



**FY09 PERFORMANCE PLAN
Office of Employee Appeals**

MISSION

The mission of the Office of Employee Appeals (OEA) is to render impartial, legally sufficient, and timely decisions on appeals filed by District of Columbia Government employees.

SUMMARY OF SERVICE

OEA offers District government agencies and employees the following three part appeal process: Mediation, Adjudication and Petitions for Review.

- **Mediation-** process allows the employee and the employer (Agency) an opportunity to resolve their disputes without going through the lengthy and costly adjudication process.
- **Adjudication-** process hears appeals filed by District of Columbia government employees that fall within OEA’s jurisdiction:
 - Adverse action for cause that results in removal
 - Reduction in force (RIF)
 - Reduction in Grade
 - Placement on enforced leave for 10 days or more
 - Suspension for 10 days or more
- **Petition for Review-** process provides an impartial review of initial decisions by OEA’s Board.

OBJECTIVE 1: Satisfy statutory responsibilities by maintaining adequate staff to process all appeals.

INITIATIVE 1.1: All judges will receive mediation training immediately after they are hired.

OBJECTIVE 2: Maintain a system to allow the public to have access to all decisions rendered by the office.

INITIATIVE 2.1: OEA will continue to publish all decisions online.

PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY08 Actual	FY09 Actual	FY10 Projection	FY11 Projection	FY12 Projection
Number of initial decisions issued.	160	150	100	100	100
Number of mediations conducted.	26	28	20	20	20
Number of opinion and orders (on petitions for review) issued.	25	35	35	35	35
Mean length of time required to conclude mediations	N/A	N/A	TBD	TBD	TBD
Mean length of time required to complete adjudications	N/A	N/A	TBD	TBD	TBD
Mean length of time required to resolve petitions for review	N/A	N/A	TBD	TBD	TBD



STANDARD CITYWIDE OPERATIONAL MEASURES

Measure	FY09 YTD
Contracts	
KPI: % of sole-source contracts	
KPI: Average time from requisition to purchase order for small (under \$100K) purchases	
KPI: # of ratifications	
KPI: % of invoices processed in 30 days or less	
Customer Service	
KPI: OUC customer service score	
Finance	
KPI: Variance between agency budget estimate and actual spending	
KPI: Overtime as percent of salary pay	
KPI: Travel/Conference spending per employee	
KPI: Operating expenditures "per capita" (adjusted: per client, per resident)	
People	
KPI: Ratio of non-supervisory staff to supervisory staff	
KPI: Vacancy Rate Total for Agency	
KPI: Admin leave and sick leave hours as percent of total hours worked	
KPI: Employee turnover rate	
KPI: % of workforce eligible to retire or will be within 2 years	
KPI: Average evaluation score for staff	
KPI: Operational support employees are percent of total employees	
Property	
KPI: Square feet of office space occupied per employee	
Risk	
KPI: # of worker comp and disability claims per 100 employees	