



## Office of Administrative Hearings 2016-2017 Strategic Plan

**Mission:**

We serve the public by providing impartial, fair, and efficient contested case hearing services to agencies, businesses and individuals.

**Guiding Principles:**

**Professionalism** – We treat everyone with fairness, dignity and respect. We strive for excellence in our work, and we are committed to the development and training of our employees.

**Public service** – We are accountable to each other, agencies and the public and take pride in the high-quality services we provide. We respect the diversity of those we serve and recognize the dignity of all who appear before us.

**Efficiency**– We aspire to use the most efficient processes available to serve our internal and external customers. We adapt to changes in process and technology to provide efficient service while maintaining high standards of quality.

**Effective communication**– We are committed to providing honest, legally accurate, informative and thoughtful communication to parties navigating through the contested case hearing process.

Goal 1	Goal 2	Goal 3
<b>Ensure high quality, efficient, and timely delivery of services.</b>	<b>Innovate by exploring the most effective ways to provide services.</b>	<b>Provide professional development opportunities for employees.</b>
<ul style="list-style-type: none"> <li>• Create a standardized internal performance review process for ALJs and operations staff that includes assessment of guiding principles, universal and program-specific competencies.</li> <li>• Expand employee engagement by providing frequent, meaningful feedback about performance and encouraging employees to share their ideas and questions.</li> <li>• Measure, analyze and take responsive action to meet all legislative, statutory and regulatory standards for timeliness, case aging and cost.</li> <li>• Standardize notices of hearing, reports, legal documents and exhibit marking when feasible.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to modernize our technology through procurement of up-to-date equipment, software and communication systems.</li> <li>• Create, update and/or improve tools accessed by the public to obtain information about the hearing process.</li> <li>• Expand case management to all hearing programs and continue to improve and adapt it to changing program and user needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Adopt a training program for ALJs and operations staff that emphasizes core competencies, ethics, and includes work-out-of-class assignments, leadership and cross-training opportunities.</li> <li>• Support and encourage ALJs and operations staff to access and participate in professional development opportunities outside of OAH.</li> </ul>

