



DEPARTMENT OF DEFENSE  
WASHINGTON HEADQUARTERS SERVICES  
1155 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1155



PLANNING AND  
EVALUATION

12/21 0 3 2007

MEMORANDUM FOR DEPUTY GENERAL COUNSEL (LEGAL COUNSEL)

SUBJECT: Alternative Dispute Resolution (ADR) Data for Fiscal Year 2007

The attached DD Form 2815 and U.S. Equal Employment Opportunity Commission "Annual Federal EEO Statistical Report of Discrimination Complaints" transmits subject ADR data for the following organizational entities that receive ADR support from the Washington Headquarters Services Collaborative Resolution Program:

Office of the Secretary of Defense  
Joint Chiefs of Staff  
Defense Advanced Research Projects Agency  
Defense Legal Services Agency  
Defense Security Cooperation Agency  
Missile Defense Agency  
Pentagon Force Protection Agency  
American Forces Information Service  
Defense Prisoner of War/Missing Personnel Office  
Defense Technology Security Administration  
DoD Counterintelligence Field Activity  
DoD Test Resources Management Center  
Business Transformation Agency  
Office of Economic Adjustment  
TRICARE Management Activity  
U.S. Court of Appeals for the Armed Forces  
Washington Headquarters Services

If you have any questions about the enclosed data, my staff point of contact is Mr. Scott Deyo, Deputy Assistant Director and ADR Advisor, 703-699-1813.

Aida M. Muccio  
Assistant Director, Equal  
Employment Opportunity Programs

Enclosures:  
As Stated



**ALTERNATIVE DISPUTE RESOLUTION (ADR) ANNUAL REPORT**

FISCAL YEAR \_\_\_\_\_

REPORT CONTROL SYMBOL  
DD-GC(A)2099

Reporting Component

		NSPS -RELATED	WORKPLACE (Labor- Management)	WORKPLACE (Other)	ACQUISITION	CLAIMS	OTHER (See below for ECR and EEO reporting)
TOTAL NUMBER OF ADR EVENTS							
NUMBER OF ADR EVENTS BY METHOD:							
	OMBUDSMAN						
	PARTNERING						
	CONCILIATION						
	FACILITATION						
	MEDIATION						
	EARLY NEUTRAL EVALUATION						
	NON-BINDING ARBITRATION						
	BINDING ARBITRATION						
	SETTLEMENT JUDGE						
	SUMMARY TRIAL WITH BINDING DECISION						
	OTHER						
NUMBER OF RESOLUTIONS REACHED BY ADR							
PERCENTAGE OF ADR CASES RESOLVED BY ADR							
NUMBER OF CASES PENDING							

Does your Component handle Workplace (EEO) cases? YES NO  
--If YES, attach a copy of the relevant EEOC Form 462.

Does your Component engage in environmental conflict resolution (ECR)? YES NO

Does your Component have one or more mechanisms to track efforts to resolve a dispute or claim before docketing or formal process (ie., early resolution efforts as part of an established program)?  
YES NO  
--If YES, please see Page 2.

Does your Component have one or more mechanisms to capture the value of ADR to your Component (such as customer feedback, time and/or cost saved)? YES NO  
--If YES, please see Page 2.

**EARLY RESOLUTION** *(Attach additional sheets as necessary)*

--If your Component has one or more mechanisms to track efforts to resolve a dispute or claim before docketing or formal process (ie., early resolution efforts as part of an established program), briefly describe the mechanism and provide data, anecdotal information, or other information indicating the results of the efforts.

**VALUE OF ADR** *(Attach additional sheets as necessary)*

--If your Component has one or more mechanisms to capture the value of ADR to your Component (such as customer feedback, time and/or cost saved), provide data, anecdotal information, or other information describing the value of ADR.

**LESSONS LEARNED/NARRATIVE** *(Attach additional sheets as necessary)*

- Describe lessons learned from use of ADR
- Provide points of contact for each issue or lesson
- Other information as appropriate

**REPORT PREPARED BY**

NAME <i>(Last, First, Middle Initial)</i>	TELEPHONE NUMBER <i>(Include area code)</i>	SIGNATURE	DATE <i>(YYYYMMDD)</i>
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OFFICE OF THE SECRETARY OF DEFENSE  
1950 DEFENSE PENTAGON  
WASHINGTON, DC 20301-1950

ADMINISTRATION AND  
MANAGEMENT

MAY 15 2007

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Collaborative Resolution Program Policy

It is Department of Defense policy to utilize alternative dispute resolution (ADR) to the maximum extent appropriate to help resolve disputes, complaints, grievances and appeals. The Washington Headquarters Services (WHS) program for ADR is the Collaborative Resolution Program (CRP). The CRP is available to help resolve a broad scope of workplace issues, primarily through the use of mediation and facilitation. I am reaffirming my support for the CRP. This program is a resource for informal dispute resolution and a means for effective human capital management. It offers voluntary, neutral, confidential and enforceable processes.

The goal of the program is to facilitate conflict resolution at the earliest point feasible, through the quickest and most cost effective means, and at the lowest possible organizational level. The CRP is equipped to handle the gamut of workplace related disputes: communication, performance management, roles/responsibilities, personalities, cultural differences (including military/civilian), harassment and reasonable accommodation, to name a few. The CRP techniques are designed to effectively handle situations ranging from simple misunderstandings to complex cases. The CRP also offers more detailed training in conflict resolution skills, which provides employees and managers the ability to handle workplace disputes when they arise. For more information, you may visit the CRP website at [www.whs.mil/eeop/crp](http://www.whs.mil/eeop/crp) or contact the CRP Advisor at (703) 699-1813.

We all have a responsibility to actively participate in resolving workplace conflict in a productive and timely manner. I encourage utilizing the services of the CRP. This program is available to all personnel and components serviced by WHS.

*Michael B. Donley*  
Michael B. Donley  
Director

ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY  
STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS  
(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

AGENCY OR DEPARTMENT:

REPORTING PERIOD: FY

**PART I - PRE-COMPLAINT COUNSELING**

EEO COUNSELOR		
	COUNSELINGS	INDIVIDUALS
<b>A. TOTAL COMPLETED/ENDED COUNSELINGS</b>		
1. COUNSELED WITHIN 30 DAYS		
2. COUNSELED WITHIN 31 TO 90 DAYS		
a. COUNSELED WITHIN WRITTEN EXTENSION PERIOD NO LONGER THAN 60 DAYS		
b. COUNSELED WITHIN 90 DAYS WHERE INDIVIDUAL PARTICIPATED IN ADR		
c. COUNSELED WITHIN 31-90 DAYS THAT WERE UNTIMELY		
3. COUNSELED BEYOND 90 DAYS		
4. COUNSELED DUE TO REMANDS		
<b>ADR INTAKE OFFICER</b>		
	COUNSELINGS	INDIVIDUALS
<b>B. TOTAL COMPLETED/ENDED COUNSELINGS</b>		
1. COUNSELED WITHIN 30 DAYS		
2. COUNSELED WITHIN 31 TO 90 DAYS		
a. COUNSELED WITHIN WRITTEN EXTENSION PERIOD NO LONGER THAN 60 DAYS		
b. COUNSELED WITHIN 90 DAYS WHERE INDIVIDUAL PARTICIPATED IN ADR		
c. COUNSELED WITHIN 31-90 DAYS THAT WERE UNTIMELY		
3. COUNSELED BEYOND 90 DAYS		
4. COUNSELED DUE TO REMANDS		
<b>COMBINED TOTAL</b>		
	COUNSELINGS	INDIVIDUALS
<b>C. TOTAL COMPLETED/ENDED COUNSELINGS</b>		
1. COUNSELED WITHIN 30 DAYS		
2. COUNSELED WITHIN 31 TO 90 DAYS		
a. COUNSELED WITHIN WRITTEN EXTENSION PERIOD NO LONGER THAN 60 DAYS		
b. COUNSELED WITHIN 90 DAYS WHERE INDIVIDUAL PARTICIPATED IN ADR		
c. COUNSELED WITHIN 31-90 DAYS THAT WERE UNTIMELY		
3. COUNSELED BEYOND 90 DAYS		
4. COUNSELED DUE TO REMANDS		
<b>D. COUNSELING ACTIVITIES</b>		
	COUNSELINGS	INDIVIDUALS
1. ON HAND AT THE BEGINNING OF THE REPORTING PERIOD		
2. INITIATED DURING THE REPORTING PERIOD		
3. COMPLETED/ENDED COUNSELINGS		
a. SETTLEMENTS (MONETARY AND NON-MONETARY)		
b. WITHDRAWALS/NO COMPLAINT FILED		
c. COUNSELINGS COMPLETED/ENDED IN REPORTING PERIOD THAT RESULTED IN COMPLAINT FILINGS IN REPORTING PERIOD		
d. DECISION TO FILE COMPLAINT PENDING AT THE END OF THE REPORTING PERIOD		
4. COUNSELINGS PENDING AT THE END OF THE REPORTING PERIOD		

E. NON-ADR SETTLEMENTS WITH MONETARY BENEFITS			
	COUNSELINGS	INDIVIDUALS	AMOUNT
<b>TOTAL</b>			\$
1. COMPENSATORY DAMAGES			\$
2. BACKPAY/FROTPAY			\$
3. LUMP SUM PAYMENT			\$
4. ATTORNEY FEES AND COSTS			\$
5.			
6.			
7.			

F. NON-ADR SETTLEMENTS WITH NON-MONETARY BENEFITS			
	COUNSELINGS	INDIVIDUALS	
<b>TOTAL</b>			
1. HIRES			
a. RETROACTIVE			
b. NON-RETROACTIVE			
2. PROMOTIONS			
a. RETROACTIVE			
b. NON-RETROACTIVE			
3. EXPUNGEMENTS			
4. REASSIGNMENTS			
5. REMOVALS RESCINDED			
a. REINSTATEMENT			
b. VOLUNTARY RESIGNATION			
6. ACCOMMODATIONS			
7. TRAINING			
8. APOLOGY			
9. DISCIPLINARY ACTIONS			
a. RESCINDED			
b. MODIFIED			
10. PERFORMANCE EVALUATION MODIFIED			
11. LEAVE RESTORED			
12.			
13.			

G. ADR SETTLEMENTS WITH MONETARY BENEFITS			
	COUNSELINGS	INDIVIDUALS	AMOUNT
<b>TOTAL</b>			\$
1. COMPENSATORY DAMAGES			\$
2. BACKPAY/FROTPAY			\$
3. LUMP SUM PAYMENT			\$
4. ATTORNEY FEES AND COSTS			\$
5.			
6.			
7.			

H. ADR SETTLEMENTS WITH NON-MONETARY BENEFITS			
	COUNSELINGS	INDIVIDUALS	
<b>TOTAL</b>			
1. HIRES			
a. RETROACTIVE			
b. NON-RETROACTIVE			
2. PROMOTIONS			
a. RETROACTIVE			
b. NON-RETROACTIVE			
3. EXPUNGEMENTS			
4. REASSIGNMENTS			
5. REMOVALS RESCINDED			
a. REINSTATEMENT			
b. VOLUNTARY RESIGNATION			
6. ACCOMMODATIONS			
7. TRAINING			
8. APOLOGY			
9. DISCIPLINARY ACTIONS			
a. RESCINDED			
b. MODIFIED			
10. PERFORMANCE EVALUATION MODIFIED			
11. LEAVE RESTORED			
12.			
13.			

I. NON-ADR SETTLEMENTS			
	COUNSELINGS	INDIVIDUALS	
<b>TOTAL</b>			

**ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY  
STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS**

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

**AGENCY OR DEPARTMENT:**

**REPORTING PERIOD: FY**

**PART X - SUMMARY OF ADR PROGRAM ACTIVITIES**

**INFORMAL PHASE (PRE-COMPLAINT)**

	COUNSELINGS	INDIVIDUALS	DAYS	AVERAGE DAYS
<b>A. ADR PENDING FROM PREVIOUS REPORTING PERIOD</b>				
<b>B. ADR ACTIONS IN COMPLETED/ENDED COUNSELINGS</b>				
1.    ADR OFFERED BY AGENCY				
2.    REJECTED BY COUNSELEE				
3.    REJECTED BY AGENCY (INCLUDES MANAGEMENT OFFICIALS)				
4.    TOTAL ACCEPTED INTO ADR PROGRAM				
<b>C. ADR RESOURCES USED IN COMPLETED/ENDED COUNSELINGS</b>				
1.    INHOUSE				
2.    ANOTHER FEDERAL AGENCY				
3.    PRIVATE ORGANIZATIONS, (e.g., CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL)				
4.    MULTIPLE RESOURCES USED (Please specify in a comment box)				
5.    FEDERAL EXECUTIVE BOARD				
6.				
7.				
<b>D. ADR TECHNIQUES USED IN COMPLETED/ENDED COUNSELINGS</b>				
1.    MEDIATION				
2.    SETTLEMENT CONFERENCES				
3.    EARLY NEUTRAL EVALUATIONS				
4.    FACTFINDING				
5.    FACILITATION				
6.    OMBUDSMAN				
7.    PEER REVIEW				
8.    MULTIPLE TECHNIQUES USED (Please specify in a comment box)				
9.				
10.				
11.				
<b>E. STATUS OF ADR CASES IN COMPLETED/ENDED COUNSELINGS</b>	<b>COUNSELINGS</b>	<b>INDIVIDUALS</b>	<b>DAYS</b>	<b>AVERAGE DAYS</b>
1.    TOTAL CLOSED				
a.    SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)				
b.    NO FORMAL COMPLAINT FILED				
c.    NO RESOLUTION				
d.    NO ADR ATTEMPT				
e.    DECISION TO FILE COMPLAINT PENDING AT THE END OF THE REPORTING PERIOD				
2.    OPEN INVENTORY - ADR PENDING				

**ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY  
STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS**

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

**AGENCY OR DEPARTMENT:**

**REPORTING PERIOD: FY**

**PART XI - SUMMARY OF ADR PROGRAM ACTIVITIES**

**FORMAL PHASE**

	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
<b>A. ADR PENDING FROM PREVIOUS REPORTING PERIOD</b>				
<b>B. ADR ACTIONS IN COMPLAINT CLOSURES</b>				
1. ADR OFFERED BY AGENCY				
2. REJECTED BY COMPLAINANT				
3. REJECTED BY AGENCY (INCLUDES MANAGEMENT OFFICIALS)				
4. TOTAL ACCEPTED INTO ADR PROGRAM				
<b>C. ADR RESOURCES USED IN COMPLAINT CLOSURES</b>				
1. INHOUSE				
2. ANOTHER FEDERAL AGENCY				
3. PRIVATE ORGANIZATIONS, (e.g., CONTRACTORS, BAR ASSOCIATIONS, INDIVIDUAL VOLUNTEERS OR COLLEGE/UNIVERSITY PERSONNEL)				
4. MULTIPLE RESOURCES USED (Please specify in a comment box)				
5. FEDERAL EXECUTIVE BOARD				
6.				
7.				
<b>D. ADR TECHNIQUES USED IN COMPLAINT CLOSURES</b>				
1. MEDIATION				
2. SETTLEMENT CONFERENCES				
3. EARLY NEUTRAL EVALUATIONS				
4. FACTFINDING				
5. FACILITATION				
6. OMBUDSMAN				
7. MINI-TRIALS				
8. PEER REVIEW				
9. MULTIPLE TECHNIQUES USED (Please specify in a comment box)				
10.				
11.				
12.				
<b>E. STATUS OF CASES IN COMPLAINT CLOSURES</b>	COMPLAINTS	COMPLAINANTS	DAYS	AVERAGE DAYS
1. TOTAL CLOSED				
a. SETTLEMENTS WITH BENEFITS (Monetary and Non-monetary)				
b. WITHDRAWAL FROM EEO PROCESS				
c. NO RESOLUTION				
d. NO ADR ATTEMPT				
2. OPEN INVENTORY - ADR PENDING				
<b>F. BENEFITS RECEIVED</b>	COMPLAINTS	COMPLAINANTS	AMOUNT	
1. MONETARY (INSERT TOTAL)			\$	
a. COMPENSATORY DAMAGES			\$	
b. BACKPAY/FRONTPAY			\$	
c. LUMP SUM			\$	
d. ATTORNEY FEES AND COSTS			\$	
e.			\$	
f.			\$	
g.			\$	
2. NON-MONETARY (INSERT TOTAL)				
a. HIRES				
i. RETROACTIVE				
ii. NON-RETROACTIVE				
b. PROMOTIONS				
i. RETROACTIVE				
ii. NON-RETROACTIVE				
c. EXPUNGEMENTS				
d. REASSIGNMENTS				
e. REMOVALS RESCINDED				
i. REINSTATEMENT				
ii. VOLUNTARY RESIGNATION				
f. ACCOMMODATIONS				
g. TRAINING				
h. APOLOGY				
i. DISCIPLINARY ACTIONS				
i. RESCINDED				
ii. MODIFIED				
j. PERFORMANCE EVALUATION MODIFIED				
k. LEAVE RESTORED				
l.				
m.				

**ANNUAL FEDERAL EQUAL EMPLOYMENT OPPORTUNITY  
STATISTICAL REPORT OF DISCRIMINATION COMPLAINTS**

(REPORTING PERIOD BEGINS OCTOBER 1ST AND ENDS SEPTEMBER 30TH)

**AGENCY OR DEPARTMENT:**

**REPORTING PERIOD: FY**

**PART XII - SUMMARY OF ADR PROGRAM ACTIVITIES**

**EEO ADR TRAINING AND RESOURCES**

		NUMBER IN TOTAL WORKFORCE	CUMULATIVE TOTAL WORKFORCE TRAINED
<b>A. BASIC ADR ORIENTATION TRAINING</b>			
1.	MANAGERS		
2.	EMPLOYEES		
<b>B. EMPLOYEES THAT CAN PARTICIPATE IN ADR</b>			
<b>C. RESOURCES AVAILABLE FOR ADR</b>			
1.	IN-HOUSE FULL TIME		
2.	IN-HOUSE PART TIME		
3.	IN-HOUSE COLLATERAL DUTY		
4.	CONTRACT		
<b>D. ADR FUNDING SPENT</b>		AMOUNT	
		\$	

**CERTIFICATION AND CONTACT INFORMATION**

I certify that the EEO complaint data contained on this report, EEOC Form 462, Annual Federal Equal Employment Opportunity Statistical Report of Discrimination Complaints, for the reporting period October 1, through September 30, are accurate and complete.

TYPED NAME AND TITLE OF CERTIFYING OFFICIAL:

SIGNATURE OF CERTIFYING OFFICIAL:

TYPED NAME AND TITLE OF PREPARER:

SIGNATURE OF PREPARER:

DATE:

TELEPHONE NUMBER:

E-MAIL:

This report is due to the following address on or before October 31st:

*U.S. Equal Employment Opportunity Commission  
Office of Federal Operations  
Federal Sector Programs  
1801 L Street, NW  
Washington, DC 20507*