



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Benefits Administration**  
**Washington, D.C. 20420**

March 10, 2003

VBA Letter 20-03-06

Director (00)  
All VA Regional Offices and Centers

Subj: Designation of Alternative Dispute Resolution (ADR) Coordinator

1. Department of Veterans Affairs (VA) Directive 5978, Alternative Dispute Resolution (ADR), dated February 2000, sets forth VA's policy encouraging employees "to use mediation to help resolve workplace conflicts as early as feasible, to the maximum extent practicable, in an appropriate manner, and at the lowest organizational level." The Directive assigns control and responsibility for effective ADR program development and implementation to the VA Administrations and Staff Offices.
2. Mr. Johnny Logan of the VBA Office of Diversity Management and Equal Employment Opportunity (DM&EEO) is the ADR Coordinator for VBA Central Office. Regional Offices (ROs) are requested to designate a local ADR Coordinator. Regional Offices with less than 100 employees may coordinate with the nearest VA Medical Center to utilize the ADR services provided by that facility. The critical responsibilities of the coordinators are to support the advancement of early conflict resolution and mediation policies and to implement appropriate mediation programs. A prototype description of duties and responsibilities is enclosed and may be adapted to meet your station's needs.
3. Training requirements for ADR Coordinators are currently being assessed. The VA Office of Resolution Management has produced a mediation awareness training videotape for ADR Coordinators entitled, "Mediation Zone." VBA will utilize this videotape for initial ADR Coordinator training. Regional Offices should receive a copy of the videotape by April 15, 2003.

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4. The name and telephone number of your local or Medical Center ADR Coordinator should be submitted electronically to mailbox "VAVBAWAS/CO/DM&EEO" by COB, March 21, 2003. If there are any questions or if assistance is needed, please contact Mr. Logan at (202) 273-7042.

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Daniel L. Cooper

Enclosure

cc: VBA Service and Office Directors