

Goal Linkage Goal 1: Implement a prevention program that ensures employees and Managers understand the characteristics of a healthy work environment and have the tools to address workplace disputes.

Objective Linkage Objective 1.1 – Develop and implement education and training programs to managers and employees to address workplace disputes.

Objective 1.2 – Develop, update and market the use of data to increase Managements' understanding and improvement of the work environment.

Measure # 1 Reduce the Filing Rate of Formal Complaints

Performance Targets

| Baseline            | FY 2009<br>Target    | Strategic<br>Target  |
|---------------------|----------------------|----------------------|
| 0.9%<br>Filing Rate | 0.71%<br>Filing Rate | 0.71%<br>Filing Rate |

Data Source CATS – Formal complaints filed.

Who Provides Data Quality Assurance Specialist

Data Verification Random review of ORM's Tracking system, i.e. formal complaints filed as managed in ORM's centralized tracking system.

Data Definition This is a Fiscal Year (FY) projection of the per-capita filing rate for formal EEO complaints. It is based on formal filings FY to date through the end of the reporting month.

Formula Number of formal complaints filed FY to date, multiplied by the protection factor (then) divided by the number of VA employees on duty, multiplied by 100.

Process Owner District Managers

Contact Maria Ramos