

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.
Objective 2.3 – Provide tools and resources to aid in early resolution of workplace disputes.

Measure # 4 Increase the percentage of EEO complaints resolved at the informal stage of the EEO complaint process

Performance Targets

Baseline	FY 2008 Target	Strategic Target
34% Resolution rate	53% Resolution rate	65% Resolution rate

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

Data Verification Counselor leads at each office can validate.

Data Definition & Formula Number of complaints resolved at the informal stage
Ratio of formal complaints to informal contacts.
Formal complaints/
Cases pending at the informal level (from previous month) + initial contacts (current month)

Process Owner COO .