

Office of Administrative Hearings FY2021

Agency Office of Administrative Hearings

Agency Code FSO

Fiscal Year 2021

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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OAH has completed the first phase of the e-filing portal creation which allows litigants to file their cases online. The availability of this system will minimize paper filings, facilitates the workflow, and improve accessibility of case filings to the assigned judges	The establishment of this e-filing portal is expected to improve accessibility of case filings for the stakeholders. Additionally, it will streamline operations and increase efficiency.	The e-filing portal allows residents of DC to file their cases online, allowing them to experience improved customer service through convenience and time savings.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (6 Measures)											
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	Annually	43.1%	33.9%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	25.98%	Unmet	OAH did not meet the target due to 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	33.5%	28.2%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	28.48%	Unmet	Number of filings has more than double.
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	Annually	99%	98.2%	95%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	84.14%	Unmet	OAH did not meet the target due to an increase in UI case filings.
Percent of all cases open without approval more than 120 days at the end of the fiscal year	Annually	52.5%	84.3%	15%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	68.38%	Unmet	Number of cases filed has more than doubled.
Case closure rate at or over 45 percent at the end of the fiscal year	Annually	97.8%	54.7%	45%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	118.33%	Met	
Percent of non-unemployment insurance cases resolved through recorded settlement, or voluntary withdrawal	Annually	New in 2021	New in 2021	New in 2021	Annual Measure	Annual Measure	Annual Measure	Annual Measure	31.06%	New in 2021	
2 - Increase use of mediation to settle cases in certain jurisdictions. (1 Measure)											
Percent of mediated cases resolved by agreement	Annually	36.4%	16.9%	40%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	26.92%	Unmet	During the pandemic, there was a decline in need for mediations.
4 - Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (3 Measures)											
Percent of jurisdictions in which Final Orders are available for remote access	Annually	38.5%	35.7%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	36.04%	Unmet	Due to the confidential nature of some cases, only certain jurisdictions can make final orders available for remote access.
Average number of unique hits through the OAH website	Quarterly	666	1128	15	5694	28,341	5698	5271	45,004	Met	
Percent of new appeals filed by an individual or business using new electronic filing system instead of email, mail or fax.	Annually	New in 2021	New in 2021	New in 2021	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	New in 2021	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Reduce the number of open cases that are more than six months old (4 Measures)							
Number of cases in which mediations occurred	269	43.2	Annual Measure	Annual Measure	Annual Measure	Annual Measure	47
Number of cases filed	23,249	15,486	2721	3043	3724	4892	14,380
Number of cases closed	23,315	17,301	3940	4015	4519	5790	18,264

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ	No Applicable Incidents	49	32	143	0	288	463
3 - Exchange information with agencies (4 Measures)							
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	25	28	19	2	16	2	39
Number of jurisdictions in which OGC meet quarterly with agency counterparts	20	19	7	1	11	1	20
Number of jurisdictions in which PALJs meet annually with agency counterparts	25	13	0	4	8	2	14
Number of jurisdictions in which OGC meet annually with agency counterparts	20	3	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)		
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
Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
Document Storage	Institute paperless record for at least one case type and develop a system to share case information.	Daily Service
3 - Facilitate the flow of information to and from agencies whose cases are heard at OAH. (1 Activity)		
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)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Allowing remote public access (1 Strategic Initiative)				
Allowing remote public access	OAH made available to the public on its website over 10,000 Final Orders grouped by the relevant agency. By the end of FY21, OAH will develop a public portal providing direct but limited access from the OAH website to individual cases in the OAH case management system.	0-24%	The agency is still working with the vendor to further refine the requirements for the web application.	This initiative is still in progress and it is anticipated to be completed in FY2022.
Electronic Filing System (1 Strategic Initiative)				
Establish electronic filing system	OAH is developing a system to allow parties to open cases and file documents electronically. OAH and the vendor for its case management system are working to complete the testing process by the end of FY21.	Complete	The Baseline creation for the e-filing portal project has been completed. After a review of the work, the agency requested for additional workflow and filing initiation screens to be added into the system.	