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.

<table>
<thead>
<tr>
<th>PERFORMANCE GOALS</th>
<th>FY 1999 RESULTS(^1)</th>
<th>FY 2000 RESULTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure that no more than 50% of caseload pending in CEU is more than 30 days old.</td>
<td>67% of pending CEU caseload more than 30 days old.</td>
<td>82% of pending caseload more than 30 days old.</td>
</tr>
<tr>
<td>Ensure that no more than 40% of pending caseload has been in ID for more than 120 days.</td>
<td>47% of pending caseload in ID more than 120 days.</td>
<td>74% of pending caseload in ID more than 120 days.</td>
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<tr>
<td>Ensure that no more than 46% of pending caseload has been in PD for more than 90 days.</td>
<td>67% of pending caseload in PD more than 90 days.</td>
<td>55% of pending caseload in PD more than 90 days.</td>
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<tr>
<td>Maintain timely and accurate response to all Hatch Act advisory opinion requests.</td>
<td>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.]</td>
<td>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.]</td>
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<tr>
<td>Maintain timely and appropriate processing of all Hatch Act enforcement matters.</td>
<td>268 days average to close.(^2) [3 enforcement actions filed with MSPB; 21 warning letters issued.]</td>
<td>277 days average to close.(^3) [4 enforcement actions filed with MSPB; 21 warning letters issued.]</td>
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<tr>
<td>Ensure that no more than 69% of pending DU matters are more than 15 days old.</td>
<td>96% of pending DU matters more than 15 days old.</td>
<td>97% of pending DU matters more than 15 days old.</td>
</tr>
</tbody>
</table>

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\(^1\) OSC established specific numerical benchmarks for the first time in its FY 2000 annual performance plan, but FY 1999 results are included for reference.

\(^2\) Includes time after filing with MSPB, over which OSC has little control.

\(^3\) Same as note 2.
### PERFORMANCE GOALS

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.

### FY 1999 RESULTS

- Establishment of an Accelerated Case Team (ACT) pilot project within the ID to handle targeted case categories involving less serious personnel actions.
- Reduction in the number of cases in which attorneys draft lengthy prosecution recommendations.
- Elimination of preliminary determination letters by complaints examiners in cases over which the OSC lacks jurisdiction.
- Establishment of a policy in DU of closing cases involving de minimis allegations of wrongdoing.
- Redeployment of administrative staff into program functions.
- Established mediation pilot program
- Increased DU staffing.
- Issuance to all complainants of information sheet describing OSC complaint processing procedures.
- Complainants given right to a telephone conference with CEU examiner before final decision is made in their case.
- Use of numerical quotas as a measure of the performance of complaints examiners and investigators eliminated.

### FY 2000 RESULTS

- ACT team made permanent.
- Mediation program implemented.
- Complaint and disclosure forms revised to make them more informative and user-friendly.

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