

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.

Measure # 8 Average 30 days or less to complete counseling without ADR.

Performance Targets

Baseline	FY 2008 Target	Strategic Target
28 days	28 days	28 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 conduct informal counseling for cases where ADR is not elected.

Average days are calculated from the date of initial contact to the date the Notice of Right to file is issued.

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