

# DoD HR 2002



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## **Evolving Trends**

### **DoD**

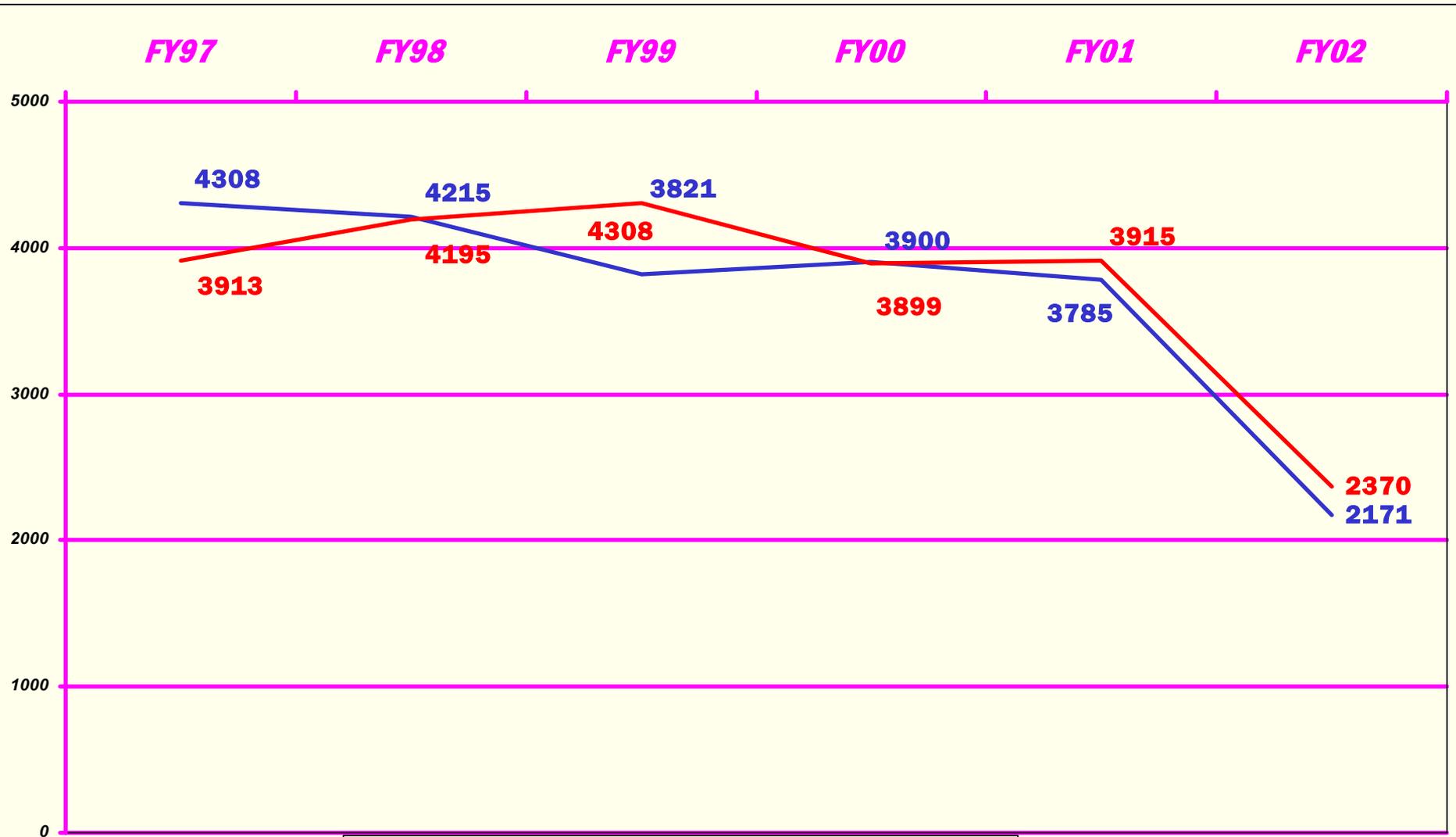
## **EEO Investigations**

**Joanne Harty**

# Fewer Complaints Received FY97/FY02



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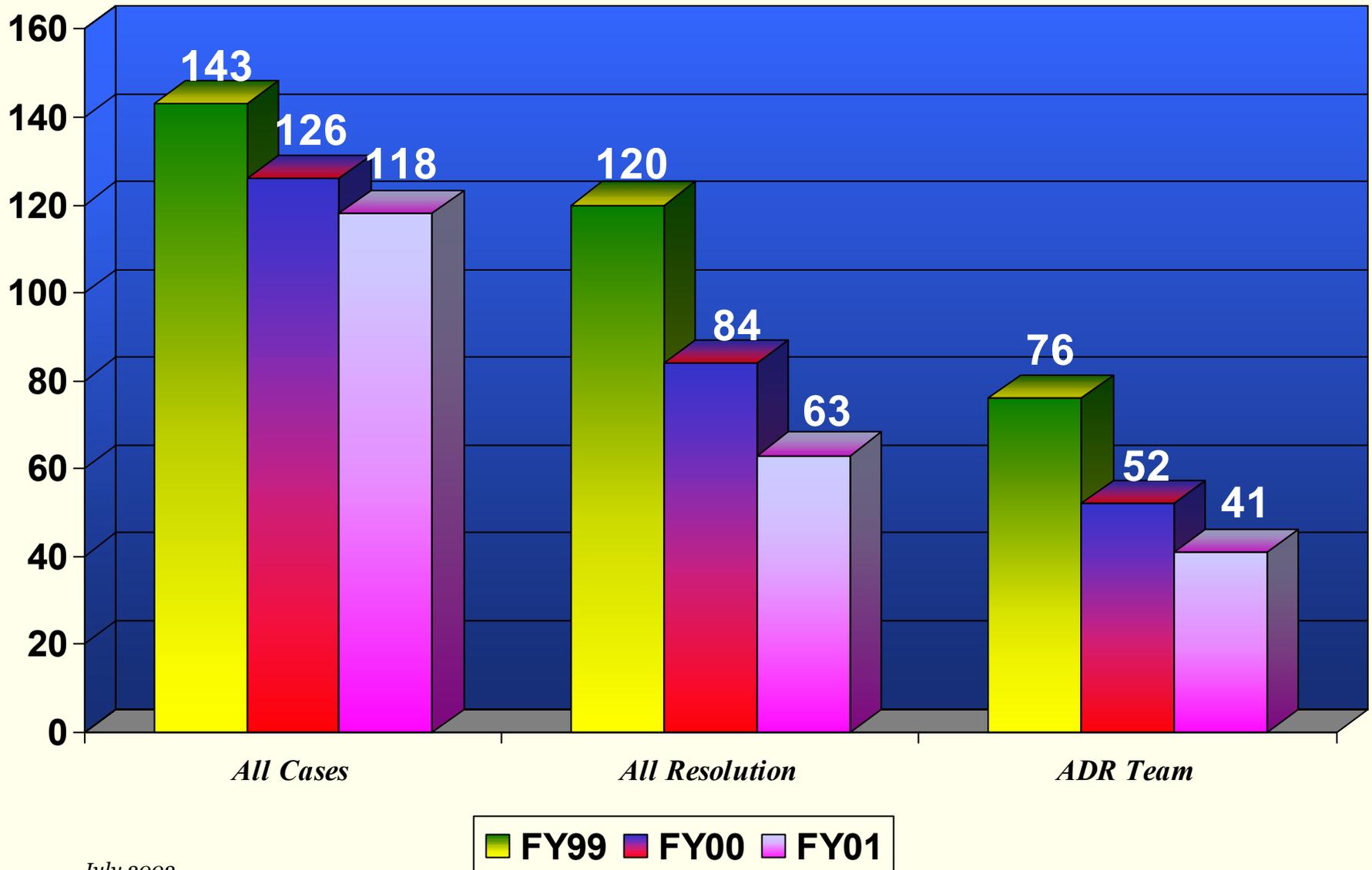
— RECEIVED

— CLOSED

# Case Processing Times



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# Settlement Results



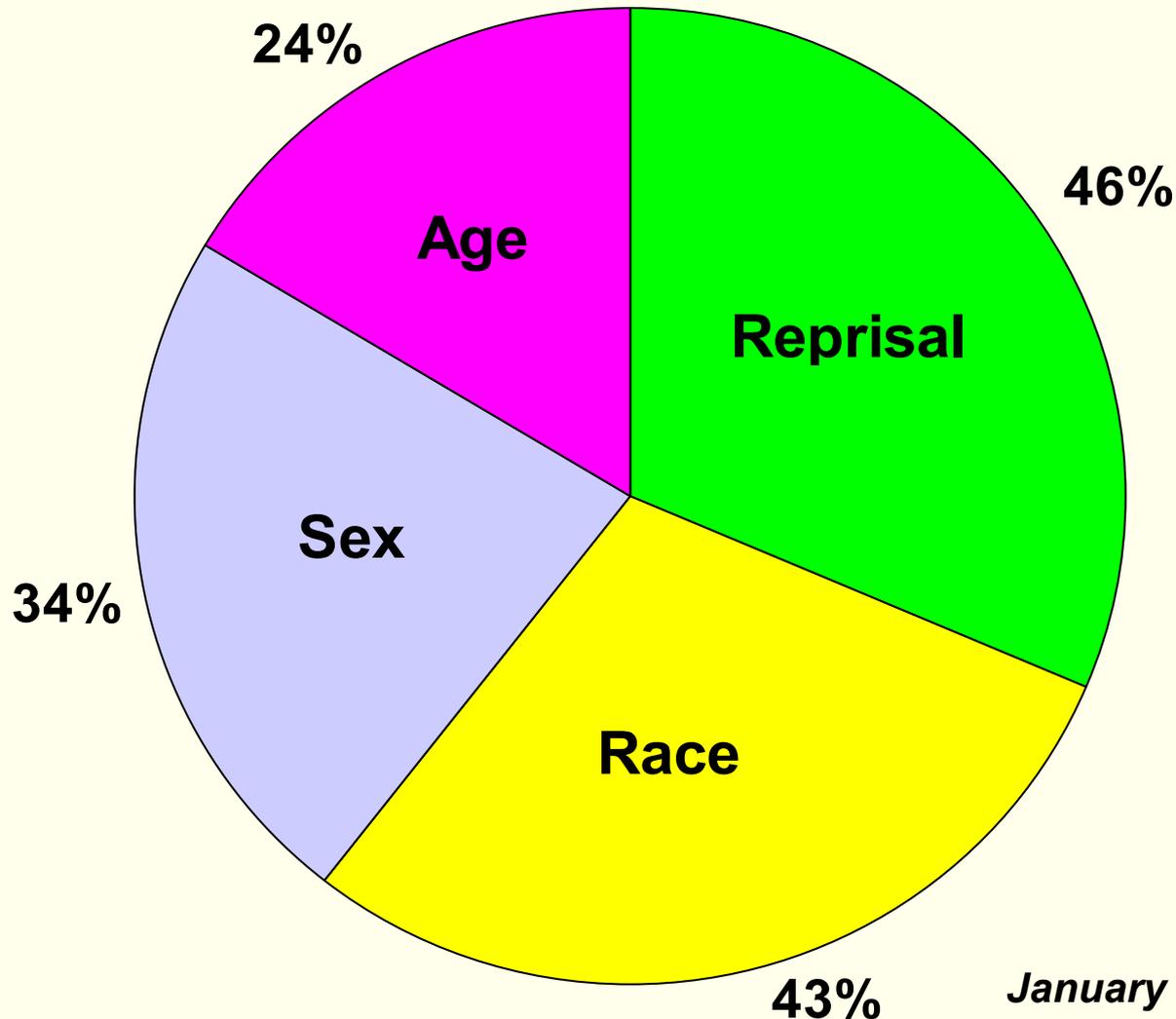
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	<i><u>OCI</u></i> <i><u>Cases</u></i> <i><u>Closed</u></i>	<i><u>Cases</u></i> <i><u>Resolved</u></i>	<i><u>Potential</u></i> <i><u>Cost</u></i> <i><u>Avoidance</u></i>
<i><b>OCI 00</b></i>	<b>3900</b>	<b>1247</b>	<b>\$75M-293M</b>
<i><b>ADR 00</b></i>		<b>550</b>	<b>\$33M-129M</b>
<i><b>OCI 01</b></i>	<b>3913</b>	<b>1228</b>	<b>\$74M-289M</b>
<i><b>ADR 01</b></i>		<b>636</b>	<b>\$38M-149M</b>
<i><b>OCI 02</b></i>	<b>2370</b>	<b>707</b>	<b>\$42M-166M</b>
<i><b>ADR02</b></i>		<b>365</b>	<b>\$22M-86M</b>

# DoD Prevalent Bases Five Year Look



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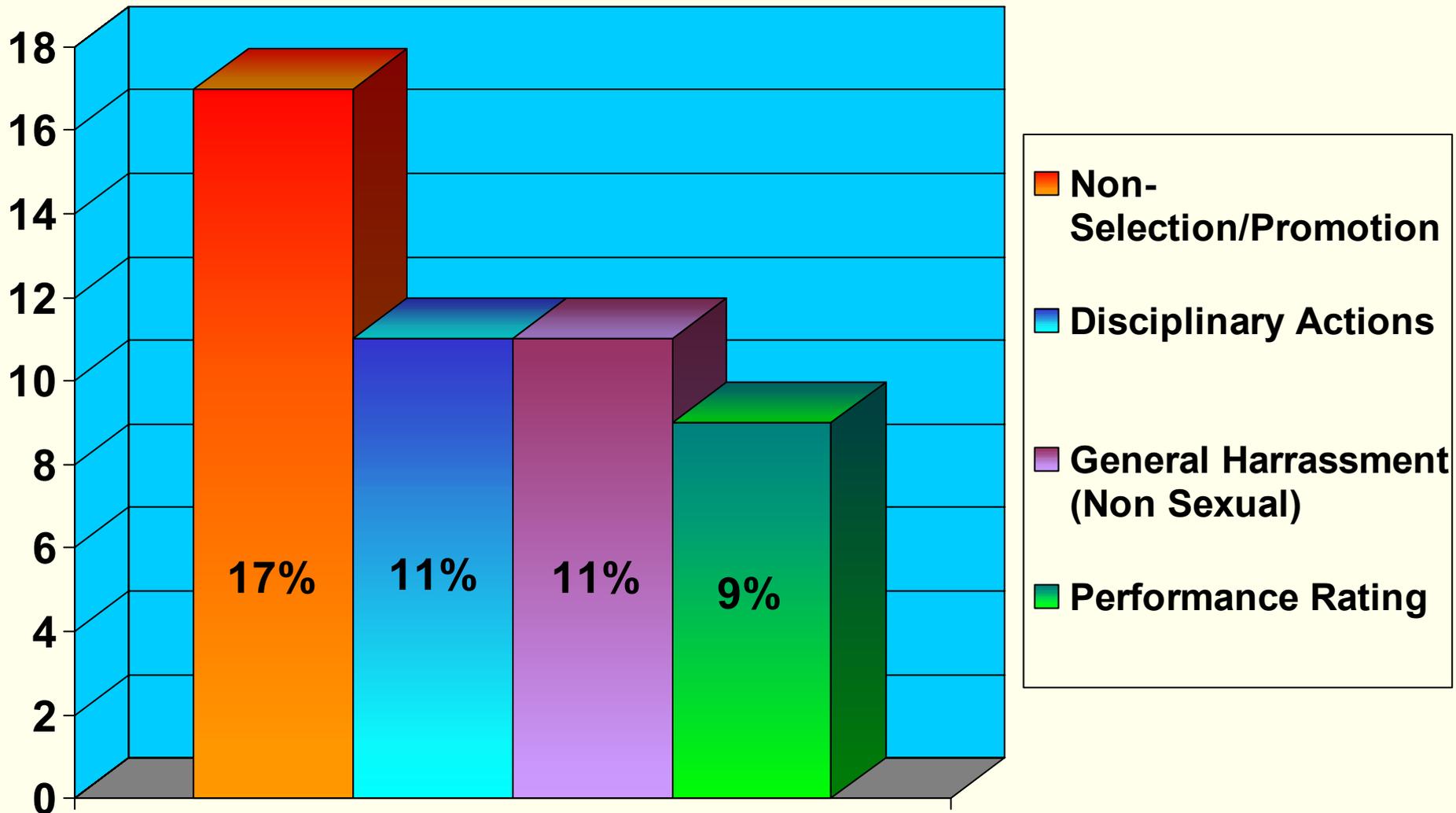


January 1, 1997- May 31, 2002

# DoD Prevalent Issues Five Year Look



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# Serving Our Customers Better



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- **One-Day a Month Site Visits**
- **Geographic Investigators**
- **VTC Mediation Conferences**
- **Telecommuting**
- **Paperless Process**

# Re-Engineering EEO Complaint Process



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## *Floyd D. Spence National Defense Authorization Act Section 1111*

### **Defense Pilot Projects**

- **Air Force: Eliminates EEOC AJ Hearing**
- **DeCA: Early Resolution Opportunity and Paperless**
- **DLA: Pilot for Expedited Complaint Processing**