

Goal Linkage Serve as a resource for resolution of workplace disputes.

Objective Linkage Objective 2.1-Provide high quality, timely and responsive EEO counseling and assistance to employees and managers at the facility and regional levels.
Objective 2.2- Increase ADR activity in field facilities by marketing, advocating and promoting ADR VA-wide.

Measure # 3 Increase the informal ADR participation rate.

Performance Targets

Baseline	FY 2008 Target	Strategic Target
17% Participation rate	30% Participation rate	35% Participation rate

Data Source (What & Who) Data will come from CATS.
COO will generate the data

Data Verification Random review of hard files can validate CATS data and cross reference tracking sheet maintained by ADR Manager.

Data Definition & Formula Mediations conducted for all contacts assigned a case number.
No formula $\text{Number of ADR Elections @ informal} + \text{number of ADR elections @formal} / \text{number of informal contacts}$.

Process Owner COO .