



# 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:

- Chief ALJ RaShelle Davis was appointed by Governor Inslee. She began her new role leading OAH on May 1, 2024.
- In CY 2023, we received **55,484** cases and closed **74,490** cases.
- At the height of the unemployment insurance (UI) appeal backlog, OAH had over 46,000 UI pending cases. As of August 2024, the number is down to less than 4,000.
- Later in 2024 we will begin hearing cases for the new highway work zone speed safety camera program administered by WSDOT and WSP.

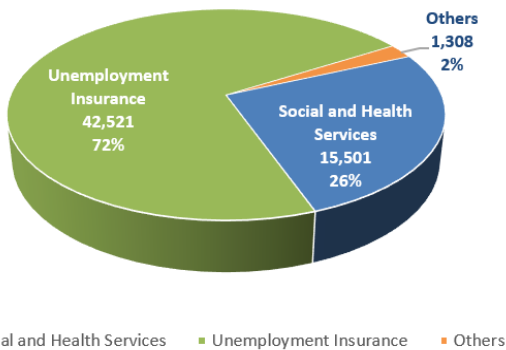
## OAH Workforce (as of August 2024)

- 123 Administrative Law Judges
- 104 Legal Support and Administrative Staff



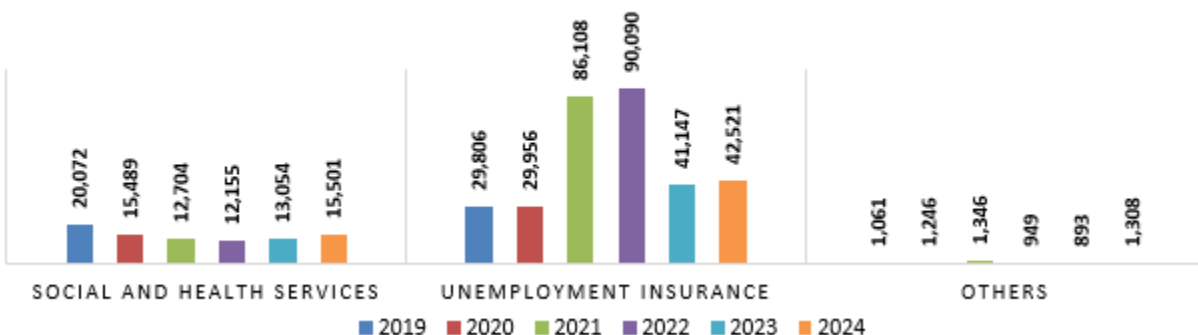
**OAH Locations**

## Cases Received - FY24



All Other Agencies - FY24	# Received	# Closed
Superintendent of Public Instruction	332	344
Office of Insurance Commissioner	73	62
Labor & Industries	287	210
Liquor & Cannabis Board	178	146
Washington State University	18	11
Gambling Commission	4	7
Dept of Financial Institutions	16	14
Department of Licensing	22	18
Washington State Patrol	2	2
Other Agencies	376	332

## CASES RECEIVED - FISCAL YEARS



# OFM Performance Measures

Performance Measure	Target	Fiscal Year Quarter*							
		24-Q1	24-Q2	24-Q3	24-Q4	25-Q1	25-Q2	25-Q3	25-Q4
Case Quality	98%	97%	99%	97%	99%	NYA	NYA	NYA	NYA
Customer Service Quality	95%	99%	99%	99%	96%	NYA	NYA	NYA	NYA
Order Timeliness	95%	93%	92%	90%	89%	NYA	NYA	NYA	NYA

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

NYA = not yet available

## OAH Appeal Process

