

Contracts/Procurement- Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service- Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources- Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Issue Ethics advice in an expeditious and consistent fashion. (1 Activity)			
BOARD OF ETHICS	Render Timely Advice. Respond to requests for informal ethics advice in a substantive and useful manner.	Work with staff to ensure that ethics guidance is provided to government employees who seek ethics guidance.	Daily Service
2 - Conduct timely and appropriate investigations and enforcement actions. (1 Activity)			
BOARD OF ETHICS	Monitor and support ongoing investigations to ensure timely completion.	Track progress throughout the year and work with staff to ensure movement.	Daily Service
3 - Conduct mandatory training on the Code of Conduct and produce ethics training materials. (1 Activity)			
BOARD OF ETHICS	Increase Training Sessions. Increase number of trainings available to District government employees.	Allocate staff time to ensure availability when requests are made from client agencies.	Daily Service
4 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Activity)			
BOARD OF ETHICS	Ensure that every request for advice or information is acknowledged within 24 hours of receipt.	Work with staff to ensure that either a substantive response is provided or, where that is not possible, an acknowledgment that the request is under review.	Daily Service

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Render Timely Advice. Respond to requests for informal ethics advice in a substantive and useful manner. (3 Measures)								
Requests for informal ethics advice	<input type="checkbox"/>		Requests for informal ethics advice	Number of requests for informal ethics advice	Quarterly	511	681	690
Number of formal written advisory opinions issued pursuant to a request	<input type="checkbox"/>		Number of formal written advisory opinions issued pursuant to a request	advisory opinions	Quarterly	13	5	4
Number of formal written advisory opinions issued on the agency's own initiative	<input type="checkbox"/>		Number of formal written advisory opinions issued on the agency's own initiative	advisory opinions	Quarterly	5	1	2
2 - Monitor and support ongoing investigations to ensure timely completion. (11 Measures)								

Complaints received	<input type="checkbox"/>	Complaints answered	Number of complaints received	Quarterly	150	137	138
Number of preliminary investigations opened based on tips to the hotline	<input type="checkbox"/>	Number of preliminary investigations opened based on tips to hotline	investigations	Quarterly	1	1	2
Number of preliminary investigations dismissed	<input type="checkbox"/>	Number of preliminary investigations dismissed	investigations	Quarterly	19	12	34
Number of preliminary investigations opened based on information provided by means other than the hotline	<input type="checkbox"/>	Number of preliminary investigations opened based on information provided by means other than the hotline	investigations	Quarterly	32	46	85
Number of preliminary investigations converted to formal investigations	<input type="checkbox"/>	Number of preliminary investigations converted to formal investigations	investigations	Quarterly	2	1	3
Number of preliminary investigations resolved with a negotiated disposition	<input type="checkbox"/>	Number of preliminary investigations resolved with a negotiated disposition	investigations	Quarterly	6	13	12
Number of preliminary investigations resolved after an evidentiary hearing	<input type="checkbox"/>	Number of preliminary investigations resolved after an evidentiary hearing	investigations	Quarterly	1	0	0
Number of formal investigations initiated on intake	<input type="checkbox"/>	Number of formal investigations initiated on intake	investigations	Quarterly	8	12	24
Number of formal investigations dismissed	<input type="checkbox"/>	Number of formal investigations dismissed	investigations	Quarterly	10	7	17
Number of formal investigations resolved with a negotiated disposition	<input type="checkbox"/>	Number of formal investigations resolved with a negotiated disposition	investigations	Quarterly	5	2	1
Number of formal investigations resolved after an evidentiary hearing	<input type="checkbox"/>	Number of formal investigations resolved after an evidentiary hearing	investigations	Quarterly	2	0	0
3 - Increase Training Sessions. Increase number of trainings available to District government employees. (1 Measure)							
Number of trainings conducted	<input type="checkbox"/>	Number of trainings conducted	trainings	Quarterly	Not available	Not available	121
4 - Ensure that every request for advice or information is acknowledged within 24 hours of receipt. (1 Measure)							
Formal advisory opinions issued	<input type="checkbox"/>	Formal advisory opinions issued	Number of formal advisory opinions issued	Quarterly	13	5	8

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
BOARD OF ETHICS (4 Strategic initiative-operation links)		
Investigations Spreadsheet	The spreadsheet will be used to track and measure progress on each investigation. It will serve to help complete investigations within the 120 day KPI for conclusion of investigations.	09-30-2017
Meet with investigators	The meetings will be an opportunity for the investigative staff to seek guidance from senior management on case progression and for senior management to obtain information concerning obstacles to timely resolution of investigations. It will serve to help complete investigations within the 120 day KPI for conclusion of investigations.	09-30-2017
Conduct Two Hour Ethics Training Every Month	This will increase the number of ethics trainings available to employees whether or not a client agency makes a formal request. It will help achieve the KPI for increasing training opportunities by 10%.	09-30-2017
Meet with attorneys about advice requests	This will increase the quality and consistency of the ethics guidance provided to client agencies/employees.	09-30-2017