

ANNUAL RESULTS: STRATEGIC GOAL 1				
TO CONSISTENTLY PROVIDE HIGH QUALITY SERVICES THAT EXPEDITIOUSLY RESOLVE MATTERS BROUGHT BEFORE OSC WITHIN THE TIME GUIDELINES SET BY CONGRESS.				
<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i> ¹		<i>FY 2000 Results</i>	<i>FY 1999 Results</i>
1. Ensure that no more than (>) 50% of caseload pending in CEU is > 30 days old.	76% > 30 days old		82% > 30 days old	67% > 30 days old
2. Ensure that no more than (>) 40% of caseload pending in ID is >120 days old.	<u>10/1/00-5/31/01</u> : ² 60% >120 days old	<u>6/1/01 – 9/30/01</u> ³ IPD I: 50% > 210 days old IPD II: 55% > 210 days old IPD III: 53% > 210 days old	74% > 120 days old	47% > 120 days old
3. Ensure that no more than (>) 50% of caseload pending in PD is > 90 days old.	<u>10/1/00-5/31/01</u> : 71% > 90 days old		55% > 90 days old	67% > 90 days old
4. Maintain timely and accurate response to all Hatch Act advisory opinion requests.	62 days average to issue written opinions (2,806 issued, including written and oral opinions)		22 days average to issue written opinions (2,810 issued, including written and oral opinions)	40 days average to issue written opinions (2,283 issued, including written and oral opinions)
5. Maintain timely and appropriate processing of all Hatch Act enforcement matters.	201 days average to close ⁴ 59 warning letters issued (29 corrective actions) ⁵ 8 actions filed at MSPB 7 matters – favorable MSPB decision (1 on appeal) 1 action – settled		277 days average to close 21 warning letters issued 4 actions filed at MSPB 1 action – settled	268 days average to close 21 warning letters issued 3 actions filed at MSPB 3 matters – disciplinary action ordered by MSPB
6. Ensure that no more than (>) 66% of pending DU matters is > 15 days old.	96% > 15 days old.		97% > 15 days old.	96% > 15 days old.

¹ Percentages are rounded to the nearest whole number.

² Pre-reorganization.

³ Post-reorganization.

⁴ This figure under results for each fiscal year includes all Hatch Act matters, including those leading to filing of a complaint with the MSPB (in connection with which OSC has little control over litigation timetables).

⁵ Since FY 2001 was the first year that OSC monitored this category, results were not reported in prior years. Actions taken by employees in response to warning letters consisted of 21 withdrawals from candidacy, six resignations from Hatch Act-covered employment, and two job reassignments into positions not subject to the act.

ANNUAL RESULTS: STRATEGIC GOAL 1 (cont'd)			
TO CONSISTENTLY PROVIDE HIGH QUALITY SERVICES THAT EXPEDITIOUSLY RESOLVE MATTERS BROUGHT BEFORE OSC WITHIN THE TIME GUIDELINES SET BY CONGRESS.			
<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results⁶</i>
7. Continue to identify and implement additional improvements to case handling procedures, to ensure that OSC is meeting its goal of consistently providing timely, high quality services.	<p>Reorganization implemented.</p> <p>Case priority system established (ensuring that most meritorious cases and serious personnel actions receive attention first).</p> <p>Policies on stays and basis for CEU referrals developed.</p> <p>Policy on investigator-attorney collaboration (including by supervisors) issued.</p> <p>Flexible formats adopted for reports of investigation and prosecution recommendations.</p> <p>New case file protocol pilot-tested for more efficient and effective records management.⁷</p>	<p>Complaint and disclosure forms revised to make them more informative and user-friendly.</p> <p>Mediation program implemented.</p> <p>Accelerated Case Team team made permanent.</p>	<p>Information sheet describing complaint process developed and issued to all complainants.</p> <p>Complainants given right to a telephone conference with CEU examiner before final decision.</p> <p>Preliminary determination letters by CEU eliminated when OSC lacks jurisdiction.</p> <p>Mediation pilot program implemented.</p> <p>Accelerated Case Team pilot project begun in ID to handle cases involving less serious personnel actions.</p>

⁶ While FY 2001 performance goal 7 did not appear in the performance plan for FY 1999, this column lists pertinent results from that year.

⁷ Pilot to be completed in FY 2002.

ANNUAL RESULTS: STRATEGIC GOAL 1 (cont'd)			
TO CONSISTENTLY PROVIDE HIGH QUALITY SERVICES THAT EXPEDITIOUSLY RESOLVE MATTERS BROUGHT BEFORE OSC WITHIN THE TIME GUIDELINES SET BY CONGRESS.			
<i>FY 2001 Performance Goals</i>	<i>FY 2001 Results</i>	<i>FY 2000 Results</i>	<i>FY 1999 Results</i>
7. Continue to identify and implement additional improvements to case handling procedures, to ensure that OSC is meeting its goal of consistently providing timely, high quality services. (cont'd)	<p>Matters may be closed in field office after review by field office head.</p> <p>Increased use of § 1214(f) waivers (authorizing agencies to take disciplinary action).</p> <p>Quality standards developed for use in post-closure quality reviews.</p> <p>Case tracking system improved to provide better information needed to manage workload and productivity.</p>		<p>Reduced number of cases requiring extended prosecution recommendations.</p> <p>DU staffing increased.</p> <p>DU policy of closing cases involving <i>de minimis</i> allegations of wrongdoing established.</p> <p>Administrative staff re-deployed into program functions.</p> <p>Use of numerical quotas as a measure of the performance of complaints examiners and investigators eliminated.</p>