



State of Idaho Office of Administrative Hearings

Strategic Plan 2023-2027

July 5, 2023

OAH: MISSION

The Office of Administrative Hearings serves the citizens, businesses, and state agencies of Idaho by providing independent, efficient, and unbiased hearings of contested administrative cases, and facilitates the opportunity for parties to resolve their disputes through alternative dispute resolution.



OAH: VISION

- The Office of Administrative Hearings will continue to develop a transparent and standardized hearing process to benefit participants in contested case proceedings.
- The Office of Administrative Hearings, through its hearing officers, will continue to provide all participants with a fair, civil, and efficient process through which contested case proceedings will be heard.
- The Office of Administrative Hearings will continue to educate the public and stakeholders about Idaho's Administrative Procedures Act so that parties may participate to the fullest extent possible in the process.



OAH: GOALS

Three primary goals to achieve OAH's Mission:

Transparency

Three secondary, but mission-critical, goals for OAH:

GOAL 1: TRANSPARENCY

DEVELOP WEBSITE TO INCORPORATE
BACKGROUND INFORMATION REGARDING OAH
FOR THE PUBLIC, AGENCIES, AND CONTRACT
HEARING OFFICERS

PERFORMANCE MEASURES:

Public

Strategy: Generate case-related information

GOAL 1 BENCHMARKS:

- ONGOING, EACH JULY (UPDATE CONTRACT HEARING OFFICER POOL AND RE-CONFIRM ELIGIBILITY)
- DECEMBER 31, 2023 (UPDATE CODE OF CONDUCT, AS NEEDED, TO ADD ADDITIONAL COMMENTARY NECESSITATED BY REAL-WORLD EXPERIENCE)
- DECEMBER 31, 2023 (ADD LINKS TO ALL AGENCY-SPECIFIC HEARING RULES IN SINGLE CONSOLIDATED OAH WEBPAGE)
- ONGOING, AS NEEDED (STRATEGIC INFORMATION AND FORM UPDATES TO WEBSITE)

GOAL 2: OBJECTIVITY

DEVELOP PROCESSES AND MONITORING SYSTEMS TO ASSIST PUBLIC IN FULL PARTICIPATION IN PROCEEDINGS, AND TO ENSURE HEARING OFFICERS COMPLY WITH CODE OF CONDUCT

PERFORMANCE MEASURES:

Public

Strategy: Create "How To" information

GOAL 2 BENCHMARKS:

- ONGOING, QUARTERLY (CONDUCT, CIVILITY, ETHICS TRAINING)
- DECEMBER 31, 2023 (DRAFT STANDARD CASE FORMS)
- JUNE 30, 2024 (CREATE PRINT AND VIDEO “HOW-TO” INFORMATION)

GOAL 3: CONSISTENCY

CONSOLIDATE AND STANDARDIZE
ADMINISTRATIVE HEARING OFFICER PRACTICES,
AND CREATE QUALITY MONITORING SYSTEM

PERFORMANCE MEASURES:

Contracts

Strategy: Create contract hearing officer pool

GOAL 3 BENCHMARKS:

- ONGOING, AS NEEDED (IMPROVE STAKEHOLDER FEEDBACK SYSTEM AS NEEDED AND AS EXPERIENCE NECESSITATES)
- DECEMBER 31, 2023 (FIRST FULLY-COMPILED POLICIES/PROCEDURES MANUAL IN PLACE)

GOAL 4: RULES

PROMULGATE RULES TO FURTHER IMPLEMENT OAH'S MISSION

PERFORMANCE MEASURES:

Rules

Strategy: Promulgate hearing rules for OAH

- Undertake rulemaking per I.C. sec. 67-5282(1)(e) to implement OAH's mission

Other Agencies

Strategy: Assist in rules streamlining

- Assist participant agencies in identifying out-of-date or redundant hearing-related rules

GOAL 4 BENCHMARKS:

- JULY 1, 2024 (COMPLETE RULEMAKING PROCESS)
- ONGOING, AS NEEDED (ASSIST AGENCIES WITH CONTESTED CASE RULE STREAMLINING)

GOAL 5: EDUCATION

DEVELOP AND PROVIDE EDUCATIONAL OPPORTUNITIES FOR HEARING OFFICERS AND OTHER STAKEHOLDERS REGARDING OAH

PERFORMANCE MEASURES:

Hearing
Officers

Strategy: Develop and implement training requirements and schedule

GOAL 5 BENCHMARKS:

- JULY 1, 2024 (DEVELOP PRESENTATION MATERIALS FOR MULTIPLE PRESENTATION GROUPS REGARDING NEW IDAHO RULES OF ADMINISTRATIVE PROCEDURE, IF PROMULGATED)
- ONGOING, QUARTERLY (TRAINING MODULES EVERY THREE MONTHS FOR ALL HEARING OFFICERS)
- ONGOING, AS NEEDED (WEBSITE EDUCATIONAL UPDATES AS NEEDED)

GOAL 6: ADR

DEVELOP RELATIONSHIPS AND TRAININGS FOR
OAH'S SECONDARY MEDIATION, ARBITRATION,
AND ADJUDICATORY SERVICES

PERFORMANCE MEASURES:

Agencies

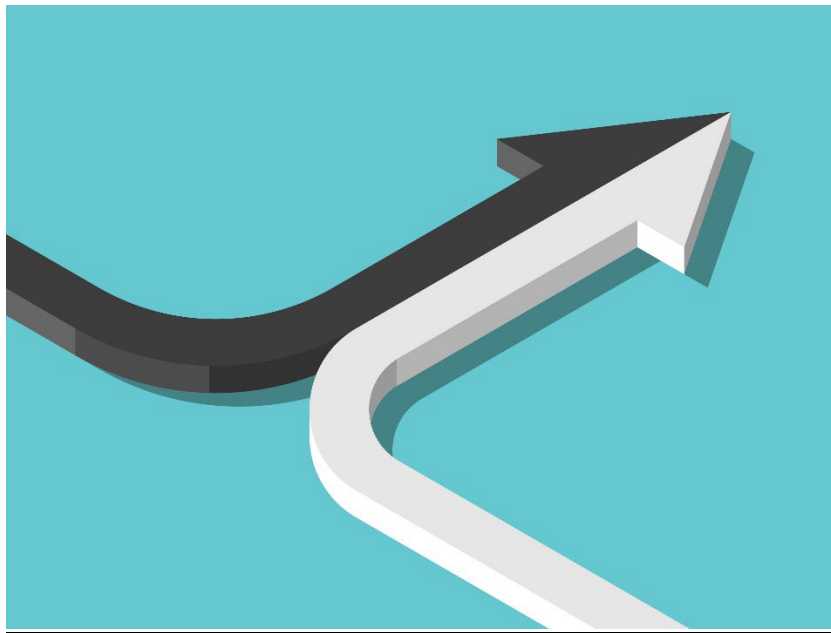
Strategy: Develop relationships for use of ADR services

GOAL 6 BENCHMARKS:

- DECEMBER 31, 2023 (INITIAL ADR TRAINING FOR ALL IN-HOUSE HEARING OFFICERS, INCLUSIVE OF BOTH 40-HOUR MEDIATION TRAINING AND 6-HOUR ARBITRATION TRAINING)
- DECEMBER 31, 2026 (COMPLETION OF ONGOING ADR EDUCATION REQUIREMENTS)

OAH: FORWARD

“The Merge”



In addition to the above strategic goals, OAH is also statutorily charged with assuming handling of Department of Health and Welfare (“DHW”) contested case proceedings on or after January 1, 2024 (Idaho Code §67-5286).

OAH will vigorously work with DHW to assist in securing necessary approvals by the Center for Medicare and Medicaid Services (CMS) and the Office of the Governor to ensure a timely transition of DHW contested case proceedings to OAH.

EXTERNAL FACTORS

Certain of the goals of the strategic plan will be dependent upon not only agencies' ongoing management of their own rules governing contested case proceedings, but also the rulemaking process OAH will undertake. OAH remains prepared to address any such challenges as may arise rulemaking and/or other changes to the IDAPA Rules, and will endeavor to be as agile as possible in updating and improving this Strategic Plan as needs arise. Additionally, success of OAH as a new agency will depend on continued legislative support and funding to appropriately address ongoing and potentially fluctuating caseload demands – especially with assumption of contested case proceeding duties with respect to DHW in 2024 – to include secondary missions of providing ADR services.

Addendum to Agency Strategic Plans: Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5

As a technology customer of the Office of Information Technology Services (ITS) in the Governor’s Office, we are using the cybersecurity systems and technical expertise in OCIO to fulfill requirements related to Executive Order 2017-02. Staff from ITS briefed the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participated in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS is refining the cybersecurity incident response plan in support of our agency.