

02-04-Mediation/Performance Appeals

Fund/Agency: 001/02	Office of the County Executive	
Personnel Services	\$63,000	<p>CAPS Percentage of Agency Total</p> <p>1.1%</p> <p>98.9%</p> <p>■ Mediation/Performance Appeals ■ All Other Agency CAPS</p>
Operating Expenses	\$6,237	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$69,237	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$0	
Net CAPS Cost:	\$69,237	
Positions/SYE involved in the delivery of this CAPS	1/1	

► CAPS Summary

In FY 2001, the Alternative Dispute Resolution (ADR) mediation and Pay for Performance Appeals Panel programs were implemented within the Office of Equity Programs. These programs are a response to employees' desire for a faster, more informal means for resolving disputes. The Pay for Performance Appeals Panel provides speedy resolutions to disagreements concerning performance evaluations. Both programs utilize volunteer employees serving either as mediators or panel members and panel chairs. Over 170 volunteers have been trained for these programs. These programs are anticipated to stem the number of complaints proceeding to the Civil Service Commission.

Office of the County Executive

► Method of Service Provision

These programs are staffed using 1 merit staff position and 170 employee volunteers that are rotated through the programs. The 1 staff position oversees intake of disputes for mediation, scheduling and coordination of hearings, scheduling of volunteers, participation in mediation, etc. The program has been successful in resolving disputes between employees that would have otherwise been forwarded to the Civil Service Commission for resolution. Such resolution of lesser disputes provided time for the Commission to hear complaints which the process could not resolve. The Pay for Performance Appeals Panel uses volunteer panelists to hear and quickly decide cases which can easily be resolved.

► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Pay for Performance Cases Filed	N/A	N/A	N/A	94	150
Cases Decided by Panel	N/A	N/A	N/A	81	145
ADR Mediation Cases	N/A	N/A	20	20	55

The Pay for Performance Appeals Panel program has had great success over the past fiscal year in disposing of cases and reaching fair and equitable resolutions. During FY 2001, there were 94 cases filed and 81 decided by the panel. As a result of changes in the process to ensure optimum performance and accountability, this office anticipates an increase in the number of cases to be filed in FY 2002. Additionally, with procedures in place for pay for performance disputes, more attention can be directed towards mediating other types of employee disputes. It is expected that the number of cases referred for mediation may increase during FY 2002. The benefit of the mediation program is that managers and employees do not have to take time away from County business to prepare for a formal hearing. Mediation is conducted informally with the consent of both parties. Resolutions are prepared in writing and agreed to by the parties, fostering a positive working environment.