

Key Strategic Performance Measure #4

**Increase the percentage of EEO counseling efforts completed timely**

<u>Goal Linkage:</u>	<i>GOAL 3</i> - Improve the overall management of the EEO complaint process.
<u>Objective Linkage:</u>	<i>Objective 3.1</i> - Improve the efficiency of the EEO complaint process. <i>Objective 3.5</i> - Improve customer service.
<u>Performance Targets:</u>	<b>Baseline: 96% completed timely*</b> <b>FY 2010 Target: 98% completed timely</b> <b>Strategic Target: 99% completed timely</b>
<u>Data Source:</u>	Data is obtained from CATS
<u>Data Verification:</u>	Ad-hoc reports generated from CATS.
<u>Data Definition:</u>	Number of counseling efforts completed timely expressed as a percentage of all counseling episodes.
<u>Formula:</u>	Number of counseling efforts completed in less than 30 days (or 30 days plus extension, if granted) or in less than 90 days if ADR was elected, divided by the total number of counseling efforts, multiplied by 100.
<u>Process Owners:</u>	District Managers
<u>Contact Person:</u>	Alison Mangels

\*Baseline for this item is from FY2009 rather than from FY2006.