

Office of Administrative Hearings FY2018

Agency Office of Administrative Hearings

Agency Code FS0

Fiscal Year 2018

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.

2018 Strategic Objectives

| Objective Number | Strategic Objective | # of Measures | # of Operations |
|------------------|--|---------------|-----------------|
| 1 | Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes | 8 | 3 |
| 2 | Increase use of mediation to settle cases in certain jurisdictions | 3 | 0 |
| 3 | Facilitate the flow of information to and from agencies whose cases are heard at OAH | 0 | 1 |
| 4 | Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH | 3 | 1 |
| 5 | Create and maintain a highly efficient, transparent and responsive District government.** | 9 | 0 |
| 6 | Reduce Fraud, Waste, and Abuse in Supply/Asset Management | 0 | 1 |
| TOT | | 23 | 6 |

2018 Key Performance Indicators

| Measure | New Measure/ Benchmark Year | FY 2014 Actual | FY 2015 Target | FY 2015 Actual | FY 2016 Target | FY 2016 Actual | FY 2017 Target | FY 2017 Actual | FY 2018 Target |
|--|-----------------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| 1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes (8 Measures) | | | | | | | | | |
| Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days | <input type="checkbox"/> | Not available | Not available | 46% | 81% | 77.2% | 70% | 86.7% | 75% |
| Percent of all cases filed within the fiscal year entered into the database within 3 days of filing | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 70% | 69.4% | 75% |
| Average number days between the end of a hearing and the issuance of a final order | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 140 | 103 | 130 |
| Percent 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 | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 70% | Not Available | 70% |

| | | | | | | | | | |
|--|-------------------------------------|---------------|---------------|---------------|---------------|---------------|-------------|-------------|-----|
| Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing | <input type="checkbox"/> | Not available | Not available | 99% | 95% | 98.9% | 95% | 99.4% | 95% |
| Percent of all cases open without approval more than 120 days at the end of the fiscal year | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 15% | 18.1% | 15% |
| Case closure rate at or over 100% at the end of the fiscal year | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 90% | 98% | 90% |
| Percent of cases entered into eCourt in two or fewer business days of receipt at OAH | <input checked="" type="checkbox"/> | Not available | Not available | Not Available | Not Available | New Measure | New Measure | New Measure | 80% |
| 2 - Increase use of mediation to settle cases in certain jurisdictions (3 Measures) | | | | | | | | | |
| Percent of jurisdictions reviewed for increased focus on mediation | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 75% | 75% | 80% |
| Percent of cases in target jurisdictions in which mediations occurred | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 40% | 27.9% | 40% |
| Percent of cases in target jurisdiction which are totally resolved through mediation | <input type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | 20% | 8.8% | 20% |
| 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 | <input checked="" type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | New Measure | New Measure | 50% |
| Average number of unique hits through the public portal | <input checked="" type="checkbox"/> | Not available | Not available | Not Available | Not Available | Not Available | New Measure | New Measure | 15 |

**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 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations | # of Measures | # of Strategic Initiatives |
|--|--|---|--------------------|---------------|----------------------------|
| 1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes (3 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 | 5 | 0 |
| PROGRAM DIRECTION AND OVERSIGHT | Customer Service Survey | Track litigant feedback and commentary on level of service received by the agency | Daily Service | 0 | 1 |

| | | | | | |
|--|---|--|-------------|-----------|----------|
| 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 | 0 | 1 |
| TOT | | | | 5 | 2 |
| 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 | 6 | 0 |
| TOT | | | | 6 | 0 |
| 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 | 2 | 1 |
| TOT | | | | 2 | 1 |
| 6 - 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 | 0 | 2 |
| TOT | | | | 0 | 2 |
| TOT | | | | 13 | 5 |

2018 Workload Measures

| Measure | New Measure/ Benchmark Year | FY 2014 Actual | FY 2015 Actual | FY2016 Actual | FY 2017 Actual |
|--|-----------------------------------|-------------------|-------------------|------------------|-------------------|
| 1 - Reduce the number of open cases that are more than four months old (5 Measures) | | | | | |
| Number of cases filed | <input type="checkbox"/> | Not available | Not Available | 18,184 | 19,691 |
| Number of cases closed | <input type="checkbox"/> | Not available | Not Available | 19,223 | 19,966 |
| Open cases in jurisdictions without deadlines, older than 120 days | <input type="checkbox"/> | Not available | Not Available | Not Available | 2662 |
| | <input type="checkbox"/> | | | | |

| | | | | | |
|--|-------------------------------------|---------------|---------------|---------------|-------------|
| Cases with AWE and no pleas open after 120 days of assignment to an ALJ | <input type="checkbox"/> | Not available | Not Available | Not Available | 0 |
| Length of time to adjudication | <input type="checkbox"/> | Not available | Not Available | Not Available | 86 |
| 3 - Exchange information with agencies (6 Measures) | | | | | |
| Number of jurisdictions in which PALJs meet quarterly with agency counterparts | <input type="checkbox"/> | Not available | Not Available | Not Available | 37 |
| Number of jurisdictions in which OGC meet quarterly with agency counterparts | <input type="checkbox"/> | Not available | Not Available | Not Available | 31 |
| Number of jurisdictions in which PALJs meet annually with agency counterparts | <input type="checkbox"/> | Not available | Not Available | Not Available | 0 |
| Number of jurisdictions in which OGC meet annually with agency counterparts | <input type="checkbox"/> | Not available | Not Available | Not Available | 2 |
| Number of cases newly filed in each jurisdiction | <input type="checkbox"/> | Not available | Not Available | Not Available | 415.4 |
| Number of filings in each jurisdiction | <input checked="" type="checkbox"/> | Not available | Not Available | New Measure | New Measure |
| 4 - Allowing remote public access (2 Measures) | | | | | |
| Number of jurisdictions in which individual access to portal is available | <input checked="" type="checkbox"/> | Not available | Not Available | Not Available | New Measure |
| Number of jurisdictions in which general access to portal is available | <input checked="" type="checkbox"/> | Not available | Not Available | Not Available | New Measure |

Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|----------------------------|---|--------------------------|
| 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. | 09-30-2018 |
| 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 | 09-30-2018 |

| | | |
|--|--|------------|
| Inventory Tracking System | Develop/procure supply/asset inventory tracking system to recognize usage and shelf life of assets and supplies | 09-30-2018 |
| 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. | 09-30-2018 |
| 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. | 12-31-2017 |