

Office of Employee Appeals FY2017

Agency Office of Employee Appeals

Agency Code CH0

Fiscal Year 2017

Mission The Office of Employee Appeals (OEA) is an independent agency with a mission is to adjudicate employee appeals and rendering impartial decisions with sound legal reasoning in a timely manner.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Render impartial, legally sound decisions in a timely manner.
2	Streamline the adjudication process.
3	Maintain a system to allow the public to have access to all decisions rendered by the Office.
4	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Render impartial, legally sound decisions in a timely manner. (5 Measures)									
Number of Initial Decisions Issued	<input type="checkbox"/>	Quarterly		336	250	254	250	165	160
Number of Opinions and Orders Issued	<input type="checkbox"/>	Quarterly		34	25	35	25	59	35
Time Required to Complete Adjudications	<input type="checkbox"/>	Annually		14	12	11	12	8	12
Time Required to Resolve Petitions for Review	<input type="checkbox"/>	Annually		9	9	9	9	11	9
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	<input type="checkbox"/>	Annually		92.93%	99%	100%	99%	81%	99%
4 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations

1 - Render impartial, legally sound decisions in a timely manner. (2 Activities)			
ADJUDICATION PROCESS	Render impartial, legally sound decisions in a timely manner.		Daily Service
ADJUDICATION PROCESS	Render impartial, legally sound decisions in a timely manner.		Daily Service
2 - Streamline the adjudication process. (1 Activity)			
ADJUDICATION PROCESS	Streamline the adjudication process.		Daily Service
3 - Maintain a system to allow the public to have access to all decisions rendered by the Office. (1 Activity)			
CUSTOMER SERVICE	Maintain a system to allow the public to have access to all decisions rendered by the Office.		Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Render impartial, legally sound decisions in a timely manner. (4 Measures)								
Percent of Cases Reversing Agency Decisions	<input type="checkbox"/>		Percent of Cases Reversing Agency Decisions	Percent of Cases Reversing Agency Decisions	Annually	6.76	10.7	9.82%
Number of Petitions for Appeal Filed	<input type="checkbox"/>		Number of Petitions for Appeal Filed	Number of Petitions for Appeal Filed	Annually	Not available	Not available	103
Number of Superior Court case filings	<input type="checkbox"/>		Number of Superior Court case filings	Number of Superior Court case filings	Quarterly	Not available	Not available	25
Number of Petitions for Review filed	<input type="checkbox"/>		Number of Petitions for Review filed	Number of Petitions for Review filed	Quarterly	Not available	Not available	47
2 - Streamline the adjudication process. (1 Measure)								
Mediate all attorney fees and compliance matters.	<input type="checkbox"/>		Mediate all attorney fees and compliance matters.	Mediate all attorney fees and compliance matters.	Quarterly	Not available	Not available	

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
ADJUDICATION PROCESS (1 Strategic Initiative-Operation Link)		
Timely Decisions	Develop a system whereby decisions which have been remanded to the Office can be prioritized and processed in a timely manner.	09-30-2017
CUSTOMER SERVICE (2 Strategic initiative-operation links)		
Maintain a system to allow the public to have the access to all decisions rendered by the Office	Upgrade website to create a subject matter search feature.	09-30-2017
Adjudication Process	Mediate all attorney fees and compliance matters. Create uniform orders for pre-hearing conferences, evidentiary hearings, good cause matters, jurisdiction matters, and brief submissions.	09-30-2017