



OFFICE OF STATE ADMINISTRATIVE HEARINGS ANNUAL REPORT FY2019

225 Peachtree Street, NE, Suite 400, Atlanta, Georgia 30303
www.osah.ga.gov



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A Letter from the Chief Judge



In FY2019, OSAH sharpened its focus on expanding court access to members of the public, in order to continue to provide exceptional customer service to all citizens who interact with the court.

OSAH made several strides toward meeting these goals, most notably with advancements in technology. Throughout the fiscal year, OSAH launched three large-scale technology platforms to complement eCourt, the existing online case management system. These new platforms—one for agencies, one for the public, and one for internal staff—provide parties with the opportunity to access case information online, electronically file court documents, and more. Thanks to these advancements, OSAH can work even more seamlessly with all individuals involved in the administrative hearing process. *(For more on OSAH's technology, go to p. 21.)*

Additionally, OSAH continued to build on the successes of the previous year's initiatives—the launch of Operation Paperless and Direct Appeal. Within one year, Operation Paperless resulted in over 95% of OSAH's case files being securely stored and accessible in electronic format. As a result, OSAH reduced its paper purchases by 44% from the prior year. The option for Direct Appeal, meanwhile, allows members of the public greater access to the hearing-request process: If an agency does not forward a hearing request to OSAH within 30 days, parties may petition OSAH directly for a hearing date. In FY2019, OSAH received 107 petitions for Direct Appeal.

Throughout these procedural and technological updates, OSAH has never lost sight of developing its greatest resource—its staff. Accordingly, our FY2019 initiatives included multiple educational opportunities, including Spanish lessons with an on-site instructor.

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Several judicial staff members also completed training to become certified mediators, thereby offering another option to litigants interested in alternative dispute resolution.

All of OSAH's successes could not have been possible without the partnerships of its stakeholders: the Office of the Governor, the Office of the Lieutenant Governor, members of the General Assembly, the Attorney General's Office, the membership of the State Bar of Georgia, state agencies, the judiciary, law enforcement, and especially the citizens of Georgia.

We look forward to even greater achievements in FY2020.

Regards,

A handwritten signature in black ink that reads "Michael Malihi". The signature is written in a cursive, slightly slanted style.

Michael Malihi

OSAH Staff

Administrative Law Judges



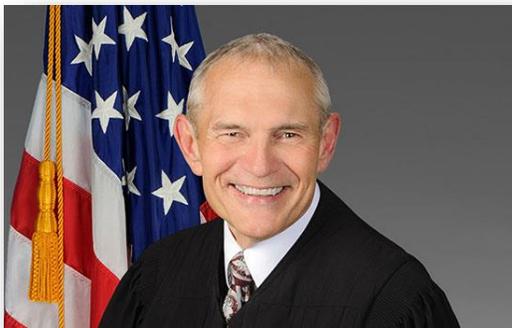
Chief Judge Michael Malihi



Judge Barbara Brown



Judge David Langston



Judge Steven Teate



Judge Patrick Woodard

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Judge Carol Walker-Russell



Judge Ana Kennedy



Judge Ronit Walker



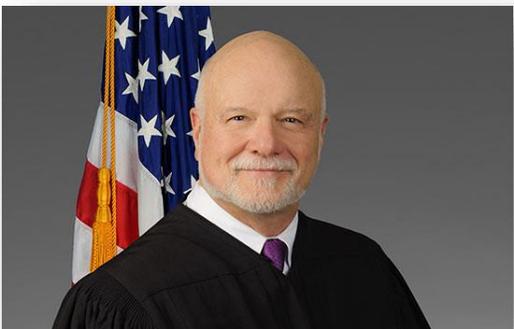
Judge Stephanie Howells



Judge Kimberly Schroer



Judge Amanda Baxter



Judge Charles Beaudrot



Judge Lawrence O'Neal

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Judge Shakara Barnes



Judge Rabb Wilkerson



Judge Mary Paige Adams



Judge Wayne Bond



Judge David Purvis



Judge John Fry



Judge Jeff Milsteen



Judge Jennifer Tourial

Not Pictured: Judge Brian Bellamy

Office of General Counsel



Lisa Boggs
Chief of Staff
General Counsel



Dominic Capraro
Deputy General Counsel

Staff Attorneys



Megan Long



Bryan Present



Jessica Wang

Clerk of Court



Larry Parker
Chief Clerk



Jason Rouse
Deputy Chief Clerk

Information Technology



Charmaine Hooke-Powell
Chief Information Officer



Willie Muigai
Network Systems Administrator

Administrative Staff



Grant Mintz
Budget Administrator



Chelsea Unschuld
Legal Assistant



Porcia Lockett
Legal Assistant



Meredith Spears
Legal Assistant



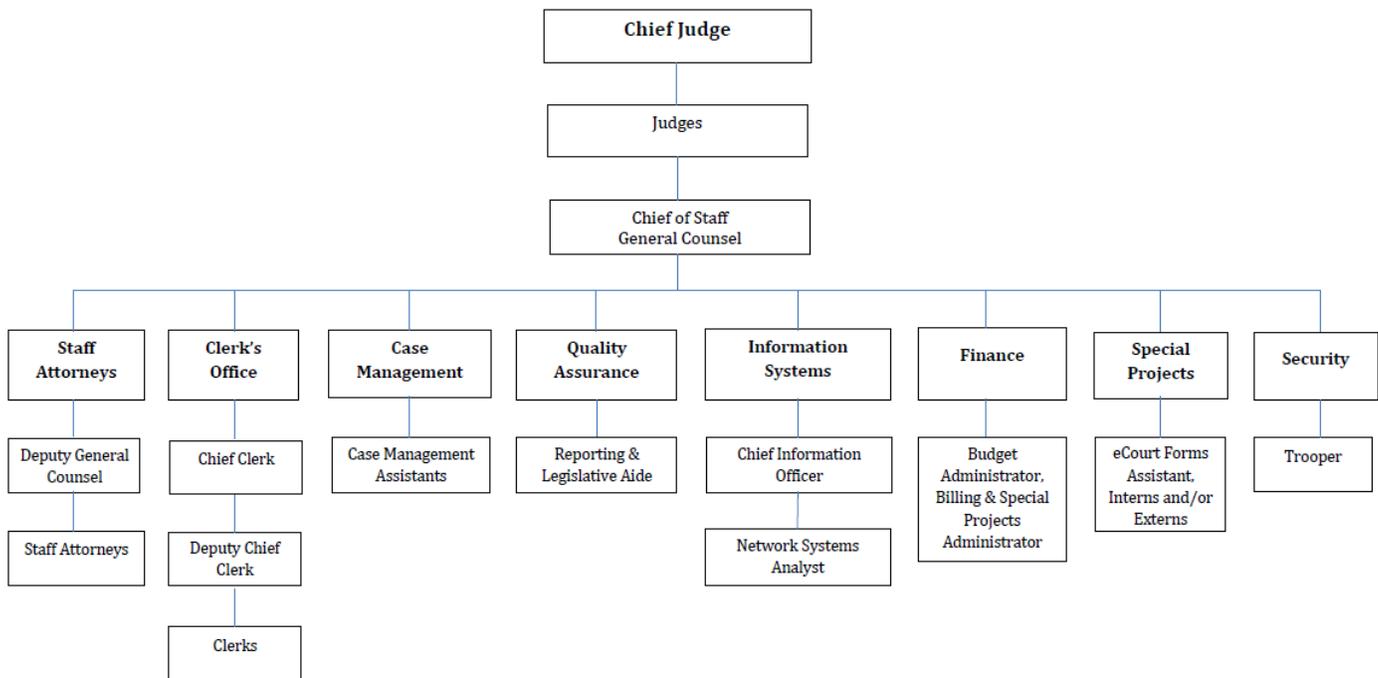
Amber Webb
Legislative Aide



Devin Hamilton
Legal Assistant

NOT PICTURED: Yolanda Brown, Melvina Cummings, Evelyn Gertsch, Victoria Hightower, Hazel Jackson, Monica Kelly, Gloria McDonald, John Rasheed, Delores Waters, and Kevin Westray

OSAH Staff Organizational Chart



OSAH

Facts and Figures

*These figures are based upon the most recent available comparative data, provided in the following study:
State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals*

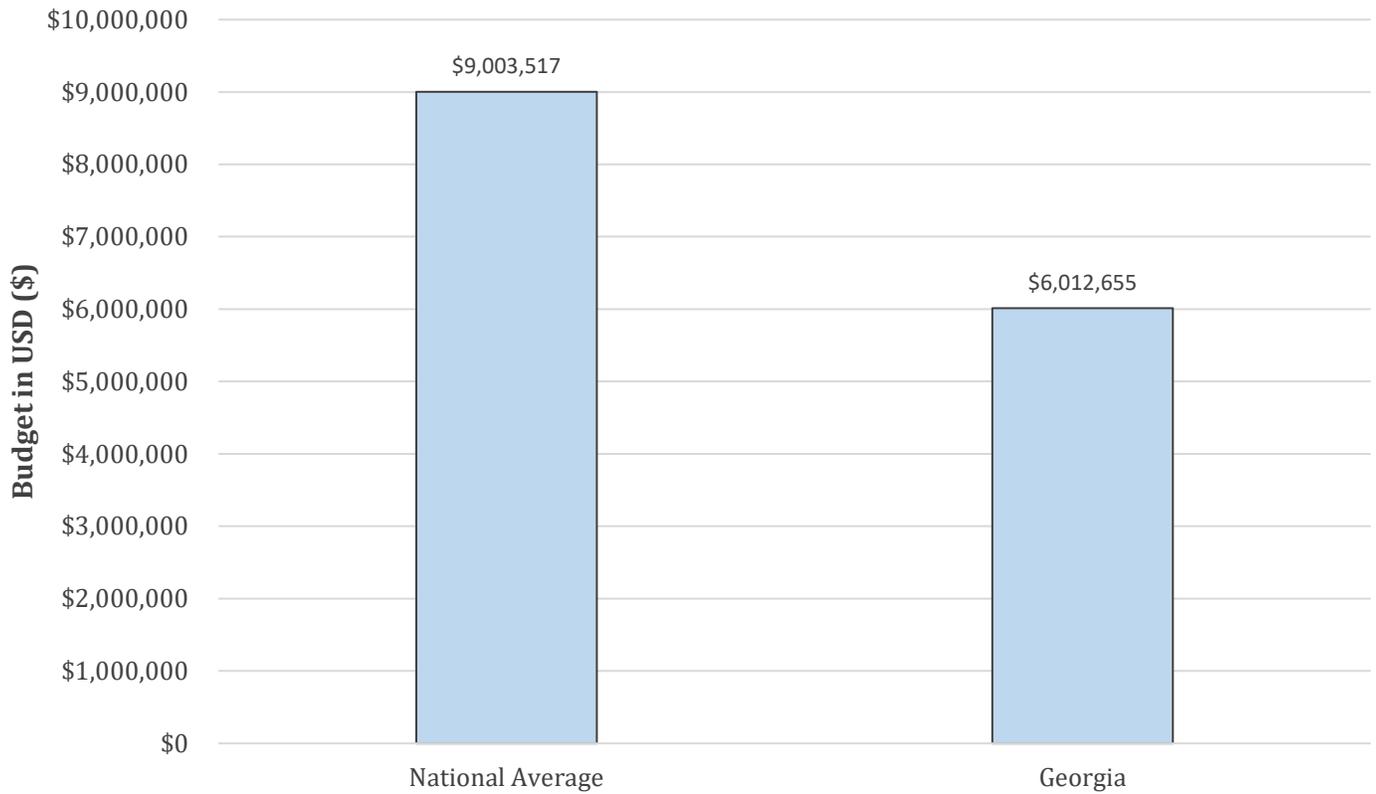
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Fiscal Responsibility

OSAH practices outstanding fiscal responsibility, as evident by OSAH's allocated annual budget and the cost per case.

In comparison to the national average, OSAH saves taxpayers close to \$3 million per year. *

Annual Budget: National Average vs. Georgia



National Average vs. Georgia

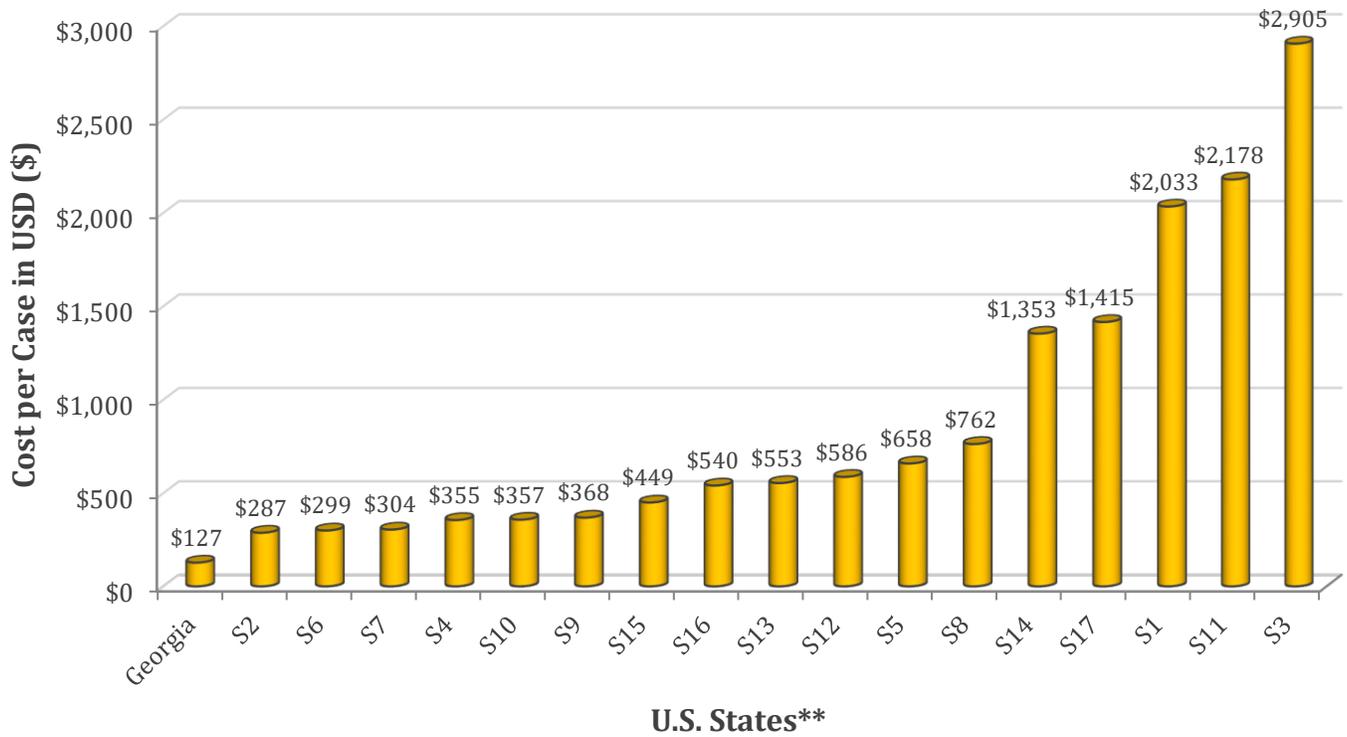
Source: State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals

*Based on FY2018 data, the most recent data available for the national study.

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OSAH’s average cost per case was \$127— approximately 85% less than the national average of \$863. *

Cost per Case: State-by-State Comparison



**Each state included in the study, with the exception of Georgia, has been coded with the letter “S” signifying “state,” and a number. These codes are the same on all graphs in this section.

Source: State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals

*Based on FY2018 data, the most recent data available for the national study.

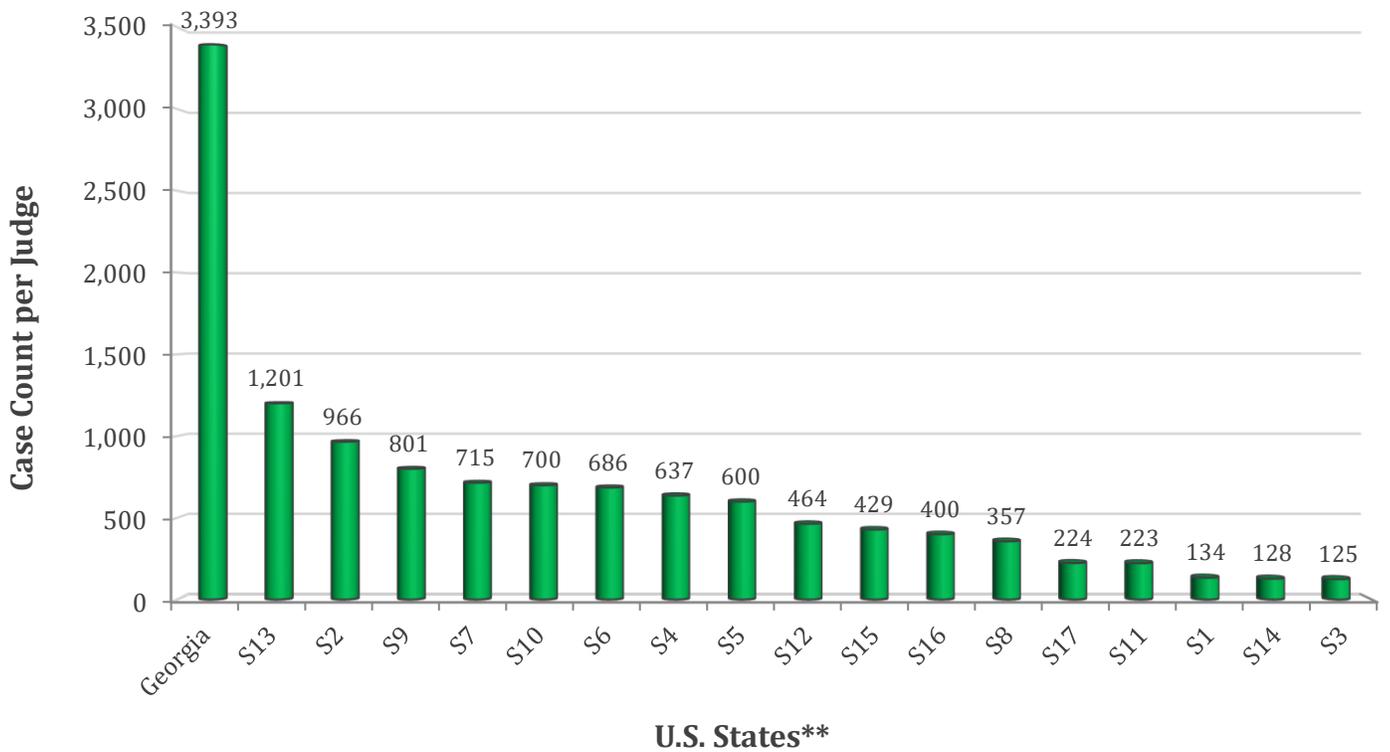
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Workflow Efficiency

OSAH operates at a high level of efficiency, as demonstrated by OSAH’s ability to manage high caseloads at low costs.

OSAH’s average case count per judge was 3,393— about five times the national average of 677. *

Number of Cases Adjudicated Per Judge in the U.S.



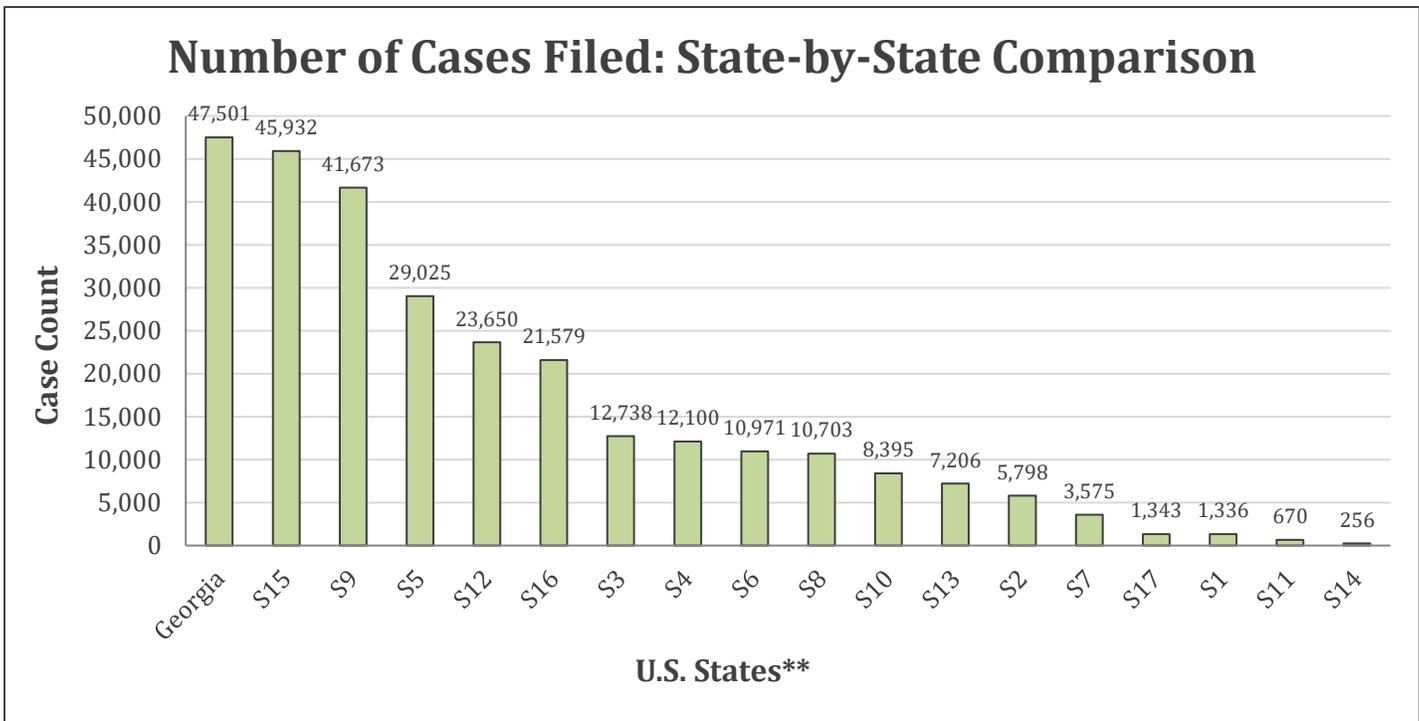
**Each state included in the study, with the exception of Georgia, has been coded with the letter “S” signifying “state,” and a number. These codes are the same on all graphs in this section.

Source: State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals

*Based on FY2018 data, the most recent data available for the national study.

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OSAH received the highest number of cases, and at the same time, achieved the lowest reported cost per case in the nation. *



**Each state included in the study, with the exception of Georgia, has been coded with the letter “S” signifying “state,” and a number. These codes are the same on all graphs in this section.

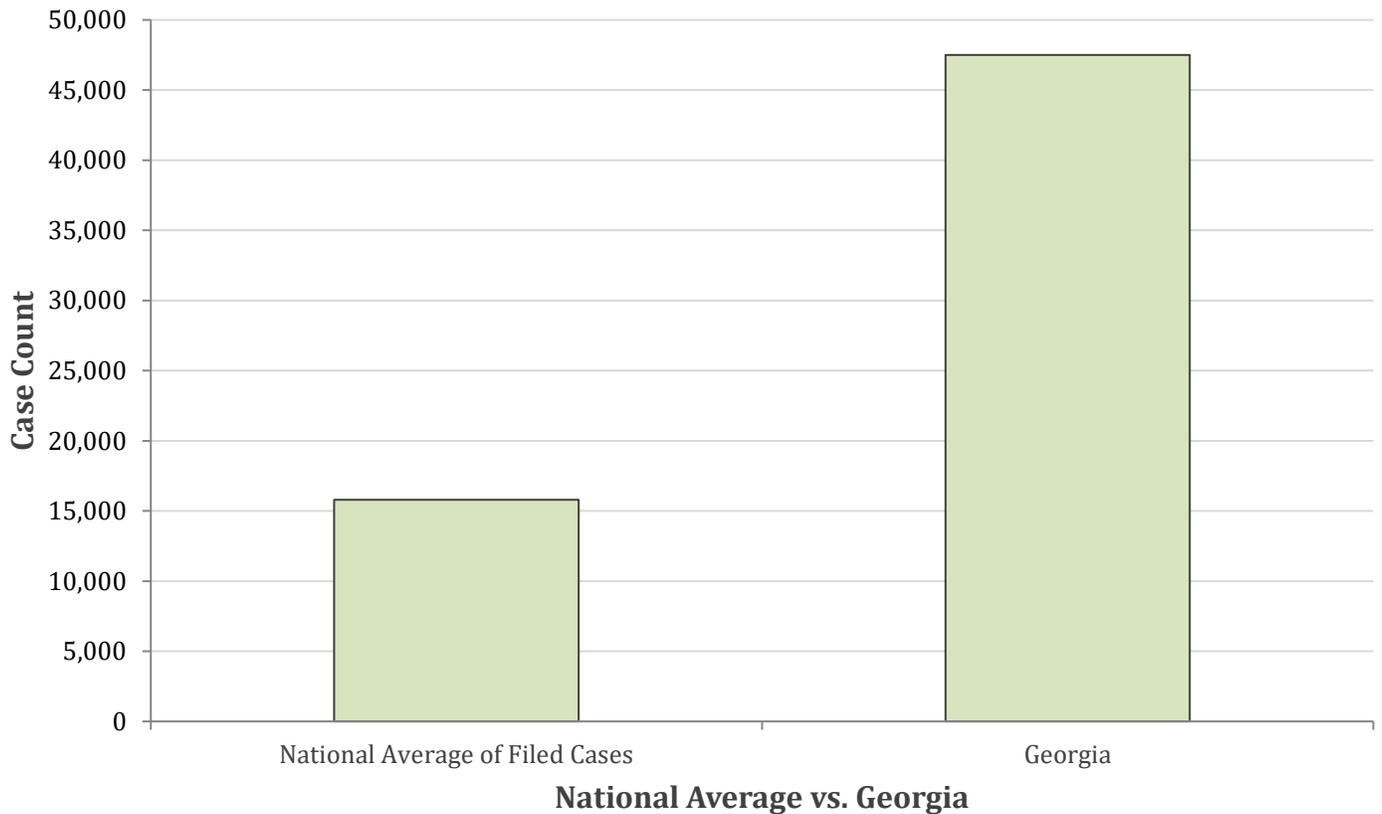
Source: State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals

**Based on FY2018 data, the most recent data available for the national study.*

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OSAH received 47,501 cases. This caseload is 67% higher than the national average of 15,803. *

Number of Cases Filed: National Average vs. Georgia



Source: State of Louisiana, 2018 Comparison of States with Centralized Administrative Hearings Tribunals

**Based on FY2018 data, the most recent data available for the national study.*

How does OSAH remain one of the best performing administrative courts in the United States?

Despite having the highest caseload in the United States, OSAH also has the lowest cost per case. This is made possible by 24 years of innovative thinking and cost-reducing techniques.

Calendar Consolidation

High-volume case types are consolidated into one calendar date and location in different geographic circuits each month. This decreases travel costs and time, and it ensures that citizens of Georgia have an opportunity to be heard promptly at 50 hearing locations throughout the state each month.

Utilization of Part-Time and Contract Judges

OSAH utilizes part-time and contract judges to handle its high caseload and maintain the quality and timeliness of each case's disposition. This leads to a decrease in personnel costs and the optimization of human capital.

Low Real Estate and Security Costs

The low real estate and security costs are a direct result of OSAH's longstanding partnerships with local governments and courthouses. OSAH pays for real estate at only one out of 50 hearing locations – the Atlanta headquarters, which also houses OSAH's staff. All other hearing locations are local courthouses that willingly lend their space for OSAH hearings. In addition, many of the courthouses extend their on-site security to OSAH at no cost, thus saving OSAH from hiring its own officers.

Digital Hearing Recordings

The optimization of digital hearing recordings has nearly eliminated OSAH's need for very costly court reporters. This leads to a significant decrease in personnel costs.

Technology

The development of OSAH's eCourt system has significantly streamlined the case management procedure. With this new technology, OSAH is able to save both time and resources. (*See "Innovations in Case Management," p. 21.*)

Sample of Litigants

Citizens of the State of Georgia
Office of the Governor
Care Management Organizations
Department of Banking and Finance
Department of Behavioral Health & Developmental Disabilities
Department of Community Health
Department of Driver Services
Department of Education
Department of Human Services
Department of Labor
Department of Natural Resources
Department of Public Safety
Department of Revenue
Department of Transportation
Georgia Commission on Equal Opportunity
Georgia Composite Medical Board
Georgia Government Transparency & Campaign Finance Commission
Georgia Real Estate Appraisers Board
Georgia Real Estate Commission
Office of the Secretary of State
Office of the Inspector General
Peace Officer Standards and Training Council
Professional Licensing Boards
Professional Standards Commission
Public Retirement System
Technical College System of Georgia
State Road and Tollway Authority
State Personnel Board

Court Locations

In addition to Atlanta, every month OSAH's Judges adjudicate cases throughout the State of Georgia in 50 locations at no additional cost to the taxpayers. Each color corresponds to a Judge and reflects the regions they cover.



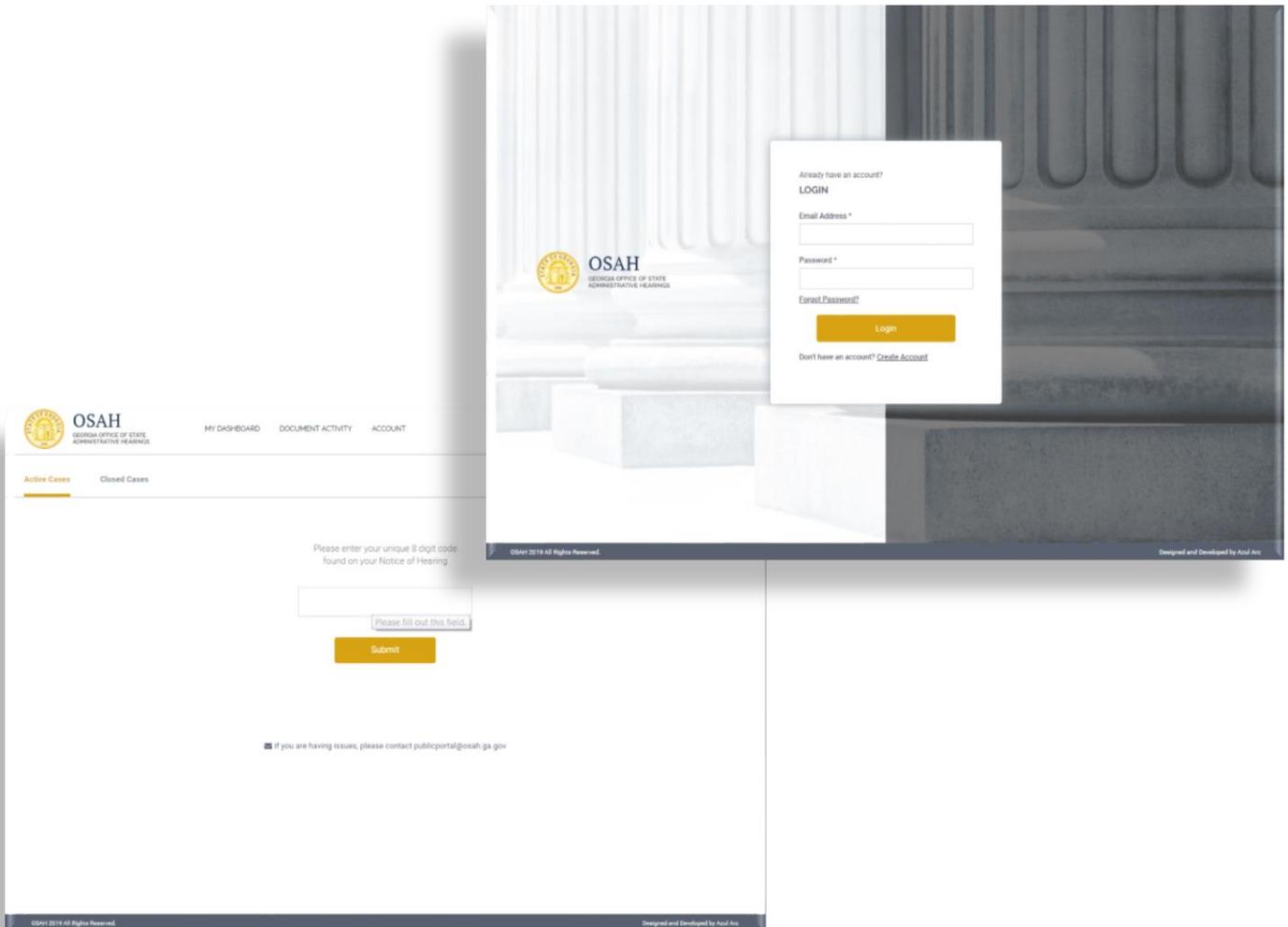
Innovations in Case Management

Technology Developments

In recent years, OSAH has made great strides in digital transformation, and FY2019 was no different. Major updates have been made to OSAH’s case management system in the form of three large-scale platforms that increase workflow efficiency for OSAH’s staff, state agencies, and members of the public.

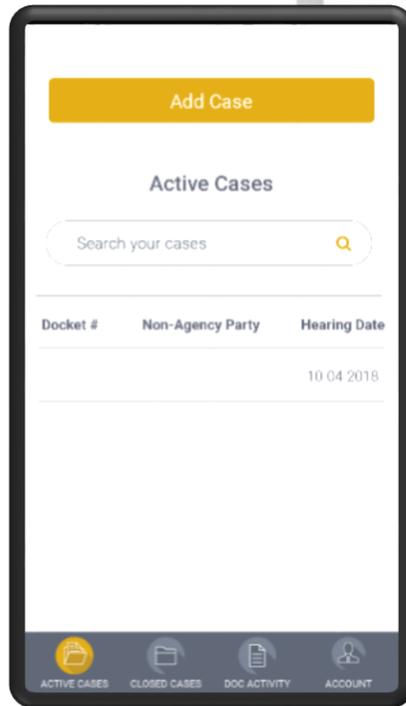
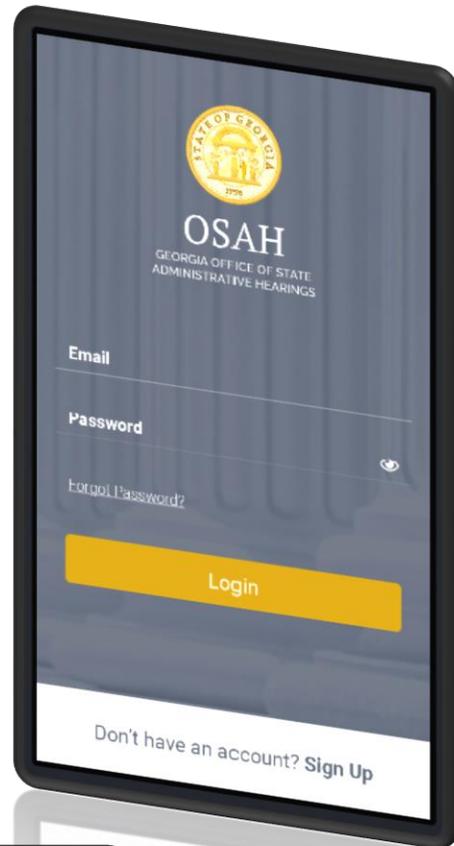
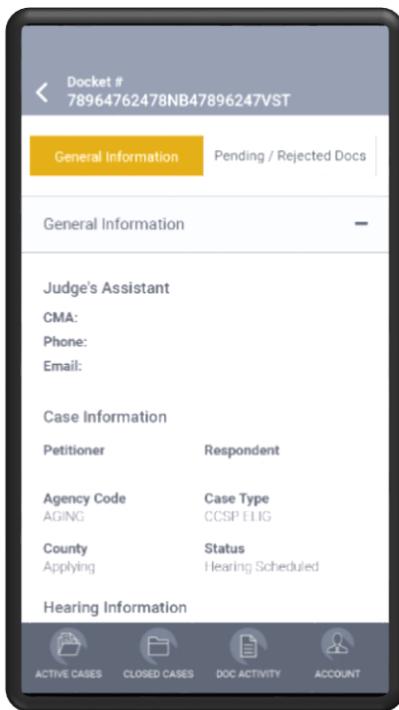
Public Access Module

The Public Access Module is an online, web-based platform that provides all parties in a case the option to create an account with OSAH and view case information. Module users have a variety of tools at their disposal, including but not limited to a notifications dashboard that provides case activity updates and a portal that allows for the electronic filing of documents with the court.



Mobile Application

The Public Access Module also includes a mobile application, which is compatible with Android and iOS and is available for download on Google Play and the Apple Store.



Agency Module

The Agency Module is an online, web-based platform that streamlines the referral process by allowing agencies to submit hearing requests directly to OSAH through an online portal.

The screenshot displays the OSAH (Georgia Office of State Administrative Hearings) web portal. At the top left is the OSAH logo. The navigation menu includes links for HOME, REJECTED FORM 1s, PRINT FORM 1s, MY ACCOUNT, and LOGOUT. The main content area features a section titled "Enter New Form 1" with a prominent yellow button labeled "Enter New Form 1". Below this is a "Search Form 1s" section containing several search filters: "Last Name *" (text input), "First Name *" (text input), "Contact Type" (dropdown menu with "Select One"), "Date Entered" (calendar icon and text input), "Entered by" (dropdown menu with "Select One"), "Agency Reference #" (text input), and "OSAH Docket Number" (text input). A yellow "Search Form 1s" button is positioned at the bottom of the search filters. At the bottom of the page, there is a footer with the text "If you are having issues, please contact xyz@osah.ga.gov" and "OSAH 2019 All Rights Reserved. Designed and Developed by Azul Arc".

Reporting Module

The Reporting Module is an extension of eCourt, OSAH's internal case management system. A reports-based platform, the Reporting Module serves as an important tool for OSAH's staff in monitoring a wide variety of court activity, such as an influx of cases received, timeliness in the adjudication process, and more.

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