



Washington State Office of Administrative Hearings

Independent | Very Accessible | Expert

Strategic Plan 2016 - 2021

We Value

Public Service

Respect

Integrity

Communications

Employees

Our Mission:

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

Our Vision:

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.

Goals

Strategies

Performance Excellence

We deliver high quality, timely work.

Quality Work

- Improve the consistency and reliability of our quality control.
- Be uniform and consistent in our processes and documents.
 - Align business processes and the case management system (PRISM) to optimize performance.
 - Create and use PRISM templates for all documents (orders/notices).

Timeliness

- Eliminate unnecessary delays from when an appeal is filed to case resolution.
- Achieve our timeliness commitments and standards.

Convenience & Accessibility

We make it easy for people to do business with us.

Provide secure electronic access using customer-friendly technology

- Use optimal data exchanges such as portals and border services.
- Create an e-filing system.

Provide equal access to administrative justice for those facing economic and other barriers

- Enhance services for Limited English Proficient parties.

Improve customer value by enhancing processes and services

- Develop a more responsive system for public records requests.
- Expand alternative dispute resolution services.
- Seek customer input.

Communicate in plain language

Independence & Impartiality

We inspire public confidence in administrative decision making.

Establish and maintain high ethical standards

- Review the code of ethics for administrative law judges.
- Establish a code of ethics for all other employees.

Support the principles of the [Administrative Procedure Act](#)

- Promote uniform administrative hearings rules and procedures.
- Develop standard terms of service for referring agencies.
- Promote the benefits of the central panel agency model.

Proficient & Engaged Employees

We develop skilled and dedicated employees.

Attract and retain exemplary employees

- Provide competitive compensation for administrative law judges.
- Support modern workplace strategies (teleworking, flexible work schedules).

Foster a culture of innovation, trust, and respect that welcomes feedback and collaboration

- Improve internal communication.
- Engage employees in Lean process improvement.

Provide opportunities for employees to learn and grow

- Develop a leadership training academy.
- Provide ongoing legal training for support staff and administrative law judges.