



Securing today
and tomorrow

Office of Hearings Operations

May 9, 2024

Agenda

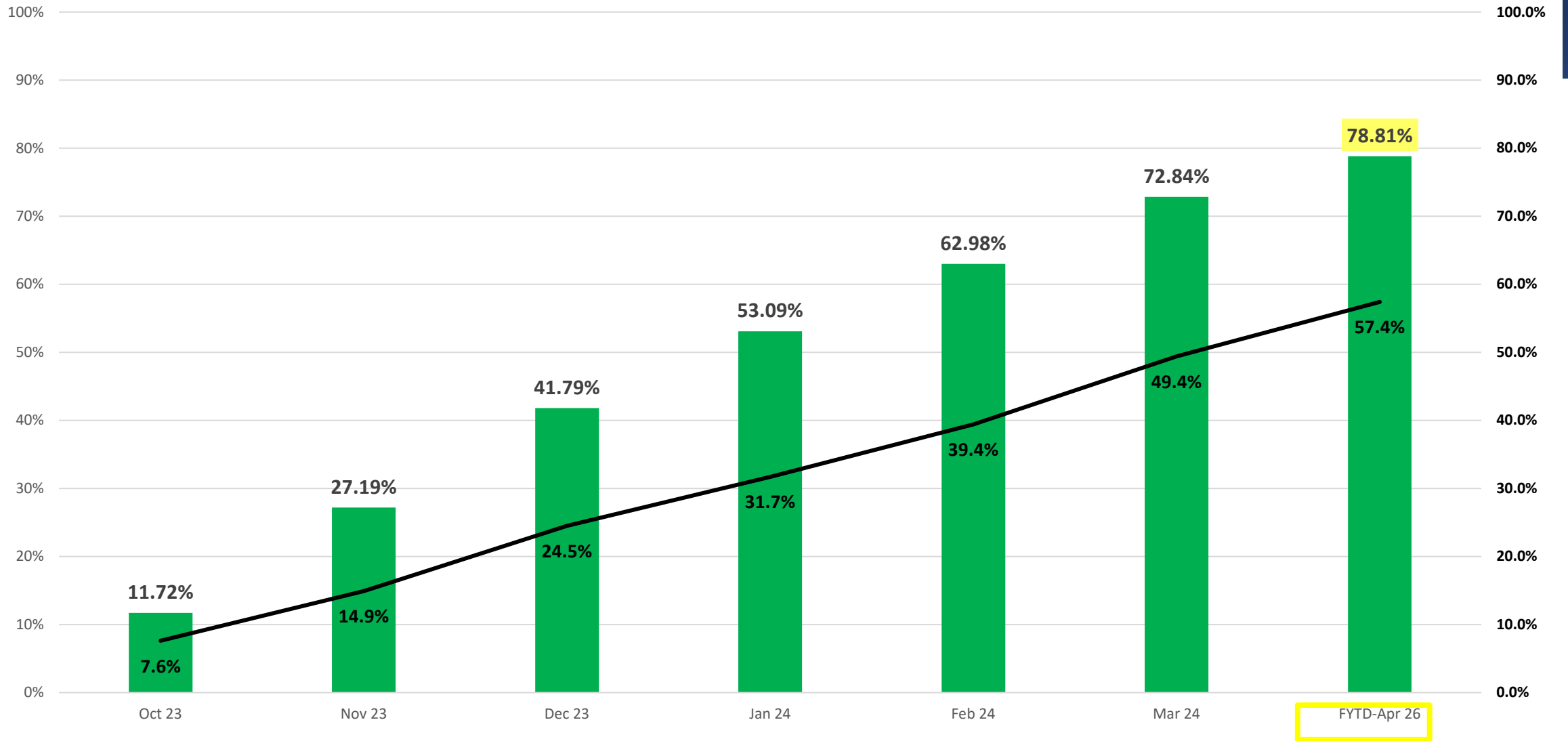
- ❑ OHO State of Services
- ❑ Information Technology Updates
- ❑ Office of the Chief Administrative Law Judge Updates
- ❑ Questions

OHO State of Services

OHO State of Services

- We have substantially decreased the hearings pending and reduced the number of hearing requests pending from a high of over 1.1 million in FY2016 to under 300,000 currently.
- We have also decreased the average processing time for a hearing since the end of FY2017. Through April 26, 2024, our fiscal year-to-date average processing time was 357 days, down from 628 days in FY2017.
- Our current goal is to eliminate the hearings pending by the end of FY2024, which means achieving a monthly 270-day average processing time.

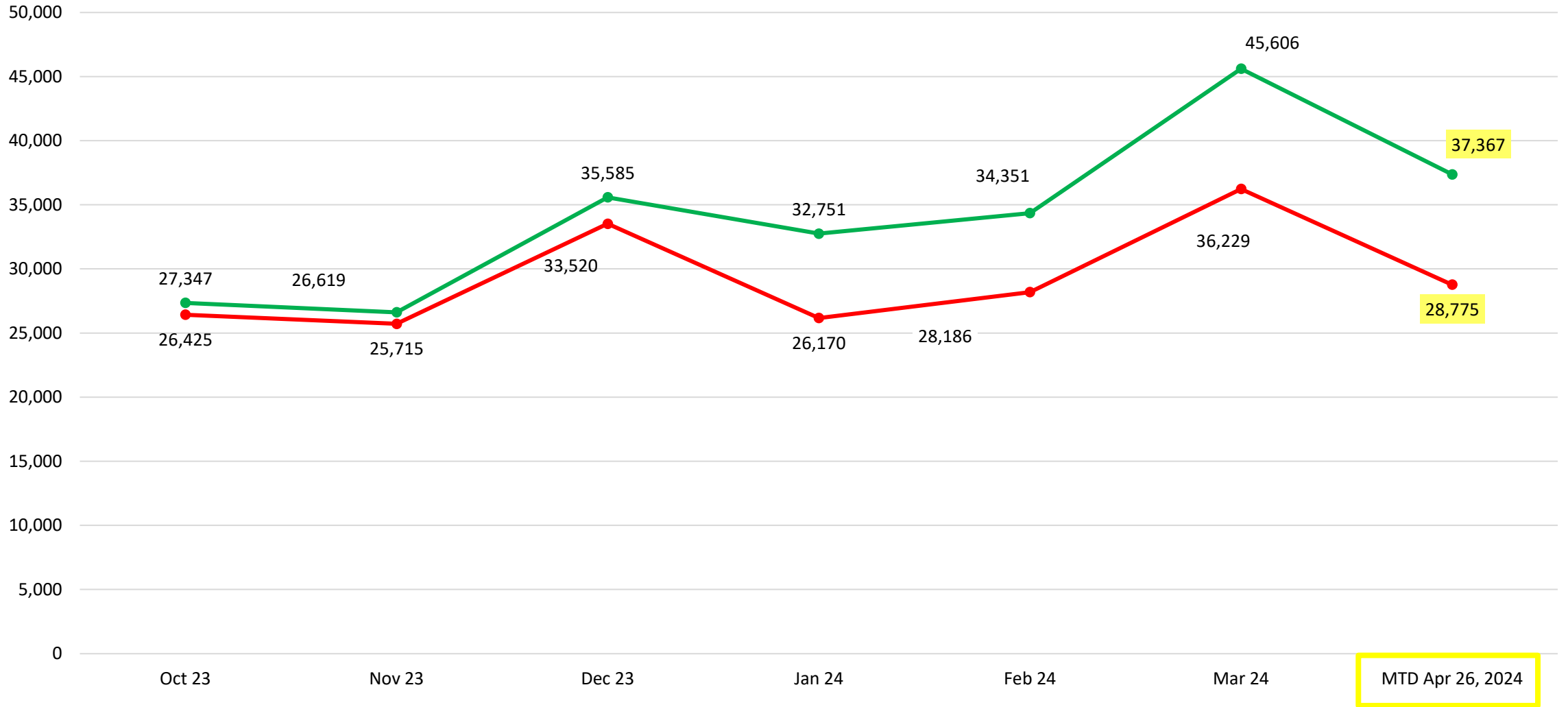
Aged Case Progress FY2024 Monthly



Source: CPMS MI data

■ AGED — % FY Elapsed

Monthly Receipts and Dispositions FY2024 Monthly

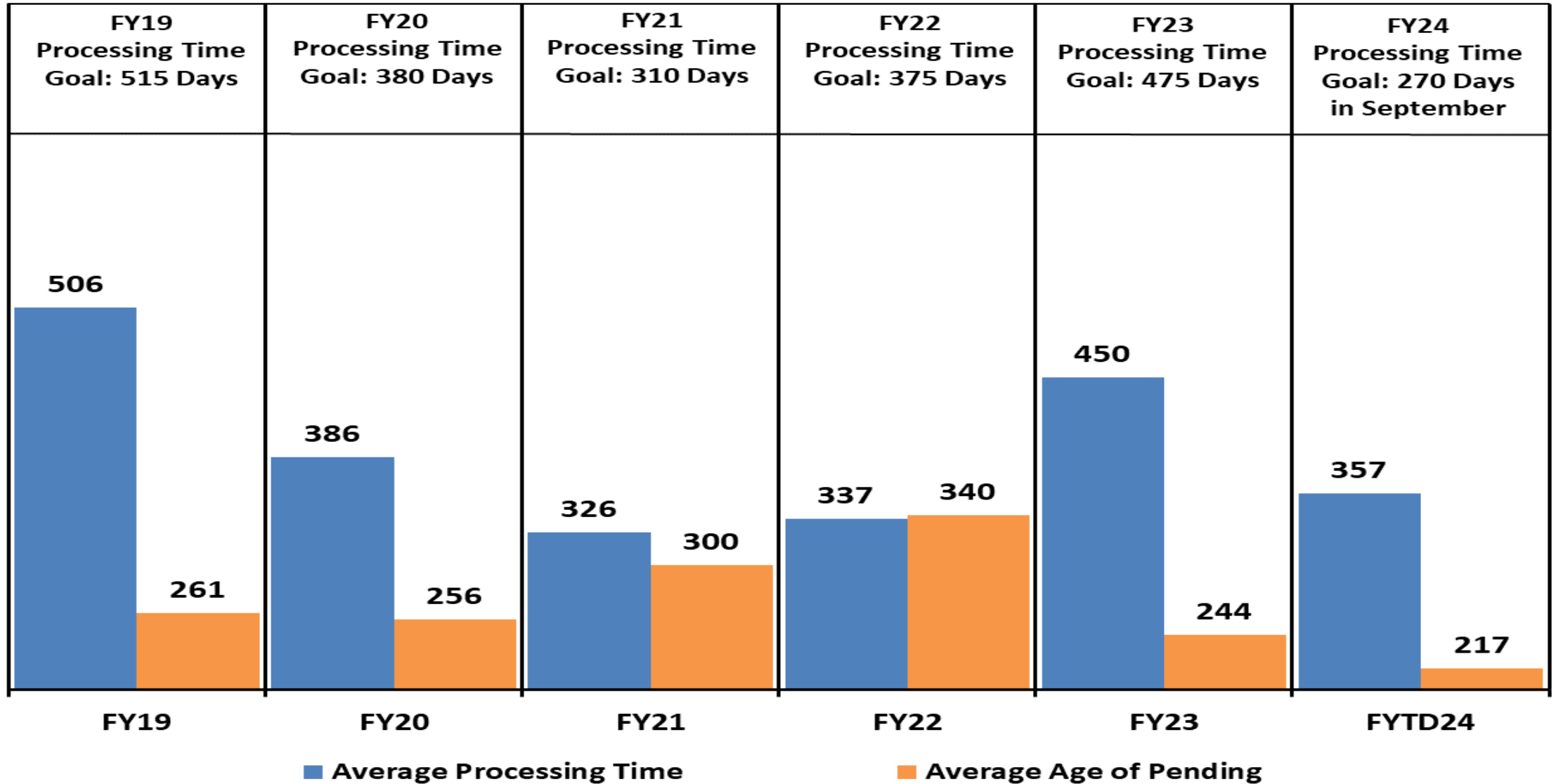


Source: CPMS MI data

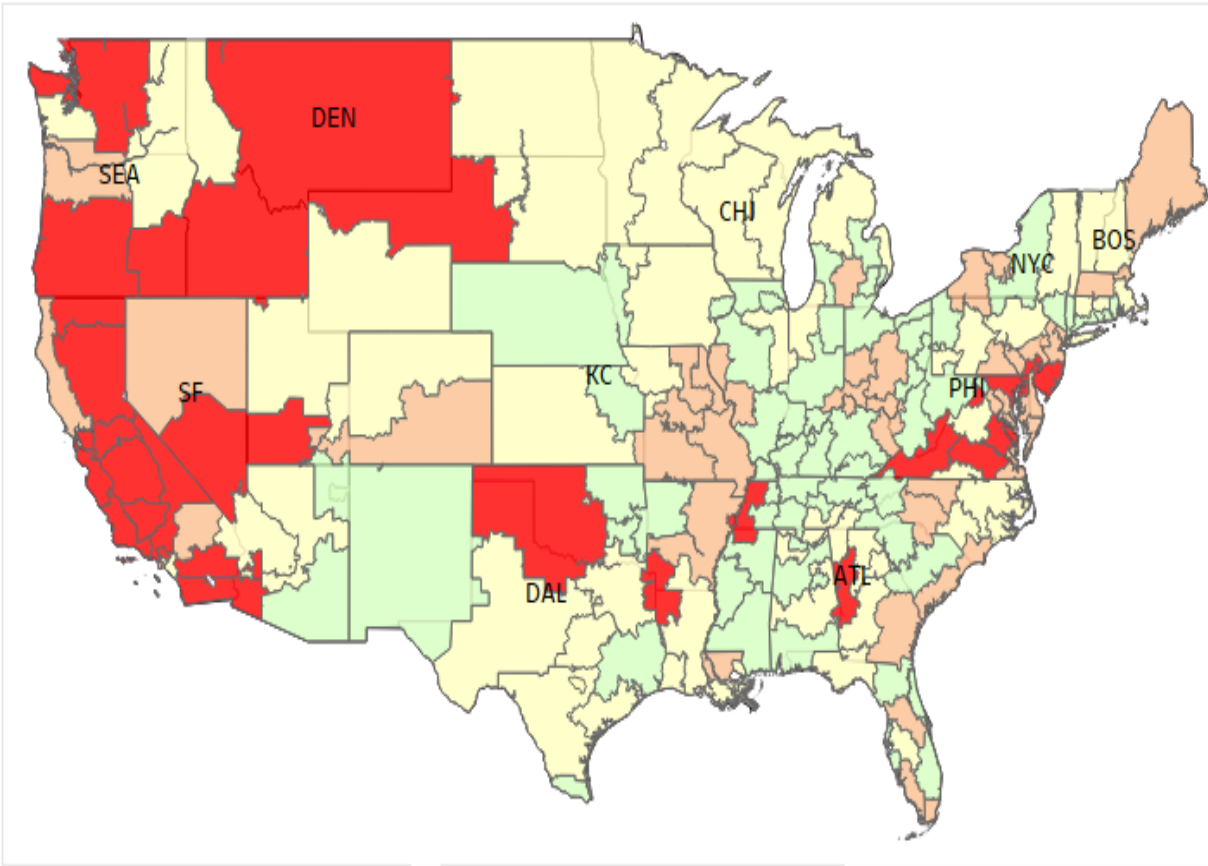
● RECEIPTS

● DISPOSITIONS

Hearings Average Processing Time and Age of Pending April 26, 2024

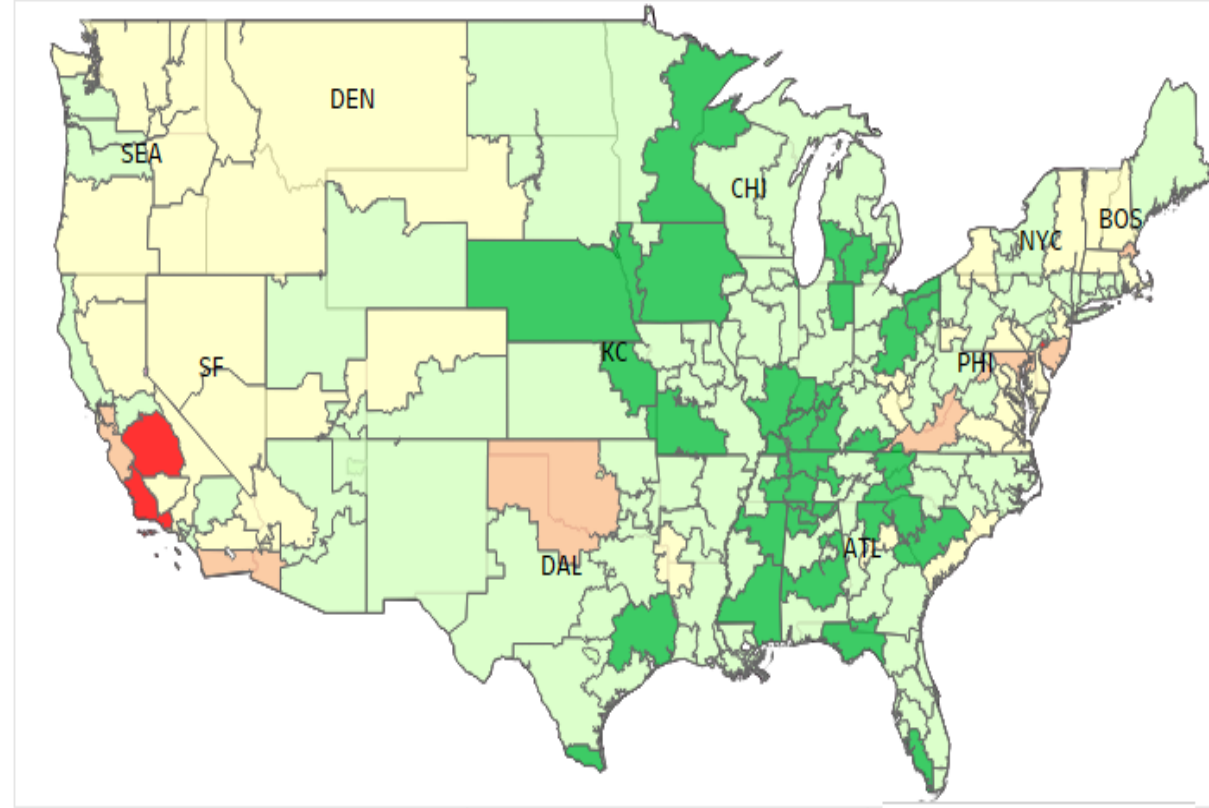


Hearing Office Average Processing Time (APT) for Month of September 2023



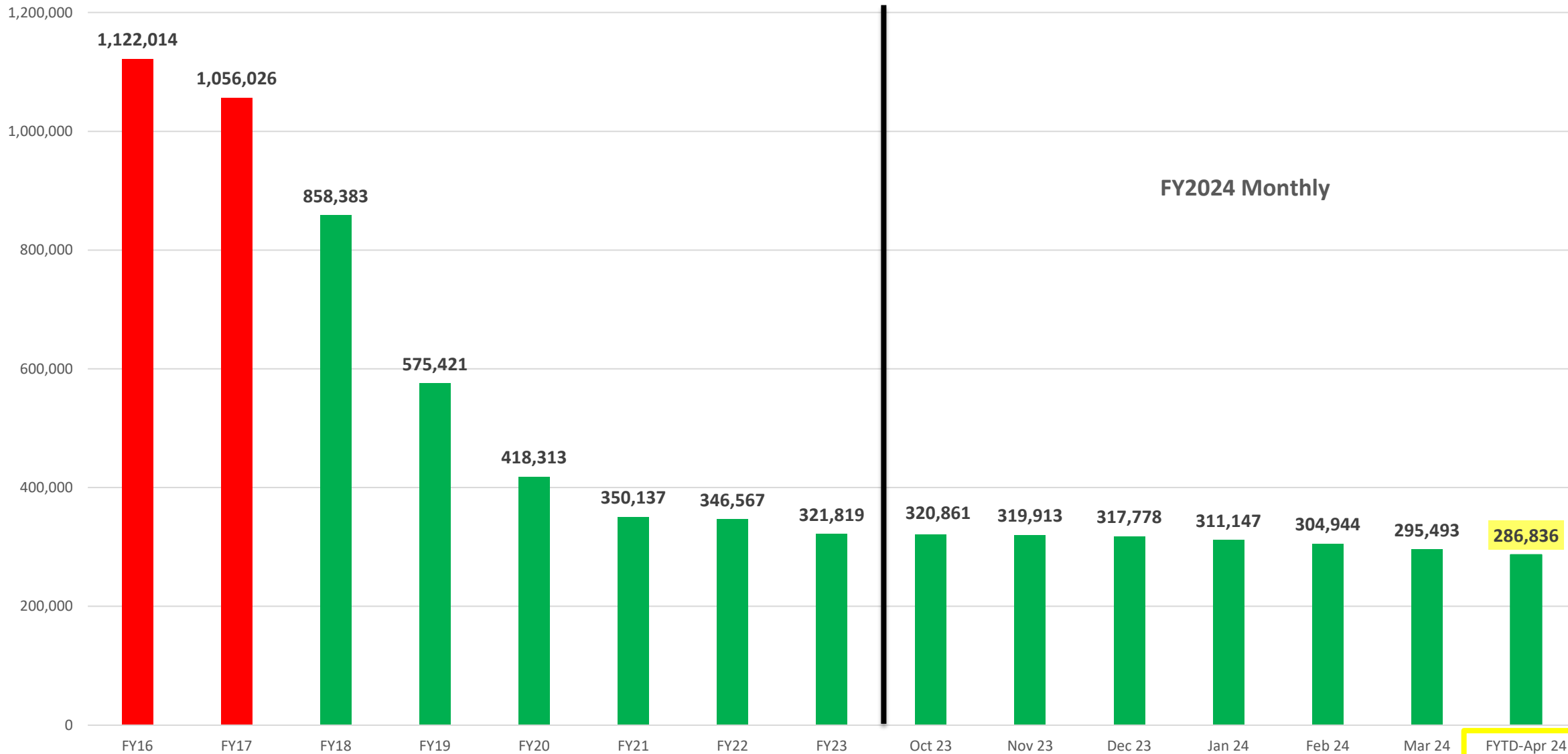
0 - 270 (0 HOs)	■
271 - 370 (47 HOs)	■
371 - 470 (47 HOs)	■
471 - 555 (38 HOs)	■
>= 556 (29 HOs)	■

Hearing Office Average Processing Time (APT) for Month of April 2024 through 4/26/2024



0 - 270 (31 HOs)	■
271 - 370 (83 HOs)	■
371 - 470 (33 HOs)	■
471 - 555 (10 HOs)	■
>= 556 (4 HOs)	■

Hearings Pending Fiscal Year and FY 2024 Monthly



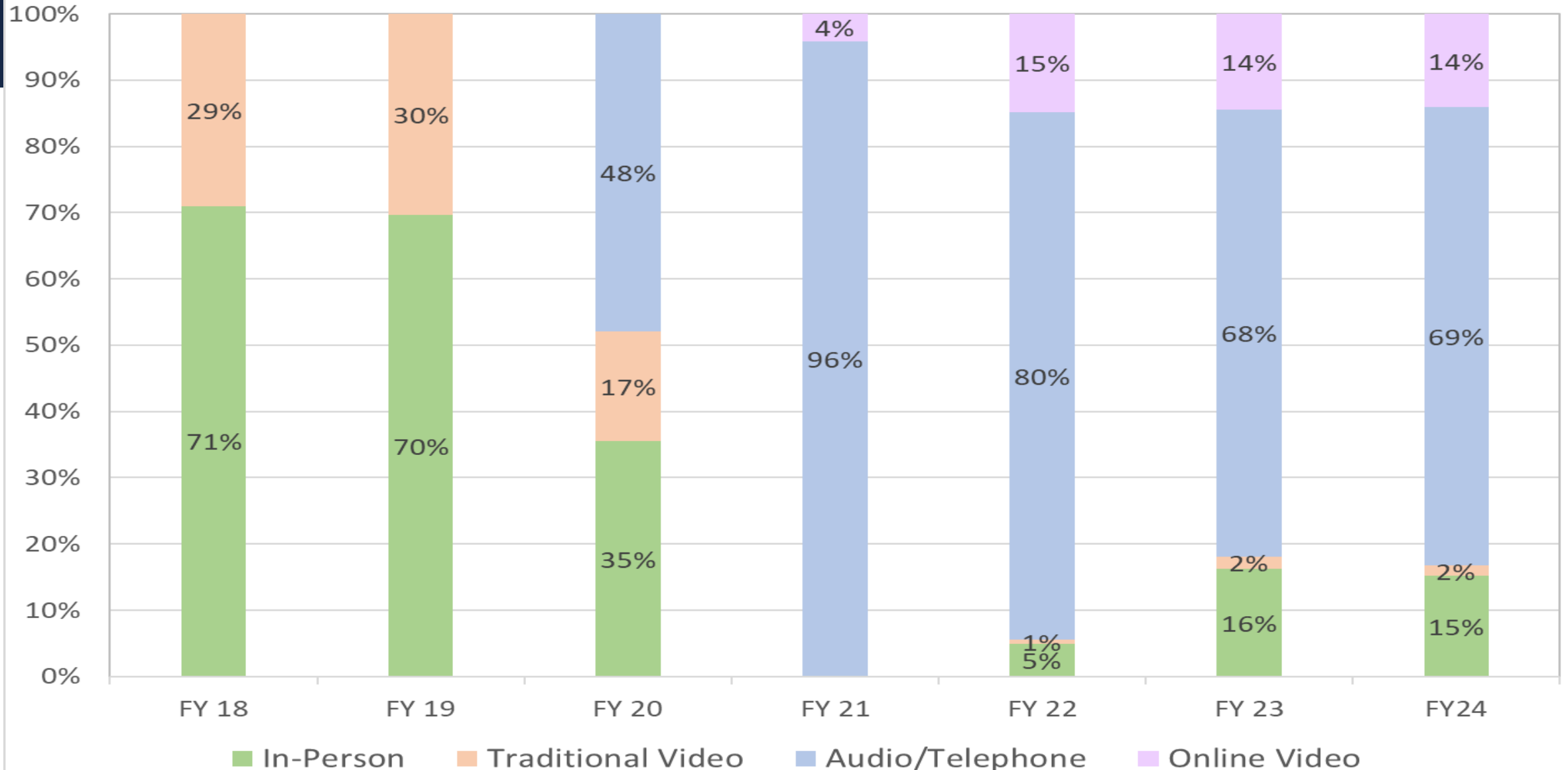
FY2024 Monthly

Source: CPMS MI data

FYTD-Apr 24

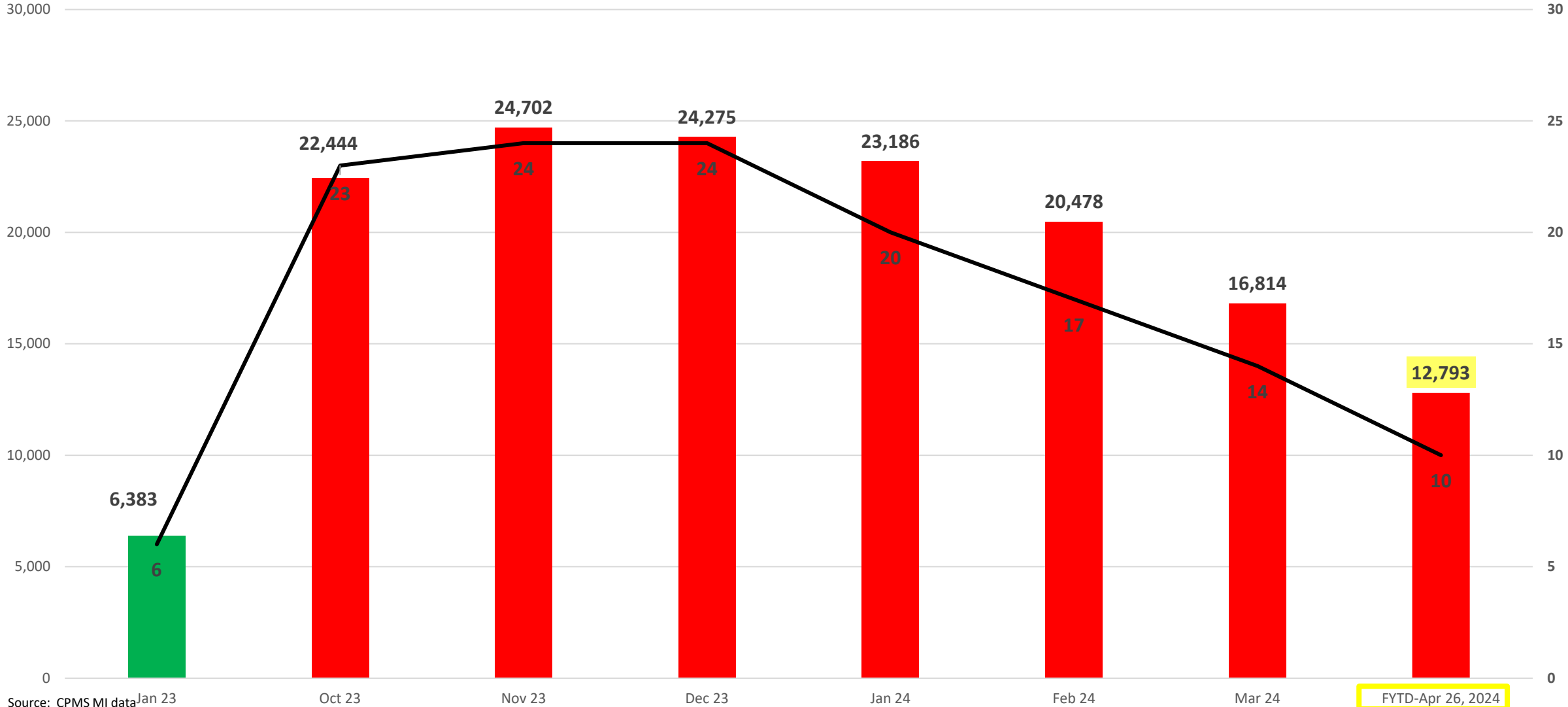
Breakdown of Hearings Held by Modality, FY 2018-24

Totals may not add to 100% due to rounding. FY23-24 includes HACPS.



Source data: OBFS

Decision Writing Pending Monthly and Fiscal Year-To-Date (FYTD)



Source: CPMS MI data

Information Technology Updates

Information Technology Updates

- **ARS Enhancement: Initial and Reconsideration Case Listing**
 - On January 20, 2024, we released an enhancement to Appointed Representative Services (ARS)
 - Representatives now have access to a list of their cases pending at the initial and reconsideration levels, providing an easy way to determine if their SSA Form-1696 has been processed.
 - Instructions for accessing the report are on pages 13-14 of the AR Status Report User Guide available at ssa.gov/ar.

- **Higher Quality Hearing Recordings**
 - OHO is preparing to release new audio recording software called Hearing Recordings and Transcriptions (HeaRT).
 - Hearing audio will be captured from Microsoft Teams instead of through microphones and recording hardware.
 - Hearings recorded using HeaRT will be available for download via the current ARS process.
 - HeaRT recordings are .wav files and will play on the computer's default audio player.

Information Technology Updates

- **OHO Centralized Mail – Process for Reps (not a new process)**
 - For electronic cases – Use Appointed Representative Services (ARS)
 - For paper cases or when there is a large volume of paper evidence
 - Send to the hearing office’s unique P.O. box (https://www.ssa.gov/appeals/ho_locator.html)
 - Include
 - Barcode coversheet, or
 - Claimant’s identifying information

- **Health Information Technology (HIT) Automated Trigger for OHO Cases**
 - OHO has made 63,263 overall HIT requests for FY24, as of March 20.
 - 39.9% of those requests were automatically triggered (25,780)

Office of the Chief Administrative Law Judge's Office (OCALJ) Updates

OICALJ Updates



Submit fee petitions via fax to the servicing hearing office or NHC. If the hearing office has referred the request to the Regional Chief Administrative Law Judge, follow up with the Regional Office. Hearing and regional office fax numbers can be found here:

https://www.ssa.gov/appeals/ho_locator.html



Our processing goal is 90 days. At times, the volume of fee petitions and other agency service priorities may impact achieving that goal.



For the fee petition form and additional information visit: https://www.ssa.gov/representation/fee_petitions.htm?tl=3%2C4%2C7

OICALJ Updates



Hearing office staff strive to exhibit evidence at least 30 days prior to the hearing



Representatives can access the electronic record even when unexhibited

OICALJ Updates

- Be familiar with and follow the rules of conduct and standards of responsibility for representatives.
- Register for direct payment of fees and eFolder access online. Use available Online Services, whenever possible.
- Ensure a fee agreement or fee petition is consistent with SSA's law and policy.
 - Consider submitting an electronic Fee Agreement found at <https://www.ssa.gov/representation>.
- Submit non-duplicative and clearly legible evidence as early as possible, using Appointed Representative Services (ARS).
- Consider appearing at the hearing by telephone or online video hearing.
- Submit concise pre-hearing briefs whenever possible. Only request an OTR decision when evidence unequivocally supports a favorable decision.
- View our online resource, "Best Practices for Claimants' Representatives":
www.ssa.gov/appeals/best_practices.html

Thank you!