

Office of Employee Appeals FY2017

FY2017 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.

FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
The agency's target was to complete adjudications within 12 months. The agency actually completed adjudications within a timeframe of 6 months.	By completing adjudications within a timeframe of 6 months, the agency was able to comply with its statutory mandate for issuing Initial Decisions in a timely manner.	
The agency's target for resolving Petitions for Review was set at a timeframe of 9 months. The agency actually resolved Petitions for Review within a timeframe of 8 months.	By resolving Petitions for Review within a timeframe of 8 months, the agency was able to issue its Opinions and Orders in a timelier manner.	
The agency's target for the number of Opinions and Orders it would issue was 35. The agency actually issued 51 Opinions and Orders.	By actually issuing more Opinions and Orders than the agency had targeted, the agency was able to reduce its backlog of Petitions for Review.	

2017 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. **

2017 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY	KPI	Explanation
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								2017	Status	
1 - Render impartial, legally sound decisions in a timely manner. (5 Measures)										
Number of Initial Decisions Issued	Quarterly	160	46	34	35	27	142	Unmet	This target could not be met because one of the Senior Administrative Judges was on leave for most of the fiscal year.	
Number of Opinions and Orders Issued	Quarterly	35	1	17	21	12	51	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	8	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	93.1%	Nearly Met	There were no barriers to meeting this target. Because the court system is a neutral adjudicatory body, the outcome of its review and rulings on cases appealed to it cannot be predicted. The agency does, however, strive to issue decisions which can withstand judicial scrutiny.	

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.

2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
1 - Render impartial, legally sound decisions in a timely manner. (4 Measures)						
Percent of Cases Reversing Agency Decisions	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	6.2%
Number of Petitions for Appeal Filed	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97
Number of Superior Court case filings	Quarterly	6	6	8	7	27
Number of Petitions for Review filed	Quarterly	8	14	6	2	30
2 - Streamline the adjudication process. (1 Measure)						
Mediate all attorney fees and compliance matters.	Quarterly	6	4	3	2	15

2017 Strategic Initiatives

Title	Description	Complete	Status Update	Explanation

		to Date		
ADJUDICATION PROCESS (1 Strategic Initiative)				
Timely Decisions	Develop a system whereby decisions which have been remanded to the Office can be prioritized and processed in a timely manner.	Complete	As soon as the Office is notified that an appeal has been remanded to the Office, the judge handling that appeal is immediately notified and instructed to prioritize the appeal.	
CUSTOMER SERVICE (2 Strategic initiatives)				
Maintain a system to allow the public to have the access to all decisions rendered by the Office	Upgrade website to create a subject matter search feature.	Complete	This initiative was completed.	
Adjudication Process	Mediate all attorney fees and compliance matters. Create uniform orders for pre-hearing conferences, evidentiary hearings, good cause matters, jurisdiction matters, and brief submissions.	75-99%	Uniform orders which are suitable for using during the various stages of the adjudication process will be drafted.	Uniform orders were not created for all of the various proceedings within the adjudicatory process. Some administrative judges prefer to use orders which they have drafted that are better suited to the appeal.