

**REDRESS<sup>®</sup>**  
Resolve Employment Disputes Reach Equitable Solutions Swiftly  
2014 OEAP Annual Resource Conference  
**Changing the Face of Conflict...  
One Dispute at a Time**  
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**Equal Employment Opportunity**  
**What Led To REDRESS<sup>®</sup>**

- 800,000+ Employees
- 40,000+ Facilities
- 30% of Federal Workforce
- 50% of Federal EEO Complaints
- A Class Action Lawsuit

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**Equal Employment Opportunity**  
**Alternative Dispute Resolution**

In 1999 the EEOC revised its regulations requiring all federal agencies to offer ADR as a part of the EEO complaint process

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Federal Sector EEO Complaint Process

- Title VII of the 1964 Civil Rights Act
- Age Discrimination in Employment Act
- Rehabilitation Act
- Genetic Information Non-discrimination Act

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Informal / Pre-complaint Process



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Formal Complaint Process



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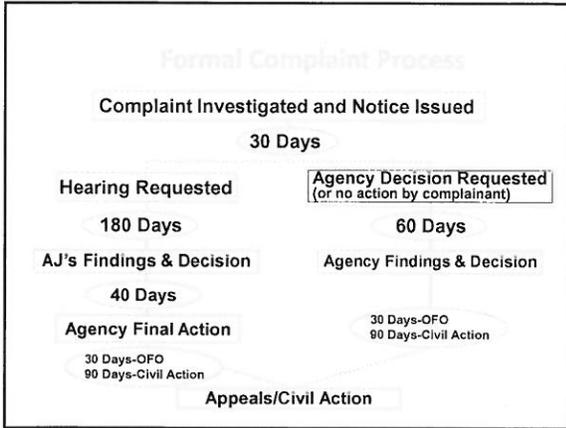
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**Equal Employment Opportunity**

**Formal Complaint Process**

The formal EEO process is:

- Lengthy
- Costly
- Adversarial
- Does nothing to repair relationships

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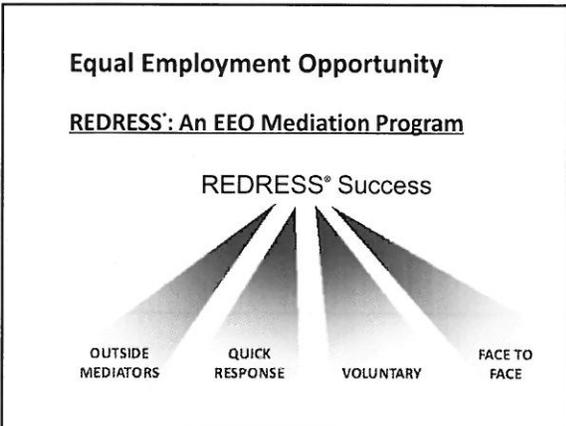
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**REDRESS' Program**

Process

**When EEO Counseling is Requested**

- REDRESS' will be offered to the counselee if complaint is deemed appropriate for mediation
- If accepted, the DRS will arrange a date usually within 14-21 days

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**REDRESS' Program**

Process

**If Counselee Elects REDRESS'**

- Counselee does not lose any rights
- If mediation does not settle or is not withdrawn, counselee may still file a formal complaint or return to traditional counseling

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**REDRESS' Program**

Not Appropriate

- Cases where the USPS has no jurisdiction (OWCP, OPM Issues)
- Cases involving criminal misconduct
- Some Sexual Harassment

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**REDRESS' Program**

**Representation**

- Counselee may be accompanied by a representative during the mediation
- A representative for management is not always necessary

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**REDRESS' Program**

**What Happens**

- Mediation is usually held at or near the counselee's facility
- Neutral location such as conference room
- Mediation is held "on the clock"

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**REDRESS' Program**

**Role of Mediator**

**DOES:**

- Facilitate Discussion
- Assists the Parties in Exploring Options for Resolving Issues

**DOES NOT:**

- Render a Decision
- Evaluate Merits
- Control the Mediation
- Give Legal Advice
- Dictate Settlement Language

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**REDRESS' Program**

**Role of Parties**

- Control Process
- Discuss & Clarify Issues
- Explore Solutions

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**REDRESS' Program**

- The Mediation process really begins with the EEO ADR Specialist explaining the complaint process and going over the benefits of the mediation program.
- If Mediation is elected all parties receive a scheduling letter giving them details about the time, location and other pertinent details about the mediation process.

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**REDRESS' Program**

- At the beginning of each mediation the Mediator will go over the Agreement to mediate and ground rules are often set by the parties.

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### REDRESS' Program

- All mediations end either with a signed settlement agreement (no verbal agreements);
- A signed withdrawal
- Or a No agreement letter (if this is issued the case returns to counseling for either continued efforts at resolution or closure with a Notice of Right to File a Formal Complaint).

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### REDRESS' Program

- REDRESS' Is Not Always About Discrimination
- REDRESS' Is About Communication
- REDRESS' Larger Goal is Workplace Improvement

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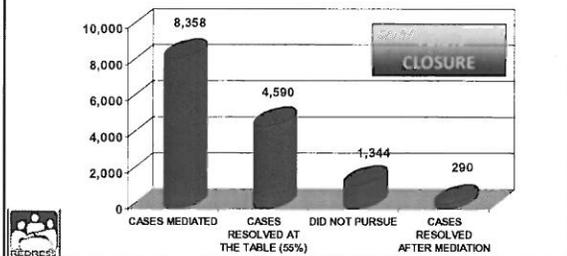
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### REDRESS' Program

National Mediated Closure Rate FY 2009



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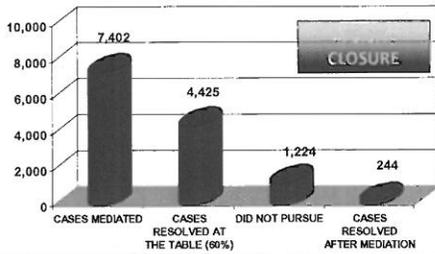
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### REDRESS' Program

National Mediated Closure Rate FY 2010



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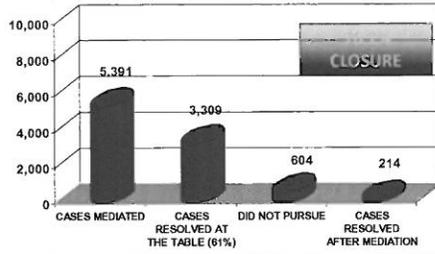
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### REDRESS' Program

National Mediated Closure Rate FY 2011



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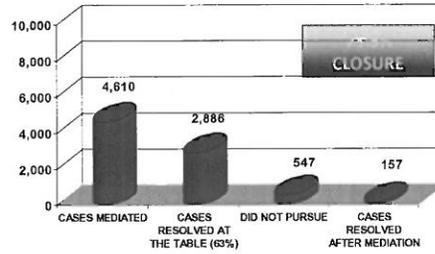
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### REDRESS' Program

National Mediated Closure Rate FY 2012



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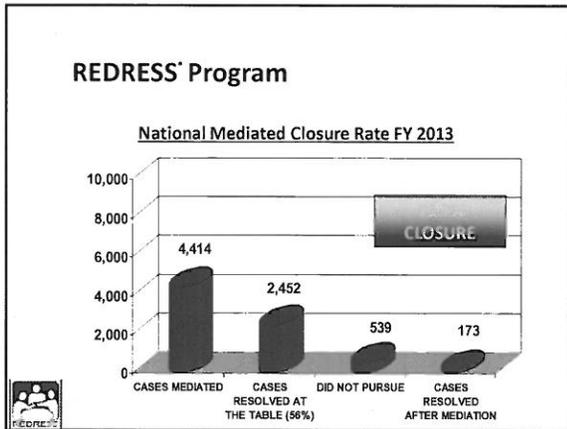
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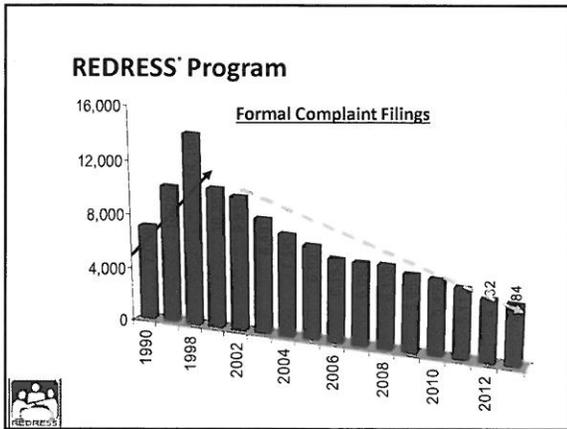
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- ### Minimum Criteria
- Completion of 3-day mediation course
  - Completion of at least 10 mediations as lead or as co-mediator
  - Evaluations from a qualified source
  - Completion of Postal Service Certified Training
  - Mediate first case at no charge to the Postal Service + positive evaluation from the Postal Service

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### Mediator Roster

- Currently we have approximately 600+ mediators nationwide
- Mediator use varies on availability/activity
- Mediators receive a set fee for each mediation
- Mediators will also receive travel expenses




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### Mediator Roster

- 22% - Minorities
- 49% - Women
- 54% - Small Business
- 8% - Small Business Minority - Women Owned
- 10% - Small Business –Minority Owned
- 27% - Small Business - Women Owned




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### More information/Opportunities

- [www.usps.com](http://www.usps.com)  
type in REDRESS on the search screen  
Job opportunities:
- All contracting opportunities with our National EEO Investigative Services Office (NEOISO):
  - Investigators
  - FAD writers
  - Various other dispute resolution positions
- [www.FBO.Gov](http://www.FBO.Gov)




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**Questions...**

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