

Goal Linkage Goal 3 – Improve the overall management of the EEO complaint process.

Objective Linkage Objective 3.1 - Improve the efficiency of the EEO complaint process.

Measure # 6 Average 28 days or less to complete counseling without ADR.

Performance Targets

Baseline	FY 2009 Target	Strategic Target
28 days	28 days	28 days

Data Source Data will come from CATS

Who Provides Data Data Management Analysts

Data Verification Ad-hoc reports will be generated from CATS.

Data Definition This measure tracks the average number of days to conduct informal counseling for cases where ADR is not elected.

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

Process Owner District Managers

Contact: Alison Mangels