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:

- Green: Fully achieved
- Yellow: Partially achieved
- Red: Not achieved
- Gray: 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

**From Objective 1: Number of initial decisions issued.**

![Bar chart showing comparison between FY08 and FY09 for initial decisions issued.]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Decisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY08</td>
<td>160</td>
</tr>
<tr>
<td>FY09</td>
<td>150</td>
</tr>
</tbody>
</table>

**From Objective 1: Number of opinion and orders (on petitions for review) issued.**

![Bar chart showing comparison between FY08 and FY09 for opinion and orders issued.]

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Orders</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY08</td>
<td>25</td>
</tr>
<tr>
<td>FY09</td>
<td>35</td>
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**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

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