

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

Objective Linkage 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 #5 Increase the percentage of complaints resolved at the formal stage.

Performance Targets

Baseline	FY 2008 Target	Strategic Target
29%	33%	36%
Resolution Rate	Resolution Rate	Resolution Rate

Data Source (What & Who) Data will come from CATS, Tab 21-written settlements or withdrawals. Alison Mangels will generate the data

Data Verification Review case files.

Data Definition & Formula Percentage of formal complaints settled or withdrawn during the formal complaint processing stage.

Formula: $\frac{\text{Number of Cases Settled During Reporting Period} + \text{Number of Cases Withdrawn During Reporting Period}}{\text{Number of Formal Complaints Filed During Reporting Period}}$

FY 2006 baseline is a 29% resolution rate (190 withdrawals + 402 settlement agreements/2038 formal complaints). FY 2008 target is 33%.

Process Owner COO