

Goal Linkage

Goal 1. Implement a prevention program that ensures employees and Managers understand the characteristics of a healthy work environment and have the tools to address workplace disputes.

Objective Linkage

1.1 Develop and implement education and training programs to managers and employees to address workplace disputes.

1.2 Develop, update and market the use of data to increase Managements' understanding and improvement of the work environment.

Measure # 2

Reduce the number of initial contacts

Performance Targets

Baseline	FY 2008 Target	Strategic Target
3,785 Initial contacts	3% reduction	10% reduction

Data Source

ORM data base – Initial contacts received in ORM. Alison Mangels will generate the data.

Data Verification

Random review of reported initial contacts; i.e. ORM's Tracking system, i.e. CATS.

Data Definition & Formula

This measure will be calculated by comparing the actual number of informal contacts received using the range as defined below.

To realize a 2-5% reduction in formal complaints compared with FY 07, FY 08 actual informal complaint activity must range from 3,407 to 3,595. To calculate progress monthly, these will be prorated to a range of 284 to 300 formal complaints per month. This range will be recalculated at the beginning of each fiscal year.

Process Owner

COO