

**FY 2000 RESULTS: STRATEGIC GOAL 1**

**Strategic Plan Goal # 1: To consistently provide high quality services that expeditiously resolve matters brought before OSC within the time guidelines set by Congress.**

<b>PERFORMANCE GOALS</b>	<b>FY 1999 RESULTS<sup>1</sup></b>	<b>FY 2000 RESULTS</b>
Ensure that no more than 50% of caseload pending in CEU is more than 30 days old.	67% of pending CEU caseload more than 30 days old.	82% of pending caseload more than 30 days old.
Ensure that no more than 40% of pending caseload has been in ID for more than 120 days.	47% of pending caseload in ID more than 120 days.	74% of pending caseload in ID more than 120 days.
Ensure that no more than 46% of pending caseload has been in PD for more than 90 days.	67% of pending caseload in PD more than 90 days.	55% of pending caseload in PD more than 90 days.
Maintain timely and accurate response to all Hatch Act advisory opinion requests.	40 days average to issue written opinion.  [2,283 issued, including formal written opinions, and responses to e-mail inquiries and oral requests for advice.]	22 days average to issue written opinion.  [2,810 issued, including formal written opinions, and responses to e-mail inquiries and oral requests for advice.]
Maintain timely and appropriate processing of all Hatch Act enforcement matters.	268 days average to close. <sup>2</sup>  [3 enforcement actions filed with MSPB; 21 warning letters issued.]	277 days average to close. <sup>3</sup>  [4 enforcement actions filed with MSPB; 21 warning letters issued.]
Ensure that no more than 69% of pending DU matters are more than 15 days old.	96% of pending DU matters more than 15 days old.	97% of pending DU matters more than 15 days old.

<sup>1</sup> OSC established specific numerical benchmarks for the first time in its FY 2000 annual performance plan, but FY 1999 results are included for reference.

<sup>2</sup> Includes time after filing with MSPB, over which OSC has little control.

<sup>3</sup> Same as note 2.

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 FY 2000 Annual Performance Report

PERFORMANCE GOALS	FY 1999 RESULTS <sup>4</sup>	FY 2000 RESULTS
<p>Evaluate effectiveness of modifications to case-handling procedures to ensure that the OSC is meeting its goal of consistently providing timely, high quality services. Continue to identify and implement additional improvements to case-handling procedures.</p>	<p>Establishment of an Accelerated Case Team (ACT) pilot project within the ID to handle targeted case categories involving less serious personnel actions.</p> <p>Reduction in the number of cases in which attorneys draft lengthy prosecution recommendations.</p> <p>Elimination of preliminary determination letters by complaints examiners in cases over which the OSC lacks jurisdiction.</p> <p>Establishment of a policy in DU of closing cases involving de minimis allegations of wrongdoing.</p> <p>Redeployment of administrative staff into program functions.</p> <p>Established mediation pilot program</p> <p>Increased DU staffing.</p> <p>Issuance to all complainants of information sheet describing OSC complaint processing procedures.</p> <p>Complainants given right to a telephone conference with CEU examiner before final decision is made in their case.</p> <p>Use of numerical quotas as a measure of the performance of complaints examiners and investigators eliminated.</p>	<p>ACT team made permanent.</p> <p>Mediation program implemented.</p> <p>Complaint and disclosure forms revised to make them more informative and user-friendly.</p>

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