

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

A. ORGANIZATION AND OPERATIONS

Governance and Personnel:

1. Please provide a complete and current organizational chart for the agency and each division and subdivision within the agency, including:
 - a. The names and titles of all senior personnel;
 - b. A description of the roles and responsibilities for each division and subdivision;
 - c. A narrative explanation of any changes to the organizational chart made in the last calendar year; and
 - d. An indication of whether any positions in the chart are vacant.

2. Please provide a complete, up-to-date list of contract workers working directly for your agency, ordered by program and activity, and including the following information for each position:
 - a. Title of position;
 - b. Indication that the position is filled or vacant;
 - c. Date employee began in the position;
 - d. Whether the position must be filled to comply with federal or local law;
 - e. If applicable, the federal or local law that requires the position be filled;
 - f. The entity from which they are contracted; and
 - g. The contracted annual cost.

3. Please provide, for each month of FY25 through FY26 to date, the net number of personnel separated from and hired to the agency.

4. Does the agency conduct annual performance evaluations of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

5. Please provide the following for each collective bargaining agreement that is currently in effect for agency employees:
 - a. The bargaining unit (name and local number);

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

- b. The start and end date of each agreement;
 - c. The number of employees covered;
 - d. Whether the agency is currently bargaining;
 - e. If currently bargaining, anticipated completion date;
 - f. For each agreement, the union leader's name title and contact information; and
 - g. A copy of the ratified collective bargaining agreement.
6. Please list all employees currently detailed to or from your agency. For each detailed employee, include:
- a. The reason for the detail;
 - b. The job duties if detailed to your agency;
 - c. The start date of detail;
 - d. The agency the employee is detailed to/from; and
 - e. The projected date of return.
7. Please provide a copy of your agency's Schedule A, as of the date of receipt of this questionnaire.
8. Please provide a list and description of all memorandums of understanding and memorandums of agreement in effect during [previous fiscal year] and [current fiscal year], to date.

Finance and Budget

9. Please provide a status report, including timeframe of completion, for all projects for which your agency currently has capital funds available.
10. Please provide copies of all budget enhancement requests (The Form B or similar form) submitted in the formulation of the FY25 and FY26 proposed budgets.
11. Please list all budget enhancements in FY26 and provide a status report on the implementation of each enhancement.
12. Please fill out the attached spreadsheet titled "Question 12 Grants Received," and list all federal and/or private grants received by your agency in FY25 and

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

FY26 to date, current balances, and indicate any that lapsed during or at the end of [previous fiscal year].

- a. Please submit the completed document in both Excel and PDF formats.
- b. Please include your Agency Code in the filename (e.g., question_12_AB0_2026.xls).

13. List all grants issued by your agency in FY25 and FY26, to date in the attachment labeled “Question 13 Grants Issued”.
 - a. Please submit the completed document in both Excel and PDF formats.
 - b. Please include your Agency Code in the filename (e.g., Question_13_AB0_2026.xls).

Operations

14. For each objective and activity in the agency’s FY25 Performance Plan, please list:
 - a. The measure of greatest improvement for the agency, and the actions the agency took to improve that measure’s outcome, efficiency or quantity; and
 - b. For all measures with missed targets (if any), explain the actions the agency is taking to improve that measure’s outcome, efficiency, or quantity.
15. List all new objectives, activities and projects in the agency’s [current fiscal year] Performance Plan and explain why they were added.
16. Describe problems and challenges, including chronic maintenance issues and design flaws, in agency-owned or leased facilities.
 - a. What capital or operating projects arose from these issues in FY25 and FY26 to date, including cost and actions taken?
17. Please list each new initiative implemented by the agency during FY25 and FY26 to date. For each new initiative, please provide:
 - c. A description of the initiative;
 - d. Actual start date;

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

- e. Actual or anticipated end date;
 - f. The funding required to implement the initiative;
 - g. Whether the initiative was mandated by legislative action;
 - h. Problems or challenges faced in the program's implementation;
 - i. The metrics the agency is collecting to measure the initiative's success;
and
 - j. An assessment of the initiative's success thus far.
18. Please attach a sample notice provided to litigants with an administrative decision (for DOES and OAH).
19. What is the agency's process to ensure that its notices are lawful and accurate?
- a. How often does the agency review the notices that it issues?
 - b. Who reviews the notices and what do they look for?
 - c. What is the process for revising the notices?
 - d. What does the agency do when an employee or outside individual or organization identifies an error in a notice?
 - e. How long does it take for the agency to act on these errors when raised? Provide the length of time to resolve the notice errors (and what type of errors those were) in FY25 to FY26 to date.
20. What is the agency's process for drafting a new notice?
- a. What steps are in place to verify that the notice is lawful and accurate?
 - b. What steps are taken to ensure that unrepresented litigants can understand the notice?
21. What is the most common and easiest way to submit a petition? Please explain the agency's process regarding notices that fail to state that a petition for review can be filed by email.
22. Does the agency provide notices with deadlines? Do the notices also mention the process of filing extensions? Has the agency encountered any instances where notices that are provided with deadlines fail to mention the possibility of extension?
23. How does the agency calculate the deadlines in notices?

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

24. How does the agency ensure notices include correctly calculated deadlines? For example, are notice deadlines calculated from the date on the notice, when the notice was sent, or when the notice was served. Please explain in detail.
25. How often does the agency review its notices to ensure that they do not threaten or imply criminal prosecution based on a failure (or potential failure) to pay a debt? Please provide examples of wording used in previous notice templates the agency has issued in the past, and the current one.
26. Please list any legislation that impacts your agency from FY25 and FY26 and provide a status report on the agency's implementation related to each piece of legislation.
27. Customer feedback
 - a. How does the agency solicit feedback from customers (i.e., District residents served)? Please describe.
 - b. What has the agency learned from this feedback?
 - c. How has the agency changed its practices because of such feedback?

Laws, Audits, and Reports

28. Please list all reporting requirements in the District of Columbia Code the agency is required to complete in FY25 and FY26, to date. For each requirement, please list the date the report was required and the date it was produced. If the agency did not produce the report on the mandated timeline, please explain why.
29. Please identify any legislative modifications that would enable the agency to better meet its mission.
30. Please list all regulations for which the agency is responsible for rulemaking, oversight, or implementation. Where available, please list by chapter and subject heading, including the date of the most recent revision.
31. Please identify any regulatory impediments to your agency's operations.

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

32. Please explain the impact on your agency of any federal legislation or regulations adopted during FY25 and FY26, to date, that significantly affect agency operations or resources.
33. Please list and describe any ongoing investigations, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY25 and FY26 to date.
34. Please identify and provide an update on what actions have been taken to address all recommendations made during the previous three years by:
 - a. Office of the Inspector General;
 - b. D.C. Auditor;
 - c. Internal audit; and
 - d. Any other federal or local oversight entities.
35. Please list all pending lawsuits in which the agency, or its officers or employees acting in their official capacities, are named as defendants, and for each case provide the following:
 - a. The case name;
 - b. Court where the suit was filed;
 - c. Case docket number;
 - d. Case status; and
 - e. A brief description of the case
36. Please list the total amount of money the agency or the District, on behalf of the agency, expended to settle claims against it, or its officers or employees acting in their official capacities, in FY25 and FY26 to date.
37. Please list each settlement the agency or the District, on behalf of the agency, entered into in FY25 and FY26 to date that involved claims against the agency, or its officers or employees in their official capacity, including any settlements covered by D.C. Code § 2-402(a)(3). For each settlement, provide:
 - a. The amount of the settlement;
 - b. If related to litigation, the case name and brief description; and

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

- c. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

38. Please list all administrative complaints or grievances that the agency received in FY25 and FY26 to date. For each complaint, list:
 - a. The source of complaint;
 - b. The process utilized to respond to the complaint or grievance;
 - c. Any changes to agency policies or procedures that resulted from the complaint or grievance; and
 - d. If resolved describe the resolution.

39. Is the agency currently party to any active non-disclosure agreements? If so, please provide all allowable information on all such agreements, including:
 - a. The number of agreements;
 - b. The department(s) within the agency associated with each agreement; and
 - c. Whether any agreements are required for specific positions (please list each position by division and program and indicate whether the position is contracted)

Data

40. In filterable and sortable spreadsheet, please list all electronic databases maintained by your agency, including the following:
 - a. A detailed description of the information tracked within each system;
 - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
 - c. Whether the public can be granted access to all or part of each system.

41. Please provide a list of all studies, research papers, and analyses ("studies") the agency or an agency's employee requested, prepared, presented or contracted for during FY25. For each study please list:
 - a. The status;
 - b. The purpose; and
 - c. A link (if published) to the study, research paper or analysis.

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

42. Please list contracts and procurements awarded, entered into, extended, or for which an option year was exercised, by the agency during FY25 and FY26, to date in the attached spreadsheet titled “Contracts and Procurements”.
 - a. Please include your Agency Code in the filename (e.g., AB0_2026_Contracts and Procurements.xls).
 - b. You may add additional lines to the sheet but please do not change any other formatting.

43. Please provide the number of Freedom of Information Act (FOIA) requests for FY24, and FY25, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spend responding to these requests, and the cost of compliance.

44. Please provide an update on the Office’s efforts during FY24 and FY25, to date, towards completion of the public portal for searchable Final Orders. Please also describe whether portal will include the following features, once completed:
 - a. Final orders from all jurisdictions under OAH
 - b. Final orders dating back to 2012
 - c. Full text search
 - d. Natural language or Boolean search capabilities

45. Please list all fees assessed by the Office and the amount collected from each fee in FY24 and FY25, to date.

46. Regarding OAH’s eFiling Portal, please provide:
 - a. The percentage of cases in FY24 and in FY25 to date where at least one filing was made through the eFiling Portal;
 - b. The number of reported technological challenges with the portal in FY24 and FY25, to date, broken down by type of problem;
 - c. The current status of plans to further develop the portal to allow limited public access to the OAH electronic case management system;
 - d. The number of paper filings from FY 22 to FY25, to date (also include whether the filing was made by a pro se litigant or by an attorney).

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

B. Agency Specific Questions

ALJ Staffing

47. Please provide the average number of cases assigned to each Administrative Law Judge (ALJ) in FY25 and FY26, to date.
48. How does OAH determine the maximum caseload for ALJs?
 - a. Please provide the Committee with a log of current caseload of each ALJ including name, salary, and agency cluster.
 - b. Please confirm if there are plans to institute a maximum caseload amount for ALJs at OAH. If yes, list the maximum number of cases that ALJs can adjudicate.

Caseloads

49. Is OAH appropriately staffed for its caseload?
50. How has OAH's total caseload changed from FY 24 to FY 25–FY 26, to date, and what factors most contributed to those changes?
51. Which jurisdictions or case types account for the largest share of new filings in FY 25–FY 26, to date, and how does that compare to prior years?
52. What portion of OAH's current caseload consists of legacy or carryover cases from prior fiscal years, and why do those cases remain open?
53. What does OAH identify as its most significant caseload pressure point as of FY 26, to date?

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

54. How does OAH define a “backlogged” case, and how many cases currently meet that definition in FY 25–FY 26, to date?
55. Which jurisdictions or case types have the highest proportion of cases open beyond statutory mandates or internal deadlines, and why?
56. What are the primary causes of delays in moving cases from filing to initial event, and to final disposition? How does OAH triage or prioritize aging cases when caseload volume exceeds staffing capacity?
57. Which agency clusters require the greatest amount of staff time per case, and what factors drive that resource intensity?
58. How does OAH assess the relative complexity of cases across agencies when assigning ALJs and support staff?
59. Are there agencies or case types whose cases disproportionately consume ALJ time, clerk resources, or continuances? Please explain in detail and provide charts if necessary.
60. Does OAH account for agency-caused delays (e.g., failure to appear, incomplete records) when managing overall caseload capacity? Please explain in detail.

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

61. How does OAH allocate funding, staffing, and other operational resources across agencies and jurisdictional clusters based on caseload volume, complexity, and time to disposition in FY 25–FY 26, to date? Please explain the methodology used to make these allocation decisions and provide a **chart** showing, by agency or cluster: (a) total cases filed and pending; (b) estimated staff and ALJ time devoted; and (c) the corresponding allocation of budgeted resources.
62. To what extent have vacancies, turnover, or training gaps affected OAH’s ability to close cases on time? Please explain in detail.
63. How many cases has OAH closed in FY 25 and FY 26, to date? Please provide a chart based on case type and agency.
64. Which case types have the lowest closure rates, and what barriers exist that prevent faster resolution?
65. How does the use of mediation, settlement, or voluntary withdrawal impact OAH’s overall case throughput?
66. Are there any operational changes, if any, that have most directly improved case closure rates in FY 25 and FY 26, to date?
67. How does OAH communicate caseload strain or systemic delays to referring agencies? What have been those agencies responses? What resources have they offered?

Unless otherwise indicated, all data requests are for FY 2023, FY 2024 and FY 2025, and FY 2026 to-date.

68. What mechanisms exist to help OAH address repeat agency behavior that contributes to delayed hearings or prolonged cases?