

# Office of Administrative Hearings 2011-2013 Strategic Plan

## Mission Statement

*To serve the public with courtesy and to act with integrity,  
providing an impartial forum in which to resolve administrative disputes.*

## Vision Statement

*The OAH will be valued by the public and stakeholders  
for its role in promoting administrative due process.*

*OAH staff will work together toward continuous  
improvement of the hearings process.*

*Commitment to our core values will lead to a  
professional, collegial workplace for all OAH employees.*

## Core Values

*Respect: Treat everyone with fairness and dignity.*

*Professionalism: Efficiency and accountability.*

*Effective Communication: Open and thoughtful.*

*Balance: Between work and home life.*

*Encouragement: Opportunity, professional growth, and  
recognition.*

## Strategic Goal

*Improve the efficiency and quality  
of the hearing process.*

## Strategic Goal

*Foster a culture of mutual respect and  
teamwork that encourages high  
performance and customer service.*

## Strategic Goal

*Build confidence in OAH.*

**Objective:** Continuously improve by developing, communicating and meeting performance measures.

**Action:** Revise customer satisfaction survey process to obtain results by program area.  
Conduct regular, consistent performance evaluations for all employees.

**Objective:** Continue organization of OAH along programmatic lines.

**Action:** Review and make adjustments as needed.

**Objective:** Design and implement ongoing external and internal communications program.

**Action:** Work with OSB to publish articles by ALJs in Administrative Law Section Newsletter.  
Produce and publicize web videos for all program areas.  
Participate as presenter at any OSB Administrative Law Section CLE.

**Objective:** Engage OAH staff in enhancing positive workplace culture.

**Action:** Prepare and publish a training plan.  
Complete employee handbook.  
Promote Positively Speaking as a tool to recognize employee contributions.

**Objective:** Improve OAH relationships with agencies and stakeholder groups.

**Action:** Schedule regular meetings with agencies to discuss service standards, costs and efficiency  
recommendations.

**Objective:** Implement integrated case management system.

**Action:** Identify how eCourt will revise business processes and which OAH processes must be included in the  
OAH software.  
Install and test software.  
Communicate and train staff and agencies.