

NATIONAL REDRESS TASK FORCE



May 2000

Jerry R. Hall  
5718 Westheimer, Suite 1430  
Houston, TX 77057

Dear Jerry R.:

It is with mixed feelings that I inform you of my departure from the United States Postal Service. My tenure as the National Program Manager for REDRESS has been the highlight of my career. I have left to practice alternative dispute resolution in a private law firm.

The hard work and dedication of the REDRESS staff and all of you who have worked for us is unparalleled. I am proud to announce that REDRESS has been an overwhelming success story. We closed Fiscal Year 1999 (September 1999) with over 8500 cases mediated and an 81% closure rate. REDRESS was recognized by the Office of Personnel Management for its evaluation and research component. In April REDRESS received the American College of Civil Trial Mediators' "Institutional Award of Excellence." All of this was accomplished with the help of your many talents and skills.

I am pleased to announce that the Postal Service has decided to make REDRESS a permanent part of the EEO process. The program is also expanding to include formal EEO complaints which are referred to as REDRESS II mediations. The Postal Service continues its commitment to the transformative model of mediation for both REDRESS I & II complaints as it has proven to be an important workplace environment tool. Independent research by Indiana University shows that employees and supervisors are highly satisfied with the mediation process, the mediators, and the outcome. Additionally, other research studies indicate that there is a strong correlation between the implementation of REDRESS and a drop in formal complaints. In fact, in 1999, for the first time in almost a decade the number of formal EEO complaints declined by 2000 cases and the prediction is for a further reduction of another 2000 cases this year.

As I leave the Postal Service, I am pleased that most of the REDRESS Task Force will remain in place until the transition to EEO is complete (mid September 2000). Effective May 01, 2000 Kim Brown is the Acting National Program Manager. Kim has been an integral part of the REDRESS Program since its early days and will continue to work diligently to maintain the success and integrity of the program. Traci Gann is the Acting Chief Counsel, ADR and will be managing the REDRESS II implementation. Traci has also been a critical part of the REDRESS team and will ensure a smooth

Once again, I thank you for your contribution to making REDRESS the success it is today.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Hallberlin".

Cynthia Hallberlin  
National Program Manager  
REDRESS Task Force