



Appendix I

Survey of Suitable Representatives and Recipients

Office of Administrative Hearings

Final Report

Laura Bradley, SR Advisory Committee Member

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As requested, I have endeavored to contact the six people who served as suitable representatives and the 5 people who received suitable representatives. I have called each individual at least twice and have left at least one message when able to do so. (One individual does not have a message box set up so it was not possible to leave a message.) Of those for whom I left messages, one suitable representative returned my call and left me a message encouraging OAH to continue the program. I have not been able to contact that person since then to get specific answers to the survey questions.

To date, I have made contact with five people who served as suitable representatives and four people who received assistance in that way. Here is a summary of responses:

Suitable Representatives

1. Did you receive enough information from OAH to serve effectively as a Suitable Representative?
All respondents answered "yes".
2. Do you have any suggestions on how we could improve the overall process for appointment of a Suitable Representative?
Four respondents answered "no".
One respondent felt that it would be helpful to have some background on the nature of the disability or limitations before meeting the client.
3. Did you incur any costs associated with this case?
Four respondent answered "yes". One felt the costs were extensive in the form of time away from work, travel, \$100 in printing costs, personal paper and toner. The other three described the costs as minimal in the form of printing, primarily, and in one case bus fare. The person who incurred bus fare noted that if public transportation had not been available the costs would have been much higher to cover parking and mileage.
The other respondent answered "no".
4. Did you review the Suitable Representative training on the public website?
All five respondents answered "no" regarding the online training. One respondent went to live training.
5. (If yes) Do you have any feedback regarding the training materials?
The person who attended the live training had not suggestions for improvement and stated the training was very good.



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6. Do you have any suggestions on how the WAC 10-24-010 (the Suitable Representation rule) may be improved?

None of the respondents had any suggestions about improving the WAC. One respondent noted that appointing attorneys for these cases is really good and imperative.

Other Feedback:

One respondent noted that he liked the fact that the WAC requires judges to refer litigants to the accommodation coordinator but felt that some judges are better at recognizing the need for assistance than other judges, so perhaps more training for judges in this area is appropriate.

Another respondent noted that the clients who need suitable representation need a higher level of attorney time and attention. The agency came close to exceeding the allowable billable hours as a result.

Recipients

1. Did having a Representative help you overall to participate in your hearing?

Answers:

- 1 – No
- 2 – Helped a little
- 3 – Not sure
- 4 – Helped some
- 5 – Helped a lot

Three respondents said it helped a lot, one respondent said he wasn't sure.

2. Before you asked for a hearing, did you know that OAH could make an accommodation to help you participate in your hearing?

Three respondents said no, one respondent said yes she saw a sign about it.

3. Do you feel that the outcome of your hearing was fair?

Two respondents said "yes", two respondents said "no".

4. Do you have any additional feedback about the Representative accommodation?

The whole process took too long

OAH was a little reluctant to help at first. The person is now having trouble getting representation. They said, "we need to keep trying to get representation because my word is no good."

Now they are trying to take money away. "They said if I was homeless I would get \$197."

Recipient is only getting \$120 and he doesn't know why.