

# Office of Administrative Hearings

www.oah.dc.gov

Telephone: 202-442-9094

Table FS0-1

Description	FY 2017 Actual	FY 2018 Actual	FY 2019 Approved	FY 2020 Approved	% Change from FY 2019
OPERATING BUDGET	\$10,763,819	\$10,464,099	\$12,375,842	\$12,307,884	-0.5
FTEs	84.4	75.0	81.2	85.0	4.6

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 that 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.

The agency's FY 2020 approved budget is presented in the following tables:

## FY 2020 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table FS0-2 contains the approved FY 2020 budget by revenue type compared to the FY 2019 approved budget. It also provides FY 2017 and FY 2018 actual data.

Table FS0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	% Change*	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	% Change
<b>GENERAL FUND</b>												
Local Funds	9,060	8,536	10,135	10,285	150	1.5	74.4	65.0	71.2	75.0	3.8	5.3
<b>TOTAL FOR GENERAL FUND</b>	<b>9,060</b>	<b>8,536</b>	<b>10,135</b>	<b>10,285</b>	<b>150</b>	<b>1.5</b>	<b>74.4</b>	<b>65.0</b>	<b>71.2</b>	<b>75.0</b>	<b>3.8</b>	<b>5.3</b>

**Table FS0-2**

(dollars in thousands)

Dollars in Thousands							Full-Time Equivalents					
Appropriated Fund	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	% Change*	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	% Change
<b>FEDERAL RESOURCES</b>												
Federal Medicaid Payments	150	184	150	150	0	0.0	0.0	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>150</b>	<b>184</b>	<b>150</b>	<b>150</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>												
Intra-District Funds	1,554	1,744	2,091	1,873	-218	-10.4	10.0	10.0	10.0	10.0	0.0	0.0
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>1,554</b>	<b>1,744</b>	<b>2,091</b>	<b>1,873</b>	<b>-218</b>	<b>-10.4</b>	<b>10.0</b>	<b>10.0</b>	<b>10.0</b>	<b>10.0</b>	<b>0.0</b>	<b>0.0</b>
<b>GROSS FUNDS</b>	<b>10,764</b>	<b>10,464</b>	<b>12,376</b>	<b>12,308</b>	<b>-68</b>	<b>-0.5</b>	<b>84.4</b>	<b>75.0</b>	<b>81.2</b>	<b>85.0</b>	<b>3.8</b>	<b>4.6</b>

\*Percent change is based on whole dollars.

**Note:** If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the **FY 2020 Operating Appendices** located on the Office of the Chief Financial Officer's website.

## FY 2020 Approved Operating Budget, by Comptroller Source Group

Table FS0-3 contains the approved FY 2020 budget at the Comptroller Source Group (object class) level compared to the FY 2019 approved budget. It also provides FY 2017 and FY 2018 actual expenditures.

**Table FS0-3**

(dollars in thousands)

Comptroller Source Group	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	Percentage Change*
11 - Regular Pay - Continuing Full Time	8,498	7,879	8,600	8,915	315	3.7
12 - Regular Pay - Other	6	372	466	322	-144	-31.0
13 - Additional Gross Pay	57	43	27	27	0	0.0
14 - Fringe Benefits - Current Personnel	1,519	1,558	1,696	1,799	103	6.1
15 - Overtime Pay	0	0	211	0	-211	-100.0
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>10,079</b>	<b>9,853</b>	<b>11,000</b>	<b>11,063</b>	<b>62</b>	<b>0.6</b>
20 - Supplies and Materials	66	77	86	80	-6	-6.9
31 - Telecommunications	1	5	5	5	0	0.0
40 - Other Services and Charges	183	78	552	281	-270	-49.0
41 - Contractual Services - Other	379	384	617	806	189	30.6
70 - Equipment and Equipment Rental	55	68	116	73	-43	-37.2
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>685</b>	<b>612</b>	<b>1,376</b>	<b>1,245</b>	<b>-130</b>	<b>-9.5</b>
<b>GROSS FUNDS</b>	<b>10,764</b>	<b>10,464</b>	<b>12,376</b>	<b>12,308</b>	<b>-68</b>	<b>-0.5</b>

\*Percent change is based on whole dollars.

## FY 2020 Approved Operating Budget and FTEs, by Division/Program and Activity

Table FS0-4 contains the approved FY 2020 budget by division/program and activity compared to the FY 2019 approved budget. It also provides FY 2017 and FY 2018 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

**Table FS0-4**

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019	Actual FY 2017	Actual FY 2018	Approved FY 2019	Approved FY 2020	Change from FY 2019
<b>(100A) AGENCY MANAGEMENT</b>										
(1010) Personnel-Master	101	90	97	126	29	1.0	1.8	1.0	1.0	0.0
(1040) Information Technology	269	266	312	271	-41	1.0	0.9	2.0	2.0	0.0
<b>SUBTOTAL (100A) AGENCY MANAGEMENT</b>	<b>370</b>	<b>356</b>	<b>409</b>	<b>397</b>	<b>-12</b>	<b>2.0</b>	<b>2.7</b>	<b>3.0</b>	<b>3.0</b>	<b>0.0</b>
<b>(100F) AGENCY FINANCIAL OPERATION</b>										
(110F) Budget Operations	160	165	155	160	4	1.0	0.9	1.0	1.0	0.0
<b>SUBTOTAL (100F) AGENCY FINANCIAL OPERATION</b>	<b>160</b>	<b>165</b>	<b>155</b>	<b>160</b>	<b>4</b>	<b>1.0</b>	<b>0.9</b>	<b>1.0</b>	<b>1.0</b>	<b>0.0</b>
<b>(200A) JUDICIAL</b>										
(020A) Trials/Appeals and Justice Management	6,485	6,146	7,244	7,070	-174	39.5	30.0	33.0	33.0	0.0
<b>SUBTOTAL (200A) JUDICIAL</b>	<b>6,485</b>	<b>6,146</b>	<b>7,244</b>	<b>7,070</b>	<b>-174</b>	<b>39.5</b>	<b>30.0</b>	<b>33.0</b>	<b>33.0</b>	<b>0.0</b>
<b>(300A) COURT COUNSEL</b>										
(030A) Judicial Assistance and Legal Counsel	1,483	1,534	2,085	2,124	40	12.2	13.4	14.0	17.0	3.0
<b>SUBTOTAL (300A) COURT COUNSEL</b>	<b>1,483</b>	<b>1,534</b>	<b>2,085</b>	<b>2,124</b>	<b>40</b>	<b>12.2</b>	<b>13.4</b>	<b>14.0</b>	<b>17.0</b>	<b>3.0</b>
<b>(400A) CLERK OF COURT</b>										
(040A) Case Management and Judicial Support Svs	1,782	1,739	1,861	1,955	94	25.6	24.5	26.2	27.0	0.8
<b>SUBTOTAL (400A) CLERK OF COURT</b>	<b>1,782</b>	<b>1,739</b>	<b>1,861</b>	<b>1,955</b>	<b>94</b>	<b>25.6</b>	<b>24.5</b>	<b>26.2</b>	<b>27.0</b>	<b>0.8</b>
<b>(500A) EXECUTIVE</b>										
(050A) Program Direction and Oversight	488	524	622	603	-19	4.1	3.6	4.0	4.0	0.0
<b>SUBTOTAL (500A) EXECUTIVE</b>	<b>488</b>	<b>524</b>	<b>622</b>	<b>603</b>	<b>-19</b>	<b>4.1</b>	<b>3.6</b>	<b>4.0</b>	<b>4.0</b>	<b>0.0</b>
<b>(9960) YR END CLOSE</b>										
No Activity Assigned	-4	0	0	0	0	0.0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (9960) YR END CLOSE</b>	<b>-4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>TOTAL APPROVED OPERATING BUDGET</b>	<b>10,764</b>	<b>10,464</b>	<b>12,376</b>	<b>12,308</b>	<b>-68</b>	<b>84.4</b>	<b>75.0</b>	<b>81.2</b>	<b>85.0</b>	<b>3.8</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**Note:** For more detailed information regarding the proposed funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2020 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

## Program Description

The Office of Administrative Hearings operates through the following 6 programs:

**Judicial** – ensures due process while working to improve the quality, efficiency, and efficacy of justice management. This program provides pretrial management, hearings, appeals, and mediations.

**Court Counsel** – supports the administrative court’s judicial function by assisting judges in legal analysis, research, and drafting orders and notices; ensures agency compliance with applicable laws; assists with the tracking of legislative and regulatory initiatives; and maintains the law library.

**Clerk of Court** – provides an efficient intake of cases and supports the agency’s case management system and caseload reporting, maintains forms and documentation, and serves as the primary customer service interface.

**Executive** – provides agency direction and performance oversight, including administering the agency’s infrastructure and related support services and functions.

**Agency Management** – provides for administrative support and the required tools to achieve operational and programmatic results. This program is standard for all agencies using performance-based budgeting.

**Agency Financial Operations** – provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This program is standard for all agencies using performance-based budgeting.

## Program Structure Change

The Office of Administrative Hearings has no program structure changes in the FY 2020 approved budget.

## FY 2019 Approved Budget to FY 2020 Approved Budget, by Revenue Type

Table FS0-5 itemizes the changes by revenue type between the FY 2019 approved budget and the FY 2020 approved budget. For a more comprehensive explanation of changes, please see the FY 2020 Approved Budget Changes section, which follows the table.

**Table FS0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>LOCAL FUNDS: FY 2019 Approved Budget and FTE</b>		<b>10,135</b>	<b>71.2</b>
No Change		0	0.0
<b>LOCAL FUNDS: FY 2020 Recurring Budget</b>		<b>10,135</b>	<b>71.2</b>
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	64	0.0
Decrease: To offset projected adjustments in personal services costs	Multiple Programs	-64	0.0
Transfer-In: To support the costs of pre-existing programmatic initiatives	Multiple Programs	138	0.0
Reduce: To recognize savings in overtime costs	Multiple Programs	-211	0.0
<b>LOCAL FUNDS: FY 2020 Mayor’s Proposed Budget</b>		<b>10,063</b>	<b>71.2</b>
Enhance: To support additional FTE(s)	Multiple Programs	226	3.8
Enhance: To support pay equity	Agency Management	24	0.0
Reduce: To align Fringe Benefit projections	Judicial	-28	0.0
<b>LOCAL FUNDS: FY 2020 District’s Approved Budget</b>		<b>10,285</b>	<b>75.0</b>

**Table FS0-5**

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
<b>FEDERAL MEDICAID PAYMENTS: FY 2019 Approved Budget and FTE</b>		<b>150</b>	<b>0.0</b>
No Change		0	0.0
<b>FEDERAL MEDICAID PAYMENTS: FY 2020 Mayor's Proposed Budget</b>		<b>150</b>	<b>0.0</b>
No Change		0	0.0
<b>FEDERAL MEDICAID PAYMENTS: FY 2020 District's Approved Budget</b>		<b>150</b>	<b>0.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2019 Approved Budget and FTE</b>		<b>2,091</b>	<b>10.0</b>
Decrease: To align resources with operational spending goals	Multiple Programs	-218	0.0
<b>INTRA-DISTRICT FUNDS: FY 2020 Mayor's Proposed Budget</b>		<b>1,873</b>	<b>10.0</b>
No Change		0	0.0
<b>INTRA-DISTRICT FUNDS: FY 2020 District's Approved Budget</b>		<b>1,873</b>	<b>10.0</b>
<b>GROSS FOR FS0 - OFFICE OF ADMINISTRATIVE HEARINGS</b>		<b>12,308</b>	<b>85.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

**FY 2020 Approved Budget Changes**

The Office of Administrative Hearings' (OAH) approved FY 2020 gross budget is \$12,307,884, which represents a less than 1.0 percent decrease from its FY 2019 approved gross budget of \$12,375,842. The budget is comprised of \$10,285,277 in Local funds, \$150,000 in Federal Medicaid Payments, and \$1,872,607 in Intra-District funds.

**Recurring Budget**

**No Change:** The Office of Administrative Hearings' budget proposal reflects no change from the FY 2019 approved budget to the FY 2020 recurring budget.

**Mayor's Proposed Budget**

**Increase:** OAH's proposed Local funds budget includes a net increase of \$63,813, primarily in the Judicial program, to align personal services with anticipated salary and Fringe Benefits costs throughout the fiscal year.

**Decrease:** Also, primarily in the Judicial program, the proposed nonpersonal services budget reflects a net reduction of \$63,813, which offsets the funding increase to the personal services budget.

In OAH's Intra-District funds, the budget proposal reflects a net reduction of \$218,015, due to lower projected professional service fees included in Memoranda of Understanding (MOU) agreement with various agencies.

**Transfer In:** A total of \$138,448 transferred in from several agencies - including the Office of the Secretary, Office of State Superintendent of Education, Housing Finance Agency, Office of the Attorney General, and Department of Energy and Environment. The transfer complies with the Jurisdiction Expansion Amendment Act of 2018, which allows OAH to hear cases involving these agencies.

**Reduce:** Additionally, the proposed budget reflects a Local funds reduction of \$211,070 due to anticipated overtime savings.

**District's Approved Budget**

**Enhance:** OAH's approved Local funds budget reflects an increase of \$226,038 in personal services across multiple programs. This adjustment is comprised of \$186,582 to establish 3.0 FTEs for the Judicial Clerkship Program and \$39,456 and 0.8 FTE to fund pay equity for a Records Management Assistant position. An additional adjustment of \$24,418 supports pay equity for a Human Resources Specialist position.

**Reduce:** The budget also reflects a reduction of \$27,777 to align Fringe Benefit costs in the Judicial program.

## Agency Performance Plan\*

The Office of Administrative Hearings (OAH) has the following strategic objectives for FY 2020:

### Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

### Objectives

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. Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH.
5. Reduce Fraud, Waste, and Abuse in Supply/Asset Management.

### ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into "daily services" (ex. sanitation disposal), and long-term "key projects" that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

#### 1. Increase operational efficiency and the public confidence in OAH's resolution of administrative disputes. (4 Activities)

Activity Title	Activity Description	Type of Activity
Establish Intake/Check-in Registration System	Procure kiosks and check-in registration software system for customers to check in for hearings.	Key Project
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
Customer Service Survey	Track litigant feedback and commentary on level of service received by the agency.	Daily Service
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)

Activity Title	Activity Description	Type of 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)

Activity Title	Activity Description	Type of 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

**5. Reduce Fraud, Waste, and Abuse in Supply/Asset Management. (1 Activity)**

Activity Title	Activity Description	Type of Activity
Supply and Asset Management	Establish a supply/asset management system.	Key Project

**KEY PERFORMANCE INDICATORS**

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

**1. Increase operational efficiency and the public confidence in OAH’s resolution of administrative disputes. (7 Measures)**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Target	FY 2018 Actual	FY 2019 Target	FY 2020 Target
Average number days between the end of a hearing and the issuance of a final order	No	103	130	304.7	130	130
Case closure rate at or over 100 percent at the end of the fiscal year	No	98%	90%	84%	90%	90%
Percent of all cases filed within the fiscal year entered into the database within 3 days of filing	No	69.4%	75%	51.4%	75%	75%
Percent of all cases open without approval more than 120 days at the end of the fiscal year	No	18.1%	15%	21.3%	15%	15%
Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days	No	86.7%	75%	83.8%	75%	75%
Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing	No	99.4%	95%	99%	95%	95%
Percent of cases entered into eCourt in two or fewer business days of receipt at OAH	No	Not Available	80%	46.5%	80%	80%

**2. Increase use of mediation to settle cases in certain jurisdictions. (2 Measures)**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Target	FY 2018 Actual	FY 2019 Target	FY 2020 Target
Percent of cases in which mediations occurred	No	27.9%	40%	4.1%	40%	40%
Percent of cases which are totally resolved through mediation	No	8.8%	20%	21.3%	20%	20%

**4. Improve the OAH data management system to support a highly-efficient, transparent and responsive OAH. (2 Measures)**

Measure	New Measure/ Benchmark Year	FY 2017 Actual	FY 2018 Target	FY 2018 Actual	FY 2019 Target	FY 2020 Target
Average number of unique hits through the public portal	No	Not Available	15	153.3	15	15
Percent of jurisdictions in which Final Orders are available for remote access	No	Not Available	50%	34.6%	50%	50%



## WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; “How much are we doing?”

### 1. Reduce the number of open cases that are more than four months old

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual
Cases with AWE and no pleas open after 120 days of assignment to an ALJ	No	Not Available	0	516
Length of time to adjudication	No	Not Available	86	365
Number of cases closed	No	19,223	19,966	26,274
Number of cases filed	No	18,184	19,691	30,186
Open cases in jurisdictions without deadlines, older than 120 days	No	Not Available	2662	5167

### 2. Allowing remote public access

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual
Number of jurisdictions in which general access to portal is available	No	Not Available	Not Available	39
Number of jurisdictions in which individual access to portal is available	No	Not Available	Not Available	39

### 3. Exchange information with agencies

Measure	New Measure/ Benchmark Year	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual
Number of cases newly filed in each jurisdiction	No	Not Available	Not Available	1167
Number of filings in each jurisdiction	No	Not Available	415	1167
Number of jurisdictions in which OGC meet annually with agency counterparts	No	Not Available	Not Available	14
Number of jurisdictions in which OGC meet quarterly with agency counterparts	No	Not Available	Not Available	14
Number of jurisdictions in which PALJs meet annually with agency counterparts	No	Not Available	Not Available	25
Number of jurisdictions in which PALJs meet quarterly with agency counterparts	No	Not Available	Not Available	25

#### Performance Plan End Notes:

\*For more information about the structure and components of FY 2020 draft performance plans, please see the FY 2020 Proposed Budget and Financial Plan, Volume 1, Appendix E.

\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2020 targets.

\*\*\* District wide measures for the objective “Create and maintain a highly efficient, transparent and responsive District government” have been introduced as part of FY 2019 and FY 2020 Performance Plans and will be reported by the Office of the City Administrator (OCA). FY 2019 and FY 2020 are pilot years for this initiative, therefore not all data are available.