

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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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
Output Measures					
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.				

* Varies by 5% or more from target.

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					
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.					

* Varies by 5% or more from target.

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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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.

* Varies by 5% or more from target.

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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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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Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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.					

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

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

Type/Strategy/Measure	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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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.

* Varies by 5% or more from target.

Efficiency/Output Measures with Cover Page and Update Explanation

10/7/2021 12:27:44PM

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Agency code: **360**

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

<u>Type/Strategy/Measure</u>	2021 Target	2021 Actual	2021 YTD	Percent of Annual Target	Target Range
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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.

* Varies by 5% or more from target.

ACTUAL PERFORMANCE FOR OUTCOME MEASURES

360 - State Office of Administrative Hearings

Fiscal Year 2021

10/7/2021

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

DATE: **10/7/2021**
 TIME: **12:27:19PM**
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Agency code: **360**

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

<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>				

* Varies by 5% or more from target.

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

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

10/7/2021 12:28:05PM

Agency code: **360**

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

<u>Type/Strategy/Measure</u>	2021 Target	2021 YTD	Percent of Annual Target
Explanatory/Input Measures			
<u>1-1-1 CONDUCT HEARINGS</u>			
1 NUMBER OF ALR CASES RECEIVED			
	25,300.00	29,639.00	117.15 % *
<u>Explanation of Variance:</u> 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 % *
<u>Explanation of Variance:</u> 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 %
<u>1-2-1 CONDUCT ALT DISPUTE RESOLUTION</u>			
1 # ALT DISPUTE RES CASES REQ OR REFD			
	110.00	258.00	234.55 % *
<u>Explanation of Variance:</u> Certain agencies, including the Nursing Board, have requested more ADR proceedings than in the past.			

* 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

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

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 process.

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
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Date: 9/27/2022
Time: 2:56:33PM
Page: 2 of 3

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**

BL 2020 Definition

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

BL 2020 Data Limitations

N/A

BL 2020 Data Source

Tax Division 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. 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).

BL 2020 Purpose

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

BL 2021 Definition

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

BL 2021 Data Limitations

N/A

BL 2021 Data Source

Tax Division 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. 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).

BL 2021 Purpose

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

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

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).

Strategy-Related Measures Definitions
86th Regular Session, Agency Submission, Version 1
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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
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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
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.

Strategy-Related Measures Definitions
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BL 2021 Purpose

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

Strategy-Related Measures Definitions
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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
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)

BL 2021 Purpose

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.

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 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

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
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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

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

Strategy-Related Measures Definitions

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Automated Budget and Evaluation System of Texas (ABEST)

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

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.

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 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

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

Strategy-Related Measures Definitions

86th Regular Session, Agency Submission, Version 1
Automated Budget and Evaluation System of Texas (ABEST)

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

Strategy-Related Measures Definitions

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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
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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
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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

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.

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BL 2021 Purpose

This indicates the success of the ADR program.