



## Office of Employee Appeals OEA (CH)

---

### 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.

- The **Mediation Process** allows the employee and the employer (Agency) an opportunity to resolve their disputes without going through the lengthy and costly adjudication process.
- The **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
- The **Petition for Review** process provides an impartial review of initial decisions by OEA's Board.

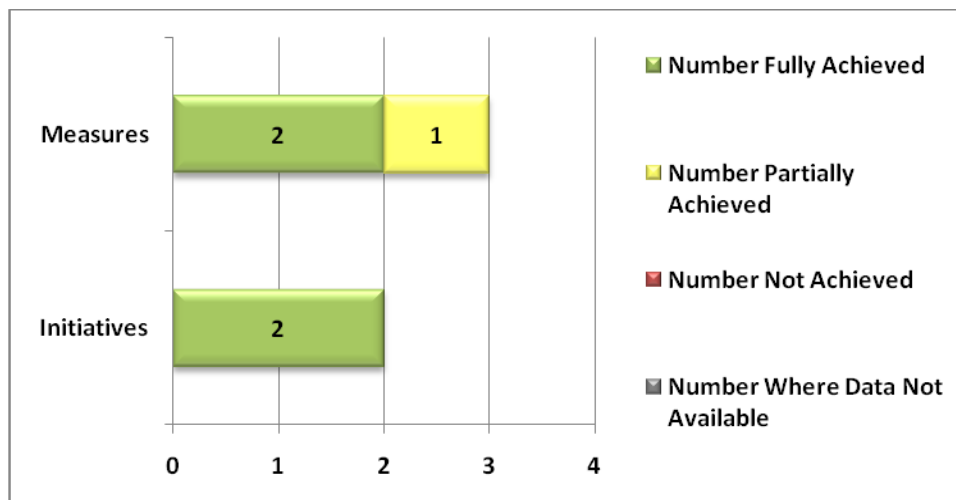
### AGENCY OBJECTIVES

1. Satisfy statutory responsibilities by maintaining adequate staff to process all appeals.
2. Maintain a system to allow the public to have access to all decisions rendered by the office.

### ACCOMPLISHMENTS

- ✓ OEA's rules of procedure were amended.

### OVERVIEW OF AGENCY PERFORMANCE






## Performance Initiatives – Assessment Details


### Performance Assessment Key:

-  Fully achieved     Partially achieved     Not achieved     Data not reported

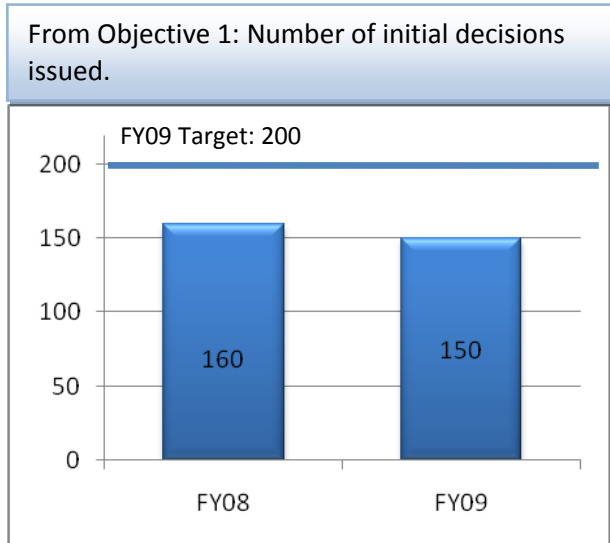
### **OBJECTIVE 1: SATISFY STATUTORY RESPONSIBILITIES BY MAINTAINING ADEQUATE STAFF TO PROCESS ALL APPEALS.**

-  **INITIATIVE 1.1: All judges will receive mediation training immediately after they are hired.**  
In FY 2009, the agency trained their last Administrative Judge. Previously the agency trained three Administrative Judges.

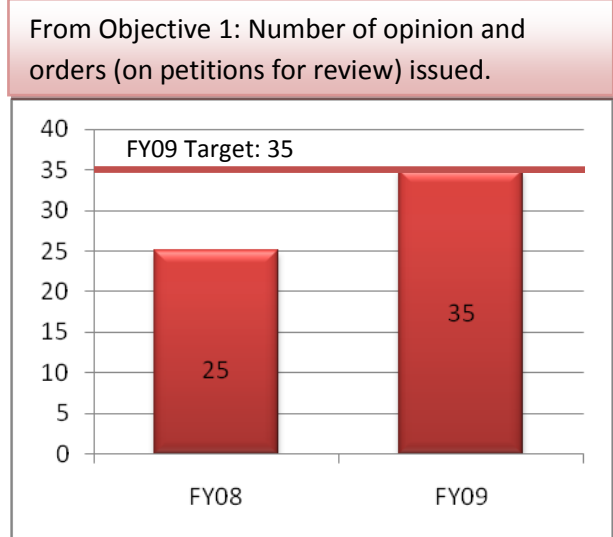
### **OBJECTIVE 2: MAINTAIN A SYSTEM TO ALLOW THE PUBLIC TO HAVE ACCESS TO ALL DECISIONS RENDERED BY THE OFFICE.**

-  **INITIATIVE 2.1: All online decisions will become current by February 2009 due to OCTO's intervention in modernizing OEA's technology.**  
In FY 2009, with the help of OCTO, OEA was able to build a database which has sense been completed. As a result, all decisions are online 14 days after they are issued.

## Key Performance Indicators – Highlights



**PARTIALLY ACHIEVED**



**FULLY ACHIEVED**

### More About These Indicators:

#### *How did the agency's actions affect this indicator?*

- OEA experienced difficulties identifying funding for their court reporting services. Additionally, because of budgetary constraints, two Administrative Judges were eliminated therefore fewer decisions could be issued.

#### *What external factors influenced this indicator?*

- OEA received an additional 250 new appeals which is an abnormal influx in any given year. The average number of appeals that OEA typically hears approximately 135 appeals. The difference of 115 cases is a significant factor in the agency's ability to issue decisions.

#### *How did the agency's actions affect this indicator?*

- The agency currently utilizes an electronic research database that assists in the review of case law related to opinions and orders issued.


#### *What external factors influenced this indicator?*




- The increase in the number of individuals who fill for review resulted in the number of opinions and orders issued by the Board. Additionally, some individuals bypass the Board and go directly to court. Other factors involved are the Boards available to issue opinions and orders.



## Key Performance Indicators – Details

### Performance Assessment Key:

 Fully achieved       Partially achieved       Not achieved       Data not reported

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Actual	FY2009 YE Rating	Budget Program
	1.1 Number of initial decisions issued.	160	200	150	75.00%	
	1.2 Number of mediations conducted.	26	28	28	100%	
	1.3 Number of opinion and orders (on petitions for review) issued.	25	35	35	100%	