

# Office of Administrative Hearings



## Annual Report



### Message from the Chief

2023 was a year of steady progress for the Office of Administrative Hearings (OAH). We saw the tireless work of our unemployment insurance appeals team bring the pandemic-effect backlog down substantially.

Pending cases went from nearly 28,000 down to less than 8,000. Our unemployment case processing times went from 232 days down to 90 days. We are making progress towards meeting the U.S. Department of Labor standards.

We completed our pilot project to conduct Spanish hearings for certain unemployment cases, and successfully transitioned this innovative approach to our everyday operations. We plan to pilot this approach with the child support caseload, partnering with the Division of Child Support at the Department of Social and Health Services.

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23

This past year has also been a time to refine our adjustment to the post-COVID reality of teleworking—both in terms of how our teams interact, and in terms of how our facilities can better support remote and hybrid work with a smaller facilities footprint. The Spokane Valley facility move was completed this year. The Tacoma facility move will be done in early 2024, and the Seattle facility move will follow later in the year. The moves result in smaller footprints at all three locations.

We completed a major project to reorganize how we process notices and orders, with all publishing being consolidated into two teams—one in Olympia and another in Spokane Valley. And we continue to partner with our stakeholders to make progress on process refinements. The new notice of hearing for unemployment cases is one example. Another is the collaboration with the Employment Security Department to develop a new rule and process to handle certain types of cases in a more streamlined fashion.

The executive management team, which has been basically unchanged since 2018, is going through big changes as we go into 2024. Chief Equity and Access Officer Tony Griego recently joined the executive management team. In October, we welcomed Rob Cotton, our new Chief Financial Officer, due to Deborah Feinstein's retirement. Deputy Chief ALJ Johnette Sullivan—after 34 years at OAH—is retiring in February 2024.

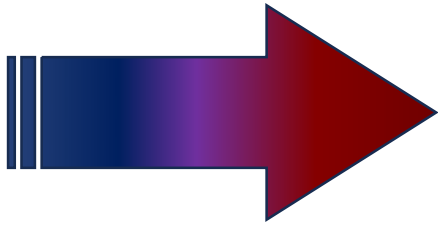
Finally, after more than 14 years as the chief ALJ, I am retiring. As I reflect on my tenure at OAH, I am very proud of the OAH team and our partners. So much has been accomplished.

In 2009, OAH's work was handled by five siloed field offices, using their own systems and processes. Staff used a jumble of mismatched technology equipment to do their work. We had three unconnected legacy case tracking systems that only provided limited, segregated views of our workload. Our data was often anecdotal, unreliable, or non-existent. All case files were hard copy.

OAH was also seriously understaffed administratively. Managers wore many hats. Training was inconsistent between the field offices, and almost completely paper-based.



Standardized order templates only existed for one caseload. Our staff responding to calls were not trained in customer service and had no centralized resources to guide them in giving accurate information.



## Fast forward to 2023

Now OAH provides all employees with new, standard technology equipment on four-year lease cycles. We have a single, customized case management system to handle all our caseloads. The team now has plenty of reliable data at their fingertips to help us and our stakeholders manage the flow of work effectively. And we are paperless.

The caseload teams have built over 700 standard templates to promote efficiency and consistency. Most importantly, case participants can go online to file documents and track their cases through the OAH Participant Portal.

People who contact OAH now get accurate, consistent, excellent service from the centralized OAH Customer Service Center. Roles that were once split up between too few people now have dedicated staffing: information governance officer, training and development coordinator, chief equity and access officer, a project management team, and a language access coordinator are some key examples.

I am particularly proud of our excellent onboarding and training programs that allow us to support our teams with the needed expertise. Responding to input from referring agencies, OAH also updated its billing methodology. It is now more transparent and simpler.

These are just a few of the many changes. Not everything has changed, though. Throughout my time at OAH, every day I've had the honor of working with a very dedicated team of public servants who are determined to get it right and deliver on OAH's mission. Regardless of the changes in technology or the operating environment, support staff and administrative law judges have been providing the public with quality hearings and issuing sound legal decisions year after year.



“As I reflect on my tenure at OAH, I am very proud of the OAH team and our partners. So much has been accomplished.”

As a team, we've made great strides over the past 14 years. And there are still other strides to be made going forward. For example, we've made a good start on expanding language access, but there's much more to be done. There will also undoubtedly be new challenges ahead as OAH navigates a new remote working environment.

As I pass the baton to the next chief ALJ, I am confident OAH will meet those new challenges well. I am very grateful for the support of OAH employees, Governor Inslee, and fellow colleagues from the legal community and state agencies during my OAH tenure.

Best wishes for 2024 and the years ahead!



Chief Administrative Law Judge Lorraine Lee

## Purpose of OAH

The Office of Administrative Hearings is an independent agency responsible for many of the administrative hearings in Washington.

Washington's public agencies make thousands of decisions that directly impact the lives and businesses of Washingtonians. When an affected person disagrees, they often have a right to appeal that decision.

The basic purpose of an administrative hearing is to allow people to dispute decisions which impact them, and have those disputes reviewed fairly by impartial judges.

OAH makes the hearing process informal, quick, and accessible. The hearing gives people a chance to tell their side of the story and to ask questions of the other side.



[Mission](#)

[Vision](#)

[Values](#)



## Employee Achievements

**Chief Information Officer Brian Thomas** receiving the Governor's Award for Leadership in Management.

From Governor Inslee's website: "Under Brian's guidance, the Office of Administrative Hearings underwent an extreme technology makeover, fostering a high-performing IT team and delivering remarkable service improvements. His work ensured OAH was able to support a mobile workforce of 260 facing a tsunami of appeals from ESD - a whopping 178,000 appeals in two years."



Chief Lee recognizing Legal Assistant 3 Lan Le for 30 years of public service at OAH. Lan is the longest-serving member of OAH's professional support staff team. She works on the caseload from the Office of Superintendent of Public Instruction.

Deputy Chief Administrative Law Judge Johnette Sullivan was honored with this year's [Frank Homan Award](#) from the Administrative Law Section of the Washington State Bar Association. This is an annual honor recognizing the recipient's outstanding contributions to the improvement or application of administrative law.

Johnette joined the OAH in 1989 and is currently the longest serving employee of the agency. Her depth and breadth of state administrative adjudication experience is unmatched. Notably, she led OAH's suitable representative initiative, a years-long effort to promote more meaningful participation in hearings for people with disabilities.

Chief Administrative Law Judge Lorraine Lee praised Johnette's substantial efforts to lead this innovation: "Her compassionate, patient, and diligent handling of these matters reflect the values and passion of a leader committed to improving administrative justice. Johnette is also highly regarded amongst her peers. She is generous with her time and expertise."



## Organizational Changes

OAH has 5 divisions:

- Headquarters
- Child and Family Care (DSHS Division of Child Support, DSHS Licensing, DCYF)
- Public Assistance and Health (HCA and DSHS Public Assistance)
- Regulatory and Education (OSPI, Colleges, LCB, L&I, PFML, OIC, and other agencies)
- Unemployment Insurance

Please see the [Leadership Organization Chart](#) for additional details.

In April 2023, OAH added the Production Center to its Headquarters division. The Production Center has a dedicated staff and uses high-capacity production machines to handle printing and mailing of notices and orders for all caseloads.

Since 2014, OAH has handled work from 79 agencies and organizations. These range from large state agencies that refer tens of thousands of cases per year, to universities and colleges, to small local governments that might only use OAH once.

## Division Updates

The year 2023 saw OAH continue the evolution to a caseload-centric (as opposed to a facility-centered) leadership model. Here are some highlights from each of the four caseload divisions:

### Child and Family Care

Perhaps the biggest news out of the Child and Family Care Division was the selection of Micah Larripa as the new division chief ALJ in July 2023.

Intake, closure, and inventory remained steady across the division's caseloads and programs throughout the year. This allowed the division to begin to focus on harmonizing local practices with statewide standards for training, scheduling, and case workflows.



## Divisions

Headquarters

Child & Family Care

Public Assistance & Health

Regulatory & Education

Unemployment Insurance

### Public Assistance and Health

Calendar year 2023 was a year of transitions in the Public Assistance and Health Division with many comings and goings both in the ALJ ranks and with professional support staff. This mobility required us to develop a more robust cross-training program that will serve us well going forward.

The Health Care Authority caseload saw an uptick in the number of requests for hearings in 2023, significantly eclipsing the average number of cases received annually during the three years of the pandemic. However, the number of requests was still nowhere near pre-pandemic levels.

By contrast, the public assistance caseload came much closer to pre-pandemic intake numbers. OAH continued to hold mediations to quickly resolve cases for the Home and Community Services financial eligibility cases. Based on the excellent results, OAH hopes to expand mediation to other programs and caseloads in 2024.

## Regulatory and Education

The Regulatory and Education Division experienced an increase in cases as agencies continued to emerge from the pandemic. The Office of Superintendent of Public Instruction (OSPI) caseload intake reached record levels, exceeding the highest annual pre-pandemic intake.

Emerging caseloads included the long-term care appeals from Employment Security Department and Department of Social and Health Services, as well as appeals from the highway work zone speed safety camera program.

## Unemployment Insurance

The Unemployment Insurance Division reduced the pandemic-related case backlog by an average of more than 1650 appeals per month, despite a 40% reduction in staff from calendar year 2022.

The team also worked hard to improve the customer experience. In July, Spanish-language unemployment insurance hearings transitioned from project status and became a regular part of the division's operations.

In another effort to improve customer service, the division reimagined the unemployment insurance notice of hearing to provide a more accessible, simpler, and easier to understand document for participants.



## Customer Service Center

The OAH Customer Service Center remains focused on providing great customer service. One huge step forward this calendar year was moving to a much more stable phone system that has resolved virtually all technical issues.

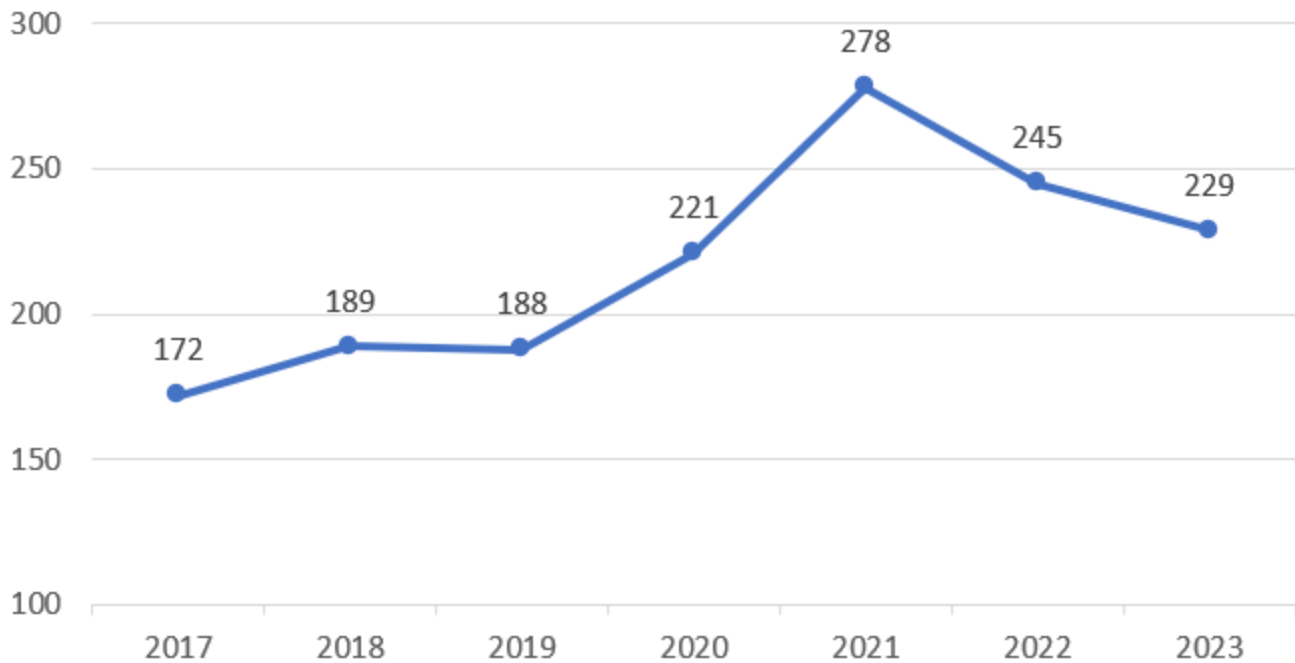
Our customer service team is working hard to improve how we respond to callers, through increased mentoring and training opportunities. As the pandemic backlog nears an end, we are experiencing fewer frustrated callers.



## OAH Workforce

The size of our workforce declined slightly during 2023. As of December 2023, OAH had 229 employees, compared with 245 in December 2022. This contrasts with our rapid growth between 2020 and 2022, when we hired about 90 new employees to help with the large influx in Unemployment Insurance cases.

### Number of OAH Employees



## Language Access

In September, OAH hired Cristina Labra as its first-ever language access coordinator. Cristina is fluent in Spanish and has deep language access experience, both professionally and personally. Her knowledge and energy have already been a welcome force in OAH's efforts to expand language access.



### Working with Chief Equity and Access

Officer Tony Griego, Cristina has been instrumental in staffing up a language access governance team and improving OAH's language access notices that are included with notices and orders.

Work is underway on a language access policy and a detailed language access plan.

Nelson Avilan joins OAH in January 2024 as the agency’s first in-house Washington court-certified interpreter. Nelson brings 20 years of experience as a court-certified interpreter, including 15 years providing excellent interpretation in OAH hearings.

## Performance Summary

Performance Measure	Target	Quarter End Date						
		6/22	9/22	12/22	3/23	6/23	9/23	12/23
Case Quality	98%	92%	98%	95%	97%	100%	97%	Not yet available
Customer Service Quality	95%	99%	99%	99%	97%	95%	99%	99%
Order Timeliness	95%	94%	92%	94%	94%	94%	93%	92%

### Case Quality



We measure case quality by scoring randomly selected cases on criteria developed by the U.S. Department of Labor.

Our goal is to have 98% of randomly selected cases meet or exceed quality standards. For the quarter ending June 2023, 100% of cases selected achieved this goal. Though we did not reach the goal in the remaining quarters from December

2022 through September 2023, the percentage of cases meeting or exceeding quality standards was in the high 90% range.

### Customer Service Quality



In calendar year 2023, the Customer Service Center answered 58,397 calls. Our goal is to resolve at least 95% of all calls to OAH without transferring the caller. Meeting this measure requires customer service specialists to have expertise on the full array of programs that OAH handles. Over the past year, we exceeded this measure, despite a very high volume of calls related to the unemployment insurance caseload.

## Order Timeliness



This measure looks at how quickly administrative law judges issue orders after a hearing or prehearing conference.

Every type of order has an associated order timeline, ranging from 48 hours to 60 days after the hearing, depending on the nature of the program. While there are sometimes legitimate reasons for orders to be issued late, our goal is to issue at least 95% of all orders on time.

Order timeliness continues to be a challenge as we work through the unemployment insurance appeals backlog. Order timeliness has hovered just below the 95% goal for most of the past year.

## Strategic Plan and PEAR Strategic Action Plan

### Strategic Plan

OAH continues to work on the goals and strategic objectives in its [Strategic Plan](#). Teams meet regularly on the 19 strategic objectives to define performance measures, identify work efforts, and make positive changes in each area.

### Pro-Equity Anti-Racism

#### Strategic Action Plan

In 2023, OAH made progress on Pro-Equity Anti-Racism investments and strategic goals for diversity, equity, inclusion, and respect. As part of our responsibilities from [Executive Order 22-04](#), we provided updates in our FY2023 PEAR Performance Report to the Washington State Office of Equity.



### *Investment #1 - Relationships and Partnerships*

OAH will establish a practice of gathering community input to help us prioritize investments and continue the engagement process throughout the project by developing a problem statement, brainstorming solutions, creating an implementation plan, and evaluating the effectiveness of the project.

### Achievement Highlights

- Created a policy and procedures for community compensation and demographic data collection.
- Partnered with state business resource groups for input and feedback on agency policies, a writing style guide update, and updates on the Spanish unemployment hearings project.

### *Investment #2 - Equity in Recruitment*

OAH will develop and use an equity tool for all external and internal recruitments. The tool will be used when developing and reviewing job announcements, position descriptions, competencies, and qualifications to ensure they accurately reflect business needs and do not present unnecessary barriers.

### Achievement Highlights

- Trained 25 OAH employees in Mitigating Implicit Bias in the Hiring Process.
- Our new practice requires DEIR Committee members on all interview panels.

### *Investment #3 - Easy to Understand Documents*

OAH will review and revise our written documents meant for the public using plain talk principles to make them easier to read and understand, even for those with limited education.

### Achievements Highlights

- Using feedback from external stakeholders, OAH revised 19 unemployment insurance notice of hearing templates and related documents to increase plain language and improve accessibility.





## Stellar

In 2018, the Legislature provided funding for an independent review of OAH's fee structure, billing methodology, productivity, and organizational structure. Stellar Associates LLC completed the study in 2019 and made 74 recommendations to improve overall agency performance.

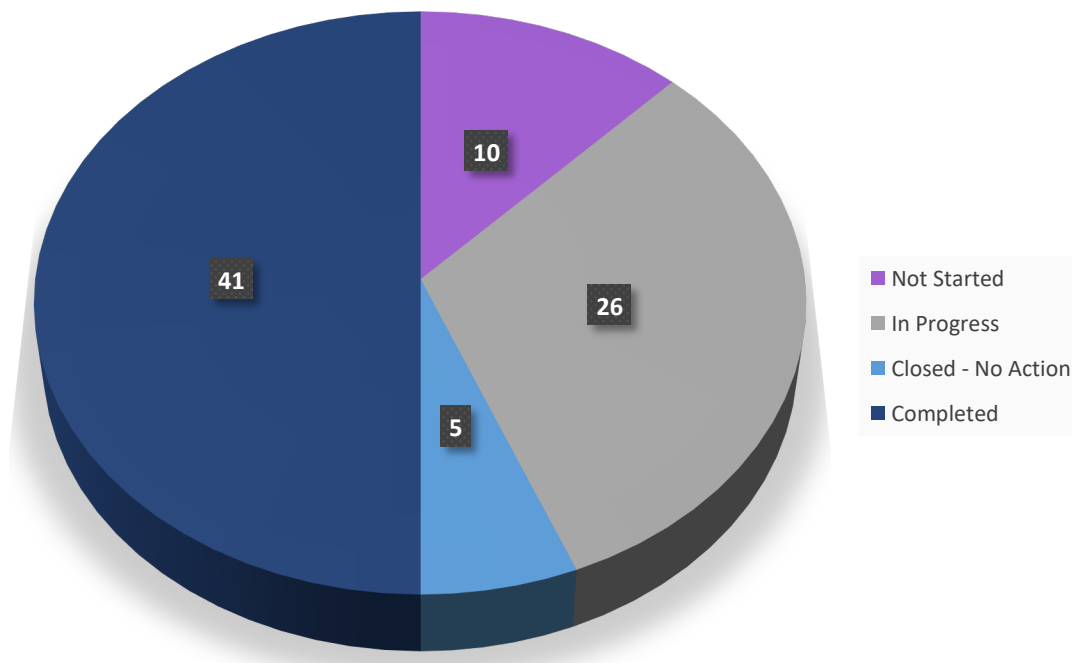
Generally, the recommendations fall into five areas:

1. Processes and Operations
2. Employees, Training, and Performance Measures
3. Organizational Structure, and Roles and Responsibilities
4. External Stakeholder Relations
5. Billing, Rate Setting, Funding, and Productivity Assumptions

In 2022, OAH asked Stellar to review the progress on their 74 recommendations. We also asked them to make new recommendations due to the significant changes in the operating environment between 2019 and 2022.

The [Executive Summary](#) and [Full Report](#) for this follow-up review are available on the OAH website.

Stellar Associates assessed almost all 2019 recommendations as being completed or in-progress. The 2022 report also added 8 new recommendations.



## Key Strategic Projects/Innovations

### UI BAPs

Addressing the historic backlog of unemployment appeals has required an unprecedented hiring effort, tireless work by ALJs and staff, and a laser focus on innovation and process improvement. One of the more impactful innovations was adapting the brief adjudicative proceeding (BAP) to the unemployment insurance caseload.

In 2022, OAH collaborated with the Employment Security Department, the Commissioner's Review Office, the Unemployment Law Project, and other stakeholders to develop a new rule allowing OAH to handle certain unemployment cases through the more streamlined BAP process authorized by Washington's Administrative Procedure Act.

In addition to rule development, project teams developed new templates and processes, including processes to allow claimants to file declarations online with fillable forms. OAH has been conducting these BAPs for more than 20 months now. The results have been positive.

Because the BAP process is more streamlined than a full hearing process, judges assigned to BAPs can resolve 70 cases per week as opposed to 24 for the full hearing process. Not all cases are suitable for a BAP process, but having this process allows us to match appropriate cases with this more streamlined procedure.

During the first 16.5 months using the new process, 10,397 of 88,214 cases (12%) were resolved through BAPs, despite the program only using 3-6% of ALJ resources for the unemployment insurance caseload. These are not just procedural dismissals. 92% of these cases were evaluated by the judge and resolved on the merits without needing a hearing.



The claimant always has the right to demand a full hearing at any point before the judge issues the BAP order.

*Administrative Law Judge Marek Falk and Lead Administrative Law Judge Sarah Garrod and were instrumental in refining the new BAP processes.*

# Español

## Spanish UI

Spanish speaking claimants may now speak directly to the judge in their own language on some unemployment benefits appeals. OAH completed a groundbreaking two-year iterative pilot and, as standard practice, now holds select unemployment insurance (UI) hearings in Spanish.

Three bilingual administrative law judges currently provide the UI hearings in Spanish. The goal is to increase meaningful participation by Spanish-speaking, self-represented claimants. OAH has received positive customer feedback on the Spanish language hearings.

Partnership from the Employment Security Department and thoughtful input from legal aid organizations and others were key to this effort. Representatives from the US Department of Labor said the project showed major success in decreasing language barriers.

We are also exploring how to expand this initiative. Specifically, we are working with the Department of Social and Health Services to plan a pilot project for holding Spanish-language hearings for some child support cases referred to OAH by the DSHS Division of Child Support.

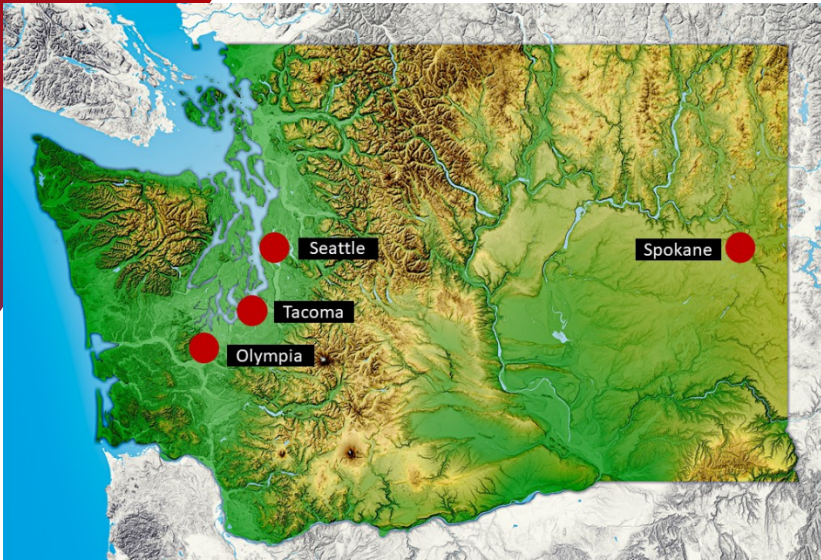
For those interested in hearing more about the Spanish hearings, the American Bar Association's National Conference of Administrative Law Judiciary is holding a webinar "[Innovative Spanish Administrative Hearings Improve Access](#)" on January 24, 2024. Members of the project team will present in-depth results and feedback from the Spanish-speaking parties.

## Production Center

By consolidating our printing and mailing functions from four spaces down to two, OAH gained some economy of scale which supports better high-volume equipment, more training, more staffing consistency, and improved workload balancing and backup.







## Facility Updates

The dramatic increase in teleworking required us to rethink how we can best use the space we have. Drop-in stations and office sharing have largely replaced assigned office spaces.

As we downsize three of our four facilities, we're taking the opportunity to optimize floor plans and technology to better support hybrid hearings.

### Olympia

We opened our Production Center West facility in the Bristol Court building to handle consolidated mail and printing services in tandem with the Production Center East in the Spokane Valley facility.

We now run our publishing and paper handling operations out of only two facilities rather than four. Consolidating these functions into the Olympia and Spokane Valley facilities allowed us to make more effective use of space in our other facilities.

### Seattle

In our One Union Square facility, we're in the process of moving to a smaller space in the same building. Move-in date is to be determined.

### Spokane Valley

In November 2023, we moved our Spokane Valley facility to a smaller space in the same building. The new space also houses our Eastern Washington Production Center.

### Tacoma

We're moving from the Rhodes Center in downtown Tacoma to a smaller space in the Tacoma Mall Office Building at 4301 South Pine Street in Tacoma. Estimated move-in date is February 2024.







## Technology Highlights

As always, the OAH IT Unit was busy with significant efforts on multiple fronts—applications, data, security, and desktop.

The biggest challenge engaging the team in 2023 was the ongoing work to transition OAH's technology footprint to cloud-based architecture. The benefits of this new architectural environment include:

- Section 508-compliant accessibility
- Enhanced disaster recovery capability
- Upgraded application technologies
- Scalable infrastructure

OAH is moving to MS Teams hearings instead of WebEx. This will improve audio quality, add call management features for the presiding ALJ, and change the call-in number on the notices of hearing. As of February 1, 2024, the new call-in number will be (866) 527-0393. This change only affects those hearings currently conducted by WebEx conference. It will not affect the hearings where the ALJ initiates the contact with the parties.



## Rulemaking

### [10-16-010](#)

OAH is updating its rule on complaints against administrative law judges. The changes are intended to correct outdated references and improve the overall clarity of the rule.

### [WAC 10-04-015](#) and [10-04-025](#)

OAH made minor updates to its administrative rules to add overall clarity.

### [WAC 10-24-010](#) (update effective 8/31/23)

In 2018, OAH worked with an advisory committee of multiple stakeholders to develop a process to provide suitable representatives for qualifying parties with disabilities, where a representative was necessary to allow the party to meaningfully participate in the administrative hearing.

In August 2023, after more than 5 years of experience administering the process, OAH updated and refined the rule governing the process.

## Legislation with Significant Impact on OAH Work in 2023

[HB 1656](#) – Under this law, the claimant’s availability for work is now only an issue for hearing if it is specifically raised in the Employment Security Department’s determination.

[SB 5729](#) – Appellants in most public assistance or Medicaid appeals now have a legal opportunity to show good cause for not meeting the deadline to file an appeal within 90 days of receiving the administrative decision from DSHS or HCA.

[ESSB 5272](#) – Beginning in July 2024, this bill authorizes WSDOT to operate speed safety cameras in highway work zones and authorizes law enforcement officers at WSP to issue infraction notices based on speed violations captured by those speed safety cameras. Appeals of speed safety violations under this new authority will be adjudicated by OAH.



## Publications

[40 Years of Innovative Administrative Justice](#), by Deputy Chief ALJ Johnette Sullivan, was published in the June issue of the Washington State Bar Association News. This article covers some history, current dynamics, practice tips, a volunteer opportunity, and a focused look at our work to improve how we accommodate participants with disabilities.



## Collaborations with Other WA Agencies

### [Statewide workgroup on plain language](#)

In 2022, several members of different agencies formed a statewide plain language work group. Its six members are from the Governor's Office, OFM, HCA, DOC, and OAH. In November 2023, the group began offering to help all state agencies improve their use of plain language in public documents, providing a valuable resource for agencies as they implement [Executive Order 23-02 - Plain Language](#).

### [NAA and annual CLE](#)

Each fall, OAH gathers with other agencies' adjudicatory teams at the Network of Adjudicatory Agencies CLE seminar. This is a day of education and connection with topics designed particularly for professionals who work in state administrative adjudication. OAH is independent by design but is also part of a robust community of practice. The NAA annual CLE allows for the sharing and collaboration around common challenges and best practices. Thank you to our NAA colleagues for a great CLE this year!





## Committees/Teams

OAH has several standing committees that take the laboring oar in key areas of analysis, policy development, guidance for employees, and training. Here are some highlights from some of these teams.

### Writing Style Committee

The Writing Style Committee continued to develop a writing training program for all OAH employees. We are grateful to Brian Watkins, Chief Legal Officer at the Board of Industrial Insurance Appeals, for generously sharing his considerable writing expertise with us as we develop the training. The committee expects to begin conducting the training in early 2024.

The committee also embarked on the long-term effort to make plain language revisions to all OAH templates.

### Ethics Advisory Committee

This committee had a productive year, including developing recommendations for revisions to OAH's Ethics in Public Service policy, putting on several presentations and trainings, and issuing several informal ethics advisory opinions.

### Language Access Governance Team

This new team began its work in late 2023, under the leadership of Chief Equity and Access Officer Tony Griego and Language Access Coordinator Cristina Labra.

### Diversity, Equity, Inclusion, and Respect Committee

The DEIR committee was instrumental in preparing the agency's first Pro-Equity Anti-Racism (PEAR) annual performance report.

At the recommendation of the committee, OAH provided anti-bias training for interview panelists.







## ATJ Conference

The biannual Access to Justice Conference brings together community members, legal system advocates, judges, attorneys, and policymakers across Washington State.

At the 2023 Washington State Access to Justice Conference, OAH presented on the Spanish hearing program and suitable representative ADA accommodations.

*From left to right, Lead Administrative Law Judge Don Dowie, Chief Administrative Law Judge Lorraine Lee, Deputy Chief Administrative Law Judge Johnette Sullivan, Innovation and Change Leader Diane Jennings, and Legal Assistant Carla Sullivan.*

## Central Panel Directors' Conference Fostering Collaboration, Innovation, and Best Practices in Administrative Law

OAH teamed up with the Alaska Office of Administrative Hearings to host the 2023 Central Panel Directors' Conference in Seattle. This annual conference brings together central panel adjudication leaders from around the nation.

This year the event brought together 60 attendees from 20 different central panels, along with representatives from the Washington State Bar Association,

*Rica Helberg, Performance Reporting and Data Integrity Manager, and Barb Cleveland, Executive Assistant to the Chief ALJ.*



the Judicial Section of the American Bar Association, the National Judicial College, and the National Conference of Administrative Law Judiciary, creating a unique platform for collaboration, innovation, and the exchange of best practices.

The agenda featured a powerful keynote address by Washington Supreme Court Justice Mary Yu. Her inspiring remarks illustrated how judges can use collaboration and innovation in the pursuit of a justice system that is more just. She discussed the Washington State Supreme Court's efforts to combat racism in the legal system and explicitly included the administrative law judiciary in her challenge to always strive to do better.

This year, the conference attendees welcomed Idaho as the newest central panel in the country.



*From left to right, Bryan Nickels, Chief Administrative Hearing Officer, Idaho OAH; Leslie Hayes, Deputy Chief Administrative Hearing Officer, Idaho OAH; and Josh Sundt, Deputy Chief Administrative Law Judge, Washington OAH.*

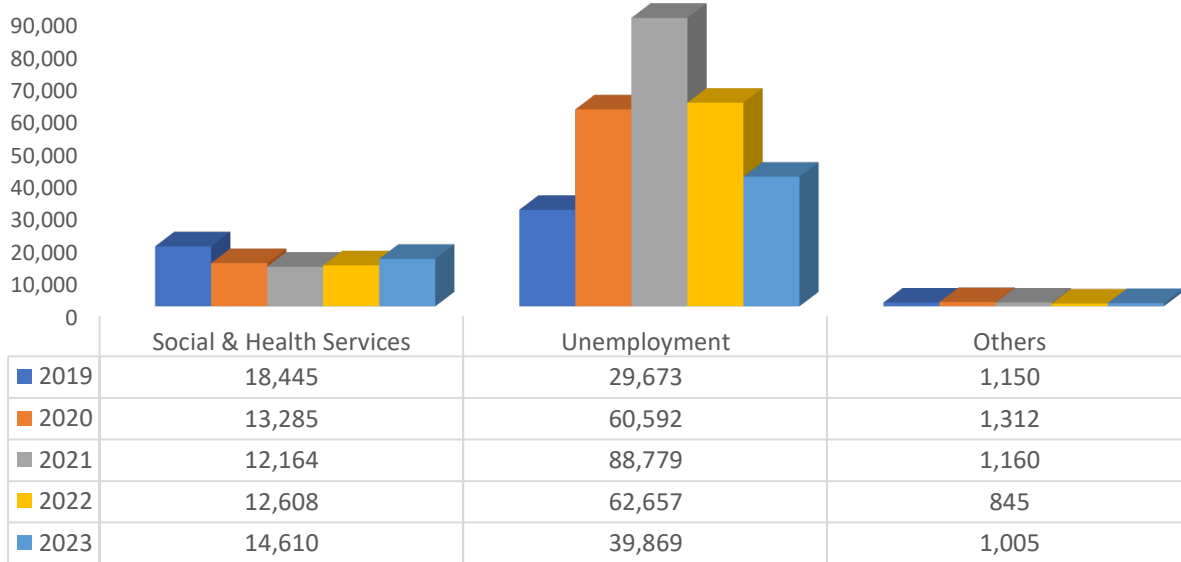
Central Panel  
Director's  
Conference  
Seattle  
2023

# OAH by the Numbers

## Cases Received by Caseload

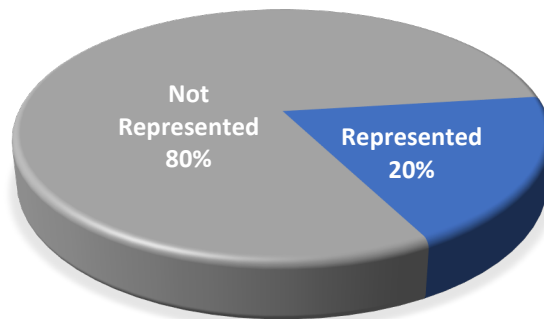
OAH Workload CY 2019 vs. CY 2022	Received					Trends
	CY19	CY20	CY21	CY22	CY23	
Employment Security Department (ESD)	29,673	60,584	88,810	62,669	39,869	
DSHS Division of Child Support (DCS)	8,330	6,980	6,698	6,522	6,530	
DSHS Public Assistance (PA)	3,691	2,591	2,155	2,749	4,501	
Health Care Authority (HCA)	4,779	2,412	2,239	2,509	2,783	
Department of Children, Youth, and Families (DCYF)	1,257	1,069	850	696	632	
Office of the Superintendent of Public Instruction (OSPI)	305	262	255	280	353	
Department of Labor and Industries (LI)	333	337	166	105	216	
DSHS Licensing (LIC)	382	233	222	132	164	
Paid Family and Medical Leave (PFML)	-	156	215	140	121	
Liquor and Cannabis Board (LCB)	179	74	114	82	116	
Office of the Insurance Commissioner (INS)	29	68	95	128	43	
Department of Fish and Wildlife (DFW)	-	43	24	23	33	
Washington State University (WSU)	21	18	28	12	21	
Department of Financial Institutions (DFI)	27	34	15	13	19	
Department of Licensing (DOL)	26	6	12	10	17	
Criminal Justice Training Commission (CJTC)	-	-	-	2	17	
Attorney General's Office (AGO)	13	4	4	8	10	
Gambling Commission (GMB)	70	23	21	13	9	
Office of Minority and Women's Business Enterprises (OMWB)	10	4	6	4	6	
Colleges (CLG)	1	1	4	5	5	
Government - County and Local (GOV)	4	12	4	5	5	
Energy Facility Site Evaluation Council (EFSEC)	-	-	1	2	4	
Washington State Patrol (WSP)	15	9	4	4	3	
Department of Agriculture (AGR)	1	1	3	1	3	
Office of Financial Management (OFM)	1	-	-	-	2	
Department of Transportation (DOT)	5	6	1	2	1	
Workforce Training and Education Coordinating Board (WTECB)	1	1	-	-	1	
Department of Transportation (TOLL)	100	247	181	-	-	
Lottery Commission (LTY)	4	3	3	-	-	
Department of Archaeology and Historic Preservation (AHP)	-	2	1	-	-	
Department of Health (DOH)	-	-	1	-	-	
Legislative Ethics Board (LEB)	-	-	1	1	-	
Washington Student Achievement Council (WSAC)	2	-	1	-	-	
Human Rights Commission (HRC)	2	1	-	3	-	
Department of Early Learning (DEL)	2	-	-	-	-	
Department of Service for the Blind (DSB)	1	-	-	-	-	
Juvenile Rehabilitation Reimbursement (JRA)	4	-	-	-	-	
Department of Retirement Services (DRS)	-	-	-	-	-	
Pollution Liability Insurance Agency (PLIA)	-	-	-	1	-	
Discontinuance of Service (DOS)	-	-	-	1	-	
<b>TOTALS</b>	<b>49,268</b>	<b>75,181</b>	<b>102,134</b>	<b>76,122</b>	<b>55,484</b>	

## Cases Received

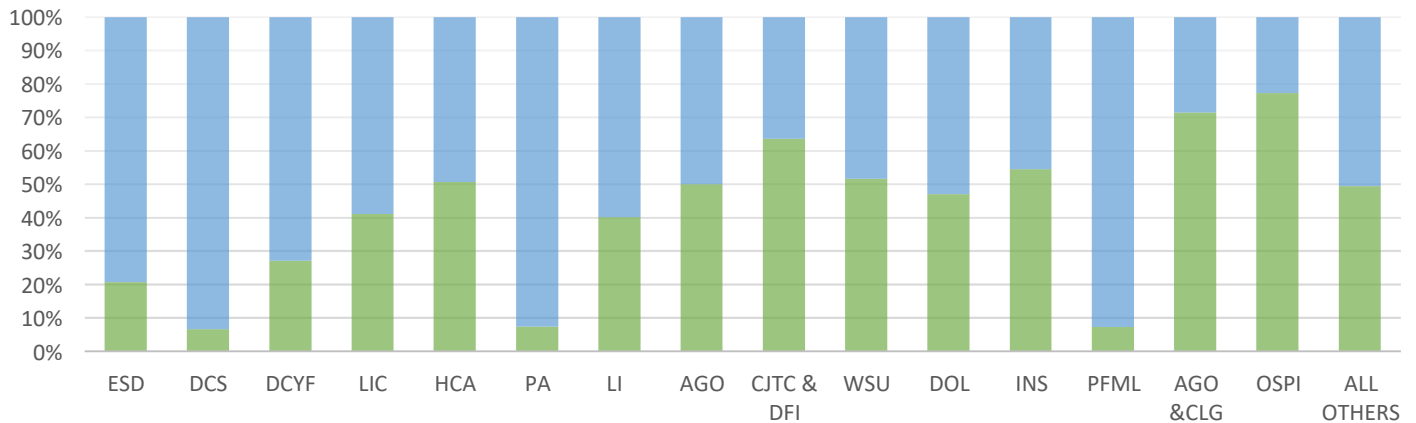


## Representation of Parties in OAH Hearings

### FISCAL YEAR 23



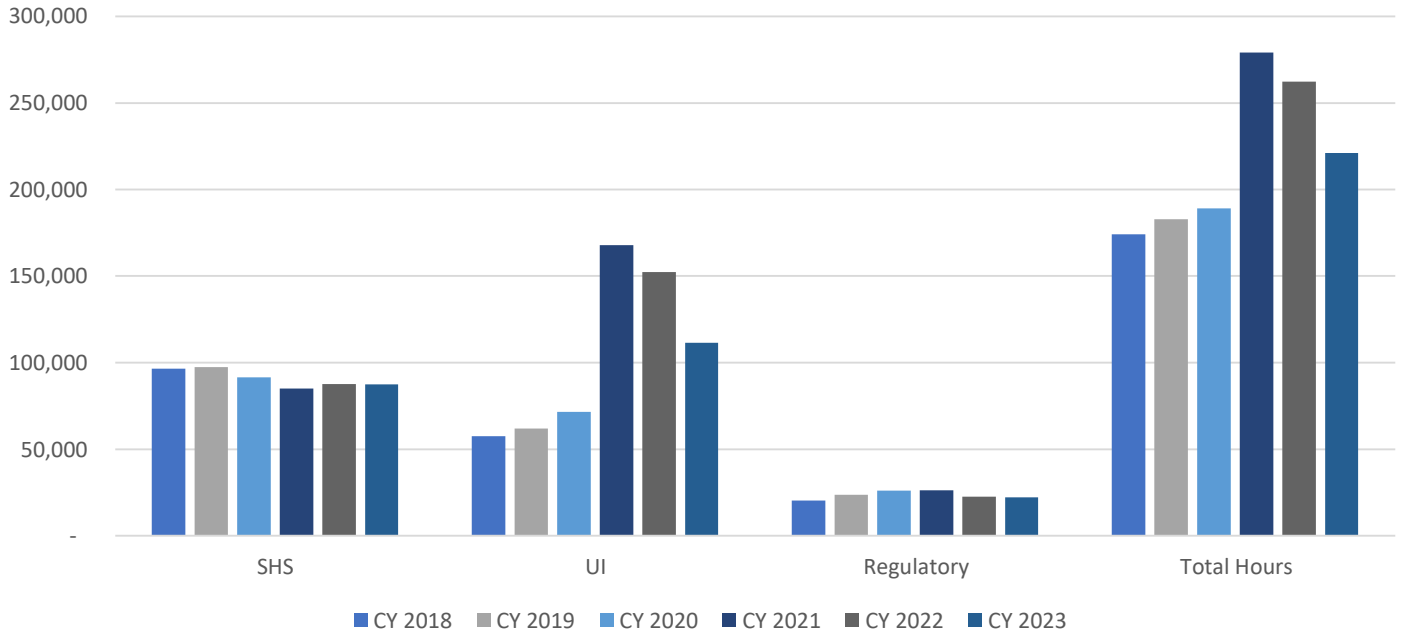
## Represented (green) vs. Not Represented (blue)



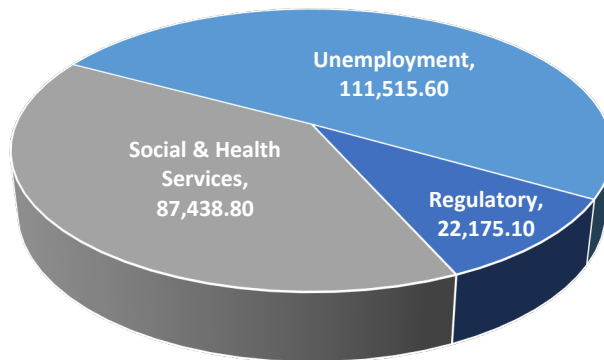


## Workload Distribution by Time Spent

Calendar Years 2018 - 2023  
Administrative Law Judges & Legal Support Staff

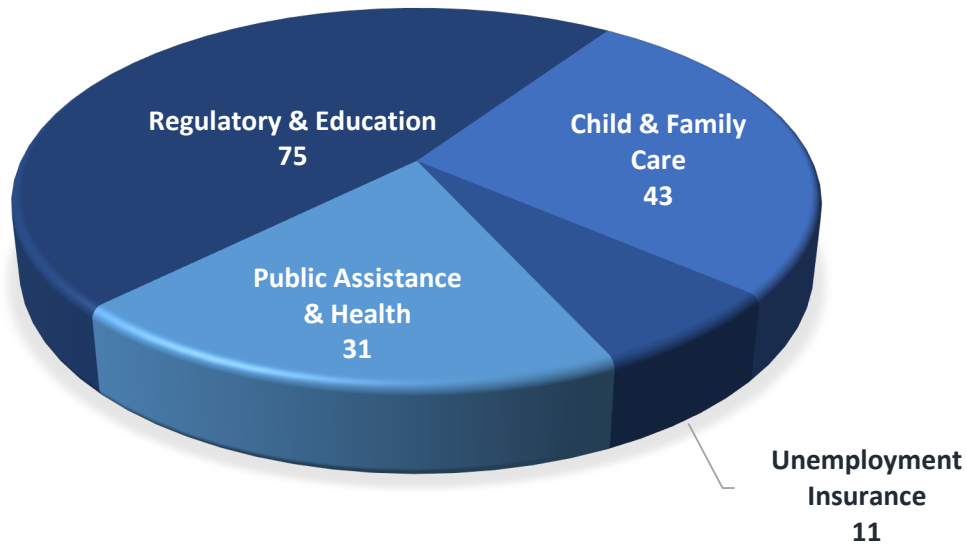


CY23 Total Hours by Caseload Category  
Administrative Law Judges & Legal Support Staff



## Caseloads and Programs Handled in 2023

### Programs Counts By Divisions (Total Programs - 160)



### Caseload Changes

OAH added these programs in 2023:

- Social Equity Cannabis Licensing - A Liquor and Cannabis Board program for appeals of cannabis license denials under the social equity cannabis licensing legislation passed in 2020 and expanded in 2022. Under this legislation, cannabis producers, processors, and retailers meeting social equity criteria may apply for a license.
- OSPI-Non-Public Agency – Appeals of OSPI action against nonpublic agencies providing K-12 special education services.
- WA Cares Exemptions – Employers appealing long term care premium assessments issues by the Employment Security Department.

If you have any questions, please contact OAH at (360) 407-2700 or (800) 583-8271.

Learn more at [www.oah.wa.gov](http://www.oah.wa.gov).