



Washington State Office of Administrative Hearings

Strategic Plan 2021 - 2026

Our Core Values

Fairness and Independence

Diversity, Inclusion, Equity and Respect

Performance Excellence

Integrity

Our Vision

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

Our Mission

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

Goal Areas

Objectives

Performance Excellence

We deliver high quality, timely work.

- Review and improve quality control and timeliness performance measures
- Achieve our performance commitments and standards
- Consolidate key process steps
- Improve customer service
- Identify and uniformly use best practices
- Better utilize skills and specialized training of legal support staff
- Advance a unified team approach (One OAH)

Convenience & Accessibility

We make it easy for people to do business with us.

- Increase use of customer portals
- Expand alternative services such as mediation
- Increase use of plain language
- Make our standard documents easy to understand (PEAR investment)

Diversity, Equity, Inclusion & Respect

We promote Diversity, Equity, Inclusion, and Respect.

- Foster a culture of trust and respect that welcomes feedback and collaboration
- Expand language access
- Provide equitable access for those facing barriers
- Establish a practice of gathering community input (PEAR investment)
- Develop and use an equity tool for all recruitments (PEAR investment)

Good Stewards

We are Efficient, Effective and Accountable.

- Protect the financial health and resources of OAH and its dedicated fund
- Support modern workplace strategies
- Enhance tools that allow access to performance data