

Office of Employee Appeals FY2019

Agency Office of Employee Appeals

Agency Code CHO

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.

Summary of Services In accordance with DC Official Code Â§1-606.03, the Office of Employee Appeals adjudicates the several types of personnel actions. (a) An employee may appeal a final agency decision affecting a performance rating which results in removal of the employee (pursuant to subchapter XIII-A of this chapter), an adverse action for cause that results in removal, reduction in force (pursuant to subchapter XXIV of this chapter), reduction in grade, placement on enforced leave, or suspension for 10 days or more (pursuant to subchapter XVI-A of this chapter) to the Office upon the record and pursuant to other rules and regulations which the Office may issue.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
During FY2019, OEA completed adjudications during the statutory timeframe of 120 business days. Moreover, OEA was successful in uploading all of its decisions to its website thereby meeting its statutory mandate to provide research assistance to the public by making its decisions readily available. Furthermore, most of OEA's decisions withstood judicial scrutiny as evidenced by the percentage of decisions that were upheld by the courts.	These accomplishments positively impacted the agency by meeting the goals set out at the beginning of the fiscal year.	These accomplishments positively impacted the residents of the District by providing greater assurance to the residents that OEA is carrying out its statutory mandates.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Render impartial, legally sound decisions in a timely manner. (6 Measures)											
Number of Opinions and Orders Issued	Quarterly	51	33	25	5	4	8	2	19	Unmet	The Board could not meet at certain times because not all members were available.
Time Required to Complete Adjudications	Annually	6	6	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5	Met	
Time Required to Resolve Petitions for Review	Annually	8	5	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	4	Met	
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Annually	93.1%	100%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	96%	Nearly Met	The Agency cannot predict how the Court will rule on a decision.
Number of Initial Decisions Issued	Quarterly	142	123	135	40	29	26	22	117	Unmet	One of the Administrative Judges did not issue the required number of decisions.
Percent of cases reversing agency decisions	Quarterly	6.8%	10.9%	Not Available	3.4	1.7	3.4	1.7	10.16%	Neutral Measure	
2 - Streamline the adjudication process. (2 Measures)											
Percent of appeals involved in mediation process	Quarterly	Not Available	61%	Not Available	7	14	14	11	46%	Neutral Measure	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of appeals resolved through mediation	Quarterly	Not Available	13%	Waiting on Data	0	10.9	0	10.9	21.7%	Neutral Measure	
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	Quarterly	Not Available	100%	100%	100%	100%	100%	100%	100%	Neutral Measure	
Percent of Opinions and Orders uploaded to website	Quarterly	Not Available	100%	100%	100%	100%	100%	100%	100%	Neutral Measure	

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
2 - Mediation and Settlement (1 Measure)							
Number of attorney fee appeals mediated	15	2	1	0	0	0	1

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 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Mediation and Settlement (1 Strategic Initiative)				
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.	Complete	The Network Assistant has fully complied with this initiative.	
Petitions for Appeal (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Decision Uniformity Initiative (DUI)	The Administrative Judges and General Counsel's Office will issue decisions which are stylistically uniform.	Complete	The decisions that were issued were more stylistically uniform.	
Petitions for Review (1 Strategic Initiative)				
Decision Uniformity Initiative (DUI)	The General Counsel's Office will ensure that the Opinions and Orders issued by them are stylistically uniform.	Complete	The decisions that were issued were more stylistically uniform.	
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.	Complete	The Network Assistant has fully complied with this initiative.	