

Office of Administrative Hearings

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Table FS0-1

| Description | FY 2018 | FY 2019 | FY 2020 | FY 2021 | % Change |
|------------------|--------------|--------------|--------------|--------------|-----------------|
| | Actual | Actual | Approved | Approved | from FY 2020 |
| OPERATING BUDGET | \$10,464,099 | \$11,258,852 | \$12,307,884 | \$13,228,535 | 7.5 |
| FTEs | 75.0 | 77.3 | 85.0 | 95.0 | 11.8 |
| CAPITAL BUDGET | \$0 | \$0 | \$0 | \$0 | N/A |
| FTEs | 0.0 | 0.0 | 0.0 | 0.0 | N/A |

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 2021 approved budget is presented in the following tables:

FY 2021 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table FS0-2 contains the approved FY 2021 budget by revenue type compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual data.

Table FS0-2

(dollars in thousands)

| Appropriated Fund | Dollars in Thousands | | | | | | Full-Time Equivalents | | | | | |
|-----------------------------------|----------------------|-------------------|---------------------|---------------------|---------------------------|--------------|-----------------------|-------------------|---------------------|---------------------|---------------------------|-------------|
| | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | % Change* | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | % Change |
| GENERAL FUND | | | | | | | | | | | | |
| Local Funds | 8,536 | 9,244 | 10,285 | 10,323 | 38 | 0.4 | 65.0 | 67.3 | 75.0 | 75.0 | 0.0 | 0.0 |
| TOTAL FOR GENERAL FUND | 8,536 | 9,244 | 10,285 | 10,323 | 38 | 0.4 | 65.0 | 67.3 | 75.0 | 75.0 | 0.0 | 0.0 |

Table FS0-2

(dollars in thousands)

| Appropriated Fund | Dollars in Thousands | | | | | | Full-Time Equivalents | | | | | |
|---------------------------------------|----------------------|-------------------|---------------------|---------------------|---------------------------|--------------|-----------------------|-------------------|---------------------|---------------------|---------------------------|--------------|
| | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | % Change* | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | % Change |
| FEDERAL RESOURCES | | | | | | | | | | | | |
| Federal Medicaid Payments | 184 | 245 | 150 | 150 | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | N/A |
| TOTAL FOR FEDERAL RESOURCES | 184 | 245 | 150 | 150 | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | N/A |
| INTRA-DISTRICT FUNDS | | | | | | | | | | | | |
| Intra-District Funds | 1,744 | 1,770 | 1,873 | 2,755 | 883 | 47.1 | 10.0 | 10.0 | 10.0 | 20.0 | 10.0 | 100.0 |
| TOTAL FOR INTRA-DISTRICT FUNDS | 1,744 | 1,770 | 1,873 | 2,755 | 883 | 47.1 | 10.0 | 10.0 | 10.0 | 20.0 | 10.0 | 100.0 |
| GROSS FUNDS | 10,464 | 11,259 | 12,308 | 13,229 | 921 | 7.5 | 75.0 | 77.3 | 85.0 | 95.0 | 10.0 | 11.8 |

*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 2021 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2021 Approved Operating Budget, by Comptroller Source Group

Table FS0-3 contains the approved FY 2021 budget at the Comptroller Source Group (object class) level compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 actual expenditures.

Table FS0-3

(dollars in thousands)

| Comptroller Source Group | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | Percentage Change* |
|--|-------------------|-------------------|---------------------|---------------------|---------------------------|-----------------------|
| 11 - Regular Pay - Continuing Full Time | 7,879 | 8,349 | 8,915 | 9,713 | 798 | 9.0 |
| 12 - Regular Pay - Other | 372 | 391 | 322 | 245 | -77 | -24.0 |
| 13 - Additional Gross Pay | 43 | 23 | 27 | 27 | 0 | 0.0 |
| 14 - Fringe Benefits - Current Personnel | 1,558 | 1,660 | 1,799 | 1,942 | 142 | 7.9 |
| 15 - Overtime Pay | 0 | 9 | 0 | 0 | 0 | N/A |
| SUBTOTAL PERSONAL SERVICES (PS) | 9,853 | 10,432 | 11,063 | 11,926 | 863 | 7.8 |
| 20 - Supplies and Materials | 77 | 85 | 80 | 68 | -12 | -15.2 |
| 31 - Telecommunications | 5 | 2 | 5 | 5 | 0 | 0.0 |
| 40 - Other Services and Charges | 78 | 179 | 281 | 526 | 244 | 86.8 |
| 41 - Contractual Services - Other | 384 | 433 | 806 | 634 | -173 | -21.4 |
| 70 - Equipment and Equipment Rental | 68 | 128 | 73 | 71 | -2 | -3.0 |
| SUBTOTAL NONPERSONAL SERVICES (NPS) | 612 | 827 | 1,245 | 1,303 | 57 | 4.6 |
| GROSS FUNDS | 10,464 | 11,259 | 12,308 | 13,229 | 921 | 7.5 |

*Percent change is based on whole dollars.

FY 2021 Approved Operating Budget and FTEs, by Division/Program and Activity

Table FS0-4 contains the approved FY 2021 budget by division/program and activity compared to the FY 2020 approved budget. It also provides FY 2018 and FY 2019 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 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 | Actual FY 2018 | Actual FY 2019 | Approved FY 2020 | Approved FY 2021 | Change from FY 2020 |
| (100A) AGENCY MANAGEMENT | | | | | | | | | | |
| (1010) Personnel-Master | 90 | 87 | 126 | 132 | 6 | 1.8 | 0.9 | 1.0 | 1.0 | 0.0 |
| (1040) Information Technology | 266 | 298 | 271 | 260 | -10 | 0.9 | 1.9 | 2.0 | 2.0 | 0.0 |
| SUBTOTAL (100A) AGENCY MANAGEMENT | 356 | 385 | 397 | 392 | -5 | 2.7 | 2.8 | 3.0 | 3.0 | 0.0 |
| (100F) AGENCY FINANCIAL OPERATION | | | | | | | | | | |
| (110F) Budget Operations | 165 | 168 | 160 | 155 | -4 | 0.9 | 0.9 | 1.0 | 1.0 | 0.0 |
| SUBTOTAL (100F) AGENCY FINANCIAL OPERATION | 165 | 168 | 160 | 155 | -4 | 0.9 | 0.9 | 1.0 | 1.0 | 0.0 |
| (200A) JUDICIAL | | | | | | | | | | |
| (020A) Trials/Appeals and Justice Management | 6,146 | 6,385 | 7,070 | 7,928 | 858 | 30.0 | 31.5 | 33.0 | 36.2 | 3.2 |
| SUBTOTAL (200A) JUDICIAL | 6,146 | 6,385 | 7,070 | 7,928 | 858 | 30.0 | 31.5 | 33.0 | 36.2 | 3.2 |
| (300A) COURT COUNSEL | | | | | | | | | | |
| (030A) Judicial Assistance and Legal Counsel | 1,534 | 1,920 | 2,124 | 2,020 | -104 | 13.4 | 13.3 | 17.0 | 16.0 | -1.0 |
| SUBTOTAL (300A) COURT COUNSEL | 1,534 | 1,920 | 2,124 | 2,020 | -104 | 13.4 | 13.3 | 17.0 | 16.0 | -1.0 |
| (400A) CLERK OF COURT | | | | | | | | | | |
| (040A) Case Management and Judicial Support Services | 1,739 | 1,812 | 1,955 | 2,090 | 135 | 24.5 | 25.0 | 27.0 | 34.8 | 7.8 |
| SUBTOTAL (400A) CLERK OF COURT | 1,739 | 1,812 | 1,955 | 2,090 | 135 | 24.5 | 25.0 | 27.0 | 34.8 | 7.8 |
| (500A) EXECUTIVE | | | | | | | | | | |
| (050A) Program Direction and Oversight | 524 | 589 | 603 | 643 | 40 | 3.6 | 3.8 | 4.0 | 4.0 | 0.0 |
| SUBTOTAL (500A) EXECUTIVE | 524 | 589 | 603 | 643 | 40 | 3.6 | 3.8 | 4.0 | 4.0 | 0.0 |
| TOTAL APPROVED OPERATING BUDGET | 10,464 | 11,259 | 12,308 | 13,229 | 921 | 75.0 | 77.3 | 85.0 | 95.0 | 10.0 |

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

Note: For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2021 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 2021 approved budget.

FY 2020 Approved Budget to FY 2021 Approved Budget, by Revenue Type

Table FS0-5 itemizes the changes by revenue type between the FY 2020 approved budget and the FY 2021 approved budget. For a more comprehensive explanation of changes, please see the FY 2021 Approved Budget Changes section, which follows the table.

Table FS0-5

(dollars in thousands)

| DESCRIPTION | DIVISION/PROGRAM | BUDGET | FTE |
|---|-------------------|---------------|-------------|
| LOCAL FUNDS: FY 2020 Approved Budget and FTE | | 10,285 | 75.0 |
| No Change | | 0 | 0.0 |
| LOCAL FUNDS: FY 2021 Recurring Budget | | 10,285 | 75.0 |
| Increase: To align personal services and Fringe Benefits with projected costs | Multiple Programs | 143 | 0.0 |
| Increase: To align resources with operational spending goals | Multiple Programs | 39 | 0.0 |
| Transfer-In: To support Public Sector Workers Compensation | Judicial | 250 | 0.0 |
| Reduce: To realize savings in nonpersonal services | Multiple Programs | -35 | 0.0 |
| Reduce: To recognize savings in personal services | Multiple Programs | -210 | 0.0 |
| Reduce: To adjust the Contractual Services budget | Multiple Programs | -262 | 0.0 |
| LOCAL FUNDS: FY 2021 Mayor’s Proposed Budget | | 10,210 | 75.0 |
| Enhance: To adjust the Contractual Services budget | Multiple Programs | 85 | 0.0 |
| Enhance: To support operational requirements | Multiple Programs | 28 | 0.0 |
| LOCAL FUNDS: FY 2021 District’s Approved Budget | | 10,323 | 75.0 |

Table FS0-5

(dollars in thousands)

| DESCRIPTION | DIVISION/PROGRAM | BUDGET | FTE |
|--|-------------------|---------------|-------------|
| FEDERAL MEDICAID PAYMENTS: FY 2020 Approved Budget and FTE | | 150 | 0.0 |
| No Change | | 0 | 0.0 |
| FEDERAL MEDICAID PAYMENTS: FY 2021 Mayor's Proposed Budget | | 150 | 0.0 |
| No Change | | 0 | 0.0 |
| FEDERAL MEDICAID PAYMENTS: FY 2021 District's Approved Budget | | 150 | 0.0 |
| INTRA-DISTRICT FUNDS: FY 2020 Approved Budget and FTE | | 1,873 | 10.0 |
| Decrease: To align budget with projected revenues | Multiple Programs | -57 | 0.0 |
| INTRA-DISTRICT FUNDS: FY 2021 Mayor's Proposed Budget | | 1,816 | 10.0 |
| Enhance: To align personal services and Fringe Benefits with projected costs | Multiple Programs | 890 | 10.0 |
| Enhance: To adjust the Contractual Services budget | Multiple Programs | 47 | 0.0 |
| Enhance: To support nonpersonal services costs | Multiple Programs | 3 | 0.0 |
| INTRA-DISTRICT FUNDS: FY 2021 District's Approved Budget | | 2,755 | 20.0 |
| GROSS FOR FS0 - OFFICE OF ADMINISTRATIVE HEARINGS | | 13,229 | 95.0 |

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

FY 2021 Approved Budget Changes

The Office of Administrative Hearings' (OAH) approved FY 2021 gross budget is \$13,228,535, which represents a 7.5 percent increase over its FY 2020 approved gross budget of \$12,307,884. The budget is comprised of \$10,323,110 in Local funds, \$150,000 in Federal Medicaid Payments, and \$2,755,425 in Intra-District funds.

Recurring Budget

No Change: The Office of Administrative Hearings' budget reflects no change from the FY 2020 approved budget to the FY 2021 recurring budget.

Mayor's Proposed Budget

Increase: OAH's proposed Local funds budget includes a net increase of \$142,796, across multiple programs to align its personal services budget. The agency also reallocated 2.3 Full-Time Equivalents from temporary to full-time status across multiple programs. Additionally, the proposed Local Funds budget includes a net increase of \$39,463 across multiple programs in nonpersonal services projected expenditures.

Decrease: In Intra-District funds, the budget proposal reflects a net reduction of \$56,987. This adjustment will align the budget with Memoranda of Understanding (MOU) agreements with various agencies.

Transfer-In: The proposed budget includes a transfer-in of \$250,000 in Local funds from the Employees' Compensation Fund agency to the Judicial program to support public sector Workers' Compensation.

Reduce: The proposed budget includes reductions in Local funds totaling \$507,426. These adjustments consist of proposed reductions of \$34,866 across multiple programs in nonpersonal services to align the budget with projected expenditures, \$210,139 across multiple programs to align the personal services budget with projected spending, and lastly, \$262,421 in contractual services across multiple programs.

District's Approved Budget

Enhance: The Office of Administrative Hearing's approved Local funds budget reflects an increase of \$85,000 in Contractual Services and \$28,000 in professional service fees across multiple programs.

The approved budget in Intra-District funds reflects a net increase of \$939,806 and 10.0 FTEs across multiple programs. This is primarily the result of an increase of \$889,806 and 10.0 FTEs in personal services to align salaries and Fringe Benefit costs. These positions will assist with the hearing of appeal claims related to the Universal Paid Leave program. Additionally, the Contractual Services budget includes an increase of \$47,173, and an increase of \$2,827 will be made to align the budget with projected costs across nonpersonal services.

Agency Performance Plan*

The Office of Administrative Hearings (OAH) has the following strategic objectives for FY 2021:

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.

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 |

2. 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 |

3. 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 |

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. (5 Measures)

| Measure | New Measure/ Benchmark Year | FY 2018 Actual | FY 2019 Target | FY 2019 Actual | FY 2020 Target | FY 2021 Target |
|---|--------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Case closure rate at or over 100 percent at the end of the fiscal year | No | 84% | 90% | 97.8% | 90% | 90% |
| Percent of all cases filed within the fiscal year entered into the database within 3 days of filing | No | 51.4% | 75% | 33.5% | 75% | 75% |
| Percent of all cases open without approval more than 120 days at the end of the fiscal year | No | 21.3% | 15% | 52.5% | 15% | 15% |
| Percent of all non-unemployment insurance cases closed within the fiscal year that were closed within 120 days | No | 83.8% | 75% | 43.1% | 75% | 75% |
| Percent of all unemployment insurance cases closed within the fiscal year that were closed within 90 days of filing | No | 99% | 95% | 99% | 95% | 95% |

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

| Measure | New Measure/ Benchmark Year | FY 2018 Actual | FY 2019 Target | FY 2019 Actual | FY 2020 Target | FY 2021 Target |
|---|--------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Percent of cases in which mediations occurred | No | 4.1% | 40% | 1.7% | 40% | 40% |
| Percent of cases which are totally resolved through mediation | No | 21.3% | 20% | 36.4% | 20% | 20% |

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

| Measure | New Measure/ Benchmark Year | FY 2018 Actual | FY 2019 Target | FY 2019 Actual | FY 2020 Target | FY 2021 Target |
|--|--------------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Average number of unique hits through the OAH website | No | 153.3 | 15 | 666 | 15 | 15 |
| Percent of jurisdictions in which Final Orders are available for remote access | No | 34.6% | 50% | 38.5% | 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 2017 Actual | FY 2018 Actual | FY 2019 Actual |
|---|--------------------------------|-------------------|-------------------|-------------------------|
| Cases with AWE pleas and defaults open after 120 days of assignment to an ALJ | No | 0 | 516 | No Applicable Incidents |
| Number of cases closed | No | 19,966 | 26,274 | 23,315 |
| Number of cases filed | No | 19,691 | 30,186 | 23,249 |

2. Exchange information with agencies

| Measure | New Measure/ Benchmark Year | FY 2017 Actual | FY 2018 Actual | FY 2019 Actual |
|--|--------------------------------|-------------------|-------------------|-------------------|
| Number of jurisdictions in which OGC meet annually with agency counterparts | No | New in 2018 | 14 | 20 |
| Number of jurisdictions in which OGC meet quarterly with agency counterparts | No | New in 2018 | 14 | 20 |
| Number of jurisdictions in which PALJs meet annually with agency counterparts | No | New in 2018 | 25 | 25 |
| Number of jurisdictions in which PALJs meet quarterly with agency counterparts | No | New in 2018 | 25 | 25 |

Performance Plan End Notes:

*For more information about the structure and components of FY 2021 draft performance plans, please see the FY 2021 Approved Budget and Financial Plan, Volume 1, Appendix E.

**Key performance indicators that are new may not have historical data and may only have FY 2021 targets.

***For the final versions of agency FY 2021 performance plans when they become available in December 2020, see the OCA website at <https://oca.dc.gov>