



# United States Department of the Interior

OFFICE OF THE SECRETARY  
Washington, D.C. 20240

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Memorandum

To: Bureau EEO Officers

From: Elena Gonzalez *Elena Gonzalez*  
Director, Office of Collaborative Action and Dispute Resolution

Sharon Eller *Sharon Eller*  
Director, Office of Civil Rights

Subject: Department of the Interior's EEO ADR Program

Consistent with all relevant laws, regulations and guidance, the Department of the Interior (DOI) has a workplace Alternative Dispute Resolution (ADR) program referred to as CORE PLUS. CORE PLUS policies and procedures apply to all bureaus and offices. The Director of DOI's Office of Collaborative Action and Dispute Resolution (CADR) is the Department's designated Dispute Resolution Specialist under the Administrative Dispute Resolution Act of 1996. In this role, the CADR Director has leadership responsibility for all DOI ADR policies and procedures, including CORE PLUS policies and procedures.

CORE PLUS replaced the prior ADR programs previously managed by the Office of Human Resources (CORE) and the Office of Civil Rights (EEO PLUS) in 2002. Departmental and Bureau leadership for Human Resources, Equal Employment Opportunity and the Solicitor's office were engaged in the design of CORE PLUS as DOI's ADR program for any workplace conflict or dispute, including the election of ADR at any stage of the EEO process or the administrative grievance process. The CORE PLUS policy is found at 370 DM 752.2.

In addition, CADR maintains an operational handbook with procedures, forms and guidance on the implementation of CORE PLUS policy. Each Bureau has a designated counterpart to the Director of the CADR office, known as the Bureau Dispute Resolution Specialist (BDRS), responsible for leading implementation of CORE PLUS policy and procedures in their bureau. Any questions or issues about how CORE PLUS is working in your bureau should be raised to the CADR office and your Bureau Dispute Resolution Specialist. (See attached contact information).

CADR is in the process of planning facilitated CORE PLUS meetings with the key stakeholders/partners in each bureau. Each of you will be hearing from us soon as we begin planning that discussion with your bureau. We want to hear your experiences and any concerns so that we can work with you to resolve them and to strengthen the coordination necessary for CORE PLUS to best meet the conflict management and dispute resolution needs of our managers and employees.

The attached copy of the CORE PLUS DM chapter is highlighted for ease of reference on the key points in this memorandum. Please feel free to call anyone in the CADR office at 703-235-0171 if you have any questions about CORE PLUS.

**Attachments**

cc: Shayla Simmons, Senior Counsel for CADR  
Deborah Charette, Assistant Solicitor, Personnel Litigation  
Thomas Mulhern, Director, Office of Human Resources  
Mark Teskey, Associate Solicitor, Division of General Law  
Pam Malam, Deputy Assistant Secretary for Human Capital  
Andrew Jackson, Deputy Assistant Secretary for Technology, Information and Business Services