

D99A11
Office of Administrative Hearings

Operating Budget Data

(\$ in Thousands)

	<u>FY 12</u> <u>Actual</u>	<u>FY 13</u> <u>Working</u>	<u>FY 14</u> <u>Allowance</u>	<u>FY 13-14</u> <u>Change</u>	<u>% Change</u> <u>Prior Year</u>
Special Fund	\$674	\$1,163	\$878	-\$285	-24.5%
Adjusted Special Fund	\$674	\$1,163	\$877	-\$286	-24.6%
Reimbursable Fund	12,732	13,079	13,654	575	4.4%
Adjusted Reimbursable Fund	\$12,732	\$13,079	\$13,654	\$575	4.4%
Adjusted Grand Total	\$13,407	\$14,242	\$14,532	\$289	2.0%

- The fiscal 2014 allowance increases \$289,375, or 2.0%, over the fiscal 2013 working appropriation.
- The major drivers of the budget change are contractual employment costs due to the addition of 4 full-time equivalents for appeals related to the Health Benefits Exchange.

Personnel Data

	<u>FY 12</u> <u>Actual</u>	<u>FY 13</u> <u>Working</u>	<u>FY 14</u> <u>Allowance</u>	<u>FY 13-14</u> <u>Change</u>
Regular Positions	118.00	118.00	118.00	0.00
Contractual FTEs	<u>5.00</u>	<u>6.00</u>	<u>10.00</u>	<u>4.00</u>
Total Personnel	123.00	124.00	128.00	4.00

Vacancy Data: Regular Positions

Turnover and Necessary Vacancies, Excluding New Positions	3.65	3.09%
Positions and Percentage Vacant as of 12/31/12	3.50	2.97%

Note: Numbers may not sum to total due to rounding.

For further information contact: Jordan D. More

Phone: (410) 946-5530

- The fiscal 2014 allowance includes 4.0 new contractual full-time equivalents. Three of these are for administrative law judges to hear appeals related to the Health Benefits Exchange, while 1.0 is a new clerk for these judges.
- Turnover expectancy in fiscal 2014 is 3.09%, which would require the agency to maintain 3.65 vacant positions throughout the year. As of December 31, 2012, there were 3.5 vacant positions.

Analysis in Brief

Major Trends

Total Number of Hearings Increases: The total number of cases is up, while the proportion of cases related to the Motor Vehicle Administration (MVA) has declined below 50%.

Time to Disposition for the Department of Health and Mental Hygiene, MVA Cases, and Foreclosure Mediations Increases: The Department of Health and Mental Hygiene, MVA, and foreclosure mediation cases take more days to disposition in fiscal 2012 from fiscal 2011.

Satisfaction Ratings Continue to Increase Positively: Surveys indicate over 85% satisfaction ratings from respondents, improved from over 80% in fiscal 2011.

Issues

Foreclosure Mediation Program Continues to Evolve Despite New Challenges: Since its inception in July 2010, the foreclosure mediation program has disposed of more than 4,500 cases. In 38% of these cases, foreclosure was avoided or stayed while in over 50% of cases, the foreclosure has proceeded. **The agency should comment on the role of the mediation program in generating positive outcomes for homeowners and lenders, the challenges the program faces in light of the increasing number of foreclosure filings and mediation requests, what effects recent legislative changes have had upon mediation requests and outcomes, and the overall outlook for mortgage default and foreclosure.**

Recommended Actions

1. Concur with Governor's allowance.

D99A11
Office of Administrative Hearings

Operating Budget Analysis

Program Description

The Office of Administrative Hearings (OAH) holds hearings in contested cases involving State agencies. The office was created in 1989 to centralize the hearing functions in various units of State government. Most cases originate from the Motor Vehicle Administration (MVA); the Department of Health and Mental Hygiene (DHMH); the Department of Human Resources (DHR); the Department of Labor, Licensing, and Regulation (DLLR); the Department of Public Safety and Correctional Services (DPSCS); and the Maryland State Department of Education. Funding primarily comes from those agencies that use OAH services. These agencies reimburse OAH based on the proportion of time spent on their cases. Pursuant to Chapter 485 of 2010, homeowners who are subject to foreclosure may request mediation with an administrative law judge (ALJ). A portion of revenues paid to the Housing Counseling and Foreclosure Mediation Fund are used by OAH for the costs of conducting foreclosure mediations.

OAH decisions may be appealed on the record to the circuit court. In certain cases, the OAH decision is advisory, and the originating agency may overrule or reject the OAH ruling. When an agency has rejected the OAH decision, recourse again is with the circuit court.

The chief ALJ is the administrative head of the agency. The State Advisory Council on Administrative Hearings oversees all activities of the agency and provides guidance and direction to the chief ALJ.

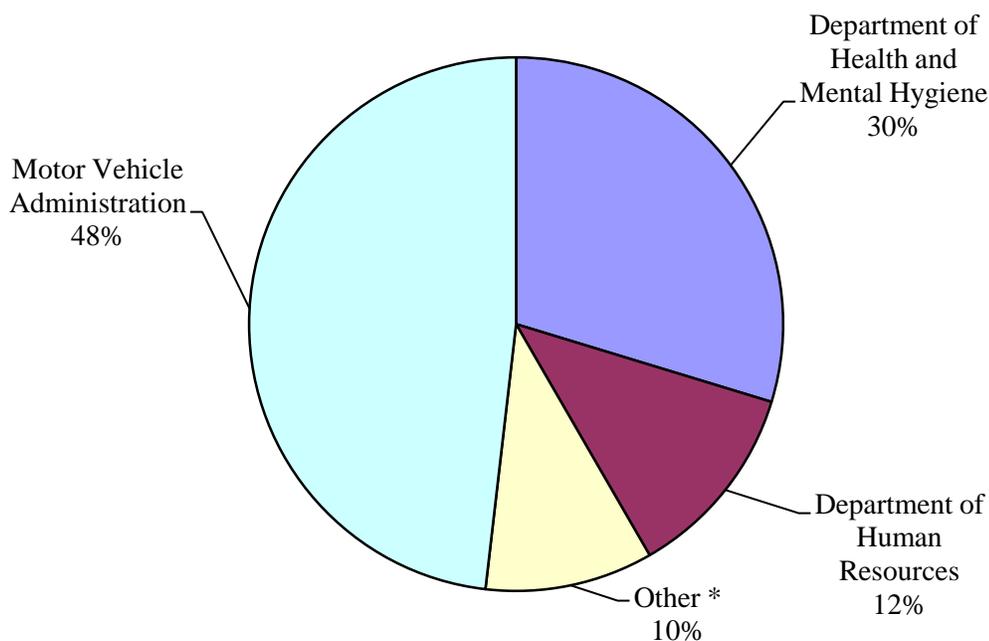
Performance Analysis: Managing for Results

1. Total Number of Hearings Increases

In fiscal 2012, OAH disposed of 48,941 cases for State agencies and under the foreclosure mediation program. As shown in **Exhibit 1**, just under half of the cases were motor vehicle grievances. Normally, motor vehicle grievances take up more than 50% of the caseload, but this has diminished as the proportion of cases for other agencies, and especially DHMH have increased.

In March 2008, OAH was delegated authority to hear unemployment insurance appeals for DLLR and has been assisting in reducing the backlog of cases that were generated as the recession took hold. In fiscal 2012, OAH received 1,864 of these cases and reports that as of June 2012 DLLR's backlog will be reduced enough for OAH to no longer receive these appeals on a regular basis.

Exhibit 1
Fiscal 2012 Percentage of Cases Disposed by Agency



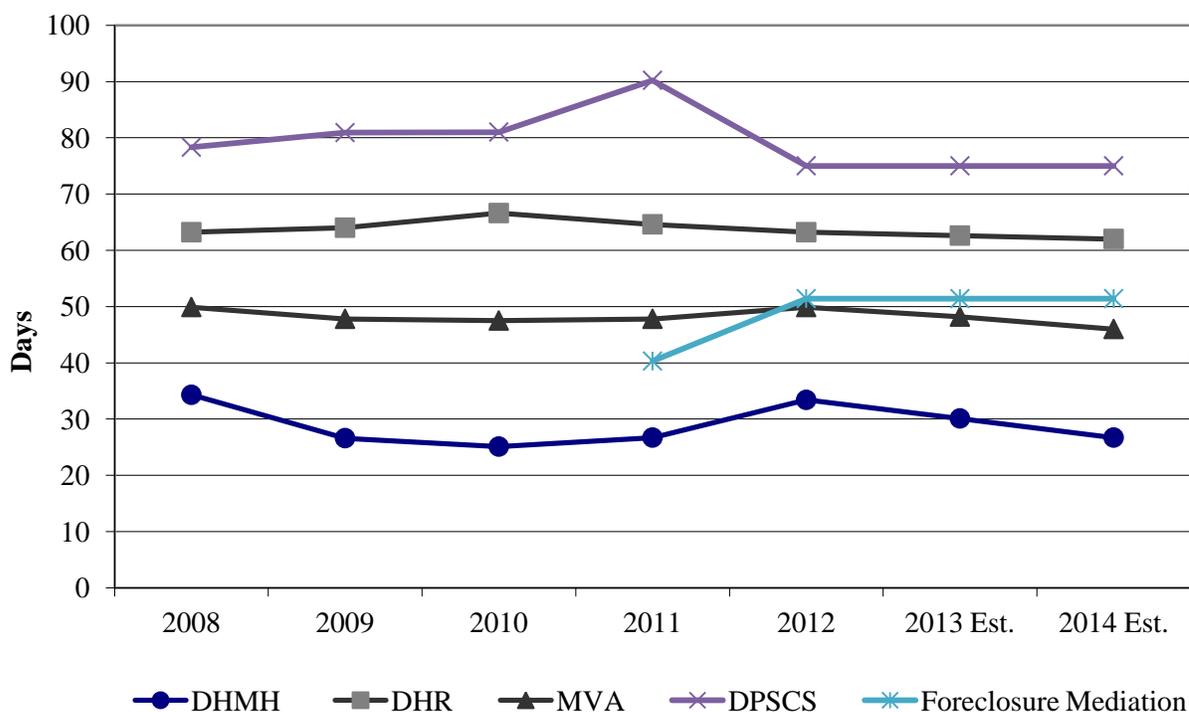
* Other is a combination of the Department of Labor, Licensing, and Regulation (DLLR); the Department of Public Safety and Correctional Services; the Maryland State Department of Education; the Maryland Insurance Administration; Department of Budget and Management – Personnel; foreclosure mediation; and miscellaneous. It does not include Unemployment Insurance Appeals from DLLR.

Source: Office of Administrative Hearings

2. Time to Disposition for DHMH, MVA Cases, and Foreclosure Mediations Increases

OAH’s Managing for Results (MFR) goals and measures center around efficiency and quality. Time to dispose of cases, in days, is a standard measurement, and while fiscal 2012 results show continued good performance in some cases, cases involving DHMH and MVA experienced an increase in the average number of days to disposition, as seen in **Exhibit 2**. For DHMH cases, which can be complex and difficult to schedule, time to disposition increased by 6.7 days, or 25.0%, while the number of cases increased by 10.7%. MVA cases had an average increase of 2.1 days (4.4%) in

Exhibit 2
Average Number of Days Between Receipt and Disposition of Selected Cases
Fiscal 2008-2014



DHMH: Department of Health and Mental Hygiene
 DHR: Department of Human Resources
 DPSCS: Department of Public Safety and Correctional Services
 MVA: Motor Vehicle Administration

Source: Office of Administrative Hearings

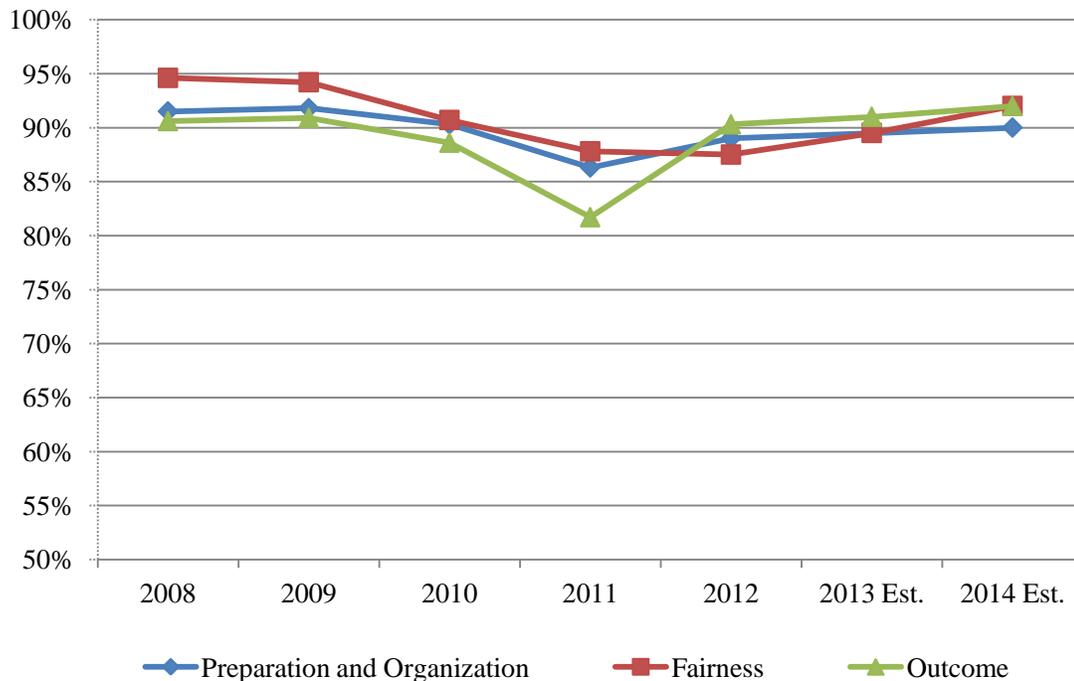
time to disposition despite a 4.9% drop in caseload. DHR and DPSCS cases both saw decreases in the average time to disposition of 1.4 and 15.2 days, respectively, with a decrease in caseload of 7.1 and 1.3%, respectively.

The Department of Legislative Services has previously recommended that OAH track and report on foreclosure mediations as part of its MFR performance data. OAH reports that 2,033 cases were closed in fiscal 2012, up from 938 in fiscal 2011, while the average time-to-disposition has increased from 40.3 to 51.4 days from fiscal 2011 to 2012, as seen in Exhibit 2. OAH notes that the increase in the time-to-disposition is due to the legislative change which allowed 30-day extensions and possible extensions beyond the 90-day total if all parties agree.

3. Satisfaction Ratings Continue to Increase Positively

Quality is measured through the use of surveys of hearing participants which quantify satisfaction with elements such as preparation, organization, and fairness of the proceedings. Participants are also surveyed on their satisfaction with the outcome of the proceeding. As shown in **Exhibit 3**, the percentage of participants who rate these elements as satisfactory or excellent remains consistently above 80%. Notably, the percentage of participants who gave a positive rating for outcome increased by 8.6 percentage points. This is notable since these responses include participants who received both favorable and nonfavorable dispositions in their hearings. The director of Quality Assurance uses the survey results to identify and address issues that will lead to enhanced outcomes. The agency’s goals are embodied in the estimates for fiscal 2014 of 90% for preparation, 92% for fairness, and 92% for satisfaction.

Exhibit 3
Percentage of Participants Rating Hearing Elements as Satisfactory or Excellent
Fiscal 2008-2014



Source: Office of Administrative Hearings

Proposed Budget

As shown in **Exhibit 4**, the overall budget for OAH increases by \$289,375, or 2%, over the fiscal 2013 working appropriation after across-the-board reductions. Personnel expenses increase \$131,498 while contractual employment increases \$224,106.

Personnel Expenses

The largest increase in personnel expenditures is a \$220,104 increase in employee retirement costs. Contribution rates for the regular employees, teachers, State police, and law enforcement officers pension plans increase in fiscal 2014. The rate increases are attributable to underattaining investment returns, adjusting actuarial assumptions, and increasing the reinvestment of savings achieved in the 2011 pension reform. Other major increases include \$99,200 for the annualization of the cost-of-living adjustment (COLA) increase, \$71,257 from decreased turnover expectancy, and \$58,197 for health care contributions. These increases are offset by a \$208,333 decrease in expenditures from one-time funding to fill vacant positions related to the foreclosure mediation program and a \$106,070 decrease in regular salaries due to positions being reset to the base salary following vacancies.

Contractual Employment

Expenditures for contractual employees provide the largest increases in the fiscal 2014 allowance, providing \$250,000 for 4 new full-time equivalents. This includes allowances for 3 new ALJs and one clerk to conduct administrative appeals related to the Health Benefits Exchange. This increase is partially offset by a \$38,370 increase in turnover, which is mostly related to the removal of one-time money provided for the foreclosure mediation program in the fiscal 2013 working appropriation. **The agency should advise as to whether this is an ongoing requirement and, if so, why regular positions are not authorized.**

Other Changes

The largest nonpersonnel decrease is \$51,658 for the removal of one-time equipment money provided for the foreclosure meditation program. Other decreases include \$8,000 for interpreter services, \$8,145 for the statewide personnel system, and \$5,976 for supplies. There is also an increase of \$11,183 in utilities expenditures.

Exhibit 4
Proposed Budget
Office of Administrative Hearings
(\$ in Thousands)

How Much It Grows:	Special Fund	Reimb. Fund	Total
2013 Working Appropriation	\$1,163	\$13,079	\$14,242
2014 Allowance	<u>878</u>	<u>13,654</u>	<u>14,532</u>
Amount Change	-\$285	\$575	\$290
Percent Change	-24.5%	4.4%	2.0%
 Contingent Reductions	 \$0	 \$0	 \$0
Adjusted Change	-\$286	\$575	\$289
Adjusted Percent Change	-24.6%	4.4%	2.0%
 Where It Goes:			
Personnel Expenses			
Employee retirement			\$220
Annualized cost-of-living adjustment			99
Turnover adjustments			71
Employee and retiree health insurance, net of across-the-board reductions			58
Other fringe benefit adjustments			-2
Increments and other compensation			-106
One-time foreclosure mediation			-208
Contractual Employment			
Health Benefit Exchange positions			250
Other contractual employment changes			12
Turnover			-38
Other Changes			
Utilities			11
Other			-4
Supplies			-6
Statewide personnel system.....			-8
Legal services			-8
Equipment purchases.....			-52
 Total			 \$289

Note: Numbers may not sum to total due to rounding.

Issues

1. Foreclosure Mediation Program Continues to Evolve Despite New Challenges

Chapter 485 of 2010 established a mediation process for foreclosures on residential property in Maryland. Effective since July 1, 2010, if a residential property is subject to foreclosure action and is owner-occupied, the borrower may request a foreclosure mediation which is conducted by OAH. A \$300 filing fee is imposed on every order to docket (OTD) or complaint to foreclose a mortgage or deed of trust, and the OTD must include a form for the homeowner to request foreclosure mediation. The homeowner must pay a \$50 filing fee with a request for mediation. Within 5 days of receiving a foreclosure request, the circuit court must transmit the request to OAH, which then has 60 days to conduct a mediation. Chapter 355 of 2011 extended the time for a homeowner to file for a mediation to 25 days, provides for a 30-day extension or beyond, if all parties agree, and applies OAH's normal procedures to evaluate whether a failure to appear should constitute a default of the mediation.

As of December 31, 2012, roughly 25% of homeowners subject to mediation-eligible OTDs are choosing to opt-in for mediation. This figure has remained relatively constant despite the fact that the number of OTDs has risen dramatically in the last six months. This rise is subject to the fact that many lenders were holding back on foreclosure proceedings due to the "robo-signing" investigations and other reasons. This hold-up created a backlog of potential proceedings which are now being filed. It is important to note that even if lenders are not actively pursuing foreclosure, a homeowner in default remains in default, which can make mediation more difficult in the future.

Since the inception of the program at the beginning of fiscal 2011, OAH has closed 4,565 cases. **Exhibit 5** shows the disposition of these cases within each fiscal year. As demonstrated in the exhibit, the number of foreclosures avoided within each year has been declining since the program began, with roughly 10% of cases resulting in the avoidance of a foreclosure. The largest increase in outcomes has been in the foreclosure being carried out, which was the result in just over 50% of cases disposed, typically due to no settlement or the mediation being unresolved. The next largest category of outcomes is where the foreclosure proceedings are stayed, typically for 90 days, while the homeowner is given the opportunity to successfully meet the obligation of the modification to the mortgage.

In the 2012 session, the General Assembly passed HB 1374 (Chapter 156) which created a pre-file mediation process. Under this law, mortgage servicers may opt to offer a mediation session to delinquent homeowners before filing an OTD. Servicers would not be required to participate in the normal post-file mediation session currently required if the homeowner has participated in pre-file mediation. This legislation was designed to provide options and solutions to homeowners earlier in the foreclosure process. The legislation defined a start date of October 1, 2012, with DLLR's Office of the Commissioner of Financial Regulation responsible for drafting the regulations required for this law.

Exhibit 5
Foreclosure Mediation Cases Closed
Fiscal 2011-2013

<u>Disposition Method</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Total</u>
Foreclosure Sale Avoided				
Cancelled – Bankruptcy	13	26	30	69
Cash for Keys	5	4		9
Deed in Lieu	5	6		11
Forbearance/Repay Plan	25	17	7	49
Foreclosure Dismissal – Lender	36	46	30	112
HAMP Modification – Higher		1		1
HAMP Modification – Lower	5	7	2	14
HAMP Modification – Same		1	5	6
Home Sold – Sale	9	3	1	13
Non-HAMP Modification – Higher	18	9	5	32
Non-HAMP Modification – Lower	31	27	11	69
Non-HAMP Modification – Same	6	4		10
Partial Claim	4			4
Refinanced	2			2
Reinstate – Mortgage Current	2	11	3	16
Withdrawn – Agreement Reached	36	13	2	51
Total	197	175	96	468
Percentage	20.9%	8.6%	6.0%	10.3%
Foreclosure Sale Stayed				
Contingent – Document Exchange	79	256	185	520
Contingent – Loan Modification Pending	25	58	29	112
Contingent – Short Sale	26	61	13	100
Contingent – Other	67	324	168	559
Total	197	699	395	1,291
Percentage	20.9%	34.4%	24.8%	28.3%
Foreclosure Sale Proceeds				
No Settlement/Unresolved	294	571	671	1,536
Default – Homeowner	137	332	246	715
Cancelled – Nonpayment	7	9	5	21
Default – Homeowner and Lender	5	15	9	29
Default – Lender	1	7	11	19
Total	444	934	942	2,320
Percentage	47.2%	46.0%	59.2%	50.8%

D99A11 – Office of Administrative Hearings

<u>Disposition Method</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>Total</u>
Other Outcomes				
Cancelled – Struck by Court	53	102	60	215
Withdrawn	22	89	83	194
Cancelled – Circuit Court Docket Error	11	11	11	33
Duplicate Case	1	19	3	23
Cancelled	9			9
Cancelled – Borrower	6	3	2	11
Home Sold – Other	1			1
Total	103	224	159	486
Percentage	10.9%	11.0%	10.0%	10.6%
Total	941	2,032	1,592	4,565

HAMP: Home Affordable Modification Program

Note: Fiscal 2013 data is through December 31, 2012.

Source: Office of Administrative Hearings

The agency should comment on the role of the mediation program in generating positive outcomes for homeowners and lenders, the challenges the program faces in light of the increasing number of foreclosure filings and mediation requests, what effects recent legislative changes have had upon mediation requests and outcomes, and the overall outlook for mortgage default and foreclosure.

Recommended Actions

1. Concur with Governor's allowance.

Current and Prior Year Budgets

Current and Prior Year Budgets Office of Administrative Hearings (\$ in Thousands)

	<u>General Fund</u>	<u>Special Fund</u>	<u>Federal Fund</u>	<u>Reimb. Fund</u>	<u>Total</u>
Fiscal 2012					
Legislative Appropriation	\$0	\$814	\$0	\$12,704	\$13,518
Deficiency Appropriation	0	0	0	0	0
Budget Amendments	0	2	0	144	147
Reversions and Cancellations	0	-142	0	-116	-258
Actual Expenditures	\$0	\$674	\$0	\$12,732	\$13,407
Fiscal 2013					
Legislative Appropriation	\$0	\$829	\$0	\$12,989	\$13,818
Budget Amendments	0	334	0	91	424
Working Appropriation	\$0	\$1,163	\$0	\$13,079	\$14,242

Note: Numbers may not sum to total due to rounding.

Fiscal 2012

OAH completed fiscal 2012 \$111,240 below the legislative appropriation. This is due to \$141,712 in unspent special funds for foreclosure mediation and \$116,333 in unspent reimbursable funds, both of which are due to vacancies throughout the year. The fiscal 2012 budget was also increased by \$2,421 in special funds and \$90,385 in reimbursable funds due to the one-time \$750 employee bonus. A second reimbursable fund amendment of \$54,000 was to purchase four replacement vehicles.

Fiscal 2013

To date, \$424,179 has been added to the legislative appropriation through budget amendments. This increase is mainly due to a budget amendment which added \$330,651 in special funds to hire two contractual ALJs to conduct foreclosure mediations. Also, the COLA budget amendment related to the Budget Restoration Fund has added \$2,915 in special funds and \$90,613 in reimbursable funds.

**Object/Fund Difference Report
Office of Administrative Hearings**

<u>Object/Fund</u>	<u>FY 12 Actual</u>	<u>FY 13 Working Appropriation</u>	<u>FY 14 Allowance</u>	<u>FY 13 - FY 14 Amount Change</u>	<u>Percent Change</u>
Positions					
01 Regular	118.00	118.00	118.00	0.00	0%
02 Contractual	5.00	6.00	10.00	4.00	66.7%
Total Positions	123.00	124.00	128.00	4.00	3.2%
Objects					
01 Salaries and Wages	\$ 10,838,191	\$ 11,466,879	\$ 11,598,806	\$ 131,927	1.2%
02 Technical and Spec. Fees	248,088	421,428	645,534	224,106	53.2%
03 Communication	178,947	210,101	203,438	-6,663	-3.2%
04 Travel	181,312	134,509	134,509	0	0%
06 Fuel and Utilities	150,000	144,817	156,000	11,183	7.7%
07 Motor Vehicles	76,830	25,796	26,307	511	2.0%
08 Contractual Services	527,532	683,087	666,024	-17,063	-2.5%
09 Supplies and Materials	149,531	131,150	125,174	-5,976	-4.6%
10 Equipment – Replacement	68,779	38,903	41,980	3,077	7.9%
11 Equipment – Additional	52,578	51,658	0	-51,658	-100.0%
13 Fixed Charges	934,964	933,915	934,275	360	0%
Total Objects	\$ 13,406,752	\$ 14,242,243	\$ 14,532,047	\$ 289,804	2.0%
Funds					
03 Special Fund	\$ 674,304	\$ 1,163,021	\$ 877,879	-\$ 285,142	-24.5%
09 Reimbursable Fund	12,732,448	13,079,222	13,654,168	574,946	4.4%
Total Funds	\$ 13,406,752	\$ 14,242,243	\$ 14,532,047	\$ 289,804	2.0%

Note: The fiscal 2013 appropriation does not include deficiencies. The fiscal 2014 allowance does not include contingent reductions.

Fiscal Summary
Office of Administrative Hearings

<u>Program/Unit</u>	<u>FY 12 Actual</u>	<u>FY 13 Wrk Approp</u>	<u>FY 14 Allowance</u>	<u>Change</u>	<u>FY 13 - FY 14 % Change</u>
01 General Administration	\$ 13,406,752	\$ 14,242,243	\$ 14,532,047	\$ 289,804	2.0%
Total Expenditures	\$ 13,406,752	\$ 14,242,243	\$ 14,532,047	\$ 289,804	2.0%
Special Fund	\$ 674,304	\$ 1,163,021	\$ 877,879	-\$ 285,142	-24.5%
Total Appropriations	\$ 674,304	\$ 1,163,021	\$ 877,879	-\$ 285,142	-24.5%
Reimbursable Fund	\$ 12,732,448	\$ 13,079,222	\$ 13,654,168	\$ 574,946	4.4%
Total Funds	\$ 13,406,752	\$ 14,242,243	\$ 14,532,047	\$ 289,804	2.0%

Note: The fiscal 2013 appropriation does not include deficiencies. The fiscal 2014 allowance does not include contingent reductions.

**Office of Administrative Hearings
Cost Allocation
Fiscal 2014**

<u>Agency</u>	<u>Type of Cases</u>	<u>Ave. Case Hours</u>	<u>Est. No. of Cases</u>	<u>Total Case Hours</u>	<u>% of Total</u>
Office of the Attorney General					
	Consumer Protection	17.19	24	413	0.48%
	Securities Division	55.42	3	166	0.19%
	Total		27	579	0.67%
Maryland Energy Administration					
	Cases	17.39	1	17	0.02%
	Total		1	17	0.02%
Human Relations Commission					
	Cases	7.25	1	7	0.01%
	Total		1	7	0.01%
Military Department					
	Personnel Cases	17.39	1	17	0.02%
	Total		1	17	0.02%
Maryland Institute for Emergency Medical Services Systems					
	Personnel Cases	17.39	18	313	0.36%
	Total		18	313	0.36%
Maryland Insurance Administration					
	Cases	12.23	313	3,828	4.41%
	Public Information Act Cases	14.63	3	44	0.05%
	Total		316	3,872	4.46%
Comptroller of Maryland					
	Personnel Cases	17.39	2	35	0.04%
	Total		2	35	0.04%
Department of Budget and Management					
	Central Collections	11.18	65	727	0.84%
	Personnel Cases	17.39	1	17	0.02%
	Total		66	744	0.86%

D99A11 – Office of Administrative Hearings

<u>Agency</u>	<u>Type of Cases</u>	<u>Ave. Case Hours</u>	<u>Est. No. of Cases</u>	<u>Total Case Hours</u>	<u>% of Total</u>
State Retirement Agency					
	Cases	17.81	36	641	0.74%
	Total		36	641	0.74%
State Highway Administration					
	Personnel Cases	17.39	25	435	0.50%
	Total		25	435	0.48%
Maryland Port Administration					
	Personnel Cases	17.39	5	87	0.10%
	Total		5	87	0.10%
Maryland Department of Transportation (MDOT)					
	Motor Vehicle Administration	0.73	23,677	17,284	19.92%
	MDOT cases	4.26	86	366	0.42%
	MVA Personnel Cases	17.39	28	487	0.56%
	MDOT Personnel Cases	17.39	7	122	0.14%
	Total		23,798	18,259	21.04%
Maryland Transit Administration					
	Personnel Cases	17.39	5	87	0.10%
	Total		5	87	0.10%
Maryland Aviation Administration					
	Personnel Cases	17.39	12	209	0.24%
	Total		12	209	0.24%
Maryland Transportation Authority					
	Personnel Cases	17.39	8	139	0.16%
	Total		8	139	0.16%
Department of Natural Resources					
	Cases	24.33	24	584	0.67%
	Personnel Cases	17.39	2	35	0.04%
	Total		26	619	0.71%
Department of Health and Mental Hygiene					
	Not Criminally Responsible	5.36	278	1,490	1.72%
	Involuntary Admissions	0.57	6,413	3,655	4.21%
	Medical Assistance (MA)	1.38	7,609	10,500	12.10%
	MA – Nursing Board Cases	43.50	28	1,218	1.40%
	MA – Primary Adult Care	4.59	297	1,363	1.57%
	State Board of Physicians	43.50	28	1,218	1.40%

D99A11 – Office of Administrative Hearings

<u>Agency</u>	<u>Type of Cases</u>	<u>Ave. Case Hours</u>	<u>Est. No. of Cases</u>	<u>Total Case Hours</u>	<u>% of Total</u>
	MD. Children’s Health Insurance Program	10.38	225	2,336	2.69%
	Miscellaneous	4.59	320	1,469	1.69%
	Personnel Cases	17.39	31	539	0.62%
	Spring Grove and Springfield – Public Info. Act	14.63	1	15	0.02%
	Total		15,229	23,803	27.43%
Department of Human Resources					
	Child Support Enforcement	7.19	125	899	1.04%
	Income Maintenance	0.89	5,133	4,568	5.26%
	Child Abuse and Neglect	10.82	692	7,487	8.63%
	Personnel Cases	17.39	17	296	0.34%
	Public Information Act Cases	14.63	1	15	0.02%
	Baltimore City DSS – Personnel Cases	17.39	10	174	0.20%
	Total		5,978	13,439	15.49%
Department of Labor, Licensing, and Regulation					
	Home Improvement Commission	9.73	178	1,732	2.00%
	Real Estate Commission	19.14	88	1,684	1.94%
	Occupational Safety and Health	14.29	91	1,300	1.50%
	Miscellaneous	9.88	40	395	0.46%
	Unemployment Insurance	17.39	4	70	0.08%
	Personnel Cases	17.39	7	122	0.14%
	Total		408	5,303	6.11%
Department of Public Safety and Correctional Services					
	Personnel Cases	17.39	138	2,400	2.77%
	Public Information Act Cases	14.63	3	44	0.05%
	Inmate Grievance Office	5.75	384	2,208	2.54%
	Total		525	4,652	5.36%
Maryland State Department of Education					
	Mediations*	5.12	318		0.00%
	Cases	22.45	255	5,725	6.60%
	Miscellaneous	8.34	426	3,553	4.09%
	Personnel Cases	17.39	1	17	0.02%
	Total		1,000	9,295	10.71%
University of Maryland, Baltimore					
	Personnel Cases	17.39	2	35	0.04%
	Total		2	35	0.04%

D99A11 – Office of Administrative Hearings

<u>Agency</u>	<u>Type of Cases</u>	<u>Ave. Case Hours</u>	<u>Est. No. of Cases</u>	<u>Total Case Hours</u>	<u>% of Total</u>
University of Maryland, College Park					
	Personnel Cases	17.39	4	70	0.08%
	Total		4	70	0.08%
Bowie State University					
	Personnel Cases	17.39	8	139	0.16%
	Total		8	139	0.16%
University of Maryland Eastern Shore					
	Personnel Cases	17.39	3	52	0.06%
	Total		3	52	0.06%
University of Maryland University College					
	Personnel Cases	17.39	3	52	0.06%
	Total		3	52	0.06%
Baltimore City Community College					
	Personnel Cases	17.39	1	17	0.02%
	Total		1	17	0.02%
Department of the Environment					
	Cases	20.73	154	3,192	3.68%
	Personnel Cases	17.39	7	122	0.14%
	Total		161	3,314	3.82%
Department of Juvenile Services					
	Personnel Cases	17.39	28	487	0.56%
	Total		28	487	0.56%
State Police					
	Cases	6.19	3	19	0.02%
	Public Information Act Cases	14.63	1	15	0.02%
	Personnel Cases	17.39	1	17	0.02%
	Total		5	51	0.06%
	Grand Total		47,703	86,769	100.00%

DSS: Department of Social Services
MVA: Maryland Vehicle Administration

* Includes \$80,000 grant.

Source: Office of Administrative Hearings; Department of Budget and Management