

Office of Employee Appeals FY2018

FY2018 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

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.

FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
The agency projected that it would issue 25 Opinions and Orders when in fact, it issued 33 Opinions and Orders.		This accomplishment impacted the agency in that it was able to resolve Petitions for Review in a timelier manner.
The agency resolved appeals within the statutory timeframe of 120 business days.		By accomplishing this goal, the agency was in full compliance with its statutory mandate.
The courts upheld 100% of the agency's decisions.		The impact of this accomplishment is that the agency's decisions are considered final and can be confidently relied upon, and cited by, the agency's judges.

2018 Strategic Objectives

Objective Number	Strategic Objective
1	Render impartial, legally sound decisions in a timely manner.
2	Streamline the adjudication process.
3	Maintain a system to allow the public to have access to all decisions rendered by the Office.
4	Create and maintain a highly efficient, transparent and responsive District government.**

2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
1 - Render impartial, legally sound decisions in a timely manner. (6 Measures)									
Number of Opinions and Orders Issued	Quarterly	25	12	8	8	5	33	Met	
Time Required to Complete Adjudications	Annually	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6	Met	
Time Required to Resolve Petitions for Review	Annually	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	5	Met	
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Annually	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Number of Initial Decisions Issued	Quarterly	150	25	39	27	32	123	Unmet	
Percent of cases reversing agency decisions	Annually	Data Forthcoming	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10.9%	Neutral Measure	
2 - Streamline the adjudication process. (2 Measures)									
Percent of appeals involved in mediation process	Annually	Data Forthcoming	Annual Measure	Annual Measure	Annual Measure	Annual Measure	61%	Neutral Measure	
Percent of appeals resolved through mediation	Annually	Data Forthcoming	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13%	Neutral Measure	
3 - Maintain a system to allow the public to have access to all decisions rendered by the Office. (2 Measures)									
Percent of Initial Decisions uploaded to website	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Neutral Measure	
Percent of Opinions and Orders uploaded to website	Annually	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Neutral Measure	

**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 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
2 - Track mediation of attorney fee appeals (1 Measure)						
Number of attorney fee appeals mediated	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	2

2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
ADJUDICATION PROCESS (2 Strategic initiatives)				
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.	50-74%	The side-by-side comparison is ongoing.	It was not anticipated that this project would be completed until the end of Fiscal Year 2019. The agency wants to ensure that the amendment process is thorough so that the rules, as amended, will be as comprehensive as possible.
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.	Complete	A system was developed for the judges to report information regarding the requests for extensions of time.	