ACTUAL PERFORMANCE FOR OUTPUT/EFFICIENCY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2020
9/30/2020

Efficiency/Output Measures with Cover Page and Update Explanation
86th Regular Session, Performance Reporting
Automated Budget and Evaluation System of Texas (ABEST)

9/30/2020 3:23:47PM

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Output Measures

1-1-1 CONDUCT HEARINGS
  1 NUMBER OF HOURS BILLED

Quarter 1	80,400.00	17,389.00	17,389.00	21.63 %	16,080.00 - 24,120.00
Quarter 2	80,400.00	16,627.25	34,016.25	42.31 % *	36,180.00 - 44,220.00

Explanation of Variance: Second quarter hours showed a modest drop compared to first quarter resulting in an overall below target performance.

Quarter 3	80,400.00	15,941.25	49,957.50	62.14 % *	56,280.00 - 64,320.00

Explanation of Variance: Third quarter hours showed a further modest drop, in part due to COVID-19 related referral reductions.

Quarter 4	80,400.00	17,917.50	67,875.00	84.42 % *	76,380.00 - 84,420.00

Explanation of Variance: The fourth quarter hours improved, but it and the annual value were impacted by COVID-19.

  2 # ADM LICNSE REV CASES DISPOSED

Quarter 1	25,000.00	6,166.00	6,166.00	24.66 %	5,000.00 - 7,500.00
Quarter 2	25,000.00	6,306.00	12,472.00	49.89 %	11,250.00 - 13,750.00

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Output Measures

  2 # ADM LICNSE REV CASES DISPOSED

Quarter 3	25,000.00	2,572.00	15,044.00	60.18 % *	17,500.00 - 20,000.00

Explanation of Variance: Due to COVID-19, a large number of cases were continued and reset to dates outside this reporting period.

Quarter 4	25,000.00	3,680.00	18,724.00	74.90 % *	23,750.00 - 26,250.00

Explanation of Variance: Cases disposed improved from the previous quarter but continue to be impacted by continuances and remote settings related to COVID-19.

  3 NUMBER OF GENERAL CASES DISPOSED

Quarter 1	5,900.00	958.00	958.00	16.24 % *	1,180.00 - 1,770.00

Explanation of Variance: The number of cases received are down resulting in fewer cases to dispose.

Quarter 2	5,900.00	980.00	1,938.00	32.85 % *	2,655.00 - 3,245.00

Explanation of Variance: Cases disposed continue to be down significantly, driven by an overall lower than normal number of referrals.

Quarter 3	5,900.00	812.00	2,750.00	46.61 % *	4,130.00 - 4,720.00

Explanation of Variance: Due to COVID-19, case referrals were lower than normal and a large number of cases were continued.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
Output Measures					
3 NUMBER OF GENERAL CASES DISPOSED					
Quarter 4	5,900.00	830.00	3,580.00	60.68 % *	5,605.00 - 6,195.00

Explanation of Variance: Due to COVID-19, case referrals have been down and continue to impact this measure.

4 % OF AVAIL ALJ TIME SPENT ON CASES					
Quarter 1	75.00 %	77.76 %	77.76 %	103.68 %	71.25 - 78.75
Quarter 2	75.00 %	78.47 %	78.10 %	104.13 %	71.25 - 78.75
Quarter 3	75.00 %	72.63 %	76.27 %	101.69 %	71.25 - 78.75
Quarter 4	75.00 %	76.09 %	76.22 %	101.63 %	71.25 - 78.75
6 NUMBER OF TAX DECISIONS ISSUED					
Quarter 1	400.00	49.00	49.00	12.25 % *	80.00 - 120.00

Explanation of Variance: Pending cases at the beginning of the fiscal year and the number of cases received are down resulting in fewer cases requiring decisions.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Output Measures

   6   NUMBER OF TAX DECISIONS ISSUED

Quarter 2	400.00	90.00	139.00	34.75 % *	180.00 - 220.00

   Explanation of Variance: Case referrals increased from the first quarter and the number of cases disposed almost tripled first quarter values. Low YTD numbers are driven by the low first quarter.

Quarter 3	400.00	51.00	190.00	47.50 % *	280.00 - 320.00

   Explanation of Variance: After rebounding in the second quarter, referrals were down this quarter due to COVID-19.

Quarter 4	400.00	55.00	245.00	61.25 % *	380.00 - 420.00

   Explanation of Variance: Due to COVID-19, case referrals have been down and continue to impact this measure.

Efficiency Measures

   1-1-1   CONDUCT HEARINGS
      1   AVG DAYS FROM RECORD CLOSE TO PFD

Quarter 1	40.00	29.20	29.20	73.00 % *	38.00 - 42.00

   Explanation of Variance: There were proportionately fewer complex cases this quarter.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Efficiency Measures

1   AVG DAYS FROM RECORD CLOSE TO PFD

Quarter 2	40.00	23.78	26.23	65.58 % *	38.00 - 42.00

Explanation of Variance: A large number of mass docket cases and quick turnaround for tax cases influenced this number.

Quarter 3	40.00	30.67	27.55	68.88 % *	38.00 - 42.00

Explanation of Variance: Though the third quarter number moved closer to the target, this number continues to be influenced by mass docket cases with quick turnarounds.

Quarter 4	40.00	29.98	28.05	70.13 % *	38.00 - 42.00

Explanation of Variance: This measure was impacted by TABC Emergency Order referrals that have short statutory deadlines, and also by a large number of TDI stop-loss cases.

2   MEDIAN # DAYS TO DISPOSE CASE

Quarter 1	75.00	86.00	86.00	114.67 % *	71.25 - 78.75

Explanation of Variance: HHSC mass docket cases are collected into sizable groups before docketing. Depending on the initial date of the individual cases, this can skew the performance at the time of disposition.

Quarter 2	75.00	93.00	91.00	121.33 % *	71.25 - 78.75

Explanation of Variance: Complex cases from TCEQ, PUC, and the Texas Medical Board impacted this measure due to high levels of pre-hearing activities.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Efficiency Measures

   2   MEDIAN # DAYS TO DISPOSE CASE

Quarter 3	75.00	95.50	92.00	122.67 % *	71.25 - 78.75

     Explanation of Variance: This measure was impacted by complex cases and cases that included mediation referrals.

Quarter 4	75.00	120.00	97.00	129.33 % *	71.25 - 78.75

     Explanation of Variance: This measure was impacted by conversion of in-person hearings to remote settings, which was necessitated by COVID-19.

   3   DAYS TO ISSUE A TAX DECISION

Quarter 1	9.00	6.84	6.84	76.00 % *	8.55 - 9.45

     Explanation of Variance: This measure is impacted by the reduced volume of cases referred by CPA. With fewer cases to manage, days to issue a decision may be reduced.

Quarter 2	9.00	6.56	6.65	73.89 % *	8.55 - 9.45

     Explanation of Variance: Fewer complex cases allowed decisions to issue quickly this quarter.

Quarter 3	9.00	9.18	7.33	81.44 % *	8.55 - 9.45

     Explanation of Variance: Though the YTD value varies by more than 5%, the third quarter value is on target.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range
Efficiency Measures					
3 DAYS TO ISSUE A TAX DECISION					
Quarter 4	9.00	10.84	8.12	90.22 % *	8.55 - 9.45

Explanation of Variance: The quarterly measure was impacted by the issuance of several complex-case decisions, but the YTD measure reflects the impact of reduced referrals due to COVID-19.

1-2-1 CONDUCT ALT DISPUTE RESOLUTION					
1 MEDIAN # DAYS TO DISPOSE ADR CASES					
Quarter 1	90.00	128.00	128.00	142.22 % *	85.50 - 94.50

Explanation of Variance: Mediation is a voluntary process with the timetable being driven by the parties. SOAH allows parties to agree on mediation dates and provides ample time for fact finding and negotiations during the process. This quarter the party-driven timetable was longer than the target.

Quarter 2	90.00	131.50	128.00	142.22 % *	85.50 - 94.50

Explanation of Variance: This metric was influenced by one outlier case and by cases that involved complex medical care cases.

Quarter 3	90.00	113.00	128.00	142.22 % *	85.50 - 94.50

Explanation of Variance: Though the value moved closer to target this quarter, party requests for multiple meetings and extensions impacted this value.

* Varies by 5% or more from target.

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Strategy/Measure	2020 Target	2020 Actual	2020 YTD	Percent of Annual Target	Target Range

Efficiency Measures

  1 MEDIAN # DAYS TO DISPOSE ADR CASES

| **Quarter 4** | 90.00 | 65.00 | 123.00 | 136.67 % * | 85.50 - 94.50 |

Explanation of Variance: Hearing-activity reductions associated with COVID-19 provided parties a window that allowed new ADR referrals to move through expeditiously this quarter.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR EXPLANATORY MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2020
9/30/2020

Explanatory Measures with Cover Page and Update Explanation   9/30/2020 3:24:26PM
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	2020 Target	2020 YTD	Percent of Annual Target	

Explanatory/Input Measures

  1-1-1   CONDUCT HEARINGS

  1   NUMBER OF ALR CASES RECEIVED

| | 25,300.00 | 18,155.00 | 71.76 | % * |

  Explanation of Variance: Case referrals from DPS were down due to COVID-19.

  2   NUMBER OF GENERAL CASES RECEIVED

| | 5,900.00 | 3,579.00 | 60.66 | % * |

  Explanation of Variance: This value is down in part due to COVID-19, and in part due to decreased referrals from OAG and HHSC/FPS.

  3   NUMBER OF AGENCIES SERVED

| | 50.00 | 53.00 | 106.00 | % * |

  Explanation of Variance: SOAH received more ground water referrals than anticipated.

  1-2-1   CONDUCT ALT DISPUTE RESOLUTION

  1   # ALT DISPUTE RES CASES REQ OR REFD

| | 110.00 | 166.00 | 150.91 | % * |

  Explanation of Variance: Positive mediation results have led to an increase in referrals, particularly with respect to those from the Board of Nursing.

 * Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES
360 - State Office of Administrative Hearings
Fiscal Year 2020
9/30/2020

Outcomes with Cover Page and Update Explanation

86th Regular Session, Performance Reporting

Automated Budget and Evaluation System of Texas (ABEST)

DATE: **9/30/2020**
TIME: **3:23:01PM**
PAGE: **2 OF 2**

Agency code: **360**   Agency name: **State Office of Administrative Hearings**

Type/Objective/Measure	2020 Target	2020 YTD	Percent of Annual Target	Target Range
1-1 HEARINGS				
1 PERCENT OF PARTICIPANTS SATISFIED	92.00 %	87.71 %	95.34 %	
Prior YTD:				
2 % TAX DECISIONS ISSUED W/IN 60 DAYS	100.00 %	100.00 %	100.00 %	
Prior YTD:				
1-2 ALTERNATIVE DISPUTE RESOLUTION				
1 % OF PARTICIPANTS SATISFIED W/ ADR	94.00 %	93.69 %	99.67 %	
Prior YTD:				

* Varies by 5% or more from target.

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Agency Submission, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 9/27/2022

Time: 2:56:33PM

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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Outcome No.	1	Percentage of Participants Surveyed Satisfied with Overall Process

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Calculation Method: N   **Target Attainment: H**   **Priority: H**   **Cross Reference:** Agy 360 085-R-S70-1 01-01 OC 01

Key Measure: Y   **New Measure: N**   **Percent Measure: Y**

BL 2020 Definition

"Overall process" includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and presentation of PFD.

BL 2020 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2020 Data Source

Survey

BL 2020 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall process.

BL 2020 Purpose

This survey allows SOAH to receive feedback from hearing participants and to monitor the participants' overall satisfaction with the hearings process.

BL 2021 Definition

"Overall process" includes all actions by SOAH, beginning with setting of hearing, continuing through the hearing and presentation of PFD.

BL 2021 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2021 Data Source

Survey

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BL 2021 Purpose

This survey allows SOAH to receive feedback from hearing participants and to monitor the participants' overall satisfaction with the hearings process.

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Agency Submission, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 9/27/2022
Time: 2:56:33PM
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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Outcome No.	2	% of Proposed Tax Decisions Issued within 60 Days of Record Closing

Calculation Method: N   **Target Attainment: H**   **Priority: M**   **Cross Reference:** Agy 360 085-R-S70-1 01-01 OC 02

Key Measure: Y   **New Measure: N**   **Percent Measure: Y**

<u>BL 2020 Definition</u>

This measure identifies the number (stated in percent) of Tax Division PFDs issued within 60 calendar days of the date the record closed.

<u>BL 2020 Data Limitations</u>

N/A

<u>BL 2020 Data Source</u>

Tax Division ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

<u>BL 2020 Methodology</u>

A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date. The number of tax PFDs that were issued within 60 calendar days is totaled and then divided by the total number of tax PFDs issued during the reporting period to compute the percentage of tax PFDs issued with 60 calendar days (equivalent to 40 working days).

<u>BL 2020 Purpose</u>

This measure is an indication of the timeliness of the PFDs issued by the Tax Division ALJs for the Tax cases.

<u>BL 2021 Definition</u>

This measure identifies the number (stated in percent) of Tax Division PFDs issued within 60 calendar days of the date the record closed.

<u>BL 2021 Data Limitations</u>

N/A

<u>BL 2021 Data Source</u>

Tax Division ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

<u>BL 2021 Methodology</u>

A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date. The number of tax PFDs that were issued within 60 calendar days is totaled and then divided by the total number of tax PFDs issued during the reporting period to compute the percentage of tax PFDs issued with 60 calendar days (equivalent to 40 working days).

<u>BL 2021 Purpose</u>

This measure is an indication of the timeliness of the PFDs issued by the Tax Division ALJs for the Tax cases.

OBJECTIVE OUTCOME DEFINITIONS REPORT

86th Regular Session, Agency Submission, Version 1

Automated Budget and Evaluation System of Texas (ABEST)

Date: 9/27/2022
Time: 2:56:33PM
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Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Outcome No.	1	Percentage of Participants Surveyed Satisfied with Overall ADR Process

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Calculation Method: N   **Target Attainment: H**   **Priority: H**   **Cross Reference:**

Key Measure: Y   **New Measure: Y**   **Percent Measure: Y**

BL 2020 Definition

"Overall process" includes all actions by SOAH related to the ADR process exclusive of Balance Billing mediations.

BL 2020 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2020 Data Source

Survey

BL 2020 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall ADR process.

BL 2020 Purpose

This survey allows SOAH to receive feedback from ADR participants and to monitor the participants' overall satisfaction with the ADR process to monitor the participants' overall satisfaction with the mediation process.

BL 2021 Definition

"Overall process" includes all actions by SOAH related to the ADR process exclusive of Balance Billing mediations.

BL 2021 Data Limitations

Calculation of this measure is necessarily limited to the percentage of survey responses received. In addition, given the nature of SOAH's function as a quasi-judicial tribunal with winners and losers in each case, the receipt of some negative responses is expected.

BL 2021 Data Source

Survey

BL 2021 Methodology

Eligible parties are identified from General Docket and ALR databases. Emails directing parties to the online survey or hard copy surveys are sent. Confidential cases are eliminated from the mailing, as needed. A vendor provided survey tool is used to collect and compile the survey information. The survey tool generates reports calculating the percentage of participants satisfied with the overall ADR process.

BL 2021 Purpose

This survey allows SOAH to receive feedback from ADR participants and to monitor the participants' overall satisfaction with the ADR process to monitor the participants' overall satisfaction with the mediation process.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	1	Average # of Days from Close of Record to PFD Issuance

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Calculation Method: N   **Target Attainment: L**   **Priority: H**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition

The date the record closes in a case where a hearing is held and the date the PFD or final order is issued are both recorded in the database. The number of days between these two dates is calculated.

BL 2020 Data Limitations
N/A

BL 2020 Data Source
ALJs, Docket Change forms, Billing entries and SOAH's Case Management System (CMS).

BL 2020 Methodology
A report is generated from the database (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposals for Decision (PFD) or final orders for all hearings during the reporting period, and divides this number by the total number of PFDs or final orders. The resulting number is the average number of days from the date the record closes to the issuance of a PFD.

BL 2020 Purpose
This measure monitors the amount of time for issuance of an ALJ decision once the record has closed.

BL 2021 Definition

The date the record closes in a case where a hearing is held and the date the PFD or final order is issued are both recorded in the database. The number of days between these two dates is calculated.

BL 2021 Data Limitations
N/A

BL 2021 Data Source
ALJs, Docket Change forms, Billing entries and SOAH's Case Management System (CMS).

BL 2021 Methodology

A report is generated from the database (CMS) that calculates the total number of calendar days from close of record to issuance of the Proposals for Decision (PFD) or final orders for all hearings during the reporting period, and divides this number by the total number of PFDs or final orders. The resulting number is the average number of days from the date the record closes to the issuance of a PFD.

BL 2021 Purpose

This measure monitors the amount of time for issuance of an ALJ decision once the record has closed.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	2	Median Number of Days to Dispose Case

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 EF 03

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition

The number of days between the date that the General Docket case is received by SOAH and the day that the case is finally disposed.

BL 2020 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances. It is also impacted by interlocutory appeals to district court or to agencies which delay the process.

BL 2020 Data Source

ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2020 Methodology

A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

BL 2020 Purpose

This measure provides an indication of the efficiency of the administrative hearings process.

BL 2021 Definition

The number of days between the date that the General Docket case is received by SOAH and the day that the case is finally disposed.

BL 2021 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to hearing or request continuances. It is also impacted by interlocutory appeals to district court or to agencies which delay the process.

BL 2021 Data Source

ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2021 Methodology

A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period.

BL 2021 Purpose

This measure provides an indication of the efficiency of the administrative hearings process.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EF	
Measure No.	3	Avg Days to Issue Proposed Tax Decision Following Record Closing

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 EF 05

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition
    This measure identifies the average number of calendar days following the close of the record that Tax Division ALJs took to issue tax PFDs.

BL 2020 Data Limitations
    N/A

BL 2020 Data Source
    Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2020 Methodology
A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date for each case, and the sum of the days represents the total number of calendar days for all cases in the reporting period.

BL 2020 Purpose
This measure captures the efficiency of the Tax Division ALJs in issuing tax PFDs.

BL 2021 Definition

This measure identifies the average number of calendar days following the close of the record that Tax Division ALJs took to issue tax PFDs.

BL 2021 Data Limitations
    N/A

BL 2021 Data Source
    Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2021 Methodology
A report is generated from the database (CMS) that lists all Tax Division cases where PFDs were issued during the pertinent reporting period and, for each case listed, provides the date the record closed and the date the tax PFD was issued. The report computes the number of days between the record closed date and the PFD issuance date for each case, and the sum of the days represents the total number of calendar days for all cases in the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

 This measure captures the efficiency of the Tax Division ALJs in issuing tax PFDs.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	1	Number of Administrative License Revocation Cases Received

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition
      The number of Administrative License Revocation (ALR) cases that are referred by the Department of Public Safety to SOAH.

BL 2020 Data Limitations
 This measure is dependent upon the number of cases referred by the Department of Public Safety.

BL 2020 Data Source
 Request to Docket Case form and SOAH's ALR database.

BL 2020 Methodology
 A report is generated from SOAH's ALR database that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting
 period.

BL 2020 Purpose
 This measure tracks the number of cases referred by the Department of Public Safety and serves as an indicator of SOAH's workload.

BL 2021 Definition
 The number of Administrative License Revocation (ALR) cases that are referred by the Department of Public Safety to SOAH.

BL 2021 Data Limitations
 This measure is dependent upon the number of cases referred by the Department of Public Safety.

BL 2021 Data Source
 Request to Docket Case form and SOAH's ALR database.

BL 2021 Methodology
 A report is generated from SOAH's ALR database that counts the total number of cases referred by the Department of Public Safety to SOAH during the reporting
 period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

<u>BL 2021 Purpose</u>

 This measure tracks the number of cases referred by the Department of Public Safety and serves as an indicator of SOAH's workload.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	2	Number of General Docket Cases Received

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition
    The number of General Docket cases that are referred by agencies to SOAH.

BL 2020 Data Limitations
 This measure is dependent upon the number of cases referred by other state agencies.

BL 2020 Data Source
 Request to Docket Case form and SOAH's CMS.

BL 2020 Methodology
 A report is generated from SOAH's database (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

BL 2020 Purpose
 This measure tracks the number of cases referred by other state agencies and serves as an indicator of SOAH's workload.

BL 2021 Definition
 The number of General Docket cases that are referred by agencies to SOAH.

BL 2021 Data Limitations
 This measure is dependent upon the number of cases referred by other state agencies.

BL 2021 Data Source
 Request to Docket Case form and SOAH's CMS.

BL 2021 Methodology
 A report is generated from SOAH's database (CMS) that counts the total number of cases referred by other state agencies to SOAH during the reporting period.

BL 2021 Purpose
 This measure tracks the number of cases referred by other state agencies and serves as an indicator of SOAH's workload.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	3	Number of Agencies Served

Calculation Method: N   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 EX 02

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition

The Hearings Activity Report Process (HARP) system records all cases transferred to SOAH's jurisdiction and is used to count the number of agencies for which SOAH has docketed new cases; re-set previously docketed cases; held prehearings/post-hearings and/or hearings; and/or issued PFDs.

BL 2020 Data Limitations

This measure is dependent upon jurisdiction changes, agency structural changes (i.e., abolished, merged, consolidated) and legislation.

BL 2020 Data Source

Request to Docket Case form, Case Management System (CMS) and HARP

BL 2020 Methodology

The total number of agencies served for the reporting period is counted.

BL 2020 Purpose

This measure serves as an indicator of the volume of SOAH's customer base for its workload.

BL 2021 Definition

The Hearings Activity Report Process (HARP) system records all cases transferred to SOAH's jurisdiction and is used to count the number of agencies for which SOAH has docketed new cases; re-set previously docketed cases; held prehearings/post-hearings and/or hearings; and/or issued PFDs.

BL 2021 Data Limitations

This measure is dependent upon jurisdiction changes, agency structural changes (i.e., abolished, merged, consolidated) and legislation.

BL 2021 Data Source

Request to Docket Case form, Case Management System (CMS) and HARP

BL 2021 Methodology

The total number of agencies served for the reporting period is counted.

BL 2021 Purpose

 This measure serves as an indicator of the volume of SOAH's customer base for its workload.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	4	Number of Complaints Received Regarding Hearing Process

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Calculation Method: N   **Target Attainment: L**   **Priority: H**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 EX 03

Key Measure: N   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition

   Total number of written formal complaints received by SOAH during the reporting period from referring agencies and/or outside parties, pertaining to the hearings
   process.

BL 2020 Data Limitations

 This measure is dependent upon the participants filing a complaint with SOAH relating to the hearing process. In addition, it might also be dependent upon the ruling
 received by the participants (i.e., if an unfavorable decision was received, the participants might be more inclined to respond negatively).

BL 2020 Data Source
 Referring agencies and outside parties

BL 2020 Methodology
 Total number of written complaints received by SOAH are counted for the reporting period.

BL 2020 Purpose
 This measure serves to count the complaints received from individuals not satisfied with the hearings process.

BL 2021 Definition

 Total number of written formal complaints received by SOAH during the reporting period from referring agencies and/or outside parties, pertaining to the hearings
 process.

BL 2021 Data Limitations

 This measure is dependent upon the participants filing a complaint with SOAH relating to the hearing process. In addition, it might also be dependent upon the ruling
 received by the participants (i.e., if an unfavorable decision was received, the participants might be more inclined to respond negatively).

BL 2021 Data Source
 Referring agencies and outside parties

BL 2021 Methodology
 Total number of written complaints received by SOAH are counted for the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

 This measure serves to count the complaints received from individuals not satisfied with the hearings process.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	EX	
Measure No.	5	Percent of PFDs Changed, Vacated or Modified by Governing Boards

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Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 EX 04

Key Measure: N   **New Measure: N**   **Percentage Measure: Y**

BL 2020 Definition

    A record is maintained in the Case Management System (CMS) of all PFDs issued. A record is also maintained of all signed Orders returned to SOAH by referring agencies.

BL 2020 Data Limitations

This measure is dependent upon the referring agency forwarding its board's final Order for each hearing.

BL 2020 Data Source

Referring agencies, ALJs, SOAH's Case Management System (CMS).

BL 2020 Methodology

A report is generated of agency orders returned to SOAH that reflect substantive changes to proposed findings or conclusions, or reflect that the PFDs have been vacated or modified by the governing boards and/or commissions. The number of final Orders reflecting a change, modification or a vacating, divided by the total number of PFDs issued, multiplied by 100 (to present data in percentage format), yields the percentage changed, vacated or modified.

BL 2020 Purpose

This measure counts the number (stated as percent) of decisions (non-ALR) issued by an ALJ that are not upheld by a referring agency's governing board.

BL 2021 Definition

A record is maintained in the Case Management System (CMS) of all PFDs issued. A record is also maintained of all signed Orders returned to SOAH by referring agencies.

BL 2021 Data Limitations

This measure is dependent upon the referring agency forwarding its board's final Order for each hearing.

BL 2021 Data Source

Referring agencies, ALJs, SOAH's Case Management System (CMS).

BL 2021 Methodology

A report is generated of agency orders returned to SOAH that reflect substantive changes to proposed findings or conclusions , or reflect that the PFDs have been vacated or modified by the governing boards and/or commissions. The number of final Orders reflecting a change, modification or a vacating, divided by the total number of PFDs issued, multiplied by 100 (to present data in percentage format), yields the percentage changed, vacated or modified.

BL 2021 Purpose

This measure counts the number (stated as percent) of decisions (non-ALR) issued by an ALJ that are not upheld by a referring agency's governing board.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	1	Number of Hours Billed (General Docket Hearings and ALR Hearings)

Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 OP 01

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition
    The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's time database.

BL 2020 Data Limitations
 This measure is dependent upon the amount of work referred to SOAH by other state agencies.

BL 2020 Data Source
 SOAH's time database.

BL 2020 Methodology
 A report is generated from a SOAH database for the reporting period which calculates the number of hours billed.

BL 2020 Purpose
 This measure tracks the amount of billed work performed by SOAH ALJs and, when authorized by interagency contract, paralegals or administrative assistants.

BL 2021 Definition
 The total number of hours billed on cases for services provided during the reporting period is obtained through SOAH's time database.

BL 2021 Data Limitations
 This measure is dependent upon the amount of work referred to SOAH by other state agencies.

BL 2021 Data Source
 SOAH's time database.

BL 2021 Methodology
 A report is generated from a SOAH database for the reporting period which calculates the number of hours billed.

BL 2021 Purpose
 This measure tracks the amount of billed work performed by SOAH ALJs and, when authorized by interagency contract, paralegals or administrative assistants.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.   1   Provide for a Fair and Efficient Administrative Hearings Process

Objective No.   1   Ensure that All Hearings are Conducted in a Fair and Impartial Manner

Strategy No.   1   Conduct Hearings and Prepare Proposals for Decisions and Final Orders

Measure Type   OP

Measure No.   2   Number of Administrative License Revocation Cases Disposed

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Calculation Method: C   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 OP 02

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition

     All ALR cases disposed are entered into the ALR database and counted.

BL 2020 Data Limitations

This measure is dependent upon the number of DWI arrests resulting in a request for hearing at SOAH and the accuracy of the ALR database which is owned and controlled by DPS.

BL 2020 Data Source

Final Orders recorded in the ALR database.

BL 2020 Methodology

A report is generated from the ALR database with a count of cases decided (i.e., disposed) during the reporting period.

BL 2020 Purpose

This measure serves as a means to determine the number of ALR cases disposed during the reporting period.

BL 2021 Definition

All ALR cases disposed are entered into the ALR database and counted.

BL 2021 Data Limitations

This measure is dependent upon the number of DWI arrests resulting in a request for hearing at SOAH and the accuracy of the ALR database which is owned and controlled by DPS.

BL 2021 Data Source

Final Orders recorded in the ALR database.

BL 2021 Methodology

A report is generated from the ALR database with a count of cases decided (i.e., disposed) during the reporting period.

BL 2021 Purpose

This measure serves as a means to determine the number of ALR cases disposed during the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	3	Number of General Docket Cases Disposed

Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition

    The number of General Docket cases for which SOAH transmits to the referring agency a Proposal for Decision or a final Order during the reporting period.

BL 2020 Data Limitations

This measure is dependent upon the number of cases referred by other state agencies.

BL 2020 Data Source

Docket Change Forms recorded in CMS.

BL 2020 Methodology

A report is generated from the CMS database with a count of final Orders issued during the reporting period.

BL 2020 Purpose

This measure indicates the number of General Docket cases disposed during the reporting period.

BL 2021 Definition

The number of General Docket cases for which SOAH transmits to the referring agency a Proposal for Decision or a final Order during the reporting period.

BL 2021 Data Limitations

This measure is dependent upon the number of cases referred by other state agencies.

BL 2021 Data Source

Docket Change Forms recorded in CMS.

BL 2021 Methodology

A report is generated from the CMS database with a count of final Orders issued during the reporting period.

BL 2021 Purpose

This measure indicates the number of General Docket cases disposed during the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	4	Percent of Available Administrative Law Judge Time Spent on Case Work

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Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: Y**

BL 2020 Definition

Amount of time recorded by Administrative Law Judges (ALJ) working on General Docket and Administrative License Revocation (ALR) cases as a percentage of total available time. This measure includes time spent on alternative dispute resolution (ADR).

BL 2020 Data Limitations
N/A

BL 2020 Data Source
ALJ time entries for all casework and leave. Total available hours in each quarter.

BL 2020 Methodology
Identify the number of hours paid in the period utilizing payroll records. Subtract all holiday and leave hours taken by each ALJ to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on ADR since the same ALJs work on both hearings and ADR. Divide total hours charged to casework by available time to work. Reflect calculation as a percentage.

BL 2020 Purpose
To provide information on the utilization of ALJ time.

BL 2021 Definition

Amount of time recorded by Administrative Law Judges (ALJ) working on General Docket and Administrative License Revocation (ALR) cases as a percentage of total available time. This measure includes time spent on alternative dispute resolution (ADR).

BL 2021 Data Limitations
N/A

BL 2021 Data Source
ALJ time entries for all casework and leave. Total available hours in each quarter.

BL 2021 Methodology

Identify the number of hours paid in the period utilizing payroll records. Subtract all holiday and leave hours taken by each ALJ to establish available time to work. Identify the number of hours charged to casework for each ALJ. Casework includes time working on ADR since the same ALJs work on both hearings and ADR. Divide total hours charged to casework by available time to work. Reflect calculation as a percentage.

BL 2021 Purpose
To provide information on the utilization of ALJ time.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	5	Percent of Case Time Spent on General Docket (Non-ALR) Cases

Calculation Method: N   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 OP 07

Key Measure: N   **New Measure: N**   **Percentage Measure: Y**

BL 2020 Definition
 The proportionate amount of total case time worked by ALJs on General Docket (non-ALR) cases.

BL 2020 Data Limitations
 N/A

BL 2020 Data Source
 General Docket and ALR databases.

BL 2020 Methodology
 General Docket time divided by all case time.

BL 2020 Purpose
 This measure indicates how much of the ALJ workload is spent on General Docket (non-ALR) cases.

BL 2021 Definition
 The proportionate amount of total case time worked by ALJs on General Docket (non-ALR) cases.

BL 2021 Data Limitations
 N/A

BL 2021 Data Source
 General Docket and ALR databases.

BL 2021 Methodology
 General Docket time divided by all case time.

BL 2021 Purpose
 This measure indicates how much of the ALJ workload is spent on General Docket (non-ALR) cases.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	1	Ensure that All Hearings are Conducted in a Fair and Impartial Manner
Strategy No.	1	Conduct Hearings and Prepare Proposals for Decisions and Final Orders
Measure Type	OP	
Measure No.	6	# of Proposals for Decision Related to Tax Hearings Issued by ALJs

---

Calculation Method: C   **Target Attainment: H**   **Priority: M**   Cross Reference: Agy 360 085-R-S70-1 01-01-01 OP 08

Key Measure: Y   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition

This performance measure seeks to identify the number of proposal for decisions issued during the reporting period by ALJs in SOAH's Tax Division.

BL 2020 Data Limitations
N/A

BL 2020 Data Source
Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2020 Methodology
A report is generated from the database (CMS) that lists and totals the number of Tax PFDs issued during the reporting period.

BL 2020 Purpose
The purpose of this measure is to track the number of proposals for decisions issued in contested tax cases.

BL 2021 Definition

This performance measure seeks to identify the number of proposal for decisions issued during the reporting period by ALJs in SOAH's Tax Division.

BL 2021 Data Limitations
N/A

BL 2021 Data Source
Tax ALJs, Docket Change forms, and SOAH's Case Management System (CMS).

BL 2021 Methodology
A report is generated from the database (CMS) that lists and totals the number of Tax PFDs issued during the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	EF	
Measure No.	1	Median Number of Days to Dispose Alternative Dispute Resolution Cases

---

Calculation Method: N   **Target Attainment: L**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition

The number of days between the date an Alternative Dispute Resolution (ADR) case is received by SOAH and the day the case is finally disposed. This measure excludes Balance Billing (BAL) cases.

BL 2020 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to mediation or arbitration.

BL 2020 Data Source

ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2020 Methodology

A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the ADR case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period. BAL cases are not included in the data set.

BL 2020 Purpose

This measure provides an indication of the efficiency of the ADR program.

BL 2021 Definition

The number of days between the date an Alternative Dispute Resolution (ADR) case is received by SOAH and the day the case is finally disposed. This measure excludes Balance Billing (BAL) cases.

BL 2021 Data Limitations

This measure is partially dependent upon whether the parties are ready to immediately proceed to mediation or arbitration.

BL 2021 Data Source

ALJs, Docket Change forms and SOAH's Case Management System (CMS).

BL 2021 Methodology

A report is generated from the database (CMS) that counts, for each case, the number of calendar days between the date that the ADR case is received by SOAH and the day that the case is finally disposed by SOAH during the reporting period, and calculates the median number of days for those cases disposed in the reporting period. BAL cases are not included in the data set.

BL 2021 Purpose

This measure provides an indication of the efficiency of the ADR program.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code: **360**   Agency: **State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	EX	
Measure No.	1	Number of Alternative Dispute Resolution Cases Requested or Referred

---

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: Y   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition
    All mediation or arbitration cases referred, excluding Balance Billings (BAL) cases.

BL 2020 Data Limitations
 This measure is dependent on the number of mediations requested by parties or referred by ALJs, and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2020 Data Source
 ALJs, Request to Docket Case form, Docket Change form, SOAH's Case Management System (CMS).

BL 2020 Methodology
 A report is generated from the database (CMS) totaling the number of ADR requests received (e.g., requested or referred).

BL 2020 Purpose
 This measure counts the number of mediations requested and arbitrations elected by parties or state agencies, or cases in which an ALJ suggests mediation and the parties agree to mediation.

BL 2021 Definition

 All mediation or arbitration cases referred, excluding Balance Billings (BAL) cases.

BL 2021 Data Limitations

 This measure is dependent on the number of mediations requested by parties or referred by ALJs, and the number of arbitrations elected by parties cases referred by an ALJ or other state agencies.

BL 2021 Data Source

 ALJs, Request to Docket Case form, Docket Change form, SOAH's Case Management System (CMS).

BL 2021 Methodology

 A report is generated from the database (CMS) totaling the number of ADR requests received (e.g., requested or referred).

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

This measure counts the number of mediations requested and arbitrations elected by parties or state agencies, or cases in which an ALJ suggests mediation and the parties agree to mediation.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	EX	
Measure No.	2	Number of Balance Billing Cases Referred for Assignment of Mediator

---

Calculation Method: N   **Target Attainment: H**   **Priority: M**   Cross Reference:

Key Measure: N   **New Measure: Y**   **Percentage Measure: N**

BL 2020 Definition
     The number of Balance Billing (BAL) cases referred to SOAH by the Texas Department of Insurance (TDI) to receive an assignment of a third-party mediator.

BL 2020 Data Limitations
 This measure is dependent on the number of BAL mediations referred to SOAH by TDI.

BL 2020 Data Source
 SOAH's Case Management System (CMS).

BL 2020 Methodology
 A report is generated from the database (CMS) totaling the number of BAL cases referred.

BL 2020 Purpose
 This measure provides an indicator of the SOAH's workload with respect to the balance billing mediation program.

BL 2021 Definition
 The number of Balance Billing (BAL) cases referred to SOAH by the Texas Department of Insurance (TDI) to receive an assignment of a third-party mediator.

BL 2021 Data Limitations
 This measure is dependent on the number of BAL mediations referred to SOAH by TDI.

BL 2021 Data Source
 SOAH's Case Management System (CMS).

BL 2021 Methodology
 A report is generated from the database (CMS) totaling the number of BAL cases referred.

BL 2021 Purpose
 This measure provides an indicator of the SOAH's workload with respect to the balance billing mediation program.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:　　**360**　　Agency:　　**State Office of Administrative Hearings**

Goal No.　　　　　　1　　　　Provide for a Fair and Efficient Administrative Hearings Process
Objective No.　　　　2　　　　Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.　　　　 1　　　　Conduct Alternative Dispute Resolution Proceedings
Measure Type　　　　OP
Measure No.　　　　 1　　　　Number of Hours Billed to Alternative Dispute Resolution Cases

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Calculation Method: C　　　　**Target Attainment: H**　　　　　　**Priority: M**　　　　Cross Reference: Agy 360 085-R-S70-1 01-02-01 OP 01

Key Measure: N　　　　　　**New Measure: N**　　　　**Percentage Measure: N**

BL 2020 Definition
　　The total number of hours billed on mediation and arbitration proceedings (excluding mediations in TCEQ cases conducted by TCEQ).

BL 2020 Data Limitations
　This measure is dependent on the number of mediation and arbitration cases referred as well as the varying complexity.

BL 2020 Data Source
　ALJs, SOAH time database.

BL 2020 Methodology
　A report is generated from the SOAH time database that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

BL 2020 Purpose
　This measure indicates the number of hours of SOAH's workload spent in mediation and arbitration proceedings.

BL 2021 Definition
　The total number of hours billed on mediation and arbitration proceedings (excluding mediations in TCEQ cases conducted by TCEQ).

BL 2021 Data Limitations
　This measure is dependent on the number of mediation and arbitration cases referred as well as the varying complexity.

BL 2021 Data Source
　ALJs, SOAH time database.

BL 2021 Methodology
　A report is generated from the SOAH time database that totals the number of hours billed on mediation and arbitration events and/or cases for the reporting period.

BL 2021 Purpose
　This measure indicates the number of hours of SOAH's workload spent in mediation and arbitration proceedings.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

Agency Code:	**360**	Agency:	**State Office of Administrative Hearings**

Goal No.	1	Provide for a Fair and Efficient Administrative Hearings Process
Objective No.	2	Provide an Opportunity for Alternative Dispute Resolution Proceedings
Strategy No.	1	Conduct Alternative Dispute Resolution Proceedings
Measure Type	OP	
Measure No.	2	Number of Cases Resolved through Alternative Dispute Resolution

Calculation Method: C   **Target Attainment: H**   **Priority: L**   Cross Reference: Agy 360 085-R-S70-1 01-02-01 EF 01

Key Measure: N   **New Measure: N**   **Percentage Measure: N**

BL 2020 Definition
    This includes the number of cases that are resolved through mediation (i.e., by agreement of the parties with the assistance of a mediator) and the number of final
    Orders issued in arbitrations, as well as the number of any other matters resolved by the use of other ADR processes.

BL 2020 Data Limitations
 Number of cases referred to ADR by ALJs or state agencies.

BL 2020 Data Source
 ALJs, Docket Change form, SOAH's Case Management System (CMS).

BL 2020 Methodology
 A report is generated from the Case Management System (CMS) for the total number of cases resolved by mediation and ADR processes for the reporting period.

BL 2020 Purpose
 This indicates the success of the ADR program.

BL 2021 Definition
 This includes the number of cases that are resolved through mediation (i.e., by agreement of the parties with the assistance of a mediator) and the number of final Orders
 issued in arbitrations, as well as the number of any other matters resolved by the use of other ADR processes.

BL 2021 Data Limitations
 Number of cases referred to ADR by ALJs or state agencies.

BL 2021 Data Source
 ALJs, Docket Change form, SOAH's Case Management System (CMS).

BL 2021 Methodology
 A report is generated from the Case Management System (CMS) for the total number of cases resolved by mediation and ADR processes for the reporting period.

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

BL 2021 Purpose

 This indicates the success of the ADR program.