wide forms to track contacts. Assign OGC member to collect information and report monthly to GC and CALJ.	09-30-2017
TRIALS/APPEALS & JUSTICE MANAGEMENT (1 Strategic Initiative-Operation Link)		
Focus and increase mediation capabilities.	Focus and increase mediation capabilities.	09-29-2017