

Key Strategic Performance Measure #5

Decrease the average number of days to complete Counselor's Report(s)

<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.
<u>Performance Targets:</u>	Baseline: 8.8 days* FY2010 Target: 5 days Strategic Target: 5 days
<u>Data Source:</u>	Data is obtained from CATS.
<u>Data Verification:</u>	Counselor Team Leads at each office can validate information.
<u>Data Definition:</u>	The number of days between the date in which the Notice of Right to File was issued and the Counselor Report was released in a final version.
<u>Formula:</u>	Subtract the number of days between date the Counselor Report was released and the date the Notice of Right to File was issued in all cases FY to date, divided by the number of completed informal complaints year to date.
<u>Process Owners:</u>	District Managers
<u>Contact Person:</u>	Alison Mangels

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