

ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2021
10/7/2021

Efficiency/Output Measures with Cover Page and Update Explanation

10/7/2021 12:27:44PM

86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

Agency code: 360

Agency name: State Office of Administrative Hearings

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 CONDUCT HEARINGS</u>					
1 NUMBER OF HOURS BILLED					
Quarter 1	80,400.00	20,226.50	20,226.50	25.16 %	16,080.00 - 24,120.00
Quarter 2	80,400.00	17,256.00	37,482.50	46.62 %	36,180.00 - 44,220.00
Quarter 3	80,400.00	18,508.00	55,990.50	69.64 % *	56,280.00 - 64,320.00
<u>Explanation of Variance:</u> Although ALR cases are back up to target levels, the more complex General Docket cases are still lower than target which is reflected by fewer hours billed to cases.					
Quarter 4	80,400.00	20,359.25	76,349.75	94.96 % *	76,380.00 - 84,420.00
<u>Explanation of Variance:</u> The number of more-complex General Docket cases has almost returned to pre-pandemic levels, but is still slightly trailing the historic average. This leads to fewer hours billed to cases.					
2 # ADM LICNSE REV CASES DISPOSED					
Quarter 1	25,000.00	5,329.00	5,329.00	21.32 %	5,000.00 - 7,500.00
Quarter 2	25,000.00	6,084.00	11,413.00	45.65 %	11,250.00 - 13,750.00

* Varies by 5% or more from target.

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2 # ADM LICNSE REV CASES DISPOSED					
Quarter 3	25,000.00	6,618.00	18,031.00	72.12 %	17,500.00 - 20,000.00
Quarter 4	25,000.00	6,751.00	24,782.00	99.13 %	23,750.00 - 26,250.00
3 NUMBER OF GENERAL CASES DISPOSED					
Quarter 1	5,900.00	857.00	857.00	14.53 % *	1,180.00 - 1,770.00
<u>Explanation of Variance:</u> COVID-19 related continuances and hearing conversions are impacting this measure.					
Quarter 2	5,900.00	626.00	1,483.00	25.14 % *	2,655.00 - 3,245.00
<u>Explanation of Variance:</u> COVID-19 related referral reductions impacted this measure.					
Quarter 3	5,900.00	893.00	2,376.00	40.27 % *	4,130.00 - 4,720.00
<u>Explanation of Variance:</u> COVID-19 related referral reductions impacted this measure.					
Quarter 4	5,900.00	779.00	3,155.00	53.47 % *	5,605.00 - 6,195.00
<u>Explanation of Variance:</u> COVID-19 related referral reductions impacted this measure.					

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4 % OF AVAIL ALJ TIME SPENT ON CASES					
Quarter 1	75.00 %	81.27 %	81.27 %	108.36 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure was impacted by an increase in ALJ time spent on IDEA and ALR cases. Both impacts appear to be related to COVID-19.					
Quarter 2	75.00 %	78.69 %	80.05 %	106.73 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure is within the target range for the quarter but the annual value is influenced by the surge from the first quarter .					
Quarter 3	75.00 %	79.81 %	79.97 %	106.63 % *	71.25 - 78.75
<u>Explanation of Variance:</u> Year-to-date the measure continues to approach the target range.					
Quarter 4	75.00 %	79.97 %	79.97 %	106.63 % *	71.25 - 78.75
<u>Explanation of Variance:</u> Year-to-date the measure has been impacted by the surge from the first quarter.					
6 NUMBER OF TAX DECISIONS ISSUED					
Quarter 1	400.00	53.00	53.00	13.25 % *	80.00 - 120.00
<u>Explanation of Variance:</u> Due to COVID-19, case referrals have been down and are impacting this measure.					

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Output Measures

6 NUMBER OF TAX DECISIONS ISSUED

Quarter 2	400.00	38.00	91.00	22.75 % *	180.00 - 220.00
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Explanation of Variance: Reduced case referrals continue to impact this measure.

Quarter 3	400.00	60.00	151.00	37.75 % *	280.00 - 320.00
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Explanation of Variance: Due to the COVID 19 pandemic, the Comptroller has been referring fewer small-dollar-amount cases.

Quarter 4	400.00	62.00	213.00	53.25 % *	380.00 - 420.00
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Explanation of Variance: Due to the COVID 19 pandemic, the Comptroller has been referring fewer small-dollar-amount cases.

Efficiency Measures

1-1-1 CONDUCT HEARINGS

1 AVG DAYS FROM RECORD CLOSE TO PFD

Quarter 1	40.00	28.18	28.18	70.45 % *	38.00 - 42.00
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Explanation of Variance: COVID-19 related TABC cases, mass docket cases, and quick turnaround for tax cases influenced this number.

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Efficiency Measures					
1 AVG DAYS FROM RECORD CLOSE TO PFD					
Quarter 2	40.00	36.47	31.72	79.30 % *	38.00 - 42.00
<u>Explanation of Variance:</u> This measure moved closer to the target range for the quarter but quick-turn around cases from TDI and CPA continue to influence this measure.					
Quarter 3	40.00	34.95	32.99	82.48 % *	38.00 - 42.00
<u>Explanation of Variance:</u> Quick turnaround in cases from TDI and CPA continue to influence this measure.					
Quarter 4	40.00	27.01	30.87	77.18 % *	38.00 - 42.00
<u>Explanation of Variance:</u> Quick turnaround in cases from TDI and CPA continue to influence this measure.					
2 MEDIAN # DAYS TO DISPOSE CASE					
Quarter 1	75.00	119.00	119.00	158.67 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure is influenced by COVID-19 related continuances and conversions of in-person settings to remote settings.					
Quarter 2	75.00	137.00	125.00	166.67 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure continues to be influenced by COVID-19 related continuances and conversions of in-person settings to remote settings.					

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Efficiency Measures					
2 MEDIAN # DAYS TO DISPOSE CASE					
Quarter 3	75.00	100.00	115.00	153.33 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure continues to be influenced by COVID-19 related continuances and conversions of in-person settings to remote settings.					
Quarter 4	75.00	112.00	114.00	152.00 % *	71.25 - 78.75
<u>Explanation of Variance:</u> This measure continues to be influenced by COVID-19 related continuances and conversions of in-person settings to remote settings.					
3 DAYS TO ISSUE A TAX DECISION					
Quarter 1	9.00	9.38	9.38	104.22 %	8.55 - 9.45
Quarter 2	9.00	10.21	9.73	108.11 % *	8.55 - 9.45
<u>Explanation of Variance:</u> This measure was impacted by delays associated with issuing a PFD in a contested case involving complex oil and gas service refund claims.					
Quarter 3	9.00	11.70	10.51	116.78 % *	8.55 - 9.45
<u>Explanation of Variance:</u> While the number of complex cases referred by the Comptroller has remained largely constant, fewer small cases have been referred, bringing up the average days per case.					

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Efficiency Measures

3 DAYS TO ISSUE A TAX DECISION

Quarter 4	9.00	9.44	10.20	113.33 % *	8.55 - 9.45
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Explanation of Variance: This measure, which depends on the number and complexity of cases referred by the Comptroller, is beginning to return to the statistical norm.

1-2-1 CONDUCT ALT DISPUTE RESOLUTION

1 MEDIAN # DAYS TO DISPOSE ADR CASES

Quarter 1	90.00	114.00	114.00	126.67 % *	85.50 - 94.50
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Explanation of Variance: Party requests for multiple meetings and extensions impacted this measure.

Quarter 2	90.00	132.00	117.00	130.00 % *	85.50 - 94.50
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Explanation of Variance: A large number of cases resolved in this quarter were referred at the outset of COVID-19 related restrictions, which impacted this measure.

Quarter 3	90.00	57.50	99.00	110.00 % *	85.50 - 94.50
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Explanation of Variance: The reduction in time to dispose of ADR cases has been impacted by a large number of cases referred by the Texas Board of Nursing, which has requested mediations occur on a more expedited basis than in the past.

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Efficiency Measures

1 MEDIAN # DAYS TO DISPOSE ADR CASES

Quarter 4	90.00	68.50	84.50	93.89 % *	85.50 - 94.50
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Explanation of Variance: This measure continues to be impacted by a large number of cases referred by the Texas Board of Nursing, which has requested mediations occur on a more expedited basis than in the past.

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ACTUAL PERFORMANCE FOR OUTCOME MEASURES

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Fiscal Year 2021

10/7/2021

Outcomes with Cover Page and Update Explanation
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<u>Type/Objective/Measure</u>	2021 Target	2021 YTD	Percent of Annual Target	Target Range
<u>1-1 HEARINGS</u>				
1 PERCENT OF PARTICIPANTS SATISFIED	92.00 %	87.37 %	94.97 % *	
<u>Explanation of Variance:</u> There was a larger than normal number of negative responses relating to adapting to the use of new technology to hold hearings, which was necessitated by SOAH's response to the COVID 19 pandemic. SOAH is aware of, and has been rectifying, those problems.				
<u>Prior YTD:</u>				
2 % TAX DECISIONS ISSUED W/IN 60 DAYS	100.00 %	98.59 %	98.59 %	
<u>Prior YTD:</u>				
<u>1-2 ALTERNATIVE DISPUTE RESOLUTION</u>				
1 % OF PARTICIPANTS SATISFIED W/ ADR	94.00 %	91.95 %	97.82 %	
<u>Prior YTD:</u>				

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ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES

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Explanatory/Input Measures

1-1-1 CONDUCT HEARINGS

1 NUMBER OF ALR CASES RECEIVED

25,300.00	29,639.00	117.15 % *
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Explanation of Variance: This measure was impacted by delayed prosecution by DPS in the third and fourth quarters of the 2020 fiscal year.

2 NUMBER OF GENERAL CASES RECEIVED

5,900.00	3,129.00	53.03 % *
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Explanation of Variance: This measure was impacted by COVID-19 related decreases in regulatory actions and in regulated economic transactions.

3 NUMBER OF AGENCIES SERVED

50.00	49.00	98.00 %
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1-2-1 CONDUCT ALT DISPUTE RESOLUTION

1 # ALT DISPUTE RES CASES REQ OR REFD

110.00	258.00	234.55 % *
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Explanation of Variance: Certain agencies, including the Nursing Board, have requested more ADR proceedings than in the past.

* Varies by 5% or more from target.