

# Office of Employee Appeals FY2021

**Agency** Office of Employee Appeals

**Agency Code** CH0

**Fiscal Year** 2021

**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.

## 2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
OEA's top accomplishment in FY2021 was that it completed amending the agency's rules of procedure.	This accomplishment impacted the agency by streamlining the adjudication procedures; clarifying the rules to present an understandable road map for adjudication; and establishing procedures to govern safety-sensitive designation appeals.	This accomplishment did not impact residents of DC.
Another accomplishment of OEA is that the agency issued the number of Opinions and Orders it had projected.	By issuing the projected number of Opinions and Orders the agency was able to prevent a backlog of cases from developing.	This accomplishment did not impact residents of DC.
During FY2021 OEA accomplished its goal of uploading to the agency's website all of the Initial Decisions and Opinions and Orders issued in FY2021.	This accomplishment impacted the agency in that it was able to comply with its statutory mandate of providing research assistance to the public.	This accomplishment did not impact residents of DC.

## 2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
<b>1 - Render impartial, legally sound decisions in a timely manner. (6 Measures)</b>											
Number of Opinions and Orders Issued	Quarterly	19	18	18	4	4	7	3	18	Met	
Time Required to Complete Adjudications	Annually	5	8	12	Annual Measure	Annual Measure	Annual Measure	Annual Measure	10	Met	
Time Required to Resolve Petitions for Review	Annually	4	8	9	Annual Measure	Annual Measure	Annual Measure	Annual Measure	3	Met	
Percent of OEA decisions upheld by D.C. Superior Court and the D.C. Court of Appeals	Annually	96%	97.3%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
Number of Initial Decisions Issued	Quarterly	118	98	100	19	21	12	18	70	Unmet	Due to the pandemic emergency, the agency remained a full telework agency until just after the beginning of the fourth quarter in Fiscal Year 2021. The agency's operations, including its ability to timely process and assign appeals, were adversely impacted while in the full telework status.

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of cases reversing agency decisions	Annually	10.2%	13.8%	No Target Set	Annual Measure	Annual Measure	Annual Measure	Annual Measure	18.18%	No Target Set	
<b>2 - Streamline the adjudication process. (2 Measures)</b>											
Percent of appeals involved in mediation process	Quarterly	46%	69.3%	No Target Set	81.8%	87.5%	80%	94.4%	87.2%	No Target Set	
Percent of appeals resolved through mediation	Quarterly	21.7%	47.4%	No Target Set	0%	0%	0%	11.8%	4.9%	No Target Set	
<b>3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (2 Measures)</b>											
Percent of Initial Decisions uploaded to website	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	Neutral Measure	
Percent of Opinions and Orders uploaded to website	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	Neutral Measure	

## 2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
<b>2 - Mediation and Settlement (1 Measure)</b>							
Number of attorney fee appeals mediated	1	0	0	0	0	0	0

## 2021 Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Render impartial, legally sound decisions in a timely manner. (3 Activities)</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
<b>2 - Streamline the adjudication process. (1 Activity)</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>3 - Maintain a system to allow the public to have access to all decisions rendered by the OEA. (1 Activity)</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