

# Civil Service Commission

## FY 2017 Advertised Budget Plan: Performance Measures

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### Alternative Dispute Resolution Program

#### Goal

The Civil Service Commission develops, monitors and evaluates the County's Performance Management appeals through the use of the Alternative Dispute Resolution process. ADR staff provides formal mediation, conflict coaching and conflict resolution opportunities for County employees in workplace disputes and disagreements, in addition to administering appeals of performance evaluations.

#### Objective

To reach 9.0 percent of the workforce with information or training about the Alternative Dispute Resolution (ADR) program, toward a future target of 10 percent.

#### Performance Indicators

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
ADR Services sessions performed	N/A	N/A	N/A / N/A	350	350
Peer Conflict Resolution Specialists trained	N/A	N/A	N/A / 48	50	50
<b>Outcome</b>					
Employees participating in at least one aspect of the ADR Program	N/A	N/A	N/A / 1,427	1,500	1,500
Percent of Employee Participation in Conflict Management Process	N/A	N/A	N/A / 10.6%	10.0%	10.0%
Percent of trainees reporting increase in conflict competence	N/A	N/A	N/A / N/A	75.0%	75.0%

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**Objective**

To serve at least 484 participants in the ADR process, reflecting 3.9 percent of the merit workforce.

**Performance Indicators**

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimate/Actual	FY 2016	FY 2017
<b>Output</b>					
Customer contacts resulting in participation in ADR services	518	484	484 / NA	484	NA
<b>Efficiency</b>					
Cost per session for ADR services	\$6.90	\$6.90	\$6.90 / NA	\$6.90	NA
<b>Service Quality</b>					
Percent of participants and clients indicating satisfaction with ADR services	80.0%	86.0%	85.0% / NA	85.0%	NA
<b>Outcome</b>					
Percent of workforce that participated in a conflict resolution service	3.4%	3.9%	3.9% / NA	3.9%	NA