

Goal Linkage Improve the overall management of the EEO complaint process.

Objective Linkage 3.1 - Improve the efficiency of the EEO complaint process.  
3.4 - Explore the possibility of combining positions to establish a Case Manager to provide a single point of contact for parties to a complaint.  
3.5 - Maximize use of authority to review cases and make procedural determinations more expeditiously.

**Measure # 6** Average 180 days or less to complete investigations for unamended complaints.

Performance Targets

Baseline	FY 2008 Target	Strategic Target
204 days	180 days	180 days

Data Source (What & Who) CATS; This data will be collected by a member of the Chief, Operating Officer's staff.

Data Verification Ad-hoc reports will be generated from CATS.

Data Definition & Formula This measure tracks the average number of days to process formal complaints for cases that are not amended.

Average days are calculated from the date a formal complaint is filed to the date the Advisement of Rights letter is issued.

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