

# Introduction Video OAH Training for Suitable Representatives

What to expect in this training
Accessing the training documents
About OAH
www.oah.wa.gov
Equal access policy

## What to Expect

- All Online
- Self Paced



Suitable Representative Uniform Qualification Training--WAC 10-24-010

## Introduction to Training Mody 1 - Done Watch me first: Introduction to Training Video (30 min or less) o introduce to this training checklist o OAH website access policy, ADA accommodation request form, caseload pages Read Overview of New Accommodation Rule WAC 10-24-010 Read Suitable Representative Role and Responsibilities (3 pages) Scope of duty Overview of common forms and pleadings (optional) Communicating with a client through an interpreter Cost Reimbursement o Travel





Interpreters

## **Report Training Completion**



Training Completed

Inform OAH ADA Coordinator



OAH\_ADACoordinator@oah.wa.gov



360-407-2700



### Role of OAH

- OAH is the Office of Administrative Hearings
- Neutral
- Cannot help during a case

## Washington State Office of Administrative Hearings Independent | Very Accessible | Expert Strategic Plan 2016 - 2021

#### We Value

Public Service Respect Integrity

Communications

Employees

Our Mission:

Our Vision:

We independently resolve administrative disputes through accessible, fair, prompt processes and issue sound decisions.

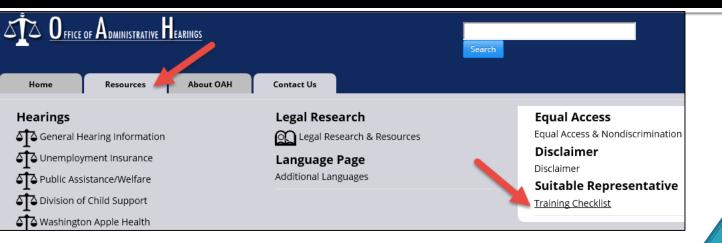
OAH offers the people of Washington a convenient, easy to navigate system to request and receive fair and impartial hearings on their appeals of government actions. OAH is the preferred neutral forum for Washingtonians to resolve their disputes with state and local government agencies.

## **Accessing Training Documents**

All training materials are on www.oah.wa.gov

- Training Checklist
  - Introduction to OAH and the Suitable Representative Accommodation
  - Advocating for People with Disabilities
  - Adjudicative Proceedings Procedural Rules
  - Adjudicative Proceedings Substantive Law
  - Additional Resources
  - PDF Reference Documents for OAH Videos

## **Training Checklist**



Module 2-4 may be replaced with equivalent experience

Everyone completes Module 1

## Introduction to Training Module 1 Watch me first: Introduction to Training Video (30 min or less) introduce to this training checklist OAH website access policy, ADA accommodation request form, Caseload pages Read Overview of New Accommodation Rule WAC 10-24-010 Read Suitable Representative Role and Responsibilities (3 pages) Scope of duty

#### Advocating for People with Disabilities

#### Module 2

- Read Introduction to the ADA
- Read Strategies for Working with People who have Disabilities
- ☐ Read Communicating With and About People with Disabilities (1 page)
- Read <u>Guide to Etiquette and Behavior for Working with People with Disabilities</u>
  or Watch Northwest ADA Center video Introduction to Respectful Interactions
- ☐ Watch at least two Northwest ADA Center videos
  - Select from people who are <u>blind</u>, have <u>speech disabilities</u>, <u>use wheelchairs</u>, are <u>deaf or hard of hearing</u>, have <u>non-apparent disabilities</u>, or use <u>service animals</u> (5-20 minutes)
- □ Take the <u>Disability Implicit Association Test</u> (optional)
- Read <u>Rules of Professional Conduct Preamble & Scope</u>, <u>1.0A</u>, <u>1.2</u>, <u>1.3</u>, <u>1.4</u>, <u>1.6</u>, <u>1.14</u>, <u>2.1</u>
- Read Respecting Choice and Preferences of the Client

Or

□ Equivalent experience or training

### Video Reference Documents

- Slides for OAH videos available in a .pdf
  - Easy reference
  - Access hyperlinks

#### **PDF Reference Documents for OAH Videos**

These documents are copies the slides shown during the OAH videos. You may use them for easy access to the hyperlinks or for future reference.

- Introduction to Training Slides
- Suitable Representative Role and Responsibilities Slides
- Scope of Duty Slides
- How to Participate in Your Hearing OAH Brochures Slides
- Overview of Common Forms and Pleadings- Slides
- Training Expectations and Procedural Rules Slides
- Administrative Law Slides
- Substantive Law Slides

## Role of Suitable Representative

- Details about your role
  - Suitable Representative Role & Responsibilities
  - Scope of Duty



## **About OAH**



- Created in 1981
- Right to a hearing
- Independent judge
- Informal hearing process
- Phone hearings
- No filing fee
- No cost for accommodations/interpreters
- Fast













## **Hearing Process**

- Parties tell their side of the story
- Ask questions
- Witnesses
- Documents as evidence
- Representative
- Judge takes an active role
- Judge asks questions
- Judge controls discussions
- Written decision mailed
- Decision may be appealed

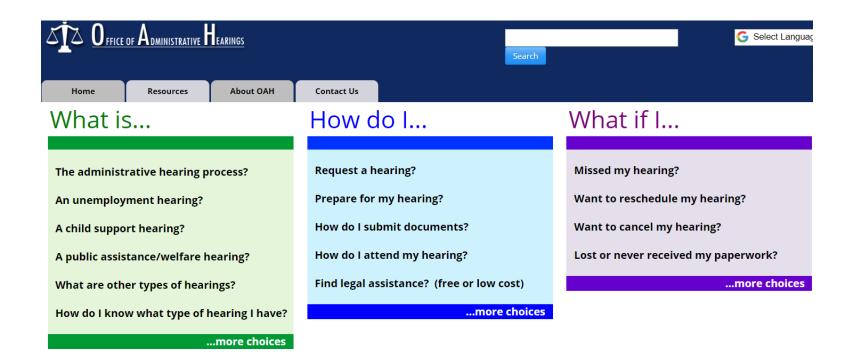


### **OAH** Website

- www.oah.wa.gov
  - Understand processes
  - What to expect
  - Answers common questions
  - Written by the judges and staff who work on the cases
- Process information for common hearings
  - Unemployment Insurance
  - Public Assistance
  - Child Support
  - Washington Apple Health
  - Licensing (DSHS)
  - Specialized caseload (L&I, LCB)
  - Public Instruction

## **Accessing Information**

- General answers to questions
- Additional links to specific types of cases
- Processes may be different



## **Questions or Feedback?**

- Send feedback about this training
  - Email OAH\_ADACoordinator@oah.wa.gov

See you in the next video!

































## Navigating YouTube

