

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 # 7 Average 360 days or less to complete investigations for amended complaints.

Performance Targets

Baseline	FY 2008 Target	Strategic Target
236 days	250 days	255 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 amended.

Average days are calculated from the date of the last amendment or 360 days after the filing of the original complaint to the date the Advisement of Rights letter is issued.

Process Owner Alison Mangels, Executive Assistant to the Chief, Operating Officer