



Washington State Office of Administrative Hearings

Holding independent, fair hearings since 1982

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

Vision: All people of Washington can meaningfully participate in their hearing and understand the result.

Values: Fairness & Independence | Diversity, Equity, Inclusion & Respect | Performance Excellence | Integrity

History: The Legislature created OAH in 1981 to “*improve the appearance of fairness*” in the administrative hearing process. Hearings are to be easily accessible to the public. “*Hearings shall be conducted with the greatest degree of informality consistent with fairness and the nature of the proceeding.*” RCW 34.12.010

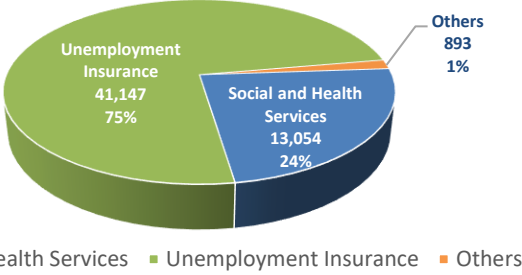
- Recent Highlights:**
- In FY 2023, we received **55,094** cases and closed **76,489** cases.
 - At the height of the unemployment insurance (UI) appeal backlog, OAH had over 46,000 UI pending cases. As of September 6, 2023, the number is down to 13,882.
 - The 2023 Legislature enacted House Bill 1656, which removed the mandatory requirement for Administrative Law Judges (ALJs) to ask about work availability and job search activities in most UI hearings. The change took effect July 23, 2023.
 - As of July 1, 2023, OAH put a regular process in place for holding certain UI hearings directly in Spanish with a bilingual ALJ.
 - In the 2023 legislative session OAH received funding to hire a language access coordinator and expand the amount of translated material it provides to parties with limited English proficiency.
 - With the help of the OAH Writing Style Committee and input from external stakeholders, the UI Division launched a reimagined notice of hearing for UI cases that uses plainer language and a more readable style.
 - The Writing Style Committee is developing plain language training for all OAH employees.

- OAH Workforce**
(as of August 2023)
- 123 Administrative Law Judges
 - 107 Legal Support and Administrative Staff



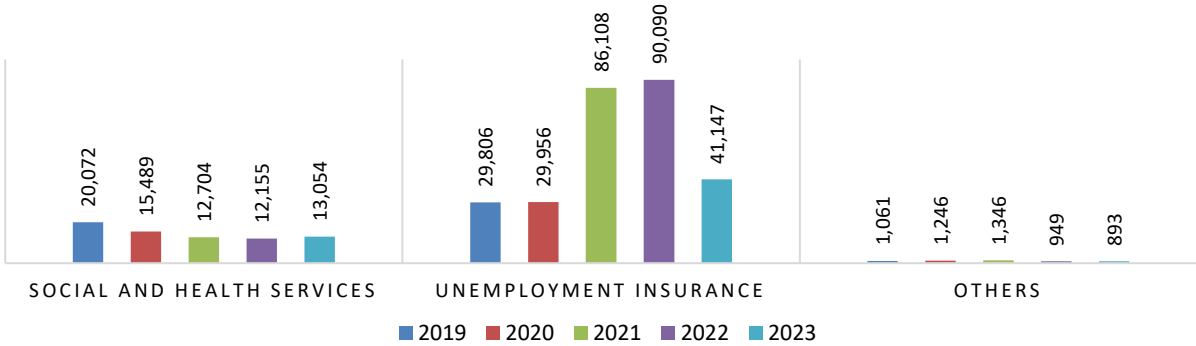
Fiscal Year 2023

Cases Received - FY23



All Other Agencies - FY23	# Received	# Closed
Superintendent of Public Instruction	292	278
Office of Insurance Commissioner	63	65
Labor & Industries	138	131
Liquor & Cannabis Board	64	91
Washington State University	20	11
Gambling Commission	12	16
Dept of Financial Institutions	18	14
Department of Licensing	16	16
Washington State Patrol	4	5
Other Agencies	266	235

CASES RECEIVED - FISCAL YEARS



Please visit www.oah.wa.gov or contact us at 1-800-583-8271. To view the 2022 Annual Report click [here](#).

OFM Performance Measures

Performance Measure	Target	Fiscal Year Quarter*							
		22-Q1	22-Q2	22-Q3	22-Q4	23-Q1	23-Q2	23-Q3	23-Q4
Case Quality	98%	98%	96%	96%	92%	98%	95%	97%	100%
Customer Service Quality	95%	100%	99%	99%	99%	99%	99%	97%	95%
Order Timeliness	95%	96%	95%	94%	94%	92%	94%	94%	94%

*Q1 ends 9/30 – Q2 ends 12/31 – Q3 ends 3/31 – Q4 ends 6/30

NYA = not yet available

