

# USDA LABOR-MANAGEMENT FORUM

## Metrics Report Template

For

### USDA Labor-Management Forums

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| <b>Date</b>  | February 28, 2011  |
| <b>Agency Name</b>   | National Agricultural Service  |
| <b>Sub-Agency (if applicable)</b>  | Western Regional Office  |
| <b>Union Name</b>  | American Federal Employees Union, Agricultural Service Council, Local 123  |
| <b>Forum Level (recognition, agency, mission area, other)</b>                        | If "other", please describe<br>Level of Recognition  |
| <b>Name, title, email address, and telephone number of lead union representative</b> | Joseph Jobs, President AFEU, Local 123<br><a href="mailto:joe.jobs@usda.gov">joe.jobs@usda.gov</a><br>(410) 555-1234 |
| <b>Name, email address, and telephone number of lead agency representative</b>       | Samuel Service, Regional Manager<br><a href="mailto:sam.service@usda.gov">sam.service@usda.gov</a><br>(410) 555-2468 |

| Metrics <sup>1</sup>                        | Issues <sup>2</sup>   | Elements   | Baselines   | Goals <sup>3</sup>  |
|---|---|--|---|---|
| <b>Labor-Management Relationship</b>        | 1. The process of obtaining input from employee representatives needs to be improved so that their input may be consistently considered before decisions are made that affect bargaining unit employees | <b>Pre-decisional involvement</b>  | 2.64 out of a perfect score of 5.0 as scored by the 2010 Online USDA Labor Relations Climate Assessment <sup>5</sup>                        | Increase the score in the pre-decisional element to not less than 3.0 for each surveyed group in the fall 2011 Online USDA Climate Assessment         |
|   | 2. The forum has no governance documents or training in collaborative problem-solving   | <b>Organizational Support for Labor-Management Relations<sup>4</sup></b> | 2.98 out of a perfect score of 5.0 as scored by the 2010 Online USDA Labor Relations Climate Assessment                                     | Increase the score in the Organizational Support element to not less than 4.0 for each surveyed group in the fall 2011 Online USDA Climate Assessment |
| <b>Employee Satisfaction and Engagement</b> | The number of employees approved for participation in telework is low   | <b>Work/Life</b>   | 25.1% of survey respondents were <b>not</b> allowed to telework as scored by question 72 in the 2010 Employee Viewpoint Survey <sup>6</sup> | Decrease the percentage of employees <b>not</b> allowed to telework to no more than 15.1% in the 2012 Employee Viewpoint Survey                       |
| <b>Mission and Service Delivery</b>         | Delivery of financial assistance to customers needs to be accelerated   | <b>Process/Cycle Time</b>  | 2.1 Billion in benefits delivered in 2010 as determined from the USDA Strategic Plan FY 2010-2015 <sup>7</sup>                              | 2.2 billion in benefits delivered in 2011 <sup>8</sup>  |

<sup>1</sup> There are three (3) metric categories that measure forums' performance: 1) Labor-Management Relationship; 2) Employee Satisfaction and Engagement; and 3) Mission and Service Delivery. Each metric category is composed of several elements. For detailed information about metric category and their elements, please refer to "*Guidance for Implementing Metrics Requirements For Evaluating Effectiveness of Labor-Management Collaborations Under Executive Order 13522*", dated 11/01/2010.

<sup>2</sup> Issues are the problems, situations, or conditions forums will work to improve. Issues selected for improvement must be decided upon jointly by union and management forum participants. After deciding on at least one issue for each metric category, forums will use their judgment to match the issue with an associated element in each metric category.

<sup>3</sup> Goals are the levels of improvement forums will try to reach by the end of the first improvement period (September 30, 2011). Goals must be developed jointly by union and management forum participants. Goals should be specific, measurable, achievable, relevant, and time-bound. However, the specific plans of action or steps agreed to by forums for achieving their goals should not be included in this report.

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<sup>4</sup> At its October 19, 2011 meeting, the USDA Labor-Management Forum adopted a recommendation from the Metrics Committee that forums would be required to develop its charter or informal operating rules, have their forum members trained in collaborative problem-solving, and use facilitators for their meetings as part of the Organizational Support for Labor-Management Relations element of the Labor-Management Relationship Metric. Therefore, these mandatory activities will satisfy the requirement that forums choose at least one element from the Labor-Management Relationship metric for improvement. Of course, the parties are free to choose more than one element to work on from all of the three metrics categories.

<sup>5</sup> Baselines for the Labor-Management Relationship metric are taken from the 2010 Online USDA Labor Relations Climate Assessment Survey. The Survey was scored in each element for the Labor-Management Relationship metric.

<sup>6</sup> All baselines for the Employee Satisfaction and Engagement metric are derived from the appropriate question(s) from the 2010 Employee Viewpoint Survey for the appropriate USDA agency, sub-agency, or staff office.

<sup>7</sup> Baselines for the Mission and Service Delivery metric will come from the appropriate performance measure in the USDA Strategic Plan FY 2010-2015 or other measurement agreed upon by the parties.

<sup>8</sup> When establishing a “goal” for the Mission and Service Delivery Metric, it is understood that achieving the goal might be a shared effort between various agency forums and/or between one or more USDA agencies or staff offices. In such cases, forums should use their judgment to apportion their share of the goals established in the USDA Strategic Plan FY 2010-2015 for both determining their baselines and their improvement goals.