

Office of Employee Appeals FY2019

Agency Office of Employee Appeals

Agency Code CH0

Fiscal Year 2019

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.

2019 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 OEA.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Render impartial, legally sound decisions in a timely manner. (6 Measures)					
Number of Opinions and Orders Issued	Up is Better	59	51	33	25
Time Required to Complete Adjudications	Down is Better	8	6	6	12
Time Required to Resolve Petitions for Review	Down is Better	11	8	5	9
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Up is Better	81%	93.1%	100%	99%
Number of Initial Decisions Issued	Up is Better	165	142	123	135
Percent of cases reversing agency decisions	Neutral	9.8%	6.8%	10.9%	Not Available
2 - Streamline the adjudication process. (2 Measures)					
Percent of appeals involved in mediation process	Neutral	Not Available	Not Available	61%	Not Available
Percent of appeals resolved through mediation	Neutral	Not Available	Not Available	13%	Waiting on Data
3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (2 Measures)					
Percent of Initial Decisions uploaded to website	Neutral	Not Available	Not Available	100%	100%
Percent of Opinions and Orders uploaded to website	Neutral	Not Available	Not Available	100%	100%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
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2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Render impartial, legally sound decisions in a timely manner. (3 Activities)			
ADJUDICATION PROCESS	Petitions for Appeal	Intake Coordinator reviews Petition for Appeal, determines the type of appeal and assigns to Administrative Judge.	Daily Service
APPEALS	Petitions for Review	Office of the General Counsel reviews Petitions for Review, drafts the Opinion and Order and meets with the Board to present the appeal and issue the decision.	Daily Service
ADJUDICATION PROCESS	Initial Decisions	Administrative Judges process Petitions for Appeal which culminate in the issuance of an Initial Decision.	Daily Service
2 - Streamline the adjudication process. (1 Activity)			
MEDIATION	Mediation and Settlement	The goal of the mediation program is to help the parties, through the negotiation process, reach a settlement that is agreeable to both of them.	Key Project
3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (1 Activity)			
INFORMATION TECHNOLOGY	Website	Decisions are uploaded to the agency's website so that the public is able to view the decisions and research the decisions.	Daily Service

2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
2 - Mediation and Settlement (1 Measure)			
Number of attorney fee appeals mediated	Not Available	15	2

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Mediation and Settlement (1 Strategic Initiative)		
		09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Effectiveness of Mandatory Mediation	The Network Assistant will compile data pertaining to what kind of appeals are mediated so as to determine the effectiveness of mandatory mediation.	
Petitions for Appeal (1 Strategic Initiative)		
Decision Uniformity Initiative (DU)	The Administrative Judges and General Counsel's Office will issue decisions which are stylistically uniform.	09-30-2019
Petitions for Review (1 Strategic Initiative)		
Decision Uniformity Initiative (DU)	The General Counsel's Office will ensure that the Opinions and Orders issued by them are stylistically uniform.	09-30-2019
Website (1 Strategic Initiative)		
Quarterly Check-In	At the end of each quarter in the fiscal year, the Network Assistant will ensure that all of the decisions issued during that quarter have been successfully uploaded to the agency's website.	09-30-2019