



**OFFICE OF EMPLOYEE APPEALS  
FY 2024 PERFORMANCE PLAN**

**MARCH 22, 2023**

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# 1 OFFICE OF EMPLOYEE APPEALS

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*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.

*Services:* In accordance with DC Official Code 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.

## 2 PROPOSED 2024 OBJECTIVES

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### Strategic Objective

Render impartial, legally sound decisions in a timely manner.

Streamline the adjudication process.

Maintain a system to allow the public to have access to all decisions rendered by the OEA.

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### 3 PROPOSED 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Render impartial, legally sound decisions in a timely manner.</b>		
Petitions for Appeal	Intake Coordinator reviews Petition for Appeal, determines the type of appeal and assigns to Administrative Judge.	Daily Service
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
Initial Decisions	Administrative Judges process Petitions for Appeal which culminate in the issuance of an Initial Decision.	Daily Service
Appeals and Adjudication	Operations that occur within the appeals and adjudication process	Daily Service
<b>Streamline the adjudication process.</b>		
Mediation and Settlement	The goal of the mediation program is to help the parties, through the negotiation process, reach a settlement that is agreeable to both of them.	Key Project
<b>Maintain a system to allow the public to have access to all decisions rendered by the OEA.</b>		
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

## 4 PROPOSED 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Target	FY 2024 Target
<b>Render impartial, legally sound decisions in a timely manner.</b>					
Number of Opinions and Orders Issued	Up is Better	18	13	18	15
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Up is Better	100%	100%	100%	100%
Number of Initial Decisions Issued	Up is Better	70	90	100	80
Percent of cases reversing agency decisions	Neutral	18.2%	12.6%	30%	30%
Percent of agency answers timely filed	Up is Better	New in 2022	83.3%	100%	100%
Percent of decisions published within the D.C. Register	Up is Better	New in 2022	106.8%	100%	100%
Time Required to Complete Adjudications	Down is Better	New in 2022	236	120	120
Time Required to Resolve Petitions for Review	Down is Better	New in 2023	New in 2023	New in 2023	120
<b>Streamline the adjudication process.</b>					
Percent of appeals involved in mediation process	Neutral	87.2%	71.4%	18%	18%
Percent of appeals resolved through mediation	Neutral	4.9%	14.3%	9%	9%
<b>Maintain a system to allow the public to have access to all decisions rendered by the OEA.</b>					
Percent of Initial Decisions uploaded to website	Neutral	100%	100%	100%	100%
Percent of Opinions and Orders uploaded to website	Neutral	100%	100%	100%	100%

Workload Measures

Measure	FY 2021	FY 2022
<b>Appeals and Adjudication</b>		
Number of evidentiary hearings conducted	New in 2022	12
Number of Board meetings conducted	New in 2022	4
Number of safety-sensitive designation appeals filed	New in 2022	0
<b>Mediation and Settlement</b>		
Number of attorney fee appeals mediated	0	0
Number of mediations declined by the agency	New in 2022	8
Number of mediations declined by the employee	New in 2022	0