



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MEDICAL COMMAND
2050 WORTH ROAD
FORT SAM HOUSTON, TEXAS 78234-6000

REPLY TO
ATTENTION OF

MCEE

MAR 2002

MEMORANDUM FOR Commanders, MEDCOM Major Subordinate Commands
Installations

SUBJECT: U.S. Army Medical Command Equal Employment Opportunity
Alternative Dispute Resolution Program Policy

1. The U.S. Army Medical Command (MEDCOM) established its initial alternative dispute resolution (ADR) program in April 1997, with approval from the Department of Army (DA). This program introduced the use of an ADR method (mediation) at the precomplaint stage of the Equal Employment Opportunity (EEO) complaints process that could assist in the early resolution of EEO complaints. In 1999, the Equal Employment Opportunity Commission (EEOC) directed that by January 2000, all Federal agencies, to include DA, must establish or have available an ADR program as an option for complainants in the EEO complaints process.

2. I strongly encourage commanders of MEDCOM installations and those installations servicing MEDCOM personnel to use the MEDCOM EEO ADR Program or any other DA-approved ADR/mediation program. The MEDCOM EEO ADR/mediation program offers:

- a. Mediation as the recommended ADR option
- b. A cooperative and nonthreatening forum to facilitate communication.
- c. A win/win approach to problem solving.
- d. Ownership (by the participants) of resolution efforts and results.

3. We have experienced positive results in MEDCOM from the use of this ADR program. The number of mediations during the pre-complaint stage of the EEO process generally remained the same during the last two fiscal years (96 for **FY** 00 and 95 for **EY** 01). However, the success of the program is best reflected in the 77.9 percent resolution rate of those complaints in **Fy** 01.

MCEE

SUBJECT: U.S. Army Medical Command Equal Employment Opportunity (EEO) Alternative Dispute Resolution Program (ADR) Policy

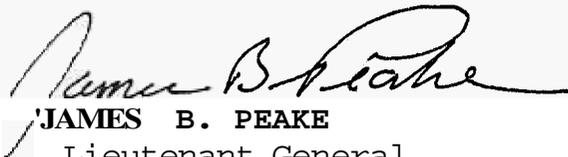
This is a significant increase from the **48.9** percent resolution rate the previous year. These early resolutions have had a direct impact on the decreasing number of formal EEO complaints filed in MEDCOM and on reducing the costs incurred with the ~~traditional-administrative~~ processing of the complaints.

4. To obtain full employee support for the ADR Program, I encourage union involvement and participation. You are reminded, however, that any proposed change to local personnel policies, practices, or working conditions affecting bargaining unit employees requires advance notification to recognized unions.

5. The updated implementing guidance on the MEDCOM EEO ADR Program is enclosed for your information and action, as appropriate. The changes reflected in the design of the program are intended to: **(a)** ensure the Program conforms to current guidance and regulatory requirements from the EEOC and DA, and **(b)** provide the greatest flexibility for implementing the Program.

6. Our point of contact is Mrs. Delia Ramirez Trimble, Director, Office of Equal Employment Opportunity Programs, at DSN 471-8170, Commercial (210) 221-8170, Fax (210) 221-8614.

Encl
as



JAMES B. PEAKE
Lieutenant General
Commanding