

# Office of Employee Appeals FY2022

**Agency** Office of Employee Appeals

**Agency Code** CHO

**Fiscal Year** 2022

**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.

## 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.

## Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
<b>1 - Render impartial, legally sound decisions in a timely manner. (8 Measures)</b>					
Number of Opinions and Orders Issued	Up is Better	19	18	18	18
Time Required to Complete Adjudications	Down is Better	New in 2022	New in 2022	New in 2022	New in 2022
Time Required to Resolve Petitions for Review	Down is Better	4	8	3	9
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Up is Better	96%	97.3%	100%	100%
Number of Initial Decisions Issued	Up is Better	118	98	70	100
Percent of cases reversing agency decisions	Neutral	10.2%	13.8%	18.2%	No Target Set
Percent of agency answers timely filed	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
Percent of decisions published within the D.C. Register	Up is Better	New in 2022	New in 2022	New in 2022	New in 2022
<b>2 - Streamline the adjudication process. (2 Measures)</b>					
Percent of appeals involved in mediation process	Neutral	46%	69.3%	87.2%	No Target Set
Percent of appeals resolved through mediation	Neutral	21.7%	47.4%	4.9%	No Target Set
<b>3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (2 Measures)</b>					
Percent of Initial Decisions uploaded to website	Neutral	100%	100%	100%	No Target Set
Percent of Opinions and Orders uploaded to website	Neutral	100%	100%	100%	No Target Set

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Render impartial, legally sound decisions in a timely manner. (4 Activities)</b>		
Petitions for Appeal	Intake Coordinator reviews Petition for Appeal, determines the type of appeal and assigns to Administrative Judge.	Daily Service
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
Initial Decisions	Administrative Judges process Petitions for Appeal which culminate in the issuance of an Initial Decision.	Daily Service
Appeals and Adjudication	Operations that occur within the appeals and adjudication process	Daily Service
<b>2 - Streamline the adjudication process. (1 Activity)</b>		
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
<b>3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (1 Activity)</b>		
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

## Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
<b>1 - Appeals and Adjudication (3 Measures)</b>			
Number of evidentiary hearings conducted	New in 2022	New in 2022	New in 2022
Number of Board meetings conducted	New in 2022	New in 2022	New in 2022
Number of safety-sensitive designation appeals filed	New in 2022	New in 2022	New in 2022
<b>2 - Mediation and Settlement (3 Measures)</b>			
Number of mediations declined by the agency	New in 2022	New in 2022	New in 2022
Number of mediations declined by the employee	New in 2022	New in 2022	New in 2022
Number of attorney fee appeals mediated	1	0	0