



Washington State Office of Administrative Hearings



Message from the Chief Administrative Law Judge

It is an honor and pleasure to work alongside my colleagues to serve the public and carry out the mission of the Washington State Office of Administrative Hearings (OAH). This annual report summarizes and highlights activities from calendar year 2022. OAH employees demonstrated the resilience, innovation and agility to adapt to the evolving working environment and address challenges with an expanding workload that spans more than 180 different programs. I am proud of the work we did in 2022, maintaining high standards of legal decisions and customer service through the historic surge in appeals.

2022 marked the 40th anniversary of OAH, so it was a year of reflection on our history and purpose. It was also a year of ups and downs, including the peak of the unemployment insurance appeals backlog at OAH, but also the end of the state's state of emergency and the beginning of real progress on reducing the number of appeals waiting for a hearing.

Collaboration and innovation were key strategies. Working with the team at the Employment Security Department, OAH developed a new, streamlined process for resolving certain unemployment insurance appeals without a live hearing. This allowed staff to schedule more cases and judges to decide more appeals. This new process earned a mention from Governor Inslee at the 2022 Lean Transformation Conference.

We also completed the second phase of our project using Spanish-speaking judges to hold unemployment insurance hearings in Spanish without an interpreter. We received overwhelmingly positive feedback from Spanish-speaking claimants who had their hearing in their primary language. Here's just one example:

Annual Report 2022

OAH Mission

To hear and independently resolve disputes between the public and state agencies with an impartial, quick, and easy to access process.



Lorraine Lee, Chief Administrative Law Judge

Not using an interpreter allowed me to express myself with my own words and have my own voice. I was able to express my point of view and have the judge understand me, which gave me confidence. The judge had lots of patience with me, and he always reminded me that I had the option of an interpreter if I felt I was no longer understanding him.

Over the summer, our first Pro-Equity Anti-Racism (PEAR) team developed three strategic equity investments that will help us support equity in our justice system: (1) Relationships and partnerships, (2) Equity in recruitment, and (3) Easy to understand documents. After passage of [2SSB 5793](#), we developed a community member compensation policy and procedures so that we can support a more robust conversation with communities going forward.

Speaking of that conversation, I am grateful for the generous contributions of time and expertise from our PEAR team members Chanel Rhymes, Kristina Sawycky, and Juliana Repp of the Unemployment Law Project, Hannah Rosenberger and Will Ross of Solid Ground, and Professor Danieli Evans of the Seattle University School of Law. Our PEAR-planning work benefited greatly from their input, and I look forward to continuing this fruitful partnership in 2023.

Technology and training systems have advanced tremendously, and yet there is more we need to do to truly transform the way we serve Washingtonians. We need to continue to adapt and innovate in a changing world—but not alone. To succeed in 2023, we must connect and reconnect with the communities we serve, so that we can better understand and address barriers to accessing the administrative appeal system.

We appreciate the continuing support and input we receive from our stakeholders, Governor Inslee, and the Legislature as we strive to effectively carry out the OAH mission. Together, we will build upon our past progress and continue to make a positive difference to Washingtonians who come before OAH to resolve their appeals.

Best wishes for the year ahead!



Chief Administrative Law Judge Lorraine Lee

OAH Values

Fairness &
Independence

Diversity, Equity,
Inclusion & Respect

Performance
Excellence

Integrity

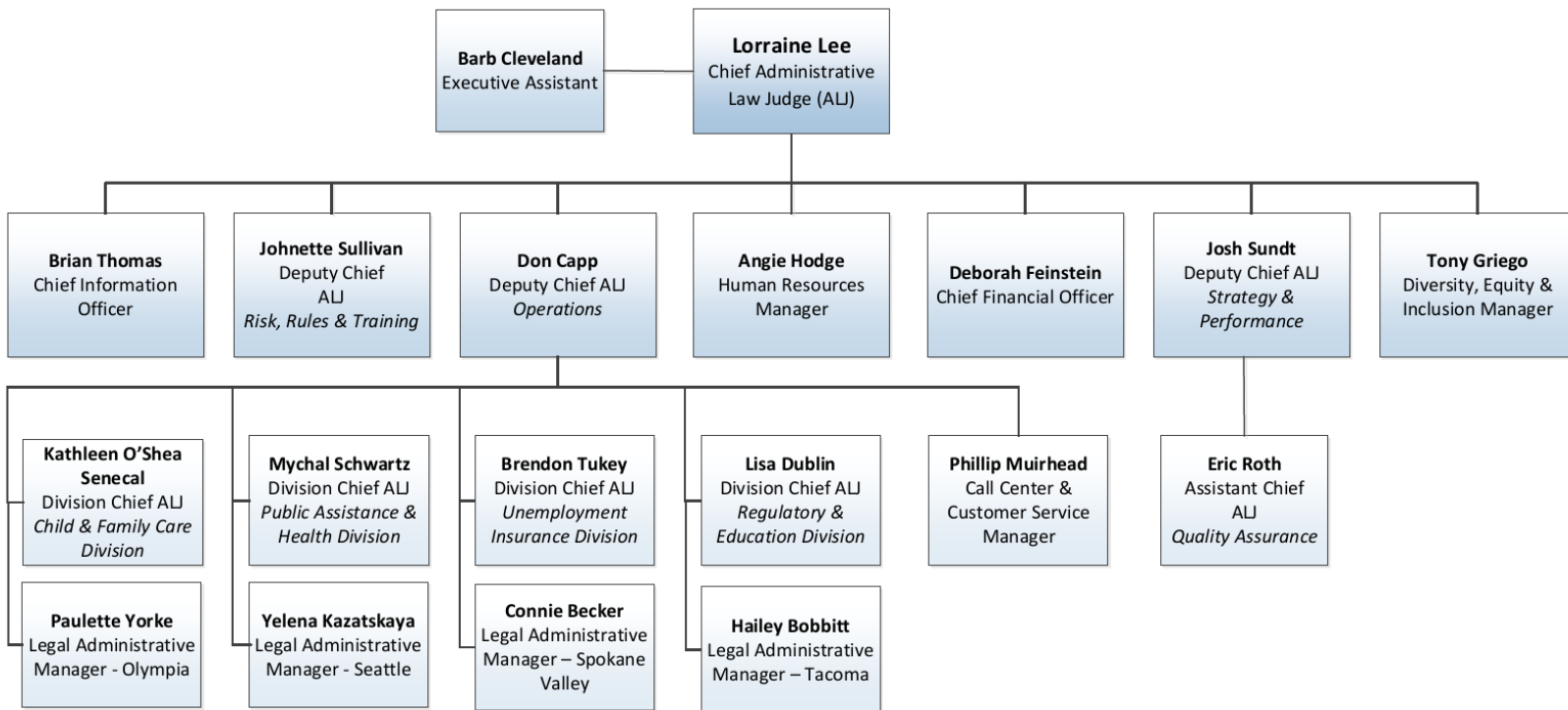
Organizational Structure

In 2022, OAH formalized its division-based operating structure, putting new names to existing structures and making a few adjustments to caseload management. Here it is in a nutshell.

Five Divisions:

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

Please see the [Leadership Organization Chart](#) on the OAH public website.



Since 2014, OAH has handled work from 67 agencies and organizations. The work ranges from large agencies referring tens of thousands of cases per year to small agencies who might only use OAH one time.

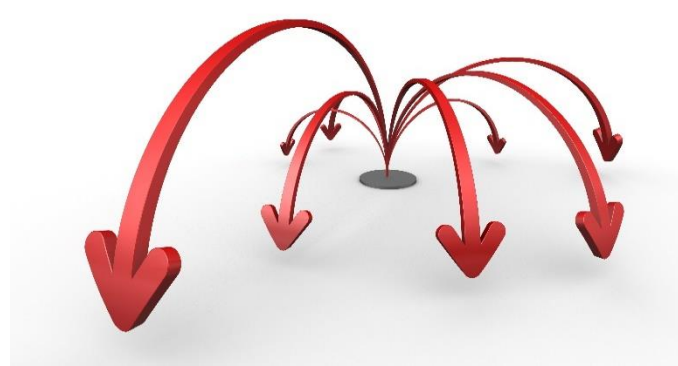
Over the past several years, OAH has been shifting from a location-based organization to a caseload-based organizational structure. This dynamic has allowed OAH to more easily allocate team assignments based on business needs rather than geographical considerations.

Cases Received by Caseload

OAH Workload CY 2019 - CY 2022	Received				
	CY19	CY20	CY21	CY22	Trends
Employment Security Department (ESD)	29,673	60,592	88,829	62,657	
DSHS Division of Child Support (DCS)	8,330	6,980	6,698	6,522	
Health Care Authority (HCA)	4,779	2,412	2,239	2,509	
DSHS Public Assistance (PA)	3,691	2,591	2,155	2,749	
Department of Children, Youth, and Families (DCYF)	1,257	1,069	850	696	
Office of the Superintendent of Public Instruction (OSPI)	305	262	255	280	
DSHS Licensing (LIC)	382	233	222	132	
Paid Family and Medical Leave (PFML)	-	156	215	140	
Department of Transportation (TOLL)	100	247	181	-	
Department of Labor and Industries (LI)	333	337	166	105	
Liquor and Cannabis Board (LCB)	179	74	114	82	
Office of the Insurance Commissioner (INS)	29	68	95	128	
Washington State University (WSU)	21	18	28	12	
Department of Fish and Wildlife (DFW)	-	43	24	23	
Gambling Commission (GMB)	70	23	21	13	
Department of Financial Institutions (DFI)	27	34	15	13	
Department of Licensing (DOL)	26	6	12	10	
Office of Minority & Women's Business Enterprises (OMWBE)	10	4	6	4	
Attorney General's Office (AGO)	13	4	4	8	
Colleges (CLG)	1	1	4	5	
Government - County and Local (GOV)	4	12	4	5	
Washington State Patrol (WSP)	15	9	4	4	
Department of Agriculture (AGR)	1	1	3	1	
Lottery Commission (LTY)	4	3	3	-	
Department of Archaeology and Historic Preservation (AHP)	-	2	1	-	
Department of Health (DOH)	-	-	1	-	
Department of Transportation (DOT)	5	6	1	2	
Energy Facility Site Evaluation Council (EFSEC)	-	-	1	2	
Legislative Ethics Board (LEB)	-	-	1	1	
Washington Student Achievement Council (WSAC)	2	-	1	-	
Human Rights Commission (HRC)	2	1	-	3	
Workforce Training & Education Coordinating Board (WTECB)	1	1	-	-	
Department of Early Learning (DEL)	2	-	-	-	
Department of Service for the Blind (DSB)	1	-	-	-	
Juvenile Rehabilitation Reimbursement (JRA)	4	-	-	-	
Pollution Liability Insurance Agency (PLIA)	-	-	-	1	
Discontinuance of Service (DOS)	-	-	-	1	
Criminal Justice Training Commission (CJTC)	-	-	-	2	
Office of Financial Management (OFM)	1	-	-	-	
TOTALS	49,268	75,189	102,153	76,110	

Caseload Changes

OAH added more than a dozen new case types to its case management system in 2022, because of requests and new work from referring agencies. The new caseload for the Washington State Criminal Justice Training Commission (CJTC) got underway in June, with a training for Administrative Law Judges (ALJs) at the CJTC's facility in Burien. And in December we received the first cases. Another notable new case type is mixed earners' unemployment compensation appeals from the Employment Security Department. The workload from colleges and universities has also gradually expanded.



Here is a list of the new programs we added in 2022:

Attorney General's Office

Unemployment Compensation Seizure

Colleges

Edmonds College
Gray's Harbor College
Green River College

Criminal Justice Training Commission

Certification denial, revocation, suspension

Department of Social and Health Services

Refugee Food Assistance

Employment Security Department

Paid Family and Medical Leave – Unlawful Acts
Mixed Earners Unemployment Compensation
Discontinuation of Service

Energy Facility Site Evaluation Council

High Top/Ostrea Solar
Land Use Consistency

Health Care Authority

DDD Financial eligibility
DDD State-operated nursing facility
HCS/AAA Functional Eligibility

Labor & Industries

Agriculture Overtime
Transportation Network Company

Washington State University

Student Conduct



Key Workload Statistics

Our two largest case categories are:

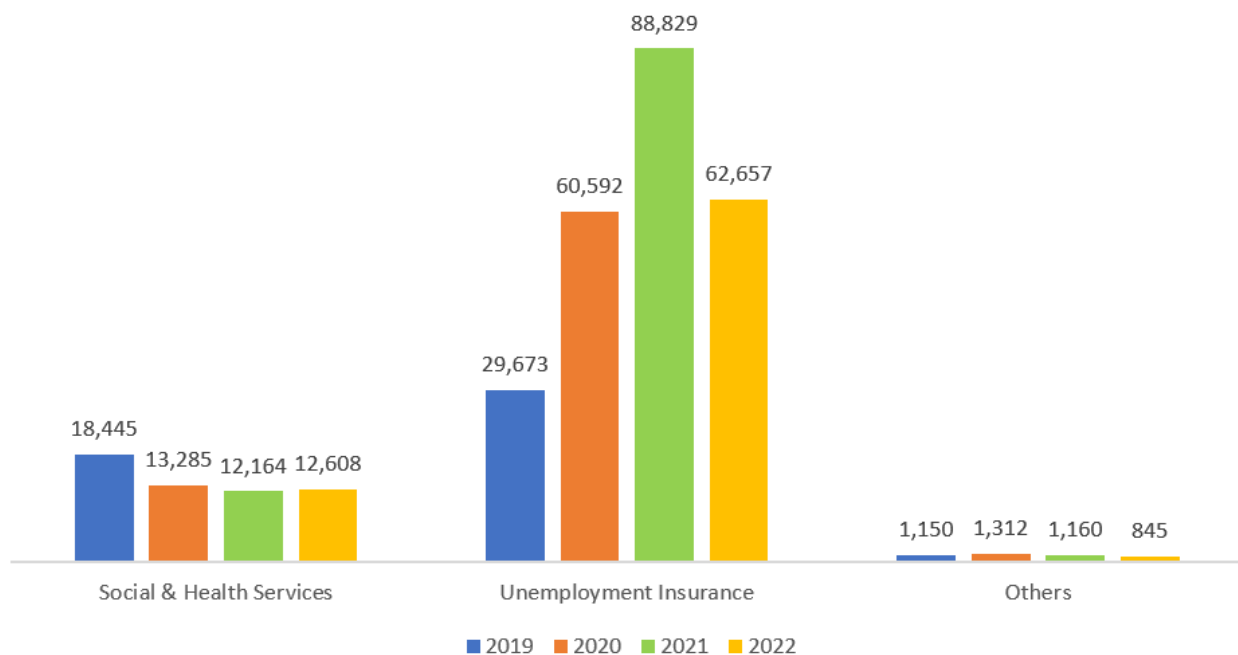
- Unemployment Insurance (UI)
- Social & Health Services (SHS)

SHS cases include cases from the Department of Social and Health Services, Health Care Authority, and the Department of Children, Youth and Families.

The volume of Social and Health Services cases has been declining throughout much of the pandemic, largely because of federal waivers that temporarily reduced qualification criteria. Once those waivers end, we expect a significant increase in this case category.

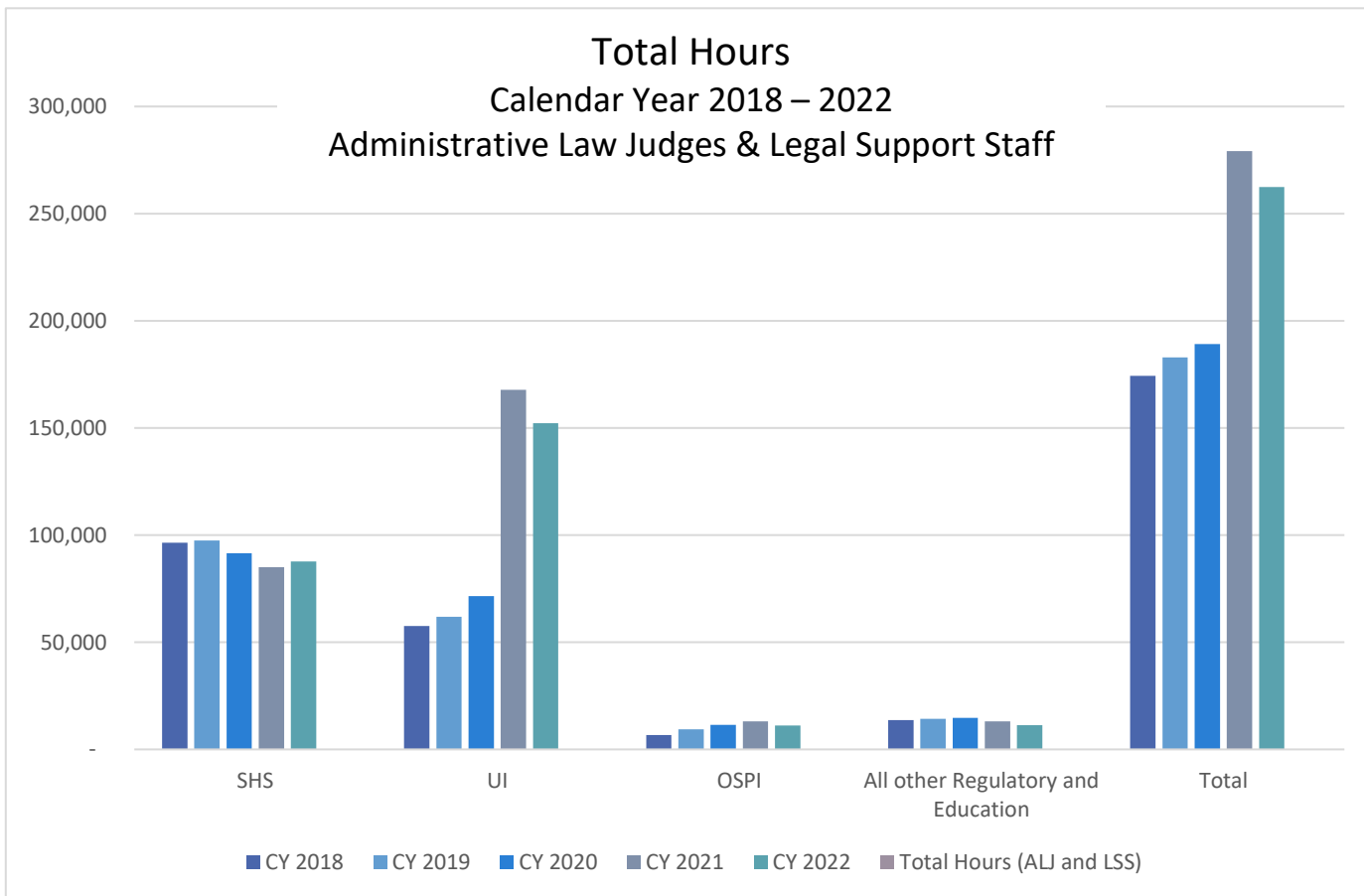
The UI volume surged dramatically in 2020 and is still higher than pre-pandemic norms.

Workload Distribution (cases received)



Case types vary widely in terms of how much time they take for Administrative Law Judges and legal support staff (LSS) to complete. The chart above shows OAH’s work represented by numbers of cases received.

By contrast, the chart below shows OAH’s workload breakdown by the amount of time spent on cases.



OAH Divisions & Programs

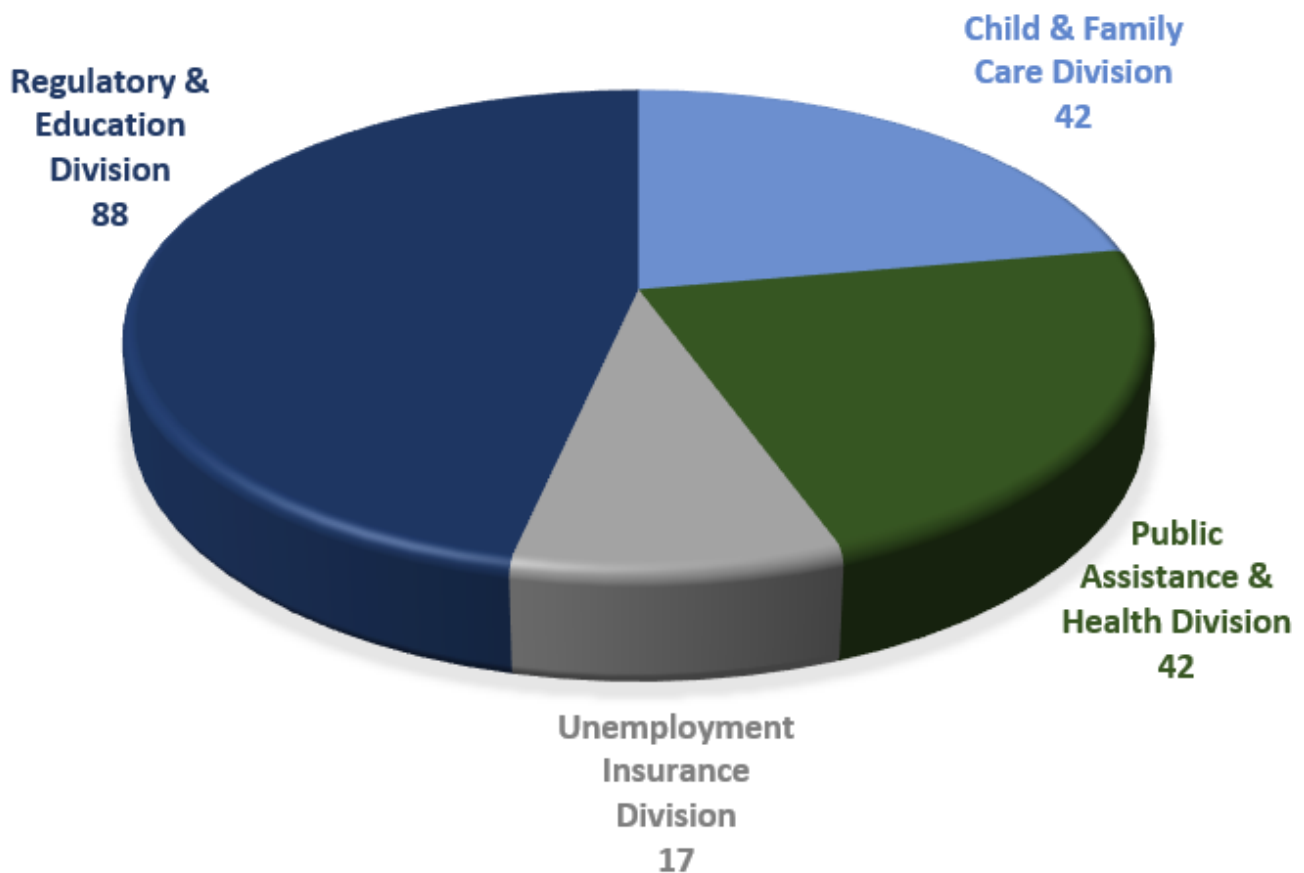
OAH works with 41 different state agencies and divides the workload into four caseload divisions:

- Child & Family Care Division
- Public Assistance & Health Division
- Regulatory & Education Division
- Unemployment Insurance Division

Program Overview

Each agency has programs with different nuances. In 2022, OAH handled cases representing 189 different referring agency programs. The breakdown of those programs by OAH division is shown below.

PROGRAM COUNTS BY DIVISION 2022 (TOTAL PROGRAMS - 189)





Performance

These are the measures OAH reports to the Office of Financial Management.

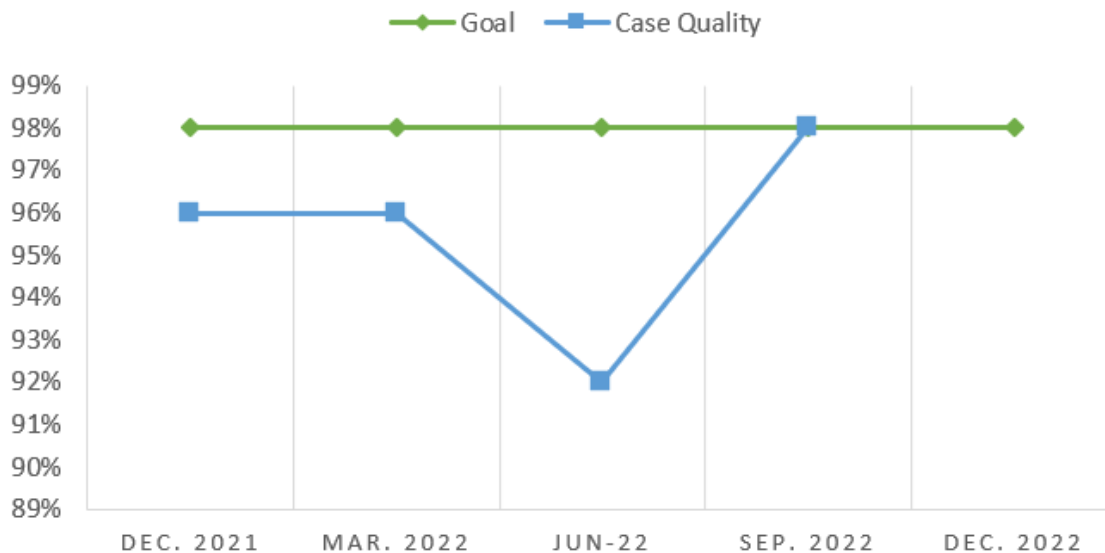
Case Quality

We measure case quality through a random case quality review process, using 31 criteria to evaluate the quality of the hearing and written decision. The criteria and sampling methodology are based on the process developed by the U.S. Department of Labor (USDOL) for unemployment insurance cases. We use the same random sampling and 31 criteria for all OAH caseloads.

Our case quality review scores were artificially low for the quarter ending June 2022, after we received initial guidance to include the new brief adjudicative proceeding (BAP) cases. Fortunately, we received further guidance from USDOL allowing us to exclude BAP cases for case quality review purposes.

Our goal is to have 98% of randomly selected cases meet or exceed the quality standards. We did not meet our case quality target December 2021 through June 2022. In the quarter ending September 2022, though, our case quality returned to meeting the standard.

CASE QUALITY SCORES



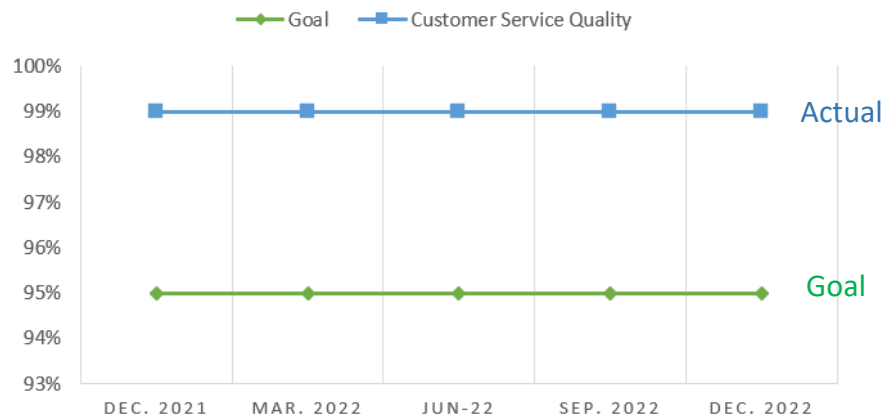
CUSTOMER SERVICE



Customer Service Quality

In calendar year 2022, the call center answered 75,633 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 in our call center to have expertise on the full array of programs that OAH handles. Over the past year the call center has exceeded this measure, despite a very high volume of calls related to the unemployment insurance caseload.

CUSTOMER SERVICE QUALITY



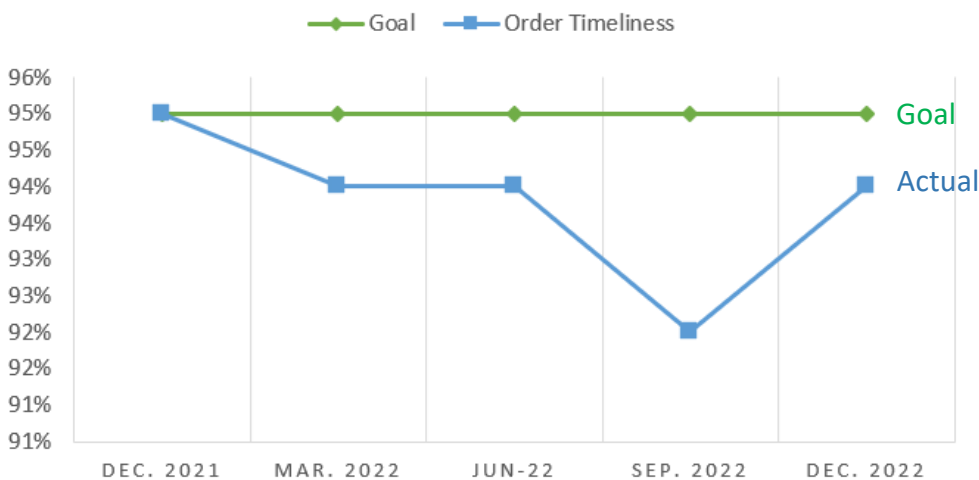
Order Timeliness

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 remains a challenge as we work through an unprecedented volume of unemployment insurance appeals. Order timeliness has hovered just below the 95% goal for most of the past year.

ORDER TIMELINESS





Stellar's follow-up study and recommendations

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 63 recommendations (and 11 sub-recommendations) on actionable ways to improve overall agency performance.

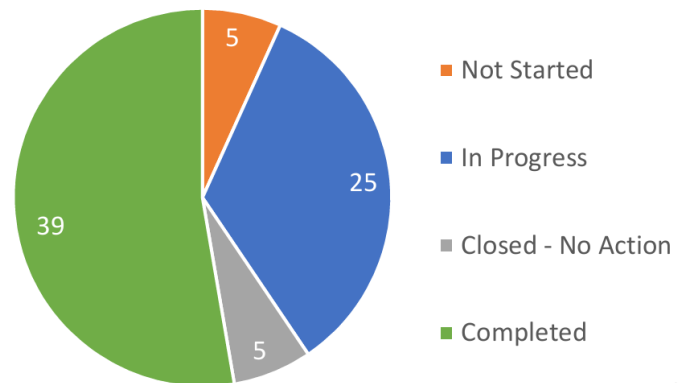
Generally, the recommendations fall into five areas:

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](#).

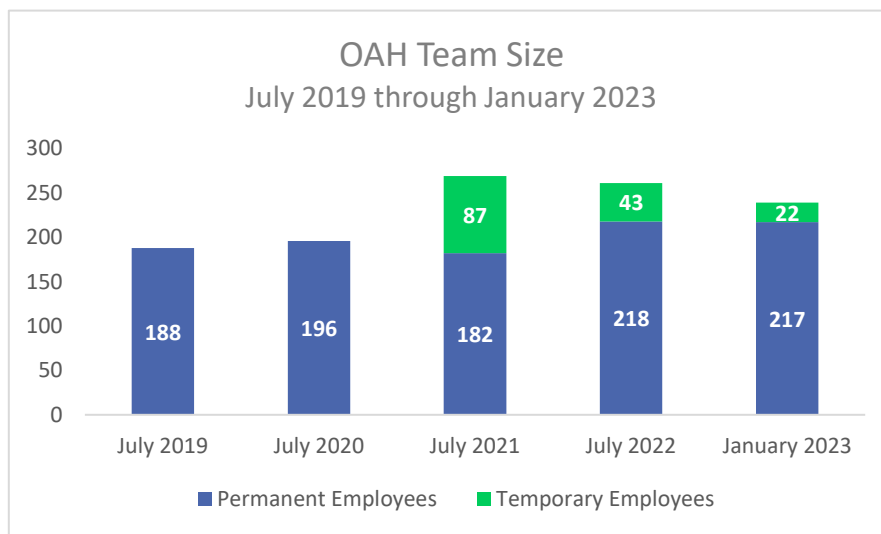
Stellar Associates assessed almost all 2019 recommendations as being completed or in-progress.



Staffing

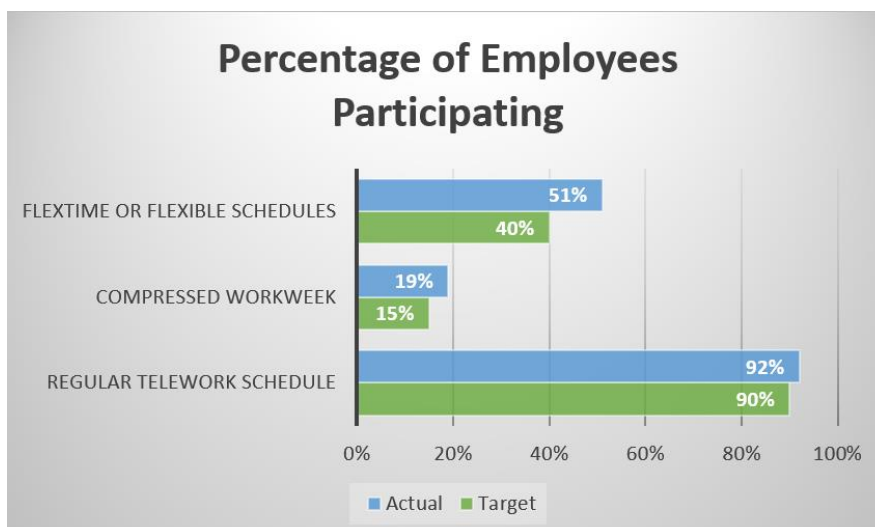
The overall OAH team got slightly smaller in 2022—but the number of permanent employees has increased over time as we continue to refine our projections of what the caseload will be after the unemployment insurance appeal backlog declines.

Significant workload questions remain, including how long we'll continue to see relatively low numbers of incoming unemployment insurance appeals, and when we'll see an end to the federal waivers that will likely cause a steep rise in public assistance and Medicaid cases.



Modern Workplace Dynamics

Like many public and private sector organizations, OAH has dramatically increased teleworking over the past three years because of the COVID-19 pandemic. Consistent with [Executive Order 16-07](#), OAH effectively leveraged technology to enable a mobile workforce. We are continuing to work on creating an effective modern work environment.





Facility changes

OAH has ongoing projects in all four facilities to right-size the footprint and improve the spaces for OAH-specific needs. Some of the changes include better technology options in hearing rooms to support hybrid hearings, caucus rooms next to the hearing rooms, more drop-in offices for judges and staff to support hybrid work, more effective layout, improved training facilities, and a more consolidated footprint for processing paper documents.

Summary of Facility Changes

Olympia/Headquarters	Remodel completed in January 2023
Seattle	Anticipated move in 2024 (new location either in same building or another building in downtown Seattle area)
Spokane Valley	Anticipated move in 2023 (likely same building)
Tacoma	Anticipated move in 2023 (Tacoma Mall Office Bldg.)



Diversity, Equity & Inclusion



New DEI Manager Tony Griego

After serving nine months as OAH's first ever Diversity, Equity, and Inclusion (DEI) manager, Laura Bradley moved back into a full-time ALJ role, holding hearings in unemployment and regulatory matters. Laura's great work has been foundational in so many ways, including establishing and leading the agency's Pro-Equity Anti-Racism (PEAR) Team in developing the inaugural equity strategic action plan.

After a competitive recruitment, OAH was fortunate to be joined in September by Tony Griego, who has been carrying forward the work that Laura started. He is the current chair of the Latino Leadership Network, and comes to OAH from the Department of Licensing, where he most recently served as the Equity and Inclusion Administrator. As OAH's new DEI Manager, Tony brings to the work a wealth of experience in DEI, process improvement, strategic planning, and language access.

Strategic Plan for 2021-2026

OAH continues to move forward with the [2021-2026 strategic plan](#).

Pro-Equity Anti-Racism Strategic Action Plan

In 2022, OAH continued to make progress towards our strategic goals for diversity, equity, inclusion, and respect. One key accomplishment for OAH was the creation of the agency's PEAR Strategic Action Plan which has been integrated into the agency's 5-year Strategic Plan.

[Executive Order 22-04](#) required each state agency to establish a PEAR Team to conduct an Equity Impact Review (EIR) and develop a PEAR Strategic Action Plan. OAH's team includes OAH employees, community members, and external partners. The team completed an EIR of the agency's key business lines, communities served, and potential barriers to access.

Based on the EIR, the PEAR Team identified three strategic investments. These investments focus on improving partnerships with communities, increasing workforce diversity, and making our documents easier to understand. OAH will report our progress to the State Office of Equity in September 2023.

Pro-Equity Anti-Racism Strategic Action Plan

Investment 1 – Relationships and Partnerships

Desired PEAR Outcomes:

- Trusting and collaborative relationships with impacted communities, agency partners, and referring agencies
- Improved cultural humility
- Improved service access and equity

The goal of this investment is to establish healthy collaborative relationships with communities and agency partners. OAH will make a practice of seeking input from impacted communities. This will inform our processes and projects to reduce service barriers and avoid unintended consequences or impacts to marginalized communities.

Investment 2 – Equity in Recruitment

Desired PEAR Outcomes:

- Better representation of impacted communities in our employee demographics, particularly in leadership, management, and executive positions
- Development and use of an equity tool for all external and internal recruitments

The goal of this investment is to increase diversity and equity in OAH's workforce and recruitment practices. OAH will review both internal and external recruitment processes and practices to identify potential barriers for applicants. The learnings from the review will shape development of an equity-based recruitment tool.

Investment 3 – Easy to Understand Documents

Desired PEAR Outcomes:

- Improved access to information and services for parties to our hearings
- Increased participation and parties fully understand the hearing process, the decision, and their appeal rights

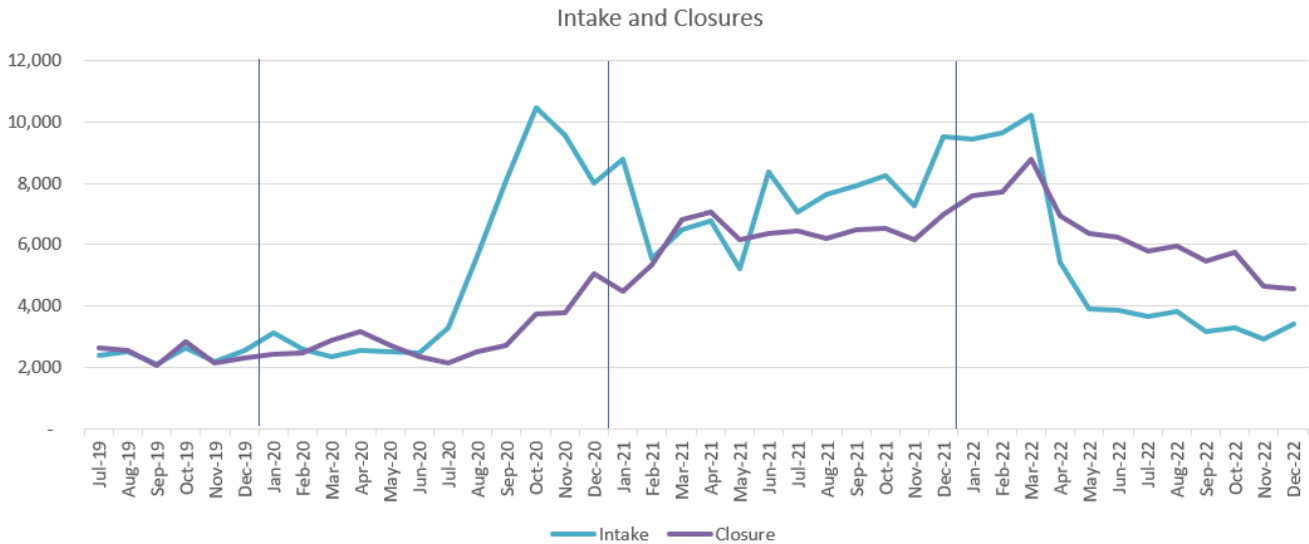
The goal of this investment is to increase participation and understanding of OAH hearings and processes. OAH will review all standard documents, starting with notices, and revise them to make them easy to read and understand.



Unemployment Insurance Backlog

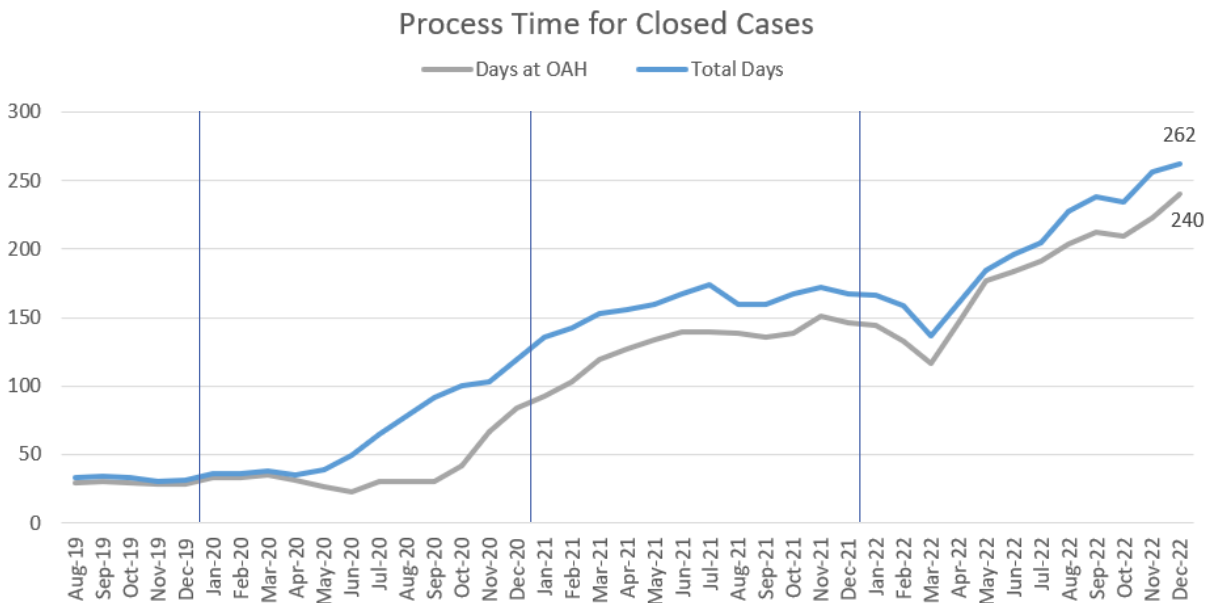
On the unemployment insurance caseload, we saw dramatic fluctuations in intake. In the first three months of calendar year 2022 alone, we received nearly 30,000 cases from the Employment Security Department. In previous years, that was the volume received during an entire year.

After March, the numbers of incoming cases declined quickly to the lowest level seen since July 2020. Parties are still having to wait far too long for a hearing, but diligent work from ALJs and legal support staff have reduced the number of pending cases from a peak of over 46,000 in March 2022 to less than 28,000 at the end of the year.



Due to the massive number of appeals and a large influx in early 2022, it is currently taking us an average of 8-9 months to complete each case. To address this backlog of cases, we have hired many more judges and staff, improved existing processes, and developed new ones. We continue to work on reducing the amount of time it takes to complete each case. We are confident that we will be able to reduce the resolution time back to pre-COVID levels.

In the chart below, for cases closed in any particular month, the blue line shows total days from when the appeal was filed at ESD through the date the case was closed. The grey line shows the number of days between when OAH received the appeal and when the case was closed.



UI Backlog (Continued)

Several process improvements and innovations have helped reduce the case backlog. Notably, the Employment Security Department partnered with OAH to develop a new rule ([WAC 192-04-145](#)) and process that allows certain cases to be resolved based upon written submissions and other documents without a live hearing.

From May through December 2022, these brief adjudicative proceedings (BAP) have allowed judges to complete about 2000 more cases in 2022 than they would have been able to complete using traditional processes.



At the 2022 Washington Lean Conference, Governor Inslee mentioned in his opening remarks that he was proud of the OAH and ESD collaboration to create the BAP process as a new streamlined way of resolving UI appeals.

UI Scheduling Streamline Project

Another significant project—the Scheduling Streamline project—vastly improved OAH’s unemployment insurance appeal setup and scheduling process by:

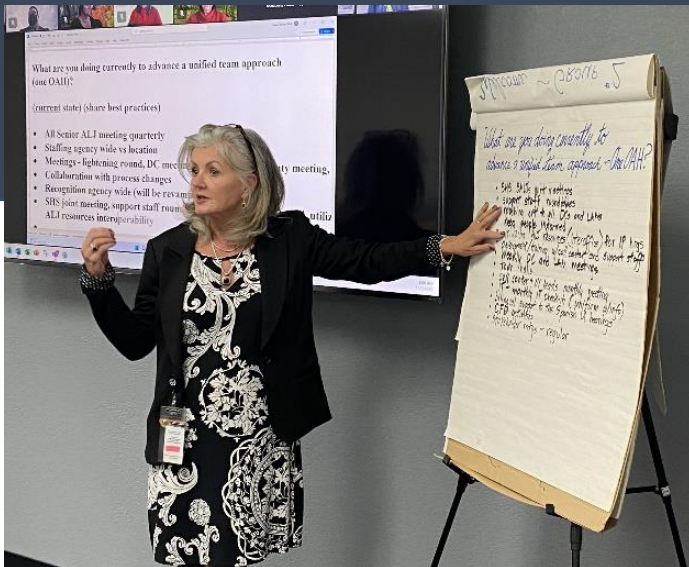
- Improving accuracy
- Decreasing duplication of efforts
- Substantially reducing staff time needed to setup and schedule cases
- Enabling faster training of staff
- Enhancing scheduler confidence



Key Strategic Projects in 2022

Reopening Offices

Office reopening – OAH continued holding hearings during the pandemic, using telephone and videoconference alternatives. In March 2022, OAH resumed in-person hearings and opened their doors to the public again.



Division Chief Administrative Law Judge, Kathleen O'Shea Senecal

OAH continues to effectively leverage technology blending the online format with in-person meetings to create a hybrid atmosphere. OAH teams can participate from anywhere as they work on key strategic projects.

New Notice of Hearing for Unemployment Insurance



Reimagined Notice of Hearing – With leadership from OAH's Unemployment Insurance Division, expertise from our Writing Style Committee, and input from external stakeholders, OAH completely reworked the notices of hearing for unemployment cases.

The goal was to create a notice that is simpler, easier to understand, and more accessible. The new, reimagined notices should start to go out in early 2023.

In the next phase of this project, we'll also be creating a Spanish translation of the new notice.

OAH reached a milestone in the groundbreaking pilot project for holding Unemployment Insurance appeal hearings in Spanish.



Spanish Unemployment Hearings – We completed this pilot project, holding 100 hearings in Spanish with a Spanish-speaking ALJ. The enhanced language access was very well received by the Spanish-speaking people who were able to have their hearings in their primary language. The origin of this idea reaches back to feedback we received from parties with limited English proficiency who had come before OAH judges in interpreter-assisted hearings. We learned that these parties often felt interrupted more than understood when communicating through an interpreter.

Our project goal was to increase meaningful participation by providing greater accessibility and understanding through improved language access. Along the way, the project team collaborated with diverse internal and external stakeholders to create the process. Chief Administrative Law Judge Lorraine Lee said this about the project’s success:

This pilot supports OAH’s strategic DEI objective of expanding language access. Results indicate improvements in claimants’ participation, access, and understanding of the hearing process when the Administrative Law Judge communicated directly with them in Spanish. This innovative approach is a new tool for promoting equitable access for parties in OAH hearings.

In addition to the language access benefits, we learned there are time savings and potential cost savings. There are new potential costs to the program as well, including the costs associated with quality assurance, staffing with bilingual staff, training, testing and credentialing, and process documentation.

We recently added a second ALJ to the project team, giving us two bilingual ALJs qualified to hold hearings directly in Spanish.

Now that the project is complete, we are evaluating the results and stakeholder feedback to determine whether to incorporate the new process into our operations going forward.



Governor Jay Inslee honored ALJ Don Dowie with a letter for his role as the initial ALJ in the “first-of-its kind program that can serve as a model for advancing language access.”

The governor’s letter says, “I commend you for your innovation and extraordinary efforts to make Washington’s government more responsive to the needs of the people we serve.”

Pictured here are ALJ Don Dowie and his wife Evelyn Contreras Rodriguez with Chief Administrative Law Judge Lorraine Lee after she read the governor’s letter at a team recognition event.

Customer Service Highlights

- All parties and representatives can sign up for email and/or text reminders of upcoming hearings. The reminders are sent 72 hours before the hearing.
- In 2023 we'll be putting a new notice of appearance form on our public website, allowing attorneys to fill and submit the form easily in one location.
- Our customer service team received a record 75,633 calls and answered 98.81% of calls without transferring the caller, while managing the largest volume of calls ever received at OAH.
- On the unemployment insurance caseload, due to the backlog of cases, OAH has added a few other customer service checkpoints—an initial notice when OAH receives the appeal from ESD, an email reminder approximately a week before the hearing, and a team dedicated to helping claimants navigate the new brief adjudicative proceeding process.
- We now have over 75,000 people using our Participant Portal.



Our bilingual customer service team, pictured here with Chief Lee.

Technology Highlights

- To mitigate cybersecurity risks, the OAH IT security team continually scans our technology systems and makes rapid fixes. OAH's security ratings on the statewide monthly scan after remediation efforts have consistently been among the very best in the state.
- Replacing all agency workstations and servers, per OAH's four-year lease cycle
- Upgrading all staff cell phone infrastructure going to 5G capable phones and including an additional carrier for greater coverage options
- Rolling out Avaya soft phones to all employees
- Upgrading all operating systems to Windows 11
- Launching a new version of the hearing recorder software embedded in the case management system
- Launching two new applications: a Human Resources application to assist with onboarding and offboarding employees, and a glossary application to help keep dispersed teams updated on relevant terminology

Significant Legislation with Impact on OAH in 2022

Because OAH is a central panel adjudicatory agency holding hearings for a myriad of programs and agencies in disparate topical areas, we track hundreds of bills each legislative session and draft dozens of fiscal notes. Each year after the legislative session, we hold an internal training to update all judges and staff on the many legislative changes that will impact our cases going forward. Here are some highlights from the 2022 session, in terms of impact to OAH's work.

- [2SSB 5793](#) allows state agencies to compensate community members for their time serving on certain workgroups and committees. Generally, to be eligible for compensation the community member must be low income or have lived experience in the topic the committee is working on. The ability to compensate community members for providing their input and expertise lowers financial barriers to community members participating on OAH's initiatives.
- **Good Cause in Public Assistance Cases.** On March 24, 2022, Governor Inslee signed into law [SSB 5729](#) providing a "good cause" exception to the 90-day deadline by which an appeal of a DSHS or HCA decision regarding public assistance must be filed, effective July 2023. The law states that this exception may be applied "to the extent allowed under federal law." DSHS and HCA have both been considering implementation dynamics, by coordinating with federal authorities and considering whether to enact new rules.

The law defines good cause as a substantive reason or legal justification for failing to meet a hearing deadline. It goes on to state that good cause to fail to meet a hearing deadline may include, but is not limited to military deployment, medical reasons, housing instability, language barriers, or domestic violence. Regardless of the reason for the delay, the law makes it clear that no appeal may be heard if the request for a hearing is filed more than one year after the agency's decision. OAH is actively working with DSHS and HCA to estimate the expected number of appeals this will add to OAH's intake.



Rulemaking

When OAH was created in 1981, part of the Legislature’s objective was to make the administrative hearing process better, simpler, more consistent, and more accessible to the public. Because of these mandates, the Chief ALJ is responsible for enacting model rules of administrative hearing procedure—in [Chapter 10-08 WAC](#)—for use by as many agencies as possible.¹ Those rules “shall seek the maximum procedural uniformity in agency hearings consistent with demonstrable needs for individual agency action.”² In 2022, OAH began the research for a much-needed update of the model rules. We also began the formal process of inviting public input and consulting with affected agencies by filing a [preproposal statement of inquiry](#) in October 2022.

OAH also embarked on an effort to reform our rules for accommodating people with disabilities. Rulemaking efforts so far have included data gathering, information sessions with the public and employees, and filing a [preproposal statement of inquiry](#) in September 2022. We aim to complete the accommodation rule amendment by July 2023.

Find more information about OAH rulemaking at oah.wa.gov.



¹RCW 34.05.250.

²RCW 34.12.080.

Conclusion

With more than 40 years of experience operating as a central panel adjudicatory agency, OAH makes a difference to Washingtonians whose appeals come before us for resolution. We provide a safe place for people to disagree and dispute the actions and decisions of state and local government agencies. OAH employees have a strong sense of public responsibility and professional pride in our work.

Please contact us at (360) 407-2700 or (800) 583-8271 if you have questions or please visit our website at oah.wa.gov.

