

**Alternative Dispute Resolution (ADR)
FY 2010 Quarter 3**

Alternative Dispute Resolution (ADR) was offered to 94% of completed counselings in FY 2010 Quarter 3. In Quarter 3, Treasury met its goal of 35% ADR participation in the informal process with a 47% participation rate.

% ADR Offered By Bureau FY 2010 QTR 3													
BEP	BPD	DO	FinCEN	FMS	IRS	IRSCC	MINT	OCC	OIG	OTS	TIGTA	TTB	Treasurywide
100%	100%	100%	100%	73%	95%	100%	100%	67%	NA	100%	NA	100%	94%
NA=no counseling activity in quarter													

% ADR Participation By Bureau FY 2010 QTR 3														
Treasury Annual Performance Report Measure FY 2010	BEP	BPD	DO	FinCEN	FMS	IRS	IRSCC	MINT	OCC	OIG	OTS	TIGTA	TTB	Treasurywide
Measure: 35% of informal complainants will participate in ADR.	36%	100%	100%	0%	27%	52%	0%	27%	33%	NA	0%	NA	0%	47%
NA=no counseling activity in quarter														

In the formal process, Treasury did not meet its ADR offer goals. Only 50% of closed cases in Quarter 3 were offered ADR. Of those cases offered ADR, 24% participated in ADR.

FY 2010 QTR 3		
Treasury Annual Performance Report Measure FY 2010	% Offered	% Participated
Measure: ADR is offered to 80% of complainants who file formal complaints, and of those offered, 35% will participate in ADR.	50%	24%

In Quarter 3, there continued to be a high percentage of complainants that declined to participation in ADR when offered. Bureaus should examine how to improve upon communicating the benefits of participating in ADR within their workforce.

FY 2010 QTR 3	% In Informal Process	% In Formal Process
Complainant Declinations	50%	52%

The Treasury Shared Neutrals (TSN) Program maintains a nationwide cadre of highly trained certified neutrals (also known as mediators). The TSN mediators assist bureaus in resolving all types of workplace disputes at the earliest stages of conflict management through mediation, facilitation, and coaching. In Quarter 3 FY 2010, TSN received 11 requests for mediators to assist in resolving disputes. Any bureau wanting to request a mediator to resolve EEO and non-EEO related disputes should send their request to: TSNmediatorrequests@occ.treas.gov