

State of Idaho Office of Administrative Hearings

Strategic Plan FY26-FY29

August 22, 2025

OAH: MISSION

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



OAH: VISION

- The Office of Administrative Hearings will continue to develop a transparent and standardized hearing process to benefit participants in contested case proceedings.

- The Office of Administrative Hearings, through its administrative law judges (ALJs), will continue to provide all participants with a fair, civil, and efficient process through which contested case proceedings will be heard.

- The Office of Administrative Hearings will continue to educate the public and stakeholders about Idaho's Administrative Procedures Act so that parties may participate to the fullest extent possible in the process.



OAH: GOALS

Three primary goals to achieve OAH's Mission:

Transparency	Objectivity	Consistency
• Year-End Report • Website • Consolidate information	• Code of Conduct • "How To" Materials	• Policies & Procedure • Monitoring

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

Rules	Education	ADR
• Update rules • Assist agencies with rule simplification	• Trainings for ALJs • CLE(s) for ALJs and contract hearing officers	• Agency education • Trainings for ADR specialists

GOAL 1: TRANSPARENCY

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

PERFORMANCE MEASURES:

Public

Strategy: Generate links to key info

- Annual year-end report, including key metrics
- Update FAQs as needed
- Update "how to" information (see Goal 2)
- Link to current Code of Conduct (and archive prior versions)
- Maintain current "clearinghouse" of governing rules from other agencies

Agencies

Strategy: Generate case-assistance information

- Update information and forms to assign/initiate a matter with OAH
- Update information regarding ADR/adjudicatory services
- Update contact information as needed

GOAL 1 BENCHMARKS:

- JANUARY 31, ANNUALLY (COMPLETE AND ISSUE YEAR-END REPORT, INCLUDING KEY METRICS)
- JULY 31, ANNUALLY (UPDATE CONTRACT HEARING OFFICER POOL AND RE-CONFIRM ELIGIBILITY)
- DECEMBER 31, ANNUALLY (UPDATE CODE OF CONDUCT, AS NEEDED, TO ADD ADDITIONAL COMMENTARY NECESSITATED BY REAL-WORLD EXPERIENCE)
- JULY 31, ANNUALLY (UPDATE ALL LINKS TO ALL STATUTES, RULES, AND AGENCY-SPECIFIC HEARING RULES IN SINGLE CONSOLIDATED OAH WEBPAGE)
- ONGOING, AS NEEDED (STRATEGIC INFORMATION AND FORM UPDATES TO WEBSITE)

GOAL 2: OBJECTIVITY

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

PERFORMANCE MEASURES:

Public

Strategy: Create "How To" information

- Continue to develop "How To" page for website to outline basic structure of contested administrative cases, including basic information regarding witnesses, exhibits, etc.
- Continue to develop long-term strategic goal for additional delivery methods for "How To" information, including printed literature (pamplets), standard contested case proceeding forms, and informational video akin to jury service videos.

ALJs and Hearing Officers

Strategy: Ensure compliance

- Update Code of Conduct as needed.
- Routine conduct/civility/ethics training for all ALJs and contract hearing officers, provided by both third-party sources and OAH, including internal AARs (after-action reviews).

GOAL 2 BENCHMARKS:

- ONGOING, QUARTERLY (CONDUCT, CIVILITY, ETHICS TRAINING)
- JUNE 30, ANNUALLY (UPDATE STANDARD CASE FORMS)
- JUNE 30, ANNUALLY (UPDATE PRINT AND VIDEO "HOW-TO" INFORMATION, AS NEEDED)

GOAL 3: CONSISTENCY

CONSOLIDATE AND STANDARDIZE ADMINISTRATIVE CONTESTED CASE PRACTICES, AND CREATE QUALITY MONITORING SYSTEM

PERFORMANCE MEASURES:

Policies Strategy: Develop internal policies

- Continue to develop policies regarding standard hearing practices (locations, recordings, deadlines, etc.)
- Maintain updated Policies/Procedures manual

Monitoring Strategy: Monitor ALJ & hearing officer performance

- Continue to develop quality-monitoring standards per I.C. sec. 67-5282(1)(h)
- Develop peer review system
- Continue to develop training after-action review plans (AAR) to address quality concerns
- Continue to develop feedback system for stakeholders

GOAL 3 BENCHMARKS:

- ONGOING, AS NEEDED (IMPROVE STAKEHOLDER FEEDBACK SYSTEM AS NEEDED AND AS EXPERIENCE NECESSITATES)

- JANUARY 31, ANNUALLY (UPDATED POLICIES & PROCEDURES MANUAL, AS NEEDED)

- JUNE 30, ANNUALLY (UPDATE PEER REVIEW SYSTEM, AS NEEDED)

GOAL 4: RULES

PROMULGATE RULES TO FURTHER IMPLEMENT OAH'S MISSION

PERFORMANCE MEASURES:

Rules Strategy: Promulgate hearing rules for OAH

- Identify potential experience-based revisions to new Idaho Rules of Administrative Procedure, and engage in additional negotiated rulemaking as needed

Other Agencies Strategy: Assist in rules streamlining

- Continue to assist participant agencies in identifying out-of-date or redundant hearing-related rules

GOAL 4 BENCHMARKS:

- ONGOING, AS NEEDED (INITIATE ADDITIONAL NEGOTIATED RULEMAKING PROCESS AS NEEDED TO KEEP IDAHO RULES OF ADMINISTRATIVE PROCEDURE UP-TO-DATE)

- ONGOING, AS NEEDED (ASSIST AGENCIES WITH CONTESTED CASE RULE STREAMLINING)

GOAL 5: EDUCATION

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

PERFORMANCE MEASURES:

ALJs & Hearing Officers

Strategy: Develop and implement training requirements and schedule

- Continue to develop in-house training modules for new administriative law judges and new additions to contract hearing officer pool
- Ensure ongoing compliance by all ALJs and hearing officers with onboarding and ongoing training requirements

Stakeholders

Strategy: Develop educational materials for citizens, businesses, agencies, and attorneys

- In addition to website, video, and printed educational materials, continue to develop in-person presentation materials that can be presented in a number of contexts as requested
- Present ongoing CLEs to private attorneys, agency attorneys, and Deputy Attorneys General to address questions about OAH

GOAL 5 BENCHMARKS:

- ONGOING, QUARTERLY (TRAINING MODULES EVERY THREE MONTHS FOR ALL ALJS AND ACTIVE CONTRACT HEARING OFFICERS)

- ONGOING, AS NEEDED (PREPARE EDUCATIONAL UPDATES AS NEEDED FOR PRESENTATION TO PRIVATE CITIZENS, LEGAL COMMUNITY, AND AGENCIES)

GOAL 6: ADR

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

PERFORMANCE MEASURES:

Agencies

Strategy: Develop relationships for use of ADR services

- Ongoing meetings with agencies regarding scope of ADR services, including new agencies

ADR Specialists

Strategy: Train ADR specialists

- Ongoing monitoring of training completion for ADR specialists

GOAL 6 BENCHMARKS:

- DECEMBER 31, ANNUALLY (ENSURE ADR TRAINING FOR ALL ALJS COMPLETED OR SCHEDULED, INCLUSIVE OF BOTH 40-HOUR MEDIATION TRAINING, 6-HOUR ARBITRATION TRAINING, AND 12-HOUR CRIMINAL MEDIATION TRAINING)

- DECEMBER 31, ANNUALLY (CONFIRM COMPLETION OF ONGOING ADR EDUCATION REQUIREMENTS, AS NEEDED)

EXTERNAL FACTORS

Certain goals of the strategic plan will be dependent upon agencies' ongoing management of their own rules and practices governing contested case proceedings. OAH remains prepared to address any such challenges as may arise as agencies continue to increasingly utilize OAH for mandatory and permissive proceedings, and OAH will endeavor to be as agile as possible in updating and improving this Strategic Plan as needs arise to assist agencies and public in presiding over such proceedings. Additionally, ongoing success of OAH as a relatively new agency will depend on continued legislative support and funding to appropriately address ongoing and potentially fluctuating caseload demands – especially with any additional contested case proceeding duties added via legislation – to include OAH's secondary function in providing ADR services.

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

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