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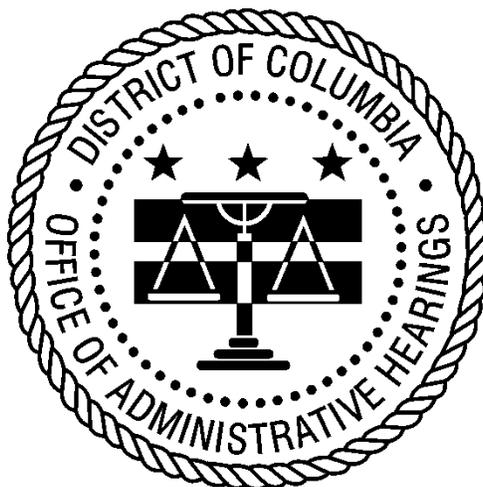
**GOVERNMENT OF THE DISTRICT OF COLUMBIA**



**OFFICE OF ADMINISTRATIVE HEARINGS**

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**FISCAL YEAR 2010 ANNUAL REPORT**



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## **I. Introduction**

The Office of Administrative Hearings (OAH) is an administrative court that provides adjudication services for several District of Columbia agencies, boards, and commissions. The independent agency is a neutral, impartial tribunal charged with harmonizing rules and procedures to improve fairness and efficiency and to ensure that constitutional and statutory due process requirements are met.

OAH was established by the Office of Administrative Hearings Establishment Act of 2001, D.C. Law 14-76, codified at D.C. Official Code §§ 2-1831.01 *et seq.* Included within OAH's jurisdiction are cases formerly heard by the Department of Consumer and Regulatory Affairs (DCRA), the Department of Public Works (DPW), the Department of Health (DOH), the Department of Human Services (DHS), the Department of Employment Services (DOES), the Office of Tax and Revenue (OTR), the Taxicab Commission (Taxi), and the former Board of Appeals and Review (BAR). Other cases within OAH's jurisdiction include certain cases brought by the Department of Transportation (DDOT), Metropolitan Police Department (MPD), Fire and Emergency Medical Services (FEMS), the Office of Planning (OP), the Department of Mental Health (DMH), the Child and Family Services Agency (CFSA), the DC Office of Energy (OE), the Department of the Environment (DDOE), and the Department of Housing and Community Development (DHCD).

OAH began its first phase of caseload operations on March 22, 2004 and assumed its second phase of caseload operations on October 1, 2004. During FY09, OAH began hearing certain cases involving the Office of the Attorney General, Child Support Services Division (CSSD), the Department of Health Care Finance (DHCF), and the Department on Disability Services (DDS). During FY10, OAH began hearing cases for the Office of the State Superintendent of Education (OSSE) and the DC Lottery and Charitable Games Control Board (DCLB).

Additional information about OAH, including links to the OAH Establishment Act and Procedural Rules (1 DCMR Chapters 28 and 29), may be found at [www.oah.dc.gov](http://www.oah.dc.gov).

## **II. Mission and Goals**

The mission of OAH is to enhance the quality of life in the District of Columbia by providing citizens and government agencies with a fair, efficient, and effective system to manage and resolve administration litigation arising under District of Columbia law. By developing innovative reforms for the District of Columbia's system of administrative justice, OAH fosters public confidence in that system and promotes higher levels of voluntary compliance that ensure greater health, safety, and well-being in our community.

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To fulfill its mission, OAH has developed the following strategic result goals:

- Balance and maintain fairness, quality, and efficiency in a dynamic operational environment.
- Continue to provide outreach to government agencies, the community, the bar, and other stakeholders.
- Maintain OAH's role as a neutral and efficacious tribunal, thereby promoting greater health and safety in the District of Columbia.
- Develop and refine the critical pathways to integrate any new caseload, personnel, and resources.
- Use all means practically available to obtain a suitable and adequate central hearing facility.
- Implement a new electronic case management system to provide quality data reporting in a timely manner with user-friendly access.

### **III. Organization**

#### **A. Administration and Management**

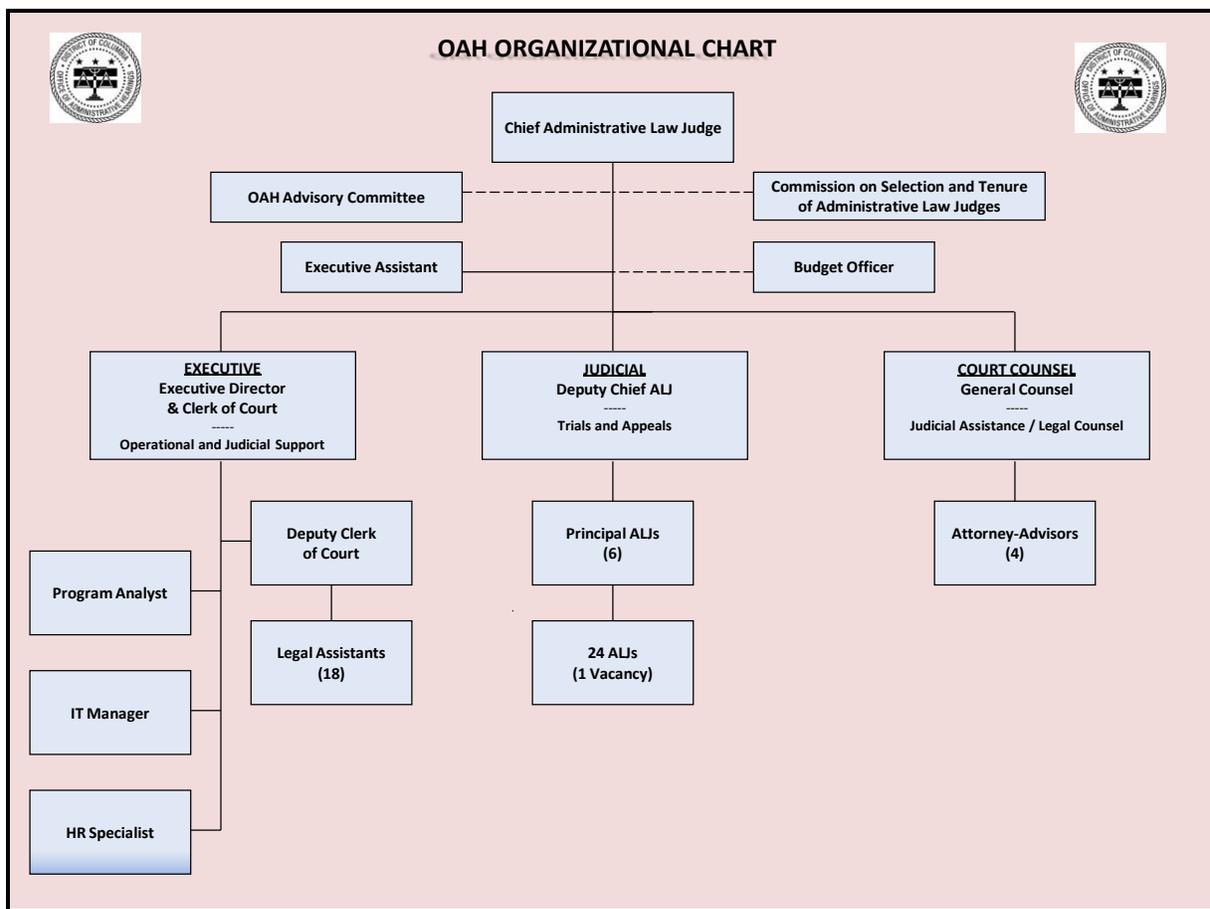
The Chief Administrative Law Judge (Chief ALJ) oversees the Office of Administrative Hearings. By statute, the Chief ALJ is appointed to a six-year term by the Mayor of the District of Columbia, with confirmation by the City Council. Chief Judge Mary Oates Walker was named Acting Chief ALJ effective January 1, 2010. After confirmation by the Council, she was appointed Chief ALJ effective February 2, 2010.

An Advisory Committee, also created by statute, advises the Chief ALJ, identifies issues of importance to the agencies and Administrative Law Judges (ALJs or judges), reviews and comments on policies, and makes recommendations for needed statutory and regulatory changes. By statute, the Advisory Committee is comprised of eight (8) members: 1) a Mayoral designee; 2) a Council designee; 3) a designee of the Attorney General; 4) two agency heads or their designees; 5) two members of the District of Columbia Bar; and 6) a member of the public, appointed by the Mayor. In FY10, the Advisory Committee scheduled quarterly meetings.

In addition, the Commission on Selection and Tenure of Administrative Law Judges, an independent, statutorily-created body, appoints, removes, and disciplines OAH ALJs. The three (3) voting members of the Commission are: a Mayoral appointee, the Honorable Anita Josey-Herring (Chair); a Superior Court appointee, the Honorable Gregory Jackson; and a Council appointee, Charlotte Brookins-Hudson. The Chief ALJ and the Attorney General for the District of Columbia, or his or her designee, also serve

as *ex officio*, non-voting members. By statute, after a two-year initial appointment, each ALJ is eligible for reappointment to a ten-year term if hired prior to December 6, 2005. Each ALJ appointed after that date is eligible for reappointment to a six-year term. In FY10, the Commission reappointed one ALJ and recruited candidates to fill one vacancy.

As depicted in the FY10 organizational chart and described more fully below, OAH has four program areas: 1) the Judicial Program, consisting of the ALJs and headed by the Deputy Chief ALJ; 2) Court Counsel, comprised of Attorney-Advisors and headed by the General Counsel; 3) Clerk of Court staff, who report to the Executive Director/Clerk of Court; and 4) Agency Management staff, who also report to the Executive Director/Clerk of Court.



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## **B. Staffing**

### **1. Judicial**

The Judicial program is comprised of thirty-three (33) ALJs, including the Chief ALJ. ALJs hold hearings and decide appeals from agency decisions. The chart on the following page identifies each ALJ's initial appointment date and whether that ALJ has been reappointed to a ten-year or six-year term. There is one vacancy in the Judicial program. The vacancy announcement for that ALJ position closed in January 2010, but the position has not been filled because of fiscal constraints.

### **2. Court Counsel**

The Court Counsel program supports OAH's judicial function by assisting judges in legal analysis, research, and drafting while also providing legal support services to agency management. This program employs four (4) Attorney-Advisors who are supervised by the General Counsel. In FY10, OAH also continued to enjoy success in recruiting law clerks. OAH recruited, trained, and mentored several term and summer interns. OAH partnered with the UDC David A. Clarke School of Law and brought on board students working to complete their pro bono service requirements. During the summer, OAH hosted fifteen (15) law clerks. The students represented local law schools as well as law schools from all over the country, including Howard University, American University, University of the District of Columbia, George Mason University, George Washington University, Florida Coastal, University of Notre Dame, Vermont, and Michigan State University.

### **3. Clerk of Court**

The Clerk of Court program provides day-to-day case management and support to the judicial function. In addition, this program is the primary customer service interface for OAH. This program employs nineteen (19) FTEs, who report to the Executive Director/Clerk of Court.

### **4. Agency Management**

The Agency Management program provides operational support to OAH to achieve programmatic results. This program is standard for all performance-based budgeting agencies. Within this program, staff perform duties related to human resources, information technology, and program management. This program employs three (3) staff, who report to the Executive Director/Clerk of Court.



**OAH Administrative Law Judges – FY 2010**

ALJ	INITIAL APPOINTMENT	10-YEAR TERM	6-YEAR TERM
John Dean	3/22/2004	√	--
Calonette McDonald	3/22/2004	√	--
Mark Poindexter	3/22/2004	√	--
Robert Sharkey	3/22/2004	√	--
Paul Handy	7/26/2004	√	--
Ann Yahner	7/26/2004	√	--
William England, Jr.	8/9/2004	√	--
Beverly Sherman Nash	8/9/2004	√	--
James Harmon, Jr.	10/1/2004	√	--
Denise Wilson-Taylor	10/1/2004	√	--
E. Savannah Little	10/8/2004	√	--
Jesse Goode	6/20/2005	√	--
Claudia Barber	8/15/2005	√	--
Joan Davenport	8/15/2005	√	--
Audrey Jenkins	8/15/2005	√	--
Mary Masulla	8/15/2005	√	--
Wanda Tucker	8/15/2005	√	--
Nicholas Cobbs	8/29/2005	√	--
Sharon Goodie	8/29/2005	√	--
Scott Harvey	8/29/2005	√	--
Arabella Teal	8/29/2005	√	--
Louis Burnett	9/26/2005	√	--
Jennifer Long	5/28/2006	--	√
Steven Wellner	5/30/2006	--	√
Samuel McClendon	11/27/2006	--	√
Elizabeth Figueroa	12/11/2006	--	√
Erika Pierson	12/11/2006	--	√
John Rooney	1/8/2007	--	√
Margaret Mangan	1/22/2007	--	√
Claudia Crichlow	11/26/2007	--	√
Caryn Hines	4/28/2008	--	√

#### IV. Financial Resources

The proposed gross funds budget for FY10 was approximately \$8,113,000, an increase of \$386,000 over the FY09 budget, or a 4.5% increase. There were 64.1 FTEs for the agency in FY10, a .1 increase from FY09.

**Local Funds.** The FY10 budget was \$7,005,000, a decrease of \$757,000, representing a change of 9.8% from the FY09 budget of \$7,762,000. There were 55.9 FTEs funded by local funds, an increase of .85 FTEs or 1.5% from the FY09 amount.

**Special Purpose Revenue.** The FY10 budget was \$8,000, a decrease of \$32,000, or a 74.3% change. The number of FTEs funded by special purpose revenue in FY10 decreased to .2, down 33.33% from FY09, when .3 FTEs were funded from special purpose revenue.

**Intra-District Funds.** The FY10 budget was \$1,099,000, an increase of \$395,000 or 56.2% from the FY09 budget of \$704,000. Eight (8) FTEs were funded from intra-district funds, a .4 increase from FY09. The intra-district funds were transferred from the following agencies:

- Department of Employment Services – \$1,024,000
- Department of the Environment – \$45,000
- District of Columbia Lottery Board – \$10,000
- Office of the State Secretary of Education – \$10,000
- Office of the Attorney General – \$9,000

#### **Funding by Program**

##### Judicial

	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>
Budget	\$4,072,506	\$4,913,000	\$5,079,000
FTEs	32.0	34.8	34.0

##### Court Counsel

	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>
Budget	\$370,959	\$349,000	\$348,000
FTEs	6.8	5.0	5.0

##### Clerk of Court

	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>
Budget	\$907,676	\$1,189,000	\$1,152,000
FTEs	18.0	18.0	17.8

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Executive

	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
Budget	\$462,270	\$428,000	\$497,000
FTEs	3.0	3.0	4.0

Agency Management

	<u>FY08</u>	<u>FY09</u>	<u>FY10</u>
Budget	\$2,866,170	\$1,576,000	\$1,035,000
FTEs	4.3	3.3	3.3

**V. Caseload**

In FY10, 25,834 cases were filed with OAH, an 8% increase in overall filings from FY09. Of particular note:

- Cases filed in the Department of Public Works jurisdiction totaled 17,668, an increase of 24% over FY09.
- Cases filed in the Department of Health Care Finance jurisdiction totaled 110, an increase of 93% over FY09.
- OAH acquired jurisdiction over Rental Housing cases at the beginning of FY07, and 207 pending cases were transferred to it at that time, with 1,244 more cases filed during FY07 through FY09. During FY10, 269 rental housing cases were filed with OAH.
- Current ALJs have held 29,473 in-person hearings and decided 89,531 cases since OAH's inception – an average of 2,798 cases per judge – as of the close of FY10.

The following charts depict the FY10 Caseload Report and case statistics for each ALJ, as required by statute (D.C. Official Code § 2-1831.05(a)(12)).



## OAH Caseload Report

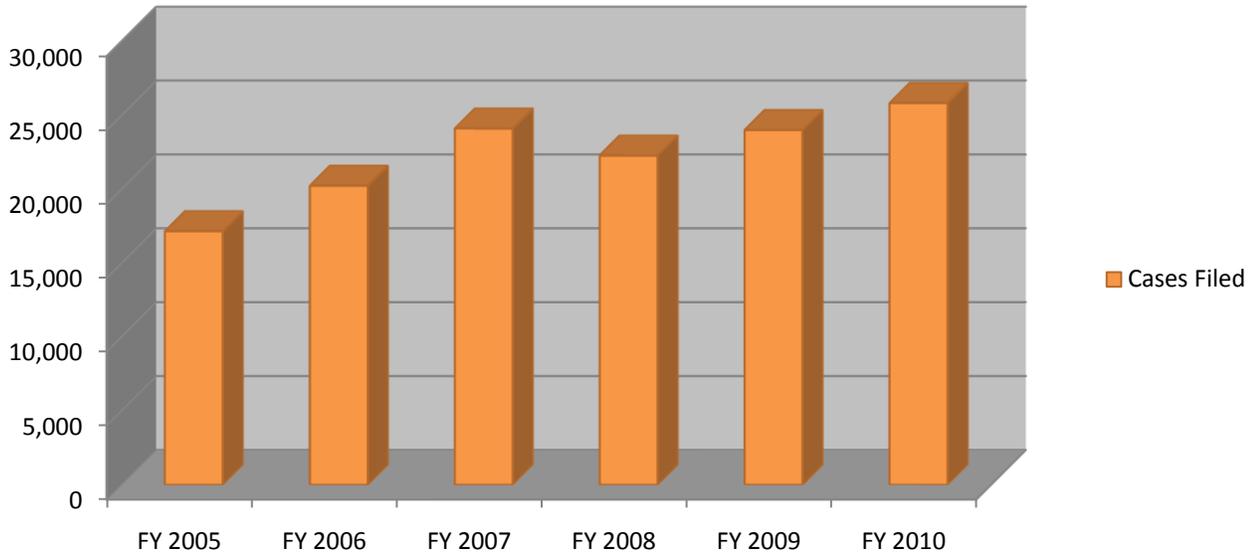
Agency	FY05	FY06	FY07	FY08	FY09	FY10
Public Works	9,027	13,120	16,387	13,707	14,250	17,668
Employment Services	2,514	2,914	2,859	3,018	3,222	3,123
Consumer & Regulatory Affairs	3,446	2,250	1,667	1,309	1,914	1,595
Transportation	329	208	684	1,549	1,827	1,324
Human Services	765	864	755	816	943	864
Health	909	516	830	935	1,012	573
Housing and Community Development	**	**	511	419	314	269
Health Care Finance	**	**	**	**	57	110
Environment	*	98	201	287	143	106
Fire and Emergency Medical Services	24	47	59	84	112	64
Office of Tax and Revenue	52	22	21	30	39	42
Office of Planning	0	25	49	41	68	38
Office of the Attorney General	**	**	**	**	22	17
Mental Health	13	12	8	7	10	15
Metropolitan Police Department	60	58	40	66	51	11
Office of the State Superintendent of Education	**	**	**	**	**	9
Disability Services	**	**	**	**	7	4
Child and Family Services Agency	4	2	1	2	2	1
Taxicab Commission	0	84	25	5	4	1
Corrections	--	11	0	0	0	0
Office of Energy	0	2	1	0	0	0
Board of Appeals and Review	8	2	8	1	0	0
Insurance, Securities & Banking	0	0	0	0	0	0
Lottery & Charitable Games Control Bd.	**	**	**	**	**	0
<b>TOTAL</b>	<b>17,151</b>	<b>20,235</b>	<b>24,106</b>	<b>22,276</b>	<b>23,997</b>	<b>25,834</b>

\* Cases were under jurisdiction of Department of Health in FY05.

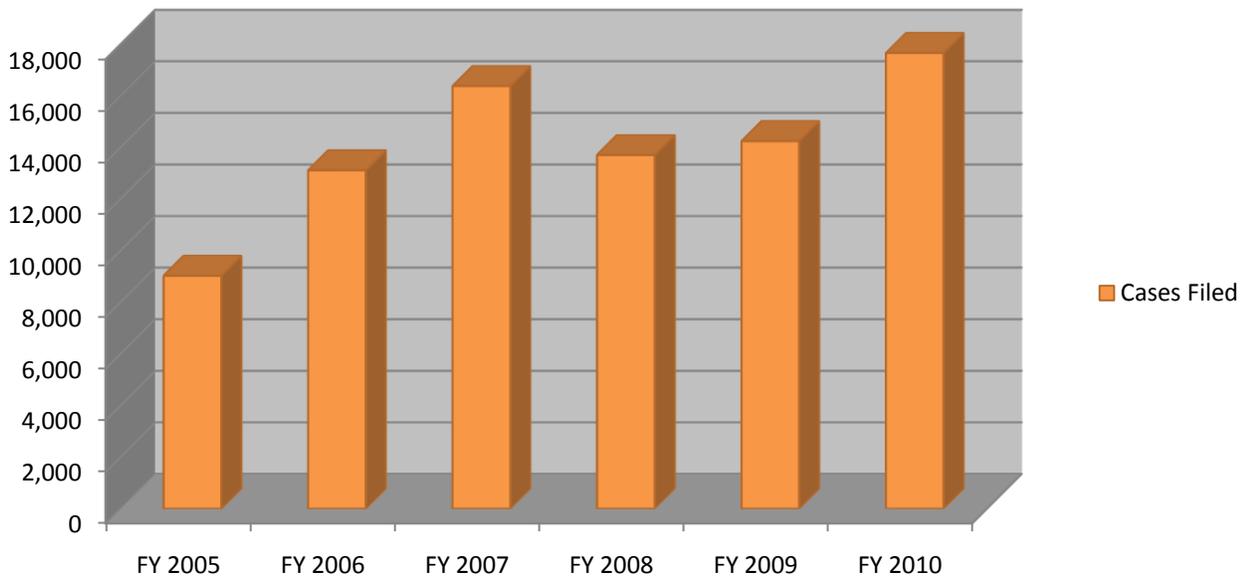
\*\* OAH acquired jurisdiction in FY07 (DHCD), FY09 (DHCF, OAG, DDS), or FY10 (OSSE, DCLB).



### OAH Caseload FY 2005-10



### OAH Caseload for Department of Public Works FY 2005-10





**ALJ Statistics**  
(cumulative from 10/1/04 (or hire date) through 9/30/10)

<b>ALJ (appointment date)</b>	<b>Docket Responsibility</b>	<b>Cases Assigned</b>	<b>Pending Cases</b>	<b>Final Decisions</b>	<b>Hearings Held</b>
Dean, John (3/22/04, Principal ALJ)	50% Supervisory; 25% DHS; 5% DPW; 20% RH	7229	60	7219	809
McDonald, Calonette (3/22/04)	100% UI	1861	57	1804	1462
Poindexter, Mark (3/22/04, Deputy Chief ALJ)	85% Supervisory; 10% DCRA; 5% DPW	4597	7	4590	315
Sharkey, Robert (3/22/04)	25% DOH/DDOE; 75% RH	1445	1	1444	628
Handy, Paul (7/26/04)	40% DHS; 5% DOH; 10% MPD; 15% OTR; 30% DPW	6761	13	6748	2605
Yahner, Ann (7/26/04, Principal ALJ)	50% Supervisory; 50% DPW	7719	8	7711	1836
England Jr., William (8/9/04, Principal ALJ)	50% Supervisory; 50% UI	1873	52	1821	1582
Nash, Beverly (8/9/04)	55% UI; 5% DCRA; 10% RH; 20% OTR	1698	16	1682	1327
Harmon, Jr., James (10/1/04)	95% UI; 5% DOH	1965	7	1958	1628
Wilson-Taylor, Denise (10/1/04)	15% RH; 80% DPW; 5% DHS	2983	80	2903	928
Little, E. Savannah (10/8/04)	40% DHS; 15% DHS; 30% DPW; 10%; DOH; 5% OTR	3885	76	3809	1373
Goode, Jesse (6/20/05)	60% UI; 10% DOH/DDOE; 20% DCRA; 5% OP; 5% DMH	2108	8	2100	1399
Barber, Claudia (8/15/05)	40% DCRA; 10% DOH/DDOE; 25% DPW; 10% RH; 5% OTR; 5% OP; 5% DMH	5,485	8	5,477	1,114
Davenport, Joan (8/15/05)	65% DPW; 15% DPW; 15% FEMS; 5% TAXI	6078	50	6028	1450
Jenkins, Audrey (8/15/05)	50% DPW; 40% DCRA; 10% DDOT	8922	12	8910	932
Masulla, Mary (8/15/05)	50% DCRA; 30% FEMS; 20% DDOT	1492	28	1464	489
Tucker, Wanda (8/15/05)	90% RH; 10% DCRA	1638	19	1619	356
Cobbs, Nicholas (8/29/05)	85% RH; 10% UI; 5% DDOT	1563	12	1551	584
Goodie, Sharon (8/29/05)	65% UI; 20% DHS; 5% DOH; 10% BAR	1376	11	1365	1307



ALJ (appointment date)	Docket Responsibility	Cases Assigned	Pending Cases	Final Decisions	Hearings Held
Harvey, Scott (8/29/05)	75% DCRA; 15% DOH/DDOE; 10% UI	1435	12	1423	818
Teal, Arabella (8/29/05)	90% UI; 5% DCRA; 5% RH	2022	8	2014	1089
Burnett, Louis (9/26/05, Principal ALJ)	50% Supervisory; 15% DOH/DDOE; 15% DCRA; 10% RH; 5% OP; 5% DMH	1949	51	1898	657
Long, Jennifer (5/28/06, Principal ALJ)	50% Supervisory; 50% RH	194	5	189	132
Wellner, Steven (5/30/06)	85% UI; 10% DCRA; 5% RH	1281	8	1273	271
McClendon, Samuel (12/04/06, Principal ALJ)	50% Supervisory; 10% DPW 20% DDOT; 10% BAR; 10% FEMS	3236	0	3236	665
Pierson, Erika (12/11/06)	90% UI; 10% RH	1157	13	888	895
Figueroa, Elizabeth (12/11/06)	50% DOH/DDOE; 35% DPW 15% DDOT	4601	0	4601	1021
Rooney, John (1/8/07)	100% UI	1511	8	1503	1078
Mangan, Margaret (1/22/07)	85% RH; 15% DOH/DDOE	207	12	195	177
Crichlow, Claudia (11/26/07)	20% DHS; 50% DPW; 20% DDOT; 10% CSSD	1937	32	1905	473
Hines, Caryn (4/28/08)	100% RH	172	4	168	73
Walker, Mary Oates (2/2/10, Chief ALJ)	95% Supervisory; 5% DPW	35	0	35	0

## VI. Key Initiatives

In FY10, many of OAH's key initiatives were led by internal committees. Most committees are chaired by ALJs and have ALJs as members, with support staff participation where appropriate.

### A. Access to Justice

#### 1. Procedural Rules Revision

OAH undertook a comprehensive overhaul of its procedural rules during FY10. The proposed rules were a result of a cooperative effort between OAH and stakeholder

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groups. The Rules Committee produced an initial draft of the rules and shared the draft with more than forty (40) private and governmental stakeholders, comprising a cross-section of individuals and groups who regularly appear before OAH. OAH held a series of meetings with the stakeholders and revised the proposed rules in light of suggestions and comments received at those meetings and through comments submitted from the public as well as OAH ALJs and Attorney-Advisors. After a series of proposed rulemakings beginning in FY10, and considering comments received, OAH published final revised procedural rules in December 2010.

## **2. Bellow Fellowship**

In January 2009, the Bellow Scholar Committee chose the Catholic University Columbus School Law's proposal on "Access to Justice and Community Involvement in the DC Office of Administrative Hearings" as one of four nationwide, along with projects from University of Michigan, Harvard, and Southern Methodist University. The two-year Fellowship for Professor Faith Mullen ended in November 2011. Through this Fellowship, Professor Mullen and her staff provided invaluable support in increasing Access to Justice at OAH, including developing informational materials and forms, establishing a "warm line" to receive requests from litigants for legal services lawyers, facilitating several OAH stakeholder focus group meetings, and conducting surveys and analyses of the impact of certain OAH procedures on self-represented litigants. Although the Fellowship has ended, Professor Mullen continues to offer her expertise and assistance in the development of the OAH Resource Center and OAH website, as well as placement for volunteer law student assistance.

## **3. Capital City Fellow**

In FY10, OAH recruited its first Capital City Fellow, Karim Marshall. Mr. Marshall is a graduate of American University's Washington College of Law and Dartmouth College. During his six-month rotation with OAH, which began in October 2011, Mr. Marshall's primary responsibility will be to assist OAH in its efforts to launch, develop program content, and recruit volunteer staff for the Resource Center. Recognizing that language barriers are critical impediments to Access to Justice, Mr. Marshall is also tasked with coordinating OAH's efforts to make available in-person Spanish language interpreters for the Access to Justice program.

## **4. Mediation**

In FY10, OAH acquired office space on the seventh floor of One Judiciary Square (OJS) and in August 2010 opened the OAH Mediation Center, which includes conference and break-out rooms. The Mediation Center will increase OAH's ability to schedule and conduct mediations in a comfortable setting removed from the formality of the

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courtrooms. Since the opening of the Mediation Center, OAH quintupled its mediation case resolution rate, from 2% to 10%. In addition, the OAH Mediation Committee, which is comprised of OAH ALJs, analyzed OAH's current mediation program and gathered data relating to the types of cases mediated and outcomes. The Committee also reviewed the new OAH rules on mediation, updated mediation forms, and collected information about other mediation programs and policies to develop the OAH program.

### **B. Consolidated Administrative Court Facility**

OAH remains committed to obtaining adequate central hearing and office space for its operations. During FY10, OAH relocated all office and hearing operations to OJS, eliminating the inefficiencies to stakeholders present during FY09 with locations in three different buildings.

In August 2010, construction began for the OAH consolidated hearing facility, located on the fourth floor of OJS. There are two construction phases, with targeted completion dates of February 2011 and July 2011, respectively. Phase 1 will have eleven (11) hearing rooms and will house a Resource Center for self-represented litigants and others seeking information about OAH procedures and available resources. Phase 2 of the project will have ten (10) hearing rooms. Furniture for the entire suite has been procured by the District of Columbia Department of Real Estate Services (DRES) through the U.S. General Services Administration.

### **C. Revenue Collection**

The Revenue Committee, formed during FY10, coordinated the execution of Memoranda of Understanding and the transfer of funds between OAH and several District government agencies for OAH to provide adjudication services for the agencies. The Committee also coordinated execution of a contract with Innovative Costing Solutions (ICS) to develop an indirect cost reimbursement rate methodology to claim reimbursement for OAH time spent on cases with parties who participate in federally funded public assistance programs. ICS completed development of the methodology in September 2010. The formula will be applied to time spent adjudicating cases across the board in the future. The Committee also developed a consistent timekeeping format/tool for ALJs in all jurisdictions to use in claiming the federal and local funds.

### **D. Case Management**

OAH procured a case management system in 4Q FY08. The new system, in use in all jurisdictions as of November 2009, is designed to generate quality data reporting in a timely manner with user-friendly access and allow OAH to more easily share information with stakeholders.

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A Case Management Committee was formed in FY10 with the primary goals of: (1) evaluating the electronic case management system's technical specifications and performance deficiencies; (2) establishing an ongoing working relationship between OAH and the vendor; and (3) improving system suitability for long-term OAH use. The Committee focused on OAH becoming as self-reliant as possible, as quickly as possible, in the use and maintenance of the system. As part of an ongoing process, the Committee examined: the generation and use of standard orders and other forms through templates; creation of routine report formats; improving ease of use for specific user groups, including ALJs, Legal Assistants, and Attorney-Advisors by creating group-specific menus and search functions; opening of limited access "portals" for certain executive branch agencies; standardization of definitions and procedures; and development of training materials and strategies.

#### **E. Operation Clean Slate (Backlog Reduction)**

OAH launched Operation Clean Slate in 2Q FY10. The goal of Operation Clean Slate was to eliminate by the end of FY10 all cases filed through March 2010 that were ripe for decision, which numbered 18,185. The Operation Clean Slate initiative was a great success. From June through October 2010, OAH reduced its open and pending cases by approximately 14,000 cases, or 76%. Of the remaining 4,300 cases, OAH expects to resolve about 50% in large groupings through consolidated hearings and mediation.

#### **F. Recruiting**

Fifteen (15) law students were interns with OAH during the summer of 2010. The students represented local law schools as well as law schools from all over the country, including Howard University, American University, University of the District of Columbia, George Mason University, George Washington University, Florida Coastal, University of Notre Dame, Vermont, and Michigan State University. In addition to obtaining hands-on experience in matters such as rental housing, unemployment insurance, and civil infractions, the legal interns viewed a mock mediation, observed a Landlord and Tenant Branch calendar at the District of Columbia Superior Court, attended an in-house training on the DC legislative process, observed a DC Council hearing, and observed oral arguments before the District of Columbia Court of Appeals. The OAH Recruitment Committee administered an intern mentor/mentee program, where each student is paired with an ALJ as a mentor. The Committee also developed a brown bag lunch series, with presentations on topics such as mediation, evidence, and strategies for obtaining a judicial clerkship.

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## **G. Training and Education**

OAH provides training, both internal and external, for all new employees, as well as educational opportunities for existing employees. A Training Committee was formed during FY10 to manage the OAH Training Program.

OAH ALJs and Attorney-Advisors attended various professional training programs and legal conferences in FY10. For example, one ALJ won a partial scholarship to attend an adjudication training program at the National Judicial College. Several judges attended the annual conference of the National Association of Administrative Law Judges and the midyear conference of the National Association of Administrative Law Judges. Each of these conferences provides educational programs as its primary agenda. The Office of the Attorney General invited ALJs and Attorney-Advisors to attend its Inns of Court programs, including courses on E-Discovery, Ethical Rules for Government Attorneys, and other topics. In July 2010, as a part of the OAH Lecture Series, an Administrative Law Judge from the Maryland Office of Administrative Hearings made a presentation to the judicial staff about Medicaid and problems faced by central panel hearing offices.

Many OAH staff members attended Workforce Development Administration (WDA) courses through the District of Columbia Department of Human Resources such as Word, Windows, PowerPoint, and other topics, such as Handling Difficult People. Ten (10) OAH employees participated in the WDA's E-Learning language program offered through Rosetta Stone. Language studies included Spanish and French.

In September 2010, OAH provided an in-house training program on cases appealed from Notices of Violation issued by the Department of Public Works (DPW). The goal of the full-day program was to train a greater number of agency employees on the adjudication of DPW cases. Principal ALJs also provide training and oversight to judges within their jurisdictions and hold regular meetings and/or training sessions for all staff involved in their jurisdictional areas throughout the year. Each program – Judicial, Court Counsel, and Clerk of Court – also holds regular meetings at which educational topics are presented.

## **H. Stakeholder Collaboration**

In FY10, OAH continued its regular meetings with several stakeholder groups to improve lines of communication and work on procedural reform initiatives. Among the existing task forces are:

- District of Columbia Access to Justice Commission
- Rental Housing Task Force

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- Public Benefits Advocates/Department of Health and Human Services Task Forces
  - Department of Public Works Task Force
  - Department of Consumer and Regulatory Affairs Task Force
  - Office of Tax and Revenue Task Force
  - Department of Employment Services/Employer and Employee Advocates Task Force
  - Department of Health Task Force
  - Taxicab Commission Task Force
  - Metropolitan Police Department Working Group on Litter Control Cases

## **VII. Conclusion**

OAH had many significant accomplishments in FY10, most notably the various initiatives to improve access to justice, such as the revised procedural rules, hosting of a fellow dedicated to the Access to Justice program, and the opening of the new OAH Mediation Center. Improvements to internal case management and processing will also ensure greater efficiencies in administrative adjudication in the District of Columbia.

OAH's caseload continues to expand as agencies currently within OAH's jurisdiction increase their enforcement activities, agencies outside OAH's current jurisdiction specifically request adjudication of their cases by OAH, and new legislation designates OAH for adjudication. FY10 also saw OAH continue its successful efforts to provide an open and accessible forum for stakeholder outreach, education, and input. Through such efforts, those appearing before OAH can be confident that their disputes will be resolved in an understandable, fair, professional, and respectful manner. In FY11, OAH will continue to pursue its core mission of "providing citizens and government agencies with a fair, efficient, and effective system to manage and resolve administration litigation arising under District of Columbia law."