

# Office of Employee Appeals FY2018

**Agency** Office of Employee Appeals

**Agency Code** CH0

**Fiscal Year** 2018

**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.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Render impartial, legally sound decisions in a timely manner.	6	3
2	Streamline the adjudication process.	2	1
3	Maintain a system to allow the public to have access to all decisions rendered by the Office.	2	1
4	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>19</b>	<b>5</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>1 - Render impartial, legally sound decisions in a timely manner. (6 Measures)</b>									
Number of Opinions and Orders Issued	<input type="checkbox"/>	34	25	35	25	59	35	51	25
Time Required to Complete Adjudications	<input type="checkbox"/>	14	12	11	12	8	12	6	12
Time Required to Resolve Petitions for Review	<input type="checkbox"/>	9	9	9	9	11	9	8	9
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	<input type="checkbox"/>	92.9%	99%	100%	99%	81%	99%	93.1%	99%
Number of Initial Decisions Issued	<input type="checkbox"/>	336	250	254	250	165	160	142	150
Percent of cases reversing agency decisions	<input type="checkbox"/>	6.8%	Not available	10.7%	Not Available	9.8%	Waiting on Data	6.8%	Waiting on Data
<b>2 - Streamline the adjudication process. (2 Measures)</b>									
	<input checked="" type="checkbox"/>								

Percent of appeals involved in mediation process		Not available	Not available	Not Available	Not Available	Not Available	New Measure	New Measure	Waiting on Data
Percent of appeals resolved through mediation	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	New Measure	Waiting on Data
<b>3 - Maintain a system to allow the public to have access to all decisions rendered by the Office. (2 Measures)</b>									
Percent of Initial Decisions uploaded to website	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	New Measure	100%
Percent of Opinions and Orders uploaded to website	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	New Measure	100%

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Render impartial, legally sound decisions in a timely manner. (3 Activities)</b>					
ADJUDICATION PROCESS	Petitions for Appeal	Intake Coordinator reviews Petition for Appeal, determines the type of appeal and assigns to Administrative Judge	Daily Service	0	0
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	0	0
ADJUDICATION PROCESS	Initial Decisions	Administrative Judges process Petitions for Appeal which culminate in the issuance of an Initial Decision	Daily Service	0	2
TOT				0	2
<b>2 - Streamline the adjudication process. (1 Activity)</b>					
MEDIATION	Track mediation of attorney fee appeals	Develop a system to track mediation of attorney fee appeals to include how many attorney fee cases went through mediation, how long was the mediation process, and what was the outcome	Key Project	1	0
TOT				1	0
<b>3 - Maintain a system to allow the public to have access to all decisions rendered by the Office. (1 Activity)</b>					
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	0	0

TOT					0	0
<b>TOT</b>					<b>1</b>	<b>2</b>

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>2 - Track mediation of attorney fee appeals (1 Measure)</b>					
Number of attorney fee appeals mediated	<input type="checkbox"/>	Not available	Not Available	Not Available	15

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Amend Rules of Procedure	Conduct a thorough review of office's rules of procedure to ensure that they provide clear guidance on adjudicating appeals before agency.	09-30-2018
Extensions of Time	Develop a system to track how many motions for extensions of time are filed; at what stage in the process are they most often filed; which party most often makes the request; how much additional time is requested; and what is the ruling of the judge.	09-30-2018