



# Introduction Video

## OAH Training for Suitable Representatives

What to expect in this training  
Accessing the training documents  
About OAH  
[www.oah.wa.gov](http://www.oah.wa.gov)  
Equal access policy

# What to Expect

- All Online
- Self Paced



 The Washington State Office of Administrative Hearings

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

Introduction to Training	
<b>Module 1 - Done</b>	
<input checked="" type="checkbox"/>	Watch me first: <a href="#">Introduction to Training Video</a> (30 min or less) <ul style="list-style-type: none"><li>○ introduce to this training checklist</li><li>○ OAH website</li><li>○ access policy,</li><li>○ ADA accommodation request form,</li><li>○ Caseload pages</li></ul>
<input checked="" type="checkbox"/>	Read <a href="#">Overview of New Accommodation Rule WAC 10-24-010</a>
<input type="checkbox"/>	Read Suitable Representative Role and Responsibilities (3 pages)
<input type="checkbox"/>	Scope of duty
<input checked="" type="checkbox"/>	Overview of common forms and pleadings (optional)
<input type="checkbox"/>	Communicating with a client through an interpreter
<input type="checkbox"/>	Cost Reimbursement
<input checked="" type="checkbox"/>	<ul style="list-style-type: none"><li>○ Travel</li><li>○ Interpreters</li></ul>

Advocating for People with Disabilities


Module 2

# 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:

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.

# Accessing Training Documents

- All training materials are on  
**[www.oah.wa.gov](http://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

OFFICE OF ADMINISTRATIVE HEARINGS

Home Resources About OAH Contact Us

**Hearings**

- General Hearing Information
- Unemployment Insurance
- Public Assistance/Welfare
- Division of Child Support
- Washington Apple Health

**Legal Research**

- Legal Research & Resources

**Language Page**

- Additional Languages

**Equal Access**

- Equal Access & Nondiscrimination
- Disclaimer**
- Disclaimer
- Suitable Representative**
- [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 [Guide to Etiquette and Behavior for Working with People with Disabilities](#) or Watch Northwest ADA Center video [Introduction to Respectful Interactions](#)
- Watch at least two [Northwest ADA Center videos](#)
  - Select from people who are [blind](#), have [speech disabilities](#), [use wheelchairs](#), are [deaf or hard of hearing](#), have [non-apparent disabilities](#), or use [service animals](#) (5-20 minutes)
- Take the [Disability Implicit Association Test](#) (optional)
- Read [Rules of Professional Conduct Preamble & Scope](#), [1.0A](#), [1.2](#), [1.3](#), [1.4](#), [1.6](#), [1.14](#), [2.1](#)
- 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



Coming Soon



# 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](http://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

The screenshot shows the top navigation bar of the Office of Administrative Hearings website. It includes the logo, the text "OFFICE OF ADMINISTRATIVE HEARINGS", a search bar with a "Search" button, and a "Select Language" button. Below the navigation bar are four tabs: "Home", "Resources", "About OAH", and "Contact Us".

Below the tabs are three columns of links:

- What is...** (green header)
  - The administrative hearing process?
  - An unemployment hearing?
  - A child support hearing?
  - A public assistance/welfare hearing?
  - What are other types of hearings?
  - How do I know what type of hearing I have?
  - [...more choices](#)
- How do I...** (blue header)
  - Request a hearing?
  - Prepare for my hearing?
  - How do I submit documents?
  - How do I attend my hearing?
  - Find legal assistance? (free or low cost)
  - [...more choices](#)
- What if I...** (purple header)
  - Missed my hearing?
  - Want to reschedule my hearing?
  - Want to cancel my hearing?
  - Lost or never received my paperwork?
  - [...more choices](#)

# Questions or Feedback?

- Send feedback about this training
  - Email [OAH\\_ADACoordinator@oah.wa.gov](mailto:OAH_ADACoordinator@oah.wa.gov)

See you in the next video!



# Navigating YouTube

The image shows a YouTube video player interface. At the top, there is a browser address bar with the URL `youtube.com/watch?v=IKJmSzn8lgc&feature=youtu.be`. Below the address bar is the YouTube logo and a search bar. The video player itself is the central focus, displaying a video titled "Introduction Video OAH Training for Suitable Representatives". The video content includes a grid of accessibility icons (wheelchair, telephone, hearing aid, voice, ADA, sign language, Braille, CC) and a list of topics: "What to expect in this training", "Accessing the training documents", "About OAH", "www.oah.wa.gov", and "Equal access policy". The video progress bar shows 0:02 / 13:11. Below the video player, the video title "Suitable Representative Training Introduction Video" and "Unlisted" status are visible, along with "9 views". To the right of the video player is a recommended video sidebar. A large red 'X' is drawn over the sidebar, indicating that advertisements should be ignored. Three blue callout boxes provide instructions: "Video controls here" points to the video player controls, "Closed captions / full screen" points to the CC and full screen icons, and "Ignore all advertisements on right" points to the recommended video sidebar.

Video controls here

Closed captions / full screen

Ignore all advertisements on right