ADR USE FOR WORKPLACE DISPUTES
NON-EEO ADR REQUESTS AND NON-EEO ADR RESOLUTION RATE
ADR USE IN THE INFORMAL EEO PROCESS
ADR OFFERS, ADR PARTICIPATION, AND RESOLUTION RATE
COMPARISON CHARTS
FY-10 AND FY-11

Introduction

The Office of Resolution Management's (ORM) goal is to work with all administrations and staff offices to prevent EEO complaints. We encourage the use of Alternative Dispute Resolution (ADR) before EEO complaints are initiated and when complaints cannot be avoided view ADR as a more efficient, effective, and satisfying way to address the underlying causes than allowing the EEO process to run its course. Thru direct communication and a neutral third party's assistance, VA employees and managers can better understand and bring closure to the issues that led to the complaint. Early resolution conserves VA's limited resources because it minimizes the time VA employees and managers spend engaged in the EEO process and maximizes the time spent serving our ever increasing Veteran population.

The data presented in this report represents the impact of using ADR prior to and during the informal stage of the EEO complaint process. We hope that you will carefully review the information and develop an action plan, if you do not already have one, to further improve the use of ADR in FY-12. VA's Workplace ADR Program is available to assist in reviewing ADR programs and offering recommendations and support on how they can be more effective.

Analysis

Five significant areas are depicted in the charts provided; non-EEO ADR requests, non-EEO ADR resolution rate, ADR offers, ADR participation, and resolution rate.[1]

- **Non-EEO ADR Requests** represent the number of requests for ADR to address a workplace dispute when no EEO complaint has been initiated.
- **Non-EEO ADR Resolution Rate** represents the percentage of workplace disputes which were resolved as a result of using ADR.

[1] References in the charts to "NA" reflect no ADR requests or no complaint activity at that location during the FY. Charts were not created for VBA and NCA non-EEO ADR data as each had less than twenty requests during the FY.

- **ADR Offers** represent the percentage of informal EEO complaints in which VA offered the aggrieved person an opportunity to participate in ADR versus traditional counseling.[2]
- **ADR Participation** represents the percentage of informal EEO complaints in which both VA and the aggrieved person agreed to participate in ADR.[3]
- **Resolution Rate** represents the percentage of informal EEO complaints that did not proceed to the formal stage.

In FY-10, ADR was used to address 1268 workplace disputes resulting in an 86% resolution rate. In FY-11, ADR was used to address 1558 workplace disputes resulting in an 87% resolution rate. The Department of Veterans Affairs estimates that approximately $30,000 in cost is avoided for every workplace dispute that is resolved. Therefore, VA can estimate total cost avoidance for FY-11 of $40,680,000 by using ADR to address workplace disputes prior to EEO complaints being filed.

In FY-10, VA's ADR offer rate for informal complaints was 96%. The ADR participation rate was 52%, and the resolution rate was 50%. In FY-11, VA's ADR offer rate increased to 98%, ADR participation rate to 54%, and the resolution rate was 47%.

The Equal Employment Opportunity Commission (EEOC) publishes an annual report on the Federal workforce which provides government-wide statistics that Federal agencies are encouraged to use for benchmarking. In FY-10, the government-wide average for ADR offers was 75%, ADR participation 46%, and the resolution rate was 55%.

Since VA has surpassed the government-wide averages for offer rate and participation rate and remains below the government-wide average for resolution rate, in this report, we use a combination of department-wide and government-wide averages as goals to assess the level of success that each administration, and VA as a whole, has had at meeting or exceeding these targets. If your organization is below the target, we encourage you to develop ways to move closer to the goal in FY-12.

All data presented in these reports was extracted from VA's ADR tracking system (ADRTracker). The data provided is based on information available as of October 18, 2011.

[2] Where ADR offers are less than 100%, a contributing factor could be that in some cases an aggrieved person withdraws their informal complaint before the VA organization is notified of the complaint and given an opportunity to offer ADR.
[3] Within VA, labor must also agree to ADR when a bargaining unit employee is involved.

FY-11 ADR Accomplishments

Department-Wide

- ADR offers increased by 2%.
- ADR participation increased by 2%.
- Resolution rate decreased by 3%.

NCA

- All MSNs exceeded the Department-wide average for ADR offers.
- MSNs 1 and 3 exceeded the Department-wide average for ADR participation.
- MSNs 1, 3, and 4 exceeded EEOC's goal for resolution rate.

VBA

- All Areas met or exceeded the Department-wide average for ADR offers.
- Areas 2 and 3 exceeded the Department-wide average for ADR participation.
- No Areas met or exceeded EEOC's goal for resolution rate.

VHA

- Seventeen of twenty-one VISNs met or exceeded the Department-wide average for ADR offers. (VISNs 1, 3, 4, 6, 8, 9, 10, 11, 12, 15, 16, 17, 18, 19, 21, 22, and 23)
- Nine of twenty-one VISNs met or exceeded the Department-wide average for ADR participation. (VISNs 5, 6, 7, 11, 12, 15, 17, 19, and 23)
- VISNs 1, 2 and 11 exceeded EEOC's goals for resolution rate.

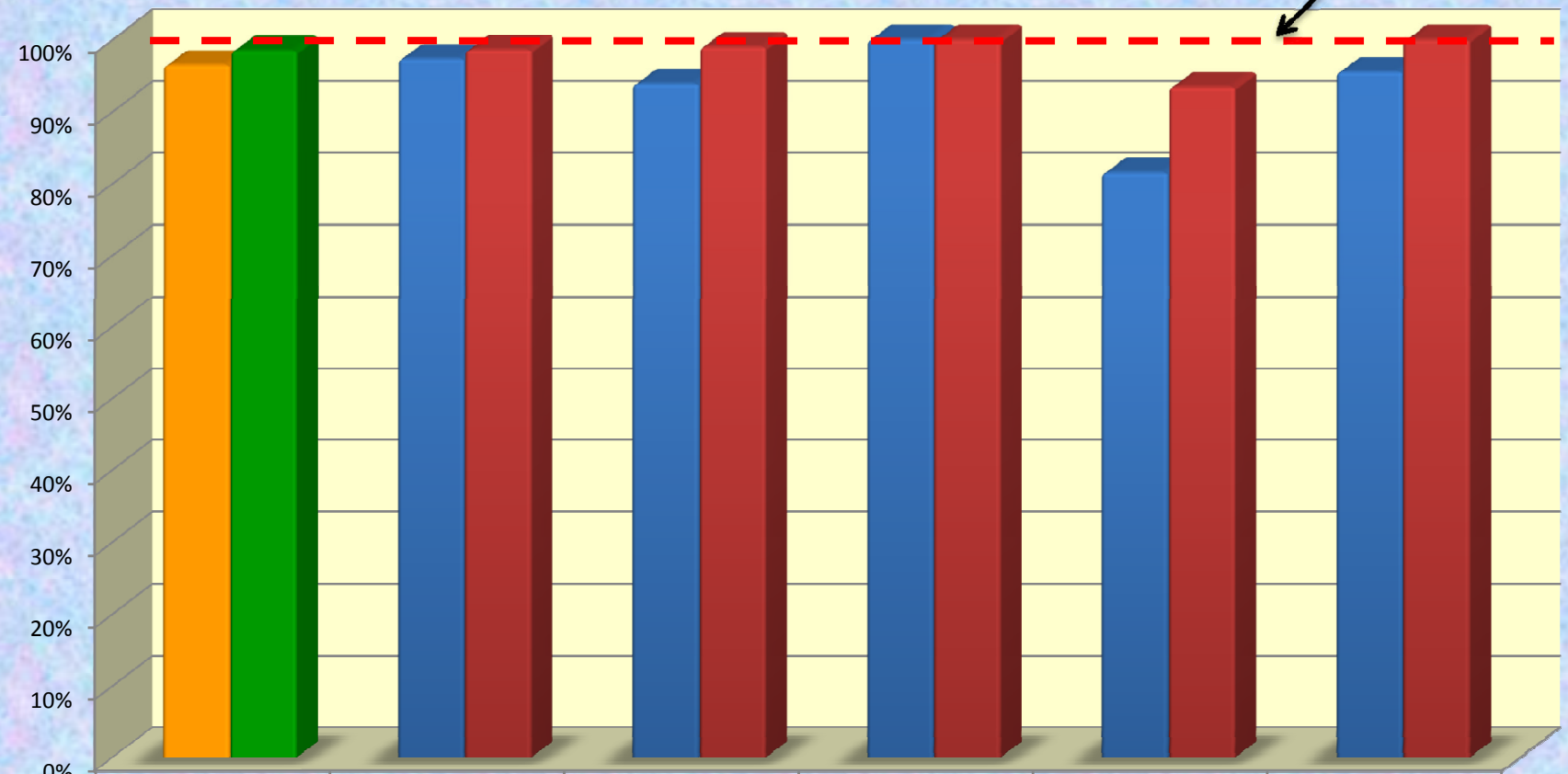
Conclusion

We look forward to collaborating with all VA organizations in FY-12 and welcome your ideas and suggestions on how ADR can play an even larger role in promoting organizational health and high levels of satisfaction and productivity in VA.

Department-Wide

FY-10 and FY-11 Data as of 10/18/11

Department of Veterans Affairs
FY-10 & FY-11
ADR Offer Rate

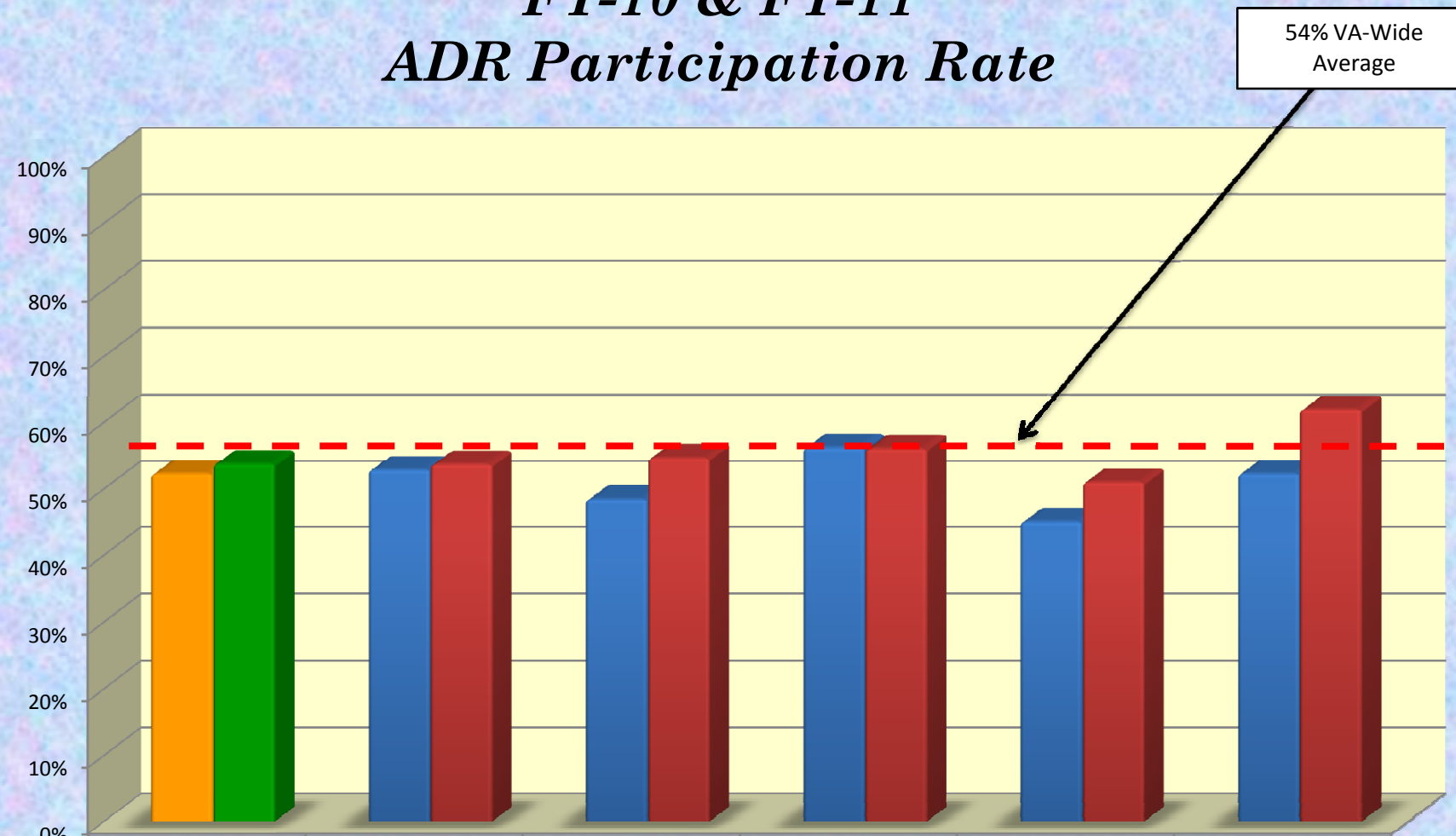


	Department-Wide	Veterans Health	Veterans Benefits	National Cemetery	Central Office	Canteen
FY-10	96%	97%	94%	100%	82%	95%
FY-11	98%	99%	99%	100%	93%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Department of Veterans Affairs
FY-10 & FY-11
ADR Participation Rate

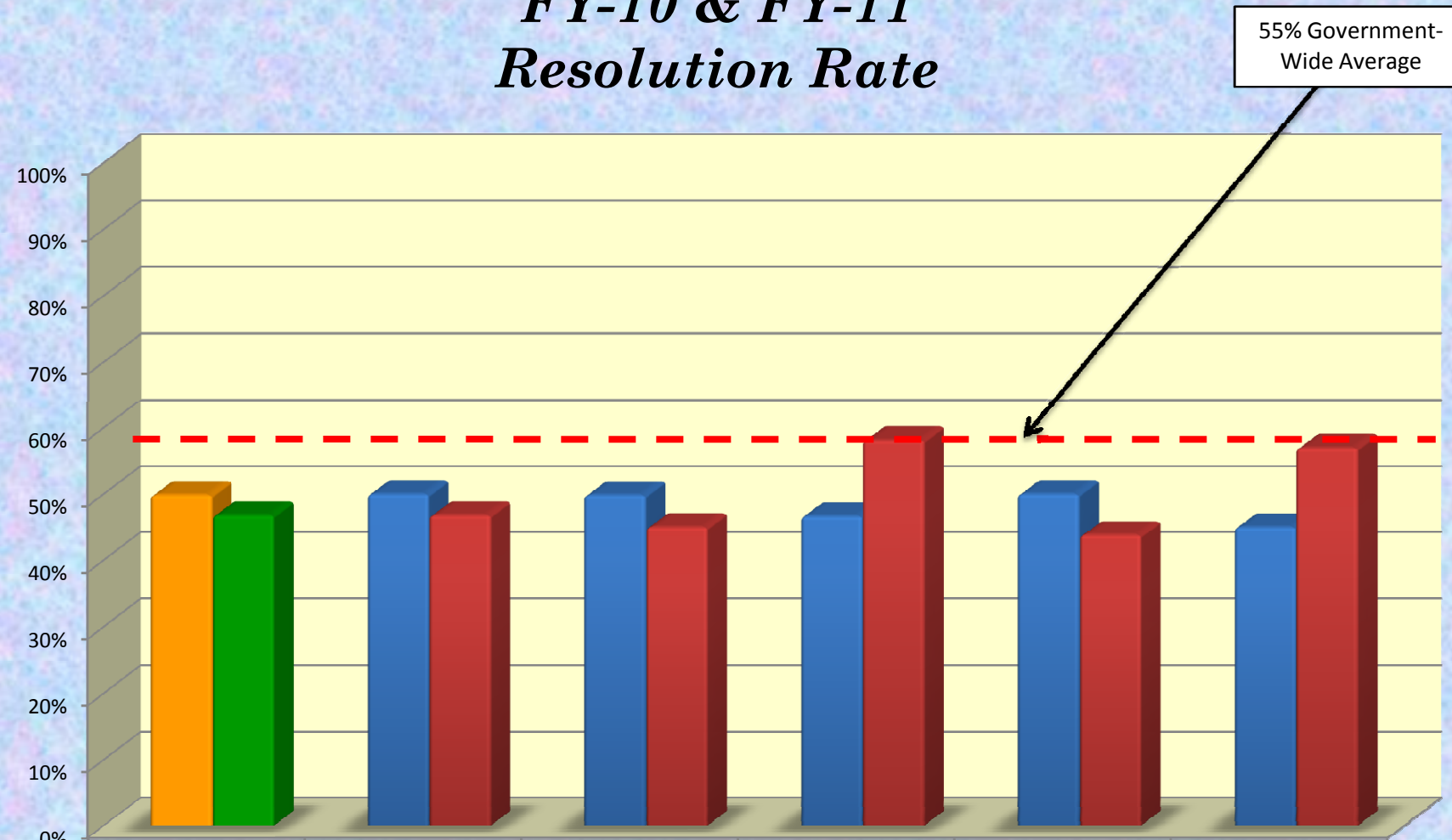


	Department-Wide	Veterans Health	Veterans Benefits	National Cemetery	Central Office	Canteen
FY-10	52%	53%	48%	56%	45%	52%
FY-11	54%	54%	55%	56%	51%	62%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Department of Veterans Affairs FY-10 & FY-11 Resolution Rate

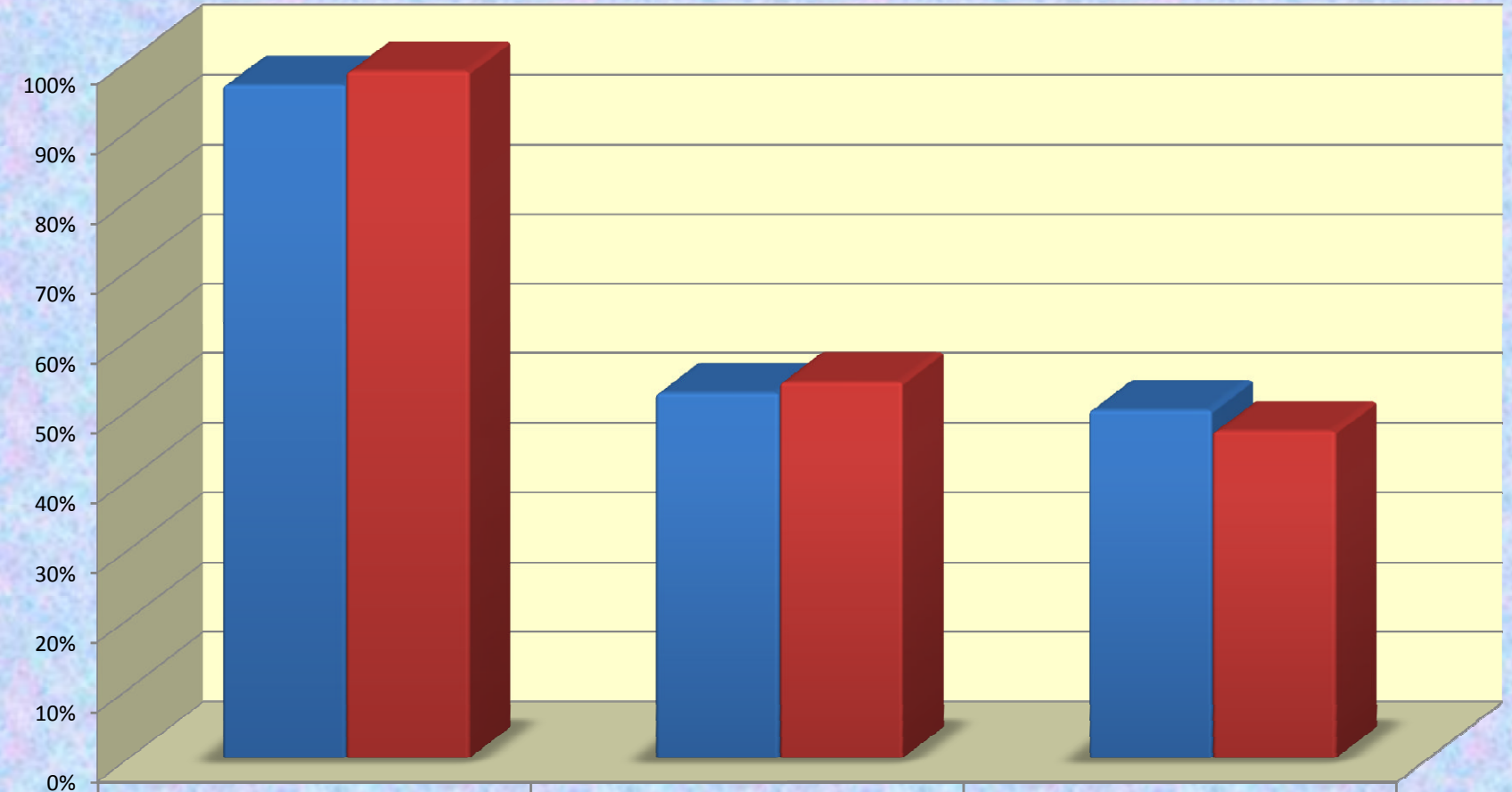


	Department-Wide	Veterans Health	Veterans Benefits	National Cemetery	Central Office	Canteen
FY-10	50%	50%	50%	47%	50%	45%
FY-11	47%	47%	45%	58%	44%	57%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Department of Veterans Affairs
FY-10 & FY-11
ADR Offers, ADR Participation, and Resolution Rate



	Offered Rate	Participation Rate	Resolution Rate
FY-10	96%	52%	50%
FY-11	98%	54%	47%

Data Source: ADRTracker System

Veterans Health Administration

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate

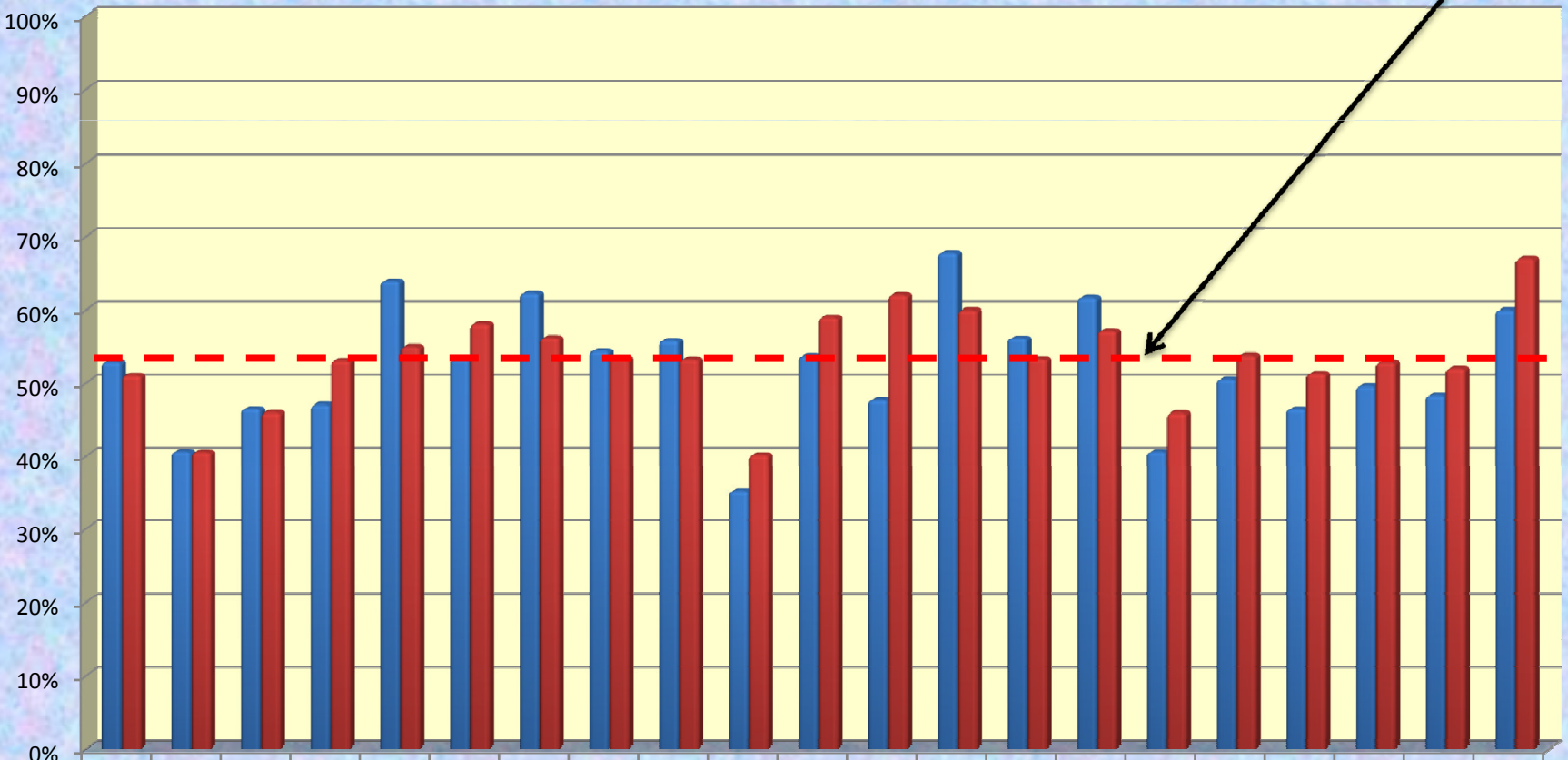


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-10	100%	97%	99%	94%	99%	96%	99%	97%	99%	98%	98%	93%	100%	99%	94%	99%	100%	95%	99%	99%	95%
FY-11	100%	97%	100%	99%	96%	98%	97%	100%	100%	98%	98%	98%	100%	100%	99%	98%	99%	95%	98%	99%	99%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate

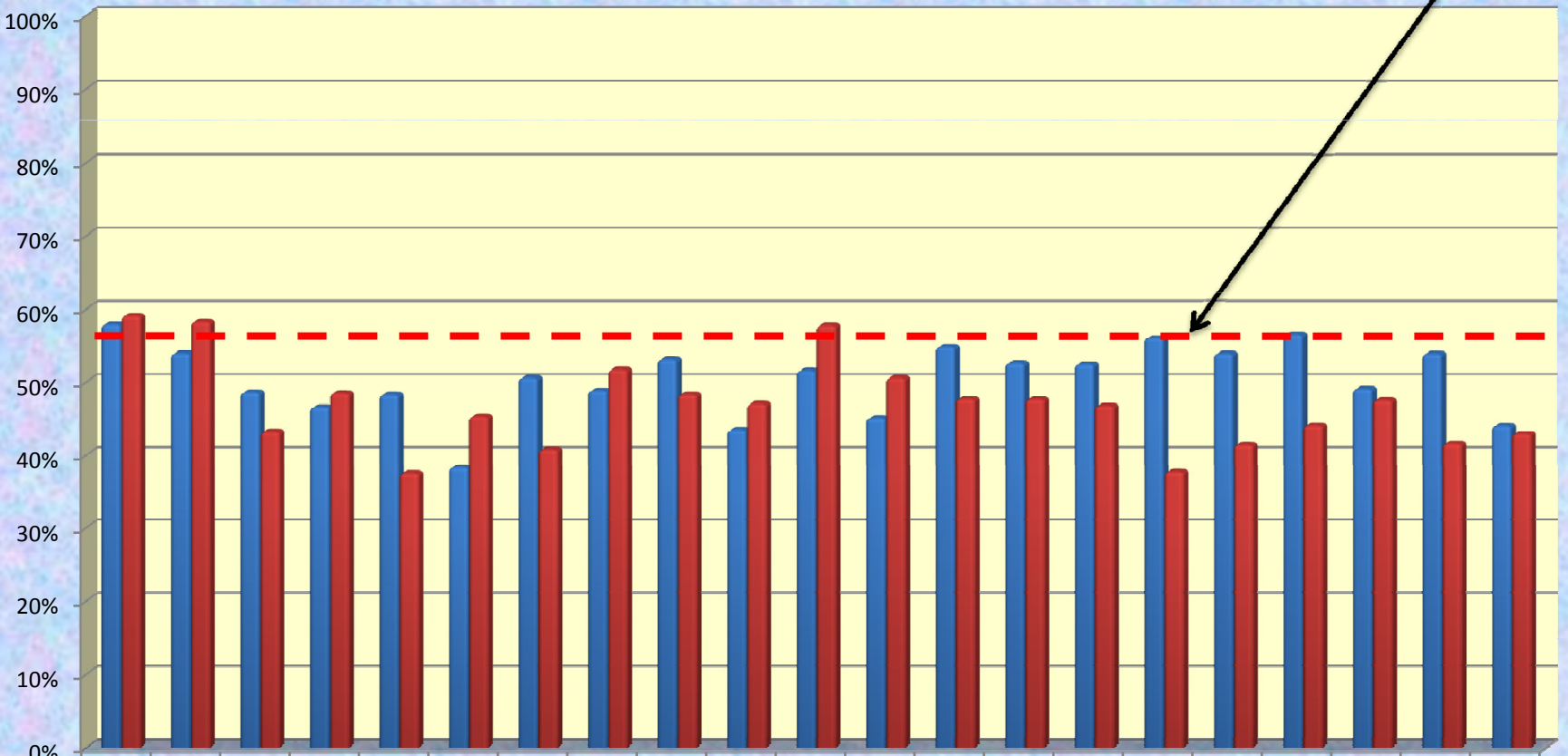


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-10	53%	41%	47%	47%	64%	53%	62%	54%	56%	35%	54%	48%	68%	56%	62%	41%	51%	46%	50%	48%	60%
FY-11	51%	41%	46%	53%	55%	58%	56%	53%	53%	40%	59%	62%	60%	53%	57%	46%	54%	51%	53%	52%	67%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration FY-10 & FY-11 Resolution Rate

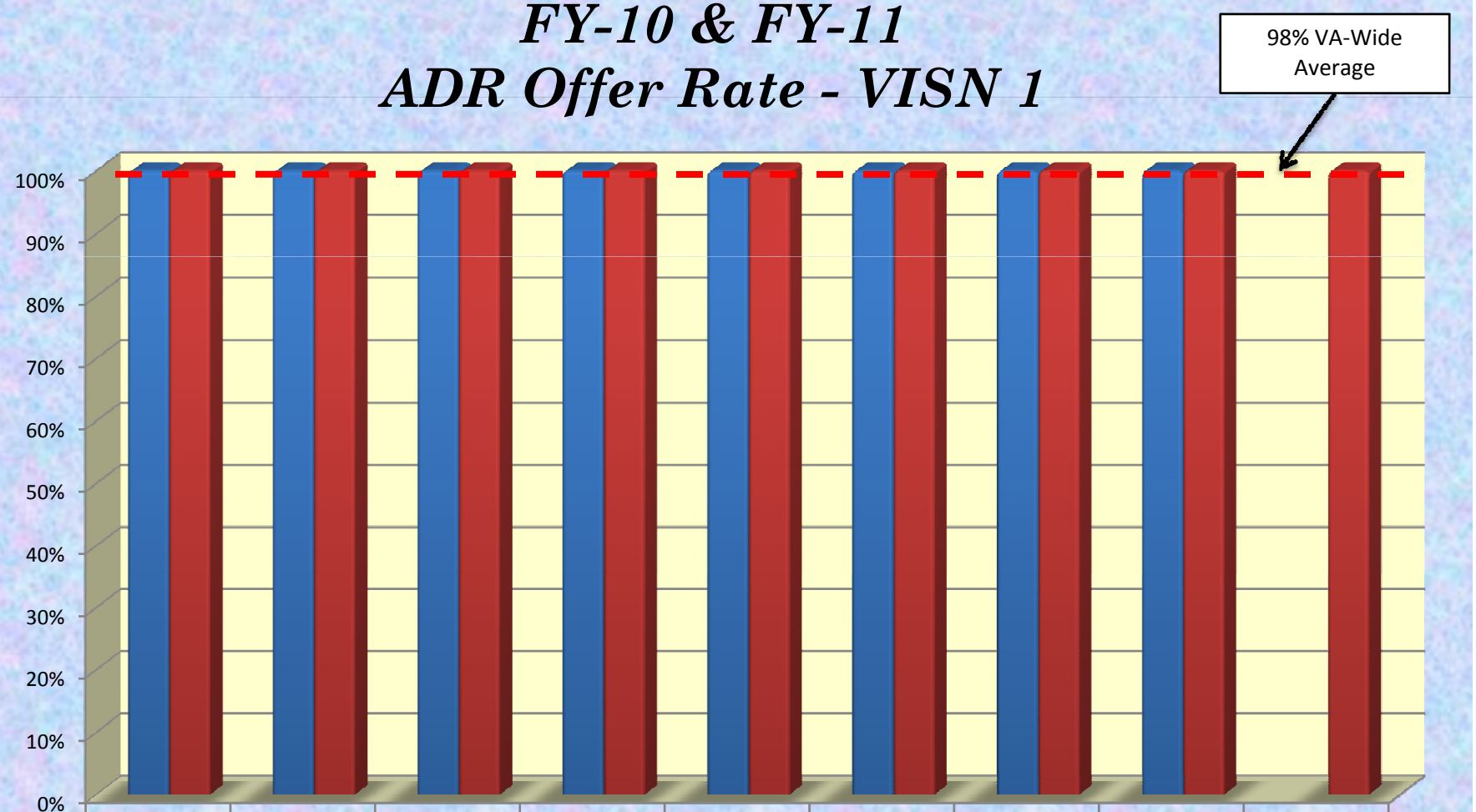


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-10	58%	54%	49%	47%	48%	38%	51%	49%	53%	44%	52%	45%	55%	53%	53%	56%	54%	57%	49%	54%	44%
FY-11	59%	58%	43%	49%	38%	45%	41%	52%	48%	47%	58%	51%	48%	48%	47%	38%	42%	44%	48%	42%	43%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 1

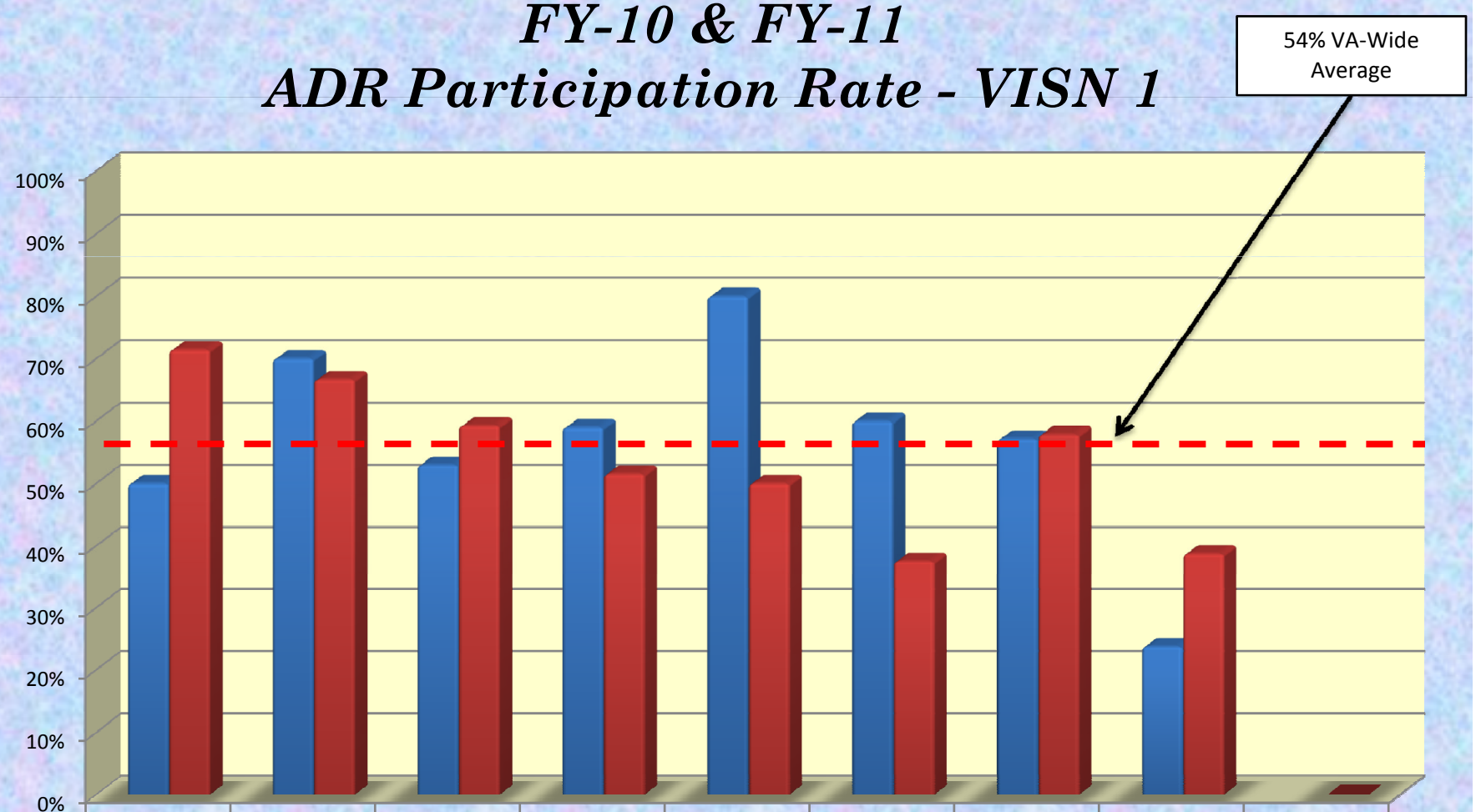


	VAMC, TOGUS	VAMC, WHITE RIVER JUNCTION	VAMC, BEDFORD	VAMC, BOSTON	VAMC, MANCHESTER	VAMC, NORTHAMPTON	VAMC, PROVIDENCE	VA CONNECTICUT HCS	VISN 1
FY-10	100%	100%	100%	100%	100%	100%	100%	100%	N/A
FY-11	100%	100%	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 1

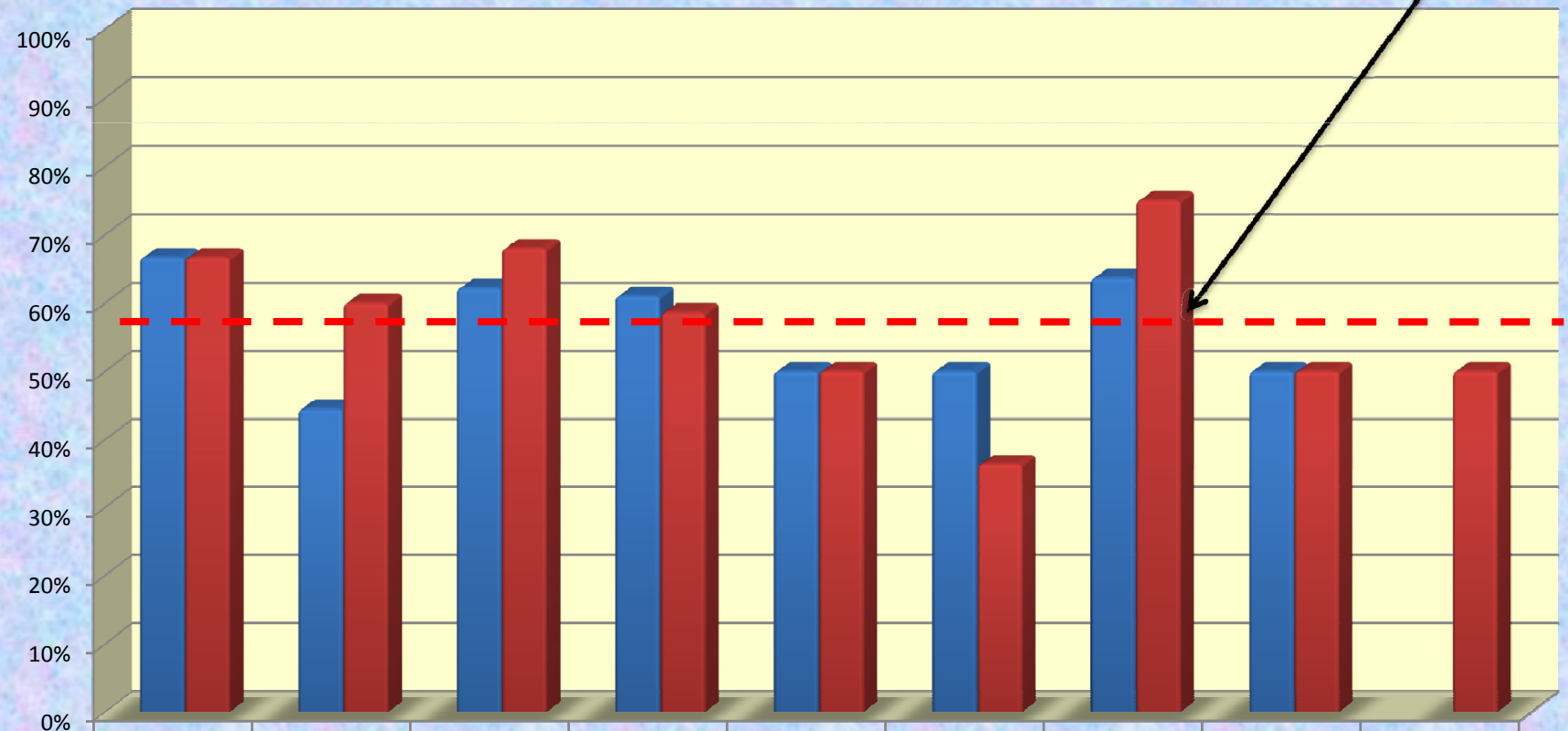


	VAMC, TOGUS	VAMC, WHITE RIVER JUNCTION	VAMC, BEDFORD	VAMC, BOSTON	VAMC, MANCHESTER	VAMC, NORTHAMPTON	VAMC, PROVIDENCE	VA CONNECTICUT HCS	VISN 1
FY-10	50%	70%	53%	59%	80%	60%	57%	24%	N/A
FY-11	71%	67%	59%	52%	50%	38%	58%	39%	0%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 1



	VAMC, TOGUS	VAMC, WHITE RIVER JUNCTION	VAMC, BEDFORD	VAMC, BOSTON	VAMC, MANCHESTER	VAMC, NORTHAMPTON	VAMC, PROVIDENCE	VA CONNECTICUT HCS	VISN 1
FY-10	67%	44%	62%	61%	50%	50%	64%	50%	N/A
FY-11	67%	60%	68%	59%	50%	36%	75%	50%	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 2

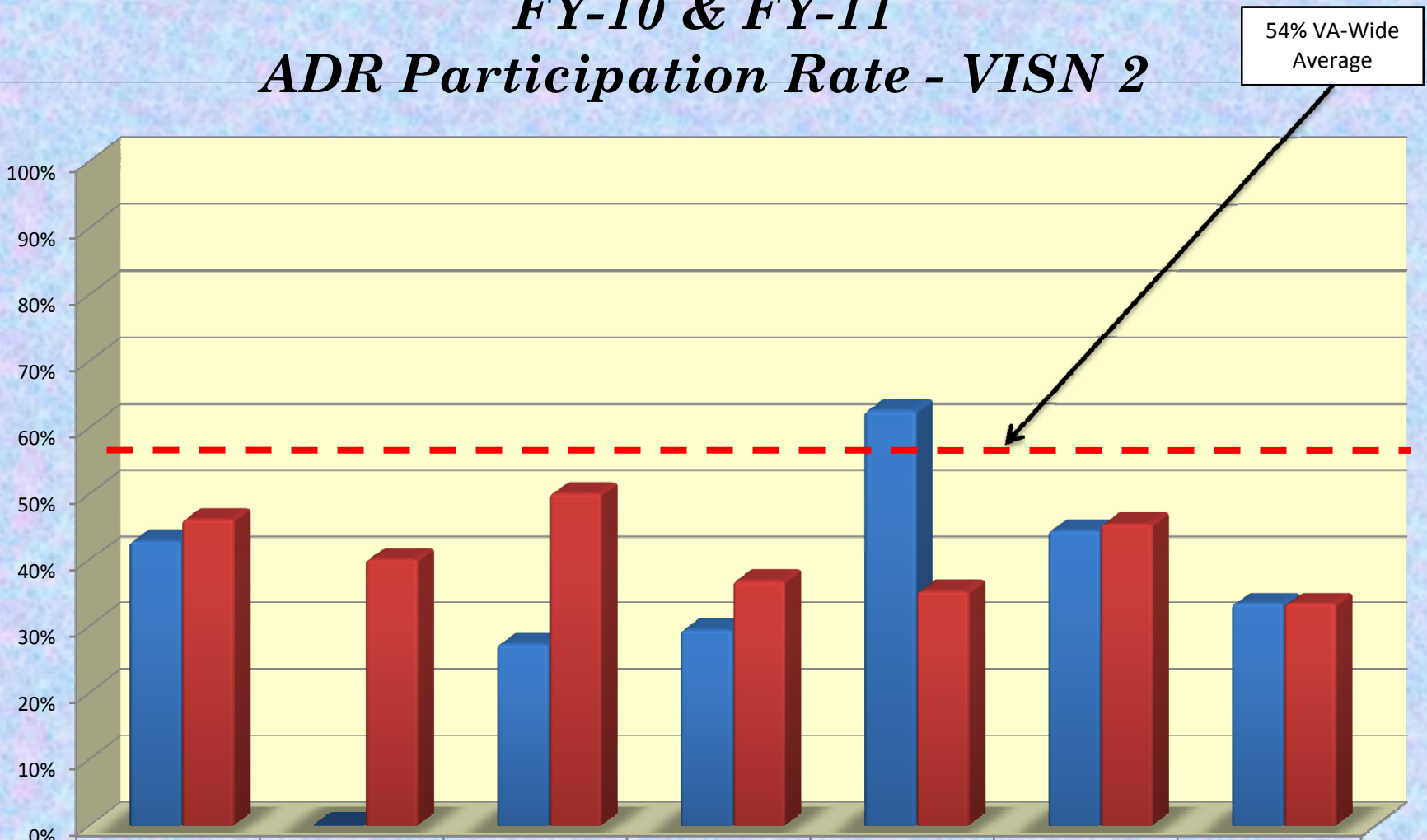


	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-10	100%	100%	100%	94%	100%	100%	67%
FY-11	100%	100%	100%	100%	94%	100%	67%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 2

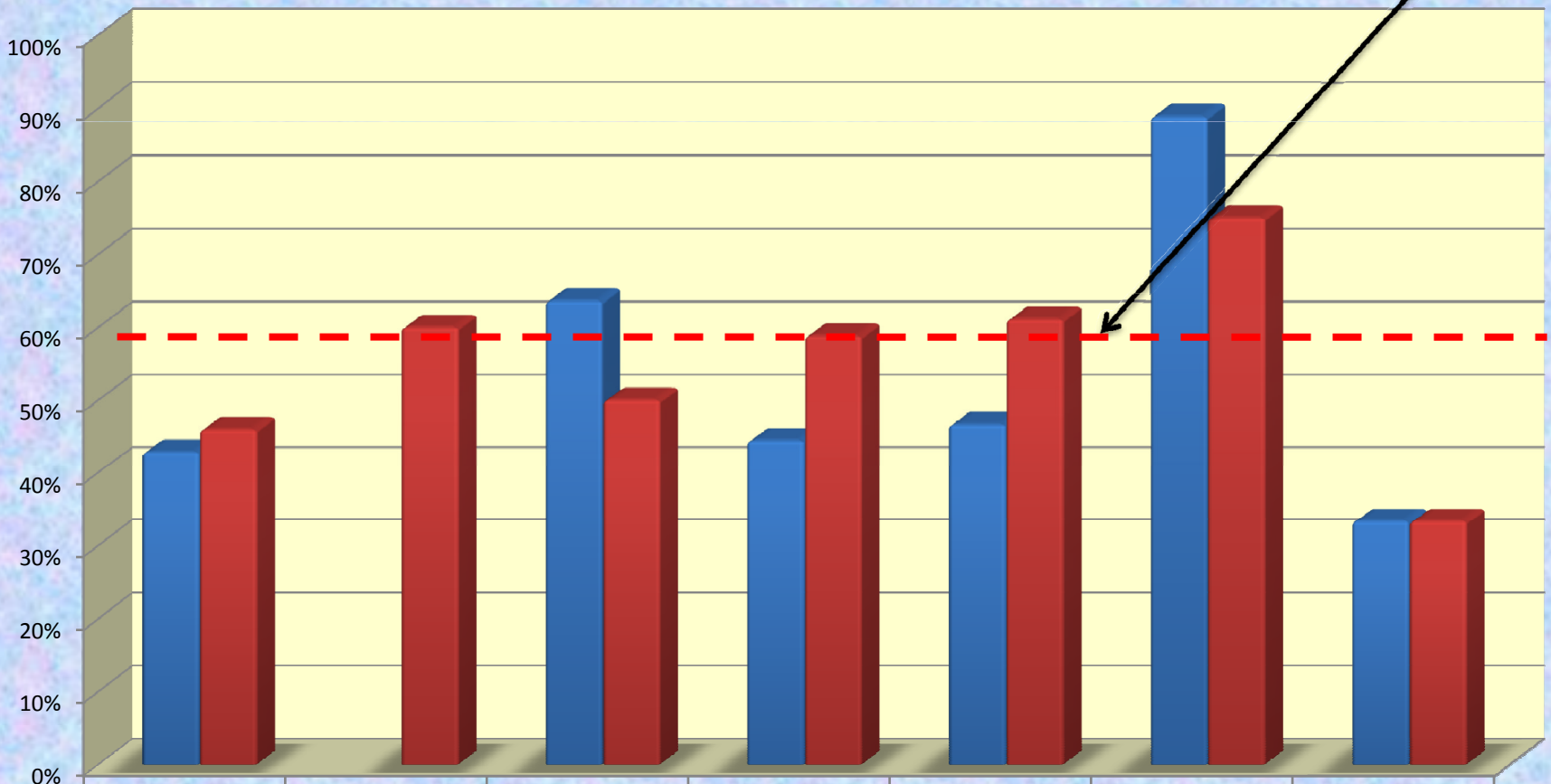


	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-10	43%	0%	27%	29%	63%	44%	33%
FY-11	46%	40%	50%	37%	35%	45%	33%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 2



	VAMC, ALBANY	VAMC, BATAVIA	VAMC, BATH	VAMC, BUFFALO	VAMC, CANADAIGUA	VAMC, SYRACUSE	VISN 2
FY-10	43%	N/A	64%	44%	47%	89%	33%
FY-11	46%	60%	50%	59%	61%	75%	33%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 3

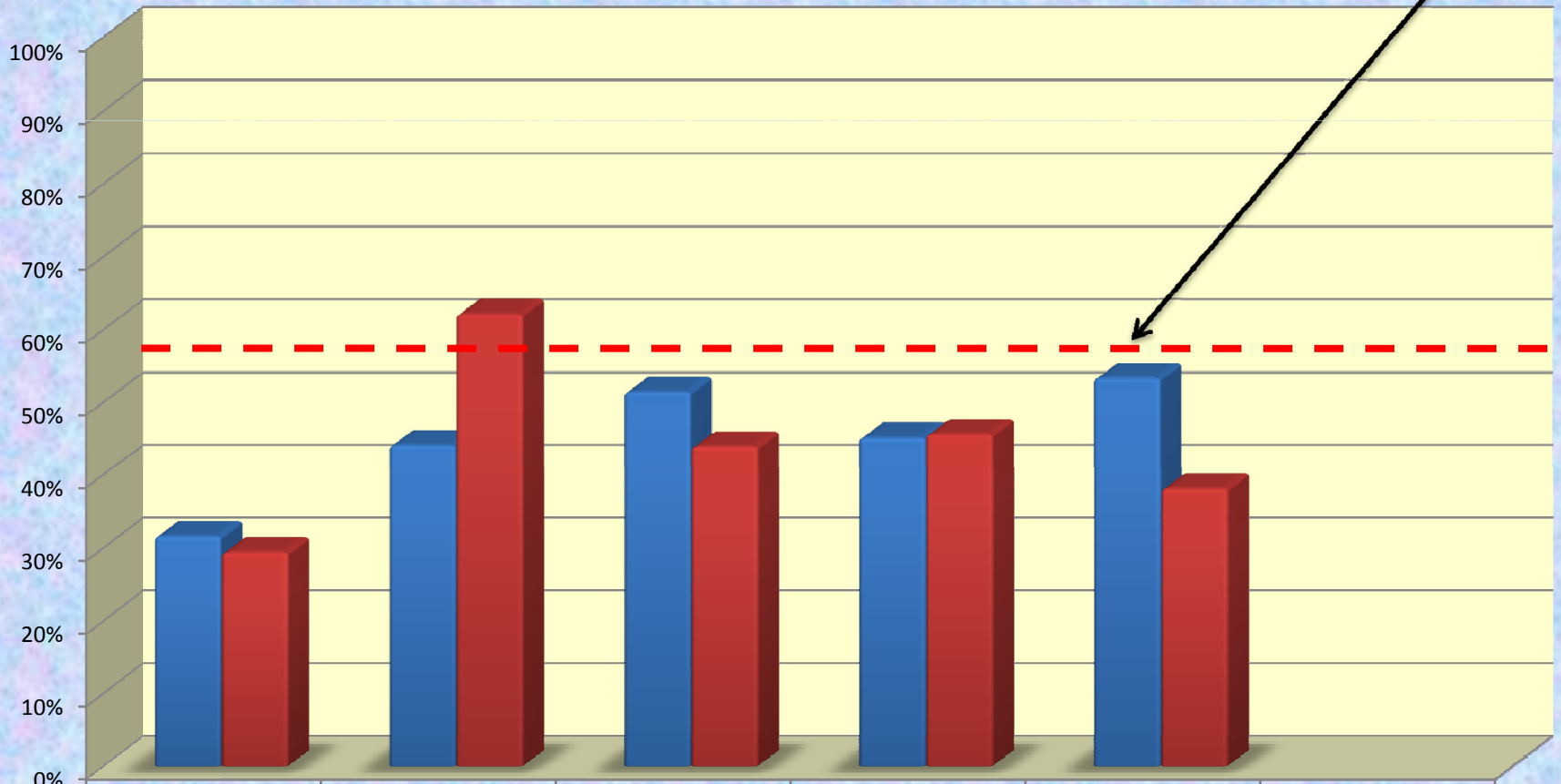


	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VA NY HARBOR HCS	VAMC, NORTHPORT	VISN 3
FY-10	100%	100%	97%	98%	100%	N/A
FY-11	100%	100%	100%	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 3

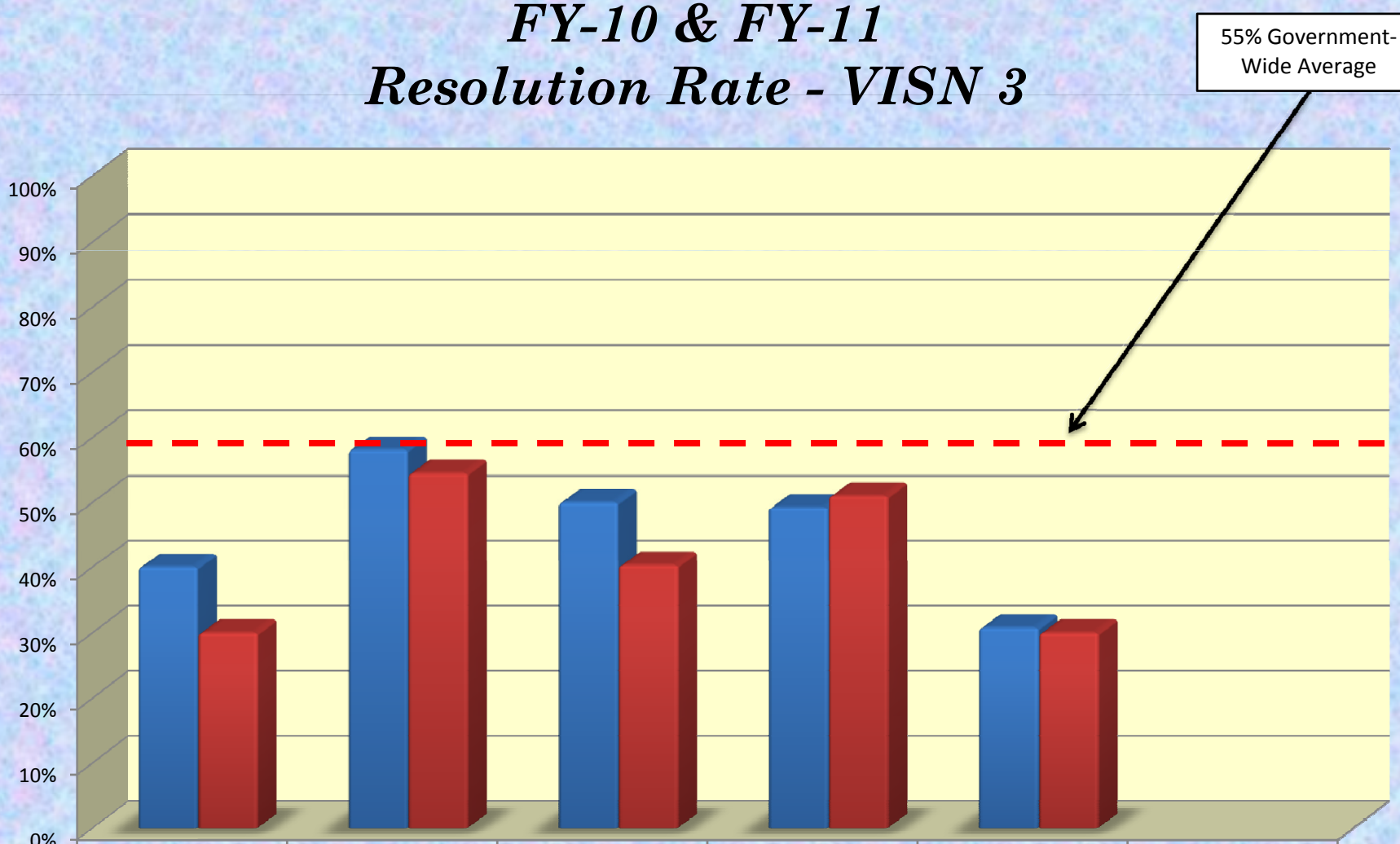


	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VA NY HARBOR HCS	VAMC, NORTHPORT	VISN 3
FY-10	32%	44%	51%	45%	53%	N/A
FY-11	29%	62%	44%	46%	38%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 3



	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VA NY HARBOR HCS	VAMC, NORTHPORT	VISN 3
FY-10	40%	58%	50%	49%	31%	N/A
FY-11	30%	55%	40%	51%	30%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 4

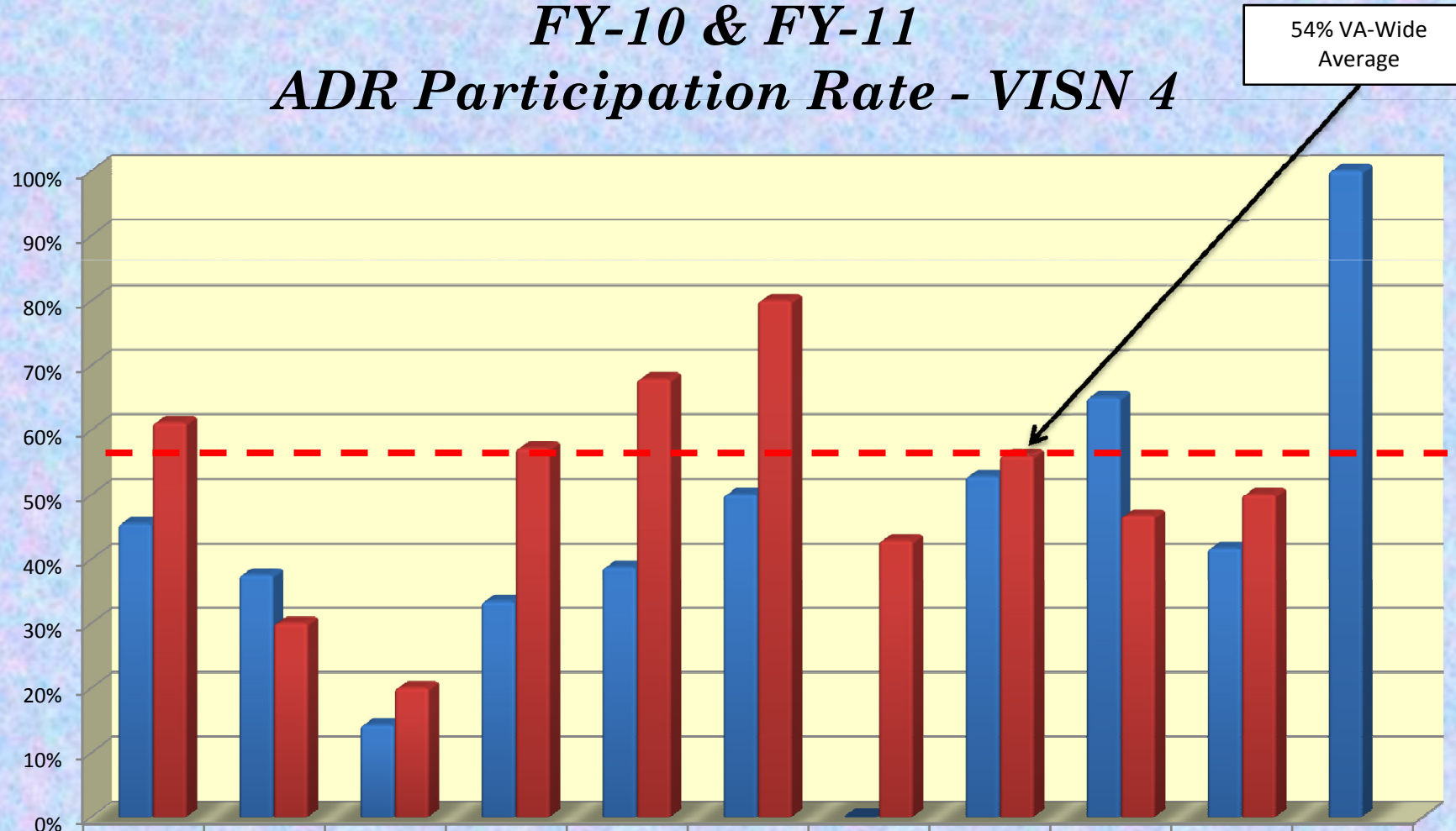


	VAMC, WILMINGTON	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VA PITTSBURGH HCS	VAMC, WILKES-BARRE	VISN 4
FY-10	91%	88%	100%	75%	84%	100%	100%	100%	100%	100%	100%
FY-11	100%	100%	90%	100%	96%	100%	100%	100%	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 4

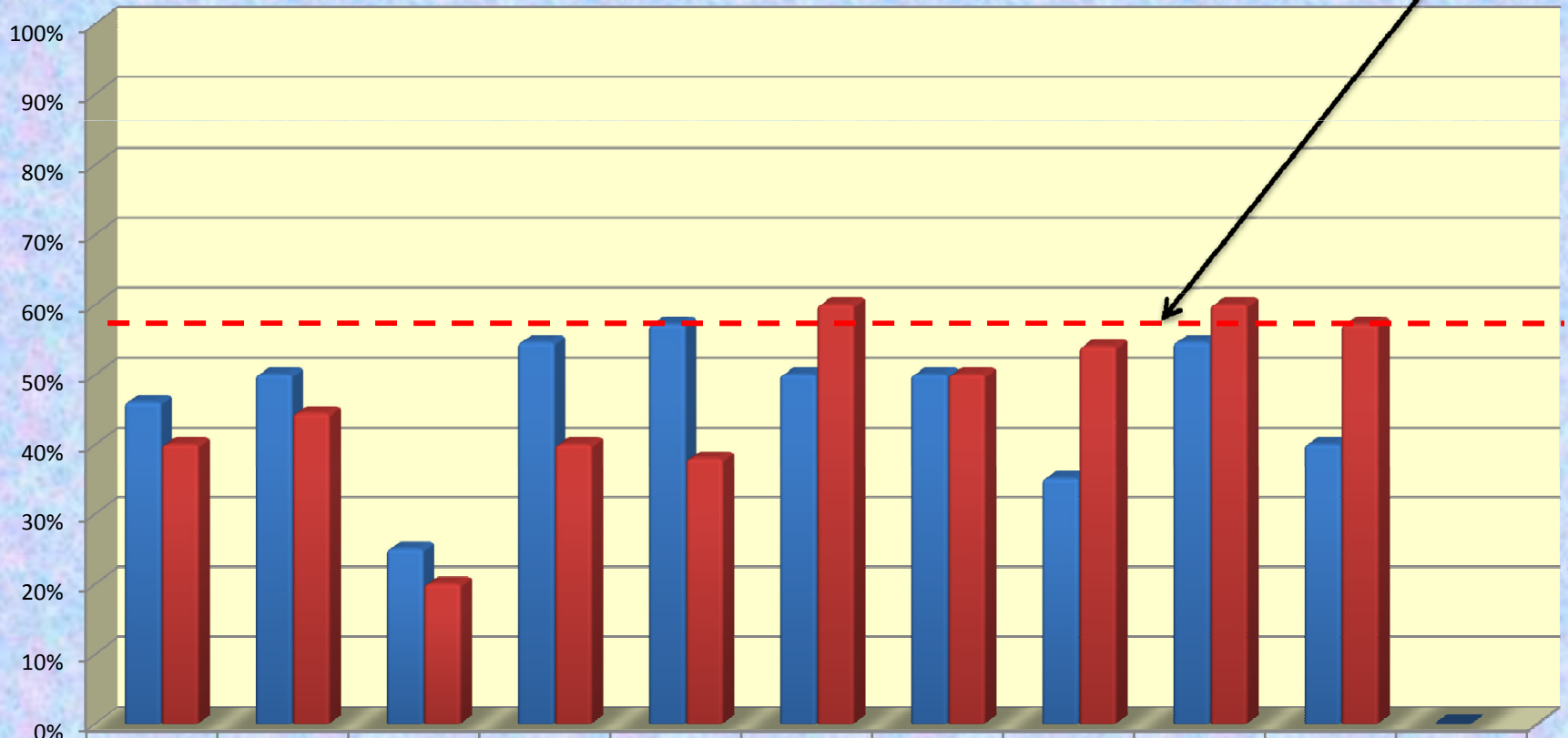


	VAMC, WILMINGTON	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VA PITTSBURGH HCS	VAMC, WILKES-BARRE	VISN 4
FY-10	45%	38%	14%	33%	39%	50%	0%	53%	65%	42%	100%
FY-11	61%	30%	20%	57%	68%	80%	43%	56%	47%	50%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 4

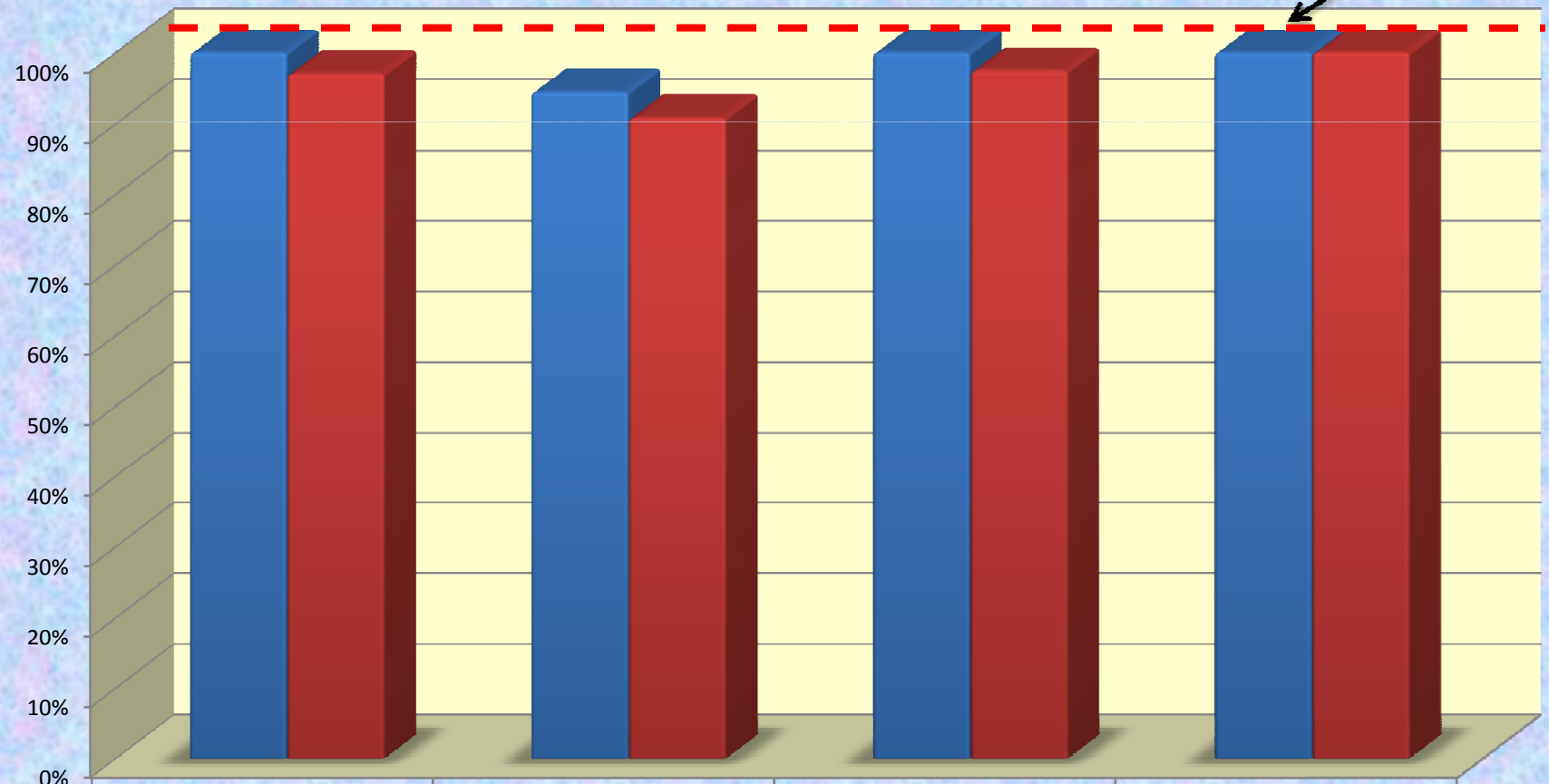


	VAMC, WILMINGTON	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VA PITTSBURGH HCS	VAMC, WILKES-BARRE	VISN 4
FY-10	46%	50%	25%	55%	57%	50%	50%	35%	55%	40%	0%
FY-11	40%	44%	20%	40%	38%	60%	50%	54%	60%	57%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 5

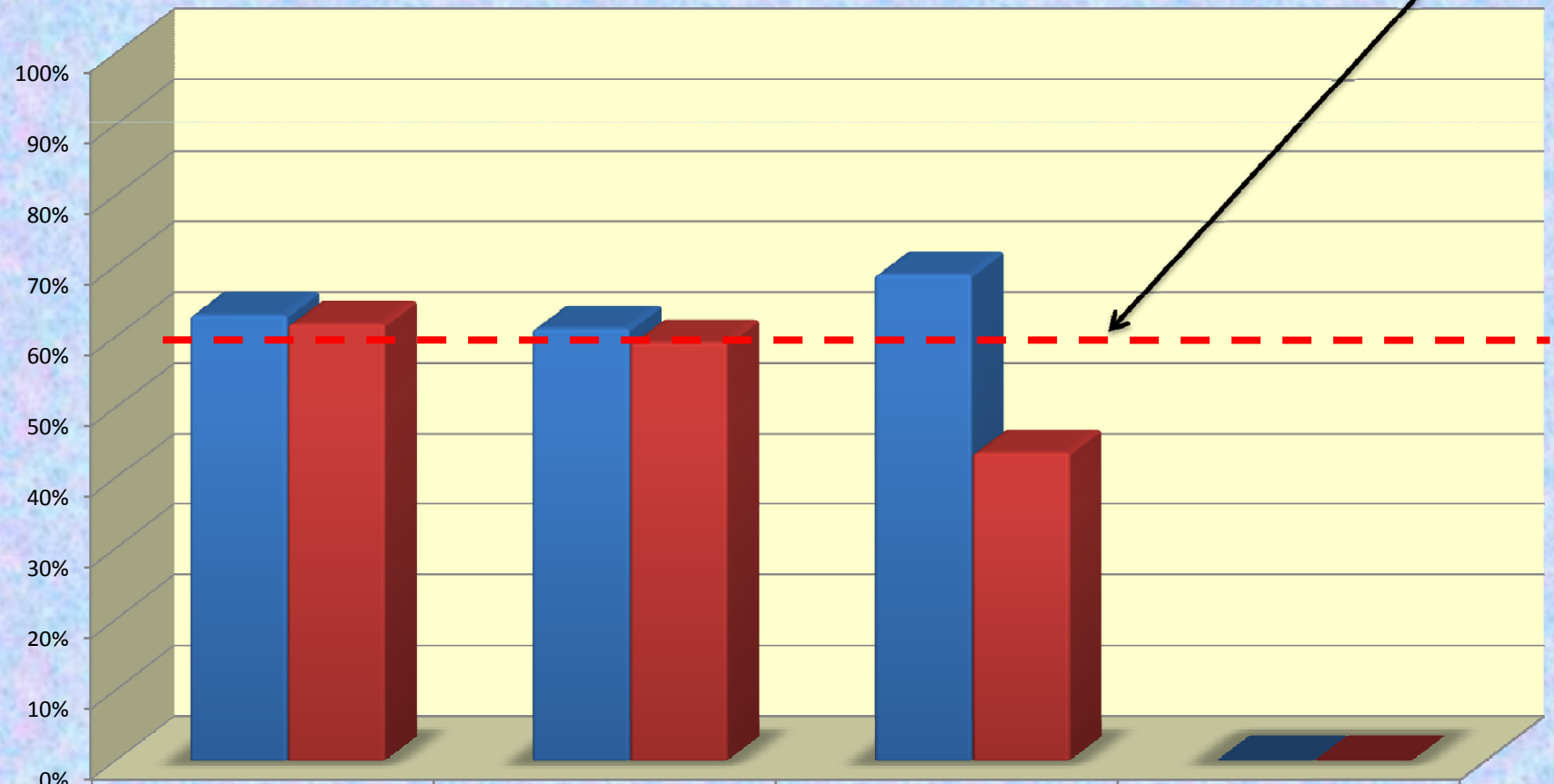


	VAMC, BALTIMORE	VAMC, MARTINSBURG	VAMC, WASHINGTON	VISN 5
FY-10	100%	94%	100%	100%
FY-11	97%	91%	97%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 5

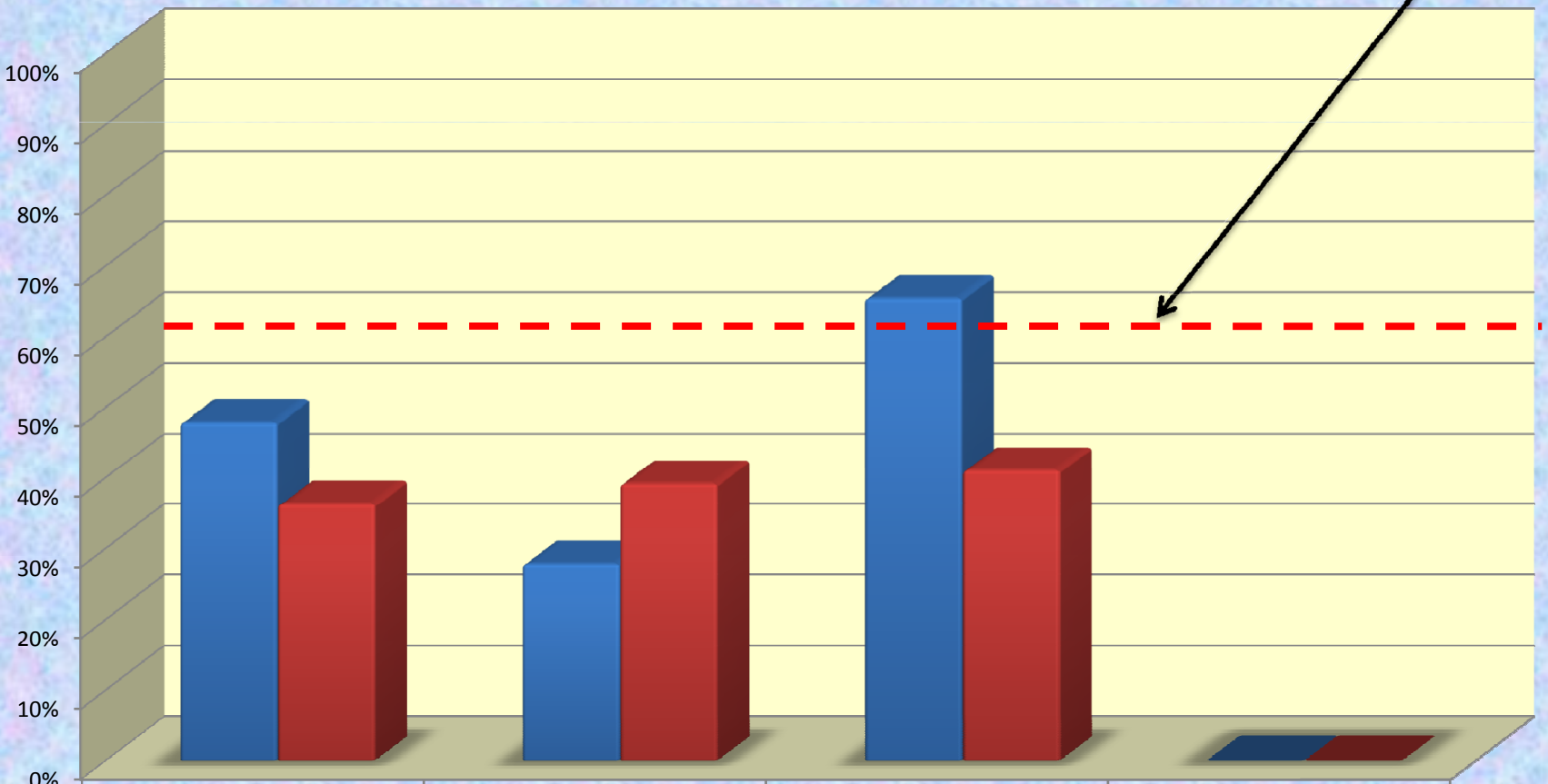


	VAMC, BALTIMORE	VAMC, MARTINSBURG	VAMC, WASHINGTON	VISN 5
FY-10	63%	61%	69%	0%
FY-11	62%	59%	44%	0%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 5

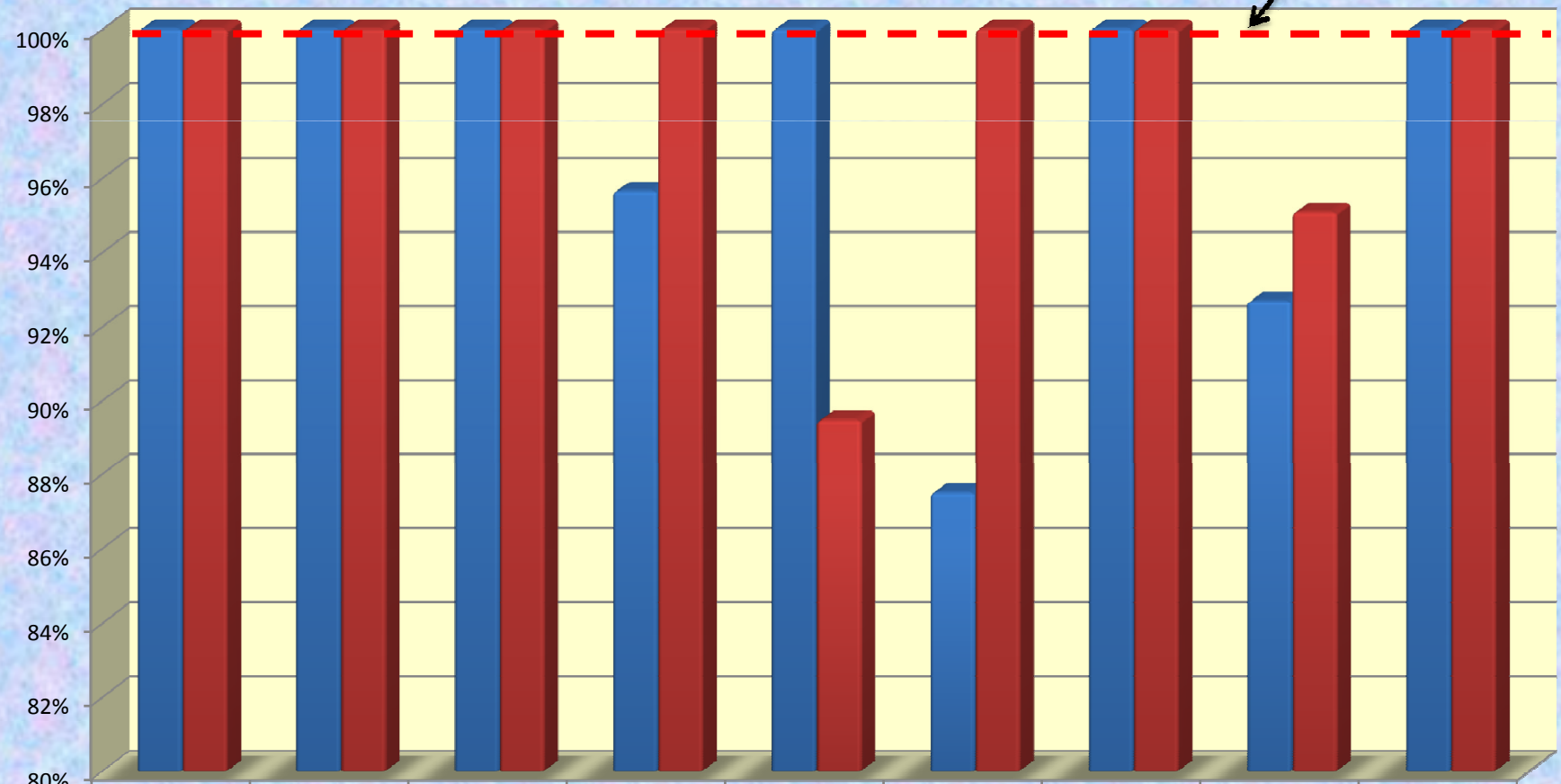


	VAMC, BALTIMORE	VAMC, MARTINSBURG	VAMC, WASHINGTON	VISN 5
FY-10	48%	28%	65%	0%
FY-11	36%	39%	41%	0%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 6

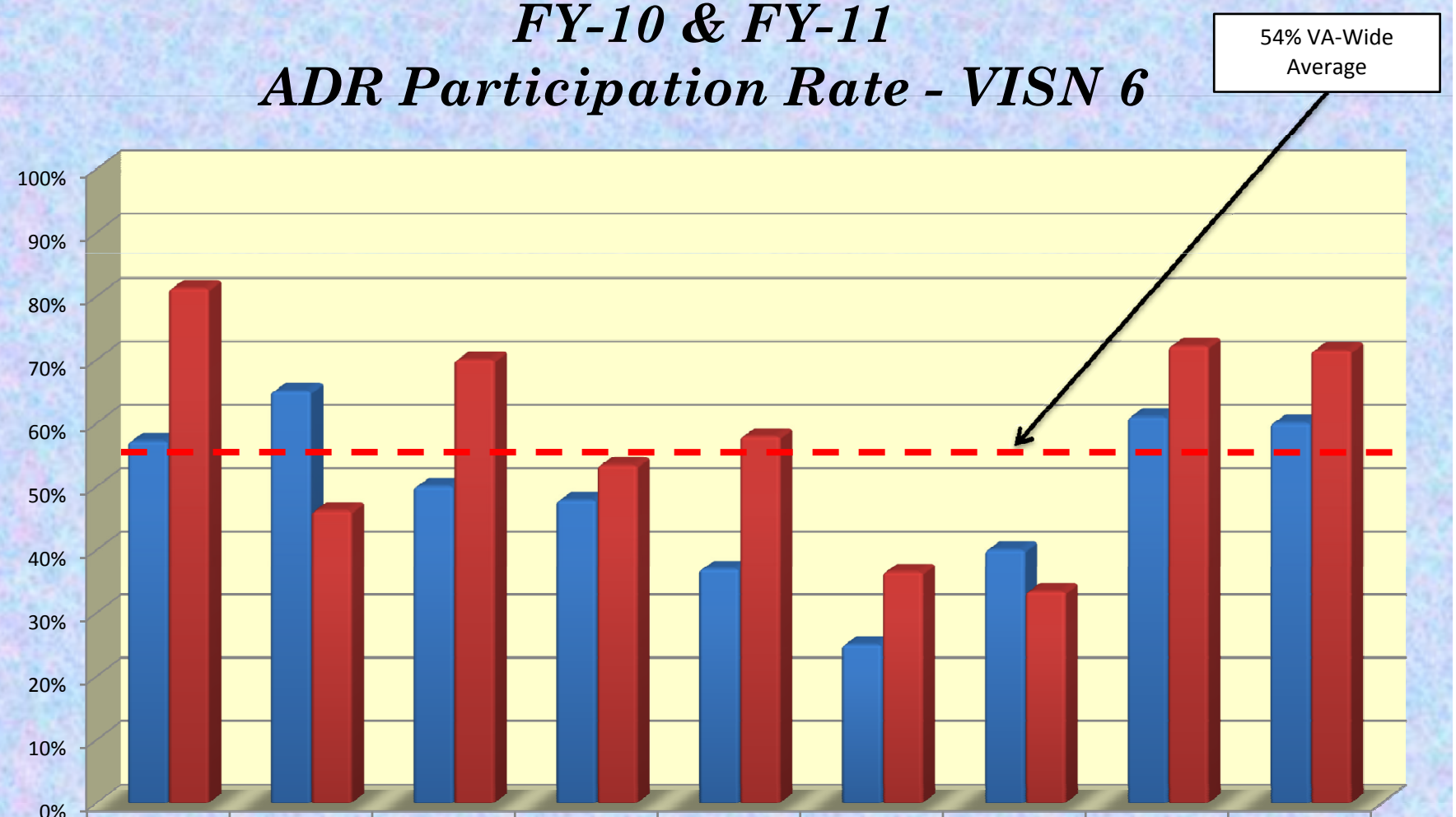


	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, ASHEVILLE	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-10	100%	100%	100%	96%	100%	88%	100%	93%	100%
FY-11	100%	100%	100%	100%	89%	100%	100%	95%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 6

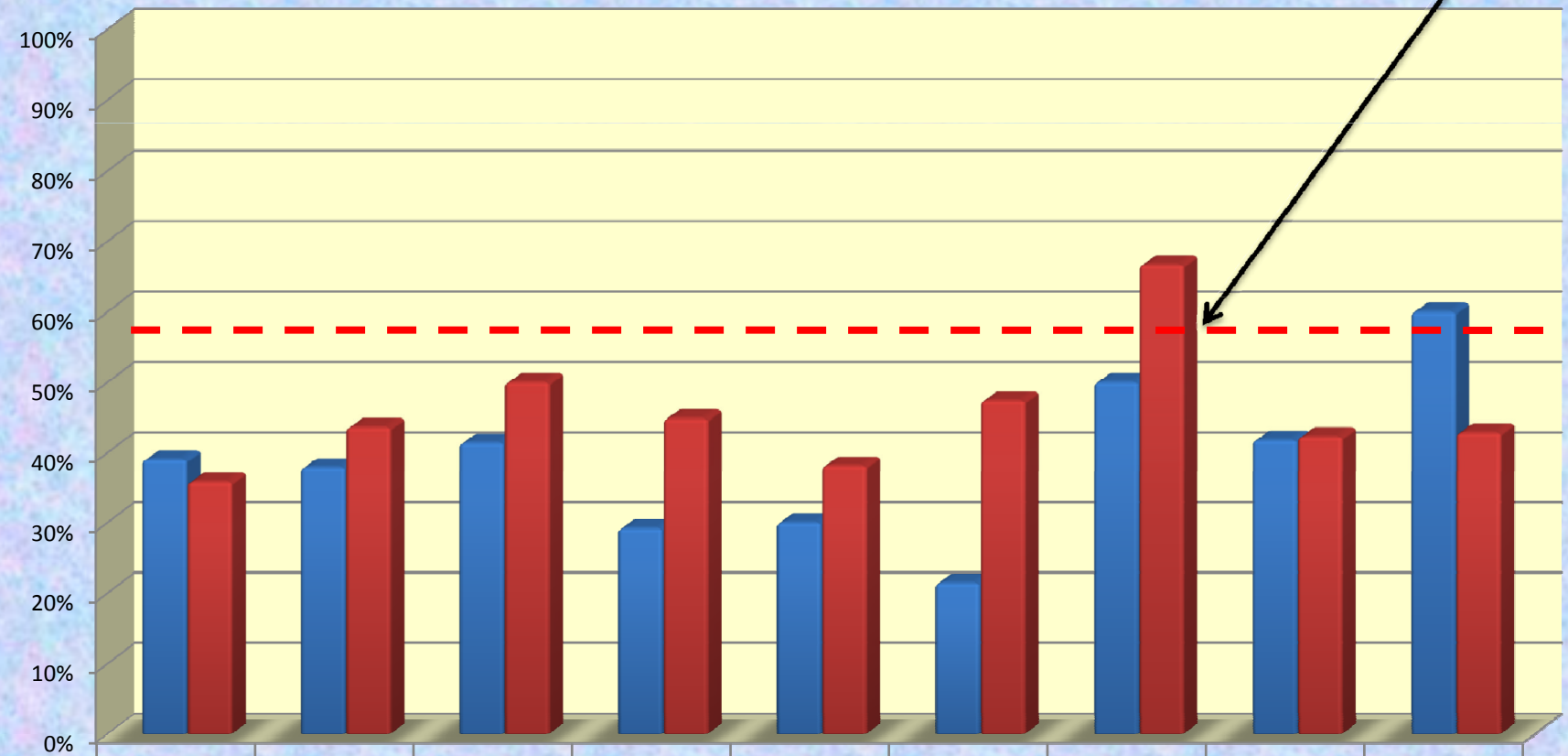


	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, ASHEVILLE	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-10	57%	65%	50%	48%	37%	25%	40%	61%	60%
FY-11	81%	46%	70%	53%	58%	36%	33%	72%	71%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 6

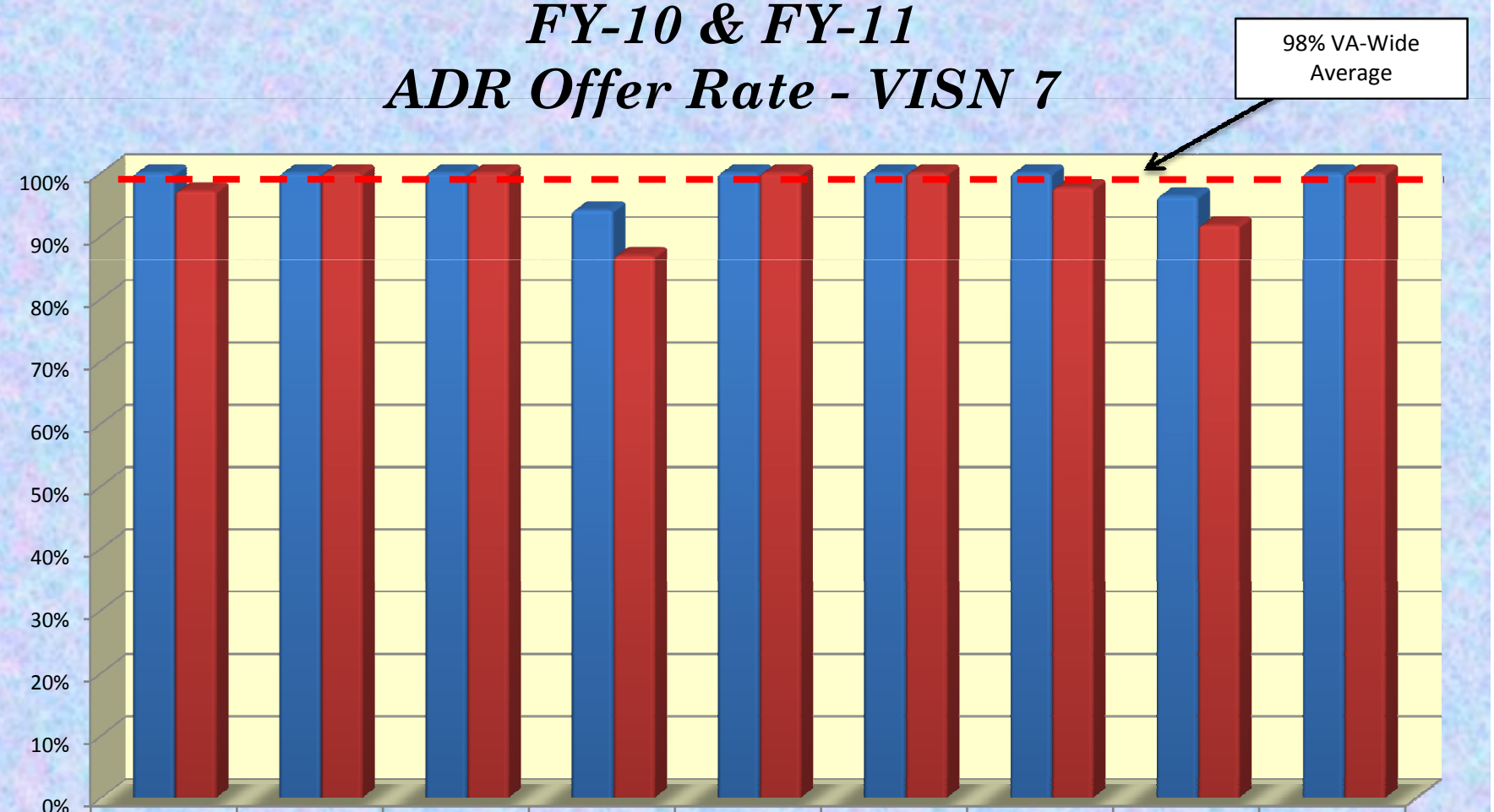


	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, ASHEVILLE	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-10	39%	38%	41%	29%	30%	21%	50%	42%	60%
FY-11	36%	44%	50%	45%	38%	47%	67%	42%	43%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 7

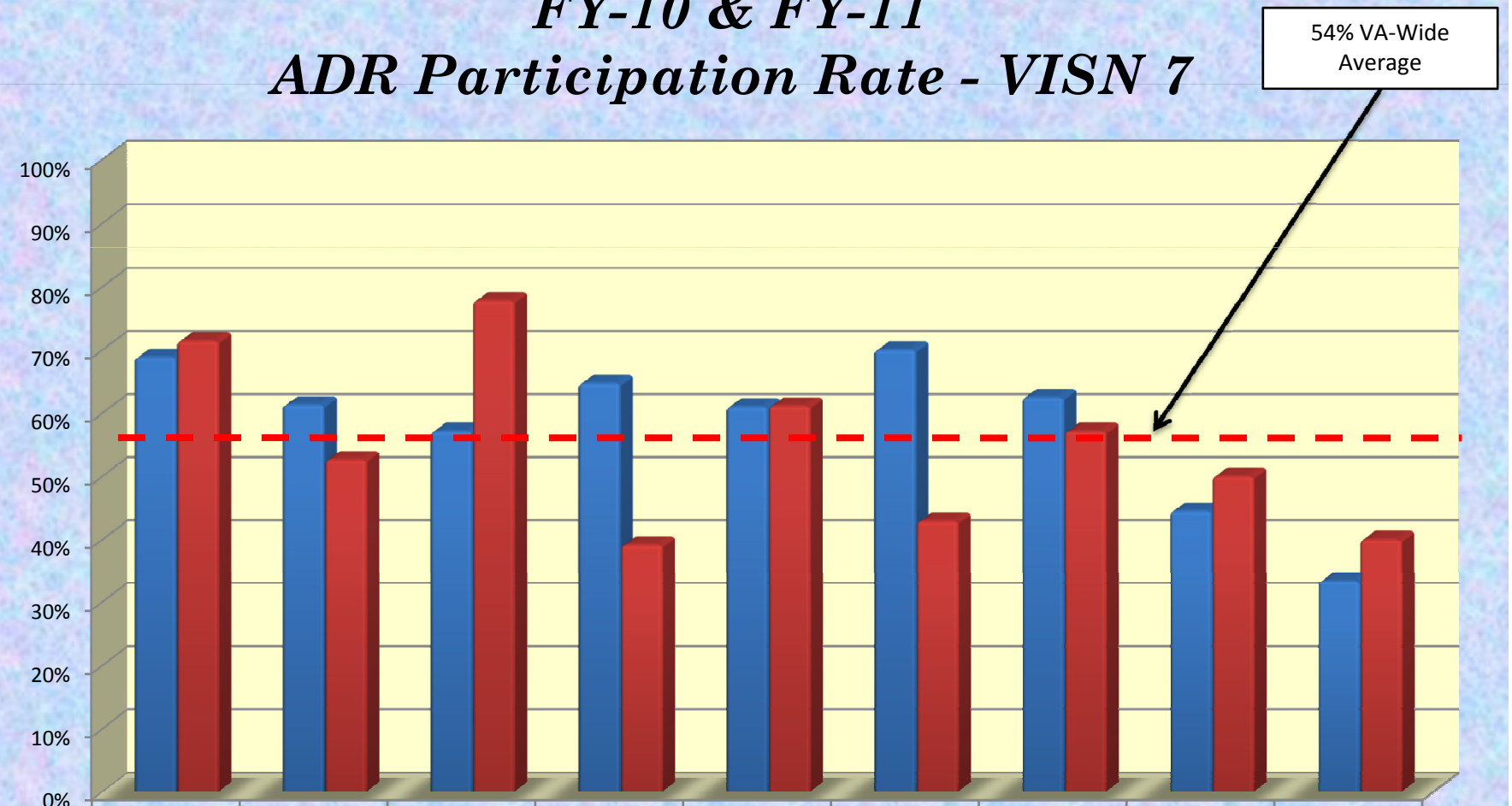


	VAMC, DECATUR	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-10	100%	100%	100%	94%	100%	100%	100%	96%	100%
FY-11	97%	100%	100%	87%	100%	100%	98%	92%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 7

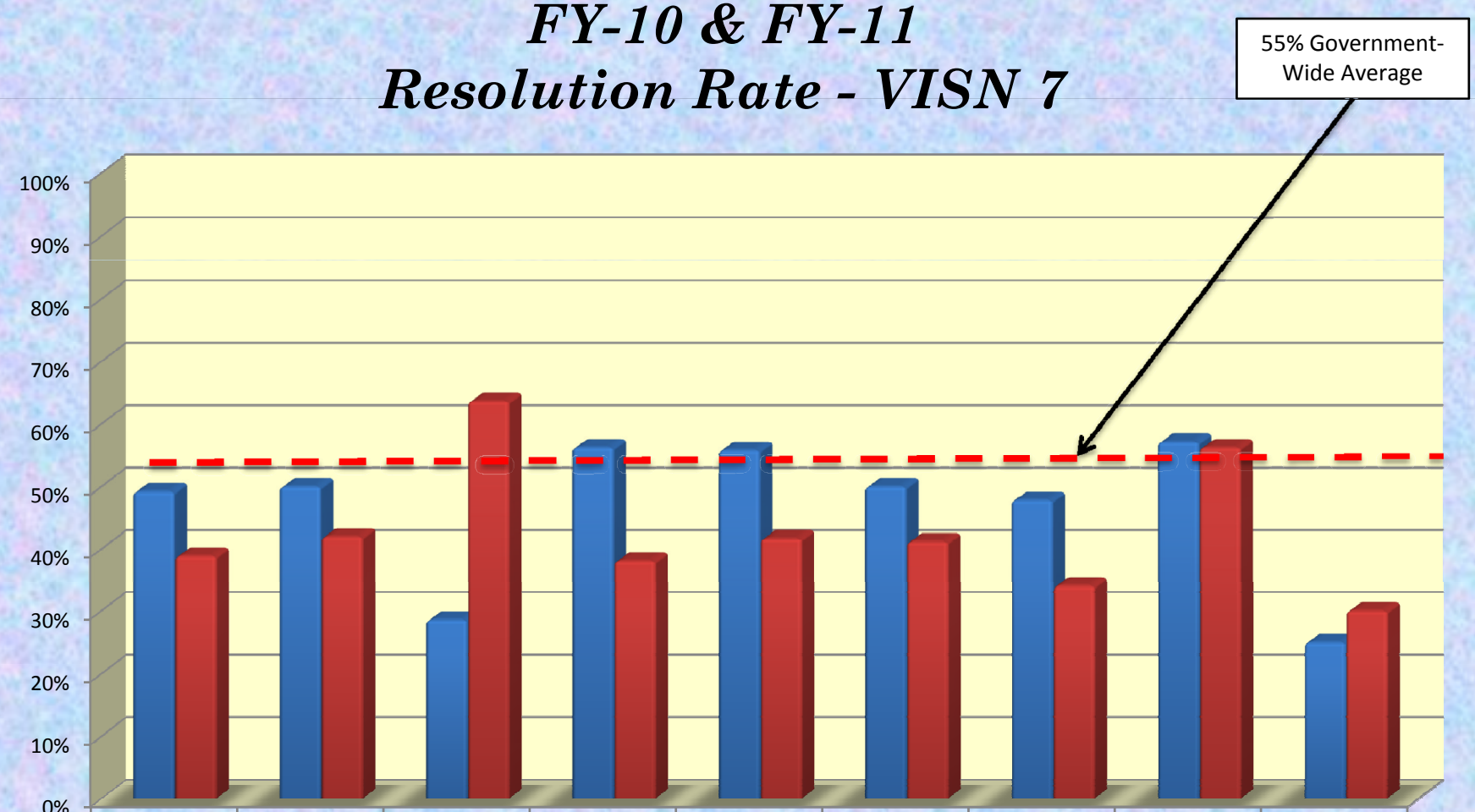


	VAMC, DECATUR	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-10	69%	61%	57%	65%	61%	70%	63%	44%	33%
FY-11	71%	53%	78%	39%	61%	43%	57%	50%	40%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 7

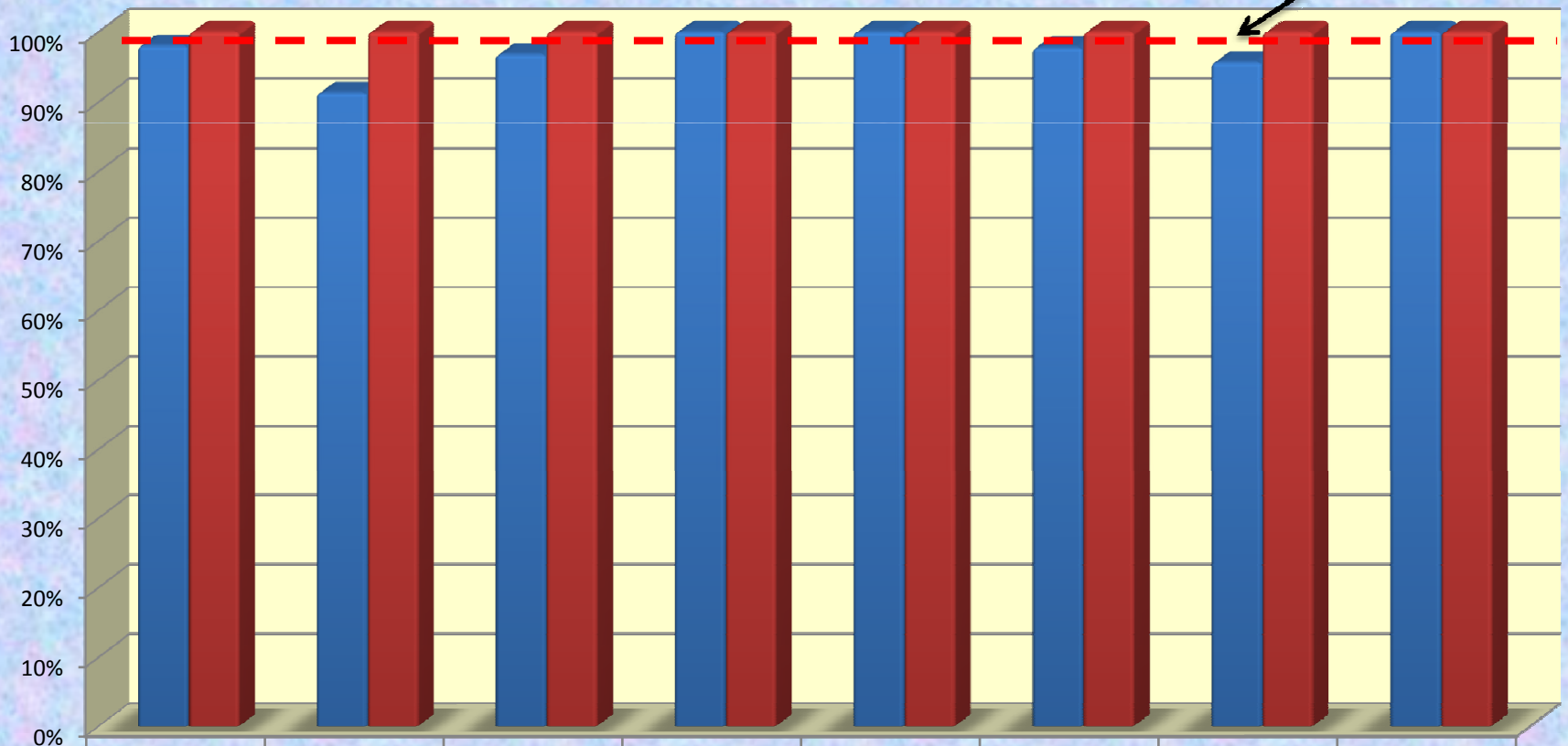


	VAMC, DECATUR	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-10	49%	50%	29%	56%	56%	50%	48%	57%	25%
FY-11	39%	42%	64%	38%	42%	41%	34%	56%	30%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 8

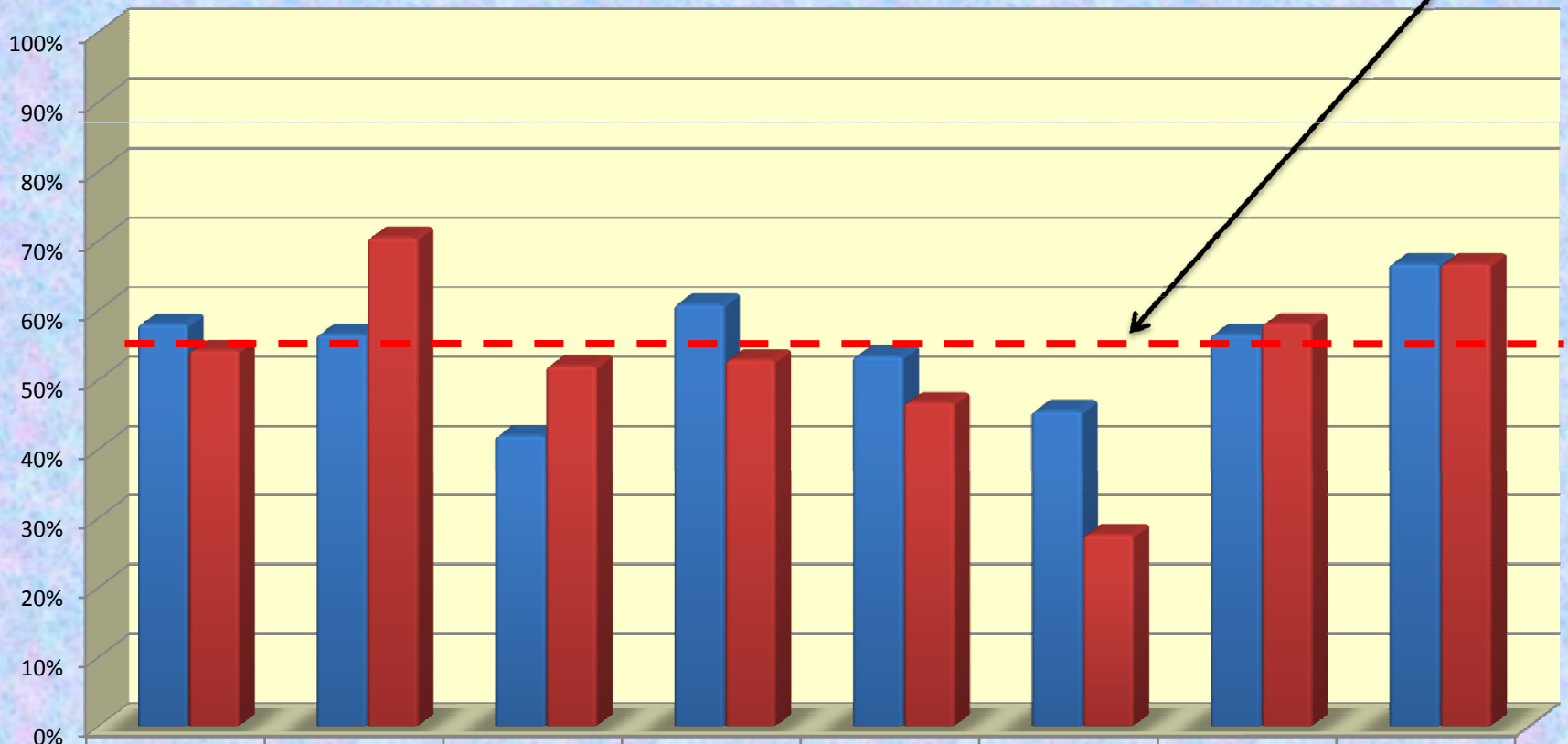


	VAMC, BAY PINES	VAMC, MIAMI	VAMC, WEST PALM BEACH	VA NO FLORIDA/SO GEORGIA HCS	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, ORLANDO	VISN 8
FY-10	98%	91%	97%	100%	100%	98%	96%	100%
FY-11	100%	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 8

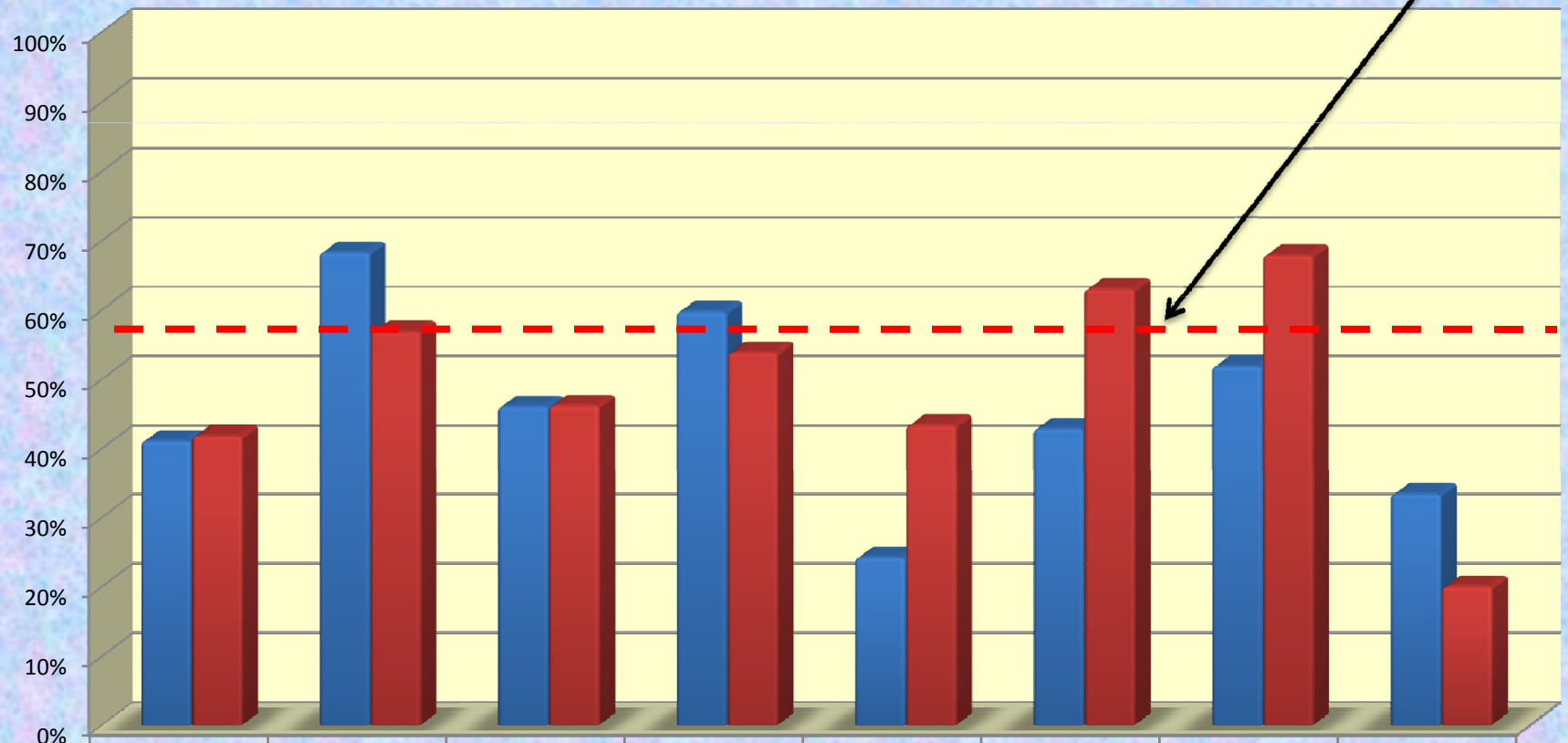


	VAMC, BAY PINES	VAMC, MIAMI	VAMC, WEST PALM BEACH	VA NO FLORIDA/SO GEORGIA HCS	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, ORLANDO	VISN 8
FY-10	58%	57%	42%	61%	53%	45%	57%	67%
FY-11	54%	70%	52%	53%	47%	28%	58%	67%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 8

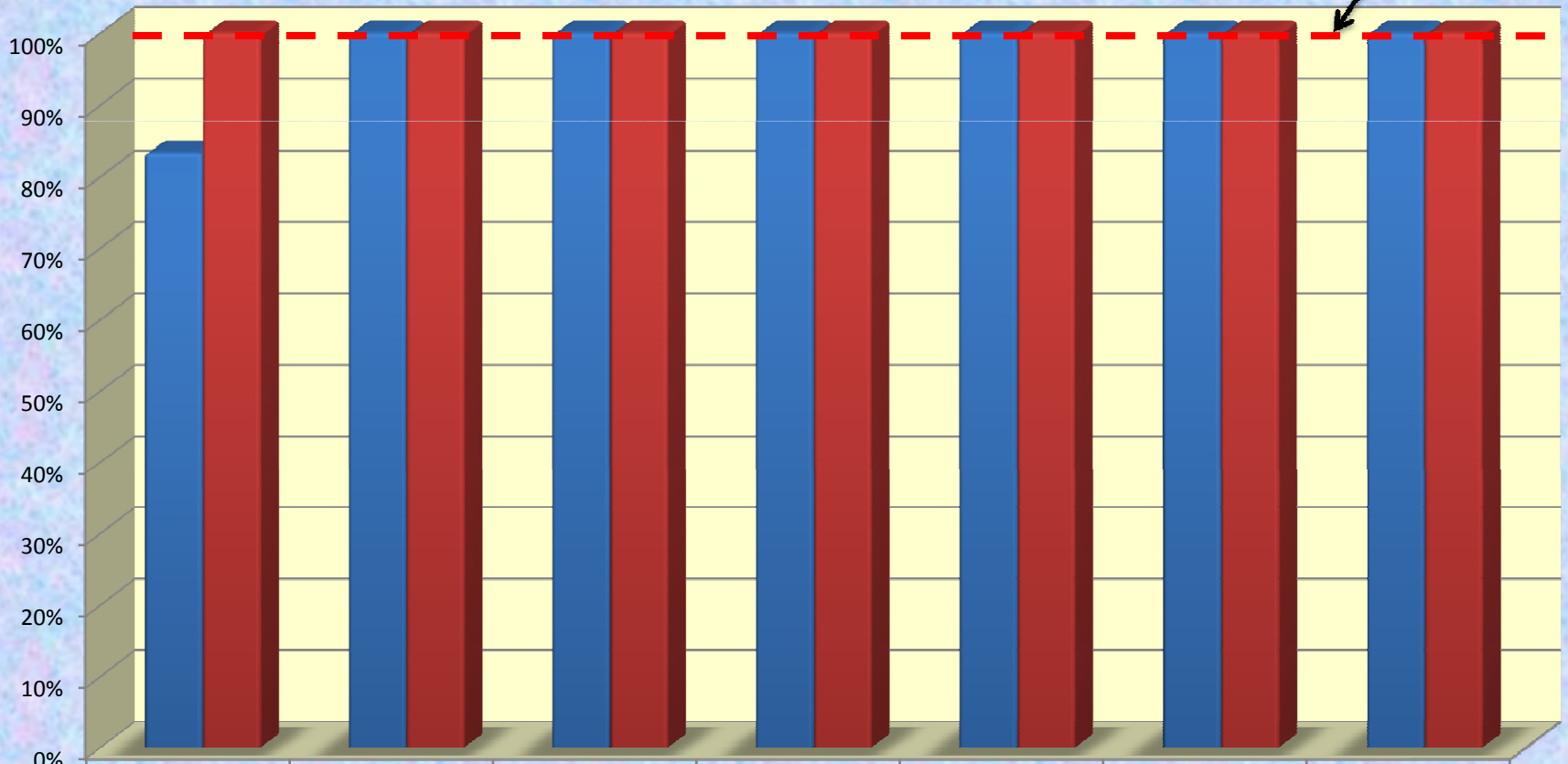


	VAMC, BAY PINES	VAMC, MIAMI	VAMC, WEST PALM BEACH	VA NO FLORIDA/SO GEORGIA HCS	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, ORLANDO	VISN 8
FY-10	41%	68%	46%	60%	24%	43%	52%	33%
FY-11	42%	57%	46%	54%	43%	63%	68%	20%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 9

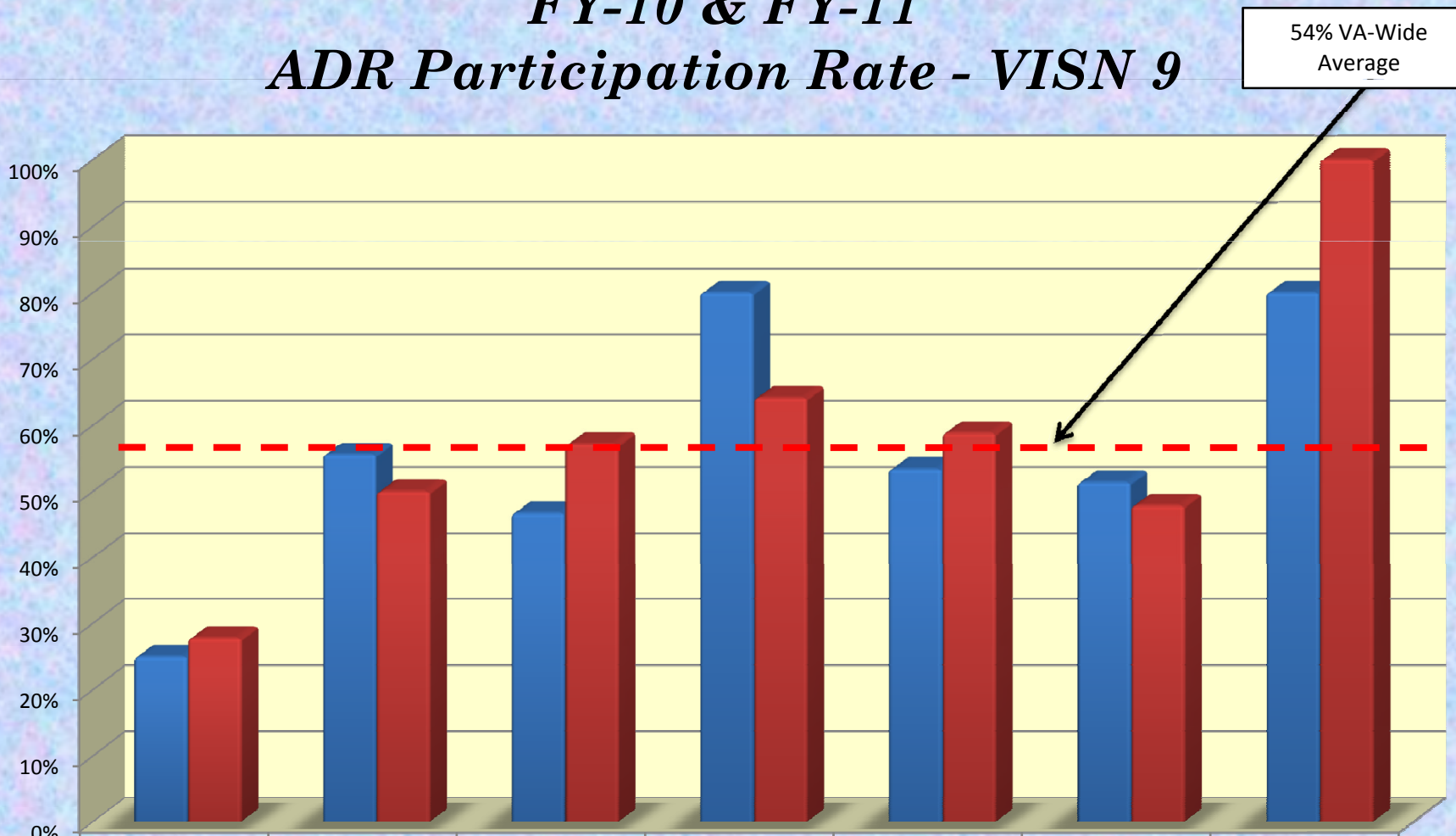


	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-10	83%	100%	100%	100%	100%	100%	100%
FY-11	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 9

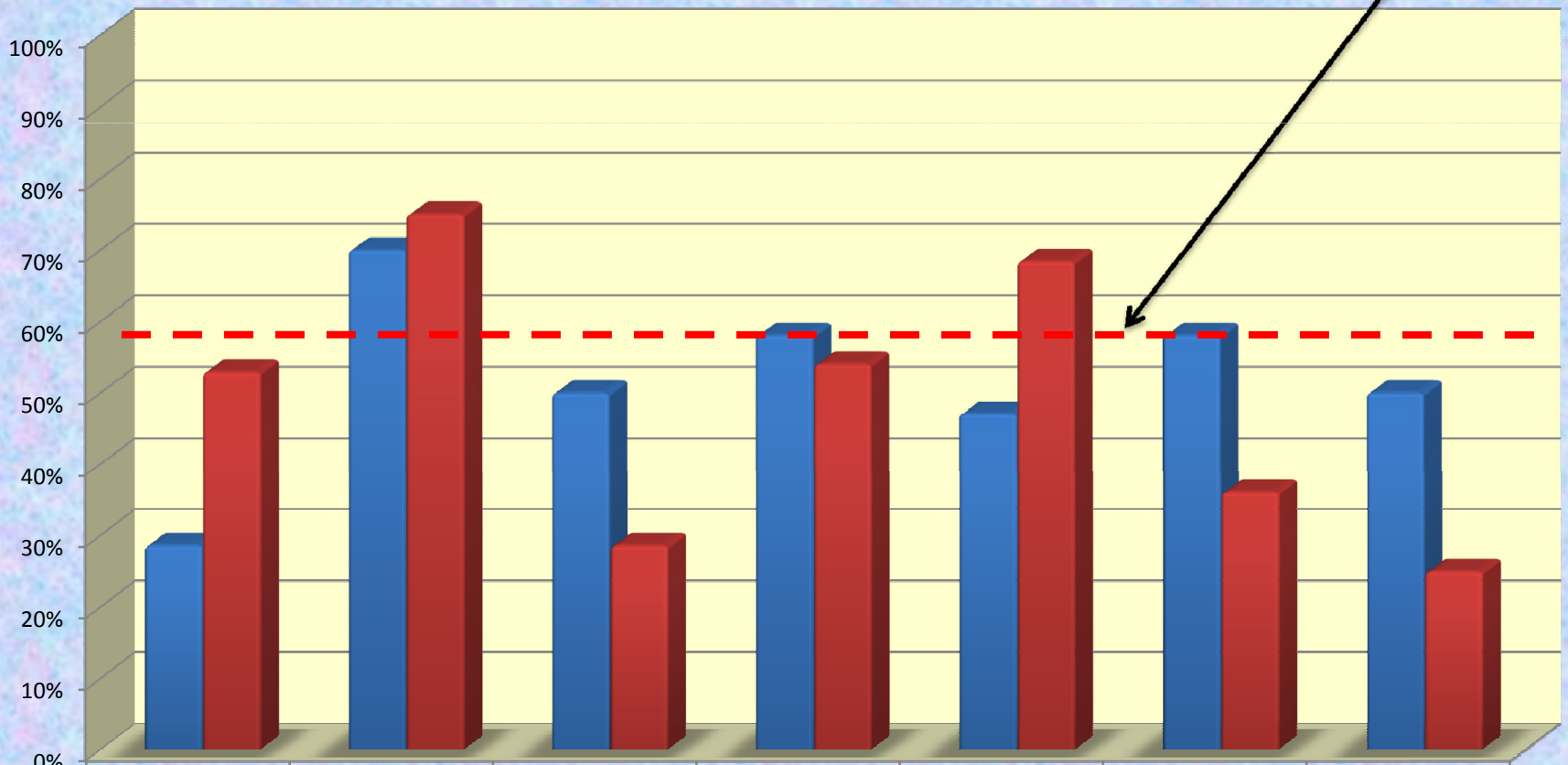


	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-10	25%	56%	47%	80%	53%	51%	80%
FY-11	28%	50%	57%	64%	59%	48%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 9



	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-10	29%	70%	50%	58%	47%	58%	50%
FY-11	53%	75%	29%	54%	68%	36%	25%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 10

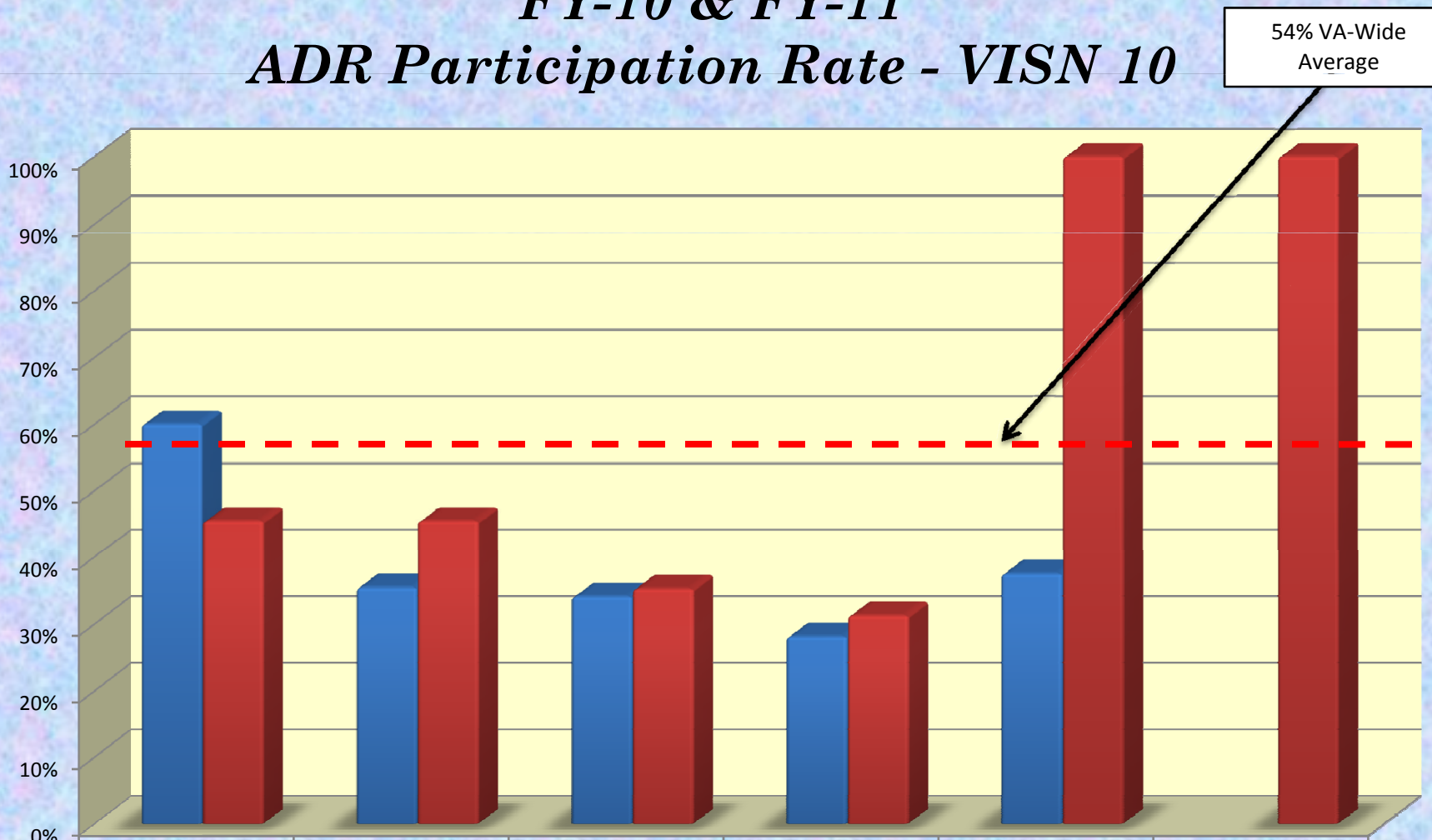


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-10	100%	97%	98%	100%	100%	N/A
FY-11	100%	100%	98%	97%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 10

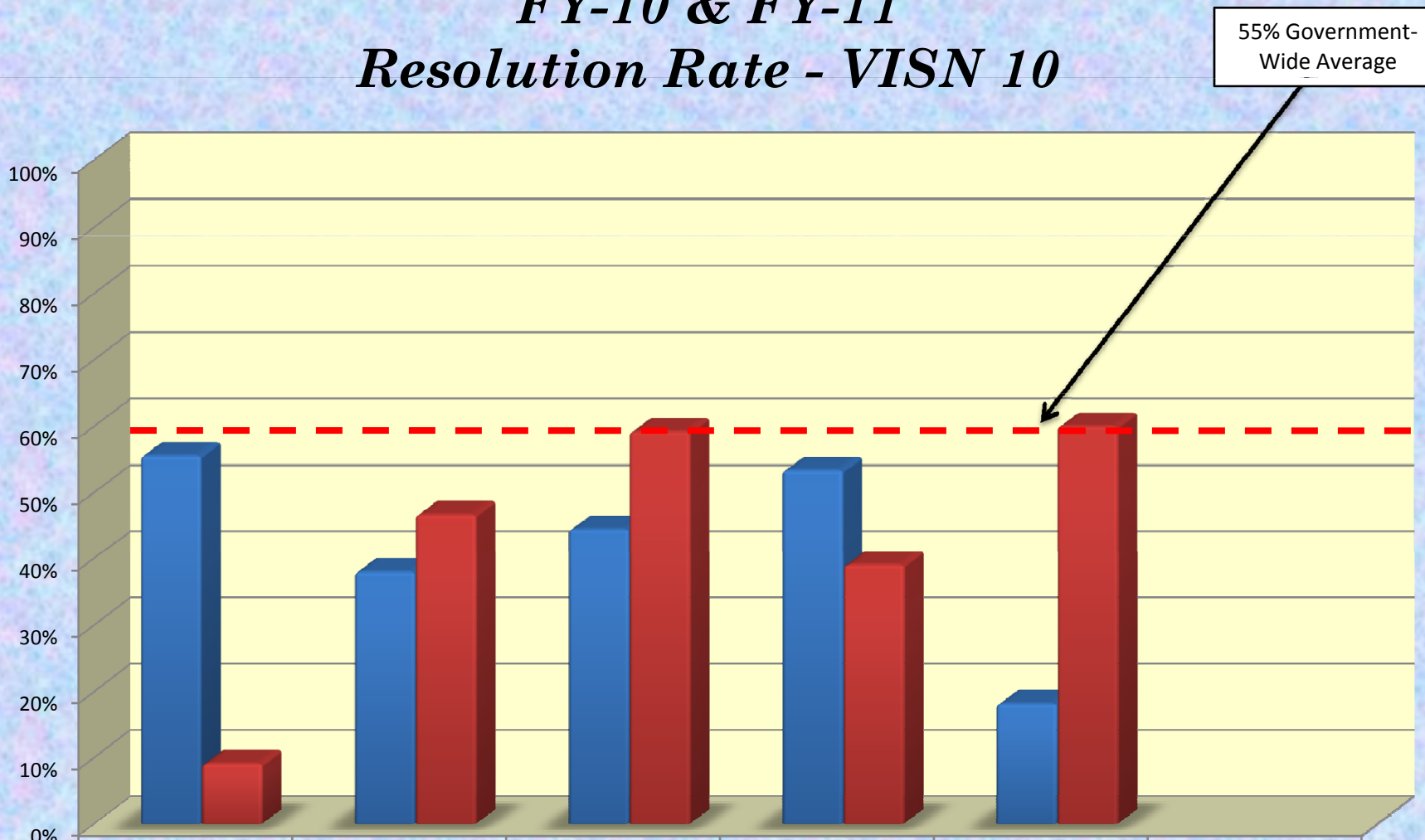


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-10	60%	35%	34%	28%	38%	N/A
FY-11	45%	45%	35%	31%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 10

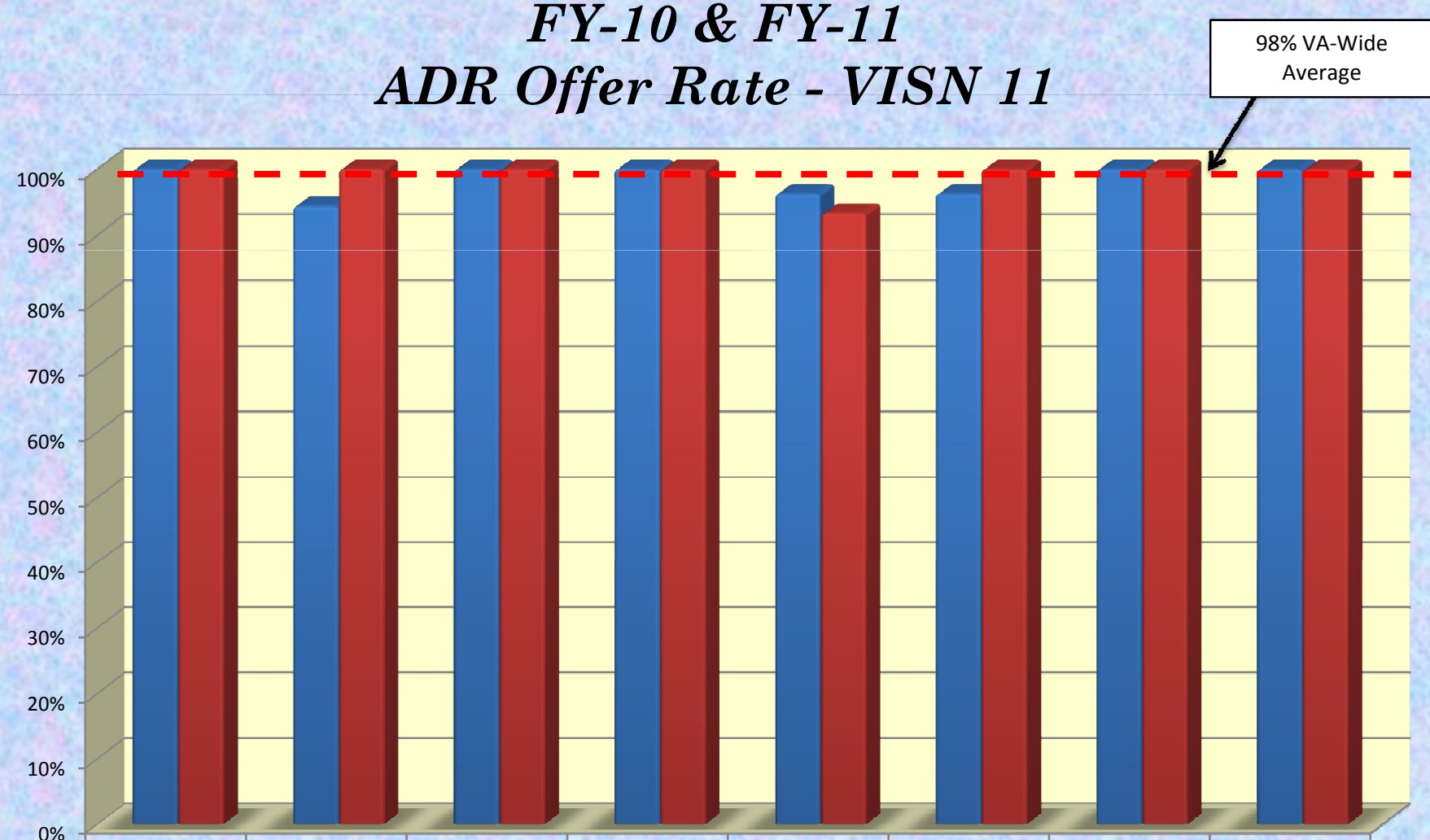


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-10	56%	38%	44%	53%	18%	N/A
FY-11	9%	47%	59%	39%	60%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 11

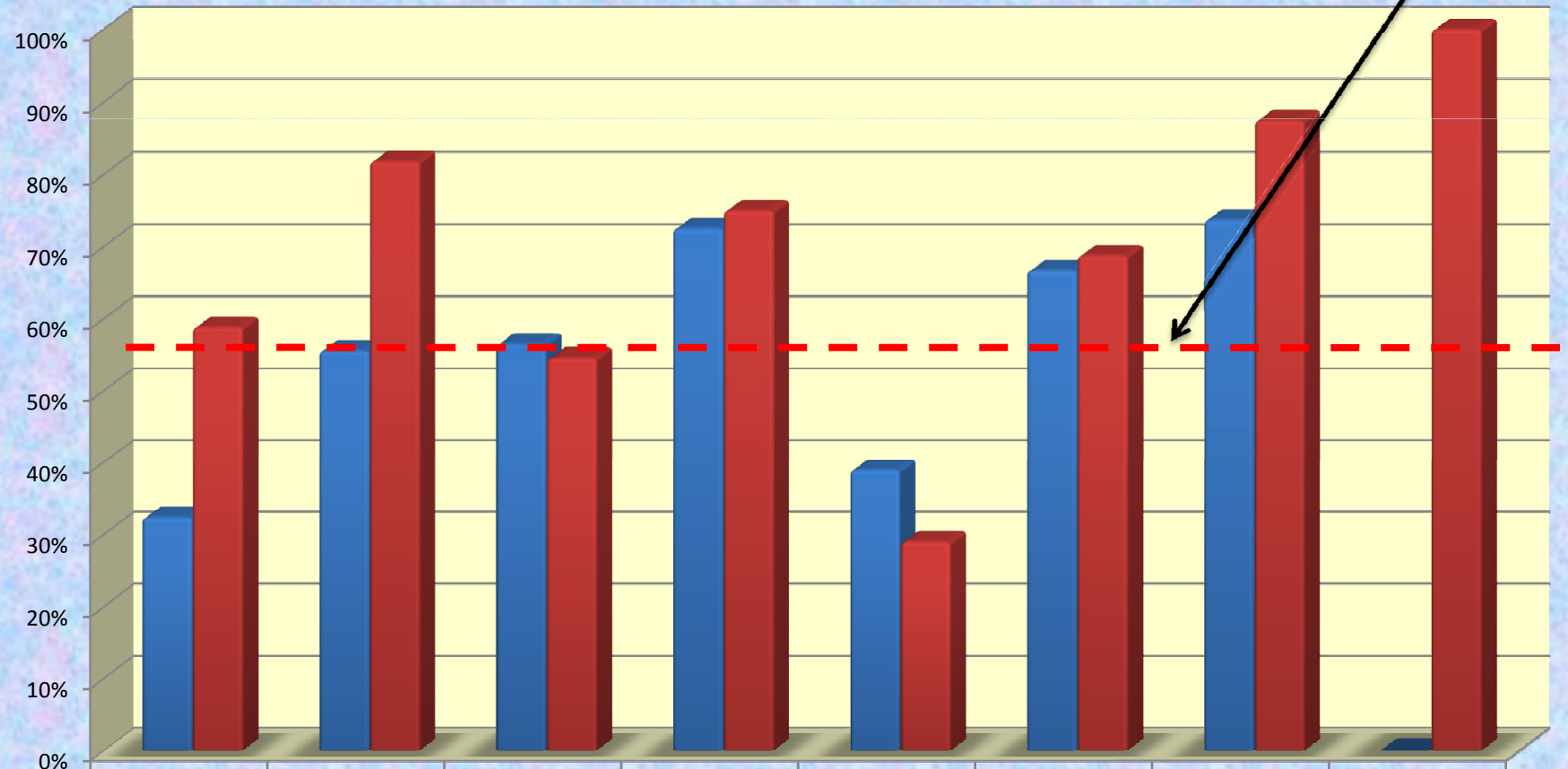


	VAMC, ANN ARBOR	VAMC, BATTLE CREEK	VAMC, DANVILLE	VAMC, DETROIT	VAMC, INDIANAPOLIS	VA NORTHERN INDIANA HCS	VAMC, SAGINAW	VISN 11
FY-10	100%	94%	100%	100%	96%	96%	100%	100%
FY-11	100%	100%	100%	100%	93%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 11

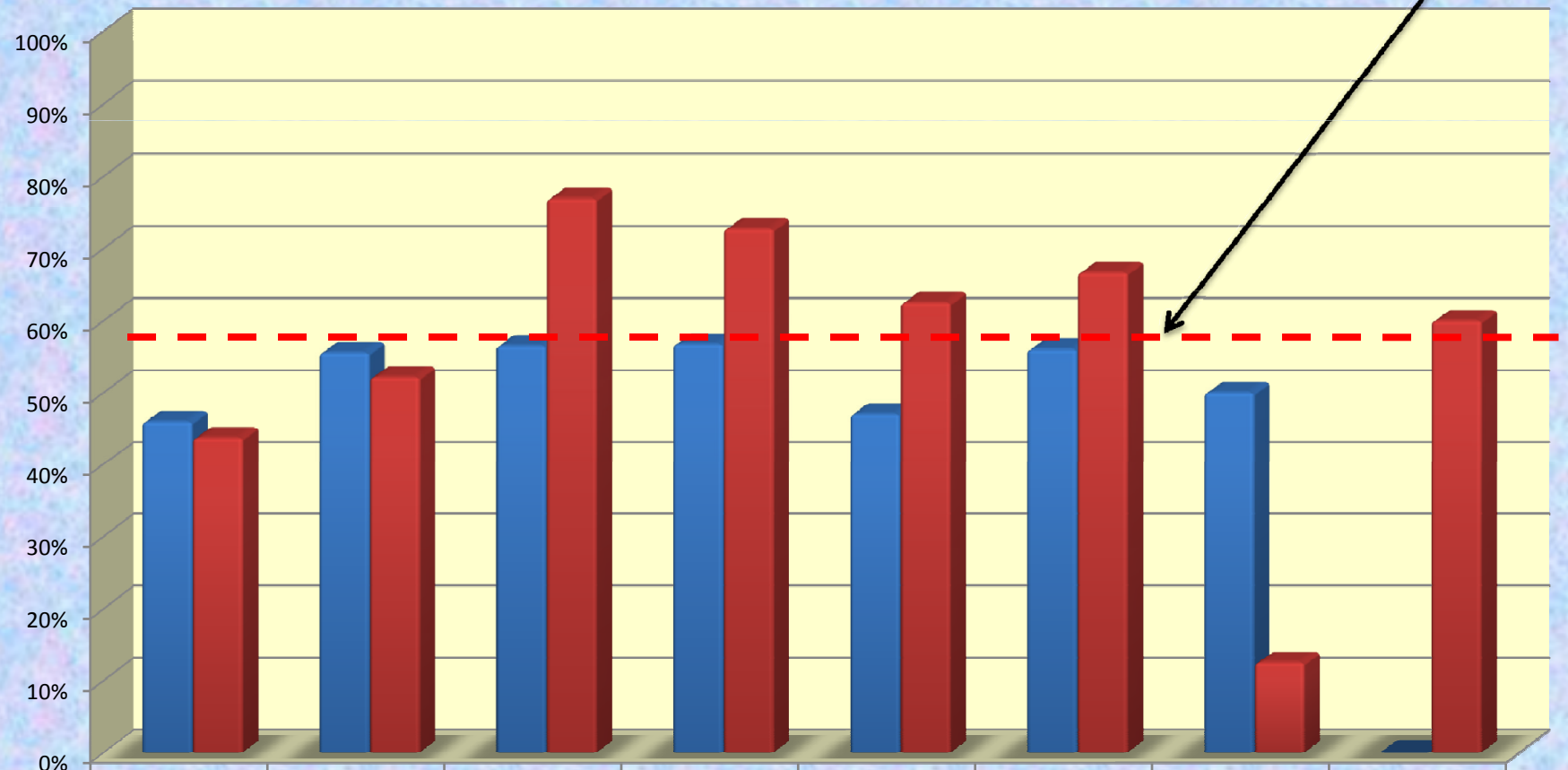


	VAMC, ANN ARBOR	VAMC, BATTLE CREEK	VAMC, DANVILLE	VAMC, DETROIT	VAMC, INDIANAPOLIS	VA NORTHERN INDIANA HCS	VAMC, SAGINAW	VISN 11
FY-10	32%	56%	57%	73%	39%	67%	74%	0%
FY-11	59%	82%	55%	75%	29%	69%	88%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 11



	VAMC, ANN ARBOR	VAMC, BATTLE CREEK	VAMC, DANVILLE	VAMC, DETROIT	VAMC, INDIANAPOLIS	VA NORTHERN INDIANA HCS	VAMC, SAGINAW	VISN 11
FY-10	46%	56%	57%	57%	47%	56%	50%	0%
FY-11	44%	52%	77%	73%	63%	67%	13%	60%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 12

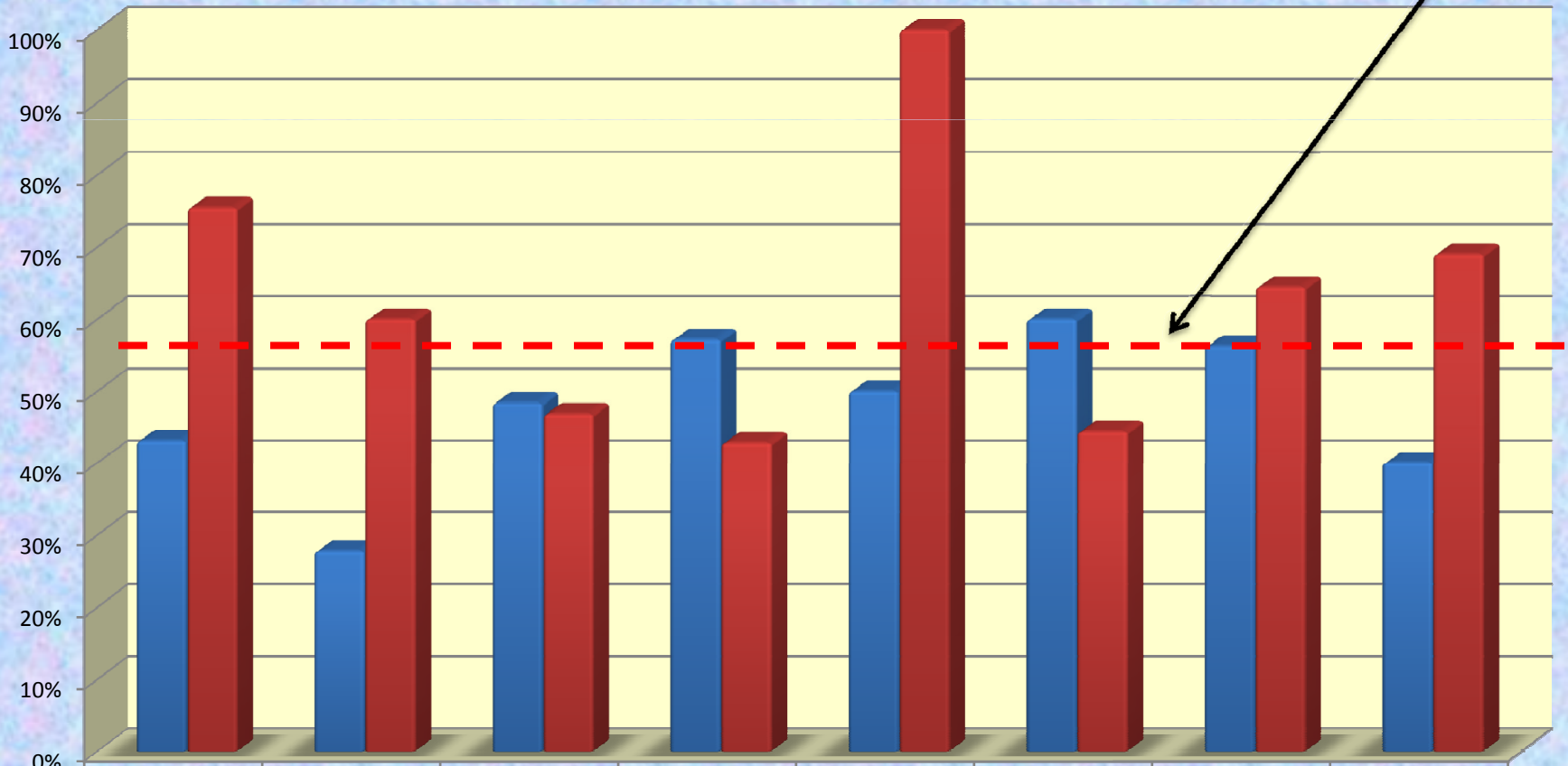


	VA CHICAGO HCS	VAMC, NORTH CHICAGO	VAMC, HINES	VAMC, IRON MOUNTAIN	VAMC, MADISON	VAMC, TOMAH	VAMC, MILWAUKEE	VISN 12
FY-10	100%	100%	85%	86%	100%	100%	90%	100%
FY-11	100%	100%	98%	100%	100%	78%	98%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 12

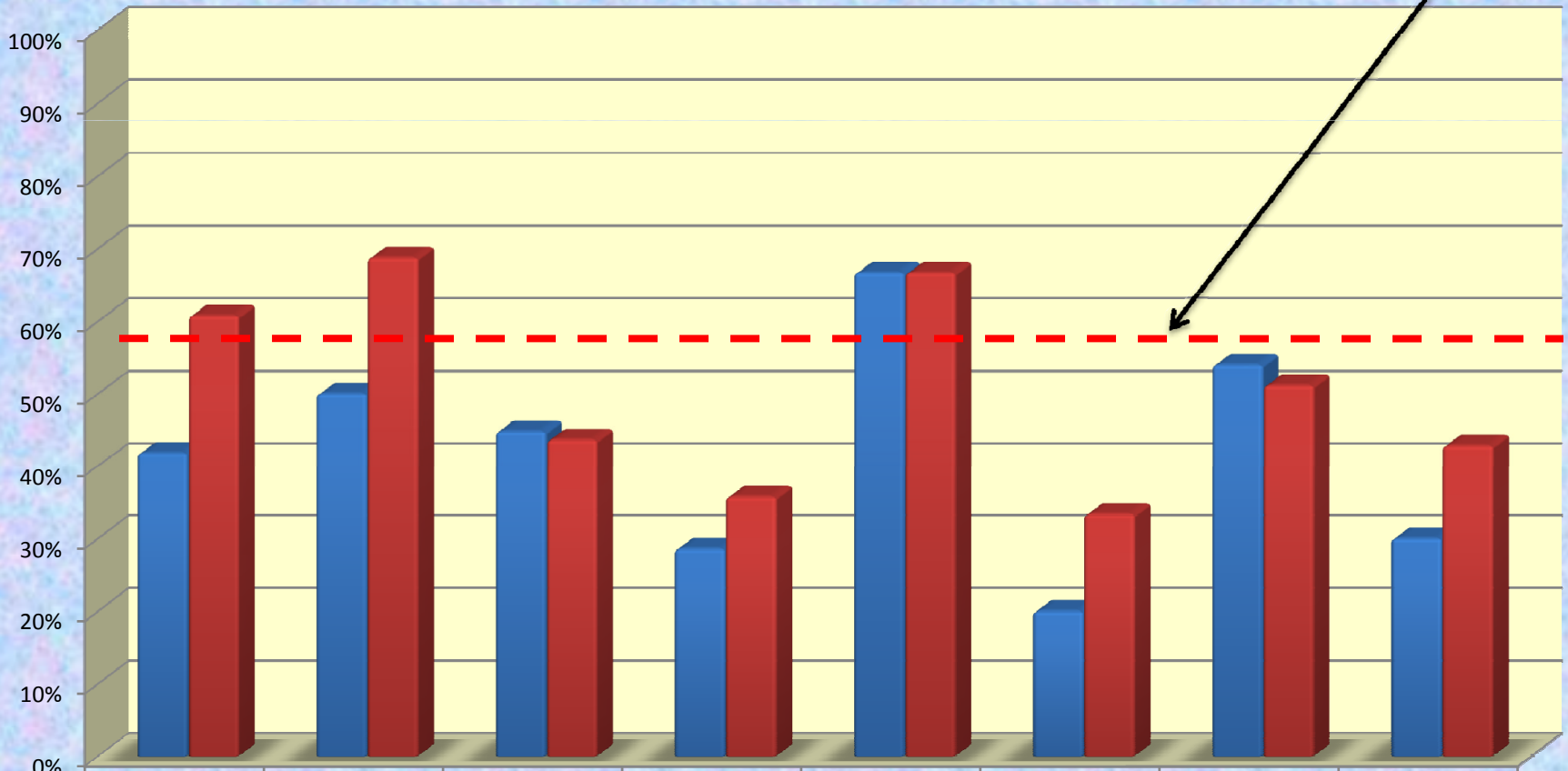


	VA CHICAGO HCS	VAMC, NORTH CHICAGO	VAMC, HINES	VAMC, IRON MOUNTAIN	VAMC, MADISON	VAMC, TOMAH	VAMC, MILWAUKEE	VISN 12
FY-10	43%	28%	48%	57%	50%	60%	56%	40%
FY-11	75%	60%	47%	43%	100%	44%	64%	69%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 12

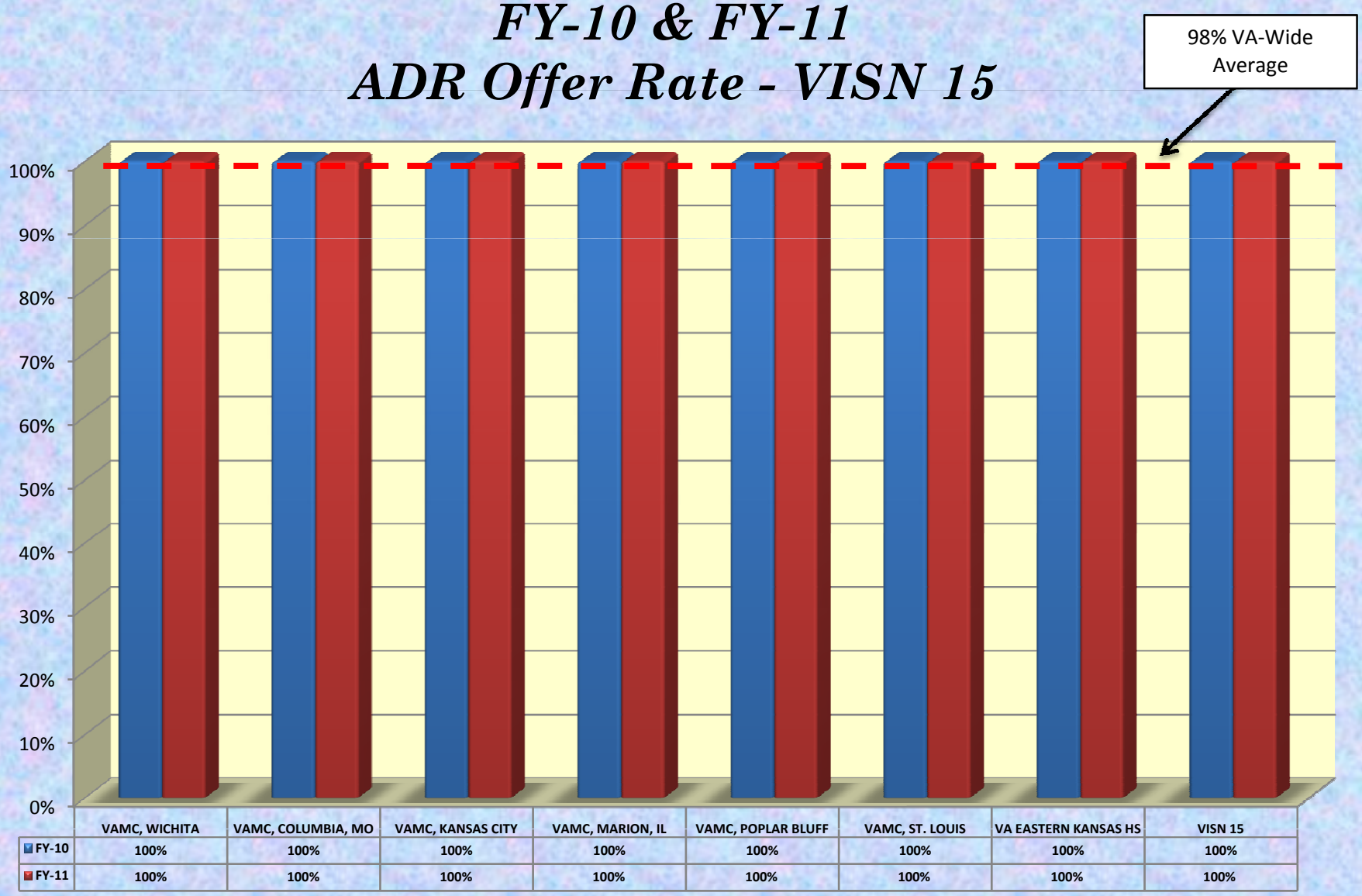


	VA CHICAGO HCS	VAMC, NORTH CHICAGO	VAMC, HINES	VAMC, IRON MOUNTAIN	VAMC, MADISON	VAMC, TOMAH	VAMC, MILWAUKEE	VISN 12
FY-10	42%	50%	45%	29%	67%	20%	54%	30%
FY-11	61%	69%	44%	36%	67%	33%	51%	43%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 15

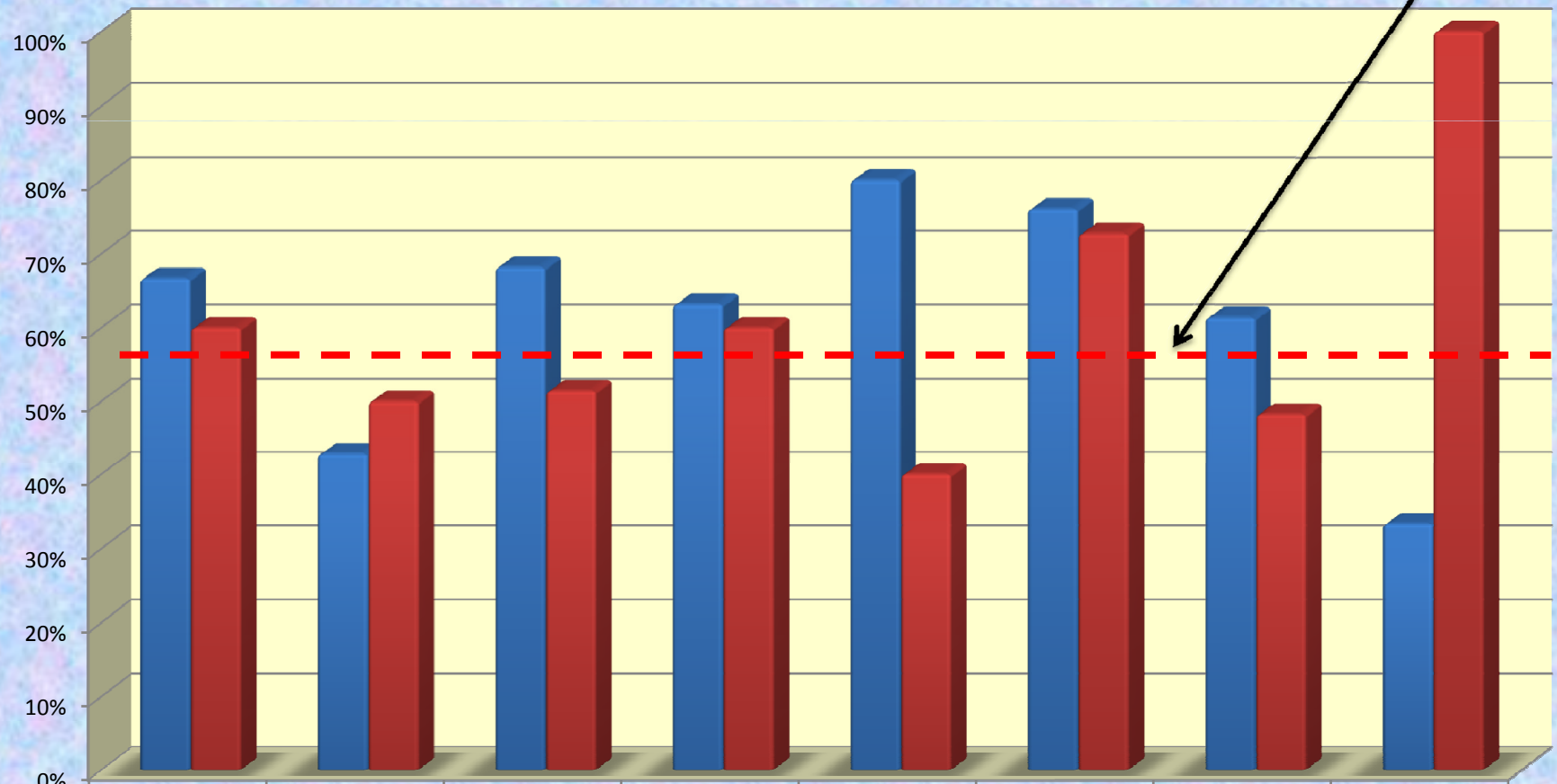


	VAMC, WICHITA	VAMC, COLUMBIA, MO	VAMC, KANSAS CITY	VAMC, MARION, IL	VAMC, POPLAR BLUFF	VAMC, ST. LOUIS	VA EASTERN KANSAS HS	VISN 15
FY-10	100%	100%	100%	100%	100%	100%	100%	100%
FY-11	100%	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 15

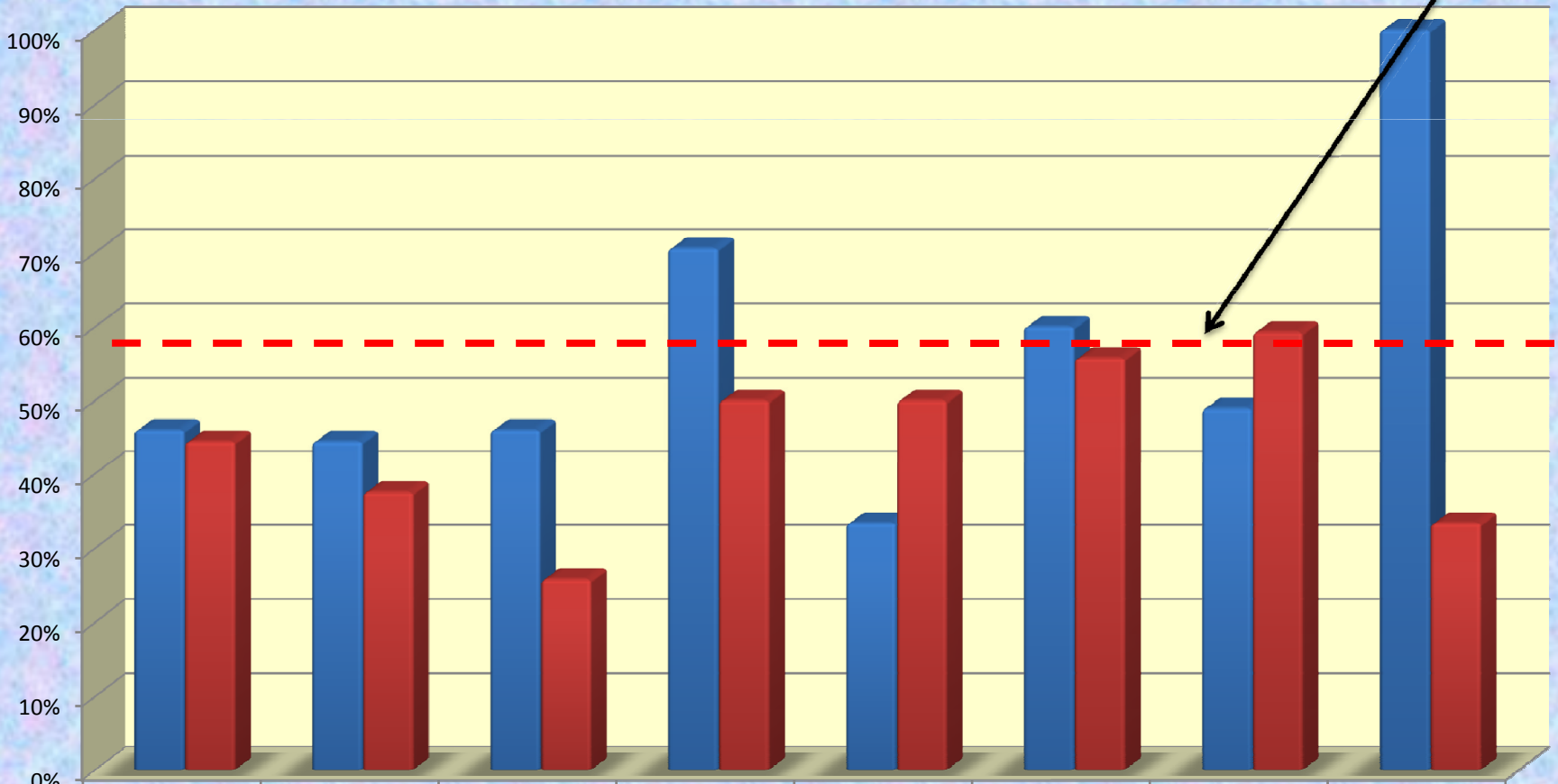


	VAMC, WICHITA	VAMC, COLUMBIA, MO	VAMC, KANSAS CITY	VAMC, MARION, IL	VAMC, POPLAR BLUFF	VAMC, ST. LOUIS	VA EASTERN KANSAS HS	VISN 15
FY-10	67%	43%	68%	63%	80%	76%	61%	33%
FY-11	60%	50%	51%	60%	40%	73%	48%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 15

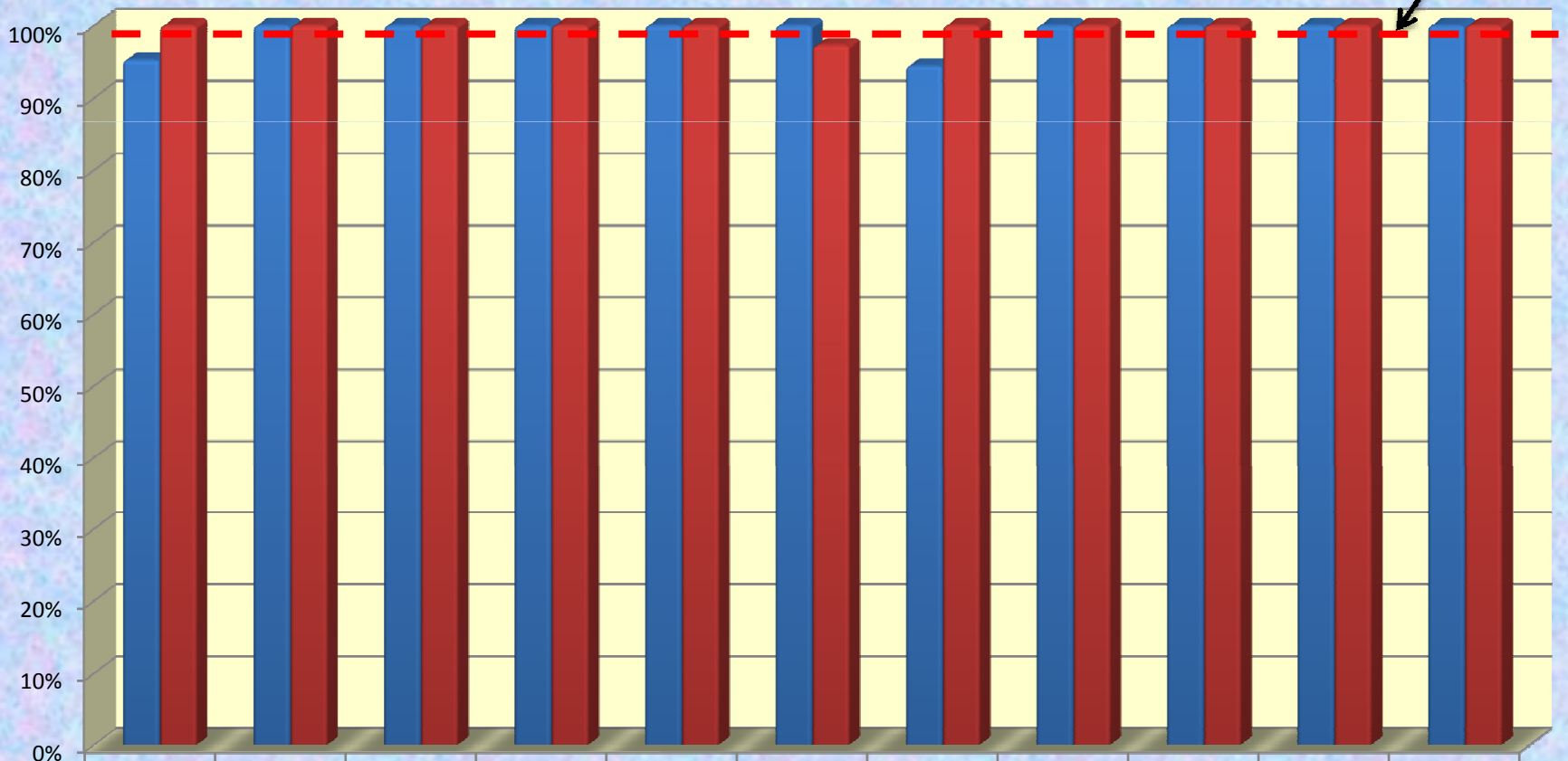


	VAMC, WICHITA	VAMC, COLUMBIA, MO	VAMC, KANSAS CITY	VAMC, MARION, IL	VAMC, POPLAR BLUFF	VAMC, ST. LOUIS	VA EASTERN KANSAS HS	VISN 15
FY-10	46%	44%	46%	71%	33%	60%	49%	100%
FY-11	44%	38%	26%	50%	50%	56%	59%	33%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 16

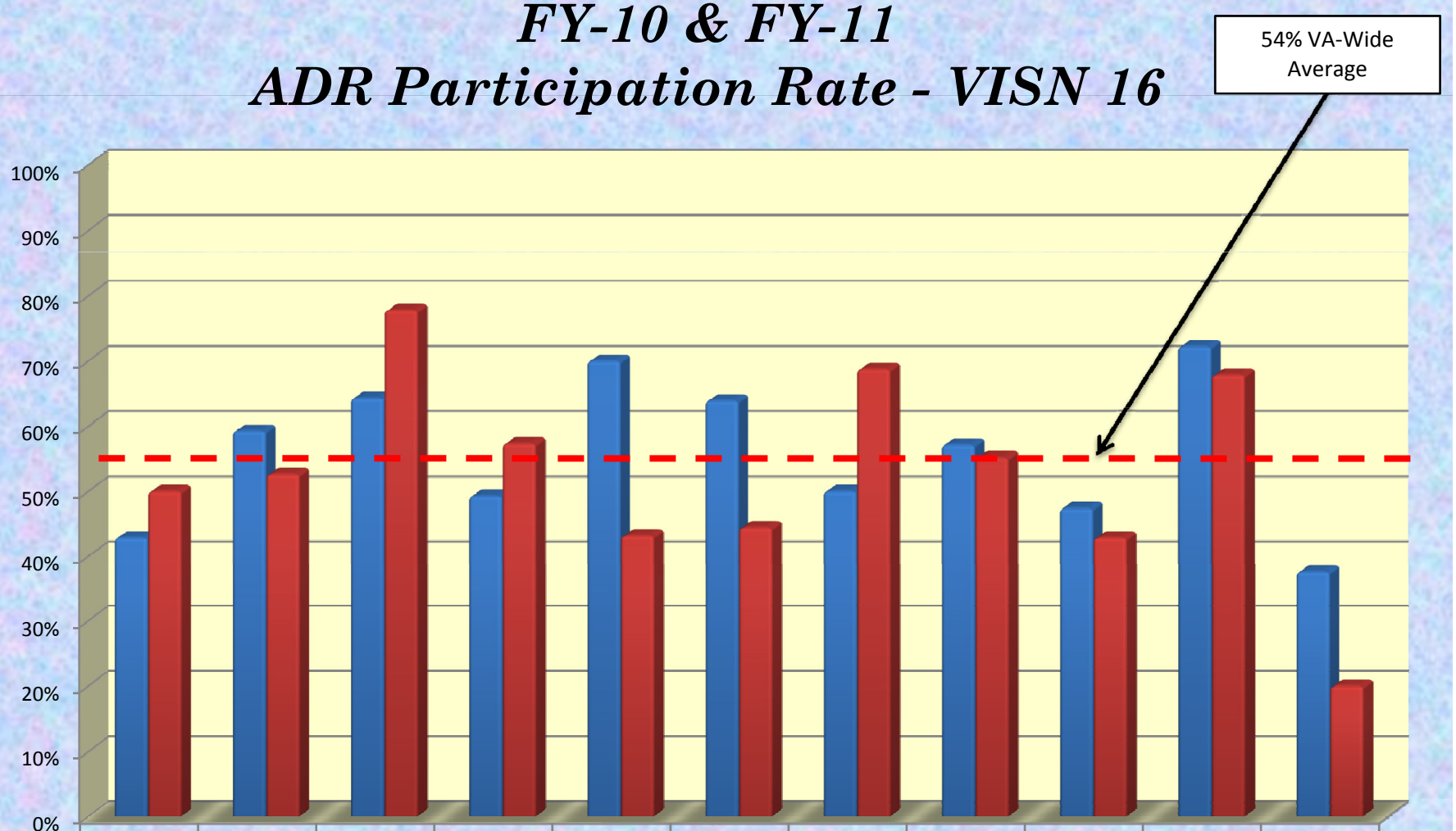


	VAMC, ALEXANDRIA	VAMC, BILOXI	VAMC, FAYETTEVILLE, AR	VAMC, HOUSTON	VAMC, JACKSON	VAMC, LITTLE ROCK	VAMC, MUSKOGEE	VAMC, NEW ORLEANS	VAMC, OKLAHOMA CITY	VAMC, SHREVEPORT	VISN 16
FY-10	95%	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%
FY-11	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 16

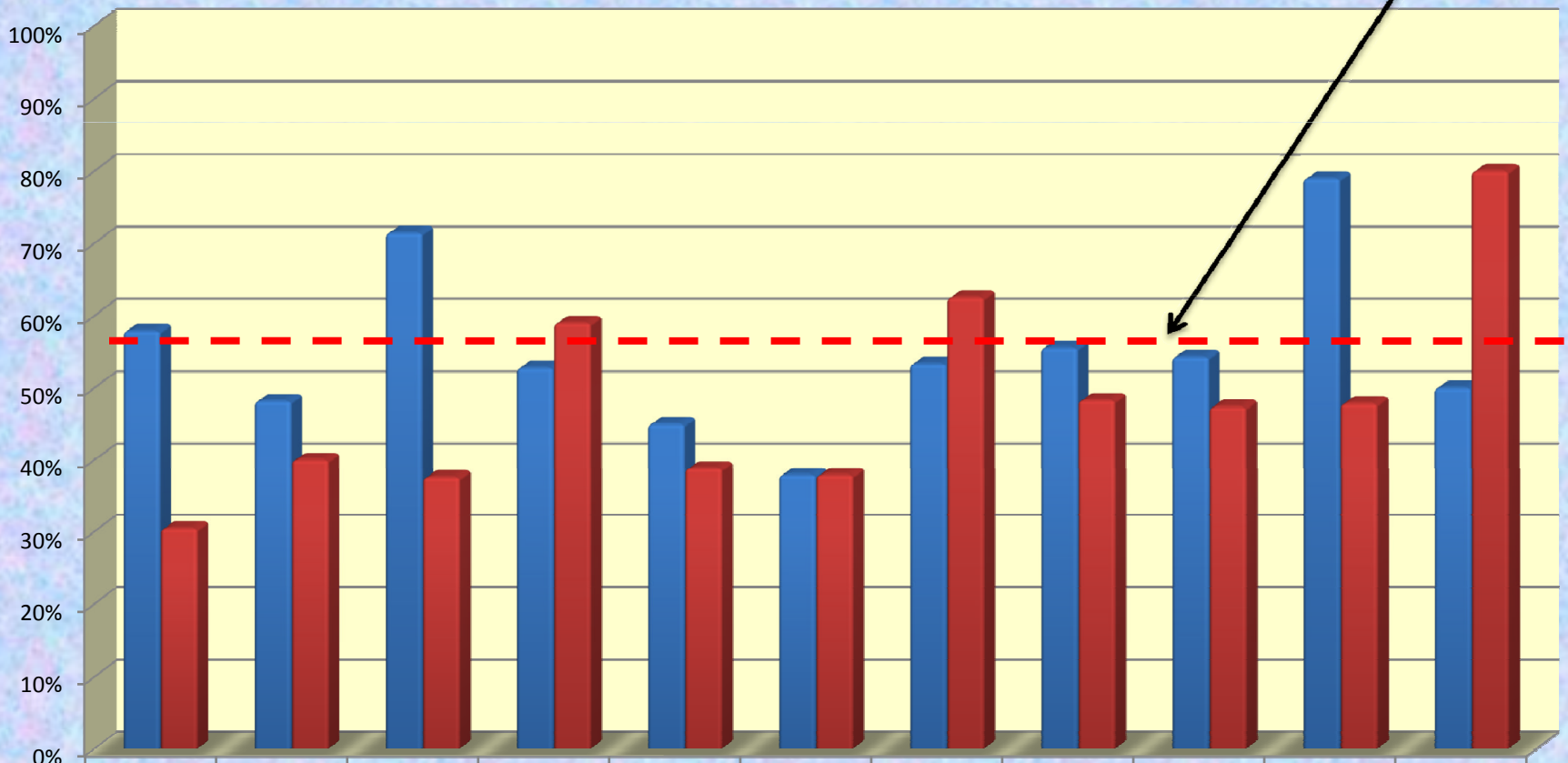


	VAMC, ALEXANDRIA	VAMC, BILOXI	VAMC, FAYETTEVILLE, AR	VAMC, HOUSTON	VAMC, JACKSON	VAMC, LITTLE ROCK	VAMC, MUSKOGEE	VAMC, NEW ORLEANS	VAMC, OKLAHOMA CITY	VAMC, SHREVEPORT	VISN 16
FY-10	43%	59%	64%	49%	70%	64%	50%	57%	47%	72%	38%
FY-11	50%	53%	78%	57%	43%	44%	69%	55%	43%	68%	20%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 16

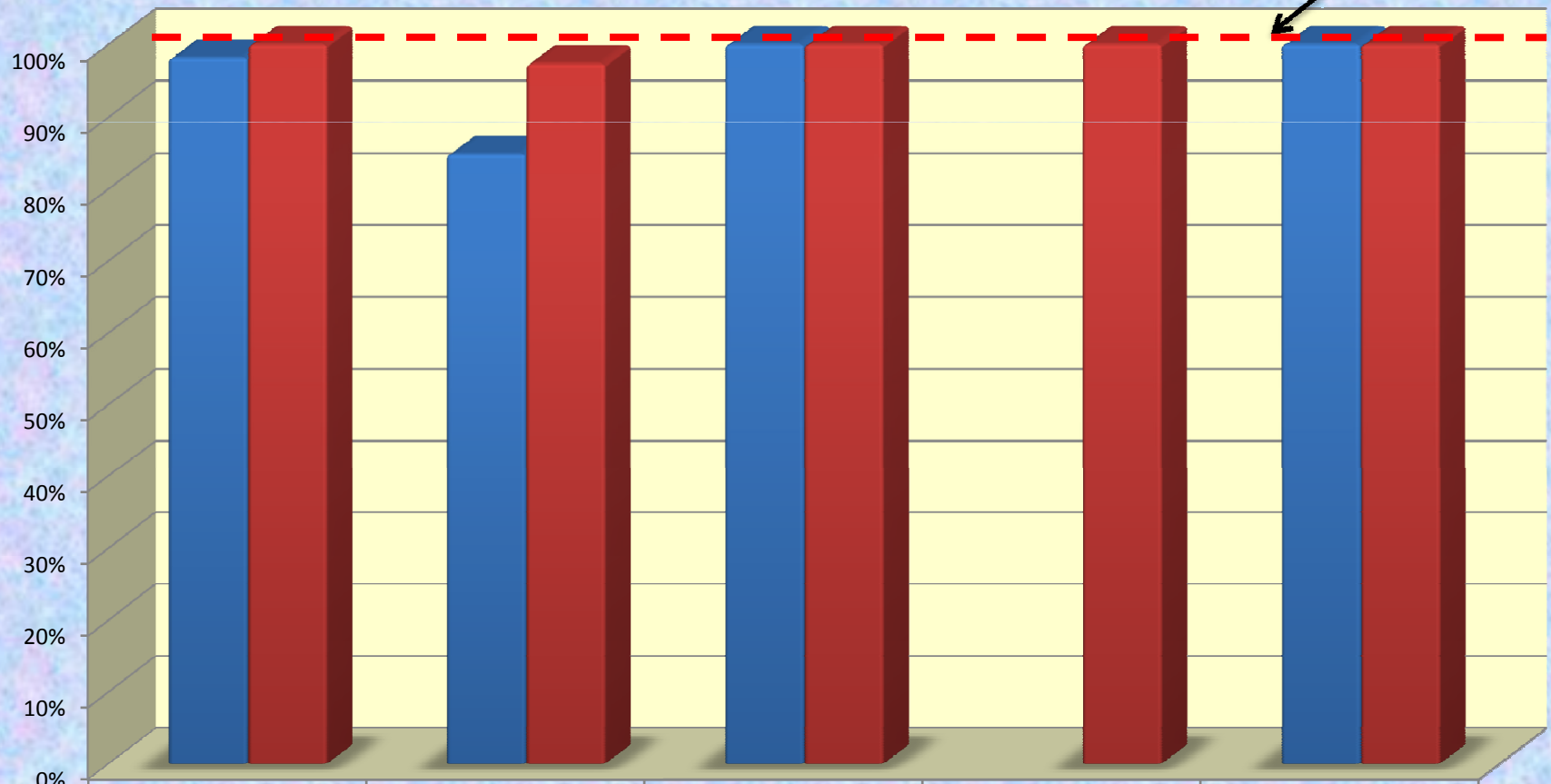


	VAMC, ALEXANDRIA	VAMC, BILOXI	VAMC, FAYETTEVILLE, AR	VAMC, HOUSTON	VAMC, JACKSON	VAMC, LITTLE ROCK	VAMC, MUSKOGEE	VAMC, NEW ORLEANS	VAMC, OKLAHOMA CITY	VAMC, SHREVEPORT	VISN 16
FY-10	58%	48%	71%	53%	45%	38%	53%	56%	54%	79%	50%
FY-11	30%	40%	38%	59%	39%	38%	63%	48%	47%	48%	80%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 17

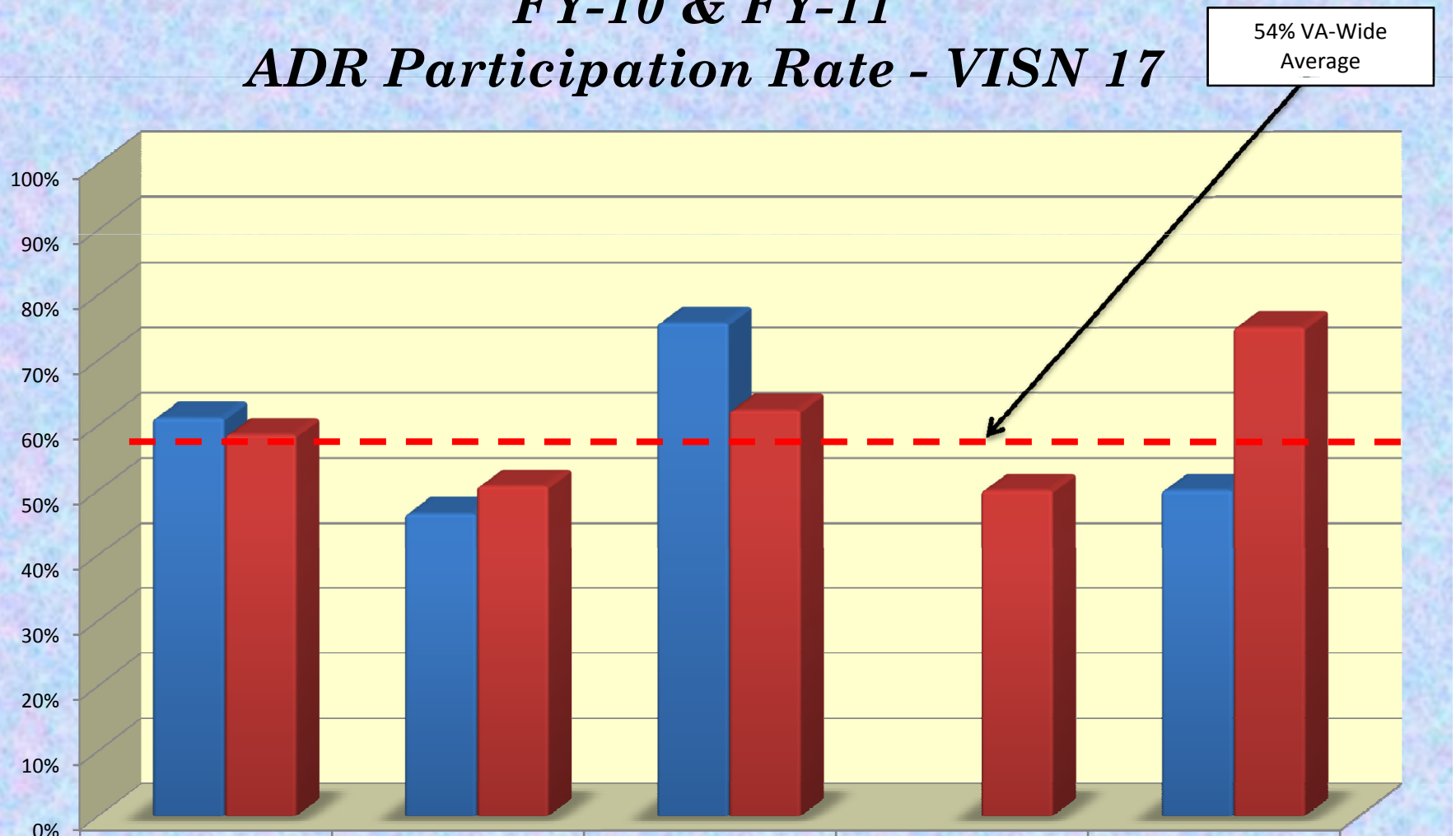


	VA CENTRAL TEXAS HCS	VA SOUTH TEXAS HCS	VA NORTH TEXAS HCS	VA TEXAS VALLEY HCS	VISN 17
FY-10	98%	85%	100%	N/A	100%
FY-11	100%	97%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 17

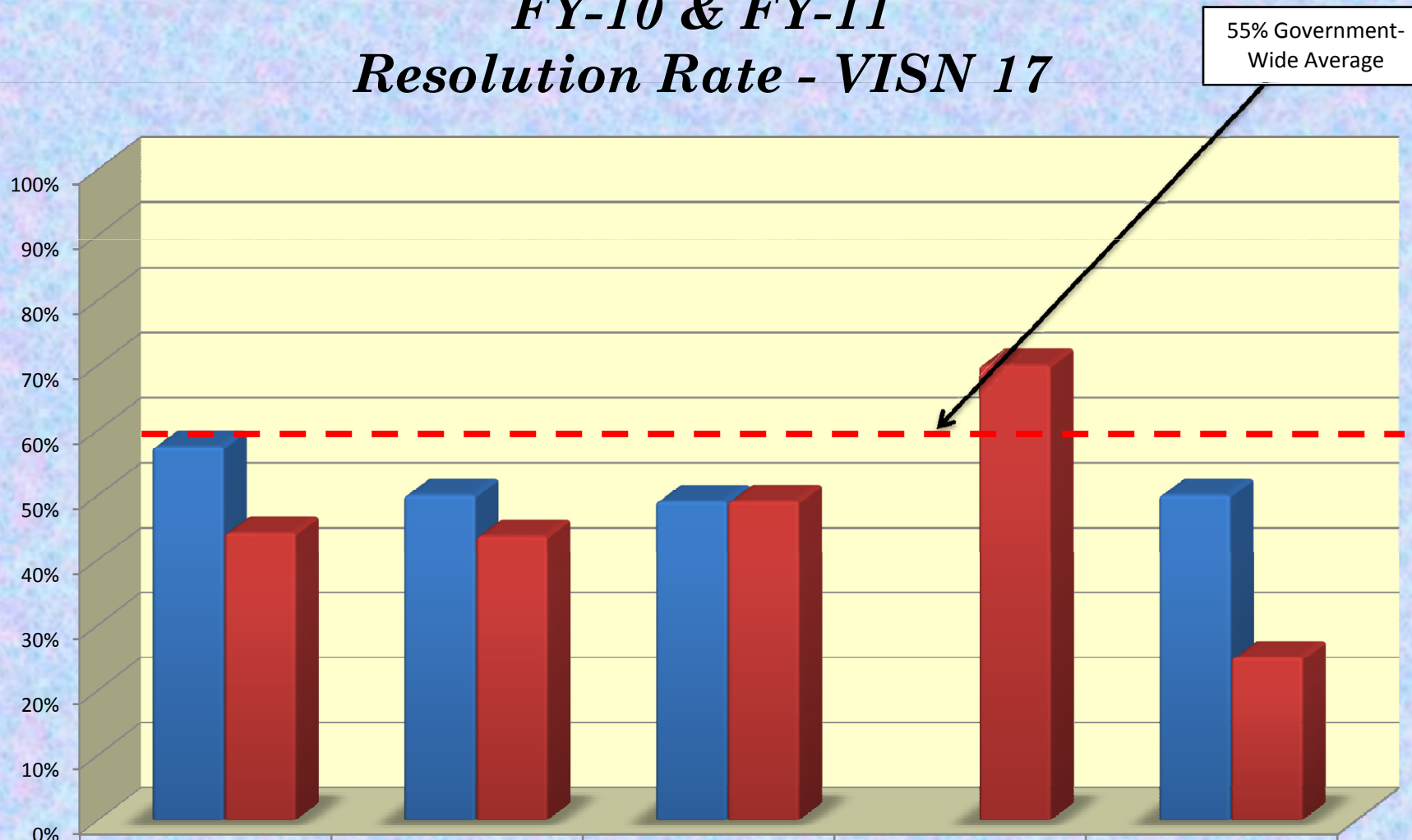


	VA CENTRAL TEXAS HCS	VA SOUTH TEXAS HCS	VA NORTH TEXAS HCS	VA TEXAS VALLEY HCS	VISN 17
FY-10	61%	46%	76%	N/A	50%
FY-11	59%	51%	62%	50%	75%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 17

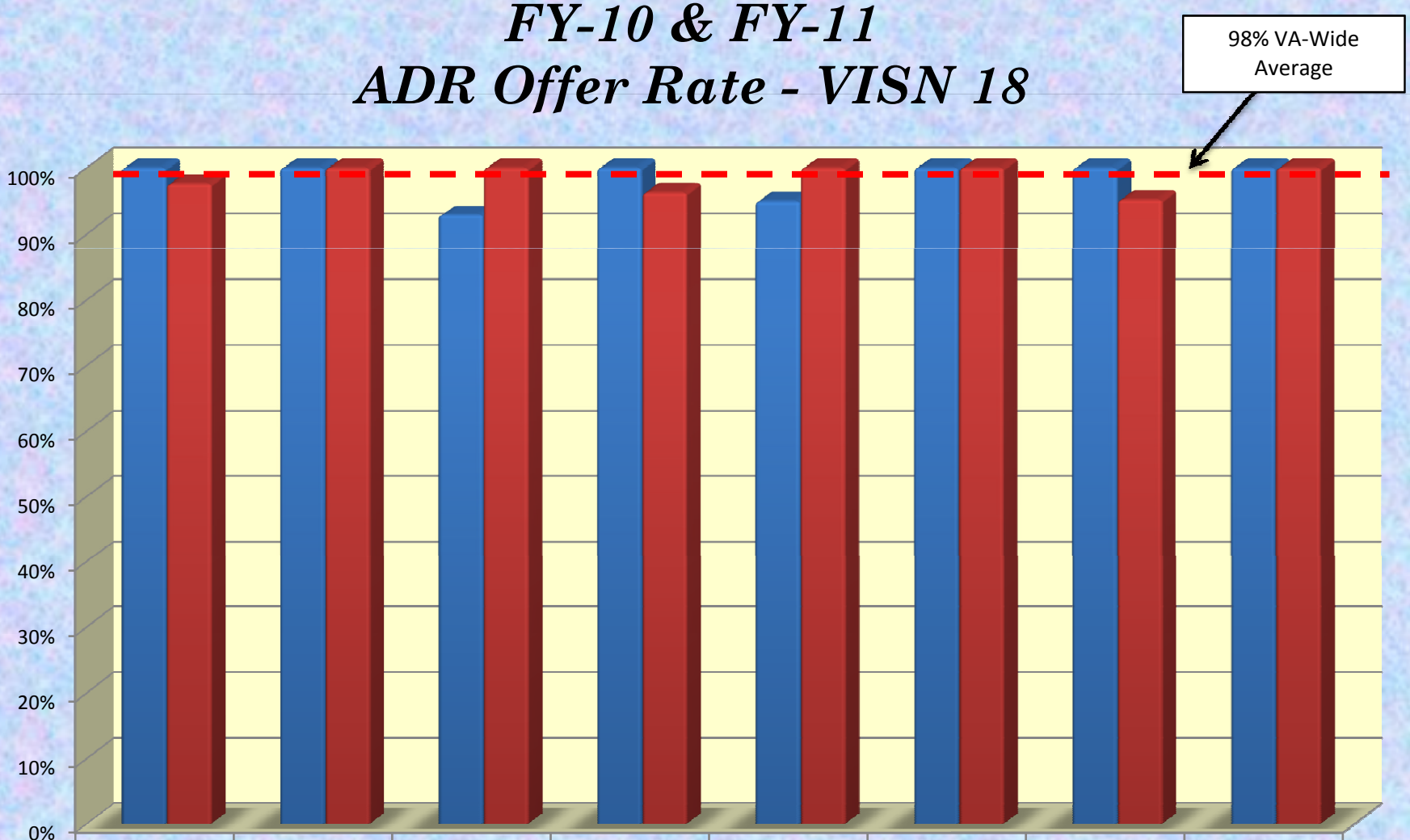


	VA CENTRAL TEXAS HCS	VA SOUTH TEXAS HCS	VA NORTH TEXAS HCS	VA TEXAS VALLEY HCS	VISN 17
FY-10	57%	50%	49%	N/A	50%
FY-11	44%	44%	49%	70%	25%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 18

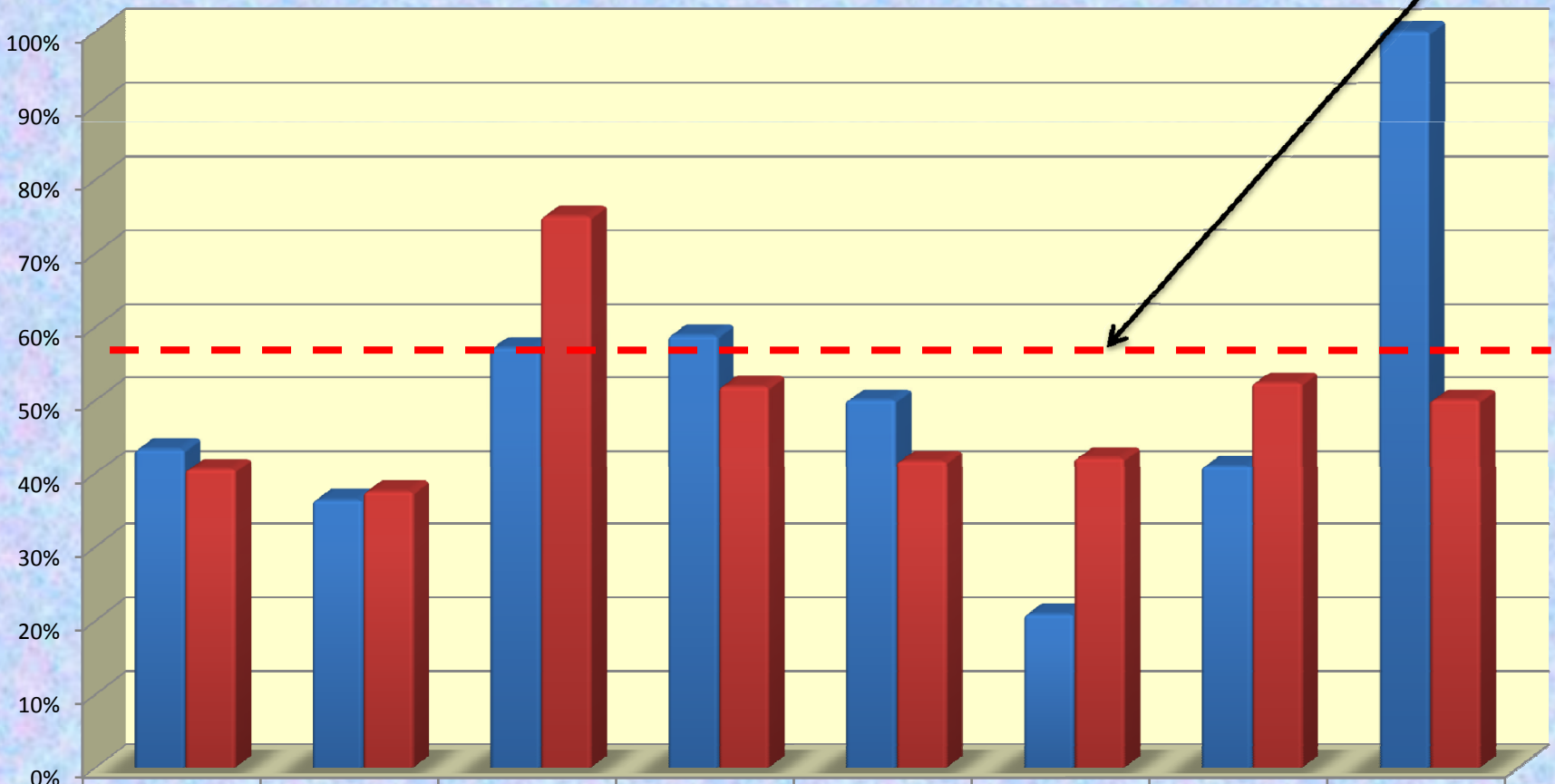


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-10	100%	100%	93%	100%	95%	100%	100%	100%
FY-11	98%	100%	100%	96%	100%	100%	95%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 18

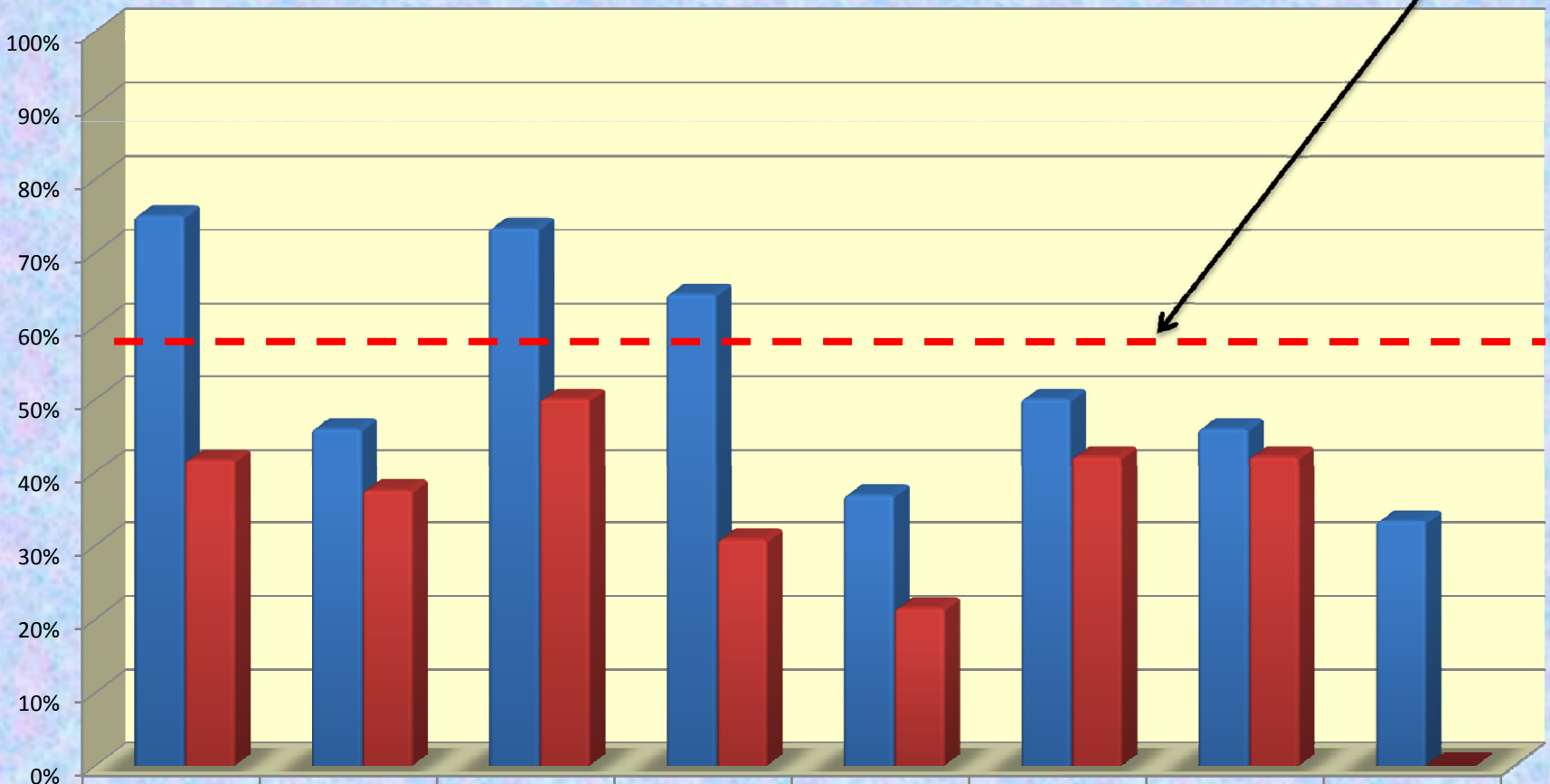


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-10	43%	36%	57%	59%	50%	21%	41%	100%
FY-11	40%	38%	75%	52%	42%	42%	52%	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 18

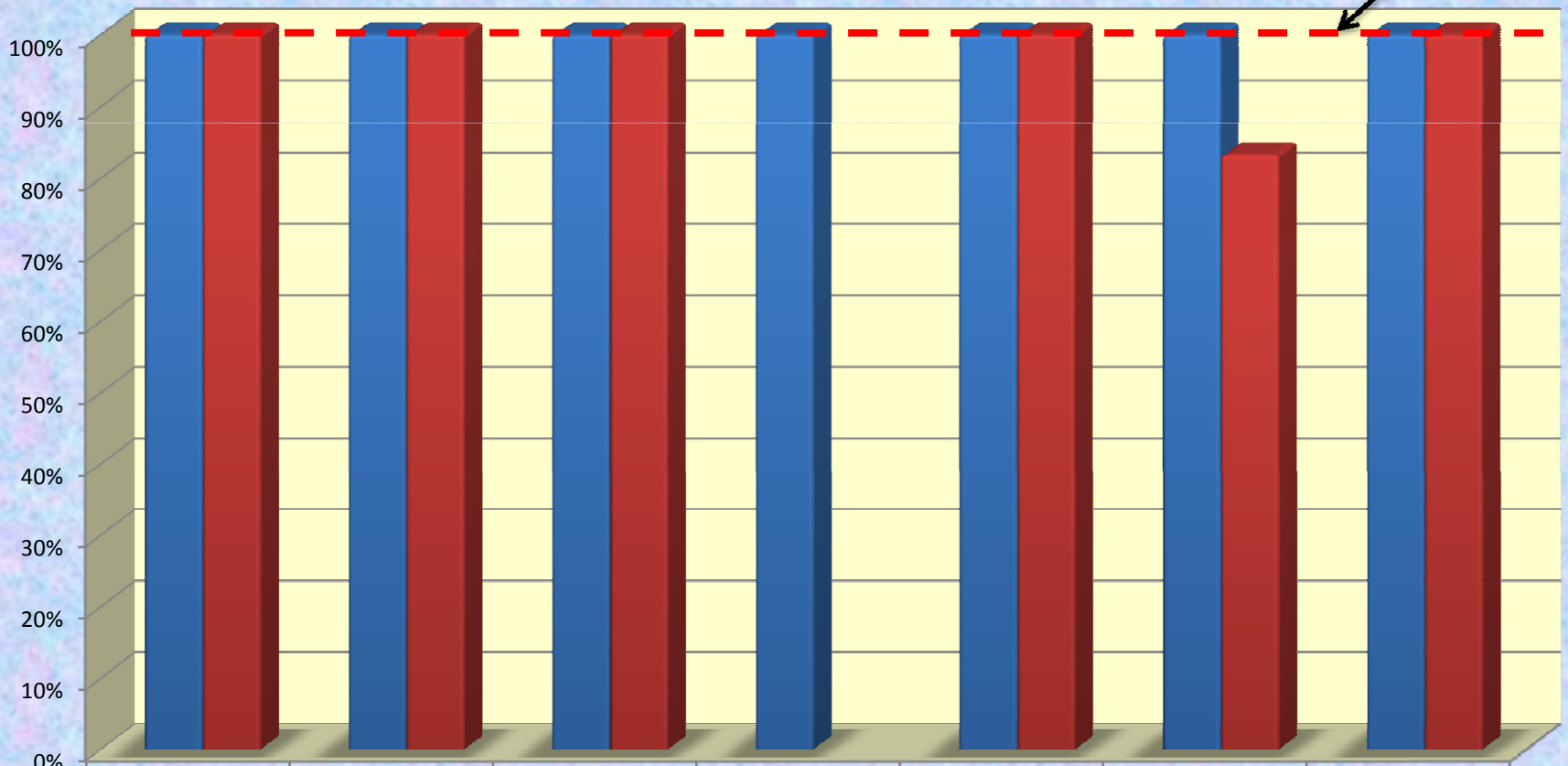


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-10	75%	46%	73%	64%	37%	50%	46%	33%
FY-11	42%	38%	50%	31%	21%	42%	42%	0%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 19

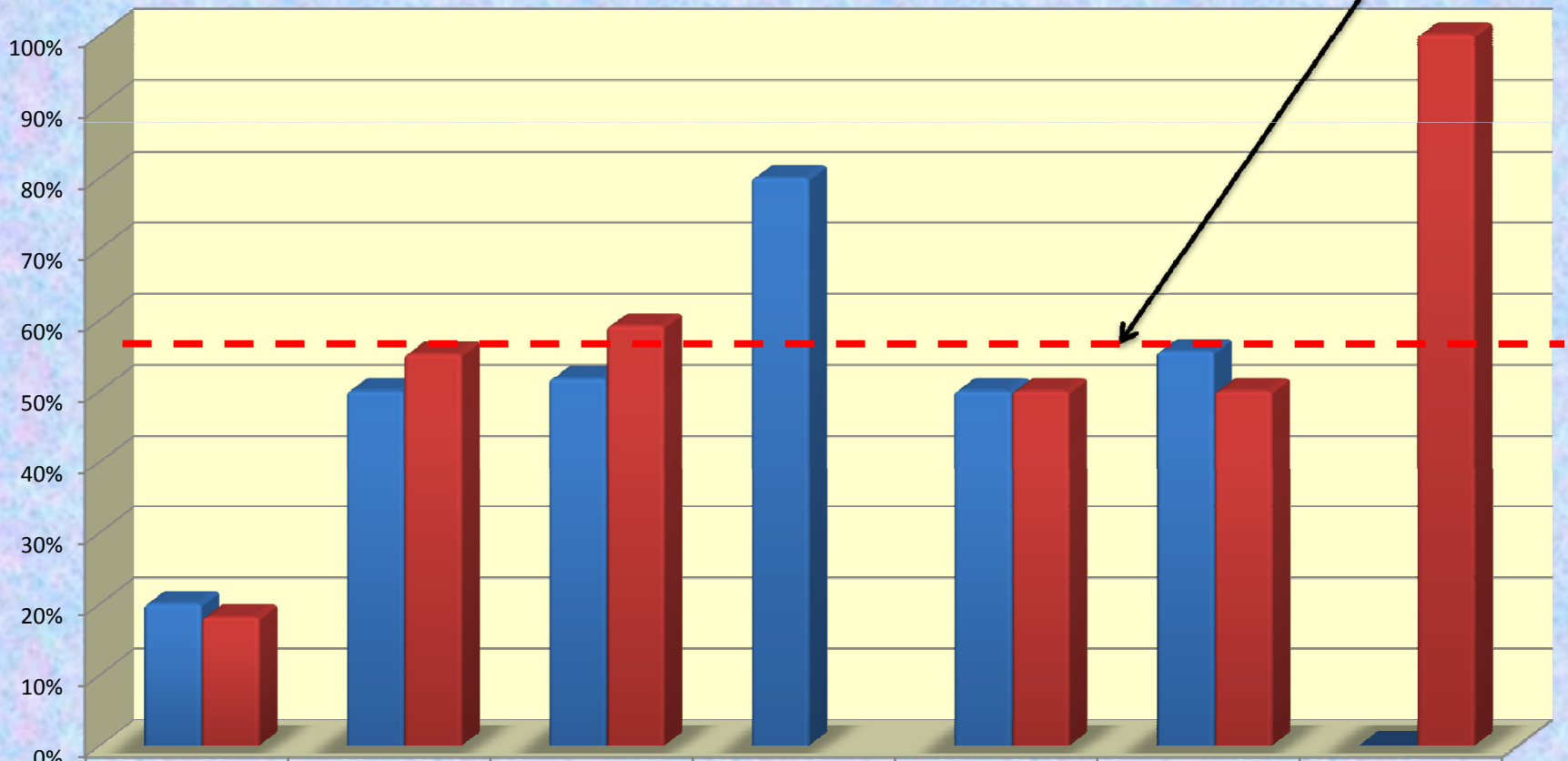


	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-10	100%	100%	100%	100%	100%	100%	100%
FY-11	100%	100%	100%	N/A	100%	83%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 19

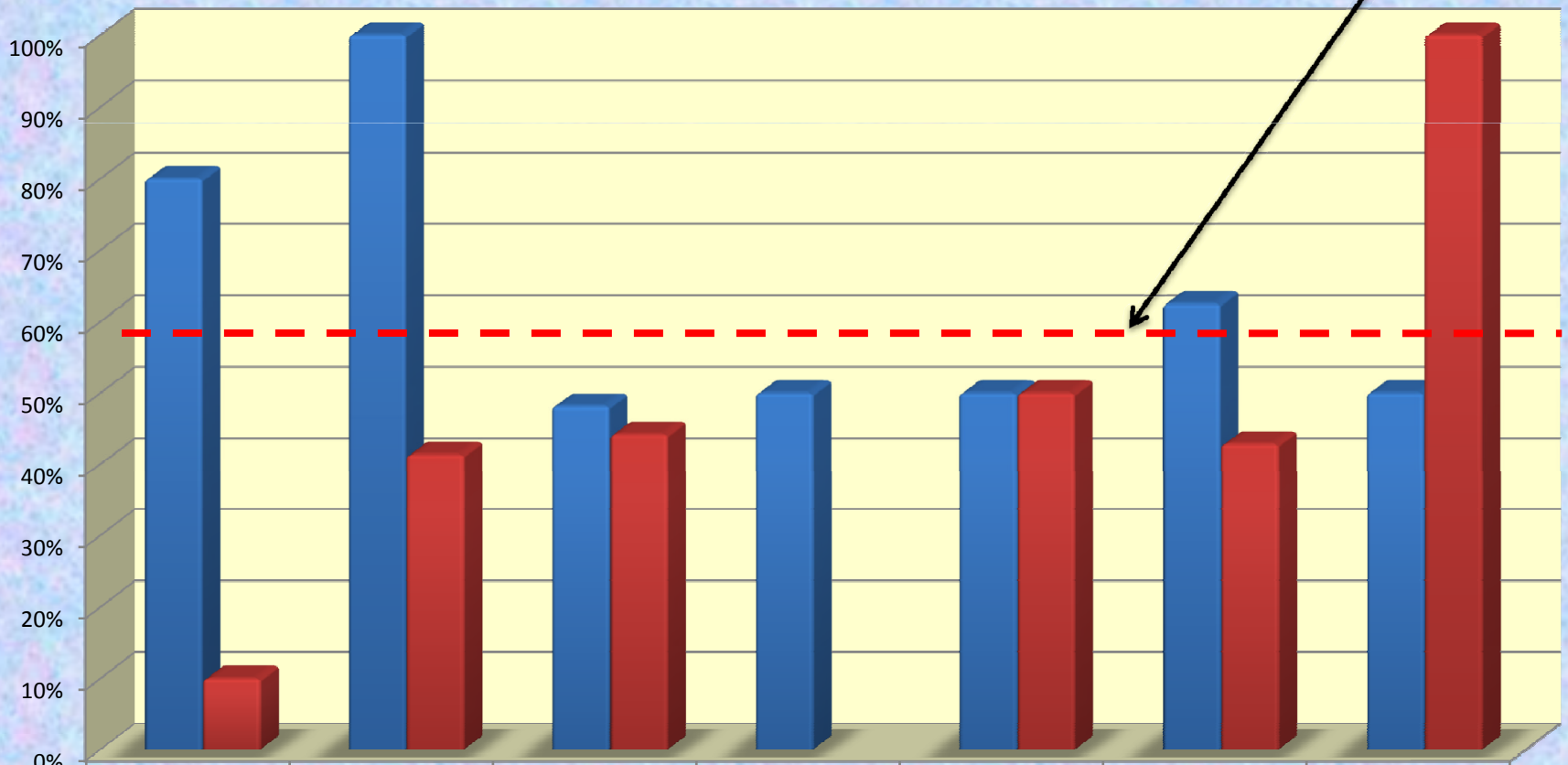


	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-10	20%	50%	52%	80%	50%	56%	0%
FY-11	18%	55%	59%	N/A	50%	50%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 19

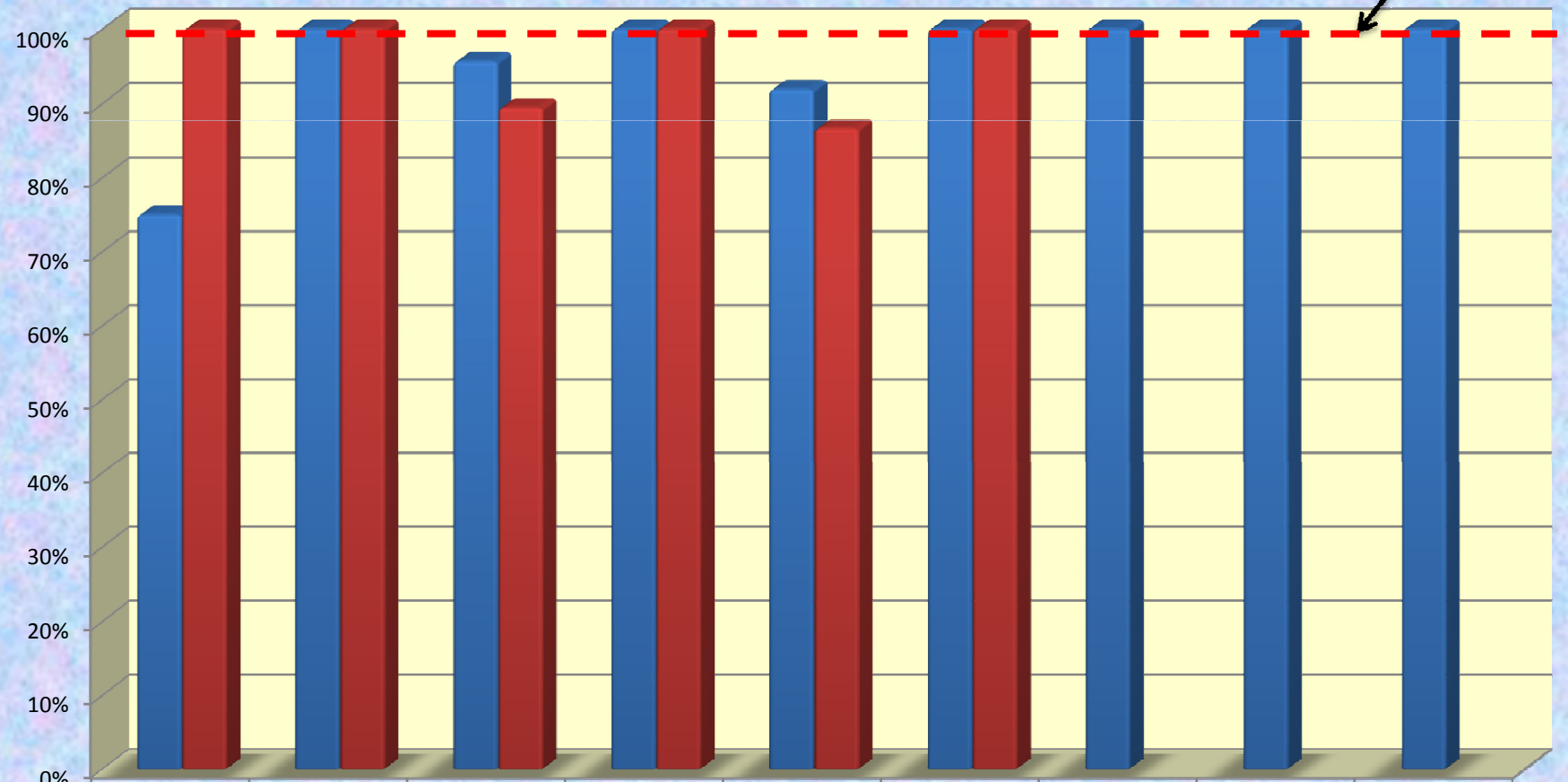


	VA MONTANA HCS	VAMC, CHEYENNE	VAMC, DENVER	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VAMC, SHERIDAN	VISN 19
FY-10	80%	100%	48%	50%	50%	63%	50%
FY-11	10%	41%	44%	N/A	50%	43%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 20

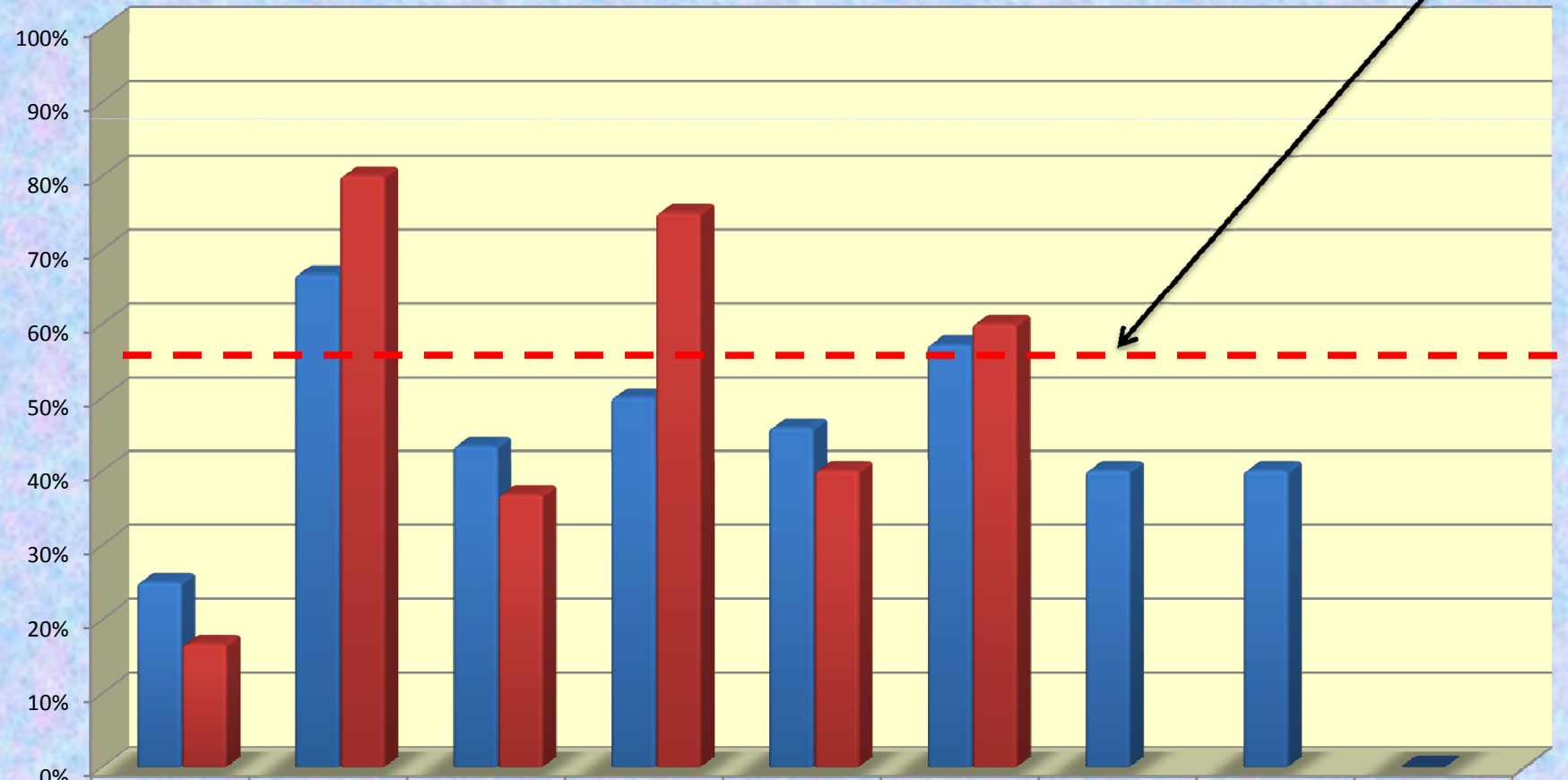


	VAMC, ANCHORAGE	VAMC, BOISE	VAMC, PORTLAND	VAMC, ROSEBURG	VA PUGET SOUND HCS	VAMC, SPOKANE	VAMC, WALLA WALLA	VADOM, WHITE CITY	VISN 20
FY-10	75%	100%	96%	100%	92%	100%	100%	100%	100%
FY-11	100%	100%	89%	100%	87%	100%	N/A	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 20

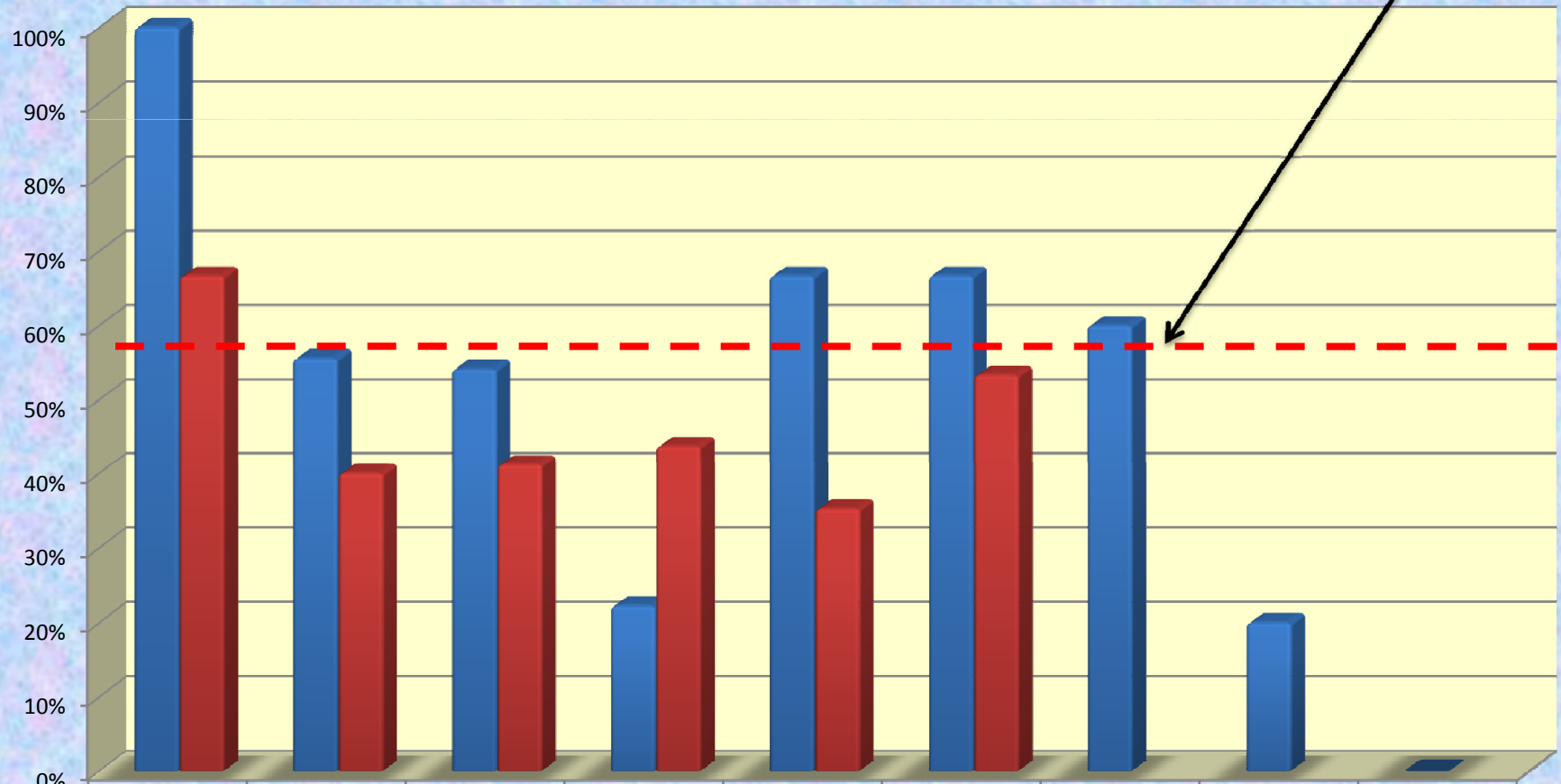


	VAMC, ANCHORAGE	VAMC, BOISE	VAMC, PORTLAND	VAMC, ROSEBURG	VA PUGET SOUND HCS	VAMC, SPOKANE	VAMC, WALLA WALLA	VADOM, WHITE CITY	VISN 20
FY-10	25%	67%	43%	50%	46%	57%	40%	40%	0%
FY-11	17%	80%	37%	75%	40%	60%	N/A	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 20

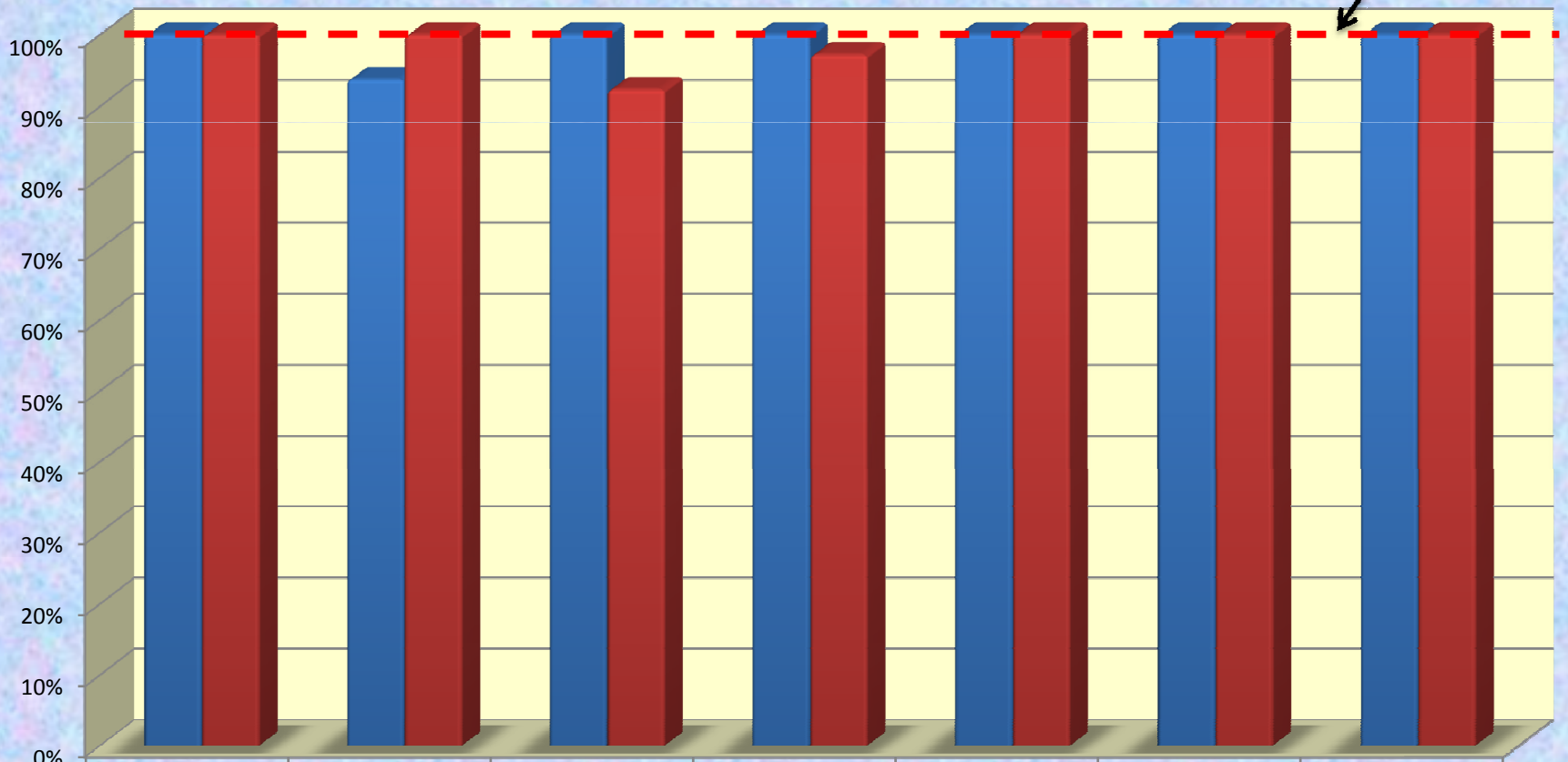


	VAMC, ANCHORAGE	VAMC, BOISE	VAMC, PORTLAND	VAMC, ROSEBURG	VA PUGET SOUND HCS	VAMC, SPOKANE	VAMC, WALLA WALLA	VADOM, WHITE CITY	VISN 20
FY-10	100%	56%	54%	22%	67%	67%	60%	20%	0%
FY-11	67%	40%	41%	44%	35%	53%	N/A	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 21

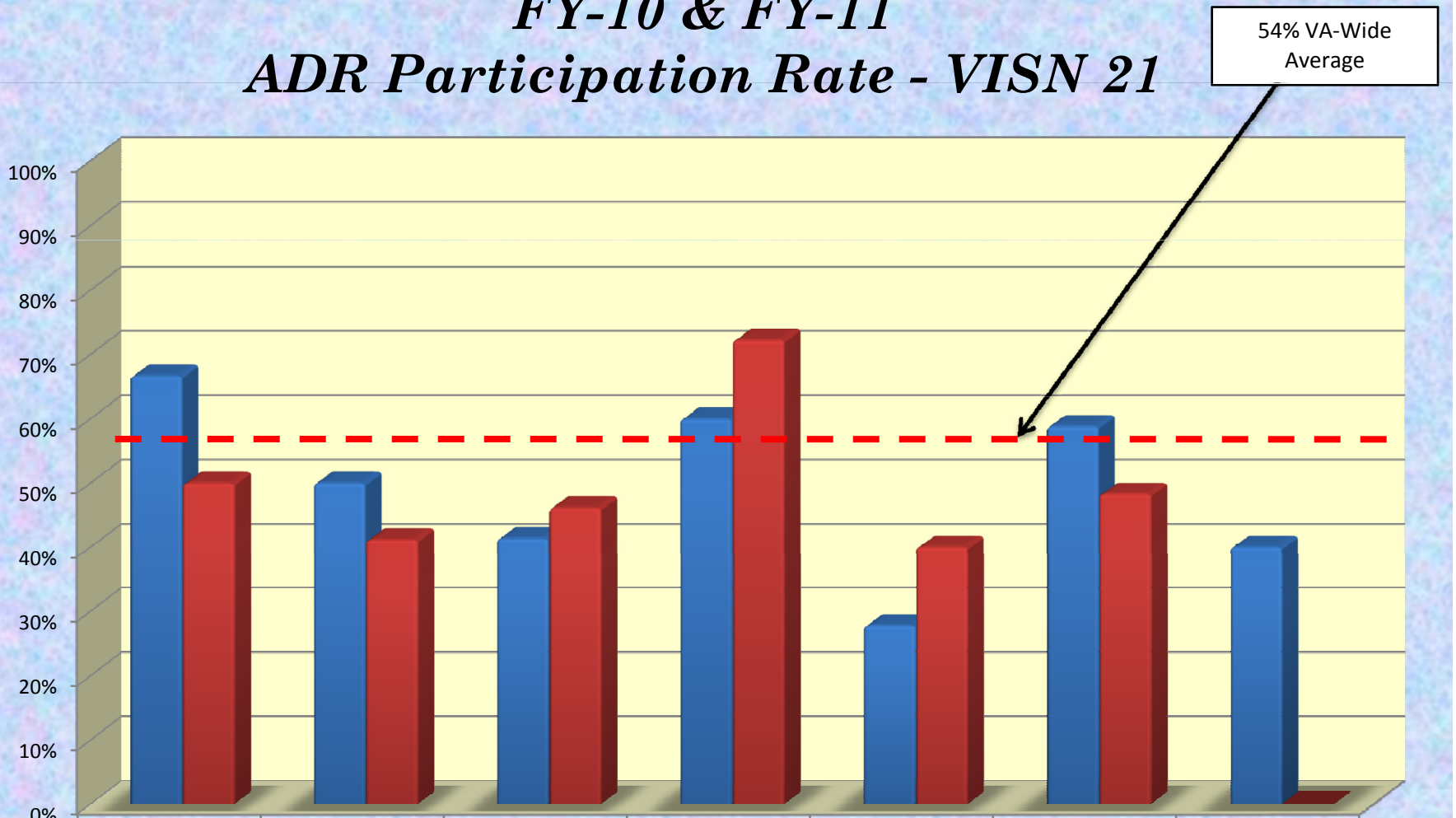


	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-10	100%	94%	100%	100%	100%	100%	100%
FY-11	100%	100%	92%	97%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 21

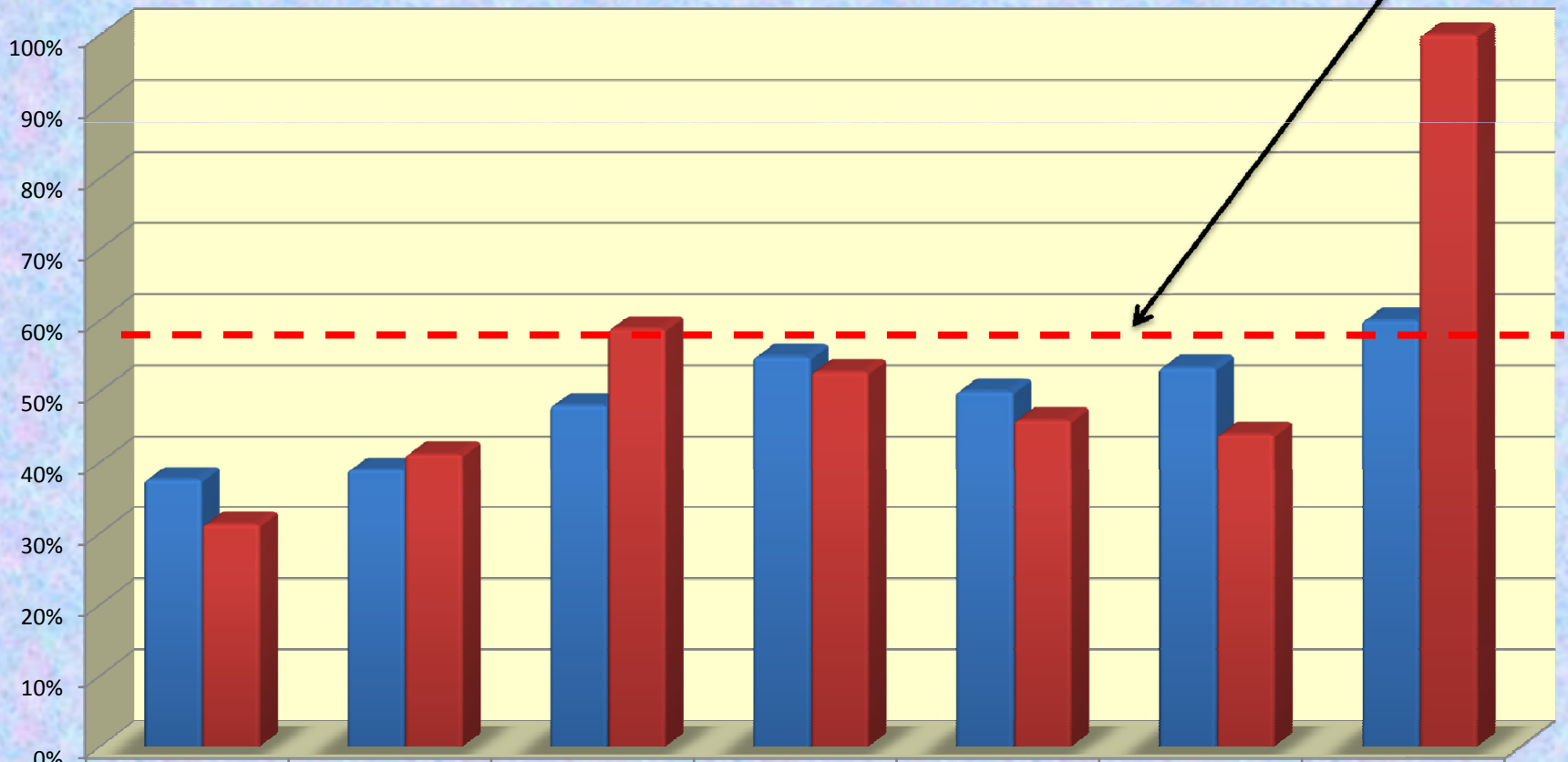


	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-10	67%	50%	41%	60%	28%	59%	40%
FY-11	50%	41%	46%	72%	40%	48%	0%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 21

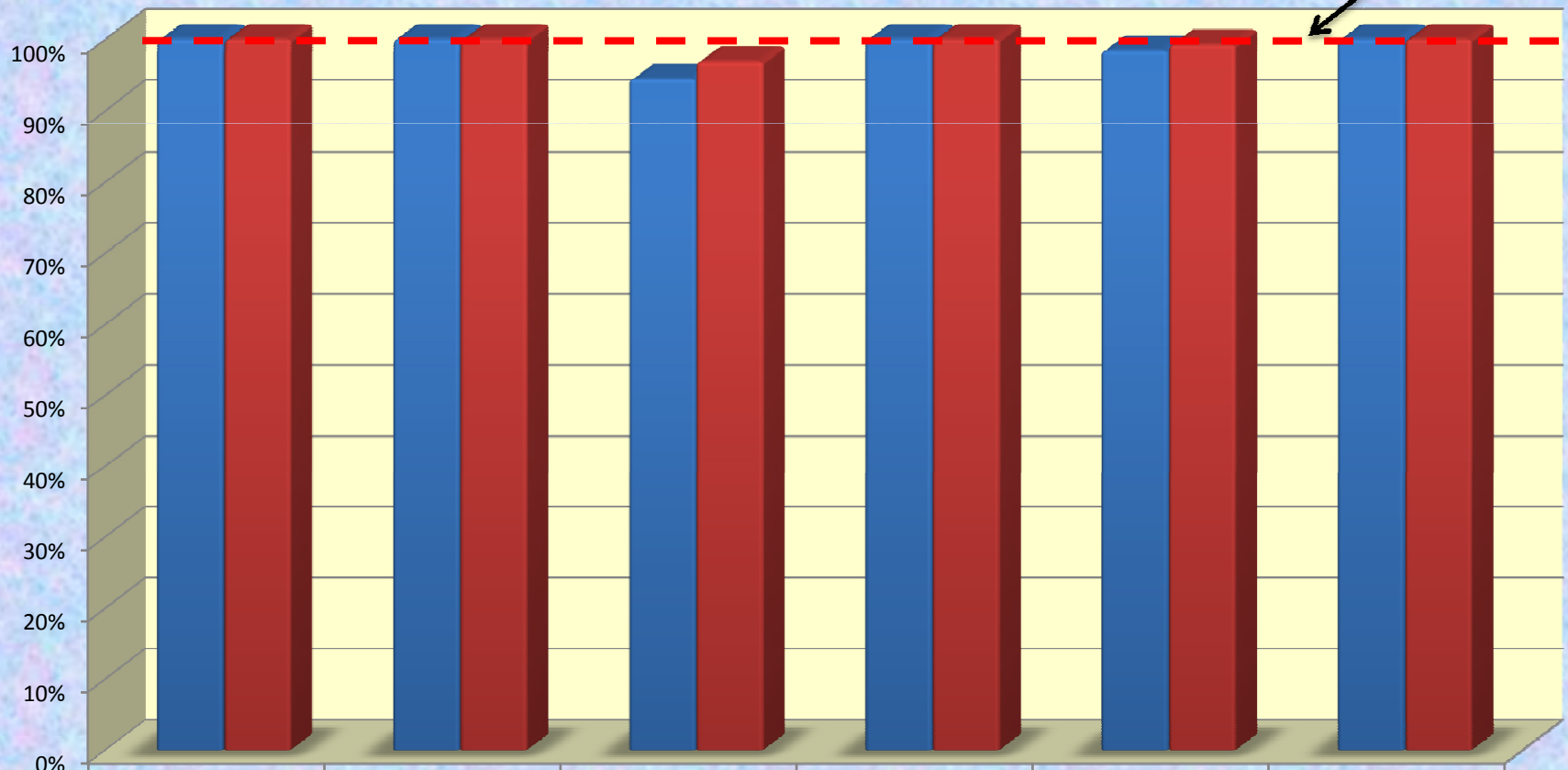


	PACIFIC ISLAND HCS	VAMC, FRESNO	NO CALIFORNIA HCS	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-10	38%	39%	48%	55%	50%	53%	60%
FY-11	31%	41%	59%	53%	46%	44%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 22

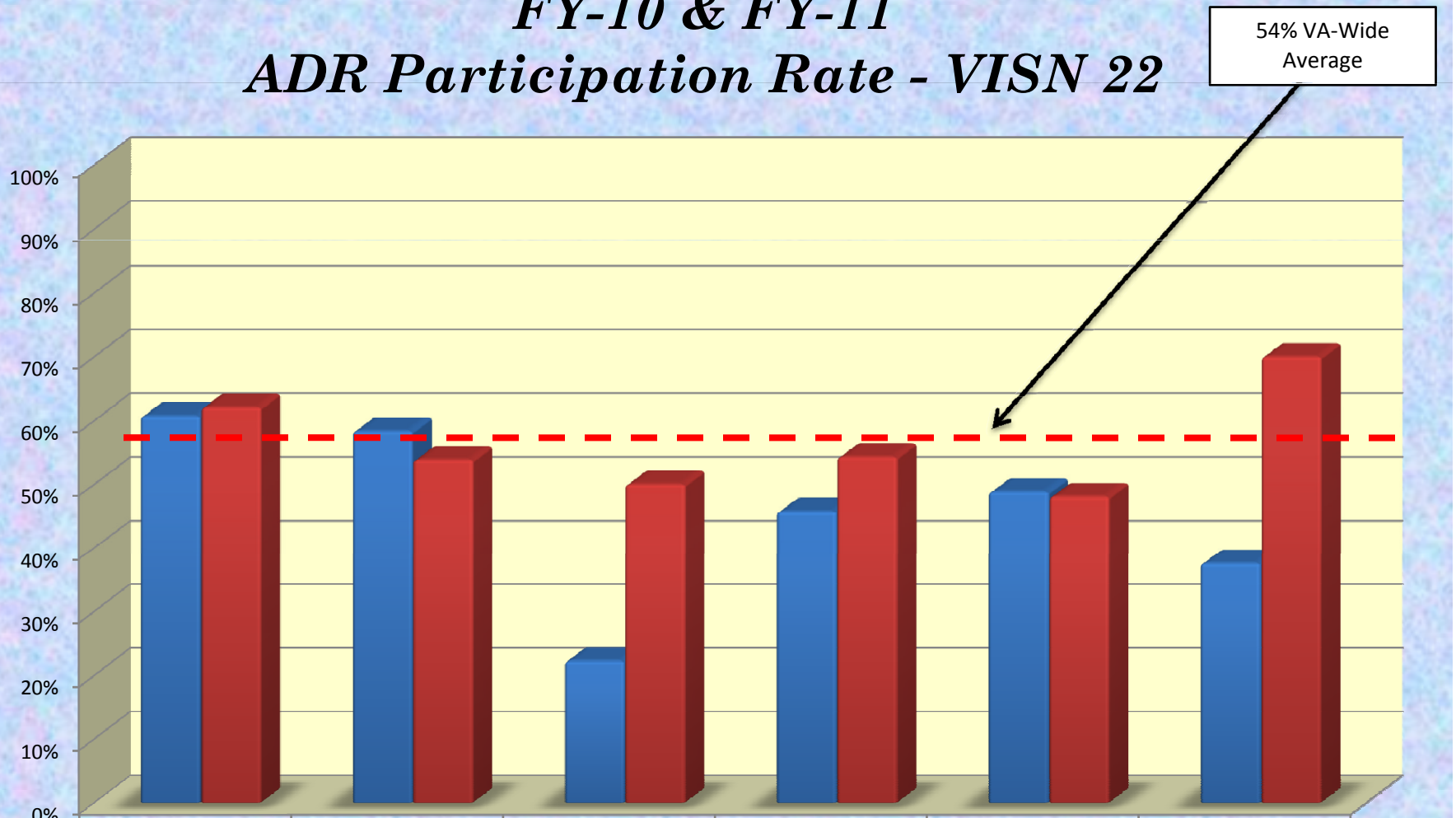


	VAMC, LAS VEGAS	VAMC, LONG BEACH	VAMC, LOMA LINDA	VAMC, SAN DIEGO	VA GREATER LOS ANGELES HCS	VISN 22
FY-10	100%	100%	94%	100%	98%	100%
FY-11	100%	100%	97%	100%	99%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 22

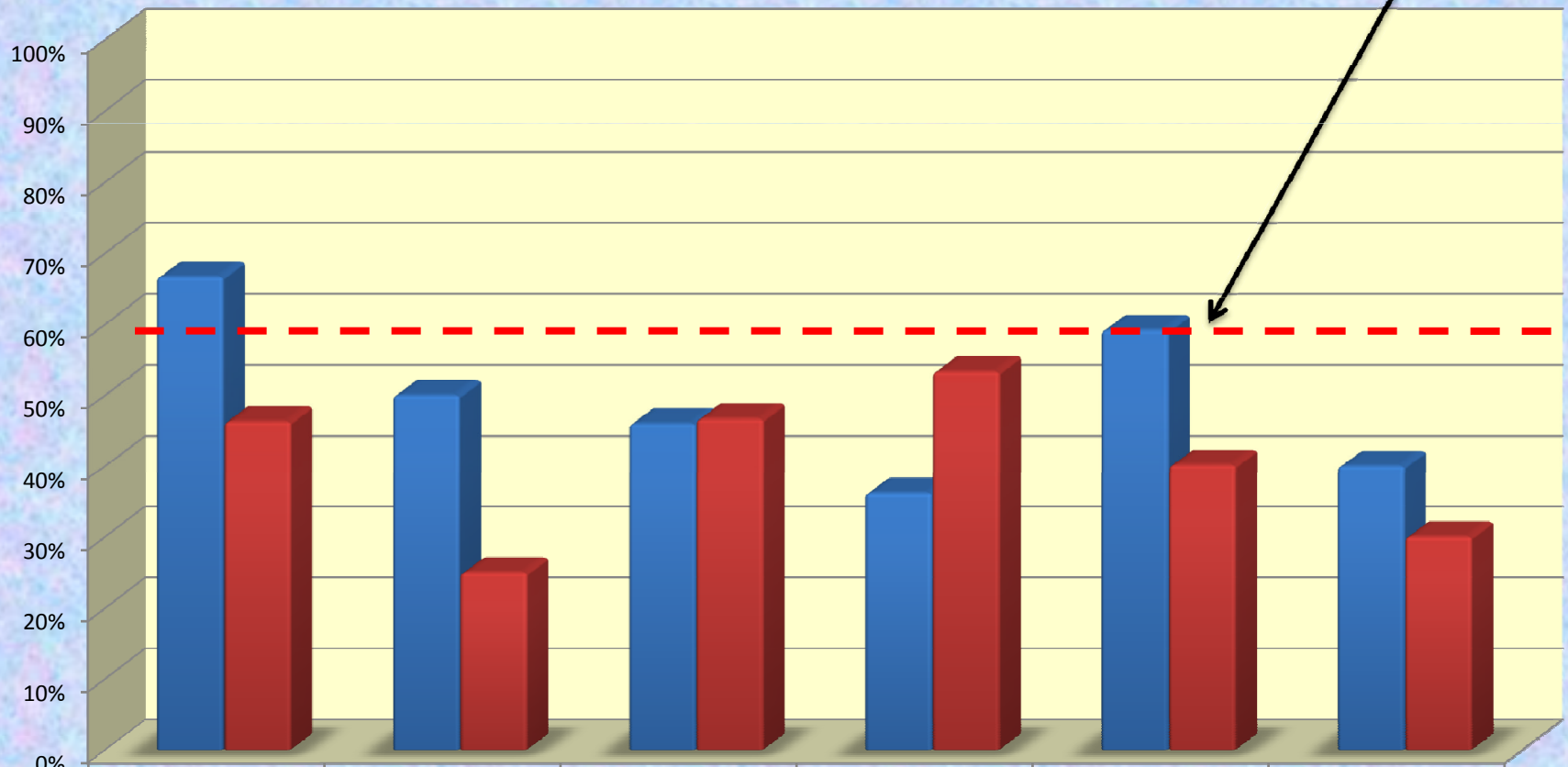


	VAMC, LAS VEGAS	VAMC, LONG BEACH	VAMC, LOMA LINDA	VAMC, SAN DIEGO	VA GREATER LOS ANGELES HCS	VISN 22
FY-10	61%	58%	22%	46%	49%	38%
FY-11	62%	54%	50%	54%	48%	70%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 22

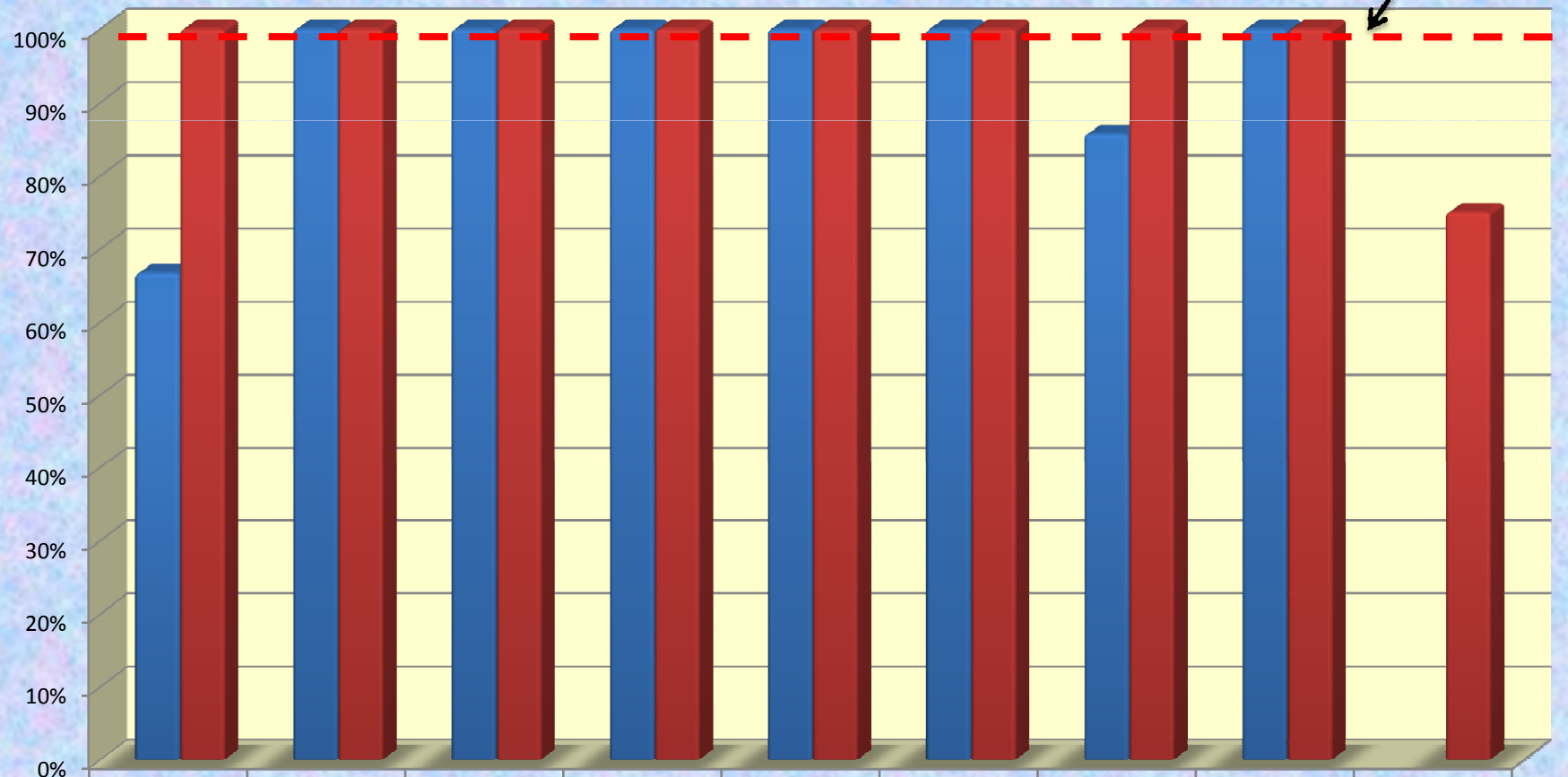


	VAMC, LAS VEGAS	VAMC, LONG BEACH	VAMC, LOMA LINDA	VAMC, SAN DIEGO	VA GREATER LOS ANGELES HCS	VISN 22
FY-10	67%	50%	46%	36%	59%	40%
FY-11	46%	25%	47%	53%	40%	30%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Offer Rate - VISN 23

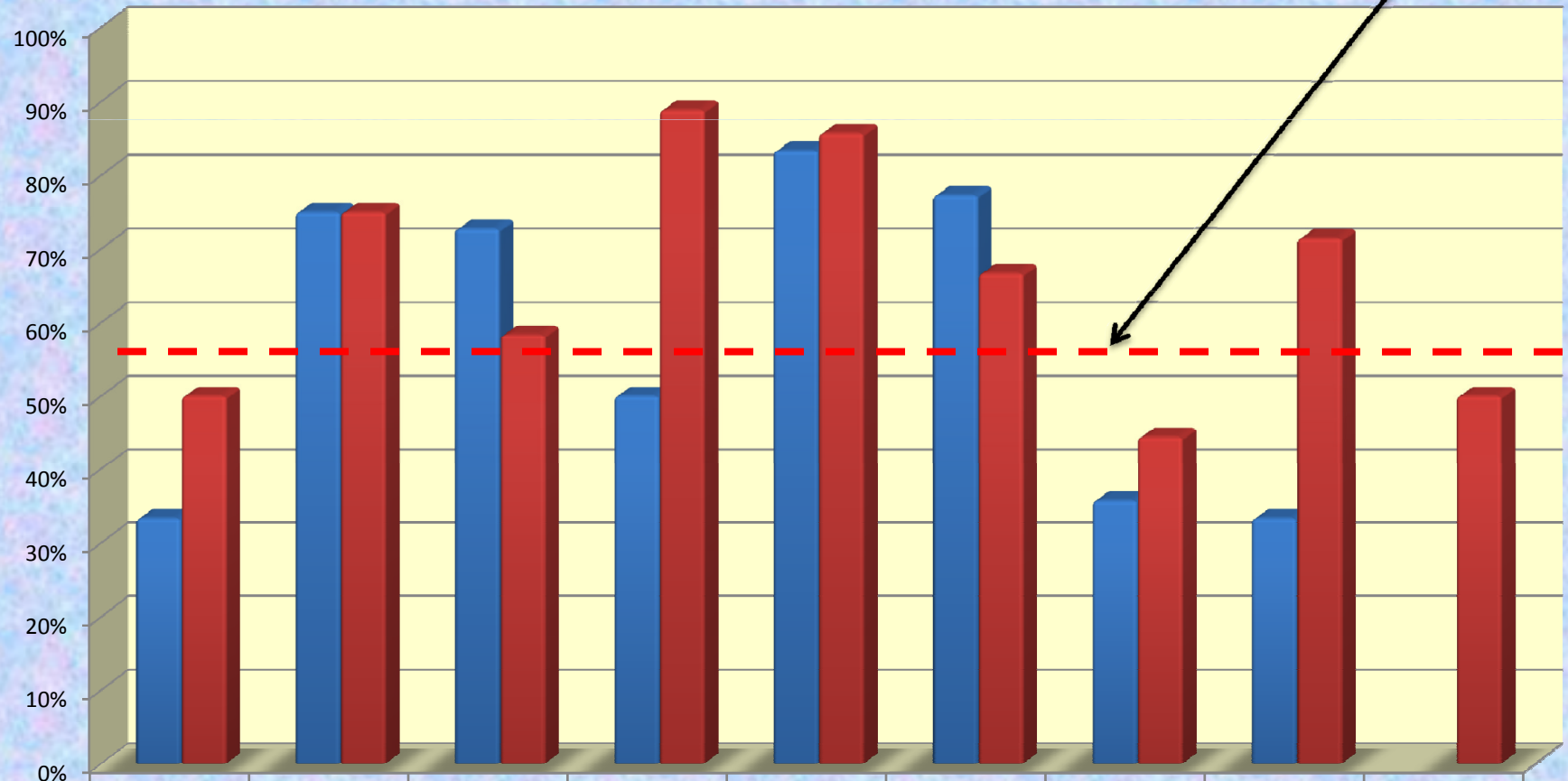


	VAMC, FARGO	VAMC, SIOUX FALLS	CENTRAL IOWA HCS	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SAINT CLOUD	VISN 23
FY-10	67%	100%	100%	100%	100%	100%	86%	100%	N/A
FY-11	100%	100%	100%	100%	100%	100%	100%	100%	75%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
ADR Participation Rate - VISN 23

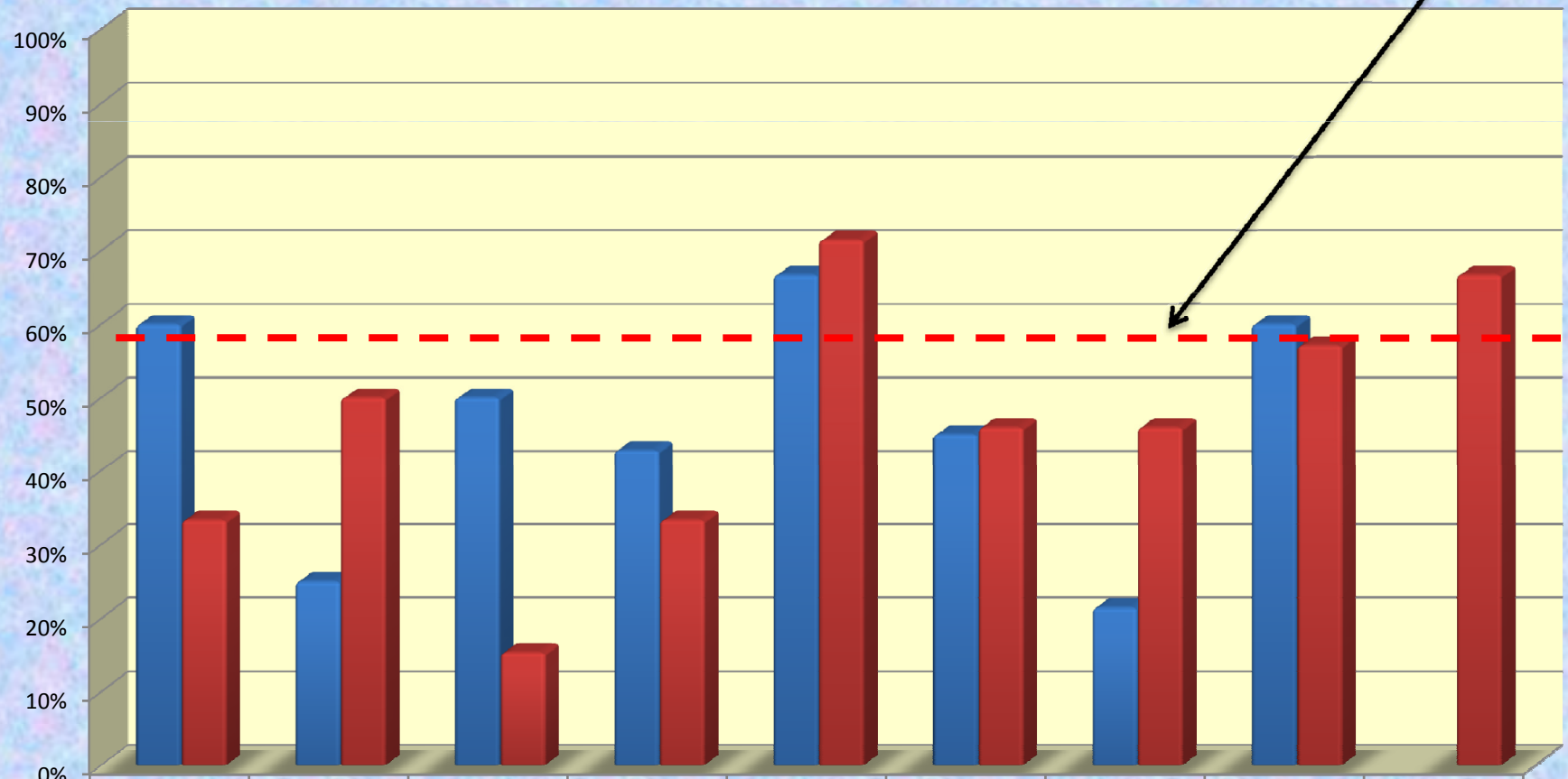


	VAMC, FARGO	VAMC, SIOUX FALLS	CENTRAL IOWA HCS	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SAINT CLOUD	VISN 23
FY-10	33%	75%	73%	50%	83%	77%	36%	33%	N/A
FY-11	50%	75%	58%	89%	86%	67%	44%	71%	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Resolution Rate - VISN 23



	VAMC, FARGO	VAMC, SIOUX FALLS	CENTRAL IOWA HCS	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SAINT CLOUD	VISN 23
FY-10	60%	25%	50%	43%	67%	45%	21%	60%	N/A
FY-11	33%	50%	15%	33%	71%	46%	46%	57%	67%

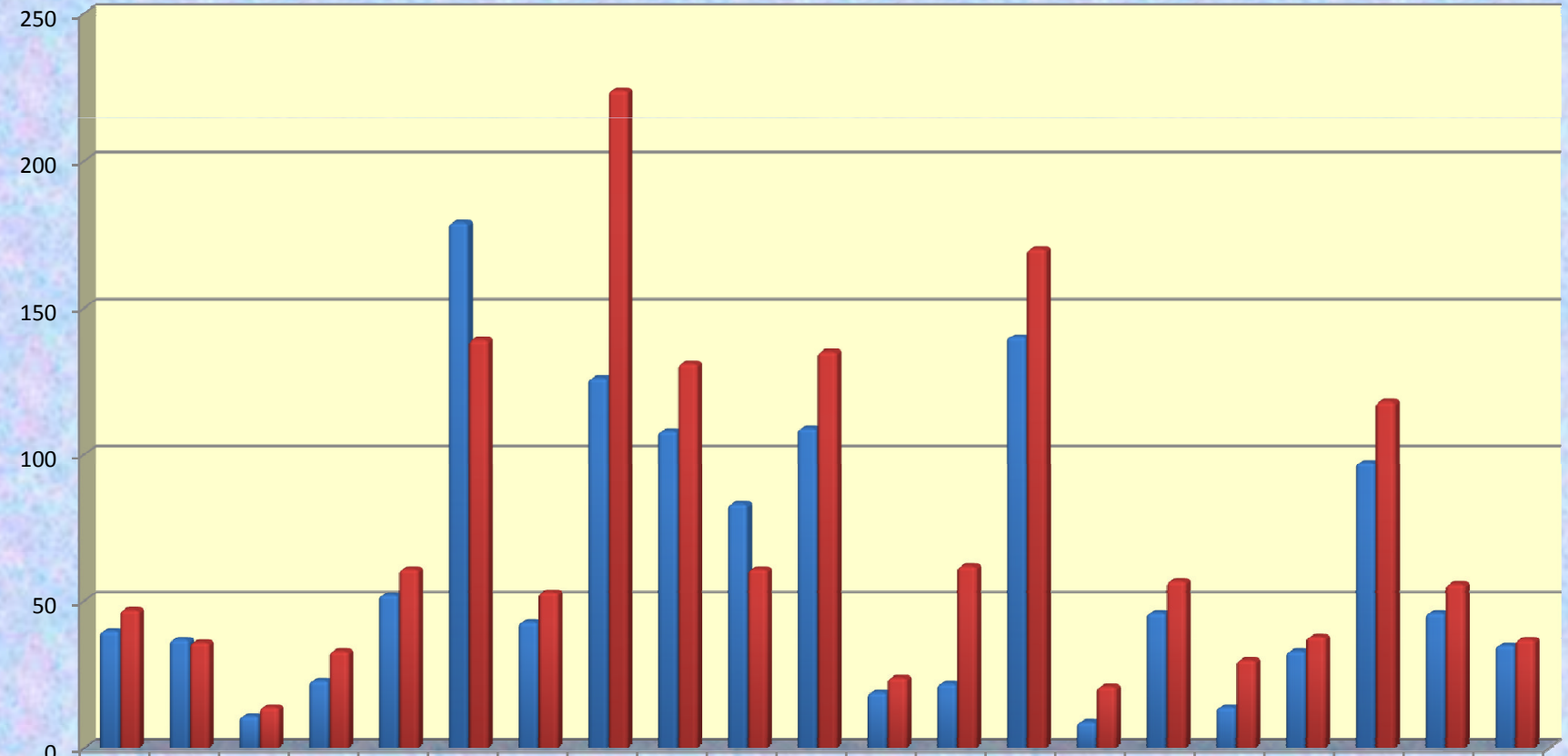
Data Source: ADRTracker System

Veterans Health Administration

Non-EEO ADR Cases

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests

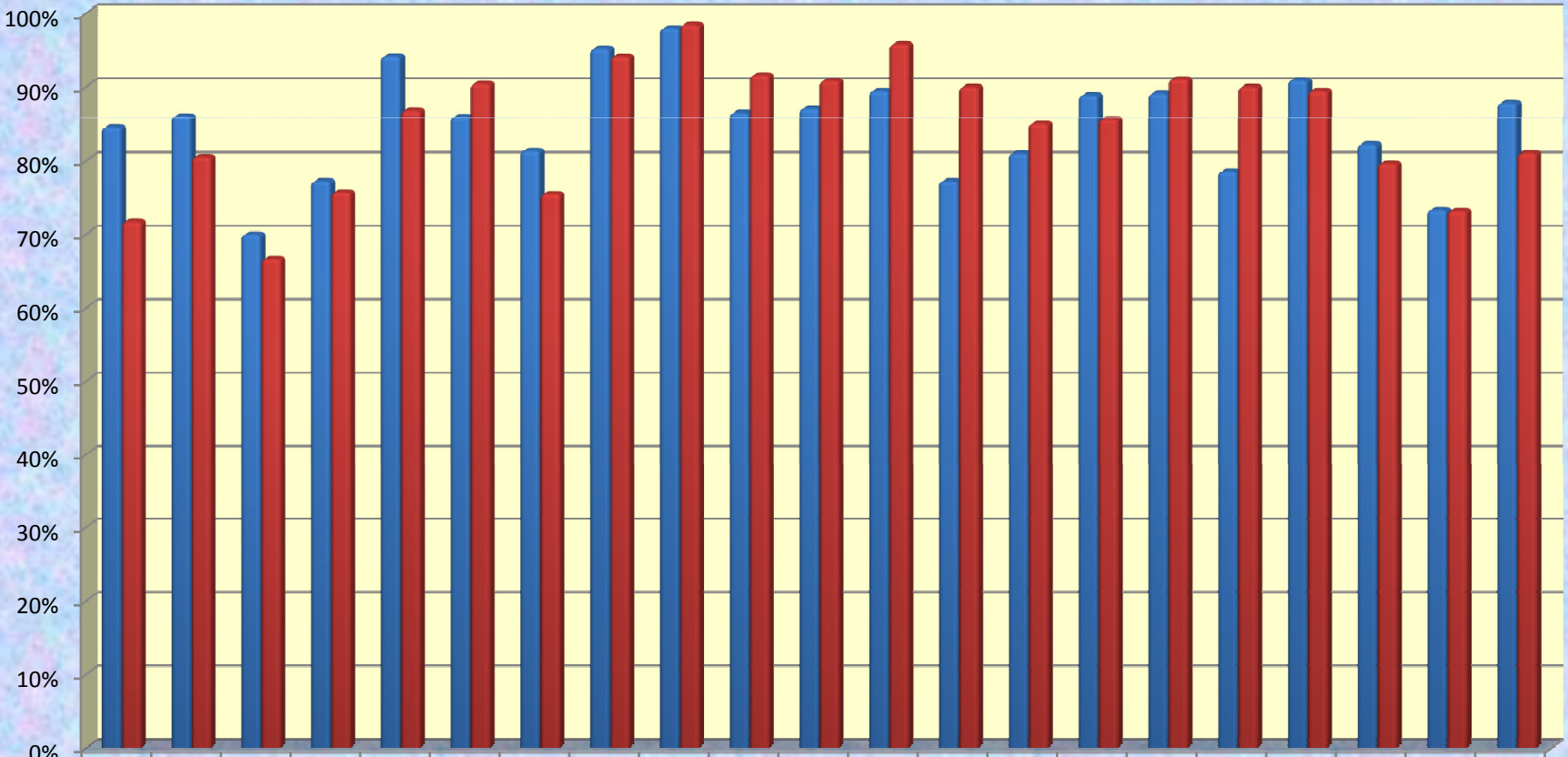


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-10	40	37	11	23	52	179	43	126	108	83	109	19	22	140	9	46	14	33	97	46	35
FY-11	47	36	14	33	61	139	53	224	131	61	135	24	62	170	21	57	30	38	118	56	37

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate

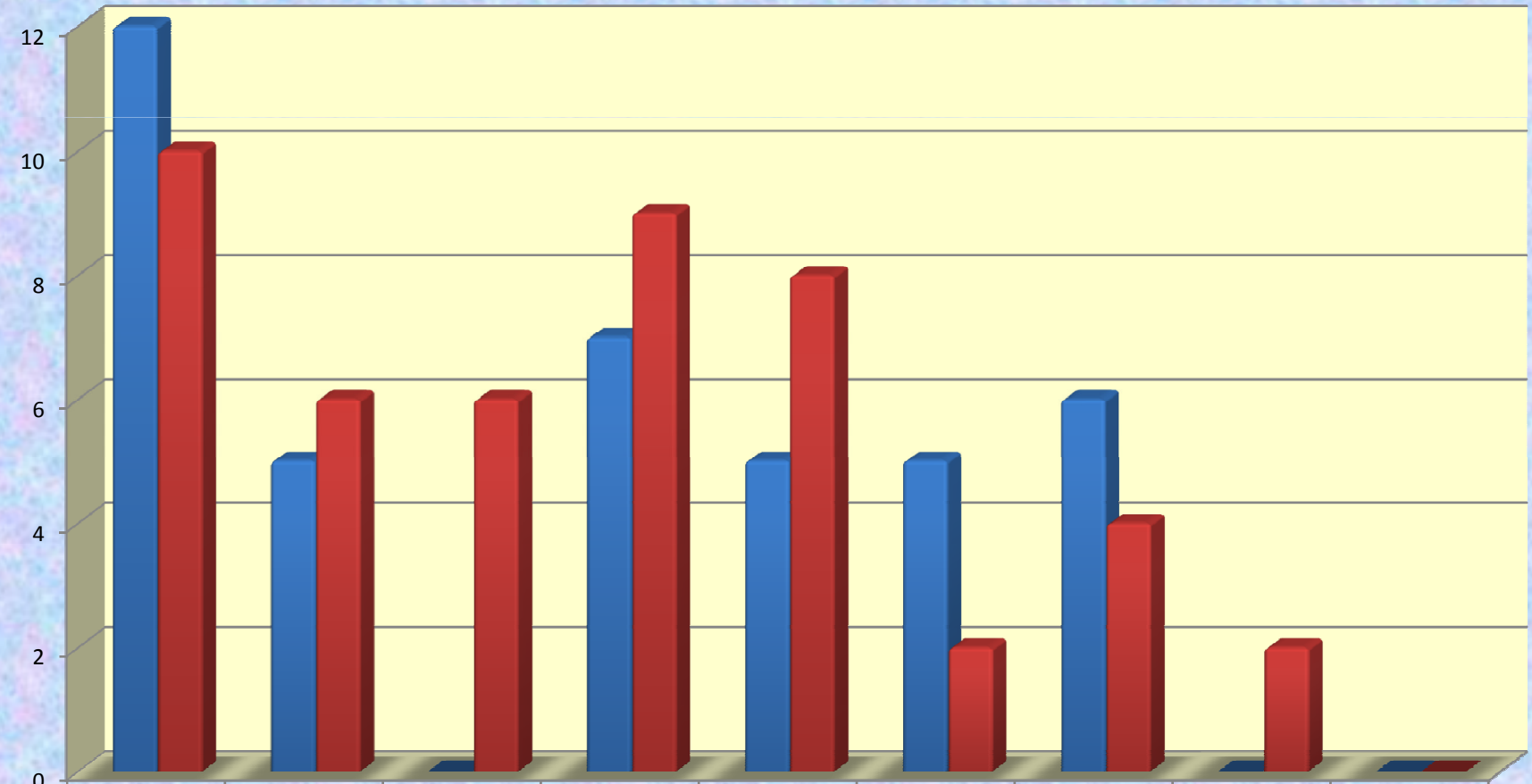


	VISN 1	VISN 2	VISN 3	VISN 4	VISN 5	VISN 6	VISN 7	VISN 8	VISN 9	VISN 10	VISN 11	VISN 12	VISN 15	VISN 16	VISN 17	VISN 18	VISN 19	VISN 20	VISN 21	VISN 22	VISN 23
FY-10	85%	86%	70%	77%	94%	86%	81%	95%	98%	87%	87%	89%	77%	81%	89%	89%	79%	91%	82%	73%	88%
FY-11	72%	81%	67%	76%	87%	90%	76%	94%	98%	92%	91%	96%	90%	85%	86%	91%	90%	89%	80%	73%	81%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 1

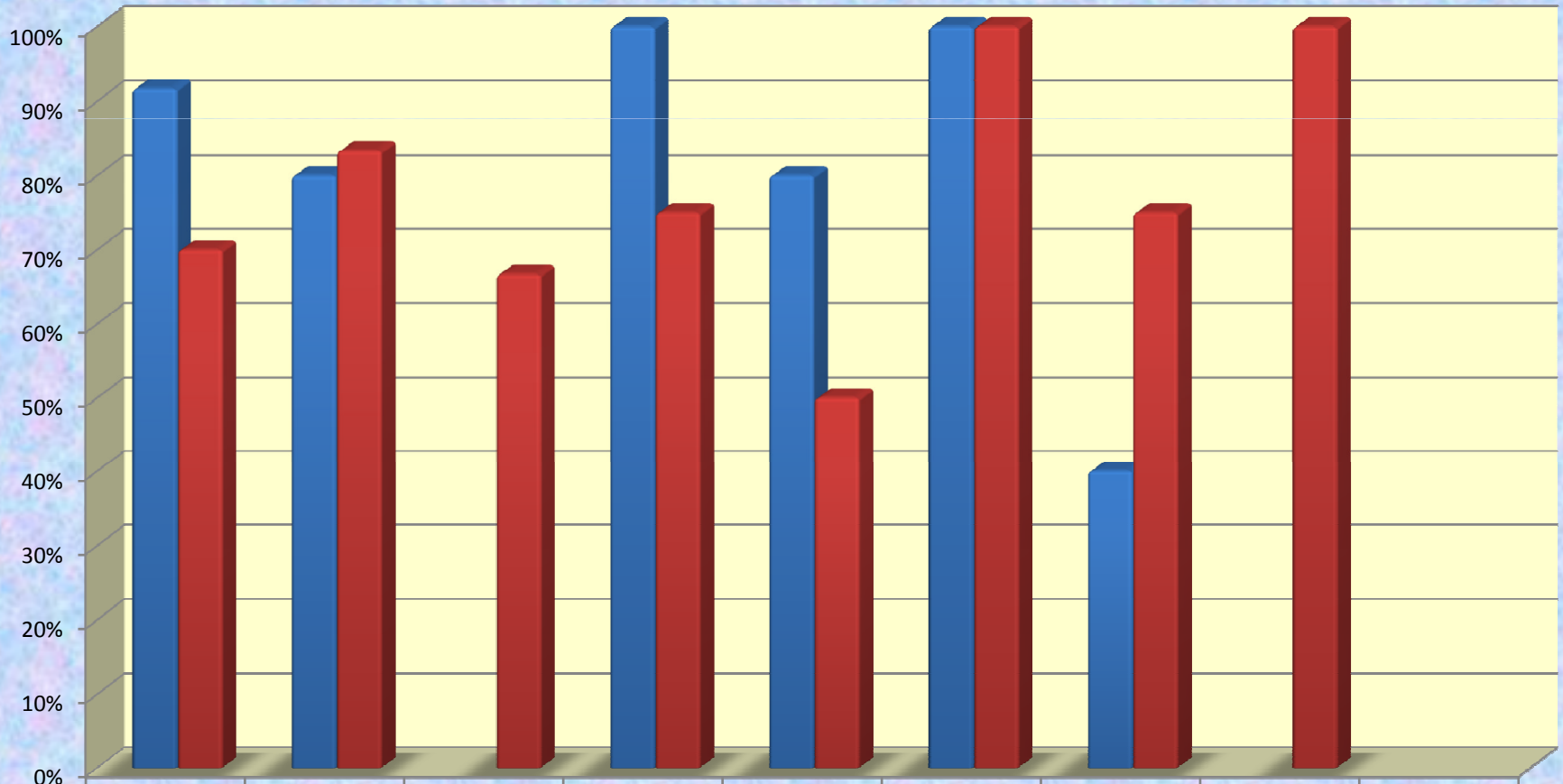


	VAMC, BEDFORD	VAMC, BOSTON	VAMC, MANCHESTER	VAMC, NORTHAMPTON	VAMC, PROVIDENCE	VAMC, TOGUS	VAMC, WHITE RIVER JUNCTION	VA CONNECTICUT HS	VISN 1
FY-10	12	5	0	7	5	5	6	0	0
FY-11	10	6	6	9	8	2	4	2	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 1

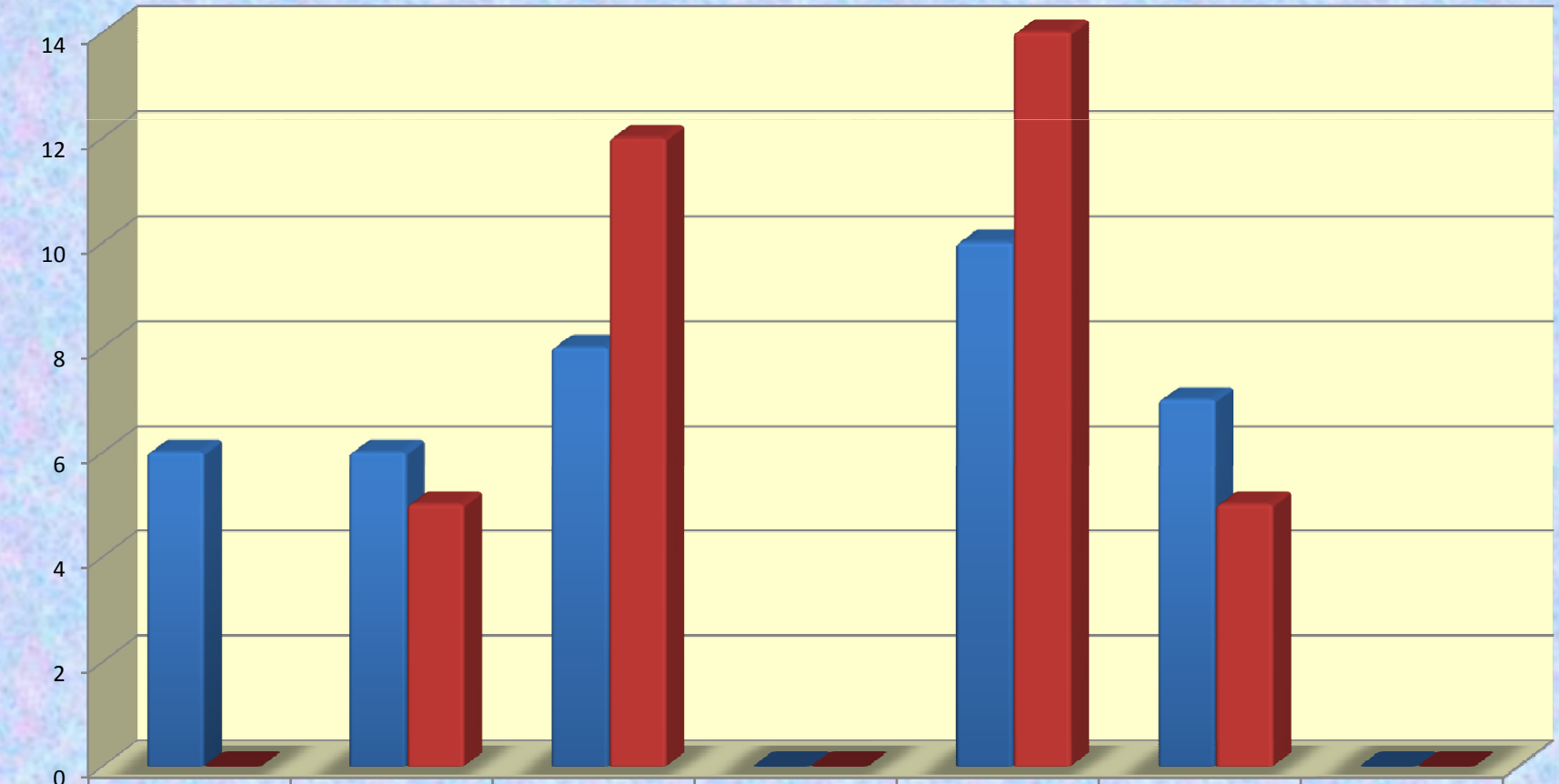


	VAMC, BEDFORD	VAMC, BOSTON	VAMC, MANCHESTER	VAMC, NORTHAMPTON	VAMC, PROVIDENCE	VAMC, TOGUS	VAMC, WHITE RIVER JUNCTION	VA CONNECTICUT HS	VISN 1
FY-10	92%	80%	N/A	100%	80%	100%	40%	N/A	N/A
FY-11	70%	83%	67%	75%	50%	100%	75%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 2

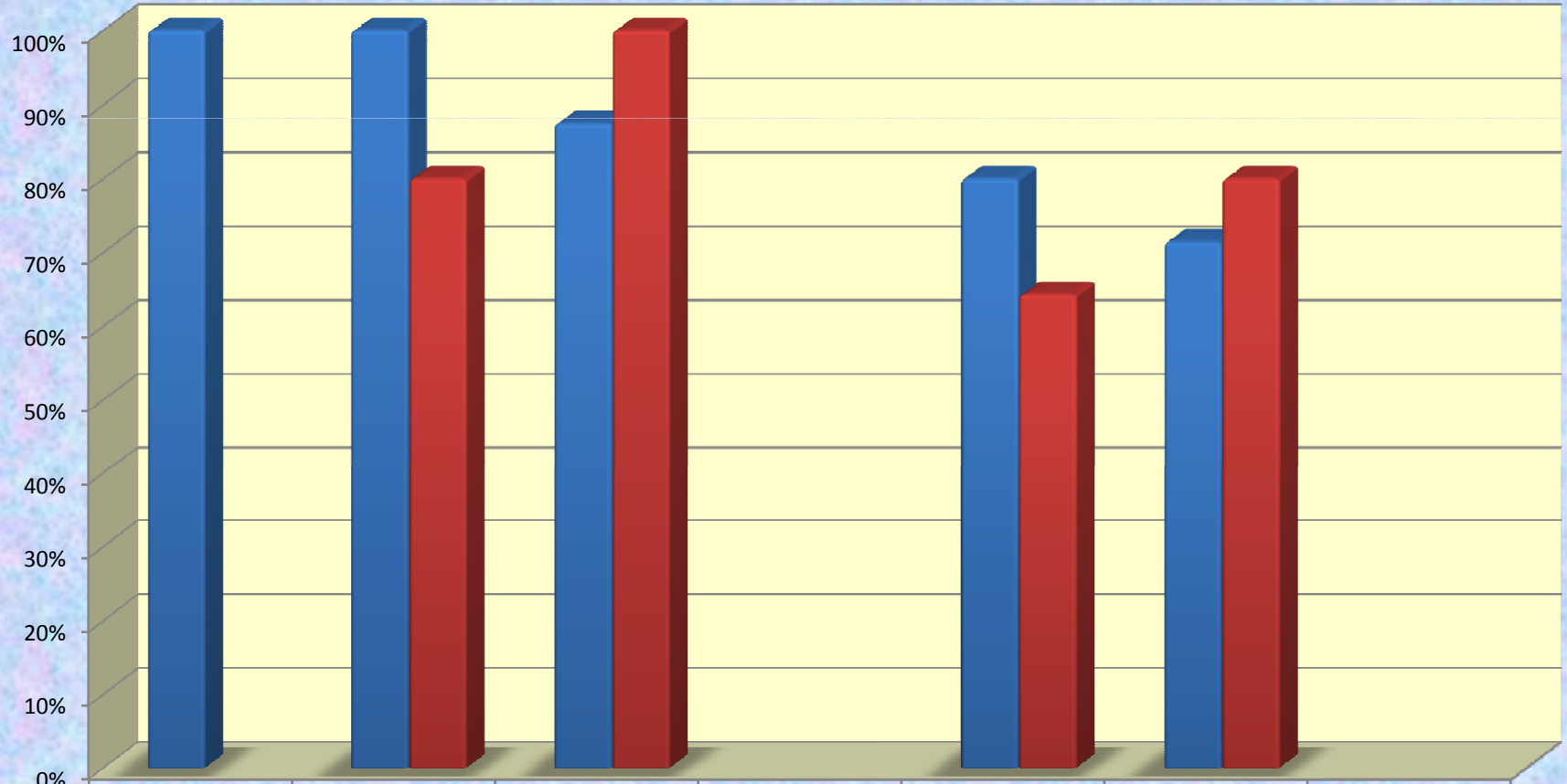


	VAMC, SYRACUSE	VAMC, ALBANY	VAMC, BATH	VAMC, BATAVIA	VAMC, BUFFALO	VAMC, CANADAIGUA	VISN 2
FY-10	6	6	8	0	10	7	0
FY-11	0	5	12	0	14	5	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 2

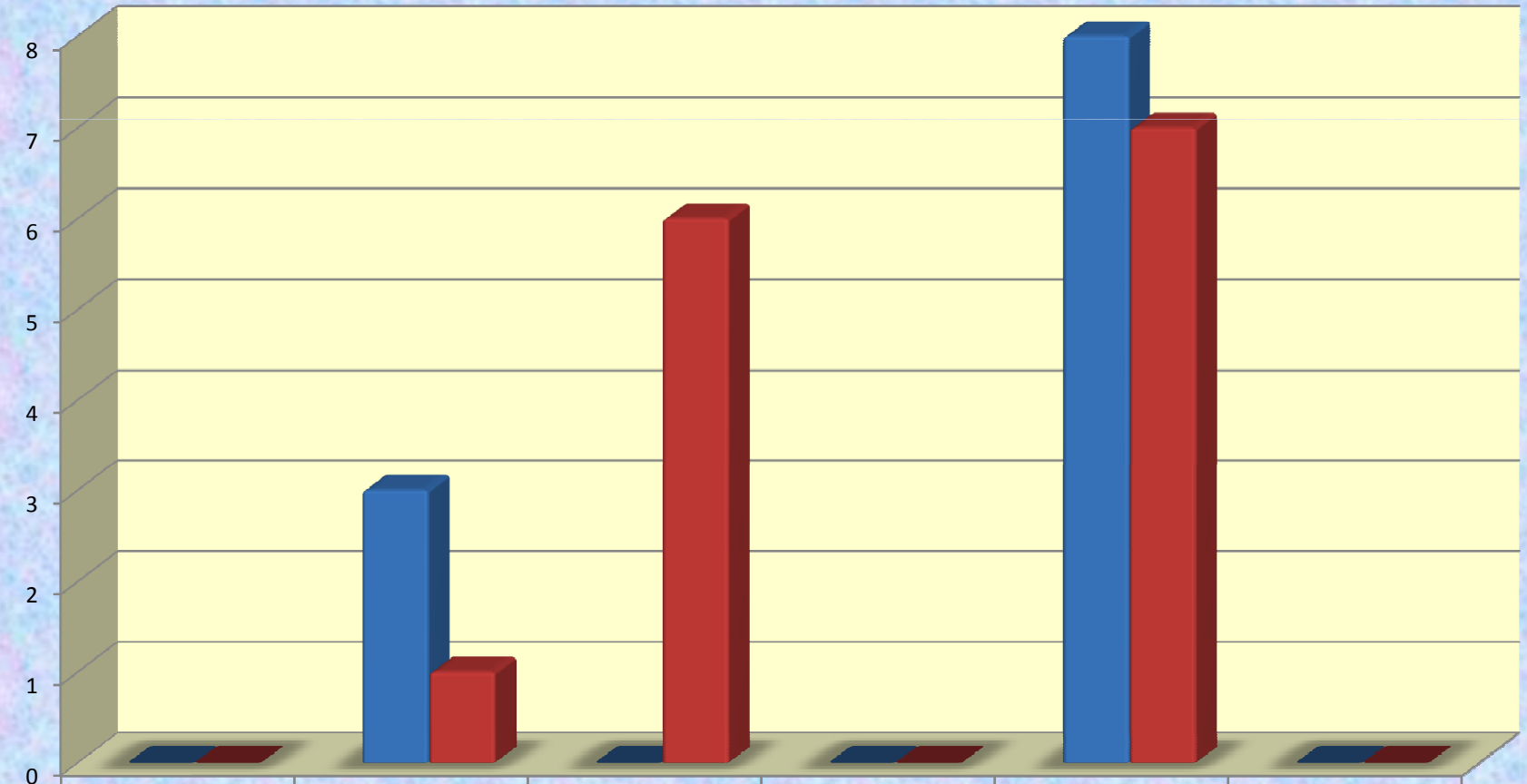


	VAMC, SYRACUSE	VAMC, ALBANY	VAMC, BATH	VAMC, BATAVIA	VAMC, BUFFALO	VAMC, CANADAIGUA	VISN 2
FY-10	100%	100%	88%	N/A	80%	71%	N/A
FY-11	N/A	80%	100%	N/A	64%	80%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 3

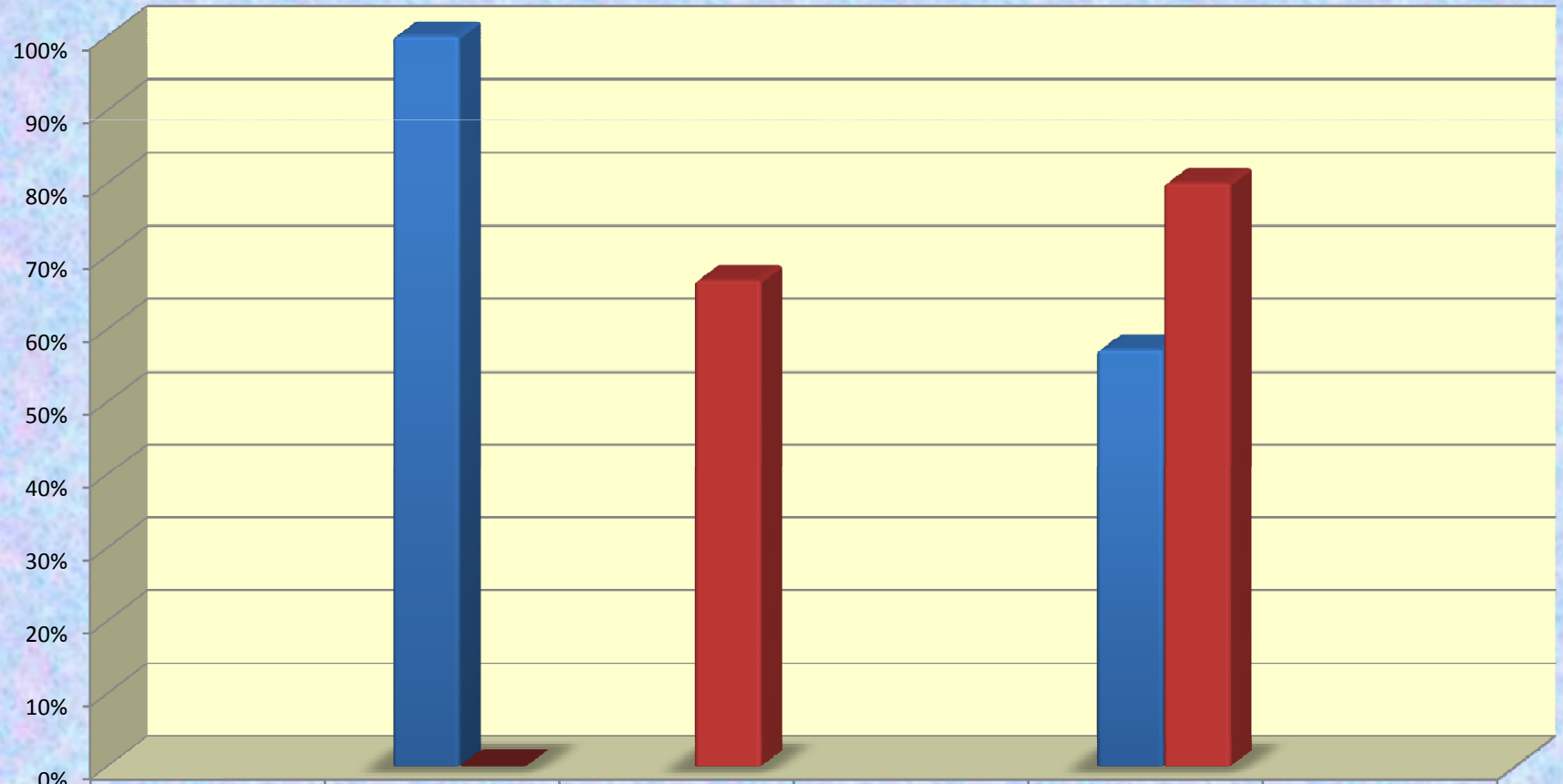


	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VAMC, NORTHPORT	NEW YORK HARBOR HCS	VISN 3
FY-10	0	3	0	0	8	0
FY-11	0	1	6	0	7	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 3

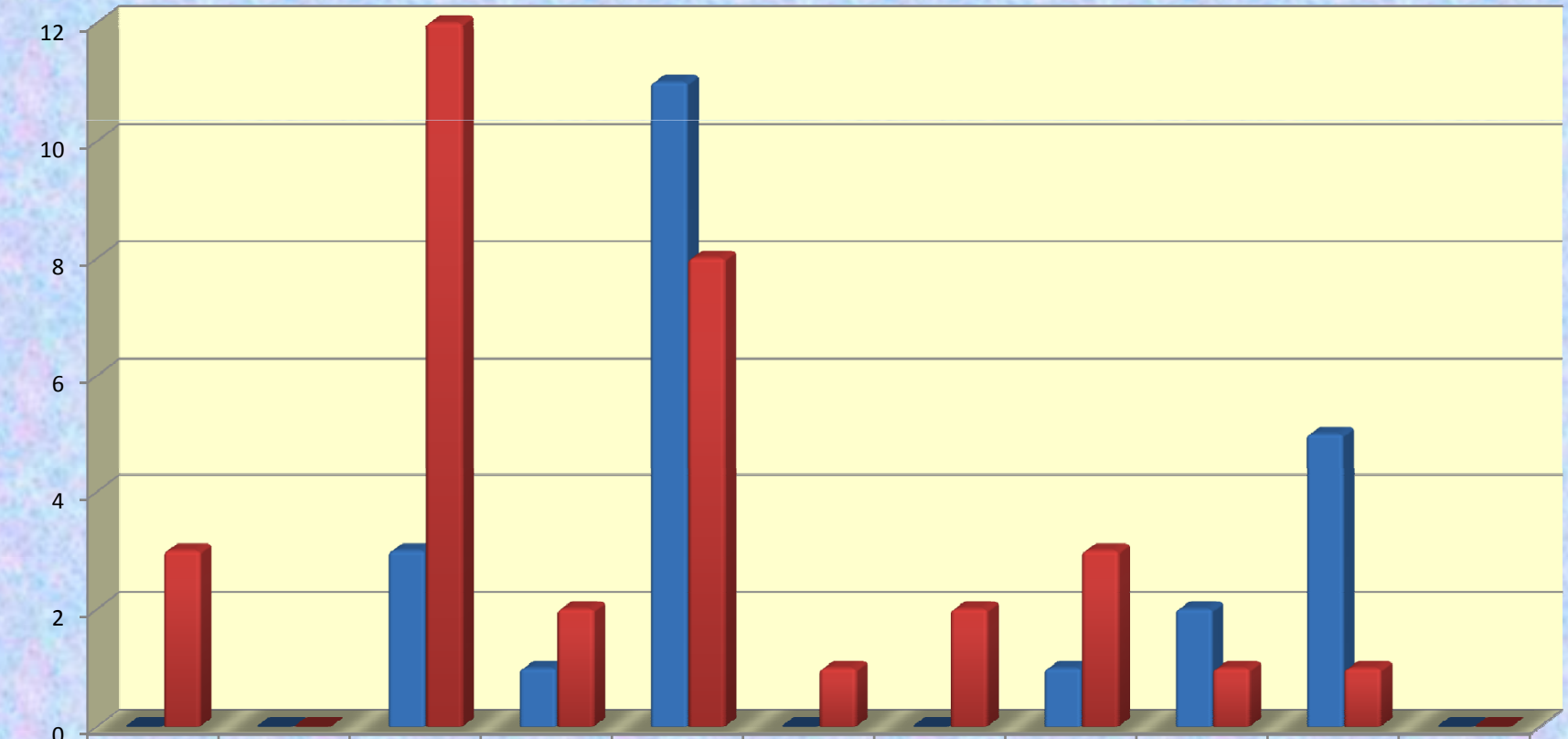


	VAMC, BRONX	VA NEW JERSEY HCS	VA HUDSON VALLEY HCS	VAMC, NORTHPORT	NEW YORK HARBOR HCS	VISN 3
FY-10	N/A	100%	N/A	N/A	57%	N/A
FY-11	N/A	0%	67%	N/A	80%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 4

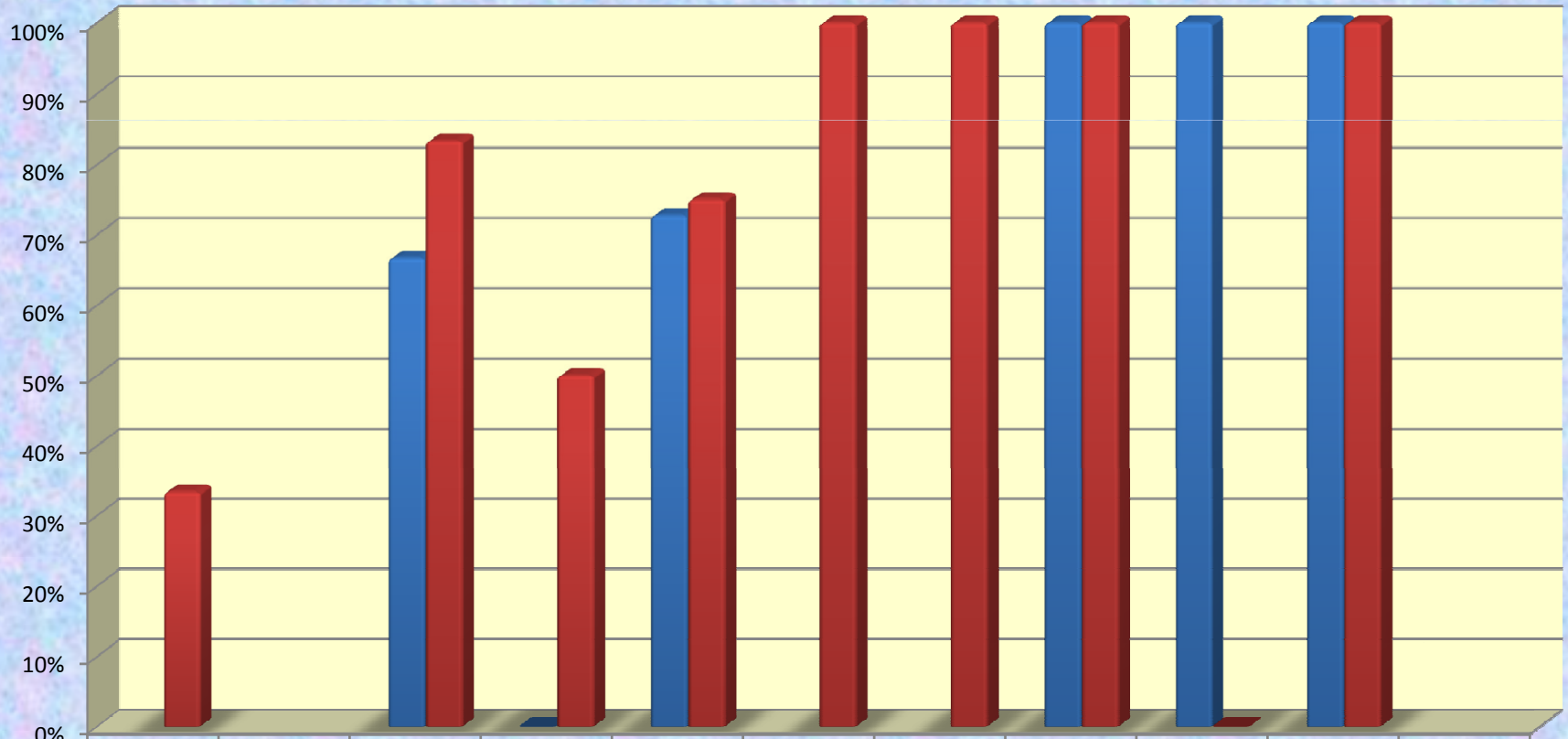


	VA PITTSBURGH HCS	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VAMC, WILKES-BARRE	VAMC, WILMINGTON	VISN 4
FY-10	0	0	3	1	11	0	0	1	2	5	0
FY-11	3	0	12	2	8	1	2	3	1	1	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 4

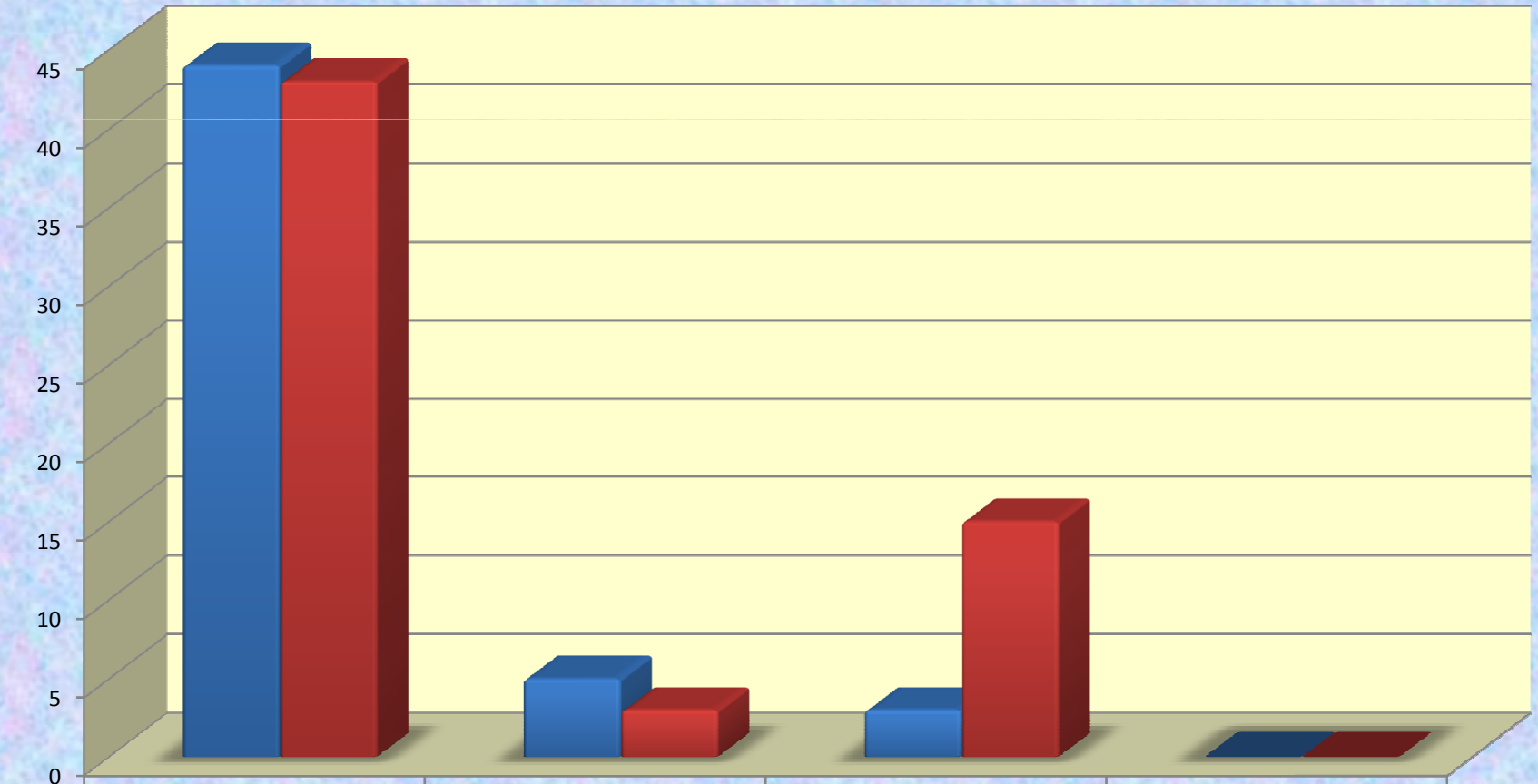


	VA PITTSBURGH HCS	VAMC, ALTOONA	VAMC, BUTLER	VAMC, CLARKSBURG	VAMC, COATESVILLE	VAMC, ERIE	VAMC, LEBANON	VAMC, PHILADELPHIA	VAMC, WILKES-BARRE	VAMC, WILMINGTON	VISN 4
FY-10	N/A	N/A	67%	0%	73%	N/A	N/A	100%	100%	100%	N/A
FY-11	33%	N/A	83%	50%	75%	100%	100%	100%	0%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 5

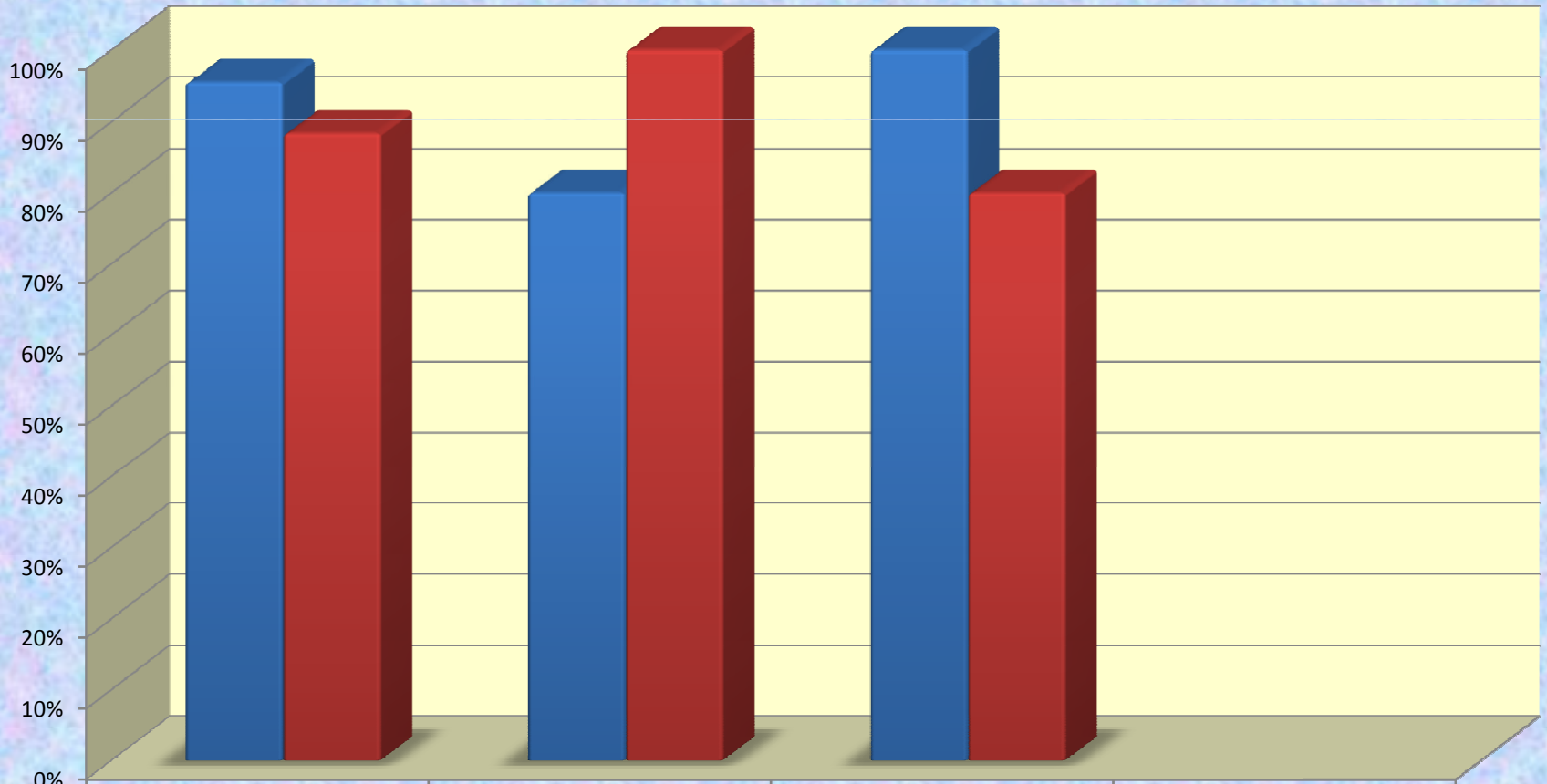


	VAMC, BALTIMORE	VAMC, MARTINSBURG	VAMC, WASHINGTON	VISN 5
FY-10	44	5	3	0
FY-11	43	3	15	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 5

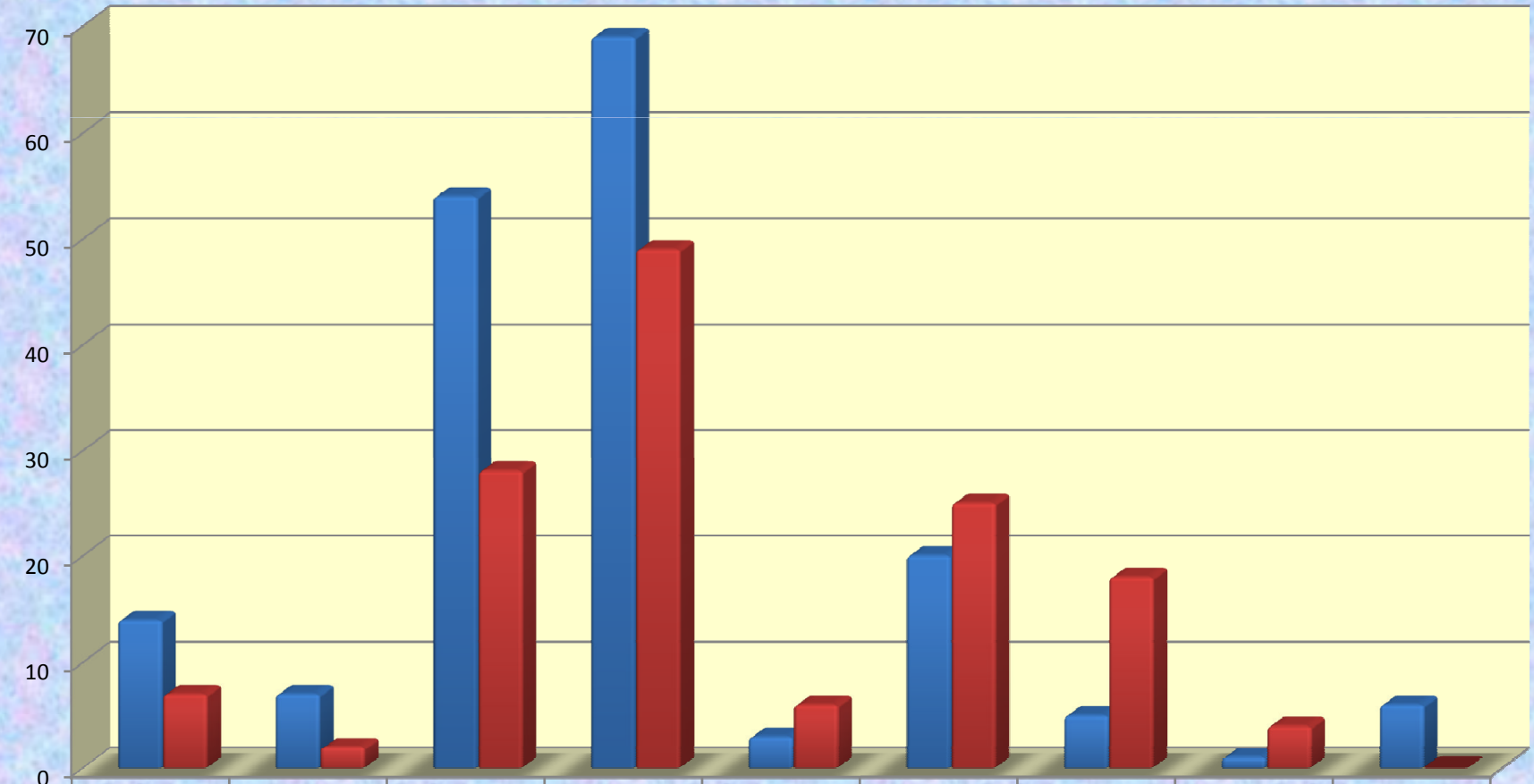


	VAMC, BALTIMORE	VAMC, MARTINSBURG	VAMC, WASHINGTON	VISN 5
FY-10	95%	80%	100%	N/A
FY-11	88%	100%	80%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 6

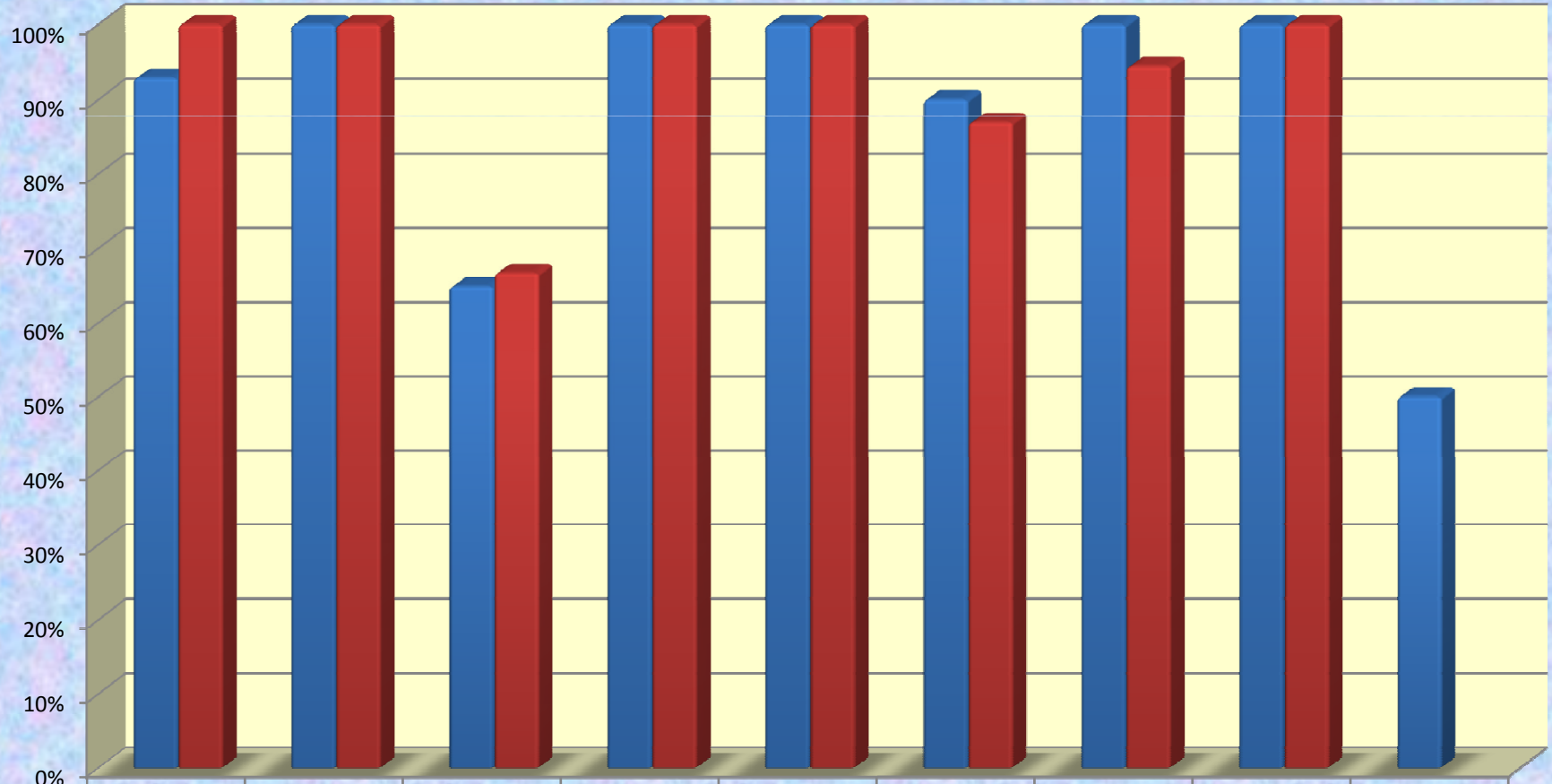


	VAMC, ASHEVILLE	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-10	14	7	54	69	3	20	5	1	6
FY-11	7	2	28	49	6	25	18	4	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 6

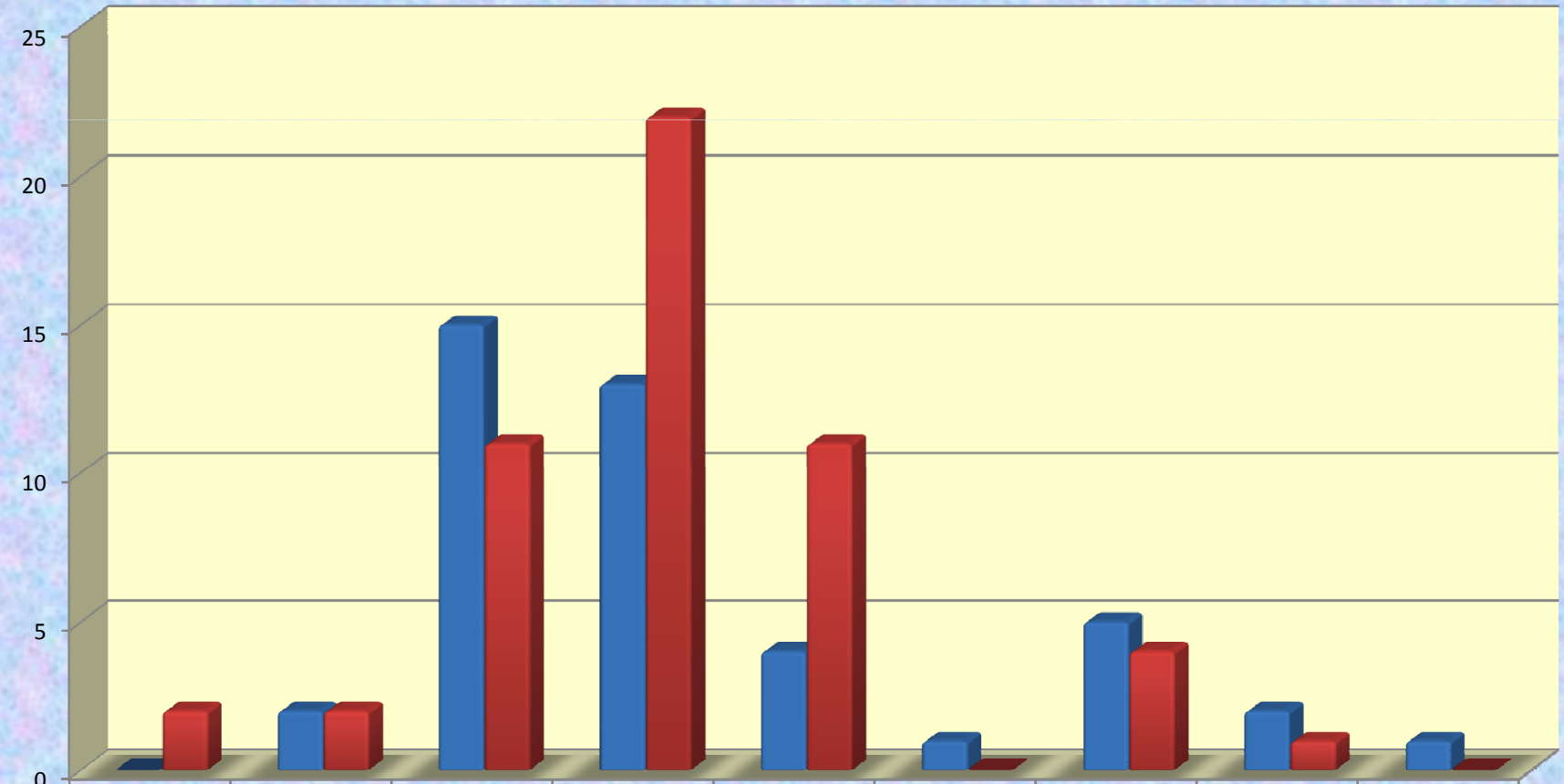


	VAMC, ASHEVILLE	VAMC, BECKLEY	VAMC, DURHAM	VAMC, FAYETTEVILLE, NC	VAMC, HAMPTON	VAMC, RICHMOND	VAMC, SALEM	VAMC, SALISBURY	VISN 6
FY-10	93%	100%	65%	100%	100%	90%	100%	100%	50%
FY-11	100%	100%	67%	100%	100%	87%	94%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 7

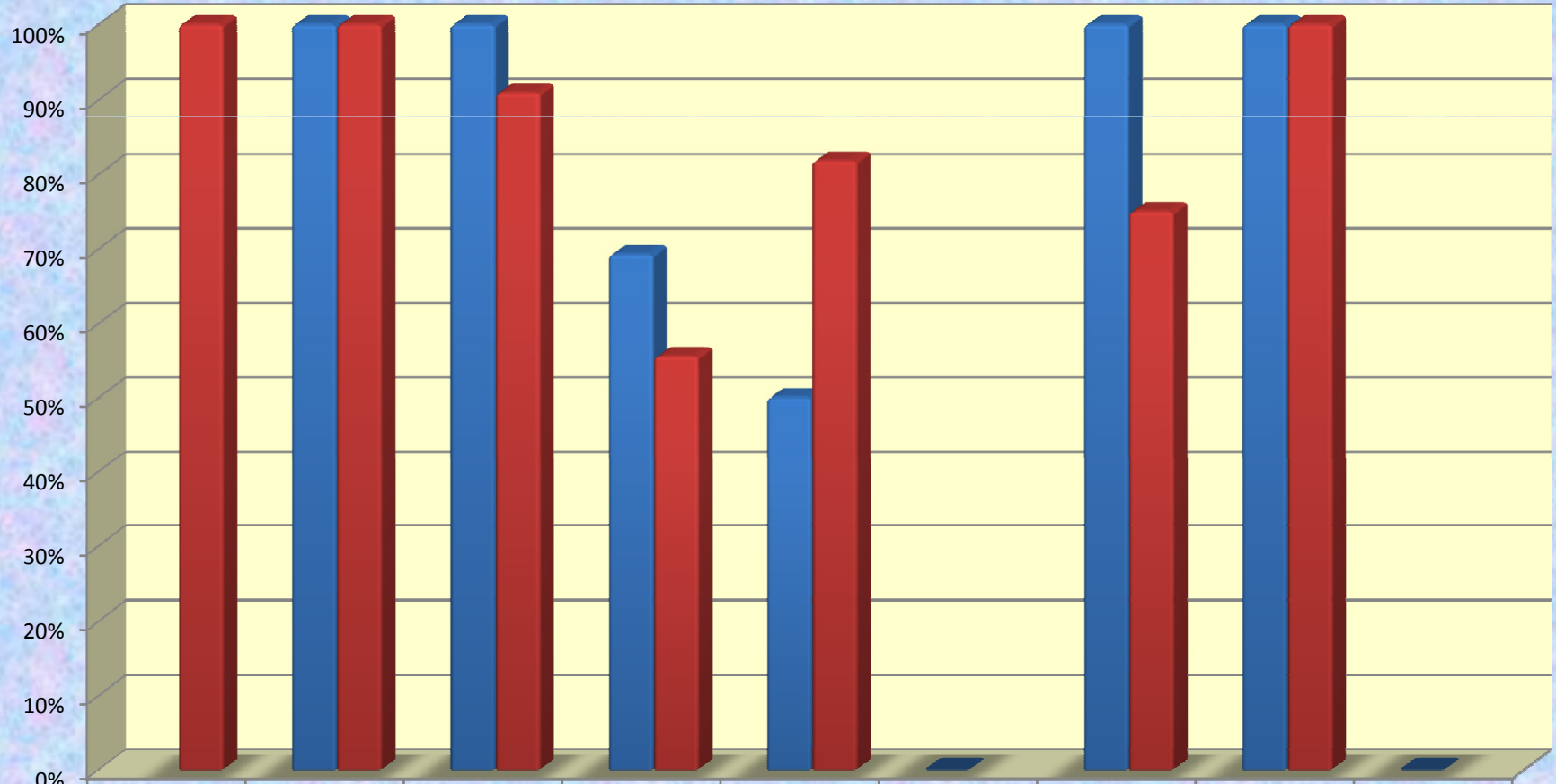


	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DECATUR	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-10	0	2	15	13	4	1	5	2	1
FY-11	2	2	11	22	11	0	4	1	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 7

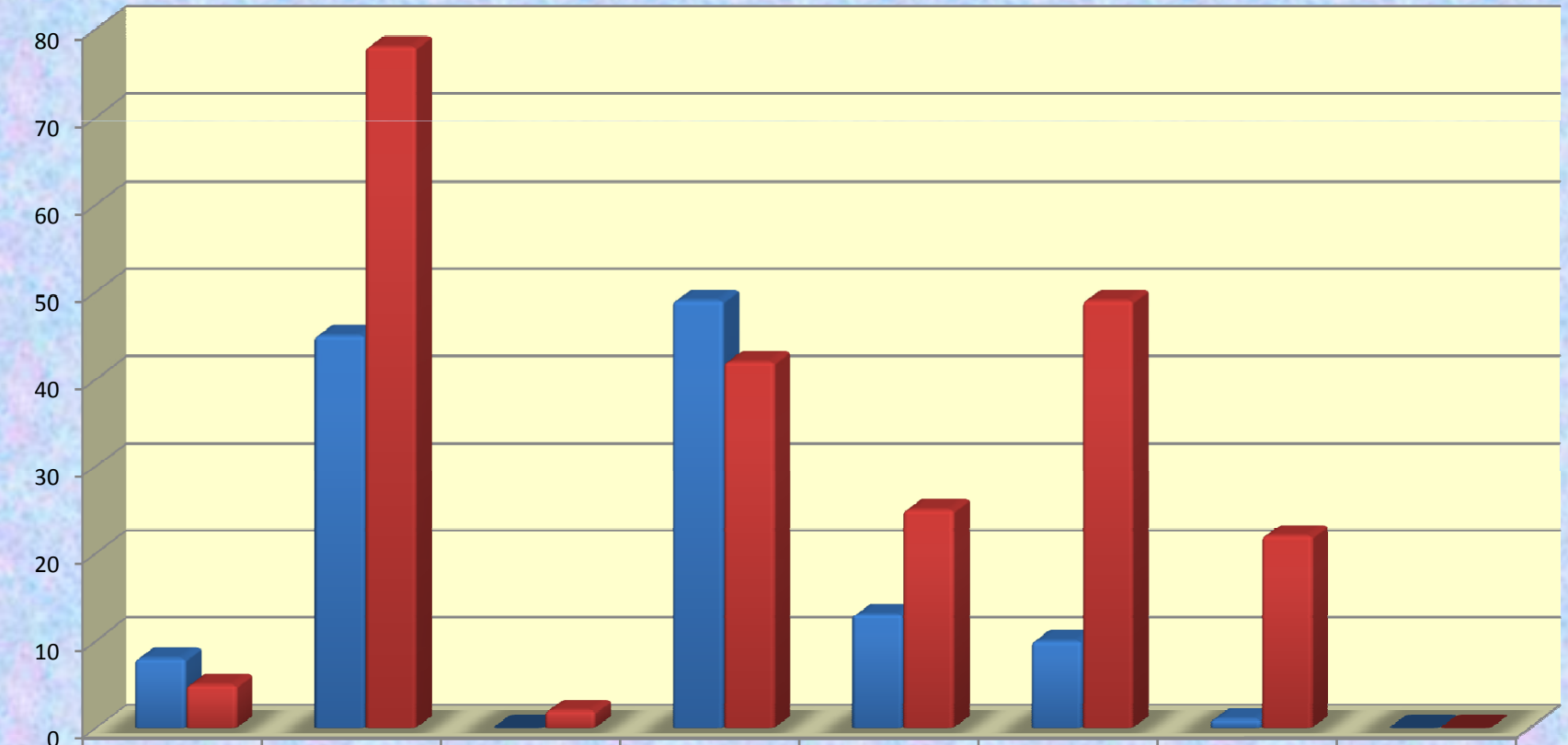


	VAMC, AUGUSTA	VAMC, BIRMINGHAM	VAMC, CHARLESTON	VAMC, COLUMBIA, SC	VAMC, DECATUR	VAMC, DUBLIN	CENTRAL ALABAMA HCS	VAMC, TUSCALOOSA	VISN 7
FY-10	N/A	100%	100%	69%	50%	0%	100%	100%	0%
FY-11	100%	100%	91%	56%	82%	N/A	75%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 8

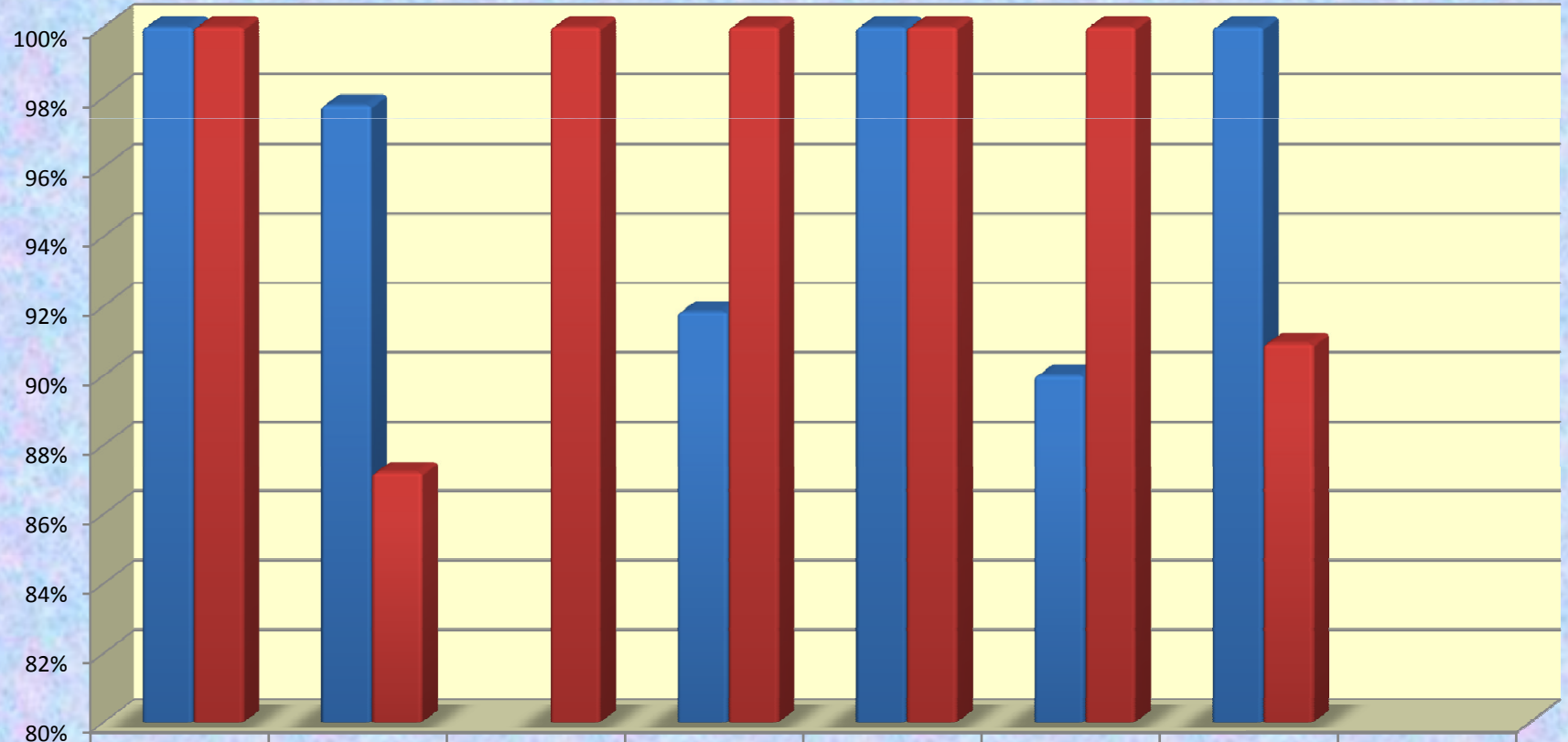


	VAMC, ORLANDO	VAMC, BAY PINES	VA NO FLORIDA/SO GEORGIA HCS	VAMC, MIAMI	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, WEST PALM BEACH	VISN 8
FY-10	8	45	0	49	13	10	1	0
FY-11	5	78	2	42	25	49	22	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 8

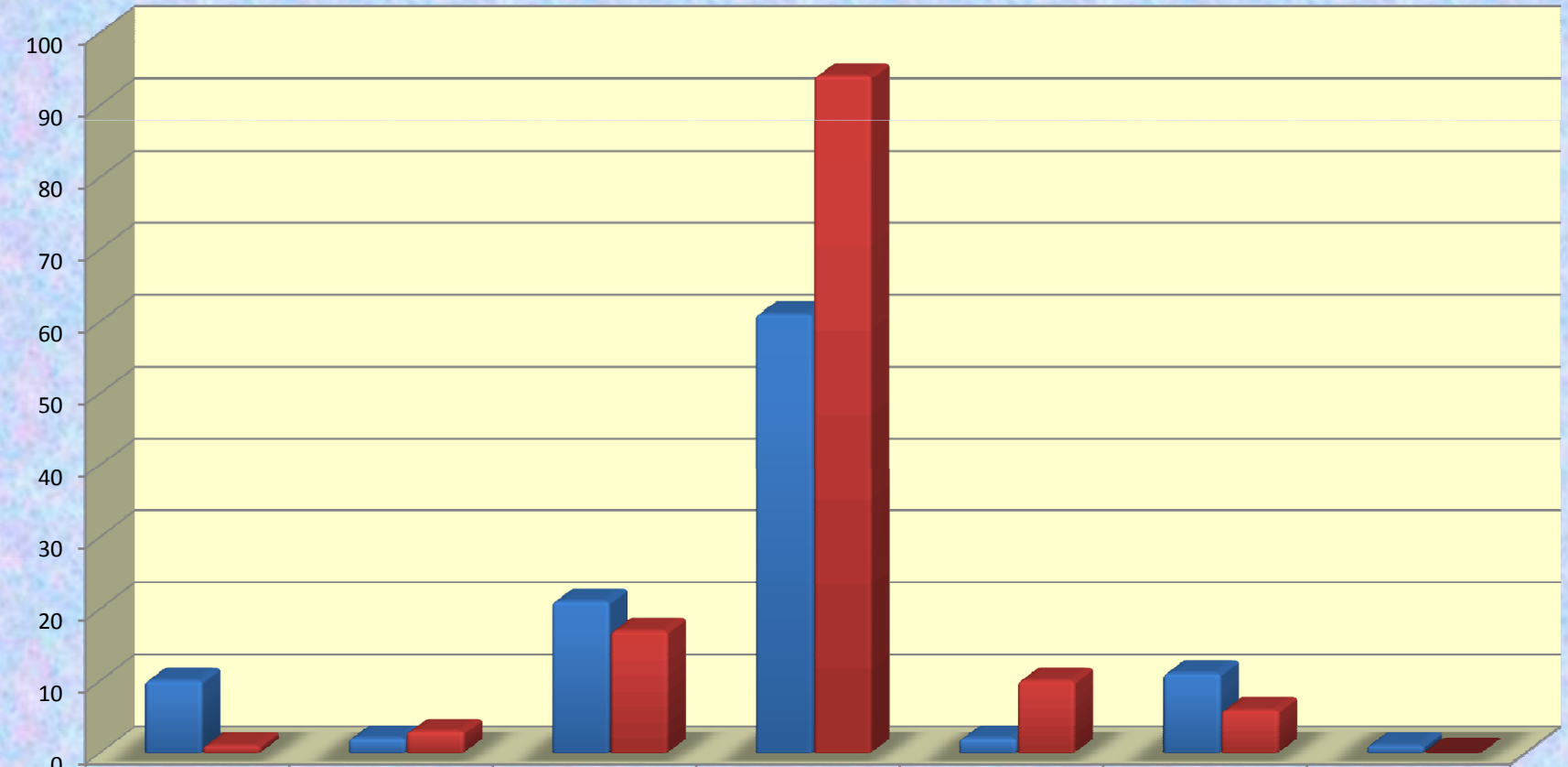


	VAMC, ORLANDO	VAMC, BAY PINES	VA NO FLORIDA/SO GEORGIA HCS	VAMC, MIAMI	VAMC, SAN JUAN	VAMC, TAMPA	VAMC, WEST PALM BEACH	VISN 8
FY-10	100%	98%	N/A	92%	100%	90%	100%	N/A
FY-11	100%	87%	100%	100%	100%	100%	91%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 9

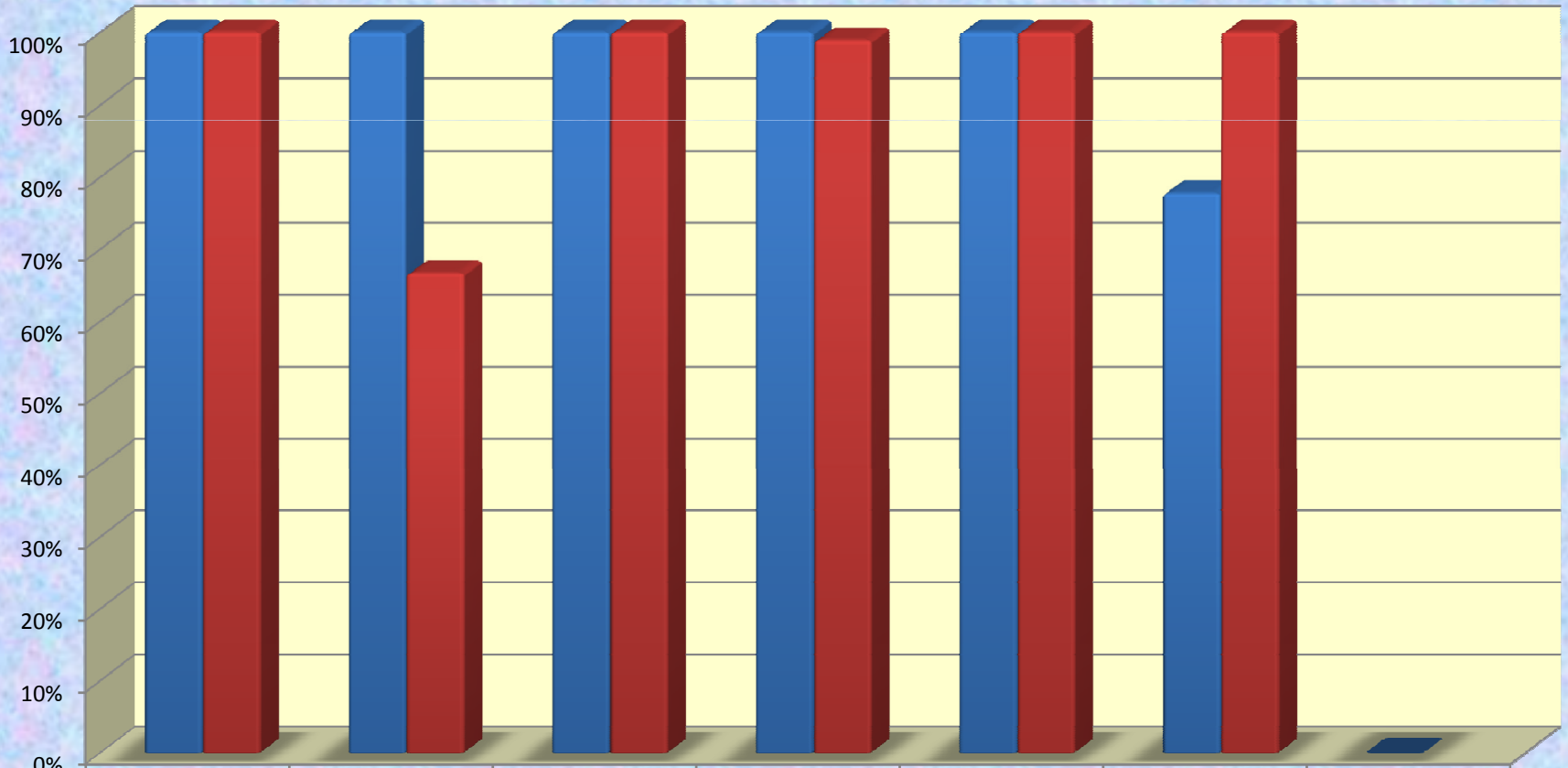


	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-10	10	2	21	61	2	11	1
FY-11	1	3	17	94	10	6	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 9

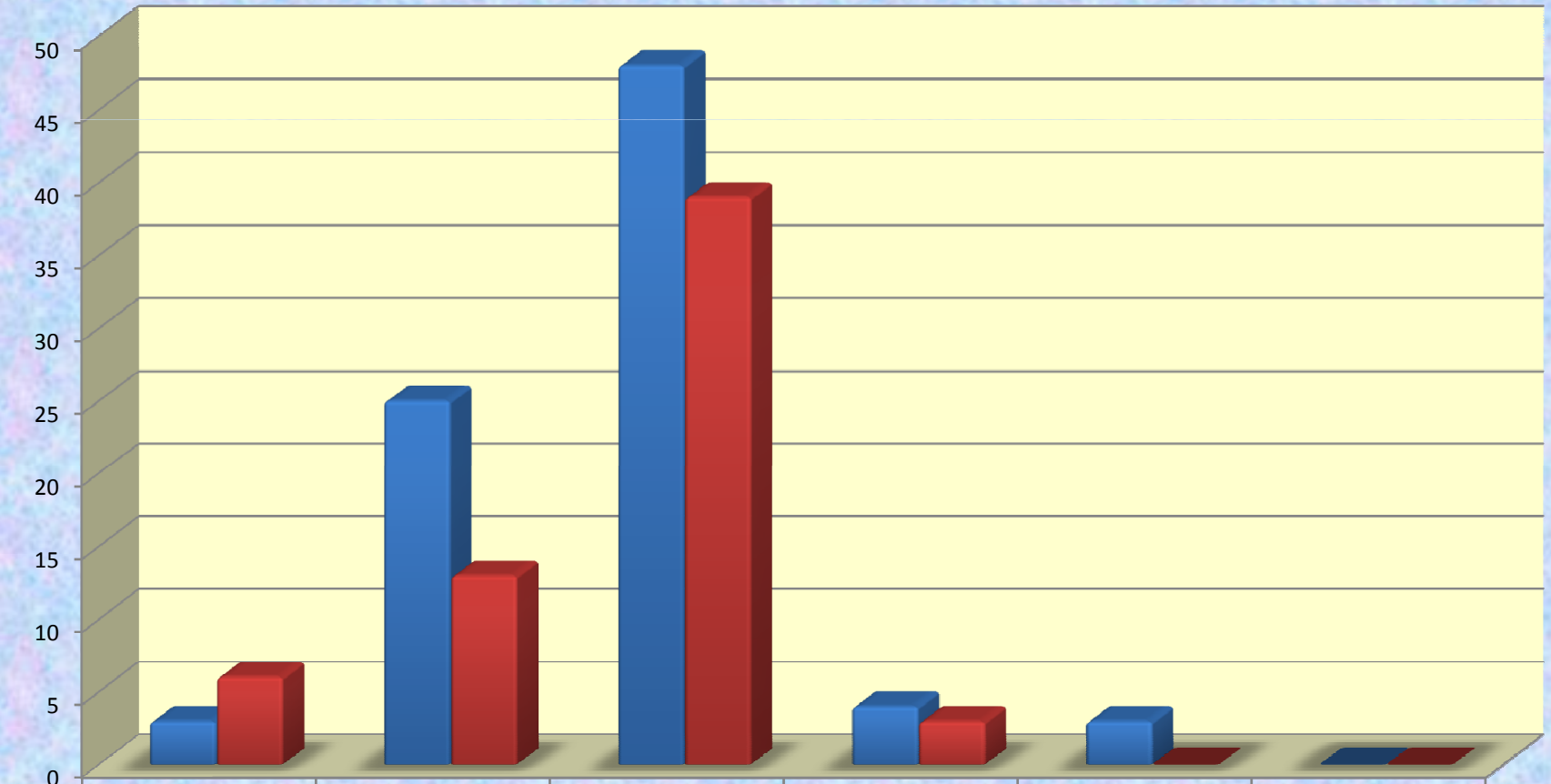


	VAMC, HUNTINGTON	VAMC, LEXINGTON	VAMC, LOUISVILLE	VAMC, MEMPHIS	VAMC, MOUNTAIN HOME	VA TENNESSEE VALLEY HCS	VISN 9
FY-10	100%	100%	100%	100%	100%	78%	0%
FY-11	100%	67%	100%	99%	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 10

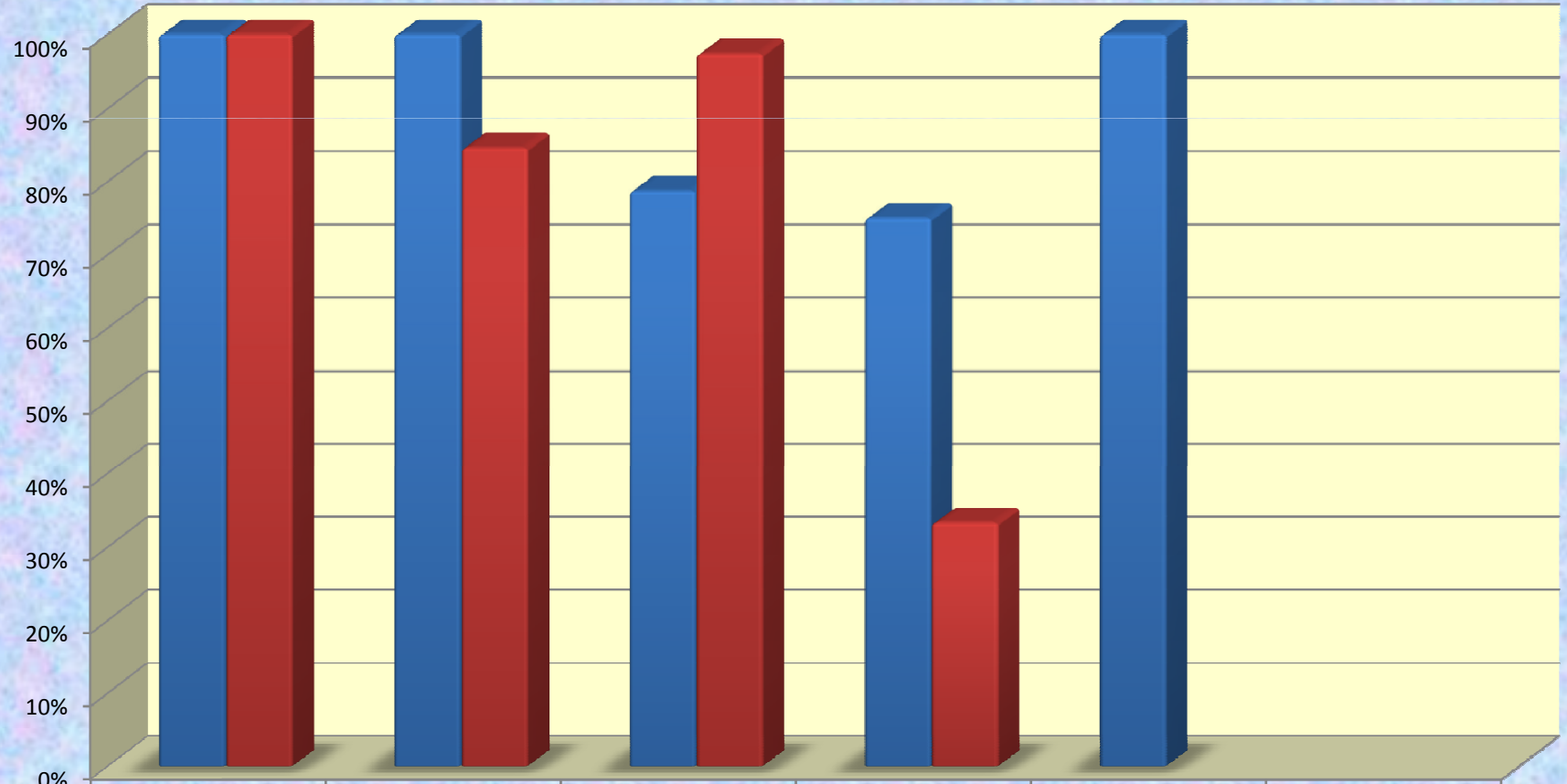


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-10	3	25	48	4	3	0
FY-11	6	13	39	3	0	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 10

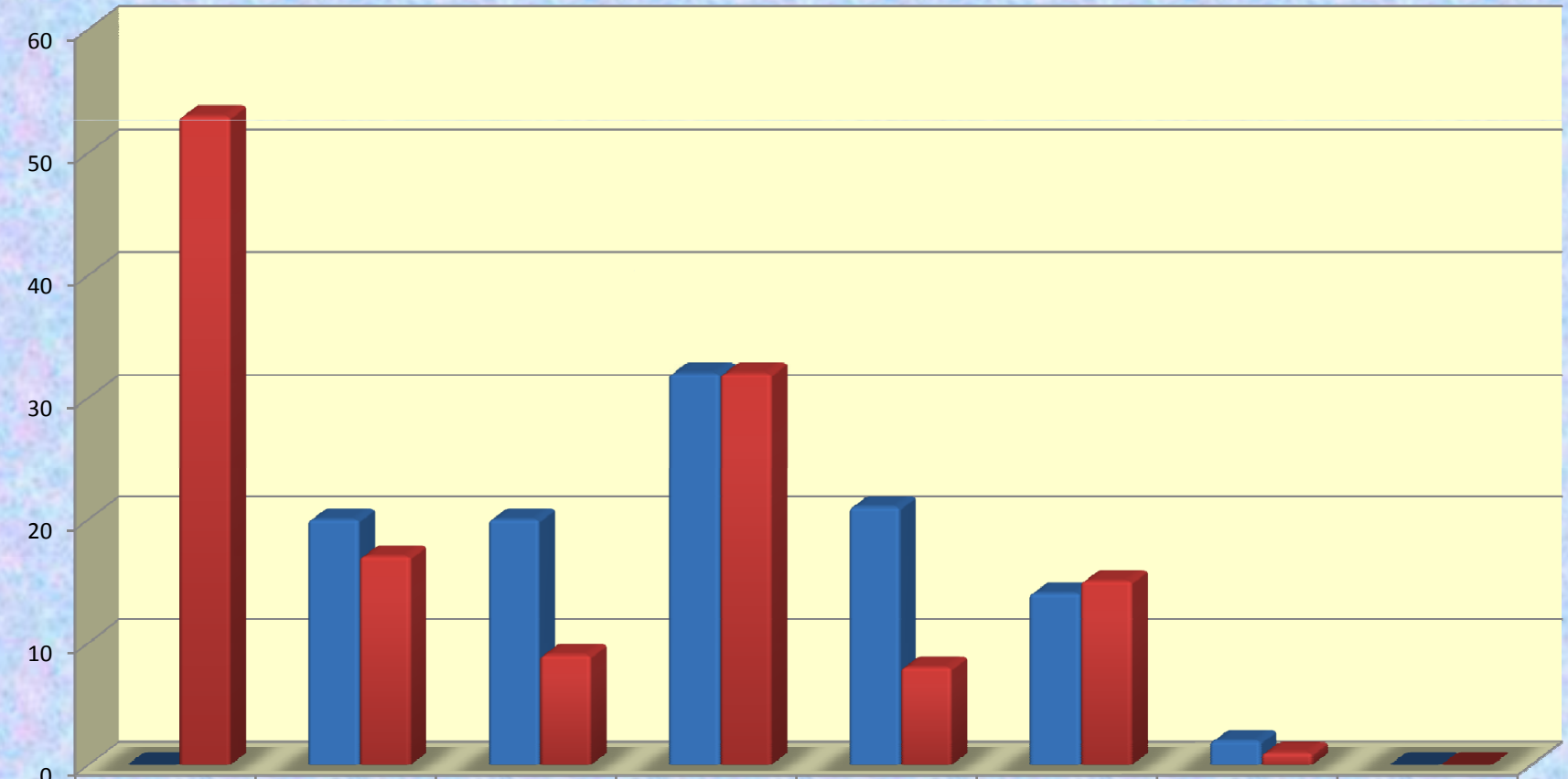


	VAMC, CHILLICOTHE	VAMC, CINCINNATI	VAMC, CLEVELAND	VAMC, DAYTON	VAOPC, COLUMBUS	VISN 10
FY-10	100%	100%	79%	75%	100%	N/A
FY-11	100%	85%	97%	33%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 11

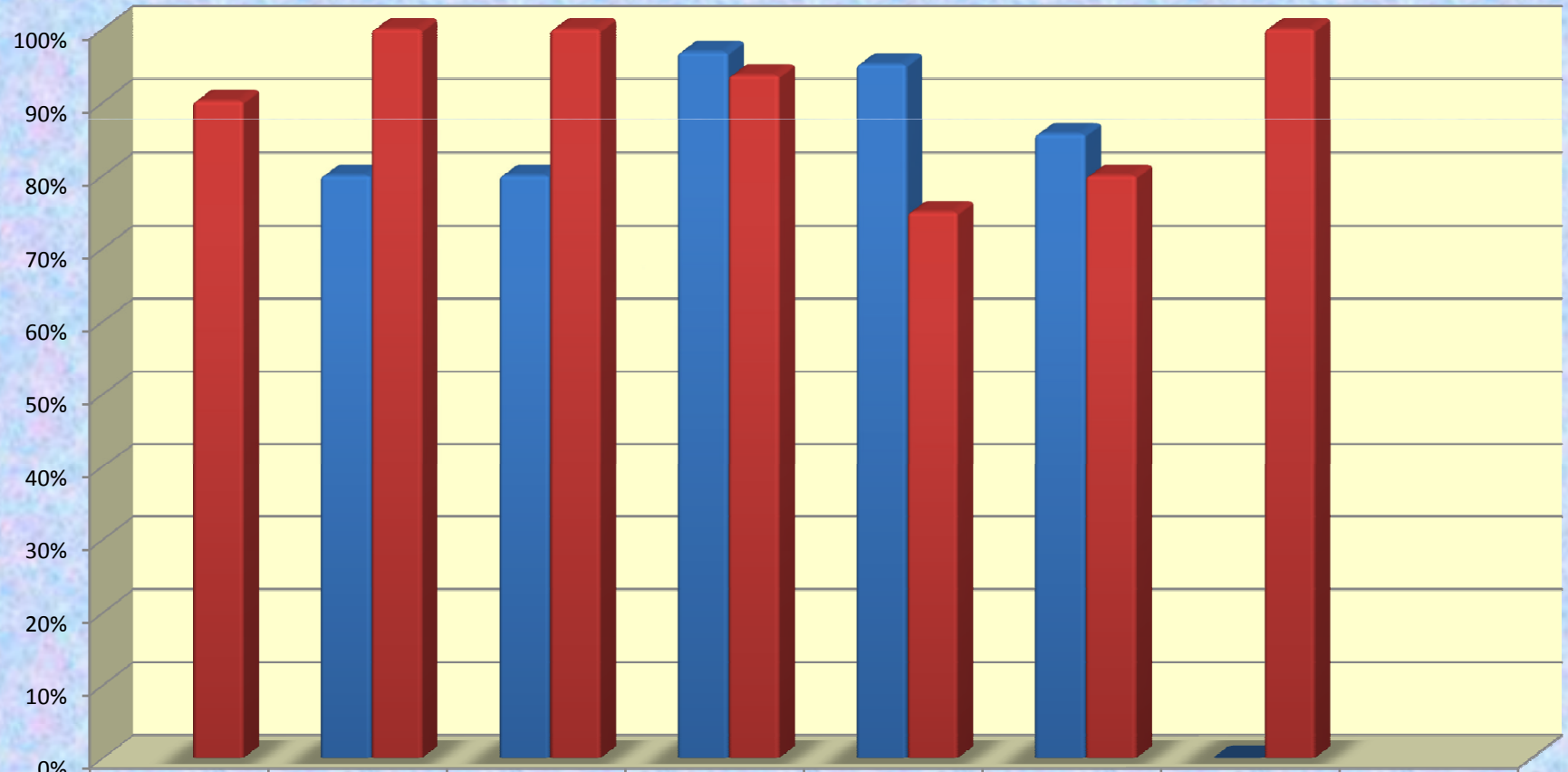


	VAMC, ANN ARBOR	VAMC, BATTLE CREEK	VAMC, DANVILLE	VAMC, DETROIT	VA NORTHERN INDIANA HCS	VAMC, INDIANAPOLIS	VAMC, SAGINAW	VISN 11
FY-10	0	20	20	32	21	14	2	0
FY-11	53	17	9	32	8	15	1	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 11

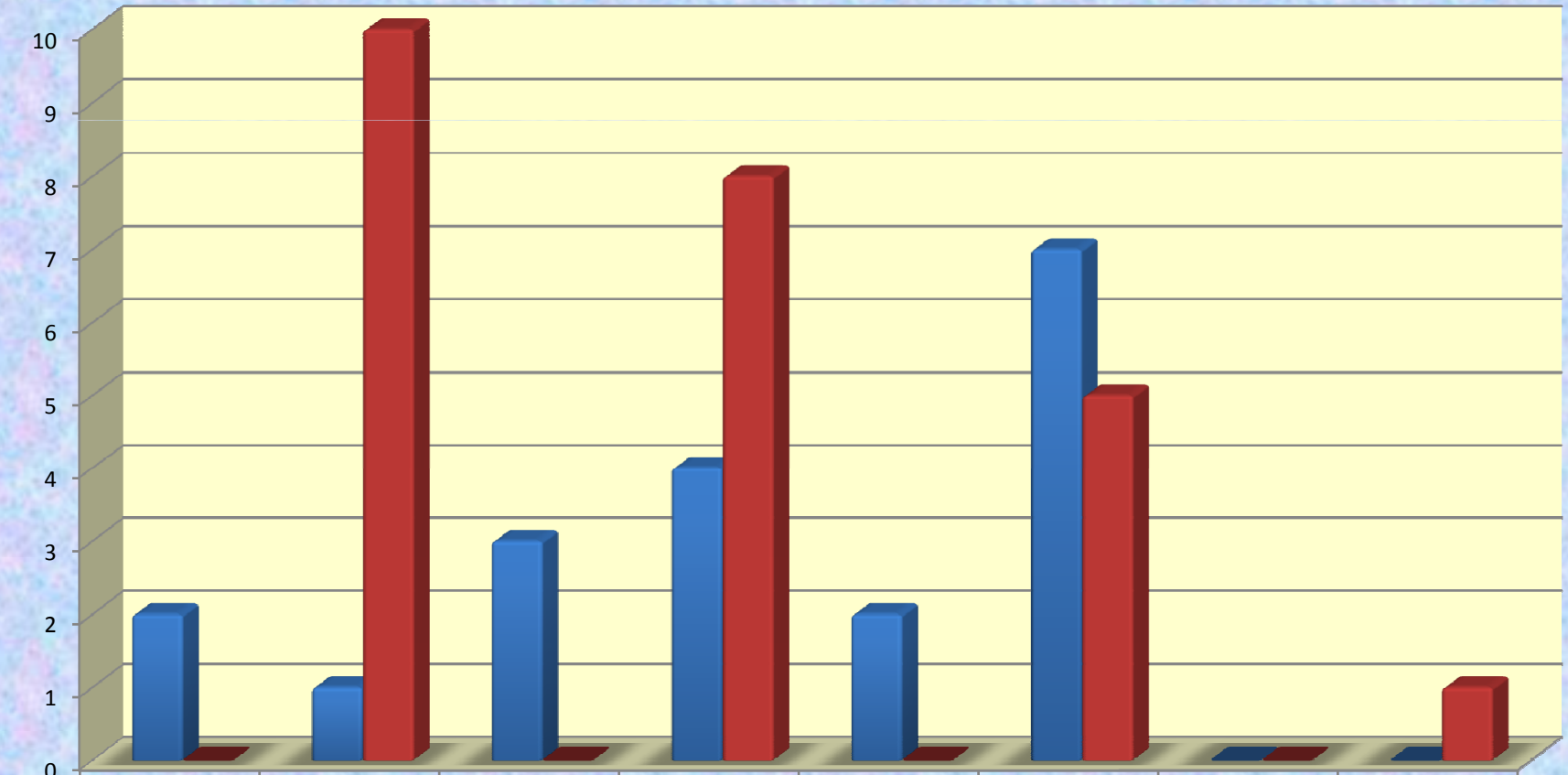


	VAMC, ANN ARBOR	VAMC, BATTLE CREEK	VAMC, DANVILLE	VAMC, DETROIT	VA NORTHERN INDIANA HCS	VAMC, INDIANAPOLIS	VAMC, SAGINAW	VISN 11
FY-10	N/A	80%	80%	97%	95%	86%	0%	N/A
FY-11	90%	100%	100%	94%	75%	80%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 12

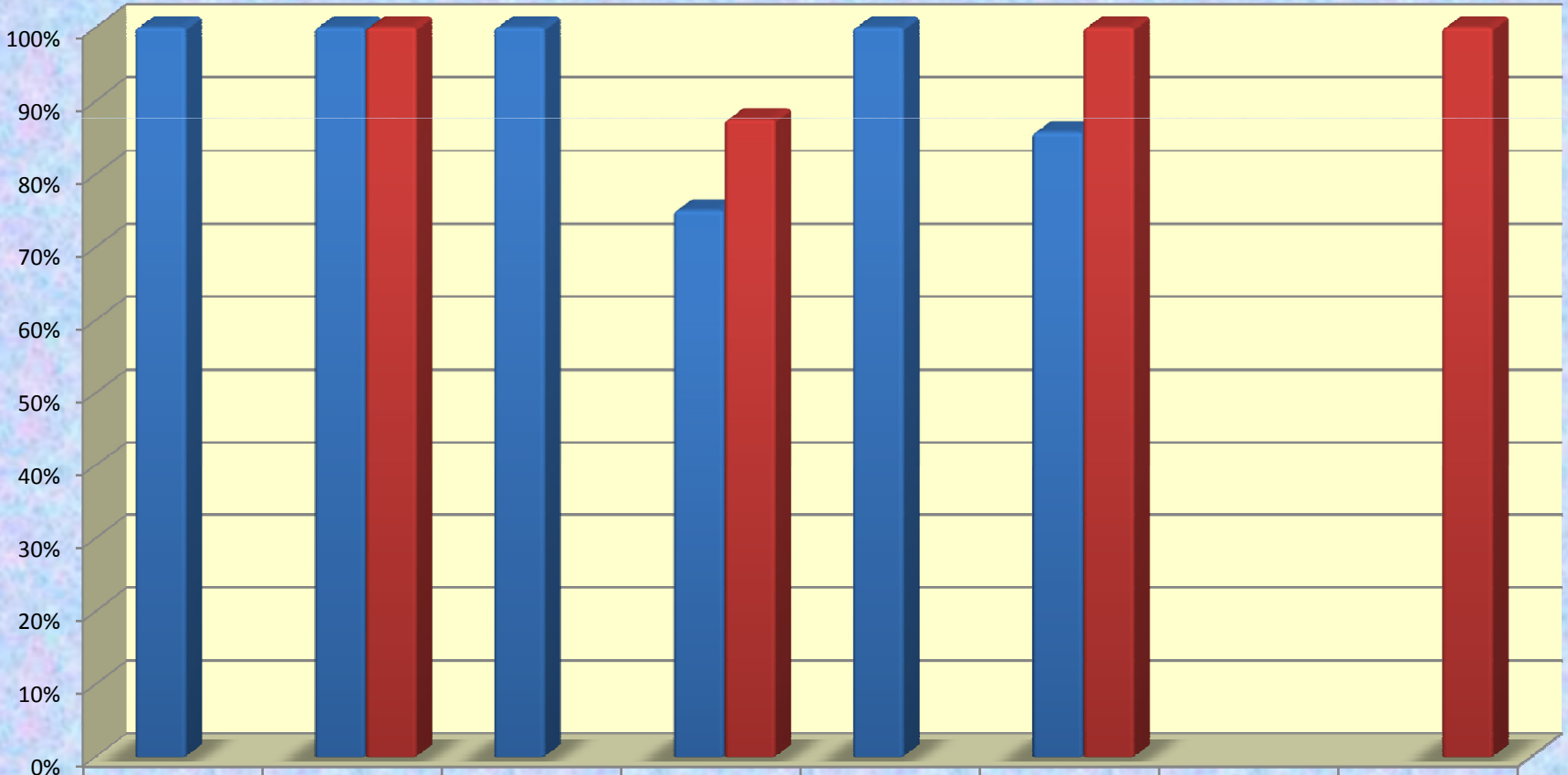


	VAMC, CHICAGO (WS)	VAMC, HINES	VAMC, IRON MOUNTAIN	VAMC, MADISON	VAMC, MILWAUKEE	VAMC, NORTH CHICAGO	VAMC, TOMAH	VISN 12
FY-10	2	1	3	4	2	7	0	0
FY-11	0	10	0	8	0	5	0	1

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 12

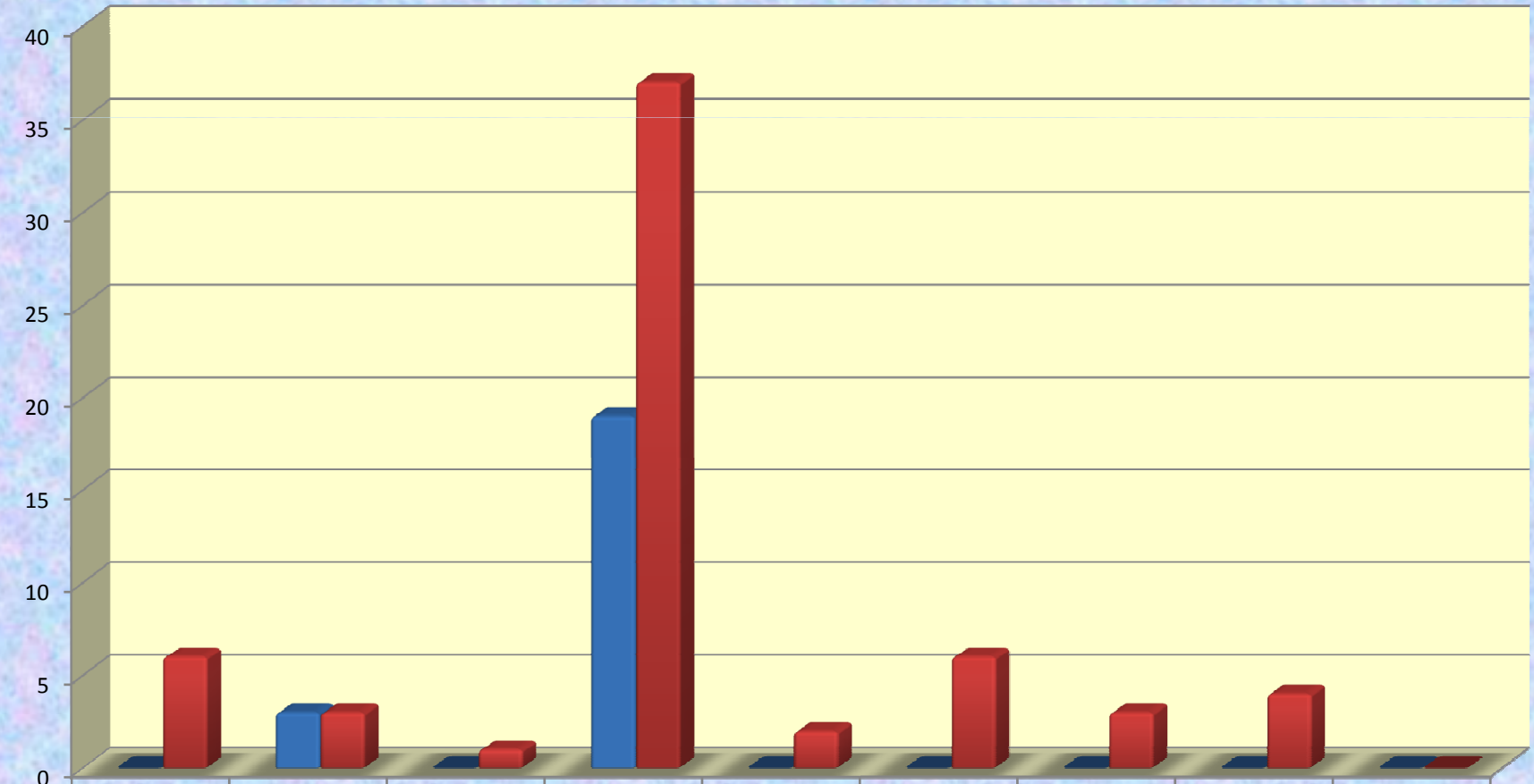


	VAMC, CHICAGO (WS)	VAMC, HINES	VAMC, IRON MOUNTAIN	VAMC, MADISON	VAMC, MILWAUKEE	VAMC, NORTH CHICAGO	VAMC, TOMAH	VISN 12
FY-10	100%	100%	100%	75%	100%	86%	N/A	N/A
FY-11	N/A	100%	N/A	88%	N/A	100%	N/A	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 15

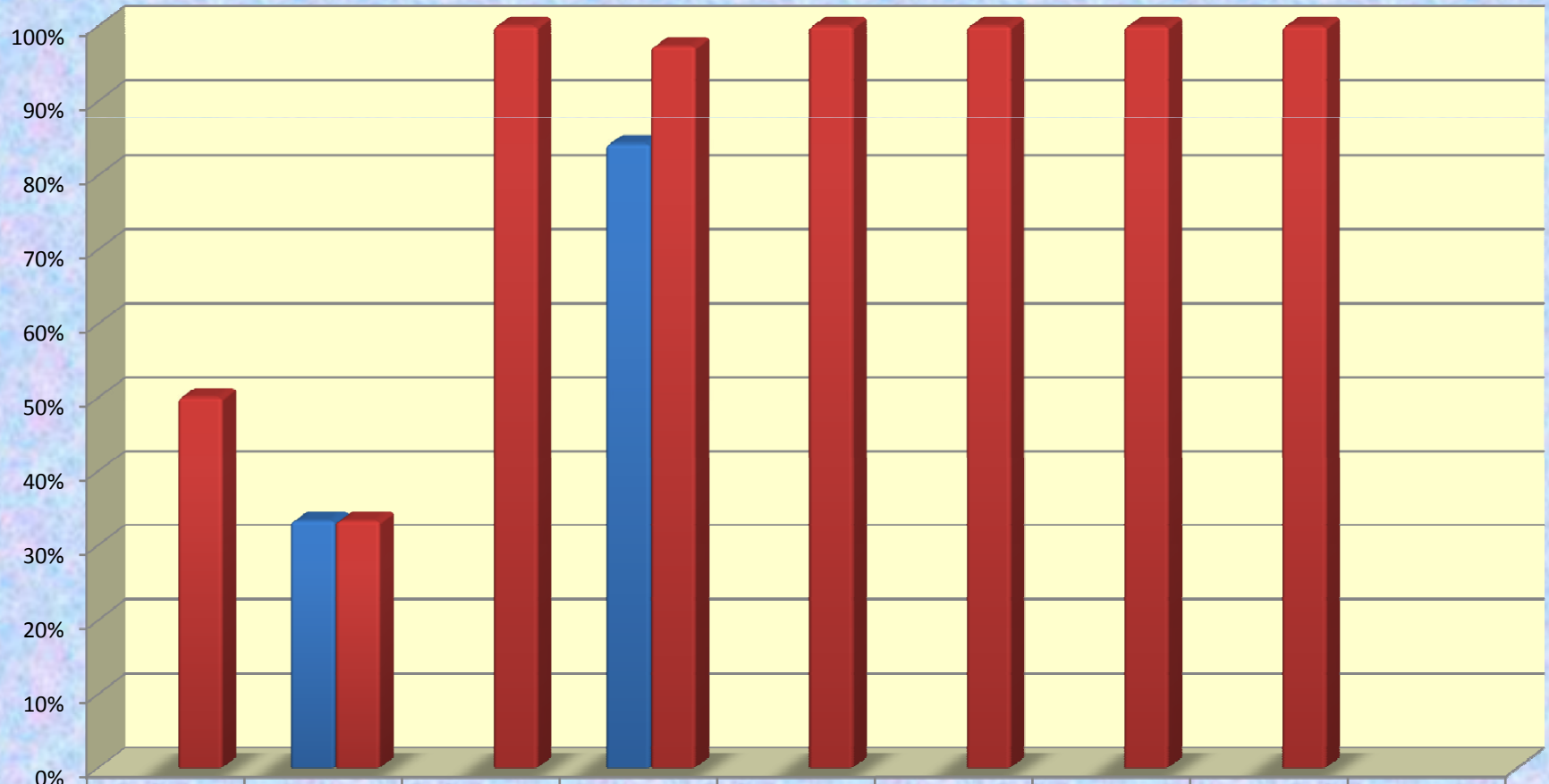


	VAMC, COLUMBIA, MO	VAMC, KANSAS CITY	VAMC, LEAVENWORTH	VAMC, MARION, IL	VAMC, POPLAR BLUFF	VAMC, ST. LOUIS	VAMC, TOPEKA	VAMC, WICHITA	VISN 15
FY-10	0	3	0	19	0	0	0	0	0
FY-11	6	3	1	37	2	6	3	4	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 15

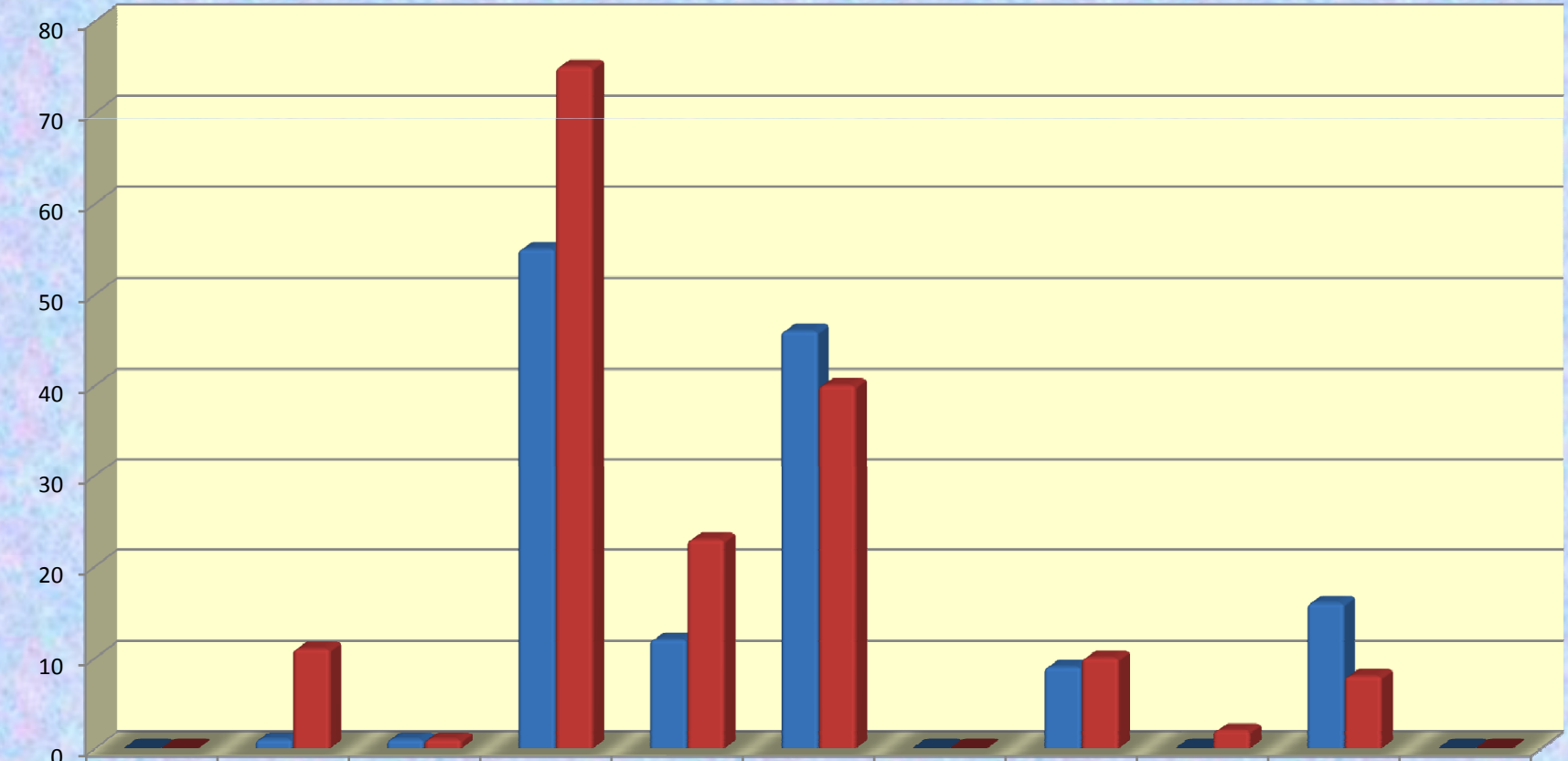


	VAMC, COLUMBIA, MO	VAMC, KANSAS CITY	VAMC, LEAVENWORTH	VAMC, MARION, IL	VAMC, POPLAR BLUFF	VAMC, ST. LOUIS	VAMC, TOPEKA	VAMC, WICHITA	VISN 15
FY-10	N/A	33%	N/A	84%	N/A	N/A	N/A	N/A	N/A
FY-11	50%	33%	100%	97%	100%	100%	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 16

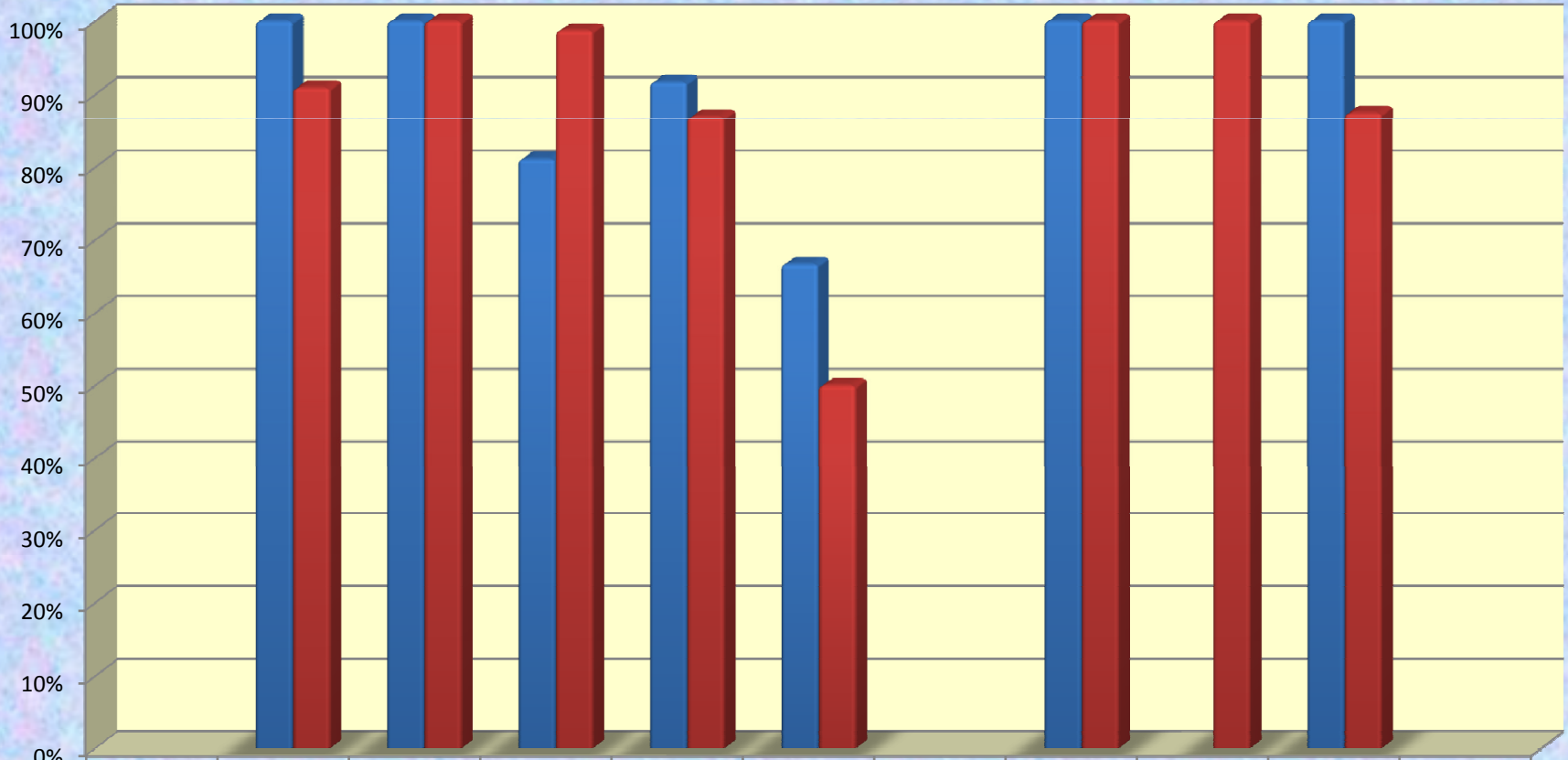


	VAMC, ALEXANDRIA	VAMC, BILOXI	VAMC, FAYETTEVILLE, AR	VAMC, HOUSTON	VAMC, JACKSON	VAMC, LITTLE ROCK	VAMC, MUSKOGEE	VAMC, NEW ORLEANS	VAMC, OKLAHOMA CITY	VAMC, SHREVEPORT	VISN 16
FY-10	0	1	1	55	12	46	0	9	0	16	0
FY-11	0	11	1	75	23	40	0	10	2	8	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 16

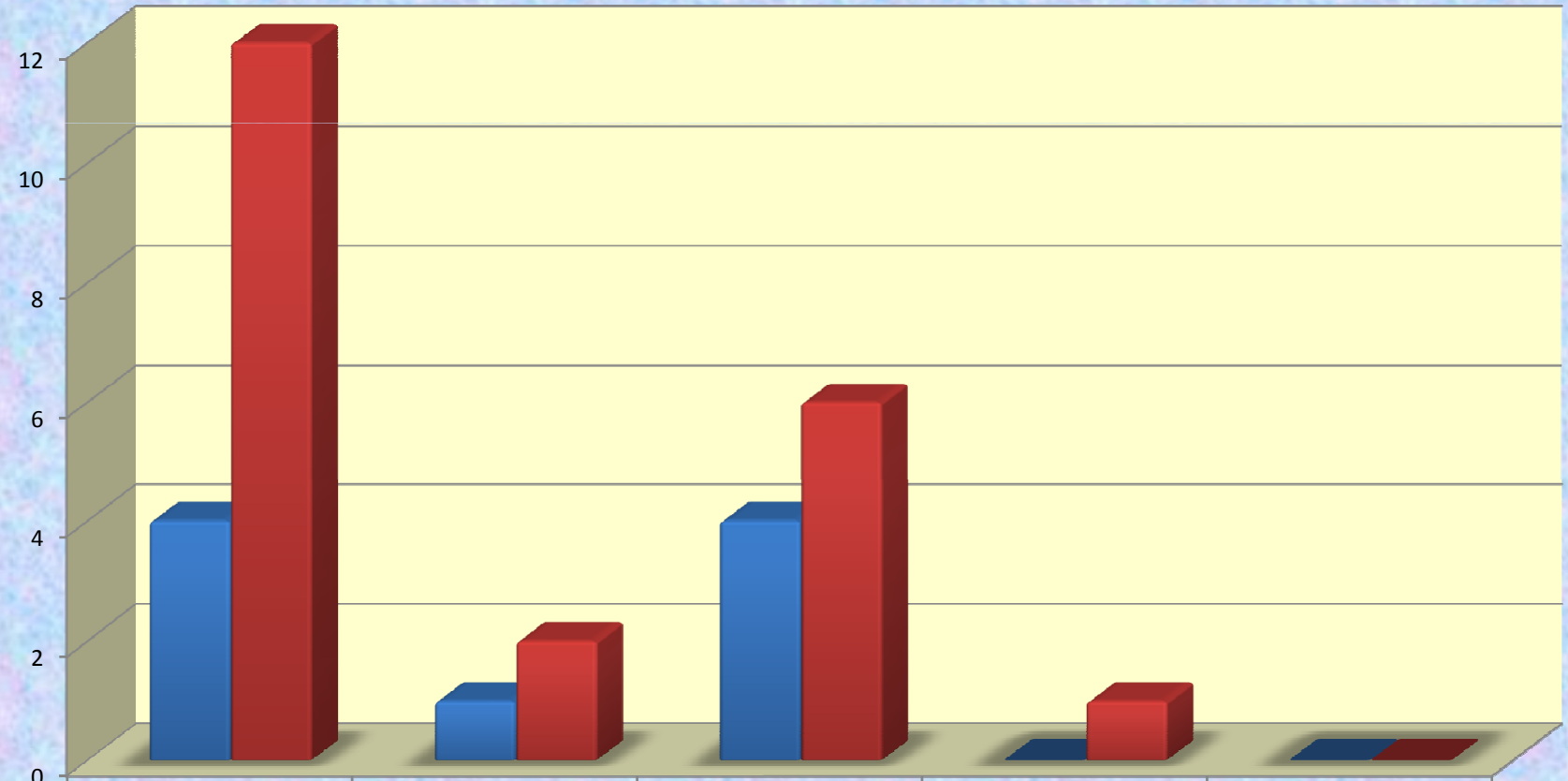


	VAMC, ALEXANDRIA	VAMC, BILOXI	VAMC, FAYETTEVILLE, AR	VAMC, HOUSTON	VAMC, JACKSON	VAMC, LITTLE ROCK	VAMC, MUSKOGEE	VAMC, NEW ORLEANS	VAMC, OKLAHOMA CITY	VAMC, SHREVEPORT	VISN 16
FY-10	N/A	100%	100%	81%	92%	67%	N/A	100%	N/A	100%	N/A
FY-11	N/A	91%	100%	99%	87%	50%	N/A	100%	100%	88%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 17

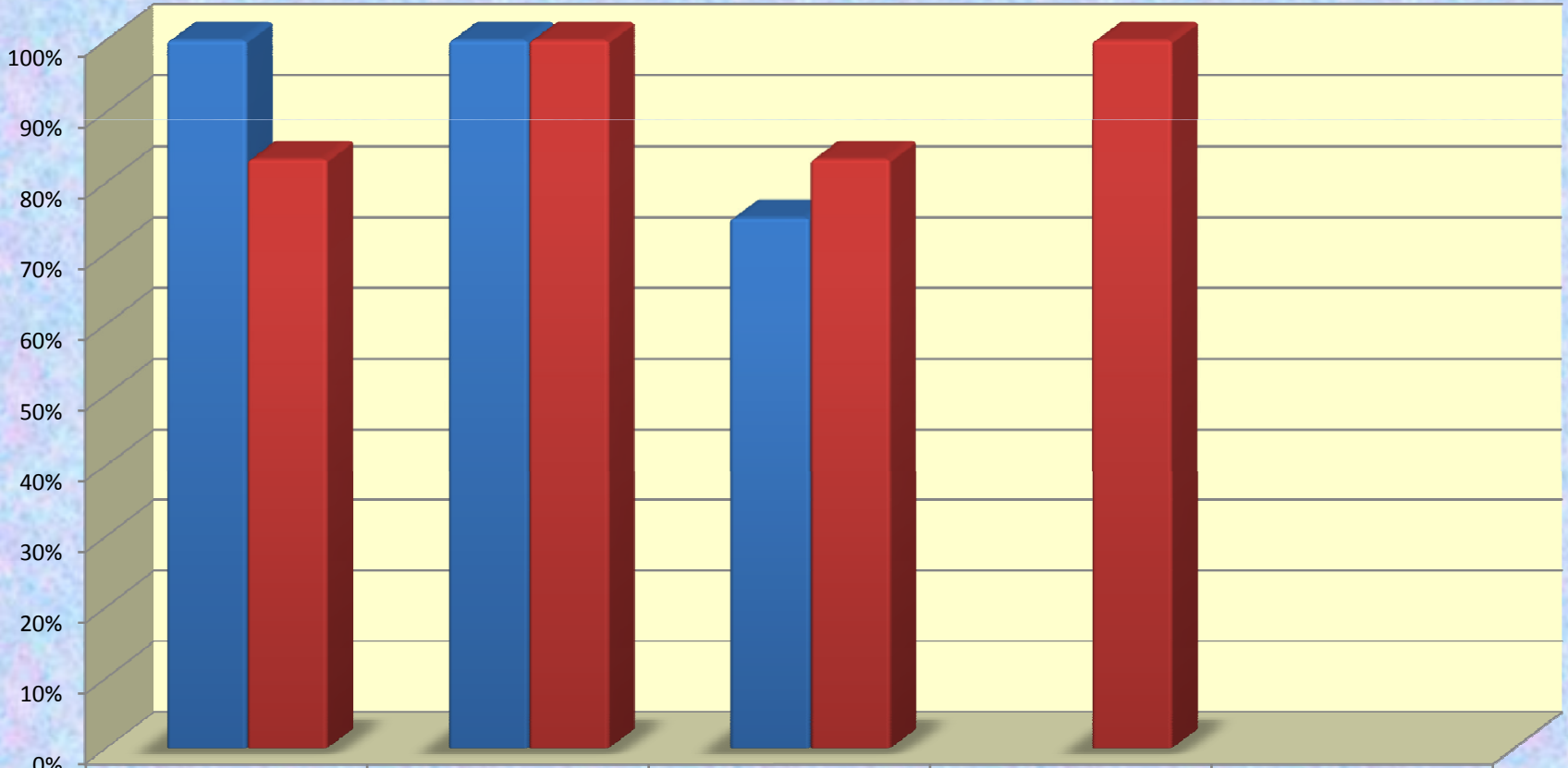


	VA NORTH TEXAS HCS	VA SOUTH TEXAS HCS	VA CENTRAL TEXAS HCS	VA TEXAS VALLEY COASTAL BEND HEALTH CARE SYSTEM	VISN 17
FY-10	4	1	4	0	0
FY-11	12	2	6	1	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 17

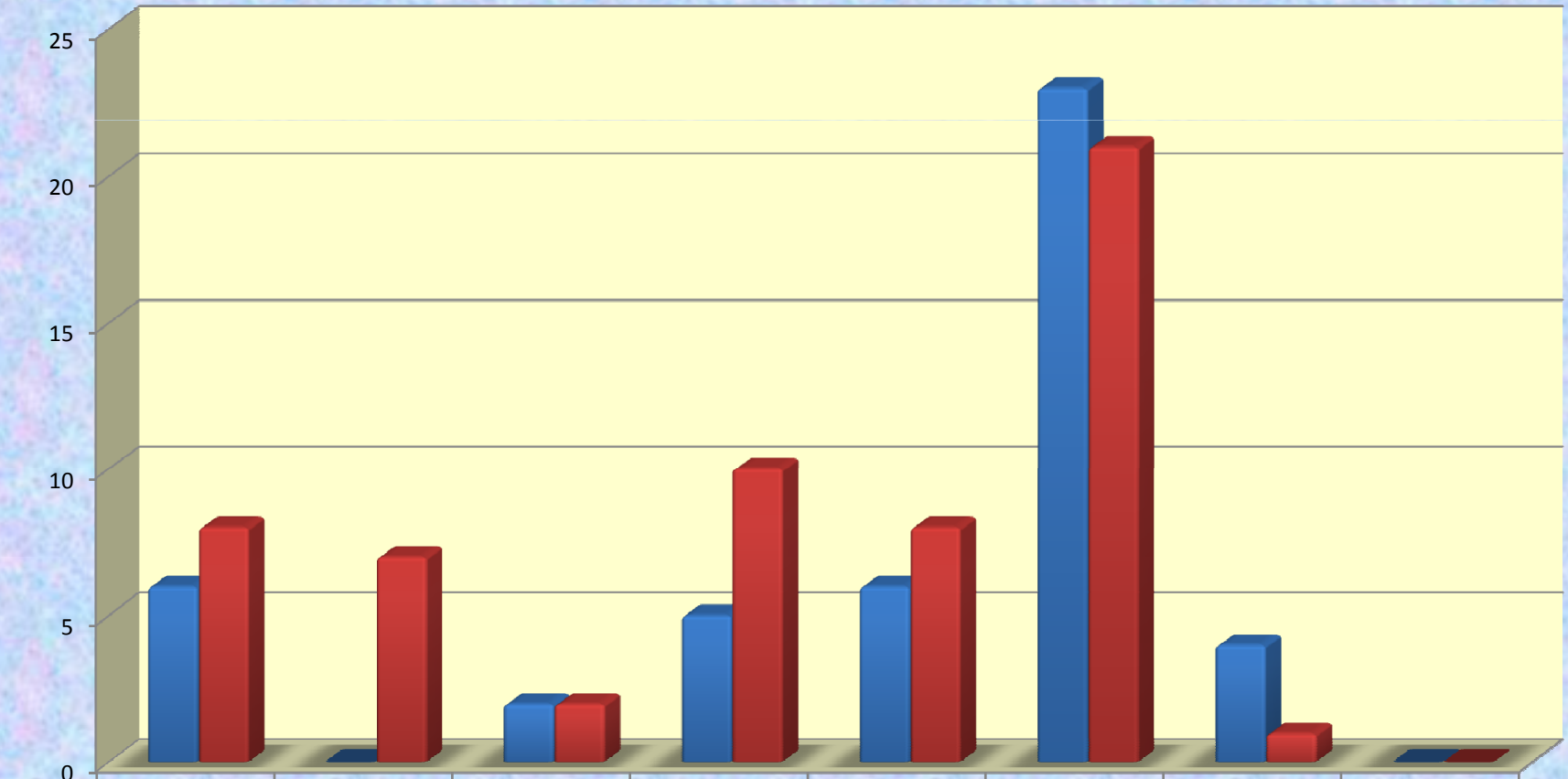


	VA NORTH TEXAS HCS	VA SOUTH TEXAS HCS	VA CENTRAL TEXAS HCS	VA TEXAS VALLEY COASTAL BEND HEALTH CARE SYSTEM	VISN 17
FY-10	100%	100%	75%	N/A	N/A
FY-11	83%	100%	83%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 18

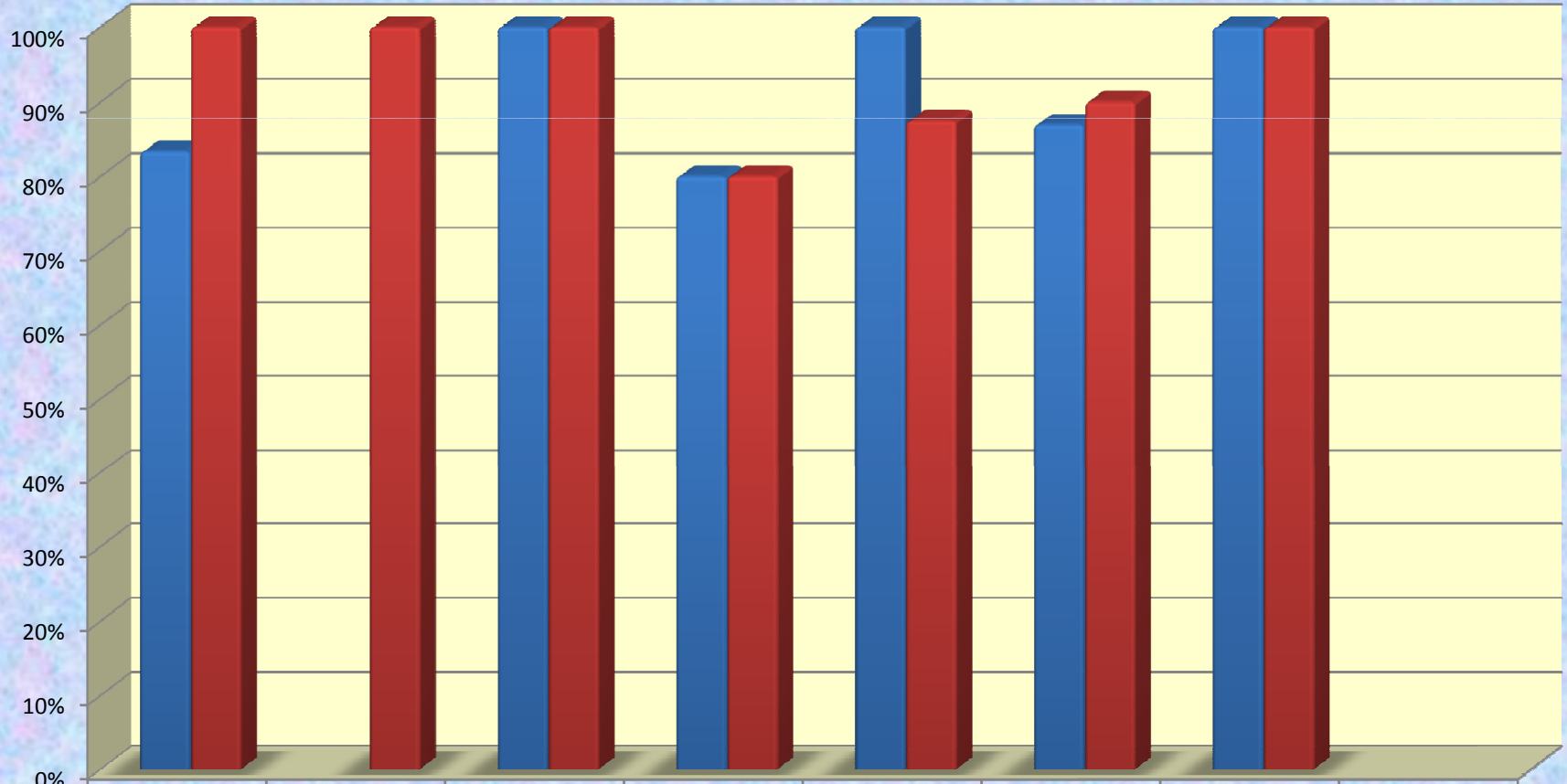


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-10	6	0	2	5	6	23	4	0
FY-11	8	7	2	10	8	21	1	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 18

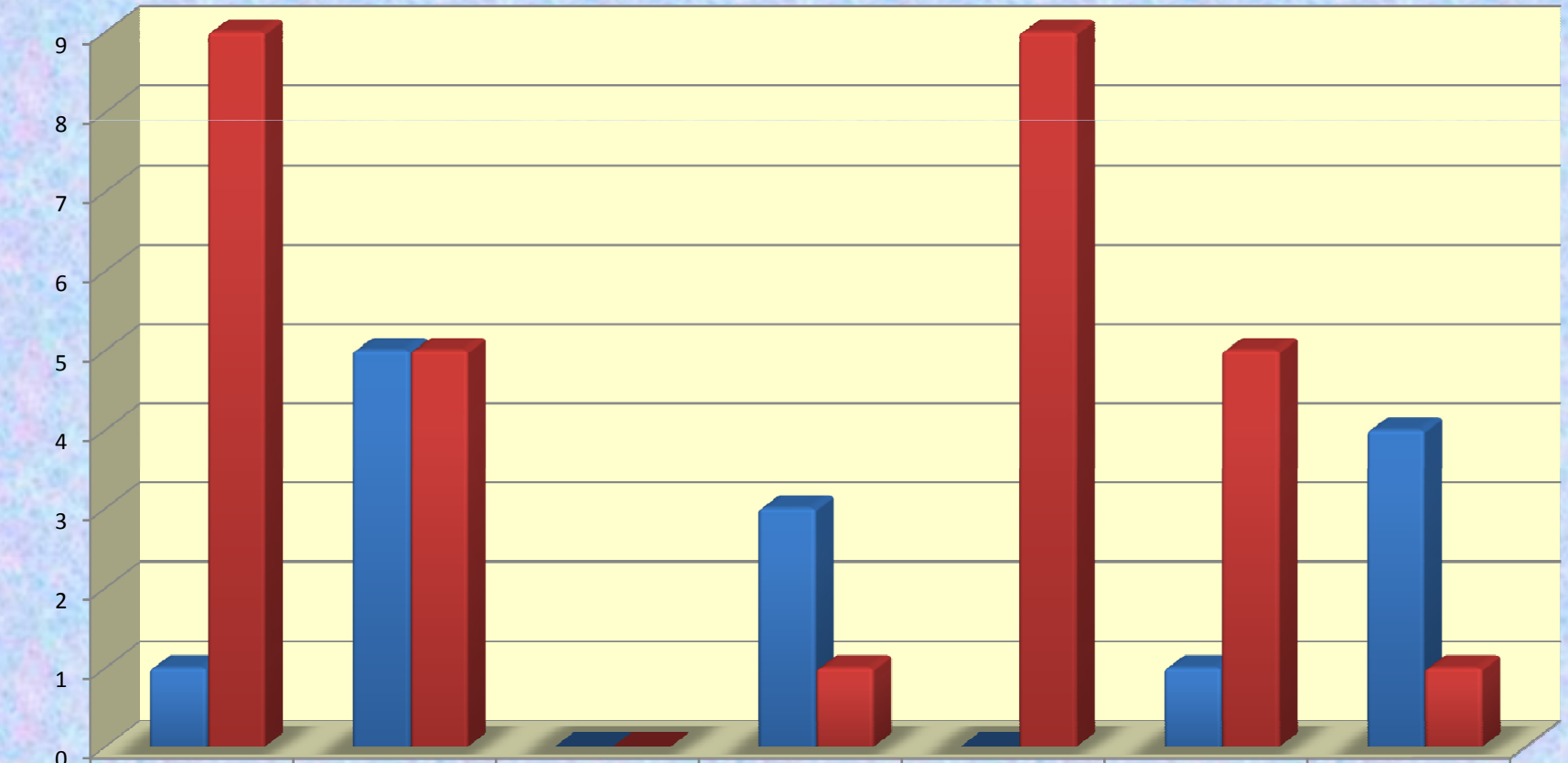


	VAMC, ALBUQUERQUE	VAMC, AMARILLO	VAMC, BIG SPRING	VAMC, PHOENIX	VAMC, PRESCOTT	VAMC, TUCSON	VAOPC, EL PASO	VISN 18
FY-10	83%	N/A	100%	80%	100%	87%	100%	N/A
FY-11	100%	100%	100%	80%	88%	90%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 19

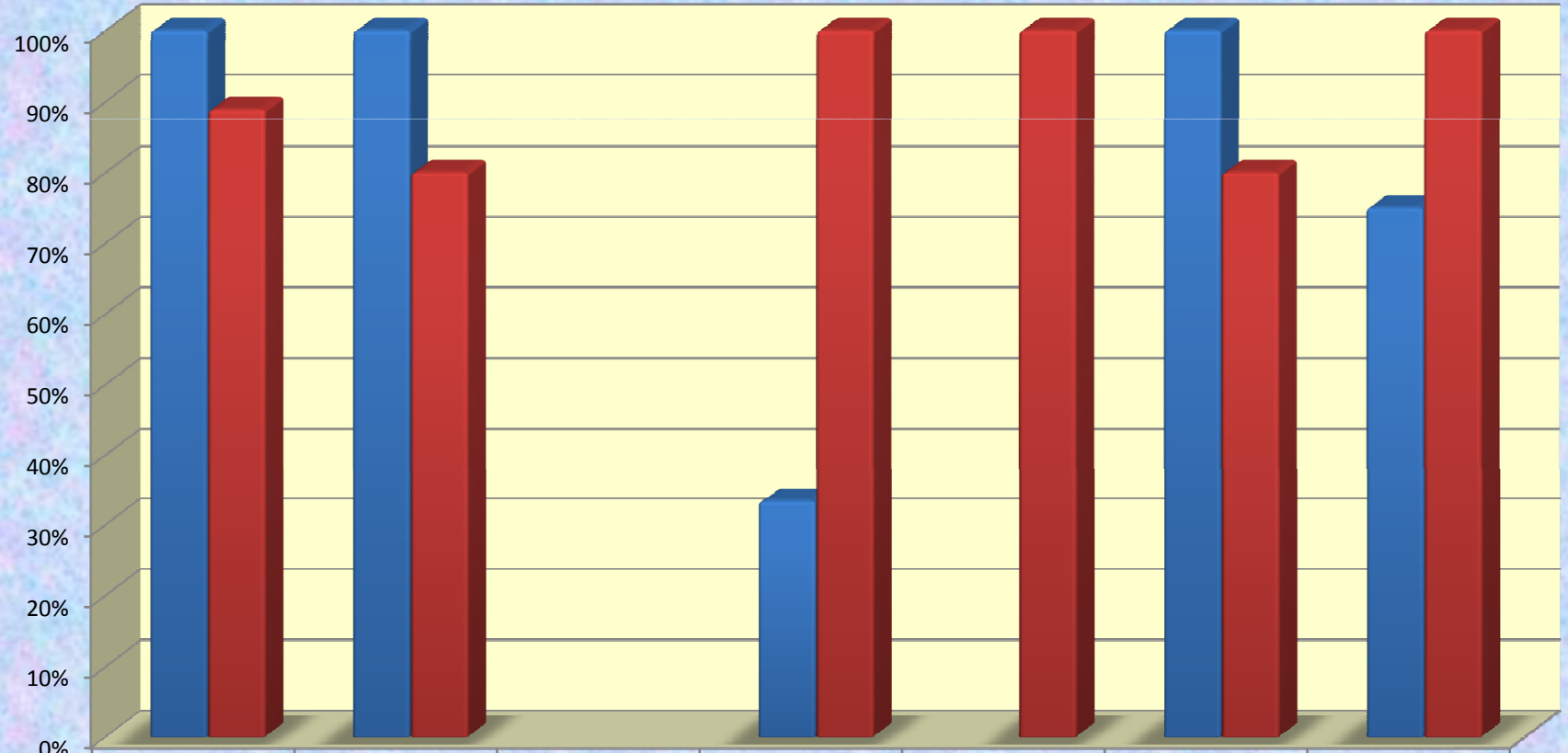


	VAMC, CHEYENNE	VAMC, DENVER	VAMC, FORT HARRISON	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VA MONTANA HCS	VAMC, SHERIDAN
FY-10	1	5	0	3	0	1	4
FY-11	9	5	0	1	9	5	1

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 19

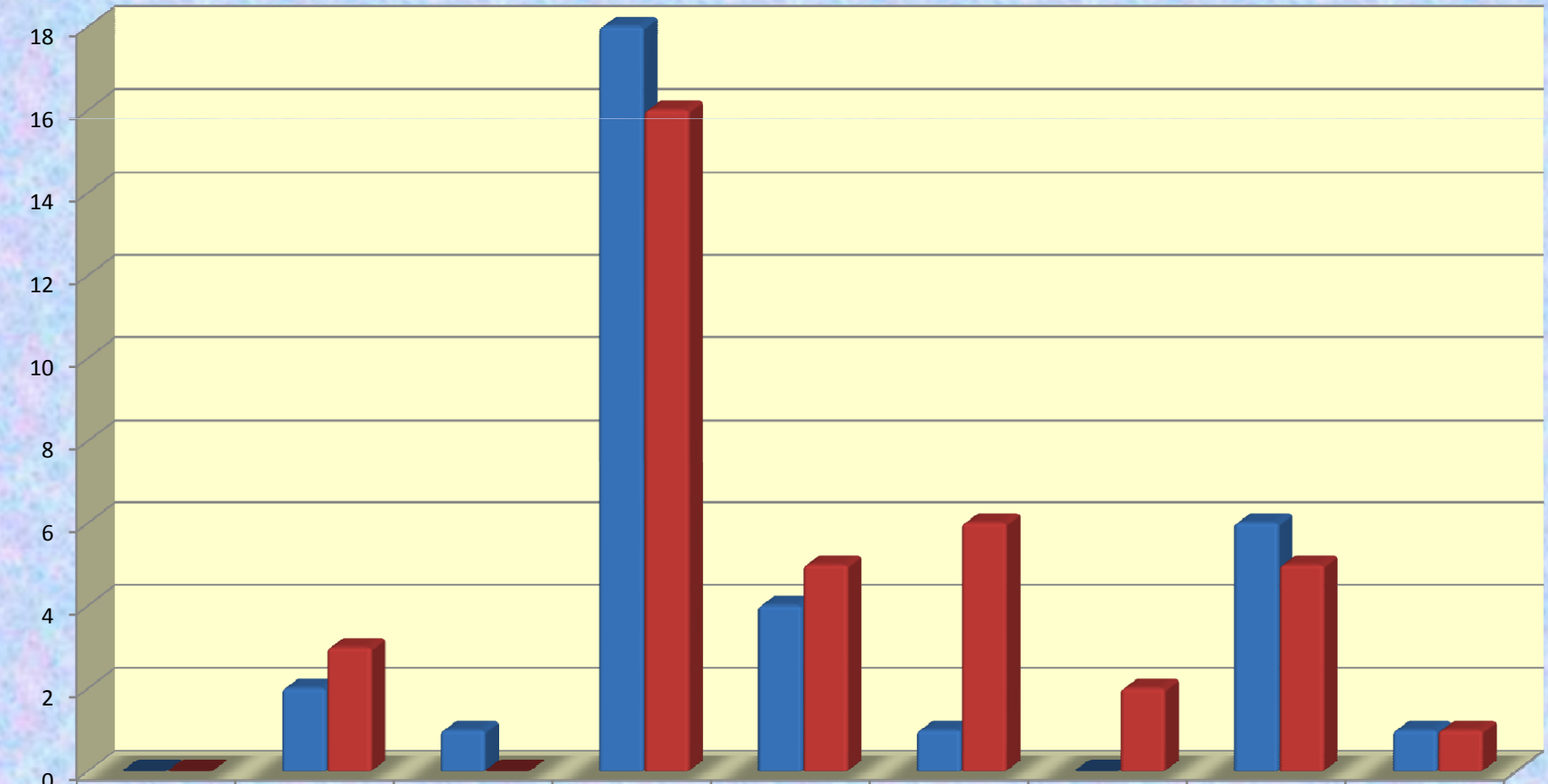


	VAMC, CHEYENNE	VAMC, DENVER	VAMC, FORT HARRISON	VAMC, GRAND JUNCTION	VAMC, SALT LAKE CITY	VA MONTANA HCS	VAMC, SHERIDAN
FY-10	100%	100%	N/A	33%	N/A	100%	75%
FY-11	89%	80%	N/A	100%	100%	80%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 20

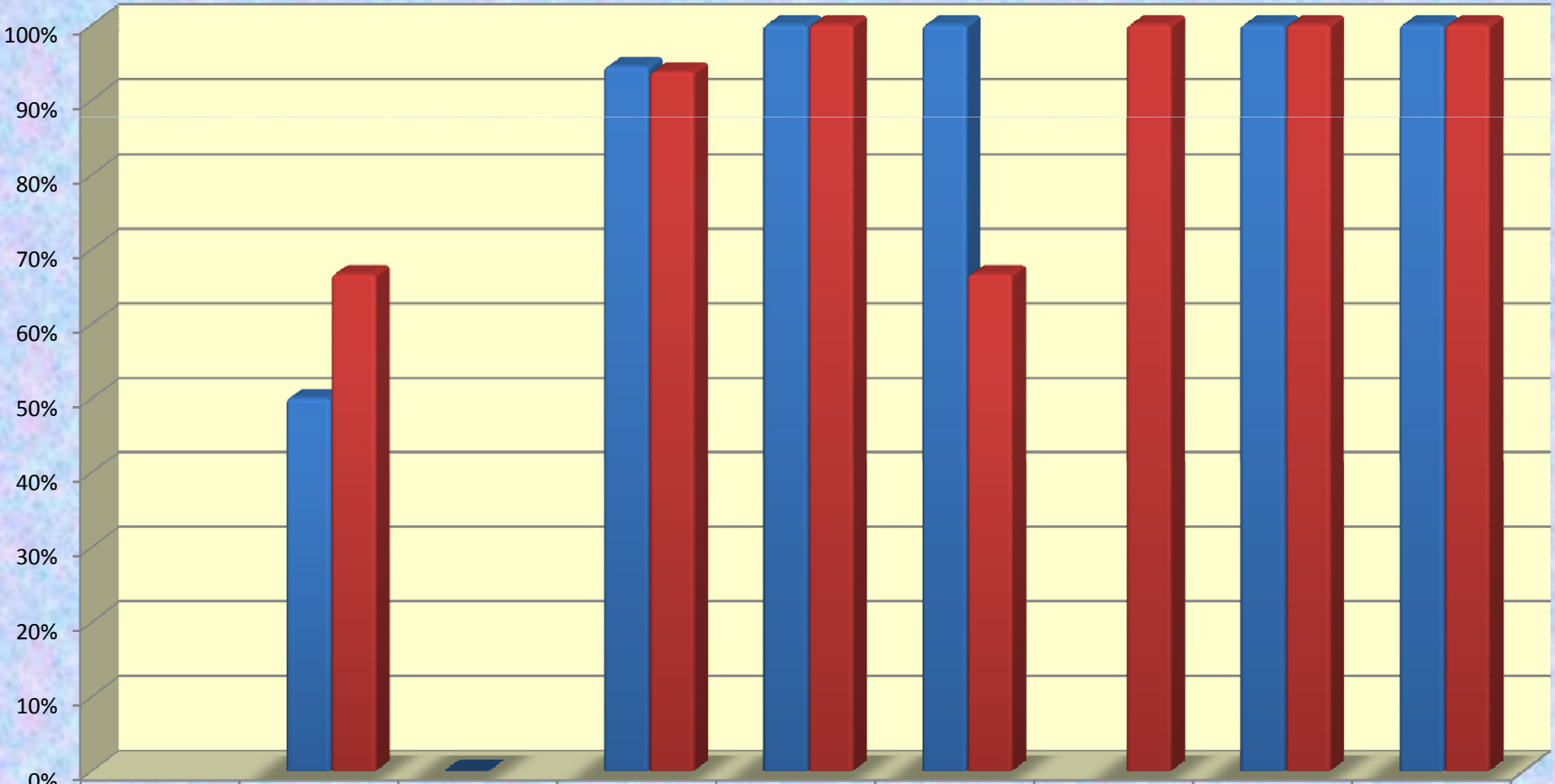


	VADOM, WHITE CITY	VAMC, ANCHORAGE	VAMC, BOISE	VAMC, PORTLAND	VAMC, ROSEBURG	VA PUGET SOUND HCS	VAMC, SPOKANE	VAMC, WALLA WALLA	VISN 20
FY-10	0	2	1	18	4	1	0	6	1
FY-11	0	3	0	16	5	6	2	5	1

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 20

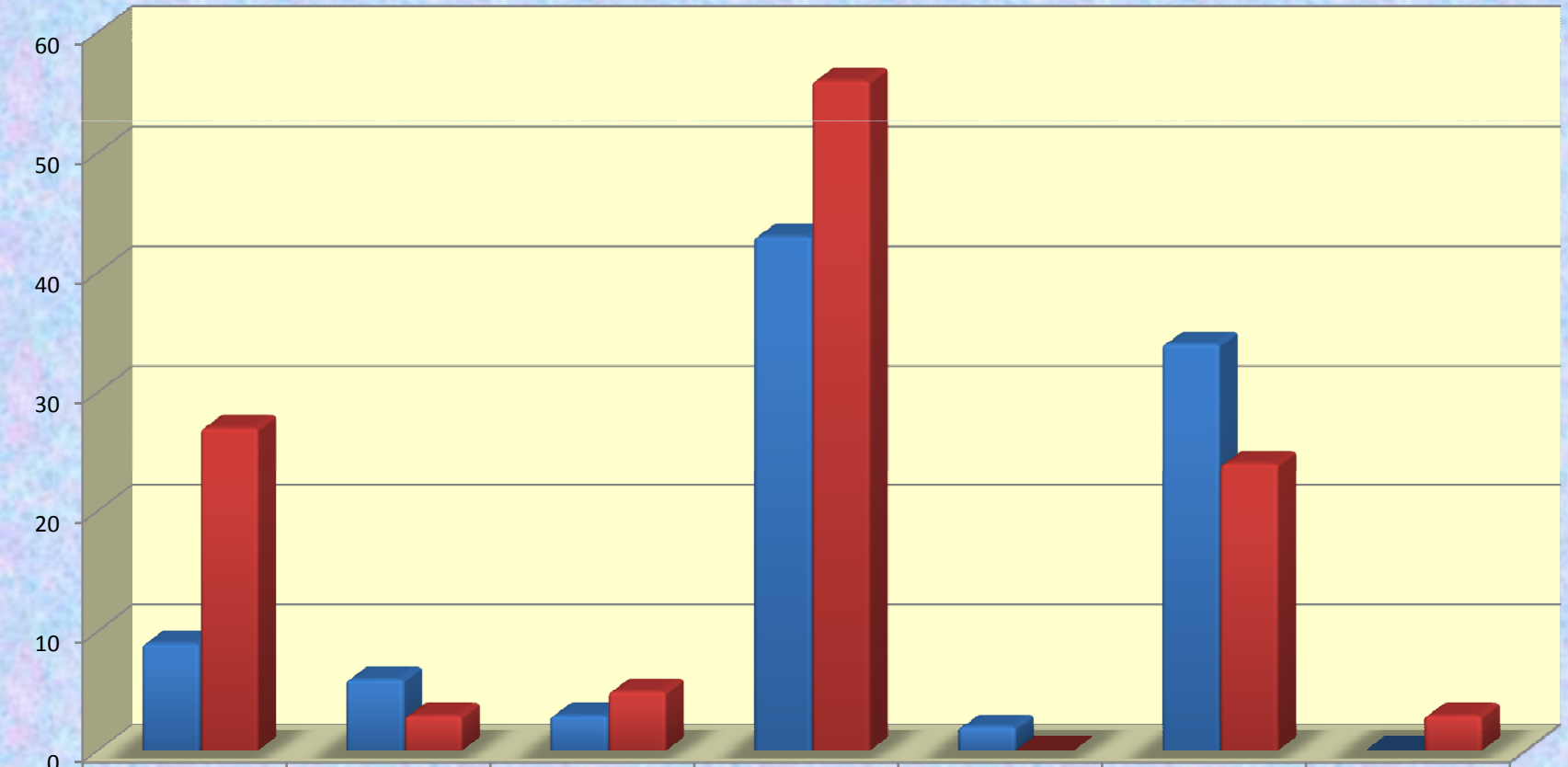


	VADOM, WHITE CITY	VAMC, ANCHORAGE	VAMC, BOISE	VAMC, PORTLAND	VAMC, ROSEBURG	VA PUGET SOUND HCS	VAMC, SPOKANE	VAMC, WALLA WALLA	VISN 20
FY-10	N/A	50%	0%	94%	100%	100%	N/A	100%	100%
FY-11	N/A	67%	N/A	94%	100%	67%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 21

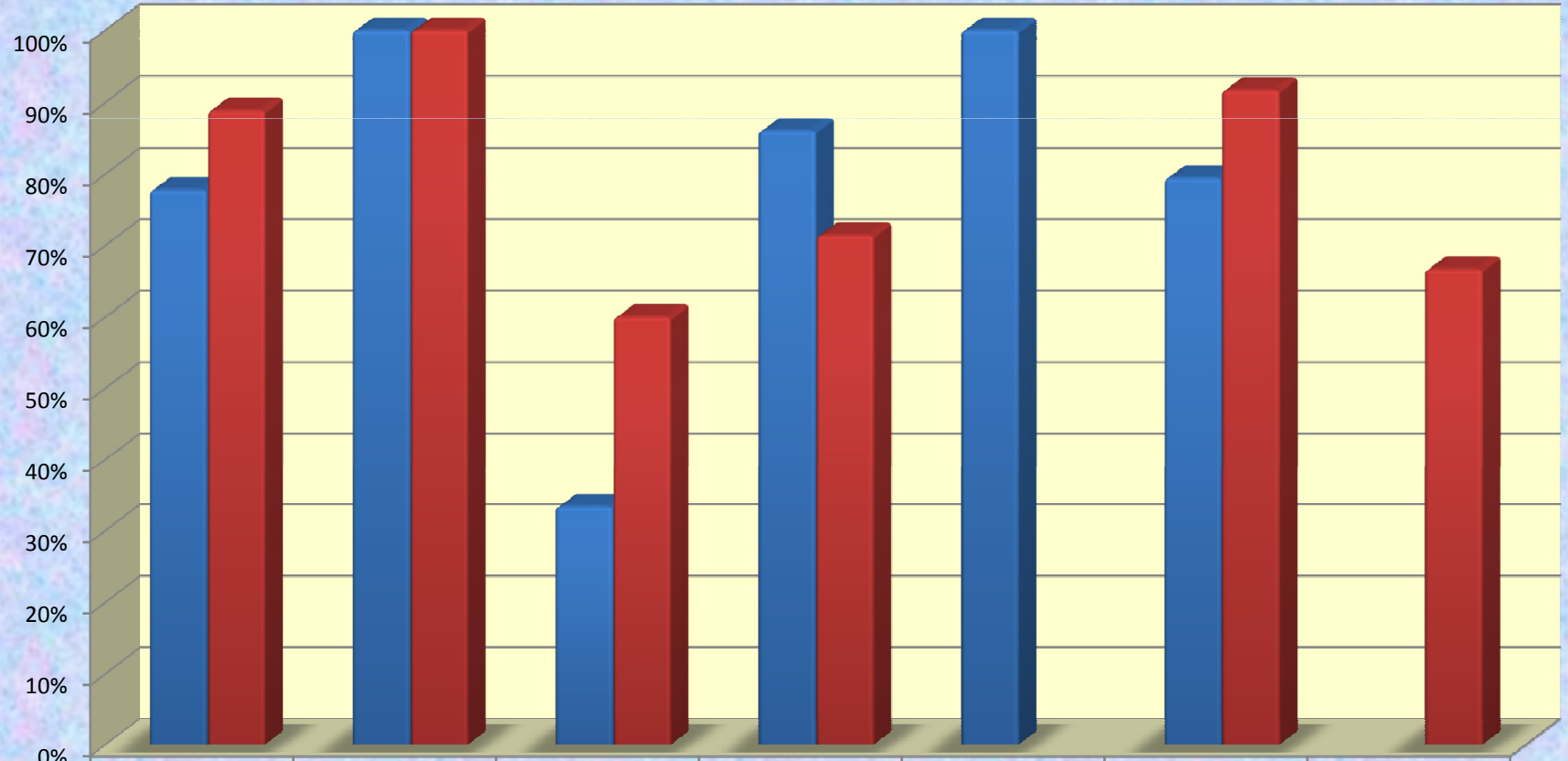


	NO CALIFORNIA HCS	PACIFIC ISLAND HCS	VAMC, FRESNO	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-10	9	6	3	43	2	34	0
FY-11	27	3	5	56	0	24	3

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 21

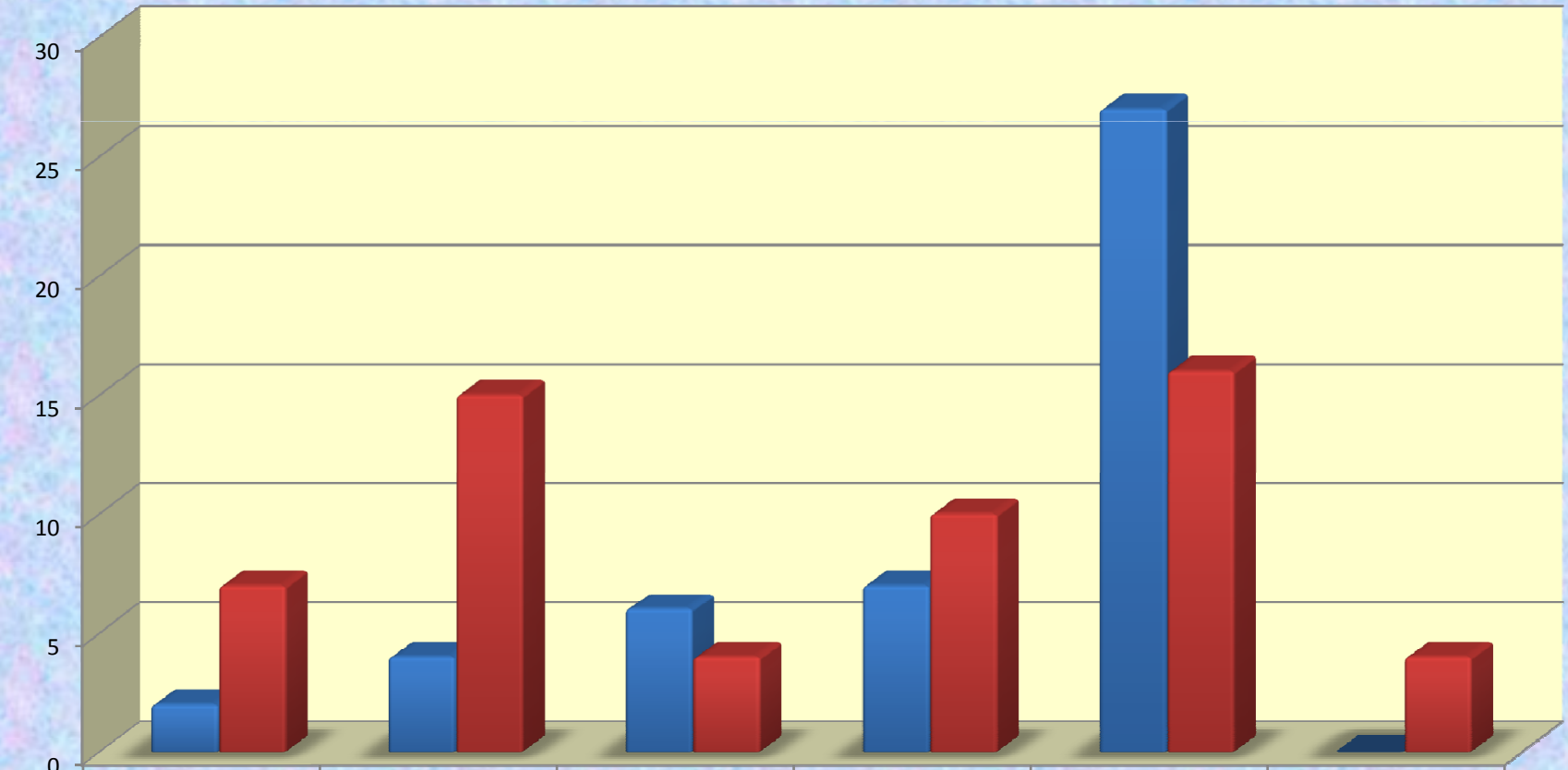


	NO CALIFORNIA HCS	PACIFIC ISLAND HCS	VAMC, FRESNO	VA PALO ALTO HCS	VAMC, RENO	VAMC, SAN FRANCISCO	VISN 21
FY-10	78%	100%	33%	86%	100%	79%	N/A
FY-11	89%	100%	60%	71%	N/A	92%	67%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 22

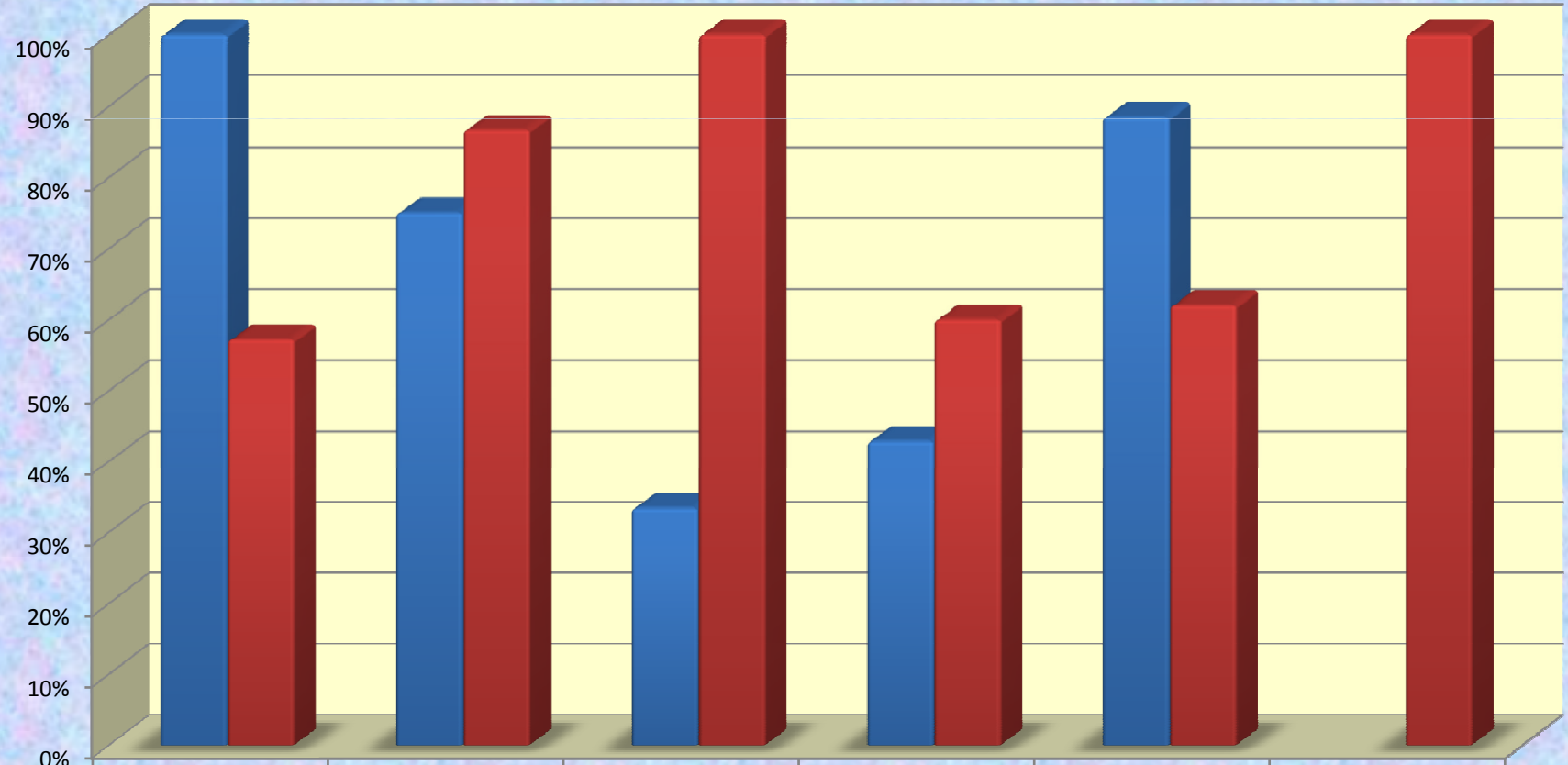


	VAMC, LAS VEGAS	VAMC, LOMA LINDA	VAMC, LONG BEACH	VAMC, SAN DIEGO	VAMC, WEST LOS ANGELES	VISN 22
FY-10	2	4	6	7	27	0
FY-11	7	15	4	10	16	4

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 22

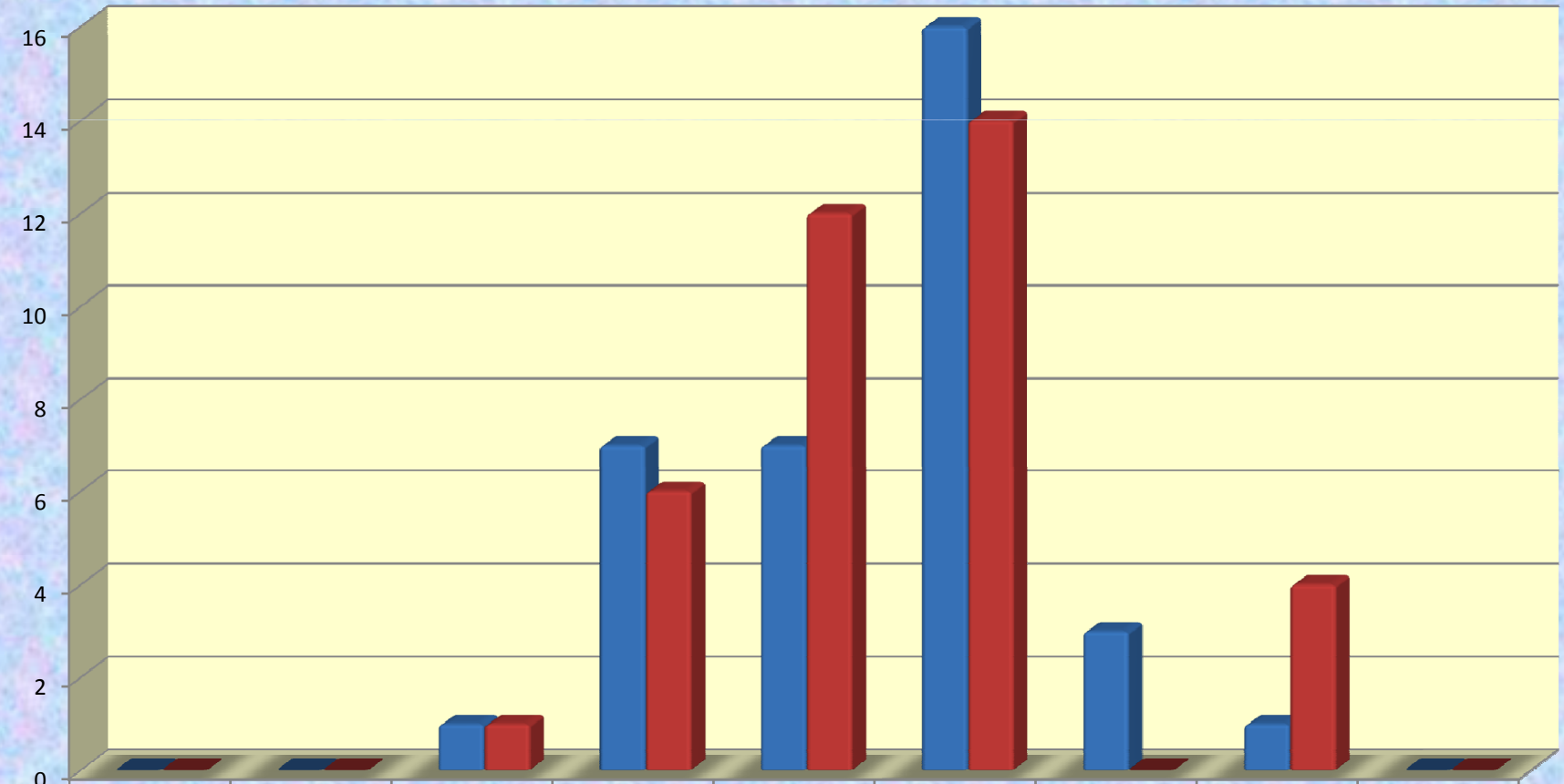


	VAMC, LAS VEGAS	VAMC, LOMA LINDA	VAMC, LONG BEACH	VAMC, SAN DIEGO	VAMC, WEST LOS ANGELES	VISN 22
FY-10	100%	75%	33%	43%	88%	N/A
FY-11	57%	87%	100%	60%	62%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Requests - VISN 23

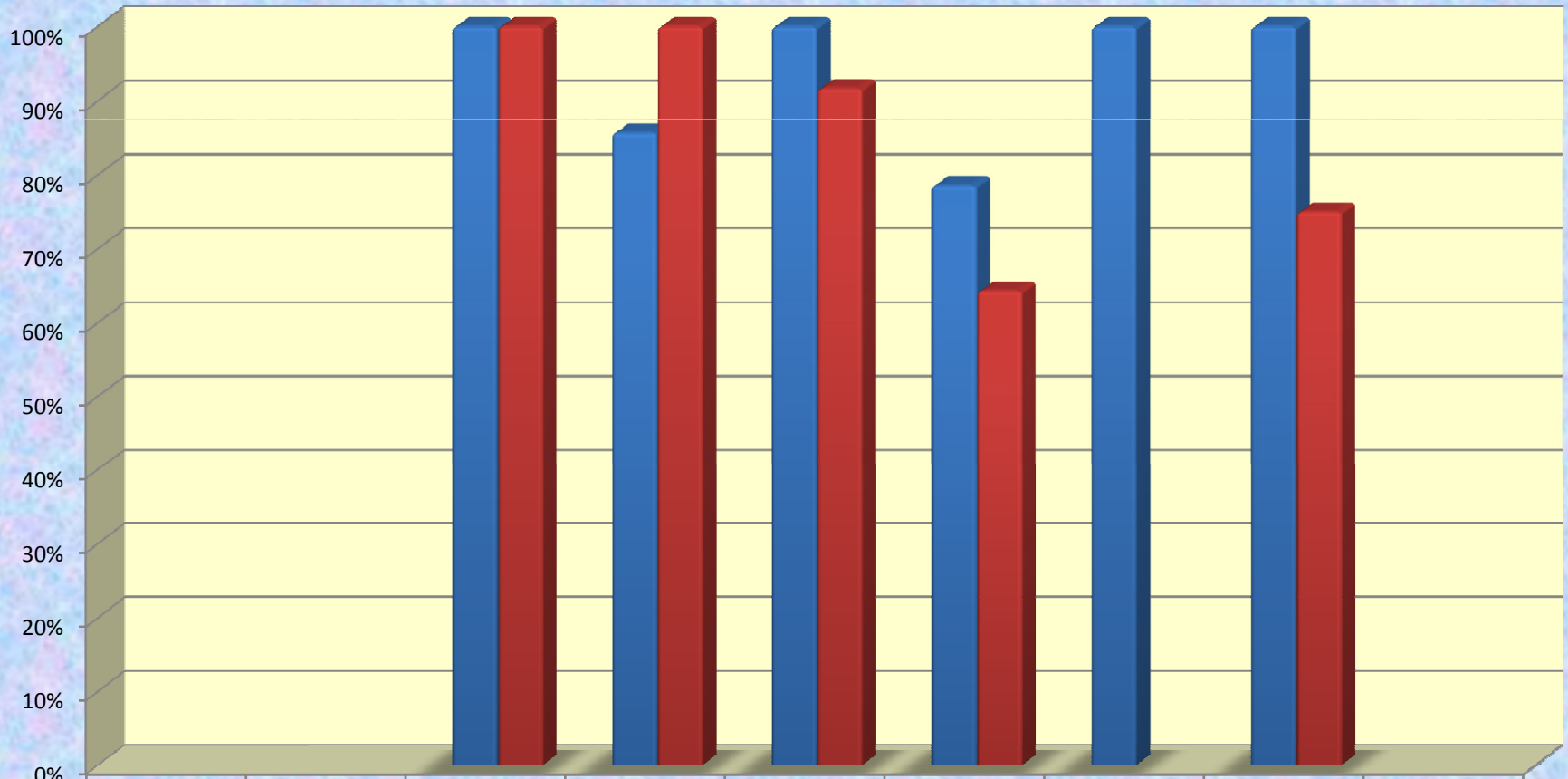


	CENTRAL IOWA HCS	VAMC, FARGO	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SIOUX FALLS	VAMC, SAINT CLOUD	VISN 23
FY-10	0	0	1	7	7	16	3	1	0
FY-11	0	0	1	6	12	14	0	4	0

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Health Administration
FY-10 & FY-11
Non-EEO ADR Resolution Rate - VISN 23



	CENTRAL IOWA HCS	VAMC, FARGO	BLACK HILLS HCS	VAMC, IOWA CITY	VAMC, MINNEAPOLIS	NEBRASKA/W. IOWA HCS	VAMC, SIOUX FALLS	VAMC, SAINT CLOUD	VISN 23
FY-10	N/A	N/A	100%	86%	100%	79%	100%	100%	N/A
FY-11	N/A	N/A	100%	100%	92%	64%	N/A	75%	N/A

Data Source: ADRTracker System

Veterans Benefits Administration

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY- 11
ADR Offer Rate

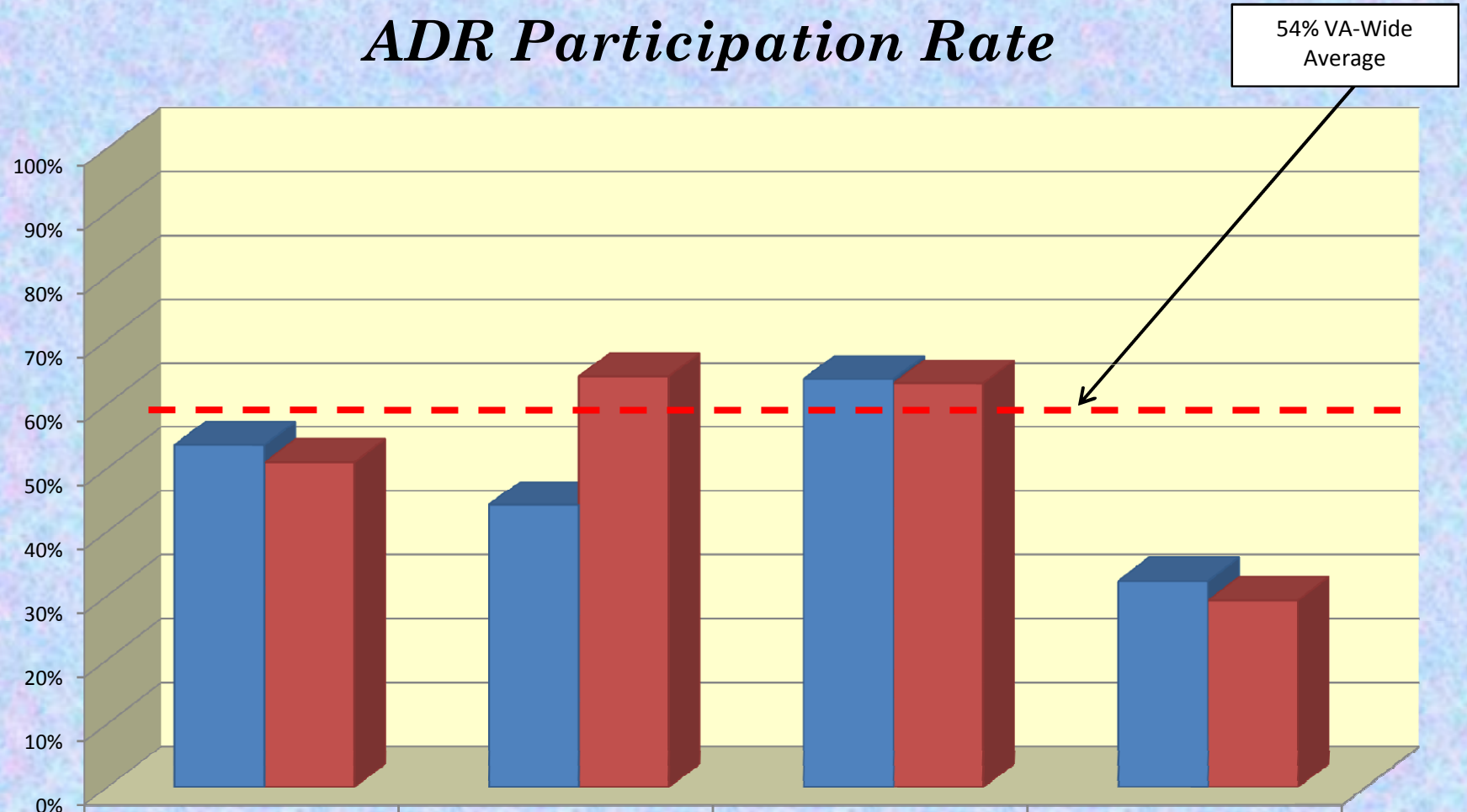


	AREA 1	AREA 2	AREA 3	AREA 4
FY-10	89%	94%	100%	90%
FY-11	98%	99%	100%	98%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Participation Rate

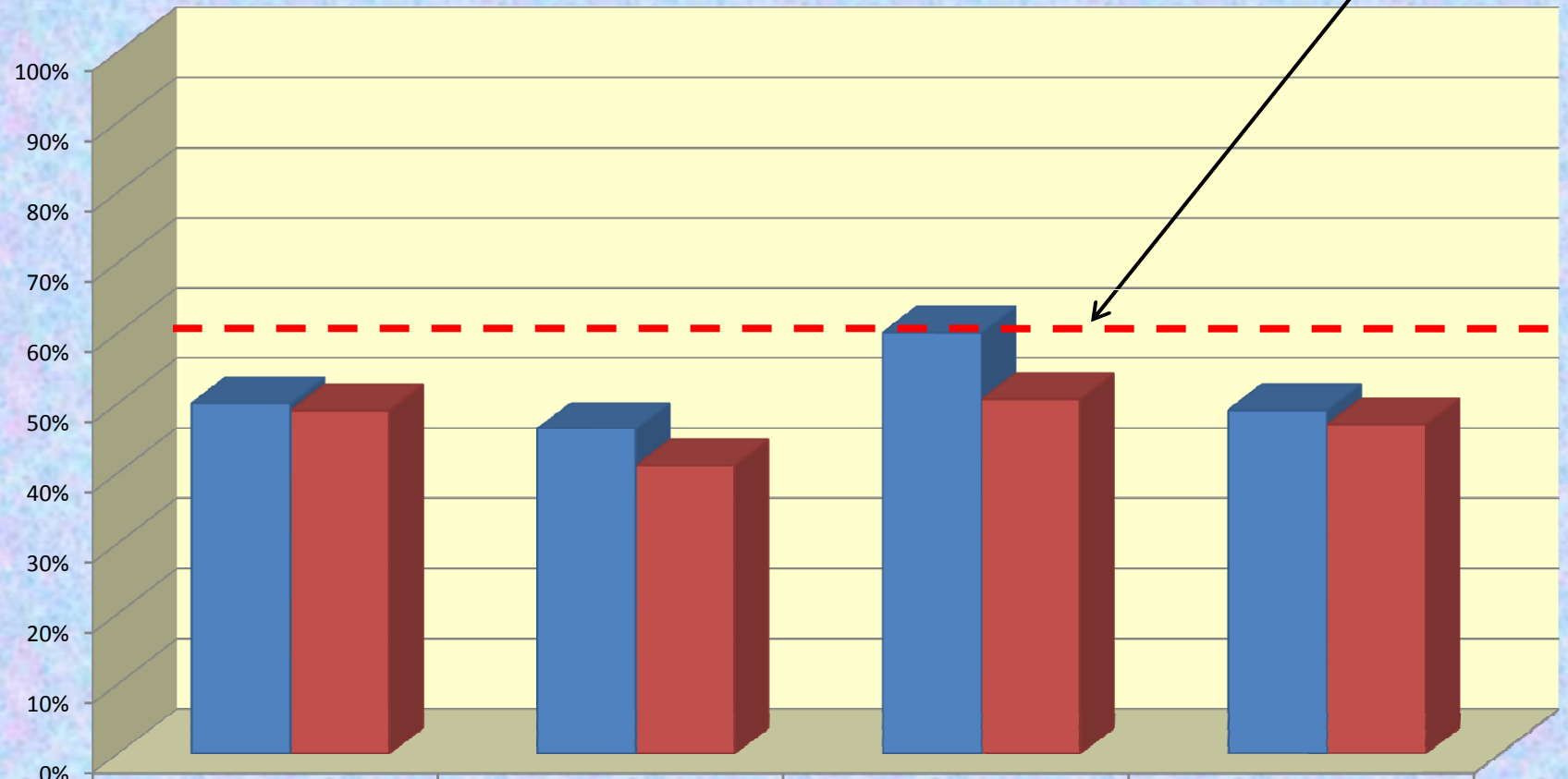


	AREA 1	AREA 2	AREA 3	AREA 4
FY-10	54%	44%	64%	32%
FY-11	51%	64%	63%	29%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
Resolution Rate

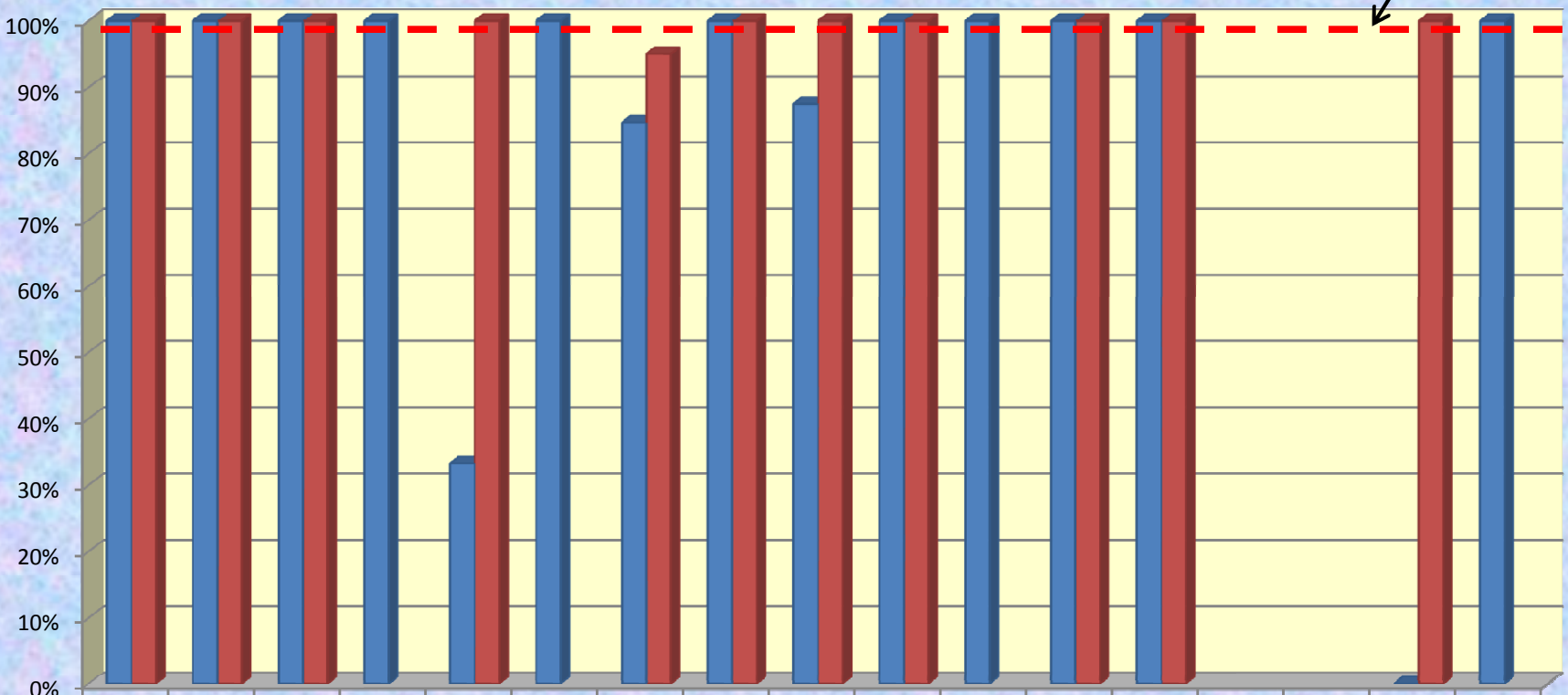


	AREA 1	AREA 2	AREA 3	AREA 4
FY-10	50%	46%	60%	49%
FY-11	49%	41%	51%	47%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Offer Rate - AREA 1

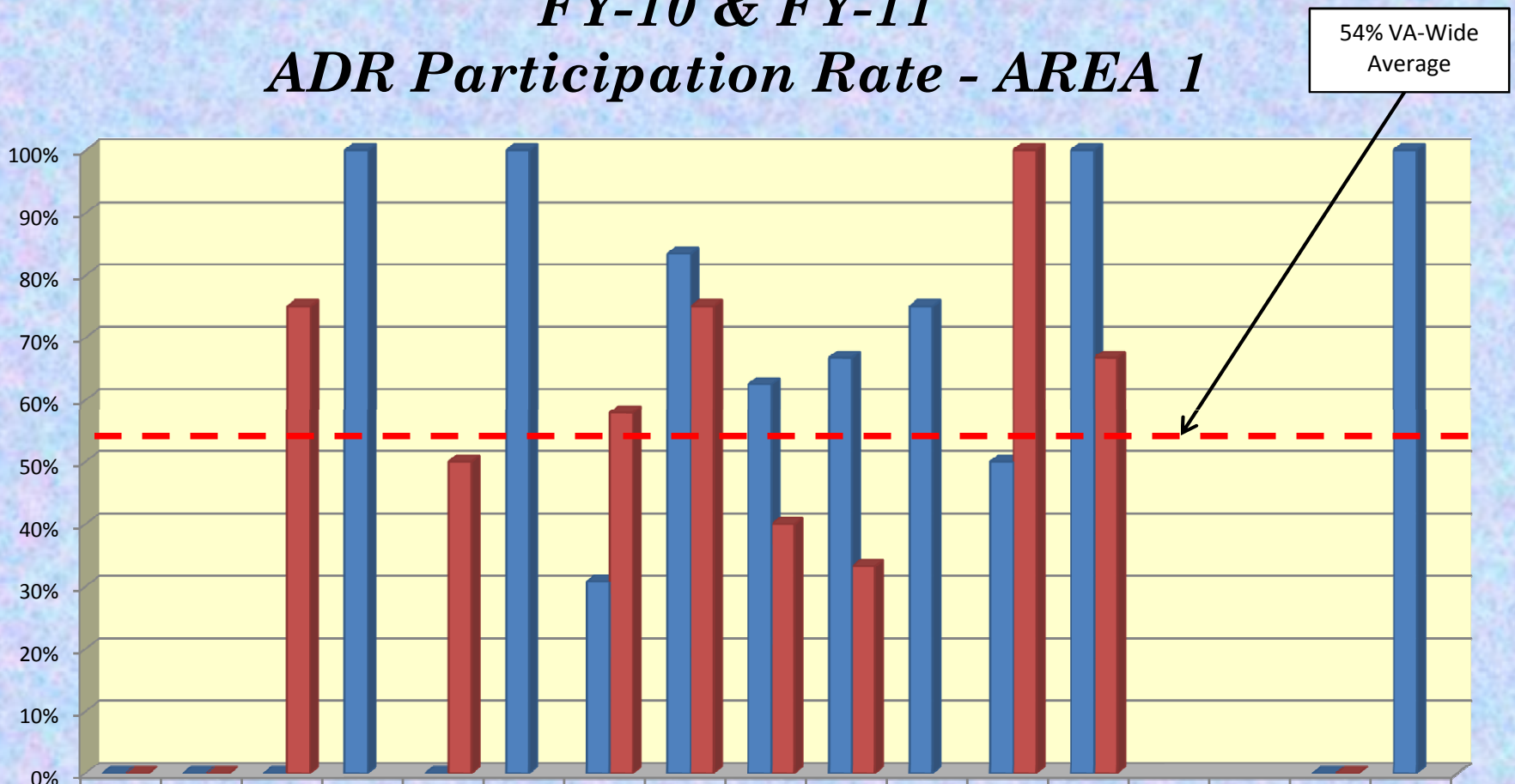


	VARO, BOSTON	VARO, NEW YORK	VARO, BUFFALO	VARO, HARTFORD	VARO, MANCHESTER	VARO, TOGUS	VAROIC, PHILADELPHIA	VARO, PITTSBURGH	VARO, CLEVELAND	VARO, INDIANAPOLIS	VARO, NEWARK	VARO, DETROIT	VARO, BALTIMORE	VARO, WILMINGTON	VARO, WHITE RIVER JUNCTION	VARO, PROVIDENCE	VBA EASTERN AREA (AREA 1)
FY-10	100%	100%	100%	100%	33%	100%	85%	100%	88%	100%	100%	100%	100%	N/A	N/A	0%	100%
FY-11	100%	100%	100%	N/A	100%	N/A	95%	100%	100%	100%	N/A	100%	100%	N/A	N/A	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Participation Rate - AREA 1

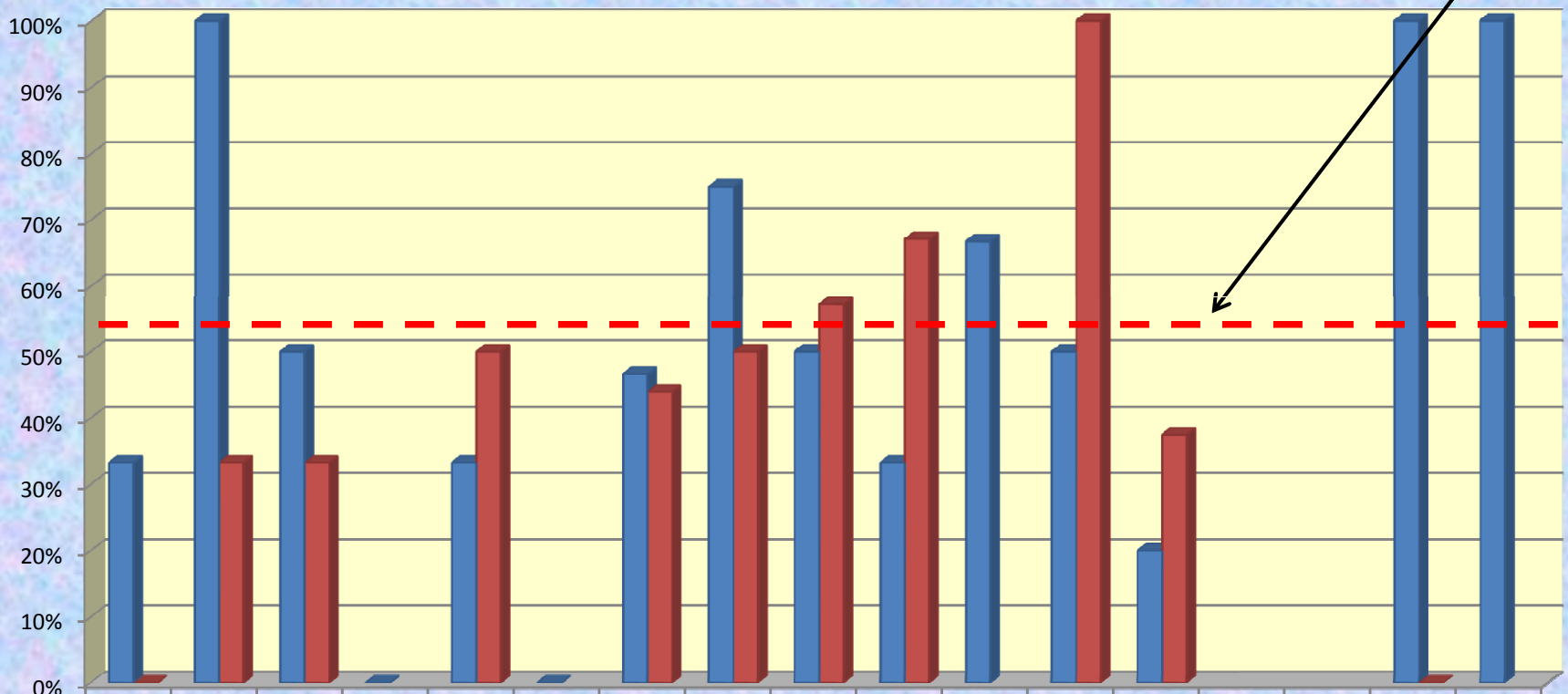


	VARO, BOSTON	VARO, NEW YORK	VARO, BUFFALO	VARO, HARTFORD	VARO, MANCHESTER	VARO, TOGUS	VAROIC, PHILADELPHIA	VARO, PITTSBURGH	VARO, CLEVELAND	VARO, INDIANAPOLIS	VARO, NEWARK	VARO, DETROIT	VARO, BALTIMORE	VARO, WILMINGTON	VARO, WHITE RIVER JUNCTION	VARO, PROVIDENCE	VBA EASTERN AREA (AREA 1)
FY-10	0%	0%	0%	100%	0%	100%	31%	83%	63%	67%	75%	50%	100%	N/A	N/A	0%	100%
FY-11	0%	0%	75%	N/A	50%	N/A	58%	75%	40%	33%	N/A	100%	67%	N/A	N/A	0%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
Resolution Rate - AREA 1

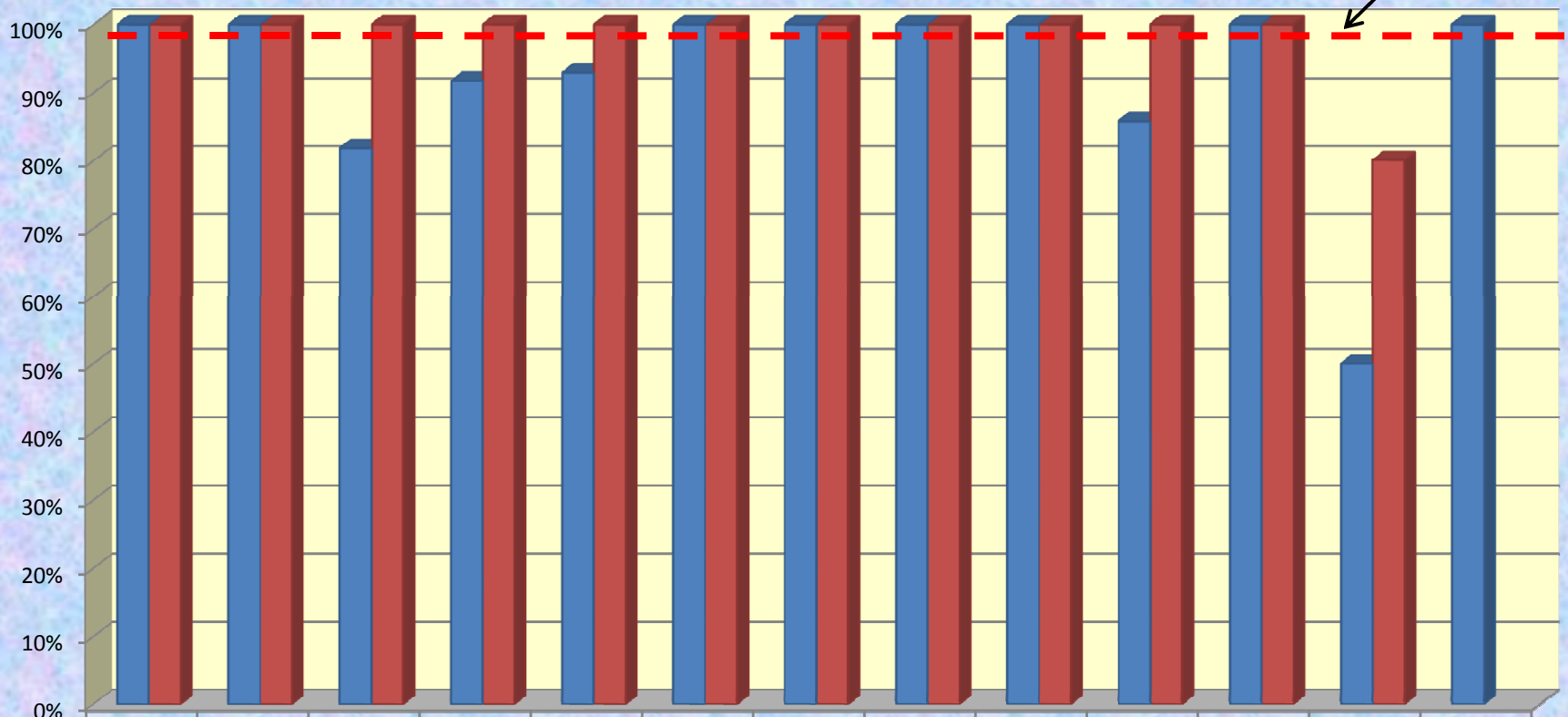


	VARO, BOSTON	VARO, NEW YORK	VARO, BUFFALO	VARO, HARTFORD	VARO, MANCHESTER	VARO, TOGUS	VAROIC, PHILADELPHIA	VARO, PITTSBURGH	VARO, CLEVELAND	VARO, INDIANAPOLIS	VARO, NEWARK	VARO, DETROIT	VARO, BALTIMORE	VARO, WILMINGTON	VARO, WHITE RIVER JUNCTION	VARO, PROVIDENCE	VBA EASTERN AREA (AREA 1)
FY-10	33%	100%	50%	0%	33%	0%	47%	75%	50%	33%	67%	50%	20%	N/A	N/A	100%	100%
FY-11	0%	33%	33%	N/A	50%	N/A	44%	50%	57%	67%	N/A	100%	38%	N/A	N/A	0%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Offer Rate - AREA 2

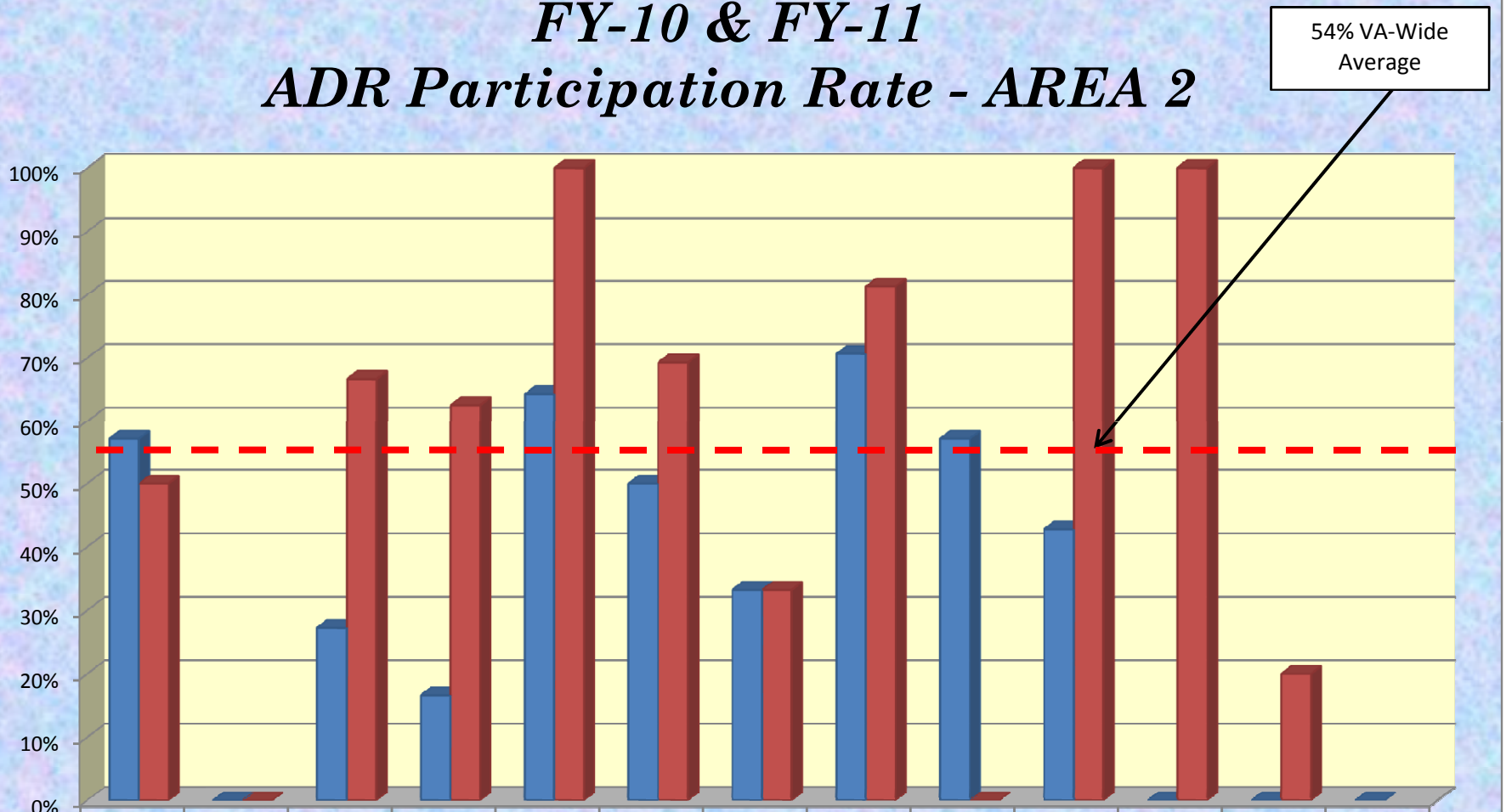


	VARO, ROANOKE	VARO, LOUISVILLE	VARO, WASHINGTON	VARO, ATLANTA	VARO, WINSTON-SALEM	VARO, COLUMBIA	VARO, NASHVILLE	VARO, ST. PETERSBURG	VARO, MONTGOMERY	VARO, JACKSON	VARO, HUNTINGTON	VARO, SAN JUAN	VBA SOUTHERN AREA (AREA 2)
FY-10	100%	100%	82%	92%	93%	100%	100%	100%	100%	86%	100%	50%	100%
FY-11	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Participation Rate - AREA 2



	VARO, ROANOKE	VARO, LOUISVILLE	VARO, WASHINGTON	VARO, ATLANTA	VARO, WINSTON-SALEM	VARO, COLUMBIA	VARO, NASHVILLE	VARO, ST. PETERSBURG	VARO, MONTGOMERY	VARO, JACKSON	VARO, HUNTINGTON	VARO, SAN JUAN	VBA SOUTHERN AREA (AREA 2)
FY-10	57%	0%	27%	17%	64%	50%	33%	71%	57%	43%	0%	0%	0%
FY-11	50%	0%	67%	63%	100%	69%	33%	81%	0%	100%	100%	20%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
Resolution Rate - AREA 2

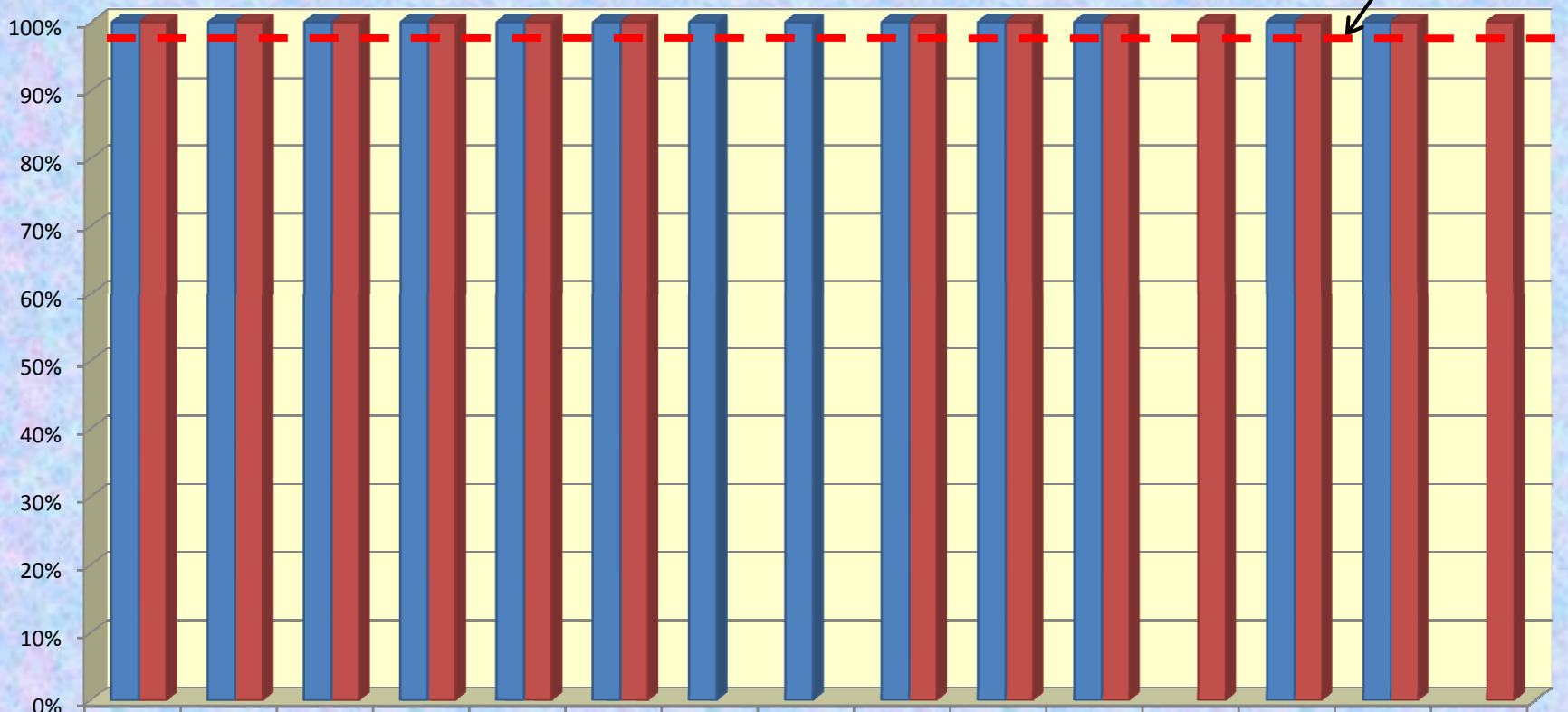


	VARO, ROANOKE	VARO, LOUISVILLE	VARO, WASHINGTON	VARO, ATLANTA	VARO, WINSTON-SALEM	VARO, COLUMBIA	VARO, NASHVILLE	VARO, ST. PETERSBURG	VARO, MONTGOMERY	VARO, JACKSON	VARO, HUNTINGTON	VARO, SAN JUAN	VBA SOUTHERN AREA (AREA 2)
FY-10	40%	100%	42%	23%	31%	32%	50%	71%	63%	57%	0%	75%	75%
FY-11	40%	0%	44%	22%	0%	25%	75%	73%	0%	50%	100%	20%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Offer Rate - AREA 3

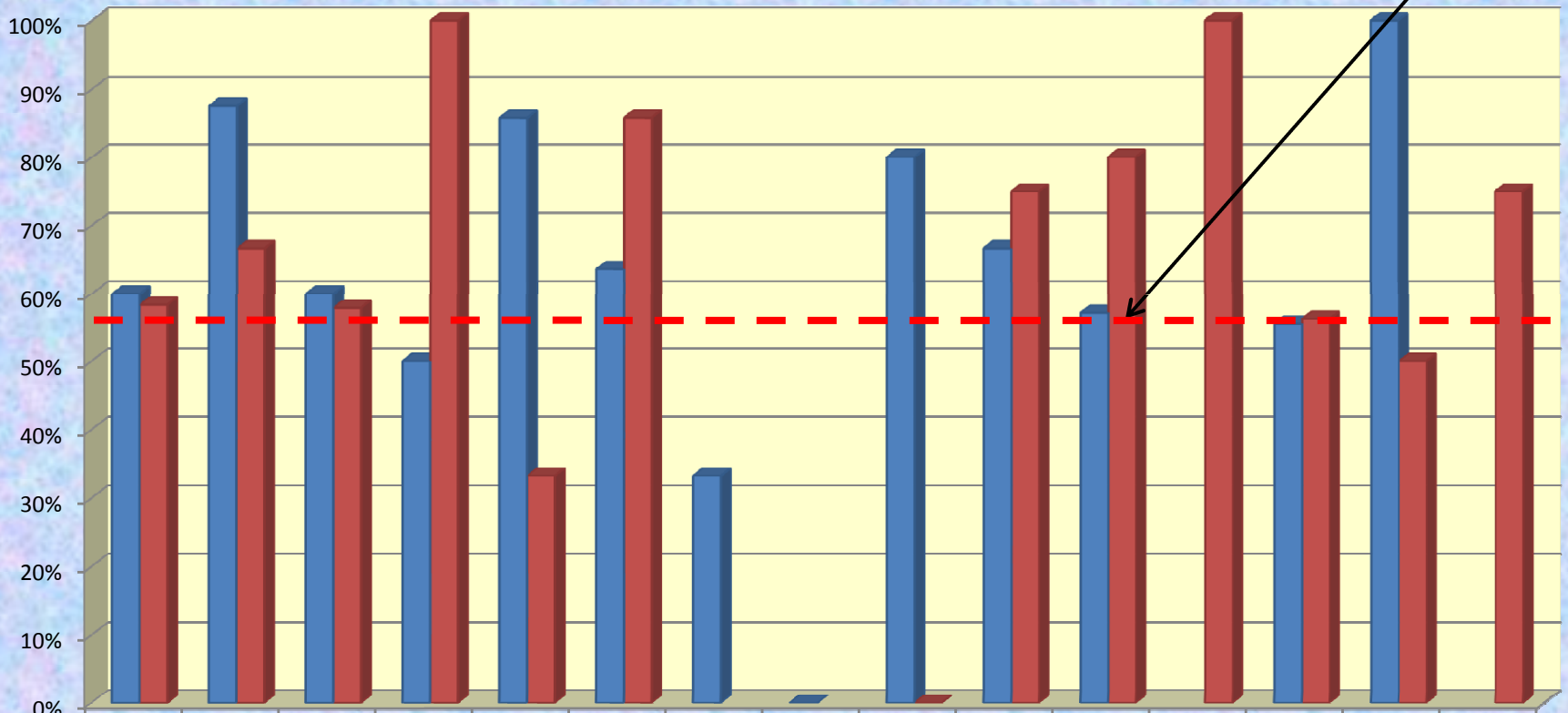


	VARO, CHICAGO	VARO, MILWAUKEE	VARO, ST. LOUIS	VARO, ST PAUL	VARO, NEW ORLEANS	VARO, WACO	VARO, LITTLE ROCK	VARO, DES MOINES	VARO, LINCOLN	VARO, MUSKOGEE	VARO, HOUSTON	VARO, SIOUX FALLS	RECORDS MGMT CTR	VARO, WICHITA	VBA CENTRAL AREA (AREA 3)
FY-10	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	100%	100%	N/A
FY-11	100%	100%	100%	100%	100%	100%	N/A	N/A	100%	100%	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Participation Rate - AREA 3



	VARO, CHICAGO	VARO, MILWAUKEE	VARO, ST. LOUIS	VARO, ST PAUL	VARO, NEW ORLEANS	VARO, WACO	VARO, LITTLE ROCK	VARO, DES MOINES	VARO, LINCOLN	VARO, MUSKOGEE	VARO, HOUSTON	VARO, SIOUX FALLS	RECORDS MGMT CTR	VARO, WICHITA	VBA CENTRAL AREA (AREA 3)
FY-10	60%	88%	60%	50%	86%	64%	33%	0%	80%	67%	57%	N/A	56%	100%	N/A
FY-11	58%	67%	58%	100%	33%	86%	N/A	N/A	0%	75%	80%	100%	56%	50%	75%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
Resolution Rate - AREA 3

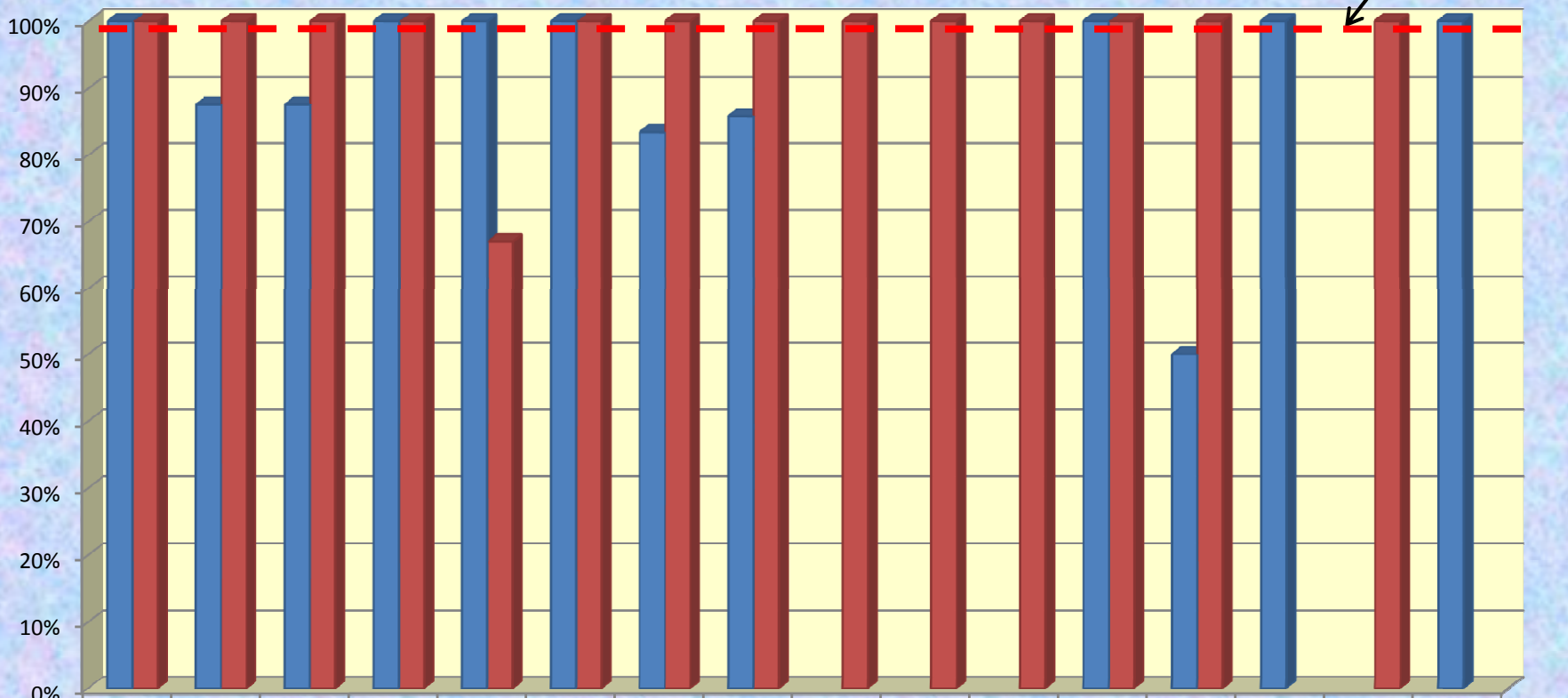


	VARO, CHICAGO	VARO, MILWAUKEE	VARO, ST. LOUIS	VARO, ST PAUL	VARO, NEW ORLEANS	VARO, WACO	VARO, LITTLE ROCK	VARO, DES MOINES	VARO, LINCOLN	VARO, MUSKOGEE	VARO, HOUSTON	VARO, SIOUX FALLS	RECORDS MGMT CTR	VARO, WICHITA	VBA CENTRAL AREA (AREA 3)
FY-10	40%	38%	33%	50%	100%	80%	100%	100%	67%	67%	75%	N/A	60%	0%	N/A
FY-11	64%	25%	67%	0%	40%	50%	N/A	N/A	60%	100%	63%	0%	31%	50%	67%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Offer Rate - AREA 4

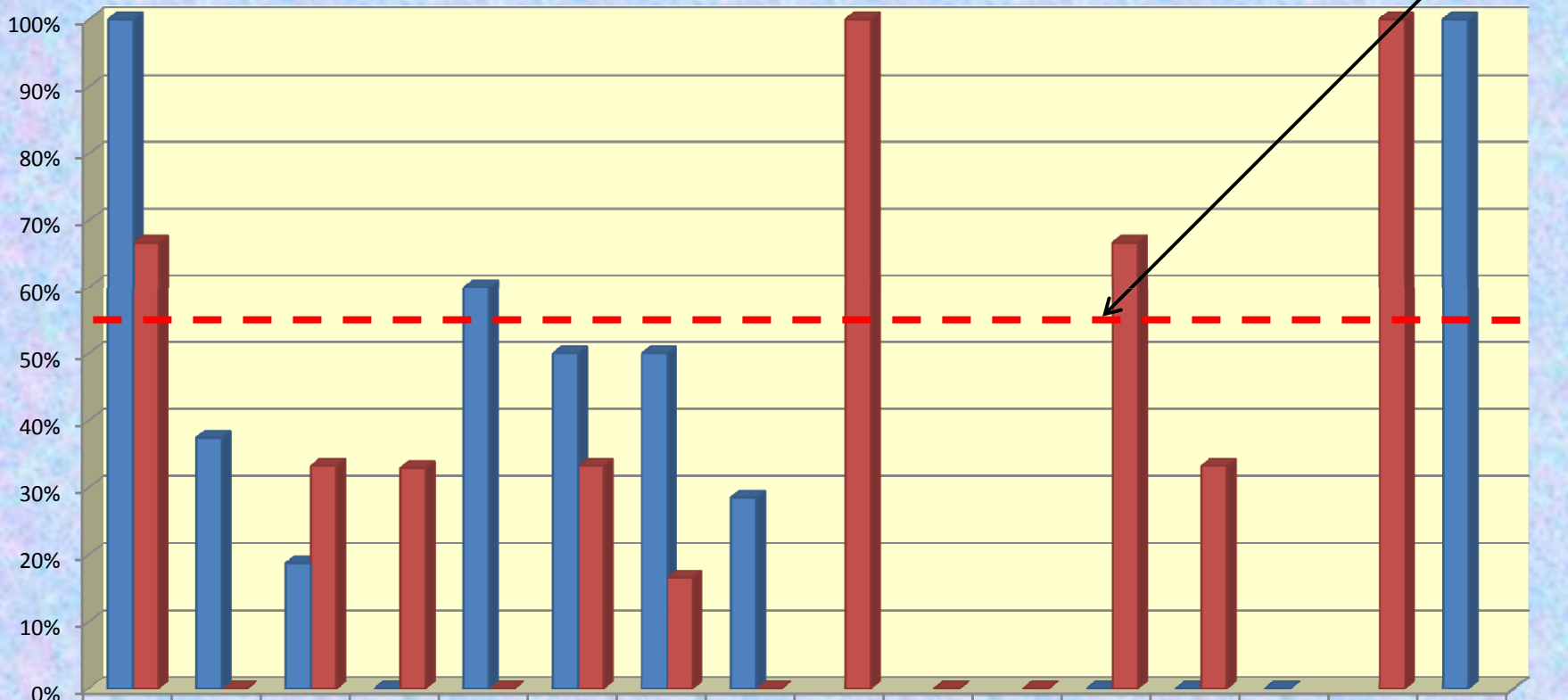


	VARO, DENVER	VARO, SALT LAKE CITY	VARO, SEATTLE	VARO, PORTLAND	VARO, OAKLAND	VARO, LOS ANGELES	VARO, PHOENIX	VARO, RENO	VARO, ALBUQUERQUE	VARO, ALASKA	VARO, BOISE	VARO, SAN DIEGO	VARO, HONOLULU	FORT HARRISON	VARO, MANILA	VBA WESTERN AREA (AREA4)
FY-10	100%	88%	88%	100%	100%	100%	83%	86%	N/A	N/A	N/A	100%	50%	100%	N/A	100%
FY-11	100%	100%	100%	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
ADR Participation Rate - AREA 4

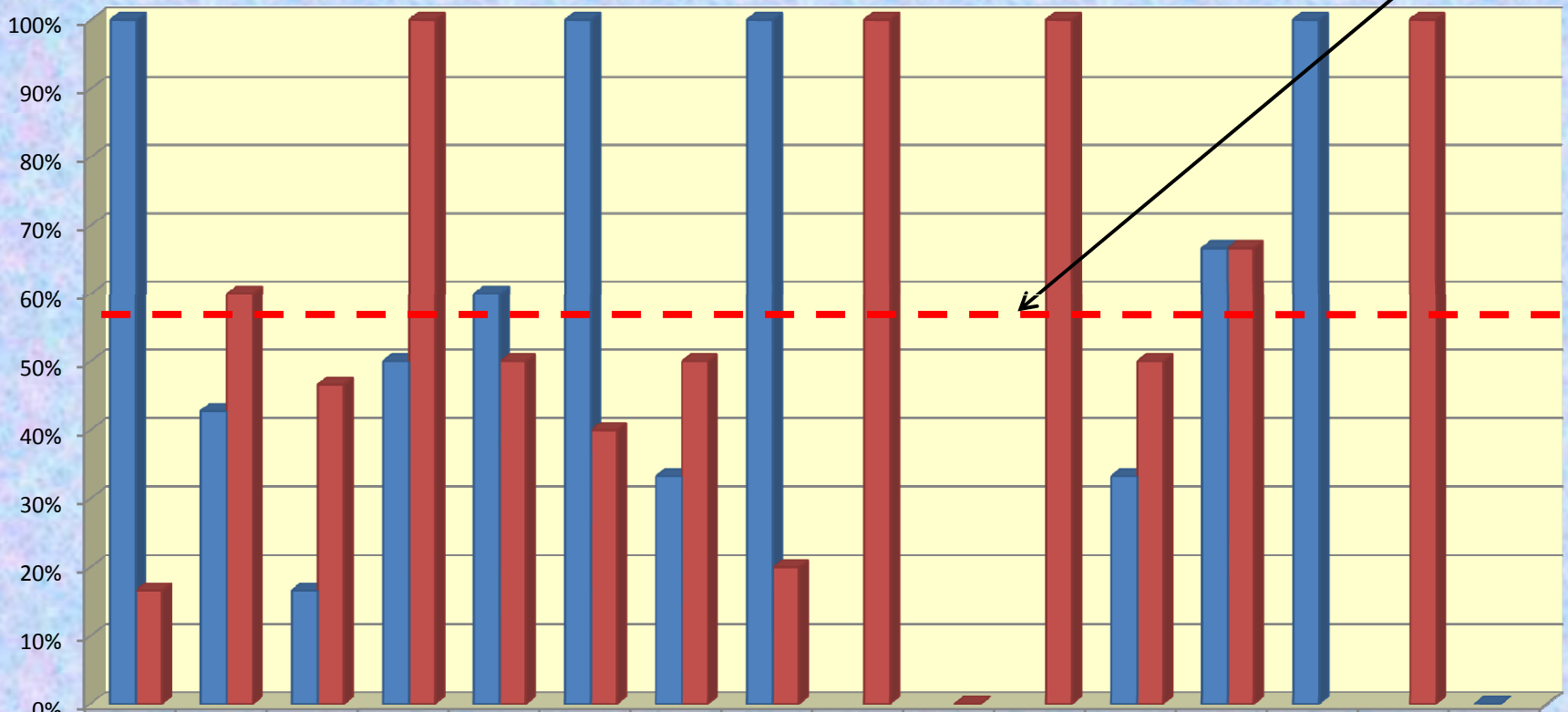


	VARO, DENVER	VARO, SALT LAKE CITY	VARO, SEATTLE	VARO, PORTLAND	VARO, OAKLAND	VARO, LOS ANGELES	VARO, PHOENIX	VARO, RENO	VARO, ALBUQUERQUE	VARO, ALASKA	VARO, BOISE	VARO, SAN DIEGO	VARO, HONOLULU	FORT HARRISON	VARO, MANILA	VBA WESTERN AREA (AREA4)
FY-10	100%	38%	19%	0%	60%	50%	50%	29%	N/A	N/A	N/A	0%	0%	0%	N/A	100%
FY-11	67%	0%	33%	33%	0%	33%	17%	0%	100%	0%	0%	67%	33%	N/A	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

Veterans Benefits Administration
FY-10 & FY-11
Resolution Rate - AREA 4



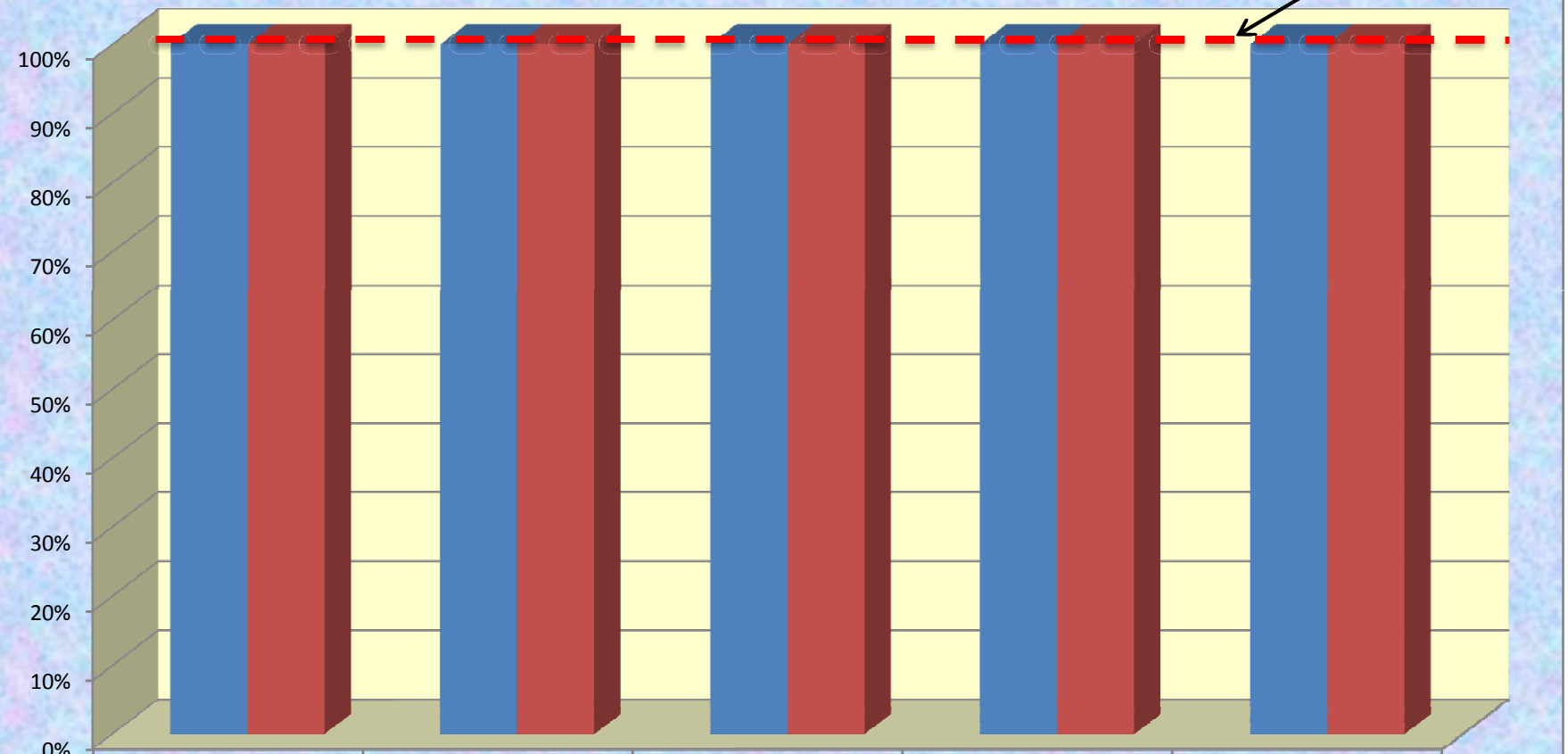
	VARO, DENVER	VARO, SALT LAKE CITY	VARO, SEATTLE	VARO, PORTLAND	VARO, OAKLAND	VARO, LOS ANGELES	VARO, PHOENIX	VARO, RENO	VARO, ALBUQUERQUE	VARO, ALASKA	VARO, BOISE	VARO, SAN DIEGO	VARO, HONOLULU	FORT HARRISON	VARO, MANILA	VBA WESTERN AREA (AREA4)
FY-10	100%	43%	17%	50%	60%	100%	33%	100%	N/A	N/A	N/A	33%	67%	100%	N/A	0%
FY-11	17%	60%	47%	100%	50%	40%	50%	20%	100%	0%	100%	50%	67%	N/A	100%	N/A

Data Source: ADRTracker System

National Cemetery Administration

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate

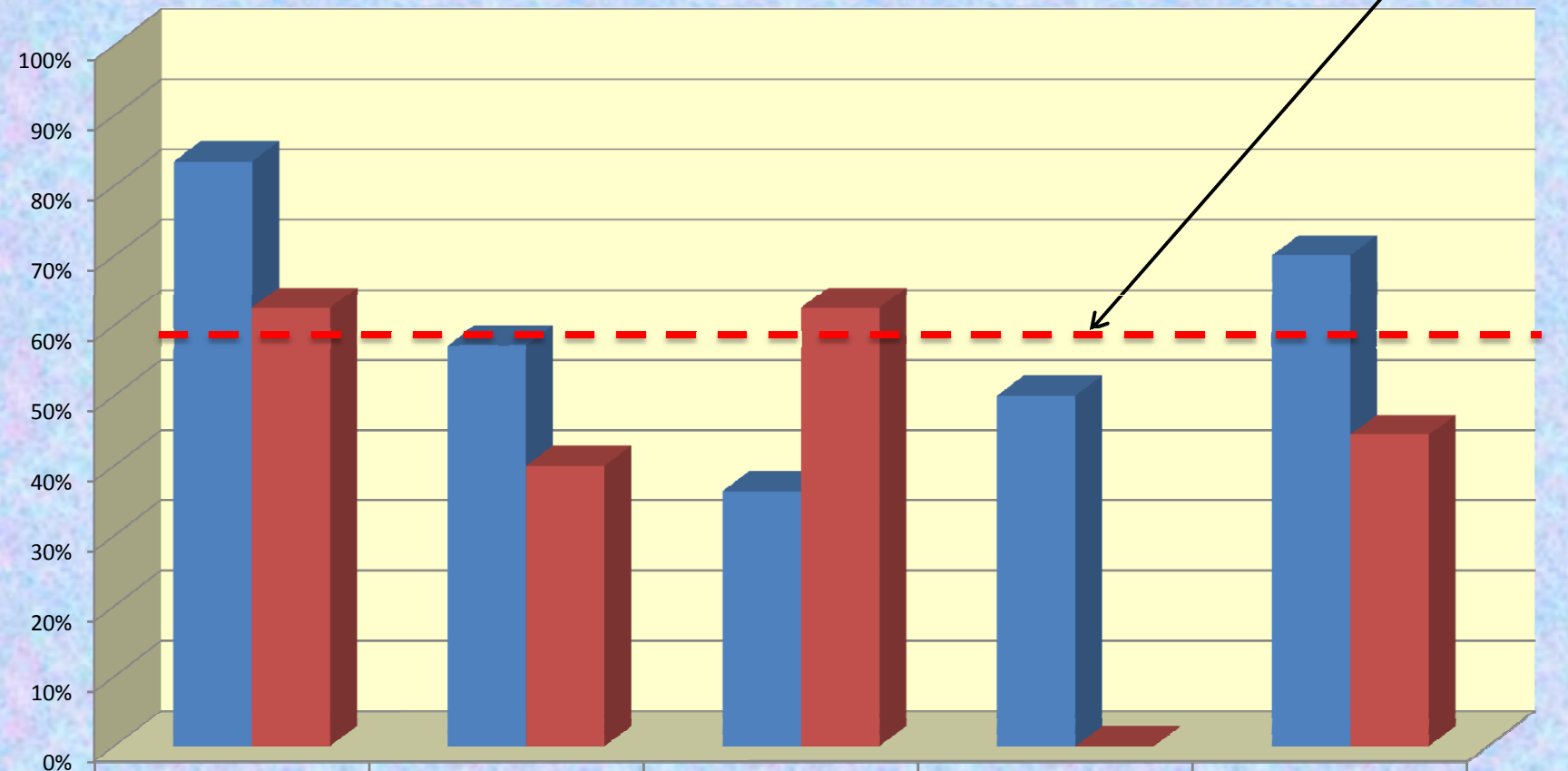


	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-10	100%	100%	100%	100%	100%
FY-11	100%	100%	100%	100%	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate

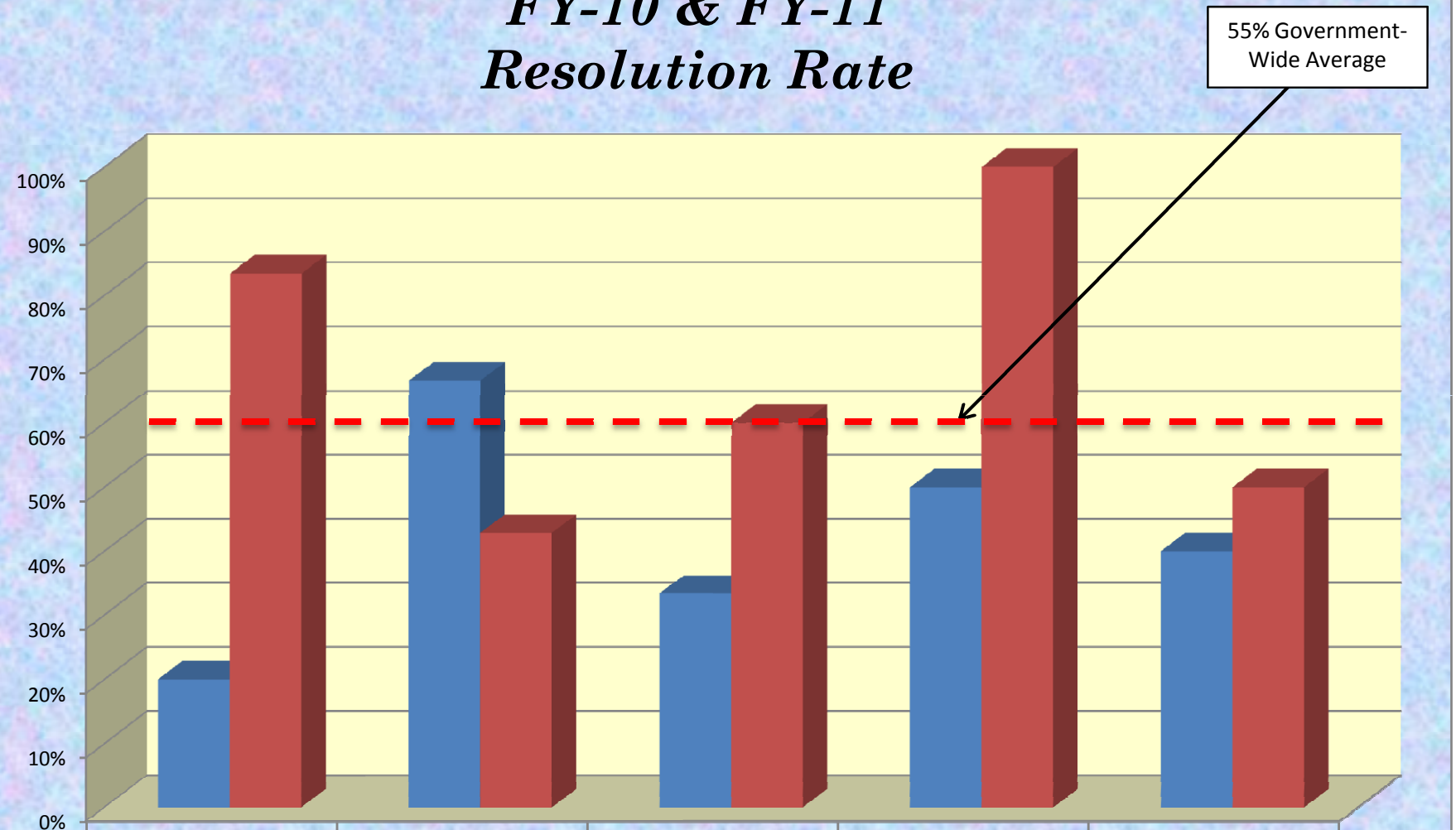


	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-10	83%	57%	36%	50%	70%
FY-11	63%	40%	63%	0%	44%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate

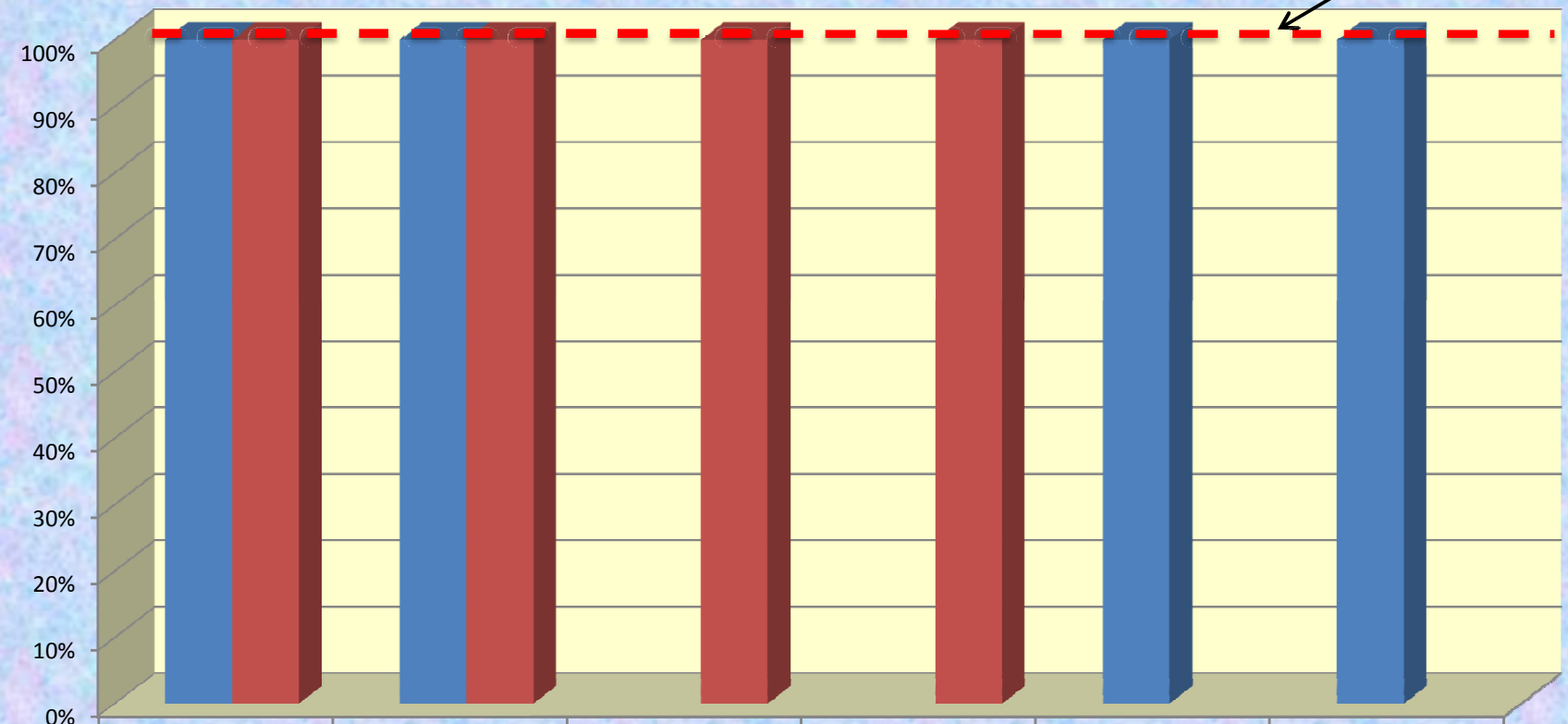


	MSN 1	MSN 2	MSN 3	MSN 4	MSN 5
FY-10	20%	67%	33%	50%	40%
FY-11	83%	43%	60%	100%	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate - MSN 1

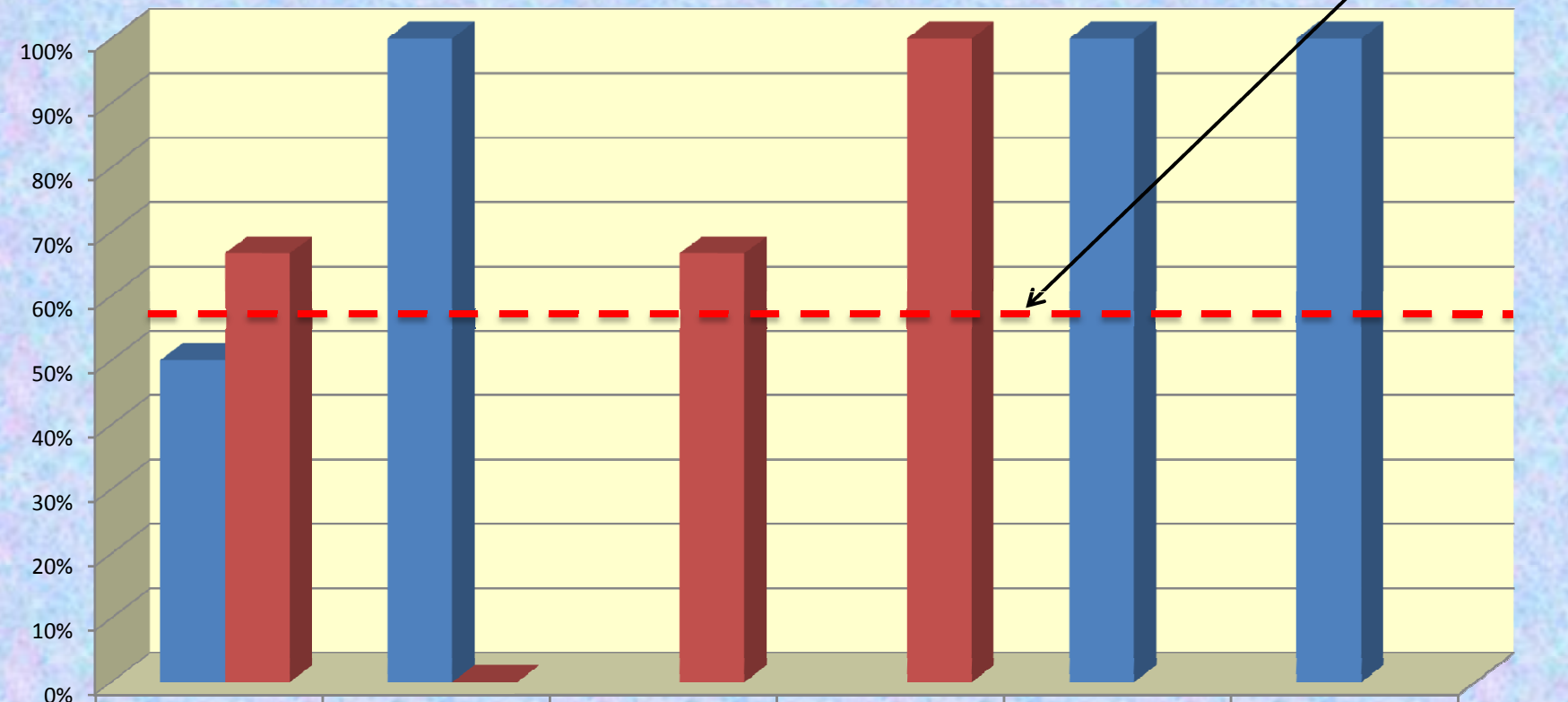


	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	QUANTICO NATIONAL CEMETERY	MASSACHUSETTS NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
FY-10	100%	100%	N/A	N/A	100%	100%
FY-11	100%	100%	100%	100%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate - MSN 1

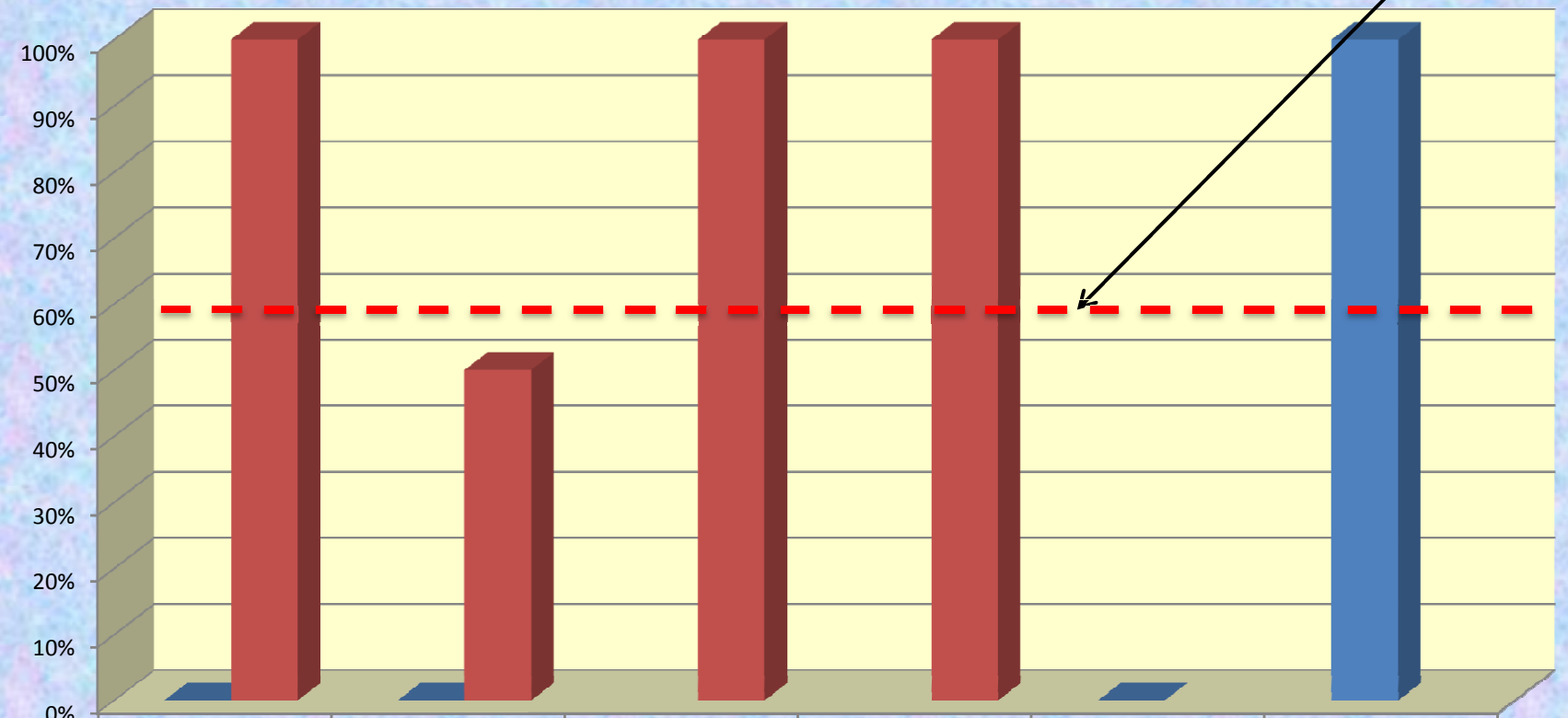


	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	QUANTICO NATIONAL CEMETERY	MASSACHUSETTS NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
FY-10	50%	100%	N/A	N/A	100%	100%
FY-11	67%	0%	67%	100%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate - MSN 1

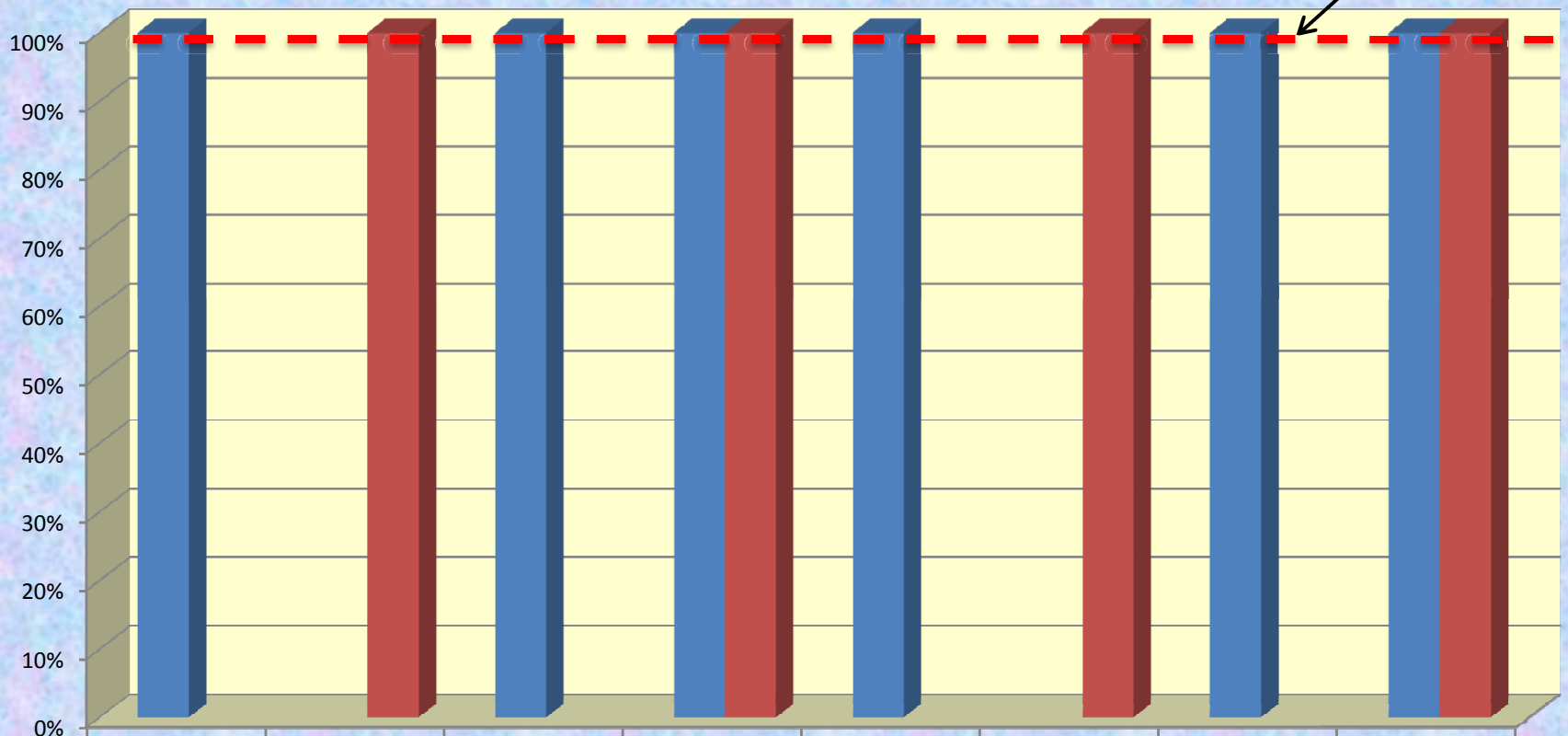


	CALVERTON NATIONAL CEMETERY	LONG ISLAND NATIONAL CEMETERY	QUANTICO NATIONAL CEMETERY	MASSACHUSETTS NATIONAL CEMETERY	INDIANTOWN GAP NATIONAL CEMETERY	ALLEGHENIES NATIONAL CEMETERY
FY-10	0%	0%	N/A	N/A	0%	100%
FY-11	100%	50%	100%	100%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate - MSN 2

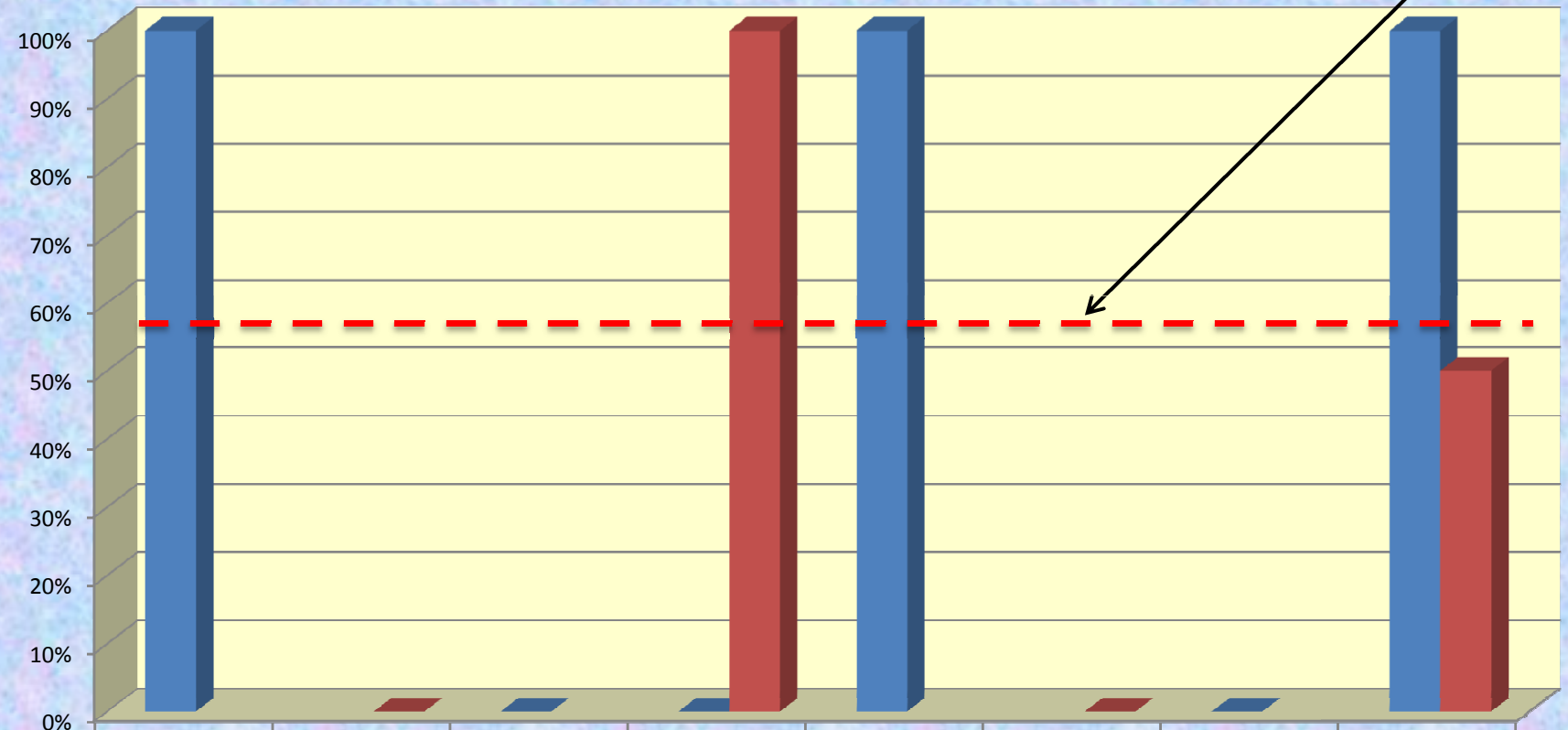


	FLORIDA NATIONAL CEMETERY	SOUTH FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	BILOXI NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY
FY-10	100%	N/A	100%	100%	100%	N/A	100%	100%
FY-11	N/A	100%	N/A	100%	N/A	100%	N/A	100%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate - MSN 2

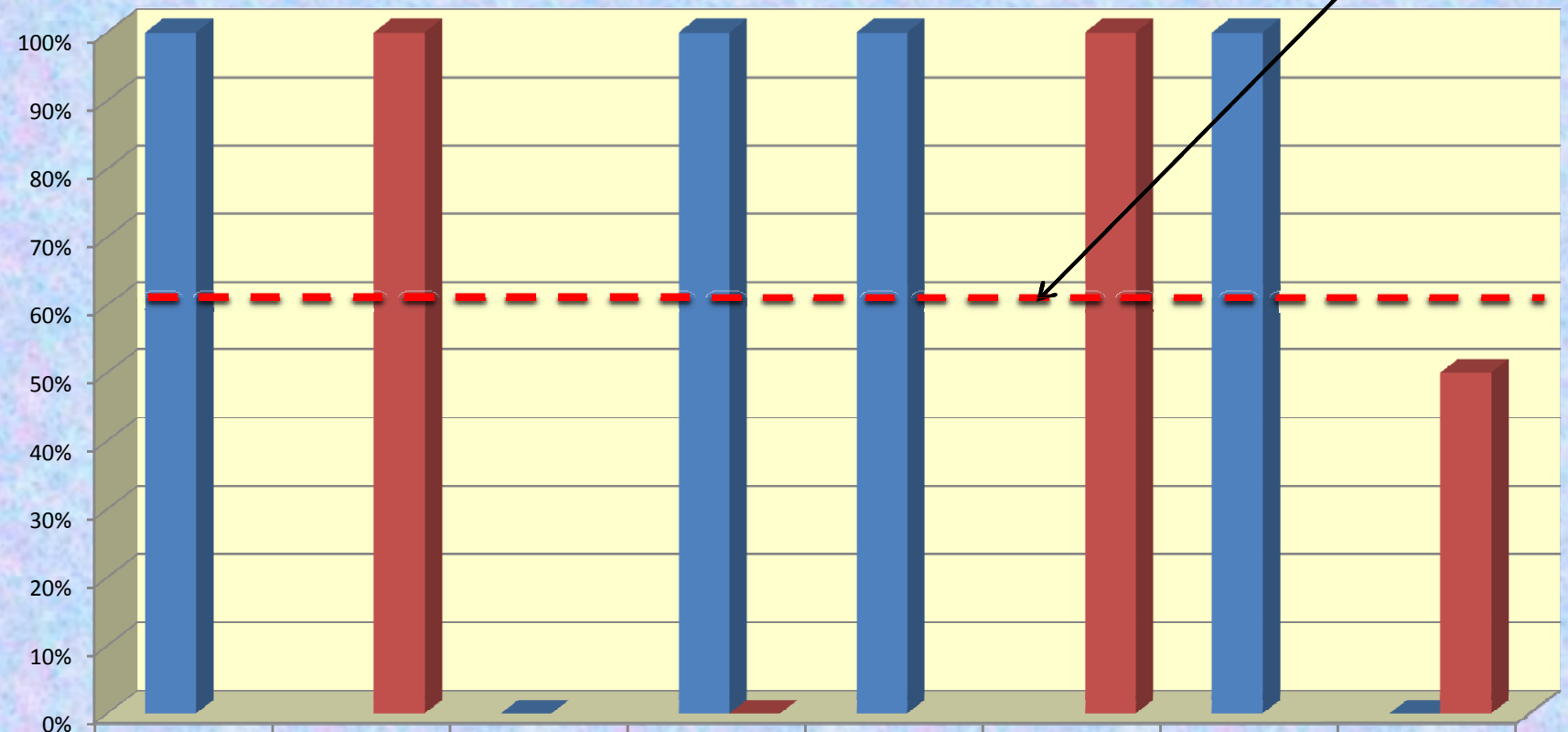


	FLORIDA NATIONAL CEMETERY	SOUTH FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	BILOXI NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY
FY-10	100%	N/A	0%	0%	100%	N/A	0%	100%
FY-11	N/A	0%	N/A	100%	N/A	0%	N/A	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate - MSN 2

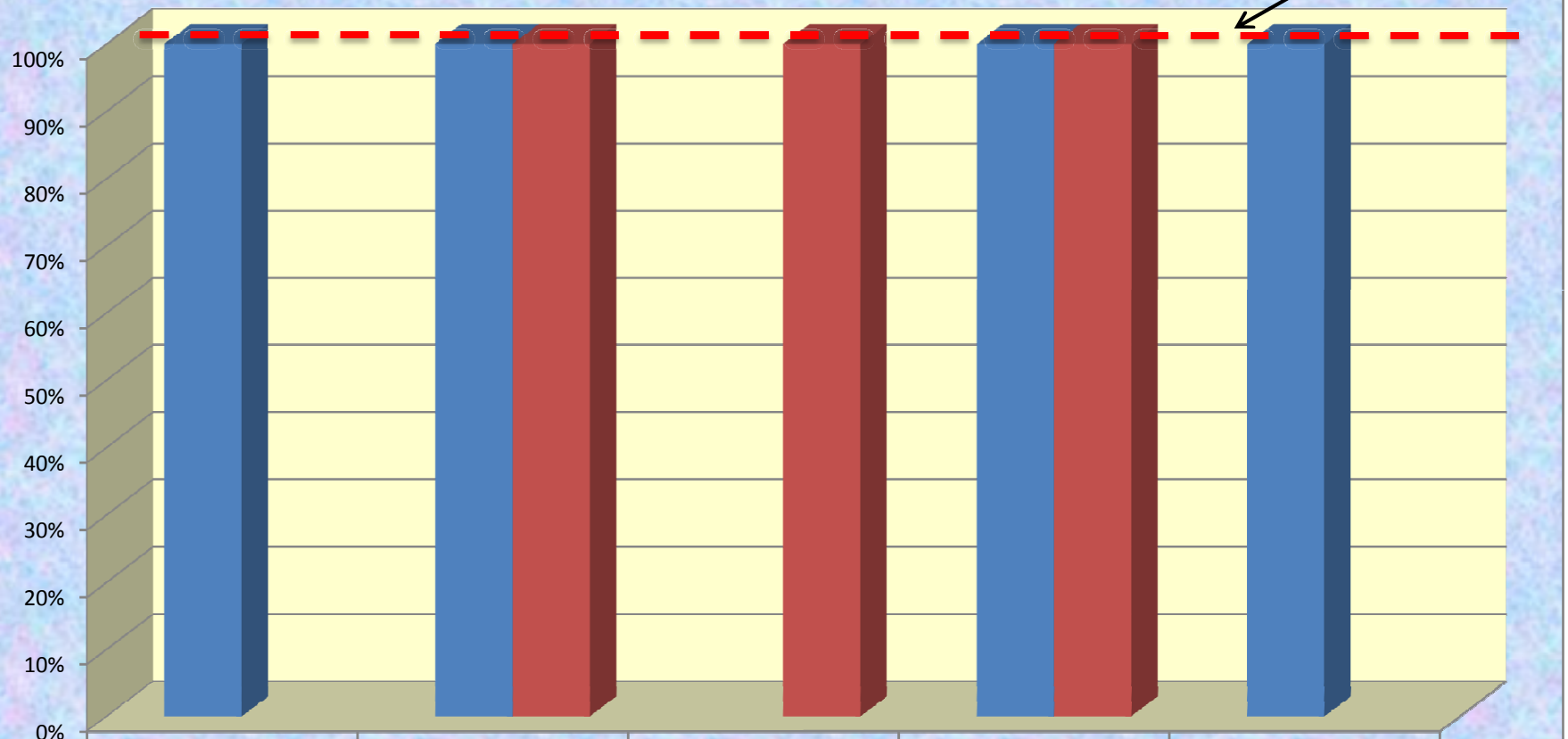


	FLORIDA NATIONAL CEMETERY	SOUTH FLORIDA NATIONAL CEMETERY	PORT HUDSON NATIONAL CEMETERY	BILOXI NATIONAL CEMETERY	FORT MITCHELL NATIONAL CEMETERY	ALABAMA NATIONAL CEMETERY	NASHVILLE NATIONAL CEMETERY	FLORENCE NATIONAL CEMETERY
FY-10	100%	N/A	0%	100%	100%	N/A	100%	0%
FY-11	N/A	100%	N/A	0%	N/A	100%	N/A	50%

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate - MSN 3

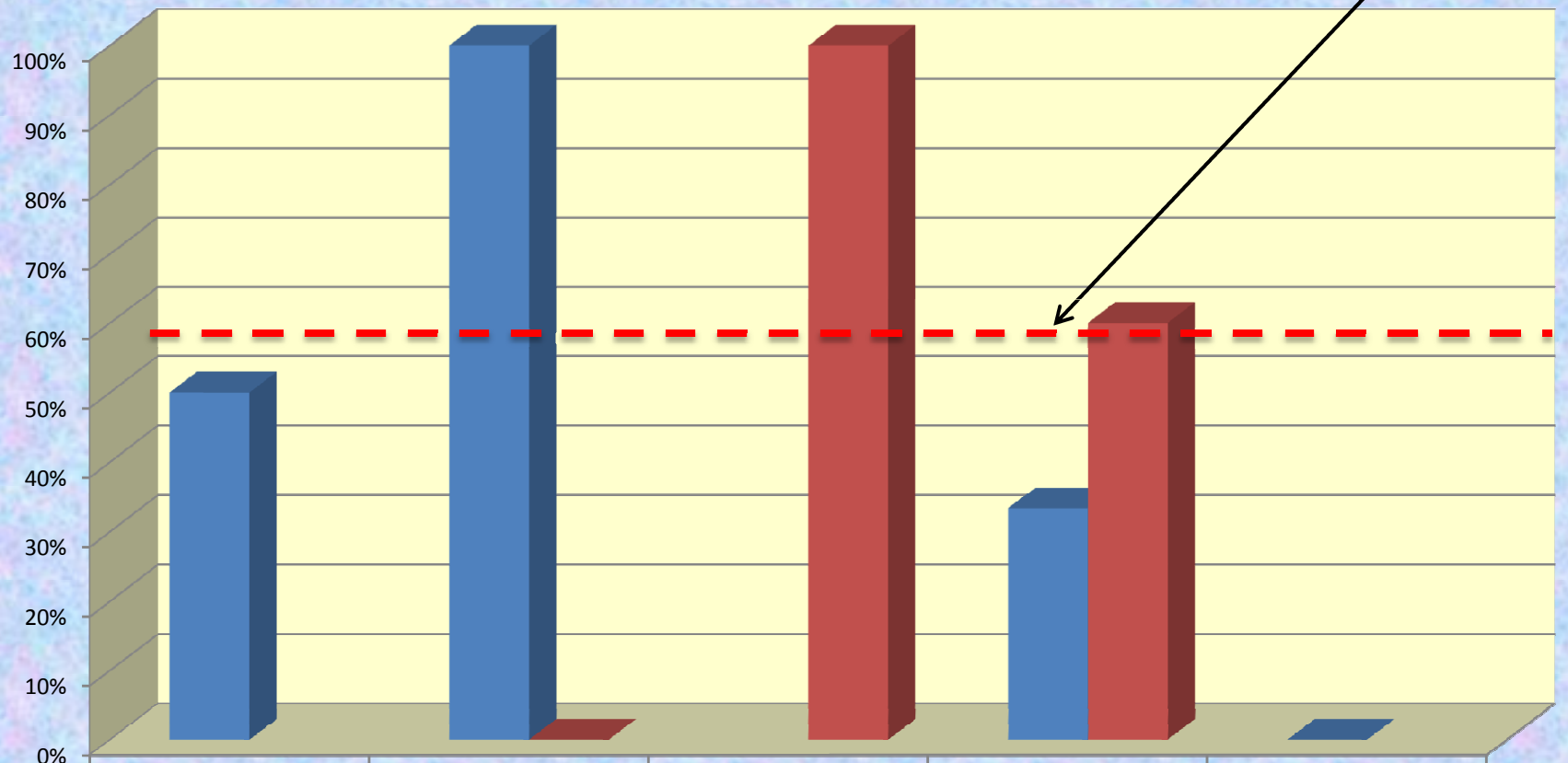


	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	FT. GIBSON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY
FY-10	100%	100%	N/A	100%	100%
FY-11	N/A	100%	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate - MSN 3

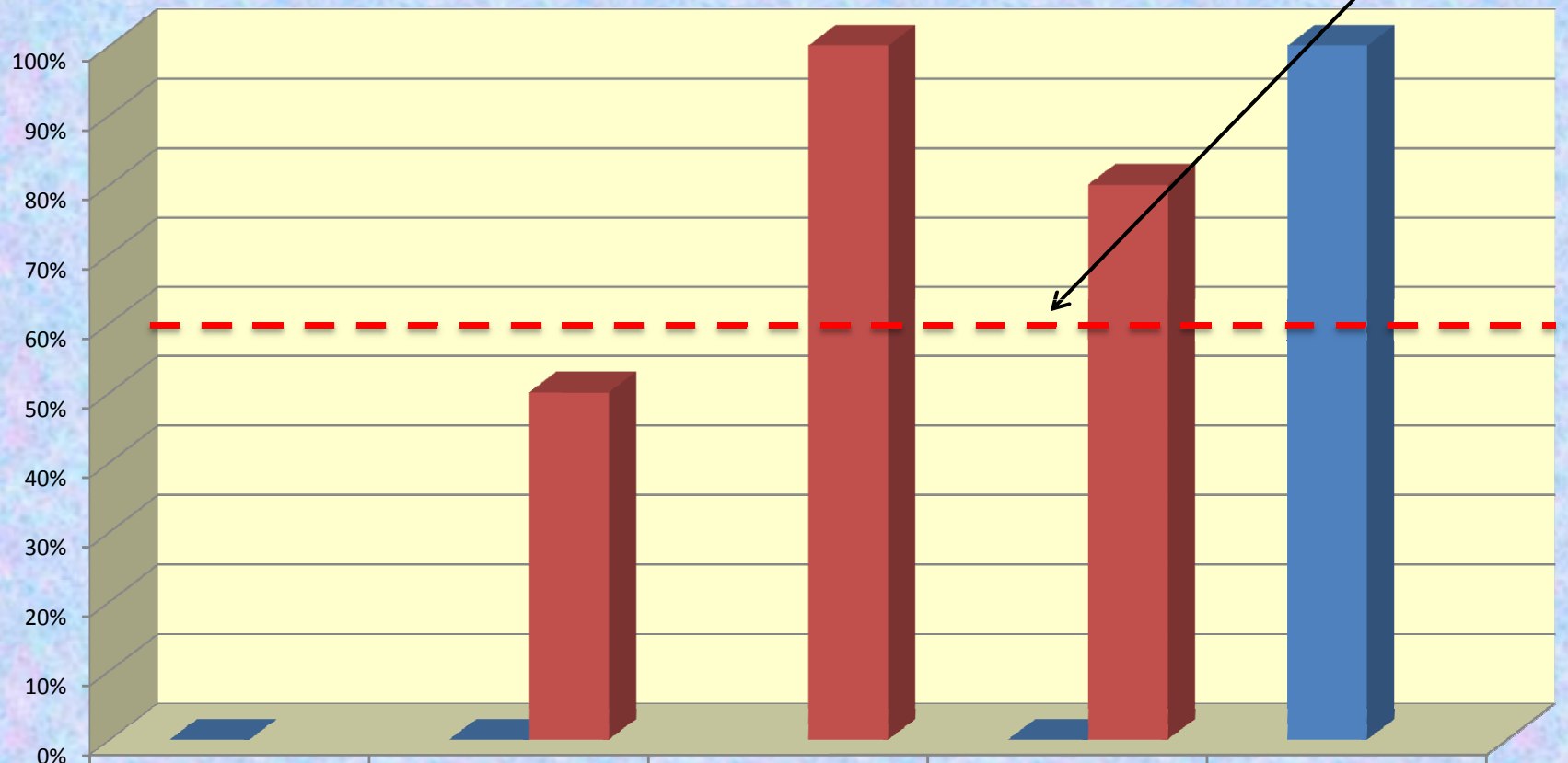


	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	FT. GIBSON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY
FY-10	50%	100%	N/A	33%	0%
FY-11	N/A	0%	100%	60%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate - MSN 3

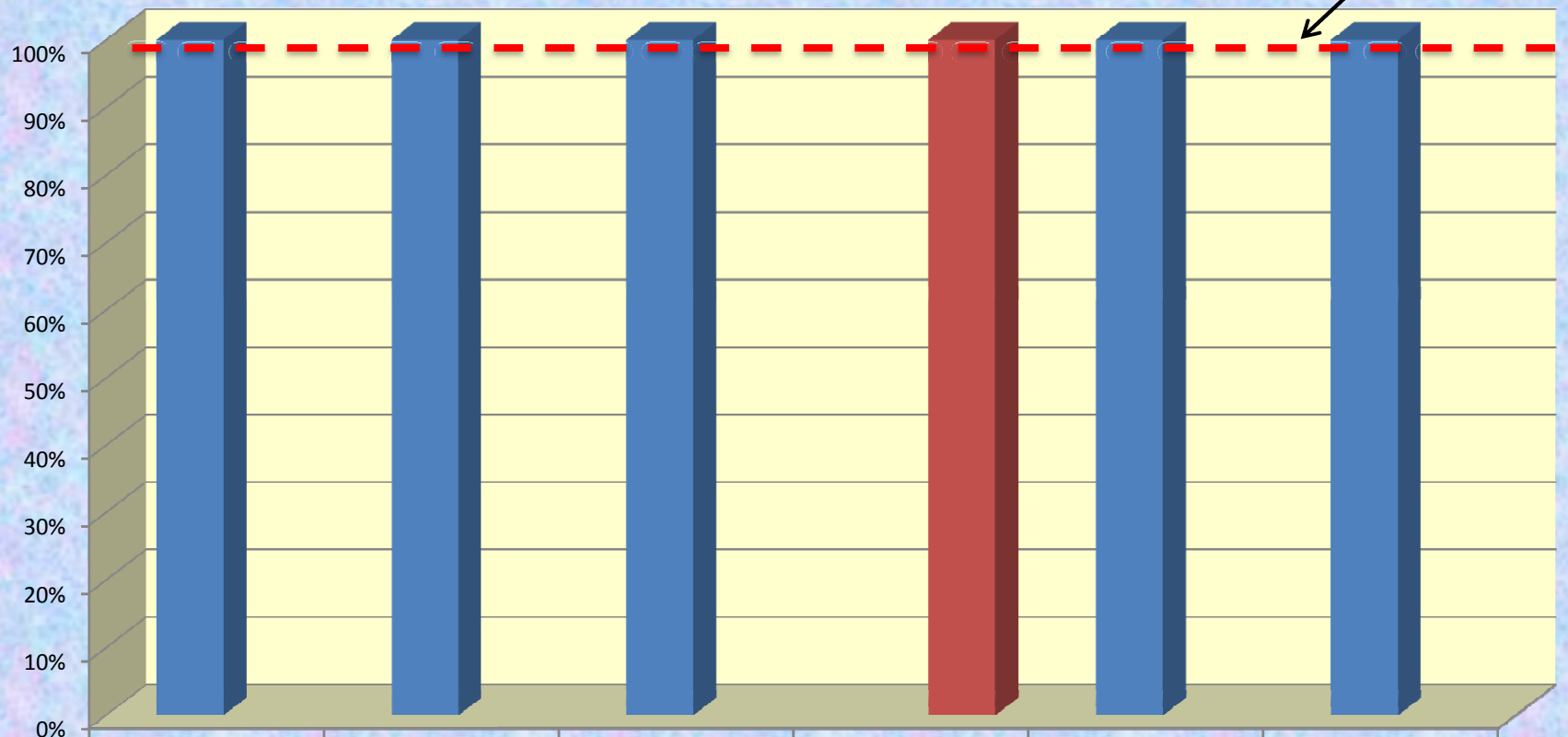


	DALLAS/FT. WORTH NATIONAL CEMETERY	FT. BLISS NATIONAL CEMETERY	FT. GIBSON NATIONAL CEMETERY	FT. SAM HOUSTON NATIONAL CEMETERY	SANTA FE NATIONAL CEMETERY
FY-10	0%	0%	N/A	0%	100%
FY-11	N/A	50%	100%	80%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate - MSN 4

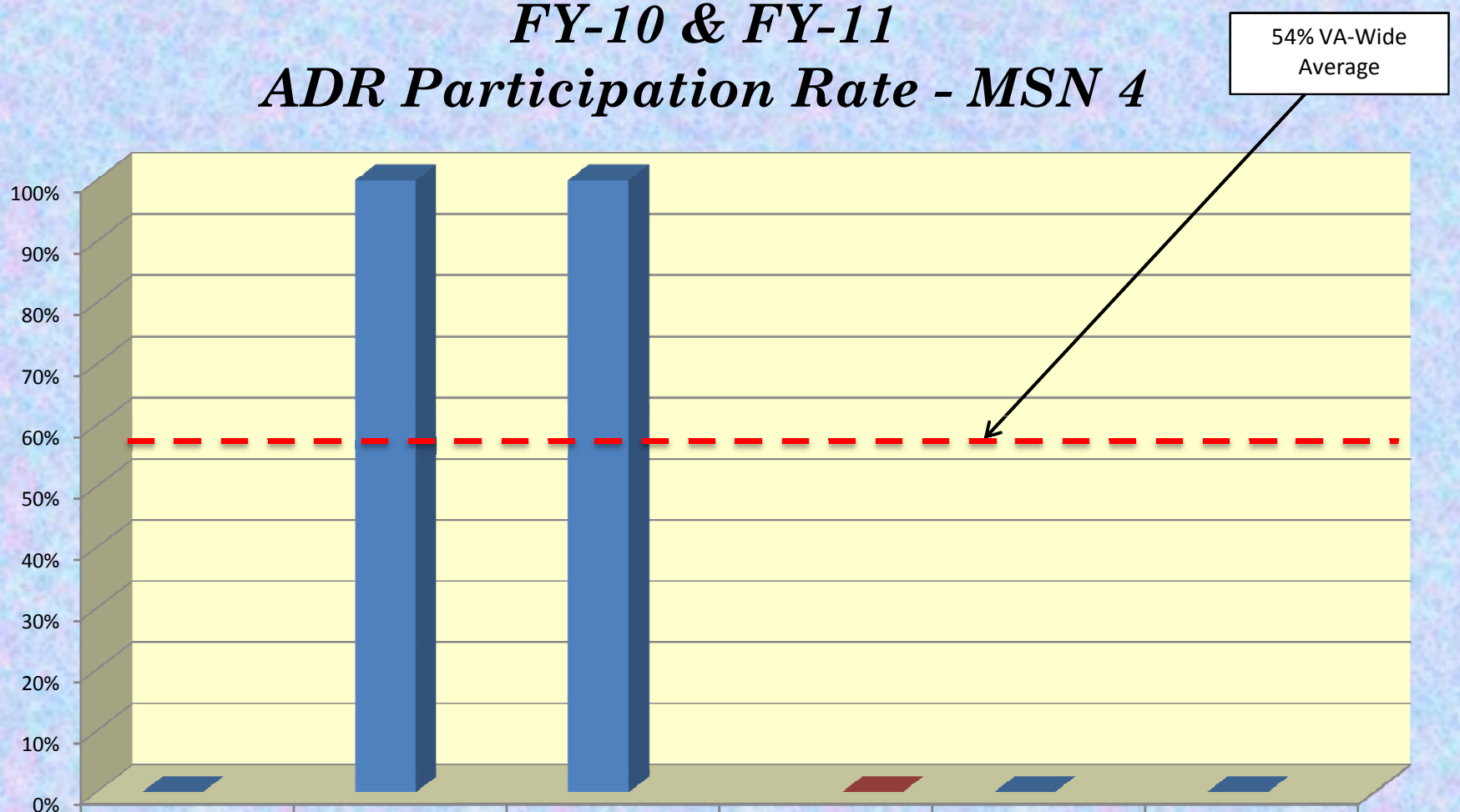


	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DAYTON NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
FY-10	100%	100%	100%	N/A	100%	100%
FY-11	N/A	N/A	N/A	100%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate - MSN 4

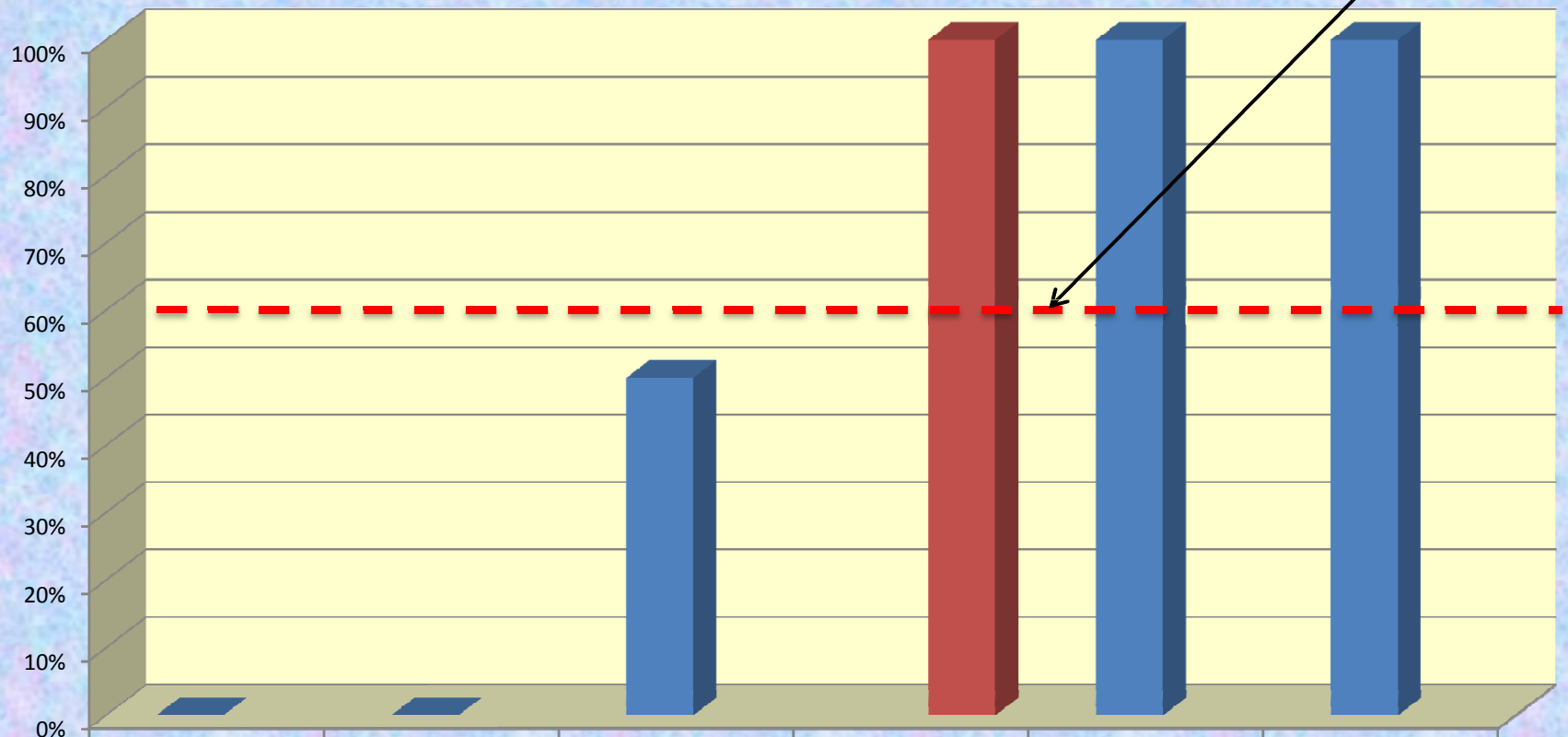


	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DAYTON NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
FY-10	0%	100%	100%	N/A	0%	0%
FY-11	N/A	N/A	N/A	0%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate - MSN 4

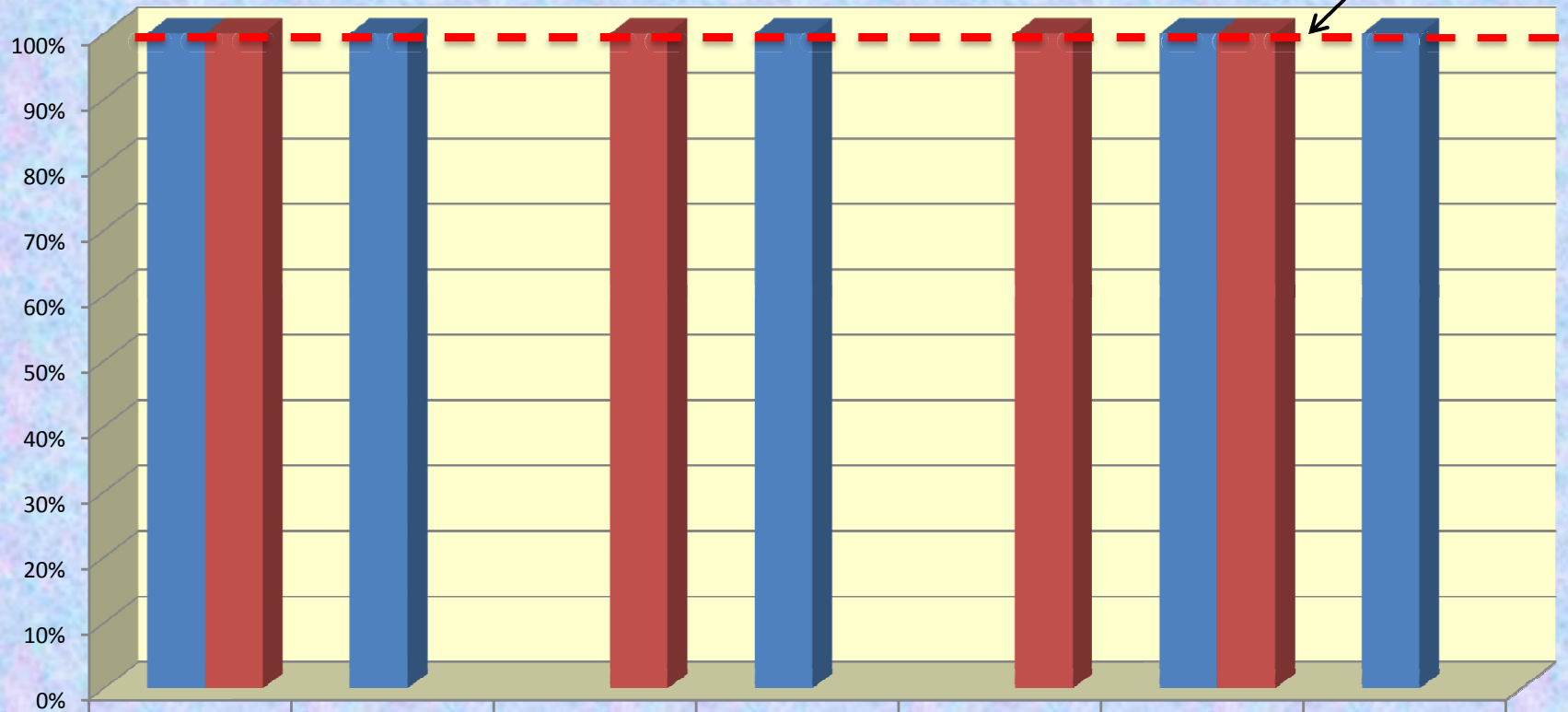


	ABRAHAM LINCOLN NATIONAL CEMETERY	JEFFERSON BARRACKS NATIONAL CEMETERY	FT. SNELLING NATIONAL CEMETERY	DAYTON NATIONAL CEMETERY	DANVILLE NATIONAL CEMETERY	WOOD NATIONAL CEMETERY
FY-10	0%	0%	50%	N/A	100%	100%
FY-11	N/A	N/A	N/A	100%	N/A	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Offer Rate - MSN 5

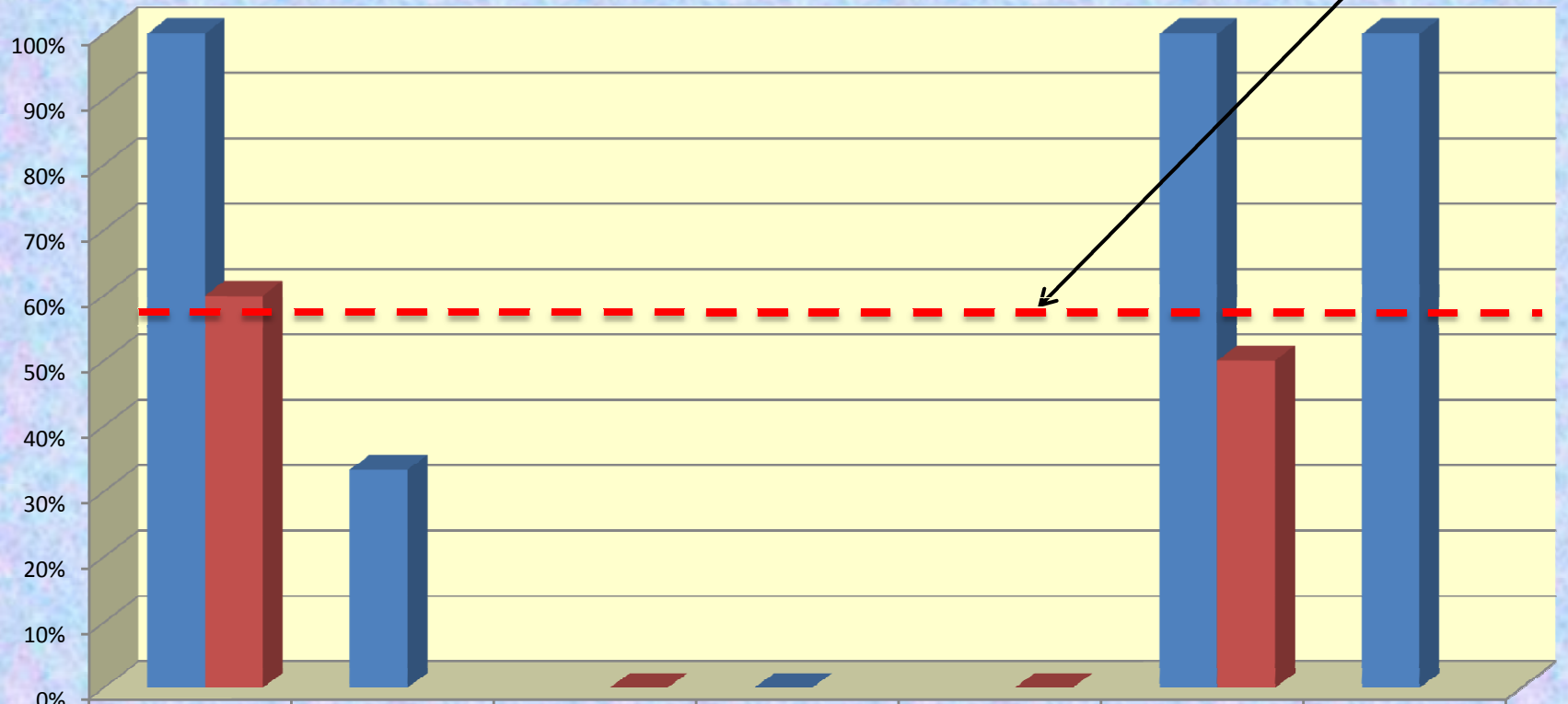


	GOLDEN GATE NATIONAL CEMETERY	RIVERSIDE NATIONAL CEMETERY	LOS ANGELES NATIONAL CEMETERY	SAN JOAQUIN NATIONAL CEMETERY	PACIFIC NATIONAL MEMORIAL CEMETERY	NATIONAL MEMORIAL CEMETERY OF ARIZONA	MEMORIAL SERVICE NETWORK 5
FY-10	100%	100%	N/A	100%	N/A	100%	100%
FY-11	100%	N/A	100%	N/A	100%	100%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
ADR Participation Rate - MSN 5

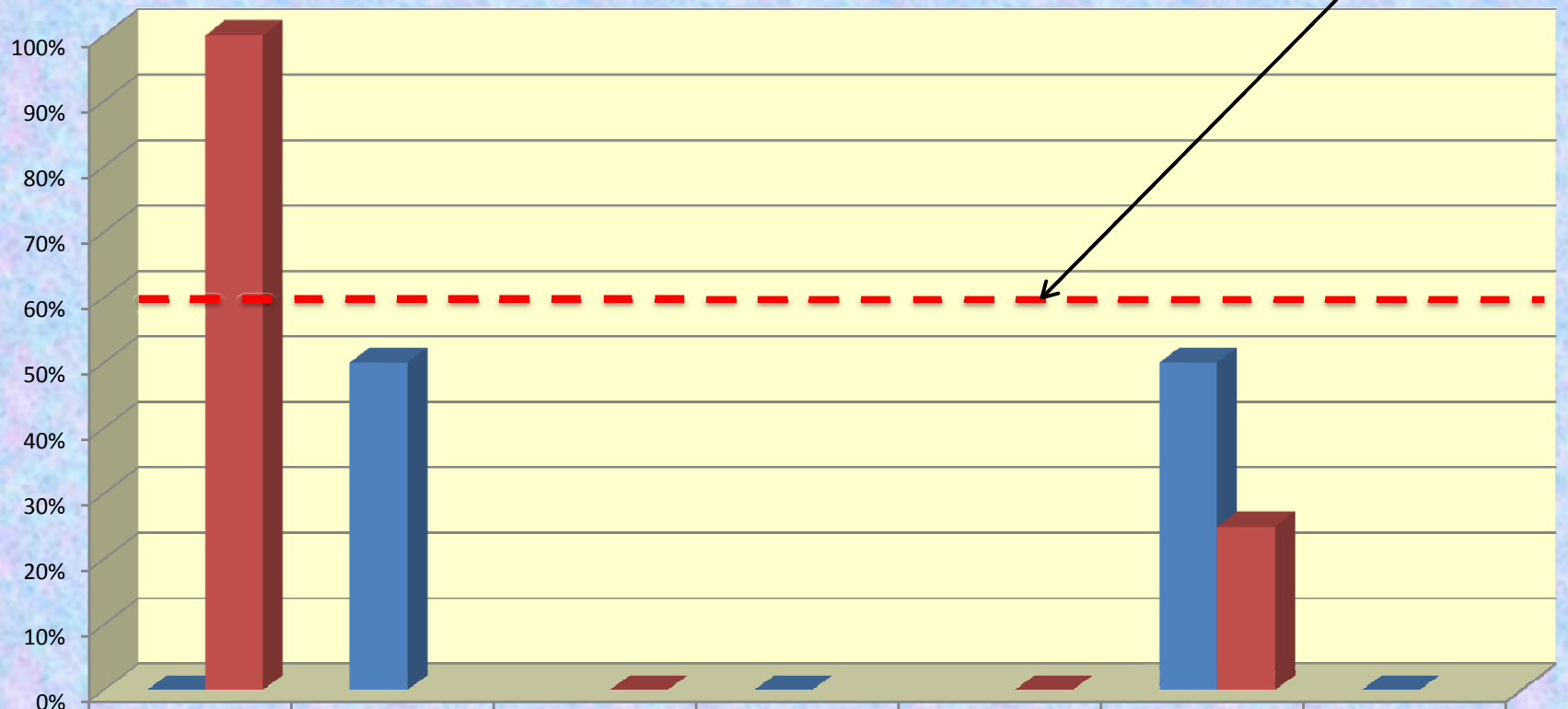


	GOLDEN GATE NATIONAL CEMETERY	RIVERSIDE NATIONAL CEMETERY	LOS ANGELES NATIONAL CEMETERY	SAN JOAQUIN NATIONAL CEMETERY	PACIFIC NATIONAL MEMORIAL CEMETERY	NATIONAL MEMORIAL CEMETERY OF ARIZONA	MEMORIAL SERVICE NETWORK 5
FY-10	100%	33%	N/A	0%	N/A	100%	100%
FY-11	60%	N/A	0%	N/A	0%	50%	N/A

Data Source: ADRTracker System

FY-10 and FY-11 Data as of 10/18/11

National Cemetery Administration
FY-10 & FY-11
Resolution Rate - MSN 5



	GOLDEN GATE NATIONAL CEMETERY	RIVERSIDE NATIONAL CEMETERY	LOS ANGELES NATIONAL CEMETERY	SAN JOAQUIN NATIONAL CEMETERY	PACIFIC NATIONAL MEMORIAL CEMETERY	NATIONAL MEMORIAL CEMETERY OF ARIZONA	MEMORIAL SERVICE NETWORK 5
FY-10	0%	50%	N/A	0%	N/A	50%	0%
FY-11	100%	N/A	0%	N/A	0%	25%	N/A

Data Source: ADRTracker System