

# Office of Administrative Hearings

## MISSION

To provide flexible due process for any person affected by the action or proposed action of State agencies.

## VISION

A State which guarantees every person the right to a fair, timely, and easily accessible administrative adjudicatory process.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**Goal 1. Ensure Maryland taxpayers have access to fair, timely, and easily accessible administrative adjudication.**

**Obj. 1.1** Complete the administrative hearing process in an efficient and timely manner.

<sup>1</sup> **Obj. 1.2** Increase percentage of cases resolved using Alternative Dispute Resolution (ADR) techniques.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Average number of days from date appeal received to disposition for all cases	67.0	46.0	45.8	50.3	59.1	51.7	53.7
Percent of decisions issued timely	99.7%	99.8%	99.8%	99.9%	99.9%	99.9%	99.9%
<sup>2</sup> Total number of agencies for which ADR techniques may be utilized, with the exception of foreclosure mediation	0	0	0	0	11	11	11
Percentage of each case type where ADR is requested and cases are resolved with ADR techniques							
Maryland State Department of Education (MSDE)	-	-	-	-	28.8%	28.8%	28.8%
Maryland Department of the Environment (MDE)	-	-	-	-	0.6%	0.6%	0.6%
Maryland Department of Labor (LABOR)	-	-	-	-	0.9%	0.9%	0.9%
State Personnel Management System (SPMS)	-	-	-	-	0.6%	0.6%	0.6%
University System of Maryland (USM)	-	-	-	-	0.3%	0.3%	0.3%
Department of Natural Resources (DNR)	-	-	-	-	0.3%	0.3%	0.3%
Transportation Service Human Resource System (TSHRS)	-	-	-	-	0.6%	0.6%	0.6%
Maryland Department of Health (MDH)	-	-	-	-	12.3%	12.3%	12.3%
Maryland Department of Transportation (MDOT)	-	-	-	-	0.3%	0.3%	0.3%
Average number of days from receipt of an appeal to the conclusion of the appeal when ADR is requested and leads to a settlement	-	-	-	-	46	46	46
Percent of cases resolved using ADR techniques	33.0%	36.5%	27.9%	37.1%	45.0%	36.6%	39.6%

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**Goal 2. Conduct administrative proceedings in a professional, competent, and fair manner.**

<sup>3</sup> **Obj. 2.1** Maintain participant satisfaction level at 90 percent or higher.

Performance Measures	2021 Act.	2022 Act.	2023 Act.	2024 Act.	2025 Act.	2026 Est.	2027 Est.
Percent of participants who rate the preparation and organization of the proceeding as satisfactory or excellent	89.2%	89.0%	88.8%	89.1%	92.2%	90.0%	90.4%
Percent of participants who rate the fairness of the proceeding as satisfactory or excellent	92.6%	90.3%	89.3%	91.3%	95.5%	92.0%	92.9%
Percent of participants who rate the decision as satisfactory or excellent	87.3%	88.1%	85.5%	90.2%	91.5%	89.1%	90.3%

## NOTES

<sup>1</sup> To determine the percentage, cases in which ADR techniques are used that are dismissed or withdrawn after the ADR session are not included in the calculation.

<sup>2</sup> List of case types: MDH, LABOR, MSDE, MDE, SPMS, OAG, MIA, USM, DNR, TSHRS, MDOT

<sup>3</sup> To determine the percentage, survey responses of “N/A” or “not applicable” are not included as part of the denominator when calculating the percentage of customer satisfaction in the subcategories.