Since September 11, 2001, the Department of Defense (DOD) has mobilized more than 500,000 reservists. As reservists demobilize, concerns exist about difficulties with their civilian employment. Public Law 109-163 required GAO to report on reservists’ civilian employer data and employment matters. GAO assessed (1) the status of DOD’s efforts to capture reservists’ employer data; (2) DOD, Labor, Justice, and Office of Special Counsel processes to track and address reservists’ USERRA complaints; and (3) the four federal agencies’ efforts to track and address USERRA complaints related to disabilities incurred while on active duty. GAO reviewed policies and procedures for reporting and tracking complaints; DOD’s civilian employer database for reservists and reservists’ USERRA complaints; and data reliability and quality checks.

To improve oversight of reservists’ complaints, Congress should consider changing the law to require Labor’s annual report to include DOD complaint data; DOD should improve its reporting of employer information; Labor should make aggregate complaint data available to DOD; and agencies should adopt uniform data elements, and track disability-related USERRA complaints. In commenting on a draft of this report, DOD, Labor, and Office of Special Counsel generally agreed with GAO’s recommendations. Justice had no agency comments. www.gao.gov/cgi-bin/getrpt?GAO-07-259.

To view the full product, including the scope and methodology, click on the link above. For more information, contact Derek B. Stewart at (202) 512-5559 or stewartd@gao.gov.